

General products and services guide

February 2020

auspost.com.au



Australia Post headquarters
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MELBOURNE VIC 3001

General products and services guide February 2020

■ Purpose

The *General products and services guide* contains the standards of the Australian Postal Corporation regarding:

- payment of postage
- delivery of postal articles
- withdrawal from the post
- Included Compensation and Extra Cover claims
- change of address, holding and redirection services
- philatelic services
- sending money within Australia and other agency services.

This guide is revised and published periodically.

■ Terms and Conditions of service

Under the *Australian Postal Corporation Act 1989*, the Board of the Australian Postal Corporation determines the terms and conditions that apply to postal services. Terms and conditions are contained in the *Australia Post Terms and Conditions (APT&C)* and *Determination of Postage Charges (Rates Determination)*, available on our website at auspost.com.au/terms.

Whilst these terms and conditions reflect the general consignment of postal articles, they may be varied by special contractual arrangements with Australia Post.

■ Disclaimer

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■ Instructions

The *General products and services guide* contains references to other guides in the series. These are listed below and available for download from auspost.com.au.

- *Dangerous and prohibited goods and packaging guide (8833729)*
- *Domestic parcels guide (8833732)*
- *International mail services guide (8833730)*
- *Letter products and services guide (8833731)*.

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How to use this guide

This guide contains detailed reference material about the general terms and conditions that apply to Australia Post services.

To help you go directly to the right place, set out below are the most common questions and the quick way to find the right answers.

A numeric reference, for example **G1.1.1**, refers to the section number in this guide. A reference in italics, for example *Post charges booklet (8833665)* refers to another Australia Post publication or document.

All details of charges are in the *Post charges booklet (8833665)*.

How is postage paid?	Refer to Section 2 <ul style="list-style-type: none"> • Ways of paying postage G2.1 • Postage stamps G2.2 • Bulk mail G2.4 • Charge accounts G2.5 • Underpaid articles G2.7
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How do I redirect an article?	Refer to Section 7
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What if I have other queries?	Check: <ul style="list-style-type: none"> • the Table of contents at the front of the guide • the Index at the back of the guide <p>If you cannot find what you need, telephone 13 POST (13 7678).</p>

Section 1 – Privacy of information

At Australia Post, protecting your privacy and the confidentiality of your personal information is very important to us and is fundamental to the way we serve you.

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether or not that information or opinion is true or recorded in a material form.

An example of Australia Post handling your personal information is when we collect and use your name and address details. Collecting and using this personal information ensures we deliver your mail and provide postal and other services to you as accurately and efficiently as possible.

At Australia Post, we know that when you give us your personal information it is a serious responsibility. We are committed to protecting your personal information and ensuring you are aware of how it is used. We do this in compliance with the below legal obligations.

■ Privacy Act 1988 (Cth)

Australia Post is an organisation for the purposes of the *Privacy Act 1988* (Cth). This Act includes the Australian Privacy Principles, which guide how we collect, use and disclose personal information.

■ Australian Postal Corporation Act 1989 (Cth)

Australia Post is also subject to other legislation in relation to our handling of personal and other information.

Division 2 of Part 7B of the *Australian Postal Corporation Act 1989* (Cth) places limits on the use or disclosure of information and documents acquired by a person in the course of their employment at Australia Post.

The division of the Act applies to:

- employees of Australia Post
- former employees of Australia Post
- people who acquire or receive documents or information from employees or former employees of Australia Post.

■ More information

If you would like to know more about our personal information management practices, you can:

- call the Australia Post customer contact centre on **13 POST (13 7678)**
- visit auspost.com.au/privacy to view our Privacy Statement
- write to:

Australia Post
Privacy Contact Officer
GPO Box 1777
MELBOURNE VIC 3001

Section 2 – Payment of postage services

G2.1 – General provisions

G2.1.1 – Definition of postage

The term “postage” means the amount payable for carriage of an article by post. Postage is payable on all postal articles except those classes that are exempt under the *Australian Postal Corporation Act 1989*. Postage stamps are to be used solely as an indication that the postage payable has been paid.

G2.1.2 – Summary of ways of paying for general services

Product or service	Cash	Non-approved cheque	Approved cheque	EFTPOS debit	Credit card#	Australia Post Business Credit Account	Postage meter
Bulk letters – PAID postmark	Yes	No	Yes	Yes	Yes	No	Yes
Bulk letters – Postage Paid imprint	Yes	No	Yes	Yes	Yes	Yes	Yes
<ul style="list-style-type: none"> Postage stamps Prepaid postal stationery Satchels Express Post Registered Post Australia Post packaging products FaxPost Mail Redirection and Mail Holding StarTrack Courier 	Yes	No	Yes	Yes	Yes	6	5
Reply Paid	No	No	No	No	No	Yes	No
<ul style="list-style-type: none"> Postage paid by addressee at delivery point – for example Cash to Collect eParcels More to Pay 	Yes	No	Yes	Yes	4	4	No
Postage meter reset	No	No	No	No	No	Yes	n/a
Philatelic and complementary products	Yes	No	Yes	Yes	Yes	Yes	5
Box and Bag accounts	Yes	No	Yes	Yes	Yes	Yes	No
Agency products	Yes	No	Yes	Yes	No	No	No
Agency accounts – Postbillpay	1	1	1	Yes	2	No	No

Product or service	Cash	Non-approved cheque	Approved cheque	EFTPOS debit	Credit card#	Australia Post Business Credit Account	Postage meter
Money orders	Yes	No	3	Yes	No	No	No
Passports	Yes	Yes	Yes	Yes	Yes	No	No

1 Agency (Postbillpay) account payments by cash or cheque.

Nearly all Postbillpay agreements allow for payment of accounts by cash or cheque.

2 Agency account payments by credit card.

A number of agreements allow for payment of accounts by credit card.

3 Money order purchases by cheque.

Business customers may buy money orders by cheque under special circumstances at larger offices.

4 Postage paid by addressee payments by credit card and charge account.

Extra Cover can be paid by credit card or charge account.

5 Postage stamps, prepaid postal stationery, satchels, Express Post, Registered Post, Australia Post packaging products, FaxPost, Mail Redirection, Mail Holding and StarTrack Courier.

Please check the availability of postage meters as a payment method individually with an Australia Post Office, or in the *Post charges booklet* (8833665).

6 Minimum purchase may apply (eg \$10).

G2.1.3 – Exemptions from postage

Under the *Australian Postal Corporation Act 1989*, and the *Australia Post Terms and Conditions* made under that Act, Australia Post carries certain postal articles for the use of the blind free of charge or at concessional rates. The conditions of eligibility of such postal articles are in the *Letter products and services guide* (8833731), the *Domestic parcels guide* (8833732), and the *International mail services guide* (8833730).

G2.1.4 – Non-cash postage payments

In accordance with normal business practice, Australia Post reserves the right at any time to refuse payment of postage by cheque, traveller’s cheque, EFTPOS, credit card, or by debit to a charge account.

■ Payment by bank draft or bank cheque

Australia Post accepts a bank draft or a bank cheque as payment for postage if the draft or cheque:

- is drawn by or on behalf of an Australian bank upon itself, and
- is payable to Australia Post or to bearer.

■ Payment by approved cheque

Customers who wish to pay postage by a personal cheque or a cheque drawn on a company or other organisation must have the prior approval of Australia Post.

■ Payment by EFTPOS

Australia Post accepts payment for postage by EFTPOS only if:

- the office of lodgement is equipped with correctly-working EFTPOS equipment, and
- the EFTPOS equipment can identify the customer's debit card within a reasonable time, and
- the transaction successfully concludes with a positive confirmation of funds transfer.

■ Payment by credit card

Australia Post accepts payment by credit card for those charges shown in **G2.1.2** only if:

- the office of lodgement is equipped with correctly-working credit card processing facilities, and
- if the equipment is online, the equipment can identify the customer's credit card within a reasonable time, and
- if the equipment is online, the transaction successfully concludes with a positive approval, and
- Australia Post is fully satisfied that the customer's signature on the transaction record matches that on the card, if applicable.

■ Payment by debit to a charge account

Australia Post accepts payment by debit to a valid charge account for bulk mail lodgements only if all articles in the lodgement bear a Postage Paid imprint – refer to **G2.4**.

Australia Post accepts payment by debit to a valid charge account for postage stamps, prepaid postal stationery, satchels, Express Post products, Registered Post, and Australia Post packaging products only if the total value of the transaction is \$10 or more.

G2.1.5 – When and by whom postage is payable

Postage is due from the addressee for the following services:

- **Reply Paid** – refer to *Letter products and services guide (8833731)* and *Reply Paid service guide (8839109)*.
- **International Reply Paid (IRP)** – refer to *International mail services guide (8833730)*.
- **Key Return** – refer to *Domestic parcels guide (8833732)*.

Payment is due when Australia Post delivers the article.

■ More to pay

If an article is **underpaid** and Australia Post cannot obtain the deficient postage from the sender, the addressee may pay the deficient postage. Payment is due when Australia Post delivers the article – refer to **G2.7 – Underpaid articles**.

If a postal article is **redirected** and further postage is payable, the addressee may pay that further postage. Payment is due when Australia Post delivers the article to the redirected address – refer to **G7.2 – Mail Redirection service** and **G7.4 – After-delivery service**.

For all other services, unless otherwise specified by the *Australian Postal Corporation Act 1989*, the person making a lodgement must pay postage at the time of lodgement.

G2.1.6 – Postage payable on return of opened parcels

Where a parcel that has been delivered to the addressee and opened, but is returned (lodged) in its original packaging (including address label), postage is payable by the original sender on return of the parcel.

If the “opened” parcel is returned, lodged in new outer packaging, it will only be accepted if it is addressed to a genuine Return Paid Number. If no Return Paid Number is used, the person lodging the return parcel must pay postage.

G2.2 – Postage stamps

G2.2.1 – Authority to issue postage stamps

The *Australian Postal Corporation Act 1989* gives Australia Post the authority within Australia to issue and sell stamps that are valid for the prepayment of postage. No other person or organisation has this authority.

G2.2.2 – Valid postage stamps for domestic mail

The table shows the postage stamps that are valid for the prepayment of postage within Australia.

Issuing country or territory	Bearing the words	Date of issue
Australia	Australia	14 February 1966 to current
Australian Antarctic Territory	Australian Antarctic Territory	14 February 1966 to current
Australian Antarctic Territory	Australian Antarctic Territory Australia	4 August 2009 to current
Cocos (Keeling) Islands	Cocos (Keeling) Islands	9 July 1969 to 2 September 1979
Cocos (Keeling) Islands	Cocos (Keeling) Islands Australia	17 February 1994 to current
Christmas Island	Christmas Island Australia	4 March 1994 to current

Any stamps bearing the words “**InternationalPOST**” are not valid for domestic mail.

G2.2.3 – Valid postage stamps for overseas mail

Issuing country or territory	Bearing the words	Date of issue
Australia	InternationalPOST	15 June 2000 to current

Customers wishing to use domestic stamps, as listed in **G2.2.2**, on overseas mail may, provided they pay the higher price to cover the GST element of domestic stamps; ie. customers must pay the appropriate overseas rate plus 10 per cent.

G2.2.4 – Licensed stamp vendors

Australia Post may license a person to sell postage stamps. An applicant for a licence must provide:

- the name and residential address of the applicant
- the address of the premises at which the applicant intends to sell postage stamps.

Applicants may lodge the application at any official Post Office. If the postal manager at that Post Office approves the application, Australia Post issues the licence.

A licensed stamp vendor must:

- sell postage stamps only at the premises specified in the licence
- have postage stamps available for purchase by the public at all times that the specified premises are lawfully open to the public
- display a sign provided by Australia Post in a conspicuous place in the front of the premises
- sell postage stamps only at their face value
- purchase postage stamps only from Australia Post.

