PreSort Letters

Including Promo Post and Charity Mail

Service guide – July 2025

Australia Post

Contents

1. PreSort Letters

1.1   What is PreSort Letters and what qualifies?

PreSort Letters is an Australia Post service for the delivery of large volumes of machine addressed, sorted letters to addresses within Australia.

To qualify:

- the minimum quantity is 300 articles per lodgement (4,000 for Promo Post)

- the maximum weight for articles is 500g

- all articles in a lodgement must be within the same size and weight category and for the same delivery speed

- articles can be barcoded and sorted for lower postage rates (and must be barcoded and sorted to be eligible for Promo Post and Charity Mail rates).

1.2   Article sizes and weights

Articles can weigh up to 500 grams (Charity Mail and Promo Post up to 250g).

Attribute	Small	Small Plus	Large
Maximum weight	125g	125g	125g, 250g or 500g
Minimum size	88 × 138mm	88 × 138mm	—
Maximum size	130 × 240mm	162 × 240mm	260 × 360mm
Maximum thickness	5mm	5mm	20mm
Shape	Rectangular†	Rectangular†	Rectangular†
Common examples	C6 (114 × 162mm) DL (110 × 220mm) DLE (114 × 225mm) DLX (120 × 235mm)	C5 (162 × 229mm)	B6/C4 (125 × 324mm) C4 (229 × 324mm) B4 (250 × 353mm)
Accepted services	• PreSort Letters • Promo Post • Charity Mail	• PreSort Letters • Promo Post	• PreSort Letters • Promo Post (up to 250g) • Charity Mail (up to 250g)

†   It is preferred that the length is at least 1.2 times the width.

Articles can be envelopes, postcards or plastic wrapped.

Plastic wrapped articles are measured on the *total plastic size*, not the size of the contents when determining the article size for charging purposes. See section 1.4.1 for details on how charges are determined.

You can obtain a convenient *Letter gauge* (8833667) from your lodgement facility to assist in measuring articles.
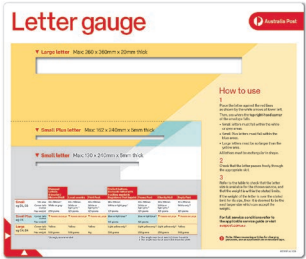
1.3   Delivery speed

Two delivery timetables (in business days) are available: Priority and Regular:

For delivery:	Priority delivery		Regular delivery	
	Same state	Other state	Same state	Other state
Within metropolitan areas of capital cities or within the same city or town and environs	2 days	—	3–4 days	—
Between metropolitan areas of capital cities	—	3 days	—	4–5 days
Between metropolitan areas of capital cities and country locations	3 days	4 days	4–5 days	5–6 days
Between country locations	3 days	4 days	4–5 days	6–7 days

Large size category articles for the Charity Mail service are only accepted for the Regular delivery timetable.

Promo Post articles are only accepted for the Regular delivery timetable.

Detailed Priority and Regular delivery timetables are at **auspost.com.au/presort**.

These timetables are guidelines only and based on reasonable expectations and experience and do not include External Territories and remote areas[1].

1 External Territories: Lord Howe Island 2898, Norfolk Island 2899, Christmas Island 6798, Cocos (Keeling) Islands 6799 and Australian Antarctic Territories 7151. Australia Post will not be liable for any loss or damage (including but not limited to consequential loss) resulting from a failure to deliver in accordance with these timetables.

1.4   Pricing and payment

Current pricing is listed in the *Post charges* booklet (8833665), which can be downloaded from **auspost.com.au**.

Prices for PreSort Letters articles vary by size and weight category, the sort category, the destination state and the delivery timetable, as displayed in the following table:

Size category	Weight up to	Priority delivery				Regular delivery			
		Direct trays		Residue trays	Unbar-coded trays	Direct trays		Residue trays	Unbar-coded trays
		Same state	Other state			Same state	Other state		
Small	125g	✔ *	✔ *	✔ *	✔ *	✔	✔	✔	✔
Small Plus	125g	✔ *	✔ *	✔ *	✔ *	✔	✔	✔	✔
Large	125g	✔ #	✔ #	✔ #	✔ #	✔	✔	✔	✔
	250g	✔ #	✔ #	✔ #	✔ #	✔	✔	✔	✔
	500g	✔ #	✔ #	✔ #	✔ #	✔	✔	✔	✔

* Not applicable for Promo Post.   **#** Not applicable for Promo Post or Charity Mail.

See section 3.1 for details on the sort categories.

You can pay for PreSort Letters using an Australia Post business credit account, a postage meter, cash, debit card or credit card.

1.4.1   Prices for plastic wrapped articles

Plastic wrapped articles (including Promo Post and Charity Mail) lodged in Direct trays will be charged at the rates listed in the *Post charges* booklet (8833665) for the applicable product category, according to the size and weight of the articles.

• Plastic wrapped Small articles (including Promo Post and Charity Mail) lodged in Residue trays or Unbarcoded trays will be charged at the Imprint / Metered Mail rates applicable to the article size and weight.

• Plastic wrapped Small Plus articles lodged in Residue trays will be charged at the Unbarcoded rate.

1.4.2   Conditions for same state prices

Barcoded articles attract same state prices when lodged within the same state as the delivery address (as defined in the Barcode Sort Plan). Same state pricing does not apply for Unbarcoded articles.

For charging purposes, the Australian Capital Territory is considered to be part of New South Wales, and South Australia does not include the Northern Territory.

1.4.3 Letters Lodgement Correction Fee

A fee will be charged when articles are:

• lodged without a mailing statement or other required lodgement documentation

• lodged with an incorrect mailing statement or lodgement document

• incorrectly prepared or presented according to the service guidelines.

For more information go to **auspost.com.au/fees-and-charges-explained**.

1.5   PreSort Letters Terms and Conditions

The Australia Post Terms and Conditions (**AP Terms**) govern the use of PreSort Letters.
The AP Terms can be found at **auspost.com.au/terms-conditions**. Section 6 of the AP Terms contains the Service Schedules with the relevant terms and conditions for each of the PreSort services. Please ensure that you are familiar with the AP Terms before using the Service.

2. PreSort Letters preparation

2.1   Article characteristics

2.1.1   Size and weight

The size categories eligible for the PreSort Letters service are *Small*, *Small Plus* and *Large*. See section 1.2 for details.

All articles in a lodgement must be within the same size and weight category and for the same delivery speed.

Plastic wrapped articles are measured on the *total plastic size*, not the size of the contents.

2.1.2   Article types

PreSort Letters articles can be either envelopes or postcards.

Plastic wrapped articles are also accepted (conditions apply).

Window faced envelopes

One of the main requirements of panel envelopes is that they have good clear panels.

However, even very clear panels can cause sorting difficulties if they reflect light to any great extent.

The address area visible through the window panel must meet the reflectance requirements. See section 2.7.6 Reflectance.

Open window panels are not permitted.

The recommended minimum size for window panels is:

• 38mm high × 95mm wide, for Small and Small Plus size articles (up to C5)

• 45mm high × 95mm wide, for Large size articles.

The entire address block, including barcode, must be clearly visible through the window panel when the article is presented for lodgement. Please ensure they remain visible irrespective of insert movement.
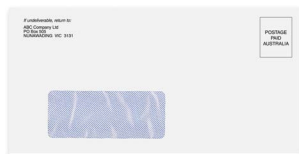
2.1.3   Paper stock

Paper stock is important as it can affect the ability of letter sorting equipment to process articles.

Australia Post recommends that envelopes and cards comply with Australian Standards for the production of envelopes, Spec 4611 – 1999 (available at: **intertekinform.com/en-au/**). For details refer to your paper supplier or envelope manufacturer or visit **auspost.com.au/bulkmail**.

There are no restrictions on the article colour for envelopes, postcards or plastic wrapped articles and/or flysheets provided the background against which the barcode is printed meets the reflectance requirements. See section 2.7.6 Reflectance.

2.1.4   Plastic wrap

Plastic wrapping of articles can provide an alternative to envelopes. Delivery address details can be printed on a flysheet, which is visible through the plastic wrapping.

Articles are measured on the "total plastic size", not the size of the contents.

Plastic envelopes are also considered to be plastic wrapped and are subject to the same conditions.

For plastic wrapped article pricing see section 1.4.1.

To enable high speed sorting of plastic wrapped articles, the plastic material used must meet specifications. The plastic wrap specifications can be found at **auspost.com.au/plasticwrap**.

Attribute	Specification
Strong enough to avoid tearing	Minimum thickness of the polymer film is 25 microns
Anti-static properties to avoid articles sticking together	Static charge < 2.0kV
A co-efficient of friction at a level to allow the articles to pass through the machine pick off mechanism	Coefficient of friction 0.2–0.5 (medium slip)
Not too glossy (reflects too much light) or hazy to prevent mechanical reading of the address	Gloss value must be 150 gloss units or less when measured at 60 degrees

Maximum haze level is 75 per cent |

Overhang limits and presentation

To avoid articles becoming jammed during processing, the plastic wrapping should be as tight as possible to prevent excessive movement of the contents, without bending the contents. To avoid jamming, the following limits for plastic overhang apply:

❶ Height
- 5mm for Small and Small Plus size articles
- 15mm for Large size articles.

