Australia Post
Website
auspost.com.au/unaddressedmail
Phone  1300 223 571
Fax     1300 797 855
Email   ums@auspost.com.au
Address
Australia Post
Unaddressed Mail service team
Centralised Services
GPO Box 9911
IN YOUR CAPITAL CITY

Australia Post account executive:
..................................................................
Business phone:..........................................
Mobile phone:..........................................
Fax: ....................................................... 
Email: ...................................................

Australia Post lodgement point:
..................................................................
Manager: ..............................................
Address: ..............................................
..................................................................
Phone: ..................................................
Fax: .....................................................

Australia Post Business Credit Account:
..................................................................

Mailing house
Name: .......................................................... 
Address: ..................................................
..................................................................
Contact: ....................................................
Contact phone (direct): .........................
Contact email:
..................................................................
Business phone: .....................................
Fax: ......................................................
Business email:
..................................................................
Website:
....................................................................
Do you wish to communicate with prospective customers?

Do you want to target business or private addresses, or both?

Do you want to build your database or increase store traffic?

Do you want a low cost method to target your market?

Then Unaddressed Mail may be for you!
**Unaddressed Mail**

Deliver unaddressed leaflets, catalogues etc to all letterboxes in an area, at very low cost.

<table>
<thead>
<tr>
<th>Small</th>
<th>Large</th>
</tr>
</thead>
<tbody>
<tr>
<td>50 100</td>
<td>50 125 250</td>
</tr>
</tbody>
</table>

- **No** (Not addressed)
- **Yes**
  - Put in trays for each delivery centre
  - One suburb, town or postcode
  - Lodge seven days before your chosen delivery week
  - Book at least two weeks before the delivery week

**Acquisition Mail**

Deliver addressed (non-personalised) articles to reach prospects and acquire new customers.

<table>
<thead>
<tr>
<th>Small</th>
<th>Small</th>
<th>Small Plus</th>
</tr>
</thead>
<tbody>
<tr>
<td>125</td>
<td>125</td>
<td></td>
</tr>
</tbody>
</table>

- **Yes** To the maximum extent
- **Yes** Trays for each sort plan number
- **Yes** Bundles or trays for each postcode
- **Yes**
  - 30,000 articles and 60% of the address data provided
  - 50 articles, when lodged at the Office of Delivery
- **Yes**
  - Off Peak: 4–7 days
  - Regular: 1–4 days
- **Yes** Online registration

**Print Post**

Deliver approved regular publications, such as magazines or newsletters.

<table>
<thead>
<tr>
<th>Small</th>
<th>Large</th>
</tr>
</thead>
<tbody>
<tr>
<td>250</td>
<td>50, 125, 250, 375, 500, 625, 750, 875, 1kg</td>
</tr>
</tbody>
</table>

- **Not required** (Recommended only)
- **Yes**
  - Bundles or trays for each postcode
  - 500 barcoded articles
  - 300 barcoded articles
  - 1–7 days
  - Off Peak: 4–7 days
- **Yes** Apply for a Print Post Publication Number

**Charity Mail**

Deliver small PreSort Letters articles at lower prices for approved charitable organisations.

<table>
<thead>
<tr>
<th>Small</th>
</tr>
</thead>
<tbody>
<tr>
<td>125</td>
</tr>
</tbody>
</table>

- **Yes**
  - On at least 300 articles
  - Trays for each postcode
  - 300 barcoded articles
  - 1–4 days
  - Off Peak: 4–7 days
- **Yes** Apply for a Charity Mail Approval Number

**What can bulk mail services do for me?**

**What size articles can I send?**

**What weight articles can I send?**

Pricing applies for these weight limits (g)

**Do I need to print barcodes on the articles?**

**Do I need to sort the articles?**

**What is the minimum volume of articles I need?**

**How fast is the delivery?**

**Do I need to apply to use this service?**

**How does the cost per article compare?**

eg Small article, 125g, with maximum sorting, compared to Full Rate Mail
### PreSort Letters
- Deliver machine-addressed articles which are barcoded and sorted
- **Small**, **Small Plus**, **Medium**
  - 125, 125, 125, 250, 250, 500
- **Yes**
  - On at least 300 articles
- **Yes**
  - Trays for each sort plan number
  - 300 barcoded articles
- **Regular**: 1–4 days
  - **Off Peak**: 4–7 days
- **Yes**
  - Nominate your lodgement facility(s)

### Clean Mail
- Deliver machine-addressed smaller articles, without the need to barcode or sort them
- **Small**, **Small Plus**
  - 125, 125
- **No**
- **No**
- **No**
- **Yes**
  - Trays for each postcode or sort plan number
  - 300 articles
- **1–4 days**

### Impact Mail
- Deliver creatively shaped articles – great for direct mail campaigns
- **Small**, **Small Plus**
  - 125, 125
- **No**
- **Yes**
  - Trays for each postcode or sort plan number
  - 300 articles
- **1–7 days**

### Imprint/Metered
- Deliver articles at a lower price than regular Full Rate mail, with no minimum volume
- **Small**, **Large**
  - 250, 125, 250, 500
- **No**
- **No**
- **No**
- **Yes**
  - Trays for each sort plan number
  - 300 barcoded articles
- **1–4 days**

### Reply Paid
- Make it easy for your customers to respond
- **Small**, **Large**
  - 250, 125, 250, 500
- **No**
- **Yes**
  - (Preprinted)
- **No**
- **No**
- **Yes**
  - Apply for a Reply Paid Number
  - Trays for each sort plan number
  - 30,000 articles and 60% of the address data provided
- **1–4 days**

---

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WHAT’S IN THE GUIDE?

This guide has been written to provide ease of reference to the reader within three simple sections: Unaddressed Mail basics; Unaddressed Mail preparation and Unaddressed Mail lodgement. In addition, a specialised section has been added for large volume lodgements.

Section 1 – Unaddressed Mail basics
This is essential reading and should be read first, as it covers the service at a glance, including features and benefits. This section provides the reader with a brief overview of the service and enough knowledge to ensure the correct solution has been selected for their mailing needs. Readers then progress to the more detailed sections of Unaddressed Mail preparation and Unaddressed Mail lodgement.

Section 2 – Unaddressed Mail preparation
This section provides the detail required to prepare articles ready for lodgement. It covers areas such as size and weight, article shape and type, through to campaign planning, booking requirements and distribution. This section equips the reader with all they need to know in order to correctly prepare their Unaddressed Mail articles.

Section 3 – Unaddressed Mail lodgement
This section provides the detail required to lodge articles. It covers areas such as sorting articles, preparing letter trays and affixing tray labels, through to lodgement documentation and where to lodge articles. This section equips the reader with all they need to know in order to successfully lodge their Unaddressed Mail articles.