G2.2.5 – Placement of postage stamps

Senders of postal articles must place postage stamps in the top right corner of the address side of the article. On a letter, the postage stamps must be within the Postage Zone – refer to the *Letter products and services guide (8833731)* **L8 – Letter Post Specifications**. On a parcel, the sender should allow sufficient space between the postage stamps and the address to ensure that the cancelling postmark does not obscure the address.

G2.2.6 – Cut-out stamps

Embossed or impressed postage stamp designs on postage-prepaid envelopes or postal stationery, such as aerogrammes, are valid postage only on the original envelope or stationery.

Semi-imperforate and imperforate stamps are only valid for postage if left as originally presented for sale, such as in a minisheet or similar format.

These postage stamp designs and imperforated or semi-imperforated stamps are not valid for postage if they are cut from the original envelope, stationery or surround and affixed to any other postal article.

G2.2.7 – Stamps not valid for postage

The following stamps are not valid for postage:

- cut, defaced or disfigured stamps, or those removed from their presented surround without the aid of perforations.
- a cancelled postage stamp – the attempted re-use of a cancelled postage stamp is illegal
- a postage stamp covered with a transparent material that prevents effective cancellation
- a duty stamp

- a postage stamp not listed in **G2.2.2**, except those on articles lodged in paquebot mail – refer to **G2.2.9 – Articles lodged on the high seas – paquebot mail**
- a postage stamp affixed to an enclosure in an envelope that has a space cut to display the stamp
- a postage stamp on the back of a postal article.

G2.2.8 – Perforation of postage stamps

Customers may apply to Australia Post for a permit to perforate postage stamps with a letter, figure or design. The perforation must not interfere with the clarity of the printing. The country of issue and the value of the stamp must be clearly legible.

Australia Post deems that a stamp perforated in accordance with a permit issued by Australia Post is neither mutilated nor cancelled. Australia Post does not repurchase or exchange perforated postage stamps.

Applicants for a permit to perforate postage stamps should send their application to the Australia Post General Manager in their State capital city. The application must include a sample of the proposed perforation.

G2.2.9 – Articles lodged on the high seas – paquebot mail

Under the terms of the *Universal Postal Convention*, postage on articles lodged on a vessel on the high seas may be prepaid using postage stamps issued by the country in which the vessel is registered. Such articles are known as **paquebot mail**.

Australia Post recognises paquebot mail as having valid postage if an officer of the vessel transfers the mail to an office of Australia Post when the vessel arrives at an Australian port.

Articles lodged on a vessel while it is in an Australian port are not paquebot mail. Such articles must bear Australian postage stamps.

G2.2.10 – Repurchase or exchange of unused postage stamps

Australia Post repurchases or exchanges unused postage stamps only in limited circumstances (or as required by the *Competition and Consumer Act 2010*).

Any repurchase of unused postage stamps must be arranged prior to purchase. Please check with your local Post Office for exchange requirements and contact details for the Stamp Redemption Centre in your state.

G2.2.11 – Australia Post copyright in stamp design

Australia Post owns the copyright in the design of all postage stamps and philatelic products. Australia Post will consider applications for permission to reproduce the designs. Send written applications to:

Group Manager Philatelic
Australia Post HQ
GPO Box 1777
MELBOURNE VIC 3001

G2.3 – Postmarking slogans

Australia Post uses postmarks containing slogans on Letter Post mail. The slogans may be part of a national programme or a State programme. National programmes include major metropolitan mail centres. State programmes can include all postmarking locations within the State but might be restricted to only a few locations. The slogans used in a State programme may be:

- Australia Post official slogans
- slogans sponsored by Australia Post
- community service messages.

Address all enquiries about postmarking slogans to the Australia Post General Manager in your State capital city.

G2.4 – PAID postmarks and Postage Paid imprints

G2.4.1 – Use of the PAID postmark

Australia Post applies a PAID postmark to letters in a bulk lodgement when the customer has paid postage in cash, by approved cheque, by EFTPOS to a debit card, or by credit card.

Customers need the prior approval of the postal manager at the office of lodgement if they wish to pay by cheque.

G2.4.2 – Use of the Postage Paid imprint

Customers who make bulk lodgements may imprint their own articles with a Postage Paid imprint. This can lead to quicker despatch, as Australia Post does not need to apply a postmark.

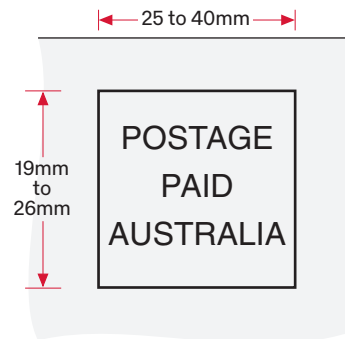
Customers who pay for bulk lodgements by debit to an Australia Post Business Credit Account must apply the Postage Paid imprint to all articles in the lodgement and lodge them in accordance with the conditions listed in **G2.5.5**.

Customers who wish to use a personalised Postage Paid imprint must have Australia Post's approval to use it – email mailpresentation@auspost.com.au for further information.

■ Imprint specification and position

The Service guide publications for each of the bulk mail services contain a detailed specification of the Postage Paid imprint. Its basic features are:

- a rectangular border within the following dimensions:
 - maximum: 26mm × 40mm (see illustration)
 - minimum: 19mm × 25mm
- the words **POSTAGE PAID** and **AUSTRALIA** (or **Aust**) wholly within the border.



For letters, a Postage Paid imprint must be in the Postage Zone of the letter – refer to the *Letter products and services guide (8833731) L8 – Letter Post specifications*. For parcels, the imprint must be in the top right of the address side or in the top right corner of an address label affixed to the parcel.

■ Personalised imprints

Australia Post may approve a personalised imprint design. The design must not have the appearance of a postage stamp and the words **POSTAGE PAID** must be prominent. Personalised designs may omit the rectangular border except on privately printed aerogrammes.

■ Addressing standards

It is a condition of the use of a Postage Paid imprint that all articles comply with Australia Post's terms and conditions applicable to the service used for lodgement. All articles bearing a Postage Paid imprint must show the return address of the sender.

■ Continuous imprints

Customers may use continuous plastic roll sheeting containing the Postage Paid imprint and the return address to wrap letters and parcels up to 500 grams. The specification and position of the imprint remains unaltered and the delivery address details must be clearly legible.

■ Withdrawal of approval to use the Postage Paid imprint

Australia Post may withdraw approval to use the Postage Paid imprint at any time.

G2.4.3 – Lodgement of bulk mail

Customers who lodge bulk mail to receive the PAID postmark or bulk mail bearing the Postage Paid imprint must:

- lodge the mail only during office hours at only those offices of Australia Post equipped to accept bulk lodgements
- lodge the mail in accordance with the terms and conditions of any bulk mail service used – refer to the relevant service guide
- letters must be lodged in trays or in multiples of twenty by the same dimension and weight
- group parcels by the same dimension and weight.

G2.5 – Charge accounts

G2.5.1 – Postage and payments that can be charged to an account

A charge account holder may charge to the account all postage and payments for Australia Post products or services except for those in **G2.5.2**.

G2.5.2 – Postage and payments not chargeable to an account

Charge account holders must **not** charge payments for the following services / products to the account:

- money orders
- agency accounts, including Postbillpay
- agency products, including passports
- eParcel cash to collect items
- any transaction for products and services normally chargeable under **G2.5.1** but with a total value less than \$10. (Note: this minimum transaction level does not apply to Print Post Returns, Reply Paid services, Parcel Post, deposit accounts and local courier services.

G2.5.3 – How to apply for a charge account

Applicants for an Australia Post Business Credit Account may obtain an application form from a postal manager or from the credit manager in the Australia Post State Office in any capital city.

G2.5.4 – Qualifying conditions and credit limit

At the time of application and at any time thereafter, Australia Post may require a charge account holder to provide:

- details of the person's organisation, financial status and ability to provide security for payment of amounts to be charged to the account
- security for payments due on amounts that, in the opinion of Australia Post, are likely to be charged to the account.

Australia Post will establish a credit limit for the charge account. A charge account holder may request a review of this credit limit.

Australia Post may refuse an application for a charge account if:

- the applicant fails to meet the minimum sales volume requirement
- the applicant fails to provide the details or the security referred to above, or
- in the opinion of Australia Post, the applicant's financial status or ability to provide security does not justify approval of the application.

G2.5.5 – Lodgement of articles for charge to an account

Charge account holders who wish to charge postage to the account may lodge postal articles only at a previously agreed office of Australia Post. The account holder must pay cash at the time of lodgement for postal articles lodged elsewhere.

G2.5.6 – Payment of accounts

Accounts are payable within 14 days by Electronic Funds Transfer or 21 days by Direct Debit from the date of issue of the tax invoice.

The following fees may apply:

- Annual cheque payment fee: \$100.00
- Dishonour fee (direct debit and cheques): \$10.00
- Late payment fee: \$15.00

G2.5.7 – Suspension or termination of a charge account

Australia Post reserves the right at any time to suspend or terminate a charge account with or without notice to the account holder. Australia Post may suspend or terminate the account for any reason whatsoever and in particular if:

- the account holder induces Australia Post by fraudulent misrepresentation to authorise an account and / or establish a credit limit
- at any time the amount charged to the account exceeds the account holder's credit limit without the prior written approval of Australia Post
- the account holder fails to meet the minimum sales volume requirement
- any amount charged to the account is due and unpaid.

G2.6 – Refund of postage

For the postage that Australia Post refunds under an approved Included Compensation or Extra Cover claim, refer to **G6.5.5**.

Australia Post will, at its absolute discretion, consider other applications for a refund of postage that are not associated with an approved Included Compensation (e.g. a claim under the *Australian Competition and Consumer Act 2010*) or Extra Cover claim. Australia Post does not need to give a reason for rejecting an application for a refund of postage.

G2.7 – Underpaid articles

G2.7.1 – Definition of an underpaid article

An underpaid article is any article on which Australia Post or an overseas postal administration has assessed deficient postage. Deficient postage is the amount by which the postage due exceeds the postage paid and includes any special fee payable (eg Registered Post).

The following are not underpaid articles:

- Articles for the blind that conform to the eligibility and make up conditions of such articles – refer to the *Letter products and service guide (8833731)* **L5.1 – Articles for the blind**.
- Articles for which the addressee pays postage – such as Cash to Collect eParcels (when the addressee pays postage), Reply Paid, International Reply Paid, Key Return, More to pay or redirected articles on which further postage is payable – refer to **G2.1.5 – When and by whom postage is payable**.

Note: Reply Paid articles will be treated as underpaid articles if the Reply Paid Number has been cancelled, terminated and / or deemed to be non-compliant with the Reply Paid Terms and Conditions.

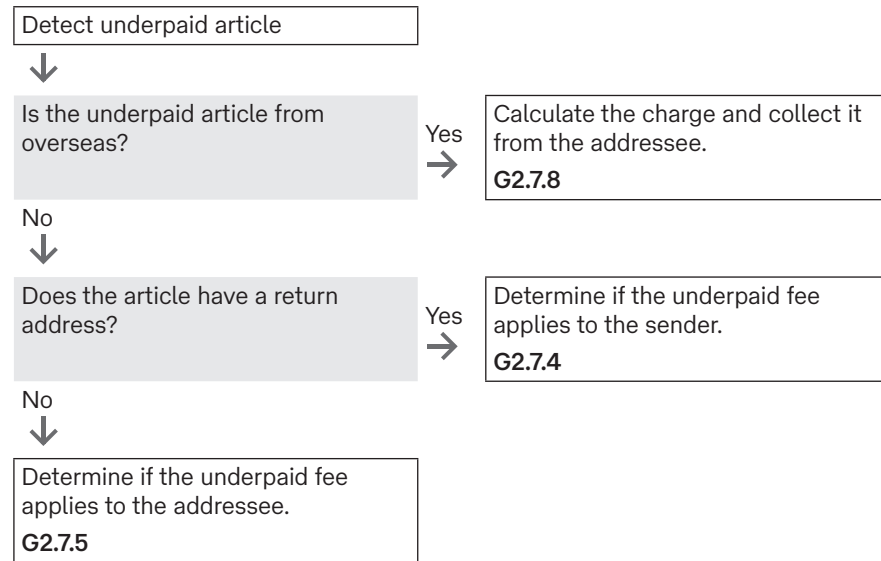
G2.7.2 – Charge for underpaid articles

The charge for an underpaid article has two components:

- The deficient postage including any special fee payable (eg Registered Post).
- An underpaid article fee that Australia Post charges in the specific cases described in **G2.7.3** to **G2.7.8** – refer to the *Post charges booklet (8833665)* for the current fee.

