



Post Charges

September 2008



Unless noted otherwise, prices are inclusive of GST

Dangerous goods

National, State and international safety regulations prohibit many substances from being posted. These include explosive, highly flammable, radioactive or dangerous articles. Ask at your post office for brochure SAP 8833685 (MS62).

Terms and conditions of service

The terms and conditions applicable to postal services are determined by the Board of the Australian Postal Corporation under the Australian Postal Corporation Act 1989. Available on the internet at www.auspost.com.au.

Post Guide

Order a copy of the Post Guide from your post office for \$50. This price includes the amendment service for the current calendar year. Amendments to the Post Guide are issued for an annual fee of \$20.

Apply at your post office.

Same state delivery

Same state delivery includes carriage between Coolangatta and NSW, Tweed Heads and Queensland, Tweed Heads South and Queensland, Albury and Victoria, Lavington and Victoria, and Wodonga and NSW; NSW includes ACT; SA does not include NT.

Mail to Australian external territories

For charging purposes, the following locations are in the States shown and are GST-free. The locations are subject to customs regulations for letters and parcels – see pages 28-33 for customs documentation.

WA	NSW	Tas
Christmas Island 6798 (Indian Ocean)	Norfolk Island 2899 (Letters only)	Australian Antarctic Territory 7151
Cocos (Keeling) Islands 6799		Territory of Heard Island and McDonald Island 7151

For the following products/services, the charges that apply are as per the published “within Australia” charges that are shown in this booklet:

- Ordinary Letter prices
- Local Delivery prices
- PreSort prices
- Clean Mail prices
- Postage prepaid products
- Regular and Express Post Parcel charges to Norfolk Island 2899 which are at pages 6-7 and 18-19.

For charges for all other products/services, please use published “within Australia” charges less 9% and rounded down to the nearest cent.

Charge accounts

Credit facilities are available to mail users.

Ask at your post office for applications, terms and conditions.

Although Australia Post has made every effort to ensure the accuracy of the contents of this Guide at the time of publication, Australia Post makes no warranty, guarantee or representation regarding the correctness, reliability, completeness, suitability or accuracy of the Guide. The information in this Guide may be revised at any time and services may be modified, added to or withdrawn without notice. Up-to-date information can be obtained from any post office. Australia Post shall not be liable to any person, whether a purchaser of this Guide or not, for any loss or damage of any kind whatsoever arising from any errors or omissions, or from reliance being placed upon all or any part of the contents of this Guide.

Authorised by W. Mitchell, Australian Postal Corporation.

Delivery in Australia

Express and Courier Services

Express Post.....	4 – 8
Messenger Post.....	9

Regular Services

Letters and Documents	10-15
Parcels	16-20
Registered Post	21

Special Services

Faxpost	22
Key Return	22
Separate Bags	22
Underpaid Articles	22
Withdrawal from Post	22
Philatelic Items	22
Articles for the Blind	23
Defence Forces	23
Infectious Biological Substances	23

Mail Management

Post Office Boxes and Locked Bags	24
Mail Redirection and Mail Holding.....	25

International Delivery

Charging Zones

Service Standards.....	26
Charging Zones.....	27

Regular Services

Letters and Documents	28
International Reply Paid	29
Extra Cover (formerly Insurance).....	29
Delivery Confirmation	29
International Reply Coupons	29
Print Post Direct Bag International	29
Parcels	30
Registered Post International	31

Express and Courier Services

Express Post International.....	32-33
Express Courier International.....	32-33

Mail Management

International Mail Redirection	34
Storage Demurrage	34

Packaging Material

35

Financial Services

Banking and Billpay Services	36
Money Transfer Services	37
Travel Services	38
Identity Verification Services	38

Summary of Postage Prepaid Products

39

Index

40

Express Post Platinum



Delivery standards / Guarantee

Express Post Platinum will deliver your prepaid satchel by courier by **midday the next business day** to business addresses (by 5pm to other addresses) within the Express Post Platinum network. If your satchel is not delivered as guaranteed, it will be replaced free of charge on production of the customer reference code.

Express Post Platinum is signed for on delivery and items are tracked within the network.

Express Post Platinum Australia-wide network

Australia-wide network links capital cities (except Darwin) and selected other centres.

NOTE: Express Post Platinum networks are different to Express Post networks.

There are also state-specific guaranteed networks that include some places not in the national network. Ask at your post office.

NSW	Canberra, Sydney, Gosford, Newcastle, Tweed Heads/Murwillumbah, Wollongong
VIC	Melbourne, Geelong
QLD	Brisbane, Ipswich, Gold Coast Strathpine/Caboolture, Toowoomba
WA	Perth CBD and some suburbs - ask at your post office
SA	Adelaide
TAS	Hobart, Launceston

How to ensure delivery as guaranteed

Lodge your Express Post Platinum satchel...	On a business day (Monday to Friday) by...
In a gold street post-box	6.00 pm (earlier in Perth suburbs and some provincial cities)
Over the counter of an office in the Express Post Platinum network	5.00 pm (earlier at some provincial and suburban post offices)

Product details

Satchels (mm)	Maximum		Charge per item	Charge per pack of 10	
	weight (g)	thickness (mm)		1-9 packs	10+ packs
500 g satchel (230 x 353)	500	-	\$12.20	\$115.90	\$109.80
3kg satchel (310 x 405)	3000 (3kg)	-	\$16.30	\$154.85	\$146.70

Senders must always sign the declaration on satchels.

EXPRESS POST

Delivery standards / Guarantee

Express Post will deliver your prepaid envelope, parcel or satchel the **next business day** within the Express Post domestic network. If your article is not delivered as guaranteed, it will be replaced free of charge, or for parcels the postage will be refunded on production of the customer reference code.



Prompt delivery on a non-guaranteed basis is given to Express Post articles posted to or from places outside the guaranteed network.

Express Post Australia-wide network

The Express Post Australia-wide network links metropolitan areas of capital cities (except Darwin) and selected other centres:

NSW	Canberra, Sydney, Gosford, Newcastle, Tweed Heads/Murwillumbah, Wollongong
VIC	Melbourne, Ballarat, Bendigo, Geelong, Moe, Morwell, Seymour, Shepparton, Traralgon
QLD	Brisbane, Booval/Ipswich, Bundaberg, Gold Coast, Hervey Bay, Strathpine/Caboolture, Maryborough, Sunshine Coast, Toowoomba
WA	Perth – only between Perth CBD and other capital city CBDs
SA	Adelaide
TAS	Hobart, Launceston

There are also state-specific guaranteed networks that include some places not in the national network. Ask at your post office.

How to ensure delivery as guaranteed

Lodge your Express Post envelope or satchel	On a business day (Monday to Friday) by...
In a gold street post-box	6.00 pm (earlier in Perth suburbs and some provincial cities)
Over the counter of an office in an Express Post network	5.00 pm (earlier at some provincial and suburban post offices)

Product details

Express Post envelopes (mm) (for documents only)	Maximum		Charge per item	Charge per pack of 10	
	weight (g)	thickness (mm)		1-9 packs	10+ packs
DL (110 x 220) windowface	500	20	-	\$41.80	\$39.60
C5 (162 x 229)	500	20	\$4.40	\$41.80	\$39.60
B4 (250 x 353)	500	20	\$5.50	\$52.25	\$49.50
B4 two-way envelope	500	20	\$9.40	\$89.30	\$84.60

Express Post satchels (mm)	Maximum		Charge per item	Charge per pack of 10	
	weight (g)	thickness (mm)		1-9 packs	10+ packs
500 g satchel (220 x 353)	500	-	\$7.70	\$73.15	\$69.30
3 kg satchel (310 x 405)	3000 (3 kg)	-	\$10.90	\$103.55	\$98.10

Senders must always sign the declaration on satchels.

EXPRESS POST

Small parcels

The charge for small parcels up to 500g does not depend on distance.

Express Post Parcel up to 500g	\$7.70
--------------------------------	---------------

Express Post Parcels over 500g up to 20kg.*

Basic Charge: ■ **\$9.90** for destinations in same state ■ **\$10.80** for interstate destinations (**\$9.80** for Norfolk Island)

PLUS distance charge per kg, or part thereof, calculated from the table below:

Lodgement Zone		Destination Zone					
		N1	N2	V1	V2	Q1	Q2
SYDNEY	N1	\$ 0.00	\$ 2.20	\$ 3.60	\$ 4.20	\$ 3.70	\$ 4.50
OTHER NSW	N2	2.20	3.20	5.70	6.40	5.80	6.60
MELBOURNE	V1	3.60	5.70	0.00	0.65	4.90	5.70
OTHER VIC	V2	4.20	6.40	0.65	0.80	5.60	6.40
BRISBANE	Q1	3.70	5.80	4.90	5.60	0.00	0.75
NEAR QLD	Q2	4.50	6.60	5.70	6.40	0.75	1.00
MID QLD	Q3	6.60	8.70	7.80	8.50	2.80	3.10
NTH QLD	Q4	9.20	11.30	10.40	11.10	5.30	5.50
ADELAIDE	S1	4.90	7.00	3.10	3.80	5.10	5.90
OTHER SA	S2	5.70	7.80	3.90	4.60	5.90	6.70
NTH TERR	NT1	10.70	12.80	10.70	11.40	9.90	10.70
PERTH	W1	9.40	11.50	7.60	8.30	10.50	11.30
MID WA	W2	10.70	12.80	8.90	9.60	11.80	12.60
NTH WA	W3	15.90	18.00	14.10	14.80	17.00	17.80
TASMANIA	T1	3.70	5.80	2.90	3.60	6.10	6.90

*For parcels over 1kg price is calculated using cubic weight if this is greater than the actual weight. The cubic weight

Parcel Zones for distance charges

1. Use the table to the right to find the lodgement and destination zone codes.
2. Use the zone codes in the tables above to calculate the distance charge per kilogram.
3. Add the total distance charge to the appropriate basic charge.

† For Express Post Parcels to Christmas Island 6798 (Indian Ocean), Cocos (Keeling) Islands 6799 and Australian Antarctic Territories 7151, please use published charges less 9%, (GST) rounded down to the nearest cent. Check pages 28-33 for Customs requirements.

- ◆ Use whichever zone offers the lower charge.
- For charging purposes, these postcodes are considered to be part of Victoria.
- For charging purposes, Broken Hill (2880) is considered to be part of South Australia.