Section 4 – Large volume lodgements
This section provides detailed information about large volume lodgements, including sorting levels, brick stacking, and labels, as well as the different levels of sorting.
1. **UNADDRESSSED MAIL BASICS**

1.1 **What is Unaddressed Mail?**

Unaddressed Mail is an Australia Post service for the delivery of mail which does not include a delivery address. Unaddressed Mail can be enveloped, wrapped or unwrapped. Businesses can design and produce Unaddressed Mail articles for delivery to geographic areas, targeting business addresses, private addresses or both. They can use the service to contact prospective customers without needing to have a name and address on the article.

1.2 **Why use Unaddressed Mail?**

With Unaddressed Mail, you can:

- target either businesses or private addresses with advertising material
- maximize the space available for creative artwork
- start building a customer database as a first step in creating direct mail
- acquire new customers or build store traffic
- communicate to prospective customers without having to acquire their name and address
- target a specific geographical area at a low cost.

The Unaddressed Mail service can deliver to all private, and/or business delivery points in Australia that do not bear the message “No Unaddressed Advertising Material” or similar words (with the exception of Community notices) lodged under the Authority of:

- Local, state or federal governments or their agencies
- political organisations
- religious institutions
- educational institutions
- charitable bodies, including benevolent and welfare societies.

---

1 Political organisations should contact the Unaddressed Mail service team, or their Australia Post account manager to arrange lodgements.
1.3 What qualifies for Unaddressed Mail?
To qualify, the article must not contain the name and address of the recipient, and the minimum quantity is to one suburb, town or postcode.

1.4 How to apply
You need to book your lodgement at least two weeks in advance using an Unaddressed Mail Booking Request form.
1.5 Preparation basics

Information in this section is designed to provide an overview of article preparation. More detailed information can be found in the Unaddressed Mail preparation section.

1.5.1 Article size, weight and type requirements

Unaddressed Mail is available for Small and Large size categories.

Articles can weigh up to 250 grams.

Articles can be envelopes or postcards, brochures, wrapped articles, folded or unwrapped articles, or even product samples.

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

<table>
<thead>
<tr>
<th></th>
<th>Small</th>
<th>Large</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum weight</td>
<td>100g</td>
<td>250g</td>
</tr>
<tr>
<td>Minimum size</td>
<td>88 x 138mm</td>
<td>—</td>
</tr>
<tr>
<td>Maximum size</td>
<td>130 x 240mm</td>
<td>260 x 360mm</td>
</tr>
<tr>
<td>Maximum thickness</td>
<td>5mm</td>
<td>20mm</td>
</tr>
<tr>
<td>Shape</td>
<td>Rectangular*</td>
<td>Rectangular*</td>
</tr>
<tr>
<td>Common examples</td>
<td>DL (110 x 220mm)</td>
<td>C5 (162 x 229mm)</td>
</tr>
<tr>
<td></td>
<td>C6 (114 x 162mm)</td>
<td>B5 (176 x 250mm)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>B6/C4 (125 x 324mm)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C4 (229 x 324mm)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>B4 (250 x 353mm)</td>
</tr>
</tbody>
</table>

* A square is an equilateral rectangle.

Variations to size, weight or type requirements should be submitted for approval. Refer to section 1.9.

There are no other restrictions on the design of articles. The envelope or article can include advertising or a marketing message.
1.5.2 Correct addressing requirements

It is recommended that you observe the following:

1. optionally, include a salutation like “To The Householder” or similar words on the article

2. do not include a return address for unclaimed articles because Unaddressed Mail does not include a return-to-sender service

3. there is no requirement to print a “Postage Paid” imprint on the article, though you may do so if you wish.

See section 2.3
1.6 Lodgement basics

Information in this section is designed to provide an overview of lodgement. More detailed information can be found in the Unaddressed Mail lodgement section.

1.6.1 Sort requirements

You need to sort Unaddressed Mail articles to delivery centres, according to the Booking Confirmation Advice provided by Australia Post.

Articles are to be bundled in lots of 50 or 100 using two bands. Australia Post prefers rubber bands.

Simply face them all in the same direction and place into correctly labelled letter trays. Both trays and labels can be supplied by Australia Post. One bundle within each tray also needs to have a tray label secured under the bands.

Label inserted under bands

Label on front of tray

1.6.2 Lodgement

Unaddressed Mail needs to be booked with Australia Post. It can be booked a minimum of three weeks in advance with the opportunity to alter the booking, or two weeks in advance, when no alterations will be accepted.

Lodgement for same state delivery must be made five business days prior to the Monday of the nominated delivery week.

Lodgement for the other state delivery must be made seven business days prior to the Monday of the nominated delivery week.

You need to provide an Unaddressed Mail lodgement document (8835126) when lodging your articles.

See section 3
Unaddressed Mail basics

1.7 Delivery standards
Unaddressed Mail is delivered between Monday and Friday of the nominated delivery week. Within this period, the actual day(s) of delivery are at the discretion of Australia Post. All deliveries will be concluded by the Friday of the nominated delivery week.

1.8 What will it cost?
The prices for Unaddressed Mail articles vary by size and weight category, and the chosen service option. Current pricing is listed in the Post charges booklet (8833665), which can be obtained from any Australia Post retail outlet, or downloaded from auspost.com.au.

1.8.1 Conditions for same state prices
Articles attract same state prices when the article is lodged within the same state as the delivery (for example the articles are lodged in Queensland and delivered in Queensland).

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

1.8.2 Regular service
Regular service applies if you decide to target all private and/or all business delivery points in your chosen localities.

Australia Post will deliver to all available street, post office boxes, counter mail and roadside delivery points.

1.8.3 Select service
Select service applies if you decide to target less than all private and/or less than all business delivery points in your chosen localities.

You may request partial delivery to any of the delivery channels of street, post office boxes, counter mail and roadside delivery points.

The select service has a higher price per article, which reflects the higher administrative and delivery costs incurred by Australia Post.
Examples of select service mailings
• A Sydney computer shop targets a total of 10,000 business street addresses in six suburbs. Two of these suburbs also have business post office boxes available. The entire lodgement is classified as select service as less than all available business delivery points have been selected.
• An Adelaide suburb has both private street addresses and private post office boxes available and a pizza parlour chooses delivery to only private street addresses in that suburb.
• A Melbourne suburb has 2,100 private street addresses available but the local florist chooses to do a test mailing to 1,000 of them. Australia Post will select the addresses to be delivered. Section 2.5.4 details information on the delivery policy when insufficient articles are provided to cover all available points in a locality.