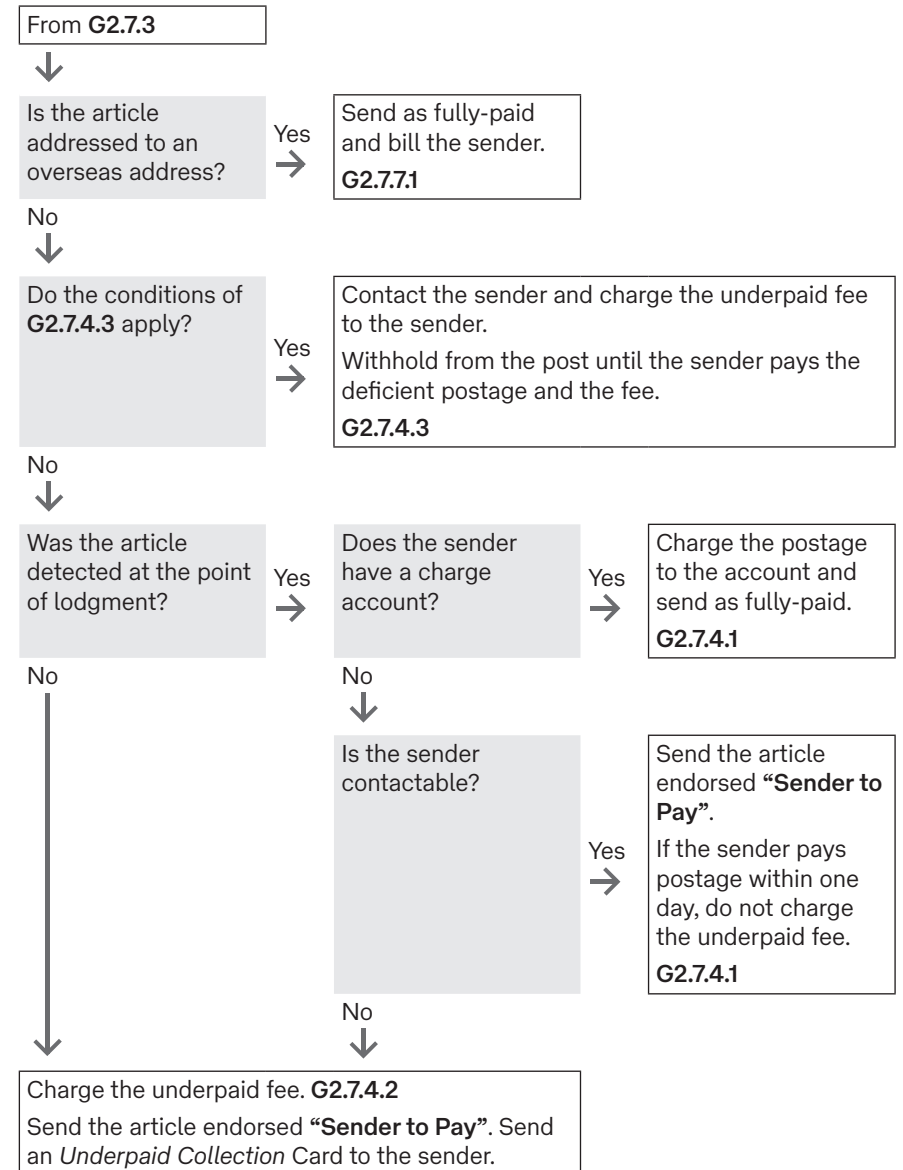
G2.7.3 – General procedure for dealing with underpaid articles

The chart shows the general procedure that applies to all underpaid articles.



G2.7.4 – Underpaid articles with a known Australian sender

The following procedure applies to an underpaid article lodged in Australia, for which Australia Post can identify the sender without opening the article.



G2.7.4.1 – Underpaid articles for which a fee is not payable

Australia Post does not charge an underpaid fee for an underpaid article if:

- Australia Post can identify the sender, and
- Australia Post detects the underpaid article at the point of lodgement, and
- the sender has authorised Australia Post to debit deficient postage to a charge account or the sender can be contacted without unduly delaying the article.

If Australia Post needs to contact the sender of an underpaid article, Australia Post may hold the article until it can make contact and the sender has agreed to pay the deficient postage. Senders may pay deficient postage in person at any Post Office, at www.postbillpay.com.au, or by debiting their Australia Post Business Credit Account.

Australia Post endorses underpaid articles on which no fee is payable with a note that the sender has paid the deficient postage.

G2.7.4.2 – Underpaid articles for which a fee is payable

If Australia Post can identify the sender of an underpaid article, it may charge the underpaid fee if:

- Australia Post detects the underpaid article at a place other than the point of lodgement, or
- the sender has not authorised Australia Post to debit deficient postage to a charge account and Australia Post cannot contact the sender without unduly delaying the article, or
- the sender, having agreed to pay deficient postage, fails to do so by at least the next working day following the agreement.

G2.7.4.3 – Underpaid articles that are withheld from the post until payment

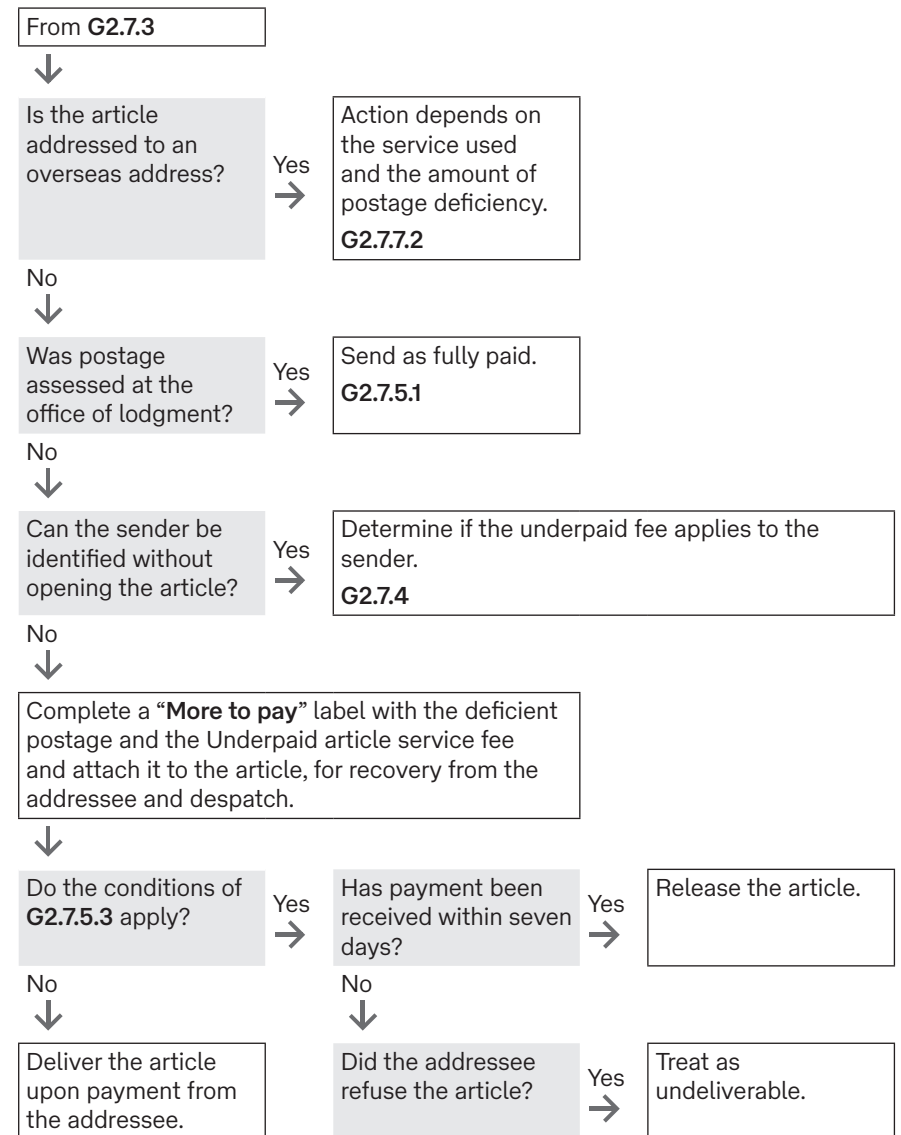
Australia Post can charge the underpaid fee and withhold an underpaid article from the post if:

- within the previous three months the person has received an *Underpaid Mail Payment Advice* and has failed to respond within seven days after its receipt, or
- the person regularly lodges underpaid articles, or
- Australia Post has reason to believe that the article was underpaid by the sender with the intention of evading postage known to be payable on the article, or
- any postage stamp affixed to the article cannot be cancelled.

In these cases, Australia Post will place the article in the post as a fully paid article when the person pays the underpaid fee and the deficient postage. If the sender fails to pay within seven days of receipt of the *Underpaid Mail Payment Advice*, Australia Post may obtain the deficient postage from the addressee – refer to **G2.1.5 – When and by whom postage is payable** – or treat the article as undeliverable – refer to **G5.2 – Undeliverable articles**.

G2.7.5 – Underpaid articles with an unknown Australian sender

The following procedure applies to an underpaid article lodged in Australia, for which Australia Post cannot identify the sender without opening the article.



G2.7.5.1 – Underpaid articles assessed for postage at the office of lodgement

If Australia Post detects an underpaid article in the post and it appears that the article was assessed for postage at the office of lodgement, it carries the article as fully-paid.

G2.7.5.2 – Underpaid articles not assessed for postage at the office of lodgement

If Australia Post detects an underpaid article in the post and cannot identify the sender without opening the article, it will normally send it on for delivery. It endorses the article with a *More to pay* label identifying the fee and the deficient postage. The addressee may:

- pay the deficient postage and the fee or
- refuse to accept the article – refer to **G5.3 – Refused articles**.

G2.7.5.3 – Underpaid articles that are withheld from delivery until payment

Australia Post withholds an underpaid article from delivery if the addressee:

- returns the article to Australia Post as a refused article, or
- fails to pay the amounts owing on the article within seven days after receipt of the notice delivered in respect of the article.

In these cases, Australia Post may treat the article as undeliverable to its addressee and where Australia Post can identify the sender in accordance with the *Australian Postal Corporation Act 1989*, Australia Post may return it to the sender on payment by them of the endorsed amounts in the manner described in **G2.7.4.3**.

G2.7.5.4 – Refused articles

If the addressee refuses to accept the article, Australia Post deals with the article according to the conditions in one of:

- **G5.4 – Unclaimed, undeliverable and refused articles with an Australian return address**
- **G5.5 – Unclaimed, undeliverable and refused articles without a return address**
- **G5.6 – Unclaimed, undeliverable and refused articles lodged overseas**
- **G5.7 – Refused articles not originally carried through the post.**

G2.7.6 – Underpaid articles in a bulk lodgement

If a person makes a bulk lodgement and pays insufficient postage, Australia Post may assess the deficient postage from a random sample of the lodged articles.