Postcode	Zone
New South Wales	
0200-0299	N2
1000-2263	N1
2264-2484	N2
2485-2486	N2/Q1 ◆
2487-2499	N2
2500-2530	N1
2531-2554	N2
2555-2574	N1
2575-2639	N2
2640-2641	V2/N2 ◆
2642-2647	N2
2648	V2 ■
2649-2714	N2
2715	V2 ■
2716	N2
2717-2719	V2 ■



Example: An Express Post Parcel, weight 1.9 kg, is in postcode 3141 (zone V1) for delivery to postcode 2630 (zone N2).

Basic charge: **\$10.80** Distance charge: **\$5.70** per kg or part thereof = **\$5.70 x 2 = \$11.40** Total charge: **\$10.80 + \$11.40 = \$22.20**

Destination Zone									
Q3	Q4	S1	S2	NT1	W1	W2	W3	T1	NF
\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
6.60	8.60	4.90	5.70	10.70	9.40	10.70	15.90	3.70	6.80
8.70	11.30	7.00	7.80	12.80	11.50	12.80	18.00	5.80	8.90
7.80	10.40	3.10	3.90	10.70	7.60	8.90	14.10	2.90	8.30
8.50	11.10	3.80	4.60	11.40	8.30	9.60	14.80	3.60	9.00
2.80	5.30	5.10	5.90	9.90	10.50	11.80	17.00	6.10	6.80
3.10	5.50	5.90	6.70	10.70	11.30	12.60	17.80	6.90	8.90
2.70	5.90	8.00	8.80	12.90	13.90	15.20	20.40	9.30	10.60
5.90	5.10	10.60	11.40	13.40	16.50	17.80	23.00	11.90	12.30
8.00	10.60	0.00	0.75	9.30	6.70	8.00	13.20	4.10	9.10
8.80	11.40	0.75	0.90	10.10	7.50	8.80	14.00	4.90	9.90
12.90	13.40	9.30	10.10	4.70	14.60	15.90	11.50	12.90	15.30
13.90	16.50	6.70	7.50	14.60	0.00	1.30	6.40	10.30	13.80
15.20	17.80	8.00	8.80	15.90	1.30	1.60	7.70	11.60	15.10
20.40	23.00	13.20	14.00	11.50	6.40	7.70	1.50	16.80	20.30
9.30	11.90	4.10	4.90	12.90	10.30	11.60	16.80	0.50	9.60

is the parcel's volume in cubic metres multiplied by 250. For further details see Cubing Page 8.

Postcode	Zone	Postcode	Zone	Postcode	Zone	Postcode	Zone
New South Wales (cont.)		Victoria (cont.)		Queensland		South Australia	
2720-2730	N2	3425-3443	V1	4000-4224	Q1	5000-5199	S1
2731-2739	V2	3444-3688	V2	4225	N2/Q1 ♦	5200-5749	S2
2740-2786	N1	3689-3690	V2/N2 ♦	4226-4299	Q1	5800-5999	S1
2787-2879	N2	3691-3749	V2	4300-4449	Q2		
2880	S2 ●	3750-3811	V1	4450-4499	Q3	Northern Territory	
2881-2889	N2	3812-3909	V2	4500-4549	Q1	0800-0999	NT1
2890	N1	3910-3920	V1	4550-4699	Q2		
2891-2898	N2	3921-3925	V2	4700-4805	Q3	Western Australia	
2899	NF	3926-3944	V1	4806-4899	Q4	6000-6214	W1
2900-2999	N2	3945-3971	V2	9000-9299	Q1	6215-6699	W2
		3972-3978	V1	9400-9596	Q1	6700-6799	W3 †
Victoria		3979	V2	9597-9599	Q2	6800-6999	W1
3000-3220	V1	3980-3983	V1	9700-9799	Q1		
3221-3334	V2	3984-3999	V2	9880-9919	Q2	Tasmania	
3335-3341	V1	8000-8999	V1	9920-9959	Q3	7000-7999	T1 †
3342-3424	V2			9960-9999	Q4		



Compensation

Compensation up to \$50 for loss or damage during carriage may be paid at Australia Post's discretion upon production of a receipt or other proof of lodgement.

Cubing

For parcels over 1kg that are square or rectangular in shape, Australia Post will assess charges according to their actual weight or cubic weight equivalent, whichever is greater. The cubic weight is the parcel's volume in cubic metres multiplied by 250. Australia Post reserves the right to also apply cubic charges to a parcel weighing less than 1kg, and to parcels that are irregular or cylindrical in shape.

Maximum weight and size of a parcel accepted over the counter

For more detailed information refer to the Post Guide for Parcels (SAP8833732).

Maximum Weight	20kg
Maximum Length	The greatest linear dimension must not exceed 105 cm
Maximum Girth	The girth of a parcel (measured around the other two dimensions) must not exceed 140 cm

Parcels in excess of weighing capacity

In some instances a post office may not have capacity to weigh parcels up to 20kg. In these instances, the post office will accept the parcel if a charge can be agreed to, if not, the post office may refuse to accept the article.

Messenger Post Couriers

Messenger Post Couriers offer a range of time-critical, on-demand and customised regular courier services. Services are available in the metropolitan areas of all major capital cities. All services provide proof of delivery and on-line booking and tracking.

Phone 13 13 20 to book services or on the internet at www.messengerpost.com.au

On-Demand Courier Services

Area	Speed of Delivery	Service Solution	Features
CBD Bikes	Very Urgent	Immediate CBD Bike	Priority pick up and delivery. Delivery confirmation provided.
CBD Vans	Very Urgent	Immediate CBD	Priority pick up and delivery. Delivery confirmation provided.
	Urgent	1-hour service	Pick-up and delivery within 1 hour of booking or ready time.
	Not Urgent	2-hour service	Pick-up and delivery within 2 hours of booking or ready time.
Metro Vans	Very Urgent	Immediate Metro	Prompt pick-up and direct delivery to destination. Delivery confirmation provided.
	Urgent	2-hour service	Pick-up and delivery within 2 hours of booking or ready time (specific suburbs only).
	Non Urgent	3-hour service	Pick-up and delivery within 3 hours of booking or ready time (specific suburbs only).
Taxi Trucks	As required	As required	Services available on request.

Note: Not all services are available in all states or from all suburbs. Average delivery times are usually shorter than times listed above, however deliveries may on occasion be subject to delays due to factors outside the control of Messenger Post Couriers.

Customised Regular Courier Services

All regular courier delivery elements such as routes, destinations and delivery times are determined in accordance with business requirements and the route is optimised for efficiency and reliability.

Mail pick up and delivery

Drivers are assigned for timely mail deliveries to and from the post office.

Inter-office satchel delivery

Pick up and delivery of internal mail between branch offices for same day or overnight deliveries.

Set runs

Tailored set run solutions. Operating at set times from point to point or multiple points with a designated driver.

Other regular services

Courier services, pick-ups and deliveries on a daily, weekly or monthly basis including after hours and weekend requirements.



Delivery standards

These timetables are guidelines only and based on reasonable expectations and experience. Australia Post will not be liable for any loss or damage (including but not limited to consequential loss) resulting from a failure to deliver in accordance with these timetables.

The maximum number of business days to deliver letters within Australia.

For delivery...	Same State		Other State	
	Regular	Offpeak	Regular	Offpeak
Within metropolitan areas of capital cities or within the same city or town and environs	1	4	–	–
Between metropolitan areas of capital cities	–	–	2	5
Between metropolitan areas of capital cities and country locations	2	5	3	6
Between country locations	2	5	4	7

The offpeak service applies only to PreSort Letters and Charity Mail. See page 14.

Compensation

Compensation up to \$50 for loss or damage during carriage may be paid at Australia Post's discretion upon production of a receipt or other proof of lodgement.

Small letters

Small letters include enveloped mail, lettersheets and unenclosed postcards.

A small letter is:

- no larger than 130 mm x 240 mm
- no thicker than 5 mm
- no heavier than 250 g.

Condition	Charge per letter
For delivery within Australia	55c
Small letters that are postage paid by an approved postage meter or an Australia Post business charge account.	54c
Seasonal greeting card enclosed in a sealed envelope and endorsed CARD ONLY - only available during November and December.	50c

Sealing of small letters is preferred, but if posted unsealed, the opening should not exceed 88 mm. To avoid envelopes being trapped in machinery or other letters, envelopes should exceed 88 mm x 138 mm.

Large letters

A large letter is:

- rectangular in shape
- no heavier than 500 gm
- no larger than 260 mm x 360 mm
- not a Small Letter.
- no thicker than 20 mm

Condition	Up to 125 g	Over 125 g to 250 g	Over 250 g
For delivery within Australia	\$1.10	\$1.65	\$2.75
Large letters that are postage paid by an approved postage meter or an Australia Post business charge account	\$1.08	\$1.62	\$2.70
Seasonal Greeting Card enclosed in a sealed envelope and endorsed CARD ONLY available during Nov & Dec	\$1.00		

Prepaid envelopes / postcards

Envelope size (mm)	Maximum		Charge per article	Charge per pack of 10	
	weight	thickness		single pack	5+ packs
DL (110 X 220)	250g	5 mm	65¢	\$6.34	\$6.18
C6 (114 X 162)	250g	5 mm	65¢	\$6.34	\$6.18
C5 (162 X 229)	500g	20mm	\$1.30	\$12.68	\$12.35
C4 (324 X 229)	500g	20mm	\$2.50	\$24.38	\$23.75
B4 (353 X 250)	500g	20mm	\$2.90	\$28.28	\$27.55

Window face envelope size (mm)	Maximum		Charge per article	Charge per	
	weight	thickness		pack of 50	box of 500
DL (110 X 220)	250g	5 mm	–	\$32.20	\$309.50
C6 (114 X 162)	250g	5 mm	–	\$32.20	\$309.50
Postcards (145 X 105)	–	–	\$1.50	–	–

Peel and stick stamps

Box of 100 55¢ postage stamps	\$55.00
Box of 200 55¢ postage stamps	\$110.00

Local country letters

Available to senders who reside or carry on business in any postcode area serviced by the delivery office or in a postcode area adjoining any of these postcode areas.

Conditions:			
<ul style="list-style-type: none"> ■ At least 50 letters, or 10 in a small community with fewer than 1,000 delivery points. ■ Lodged over the counter of the Post Office of delivery. ■ The same sender's address in the local postcode area on the outside of each envelope. 			
Letters	up to 125g	Over 125g – 250g	Over 250g–500g
Small	51¢	–	–
Medium	70¢	95¢	–
Large	90¢	\$1.30	\$1.45

Postcodes for local country letters

The local country letter service operates only in the postcodes shown.

