



Post charges

1 October 2018

auspost.com.au



Terms and conditions

Unless noted otherwise, prices are inclusive of GST.

Charge accounts

Credit facilities are available to mail users.

Ask at your local Post Office for applications, terms and conditions.

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).

Mail to and from 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.

| WA | NSW | TAS |
|---|---------------------|--|
| Christmas Island 6798 (Indian Ocean) Cocos (Keeling) Islands 6799 | Norfolk Island 2899 | Australian Antarctic Territory 7151 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 14-15 and 18-19.

Same state delivery

Same state delivery includes carriage between Coolangatta and New South Wales, Tweed Heads and Queensland, Tweed Heads South and Queensland, Albury and Victoria, Lavington and Victoria, and Wodonga and New South Wales; New South Wales includes Australian Capital Territory; South Australia does not include Northern Territory.

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 online at auspost.com.au.

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Authorised by N. Sheffield, Australian Postal Corporation.

Choosing the right service

Delivery in Australia

Standard, business and bulk mail services

| | |
|----------------------------|------|
| Letters and documents..... | 4-11 |
| Registered Post | 12 |

Parcels, express and courier services..... 13

| | |
|------------------------|-------|
| Parcels | 14-18 |
| Express Post..... | 19-22 |
| Courier Post | 23 |
| StarTrack Courier..... | 24 |

Special services

| | |
|---------------------------------------|----|
| Articles for the blind..... | 25 |
| Certifying documents | 25 |
| Defence Forces..... | 25 |
| Faxpost..... | 26 |
| Infectious biological substances..... | 26 |
| Key return | 26 |
| Philatelic items..... | 26 |
| Separate bags | 26 |
| Underpaid articles..... | 26 |
| Withdrawal from the post..... | 26 |

Mail management

| | |
|---|----|
| Post Office Boxes and Locked Bags | 27 |
| Mail Redirection and Mail Holding services..... | 28 |

International delivery

Service options..... 29

Letters and documents

| | |
|--------------------------------------|----|
| Economy Air Letters..... | 30 |
| Economy - Aerogrammes..... | 30 |
| Registered - Prepaid envelopes | 30 |
| Express - Prepaid envelopes..... | 30 |

Parcels

| | |
|----------------|----|
| Economy..... | 31 |
| Standard | 31 |
| Express..... | 31 |
| Courier | 32 |

Reply and Bulk Mail Services

| | |
|--|----|
| International Reply Paid..... | 33 |
| International Reply Coupons..... | 33 |
| Print Post Direct Bag International..... | 33 |

Mail management

| | |
|-------------------------------------|----|
| International Mail Redirection..... | 34 |
|-------------------------------------|----|

Packaging..... 35

Travel related services..... 36

Financial and agency services

| | |
|---|----|
| Australian Money Orders..... | 37 |
| Bank@Post – Agency Banking..... | 37 |
| Bill payments..... | 37 |
| Identity services..... | 37 |
| Load&Go Reloadable Visa Prepaid Card | 37 |
| Australia Post Gift Card | 37 |
| Pay it at Post..... | 38 |
| Western Union Money Transfer services | 38 |

Alphabetical Index 40

Delivery in Australia

Letters and documents – standard services

Delivery timetables

There are two delivery timetables available for letters within Australia; Regular and Priority.

The delivery times 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 times.

Regular delivery timetable

The usual delivery times for letters sent to the regular delivery timetable within Australia, in business days after day of posting, are shown in the table. Letters sent to the regular delivery timetable are delivered within a two business day window.

| For delivery: | Same state | Other states |
|--|------------|--------------|
| Within metropolitan areas of capital cities or within the same city or adjacent city or town | 2 - 3 | - |
| Between metropolitan areas of capital cities | - | 3 - 4 |
| Between metropolitan areas of capital cities and country locations | 3 - 4 | 4 - 5 |
| Between country locations | 3 - 4 | 5 - 6 |

Priority delivery timetable

The usual delivery times for letters sent to the priority delivery timetable within Australia, in business days after day of posting, are shown in the table.

| For delivery: | Same state | Other states |
|--|------------|--------------|
| Within metropolitan areas of capital cities or within the same city or adjacent city or town | 1 | - |
| Between metropolitan areas of capital cities | - | 2 |
| Between metropolitan areas of capital cities and country locations | 2 | 3 |
| Between country locations | 2 | 4 |

Compensation

We offer loss or damage compensation of up to \$50 for most items you send with us, with eligibility of claims assessed on a case-by-case basis. A refund of postage may also be payable.

For more detail, visit auspost.com.au/receiving/missing-damaged-or-delayed-items/compensation.

Small letters*

Small letters include enveloped mail, lettersheets and unenclosed postcards.

A small letter is: • no larger than 130mm x 240mm • no thicker than 5mm • no heavier than 250g.

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

| Condition | Regular Timetable* Charge per letter \$ |
|---|---|
| For delivery within Australia, postage paid by affixing a stamp | 1.00 |
| Seasonal greeting card enclosed in a sealed envelope and endorsed card only – only available during November and December | 0.65 |

*Priority timetable

Prices above are for the Regular timetable. To send as Priority, affix one Priority label next to the postage stamp, concession stamp/s or postage paid image. Priority labels can be purchased at a cost of \$0.50 each from any Post Office or auspost.com.au/shop. Available in singles, booklets of five or sheets of twenty.



Delivery in Australia

Letters and documents – standard services

Large letters*

A large letter is:
 • rectangular in shape
 • no heavier than 500g
 • no thicker than 20mm
 • no larger than 260mm x 360mm
 • not a small letter

| Condition | Regular Timetable* | | |
|--|--------------------|----------------------|----------------------|
| | Up to 125g \$ | Over 125g to 250g \$ | Over 250g to 500g \$ |
| For delivery within Australia, postage paid by affixing a stamp | 2.00 | 3.00 | 5.00 |
| Seasonal greeting card enclosed in a sealed envelope and endorsed card only – only available during November and December | 1.30 | - | - |

Concession Stamps*

Concession Stamps are available to eligible concession card holders with a MyPost concession account and can only be used on small and large domestic letters as per the table below. You can buy up to 50 concession stamps per year, in booklets of 5. For more information ask at your Post Office or visit auspost.com.au.

Letters posted with a Concession stamp are sent to the Regular timetable, for Priority see below*.

| Booklet of five non denominational concession stamps | \$3.00 per booklet | | | |
|--|---------------------------|---------------|-------------------|-------------------|
| Letter size and / or weight | Regular Timetable | | | |
| | Small letter | Large letters | | |
| | Up to 250g | Up to 125g | Over 125g to 250g | Over 250g to 500g |
| Number of stamps | 1 | 2 | 3 | 5 |

Prepaid envelopes / postcards*

Prepaid envelopes and postcards are sent to the Regular timetable, for Priority see below*.

| Envelope size (mm) | Maximum | | Charge per item \$ | Charge per pack of 10 \$ | Charge per pack of 10 [^] (when purchasing 5+ packs) \$ | Total minimum charge when purchasing 5 packs of 10 \$ |
|--------------------|------------|----------------|--------------------|--------------------------|--|---|
| | Weight (g) | Thickness (mm) | | | | |
| DL (110 x 220) | 250 | 5 | 1.25 | 11.90 | 11.25 | 56.25 |
| C5 (162 x 229) | 500 | 20 | 2.55 | 24.25 | 22.95 | 114.75 |
| C4 (324 x 229) | 500 | 20 | 4.45 | 42.30 | 40.05 | 200.25 |
| B4 (353 x 250) | 500 | 20 | 5.35 | 50.85 | 48.15 | 240.75 |

| Window face envelope size (mm) | Maximum | | Charge per item \$ | Charge per | |
|--------------------------------|------------|----------------|--------------------|---------------|---------------|
| | Weight (g) | Thickness (mm) | | pack of 50 \$ | box of 500 \$ |
| DL (110 x 220) | 250 | 5 | - | 59.50 | 562.50 |
| Postcards (145 x 105) | - | - | 2.20 | - | - |

[^]This price is per pack of 10, when you buy 5 or more packs of 10. The total price you pay will vary depending on how many packs of 10 you purchase.

*Priority timetable

Prices above are for the Regular timetable. To send as Priority, affix one Priority label next to the postage stamp, concession stamp/s or postage paid image. Priority labels can be purchased at a cost of \$0.50 each from any Post Office or auspost.com.au/shop. Available in singles, booklets of five or sheets of twenty.



Delivery in Australia

Letters and documents – business letter services

Delivery timetables

The delivery timetables “Priority” and “Regular” are available across Imprint Mail, Metered Mail, Presort Letters, Charity Mail, Clean Mail, Print Post, Reply Paid and local country letters. Letters sent as “Regular” will be delivered one to two business days slower than the “Priority” timetable. The delivery timetables are available at auspost.com.au/bulkmail.

Letter sizes

The letter sizes in the table apply to PreSort Letter service, Promo Post⁺, Acquisition Mail[^], Clean Mail[^], Impact Mail[^], Charity Mail[#], Imprint Mail^{*}, Local country letters^{*}, Metered Mail^{*} Print Post^{*}, Reply Paid^{*} and Unaddressed Mail^{*}.

| Size | Examples | Max weight (g) | Max dimensions (mm) | Max thickness (mm) |
|------------|----------|----------------|---------------------|--------------------|
| Small | DL, C6 | 125 | 130 x 240 | 5 |
| Small Plus | C5 | 125 | 162 x 240 | 5 |
| Large | C4, B4 | 500 | 260 x 360 | 20 |

⁺ Available for Small size articles only.

[^] Available for Small and Small Plus size articles only.

[#] Available for Small and Large size articles up to 125g only.

^{*} Available for Small and Large size articles only.

Conditions for same state prices

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

Note: For External Territories (Norfolk Island 2899, Christmas Island 6798, Cocos (Keeling) Islands 6799 and Australian Antarctic Territories 7151) the GST free price will be the same as the GST inclusive price shown in the price tables.

Imprint mail / Metered mail

| Condition: Postage paid by an approved postage meter or an Australia Post business charge account | Priority Timetable | | | Regular Timetable | | |
|--|--------------------|----------------------|----------------------|-------------------|----------------------|----------------------|
| | Up to 125g \$ | Over 125g to 250g \$ | Over 250g to 500g \$ | Up to 125g \$ | Over 125g to 250g \$ | Over 250g to 500g \$ |
| Small letters | 1.490 | 1.490 | - | 0.990 | 0.990 | - |
| Large letters | 2.480 | 3.470 | 5.450 | 1.980 | 2.970 | 4.950 |

Postage meters

Postage meters are new technology franking machines that are eligible for a reset rebate. Ask at your local Post Office for details.