G2.7.7 – Underpaid articles addressed overseas

Note: For the purposes of postage assessment, the following places are within Australia:

- Australian Antarctic Territory TAS 7151
- Christmas Island (Indian Ocean) WA 6798
- Cocos (Keeling) Islands WA 6799
- Lord Howe Island NSW 2898
- Norfolk Island NSW 2899
- Territory of Heard Island and McDonald Islands TAS 7151.

G2.7.7.1 – Underpaid articles addressed overseas with a known sender

If Australia Post can identify the sender of an underpaid article addressed to another country, Australia Post may:

- follow the same procedure as in **G2.7.4 – Underpaid articles with a known Australian sender**, or
- send the article as fully paid and bill the sender.

If the sender fails to pay the deficient postage, and Australia Post has not placed the article in the International Post, Australia Post deals with the article as if the sender were unknown.

G2.7.7.2 – Underpaid articles addressed overseas with an unknown sender

The table shows the action that Australia Post may take with an underpaid article addressed overseas where Australia Post cannot identify the sender without opening the article.

Service and / or type of article	Service condition	Action
<ul style="list-style-type: none"> Express Courier International Express Post International Parcels in any service Articles for the blind in any service 	A return address is a condition of lodgement.	Contact the sender to arrange payment of deficient postage. If the sender fails to correct the postage deficiency, return to sender.
Air Mail, postcards and printed papers	At least half the postage is prepaid.	Send as an underpaid article with a surcharge payable on delivery.
	Less than half the postage is prepaid.	If possible, return to sender. Otherwise, the article is undeliverable. Refer to Section 5 .
Aerogrammes	Contains enclosures or attachments.	Treat as an underpaid Air Mail letter.
Registered Post and Extra Cover articles	A return address is a condition of lodgement.	Contact the sender to arrange payment of deficient postage. If the sender fails to correct the postage deficiency, return to sender.

G2.7.8 – Underpaid articles received from overseas

Postal administrations in other countries endorse underpaid articles with a **T** next to the postage zone of the article. Next to the **T** is a fraction. The top number in the fraction (the numerator) represents the amount of deficient postage in the currency of the country. The bottom number in the fraction (the denominator) represents the country's charge for the first weight step for Air Mail letters.

To calculate the charge to be collected from the addressee:

1. Calculate the value of the fraction.
2. Multiply this value by the postage charge for a Small letter up to 50 grams sent by Air Mail from Australia to a country in Letters Zone 3 (Rest of the World).
3. Add the fee for an underpaid article.

Both the postage charge for step 2 and the fee for step 3 are in the *Post charges booklet* (8833665).

Important note: In the multiplication, always use the Air Mail postage charge for a Letter up to 50 grams even if the underpaid article is received in another service. Always use the Letters Zone 3 (Rest of the World) postage charge even if the sending country is in another zone.

■ Example

The chart shows an example of the calculation of the charge for underpaid articles received from another country. **Do not use these numbers in a real calculation, they are only examples.** Always check the *Post charges booklet* (8833665) if you are unsure of the real numbers.

Step	The example	The calculation
1	The amount of deficient postage is 5.0 dirhams (say) and the country's charge for the first Air Mail weight step is 10.0 dirhams .	The fraction will read $5.0/10.0$ 5.0 divided by 10.0 equals 0.5 .
2	The charge for a Letter up to 50 grams sent by Air Mail from Australia to a country in Letters Zone 3 (Rest of the World) is (say) \$1.50 .	0.5 multiplied by \$1.50 equals \$0.75 .
3	The underpaid article fee is (say) \$1.05 .	\$0.75 plus \$1.05 equals \$1.80 .

Therefore, in this example, the charge that is collected from the addressee is \$1.80.

G2.7.9 – Unpaid articles that were not carried by post originally

Australia Post does not accept for redirection or return any article that was not carried by post originally. Senders must prepay postage on all such articles.

If postage is not prepaid, Australia Post may refuse to accept lodgement of such articles. Australia Post disposes of such articles discovered in posting boxes according to the *Australia Post Terms and Conditions*.

Section 3 – Postage meters

G3.1 – The postage meter

G3.1.1 – General provisions

Australia Post approves of the use of approved postage meters as a convenient way of paying for postage.

Customers pay for their postage by printing an “indicium” (markings that show postage has been paid) on their mail articles. Australia Post deems that the metered mark is a postage stamp. When the postage meter prints the metered mark, it pays for postage from credits stored in the postage meter machine. Australia Post needs to carefully regulate the use of postage meters to safeguard the customer’s funds stored in the machine and to protect Australia Post’s postage revenue.

Customers who use a postage meter must first apply to obtain a licence from Australia Post and must operate the machine according to the terms and conditions of that licence. In particular, a licensed postage meter customer must observe the instructions and procedures contained in the *Postage meters conditions of use booklet (8833675)*. This booklet contains all the regulations for the use of postage meters and includes instructions and procedures concerning:

- The Postage Meter Controller at Australia Post
- Approved list of meter suppliers
- The postage meter service
- What postal services can be used with a postage meter?
- Benefits of using a postage meter
- Obtaining a postage meter
- Operating your machine
- Preparing your articles
- Lodging your articles
- Terms and conditions.

G3.1.2 – Postage meter licences

Each time you use your postage meter you reduce the credit stored within it. Resetting your meter increases the available credit. There are two methods of payments:

- The customer makes a payment to the supplier for postage credits and the supplier then pays Australia Post on behalf of the customer. How the customer pays the supplier depends on the agreement between the customer and the supplier, which can vary between suppliers, or
- The customer charges their resets to an approved Australia Post Business Credit Account.

Refer to **G3.1.3** for the Australia Post services that a postage meter licence holder may use.

G3.1.3 – What services can be used with a postage meter?

The following table details the postal services you can access using a postage meter.

Service	Available?
Letter Post	
Metered rate	Yes
Ordinary full rate letters	Yes
Local country letters	Yes
Registered Post	Yes
Express Post letters	Yes
Print Post	Yes
PreSort Letters – including Promo Post and Charity Mail	Yes
Clean Mail	Yes
Acquisition Mail	Yes
Impact Mail	Yes
Parcel Post	
Small parcels	Yes
Regular parcels	Yes
Flat rate satchels	Yes
Express Post parcels	Yes
International services	
International Courier	Yes
International Express	Yes
International Standard	Yes
International Economy Air	Yes
International Economy Sea	Yes

Postage meters provide access to the domestic Regular and Priority delivery timetables through the relevant services where applicable.

Metered articles lodged for carriage under any bulk mail service must be prepared in accordance with the relevant conditions of that service.

G3.1.3.1 – What postal services can't be used with a postage meter?

Prepaid products should not be metered as they already contain the postage component in the price. Examples of prepaid products include:

- Prepaid envelopes / postcards
- Prepaid Express Post envelopes / satchels
- International Courier, Express and Standard envelopes / satchels / boxes
- Prepaid Registered Post envelopes
- Prepaid Parcel Post satchels.

Contract rate products and services – this includes domestic parcels and international services.

G3.2 – How to obtain a postage meter

The suppliers listed in **G3.2.1** and their agents may manufacture, sell, licence or service compliant postage meters. The suppliers listed are current at the date of publication. For the latest supplier information, please contact the Australia Post Postage meter section on **1300 823 789** or email **MMMController@auspost.com.au**.

To lease or purchase a postage meter:

- choose an authorised metering supplier – refer to **G3.2.1**
- choose an approved postage meter model – refer to **G3.2.2**
- read the *Postage meters conditions of use booklet* (8833675) thoroughly to understand your obligations in applying for a licence
- apply to Australia Post for a postage meter licence – your chosen supplier will help you to do this – refer to **G3.3.1**.

Australia Post recommends buying or leasing a postage meter from an authorised licenced postage meter supplier. Australia Post does not accept any responsibility for purchases made elsewhere where it is subsequently established that the meter is not authorised to be licenced.

If you have any concerns, please contact one of the suppliers listed in **G3.2.1**.

G3.2.1 – Authorised suppliers

The following suppliers and their agents may supply, service and inspect Standard-compliant postage meters. The suppliers listed are current at the date of publication.

Supplier	Provides and services	Contact
FP Mail Pty Ltd	Francotyp Postalia	Phone 1300 943 274 Fax 03 9330 4089 Email info@fpmail.com.au Website www.fpmail.com.au

Supplier	Provides and services	Contact
Neopost Australia Pty Ltd	Neopost	Phone 1800 422 349 Fax 1800 819 985 Email ebusiness@neopost.com Website www.neopost.com.au
Pitney Bowes Australia Pty Ltd	Pitney Bowes	Phone 13 23 63 Fax 1800 806 762 Email contactus.au@pb.com Website www.pitneybowes.com/au
Swiss Mail Handling Pty Ltd (gocopy)	Frama	Phone 1300 659 057 Fax 02 8338 7011 Email info@swissmailhandling.com.au Website www.swissmailhandling.com.au

G3.2.2 – Approved postage meter models

Australia Post sets standards for the operation of postage meters. Postage meters in use must comply with these standards.

Australia Post does not manufacture, sell, lease or service postage meters. Instead suppliers whose postage meters meet the Standard do this.

Australia Post cannot comment on the relative merits of different brands or models of postage meters. Australia Post approves those products that meet the requirements of the Postage Meter Standard. Australia Post has no other responsibility for either the quality of the products or their fitness for use, and provides no support for such products. Contact is to be made with the supplier for service queries and / or details of warranty on the meter.

For each postage meter model which the supplier seeks a provider's authorisation, the supplier must provide to Australia Post:

- detailed drawings of the postage meter for retention by Australia Post
- a sample of the postage meter and any associated machinery necessary for its operation.

Australia Post will return the postage meter to the provider after Australia Post has performed all the necessary tests, and in the opinion of Australia Post the postage meter has successfully passed each test. Australia Post considers as part of its testing that confirmation of efficiency, accuracy and security of the machine. All tests will be at the applicant's risk.

G3.3 – The postage meter licence

G3.3.1 – How to obtain a licence

Once you have selected a postage meter follow the steps below to apply for a postage meter licence:

1. Complete the licence application form provided in the *Postage meters – conditions of use booklet (8833675)*.
Your application must be accompanied by a zero-value postage meter mark from the postage meter you wish to have licenced (your supplier can assist you with this).
If you have purchased a postage meter from somewhere other than a licenced postage meter supplier, you need to have the meter inspected for correct functioning by a postage meter supplier within seven days of the date of your application. Written proof of the inspection should be attached to your application.
Once you have signed the licence application form you are deemed to be the holder of an interim licence and as such can commence using your postage meter as soon as it is installed at your premises.
2. Forward your completed licence application form to your supplier who will verify your details, validate the postage meter mark and on forward to Australia Post. We recommend you retain a copy of your application form for your reference as we may contact you if we have not received the completed licence application form to request a copy.
3. Australia Post will process your application and advise you of the outcome by mail.

Please note: If your application is refused, your supplier is required to cancel your lease or purchase agreement without any cost to you, except for any credit used since the installation of the postage meter at your premises and any fees your supplier may charge for processing resets.

■ Australia Post Business Credit Account (Charge Account) holders

If you wish to have your postage meter resets charged to your account, you need to note your business credit account number in the space provided on the licence application form. Your existing business credit account credit limit will apply. If you require a credit limit review, please contact the account enquiries representative detailed on your latest tax invoice.

G3.3.2 – The licence controlling office

The Licence Controlling Office stated in your postage meter licence will usually be the *Proposed primary office of lodgement* you nominated in your licence application form. To change your primary office of lodgement, please contact the Australia Post Postage meter section on **1300 823 789**.

G3.4 – How to use postage meters

G3.4.1 – Reset the machine with additional funds

Each time you use your postage meter you reduce the credit stored within it. Resetting your meter increases the available credit.

