

Unaddressed Mail Online Bookings

A guide for Members of Parliament, Political Parties, Election Candidates and Local Government.

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Remember to always refer to the Unaddressed Mail service guide for detailed information about using this service. And please check the website for up-to-date information regarding delivery.

Unaddressed Mail (UM) is a reliable and cost-effective way of connecting with Australians. Campaigns can be easily booked online to save time.

Your printer or mail house can arrange your UM booking and lodgement on your behalf. You just need to register with UM Online by completing a form and nominate them as your mailing agent. See page 2 for details.

Alternatively, you may want to book your campaigns directly yourself.

This guide will help you use UM Online to book your campaigns, as well as provide information on how to prepare and lodge your mail.

Booking your campaign using UM Online speeds up the process and means you can:

- Access your booking confirmation and lodgement documentation straight away instead of waiting up to three days
- Cancel a booking directly (at least one business day prior to lodgement)
- See all your campaigns in one place.



Australia Post

Customer Details		
Name		
Street Address		
Suburb		
State	Postcode	
Contact's First Name	Contact's Sumame	
Mobile Number	Office Number	
Fax Number		
Email Address		
Australia Post Business Account Number		
Account Name		
lusiness Name		
Nete	Paulauda	
Contact's First Name	Contact's Surname	
Office Number		
Email Address		
I have the authority to act on behalf o understand and agree to the Unaddre Tick here	I the organisation named in the registration form. I acknowledge that I i ssed Mail Services Terms and Conditions available at: auspost.com.au	nave read, /terms
Mailing Agent Name	Signature	Date
Tick here Mailing Agent Name	Signature	D

In advance

You must be registered to use the **Unaddressed Mail Online Booking Tool**.

To register, please download the online **booking registration** form and email the completed form to **ums@auspost.com.au**

If you don't already have one but would like to pay by using an Australia Post account, you'll need to apply for one. Contact your Account Manager for the required forms.

If you will be using a mail house, printer or agency to make your bookings, ensure they are registered on your profile within the Unaddressed Mail online booking system as an agent who can lodge mail on your behalf. You can give them access by entering their details on the **registration form**.

The mail must be lodged against your profile and account in order to qualify for the discounted political postage rate and for it to be delivered to "No Advertising Material" addresses.¹ Mail lodged by political organisations is considered to be a 'community notice' and therefore can be delivered to these addresses.

Logging In

- Go to the login page.
- Enter your Username (you'll find it in your confirmation email).
- Another log in screen will appear.
- Enter your temporary password (also in your confirmation email).
- Make sure you always key in your password – do not copy and paste – as it can sometimes add an additional space.
 - You will be prompted to create a new password.

You're ready to go

Updating your details (if required)

- Select 'Update details' from the main menu.
 - Update your details.
 - Save your changes (you'll see confirmation).
 - Select 'Menu' to return to the main menu.

Unaddressed Mail Login	Weicome to Unaddressed Mail * Required Information To used to be a registered customer to set this exolute. To the dat about touchdressed that' with to writebox processes complete the control booking registered on from (pro- processes) Proces have any questions please call: (200 223 277)
	Log in to Australia Post Enter your details to log in to your account.
	Utername Password Extpot password?
	Login

O POST	
Unaddressed Mail	Unaddressed Mail - Menu
Booking	The Unaddressed Mail functions that you can access are displayed on the left side of this screen.
New booking	Use the menu to navigate to the function that you require.
View delivery area	To get back to this screen, use the Menu button which is located in the bottom left corner of most screens.
Search for booking	Each screen that you access has a <u>Need help?</u> ⁽²⁾ link in the top right hand corner of the screen. <u>Need help?</u> ⁽²⁾ will displa information about the Unaddressed Mali functions you are able to complete and provide details of each of the fields on the screene. If you are unsure about what information is required or is disclayed on a screene check the Need help? ⁽²⁾ link
Jpdate details	If you have questions not answered by Need help? (2) place contact the Unaddressed Mail support team
Update customer details	ums@auspost.com.au or ring 1300 223 571.
Change password	When you have finished your Unaddressed Mail booking / query, please use the Menu button to return to this screen and then select the Logout option to end your session.
Log out	Thank you for using Australia Post's Unaddressed Mail service.