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

Delivery in Australia

Letters and documents – business letter services

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:

- At least 10 letters.
- Lodged over the counter at a Post Office of delivery.
- The same sender's address in the local postcode area on the outside of each envelope.

| Size | Priority Timetable | | | Regular Timetable | | |
|-------|--------------------|-------------------------|-------------------------|-------------------|-------------------------|-------------------------|
| | Up to 125g \$ | Over 125g to 250g \$ | Over 250g to 500g \$ | Up to 125g \$ | Over 125g to 250g \$ | Over 250g to 500g \$ |
| Small | 1.010 | - | - | 0.985 | - | - |
| Large | 2.025 | 2.620 | 3.030 | 1.755 | 2.320 | 2.580 |

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 | |

Clean Mail

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

Minimum lodgement quantity: 300 articles

| Size | Weight (g) | | Priority Timetable \$ | Regular Timetable \$ |
|------------|------------|-------|--------------------------|-------------------------|
| | Over | Up to | | |
| Small | 0 | 125 | 1.255 | 0.985 |
| Small Plus | 0 | 125 | 1.935 | 1.580 |

Delivery in Australia

Letters and documents – business and bulk mail services

Print Post

Print Post is a service for the delivery of approved periodical publications to addresses within Australia:

• articles measuring 260 x 360 (maximum size) x 20mm (thickness)

• up to 1kg in weight • minimum quantity of 100 copies

Refer to the *Print Post Service Guide* for more information.

| Priority Timetable | | | | | | |
|--------------------|-----------------|--------------------|----------------|------------|----------------|------------|
| Size | Weight Category | Same state | | | Other state | |
| | | Postcode Direct \$ | Area Direct \$ | Residue \$ | Area Direct \$ | Residue \$ |
| Small | 0-125g | – | – | 0.905 | – | 0.930 |
| Large | 0 - 125g | 1.000 | 1.100 | 1.385 | 1.480 | 1.545 |
| | 126g - 175g | 1.135 | 1.380 | 1.630 | 1.915 | 2.030 |
| | 176g - 250g | 1.245 | 1.500 | 1.770 | 2.040 | 2.225 |
| | 251g - 300g | 1.360 | 1.675 | 1.940 | 2.220 | 2.420 |
| | 301g - 350g | 1.485 | 1.835 | 2.100 | 2.425 | 2.630 |
| | 351g - 400g | 1.585 | 2.015 | 2.235 | 2.620 | 2.795 |
| | 401g - 450g | 1.685 | 2.160 | 2.385 | 2.765 | 3.020 |
| | 451g - 500g | 1.785 | 2.315 | 2.565 | 2.920 | 3.195 |
| | 501g - 600g | 2.710 | 3.260 | 3.500 | 3.965 | 4.495 |
| | 601g - 700g | 3.150 | 3.735 | 4.030 | 4.560 | 5.095 |
| | 701g - 800g | 3.485 | 4.135 | 4.465 | 5.005 | 5.545 |
| | 801g - 900g | 3.795 | 4.485 | 4.810 | 5.380 | 5.935 |
| 901g - 1000g | 4.100 | 4.790 | 5.115 | 5.685 | 6.240 | |

| Regular Timetable | | | | | | |
|-------------------|-----------------|--------------------|----------------|------------|----------------|------------|
| Size | Weight Category | Same state | | | Other state | |
| | | Postcode Direct \$ | Area Direct \$ | Residue \$ | Area Direct \$ | Residue \$ |
| Small | 0-125g | – | – | 0.845 | – | 0.875 |
| Large | 0 - 125g | 0.870 | 0.915 | 1.180 | 1.320 | 1.405 |
| | 126g - 175g | 0.990 | 1.175 | 1.430 | 1.715 | 1.870 |
| | 176g - 250g | 1.095 | 1.325 | 1.575 | 1.895 | 2.035 |
| | 251g - 300g | 1.175 | 1.495 | 1.695 | 2.065 | 2.205 |
| | 301g - 350g | 1.270 | 1.605 | 1.825 | 2.220 | 2.380 |
| | 351g - 400g | 1.345 | 1.715 | 1.960 | 2.370 | 2.550 |
| | 401g - 450g | 1.430 | 1.855 | 2.095 | 2.575 | 2.760 |
| | 451g - 500g | 1.560 | 2.005 | 2.280 | 2.700 | 2.880 |
| | 501g - 600g | 2.340 | 2.785 | 3.110 | 3.540 | 4.080 |
| | 601g - 700g | 2.795 | 3.275 | 3.630 | 4.090 | 4.685 |
| | 701g - 800g | 3.115 | 3.770 | 4.010 | 4.600 | 5.100 |
| | 801g - 900g | 3.395 | 4.060 | 4.310 | 4.895 | 5.435 |
| 901g - 1000g | 3.635 | 4.330 | 4.615 | 5.185 | 5.740 | |

Surcharge: 5 cents. Applies where the minimum barcode threshold, correct addressing or plastic wrapping conditions have not been met. Refer to the *Print Post Service Guide* for more information.

Delivery in Australia

Letters and documents – business and bulk mail services

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 letter retail prices apply.
- For large articles up to 500g, the published large letter prices for a given weight will apply.
- For articles over 500g, the published regular parcel basic charge for same state destinations will apply.

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

| Size | Weight (g) | | Priority Timetable | | | | Regular Timetable | | | |
|------------|------------|-------|------------------------|-------------|--------------------|---------------|------------------------|-------------|--------------------|---------------|
| | Over | Up to | Barcode direct tray \$ | | Barcode residue \$ | Unbarcoded \$ | Barcode direct tray \$ | | Barcode residue \$ | Unbarcoded \$ |
| | | | Same state | Other state | | | Same state | Other state | | |
| Small | 0 | 125 | 1.090 | 1.130 | 1.215 | 1.255 | 0.900 | 0.935 | 0.975 | 0.985 |
| Small Plus | 0 | 125 | 1.475 | 1.530 | 1.675 | 1.935 | 1.155 | 1.195 | 1.465 | 1.580 |
| Large | 0 | 125 | 2.020 | 2.125 | 2.395 | 2.480 | 1.610 | 1.695 | 1.945 | 1.980 |
| | 125 | 250 | 2.645 | 2.815 | 3.075 | 3.225 | 2.145 | 2.315 | 2.600 | 2.755 |
| | 250 | 500 | 3.255 | 3.430 | 3.755 | 4.075 | 2.755 | 2.930 | 3.285 | 3.575 |

Promo Post

Promo Post charges are available to those organisations that:

- are sending articles that are promotional in nature; and
- have pre-sorted their small letter mail.

Refer to the *Mail Type Reference Guide* and the *PreSort Letters Service Guide* for more information.

Minimum lodgement quantity: 4,000 barcoded letters

| Size | Weight (g) | | Regular Timetable | | | |
|-------|------------|-------|------------------------|-------------|--------------------|---------------|
| | Over | Up to | Barcode direct tray \$ | | Barcode residue \$ | Unbarcoded \$ |
| | | | Same state | Other state | | |
| Small | 0 | 125 | 0.665 | 0.685 | 0.715 | 0.985 |

Charity Mail

Charity Mail charges are available to those organisations that:

- have pre-sorted their small and large letter mail; and
- 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.

Refer to the *PreSort Letters Service Guide* for more information.

Minimum lodgement quantity: 300 barcoded letters

| Size | Weight (g) | | Priority Timetable | | | | Regular Timetable | | | |
|-------|------------|-------|------------------------|-------------|--------------------|---------------|------------------------|-------------|--------------------|---------------|
| | Over | Up to | Barcode direct tray \$ | | Barcode residue \$ | Unbarcoded \$ | Barcode direct tray \$ | | Barcode residue \$ | Unbarcoded \$ |
| | | | Same state | Other state | | | Same state | Other state | | |
| Small | 0 | 125 | 0.655 | 0.690 | 0.750 | 1.255 | 0.535 | 0.555 | 0.585 | 0.985 |
| Large | 0 | 125 | - | - | - | - | 1.125 | 1.185 | 1.385 | 1.980 |
| | 125 | 250 | - | - | - | - | 1.470 | 1.570 | 1.815 | 2.755 |

Delivery in Australia

Letters and documents – business letter services

Reply Paid

Reply Paid is a delivery service that allows customers to send mail to your business at no cost to them. Refer to the *Reply Paid Service Guide* for more information.

| Size | Weight (g) | | Priority Timetable | | Regular Timetable | |
|---------------------------------------|------------|-------|--------------------|----------------|-------------------|-----------------|
| | Over | Up to | Barcoded \$ | Unbarcoded* \$ | Barcoded \$ | Unbarcoded* \$ |
| Small | 0 | 125 | 0.910 | - | 0.700 | 1.360 |
| Large | 0 | 125 | 2.400 | - | 2.100 | 2.400 |
| | 125 | 250 | 3.400 | - | 3.100 | 3.400 |
| | 250 | 500 | 5.400 | - | 5.100 | 5.400 |
| Annual fee for each Reply Paid Number | | | | | | \$110.00 |

* Unbarcoded includes incorrectly barcoded, incorrectly formatted and non-machineable articles.

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 Statistical Areas Level 1 (SA1s). For full conditions please refer to *Acquisition Mail Service Guide*.

Minimum lodgement quantity: 4,000 articles

| Size | Weight (g) | | Regular Timetable | | | |
|------------|------------|-------|---------------------|----------------|--------------------|---------------|
| | | | Barcode direct tray | | Barcode residue \$ | Unbarcoded \$ |
| | Over | Up to | Same state \$ | Other state \$ | | |
| Small | 0 | 125 | 0.615 | 0.640 | 0.910 | 0.985 |
| Small Plus | 0 | 125 | 0.855 | 0.895 | 1.365 | 1.580 |

Impact Mail

Impact Mail is a service offered by Australia Post for the delivery of unique or irregular shaped mail pieces. Refer to the *Impact Mail Service Guide* for more information.

Minimum lodgement quantity: 300 articles

| Size | Regular Timetable | | | | | |
|------------|----------------------|----------------|---------------|----------------|---------------|----------------|
| | Postcode direct tray | | Area tray | | Residue | |
| | Same state \$ | Other state \$ | Same state \$ | Other state \$ | Same state \$ | Other state \$ |
| Small | 1.090 | 1.120 | 1.150 | 1.180 | 1.230 | 1.260 |
| Small Plus | 1.615 | 1.655 | 1.700 | 1.745 | 1.785 | 1.835 |

Delivery in Australia

Letters and documents – business letter services

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.

| Size | Weight | Intrastate Regular/Select \$ | Interstate Regular/Select \$ |
|---------------|----------------|------------------------------|------------------------------|
| Small letter | Up to 50g | 0.199 | 0.232 |
| | Over 50 – 100g | 0.280 | 0.320 |
| Large letter* | Up to 50g | 0.300 | 0.340 |
| | Over 50 – 100g | 0.385 | 0.425 |

A Premium Unaddressed Mail service is also available which has a shorter booking and lodgement time than standard Unaddressed Mail.

| Size | Weight | Intrastate Premium Regular/Select \$ |
|---------------|----------------|--------------------------------------|
| Small letter | Up to 50g | 0.249 |
| | Over 50 – 100g | 0.350 |
| Large letter* | Up to 50g | 0.375 |
| | Over 50 – 100g | 0.475 |

*For articles over 100g, contact Australia Post for the applicable rate.

Regular service is when a customer targets as a minimum, all available private and / or all available business street and roadside delivery points in an individual locality or postcode. Refer to the *Unaddressed Mail Service Guide*.

Select service is when a customer chooses to exclude available street and / or roadside delivery points from chosen localities or postcodes, or requests partial delivery to street mail, roadside mail, Post Office boxes, counter mail without necessarily targeting all of them. Refer to the *Unaddressed Mail Service Guide*.

Delivery in Australia

Registered Post – regular services



Standard service

Registered Post is available with selected domestic letter services.