All postage meters are reset remotely. While the steps to reset may differ by postage meter, the following steps provide a general example of the process to follow to reset a meter.

1. Using the touchpad on the postage meter, key in your personal access code, followed by the amount of credit you require.
2. Press “Start” and wait a few seconds as your request for credit will be sent electronically to your supplier’s central resetting centre.
3. Provided your credit limit has not been exceeded, a message will appear on the screen confirming that the postage meter has received the credit requested.

G3.4.2 – Printing a postage meter mark

There are three steps to printing a postage meter mark. These are:

Step 1. Determine the correct postage amount for the article

If your meter has a pricing scale or an in-built rate calculator, the correct postage will be automatically calculated for you. In the event of a change in postage rates, you must arrange with your supplier to have the pricing scale or rate calculator updated appropriately.

Some postage meters have pre-programmed product codes to assist with determining the correct postage. For details, please contact your postage meter supplier.

If your meter does not have a pricing scale or built in rate calculator you will need a copy of the current issue of the *Post charges booklet (8833665)*, available at auspost.com.au.

Step 2. Enter the correct postage amount into the meter

Follow the operating instructions provided with your meter.

It is important that you enter the correct postage amount into your meter. Insufficient postage means that your article is “underpaid” (in accordance with Part A, Section 28 of the *Australia Post Terms and Conditions*) and therefore entitles Australia Post to recover the deficiency from you (including, if applicable, the debiting of your Australia Post Business Credit Account) and, in certain cases, charge a fee. Articles bearing insufficient postage may also experience processing and delivery delays.

Step 3. Meter your postal article

Envelopes and postcards can be fed through the postage meter. For parcels and bulky articles, meter the correct postage onto an adhesive label then affix the label to the article.

Including the date in the metered mark is optional, however, if the date is included then the article must be lodged on that date.

Articles bearing metered marks which are incorrectly placed, incomplete, faint or printed using poor quality ink may be rejected by our processing equipment, potentially resulting in processing and delivery delays. To avoid this, remember to:

- Print or affix the metered mark to the top right-hand corner of the address side of the article. The metered mark should be positioned inside the postage zone: 90mm across from the top right-hand corner of the article and 40mm down from the top edge of the article.
- Only use Australia Post approved fluorescent inks, which are available from your meter supplier.
- Ensure all metered marks are clear and complete.

■ Effects of the GST

As GST is included in all metered rates you do not have to pay an additional 10 per cent on top of your credit.

Australia Post will issue you with a tax invoice for each reset, within 28 days. If your business is eligible to claim GST input tax credits, you can use this tax invoice to claim the GST that your business pays for resets.

For Business Credit Account holders, a consolidated tax invoice will be sent to you by Australia Post each month with your monthly Credit Account statement.

Should you require a refund (eg. for meter spoils or credit remaining in your meter at the time of de-licensing), a tax compliant Adjustment Note will be issued by Australia Post.

■ International postage rates and Regular and Express parcels to and from Norfolk Island

All international rates for postage meters include a 10 per cent GST loading (ie. they are 10 per cent above the normal published rates for international mail) to offset the GST input tax credits you may be entitled to claim for resets. Australia Post issue a tax invoice to facilitate claiming the GST component.

Regular and Express parcel rates to / from Norfolk Island include a 10 per cent GST loading to offset the GST input tax credits.

G3.4.3 – Refunds

Occasionally, postage meter marks are printed (on an article, wrapper or label) but not used as; the postage rate is incorrect, the mark is illegible or the mark is incomplete.

These marks are referred to as “spoils”. Australia Post will refund the value of spoils if the following steps are undertaken:

Step 1. Collect all envelopes, wrappers and labels affected.

- Envelopes and wrappers must be presented intact.
- Bundle them by value and date order (if applicable).
- Spoils collected must be at least \$20 in total value.

Step 2. Make a written request to Australia Post on your company letterhead for the value of the spoils collected, quoting your licence number and, if applicable, your Australia Post Business Credit Account number.

Step 3. Send the spoils and the written request within six months of the metered mark(s) being made, to the Australia Post Postage meter section:

Australia Post
Postage meter section
Shared Services (Metered Mail)
GPO Box 5091
MELBOURNE VIC 3001

Please allow up to three weeks for processing.

G3.4.4 – Advertising / logos

A feature of many postage meters is the ability to print an advertising slogan, return address, seasonal greeting or company logo alongside the postage meter mark. Your supplier can advise you on how to do this.

Please note: Australia Post reserves the right to cancel a customer’s postage meter licence and / or refuse to accept articles bearing a metered message or slogan that may be considered misleading, defamatory, offensive or otherwise objectionable.

G3.4.5 – Consumables

Consumables such as ink, ink cartridges, adhesive labels, batteries and rollers may be purchased from a postage meter supplier or their agent. We suggest that you purchase supplies formulated for your model of meter from your meter supplier to protect your equipment from damage or malfunction.

You must use Australia Post approved fluorescent ink. Meter suppliers supply ink meeting the Postage Meter Standard. The use of poor quality ink may cause your articles to be rejected by our processing equipment resulting in processing and delivery delays.

G3.5 – How to lodge metered mail

G3.5.1 – Correct addressing

Metered articles must be prepared and lodged in accordance with our standards. In some services, correct addressing is a condition of lodgement.

Refer to *Letter products and services guide (8833731)* – **Section 9 – Correct addressing standards**.

G3.5.2 – Return address

Metered mail articles must display the sender’s return address. This may be in any of the following places:

- in the Service Zone at the top left of the address side of the article
- on the back flap of envelopes
- within the logo part of the metered mark.

For metered bulk mail refer to the instructions in the service guide of the mail service being used.

G3.5.3 – How to prepare mail for lodgement

■ Bundling of small letters

Letters should be “faced” so that the address sides are facing the same way and then either bundled or placed in letter trays.

- Fasten each bundle with two rubber bands – use rubber bands supplied free by your licence controlling office or use bands of similar quality.
- Do not include in the bundle any non-metered letters.
- Do not include in the bundle any Registered Post letters.
- Each bundle must contain only letters of the same size.



■ Large letters and parcels

Large letters and parcels do not need bundling.

■ Bulk mail services

Metered mail lodgements for the PreSort Letters, Print Post, Clean Mail, Promo Post, Charity Mail, Impact Mail and Acquisition Mail services must be prepared in accordance with the conditions of those services. For details:

- check the relevant bulk mail service guide
- check the *Letter products and services guide (8833731)*
- ask your postal manager.

G3.5.4 – Conditions of lodgement – when, where, how many items

■ Metered mark date

Including the date in the metered mark is optional, however, if the date is included then the article must be lodged on that date. Australia Post may refuse to accept mail lodged on any other date. If the metered mark of a mail item has an incorrect date, do not lodge it. Australia Post will refund the value of the postage – refer to **G3.4.3 – Refunds**.

■ Local country

Licence holders must lodge metered mail for delivery in the local country services at the office of delivery. Refer to Local country service in the *Letter products and services guide (8833731)* and *Domestic parcels guide (8833732)*.

■ Lodgement limits

The table shows the time constraints and limits to lodgement quantities for metered mail depending on the Australia Post facility used for the lodgement.

Lodgement facility	When	Maximum quantity
Any Post Office	During office hours	Unlimited
A mail centre	Extended business hours	Unlimited
A street posting box	Any time of day	<ul style="list-style-type: none"> • Up to 300 Small letter articles per day • Up to 50 Large letter articles per day • Parcels, based on size and weight guidelines

G3.6 – Change of address notification

Notify your postage meter supplier and the Australia Post credit management team (if you have an Australia Post Business Credit Account) in writing as soon as possible if you intend to:

- change your business address, or
- move your postage meter to another location.

Please remember to quote your postage meter licence number in all relevant correspondence with Australia Post.

G3.7 – Service and inspection

G3.7.1 – Supplier agreements

Australia Post recommends that you have an agreement with your postage meter supplier for the service of your meter. Ask your supplier what their agreement covers.

The types of supplier agreements available may include:

- repair / service
- repair / service and rate updates
- repair / service, rate updates and resets.

G3.7.2 – Postage meter inspections

Postage meters need to be inspected at least once every three months.

Given that postage meters are inspected remotely every time they are reset, most of the time you will not need to worry about when your next inspection is due because you will have reset your meter before the due date. Even when you don't reset your meter within this period, your meter will provide you with a warning message advising you of the upcoming inspection date.

If a postage meter does not connect to a supplier's resetting system within the designated inspection period for that meter, the meter becomes inactive. This is a security requirement of the Postage Meter Standard. Most types of small and medium capacity meters will become inactive after three months. Some very high-capacity meters become inactive after one month or one week – check with your meter supplier for further details.

To reactivate your meter, connect to your supplier's resetting system by resetting your meter or, if you do not require additional credit, perform a 'zero credit' reset (ie. resetting your postage meter for zero credit).

Note:

- Some meters may be unable to perform a "zero credit" reset. In this case please contact your supplier to confirm the minimum reset credit for your particular meter.
- Some suppliers may charge a fee to re-activate your meter.

Australia Post reserves the right to request a physical inspection of a postage meter at any time.

G3.8 – Delicensing and disposal

G3.8.1 – Delicensing and disposal

1. Complete the *Postage Meter De-licensing Form*, available from your meter supplier or online at auspost.com.au/metering. This form will:
 - authorise Australia Post to de-licence your postage meter
 - indicate how you intend to dispose of your postage meter (eg return to supplier or private sale), and
 - quote your licence number.
 Sign the form where indicated.
2. Take the meter and de-licencing form to the original supplier of the meter, or arrange for the supplier to collect the meter and de-licencing form from your premises.

The supplier will arrange for the meter's printing mechanism to be disabled and for a refund of any credit left in the meter.

All refunds are processed by the Australia Post Postage meter section. Please allow up to three weeks for processing.

G3.8.2 – Changing meters or suppliers

The *Licence to use a postage meter* is issued by Australia Post and permits you to use a specific postage meter with a specific postage meter supplier.

If you upgrade or get a new meter with your existing postage meter supplier or get a new meter as a result of moving to a new supplier, your original postage meter must be de-licensed as soon as it is practical to do so to avoid unnecessary delays in refunds.

G3.9 – Cancellation of a licence

Australia Post may cancel a licence for a postage meter if the licence holder commits any breach of the terms and conditions of the licence. This includes, but is not restricted to:

- the failure to have the machine inspected as required by the licence – refer to **G3.7**
- the failure to remedy any defect in the machine when so required by Australia Post
- the failure to connect a postage meter to the supplier's resetting centre for remote inspection for a continuous period of three months
- the lodgement of metered mail in contravention of the licence conditions (refer to **G3.5 – How to lodge metered mail**) after having received a warning from Australia Post that further contraventions may result in the cancellation of the licence.

G3.10 – Publications and other information sources

G3.10.1 – Australia Post publications

Australia Post publications that postage meter users will find most useful:

Publication	Available at:
<ul style="list-style-type: none"> • <i>Postage meters conditions of use (8833675)</i> 	auspost.com.au/metering and from meter suppliers
<ul style="list-style-type: none"> • <i>Delicensing form</i> • <i>Change of address notification form</i> 	auspost.com.au/metering
<ul style="list-style-type: none"> • <i>Post charges booklet (8833665)</i> 	auspost.com.au and from Post Offices
<ul style="list-style-type: none"> • <i>Australia Post Terms and Conditions (APT&C)</i> • <i>Determination of Postage Charges (Rates Determination)</i> 	auspost.com.au/terms
<p>Bulk mail service guides are available for each of the bulk mail services:</p> <ul style="list-style-type: none"> • PreSort Letters / Promo Post / Charity Mail • Print Post • Clean Mail • Impact Mail • Acquisition Mail 	auspost.com.au/bulkmail

G3.10.2 – Contact details

Given below are the contact details for postage meter queries.