1.8.4 Contract pricing
Contracts may be available if you post more than 250,000 articles per annum. Contracts allow approved variations to the requirements listed in this guide. Please contact your account manager or the contacts at the front of this guide for more details.

1.8.5 Payment
The mailing must be paid for at the time of lodgement.
Australia Post provides a variety of payment options. For details, please discuss with your lodgement point or account manager, or the contacts detailed at the front of this guide.
If using an Australia Post Business Credit Account you will need to lodge your articles at the office at which you hold the account. Otherwise you will need to arrange with your account manager or Australia Post credit management for your account to be made available at the selected lodgement office.
1.9 Other considerations

How can I be sure an article is acceptable?

Australia Post staff inspect each lodgement to ensure that it satisfies all service requirements.

If you are concerned that your articles may not satisfy all service requirements you can request a preliminary test prior to lodgement:

Australia Post
Business Letter Services
GPO Box 1777
MELBOURNE VIC 3001

Australia Post may require a sample before distribution is approved, and may refuse to accept articles that do not satisfy the previously detailed conditions including:

- size, weight and type requirements, and
- correct addressing requirements.

Where product samples are being considered as part of the article, *examples must be discussed with Australia Post* and samples may be required before approval.

Australia Post reserves the right to reject articles that contain anything which is defamatory or offensive.
1.10 Summary checklist

The key points covered in this section include:

☑ A booking request form needs to be submitted.
☑ Articles can usually be delivered to all delivery points except those that bear “No Unaddressed Advertising Material” or similar words. Different arrangements exist for community notices.
☑ Unaddressed Mail is available for Small and Large size category articles.
☑ Articles can be either envelopes, postcards, brochures, and wrapped or unwrapped articles.
☑ It is recommended to include a salutation such as “To The Householder” but not a return address on the article.
☑ Articles should be lodged bundled into lots of 50 or 100 with two bands, sorted into postcode ranges and placed in letter trays for lodgement.
☑ You can choose Regular or Select options.
☑ Unaddressed Mail needs to be booked with Australia Post a minimum of two weeks in advance.
☑ Articles need to be lodged five business days prior for same state delivery and seven business days prior for other state delivery.
☑ Prices can be located in the Post charges booklet (8833665) and the Australia Post website auspost.com.au.
2.1 Preparation overview

This section covers in detail all the information you need to prepare your articles. The diagram below illustrates the steps to prepare Unaddressed Mail. Each requirement is covered in detail throughout the section.

1. Check size, weight and shape of article matches requirements

2. Check article matches the type allowed

3. Follow all correct addressing requirements

4. Check all booking requirements are covered

5. Plan the distribution option for your mailing

You can now prepare to lodge
2.2 Article characteristics

2.2.1 Article size, weight and shape

The size categories eligible for the Unaddressed Mail service are Small and Large. All articles in a lodgement must be within the same size and weight category.

<table>
<thead>
<tr>
<th></th>
<th>Small</th>
<th>Large</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum weight</td>
<td>100g</td>
<td>250g</td>
</tr>
<tr>
<td>Minimum size</td>
<td>88 x 138mm</td>
<td>—</td>
</tr>
<tr>
<td>Maximum size</td>
<td>130 x 240mm</td>
<td>260 x 360mm</td>
</tr>
<tr>
<td>Maximum thickness</td>
<td>5mm</td>
<td>20mm</td>
</tr>
<tr>
<td>Shape</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>B6/C4 (125 x 324mm)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C4 (229 x 324mm)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>B4 (250 x 353mm)</td>
</tr>
</tbody>
</table>

* A square is an equilateral rectangle.

Variations to size, weight or type requirements should be submitted for approval. Refer to section 1.9.

You can obtain a convenient Letter Gauge (8833667) from your lodgement facility to assist in measuring articles.
2.2.2 Article type

If product samples are to be included, you must provide a sample to the Unaddressed Mail service team before the distribution is approved.

Enveloped, wrapped, unwrapped or irregular

Unaddressed Mail articles can be envelopes or postcards, brochures, wrapped articles, folded or unwrapped articles, or even product samples. Irregular shapes can be accepted with prior approval – see section 1.9.

Single sheet articles

Unenveloped and unwrapped articles that are on a single sheet of paper should be folded at least once.

Please discuss with your lodgement point or refer to the contacts at the front of this guide for single sheet large article presentation requirements.

2.3 Correct addressing conditions

There is no requirement for any form of recipient name or address on Unaddressed Mail. To qualify, it is recommended that you observe the following:

1. you may include a salutation like “To The Householder” or similar words on the article
2. do not include a return address for unclaimed articles as Unaddressed Mail does not include a return-to-sender service
3. there is no requirement to print a “Postage Paid” imprint on the article, though you may do so if you wish.
2.4 Booking requirements

It is necessary to book delivery in advance using an Unaddressed Mail Booking Request form, which can be obtained from the Unaddressed Mail service team, shown at the front of this guide. This ensures that Australia Post is able to deliver the articles within the nominated delivery period.

This form needs to be submitted to the Unaddressed Mail service team.

You are required to submit your booking request form no earlier than three months prior to the Monday of the nominated week of delivery and no later than three weeks prior to the Monday of the nominated week of delivery, (no alterations will be accepted).

Failure to complete all required sections of the form may result in delays in processing the booking.

Example of a hypothetical Unaddressed Mail booking

- A charity called the “Eastern Suburbs Animal Hospital” want to send a fundraising appeal campaign to residents in their local area.

- They have selected Monday 5th to Friday 9th May as their preferred delivery week.

- The earliest they can book this campaign is 5th February (three months prior to first delivery date) and the latest is Monday 21st April (three weeks prior).

- Booking earlier than two weeks in advance is recommended.
2.4.1 December deliveries

Australia Post is able to offer Unaddressed Mail delivery in the first week of December only.

2.4.2 Role of Unaddressed Mail service team

The Unaddressed Mail service team is a crucial link in the management of the service, and fulfils the following roles:

- Direct contact between you and Australia Post
- Maintains delivery point databases
- Provides delivery point data on request
- Checks Australia Post network capacity
- Approves your booking
- Provides confirmation and lodgement details
- Provides details to Australia Post delivery network.

Refer to the front of this guide for the contact details for the Unaddressed Mail service team.

2.4.3 Booking confirmation advice

The Unaddressed Mail service team will provide you with confirmation of your booking. The booking confirmation advice will confirm the number of delivery points per suburb/town, price, lodgement office and delivery details.

Please check it to ensure that it accurately reflects your requirements. If any corrections are required you should notify the service team in writing within 24 hours of receipt. A revised booking confirmation will then be issued.