❷ Length
- 15mm for Small and Small Plus size articles
- 40mm for Large size articles up to 15mm thick
- 60mm for Large size articles over 15mm thick.

❸ Presentation
- Address under the wrapper is clearly visible
- Sealing seam and hem must not obscure the address or barcode even if contents shift.

If undeliverable, return to:
ABC Company Ltd
PO Box 505
NUNAWADING VIC 3131

POSTAGE
PAID
AUSTRALIA

Mr A Sample
111 Bourke Street
MELBOURNE VIC 3000
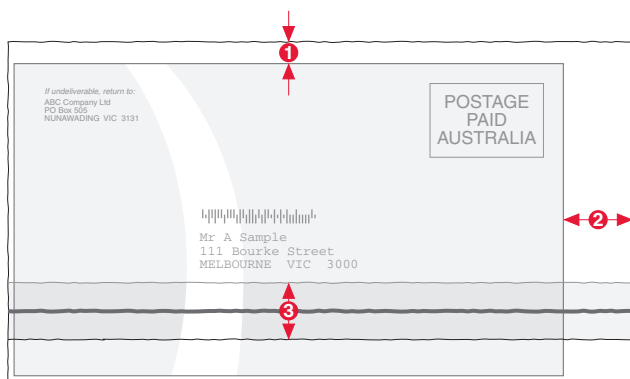
Flysheet skew

When used inside a plastic wrapper, the printed address sheet (or flysheet) must remain straight enough for automatic processing equipment to read it. The flysheet, address block and barcode must not be able to skew (turn obliquely or sideways) within the plastic wrap, as shown in the picture below.

❶ The maximum skew permissible for an address sheet is ± 10 degrees to the article edge, when presented for lodgement.

❷ The combined skew of the address sheet and barcode must not exceed ± 15 degrees to the article edge, when presented for lodgement.

Common problems with plastic wrapping

If requirements are not strictly followed articles may be damaged or delivery delayed.
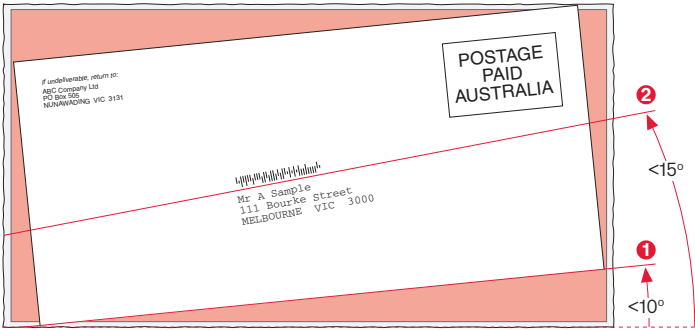
If ...	Then:
An article is declared as one size, but it is actually larger from end to end of plastic wrapping ...	The incorrectly declared size/price point will be charged at the higher rate.
The plastic seam or hem covers any part of the address block or barcode, or the colour of the plastic stops the scanning of the address or barcode ...	The articles cannot be scanned automatically.
The plastic is loose ...	The articles can jam in the processing machines, and may be damaged.
The plastic wrap is not strong enough ...	The plastic or the seam can tear and contents may come out during processing and be lost.
The overhang exceeds the allowable dimensions ...	The articles can jam in the processing machines, and may be damaged.

2.1.5 Sealing articles

Australia Post recommends each article be secured in a manner which would prevent entrapment of other postal articles. Any opening should not exceed 88mm.

Each article must be secured by a fastening that is *not likely to damage other postal articles nor injure persons handling it*. Where fasteners are used, they must be appropriate to the thickness of the article, and the ends closed together. Staples and any metal fasteners are discouraged, as they are likely to cause injury to staff handling the articles.

2.1.6 Article flexibility and spine
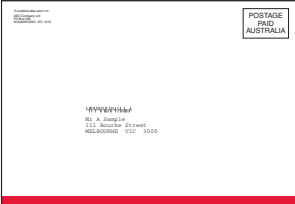
Small and Small Plus articles must be reasonably flexible to ensure that they can be processed through high speed letter sorting equipment.

Small and Small Plus articles that are too rigid or stiff are ineligible for the service (but may be accepted as Large articles). Some examples of prohibited contents includes pencils, pens and items enclosed in a hard case.

Orientation of article spine

Article contents sometimes have a "spine" on one of the long edges where the pages are bound using glue, folding or stapling. If plastic wrapped, the spine of the contents should be oriented as follows:

Small and Small Plus articles	Large articles with landscape address format	Large articles with portrait address format
Contents spine is along the edge below the addressing.	Contents spine is along the edge below the addressing.	Contents spine is along the edge to the right of the addressing.

2.2 Article layout and zones

PreSort Letters articles are made up of three printing zones:

❶ **Return address zone**. The return address is preferred here or on the back. See section 2.3.

❷ **Postage zone** (includes delivery speed indicator, if selected). See section 2.4.

❸ **Barcode and delivery address zone**. See section 2.5.
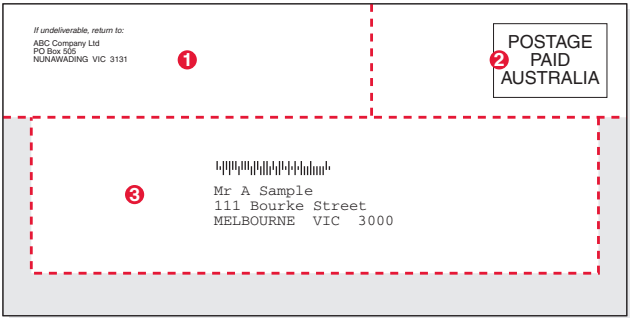
The following sections detail the dimensions of these zones and specify the inscriptions to print within them.

See also, **Adding logos, advertising and other printing** section 2.8.

For Charity Mail articles, you also need to print the CM inscription. See section 5.6.

2.3 Return address zone

An Australian return address is required to be shown on each article within a lodgement. Either a street address or a Post Office Box address is acceptable.

Australia Post recommends return addresses to be:

• on the upper left-hand corner of the address side of the article, no more than 40mm from the top edge, or on the back of the article

• no larger than 8 point font preferred

• with no bolding.
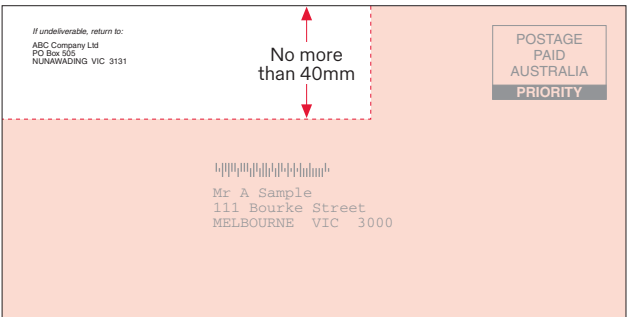
Return address details appearing in the postage zone as part of a postage meter mark are acceptable.

It is preferred that the return address be prefixed with "If undeliverable, return to:".

> *If undeliverable, return to:*
>
> ABC Company Ltd
> PO Box 575
> NUNAWADING VIC 3181

2.4   Postage zone

The postage zone contains a postage paid imprint or a postage meter mark, and a Priority delivery indicator if the Priority delivery timetable is selected. No other inscriptions are permitted in the postage zone.

Dimensions must be:

• 90mm across from the top right-hand corner of the article

• 40mm down from the top edge of the article.
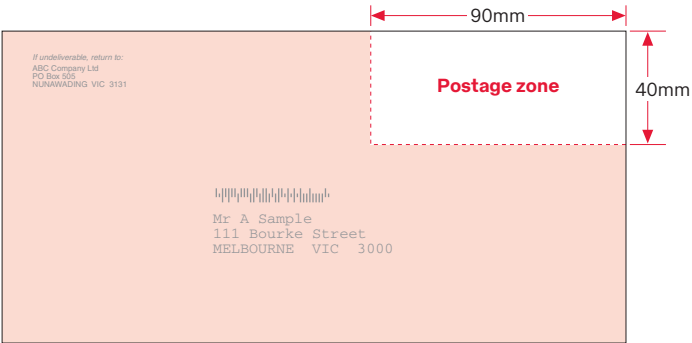
2.4.1 Postage Paid Imprint

All articles that are not metered should bear a Postage Paid Imprint.

The words POSTAGE PAID AUSTRALIA need to be printed in a rectangular box within the following dimensions:

• maximum: 26 × 40mm (see illustration)

• minimum: 19 × 25mm.

25mm to 40mm

19mm to 26mm

POSTAGE PAID AUSTRALIA
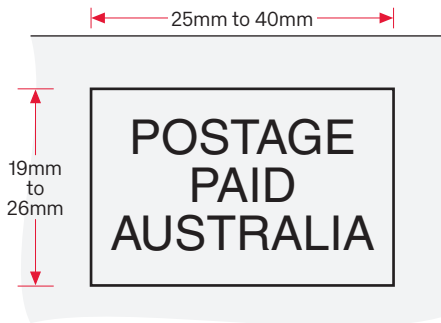
Priority delivery indicator

All articles for which the Priority delivery timetable is selected should include a Priority delivery indicator, located at the bottom of the Postage Paid Imprint.