Australia Post
 Postage meter section
 Shared Services (Metered Mail)
 GPO Box 5091
 MELBOURNE VIC 3001

Telephone: 1300 823 789

Email: MMMController@auspost.com.au

Section 4 – Delivery of postal articles

G4.1 – General provisions

G4.1.1 – Methods of delivery

Subject to Australia Post’s operational requirements including mail security and occupational health and safety, Australia Post delivers:

- letters to a street delivery into a mail box with an approved size, location and number – refer to **G4.3**
- parcels to the customer’s door
- delivery at the counter of an office of Australia Post – refer to **G4.4**
- roadside delivery into a mail box with an approved size, location and number (unless the item won’t fit or a signature on delivery is required) – refer to **G4.3**
- a Post Office box, locked bag, private locker, private mail bag or community bag – refer to **G4.5** to **G4.8**.

Full details regarding delivery methods can be found in our *Terms and Conditions for Delivery* and our *Group Mail Delivery Poll Policy* which are available on our website.

G4.1.2 – Entitlement to receive delivery

Status of addressee	Documents produced to the office of delivery	Person entitled to receive delivery
A person	None necessary	The addressed person.
More than one person at the same address	None necessary	Any of the people who receive mail at that address.
One person in the care of another person	None necessary	Either person.
A partnership	None necessary	Any of the partners. Where one or more partners has applied for redirection, the original partnership.
A company, including associations or institutions whether or not incorporated	None necessary	Any member of the governing body.

Status of addressee	Documents produced to the office of delivery	Person entitled to receive delivery
A deceased person	No documents produced	Any member of the deceased person’s family. No change-of-address or redirection fees.
	A letter of probate or administration	The nominated executor or administrator. No change-of-address or redirection fees.
A bankrupt person or a person who is subject to an order of a court	No documents produced	The addressed person.
	A direction from the Registrar of Bankruptcy to deliver postal articles to a trustee	The nominated trustee. No change-of-address or redirection fees.
	A court order stating that a trustee is entitled to the property of the person	The nominated trustee. The appropriate change-of-address and redirection fees apply.
A company, including associations or institutions whether or not incorporated, under the management of a receiver or liquidator	No documents produced	The addressed company.
	A court order stating that a receiver or liquidator is entitled to the property of the company, or incorporated or unincorporated association or institution	The nominated receiver or liquidator. The appropriate change-of-address and redirection fees apply.
The giver of a Power of Attorney	No documents produced	The addressed person.
	An authorised Power of Attorney granting power to receive or accept property on behalf of the addressee	The person nominated in the Power of Attorney. The appropriate change-of-address and redirection fees apply.

G4.1.3 – Mail in dispute

A person may notify the manager of an Australia Post office of delivery of their claim to the entitlement to receive delivery of articles addressed to a person or a company (including associations or institutions whether or not incorporated). On receipt of such a notice, the manager of the office may withhold further deliveries while investigating the claim.

After investigation, the manager may decide to:

- deliver all mail articles to the claimant, or
- deliver all mail articles according to **G4.1.2 – Entitlement to receive delivery**, or
- endorse all articles IN DISPUTE and treat them as undeliverable.

G4.1.4 – Authority to act as an agent for the addressee

A person may authorise another person to receive mail on their behalf.

The authority must be in writing and contain the:

- date from which the authority is effective
- name and address of the person granting the authority
- usual handwritten signature of the person granting the authority
- usual handwritten signature of the person authorised to act as agent.

G4.1.5 – Authority to receive person-to-person deliveries

Where the delivery of an article that has been lodged for carriage by the Registered Post service is required to be delivered person-to-person, the article will be delivered to the addressee except:

- if the addressee is a minor. In this instance, the article can be delivered to a parent or guardian
- to another person where Australia Post, on the prior written request of the addressee, has given approval for person to person delivery of articles that are addressed to the addressee and are carried by the Registered Post service to be made to that other person, and the conditions to which that approval are subject have been complied with, or
- if it is not possible for Australia Post to deliver the article to the addressee, this will be at Australia Post’s discretion (for example if we are unable to gain access to the property due to a locked gate or broken buzzer or a safety hazard such as a loose dog).

G4.1.6 – Article addressed to several persons

Where an article is addressed to more than one person, it may:

- be delivered to the address to which it is directed, if any of the addressees is currently receiving mail at that address, or
- if all of the addressees have given change of address orders to different destinations in respect of that address, be deemed undeliverable.

G4.2 – Completion of delivery – general rules

G4.2.1 – Registered Post, Delivery Confirmation and Extra Cover articles

The following table shows how Australia Post completes delivery of Registered Post, Delivery Confirmation and Extra Cover articles. Australia Post obtains a signature from the person who receives delivery.

Note: For Extra Cover, signature on delivery is only mandatory if the article value is over \$300.

Type of delivery	Delivery is complete when Australia Post ...
Street delivery to a private residential address	... hands the article to a person who is apparently a responsible resident of the premises.
Street delivery to other premises	... hands the article to the person to whom it is addressed or to a person who is authorised in writing by the addressee to receive postal articles.
Private mail bag, a locked bag, a community bag or a Post Office box used in association with a locked bag	... places it in the bag.
Post Office box or parcel locker	... places it in the Post Office box or parcel locker.
In any case	... hands the article, however addressed, to either the addressee or to an agent for the addressee authorised in writing.

G4.2.2 – Person-to-person delivery

If the article is in the person-to-person delivery service, Australia Post completes delivery only by handing the article to either the addressee in person or to a person who Australia Post has previously approved to receive person-to-person articles. Refer to **G4.1.5 – Authority to receive person-to-person deliveries**. The person must provide proof of identity and sign the delivery record with his or her usual signature. An article in the person-to-person service that is addressed to a minor child may be delivered to the child’s parent or guardian.

G4.2.3 – Registered Post International

If an article received from overseas in the Registered Post International service is endorsed ADDRESSEE ONLY (or similar words) on the cover, Australia Post completes delivery as for the person-to-person delivery service – refer to **G4.2.2**. If no such words appear, Australia Post completes delivery as for a Registered Post or Extra Cover article lodged within Australia – refer to **G4.2.1**.

G4.2.4 – Uninsured parcels received from overseas

For an uninsured parcel received from overseas, Australia Post obtains a signature from the person who receives delivery – refer to **G4.2.1**. If an uninsured parcel received from overseas is endorsed ADDRESSEE ONLY (or similar words) on the cover, Australia Post completes delivery as a person-to-person article – refer to **G4.2.2**.

G4.2.5 – Insured articles received from overseas

For insured articles received from overseas, Australia Post obtains a signature from the person who receives delivery – refer to **G4.2.1**. If an insured article received from overseas is endorsed **ADDRESSEE ONLY** (or similar words) on the cover, Australia Post completes delivery as a person-to-person article – refer to **G4.2.2**.

G4.2.6 – FaxPost

The table shows how Australia Post completes delivery of a FaxPost message, depending on the delivery option chosen by the sender of the message. A FaxPost message will not be accepted from a private fax machine.

Delivery option	Delivery is complete when Australia Post ...
By ordinary post	Refer to G4.2.7 .
At a fax centre	... hands the article to either the addressee or an authorised agent or places it in a private box or bag.
To the addressee’s private facsimile machine	... successfully transmits the message from the originating fax centre.

G4.2.7 – Other postal article – the ordinary post

The table shows how Australia Post completes delivery of articles that are not covered by **G4.2.1** to **G4.2.6**, depending on the method of delivery. Refer to the paragraphs shown against each delivery method for the conditions of delivery.

Method of delivery	Delivery is complete when Australia Post ...	Refer to
Street mail delivery at private residential premises	... places the article in a mail box at the premises or hands the article to a person who is apparently a responsible resident of the premises.	G4.3
Street mail delivery at other premises	... places the article in a mail box at the premises or hands the article either to the proprietor or manager of the premises or to a person apparently employed in supervision of the premises.	G4.3

Method of delivery	Delivery is complete when Australia Post ...	Refer to
Roadside mail delivery	... places the article in a mail box at or near the addressee’s premises or hands the article to the addressee or an authorised agent. On those days when the mail service does not operate, delivery may be by counter mail.	G4.3
Counter mail	... hands the article to the addressee or an authorised agent.	G4.4
Post Office box	... places the article in the box or in a locked bag associated with the box.	G4.5
Locked bag or private mail bag	... places the article in the bag.	G4.6 and G4.7
Community bag	... places the article in the community bag and hands the bag to the approved community bag-custodian.	G4.8

■ **Street delivery of parcels**

Australia Post may request an addressee, who normally receives street mail delivery, to take delivery of a parcel at the counter of the office of delivery if, for example, the parcel is too large to deliver in the street mail.

G4.3 – Street mail service – conditions of delivery

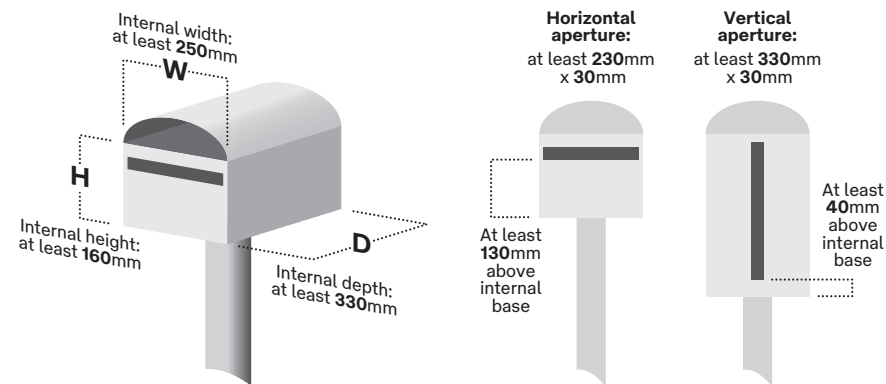
G4.3.1 – Authority

These conditions are under the authority of the *Australia Post Terms and Conditions*, definition of Delivery, made under the *Australian Postal Corporation Act, 1989*, paragraph (b) of subsection 32(1).

G4.3.2 – Size of mail boxes

Australia Post delivers only into mail boxes of an approved size. Mail box apertures / slots may be either horizontal or vertical. Australia Post recommends a separate aperture, box or tube to accommodate newspapers and non-mail articles.

Dimension	Approved size
W: Internal width (left to right)	At least 250mm
D: Internal depth (front to back)	At least 330mm
H: Internal height	At least 160mm
Horizontal aperture / slot	At least 230mm × 30mm. At least 130mm above internal base.
Vertical aperture / slot	At least 330mm × 30mm. At least 40mm above internal base.
Elevation of aperture above ground level	Single mail box – between 900mm and 1,200mm. Group of mail boxes – between 600mm and 1,600mm.



G4.3.3 – Location of mail boxes

Australia Post delivers only into mail boxes in an approved location. Mail boxes must allow unhindered access to the delivery aperture. The table shows the location requirements for mail boxes depending on the type of premises.

Type of premises	Approved location
Single residential or commercial premises	A single unrestricted mail box on the boundary of the property with the footpath or road. The mail box aperture must face the footpath or road. If the door of the building abuts the footpath, the mail box aperture may be in the door. A postal delivery officer must be able to place mail in the box without dismounting from a bicycle, motor cycle or motor vehicle.
Single residential or business premises with driveway access to a road	At the junction of the driveway with the footpath or road.
Two adjoining residential or business premises with common driveway access to a road	Both mail boxes at a common point at the junction of the driveway with the footpath or road.
Premises with multiple delivery points	A single group of mail boxes on the boundary of the property with the footpath or public road. The mail boxes may be at right angles to the footpath or road and parallel to the driveway with the first box as close to the boundary as possible. Adequate parking for a bicycle or motor cycle must be available. A postal delivery officer must be able to place mail in the boxes safely and with unrestricted access.
Multi-storey residential or commercial buildings	As for premises with multiple delivery points. If the entrance to the building abuts the footpath or road, the single group of mail boxes may be in the foyer as close to the entrance as possible. Australia Post may require a mail room or a mail locker for the use of postal delivery officers.