Registered Post within Australia offers:

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

Prepaid envelopes

The charge for Registered Post prepaid envelopes includes the Registered Post fee and postage to anywhere in Australia. Registered Post prepaid envelopes are sent to the Regular timetable (see page 4). To send Priority, affix a Priority label next to the Postage Paid imprint (see page 4).

| Envelope size (mm) | Maximum | | Charge per item \$ | Charge per pack of 10 \$ | Charge per pack of 10* (when purchasing 5+ packs) \$ | Total minimum charge when purchasing 5 packs of 10 \$ |
|--------------------------------------|------------|----------------|--------------------|--------------------------|--|---|
| | Weight (g) | Thickness (mm) | | | | |
| 130 x 240 – to enclose a DL envelope | 250 | 5 | 5.20 | 49.40 | 46.80 | 234.00 |
| 353 x 250 – B4 | 500 | 20 | 6.90 | 65.55 | 62.10 | 310.50 |

* This price is per pack of 10, when you buy 5 or more packs of 10. The total price you pay will vary depending on how many packs of 10 you purchase.

Labels

The charge for Registered Post labels includes the Registered Post fee only.

| Registered Post item | Charge | |
|---|---------------------------|---------------------------|
| Registered Post label on lodgement of article | \$4.20 per article | |
| Prepaid Registered Post labels | single | \$4.20 per article |
| | box of 50 | \$172.50 per box |

Imprints

The charge for Registered Post Imprint includes the Registered Post fee and postage.

| Size | Weight (g) | | Priority Timetable | | Regular Timetable | |
|------------|------------|-------|---------------------|-----------------------|---------------------|-----------------------|
| | Over | Up to | Barcoded Residue \$ | Unbarcoded Residue \$ | Barcoded Residue \$ | Unbarcoded Residue \$ |
| Small | 0 | 125 | 4.600 | 4.705 | 4.380 | 4.435 |
| Small Plus | 0 | 125 | 5.000 | 5.385 | 4.695 | 5.030 |
| Large | 0 | 125 | 5.845 | 5.930 | 5.395 | 5.430 |
| | 125 | 250 | 6.300 | 6.675 | 5.800 | 6.205 |
| | 250 | 500 | 6.830 | 7.525 | 6.360 | 7.025 |

Add-on features

| | |
|---|---|
| Extra Cover for loss or damage. | \$2.00 per \$100, or part thereof of your item's specified value, in excess of \$100 and up to \$5,000 |
| Delivery confirmation* The sender of a Registered Post article receives a card signed by the recipient. Charge per article purchased at the time of lodgement. | \$2.95 |
| Person-to-person* The Registered Post article must be signed for by the person named in the address. Charge per article purchased at the time of lodgement. | \$6.30 |

* Postage and Registered Post fee are not included.

Delivery in Australia

Parcels

Domestic Parcel – Services

| | 📦 Courier Post | | 📦 Express Post | | 📦 Parcel Post | |
|-----------------------|-----------------------------|---|--------------------------------------|---|--------------------------------------|---|
| Speed | Same day* | | Next day** | | 2+ Days*** | |
| Type | Satchels (includes postage) | Postage Assessed (use your own packaging or Australia Post's packaging range) | Pre-paid satchels (includes postage) | Postage Assessed (use your own packaging or Australia Post's packaging range) | Pre-paid satchels (includes postage) | Postage Assessed (use your own packaging or Australia Post's packaging range) |
| Weight | 3kg | up to 22kg | 500g 1kg 3kg 5kg | up to 22kg | 500g 1kg 3kg 5kg | up to 22kg |
| Tracking | Included [^] | | Included [^] | | Included [^] | |
| Signature on Delivery | Included | | Optional [#] | | Optional [#] | |
| Extra Cover | Optional [#] | | Optional [#] | | Optional [#] | |

* Same business day delivery is only available between metropolitan areas of the same state within the Courier Post network and when lodged at a participating Post Office. Visit auspost.com.au/parcels-mail/delivery-areas for more details.

** Next business day delivery is only available within the Express Post next business day delivery network. Visit auspost.com.au/expresspostnetwork for more details.

*** Our regular parcel service delivers in 2 or more business days. Delivery times will vary depending on lodgement and destination points. For more information on delivery times to your area, visit auspost.com.au/domesticdeliverytimes

[^] Track events will vary depending on how your item is lodged and delivered. For details visit auspost.com.au/parcels-mail/our-tracking-service

[#] Additional charges apply. Extra Cover provides loss or damage cover up to the specified value of your item (from \$100, or part thereof, up to \$5,000) while it's being carried by Australia Post. Visit auspost.com.au/parcels-mail/optional-extras-domestic for more information.

Delivery in Australia

Parcels – regular services

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 local Post Office, as local conditions can affect normal standards.

Within same state

| Service | Posted for delivery | Delivery by (Business day after posting) |
|-------------|---|---|
| Parcel Post | Within metropolitan areas of capital cities or within the same city or town or environs | 2 days |
| | Between a metropolitan area of a capital city and a country location* | Up to 4 days |
| | Between country locations* | Up to 5 days |

*For more detail, visit auspost.com.au/pac or call **13 POST (13 7678)**.

To other states

| Service | Posted for delivery | Delivery by (business day after posting) |
|-------------|--|---|
| Parcel Post | Between Sydney / Brisbane; Sydney / Melbourne; Melbourne / Canberra; Melbourne / Adelaide | 2 to 3 days |
| | Between Sydney / Adelaide; Melbourne / Brisbane; Melbourne / Tasmania; Adelaide / Canberra | 3 to 4 days |
| | Between other capital cities* | 5 to 6 days |
| | To other interstate locations* | Please ask at your local Post Office |

*For more detail, visit auspost.com.au/pac or call **13 POST (13 7678)**.

Compensation

We offer loss or damage compensation of up to \$50 for most items you send with us, with eligibility of claims assessed on a case-by-case basis. A refund of postage may also be payable.

For more detail, visit auspost.com.au/receiving/missing-damaged-or-delayed-items/compensation.

Cubing

For parcels over 1kg 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 this will be more likely in instances where a parcel is large in size or irregular or cylindrical in shape.

Delivery in Australia

Parcels – regular services

Maximum weight and size of a parcel accepted over the counter

| | |
|--------------------------|---|
| Maximum weight | 22kg |
| Maximum length | The greatest linear dimension must not exceed 105cm |
| Maximum dimension | The maximum cubic dimensions must not exceed 0.25m ³ |

For more detailed information refer to the *Domestic Parcels Guide* (SAP8833732).

In some instances a Post Office may not have capacity to weigh parcels up to 22kg.

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.

| Maximum weight | Dimensions (mm) | Charge per item \$ | Charge per pack of 10* (when purchasing 1-9 packs) \$ | Charge per pack of 10^ (when purchasing 10+ packs) \$ | Total minimum charge when purchasing 10 packs of 10 \$ |
|----------------|-----------------|--------------------|---|---|--|
| 500g satchel | 355 X 220 | 8.55 | 81.25 | 74.85 | 748.50 |
| 1kg satchel | 265 x 385 | 11.55 | 110.00 | 101.10 | 1011.00 |
| 3kg satchel | 405 X 310 | 14.55 | 138.25 | 127.35 | 1,273.50 |
| 5kg satchel | 510 X 435 | 17.65 | 167.70 | 154.45 | 1,544.50 |

* Up to 5% saving based on purchase of 1-9 Parcel Post 10 pack satchels.

^ Up to 12.5% saving based on purchase of 10 or more Parcel Post 10 pack satchels.

Cash on Delivery (COD) – within Australia

COD cannot be used with prepaid Parcel Post satchels. Extra Cover may be purchased for loss or damage to a limit of \$5,000. Ask for COD lodgement form 8832967.

| Description | Charges per article |
|---|---|
| Postage and fees only, collected from addressee | \$9.75 plus postage |
| Collection of money from addressee and remittance to sender plus any collection of postage or fees from the addressee | \$13.75 plus postage |
| Application for statement of delivery | \$3.00 extra |
| Application for return of article | An additional \$19.85 plus cost of any telephone calls, electronic messages, or return postage |
| Extra Cover | \$2.00 per \$100, or part thereof of your item's specified value up to \$5,000 |

Return Paid parcels

Return Paid parcels enables your customers a convenient way to return parcels to a designated location, free of charge. These can be commercial returns or parcels containing items for further analysis or processing.

| Weight | Charge per regular parcel |
|--|---------------------------|
| Up to 500g | \$8.30 |
| 500g to 3kg | \$14.55 |
| 3kg to 5kg | \$17.65 |
| 5kg to 10kg | \$21.50 |
| 10kg to 22kg | \$27.50 |
| Annual fee for each Return Paid Number | \$110.00 |

Delivery in Australia

Parcels

Small parcels

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

Small parcels up to 500g

\$8.30

Regular parcels over 500g up to 22kg.*

Basic charges: • **\$10.80** for destinations in the same state

• **\$13.85** for interstate destinations (**\$12.60** 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 | 0.05 | 1.35 | 1.20 | 1.65 | 1.20 | 2.05 |
| Other New South Wales | N2 | 1.35 | 1.35 | 1.60 | 1.75 | 1.90 | 2.45 |
| Melbourne | V1 | 1.20 | 1.65 | 0.05 | 1.35 | 1.55 | 3.05 |
| Other Victoria | V2 | 1.60 | 1.75 | 1.35 | 1.35 | 3.00 | 3.70 |
| Brisbane | Q1 | 1.20 | 2.00 | 1.55 | 3.15 | 0.05 | 1.35 |
| Near Queensland | Q2 | 1.95 | 2.45 | 2.90 | 3.70 | 1.35 | 1.35 |
| Middle Queensland | Q3 | 3.00 | 3.50 | 3.35 | 3.85 | 1.45 | 1.50 |
| North Queensland | Q4 | 3.35 | 3.80 | 3.80 | 5.00 | 2.15 | 2.25 |
| Adelaide | S1 | 1.25 | 2.10 | 1.20 | 1.65 | 1.90 | 3.20 |
| Other South Australia | S2 | 2.65 | 3.20 | 1.90 | 2.45 | 3.35 | 4.65 |
| Northern Territory | NT1 | 5.95 | 6.40 | 5.95 | 6.40 | 5.30 | 5.60 |
| Perth | W1 | 2.55 | 5.20 | 2.55 | 4.85 | 3.15 | 5.20 |
| Middle Western Australia | W2 | 5.55 | 6.00 | 4.65 | 5.60 | 5.40 | 5.95 |
| North Western Australia | W3 | 5.65 | 6.35 | 5.65 | 6.35 | 5.60 | 6.25 |
| Tasmania | T1 | 2.50 | 3.70 | 1.25 | 2.40 | 3.25 | 5.10 |
| Norfolk Island | NF | 3.90 | 4.50 | 4.65 | 4.85 | 4.65 | 5.95 |

*For details on Cubing refer to page 14.