Making a booking

Enter your booking details

1

- Select 'New booking' from the main menu.
- Select 'Customer Name'.
- Enter publication name and article type.
- Enter your article dimensions (width and length) and the thickness and weight per 100 articles.
 - Refer to the Unaddressed Mail Sizing Guide if you require further assistance in calculating this information.

Please note: you can only submit one publication per electorate. If you have more than one publication to be distributed to the same area, you must create a separate booking for each item.

2

- Select lodgement office preference.
- If applicable, select 'Include no advertising material addresses'.¹ (This will include those addresses in your delivery numbers).
- Tick 'Yes' or 'No' to accept early delivery.²
- This option allows for earlier delivery if available at the time. Selecting 'Yes' does not guarantee an early delivery. For time-sensitive material, select 'No'.

- Indicate your shortfall or surplus instructions:
 - As per general terms and conditions.
 - Shortfall supplied deliver at the discretion of Australia Post.
 - Surplus supplied dispose at the discretion of Australia Post.
 - Surplus pursuant to instructions agreed in writing with Australia Post (fees apply).
- Add any comments applicable to your booking.
- Select 'Next' to proceed to 'Delivery area details'.
- You'll now see your booking number on screen.
 - Proceed to next step

Unaddragood	Mail Caparal dataila	Need bein?
Unaddressed	Mail - General details	
* Customer r	ame Australia Post Demonstration	Queto x
- Article details	booking status	
* Publication name	* Туре 🗸	
* Dimensions (mm	x Thickness(mm)	* Weight(g) Need help?
Mailing agent	(per 100 articles)	(per 100 articles)
* Lodgement office	v	
Premium UM		
 Deliver to		Early Delivery
	Private	() Yes
	Include "No Advertising Material" addresses	O No
*Surplus & shortfall		
 instructions	· · · · · · · · · · · · · · · · · · ·	
Notes	There are 0 <u>notes</u> about this booking	
(Created :)	
		Cancel «Previous Next »

Enter your delivery details

1

- Enter your delivery state.
- Select your boundary type and delivery area, then click 'Add'.
 - You can only choose one electorate per booking, with multiple postcodes and localities under their respective bookings.³
- Under Boundary Type, you must indicate if this is a:
 - Custom
 - Locality
 - Postcode
 - State electorate
 - Federal electorate
 - Local government area.

Using Campaign Targeter

- You may have previously mapped your campaign using Campaign Targeter. Mapping a campaign in Campaign Targeter allows for an area to be selected that is different to a confirmed electoral or local government area.
- Using Campaign Targeter will also provide you with a map of your electorate or local government area – this is not available within the online Unaddressed Mail booking system.
- After you have completed step 2 and entered your delivery date, follow the steps on page 5 'Making a booking using a .csv file' and when complete, go to page 6 and follow step 4.

2

- Enter your delivery date. (It will show as blue).
 - This can't be any more than three months in advance.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
5	29	30	31	1	2	3	4
6	5	6	7	8	9	10	11
7	12	13	14	15	16	17	18
8	19	20	21	22	23	24	25
9	26	27	28	1	2	3	4
10	5	6	7	8	9	10	11

- You do not need to indicate the address types for delivery. The file uploaded will indicate what has been targeted and will override any previously selected delivery options, e.g. Private, business, PO Boxes, etc.
- Select 'Calculate' before you view your mapped area.
- Sometimes the names of the postal rounds from Campaign Targeter don't correlate to the names of the actual area.

Please note that standard bookings need to be made 10 business days prior to the start of your delivery week. Your lodgement date will determine your delivery week.

To better manage the amount of Unaddressed Mail that Posties can deliver each week, there are capacity limits set per round.* These are indicated on the calendar:

- **Green** full capacity of all rounds is available.
- Amber most rounds are available but some are at capacity.
- **Red** there is limited capacity with most rounds at full capacity.
- Blue indicates your selected delivery date (start of the delivery week).

Further information on making bookings when some areas are at capacity can be found on pages 9–12.

* Please note that the capacity settings do not apply to bookings related to federal, state or local government elections, during election periods.