The word PRIORITY needs to be printed:

• in white capital letters, in a bold font (Helvetica Bold or Arial Bold recommended) at 10 to 14 point size

• in a solid rectangular box: 4 to 6mm high for wide imprints, or 6 to 10mm high for tall imprints.

4mm to 6mm

POSTAGE PAID AUSTRALIA
PRIORITY

6mm to 10mm

POSTAGE PAID AUSTRALIA
PRIORITY
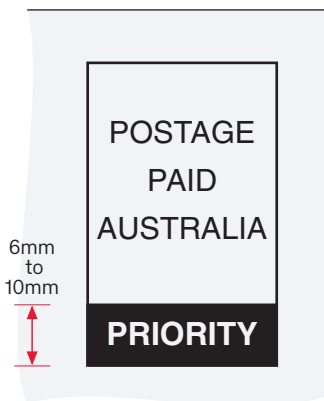
2.4.2 Personalised Postage Paid Imprint

Australia Post may approve a personalised imprint design. The design must not have the appearance of a postage stamp and the words POSTAGE PAID AUSTRALIA must be prominent (see example illustrations).

If the Priority delivery timetable is selected, the Priority delivery indicator must also be prominent at the bottom of the design.
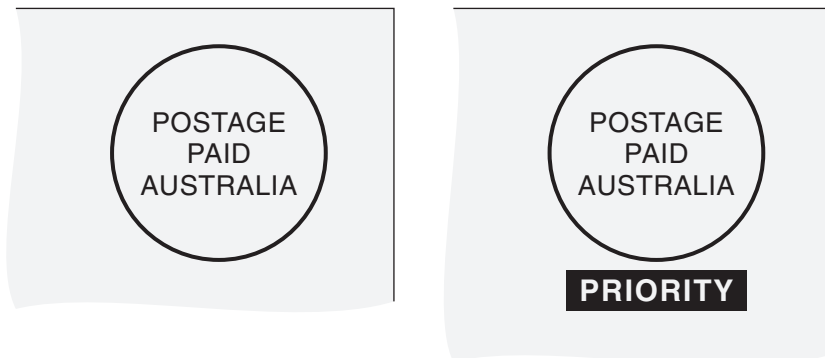
2.4.3 Postage meter mark

A postage meter may be used as a payment method for the PreSort Letters service.

The published price must be printed in the postage zone of each article. If a date is included in the meter mark it must be the date of lodgement.

Return address details appearing in the postage zone as part of a postage meter mark are acceptable.

If the Priority delivery timetable is selected, the word PRIORITY must be prominent.

For additional information on metering, refer to the *Postage Meters Conditions of use* booklet (8833675).

2.4.4 Colour of postage zone inscriptions

Australia Post prefers dark colours such as black, dark blue and dark green. Postage meter marks must be printed using Australia Post approved fluorescent ink.

2.5   Barcode and delivery address zone

Do not include any address other than the delivery address in the Barcode and delivery address zone.

2.5.1   Small and Small Plus articles

The complete barcode and delivery address must be positioned in the Barcode and delivery address zone of the article:

❶ at least 15mm from the bottom edge of the article

❷ no more than 100mm up from the bottom edge of the article

❸ at least 10mm from the left and right edges of the article

❹ outside of the postage zone.
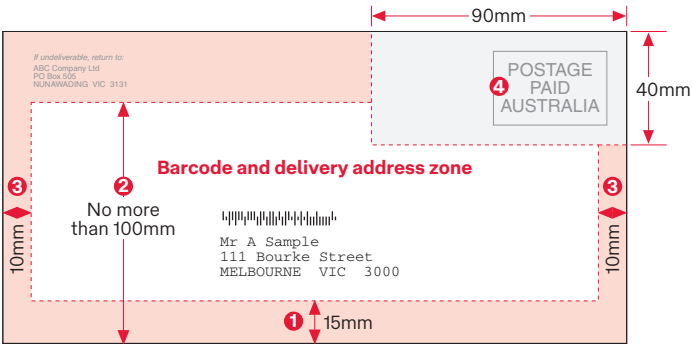
2.5.2 Large articles (landscape layout)

The complete barcode and delivery address must be positioned in the barcode and delivery address zone of the article:

❶ at least 40mm from the top edge of the article

❷ at least 15mm from the bottom edge of the article

❸ at least 15mm from the left and right edges of the article.

If the article is barcoded, then the delivery address zone can also include an additional area. Ensure that the return address does not infringe this area:

❹ at least 15mm from the top edge of the article

❺ at least 60mm from the left edge of the article and

❻ at least 90mm from the right edge of the article.

❺ 60mm   ❻ 90mm

❹ 15mm

If undeliverable, return to:
ABC Company Ltd
PO Box 505
NUNAWADING VIC 3131

If barcoded – address details can also appear in this area

POSTAGE
PAID
AUSTRALIA
PRIORITY

❶ At least 40mm

Barcode and delivery address zone

Mr A Sample
111 Bourke Street
MELBOURNE   VIC   3000

❸ 15 mm

❸ 15 mm

❷ 15mm

2.5.3 Large articles (portrait layout)

The complete barcode and delivery address must be positioned in the barcode and delivery address zone of the article:

❶ at least 40mm from the top edge of the article

❷ at least 15mm from the bottom edge of the article
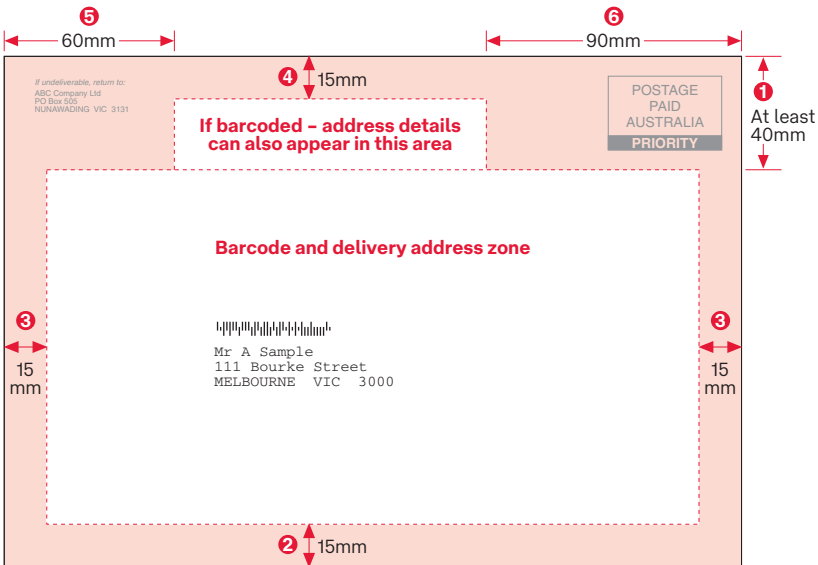
❸ at least 15mm from the left and right edges of the article.

2.5.4 Correct addressing

Correct addressing ensures the Australia Post delivery system can recognise and interpret the delivery address.

❶ **Address lines** (excluding barcode placement) must be aligned left.

❷ **Barcode** – See section 2.7.

❸ **Additional address information** such as business or person's name if included, must be placed above the last two lines of the address and not below, alongside or within these lines.

❹ **Second last line** – Must contain the number and name of the street or thoroughfare or Post Office Box or Bag number.

❺ **Bottom line** – This line should be printed in CAPITALS. For unbarcoded lodgements, must contain in the following order: the locality, the state or territory abbreviation and finally the postcode.

❶

❷ → |ı|||ı|ıı||ı||ıı|ı|ı|·|·|ıılıııı|ı

❸ → Mr A Sample
❹ → 111 Bourke Street
❺ → MELBOURNE   VIC   3000

Address labels may be used but must be straight and firmly affixed.

If using window panel envelopes, the entire address block, including barcode, must be clearly visible through the window panel when the article is presented for lodgement. Please ensure they remain visible irrespective of insert movement.

Size category	Address and barcode orientation
Small, Small Plus	Must be parallel to the long side of the article
Large	Can be orientated to either portrait or landscape. It is recommended that the address and barcode are orientated in the same direction.
	When using window panel envelopes, it is recommended that the barcode is positioned below the address.

2.5.5 Address fonts and colours

Any font can be used for the delivery address as long as it is clearly readable, preferably in 12 point size, and print characters should not overlap. Avoid using *italics*, **bolding**, shadowing, or underlining.

Only use dark colours such as black, dark blue and dark green.

2.6   Barcoding

A barcode is a machine-readable representation of information which enables efficient processing of mail.

The barcode used by Australia Post is called a *4-state barcode* and includes a *Delivery Point Identifier* (DPID) which is applied to Australian addresses using a database maintained by Australia Post called the *Postal Address File* (PAF).