Parcel zones for distance charges

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

- † For regular parcels to and from Christmas Island 6798, Cocos (Keeling) Islands 6799 and Australian Antarctic Territories 7151, divide published rates by 1.1 and round to the nearest 5 cents for the basic charge and the nearest cent for the distance charge.
- ◆ 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 ■ |

Delivery in Australia

Parcels

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

Basic charge: **\$13.85** Distance charge: **\$6.00** per kg or part thereof = **\$6.00 x 6 = \$36.00**
 Total charge: **\$13.85 + \$36.00 = \$49.85**

| Destination zone | | | | | | | | | | |
|------------------|------|------|------|-------|------|------|------|------|-------|----|
| Q3 | Q4 | S1 | S2 | NT1 | W1 | W2 | W3 | T1 | NF | |
| \$ | \$ | \$ | \$ | \$ | \$ | \$ | \$ | \$ | \$ | \$ |
| 3.15 | 3.50 | 1.55 | 2.75 | 5.95 | 3.25 | 5.80 | 6.00 | 2.60 | 4.10 | |
| 3.50 | 3.80 | 2.15 | 3.40 | 6.00 | 5.20 | 6.25 | 6.45 | 3.75 | 4.50 | |
| 3.50 | 4.00 | 1.20 | 2.00 | 5.95 | 3.25 | 5.40 | 6.00 | 1.60 | 4.85 | |
| 3.85 | 5.00 | 1.60 | 2.45 | 6.00 | 4.85 | 5.85 | 6.45 | 2.30 | 4.85 | |
| 1.45 | 2.15 | 2.30 | 3.50 | 4.85 | 3.15 | 5.60 | 5.80 | 3.25 | 4.85 | |
| 1.50 | 2.25 | 3.05 | 4.65 | 5.00 | 5.00 | 5.95 | 6.25 | 4.90 | 5.95 | |
| 1.35 | 1.60 | 4.15 | 5.05 | 5.00 | 5.20 | 6.25 | 6.45 | 5.40 | 6.45 | |
| 1.60 | 1.50 | 4.85 | 5.40 | 3.95 | 5.65 | 6.45 | 6.70 | 6.05 | 7.30 | |
| 4.45 | 5.05 | 0.05 | 1.35 | 4.85 | 2.55 | 4.60 | 5.20 | 3.15 | 5.20 | |
| 5.05 | 5.40 | 1.35 | 1.35 | 5.60 | 4.65 | 5.00 | 6.00 | 4.10 | 6.90 | |
| 5.60 | 4.55 | 5.30 | 6.40 | 2.10 | 5.95 | 6.40 | 6.40 | 5.95 | 10.05 | |
| 5.40 | 5.95 | 2.55 | 4.85 | 5.95 | 0.05 | 1.35 | 2.15 | 3.75 | 7.75 | |
| 6.25 | 6.45 | 4.65 | 5.10 | 6.00 | 1.35 | 1.35 | 2.25 | 5.70 | 9.50 | |
| 6.45 | 6.65 | 5.20 | 6.00 | 5.60 | 2.15 | 2.25 | 2.10 | 6.05 | 9.50 | |
| 5.60 | 6.35 | 2.55 | 4.15 | 5.95 | 3.30 | 5.95 | 6.25 | 0.75 | 6.75 | |
| 6.45 | 7.30 | 5.00 | 6.90 | 10.05 | 7.45 | 9.50 | 9.50 | 6.40 | 0.05 | |

| 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 | | |

Delivery in Australia

Parcels

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 | \$5.20 per parcel |
| Parcels over 500g | \$7.05 per parcel |
| Parcels over 500g (where delivery includes carriage by air) | \$24.30 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 | |

Parcel transfer fee

Transfer of a parcel awaiting collection from one Post Office to another (to arrange please call **13 POST (13 7678)**).

| | |
|--------------------|--------------------------|
| Parcels up to 22kg | \$6.50 per parcel |
|--------------------|--------------------------|

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.

| | | |
|-------------------|-----------------------------|---------------|
| Parcels up to 5kg | \$8.00 | |
| Local parcels | Small – Up to 500g | \$2.65 |
| | Large – over 500g up to 5kg | \$3.75 |

Add-on features

| | |
|---|---|
| Signature on Delivery (SOD) Provides delivery confirmation with capture of signature at time of delivery. | \$2.95 |
| Extra Cover for loss or damage. | \$2.00 per \$100, or part thereof of your item's specified value up to \$5,000 |

Delivery in Australia

Express Post

Express Post

Express Post network guarantee

Express Post guarantees delivery of your prepaid envelope, parcel or satchel the next business day only within the Express Post network. Ask at your local Post Office or visit auspost.com.au/expresspost for details of the Express Post network.

If your article is not delivered as guaranteed when sent within the Express Post network, it will be replaced free of charge, (or for parcels the postage will be refunded) on production of the barcode number on the "Sender to keep" tab or customer receipt. Prompt delivery on a non-guaranteed basis is given to Express Post articles posted to or from places outside the Express Post network guarantee.

For more information about the Express Post network ask at your local Post Office or visit auspost.com.au/expresspost.

How to ensure delivery as guaranteed

| Lodge your Express Post article: | On a business day (Monday to Friday) by: |
|---|--|
| In a yellow street posting box | 6pm (earlier in Perth suburbs and some provincial cities) |
| Lodge your Express Post article: | On a business day (Monday to Friday) by: |
| Over the counter of a Post Office in the Express Post network | 5pm (earlier in some provincial and suburban Post Offices) |

Prepaid product details

| Express Post envelopes (mm) (for documents only) | Maximum | | Charge per item \$ | Charge per pack of 10 [†] (when purchasing 1-9 packs) \$ | Charge per pack of 10 [~] (when purchasing 10+ packs) \$ | Total minimum charge when purchasing 10 packs of 10 \$ |
|--|------------|----------------|--------------------|---|---|--|
| | Weight (g) | Thickness (mm) | | | | |
| DL (110 x 220) windowface | 500 | 20 | 6.70 | 65.35 | 63.65 | 636.50 |
| C5 (162 x 229) | 500 | 20 | 6.95 | 67.80 | 66.05 | 660.50 |
| B4 (250 x 353) | 500 | 20 | 8.30 | 80.95 | 78.85 | 788.50 |

† Up to 2.5% saving based on purchase of 1-9 Express Post 10 pack envelopes.

~ Up to 5% saving based on purchase of 10 or more Express Post 10 pack envelopes.

| Express Post satchels Maximum weight | Dimensions (mm) | Charge per item \$ | Charge per pack of 10* (when purchasing 1-9 packs) \$ | Charge per pack of 10 [^] (when purchasing 10+ packs) \$ | Total minimum charge when purchasing 10 packs of 10 \$ |
|--------------------------------------|-----------------|--------------------|---|---|--|
| 500g satchel | 355 x 220 | 11.55 | 109.75 | 101.10 | 1011.00 |
| 1kg satchel | 265 x 385 | 14.55 | 138.25 | 127.35 | 1273.50 |
| 3kg satchel | 405 x 310 | 17.30 | 164.35 | 151.40 | 1514.00 |
| 5kg satchel | 510 x 435 | 24.90 | 236.55 | 217.90 | 2179.00 |

* Up to 5% saving based on purchase of 1-9 Express Post 10 pack satchels.

^ Up to 12.5% saving based on purchase of 10 or more Express Post 10 pack satchels.

Senders must always sign the Aviation Security and Dangerous Goods Declaration.

Delivery in Australia

Express Post

Small parcels

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

Express Post parcel up to 500g

\$11.30

Express Post parcels over 500g up to 22kg.*

Basic charge: • **\$15.25** for destinations in same state
• **\$16.50** for interstate destinations (**\$15.05** 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 | 0.05 | 2.80 | 4.95 | 6.35 | 5.10 | 6.85 |
| Other New South Wales | N2 | 3.10 | 4.40 | 7.70 | 9.25 | 7.80 | 9.70 |
| Melbourne | V1 | 4.95 | 8.50 | 0.05 | 1.40 | 6.70 | 8.50 |
| Other Victoria | V2 | 5.75 | 9.25 | 1.40 | 1.40 | 7.35 | 9.25 |
| Brisbane | Q1 | 5.10 | 8.60 | 6.70 | 8.20 | 0.05 | 1.40 |
| Near Queensland | Q2 | 6.15 | 9.70 | 7.70 | 9.25 | 1.40 | 1.40 |
| Middle Queensland | Q3 | 8.85 | 12.80 | 10.40 | 12.35 | 4.00 | 4.80 |
| North Queensland | Q4 | 12.00 | 16.30 | 13.60 | 15.95 | 7.10 | 8.20 |
| Adelaide | S1 | 6.70 | 10.25 | 4.30 | 5.45 | 6.90 | 8.75 |
| Other South Australia | S2 | 7.70 | 11.45 | 5.20 | 6.75 | 7.85 | 9.85 |
| Northern Territory | NT1 | 13.35 | 17.80 | 13.35 | 15.95 | 12.35 | 14.90 |
| Perth | W1 | 12.25 | 16.65 | 9.95 | 11.90 | 13.80 | 16.45 |
| Middle Western Australia | W2 | 14.05 | 18.50 | 11.70 | 13.80 | 15.45 | 18.40 |
| North Western Australia | W3 | 20.45 | 25.70 | 18.15 | 21.05 | 21.95 | 25.55 |
| Tasmania | T1 | 4.95 | 8.50 | 4.10 | 5.25 | 8.10 | 10.10 |
| Norfolk Island | NF | 9.55 | 12.45 | 12.50 | 13.40 | 9.55 | 12.45 |

*For details on Cubing refer to page 22.

Parcel zones for distance charges

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

- † For Express Post parcels to and from Christmas Island 6798, Cocos (Keeling) Islands 6799 and Australian Antarctic Territories 7151, divide published rates by 1.1 and round to the nearest 5 cents for the basic charge and the nearest cent for the distance charge.
- ◆ 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.

Note: The table to the right represents the Australia Post delivery network. For details of the Express Post network for which next business day guarantee is available, ask at your local Post Office or visit auspost.com.au/expresspost.

| 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 ■ |

Delivery in Australia

Express Post

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

Basic charge: **\$16.50** Distance charge: **\$8.50** per kg or part thereof = **\$8.50 x 2 = \$17.00**
 Total charge: **\$16.50 + \$17.00 = \$33.50**

| Destination zone | | | | | | | | | |
|------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Q3 | Q4 | S1 | S2 | NT1 | W1 | W2 | W3 | T1 | NF |
| \$ | \$ | \$ | \$ | \$ | \$ | \$ | \$ | \$ | \$ |
| 9.85 | 13.40 | 6.70 | 8.50 | 14.90 | 12.25 | 15.65 | 22.80 | 4.95 | 9.60 |
| 12.80 | 16.30 | 9.15 | 11.45 | 17.80 | 14.95 | 18.50 | 25.70 | 7.70 | 12.45 |
| 11.60 | 15.20 | 4.30 | 5.80 | 14.90 | 9.95 | 13.10 | 20.25 | 4.10 | 12.60 |
| 12.35 | 15.95 | 4.95 | 6.75 | 15.95 | 10.65 | 13.80 | 21.05 | 4.75 | 13.40 |
| 4.40 | 8.00 | 6.90 | 8.75 | 13.80 | 13.80 | 17.30 | 24.55 | 8.10 | 9.60 |
| 4.80 | 8.20 | 7.85 | 9.85 | 14.90 | 14.80 | 18.40 | 25.55 | 9.00 | 12.45 |
| 3.95 | 8.30 | 10.55 | 12.90 | 17.95 | 17.90 | 21.80 | 29.00 | 12.20 | 15.95 |
| 8.30 | 7.25 | 13.80 | 16.45 | 18.65 | 20.95 | 25.40 | 32.60 | 15.40 | 18.80 |
| 11.80 | 15.45 | 0.05 | 1.40 | 13.10 | 8.85 | 11.80 | 18.90 | 5.50 | 13.80 |
| 12.90 | 16.45 | 1.40 | 1.40 | 14.10 | 9.85 | 12.90 | 20.15 | 6.60 | 14.90 |
| 17.95 | 18.65 | 11.70 | 14.10 | 6.75 | 18.20 | 22.05 | 16.10 | 16.05 | 21.30 |
| 19.95 | 23.40 | 8.85 | 11.00 | 20.60 | 0.05 | 2.00 | 8.95 | 13.60 | 19.10 |
| 21.80 | 25.40 | 10.55 | 12.90 | 22.05 | 1.70 | 2.45 | 10.85 | 15.30 | 21.05 |
| 29.00 | 32.60 | 16.95 | 20.15 | 16.10 | 8.10 | 10.85 | 2.45 | 21.65 | 28.25 |
| 13.50 | 17.40 | 5.50 | 7.25 | 17.95 | 13.60 | 17.05 | 24.25 | 0.80 | 13.40 |
| 15.95 | 18.80 | 13.70 | 14.90 | 21.30 | 19.00 | 21.05 | 28.25 | 13.35 | 0.05 |

| 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 | | |

Delivery in Australia

Express Post

Cubing

For parcels over 1kg 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 this will be more likely in instances where a parcel is large in size or irregular or cylindrical in shape.