Enter your delivery details (continued)

Making a booking using a .csv file

To upload a custom booking file from Campaign Targeter follow steps 1–2 on page 3 under 'Enter your booking details', then do the following:

1

Select Boundary Type: Custom (for Campaign Targeter files) Locality or postcode (for other .csv files).

2

Select 'Upload from file'.

3

Click 'Add'.

4

Search for your downloaded .csv file.

5

Click 'Upload'.

6

All localities mapped in Campaign Targeter will now appear.

Please note, custom bookings can only be made via Campaign Targeter.



Unaddressed	Mail - Delivery a	area deta	S • Delivery st	ate	~			Ne	ed help? #
* Boundary Custo type New delivery area * Delivery date Add Bookino Area (Bulk)	m V Dis	splay Sort Round	Ids * Lodgemer	ıt date	A	id M	ao selectio	in <u>Upload i</u>	from file
CrtakepathiUM_#_Australia_Post_Play_Pen_ABC_ Done	Leafk Clear All	<0% Inside	0%-0% Coverage Inside + extra	Extra	Street	Roadside	PO box	Counter	Total count
Upload									

	- Delivery a	irea detai	S					Ne	ed help? @	
File successfully processed - 27 recor	d(s)uploaded.									
Booking number U1105328 * Boundary Custom type	3 🔽 🗌 Disj	olay Sort Round	* Delivery st	ate VIC	~					
* Delivery date Excluded Rounds B	To: Private +		Lodgemer	nt date						
Delivery date Excluded Rounds Deliver B Default address types Selection	To: Private + usiness Available Capacity (YesiNo)	<0% Inside	0%-0% Coverage	Extra	Street	Roadside	PO box	Counter	Total count	
Delivery date Excluded Rounds Deliver B Default address types Selection elete KEYSBOROUGH - 3173	To: Private + usiness Available Capacity (Yes/No)	<0% Inside	0%-0% Coverage Inside + extra 0 + 0	Extra 0	Street	Roadside	PO box	Counter	Total count	
Delivery date Delivery date Deliver B Default address types Selection eleter KEYSBOROUGH - 3173 E Editer NOBLE PARK - 3174	To: Private + usiness Available Capacity (Yes/No) Map	<0% Inside 0	0%-0% Coverage Inside + extra 0 + 0 0 0 + 0 0	Extra 0	Street 13.736 🗹 4.675 🗹	Roadside	PO box	Counter	Total count 0	
Delivery date Deliver Default address types Selection deta KEYSBOROUGH - 3173 data MOBLE PARK - 3174 deta NOBLE PARK NORTH - 3174	To: Private + usiness Available Capacity (Yes:No) Map Map	<0% Inside 0 0 0	* Lodgemer 0%-0% Coverage Inside + extra 0 + 0 0 + 0 0 + 0	Extra 0 0	Street 13.736 4.675 2.779	Roadside 189 🗹 0 🗹 0 🗹	PO box 0 🗹 0 🗹	Counter 0 2 0 2 0 2	Total count 0 0	•
Delivery date Delivery date Default address types Selection dets REVSBOROUGH-3173 dets NOTEL PARK.3174 detein NOTEL PARK.NOTH.3174 detein NOTENGHLL.3186 deta NOTENGHLL.3186	To: Private + usiness Available Capacity (Yes:No) Map Map Map	<0% Inside 0 0 0 0	Lodgemer 10%-0% Coverage Inside + extra 0 + 0 0 + 0 0 + 0 0 + 0 0 + 0	Extra 0 0 0 0	Street 13.736 4.675 2.779 1.218	Roadside	PO box 0 2 0 2 0 2 0 2	Counter 0 2 0 2 0 2 0 2	Total count 0 0 0 0	A.
Delivery date Deliver date Default address types Selection date KEYSBOROUGH-3173 date KEYSBOROUGH-3173 date NOELE PARK.NORTH-3174 date NOTING HILL-3168 date NOTING HILL-3168 date NOTING HILL-3168 date NOTING HILL-3168 date	To: Private + usiness Available Capacity (Yes/No) Map Map Map Map Map	<0% Inside 0 0 0 0 0 0 0 0 0	* Lodgemer Inside + extra 0 + 0 0 + 0 0 + 0 0 + 0 0 + 0 0 + 0	Extra 0 0 0 0 0	Street 13.736 4.675 2.779 1.218 0 ✓	Roadside 189 2 0 2 0 2 0 2 0 2 0 2	PO box 0 2 0 2 0 2 0 2 51 2	Counter 0 2 0 2 0 2 0 2 0 2	Total count 0 0 0 0 0 0	6.