If you have booked three weeks or more in advance of the Monday of the nominated week of delivery, and require changes to your booking, please notify the service team in writing within 24 hours of receipt. A revised booking confirmation will then be issued.
You should receive a booking confirmation advice within three business days of submitting the booking request form. *If you do not receive confirmation in this period you should contact the Unaddressed Mail service team* (contact details are at the front of this guide).

A copy of the booking confirmation advice should be presented with the completed lodgement document when you are lodging your Unaddressed Mail.

Refer to section 3.5.1 – Lodgement documents.

**2.4.4 Cancellation of booking**

If you find it necessary to cancel your confirmed booking, it is important to contact the Unaddressed Mail service team as soon as possible. Refer to the front of this guide for contact details. A cancellation fee may apply.
### 2.5 Planning your distribution

#### 2.5.1 Choosing delivery options

**Step 1** Choose localities

Suburbs/towns are selected by postcode, as shown in the example booking below. The minimum selection is one suburb, town or postcode.

<table>
<thead>
<tr>
<th>Postcode</th>
<th>Suburb/Town</th>
</tr>
</thead>
<tbody>
<tr>
<td>3111</td>
<td>Donvale</td>
</tr>
<tr>
<td>3130</td>
<td>Blackburn</td>
</tr>
<tr>
<td>3131</td>
<td>Nunawading</td>
</tr>
<tr>
<td>3152</td>
<td>Mitcham</td>
</tr>
<tr>
<td>3135</td>
<td>Vermont</td>
</tr>
</tbody>
</table>

**Step 2** Choose private or business addresses

The Regular service allows selection of all private and/or all business delivery addresses in the chosen localities.

The Unaddressed Mail service team can provide data on the number of private and business delivery points by suburb/town.

**Step 3** Choose Select service options if required

The Select service allows for targeting less than all private and/or less than all business delivery points, for example, delivering to 1,000 addresses only in a town of 2,100 addresses.

Select service also allows you to select from the following address types:
- Street addresses
- Post office boxes
- Counter pickup (used in some country areas)
- Roadside delivery (used in some country areas)

The Unaddressed Mail service team can provide data on the number of delivery addresses of each type.
### 2.5.2 Delivery point databases

Australia Post maintains two national databases on the number of delivery points. They are classified into the following two categories:

<table>
<thead>
<tr>
<th>Database</th>
<th>Delivery to:</th>
<th>Used by:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advertising delivery point database</td>
<td>All delivery points that do not bear the message “No Unaddressed Advertising Material” or similar words</td>
<td>• Most customers</td>
</tr>
<tr>
<td>Total delivery point database</td>
<td>All delivery points[^1]</td>
<td>• Local, state or federal governments or their agencies[^2]</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• political organisations[^2]</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• religious institutions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• educational institutions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• charitable bodies, including benevolent and welfare societies.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><em>The article must be a community notice[^1]</em></td>
</tr>
</tbody>
</table>

### 2.5.3 Delivery point reviews

Australia Post conducts regular reviews of the number of delivery points by suburb/town. You should be aware that the number of delivery points change over time for a number of reasons, including:

- placement of “No Unaddressed Advertising Material” messages on delivery points
- natural growth as suburbs/towns expand
- hiring or cancellation of post office boxes.

[^1]: In Victoria due to Environment Protection Bill: If a community notice from religious, educational, charitable bodies, benevolent and welfare societies advertises goods or services, regardless of whether the sale is for a charitable purpose, it will be treated as normal Unaddressed Mail and delivered to all delivery points other than those bearing a “No Unaddressed Advertising Material” message or similar.

[^2]: Political organisations should contact the Unaddressed Mail service team, or their Australia Post account manager to arrange lodgements.
2.5.4 Shortages and surpluses

Australia Post is not able to guarantee the exact number of delivery points by suburb/town at any given time. It is therefore necessary to have processes in place to manage any surplus or shortage of articles received for delivery.

The policy is:

- Where the number of articles lodged for points in an area equals the number of actual delivery points, one article shall be delivered to each point.

- Where the number of articles lodged is less than the number of actual points, Australia Post shall select the points to be serviced and deliver one article to each point selected.

- Where the number of articles lodged exceeds the number of actual points, the excess shall be disposed of in any manner as Australia Post in its absolute discretion decides.

2.5.5 Australia Post delivery policy

Australia Post services are regulated by the Australia Post Terms and Conditions, which are made pursuant to Section 32 (1) (b) of the Australian Postal Corporation Act 1989. The terms and conditions expressly limit Australia Post’s liability for any claimed loss or damage associated with misdelivery, delayed delivery, early delivery or failure to deliver, or any other loss or damage of any kind associated with its services.

Whilst every possible effort is made to ensure the accuracy of information, Australia Post cannot guarantee the complete accuracy of the data provided. Ongoing demographic changes, private and commercial building growth, and associated postal round changes make it difficult to guarantee absolute accuracy at any point in time.

2.6 Summary checklist

Unaddressed Mail preparation involves:

☑ Checking the size and weight of the article to ensure it is acceptable.
☑ Ensuring the type of article chosen is acceptable.
☑ Ensuring all correct addressing guidelines are followed.
☑ Making sure the booking requirements are covered.
☑ Planning the distribution for your mailing needs.
3 UNADDRESSED MAIL LODGEMENT

3.1 Lodgement overview

Because Unaddressed Mail articles do not have a name and address it is crucial that the articles are lodged in a way in which Australia Post can manage them effectively.

This section covers in detail all the information you need, to ensure you lodge your articles correctly.

The diagram below illustrates the steps to lodge Unaddressed Mail. Each requirement is covered in detail throughout the section.

1. **Bundle** the articles (usually lots of 100)

2. Sort the bundles into **letter trays**

3. Prepare and affix **tray labels** for each letter tray

4. Complete the **lodgement documentation**

5. Confirm your correct **lodgement point** from the Booking Confirmation

6. Ensure lodgement on the **nominated date**

✅ You’re now ready to lodge
3.2 Sorting articles

Unaddressed Mail only needs to be sorted to the delivery centre level.

Delivery centre sorting instructions are provided by Australia Post on the Booking Confirmation Advice, and are subject to change periodically.

Example sorting breakdown

In the sample Booking Confirmation Advice shown below the articles would need to be sorted for the two nominated distribution centres:

- 25,800 (258 bundles of 100 brochures) would be put in letter trays and labelled to the Nunawading DC (delivery centre)
- 2,900 (29 bundles of 100 brochures) would be put in letter trays and labelled to the Templestowe DC.

| Addressed Mail lodgement | Booking Advice Code: | Unaddressed Mail only needs to be sorted to the delivery centre level. Delivery centre sorting instructions are provided by Australia Post on the Booking Confirmation Advice, and are subject to change periodically. | Example sorting breakdown In the sample Booking Confirmation Advice shown below the articles would need to be sorted for the two nominated distribution centres:  • 25,800 (258 bundles of 100 brochures) would be put in letter trays and labelled to the Nunawading DC (delivery centre)  • 2,900 (29 bundles of 100 brochures) would be put in letter trays and labelled to the Templestowe DC. |
3.3 Preparation of letter trays

To ensure optimum delivery of Unaddressed Mail articles, you need to prepare and lodge articles correctly.