Maximum weight and size of a parcel accepted over the counter

For more detailed information refer to the *Domestic Parcels Guide* (SAP8833732).

| | |
|--------------------------|--|
| Maximum weight | 22kg |
| Maximum length | The greatest linear dimension must not exceed 105cm |
| Maximum dimension | The maximum cubic dimension must not exceed 0.25m ³ |

In some instances a Post Office may not have capacity to weigh parcels up to 22kg. 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.

Compensation

We offer loss or damage compensation of up to \$50 for most items you send with us, with eligibility of claims assessed on a case-by-case basis. A refund of postage may also be payable.

For more detail, visit auspost.com.au/receiving/missing-damaged-or-delayed-items/compensation.

Add-on features

| | |
|---|---|
| Signature on Delivery (SOD) Provides delivery confirmation with capture of signature at time of delivery. | \$2.95 |
| Extra Cover for loss or damage. | \$2.00 per \$100, or part thereof of your item's specified value up to \$5,000 |

Delivery in Australia

Courier services

Courier Post

Courier Post offers same day delivery of your satchel or parcel by close of business, if lodged at a Post Office within the Courier Post network before 2pm.

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 timeframes.

Courier Post includes a signature on delivery and items are tracked within the network.

Courier Post products can only be sent from metropolitan to metropolitan locations within the same state and within the Courier Post network.

For other courier services (StarTrack Courier) refer page 24.

For same day delivery

| Lodge your Courier Post satchel or parcel: | On a business day (Monday to Friday) by: |
|--|--|
| Over the counter of a Post Office in the Courier Post network* | 2pm |

* For detailed information about the Courier Post network ask at your local Post Office or visit auspost.com.au.

| Size | Maximum weight | Charge per item \$ |
|--|----------------|--------------------|
| Courier Post Medium 3kg satchel (310mm x 405mm) | 3kg | 34.95 |
| Courier Post articles up to 22kg – other packaging/postage label (105cm in length and 0.25m ³ cubic size) | 22kg | 34.95 |

Add-on feature

| | |
|--|---|
| Extra Cover for loss or damage. | \$2.00 per \$100, or part thereof of your item's specified value up to \$5,000 |
|--|---|

Delivery in Australia

Courier services

StarTrack Courier

StarTrack Courier (formerly known as 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 online booking and tracking. After hours, public holidays and weekend services are also provided.

For further details or to book these services, phone **13 13 20** or visit **www.startrack.com.au**.

On-demand courier services

Metro ad-hoc services

| Service | Service description | Delivery times | Booking times |
|--------------------|--|-----------------|---------------|
| Standard | Our most economical service | 3hrs – 4.5 hrs* | 8am – 4pm† |
| Express | For more urgent items | 1.5hrs – 3 hrs* | 8am – 5pm† |
| Immediate Priority | For extremely urgent jobs that need to be delivered right away | 1+ hour* | 8am – 6pm† |

*Delivery times are dependent on distance and refer to pickup ready time as nominated by the customer.

†Deliveries scheduled after 7pm will incur an after hours surcharge.

| Vehicle | Standard | Express | Immediate Priority | Load |
|----------------------------------|-------------------|------------------|-----------------------------|---------------------------|
| Courier Up to 25kg | Standard courier | Express courier | Immediate priority courier | Fit front seat of vehicle |
| Wagon Up to 125kg | Standard wagon | Express wagon | Immediate priority wagon | Approx. 1 trolley load |
| Half Tonne / Van Up to 500kg | Standard half van | Express half van | Immediate priority half van | Half van |
| Full Tonne / Van Up to 1000kg | Standard full van | Express full van | Immediate priority full van | Full van |

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 our control.

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 pickup and delivery

Drivers are assigned for timely mail deliveries to and from the Post Office.

Inter-office satchel delivery

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

Scheduled services

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

Specialised Healthcare services 24/7

24/7 services designed to meet various requirements, whether there is a need for strict time constraints, temperature sensitive deliveries or a strong focus on security.

Distribution services

A specialised whole of business approach designed to deliver a secure, reliable and cost efficient distribution model to meet your specific requirements.

Delivery in Australia

Special services

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 | | |
| Letter | Up to 500g | No charge |
| Regular parcels | Up to 7kg | No charge |
| International | | |
| Sea Mail | Up to 7kg | No charge |
| Air Mail | Up to 250g Over 250g to 500g Per 500g thereafter up to 7kg maximum | No charge 50¢ 50¢ |

Certifying documents

| | |
|--|---------------|
| For the first page (one or two sided) that is certified as being a true copy of the original. | \$2.50 |
| For subsequent pages (one or two sided) that are certified as being a true copy of the original. | \$2.50 |

For more details on this service ask at your local Post Office or visit auspost.com.au/personal/witnessing-documents.

Defence Forces

Normal postal charges apply to articles addressed to members of the Defence Forces serving within Australia or overseas.

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 POST (13 7678)**.

| 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 |

Delivery in Australia

Special services

FaxPost

FaxPost is a public access domestic and international facsimile service.

| | To Australia | | To overseas | |
|-----------------------|------------------|---------------------------|------------------|---------------------------|
| | First page \$ | Per additional page \$ | First page \$ | Per additional page \$ |
| From Australia | 5.00 | 1.25 | 10.00 | 2.50 |
| From overseas | 5.00 | 1.25 | - | - |

Infectious biological substances

| Destination (within Australia) | Charge |
|--------------------------------|---|
| Same state (See page 2) | \$25.50 basic charge plus 75¢ per kg or part thereof |
| Other state | \$33.00 basic charge plus \$4.00 per kg or part thereof |

Key return

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

Philatelic items

Prices for first day covers, souvenir covers, stamp packs and maximum cards vary according to issue. Refer to auspost.com.au/stamps.

| | |
|--|--|
| Blank first day covers or souvenir covers without stamps | 30¢ each or 25¢ each for 1,000 or more |
| Affixing stamps to client's own covers | 10¢ per cover |

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

| | |
|---|---|
| Any article on which the postage due exceeds the postage paid. Postage includes any special fee payable (eg Registered Post fee). | \$1.50 each item, plus deficient postage |
|---|---|

Withdrawal from the post

| | |
|--|---|
| Senders can withdraw lodged articles only with a valid reason. | \$27.50 each article, plus cost of any telephone calls or electronic messages and return postage (regular parcels) |
|--|---|

Delivery in Australia

Post Office Boxes and Locked Bags

Post Office boxes and locked bags annual charges

The service year for Post Office boxes is calculated from 1 April to 31 March. For services leased between 1 May to 31 January, pro rata fees are payable in advance for the remainder of the service year. The pro rata charge for each month is one twelfth of the annual fee. Any lease that starts in February or March will include charges for a full year in addition to pro rata fees. Australia Post calculates charges for Post Office boxes from the first day of the month in which the service starts to the last day of the month in which the service ends.

| Service* | Standard | | Specified** | | General Post Office | | Reduced rate*** | |
|------------------------|--------------|---------|--------------|---------|---------------------|---------|-----------------|---------|
| | Pay on time# | Regular | Pay on time# | Regular | Pay on time# | Regular | Pay on time# | Regular |
| Small Post Office box | \$127 | \$132 | \$201 | \$206 | \$287 | \$292 | \$33 | \$38 |
| Medium Post Office box | \$191 | \$196 | \$304 | \$309 | \$447 | \$452 | \$55 | \$60 |
| A4 Post Office box | \$256 | \$261 | \$407 | \$412 | \$578 | \$583 | - | - |
| Large Post Office box | \$308 | \$313 | \$502 | \$507 | \$706 | \$711 | \$81 | \$86 |
| Jumbo Post Office box | \$601 | \$606 | \$955 | \$960 | \$1,023 | \$1,028 | - | - |
| Locked bag | \$462 | \$467 | \$624 | \$629 | \$776 | \$781 | \$128 | \$133 |

Establishment fees

| Standard / Specified / GPO Boxes | Locked / Private Bags | Reduced Rate PO Boxes |
|----------------------------------|-----------------------|------------------------|
| \$25 (includes 2 keys) | \$15 | \$15 (includes 2 keys) |

Combined service

| Service* | Standard | Specified** | General Post Office | Reduced rate*** |
|---|----------|-------------|---------------------|-----------------|
| Bag / tray with Post Office box (plus Post Office box charge) | \$347 | \$467 | \$565 | \$104 |

Locks and keys

| Additional/replacement key | New locks for Post Office boxes | Locked bag |
|---|---------------------------------|---|
| \$12 each additional or replacement key | \$30 | The bag-holder may supply a padlock and, if supplied, must provide the Post Office with a key |

Administration fees

| Re-activation fee | Cancellations by customers |
|-------------------|--|
| \$25 | \$30 (unused service fees exceeding \$30 are refunded) |

Private bags

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

| Deliveries each week | Pay on time # | Regular |
|----------------------|---------------|---------|
| 1 to 3 | \$113 | \$118 |
| 4 or more | \$213 | \$218 |

Mail bag purchase

Available to locked bag and private mail bag holders only.

| Size | Dimensions (mm) | Price |
|-------|-----------------|-------|
| Large | 900 x 740 | \$66 |
| Small | 760 x 460 | \$56 |

In Your Capital City GPO Box service

Provides business customers with a common address in each State and Territory GPO. Apply at your nearest GPO.

| Service | Pay on time # | Regular |
|------------|---------------|---------|
| Common box | \$2,745 | \$2,750 |

*All sizes not available at all outlets.**Canberra, Hobart and Darwin GPOs and certain other Post Offices as determined by Australia Post. ***The Reduced Rate applies where the frequency of mail delivery by Australia Post to that customer's address (residential or business) is once per week or less. The Reduced Rate will not apply where that customer: (a) resides on a houseboat or other water vessel, or (b) where the customer's address (residential or business) is located on a private road (such as a caravan park, gated community, retirement village, defence force barracks etc). #Pay on Time discount is available to existing Post Office box and bag customers who renew their service by 31 March.