The PAF is a national reference file which contains all the addresses to which Australia Post delivers in a correct format, along with corresponding *DPIDs* (Delivery Point Identifiers). Each DPID is a randomly generated unique 8-digit number.

Current *Address Matching Approval System* (AMAS) certified software must be used to match:

❶ each delivery address in a lodgement …

❷ to its correct DPID (8-digit Delivery Point Identifier) …

❸ and print this on the article as a correctly formatted 4-state barcode.

```
❶                              ❷                    ❸
111 Bourke Street
MELBOURNE  VIC  3000    →    54516251    →    ‖·|‖|‖‖‖·|||‖·|‖·|·|·|ılıılıı‖·
```

The printed barcode is read by Australia Post's mail processing machines.

Matching below a DPID

In selected rural and remote locations Australia Post will permit AMAS software to assign a *Delivery Identifier* (DID). When an address record has been assigned a DID, the article should be presented in the correct sort plan.

2.6.1   Address Matching Approval System (AMAS) Certified barcode software

If barcoding your mail, you must use current AMAS certified software to obtain the correct DPID for each address.

Australia Post certifies barcode software through its *Address Matching Approval System* (AMAS) program which contains a copy of Australia Post's *Postal Address File* (PAF).

A list of the companies that have been granted a licence to supply address-matching and correction software is at **auspost.com.au/amas**.

2.6.2 Postal Address File (PAF)

The mandatory PAF for barcoding purposes is available according to the following schedule. Contact your AMAS software supplier if you require a more frequent update.

PAF version	Release to AMAS vendors	Issue to end users	PAF expiry date
VYYYY.1	15 October	15 November	31 March
VYYYY.2	30 January	28 February	30 June
VYYYY.3	1 May	31 May	30 September
VYYYY.4	1 August	31 August	31 December
VYYYY.5	15 October	15 November	31 January

AMAS software suppliers are required to supply end-users with the latest version of the PAF within 30 days from the end of the month of the updates being supplied to them. This provides end-users with a minimum of one month to install the new data files and test their systems. It is not necessary to wait until the last permissible use date before the updated release of the PAF is used.

PAF address amendments

In some instances the original address has been amended to match an address in the Postal Address File (PAF). You may choose to print either the original address as presented to the AMAS software, or the amended address as recorded in the PAF.

2.6.3 PAF Incremental Changes File

The PAF Incremental Changes File (ICF) is a list of DPIDs where changes have occurred to addresses between one release of the PAF to the next. It assists organisations that store DPIDs within databases to maintain these DPIDs against the latest version of the PAF.

The PAF ICF is available through AMAS Vendors.

Record Action Codes

The PAF ICF contains *DPIDs*, *Record Action Codes* and *Address Component Indicators*.

The record action code signifies the type of change that has occurred to the associated address details of this DPID since the previous PAF was released.

The address component indicators signify which address components have changed.

The record action code	What it means
D (Delete)	The DPID and its associated address components have been deleted since the previous PAF was released.
M (Modify)	Some associated address components in the PAF have changed since the previous PAF was released. These records will contain values in the address component indicator fields to indicate which address fields have changed.
P (Primary)	The secondary address components associated with this Primary Point have either been modified or additional secondary points have been added.

The PAF ICF does not contain the DPID of any inserts. That is, it does not contain details of any new DPIDs that have been added to the PAF since the previous PAF was released.

DPID validation with the PAF Incremental Changes File

To maintain the currency of DPIDs stored in your database, in order to obtain postal discounts, all addresses must be re-validated against the latest version of the PAF or processed by exception by using the PAF ICF.

To ensure the correct usage of the PAF ICF, the following process must be employed:

1 Any DPIDs contained within the PAF ICF that are also stored within a customer's database must be removed from that database.

2 Those address records that have had their associated DPID removed may then be rematched against the latest PAF using AMAS approved address matching software.

Availability of the PAF ICF

The PAF ICF is made available with every general release of the PAF for production purposes.

It is released to all AMAS Software Developers for them to develop software to assist their customers with resolving their unmatched addresses through its use. AMAS Software Developers using the PAF ICF must ensure the correct process is used for updating the DPID of address records where the DPID matches one contained in the PAF ICF.

The AMAS Program reserves the right to withdraw the use of the PAF ICF at any time if there is evidence that it is being used incorrectly resulting in DPIDs not being current against the latest version of the PAF.

2.7   Printing the barcode

The 4-state barcode must follow the structure, format, and printing requirements specified by Australia Post to ensure the sorting equipment can process the articles efficiently.

2.7.1   Location

The barcode can be placed separately from the delivery address, so long as it remains in the Barcode and Delivery Address Zone.

Size category	Address and barcode orientation
Small, Small Plus	Must be parallel to the long side of the article
Large	Can be orientated to either portrait or landscape. It is recommended that the address and barcode are orientated in the same direction.
	When using window panel envelopes, it is recommended that the barcode is positioned below the address.

2.7.2   Clear zone

Barcodes require a clear zone, free of printing or other distractions, immediately around the barcode. The clear zone must be at least 6mm to the left and right and at least 2mm from the top and bottom of the barcode.

Non-address information, such as your reference codes, sort plan number, etc, may be located above the bottom two lines of the address block provided the barcode clear zone is observed. There is no requirement for this information to be left aligned.

2.7.3 Length

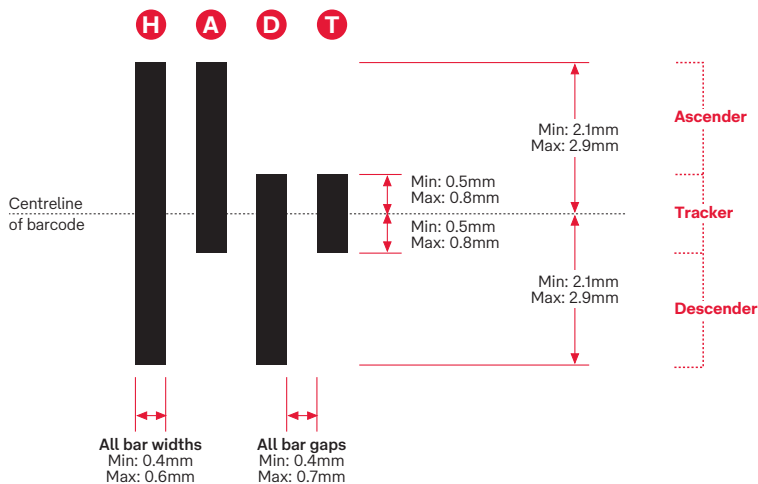When printed, each 4-state barcode has a minimum and maximum size it must comply with.

Barcode format	Minimum – maximum length
37	Min. 37.0mm – Max. 42.2mm
52	Min. 52.2mm – Max. 59.5mm
67	Min. 67.5mm – Max. 76.8mm

2.7.4 Bar dimensions

The individual bars and spaces within the barcode have their own minimum and maximum measurements. These are important because any major variations can cause the sorting equipment to reject the mail article.

Each of the four types of bars has a minimum and maximum width and height, and the bar gap (space between bars) has a minimum and maximum width.

Barcode element	Width (minimum – maximum)	Total height (minimum – maximum)
H	0.4mm – 0.6mm	4.2mm – 5.8mm
A	0.4mm – 0.6mm	2.6mm – 3.7mm
D	0.4mm – 0.6mm	2.6mm – 3.7mm
T	0.4mm – 0.6mm	1.0mm – 1.6mm
Bar gap (space)	0.4mm – 0.7mm	—

Centreline
of barcode

H A D T

Min: 2.1mm
Max: 2.9mm

Min: 0.5mm
Max: 0.8mm

Min: 0.5mm
Max: 0.8mm

Min: 2.1mm
Max: 2.9mm

Ascender

Tracker

Descender

All bar widths
Min: 0.4mm
Max: 0.6mm

All bar gaps
Min: 0.4mm
Max: 0.7mm

2.7.5   Barcode skew

Occasionally, a barcode may not be printed straight ("skewed"). The article may not have lined up correctly when moving through the printer or it shifted during printing.

A certain amount of skew (called "tolerance") is allowed provided it is less than ± 5 degrees, as the sorting equipment is still able to read slightly skewed barcodes.

There are two types of skew:

Code skew – where the barcode is skewed in relation to the bottom edge of the article.
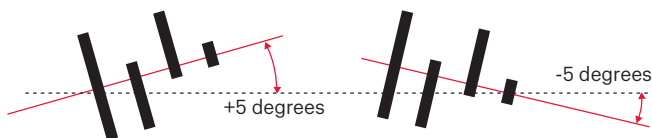
+5 degrees

-5 degrees

Bar skew – where individual bars are skewed in relation to the centre line of the barcode.
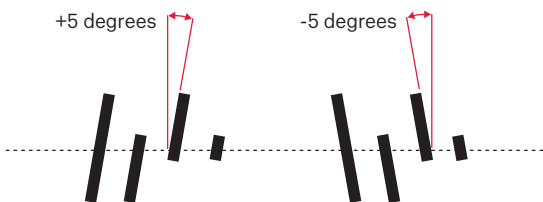
+5 degrees

-5 degrees

If a barcode is skewed both ways (code and bar), the combined skew must be less than 5 degrees.

