



BUSINESS

Registered Post Imprint

Extra peace of mind when sending important items.

At a glance

Addressed mail

Access up to 12+ million addresses across Australia¹

Signature on delivery²

Item tracking³

Delivery status reporting⁴

Optional email and SMS tracking notifications

Compensation for loss or damage up to \$100⁵

Ensure important items arrive in safe hands

When it comes to having important items delivered, a more secure service can offer additional peace of mind. With Registered Post Imprint, items are scanned and tracked when processed at our facility, and then delivered to the address where we'll capture a signature on delivery. Plus it's easy to keep track of multiple items with delivery status reports⁴.

The postage fee includes up to \$100 of compensation for the contents of the article if lost or damaged.

Help build loyalty and trust by managing customer expectations

Customers genuinely appreciate being kept in the loop. Prompt communication, like sending an SMS or email notification when an item passes through key stages of the delivery process, helps to keep your customer informed and may help to build trust. Plus, providing estimated delivery time frames helps to set expectations from the outset.

Delivery options, customised for you

Delivery add-ons can be purchased for even more peace of mind:

- Delivery confirmation – we will return your card with a delivery signature
- Person-to-Person – delivery to the addressee only⁶
- Extra Cover – When sending an article with content exceeding \$100 in value, Extra Cover may be purchased for loss or damage of up to \$5,000.⁵

Start sending with Registered Post Imprint

Apply to use the service

Simply contact your Australia Post Account Manager. You'll need to provide your Australia Post Business Credit Account name and number, and advise if you'd like to opt-in for Delivery Status Reporting. We'll send you a Customer Reference ID and the specifications you'll need to create the imprint. →

Design your envelope artwork

Create envelopes with your unique Imprint and 2D barcodes, then send them to RPImprint@auspost.com.au →

Start sending

We'll validate your envelope artwork within five business days – once approved then you're good to go. →

Set up your delivery status reports

We'll provide you with access to scan event data extract files, which you can use to create your own delivery status reporting.

Reach out to your Australia Post Account Manager to start sending Registered Post Imprint.

Delivery solutions for every business

Our network

12+ million delivery locations across Australia

4,300+ Post Offices

16,000+ vehicles on the road

4,000+ alternative delivery addresses

53 Business Centres

1. As of April 2020.
2. If the recipient isn't home, we'll take the article to the nearest Post Office and leave a card for the recipient to collect it. If the address on the article is a PO Box Number, we'll leave a card for the recipient to pick up and sign for the article at the nearest Post Office. A return address is a condition of lodgment for all Registered Post articles.
3. The number of tracking scans will depend on how the envelope is lodged, processed and delivered. Envelopes are scanned at a processing facility, if processed by automated mail processing equipment; or on delivery, where a tracking scan can be captured.
4. Delivery Status Reporting is only available to Registered Post Imprint customers where articles use the correct 2D barcodes.
5. Extra Cover provides you with cover for the specified value of your item (up to \$5000) if your item is lost or damaged while being carried by Australia Post. Learn more about Extra Cover here: <https://auspost.com.au/sending/send-within-australia/optional-extras-domestic>
6. We'll deliver person-to-person articles to the addressee except where the addressee is a minor (in that case we'll deliver it to a parent or guardian), the addressee has given us prior written authority to deliver the item to another nominated person, or it's impractical for us to deliver to the addressee (at our discretion).
7. Next business day delivery is only available within the Express Post next business day delivery network. Please note, the Express Post guarantee is temporarily suspended. Express Post is still available, and will continue to be prioritised as the fastest option for customers, but may not always meet the next business day delivery standard.
8. Domestic letter with tracking Imprint is available for customers sending over 10,000 units per year on a contract basis only. A pre-approval process applies.



Send your urgent mail with Express Post

For fast delivery⁷ between all Australian capital cities (except Darwin), and selected major towns, use Express Post letters.



Don't require a signature on delivery?

Domestic letter with tracking Imprint is an affordable way to send and track important items in large volumes.⁸