0835-0899	2787-2880	3921-3925	5200-5749	9597-9599
1970-1999	2890-2899	3945-3971	6215-6507	9700-9799
2240-2490	3211-3334	3979	6509-6646	9880-9999
2500-2554	3342-3424	3984-3999	6700-6799	
2575-2599	3444-3749	4210-4499	7200-7499	
2640-2739	3812-3909	4550-4899	7900-7999	

Impact Mail

Impact Mail is a service offered by Australia Post for the delivery of unique or irregular shaped mail pieces.

Minimum lodgement quantity: 300 articles

Charges (¢)

Size	Postcode Direct Tray		Area Tray		Residue	
	Same State	Other State	Same State	Other State	Same State	Other State
Small	60	61	64	65	70	71
Small Plus	85	86	90	91	100	101

Print Post

Print Post is a service for authorised periodical publications within Australia:

- articles measuring 260 x 360 x 20mm and up to 1kg in weight
- of at least 100 copies (50 for delivery office only)

Delivery Office prices are limited to certain country areas – see page 12 for eligible postcodes.

Refer to the Print Post Sort Plan for sorting divisions – available from your local post office.

Letter Category	Delivery Office	Local Sort Plan		Same State Metro		Same State Country		Same State	Other State Metro		Other State Country		Other State
		Large Postcode Direct	Small Postcode Direct	Large Postcode Direct	Small Postcode Direct	Large Postcode Direct	Small Postcode Direct	Residue	Large Postcode Direct	Small Postcode Direct	Large Postcode Direct	Small Postcode Direct	Residue
Small letter	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
0-250 g	0.435	0.395	0.415	0.400	0.430	0.405	0.440	0.490	0.420	0.440	0.425	0.450	0.500
Large letter	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
0-50g	0.500	0.435	0.450	0.445	0.460	0.480	0.515	0.560	0.515	0.550	0.590	0.620	0.665
50-125g	0.585	0.505	0.540	0.545	0.585	0.625	0.670	0.695	0.705	0.760	0.800	0.845	0.900
125-250g	0.680	0.620	0.675	0.700	0.775	0.830	0.905	0.940	0.970	1.055	1.150	1.245	1.275
250-375g	0.785	0.745	0.800	0.880	0.945	1.015	1.080	1.105	1.245	1.340	1.405	1.505	1.560
375-500g	0.890	0.860	0.935	1.045	1.110	1.185	1.250	1.275	1.510	1.615	1.680	1.810	1.820
500-625g	1.730	1.880	1.980	2.030	2.130	2.330	2.430	2.530	2.730	2.890	3.130	3.280	3.480
625-750g	1.830	2.100	2.200	2.180	2.280	2.490	2.590	2.690	2.880	3.040	3.280	3.440	3.640
750-875g	1.930	2.240	2.340	2.330	2.430	2.640	2.740	2.840	3.040	3.200	3.430	3.590	3.790
875-1000g	2.030	2.390	2.490	2.480	2.580	2.790	2.890	2.990	3.190	3.350	3.580	3.740	3.940

Returns of Print Post Articles

Each undeliverable article is returned to the nominated return address on the article by ordinary post. The cost of return postage, assessed at the ordinary post price, is payable by the organisation identified in the return address.

- For small articles, the published Small letters retail prices apply.
- For large articles up to 500g, the published Large letters prices for a given weight will apply.
- For articles over 500g, the published Regular Parcel Basic Charge for same state destinations will apply.

Letter Sizes

The letter sizes in the table apply to PreSort Letter Service, Clean Mail and Charity Mail.*

Size	Examples	Max weight	Max dimensions	Max thickness
Small*	DL, C6	125 g	130 mm x 240 mm	5 mm
Small Plus	C5	125 g	162 mm x 240 mm	5 mm
Medium	B5	250 g	180 mm x 260 mm	20 mm
Large	C4, B4	500 g	260 mm x 360 mm	20 mm

*Charity Mail – only available for small size letters.

PreSort letter service

The PreSort letter service offers reduced charges to customers who sort their letters before lodgement and comply with relevant mailing conditions. Refer to the *PreSort Letters Service Guide*.

Minimum lodgement quantity: 300 barcoded letters

Charges (¢)

Size	Weight (g)		Regular delivery				Off-peak delivery			
	Over	Up to	Barcode Direct Tray		Barcode Residue	Un-Barcoded	Barcode Direct Tray		Barcode Residue	Un-Barcoded
			Same State	Other State			Same State	Other State		
Small	0	125	39.9	41.0	44.9	48.0	38.8	39.9	43.2	46.5
Small Plus	0	125	50.9	53.1	61.9	75.0	49.8	52.0	60.8	72.0
Medium	0	125	63.0	67.4	76.8	90.5	59.7	63.0	72.9	85.0
	125	250	82.3	91.1	101.5	115.8	75.7	80.1	94.9	105.9
Large	0	125	77.3	81.7	93.8	98.2	75.1	78.4	90.5	96.0
	125	250	110.3	119.1	132.3	143.3	102.6	109.2	123.5	133.4
	250	500	154.3	167.5	176.3	198.3	130.1	138.9	152.1	174.1

Charity Mail

Charity Mail charges are available to those organisations that:

- are endorsed as income tax exempt charitable institutions and trust funds for charitable purposes, by the Australian Taxation Office, under subdivision 50B of the Income Tax Assessment Act 1997; and
- have PreSorted their Small Letter mail.

Minimum lodgement quantity: 300 barcoded letters

Charges (¢)

Size	Weight (g)		Regular delivery				Off-peak delivery			
	Over	Up to	Barcode Direct Tray		Barcode Residue	Un-Barcoded	Barcode Direct Tray		Barcode Residue	Un-Barcoded
			Same State	Other State			Same State	Other State		
Small	0	125	34.4	35.5	39.4	48.0	32.8	33.9	37.2	46.5

Acquisition Mail

Acquisition Mail is an addressed (non-personalised) bulk mail delivery service which allows customers to geographically target addressed mail campaigns to postcodes, suburbs (localities) or Census Collection Districts. For full conditions please refer to the *Acquisition Mail Service Guide*.

Minimum lodgement quantity: 30,000 articles

Charges (¢)

Size	Weight (g)		Barcode Direct Tray		Barcode Residue	Un-Barcoded
	Over	Up to	Same State	Other State		
Small	0	125	28.0	30.0	43.2	46.5
Small Plus	0	125	39.0	41.0	60.8	72.0

Reply Paid

A Reply Paid address encourages responses to your mailings or other forms of advertising by allowing your customers to respond by mail, free of charge.

Reply Paid is available for small parcels, regular parcels and Express Post parcels.

Condition	Small Letter	Large Letter or Parcel
Barcoded, correctly addressed and formatted	42¢	10¢ delivery fee plus postage
Un-barcoded (Includes incorrect formats, incorrect barcodes and non-machineable articles)	63¢	10¢ delivery fee plus postage

Annual Fee for each Reply Paid Number (letters only)	\$65.00
--	----------------

The Reply Paid charge for a Large letter or Parcel is calculated using Large letter or Parcel rates then adding the delivery fee.

Unaddressed Mail

The Unaddressed Mail service is a cost effective way to promote your business, generate store traffic or build your database. You can target private and /or business delivery points in any locality in Australia – including private boxes.

Ask at your post office for details.

Postage meters

Postage meters are new technology franking machines that are eligible for a reset rebate. Ask at your post office for details.

Rebate on the postage value of every postage meter reset, excluding GST	2.5%
---	-------------

Business rebate

Rebate to charge accounts exceeding \$20,000 (including GST) paid within 5 working days	1.0%
---	-------------

Private post-box service

A private post-box installed within a business or other premises and periodically cleared by Australia Post.

Service	Annual charge
Ground floor site	\$770
Above ground floor site	\$1170
Clearance on weekends and public holidays	\$200

Clean Mail

The Clean Mail letter service offers reduced charges to customers who present quantities of correctly machine-addressed letters. Refer to the *Clean Mail Service Guide*.

Minimum lodgement quantity: 300

Charges (¢)

Size	Weight (g)		Per item
	Over	Up to	
Small	0	125	48
Small Plus	0	125	75



Delivery standards

These timetables are guidelines only and based on reasonable expectations and experience. Australia Post will not be liable for any loss or damage (including but not limited to consequential loss) for damage resulting from a failure to deliver in accordance with these timetables.

The table shows the expected number of business days to deliver parcels within Australia. For delivery times between specific points, please confirm at your post office, as local conditions can affect normal standards.

Within same state

Service	Posted for Delivery	Delivery By (Business Day after Posting)
Express Post Parcel	Between places in the Express Post network (see pages 6-7)	Next day
Regular Parcel	Within metropolitan areas of capital cities or within the same city or town or environs	Next day
	Between a metropolitan area of a capital city and a country location*	One – three days
	Between country locations*	One – four days

To other states

Service	Posted for Delivery	Delivery By (Business Day after Posting)
Express Post Parcel	Between places in the Express Post network (see pages 6-7)	Next day
Regular Parcel	Between Sydney/Brisbane; Sydney/Melbourne; Melbourne/Canberra; Melbourne/Adelaide	Second day (between metropolitan areas)
	Between Sydney/Adelaide; Melbourne/Brisbane; Melbourne/Tasmania; Adelaide/Brisbane; Adelaide/Canberra	Three days (between metropolitan areas)
	Between other capital cities*	Four – five days (between metropolitan areas)
	To other interstate locations	Please ask at your local post office

*For more detail, visit auspost.com.au or call 131318

Compensation

Compensation up to \$50 for loss or damage during carriage may be paid at Australia Post's discretion upon production of a receipt or other proof of lodgement.

Cubing

For parcels over 1kg that are square or rectangular in shape, Australia Post will assess charges according to their actual weight or cubic weight equivalent, whichever is greater. The cubic weight is the parcel's volume in cubic metres multiplied by 250. Australia Post reserves the right to also apply cubic charges to a parcel weighing less than 1kg, and to parcels that are irregular or cylindrical in shape.



Maximum weight and size of a parcel accepted over the counter

Maximum Weight	20kg
Maximum Length	The greatest linear dimension must not exceed 105 cm
Maximum Girth	The girth of a parcel (measured around the other two dimensions) must not exceed 140 cm

For more detailed information refer to the Post Guide Parcels within Australia (SAP8833732).

Parcels in excess of weighing capacity

In some instances a post office may not have capacity to weigh parcels up to 20kg. In these instances, the post office will accept the parcel if a charge can be agreed to, if not, the post office may refuse to accept the article.