2.7.6   Reflectance

"Reflectance" is the degree to which light reflects from a surface. Barcode reader devices are sensitive to the reflectance of the following:

• the printed barcode

• the space around the barcode

• the window material through which barcodes are scanned.

Spectral range

Barcode readers operate within the spectral range of 400 to 650 nanometers. Within this range, the following measurements must be met:

• maximum bar reflectance (Rb) is 25 per cent

• minimum space reflectance (Rs) is 50 per cent.

The reflectance difference (MRD) must be greater than 50 per cent, where MRD is defined as follows:

$MRD = Rs - Rb > 50$ per cent

The Print Contrast Signal (PCS) must be greater than 0.75 where PCS is defined as follows:

$PCS = (Rs - Rb)/Rs > 0.75$

Opacity of the substrate

The material on which the barcode is printed (the "substrate") must be opaque, to prevent unwanted information showing through and obscuring the barcode. This requirement is met if the MRD is at least 50 per cent when the material is backed with a black surface having a reflectance below 5 per cent.

2.7.7   Customer appended information in barcodes

The standard barcode contains 37 bars, however you can include your own information in 52 or 67 length 4-state barcodes. This information can be used to monitor mail returns for campaigns or orders. The information is encoded and included in the additional bars.

Barcode format	Customer information
52	8 digits or 5 characters
67	15 digits or 10 characters

2.7.8   Unbarcoded articles (as part of a barcoded PreSort Letters lodgement)

Not all addresses may result in a barcode assignment. To reduce the incidence of multiple lodgements from the same source data, there is the option to lodge barcoded and unbarcoded PreSort Letters together as a single lodgement using the same lodgement documentation.

2.7.9 Barcode Quality Program

Australia Post provides the Barcode Quality Program (BQP) to test the quality of barcodes prior to the print production stage. Information relating to the Barcode Quality Program is available at **auspost.com.au/bqp**.
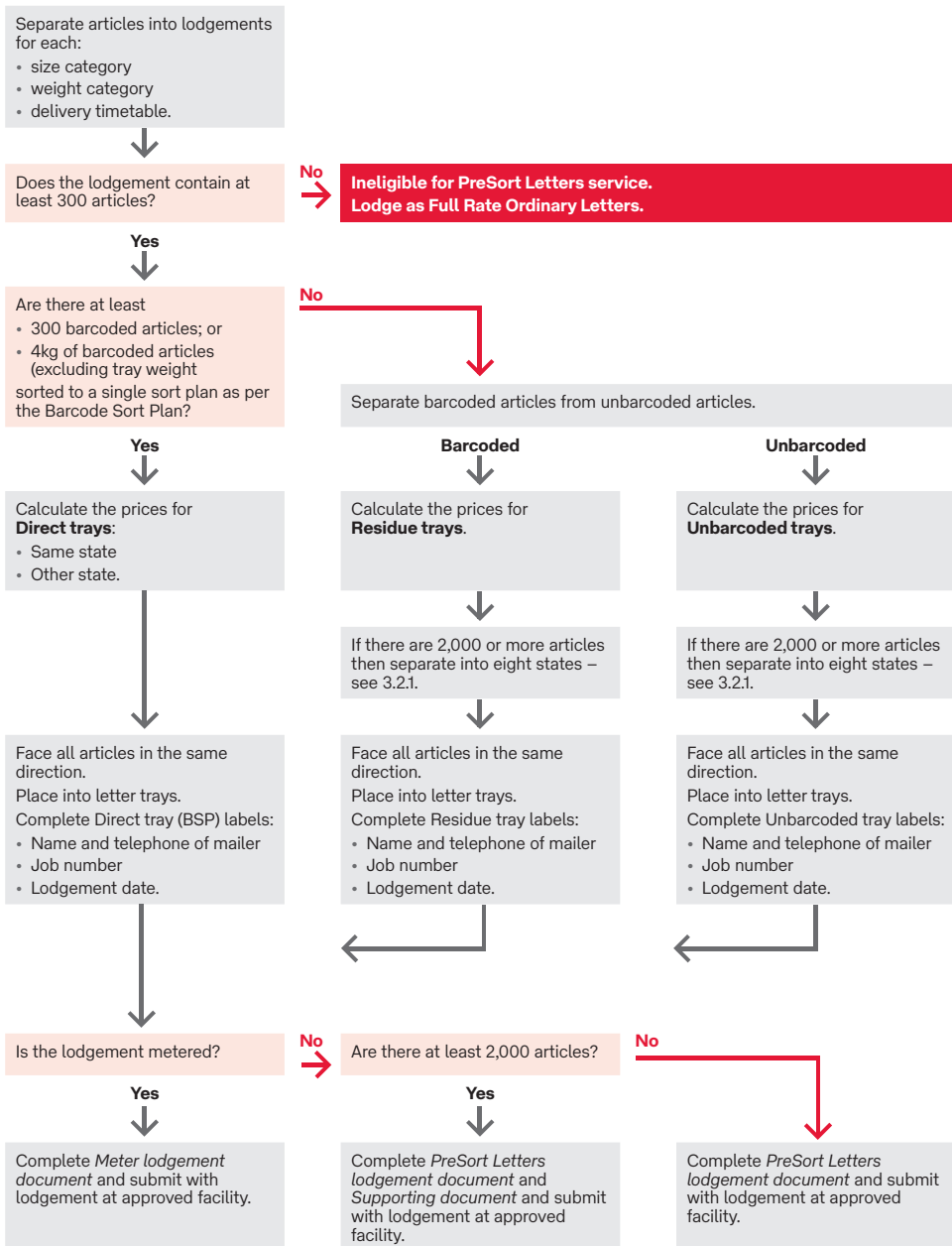
Enquiries about barcode readability should be directed to **BQPHelp@auspost.com.au**.

2.8   Adding logos, advertising and other printing

Logos, advertising content and other printing may be added on the front and back of articles, providing that it does not obscure the inscriptions in the postage zone and the return address zone and it observes the clear zone around the barcode.

▼ Sorting and lodgement flowchart

Separate articles into lodgements for each:
- size category
- weight category
- delivery timetable.

↓

Does the lodgement contain at least 300 articles?

No →

Ineligible for PreSort Letters service.
Lodge as Full Rate Ordinary Letters.

Yes ↓

Are there at least
- 300 barcoded articles; or
- 4kg of barcoded articles (excluding tray weight

sorted to a single sort plan as per the Barcode Sort Plan?

No →

Separate barcoded articles from unbarcoded articles.

Yes ↓	**Barcoded** ↓	**Unbarcoded** ↓
Calculate the prices for **Direct trays**: • Same state • Other state.	Calculate the prices for **Residue trays**.	Calculate the prices for **Unbarcoded trays**.
	↓	↓
	If there are 2,000 or more articles then separate into eight states – see 3.2.1.	If there are 2,000 or more articles then separate into eight states – see 3.2.1.
↓	↓	↓
Face all articles in the same direction. Place into letter trays. Complete Direct tray (BSP) labels: • Name and telephone of mailer • Job number • Lodgement date.	Face all articles in the same direction. Place into letter trays. Complete Residue tray labels: • Name and telephone of mailer • Job number • Lodgement date.	Face all articles in the same direction. Place into letter trays. Complete Unbarcoded tray labels: • Name and telephone of mailer • Job number • Lodgement date.

↓ (left column continues) ← ←

Is the lodgement metered?

No →

Are there at least 2,000 articles?

No →

Yes ↓

Complete *Meter lodgement document* and submit with lodgement at approved facility.

Yes ↓

Complete *PreSort Letters lodgement document* and *Supporting document* and submit with lodgement at approved facility.

↓

Complete *PreSort Letters lodgement document* and submit with lodgement at approved facility.

3. PreSort Letters lodgement

3.1   Sort categories

To ensure optimum delivery of PreSort Letters articles and to avoid being charged a fee, you need to prepare and lodge articles correctly.

You have the choice to sort articles according to the following sort categories:

Sort category	Description	To qualify
Direct trays	• Barcoded • Sorted to the BSP	The minimum quantity is 300 articles (or 4kg of article weight, excluding the weight of the tray) per postcode range. Remaining barcoded articles become "Residue".
Residue trays	• Barcoded • Not sorted to the BSP	Where there are insufficient barcoded articles to make a Direct tray.
Unbarcoded trays	• Not barcoded • Not sorted to the BSP	Articles that are not barcoded.

The total lodgement must contain at least 300 articles, but there is no minimum for Residue and Unbarcoded trays once this threshold has been met.

The total lodgement minimum for Charity Mail is 300 barcoded articles. The total lodgement minimum for Promo Post is 4,000 barcoded articles.

3.1.1   Barcode Sort Plan (BSP)

The Barcode Sort Plan (BSP) allocates every Australian postcode into a specific range, allowing Australia Post to efficiently sort articles to their point of delivery. It is regularly updated (refer table). To ensure the current sort plan is used, download it from the website **auspost.com.au/sortplans**.