Enter your delivery details (continued)

3

If you are using a Campaign Targeter file, you can skip this step otherwise you'll now need to confirm which rounds and/or delivery points to include/exclude, if applicable.

- Unaddressed Mail is delivered by postal rounds. When a postcode or locality is selected, Australia Post identifies the postal round that best fits the area you have selected. Some postal rounds may cross into the nearby localities or postcodes.
- If your selected area does overlap, it will be automatically included if 80% of the area falls within your selection. If it is less than 20%, this forms part of the excluded rounds and can be selected to be included as an extra option, by checking the 20%–80% 'Coverage, Inside + Extra' box. This is referred to as the '80/20 Rule'. (Refer to image to the right.)
- Indicate if you wish to deliver to street, roadside, PO Box or counter by checking or unchecking the box for each selection.
- If you are using a Campaign Targeter file, any selections of delivery within the file will override any previously selected delivery options.
- Select 'Calculate'.

4

• You will now see the counts of the available delivery points (addresses).



Viewing delivery areas on a map

1

• By selecting 'Map' next to the locality name you will be able to see your delivery area on a map.



- The blue shading shows the delivery area.
- The delivery round identification numbers are in purple.
- Sometimes you may see red shading. This indicates postal rounds that are outside your selected boundary but will be delivered to. Refer to the 80/20 rule for more information (Step 3, point 2 on page 6).



Entering delivery details when full capacity is available

1

 After you have calculated your campaign and found there is full capacity available for your booking (green on the calendar) and you wish to proceed, select 'Next'.

Unaddressed I	Mail - D)elivery a	irea detail	s					Ne	ed help? @	
Booking number U	1104724			* Delivery st	ate VIC	~					
* Boundary type	ocality	~									
New delivery area						Add	i Ma	n selection	Uoload f	rom file	
* Delivery date	20/02/2023	🔲 * То	24/02/2023	* Lodgemer	t date 13	/02/2023					
Excluded Del Rounds P	iver To: rivate										
Default address types Selection		Available Capacity (Yes/No)	<20% Inside	20%-80% Coverage Inside + extra	Extra	Street	Roadside	PO box	Counter	Total count	
Delete KEYSBOROUGH - 317	B Mag	Yes	0	0 + 0 🗹	0	2,671 🗹	0 🗹	0 🗹	0 🗹	2,671 ^	
Delete NOBLE PARK - 3174	Map	Yes	0	0 + 0 🗹	0	1,439 🗹	0 🗹	0 🗹	0 🗹	1,439	
Delete SPRINGVALE - 3171	Map	Yes	0	0 + 0 🗹	0	6,543 🗹	0 🗹	0 🗹	o 🗹	6,543	
										*	

2

- You will be asked if you would like the booking documents sent via email.
- Select 'Yes' or 'No'.
- You'll also be able to view and download these documents as required, so it's not essential to have them emailed.

Auto Email Confirmation UMCS-W-0145 Warning : Do you want the documents to be sent to the customer via email? Teg Teg

3

• You will receive a notification stating that your booking has been confirmed.

Jnaddressed Mail -	Booking submit processing	
	Desking Opplimenting	
	Booking Confirmation	
	UMCS-I-0144 Into : Booking successfully confirmed.	

Entering delivery details when capacity is not fully available

1

- If there is limited capacity available for your booking (amber or red on the calendar), you can elect to continue with your booking and you will then be given several options (refer Step 2).
- Select 'Next'.