Prepaid Parcel Post satchels

Prepaid Parcel Post satchels have a fixed price for delivery by road to anywhere in Australia. Can be used with the Registered Post Service. Refer to Registered Post section, see page 21.

Maximum Weight	Dimensions (mm)	Per Item	Per pack of 10	
			1-9 packs	10+ packs
500g Satchel	355 x 220	\$5.50	\$52.25	\$49.50
3kg Satchel	405 x 310	\$9.60	\$91.20	\$86.40

Cash-on-delivery (COD) – within Australia

COD collects charges for goods and/or postage and includes compensation up to \$100. Extra Cover may be purchased for loss or damage to a limit of \$5,000. COD cannot be used with prepaid Parcel Post satchels. Ask for COD lodgement form 8832967.



Description	Charges per article
Postage and fees only, collected from addressee	\$7.00 plus postage
Collection of money from addressee and remittance to sender plus any collection of postage or fees from the addressee	\$9.85 plus postage
Application for statement of delivery	\$2.10 extra
Application for return of article	An additional \$14.30 plus cost of any telephone calls, electronic messages, or return postage
Extra Cover (formerly Insurance)	\$1.25 per \$100, or part thereof in excess of \$100 and up to \$5000

Small parcels

The charge for small parcels up to 500 g does not depend on distance.

Weight	Charge per Regular Parcel
Up to 250g	\$4.20
Over 250g up to 500g	\$5.40

Regular Parcels over 500g up to 20kg.*

Basic Charges: ■ **\$7.20** for destinations in the same state
 ■ **\$9.05** for interstate destinations (**\$8.25** for Norfolk Island)

PLUS distance charge per kg, or part thereof, calculated from the table below:

Lodgement Zone		Destination Zone					
		N1	N2	V1	V2	Q1	Q2
SYDNEY	N1	\$ 0.00	\$ 0.50	\$ 0.70	\$ 0.80	\$ 0.70	\$ 1.10
OTHER NSW	N2	0.50	0.55	0.80	0.90	1.05	1.35
MELBOURNE	V1	0.70	0.80	0.00	0.50	1.00	1.60
OTHER VIC	V2	0.80	0.90	0.50	0.55	1.70	1.95
BRISBANE	Q1	0.70	1.05	1.00	1.70	0.00	0.50
NEAR QLD	Q2	1.10	1.35	1.60	1.95	0.50	0.55
MID QLD	Q3	1.70	1.90	1.90	2.05	0.65	0.70
NTH QLD	Q4	1.90	2.00	2.00	2.55	1.00	1.05
ADELAIDE	S1	0.75	1.05	0.70	0.80	1.30	1.75
OTHER SA	S2	1.45	1.85	1.05	1.35	1.90	2.55
NTH TERR	NT1	2.90	2.95	2.90	2.95	2.50	2.55
PERTH	W1	1.85	2.50	1.85	2.50	2.35	2.50
MID WA	W2	2.80	2.95	2.30	2.95	2.75	2.90
NTH WA	W3	2.90	3.05	2.90	3.05	2.85	3.00
TASMANIA	T1	1.80	1.95	0.75	1.30	2.45	2.85

*For parcels over 1kg price is calculated using cubic weight if this is greater than the actual weight. The cubic weight

Parcel Zones for distance charges

1. Use the table to the right to find the lodgement and destination zone codes.
2. Use the zone codes in the tables above to calculate the distance charge per kilogram.
3. Add the total distance charge to the appropriate basic charge.

† For Regular Parcels to Christmas Island 6798 (Indian Ocean), Cocos (Keeling) Islands 6799 and Australian Antarctic Territories 7151, please use published charges less 9%, (GST) rounded down to the nearest cent. Check pages 28-33 for Customs requirements.

- ◆ Use whichever zone offers the lower charge.
- For charging purposes, these postcodes are considered to be part of Victoria.
- For charging purposes, Broken Hill (2880) is considered to be part of South Australia.

Postcode	Zone
New South Wales	
0200-0299	N2
1000-2263	N1
2264-2484	N2
2485-2486	N2/Q1 ◆
2487-2499	N2
2500-2530	N1
2531-2554	N2
2555-2574	N1
2575-2639	N2
2640-2641	V2/N2 ◆
2642-2647	N2
2648	V2 ■
2649-2714	N2
2715	V2 ■
2716	N2
2717-2719	V2 ■



Example: A Regular Parcel, weight 5.1 kg, is in postcode 2593 (zone N2) for delivery to postcode 0800 (zone NT1).

Basic charge: **\$9.05** Distance charge: **\$2.95** per kg or

part thereof = **\$2.95 x 6 = \$17.70** Total charge: **\$9.05+ \$17.70 = \$26.75**



Destination Zone										
Q3	Q4	S1	S2	NT1	W1	W2	W3	T1	NF	
\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
1.70	1.90	1.00	1.45	2.90	2.45	2.85	2.95	1.90	2.10	2.25
1.90	2.00	1.10	1.95	2.95	2.60	3.00	3.10	2.10	2.10	2.45
1.90	2.00	0.70	1.05	2.90	2.45	2.60	2.95	1.05	1.05	2.70
2.05	2.55	0.80	1.35	2.95	2.60	3.00	3.10	1.30	1.30	2.70
0.65	1.00	1.65	1.90	2.50	2.35	2.75	2.85	2.45	2.45	2.70
0.70	1.05	1.75	2.55	2.55	2.50	2.90	3.00	2.85	2.85	3.30
0.55	0.75	2.40	2.60	2.55	2.60	3.00	3.10	2.95	2.95	3.65
0.75	0.70	2.60	2.80	1.95	2.90	3.10	3.25	3.05	3.05	3.85
2.40	2.60	0.00	0.50	2.50	1.85	2.30	2.50	2.35	2.35	2.70
2.60	2.80	0.50	0.55	2.95	2.50	2.55	2.95	2.60	2.60	3.65
2.55	1.95	2.50	2.95	0.75	2.90	2.95	2.95	2.90	2.90	4.70
2.60	2.90	1.85	2.50	2.90	0.00	0.50	1.00	2.85	2.85	3.85
3.00	3.10	2.50	2.65	2.95	0.50	0.55	1.05	2.95	2.95	4.70
3.10	3.20	2.60	2.95	2.95	1.00	1.05	1.05	3.05	3.05	4.70
2.95	3.05	1.85	2.50	2.90	2.50	2.90	3.00	0.35	0.35	3.85

is the parcel's volume in cubic metres multiplied by 250. For further details see Cubing Page 16.

Postcode	Zone	Postcode	Zone	Postcode	Zone	Postcode	Zone
New South Wales (cont.)		Victoria (cont.)		Queensland		South Australia	
2720-2730	N2	3425-3443	V1	4000-4224	Q1	5000-5199	S1
2731-2739	V2	3444-3688	V2	4225	N2/Q1 ♦	5200-5749	S2
2740-2786	N1	3689-3690	V2/N2 ♦	4226-4299	Q1	5800-5999	S1
2787-2879	N2	3691-3749	V2	4300-4449	Q2		
2880	S2 ●	3750-3811	V1	4450-4499	Q3	Northern Territory	
2881-2889	N2	3812-3909	V2	4500-4549	Q1	0800-0999	NT1
2890	N1	3910-3920	V1	4550-4699	Q2		
2891-2898	N2	3921-3925	V2	4700-4805	Q3	Western Australia	
2899	NF	3926-3944	V1	4806-4899	Q4	6000-6214	W1
2900-2999	N2	3945-3971	V2	9000-9299	Q1	6215-6699	W2
		3972-3978	V1	9400-9596	Q1	6700-6799	W3 †
Victoria		3979	V2	9597-9599	Q2	6800-6999	W1
3000-3220	V1	3980-3983	V1	9700-9799	Q1		
3221-3334	V2	3984-3999	V2	9880-9919	Q2	Tasmania	
3335-3341	V1	8000-8999	V1	9920-9959	Q3	7000-7999	T1 †
3342-3424	V2			9960-9999	Q4		



Within 50km parcels

Parcels lodged at an office within 50km of the delivery office attract a fixed price.

Regular Parcels over 500g	\$7.20 per parcel
---------------------------	--------------------------

Local Country parcels

The local country parcels service is for a parcel lodged at the same office that will deliver it.

Parcels up to 500g	\$3.25 per parcel
Parcels over 500g	\$4.75 per parcel
Parcels over 500g (where delivery includes carriage by air)	\$16.00 per parcel

Postcodes for Local Country parcels

The local country parcels service operates only in the postcodes shown.

0835-0899	2787-2880	3921-3925	5200-5749	9597-9599
1970-1999	2890-2899	3945-3971	6215-6507	9700-9799
2240-2490	3211-3334	3979	6509-6646	9880-9999
2500-2554	3342-3424	3984-3999	6700-6799	
2575-2599	3444-3749	4210-4499	7200-7499	
2640-2739	3812-3909	4550-4899	7900-7999	

Medical/Educational Remote Area Parcel Service

This is a service for health and educational material being sent to or from people living in remote areas. This service is subject to conditions of eligibility and applies only to parcels being sent to or from a defined list of remote postcodes. The conditions for use of this service and list of postcodes are available at your local post office and auspost.com.au

Small Parcels	Up to 250 g	\$2.35
	Over 250 g up to 500 g	\$3.05
Large Parcels	Over 500g up to 5 kg	\$5.40
Local Parcels	Small Up to 500 g	\$1.75
	Large Over 500 g up to 5 kg	\$2.70



Standard service

Registered Post is available with standard letters, regular parcels and prepaid Parcel Post satchels.

Registered Post within Australia offers:

- a unique identification number for each article
- proof of posting only when an article is presented at a post office counter and accompanied by a Registered Post lodgement form (8836964/65)
- signature obtained on delivery
- compensation up to \$100
- optional prepaid envelopes or Registered Post labels or imprints.

Prepaid envelopes

The charge for Registered Post prepaid envelopes includes the Registered Post fee and postage to anywhere in Australia.

Envelope size mm	Maximum		Charge per envelope	Charge per pack of 10	
	weight	thickness		single pack	5+ packs
130 x 240 – to enclose a DL envelope	250g	5mm	\$3.30	\$31.35	\$29.70
353 x 250 – B4	500g	20mm	\$4.40	\$41.80	\$39.60

Labels and imprints

The charge for Registered Post labels and imprints covers the Registered Post fee only.