Continued on next page

Type of premises	Approved location
Very large multi-storey residential or commercial buildings	A single group of unrestricted mail boxes located at a convenient point with motor vehicle access in a service area or basement. Australia Post may require a mail room or a mail locker for the use of postal delivery officers.
Gated communities and estates with multiple delivery points	A single group of mail boxes on the boundary of the property with the footpath or public road. The mail boxes may be at right angles to the footpath or road and parallel to the driveway with the first box as close to the boundary as possible. Adequate parking for a bicycle or motor cycle must be available. A postal delivery officer must be able to place mail in the boxes safely and with unrestricted access.

G4.3.4 – Numbering of mail boxes

Australia Post delivers only into mail boxes that display approved numbers that identify and reflect the correct postal address.

Type of mail box	Approved numbers
Single mail box	The street number prominently displayed on the box below the aperture.
Group of mail boxes	The street number prominently displayed near the mail boxes. The suite or flat number prominently displayed on each box below the aperture, with boxes numbered sequentially.

G4.3.5 – Clearing of mail boxes

Addressees should clear mail boxes frequently so that postal delivery officers have unrestricted access to place further mail in the mail box. If there is insufficient room in the mail box, the postal delivery officer may return articles to the office of delivery for collection by the addressee. Addressees who will be away from the address for some time should consider using the Mail Holding service – **G7.3** – to prevent mail accumulating in their mail box.

G4.3.6 – Methods of delivery to residential addresses

The table shows the methods and conditions of delivery that Australia Post uses to deliver mail to residential addresses.

Type of residence	Method and conditions of delivery
Single residential premises in a public road	By delivery to a mail box that meets Australia Post's standards for size, location and numbering – refer to G4.3.2 , G4.3.3 and G4.3.4 .
Single residential premises in a private road	The same conditions apply as for a public road if: <ul style="list-style-type: none"> • Australia Post has unrestricted access to all delivery points • thoroughfares are named and signposted • residences are clearly numbered in sequential order • for pre-1995 developments, the majority of residents request that Australia Post delivers to individual delivery points. If access to a number of premises is from a common driveway or walkway off a main thoroughfare, delivery is to a group of mail boxes at the junction of the main thoroughfare and the driveway or walkway. The same applies if access to a number of premises from the main thoroughfare is restricted. If the development does not meet all the conditions, delivery is to either: <ul style="list-style-type: none"> • a group of mail boxes at the boundary of the private road with a public road, or • groups of mail boxes at convenient locations throughout the development within easy reach of the main thoroughfare or public road. Groups of mail boxes must meet Australia Post's standards for size, location and numbering – refer to G4.3.2 , G4.3.3 and G4.3.4 .
Multi-storey residential premises accessed by a public road	By delivery to a group of mail boxes that meets Australia Post's standards for size, location and numbering – refer to G4.3.2 , G4.3.3 and G4.3.4 .

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Type of residence	Method and conditions of delivery
Single tenancy residential buildings in cluster developments accessed by a public road	The same method and conditions apply as for single residential premises in a public road. However, if access to a number of premises is from a common driveway or walkway off a main thoroughfare, delivery is to a group of mail boxes at the junction of the main thoroughfare and the driveway or walkway. The same applies if access to a number of premises from the main thoroughfare is restricted.
Single tenancy residential buildings in cluster developments accessed by a private road	The same method and conditions of delivery apply as for single residential premises in a private road.
Aged care establishments	The method and conditions of delivery are one of the following, depending on the layout of the establishment: <ul style="list-style-type: none"> • the same as for cluster developments accessed by public or private road, as appropriate, or • by delivery into a group of mail boxes located at the administration office • by delivery to groups of mail boxes at convenient locations throughout the establishment.
Communal residential establishments – including hotels, guest houses, hostels, boarding schools, hospitals, nursing homes or homes for the aged	By bulk delivery for all addressees to: <ul style="list-style-type: none"> • a mail box that meets Australia Post’s standards for size, location and numbering – refer to G4.3.2, G4.3.3 and G4.3.4, or • if the main building abuts a road, a staffed counter or reception area as close as possible to the entrance of the building.
Caravan parks – temporary residents	By bulk delivery for all addressees to: <ul style="list-style-type: none"> • a mail box that meets Australia Post’s standards for size, location and numbering – refer to refer to G4.3.2, G4.3.3 and G4.3.4, or • if the administration office abuts a road, a staffed counter or reception area as close as possible to the entrance of the office.

Type of residence	Method and conditions of delivery
Caravan parks – permanent residents	If the majority of permanent residents are entitled to, and elect to receive individual delivery, then delivery is to either: <ul style="list-style-type: none"> • groups of mail boxes located by agreement between Australia Post and the park management, or • to individual mail boxes for each caravan. <p>Australia Post will deliver to individual mail boxes only if:</p> <ul style="list-style-type: none"> • all permanent caravans are in specific sections of the park • Australia Post has unrestricted access to all delivery points • thoroughfares are named and signposted • all mail boxes are clearly numbered in sequential order • all mail boxes meet Australia Post’s standards for size, location and numbering for single residential premises – refer to refer to G4.3.2, G4.3.3 and G4.3.4.

G4.3.7 – Methods of delivery to commercial or professional addresses

The table shows the methods and conditions of delivery that Australia Post uses to deliver mail to commercial or professional addresses, including government offices and educational establishments.

Type of building	Method and conditions of delivery
Single-storey	By delivery to: <ul style="list-style-type: none"> • a mail box or a single group of mail boxes that meet Australia Post’s standards for size, location and numbering – refer to refer to G4.3.2, G4.3.3 and G4.3.4, or • if the building abuts a road, a single mail box or a group of mail boxes within the foyer close to the entrance of the building, or • if the building abuts a road, in bulk to a staffed counter or reception area close to the entrance of the building.
Multi-storey	As for a single-story building, but the mail box location conditions for multi-storey buildings apply in G4.3.3 .

G4.3.8 – Methods of delivery to industrial estates or complexes

The table shows the methods and conditions of delivery that Australia Post uses to deliver mail to industrial estates or complexes.

Type of estate or complex	Method and conditions of delivery
Accessed by a common private driveway or court	By delivery to a group of mail boxes that meet Australia Post's standards for size, location and numbering – refer to G4.3.2 , G4.3.3 and G4.3.4 at the entrance to the driveway or court.
Dissected by public roads	By delivery to individual businesses. For each building, delivery is to: <ul style="list-style-type: none"> • a mail box or a single group of mail boxes that meet Australia Post's standards for size, location and numbering – refer to G4.3.2, G4.3.3 and G4.3.4, or • if a building abuts a road, a single mail box or a group of mail boxes within the foyer as close as possible to the entrance of the building, or • if a building abuts a road, in bulk to a staffed counter or reception area as close as possible to the entrance of the building.

G4.3.9 – Methods of delivery to retail shops and businesses

The table shows the methods and conditions of delivery that Australia Post uses to deliver mail to retail shops and businesses.

Type of shop or business	Method and conditions of delivery
Single-tenancy shop or business that abuts the footpath	By delivery to: <ul style="list-style-type: none"> • a mail box that meets Australia Post's standards for size, location and numbering – refer to G4.3.2, G4.3.3 and G4.3.4, or • to a staffed counter or reception area close to the entrance of the shop or business.
Single-tenancy shop or business set back from the footpath	By delivery to a mail box that meets Australia Post's standards for size, location and numbering – refer to G4.3.2 , G4.3.3 and G4.3.4 .
Shopping malls	By individual delivery to each shop. For each shop, delivery is to: <ul style="list-style-type: none"> • a mail box that meets Australia Post's standards for size, location and numbering – refer to G4.3.2, G4.3.3 and G4.3.4, or • to a staffed counter or reception area close to the entrance of the shop or business.
Shopping arcades	By delivery to a mail box or a single group of mail boxes that meet Australia Post's standards for size, location and numbering – refer to G4.3.2 , G4.3.3 and G4.3.4 – located near the entrance to the shopping arcade or building.
Shopping centres	By delivery to a single group of mail boxes that meet Australia Post's standards for size, location and numbering – refer to G4.3.2 , G4.3.3 and G4.3.4 . The conditions for premises with multiple delivery points apply in G4.3.3 .
Towers or office blocks that form an integral part of a shopping centre	Australia Post regards towers or office blocks that form an integral part of a shopping centre as part of the shopping centre. Australia Post delivers to the same location as the shopping centre.

G4.4 – Counter mail service – conditions of delivery

G4.4.1 – Entitlement to receive counter mail

Australia Post permits only the following people or their authorised agents to receive the counter mail delivery service:

- people receiving electronic mail messages, such as FaxPost messages from a fax centre
- people who do not receive a street mail delivery or a roadside mail delivery from the normal office of delivery
- people who receive street delivery or roadside mail delivery only on those days when the service does not operate and only from the normal office of delivery
- visitors or tourists who have been resident in the area served by the office of delivery for fewer than six months
- people whom the postal manager of an office has previously approved to receive mail addressed to them at that office
- people whom Australia Post has requested to collect a specific article at the counter of a specific office.

G4.4.2 – Addressing requirements

The address of mail articles addressed for counter mail delivery must include the addressee's family name and the given name or initials. Australia Post may treat an article as undeliverable if:

- the article is incorrectly addressed
- the article is addressed to a person not included in G4.4.1.

G4.4.3 – Identification of addressee or agent

To receive counter mail, an addressee or agent must provide identification satisfactory to the officer-in-charge. An agent of an addressee must also produce an *Authority to act as agent for the addressee* – refer to G4.1.4.

G4.5 – Post Office box service – conditions of delivery

G4.5.1 – Benefits of the Post Office box delivery service

Post Office boxes are numbered, lockable boxes into which Australia Post delivers the box-holder's mail. The box-holder gains access to the box by means of keys supplied by Australia Post. A Post Office box offers:

- early availability of mail – 8am on most days at selected Corporate Post Offices
- secure and safe storage of mail
- privacy
- 24 hour access to the box at most offices
- collection by an agent without the need to provide identification
- postal address stability
- convenience for frequent travellers
- more frequent mail delivery.

G4.5.2 – Availability

Post Office boxes are available at most Post Offices, licensed Post Offices, business centres, delivery centres and mail centres.

G4.5.3 – Duration of service

The service entitles the box-holder to the use of the Post Office box number and its associated box until either:

- the box-holder cancels the service under the conditions of G4.5.7, or
- Australia Post refuses or terminates the service under the conditions of G4.5.8.

G4.5.4 – Delivery to a Post Office box

Australia Post delivers all mail addressed to a Post Office box to that box. Box-holders are required to include the box number on all letterheads, invoices, accounts and stationery and featuring it prominently in advertising.

An applicant at the time of leasing a Post Office box may request that Australia Post:

- for the first six months of the box tenancy, divert mail addressed to the box-holder at their street address to the Post Office box free of charge. The box-holder must complete a change of address request. A box-holder wishing to continue mail diversion beyond the initial six month period must complete another change of address application and pay the appropriate service fee, or
- delivers mail as addressed.

G4.5.5 – How to apply for a Post Office box

Applicants for a Post Office box can make the application at any Post Office, or additionally via the Australia Post website for consumer customers utilising a MyPost account. Australia Post accepts in-store applications only on form (8835050) provided for the purpose or a form (downloaded and printed) available from the Australia Post website. The application must include:

- whether the application is on behalf of a company, a partnership or an association (whether or not incorporated)
- the name and residential street address of the applicant
- the name and street address of any person or organisation on whose behalf the application is made.