Version number	Release date	Active date	Expiry date
VYYYY1	1 February	First Friday in March	Day prior to first Friday in September
VYYYY2	1 August	First Friday in September	Day prior to first Friday in March

▼ Part of the Barcode Sort Plan – BSP numbers and associated postcode ranges

Valid from 28 February 2025 to 27 February 2026

Denotes changes made from previous plan

Plan No.	Postcode ranges
Northern Territory	
001	0800–0801; 0803–0804; 0810–0815; 0820–0822; 0828–0832; 0834–0841; 0845–0847; 0850–0854; 0880–0881; 0885–0886; 0906–0909
002	This plan is allocated to Queensland
New South Wales	
003	1640; 1655; 1658; 1660; 2084–2087; 2092–2097; 2099–2108
004	1630; 1635; 1670; 1680; 1685; 1710; 2072–2073; 2076–2077; 2079–2083; 2109; 2110; 2111; 2112; 2119; 2121–2122
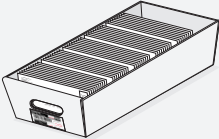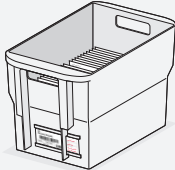
Australia Post staff perform a check at lodgement to determine if articles have been sorted correctly and you may be charged full rate postage and a Letters Lodgement Correction Fee if articles are incorrectly sorted.
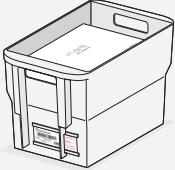
3.2 Preparation of letter trays

Obtain letter trays at no cost from your lodgement facility.

Prepare and sort Direct trays, Residue trays and Unbarcoded trays as follows:

• face all articles in the same direction

• sort the articles in ascending postcode order (preferred but not mandatory)

• do not bundle or tie the articles

• place the articles into letter trays as follows:

Size category	Tray use
Small, Small Plus	In small letter trays, with the addresses facing the front (label end) of the tray. The maximum acceptable weight for a small tray is 9.5kg (including the weight of the tray).
Large – for C5 articles greater than 5mm thick	In large letter trays, single layered, upright on the long edge with the addresses facing the front (label end) of the tray. The maximum acceptable weight for a large tray is 16kg (including the weight of the tray).

Size category	Tray use
Large – other sized articles	In large letter trays, lay flat with the addresses face up and with the postage zone imprint at the label end of the tray.
	To facilitate ease of handling we recommend that large letter trays should not be filled above the handle holes.
	The maximum acceptable weight for a large tray is 16kg (including the weight of the tray).

Overflow Direct trays can be lodged. An overflow tray is a less-than-full tray that contains all articles remaining after the preparation of full trays for the same sort plan BSP number. A maximum of one overflow tray for each sort plan BSP number is permitted.

3.2.1   State separation of Residue trays and Unbarcoded trays

Where there are 2,000 or more Residue articles, or 2,000 or more Unbarcoded articles, then separate the articles into state based trays as follows:

For volumes of:	Then:
Less than 2,000 articles	Affix tray labels for the state where the lodgement is occurring
2,000 or more articles	Separation of articles by state is required, as follows:
	• place articles into separate trays for each state – NSW, ACT, VIC, QLD, SA, WA, TAS and NT as defined in the Barcode Sort Plan
	• affix tray labels for the state of the destination.

3.2.2   Small volume barcoded lodgements (less than 2,000 articles)

Small volume lodgements do not normally need Direct trays, as it is unlikely that there will be at least 300 barcoded articles addressed to a single sort plan number. In this case:

• Place barcoded articles in trays and affix completed Residue tray labels for the state of lodgement

• Place any unbarcoded articles in separate trays and affix completed Unbarcoded tray labels for the state of lodgement.

3.3 Tray labels

Tray labels must be correctly completed and affixed to each tray. You can order preprinted labels directly from Australia Post or use print on demand software.

3.3.1 Preprinted tray labels

Order forms for labels are available at **auspost.com.au/traylabels**. Take your order form to your local lodgement facility.

Complete preprinted tray labels as follows:

❶ Write your name and contact number in the Sender space.

❷ (Optional) Write your Job Number in the Job No. space. It should match with lodgement documentation.

❸ Write the lodgement date in the Lodgement Date space (this is optional for Priority delivery, but must be the correct date of lodgement if shown).

▼ Direct tray labels (Priority delivery and Regular delivery)

▼ Residue tray labels (Priority delivery and Regular delivery)

▼ Unbarcoded tray labels (Priority delivery and Regular delivery)

3.3.2 Print on Demand labelling software

These are available either free of charge from Australia Post *(VISA Labelling)* or may be purchased from third party suppliers. Third party software must be approved by Australia Post.

The labels must conform to specifications, which are subject to periodic review. Specifications are available at **auspost.com.au/traylabels**.

Blank label stock is available free of charge by Australia Post. This label stock is heat sensitive and is suitable for use only in direct thermal label printers.

Please note that Print on Demand labels contain pre-populated information and differ in appearance to preprinted labels.

▼ Example VISA Direct tray labels (Priority delivery and Regular delivery)

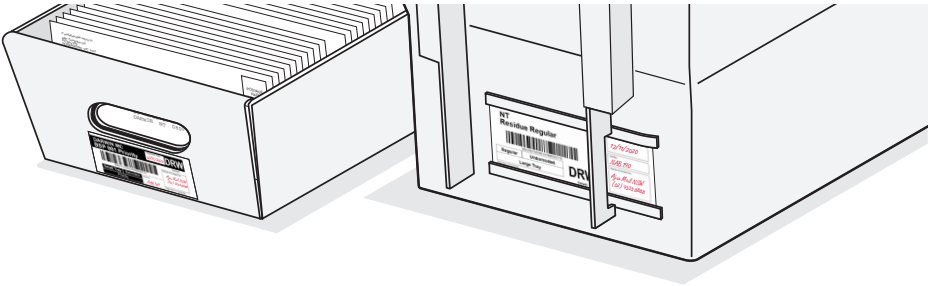### 3.3.3 How to affix tray labels to letter trays

Label pockets/slots are affixed to all letter trays.

Remove any old tray labels on trays prior to lodgement.

Place a completed tray label in the label pocket/slot with the printed side visible.

3.4   Lodgement of articles

Once a lodgement is prepared and sorted, complete the required lodgement document(s) and lodge your articles.

All articles in the lodgement must be within the same size and weight category and for the same delivery speed.

3.4.1   Aggregated lodgements

Articles within a lodgement may originate from more than one organisation, providing:

• there is a minimum of 10,000 articles within the same size, weight and price category

• if articles in the lodgement are for mixed delivery timetables (both Priority delivery and Regular delivery), they must be separated by delivery timetable and presented in different trays

• articles in the lodgement belong to the same category (ie; all with or without Promo Post or Charity Mail)

• payment is made by postage meter or an alternate reconciliation process approved by Australia Post. To apply for approval of an alternate reconciliation process for aggregated lodgements, discuss with your account manager, or the contacts listed at the back of this guide.

3.4.2   Lodgement documents

The type of documentation will vary depending upon whether eLMS or a postage meter has been used and whether the lodgement is for Promo Post. If lodged via eLMS the mailing statement generated from eLMS should be provided at lodgement. Alternatively the below lodgement documents are required. Download from **auspost.com.au/presort**, **auspost.com.au/promopost** and **auspost.com.au/metering**.
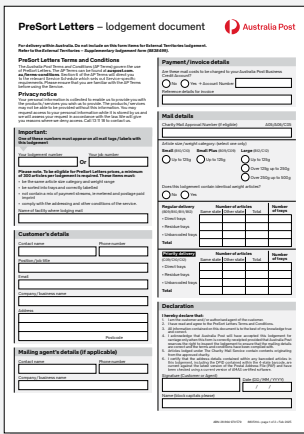
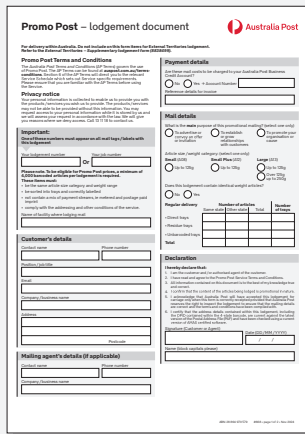| Non-metered articles: • PreSort Letters • Charity Mail	Non-metered articles: • Promo Post	Metered articles
PreSort Letters lodgement document (8835114)	*Promo Post lodgement document*	*Meter lodgement document* (8838236)

AMAS Declaration

For barcoded lodgements you must include a mandatory customer declaration certifying that current AMAS approved software was used and that the DPIDs contained are valid against the latest version of the PAF. The lodgement documents include this declaration.

3.4.3 AMAS Address Matching Processing Summary Report

If articles are repeatedly presented that have incorrect assignment of DPIDs, subsequent lodgements must be supported with documentary evidence to validate:

❶ The *List Processor's Name* – the name of the company or organisation assigning the DPIDs via the AMAS approved software

❷ DPID assignments are made against the current version of the PAF.

To assist in this regard, it is mandatory for AMAS approved batch software to generate an Address Matching Processing Summary Report.