Registered Post item	Charge	
Registered Post label on lodgement of article	\$2.75 per article	
Prepaid Registered Post labels	single	\$2.75 per article
	box of 50	\$105.00 per box
Registered Post imprint	\$2.10 per article	

Extra Cover (formerly Insurance)

Extra Cover (formerly Insurance) on Registered Post articles:	\$1.25 per \$100, or part thereof, in excess of \$100 and up to \$5000.
---	--

Delivery confirmation

The sender of a Registered Post article receives a card signed by the recipient.
Can not be used with prepaid Parcel Post satchels.

Charge per article plus postage and Registered Post fee.	\$1.85
--	---------------

Person-to-Person

The Registered Post article must be signed for by the person named in the address.
Can not be used with prepaid Parcel Post satchels.

Charge per article plus postage and Registered Post fee.	\$5.50
--	---------------



FaxPost

FaxPost is a public access domestic and international facsimile service. Refer page 27 for participating BureauFax countries.

FaxPost does not offer a service for the transmission of faxes to ships at sea or via satellites such as “Inmarsat.”

	To Australia		To overseas	
	First Page	Additional Pages (per page)	First Page	Additional Pages (per page)
From Australia	\$4.00	\$1.00	\$8.00	\$2.00
From overseas	\$4.00	\$1.00	–	–

Key return

For the return of hotel or motel keys within Australia.	\$4.20 each article (includes postage).
---	--

Separate bags

For live bees, leeches, and silkworms packed in the prescribed manner and sent within Australia.	\$4.20 each bag, plus postage.
--	---------------------------------------

Underpaid articles

	\$1.50 each item, plus deficient postage.
--	--

Withdrawal from the post

Senders can withdraw lodged articles only with a valid reason.	\$25.00 each article, plus cost of any telephone calls or electronic messages and return postage (regular parcels).
--	--

Philatelic items

Prices for first-day covers, souvenir covers, stamp packs and maximum cards vary according to issue.

Blank first-day covers or souvenir covers without stamps	30¢ each or 25¢ each for 1000 or more
Affixing stamps to client’s own covers	10¢ per cover

Articles for the blind



Certain items may be sent free of charge, or at concessional rates, subject to conditions of eligibility. Ask at your local post office. Items must have the special symbol on the address side or MATERIALS FOR THE USE OF THE BLIND or similar words.

	Weight	Charge per article
Within Australia		
Letters	Up to 500 g	No charge
Regular parcels	Up to 7 kg	No charge
International		
Sea mail	Up to 7 kg	No charge
Air mail	Up to 250 g Over 250 g to 500 g Per 500 g thereafter up to 7 kg maximum	No charge 50¢ 50¢

Defence Forces

Normal postal charges apply to articles addressed to members of the Defence Forces serving within Australia or overseas. Check pages 28-33 for Customs requirements.

Exceptionally, within-Australia charges apply to items addressed to HMA ships (irrespective of location) or an overseas Australian Forces Post Office (AFPO).

Please note: special charging arrangements may be applicable to Australian Defence Force members deployed overseas as part of peacekeeping or other activities, please check at your local post office or phone 13 13 18.

For mail delivery to:	Address on item:
An AFPO	Serial No, Rank and Name Name of unit AFPO [insert number of AFPO] AUSTRALIAN DEFENCE FORCES NSW 2890
An HMA ship	Serial No, Rank and Name Name of HMA ship Warships Relevant state capital city mail centre (see below)
An HMA ship at a known Australian location	AUSTRALIAN DEFENCE FORCES NSW 2890 MELBOURNE VIC 3000 ADELAIDE SA 5000 BRISBANE QLD 4000 HOBART TAS 7000 PERTH WA 6958
An HMA ship at an unknown Australian location	PERTH WA 6958 (West coast-based ships) AUSTRALIAN DEFENCE FORCES NSW 2890 (Ships based other than on West Coast)
An HMA ship overseas	AUSTRALIAN DEFENCE FORCES NSW 2890

Infectious biological substances

Destination	Charge
Same state (See page 2)	\$24.50 basic charge plus 65¢ per kg or part thereof
Other state (See page 2)	\$31.50 basic charge plus \$3.70 per kg or part thereof

POST OFFICE BOXES AND LOCKED BAGS

Delivery in Australia
Mail Management
Services

EFFECTIVE 1 FEBRUARY 2008

Post Office Boxes and Locked Bags Annual charges

Service	Standard		Specified Rate Canberra GPO Darwin GPO Hobart GPO and certain capital city post offices		General Post Offices		Reduced Rate**	
	Normal rate		Pay on Time#	Regular	Pay on Time#	Regular	Pay on Time#	Regular
Small post office box	\$70	\$75	\$123	\$128	\$182	\$187	\$16	\$21
Medium post office box	\$110	\$115	\$190	\$195	\$288	\$293	\$29	\$34
A4 post office box*	\$149	\$154	\$257	\$262	\$380	\$385	–	–
Large post office box	\$181	\$186	\$322	\$327	\$463	\$468	\$44	\$49
Jumbo post office box*	\$360	\$365	\$630	\$635	\$812	\$817	–	–
Locked bag with a post office box (plus post office box charge)	\$210	\$215	\$290	\$295	\$365	\$370	\$54	\$59
Locked bag	\$270	\$275	\$390	\$395	\$500	\$505	\$71	\$76

* Sizes not available at all outlets; ask at your post office. Mail bags must be purchased separately.

** Applies only when normal frequency of mail delivery to residential/business addresses is less than twice weekly. Persons residing on houseboats and water/sea vessels are not eligible for the reduced rate.

Mail2Day™ Annual Charges

Email Notification	\$55
SMS Short Message Service	\$89

Service not available at all outlets.

Key Charge

Post office box key	\$7 for two keys. \$6 for each additional key.
New locks for post office boxes	\$20
Locked Bag	The bag holder must supply a padlock, and provide the post office with a key.

Transfers and Cancellations

Transfers	\$20
Cancellations by customers	\$15, unused service fees exceeding \$15 are refunded

Private Mail bags

For deliveries by mail contractor or to addressees whose premises are beyond the areas serviced by postal delivery officers.

Deliveries each week	Annual charge	Pay on Time
1 to 3	\$70	\$65
4 or more	\$135	\$130

Mail Bag purchase

Available to locked bag and private mail bag holders only.

Size	Dimensions (mm)	Price
Large	900 x 740	\$42
Small	760 x 460	\$36

Ask for application form 8835050 at your nearest Australia Post outlet

Pay on Time is available to existing Post Office Box and Bag customers who renew their service by 31 March 2008.

Mail Redirection and Mail Holding Services

For redirecting your mail overseas, refer to page 34. Application forms are available at your local Post Office or can be downloaded from www.auspost.com.au/movingservices

Mail Redirection Service

Applicant	1 Month	3 Months	6 Months	12 Months
Concession*	\$6.50	\$12.50	\$18.00	\$33.25
Private	\$13.00	\$25.00	\$36.00	\$66.50
Business & Government	\$42.00	\$113.50	\$214.50	\$400.00

Mail Holding Service

Applicant	Charge
Concession	
First week of service	\$6.00 per week
Subsequent weeks of service	\$2.25 per week
Private	
First week of service	\$12.00 per week
Subsequent weeks of service	\$4.50 per week
Business and Government	\$42.00 per month

*Eligibility for concession for Mail Redirection and Mail Holding Services

Eligible concession cardholders, and their dependents, must be listed on one of the following cards to be eligible to receive the concession rate for Mail Redirection or Mail Holding services.

Issuer	Card Type
Centrelink	Pensioner Concession Card (PCC)
Department of Veteran Affairs	Pensioner Concession Card (DVA-PCC)
Centrelink	Health Care Card, Type Sickness Allowance only (HCC-Type SA only)

Refunds for Mail Redirection and Mail Holding Services

The following refunds are available to customers who cancel their domestic Mail Redirection or Mail Holding Service.

Customer Type	Service	Period Cancelled	Refund
Concession	Mail Redirection	First Month	Nil
		Subsequent Months	\$2.50 per unused whole month
	Mail Holding	First Week	Nil
		Subsequent Weeks	\$2.00 per unused whole week
Private	Mail Redirection	First Month	Nil
		Subsequent Months	\$5.00 per unused whole month
	Mail Holding	First Week	Nil
		Subsequent Weeks	\$4.00 per unused whole week
Business and Government	Mail Redirection	First Month	Nil
	Mail Holding	Subsequent Months	\$30.00 per unused whole month

Courier

Express COURIER International provides door to door delivery of documents and goods up to 20kg. Lodge at any post office or phone 1800 007 678 for courier pick up within metropolitan areas of major cities.

Express COURIER International also offers full tracking and signature on delivery.



Priority

Express POST International Parcels offers priority handling, basic tracking and signature on delivery.*

Express POST International Letters guarantees international despatch next working day when items are posted within the Express Post Australia-wide network and flights are available.



Standard

Air Mail is the economical service for routine letters, documents and parcels up to 20kg. Extra Cover (formerly Insurance) is available to most countries.



Sea Mail parcels

Sea Mail is the most economical method for overseas parcel delivery, particularly for heavy items posted to Europe, Africa or America.

Available for zones C and D only.



International Post and the GST

- Unless indicated otherwise, International Post charges are GST-free.
- A range of specially designed GST-free stamps is available for international mail.
- If you use a postage meter to apply postage to international mail, you are required to apply postage at 10% above the published rate to offset input credits you may claim.
- If you wish to use domestic stamps on international mail, then you are required to affix postage at 10% above the published rate.

Country restrictions

For specific country restrictions, refer to the *International Post Guide* (SAP8838525) or www.auspost.com/international

Compensation

Compensation up to \$50 (\$100 for Registered Post International Letters and Merchandise) for loss or damage during carriage may be paid at Australia Post's discretion, for uninsured articles lodged in Australia, upon production of a receipt or other proof of lodgement.

Extra Cover (formerly Insurance)

If you require additional compensation, obtain the Extra Cover Service, which allows you to increase the compensation cover for your article. Extra Cover is not available on International Registered Post Service and Air Parcelpak.

*Subject to designated countries. See product packaging or call 1800 007 678 for details.



The following countries together account for more than 93% of outgoing international mail. For countries not in the list, ask at your local post office or refer to the Internet at auspost.com.au or call **13 13 18**.