Delivery in Australia

Mail Redirection and Mail Holding services

Mail Redirection and Mail Holding services

For redirecting your mail overseas, refer to page 33. Application forms are available at your local Post Office or can be downloaded from auspost.com.au/mail-redirection.

Mail Redirection Service

| Applicant | 1 Month \$ | 3 Months \$ | 6 Months \$ | 12 Months \$ |
|-------------------------|------------|-------------|-------------|--------------|
| Concession* | 19.95 | 34.20 | 51.25 | 86.15 |
| Private | 33.25 | 57.35 | 85.45 | 144.15 |
| Business and government | 104.40 | 285.45 | 570.15 | 1,026.75 |

Mail Holding service

| Applicant | Charge |
|-------------------------|-----------------------------|
| Concession | First week of service |
| | Subsequent weeks of service |
| Private | First week of service |
| | Subsequent weeks of service |
| Business and government | |

\$17.05 per week
\$5.80 per week
\$28.50 per week
\$9.60 per week
\$92.00 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) |
| Centrelink | Health Care Card (all types) |
| Centrelink | Commonwealth Seniors Health Card |
| Department of Veteran Affairs | Pensioner Concession Card (DVA-PCC) |
| Department of Veteran Affairs | Veterans' Repatriation Health Card |
| Department of Veteran Affairs | Department of Veterans' Affairs card |
| Australia Post | MyPost Concession Card [^] |

[^]If an application is made for multiple persons at the same address, each individual **must** have a valid MyPost Concession Card.

Cancellation fees and refunds for Mail Redirection and Mail Holding services





The following refunds (less cancellation fee to cover costs incurred) are available to customers who cancel their Mail Redirection or Mail Holding service.

| Applicant | Service | Period cancelled | Refund |
|-------------------------|------------------|-------------------|---------------------------------------|
| Concession | Mail Redirection | First month | Nil |
| | | Subsequent months | \$4.05 per unused whole month |
| | Mail Holding | First week | Nil |
| | | Subsequent weeks | \$3.25 per unused whole week |
| Private | Mail Redirection | First month | Nil |
| | | Subsequent months | \$6.65 per unused whole month |
| | Mail Holding | First week | Nil |
| | | Subsequent weeks | \$5.30 per unused whole week |
| Business and government | Mail Redirection | First month | Nil |
| | Mail Holding | Subsequent months | \$40.05 per unused whole month |

International delivery

Service options

International Post – Services

| |  International Post Economy |  International Post Standard |  International Post Express |  International Post Courier |
|-----------------------------|---|--|---|---|
| Weight | Up to 20kg <i>Air (up to 2kg) Sea (2kg to 20kg)</i> | Up to 20kg | Up to 20kg | Up to 20kg |
| Delivery Timeframes* | Air - 10+ business days* Sea - 30+ business days* | 6+ business days* | 2-4 business days* | 1-2 business days* |
| Tracking | No | Yes | Yes | Yes |
| Signature on Delivery | – | Optional Extra | Included | N/A |
| Email tracking notification | N/A | Yes | Yes | Yes |
| SMS tracking notification | N/A | Optional Extra | Yes | Yes |
| Optional Extras | Extra Cover [^] (\$100 compensation included with Registered Post International) | Extra Cover [^] | Extra Cover [^] | Extra Cover [^] |

* Estimated delivery time between metro areas of major cities. Excludes any time in customs and delays due to reasons outside of Australia Post's control. Country specific delivery times are available online at auspost.com.au.

[^] Additional charges apply. Extra Cover is not available for every country or for items prohibited by your destination country. Cover restrictions may vary depending on country. For further details, see our International Post Guide at auspost.com.au/international.

Compensation

We offer loss or damage compensation of up to \$50 for most items you send with us (except for Registered Post articles, where compensation of up to \$100 is included), with eligibility of claims assessed on a case-by-case basis. A refund of postage may also be payable. For more detail, visit auspost.com.au/receiving/missing-damaged-or-delayed-items/compensation.

Country restrictions

For specific country restrictions, refer to the *International Post Guide* or online at auspost.com.au/international.

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 percent 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 percent above the published rate, for GST purposes.

International delivery

Letters and documents

Own packaging

Use your own packaging or select from our range of packaging products listed on page 34.

Economy Air Letters*

| Weight | Zone 1 New Zealand \$ | Zone 2 Asia Pacific \$ | Zone 3 Rest of World \$ |
|--|-----------------------------|------------------------------|-------------------------------|
| Up to 50g | 2.10 | 2.30 | 3.00 |
| Over 50g up to 125g | 4.20 | 4.60 | 7.50 |
| Over 125g up to 250g | 7.50 | 8.00 | 12.00 |
| Over 250g up to 500g | 10.50 | 12.00 | 18.00 |
| Only during November and December seasonal greeting cards up to 20g, enclosed in a sealed small letter size envelope and labelled card only | 2.00 | 2.00 | 2.30 |

*Letters include postcards / greeting cards. Letter sizes listed on page 6 apply to international mail as well.

Prepaid options

Economy - Aerogrammes

| | |
|-------------------|--------|
| Single aerogramme | \$2.40 |
|-------------------|--------|

Registered - Prepaid envelopes

| Dimensions (mm) | Maximum weight | Charge per item \$ | Charge per pack of 10 \$ | Charge per pack of 10* (when purchasing 5+ packs) \$ | Total minimum charge when purchasing 5 packs of 10 \$ |
|--------------------------------------|----------------|--------------------|--------------------------|--|---|
| 130 x 240 – to enclose a DL envelope | 500g | 16.10 | 152.95 | 144.90 | 724.50 |
| 250 x 353 – B4 | 500g | 25.00 | 237.50 | 225.00 | 1,125.00 |

* This price is per pack of 10, when you buy 5 packs of 10. The total price you pay will vary depending on how many 5 packs of 10 you purchase.

Express - Prepaid envelopes

| Size (mm) | Maximum weight | NZ \$ | China \$ | Rest of Asia* \$ | USA & Canada \$ | UK & Ireland \$ |
|-----------------------|----------------|-------|----------|------------------|-----------------|-----------------|
| Medium (C4) 229 x 324 | Up to 200g | 22.60 | 29.15 | 30.05 | 31.60 | 34.85 |
| Large (B4+) 390 x 290 | Up to 500g | 26.60 | 34.30 | 35.35 | 37.20 | 41.00 |

* Zone descriptions are a guide only. For complete country zoning information ask at your local Post Office or visit auspost.com.au/sending/send-overseas/international-zones. Up to 5% discount for 5 or more International Express envelopes to the same destination country.

Add-on features

| | |
|--|--|
| Extra Cover for loss or damage. | \$5.00 for the first \$100 or part thereof, plus \$3.50 for every additional \$100 or part thereof, of your item's specified value up to \$5,000 except for Economy Air Letters which can have a maximum cover of up to \$500. |
|--|--|

The availability of Extra Cover and the maximum obtainable cover varies between countries. Extra Cover is not available for every country or for items prohibited by your destination country. Extra Cover is not available for Registered Post which comes with \$100 compensation included. For further details, see our International Post Guide at auspost.com.au/international.

International delivery

Parcels

Own packaging

Use your own packaging or select from our range of packaging products listed on page 35.

| | Economy \$ | Standard \$ | Express \$ | Courier \$ |
|-------------------------|--|-----------------------|----------------------|----------------------|
| Weight | Up to 20kg <i>Air (up to 2kg) Sea (2kg to 20kg)</i> | Up to 20kg | Up to 20kg | Up to 20kg |
| New Zealand | from 11.55 | from 18.55 | from 29.55 | from 79.55 |
| China | from 13.80 | from 20.80 | from 38.10 | from 88.10 |
| Rest of Asia* | from 15.00 | from 22.00 | from 39.30 | from 89.30 |
| US & Canada | from 17.00 | from 24.00 | from 41.35 | from 91.35 |
| UK & Ireland | from 21.20 | from 28.20 | from 45.55 | from 95.55 |

* Zone descriptions are a guide only. For complete country zoning information ask at your local Post Office or visit auspost.com.au/international.

Prepaid options

Standard

| | Small satchel \$ | Medium satchel \$ | Large satchel \$ | Box \$ |
|--------------------------|----------------------------|-----------------------------|----------------------------|--------------------------------|
| Size & Weight | 250 x 353mm Up to 500g | 265 x 379mm Up to 1kg | 250 x 405mm Up to 2kg | 310 x 225 x 102mm Up to 5kg |
| New Zealand | 18.55 | 26.75 | 37.95 | 60.75 |
| China | 20.80 | 33.10 | 56.25 | 81.45 |
| Rest of Asia* | 22.00 | 34.30 | 57.45 | 82.65 |
| US & Canada | 24.00 | 37.70 | 61.40 | 86.90 |
| UK & Ireland | 28.20 | 41.90 | 65.60 | 91.10 |

* Zone descriptions are a guide only. For complete country zoning information ask at your local Post Office or visit auspost.com.au/international. Up to 5% discount for 5 or more International Standard satchels of the same size to the same destination country.

Express

| | Small satchel \$ | Medium satchel \$ | Large satchel \$ | Box \$ |
|--------------------------|----------------------------|-----------------------------|----------------------------|--------------------------------|
| Size & Weight | 250 x 353mm Up to 500g | 265 x 379mm Up to 1kg | 250 x 405mm Up to 2kg | 310 x 225 x 102mm Up to 5kg |
| New Zealand | 29.55 | 37.15 | 47.95 | 70.75 |
| China | 38.10 | 46.60 | 67.25 | 92.45 |
| Rest of Asia* | 39.30 | 47.80 | 68.45 | 93.65 |
| US & Canada | 41.35 | 51.25 | 72.65 | 98.15 |
| UK & Ireland | 45.55 | 55.45 | 76.85 | 102.35 |

* Zone descriptions are a guide only. For complete country zoning information ask at your local Post Office or visit auspost.com.au/international. Up to 5% discount for 5 or more International Express satchels of the same size to the same destination country.

International delivery

Parcels

Prepaid options continued

| Courier | Small satchel \$ | Medium satchel \$ |
|---------------|---------------------------|--------------------------|
| Size & Weight | 250 x 353mm Up to 500g | 265 x 379mm Up to 1kg |
| New Zealand | 79.55 | 87.15 |
| China | 88.10 | 96.60 |
| Rest of Asia* | 89.30 | 97.80 |
| US & Canada | 91.35 | 101.25 |
| UK & Ireland | 95.55 | 105.45 |

* Zone descriptions are a guide only. For complete country zoning information ask at your local Post Office or visit auspost.com.au/international.

Add-on features

| | |
|--|--|
| Signature on Delivery (SOD) Available with Economy and Standard parcel services only, (included with Express). | \$5.50 |
| Extra Cover for loss or damage. | \$5.00 for the first \$100 or part thereof, plus \$3.50 for every additional \$100 or part thereof, of your item's specified value up to \$5,000 |
| SMS Tracking notification Available with Standard parcel services only, (included with Express & Courier). | \$0.55 |

The availability of Extra Cover and the maximum obtainable cover varies between countries. Extra Cover is not available for every country or for items prohibited by your destination country. For further details, see our International Post Guide at auspost.com.au/international.