▼ Example AMAS Summary Report

AMAS software details	Database / list owner's details	
Company name:	List processor's name:	❶
Software name and version:	Date list processed:	
Date software certified:	Processed against PAF version number:	❷
	Name of address list:	

Processing results

Records matched and DPID appended:	
Records amended and DPID appended:	
Records not matched – no DPIDs:	
Total records:	

Signature of compliance

I certify that this information is true and accurate -

Name of list manager / owner:	
Signature of list manager / owner:	
Address:	
Phone number:	
Date:	

The report above is indicative of the type of information to be produced by AMAS Address Matching Processing batch software on each execution of a matching submission so that users have the evidence to support lodgements as required.

3.4.4 Supporting document

Each lodgement in excess of 2,000 articles requires a *PreSort Letters Supporting Document*. There is no standard form provided by Australia Post, so create your own supporting document – a simple Word (or equivalent) document suffices.

The minimum description requirements are:

Sort category	List the number of articles and trays
Direct trays	❶ for each Sort Plan Number
	❷ for each state and territory
	❸ the total for Direct trays
Residue trays	❹ for each state and territory
	❺ the total for Residue trays
Unbarcoded trays	❻ for each state and territory
	❼ the total for Unbarcoded trays

▼ Example PreSort Letters Supporting Document

PreSort Letters supporting document   Date: **27/5/2025**

Customer: **ABC Company**   Job no.: **26154**

Delivery timetable: `Priority`

STATE: NEW SOUTH WALES

Direct tray	Sort plan no.	Volume	Trays	
	003	1955	9	❶
	004	908	3	
	005	1203	7	
	006	1505	7	
Direct tray subtotal		**5571**	**26**	❷
Residue tray		656	3	❹
Unbarcoded tray		875	3	❻
TOTAL: NEW SOUTH WALES		**7102**	**32**	

Lodgement summary	Volume	Trays	
Direct tray	**10012**	**45**	❸
Residue tray	**1153**	**5**	❺
Unbarcoded tray	**1120**	**4**	❼

3.4.5 Where and when to lodge

Articles must be presented during business hours at an approved lodgement facility, or designated interconnect facility in the case of articles transported interstate by carriers other than Australia Post. See section 3.4.6 Interconnect option. To change your approved lodgement facility contact your account manager, or the contacts listed at the back of this guide.

Due to limited capacity at some facilities we request advance notice to the Officer-In-Charge of the facility for lodgements over 50,000 articles, no later than Friday of the week prior to lodgement. If you make regular lodgements at the same facility you can request a standing lodgement arrangement and avoid the need for notification.

For the delivery timetable to apply on the day of receipt, lodgements of PreSort Letters must be made during the business hours of the lodgement facility and no later than 6pm.

3.4.6 Interconnect option

You can arrange your own interstate transport to interconnect with Australia Post's letters service network at *designated interconnect facilities* in the state of destination and benefit from cheaper same state prices. Contact your account manager, or the contacts listed at the back of this guide. A list of interconnect facilities is below.

Supporting lodgement documentation is required at the time of lodgement.

Designated interconnect facilities

New South Wales		
Sydney West Letters Facility 2 Weeroona Road STRATHFIELD NSW 2135	Central West Mail Centre 9–11 Coventry Street KELSO NSW 2795	Hunter Region Mail Centre 21 Callistemon Close WARABROOK NSW 2304
South Coast Mail Centre 112–116 Auburn Street WOLLONGONG NSW 2500	New England Mail Sorting Centre 8–12 Goonan Street TAMWORTH NSW 2340	Northern Rivers Mail Sorting Centre 117 Johnson Street CASINO NSW 2470
Mid North Coast Mail Sorting Centre 49–51 Nance Road KEMPSEY NSW 2440	Murray Region Mail Sorting Centre 54 Catherine Crescent LAVINGTON NSW 2641	Riverina Mail Sorting Centre 18 Riedell Street WAGGA WAGGA NSW 2650

Australian Capital Territory		
Canberra Mail Centre 8 Nyrang Street FYSHWICK ACT 2609		

Victoria		
Dandenong Letters Centre 120 Nathan Road DANDENONG SOUTH VIC 3175	Geelong Mail Centre 328–330 Melbourne Road GEELONG NORTH VIC 3220	Ballarat Mail Centre 13 Coronet Street WENDOUREE VIC 3355
Bendigo Mail Centre 14–16 Deborah Street GOLDEN SQUARE VIC 3555	Seymour Mail Centre 83 Redbank Road SEYMOUR VIC 3660	Gippsland Mail Centre 8–20 Bridle Road MORWELL VIC 3840

Queensland		
Heathwood Mail Centre Region 160 Stradbroke Street HEATHWOOD QLD 4110	Northgate Mail Centre Region 129 Toombul Road NORTHGATE QLD 4013	Gold Coast Region 26 Crombie Avenue BUNDALL QLD 4217
Toowoomba Region 330 Stenner Street TOOWOOMBA QLD 4350	Cairns Region 171/185 McCoombe Street BUNGALOW QLD 4870	Townsville Region 38 Morris Street West End TOWNSVILLE QLD 4810
Mackay Region 344 Bridge Road MACKAY QLD 4740	Rockhampton Region 40 Elphinstone Street NORTH ROCKHAMPTON QLD 4702	Sunshine Coast Region 30–46 Perwillowen Street NAMBOUR QLD 4560

South Australia	Western Australia
Adelaide Mail Centre 272 Gouger Street ADELAIDE SA 5000	Perth Mail Centre 33 Boud Avenue PERTH AIRPORT WA 6105

| Tasmania		Northern Territory
Hobart City 57 Mornington Road MORNINGTON TAS 7018	Launceston Mail Centre 244 Hobart Road YOUNGTOWN TAS 7249	Darwin Mail Centre 354 Stuart Highway WINNELLIE NT 0820

3.4.7 Lodgement in ULDs

Steel cage containers known as Unit Loading Devices (ULDs) are used by Australia Post to transport mail articles within our network. They can be obtained from Australia Post, subject to availability. Contact your mail facility for further information.

ULDs remain the property of Australia Post and all other rules and regulations pertaining to the use of the ULD are applicable. Australia Post reserves the right to charge for any ULD that you damage or do not return.

The maximum weight for a loaded ULD is 600kg (including the weight of the ULD which weigh around 100kg). This means that 500kg is available for the contents. Be aware that ULDs will often exceed the maximum weight limit before they are completely full. Ensure each ULD is packed efficiently to maximise transportation efficiency.
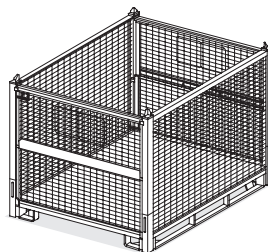
ULD labelling

You must affix a label to each ULD, with the following information:

❶ The Mailing Agent

❷ Delivery timetable selected (Priority or Regular), in a **bold** font, of at least 18 point size. For Priority delivery, Australia Post recommends printing this section using white font on a black background where possible.

❸ Lodgement date (optional for Priority delivery, but must be correct if shown)

❹ Number of ULDs in the lodgement (eg 1 of 8, 2 of 8, etc)

❺ Gross weight (actual or deemed) of the ULD and its contents

❻ Job Number (or reference), and customer name for each individual job contained in the ULD

❼ Number of trays for each individual job contained in the ULD (optional, but must be correct if shown).

Australia Post prefers ULD labels to be affixed on the front and back.

3.5 Non-compliance

Acceptance staff at the lodgement facility will perform an inspection to determine if a lodgement satisfies the access conditions and barcodes are valid.

If articles within a lodgement do not satisfy the PreSort Letters conditions, you may be charged a Letters Lodgement Correction Fee and may be charged full rate ordinary or unbarcoded prices.

A fee will be charged when articles are:

• lodged without a mailing statement or other required lodgement documentation

• lodged with an incorrect mailing statement or lodgement document

• incorrectly prepared or presented according to the service guidelines.

For more information go to **auspost.com.au/fees-and-charges-explained**.

4. Promo Post

4.1   What is Promo Post and what qualifies?

Promo Post offers a lower price for the delivery of *barcoded and sorted PreSort Letters* that are promotional in nature and delivered according to the Regular timetable.

The minimum quantity is 4,000 barcoded and sorted articles per lodgement.

Articles must be **promotional** with the main purpose to stimulate activity of the business or organisation through:

• promoting the sale or use of products or services

• promotion of the organisation's cause

• making an offer, invitation or promotional claim about the organisation's products, services or "cause".

If the main purpose of the article is transactional, it doesn't qualify for Promo Post (even if there is also a promotional element included).

For detailed information please refer to the *Promo Post Classification table* which can be found at **auspost.com.au/promopost**.

The *Promo Post Service Terms and Conditions* are available on Australia Post's website at **auspost.com.au/terms** (in particular, see Section 6).

4.2   Article size, weight and types

Promo Post is available for the *Small*, *Small Plus* and *Large* size categories. All articles in a lodgement must be within the same size and weight category (up to 250g). See section 1.2.