3.3.1 Bundling

Bundle the articles in lots of 100, secured with two vertical bands. Australia Post prefers rubber bands.

Bundling assists with the distribution and delivery of articles and ensures the safekeeping of the articles during transportation.

*Ask your printer to provide you with the articles pre-bundled in lots of 100. If bundles of 100 are impractical then bundles of 50 or 25 are acceptable.*

3.3.2 Letter trays

Obtain letter trays at no cost from your nominated lodgement point.

Ensure that you have sufficient time to prepare the mailing prior to the lodgement time, as outlined on your booking confirmation advice.

Place the bundles into letter trays as follows:

<table>
<thead>
<tr>
<th>Size category</th>
<th>Tray use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small</td>
<td>In small letter trays</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Large</th>
<th>In large letter trays</th>
</tr>
</thead>
</table>

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 tray is 16kg (including the weight of the tray).
3.4  **Completing tray labels**

Tray labels must be correctly completed and affixed to each tray, as well as affixed to one bundle within each tray.

3.4.1  **Preprinted tray labels**

Obtain preprinted tray labels (8838626) at no cost from your nominated lodgement point.

1. Write the delivery office name in the Delivery Office space.
2. Write the postcode for the delivery office in the Postcode space.
3. Write the number of articles in the letter tray to which the label is attached.
4. Write the Organisation that is being promoted (not the mailing agent or printer if one is being used).
5. Write the name of your article or publication.
6. Write the Booking Code that you were supplied on your booking confirmation.
7. Write the date (usually a Monday) that the delivery is going to start.
3.4.2 Labelling software

For large volume mailers, Australia Post recommends the use of Print On Demand Labelling Systems for preparing lodgements. Print on Demand Systems are available either free of charge from Australia Post (*VISA Labelling*) or may be purchased from third party suppliers.

These labels must conform to specifications, which are subject to periodic review. Specifications may be obtained by contacting the Technical Support Centre on 03 9204 5280 or by downloading documentation from the Australia Post website at [auspost.com.au/traylabels](http://auspost.com.au/traylabels). Third party software must be approved by Australia Post prior to use.

**Example label produced using the Visa labelling system**

```
WATERLOO DF 027
ALL_2017 Surface

9112 15000017 129420002265

Small Tray  Unaddressed Mail  17/03/2008

UAH Appeal
EAST00001
250

Universal Animal Hos
```

Blank label stock is also provided free of charge by Australia Post. This label stock is heat sensitive, and is suitable for use only in direct thermal label printers.
3.4.3 How to affix tray labels to letter trays and bundles

Letter trays
Label pockets 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 with the printed side visible.

Bundles
➊ Ensure bundles are secured with two vertical bands. Australia Post prefers rubber bands.
➋ Place a completed label underneath the bands of one bundle within each tray.


3.5 **Lodgement of articles**

Once a lodgement is prepared and sorted, complete a lodgement document and lodge your articles.

3.5.1 **Lodgement documents**

Each lodgement must be supported with:

- An *Unaddressed Mail Lodgement Document* (8835126 shown below at left). Obtain a copy from your local lodgement facility or download from auspost.com.au/unaddressedmail
- A copy of the Booking Confirmation advice.

3.5.2 **Confirming your lodgement point**

It is important that you confirm your lodgement point with the Unaddressed Mail service team. The “Lodgement Office(s)” is printed on the front page of the Booking Confirmation advice.

If the delivery office needs to be changed, contact the Unaddressed Mail service team as soon as possible.
3.5.3 Lodging on the nominated date

It is crucial that the articles are lodged on the nominated date, and at the nominated lodgement office, as shown on your booking confirmation advice.

Note that this date has been selected to ensure that your lodgement can be processed and transported to the delivery office in time to meet the delivery standard.

*Lodgement is required five business days prior to the Monday of the nominated delivery week for same state deliveries and seven business days prior for other state deliveries.*

3.5.4 Late lodgement or failure to lodge

Failure by you to lodge at the nominated office, and on the nominated day, as outlined on the Unaddressed Mail Booking Confirmation will mean that Australia Post is unable to deliver the articles within the agreed time.

If you are unable to lodge on time or as planned, for any reason, it is imperative that you contact the Unaddressed Mail service team to discuss the situation as soon as possible.

In the event that late lodgement cannot be avoided additional costs may be incurred and delivery dates may need to be moved.

Contact details for the Unaddressed Mail service team can be found at the front of this guide.

3.5.5 Lodgement in ULDs

Steel cage containers known as Unit Loading Devices (ULDs) can be obtained from Australia Post, subject to availability and in instances where large mail volumes are to be lodged. 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.

In order to maximise transportation efficiency and ULD utilisation, mailers should ensure that each ULD is used as efficiently as possible.

If you are lodging more than one ULD per state, refer to section 4 – Large Volume Lodgements.
3.5.6 Use of pallets

Where pallets are used to transport articles to the lodgement point, the dimensions of these pallets should conform with the Australian standards (1,165mm x 1,165mm) and total load must weigh less than 600kg.

Pallets can only be used to transport articles to mail centres.

Australia Post does not accept responsibility for the pallets and will not accept any transfer of hiring charges.

3.6 Summary checklist

Lodgement of Unaddressed Mail articles involves:

☑ Bundling the articles, usually into lots of 100.
☑ Preparing and affixing tray labels to each letter tray and to one bundle within each tray.
☑ Completion of lodgement documentation.
☑ Ensuring that the lodgement is made on the nominated date.
☑ Lodgement of articles at an approved lodgement facility.
4.1 Introduction

Large volume lodgements apply to Unaddressed Mail when more than one Unit Loading Device (ULD) is required per state.

4.1.1 Arranging articles into ULDs

Articles can be arranged in ULDs in a number of ways, depending on article sizes.

<table>
<thead>
<tr>
<th>Size category</th>
<th>How to arrange articles in ULDs</th>
</tr>
</thead>
</table>
| Small         | • Prepare small letter trays, with the tray label attached.  
                 • Stack the trays in the ULD with the tray labels facing outwards. |
| Large         | Option 1  
                 • Prepare large letter trays, with the tray label attached.  
                 • Stack the trays in the ULD with the tray labels facing outwards.  
                 Option 2 (with prior approval – refer section 4.1.2)  
                 • Bundle articles securely, with the tray label attached.  
                 • Brick stack the bundles in the ULD. |
4.1.2 Brick stacking

Brick stacking is a term that describes how the articles are positioned into the ULD. It involves stacking the bundles in an overlapping fashion.