Destination country	Fax Post	Zones		Maximum parcel weight - kg		
		Letter & Prepaid Air Mail Products	Parcels & ECI Prepaid	Air	Sea	ECI/EPI
Austria	✓	Rest of the World	D	20	20	20
Belgium	✓	Rest of the World	D	20	20	20
Canada	⊗	Rest of the World	C	20	20	20
China	✓	Asia/Pacific	B	20	⊗	20
Denmark	⊗	Rest of the World	D	20	20	20
Fiji	⊗	Asia/Pacific	B	20	⊗	20
Finland	⊗	Rest of the World	D	20	20	20
France	⊗	Rest of the World	D	20	20	20
Germany	⊗	Rest of the World	D	20	20	20
Greece	✓	Rest of the World	D	20	20	20
Hong Kong, China	⊗	Asia/Pacific	B	20	⊗	20
India	⊗	Asia/Pacific	B	20	⊗	20
Indonesia	✓	Asia/Pacific	B	20	⊗	20
Ireland	⊗	Rest of the World	D	20	20	20
Israel	✓	Rest of the World	C	20	20	20
Italy	⊗	Rest of the World	D	20	20	20
Japan	✓	Asia/Pacific	B	20	⊗	20
Korea, South	✓	Asia/Pacific	B	20	⊗	20
Malaysia	⊗	Asia/Pacific	B	20	⊗	20
Malta	✓	Rest of the World	D	20	20	20
Netherlands	✓	Rest of the World	D	20	20	20
New Caledonia	⊗	Asia/Pacific	B	20	⊗	20
New Zealand	✓	Asia/Pacific	A	20	⊗	20
Norway	✓	Rest of the World	D	20	20	20
Papua New Guinea	⊗	Asia/Pacific	B	20	⊗	20
Philippines	⊗	Asia/Pacific	B	20	⊗	20
Poland	⊗	Rest of the World	D	20	20	20
Singapore	⊗	Asia/Pacific	B	20	⊗	20
Solomon Islands	✓	Asia/Pacific	B	20	⊗	20
South Africa	⊗	Rest of the World	D	20	20	20
Spain	✓	Rest of the World	D	20	20	20
Sri Lanka	⊗	Asia/Pacific	B	20	⊗	20
Sweden	⊗	Rest of the World	D	20	20	20
Switzerland	⊗	Rest of the World	D	20	20	20
Taiwan	✓	Asia/Pacific	B	20	⊗	20
Thailand	✓	Asia/Pacific	B	20	⊗	20
United Kingdom	⊗	Rest of the World	D	20	20	20
USA	⊗	Rest of the World	C	20	20	20
Vietnam	✓	Asia/Pacific	B	20	⊗	20



Air Mail/Aerogrammes/ Postcards/Greeting Cards

▲ No customs form required for letters and documents. Use CN22 for contents value up to \$500 and CP72 for over \$500.

Weight	Asia/Pacific zone	Rest of the World zone
Up to 50g	\$1.40	\$2.05
Over 50g up to 125g	\$2.80	\$4.10
Over 125g up to 250g	\$4.20	\$6.15
Over 250g up to 500g	\$8.20	\$12.20
Single aerogramme to any destination		\$1.15
Pack of 10 aerogrammes		\$10.65
Postcards		\$1.35
Greeting cards must be enclosed in a sealed Small letter envelope and endorsed CARD ONLY		\$1.35
Only during November and December, seasonal greeting cards up to 20g, enclosed in a sealed Small letter size envelope and endorsed CARD ONLY		\$1.20

Letters include Postcards/Greeting cards that are over 20g or exceed the size of a Small letter. See pages 10-11 for letter sizes.

Prepaid Air Mail envelopes/Postcards

▲ No customs form required for letters and documents. Use CN22 for contents value up to \$500 and CP72 for over \$500.

For letters, documents and postcards to any destination

Envelope size mm	Maximum		Charge per article	Charge per pack of 10	
	Weight	Thickness		Single pack	5+ packs
DL (110 X 220)	50 g	5 mm	\$2.35	\$21.15	\$20.00
C5 (162 X 229)	125 g	20 mm	\$4.45	\$40.00	\$37.80
C4 (324 X 229)	250 g	20 mm	\$6.90	\$62.10	\$58.65
Postcards (145 X 105)	–	–	\$1.50	–	–



International Reply Paid

International Reply Paid is available world-wide for Small letters up to 50 g.

Condition	Charge
Application fee	\$58.90 (includes GST)
Response fee	\$2.50 per article

Extra Cover (formerly Insurance)

▲ Use customs form CP74.

The availability of Extra Cover (formerly Insurance) and the maximum obtainable cover varies between countries. Ask at your post office or see www.auspost.com/international/ Extra Cover (formerly Insurance) is not available with Registered Post International and Air Parcelpak.

Where available, the Extra Cover (formerly Insurance) fee; **\$8.45** for the first \$100 or part thereof, plus **\$2.25** for every additional \$100 or part thereof, up to \$5,000.

Delivery confirmation

Charge per article plus postage.	\$3.30
----------------------------------	---------------

The sender receives a card signed by the recipient. Available with Extra Cover (formerly Insurance), Registered Post and, for some countries, parcels over 2kg.

International reply coupons

Charge	\$2.90 each.
--------	---------------------

International reply coupons can be exchanged by the addressee for a stamp to prepay air mail postage on a small letter up to 50 g anywhere in the world.

Print Post Direct Bag International

Send bulk consignments of printed matter to the same addressee at the same address.

▲ Use customs form CN22 for contents up to \$500 or CP72 if over \$500.

Sea Mail – to zones C and D	\$5.80 per kg or part thereof (min charge \$29.00)
Air Mail – to zones A and B	\$8.05 per kg or part thereof (min charge \$40.25)

Lodge at post offices, GPOs and mail centres. Bags are provided by Australia Post. Special Services are not available. Printpost Direct Bags must be a minimum of 5kg and maximum of 16kg.



Parcels up to 20kg (including articles larger than Large Letters)

See page 27 for the International Parcel Zones to major destinations. The correct Air Mail or Sea Mail sticker must be attached to the address side of each article.

▲ Over \$500 in value, use customs form CP72. If parcels require Extra Cover (formerly Insurance), use form CP74.

▲ Over 2kg, use customs form CP72. If parcels require Extra Cover (formerly Insurance), use form CP74.

Weight	Zone A NZ	Zone B Asia/Pacific	Zone C USA/Canada/ Middle East	Zone D Rest of World
■ AIR				
Up to 250g	\$6.85	\$7.95	\$9.05	\$10.70
Over 250g up to 500g	\$10.45	\$12.65	\$14.85	\$18.15
Over 500g up to 750g	\$14.05	\$17.35	\$20.65	\$25.60
Over 750g up to 1000g	\$17.65	\$22.05	\$26.45	\$33.05
Over 1000g up to 1250g	\$21.25	\$26.75	\$32.25	\$40.50
Over 1250g up to 1500g	\$24.85	\$31.45	\$38.05	\$47.95
Over 1500g up to 1750g	\$28.45	\$36.15	\$43.85	\$55.40
Over 1750g up to 2000g	\$32.05	\$40.85	\$49.65	\$62.85
Extra 500g or part thereof	\$3.80	\$4.85	\$7.05	\$9.35
■ SEA				
Up to 250g	–	–	\$6.65	\$6.65
Over 250g up to 500g	–	–	\$10.55	\$10.55
Over 500g up to 750g	–	–	\$14.45	\$14.45
Over 750g up to 1000g	–	–	\$18.35	\$18.35
Over 1000g up to 1250g	–	–	\$22.25	\$22.25
Over 1250g up to 1500g	–	–	\$26.15	\$26.15
Over 1500g up to 1750g	–	–	\$30.05	\$30.05
Over 1750g up to 2000g	–	–	\$33.95	\$33.95
Extra 500g or part thereof	–	–	\$3.90	\$3.90



Registered Post International is an added security service for letters and merchandise up to 2kg to almost any address in the world.

Benefits:

- Delivery to almost 200 countries within 3-10 working days
- Each article has a unique identification number
- Proof of posting provided when lodged at a post office counter
- A signed record of delivery to most countries
- Discounts available for bulk purchase

Registered International – Prepaid Envelopes – Documents

Only for letters and documents. Compensation up to \$100 is available

Envelope size (mm)	Maximum weight	Charge per item	Charge per pack of 10	
			single pack	5+ packs
130 x 240 - to enclose a DL envelope	500g	\$11.65	\$104.85	\$99.00
250 x 353 - B4	500g	\$18.75	\$168.75	\$159.40

Registered International – Prepaid Padded Bags – Merchandise

Compensation up to \$100 is available

Padded Bag Size (mm)	Maximum Weight	Zone A NZ		Zone B Asia/Pacific		Zone C USA/Canada/Middle East		Zone D Rest of World	
		Single	Per item per pack of 5	Single	Per item per pack of 5	Single	Per item per pack of 5	Single	Per item per pack of 5
Small 340 x 240	Up to 500g	\$14.95	\$14.45	\$17.15	\$16.65	\$19.35	\$18.85	\$22.65	\$22.15
Medium 380 x 265	Up to 1kg	\$22.15	\$21.65	\$26.55	\$26.05	\$30.95	\$30.45	\$37.55	\$37.05

Registered International – Parcels up to 2kg (including articles larger than Large letters) – Merchandise

For Registered Parcels, use Registered Consignment Note and attach a commercial invoice if goods are for sale

Weight	Zone A NZ	Zone B Asia/Pacific	Zone C USA/Canada/Middle East	Zone D Rest of the World
Up to 500g	\$15.45	\$17.65	\$19.85	\$23.15
Over 500g up to 750g	\$19.05	\$22.35	\$25.65	\$30.60
Over 750g up to 1000g	\$22.65	\$27.05	\$31.45	\$38.05
Over 1000g up to 1250g	\$26.25	\$31.75	\$37.25	\$45.50
Over 1250g up to 1500g	\$29.85	\$36.45	\$43.05	\$52.95
Over 1500g up to 1750g	\$33.45	\$41.15	\$48.85	\$60.40
Over 1750g up to 2000g	\$37.05	\$45.85	\$54.65	\$67.85

EXPRESS POST INTERNATIONAL

Prepaid Express Post International envelopes

For letters and documents only to any destination.

▲ No customs form required. Must sign declaration on envelope.

Envelope size mm	Maximum		Charge per article	Charge per pack of 10	
	Weight	Thickness		Single pack	10+ packs
C5 (162 X 229)	500 g	20 mm	\$12.30	\$116.85	\$110.70
B4 (353 X 250)	500 g	20 mm	\$18.20	\$172.90	\$163.80

Parcels up to 20kg (including articles larger than Large letters)

See page 27 for the International Parcel Zones to major destinations. The correct Air Mail or Sea Mail sticker must be attached to the address side of each article.