- A pop-up will appear showing how many points can be delivered to and how many cannot.
- You will be asked to select one of three options:
 - Select another delivery date when capacity for all rounds is available. If you select this option, you will return to Step 3 on page 6. Continue with steps 2 and 3.
 - Continue with a partial booking to proceed with booking whatever rounds are available in your desired delivery week and arrange for the remaining rounds to be delivered on the next available date, typically the following week. Follow Steps 1–3 on the next page.
 - Cancel booking. When you select this option, it will ask you twice – just in case you change your mind – and your booking will then be cancelled. You will be returned to the Booking Details screen.
- By selecting 'Map' next to each Round ID number, you will be able to see the area the round covers (blue on the map) – you can even zoom in to see it by street.
- When you Select 'Map overview' you will see the undeliverable rounds on a map.







Entering delivery details when capacity <u>is not</u> fully available and you are continuing with a partial booking

1		
•	Once you have selected to 'Continue with a partial booking' you will be asked whether you would like the booking documents to be emailed.	Unaddressed Mail - Booking submit processing
•	Select 'Yes' or 'No'.	Auto Email Confirmation UMCS-W-0145 Warning : Do you want the documents to be sent to the customer via email?
2	Your booking for the available rounds will then be confirmed. Select 'OK'	Unaddressed Mail - Booking submit processing
		Booking Confirmation UMCS-I-0144 Info : Booking successfully confirmed.
3		O POST
•	You will be asked whether you would like to make another booking for the remaining rounds. Select 'No' and nothing further will happen – you will not be mailing to	Unaddressed Mail - Booking submit processing
•	the unavailable rounds. Select 'Yes' to proceed with booking the remaining rounds for the next available delivery week, typically this is the following week (instructions continued on next page).	Partial Booking Confirmation Would you like to make another booking for the remaining rounds?

Entering delivery details when capacity *is not* fully available and you are continuing with a partial booking (continued)

4

- You will be taken back to the Delivery area details screen.
- The remaining rounds will be visible in the table.
- It will say there are some rounds with '0'. These are the rounds that would have been included in your original booking.
- Select 'Calculate' and then 'Next'.
- A banner will appear asking you to remove the zero counts. Select 'Remove'.

Jnaddressed	l Ma	il - D	elivery a	rea detail	s					Ne	ed help? @
Booking number	U1104	724			* Delivery sta	te VIC	~				
* Boundary type	Local	ity	~								
New delivery area							Ado	<u>d M</u> a	ap selection	n Upload fr	rom file
* Delivery date	20/02	/2023	🔳 * То	24/02/2023	* Lodgemen	t date 13	3/02/2023				
Excluded E Rounds	eliver Privat	To: e	Available								
Selection	58		Capacity (Yes/No)	<20% Inside	20%-80% Coverage Inside + extra	Extra	Street	Roadside	PO box	Counter	Total count
elete DINGLEY VILLAGE	- 3172	Map	No	0	0 + 0 🗹	0	0 🗹	0 🗹	o 🗹	o 🗹	0
elete KEYSBOROUGH - 3	3173	Map	Yes	0	0 + 0 🗹	0	2,671 🗹	0 🗹	0 🔽	0 🗹	2,671
elete NOBLE PARK - 317	4	Map	Yes	0	0 + 0 🗹	0	1,439 🗹	0 🗹	0 🗹	0 🗹	1,439
elete SPRINGVALE - 317	1	Map	Yes	0	0 + 0 🗹	0	6,543 🗹	0 🗹	0 🗹	o 🔽	6,543

- The zero counts will have disappeared.
- Review the delivery area details and select 'Next'.

Anddressed Mail - Delivery area details Delivery state VIC Booking number U104724 * Delivery state VIC * Boundary type Locality	Draddressed Mail - Delivery area details Need help? Booking number U1194724 * Delivery state VIC * Boundary type Locality • Add Map selection Upload from file * Delivery date 20/02/2023 * To 24/02/2023 * Lodgement date 13/02/2023 Excluded Deliver To:	Meed In Meed In Booking number U1104724 * Delivery state VIC * Boundary type	10,653
Booking number U1104724 * Delivery state VIC * Boundary type	Default address types Capacity Coverage transmission Need help? Default address types Capacity * Delivery state VC VC Excluded Deliver To: Private * Deliver to: Private Add Map selection Upload from file Default address types Capacity * To 24/02/2023 * Lodgement date 13/02/2023 Default address types Capacity Capacity 20% 40% Coverage Extra Street Roadside PO box Counier Total Default address types Capacity (Yes/No) 111022 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Need h Need h Booking number U1104724 * Delivery state V/C Boundary type Locality Boundary type 20/02/2023 * To 24/02/2023 * Lodgement date 13/02/2023 Boundary type 20/02/2023 * To 24/02/2023 * Lodgement date 13/02/2023 Excluded Deliver To: Rounds Private Capacity <20% S0% Coversity	
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Entering delivery details when capacity *is not* fully available and you are continuing with a partial booking (continued)