Large size category articles can be securely bundled and placed, ‘brick stacked’ directly in ULDs.

Brick stacking requires the written approval of Australia Post prior to lodgement. You should contact the Unaddressed Mail service team (refer to the front of this guide) as soon as possible to obtain approval. The service team will supply you with documentation that explains the required presentation standards for brick stacking.

4.2 ULD sorting levels

When Unaddressed Mail is organised by delivery office, sort division and mail centre, it can be processed more quickly.

Australia Post recommends that the highest level of sorting is achieved for each lodgement (ie Level 1: Direct delivery centre level).

The table below summarises the four levels of ULD sorting available.

<table>
<thead>
<tr>
<th>Sort level</th>
<th>Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Direct delivery centre ULD</td>
<td>Contains articles destined for only one delivery office (eg. Waterloo Delivery Facility). This is the highest level of sort.</td>
</tr>
<tr>
<td>2</td>
<td>Single PSI region ULD</td>
<td>Contains articles for delivery from different delivery offices that share the same single PSI. Refer section 4.2.1 – PreSort Indicator (PSI).</td>
</tr>
<tr>
<td>3</td>
<td>Direct mail centre ULD</td>
<td>Contains articles for delivery from different delivery offices for a particular mail centre.</td>
</tr>
<tr>
<td>4</td>
<td>State ULD</td>
<td>Contains articles for delivery by a single state. No further sorting is required. This is the lowest level of sort.</td>
</tr>
</tbody>
</table>
Large volume lodgements

Concept model of the four ULD sorting levels

Level 1: Direct delivery centre ULD
- City Street DC
- Sydney GPO
- East Subs MC
- Sydney Uni LPO
- Broadway DF
- Waterfall DC
- City East DC
- Haymarket

Level 2: Single PSI region ULD
- PSI 203
- PSI 204
- PSI 205
- PSI 206
- PSI 207
- PSI 208
- PSI 209
- PSI 299

Level 3: Direct mail centre ULD
- Sydney West LF
- Central West MC
- Broken Hill DC
- Hunter Region MC
- South Coast MC
- New England MSC
- Nthn Rivers MSC
- Mid Nth Coast MSC

Level 4: State ULD
- NSW
- ACT
- VIC
- QLD
- SA
- WA
- TAS
- NT

Regardless of the ULD sorting level, each letter tray is to consist of articles for a single delivery office and should be presented according to the instructions in section 3 – Unaddressed Mail Lodgement.

The Unaddressed Mail service team can, on request, provide you with an Unaddressed Mail Lodgement Advice for your booking. The Lodgement Advice presents data summarised to PSI, mail centre and delivery office to coincide with the sorting levels.

UM Lodgement Advice for UNIVERSAL ANIMAL HOSPITAL

| Lodgement Date: | 03/10/2008 |
| Lodgement Office: | ALEXANDRIA BC |
| Publication: | UAH Appeal |
| Booking Advice Code: | EAST - 00001 |
| Delivery Dates: | 17/03/2008 - 21/03/2008 |
| No of Articles: | 100,000 |
| Article Type: | Small Letter up to 50g |
| Rate Per Article: | $0.1280 |
| Total: | $12,800.000 |
| Charge Category: | IntraState |
| UDS Co-ordinator: | John Smith 9999 9999 |
| Article Weight (grams): | 50 |
| No. of Articles per Bundle: | 100 |
Large volume lodgements

4.2.1 PreSort Indicator (PSI)

The presentation of large lodgements is based on a simplified application of the Print Post Sort Plan. Under the Print Post Sort Plan each postcode in Australia has been classified into a sorting division. Each sorting division has been allocated a PreSort Indicator (PSI) number and has a list of postcodes that are covered in that region.


<table>
<thead>
<tr>
<th>Version number</th>
<th>Release date</th>
<th>Active date</th>
<th>Expiry date</th>
</tr>
</thead>
<tbody>
<tr>
<td>VYYYY1</td>
<td>1 February</td>
<td>1 March</td>
<td>31 August</td>
</tr>
<tr>
<td>VYYYY2</td>
<td>1 August</td>
<td>1 September</td>
<td>28/29 February</td>
</tr>
</tbody>
</table>

Part of the Print Post Sort Plan – PSI numbers and associated postcode ranges

<table>
<thead>
<tr>
<th>Postcode ranges</th>
<th>PreSort Indicator</th>
<th>Metro/ Country</th>
<th>Sort Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>0200–0299; 2580–2589; 2591–2639; 2900–2920</td>
<td>150</td>
<td>M</td>
<td>CANBERRA MC; ALL 8 Nyrang Street FYSHWICK ACT 2609</td>
</tr>
<tr>
<td>1936–1940; 2640–2647; 2657–2660; 2708–2714; 2716</td>
<td>190</td>
<td>C</td>
<td>MURRAY REG MSC; ALL 54 Catherine Crescent LAVINGTON NSW 2641</td>
</tr>
<tr>
<td>1941–1945; 2590; 2649–2656; 2661–2707; 2720–2730</td>
<td>198</td>
<td>C</td>
<td>RIVERINA MSC; ALL</td>
</tr>
</tbody>
</table>
4.2.2 Level 1 sorting – Direct delivery centre ULD

A Direct delivery centre ULD contains letter trays destined for *only one delivery office*. The recommended preparation is:

1. Prepare letter trays per section 3.3, attaching letter tray labels per section 3.4.
2. Fit letter tray lids or sleeves
3. Arrange letter trays for a single delivery office

---

**Example Direct delivery centre ULD for Waterloo Delivery Facility**

All the letter trays containing articles for each delivery office and postcode are for delivery from the Waterloo Delivery Facility.

The ULD is labelled and sent directly to the Waterloo Delivery Facility.
4.2.3 Level 2 sorting – Single PSI region ULD

A Single PSI region ULD contains letter trays for delivery from different delivery offices that share *the same single PSI*. The recommended preparation is:

1. Prepare letter trays per [section 3.3](#), attaching letter tray labels per [section 3.4](#).
2. Fit letter tray lids or sleeves.
3. Arrange letter trays for a particular delivery office to form complete layers. Separate these delivery office layers from the rest of the ULD using an approved separator such as cardboard. *All delivery offices in the ULD must have the same PreSort Indicator number.*

4. Complete and affix an Unaddressed ULD label – refer [section 4.4](#).

Example Single PSI region ULD for PSI 206

The ULD is labelled and sent directly to the Sydney West Letters Facility.
4.2.4 Level 3 sorting – Direct mail centre ULD

A Direct mail centre ULD contains letter trays for delivery from different delivery offices for a particular mail centre. The recommended preparation is:

1. Prepare letter trays per section 3.3, attaching letter tray labels per section 3.4.
2. Fit letter tray lids or sleeves.
3. Arrange letter trays for a particular PSI region to form complete layers. Separate these PSI region layers from the rest of the ULD using an approved separator such as cardboard.