▲ For Express Post International, use EPI Consignment Note and attach a commercial invoice if goods are for sale.

Weight	Zone A NZ	Zone B Asia/Pacific	Zone C USA/Canada/ Middle East	Zone D Rest of World
■ Express Post International				
Up to 2kg	\$37.05	\$45.85	\$54.65	\$67.85
Extra 500g or part thereof	\$3.80	\$4.85	\$7.05	\$9.35

EXPRESS COURIER INTERNATIONAL

Express Courier International – Prepaid Products

Size (mm)	Maximum Weight	Zone A NZ		Zone B Asia/Pacific		Zone C USA/Canada/ Middle East		Zone D Rest of the World	
		Single	Per item per pack of 5	Single	Per item per pack of 5	Single	Per item per pack of 5	Single	Per item per pack of 5
■ DOCUMENTS									
Envelopes									
Small – 390 x 290	Up to 500g	\$33.30	\$30.00	\$35.90	\$32.35	\$40.00	\$36.00	\$42.60	\$38.35
Large – 368 x 258 x 38	Up to 1kg	\$39.00	\$35.10	\$43.65	\$39.30	\$49.35	\$44.45	\$52.50	\$47.25
■ MERCHANDISE									
Satchels									
Small – 255 x 235	Up to 500g	\$41.05	\$36.95	\$43.65	\$39.30	\$47.75	\$43.00	\$50.35	\$45.35
Medium – 390 x 285	Up to 1kg	\$46.75	\$42.10	\$51.40	\$46.30	\$57.10	\$51.40	\$60.25	\$54.25
Large – 405 x 340	Up to 2kg	\$54.55	\$49.10	\$60.75	\$54.70	\$69.05	\$62.15	\$76.35	\$68.75
Ex.Large – 490 x 380	Up to 3kg	\$62.85	\$56.60	\$74.25	\$66.85	\$86.75	\$78.10	\$94.55	\$85.10
Boxes									
Small – 440 x 145 x 310	Up to 5kg	\$80.50	\$72.45	\$97.15	\$87.45	\$114.80	\$103.35	\$132.95	\$119.70
Medium – 410 x 265 x 300	Up to 10kg	\$125.20	\$112.70	\$159.45	\$143.55	\$193.75	\$174.40	\$227.00	\$204.30
Large – 500 x 350 x 440	Up to 20kg	\$210.90	\$189.85	\$279.45	\$251.55	\$352.20	\$317.00	\$415.60	\$374.05

Express Post International – Prepaid Products

Size (mm)	Maximum Weight	Zone A NZ		Zone B Asia/Pacific		Zone C USA/Canada/Middle East		Zone D Rest of World	
		Single	Per item per pack of 5	Single	Per item per pack of 5	Single	Per item per pack of 5	Single	Per item per pack of 5
■ MERCHANDISE									
Satchels									
Large - 405 x 340	Up to 2kg	\$36.55	\$36.05	\$45.35	\$44.85	\$54.15	\$53.65	\$67.35	\$66.85
Ex.Large – 490 x 380	Up to 3kg	\$44.15	\$43.65	\$55.05	\$54.55	\$68.25	\$67.75	\$86.05	\$85.55
Boxes									
Small – 440 x 135 x 310	Up to 5kg	\$59.35	\$58.85	\$74.45	\$73.95	\$96.45	\$95.95	\$123.45	\$122.95
Medium – 410 x 265 x 300	Up to 10kg	\$97.35	\$96.85	\$122.95	\$122.45	\$166.95	\$166.45	\$216.95	\$216.45
Large – 500 x 350 x 440	Up to 20kg	\$173.35	\$172.85	\$219.95	\$219.45	\$307.95	\$307.45	\$403.95	\$403.45

Express Courier International Service

▲ For ECI, use customs form EMS001 and attach a commercial invoice if goods are for sale.

▲ Courier collection available in metropolitan areas – \$20 fee applies.

Weight	Zone A NZ	Zone B Asia/Pacific	Zone C USA/Canada/Middle East	Zone D Rest of the World
■ DOCUMENTS				
Up to 500g	\$33.80	\$36.40	\$40.50	\$43.10
Up to 1kg	\$39.50	\$44.15	\$49.85	\$53.00
Up to 2kg	\$47.30	\$53.50	\$61.80	\$69.10
Up to 3kg	\$55.60	\$67.00	\$79.50	\$87.30
Up to 5kg	\$73.25	\$89.90	\$107.55	\$125.70
Up to 7.5kg	\$96.65	\$122.10	\$147.00	\$172.50
Up to 10kg	\$117.95	\$152.20	\$186.50	\$219.75
Up to 12.5kg	\$139.25	\$182.35	\$226.00	\$267.00
Up to 15kg	\$161.05	\$212.50	\$266.00	\$313.80
Up to 17.5kg	\$182.85	\$242.10	\$305.50	\$361.05
Up to 20kg	\$203.65	\$272.20	\$344.95	\$408.35
■ MERCHANDISE				
Up to 500g	\$41.55	\$44.15	\$48.25	\$50.85
Up to 1kg	\$47.25	\$51.90	\$57.60	\$60.75
Up to 2kg	\$55.05	\$61.25	\$69.55	\$76.85
Up to 3kg	\$63.35	\$74.75	\$87.25	\$95.05
Up to 5kg	\$81.00	\$97.65	\$115.30	\$133.45
Up to 7.5kg	\$104.40	\$129.85	\$154.75	\$180.25
Up to 10kg	\$125.70	\$159.95	\$194.25	\$227.50
Up to 12.5kg	\$147.00	\$190.10	\$233.75	\$274.75
Up to 15kg	\$168.80	\$220.25	\$273.75	\$321.55
Up to 17.5kg	\$190.60	\$249.85	\$313.25	\$368.80
Up to 20kg	\$211.40	\$279.95	\$352.70	\$416.10

International Mail Redirection Services

Application forms for **Mail Redirection** are available at your local Post Office can be downloaded from www.auspost.com.au/movingservices

International Mail Redirection Charges

Applicant	1 Month	3 Months	6 Months	12 Months
Concession*				
Asia Pacific	\$35.00	\$95.00	\$182.00	\$360.00
Rest of World	\$48.00	\$134.00	\$260.00	\$517.00
Private				
Asia Pacific	\$41.00	\$107.00	\$200.00	\$393.00
Rest of World	\$54.00	\$146.00	\$278.00	\$550.00
Business/Government				
Asia Pacific	\$273.00	\$807.00	\$1603.00	\$3190.00
Rest of World	\$389.00	\$1157.00	\$2301.00	\$4586.00

Note: The following articles are unable to be redirected under the International Mail Redirection Service. They may be deemed undeliverable and be returned to sender:

- Articles that require customs documentation
- Articles sent by domestic services such as Registered Post, Express Post, Cash on Delivery and Parcel Post

*Eligibility for concession

Eligible concession cardholders, and their dependents, must be listed on one of the following cards to be eligible to receive the concession rate for Mail Redirection.

Issuer	Card Type
Centrelink	Pensioner Concession Card (PCC)
Department of Veteran Affairs	Pensioner Concession Card (DVA-PCC)
Centrelink	Health Care Card, Type Sickness Allowance only (HCC-Type SA only)

Refunds for International Mail Redirection Services

The following refunds are available to customers who cancel their International Mail Redirection Service.

Customer Type	Cancellation Fee				Refund
	1 mth	3 mth	6 mth	12 mth	
Concession	\$6.50	\$12.50	\$18.00	\$33.25	Minus cancellation fee, postage on unused whole months left of the service
Private	\$13.00	\$25.00	\$36.00	\$66.50	Minus non-refundable service fee, postage on unused whole months left of the service
Business and Government	\$42.00	\$113.50	\$214.50	\$400.00	Minus non-refundable service fee, postage on unused whole months left of the service

Storage/Demurrage

A storage fee (demurrage) applies to articles that are imported for commercial purposes and stored at gateway mail facilities only.

For each 24 hours over 96 hours.	\$4.15 per item (includes GST)
----------------------------------	---------------------------------------



POSTpak packaging products

Each POSTpak product is strong, lightweight, versatile and easy to use. Ideal for protecting articles in transit.

Cubic weight is calculated using external dimensions and is the minimum deemed weight used for determining postal charges.

Product and Size	Weight (g)	Dimensions (mm)	Uses/Features	\$ each	
Padded Bags*	#0	10	127 x 178	Any item that requires some protection from impact	0.95
	#1	14	151 x 229		1.05
	#2	23	215 x 280		1.25
	#5	38	266 x 381		1.50
	#7	64	361 x 483		1.90
	#2 Pack 3	85	215 x 280		3.30
	#5 Pack 3	140	266 x 381		4.10
Tough Bags*	B2	25	216 x 275	Sending non-fragile items, documents, files, etc.	1.00
	B4	35	241 x 338		1.10
	B5	45	266 x 376		1.20
	B6	57	304 x 435		1.35
Expandable* Tough Bags	GC	80	370 x 405 with 75mm gusset	Similar to Tough Bags with the ability to hold bulky items, clothing, etc.	1.50
	GL	137	670 x 405 with 115mm gusset		1.85
Mailing Boxes*	BC	129	220 x 160 x 77	Ideal for A5 material	1.65
	cubic weight 2kg BM	236	310 x 225 x 102	Ideal for A4 material	2.00
	cubic weight 4kg BP	412	400 x 200 x 180		2.50
	cubic weight 5kg BT	433	430 x 305 x 140	Ideal for A3 material	2.85
	cubic weight 8kg BW	635	405 x 300 x 255	Heavy duty mailing/storage box	3.95
	VCB	80	220 x 145 x 35	Video cassette/DVD box	1.45
	CD	35	145 x 127 x 10	Computer disk/compact disk box	1.35
Toughpak* cubic weight 2kg	A4	415	363 x 212 x 65	Suits books, documents, photos, etc. Expands to a maximum depth of 65mm	2.25
Computer Disk and Photo Mailer	DP	40	150 x 200	Computer disks and photo prints up to 130 x 180mm	1.00
Bubble Wrap	3m	44	300 wide x 3m	Lightweight, shock-absorbing, cushioning material that protects and helps to hold items firmly in place inside packaging	2.60
	10m	126	300 wide x 10m		6.50
	10m	293	700 wide x 10m		13.45
	25m	375	280 wide x 25m		13.50
	50m	650	280 wide x 50m		24.95
Satchel Liners	SL1	10	200 x 340	Suits 500g satchels	0.85
	SL2	17	285 x 390	Suits 3kg satchels	1.05
Mailing Tubes*	60/420	90	60 diam. x 420 long	Suits A3 size	2.00
	60/660	171	60 diam. x 660 long	Suits A1, A2 size	2.50
	90/850	413	90 diam. x 850 long	Extra heavy duty	4.35
Packaging Tape 48/50			48 wide x 50m (clear or brown)	Ideal for carton sealing	2.95
Packaging Tape Dispenser Low Noise				Includes 2 rolls of clear tape 48mm x 50m	19.95
Winepak*	cubic weight 2kg Single	389	132 x 105 x 395	Suits most wines, ports, etc.	3.50
	cubic weight 4kg Twinpack	612	240 x 105 x 395		5.25
Invoice Enclosed Pack 100			115 x 150	Ideal for sending invoices/shipping documents	7.95

Significant discounts are available for POSTpak products purchased in bulk. Enquire at your post office or call **13 11 18**.