6	
• You will then be asked if you would like the booking documents sent via email.	O POST Unaddressed Mail - Booking submit processing
• Select 'Yes' or 'No'.	Auto Email Confirmation UMCS-W-0145 Warning : Do you want the documents to be sent to the customer via email?
 You will receive a notification stating that your booking has been confirmed. 	Direct Di

Calculate costs and submit

1

- Choose from two rates:
 - UM Political mail (U91): select for all articles up to 50g which are no larger than standard size A4.
- Unaddressed Mail (U16): select for articles weighing over 50g and up to A4 in size.



2

• Select 'Calculate Price' to view the total cost.

- Choose from three options:
 - Select 'Quote' to obtain a PDF quote (valid for 24 hours).
 - Save and update later.⁵
 - Submit Booking Request.
- Once your booking is submitted, you'll receive on-screen confirmation and you can then select the 'Docs & Labels' to download your documentation.
- Any Premium bookings will have a P in front of the booking number.
- If you want your booking documents emailed to you, just follow the prompts.

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	Booking number	Status	Quote	
1	Bill-to customer Address			
	Service Unaddressed Mail (U91)	~		
	Payment method Cash/Credit Card	Calculate Price		
_	Thank you for using our Online Booking service.	•		
2	The Unaddressed Mail Terms & Conditions speci Lodgement Date.	fies that Australia Post may apply a penalty fee	f you fail to lodge this booking by the agree	d
	By pressing the submit button I declare that I a Unaddressed Mail Terms And Conditions 🗗 whic	m the customer or authorised agent of the custon will form a contract between Australia Post and	mer and that I have read and agree to the I me governing the Unaddressed Mail Servic	e.
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3				

Searching and confirming a booking

1

 You can search for a booking by entering the booking number. If you don't know your booking number you can search for your booking by entering three of the following: the charge account number, status, booked date, publication name or special remark.

2

• Select 'Search'.

3

- To confirm a previously created and saved booking, select 'Modify'.
 - This will take you to the General details page.
- You can then select 'Next'.
- You will come to the Delivery area details page.
- Do not select 'Calculate' as your booking may be impacted by the capacity settings.* Capacity is held for 24 hours when your booking is in quote status. If you recalculate it,

Copying a booking

Our system will not allow you to copy electorate or local government area bookings. If you attempt to, you will receive an error message.

You can copy an existing Postcode or Locality booking if the details are the same.

• Search for a previous booking by following steps 1-2 above.

1

 Select 'Copy'. This will create a new booking with a new booking number and the copied booking details. You can now make any required changes.

2

- Click 'Next' to go to the Delivery Area Details where you need to select your delivery date and recalculate your delivery points.
- Then go to the Submit Booking page and submit your booking.

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	No data	2
3	Menu Copy Notify View Does & Laters Cancel booking	

the system may release the held rounds and subject your booking to capacity limits.

- Select 'Next'.
- Continue to the Submit booking page and select 'Submit'.

* Please note that the capacity settings do not apply to bookings related to federal, state or local government elections, during election periods

	Delivery state	~							
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Boo	king number		То			Status		~	
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D	elivery period		1 To						
	Booked date								
Pub	lication name					You can ine	clude an asteris	k (*)	
s	pecial remark					05 0 10100	Search Ne	w Booking	
Select	Customer name •		Publication e		Reg/Lodged Date •	Delivery Date -	Booking No. e	Booked Date •	Status e
					No data				

Modifying a confirmed booking

- You can modify a booking up to 10 business days prior to the delivery week.
- To modify a booking, search for the booking and select 'Modify'.
- Update the required details and select 'Calculate' then 'Next'.
- You can then submit your revised • booking.