Example Direct mail centre ULD for Sydney West LF

All the trays contain articles for PreSort Indicator Numbers 206, 207 and 208 – for delivery from (206) St Leonards Delivery Facility; (207) North Ryde Delivery Centre; and (208) Waterloo Delivery Facility.

The ULD is labelled and sent directly to the Sydney West Letters Facility.
4.2.5 Level 4 sorting – State ULD

A State ULD contains letter trays for delivery by a single state. The states are NSW, ACT, VIC, QLD, SA, WA, TAS and NT as defined in the Print Post Sort Plan. No further sorting is required. The recommended preparation is:

1. Prepare letter trays per section 3.3, attaching letter tray labels per section 3.4.
2. Fit letter tray lids or sleeves.
3. Arrange letter trays for a single state.

Example State ULD for New South Wales

All the trays contain articles for PreSort Indicator Numbers 198, 206, 207, 208, 258 and 294 – for delivery from (198) Junee Delivery Centre; (206) Frenchs Forest Delivery Facility; (207) North Ryde Delivery Centre; (208) Waterloo Delivery Facility; (258) Bathurst Delivery Centre; and (294) Byron Bay Delivery Centre.

The ULD is labelled and sent directly to New South Wales.
4.3 **ULD fill levels**

The maximum gross weight is 600kg. The weight of the ULD itself is around 100kg so therefore the contents should weigh less than 500kg.

Be aware that ULDs will often exceed the maximum weight limit before they are completely full.

4.4 **Completing Unaddressed ULD labels**

Once stacking of the ULD is complete, a label needs to be attached to the ULD. Australia Post does not provide preprinted ULD labels, so you need to produce your own.

The label must be a minimum of 135mm x 90mm and follow the layout recommended below. The size and position of the label elements reflect their importance for efficient processing.

1. **Sortation level**

The level to which the ULD has been sorted. The label shown has been sorted as a Direct delivery centre ULD (Level 1).

2. **Destination**

The postal facility that the ULD is being sent to. For the label shown, the destination is the Waterloo Delivery Facility in NSW.

3. **ULD type**

Identifies that the ULD contains Unaddressed Mail so that it can be processed in the correct manner.

4. **State**

The destination state for the ULD. In this case all the trays are being sent to NSW.

5. **PSI number**

The PSI sort division(s) contained within the ULD.

6. **Lodged by**

The name of the organisation that actually lodged the articles with Australia Post. For example if DEF Mailing House lodged brochures for JKL Stores then “DEF Mailing House” would be shown on the label.

7. **Lodgement date**

It is critical that large lodgements of Unaddressed Mail are lodged on the nominated date.

8. **Gross weight**

The gross weight of the ULD (including the ULD itself).
Large volume lodgements

If you do not have suitable weighing equipment available then you should make an estimate that includes the weight of the ULD (approx. 100kg), the letter trays and the articles themselves. Estimated weights should be identified with the word ESTIMATE written directly under the weight (as shown).

9 Delivery week commencing

Monday of the week in which delivery is scheduled to commence.

---

**Direct Delivery Centre ULD - All for:**

**Waterloo DF**

**Unaddressed Mail**

- PSI #208
- Lodged by: DEF Mailing House
- Lodgement Date: 10/03/2008
- Gross Weight 512 Kgs
- Delivery Week Commencing: Monday 17/03/2008

**NSW**

New South Wales

**Unaddressed Mail**

- PSI #208
- Lodged by: DEF Mailing House
- Lodgement Date: 10/03/2008
- Gross Weight 512 Kgs
- Delivery Week Commencing: Monday 17/03/2008

**Directions:**

- At least 135mm
- At least 90mm

Shown at approximately 50% of minimum size
1 Introduction
1.1 These special service terms and conditions are supplementary to the Australia Post Terms and Conditions and to the extent that any aspect of this special service is not expressly included herein, the Australia Post Terms and Conditions apply.

1.2 These special service terms and conditions apply when:
   1.2.1 a customer makes a written application to use the special service in or on a form prescribed by Australia Post for that purpose;
   1.2.2 Australia Post accepts that application; and
   1.2.3 the customer pays the fee, charge, premium, rate or price charged by Australia Post for the special service.

2 Interpretation

2.1 Except as where expressly defined, all words and phrases used in this agreement shall have the same meaning if any, given to them in The Australian Postal Corporation Act 1989 and in the Australia Post Terms and Conditions provided, however, that where there is any inconsistency, the meaning shall be as defined in this agreement to the extent of that inconsistency.

2.2 In these terms and conditions unless the contrary intention appears:
   2.2.1 where a word or phrase is given a particular meaning, other parts of speech and grammatical forms of that word or phrase have a corresponding meaning;
   2.2.2 words importing a gender include any other gender; and
   2.2.3 words in the singular number include the plural and words in the plural number include the singular.

2.3 “Actual points” means the number of delivery points of any type which are actually available for delivery in a delivery area at the time of delivery pursuant to this agreement.

2.4 “agreement” means an agreement between Australia Post and a customer pursuant to clause 1.2.

2.5 “Community notices” means articles lodged pursuant to this agreement by or under the authority of, local, State or Federal government or their agencies, political organisations, religious or educational institutions, or charitable bodies (including benevolent and welfare societies).

2.6 “Customer” means a person who is approved by Australia Post as a customer of the service and any permitted transferee in respect thereof;

2.7 “Mailer” means the person or company entering into this agreement and, where the Mailer is a mailing house, includes any person or company on whose behalf the Mailer enters into this agreement.

2.8 “Service” means the Unaddressed Mail Service which is special service for delivery of unaddressed letters to delivery points within a specified geographic area.

3 Conditions of Service
3.1 Articles lodged pursuant to this agreement must not be larger than 360mm x 260mm. All articles in a distribution must be identical in size and mass.

---

1 The Australia Post Terms and Conditions are available for perusal at Australia Post retail outlets and on Australia Post’s website at auspost.com.au
3.2 Articles may be lodged enveloped, wrapped or unwrapped. If an unwrapped article measures more than 360mm x 260mm when flat and unopened, then it must be folded flat prior to lodgment to a maximum width of 125mm (any number of folds is acceptable) and a maximum thickness of 20mm.