*Dimensions for Padded Bags, Tough/Expandable Tough Bags, Mailing Boxes, Toughpak, Mailing Tubes and Winepaks are internal dimensions, and may vary by plus or minus 5mm.

Bank@Post – Agency Banking

With Australia Post's national agency banking service, Bank@Post you can:

- Complete cash withdrawals *
- Deposit cheques and cash
- Check your account balance*

All you need is a personal account with a participating Financial Institution, a credit or debit transaction card and an accompanying Personal Identification Number (PIN).

Over 70 Financial Institutions use Bank@Post – visit www.auspost.com.au for details.

* Limits apply on withdrawals. Checking account balances can only be done with some Financial Institutions.

Bill Payments

Pay over 1100 bill types with Postbillpay. Choose the way that suits you best:

- In person at any post office;
- By phone on 13 18 16; or
- On the internet at www.postbillpay.com.au



Australian Money Orders

Ordinary Money Orders	\$4.00 per order (max. value \$1,000, must be a multiple of 5c)
Bulk Money Orders	Ordinary money orders are available in bulk at a significant discount on the individual price, and can be overprinted with an advertising message.
Express Money Orders	\$20.00 per order (max. value \$10,000, must be a multiple of 5c). The order is sent to the nominated paying post office within one business hour.

GST and Stamp Duty

Australian Money Orders are “financial supplies” for GST purposes and thus are GST-free.

Money Order enquiry service

Ring the Money Order Centre on 1300 362 030. For written enquiries and for changes to Express Money Orders use Form SAP8833022. There is no fee for enquiries but the costs of necessary FaxPost messages or telephone calls may be charged.

Western Union Money Transfer

Western Union Money Transfer Send Money and Receive Money transactions are available through more than 3200 Bank@Post post offices.

Western Union Money Transfer services more than 200 countries through a network of over 310,000 agent locations – the world’s largest money transfer network. For further information, ask at your post office or ring Western Union on **1800 501 500**.

Western Union \$US International Money Orders

Western Union is a major money order service provider in the USA, and in Australia its money orders are sold at all larger post offices. These money orders are only issued in US dollars and are only suitable for payments to the USA.

Western Union International Money Orders must be deposited into a bank account and are subject to clearance like a cheque. In the USA, clearance may take around a week. These money orders cannot be paid at post offices, either in Australia or overseas, or at Western Union offices or agencies.

The payee must have a local bank account in the destination country, so this product must not be used for payments to people who are temporarily travelling overseas.

Western Union international money orders (max value \$US1,000)	\$8.65 per order
Tracing / Refund request	\$2.70 per request.

International Money Orders

Australia Post’s International Money Order service is ideal for sending or receiving money to or from China* within 24-48 hours.

For further information, ask at your post office or call **1300 734 874**.

*service network excludes China Post locations in Macau, Taiwan and Hong Kong. Other countries to be added to the service network in the near future.

Travel Related Services

When it comes to travel, Australia Post has a range of products and services to help you get there.

- **Travelex Cash Passport** – Prepaid PIN protected travel money card with access to over 1 million Visa ATMs around the world
- **Passports** – Applications, Renewals, Interviews and Delivery
- **Instant Passport Photos** – available at selected outlets
- **Overseas Calling Cards** – available at outlets in various dollar values
- **Travel Accessories** – extensive range including money belts, travel pillows, luggage locks – available at selected outlets

American Express Travellers Cheques and Foreign Currency

American Express travellers cheques and foreign currency can be ordered through participating Post outlets and an encashment service is also available. For further details on the American Express Travel money service, access the internet at auspost.com.au

	American Express Travellers Cheques	Foreign Currency
Min Order	\$200	\$200
Max Order	\$6000	\$1000
Commission Fee*	\$0	\$0

Orders

* Exchange rates may include a service fee.

Standard fee (max 10 cheques per transaction)	\$7.70
Fee with payment of additional products or services (AUD travellers cheque)	\$10
Maximum payment permitted	\$1000
Unused American Express Travellers Cheques (proof of purchase at Post required)	Free

Encashments

Pay it @POST

Pay it @POST is an innovative payment system designed to help broaden the customer base of online businesses. The service provides an attractive payment alternative for customers who wish to make purchases online and either do not have a credit card or are reluctant to provide their credit card details over the internet.

Identity Verification Services

Australia Post has established itself as a trusted provider of identity verification services. Currently, we provide this service for an increasing number of banks and other institutions (eg. Department of Justice, Working with Children, Maritime Services), ranging from 100 Point Identification Checks for Financial Institutions through to more complex transactions.



**Australia Post Paid products save you time. They save you effort.
Buy in bulk and they save you money.**

Just print 'em and post 'em

Prepaid envelopes for domestic letters

- Five envelope sizes to suit most business documents
- Weights up to 250g or up to 500g
- Window-face envelopes available for standard letters and forms
- Postcards available for that special message

For details, see page 11

For when it absolutely has to be there tomorrow

Express Post prepaid envelopes and satchels

- Guaranteed next business day delivery within the Express Post network
- Five envelopes sizes for documents up to 500g, including DL window-face and two-way B4 envelopes
- Satchels for 500g or 3kg – ideal for inter-office paperwork
- Delivery by post or by courier

For details, see page 5

For non-urgent delivery of documents or goods

Parcel Post prepaid satchels

- Tough satchels for articles up to 500g or 3kg
- Each satchel, the same price for delivery anywhere in Australia

For details, see page 17

For legal certainty and that extra peace of mind

Registered Post prepaid envelopes

- Two size of envelope, suitable for legal documents
- Unique identification on each envelope
- Proof of posting if you post over a post office counter
- Extra Cover (formerly Insurance) up to \$100 included – optional cover up to \$5000
- Signature on delivery
- Optional confirmation of delivery (you receive a postcard with the receivers signature)
- Optional personal delivery only to the person named in the address

For details, see page 21

One price to the world – no customs documentation

International Post prepaid envelopes for letters and documents

- Aerogrammes and postcards
- Prepaid envelopes in three sizes – 50g, 125g or 250g
- For guaranteed air despatch next business day, Express Post International envelopes up to 500g
- For proof of posting and optional delivery confirmation, International Registered Post

For details, see pages 32-33

For details, see page 31

For the fastest possible international delivery

ECI International courier service prepaid products for letters and documents

- Prepaid envelopes, satchels or boxes
- Courier delivery in destination country
- Optional courier pick-up in Australia

For details, see pages 32-33

Alphabetical Index to Postal Services

Acquisition Mail	14	delivery standards, letters	10	parcels, small	18
address change	25	delivery standards, parcels	16	Pay it@POST	38
Aerogrammes	28	demurrage	34	pensioner redirection	25
Air Mail, international	26-28, 30	envelopes, prepaid, domestic	11	person-to-person delivery	21
American Express		envelopes, prepaid, international	28	philatelic items	22
Travellers Cheques	38	Express Courier		PO boxes	24
Australian territories	2	International	26-27, 32-33	post boxes, private	15
bags, locked	24	Express Post International	26, 32-33	Post Guide	2
bags, mail	24	Express Post	4-8	postage meters	15
Bank@Post	36	Express Post Parcels	6-7	postcards, prepaid	11
bees	22	Express Post Platinum	4	postcards, international	28
bill payments	36	FaxPost	22	POSTpak	35
biological substances,		GST	2, 26	PreSort letters	14
infectious	23	holding service, mail	25	Print Post direct bag	
blind, articles for	23	Identity Verification	38	international	29
boxes, post office	24	Impact Mail	12	Print Post	13
business rebate	15	infectious biological		private mail bags	24
cards, seasonal greeting,		substances	23	private post box	15
domestic	10	Extra Cover (formerly insurance)		prohibited goods	2
cards, seasonal greeting,		domestic	17, 21	redirection service,	
international	28	international	26, 29	domestic	25
Cash-on-Delivery	17	International Post	26-34	international	34
change of address,		international reply coupons	29	Registered Post, domestic	21
domestic	25	International Reply Paid	29	Registered Post, international	31
international	34	key return	22	Reply Paid, domestic	15
charge accounts	2	large letters, domestic	11	Reply Paid, international	29
Charity Mail	14	leeches	22	same state delivery	2
Clean Mail	15	letters, Barcode PreSort	14	satchels, prepaid, domestic	
compensation, domestic		letters, domestic	10-12	parcels	17
letters	10	letters, Express Post	4-5	Sea Mail	26-27, 30
compensation, domestic		letters, international	28	silkworms	22
parcels	8, 16	local country letters	12	stamps, peel and stick	11
compensation, international	26	local country parcels	20	storage charges	34
courier services, domestic	9	locked bags	24	terms and conditions	2
courier services,		mail bags	24	territories, external	2
international	26-27, 32-33	Medical/Educational remote		Travel	38
cubic weight	8, 16	area parcel service	20	Unaddressed Mail	15
customs forms	28-33	Messenger Post	9	underpaid articles	22
dangerous goods	2	money orders, \$A	37	weighing capacity of	
defence forces, mail for	23	money orders, \$US	37	post office	8, 16
Delivery Confirmation,		money transfer, international	37	Western Union money transfer	37
domestic	21	packaging	35	withdrawal from the post	22
Delivery Confirmation		parcels within 50km	20	zones, Express Post parcels	6-7
international	29	parcels, bulky	16	zones, international	27
delivery standards,		parcels, domestic	18-19	zones, parcel	18-19
Express Post	5	parcels, international	30		