The signature on delivery fee does not apply to International Express. Signature on Delivery is only available to certain countries. For further details, see our International Post Guide at auspost.com.au/international.

International delivery

Reply and Bulk Mail Services

International Reply Paid

International Reply Paid is available for small letters up to 50g.

| Condition | Charge |
|-----------------|-------------------------------|
| Application fee | \$73.45 (includes GST) |
| Response fee | \$3.20 per article |

International Reply Coupons

International Reply Coupons can be exchanged by the addressee for a stamp to prepay air mail postage on a small letter up to 50g.

| | |
|--------|--------------------|
| Charge | \$3.75 each |
|--------|--------------------|

Print Post Direct Bag International

Send bulk consignments of printed matter to the same addressee at the same address. Lodge at Post Offices, GPOs and mail centres. Bags are provided by Australia Post.

| Service / Charge per kg | Zone 1 \$ | Zone 2 \$ | Zone 3 \$ | Zone 4 \$ | Zone 5 \$ | Zone 6 \$ | Zone 7 \$ | Zone 8 \$ | Zone 9 \$ |
|-------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Sea Mail | - | - | - | 7.40 | - | 7.60 | 7.90 | 8.15 | 8.45 |
| Airmail | 10.15 | 10.70 | 10.85 | - | 11.30 | - | - | - | - |

Add-on services are not available. Print Post Direct Bags must be a minimum of 5kg and maximum of 16kg. Use *the generic customs form*.

International delivery

Mail Redirection Service

International Mail Redirection service

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

| Applicant | 1 Month \$ | 3 Months \$ | 6 Months \$ | 12 Months \$ |
|--------------------------------|---------------|-----------------|-----------------|------------------|
| Concession* | | | | |
| Asia Pacific / New Zealand | 71.85 | 198.70 | 383.00 | 759.75 |
| Rest of World | 98.30 | 276.55 | 538.85 | 1,071.40 |
| Private | | | | |
| Asia Pacific / New Zealand | 96.65 | 238.65 | 447.60 | 883.55 |
| Rest of World | 124.20 | 321.45 | 613.30 | 1,214.85 |
| Business and government | | | | |
| Asia Pacific / New Zealand | 615.35 | 1,814.45 | 3,593.40 | 7,135.55 |
| Rest of World | 867.80 | 2,573.85 | 5,108.00 | 10,164.90 |

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 service.

| Issuer | Card Type |
|-------------------------------|-------------------------------------|
| Centrelink | Pensioner Concession Card (PCC) |
| Centrelink | Health Care Card (all types) |
| Centrelink | Commonwealth Seniors Health Card |
| Department of Veteran Affairs | Pensioner Concession Card (DVA-PCC) |
| Department of Veteran Affairs | Veterans' Repatriation Health Card |
| Australia Post | MyPost Concession Card [^] |

[^]If an application is made for multiple persons at the same address, each individual **must** have a valid MyPost Concession Card.

Cancellation fees and refunds for International Mail Redirection service

The following refunds (less cancellation fee to cover costs incurred) are available to customers who cancel their International Mail Redirection service.

| Applicant | Cancellation fee | | | | Refund |
|-----------------------|------------------|---------------|---------------|----------------|--|
| | 1 month \$ | 3 month \$ | 6 month \$ | 12 month \$ | |
| Concession | 10.85 | 20.40 | 29.70 | 54.50 | The refund of mail redirection fee is paid on unused whole months left of the service less the cancellation fee. |
| Private | 18.10 | 34.05 | 49.40 | 90.85 | |
| Business & government | 57.45 | 154.85 | 292.40 | 544.80 | |

Packaging

Packaging products

| Product and Size | Product Code | Weight (g) | Dimensions (mm) | Uses / Features | each \$ |
|--|--------------|------------|-----------------------------|--|-------------|
| Padded Bags* | PB1 | 10 | 122 x 172 | Any item that requires some protection from impact | 1.05 |
| | PB2 | 14 | 146 x 223 | | 1.15 |
| | PB3 | 23 | 210 x 274 | | 1.35 |
| | PB4 | 38 | 261 x 375 | | 1.85 |
| | PB5 | 64 | 356 x 477 | | 2.25 |
| Recycled* | PB8 | 106 | 236 x 329 | | 1.60 |
| | PB9 | 165 | 353 x 469 | | 2.50 |
| Tough Bags* | TB1 | 25 | 211 x 269 | Sending non-fragile items, documents files, etc. | 1.25 |
| | TB2 | 35 | 236 x 329 | | 1.35 |
| | TB3 | 45 | 261 x 369 | | 1.50 |
| | TB4 | 57 | 299 x 429 | | 1.60 |
| Expandable* Tough Bags | TB5 | 80 | 400 x 369 with 70mm gusset | Similar to Tough Bags with the ability to hold bulky items, clothing, etc. | 1.75 |
| | TB6 | 137 | 400 x 659 with 105mm gusset | | 2.15 |
| Mailing Boxes* | BX1 | 129 | 220 x 160 x 77 | Ideal for A5 material | 1.75 |
| cubic weight 2kg | BX2 | 236 | 310 x 225 x 102 | Ideal for A4 material | 2.40 |
| cubic weight 4kg | BX3 | 412 | 400 x 200 x 180 | | 2.85 |
| cubic weight 5kg | BX4 | 433 | 430 x 305 x 140 | Ideal for A3 material | 3.35 |
| cubic weight 8kg | BX5 | 635 | 405 x 300 x 255 | Heavy duty mailing / storage box | 4.85 |
| | BX6 | 80 | 220 x 145 x 35 | Video cassette / DVD box | 1.65 |
| | BX7 | 35 | 145 x 127 x 10 | Computer disk / compact disk box | 1.55 |
| cubic weight 1.5kg | BX18 | 179 | 180 x 180 x 180 | | 2.30 |
| cubic weight 2kg | BX19 | 228 | 387 x 282 x 68 | Laptop / Tablet | 2.05 |
| cubic weight 20kg | BX20 | 1160 | 350 x 500 x 440 | | 6.95 |
| | BX22 | 110 | 140 x 140 x 115 | Sending small items, such as mug | 2.10 |
| | BX23 | 906 | 485 x 385 x 265 | Suitable for sending bulk items overseas | 6.75 |
| Expandable Box* cubic weight 2kg | BX8 | 415 | 363 x 212 x 65 | Suits books, documents, photos, etc. Expands to a maximum depth of 65mm | 2.30 |
| Mailer (CDs & Photos) | BX9 | 40 | 150 x 200 | Computer disks and photo prints up to 130 x 180mm | 1.30 |
| Mailer (A5) | BX15 | 44 | 228 x 170 | Sending documents that need protection from bending | 1.40 |
| Mailer (A4) | BX14 | 83 | 326 x 239 | | 1.95 |
| Mailer (A3) | BX21 | | 420 x 295 | | 3.10 |
| Padded Mailer* | PM0 | 14 | 125 x 160 | Strong and lightweight Water resistant | 1.05 |
| | PM1 | 16 | 151 x 229 | | 1.25 |
| | PM2 | 25 | 215 x 280 | | 1.45 |
| | PM3 | 32 | 240 x 340 | | 1.60 |
| | PM4 | 38 | 265 x 380 | | 2.00 |

Cubic weight is calculated using external dimensions and is the minimum deemed weight used for determining postal charges. Discounts are available for packaging products purchased in bulk. Enquire at your local Post Office or call **13 POST (13 7678)**.

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

Packaging

Packaging products

| Product and Size | Product Code | Weight (g) | Dimensions (mm) | Uses / Features | each \$ |
|---|--------------|------------|--------------------------------|--|--------------|
| Jiffy® Shurtuff® | SCH1 | | 190 x 260 | Ideal for sending non fragile items securely | 0.50 |
| | SCH2 | | 250 x 325 | | 0.70 |
| | SCH3 | | 280 x 380 | | 0.90 |
| | SCH4 | | 340 x 440 | | 1.00 |
| | SCH5 | | 420 x 450 | | 1.20 |
| | SCH6 | | 600 x 650 | | 1.70 |
| Bubble Wrap | BW1 | 83 | 300 wide x 3m | Lightweight, shock-absorbing, cushioning material that protects and helps to hold items firmly in place inside packaging | 3.45 |
| | BW2 | 245 | 300 wide x 10m | | 7.65 |
| | BW3 | 680 | 700 wide x 10m | | 15.95 |
| | BW4 | 637 | 280 wide x 25m | | 17.95 |
| | BW5 | 1327 | 280 wide x 50m | | 28.95 |
| Satchel Liners | BW6 | 13 | 200 x 340 | Suits 500g satchels | 1.15 |
| | BW7 | 20 | 285 x 390 | Suits 3kg satchels | 1.40 |
| | BW8 | 36 | 430 x 505 | Suits 5kg satchels | 1.95 |
| Mailing Tubes* | TU1 | 90 | 60 diam. x 420 long | Suits A3 size | 2.70 |
| | TU2 | 171 | 60 diam. x 660 long | Suits A1, A2 size | 3.30 |
| | TU3 | 413 | 90 diam. x 850 long | Extra heavy duty | 5.60 |
| Packaging Tape | TA1 & TA2 | | 48 wide x 50m (clear or brown) | Ideal for carton sealing | 3.50 |
| Economy Packaging Tape | TA3 | | 48 wide x 50m (6pk clear tape) | | 15.95 |
| Tape Dispenser Single Use | TA4 | | | Includes 1 roll of clear tape 48mm x 20m | 2.45 |
| Tape Dispenser Low Noise | TA5 | | | Includes 2 rolls of clear tape 48mm x 50m | 21.95 |
| Wine Box Single cubic weight 2kg | BX10 | | 132 x 105 x 395 | Suits most wines, ports, etc. | 3.85 |
| Wine Box Twin cubic weight 4kg | BX11 | 612 | 240 x 105 x 395 | | 5.35 |

Cubic weight is calculated using external dimensions and is the minimum deemed weight used for determining postal charges. Discounts are available for packaging products purchased in bulk. Enquire at your local Post Office or call **13 POST (13 7678)**.

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

Travel related services

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

- **Foreign currency¹** – It is handy that you have some foreign cash when you first arrive at your destination..
- **Travel Insurance²** – includes 24 Hour emergency assistance, \$unlimited overseas medical and dental cover and comprehensive luggage cover.
- **Cash Passport Platinum Mastercard³** – is an easy to use travel money card that's accepted wherever Mastercard is, worldwide. Use Cash Passport like you would a debit or credit card, but with your own prepaid funds. Load up to 11 different currencies onto your card. \$0 purchase price plus initial minimum load value of \$100⁴. Easily swipe or tap in-store, use online and withdraw local currency from ATMs⁵. More information available at auspost.cashpassport.com.au.
- **Instant passport photos** – available at participating Post Offices.
- **Load&Go China Card⁶** – is a unique reloadable dual-currency prepaid card available exclusively from Australia Post. Customers can carry Chinese Yuan (CNY) and AUD on one reloadable travel money card⁶. The Load&Go China card uses UnionPay - mainland China's most widely accepted card network - to give unrivalled access to your money. Pay with UnionPay in more than 140 countries worldwide, including 10 million merchants in China alone. No monthly fees⁴ and free to load⁷, and reload⁸. More information available at auspost.com.au/travel-id/load-and-go-china-card.
- **Prepaid TravelsIM⁹** – Stay connected around the world with prepaid control, coverage in 190+ countries, great rates on data, calls and text, and dedicated 24/7 Australian support.
- **Overseas calling cards** – available at participating Post Offices in various dollar values.
- **Passports** – applications, renewals, interviews and delivery (available at participating Post Offices).
- **Travel accessories** – extensive range including money belts, travel pillows, luggage locks (available at participating Post Offices).