Articles can be envelopes, postcards or plastic wrapped. **Plastic wrapped articles are measured on the *total plastic size*, not the size of the contents.** See section 1.4.1.

4.3   Delivery speed

Promo Post is delivered with letters and other mail.

Promo Post articles are only accepted for the Regular delivery timetable. See section 1.3 for more information.

4.4   Pricing and payment

Current pricing is listed in the *Post charges* booklet (8833665) available at **auspost.com.au**.

Promo Post prices are applicable only for promotional *barcoded PreSort Letters articles*.

The prices for Promo Post articles vary by destination state and the sort category.

Articles attract same state prices when lodged within the same state as the delivery address (as defined in the Barcode Sort Plan). For charging purposes, the Australian Capital Territory is considered to be part of New South Wales, and South Australia does not include the Northern Territory.

Incorrectly prepared articles or articles lodged without the required documentation will be charged a Letters Lodgement Correction Fee. See sections 1.4.3 and 3.5.

Payment can be made by Australia Post business credit account, postage meter, credit card, EFTPOS or cash.

4.5 Preparation

Articles must be barcoded, sorted and prepared as per PreSort Letters. See section 2.

For information on article layout and zones see section 2.2.

For information on printing the 4-state barcodes see section 2.7.

4.6 Lodgement

Detailed information can be found in the PreSort Letters lodgement section.

Once mail is prepared and sorted, complete the required information in Australia Post's Electronic Lodgement of Mailing Statements system (eLMS).

Alternatively, use the *Promo Post lodgement document*, available at **auspost.com.au/promopost**.

4.6.1 Lodgement documentation

You need to provide:

• the *Promo Post lodgement document* (if eLMS lodgement unavailable), or a *Meter lodgement document* (8838236) if a postage meter has been used

• two unsealed samples of the articles, including their envelope.

See section 3.4.4 for Supporting document requirements.

4.6.2 Where and when to lodge

Articles must be presented during business hours at Australia Post facilities approved to accept Promo Post, which can be found at **auspost.com.au/promopost**.

5. Charity Mail

5.1   What is Charity Mail and what qualifies?

Charity Mail offers a lower price for the delivery of *barcoded and sorted PreSort Letters* for the purpose of fundraising and promotion activity from organisations that are endorsed by the Australian Taxation Office (ATO) as an Income Tax Exempt Charity (ITEC) or as a Deductible Gift Recipient (DGR).

To be eligible for Charity Mail:

• organisations must be endorsed by the Australian Taxation Office as an Income Tax Exempt Charity (ITEC) or as a Deductible Gift Recipient (DGR)

• mailings must meet Australia Post's (barcoded and sorted) PreSort Letters requirements

• the minimum quantity is 300 barcoded and sorted articles per lodgement

• each lodgement must consist of articles within the same size and weight category and for the same delivery speed

• the articles must contain information associated with fundraising and promotional activities.

5.1.1   Examples of eligible mailings

Example	Eligibility
A mailing from an approved organisation promoting a fundraising event and contains an advertising flier promoting the goods or services of a sponsor(s) of the charitable event.	✔ The mailing substantially relates to the charitable purpose and the promotional material is incidental to the purpose of the mailing.
A mailing from an approved organisation promoting a charitable event and there is promotional information within the letter promoting a sponsor's product.	✔ The mailing substantially relates to the charitable purpose and the promotional information is incidental to the purpose of the mailing.
A mailing from an approved organisation containing enrolment confirmations or receipts associated with fundraising activities.	✔ The mailing content contains material entirely from the approved organisation.

5.1.2 Examples of ineligible mailings

Example	Ineligibility
An approved organisation sends out a mailing containing material solely from another organisation that is unrelated to the purpose of the approved organisation.	✕ The mailing is unrelated to the charitable purpose of the approved organisation.
A non-ITEC approved organisation or an organisation with no DGR status sends out a mailing promoting to its customers a charity fundraising event where the proceeds from the event benefit an approved ITEC organisation.	✕ The mailing is generated by a non-ITEC approved organisation or an organisation with no DGR status.
An organisation that is not ITEC approved or has no DGR status, but has a related entity that operates a foundation that is ITEC approved or has a DGR status. The organisation is ineligible to access Charity Mail prices and the foundation cannot be used to send out mail on behalf of the organisation.	✕ This example assumes that the organisation and foundation have different ABNs. As the mailing relates to the organisation that is not ITEC approved or has no DGR status it is ineligible for Charity Mail prices.

5.2   How to apply

A *Charity Mail Application* form (8838713) must be completed which is available at the Australia Post website **auspost.com.au/charitymail**.

Eligible organisations must provide a copy of their endorsement as an "Income Tax Exempt Charity" (ITEC) or copy of their endorsement as "Deductible Gift Recipient" (DGR) from the Australian Tax Office (ATO), attached to their application.

The organisation named in the ATO issued endorsement document will need to match the details contained in the application form.

5.2.1   Charity Mail Approval Number

When your application is approved Australia Post will send you an 8-digit approval (identification) number.

To qualify for Charity Mail pricing, the inscription "CM" and the 8-digit approval number must be printed on each article, eg "CM 12345678" (see section 5.6) and also be included on the lodgement documentation.

5.2.2   Period of approval

The authorisation to lodge at Charity Mail prices will continue until such time as an organisation's ITEC or DGR status has been revoked by the ATO. The onus will be on the relevant organisation to notify Australia Post of any changes in status.

Australia Post reserves the right to withdraw or suspend approval in instances where inappropriate use of the service is detected.

5.3   Article size, weight and types

Charity Mail is only available for the *Small* and *Large* size categories. All articles in a lodgement must be within the same size and weight category.

Large articles are only accepted for the Regular delivery timetable.

Articles can weigh up to 250 grams. See section 1.2.

Articles can be envelopes, postcards or plastic wrapped. **Plastic wrapped articles are measured on the *total plastic size*, not the size of the contents.** See section 1.4.1.

5.4   Delivery speed

Charity Mail is delivered with letters and other mail.

Two delivery timetables are available: Priority delivery and Regular delivery. Large size category articles are only accepted for the Regular delivery timetable. See section 1.3 for more information.

5.5   Pricing and payment

Current pricing is listed in the *Post charges* booklet (8833665), which can be downloaded from **auspost.com.au**.

The prices for Charity Mail articles vary by size category, the sort category, the destination state and the delivery timetable.

Same state prices apply when lodged within the same state as the delivery address (as defined in the Barcode Sort Plan). For charging purposes, the Australian Capital Territory is considered to be part of New South Wales, and South Australia does not include the Northern Territory.

Incorrectly prepared articles or articles lodged without the required documentation will be charged a Letters Lodgement Correction Fee. See sections 1.4.3 and 3.5.

Payment can be made by Australia Post business credit account, postage meter, credit card, EFTPOS or cash.

5.6   Preparation

Articles must be barcoded, sorted and prepared as per PreSort Letters. See section 2.

For information on article layout and zones see section 2.2.

For information on printing the 4-state barcodes see section 2.7.

❶ Charity Mail articles need to be printed with the CM inscription and number, which may be preprinted on the article (front or back is acceptable), or printed above the address block. It must be clearly visible when the articles are presented for lodgement.
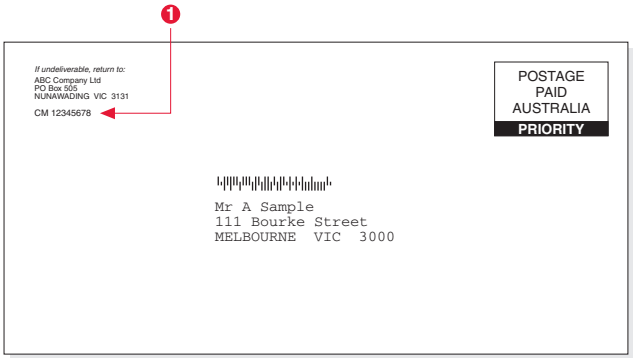
5.7   Lodgement

Detailed information can be found in the PreSort Letters lodgement section.

Use the *PreSort Letters lodgement document* (8835114) if eLMS lodgement unavailable, or a *Meter lodgement document* (8838236) if a postage meter has been used, which includes:

• space to record the eight digit Charity Mail approval number

• a declaration acknowledging compliance to the conditions applicable to the service.

For more information

Please contact your Australia Post representative or email us.

@ **BulkMailProducts@auspost.com.au**

🖥 **auspost.com.au/presort**

📞 **13 11 18**

PreSort Letters Terms and Conditions

The Australia Post Terms and Conditions (AP Terms) govern the use of PreSort Letters. The AP Terms can be found at **auspost.com.au/terms-conditions**. Section 6 of the AP Terms contains the Service Schedules with the relevant terms and conditions for each of the PreSort services. Please ensure that you are familiar with the AP Terms before using the Service.

Disclaimer

This guide presents the PreSort Letters service and explains its conditions of use. It is intended for the guidance of customers in preparing and lodging articles within Australia for carriage by Australia Post.

Although correct at the date of publication, conditions are subject to revision from time to time and services may be modified, added to or withdrawn. Up to date information may be obtained from any Post Office.

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