3.3 A sample may be required before the distribution is approved.

3.4 Apart from the Reply Paid service, no special services may be used in conjunction with the Unaddressed Mail Service.

3.5 No explosive substances or prescribed or dangerous or deleterious substances may be lodged, except in accordance with the Australia Post Terms and Conditions.

4 Lodgment
4.1 Australia Post is deemed to have accepted the lodgment only when:

4.1.1 the mailing statement is correctly receipted and stamped; and

4.1.2 the information contained in the mailing statement has been verified.

4.2 Australia Post reserves the right to check the contents of all lodgments at the time of lodgment or thereafter while the lodgment is in the possession of Australia Post to verify the information contained in the mailing statement.

5 Disclosure
5.1 The Mailer agrees that Australia Post may disclose the Mailer’s name and address to a person to whom an article has been delivered upon the request of that person.

6 Mailer’s Warranty
6.1 The Mailer warrants:

6.1.1 that it has complied with all laws and Regulations, both State and Federal, relating to the advertising material contained in the articles for delivery by Australia Post;

6.1.2 that the articles do not contain anything which is defamatory or offensive; and

6.1.3 that the content of any advertising does not breach the copyright, trademark or other intellectual property rights of any person.

7 Delivery
7.1 Australia Post shall deliver Unaddressed Mail in the normal course of its business provided always that:

7.1.1 delivery of articles shall be made between Monday to Friday of the nominated delivery week;

7.1.2 delivery after the first week in December and before the first week of January is not available unless otherwise agreed in writing by Australia Post;

7.1.3 articles shall not be delivered to points displaying stickers or signs bearing the words “no unaddressed advertising material” or other similar request unless they are community notices and their delivery is permitted by law

7.1.4 articles lodged pursuant to this agreement may be subject to further requirements published by Australia Post in relation to:

(i) the arrangement of articles so as to facilitate their delivery;

(ii) notice periods for use of the service; and

(iii) a prohibition of lodgment of articles for delivery generally, or in respect of particular areas during a nominated period or periods.
7.2 Where articles are lodged for delivery from more than one delivery office, the person lodging the articles may nominate the proportion of the total lodgment that is to be delivered from each office.

7.3 Subject to clause 7.1 and clause 7.2, the articles shall be delivered as follows:

7.3.1 where the number of articles lodged for points in an area equals the actual points, one article shall be delivered to each point;

7.3.2 where the number of articles lodged is less than the number of actual points, Australia Post shall select the points to be serviced and deliver one article to each point selected; and

7.3.3 where the number of articles lodged exceeds the number of actual points, the excess shall be disposed of in any manner as Australia Post in its absolute discretion decides.

Provided however that Australia Post may in its discretion offer the service for delivery to some but not all of the points on such terms and conditions as it determines, including rates of postage.

8 Rates and Charges

8.1 Payment of an amount for each of the articles in the lodgment, equal to the agreed postage payable per item, shall be by money or charged to a charge account approved by Australia Post for the purpose.

9 Limitation of Liability Release and Indemnity

9.1 Australia Post is not liable for:

9.1.1 the injury, illness or death of any person, misdelivery, late delivery, or early delivery;

9.1.2 damage to property, whether concealed or otherwise, including but not limited to deterioration, contamination or evaporation of any article or thing; or

9.1.3 any other loss or damage of any kind however caused and whether direct or consequential, including, negligence or breach of contract by Australia Post, its employees, servants or agents, that arises in whole or in part from, or in connection with, any services provided by Australia Post.

9.2 To the extent permissible by law, Australia Post expressly disclaims all conditions and warranties, express or implied in respect of the Service. Where the law precludes such exclusion and implies certain conditions and warranties into this agreement, the liability of Australia Post for breach of such condition or warranty shall be limited, at the option of Australia Post to either:

9.2.1 supplying the service again; or

9.2.2 payment of the cost of having the service supplied again, or the actual loss or damage, whichever is the lesser.

9.3 Where Australia Post has agreed that the Mailer may use the service and the Mailer fails to lodge articles in accordance with the agreed volume or geographical area and/or the lodgment conditions and notice requirements advised by Australia Post, the Mailer indemnifies and will keep indemnified, Australia Post for all loss and damage including loss of profit that Australia Post suffers as a result.
10 **Force Majeure**

10.1 Australia Post shall not be in default under the terms of this agreement nor liable for failure to observe or perform in accordance with any provision of this agreement for any reason or cause which could not with reasonable diligence be controlled or prevented by it, including without limitation, war, insurrection, riot, civil commotion, strikes, lock-outs, labour or industrial disputes, acts of God, acts of Governments or flood, storm, tempest, power shortages or power failure, inability to obtain sufficient labour, raw materials, fuel or utilities. During the period of an incident or incidents of “Force Majeure” this agreement shall be suspended and delivery will recommence after the incident or incidents of “Force Majeure” end.

11 **Merger**

11.1 All the rights, immunities and limitations of liability in this Agreement shall continue to have their full force and effect in all circumstances notwithstanding any breach of contract or of any conditions hereof by Australia Post.

12 **Severance**

12.1 All the terms and conditions of this agreement shall be severable and no provision shall be affected by the invalidity of any other provision except to the extent that such invalidity also renders such other provisions invalid and in the event of the invalidity of any provisions, this agreement shall be interpreted and enforced as if the invalid provision was not contained in this agreement.

13 **Variation**

13.1 The terms and conditions of this agreement shall not be varied, waived or added to except as agreed by the Mailer and Australia Post in writing and signed on their behalf.

14 **Notice**

14.1 Any notice required to be served by or under these terms and conditions shall be sufficiently given to the customer if left at or sent by post addressed to the customer at its last known or usual place of address and to Australia Post if sent by post to the appropriate State Administration at its current address.

15 **Law**

15.1 This agreement is governed by, and shall be construed in accordance with, the laws in force in the State of Victoria and the courts and registries of courts in that State shall have jurisdiction in the event of a dispute.

16 **Conditions of Carriage**

16.1 This agreement shall not constitute or imply any agreement between Australia Post and the customer (or any undertaking or obligation whatsoever on the part of Australia Post) with respect of the carriage of any postal article. The Australian Postal Corporation Act 1989, the Regulations and the Australia Post Terms and Conditions and other written instructions published by Australia Post shall apply to the carriage of articles issued pursuant to the service except to the extent that they are inconsistent with this agreement.

17 **Whole of Agreement**

17.1 Subject to clause 1.1 this agreement contains the whole of the agreement between the parties in relation the special service and any representation or warranty made by either party prior to entering into this Agreement shall have no force or effect unless otherwise stated herein.
This guide presents the Unaddressed Mail 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, postal charges and other 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 Australia Post retail outlet.

Approved by Group Manager Letters.