For further details on these services, ask at your local Post Office or visit:

auspost.com.au/personal/travel-and-passport-services

¹ Exchange rates may include a service charge.

² Limits, conditions, exclusions and fees apply. Policies may not be available to all travellers. Australian Postal Corporation (ABN 28 864 970 579, AR No 338646) is the distributor of Australia Post Travel Insurance and is an Authorised Representative of Australia Post Services Pty Ltd (ABN 67 002 599 340, AFSL No. 457551). Travel insurance products are underwritten by Zurich Australian Insurance Limited (ABN 13 000 296 640, AFSL 232507). Consider your financial situation, needs and objectives and read the relevant Product Disclosure Statement before deciding to buy this insurance.

³ Mastercard® Prepaid Management Services Australia Pty Limited (ABN 47 145 452 044, AFSL 386 837) arranges for the issue of the Cash Passport™ in conjunction with the issuer, Heritage Bank Limited (ABN 32 087 652 024, AFSL/ACL 240 984) (Heritage). Australian Postal Corporation ABN 28 864 970 579 (AR No. 338646), the card distributor, acts as an Authorised Representative of Australia Post Services Pty Ltd ABN 67 002 599 340 (AFSL No. 457551). You should consider the Product Disclosure Statement and Financial Services Guide available at auspost.com.au/cashpassport before deciding to acquire the product. Any advice does not take into account your personal needs, financial circumstances or objectives and you should consider if it is appropriate for you. Mastercard® and the MasterCard® Brand Mark are registered trademarks of Mastercard® International Incorporated.

⁴ Subject to no remaining balance on card at expiry.

⁵ Load&Go China: The Card is issued by Bank of China (Australia) Limited (ABN 28 110 077 622) AFSL and Australian Credit Licence Number 287322. Australian Postal Corporation (ABN 28 864 970 579) AR 338646 is the distributor of the Card and is an authorised representative of Australia Post Services Pty Ltd (ABN 67 002 599 340) AFSL 457551. Information is for reference only and any advice does not take into account your personal needs and financial situation. You should consider whether the Card is appropriate for you. We recommend you read the Card Product Disclosure Statement and the Conditions of Use before acquiring the Card.

⁶ Exchange rates may include a service charge.

⁷ Minimum initial load value of \$100.

⁸ Other fees and limits apply.

⁹ For the Australia Post Prepaid TravelsIM® to work, the device must be unlocked and have the ability to operate on a 3G network. For full terms, conditions, rates and charges visit www.prepaidtravelsim.com.au.

¹⁰ Fees may be imposed by the ATM operator or merchants independently.

Financial and agency services

Australian Money Orders

| | | |
|------------------------------|---|---|
| Standard Money Orders | Up to \$5,000 (must be a multiple of 5¢) | \$9.95 per order |
| Express Money Orders | Up to \$10,000 (must be a multiple of 5¢) The order is sent to the nominated paying Post Office within one business hour | \$25.00 per order |
| Online Money Orders | Up to \$1,000 (must be a multiple of 5¢) Buy online: auspost.com.au/buymoneyorders | \$9.95 for delivery by mail \$6.95 for delivery by email |
| Bulk Money Orders | Standard Money Orders can be purchased in bulk (minimum quantity: 200) at a discount on the individual price and can be overprinted with an advertising message. | To purchase contact our Money Order Centre on 1300 362 030 or bulkmoneyorders@auspost.com.au |

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.

Bank@Post – Agency Banking

With Bank@Post you can complete cash withdrawals*, deposit cash* and cheques and check your account balance*.

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

Over 70 financial institutions offer Bank@Post which is available at more than 3,500 Post Offices – visit auspost.com.au for details. Consult your financial institution for terms and conditions of the Bank@Post service.

*Transaction limits apply. For more information please ask your financial institution. Checking account balances can only be done with some financial institutions.

Bill payments

Locate the Post Billpay barcode or Billpay code and Reference Number on your bill for information on which payment options are available. Post Billpay payments can be made:

- in person at any Post Office
- by phone on **13 18 16**
- online at postbillpay.com.au or
- via the Australia Post app

Australia Post does not charge consumers any fees to pay bills at the Post Office.

Any additional bill payment fees applied are at the discretion of the biller.

Identity services

Australia Post has established itself as a trusted provider of identity services. Currently, we provide these services 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.

Financial and agency services

Load&Go Reloadable Visa Prepaid Card[†]

Purchase a Load&Go Reloadable Visa Prepaid card at any participating outlet[†]. Use anywhere Visa is accepted – online, in-store, over the phone and overseas. Excludes over the counter at financial institutions and merchants who elect not to accept Visa Prepaid Cards. Merchants or other providers may impose limits on use of the Card. There are no reload fees and no monthly fees[^] and funds can be instantly topped up in-store or online via internet banking.

More information available at auspost.com.au/money-insurance/load-and-go-reloadable-visa-prepaid-card.

[†]Card fees and load limits apply. [^]Subject to no remaining balance on card at expiry.

*Card fees and load limits apply. Card and product issued by Heritage Bank Limited ABN32 087 652 024 AFSL 240984 Australian Credit Licence 240984. Australian Postal Corporation ABN 28 864 970 579 (AR No. 338646) is the distributor of the card and is an Authorised Representative of Australia Post Services Pty Ltd ABN 67 002 599 340 (AFSL No. 457551). It is important for you to consider whether this product is right for you and to read the Product Disclosure Statement available at auspost.com.au/prepaidcards before purchasing your card.

Australia Post Gift Card

Choose an amount between \$20 and \$500 to load onto this prepaid gift card. Use for shopping in store, over the phone, online wherever Mastercard is accepted*.

The card costs \$5.95 plus the card value (eg. \$5.95 + load of \$50 = \$55.95).

* Excludes ATMs, over the counter at financial institutions and merchants who elect not to accept Mastercard Prepaid Cards. Merchants or other providers may impose limits on use of the Card.

The Australia Post Gift Card is issued by Heritage Bank Limited ABN 32 087 652 024 AFSL 240984. Australian Credit Licence 240984 ("Issuer") Pursuant to license by Mastercard Asia/Pacific Pte. Ltd. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. The Issuer can be contacted at PO BOX 190 Toowoomba QLD, 4350, and phone 13 1422.

Pay it at Post

Pay it at 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.

Western Union[®] Money TransferSM service

The Western Union Money Transfer service can be used to send and receive money overseas at more than 3,200^{*} participating Post Offices. Western Union Money Transfer services are available at nearly 500,000[†] Agent locations in over 200[†] countries and territories around the world.

For further information, ask at your local participating Post Office or contact Western Union on **1800 501 500**.

[†] Data as at 31 March 2015. In certain countries, the send money service is not available; customers can only receive money.

Alphabetical Index to Postal Services

| | | | | | |
|--|-----------|---|--------|---|--------|
| Acquisition Mail | 10 | Envelopes, prepaid, International | 30 | Person-to-person delivery | 12 |
| Aerogrammes | 30 | Express Post, domestic | 19-22 | Philatelic items | 26 |
| American Express Travellers Cheques | 37 | Express Services, International | 30-31 | PO boxes, Post Office boxes | 27 |
| Articles for the blind | 25 | Extra Cover, domestic. 12, 18, 22, 23 | | Post boxes, private | 27 |
| Australia Post Gift Card | 39 | Extra Cover, International | 30, 32 | Postage meters | 6 |
| Australian territories | 2 | FaxPost | 26 | Postcards, international | 30 |
| Bags, locked | 27 | GST | 2, 29 | Postcards, prepaid domestic | 5 |
| Bags, mail | 27 | Identity services | 38 | PreSort Letter service | 9 |
| Bank@Post | 38 | Impact Mail | 10 | Print Post | 8 |
| Bees | 26 | Imprint / Metered Mail | 6 | Print Post direct bag international | 33 |
| Bill payments | 38 | Infectious biological substances | 26 | Private bags | 27 |
| Biological substances, infectious | 26 | International Post services | 29-34 | Promo Post | 9 |
| Blind, articles for | 25 | International Reply Coupons | 33 | Registered Post, domestic | 12 |
| Boxes, Post Office | 27 | International Reply Paid | 33 | Registered Post, international | 30 |
| Cards, seasonal greeting, domestic | 4, 5 | Key return | 26 | Reply Paid, domestic letters | 10 |
| Cards, seasonal greeting, international | 30 | Large letters, domestic | 5 | Reply Paid, international | 33 |
| Cash Passport Debit Card | 37 | Leeches | 26 | Return Paid, domestic parcels | 15 |
| Cash on Delivery (COD) | 15 | Letters, domestic | 4-11 | Same state delivery | 2 |
| Certifying documents | 25 | Letters, international | 30 | Satchels, prepaid Parcel Post | 15 |
| Change of address, domestic | 28 | Load&Go Reloadable Visa Prepaid Card | 39 | Signature on Delivery (SOD), domestic | 18, 22 |
| Change of address, international | 34 | Load&Go China Card | 37 | Signature on Delivery (SOD), international | 32 |
| Charge accounts | 2 | Load&Go Travel Card | 37 | Silkworms | 26 |
| Charity Mail | 9 | Local country letters | 7 | SMS Tracking, international | 32 |
| Clean Mail | 7 | Local country parcels | 18 | StarTrack Courier | 24 |
| Compensation, domestic | 4, 14, 22 | Locked bags | 27 | Travel Insurance | 37 |
| Compensation, international | 29 | Mail bags | 27 | Travel related services | 37 |
| Concession stamps | 5 | Mail Holding service, domestic | 28 | Unaddressed Mail | 11 |
| Courier Post | 23 | Mail Redirection service, domestic | 28 | Underpaid articles | 26 |
| Courier services, domestic | 23, 24 | Mail Redirection service, international | 34 | Western Union Money transfer ... | 39 |
| Courier services, international | 32 | Medical / Educational remote area parcel service | 18 | Withdrawal from the post | 26 |
| Cubic weight | 14, 22 | Money Orders, \$A | 38 | Zones, Express Post parcels | 20-21 |
| Dangerous goods | 2 | Packaging | 35 | Zones, regular parcel | 16-17 |
| Defence forces | 25 | Parcels, domestic | 14-18 | | |
| Delivery confirmation, domestic | 12 | Parcels, international | 31-32 | | |
| Delivery standards, parcels | 14 | Passport photos | 37 | | |
| Delivery timetables, domestic | 4, 6 | Pay it at Post | 39 | | |
| Economy, Air Letters, International | 30 | Pensioner redirection | 28 | | |
| Envelopes, prepaid, domestic | 5 | | | | |

Contact for enquiries 13 POST (13 7678)