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Select	Customer name	•	Publication ¢	No	Req/Lodged Date ¢	Delivery Date +	Booking No. +	Booked Date ¢	Status ¢

Failure to lodge on the nominated date will result in a 'No Show' charge being applied. For further information regarding these charges please refer to the website.

Cancelling a booking

If you decide not to lodge your confirmed booking, you'll need to cancel it. You can only cancel confirmed bookings, you can't cancel quotes.

- Search for your booking number and select 'Cancel Booking'.
- · Enter a reason.
- Select 'Cancel Booking'.
- Your booking status will now change to 'cancelled'.
- Bookings can be cancelled up to one business day prior to lodgement. Refer to your Booking Confirmation documentation for the booked Lodgement Date.
- 'No Show' bookings that are not cancelled at least one business day prior will incur a fee.
 - For information on these charges please refer to the website.

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Preparing your mail

Print lodgement documents and labels

1

- Select the 'Docs and Labels' tab on the Submit Booking screen to access your booking documents and labels.
- Select documents in PDF or .csv format.

2

 Select to preview, download, or email your documents for lodgement, and click 'Go'. You can download and print your documents as many times as required.

3

• Select 'Previous' to return to the 'Submit booking' page. Then, select 'Cancel' to return to the booking page.

Unaddressed Mai	I - Submit booking			Need help?
Booking number Bill-to customer Address		Status	Quote	
Service Unad Payment method Cash/0	dressed Mail (U91) V	Calculate Price		
Thank you for using our Onli The Unaddressed Mail Terms Lodgement Date.	ne Booking service. & Conditions specifies that Austral	ia Post may apply a penalty fee	if you fail to lodge this booking by	the agreed
By pressing the submit butto Unaddressed Mail Terms And Guoie Submit Occs	n I declare that I am the customer <u>L Conditions</u> @ which will form a cor & Labels	or authorised agent of the cust ntract between Australia Post an Ca	omer and that I have read and agre d me governing the Unaddressed M Incel Previous Save & Upda t	e to the ail Service. e Later
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Labelling, bundling and sorting

- Label and bundle all articles, and
- Refer to Section 4 of the
 Unaddressed Mail service guide.
- The bundles need to be put into Australia Post trays which can be obtained from the Post Office or lodgement point.
- Firmly fix labels on the front of each tray and bundle within each tray. Each bundle should be secured with two rubber bands, in quantities of 50 or 100 articles.

Check the Mail Preparation Advice for details, included in your booking confirmation documentation. Trays are available from your nominated lodgement point.



Lodging your mail

You can lodge with e-LMS or by taking it to your chosen lodgement point.

Gather all of your booking documentation:

- Booking confirmation advice.
- Signed Unaddressed Mail lodgement document.
- A copy of the Unaddressed Mail preparation advice.
- An unsealed sample of your Unaddressed Mail article.

 Your booking can be modified up to three business days prior and cancellations can be made up to one business day.

Important: Lodge your mail on the nominated time and date at the confirmed lodgement point as noted on your Booking Confirmation Advice.⁶

- Failure to lodge on the nominated date will result in a 'No Show' charge being applied.
 - For further information regarding 'No Show' charges please refer to the website.

If you require assistance, email **ums@auspost.com.au** or phone **1300 223 571**.



- 1 For community notices only. 'Community notices' means articles lodged by, or under the authority of, local, state or federal governments or their agencies, political organisations, religious or educational institutions, or charitable bodies [including benevolent and welfare societies].
- 2 By ticking 'Yes' to Early Delivery Accepted, you authorise the relevant delivery facility to commence delivery, if possible, in the week prior to the booked delivery start date.
- 3 Please note, Australia Post does not guarantee delivery to exact electorates boundaries.
- 4 Please note, there are no delivery maps for Electorates available. If you have selected Postcode or Locality delivery points, you are able to view a map on the "map selection" link.
- 5 Your booking will remain in quote status until you submit it. See guidance on modifying your booking: Page 15 of Unaddressed Mail Online User Guide.
- 6 This date has been selected to ensure your lodgement is processed and delivered in time. If your booking is lodged late, No Show fees will apply. If your delivery requirements change, get in touch with the Unaddressed Mail service team a minimum of three business days prior to the lodgement dates, to ensure new documentation is sent.