Where the street address of a club or association cannot be provided, the residential address of the secretary, office bearer or representative should be used.

G4.5.6 – Change of address

A box-holder shall notify Australia Post in writing within seven days of moving from the address stated in the application or from any substitute address previously notified.

G4.5.7 – Cancellation of service by box-holder

The box-holder may cancel a Post Office box by giving at least seven days' notice in writing. Box-holders should also complete a change of address or holding service application for all mail addressed to the box-holder at the box after termination of the tenancy. If the box-holder does not complete such an order, Australia Post will treat all such mail as undeliverable.

G4.5.8 – Refusal or termination of service by Australia Post**■ Illegal use**

Australia Post may refuse an application for a Post Office box or terminate the tenancy of a box if Australia Post believes that:

- a name included in the application is fictitious or assumed, or
- an address included in an application is neither the residential address of the applicant nor the address of anyone on whose behalf the application is made, or
- the applicant or any person who will have access to the box uses it, or intends to use it, in furtherance of an offence against a law of Australia or of a State or Territory, or
- the applicant or any person who will have access to the box uses it, or intends to use it, to prevent detection of an offence or an offender against a law of Australia or of a State or Territory.

Note: If Australia Post terminates the tenancy of a box because of its illegal use, Australia Post will treat all subsequent mail addressed to that box as undeliverable.

■ Default by box-holder

Australia Post may terminate the tenancy of a Post Office box if:

- the box-holder fails to observe any conditions or to perform any obligations contained in the terms and conditions on the application form or renewal notice for the box, or
- any person other than the box-holder or an authorised agent uses the box, or
- any person uses the box for any purpose other than the delivery of mail, or
- the box-holder fails to notify Australia Post of a change of address – refer to **G4.5.6**, or
- the amount of mail addressed to the box regularly exceeds its capacity, either because of the amount of mail received or because of the box-holder's failure to clear the box.

Box-holders who will be unable to clear a Post Office box for some time should complete a Mail Holding service application – refer to **G7.3** – to prevent mail accumulating in their box.

■ Cessation of service

Australia Post may terminate the tenancy of a box if Australia Post ceases to provide the Post Office box service at the location of the box.

G4.5.9 – Refunds and cancellation fees**■ Cancellation of tenancy by box-holder**

If a box-holder cancels the tenancy of a box, Australia Post refunds that portion of fees paid that represents the number of unexpired complete calendar months.

Refund = (One twelfth of the annual fee) × (number of paid-up whole calendar months remaining).

Australia Post deducts a cancellation fee from the refund. If the cancellation fee equals or exceeds the refund, no amount is payable. Refer to *Post charges booklet (8833665)* for the cancellation fee.

■ Termination by Australia Post

If Australia Post terminates the tenancy of a box because of either its illegal use or default by the box-holder, Australia Post pays no refund.

■ Cessation of facilities

If Australia Post terminates the tenancy of a box because of cessation of facilities, Australia Post refunds that portion of fees paid that represents the number of unexpired complete calendar months.

Refund = (One twelfth of the annual fee) × (number of paid-up whole calendar months remaining).

No cancellation fee applies.

■ Key deposit refunds

Australia Post only refunds key deposits for leases that commenced prior to 1 July 2001. Australia Post refunds the amount paid as a deposit for the two original keys if, within 14 days of the termination of a box tenancy, the box-holder returns all keys to the current lock.

G4.5.10 – Continuity of Post Office box for partnerships

If a person applies for a Post Office box on behalf of a partnership, Australia Post deems the partnership to be the tenant of the box and not the person (or people) making the application. If that partnership reconstitutes, through the death or retirement of a partner or the addition of a partner, the reconstituted partnership is the continuing box-holder.

If the partnership dissolves, Australia Post deems that any partner or partners who continue to carry on business at the address notified to Australia Post shall be the continuing box-holder.

G4.5.11 – Transfer of Post Office box to business successors

If a box-holder is a business (whether or not incorporated) or a person who runs a business, the box-holder may transfer the box to a successor in business if:

- the successor carries on the business at the same address as the original business or notifies Australia Post of a change of address, and
- both the original box-holder and the successor apply in writing to Australia Post for approval of the transfer, and
- Australia Post approves the transfer.

G4.5.12 – Transfer of Post Office box by individuals

An individual person, not running a business, may not transfer a Post Office box to another person.

G4.5.13 – Transfer of a deceased person’s Post Office box

If a box-holder is a deceased person, Australia Post may transfer the box to:

- a member of the deceased person’s family, or
- the executor or administrator nominated in a letter of probate or administration.

No transfer fee is payable. The transferee must notify Australia Post of any new address and must produce the letter of probate or administration, if appropriate.

G4.5.14 – Size of Post Office boxes

The table shows the sizes of Post Office boxes available. The box-holder is responsible for choosing the size that is appropriate to the amount of mail received.

Post Office box sizes*	Approximate internal width and height
Small	90mm × 130mm
Medium	135mm × 130mm
Large	275mm × 130mm
A4	280mm × 90mm
Jumbo	280mm × 270mm

* all sizes not available at all Post Offices

G4.5.15 – Additional boxes

If sufficient boxes are available at a Post Office, Australia Post may grant a box-holder an additional box associated with the original box number. The box-holder must pay the full rate applicable to the additional box.

If postal articles awaiting collection by a box-holder regularly exceed the capacity of the box, Australia Post may require the box-holder to apply for a bag / tray service to be associated with the Post Office box. – refer to **G4.6**.

If the box-holder fails to comply with the request, Australia Post may terminate the Post Office box service.

G4.5.16 – Keys

Keys to Post Office boxes remain the property of Australia Post. Box-holders may not copy keys.

On payment of the prescribed fees, a box-holder may:

- receive two keys at the start of the Post Office box service
- receive additional keys at any time during the service
- have the lock changed and receive new keys at any time during the service.

The prescribed fees are in the *Post charges booklet* (8833665).

G4.5.17 – Post Office box charges

The table shows the four rate scales that apply to Post Office boxes.

Rate scale	Post Offices
General Post Office	<ul style="list-style-type: none"> • GPO Sydney • GPO Melbourne • GPO Brisbane • GPO Adelaide • GPO Perth.
Specified Post Office	<ul style="list-style-type: none"> • GPO Canberra • GPO Hobart • GPO Darwin • and certain Post Offices in State capital cities as determined by the appropriate Australia Post State Office.
Standard Post Office – normal	Other Post Offices where the frequency of mail delivery is at least once weekly.
Standard Post Office – reduced	Other Post Offices where Australia Post does not provide mail delivery to that customer’s address. 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).

Note: Some specified Post Offices and some standard Post Offices have higher rates for some services than those shown in the *Post charges booklet* (8833665).

■ The service year

The Post Office box service year is from 1 April to 31 March.

■ Annual charge for permanent boxes

Permanent box-holders must pay annually in advance on or before 15 April each year.

■ Calculation of charges at the start and end of the service

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. The charge for each month is one twelfth of the annual fee.

If a box service starts during May to January, the charge for each remaining month of the current service year is due. The charge is payable before the service starts.

If a box service starts during February or March, the charge for the first full service year is payable in addition to the charge for the first one or two months. The charge is payable before the service starts. An establishment fee (including keys) is payable for all new Post Office box leases.

G4.5.18 – Post Office box courier delivery to customers

Australia Post provides a value added Post Office box / bag delivery service whereby customers may have their box / bag mail delivered by courier to their business / residential address. The service is only available at Post Office box outlets that have a courier service available. Enquiries and charges for this service should be directed to the Post Office box outlet postal manager.

G4.5.19 – Common boxes

Customers with a need for a Post Office box in each capital city GPO may apply for a common box. Common box holders are provided with a national common box number. The only pre-requisite to applying for a common box is that the applicant must lease a box at all state capital city GPOs: Sydney, Adelaide, Perth, Brisbane, Melbourne, and Hobart (Canberra GPO and Darwin GPO are optional).

With the exception of the above, the conditions of delivery detailed in **G4.5.4**, apply equally to common boxes.

G4.5.20 – Common box charges

Same as Post Office boxes, refer to **G4.5.17** and *Post charges booklet* (8833665).

G4.5.21 – Liability

Australia Post shall not be liable to any person for loss or damage as a result of any act or omission by Australia Post in relation to the provision of a Post Office box, pursuant to the terms and conditions on the application form or the renewal notice.

G4.6 – Locked bag service – conditions of delivery

G4.6.1 – Benefits of the locked bag delivery service

A locked bag is a robust mail bag that may be secured by a padlock provided by the bag-holder. Australia Post delivers mail directly to the bag. The locked bag service offers:

- early availability of mail – at the start of business at most offices
- secure and safe storage of mail (bag-holder may supply a padlock and keys)
- privacy
- ability to accommodate large quantities of mail
- ability to handle seasonal peaks in mail quantities by associating the locked bag with a Post Office box address
- postal address stability
- up to twice-daily collection of the bag during office hours.

G4.6.2 – Availability

The locked bag service is available at most outlets that provide a mail delivery service. The ability to associate a locked bag with a Post Office box is available only at those offices that offer the Post Office box service.

G4.6.3 – Duration of service

The same terms and conditions apply to the duration of service of the locked bag service as apply to the Post Office box service. Refer to **G4.5.3** substituting “locked bag” for “Post Office box” and “bag-holder” for “box-holder”.

G4.6.4 – Delivery to a locked bag

The same terms and conditions apply to delivery to a locked bag, as apply to the Post Office box service. Refer to **G4.5.4** substituting “locked bag” for “Post Office box” and “bag-holder” for “box-holder”.

G4.6.5 – Addressing requirements

If a locked bag is associated with a Post Office box, bag-holders should ask senders to address mail to the Post Office box number. If a locked bag is not associated with a Post Office box, bag-holders should ask senders to address mail to the locked bag number.

If a locked bag is associated with a Post Office box and the bag-holder cancels the Post Office box, the bag-holder may continue the locked bag service. Australia Post allocates a number to the locked bag, which becomes the new postal address of the bag-holder.

G4.6.6 – Frequency of locked bag collection

A bag-holder, or an authorised agent, may collect a locked bag up to twice a day during normal office hours. Depending on local sorting arrangements, some offices offer extended hours.

G4.6.7 – Applications, cancellations, refunds and transfers

The same terms and conditions apply to applications, cancellations, refunds and transfers of the locked bag service as apply to the Post Office box service. Refer to **G4.5.5** to **G4.5.13** substituting “locked bag” for “Post Office box” and “bag-holder” for “box-holder”. An establishment fee is payable for all new locked bag leases.

G4.6.8 – Supply of mail bags

Bag-holders must purchase mail bags from Australia Post. Refer to the *Post charges booklet (8833665)* for the prices. They are available in two sizes:

- Large – 900mm × 740mm
- Small – 760mm × 460mm.

G4.6.9 – Locks and keys

If the bag-holder requires a secure service, they must provide a padlock for all mail bags used and must provide the Australia Post office of delivery with one key that fits all locks.

G4.6.10 – Labelling of locked bags

All locked bags must be labelled by markings on the bag or on a durable label securely attached to the bag with the:

- name of the Australia Post office of delivery
- name of the bag-holder
- locked bag number, or the Post Office box number if the bag is associated with a Post Office box.

G4.6.11 – Additional bags

If postal articles awaiting collection by a bag-holder regularly exceed the capacity of the bag or bags provided, Australia Post may require the bag-holder to purchase or supply additional bags. If the bag-holder fails to comply with this request, Australia Post may terminate the locked bag service.

G4.6.12 – Charges and liability

The same terms and conditions apply to charges and Australia Post’s liability for the locked bag service as apply to the Post Office box service. Refer to **G4.5.17** and **G4.5.21** substituting “locked bag” for “Post Office box” and “bag-holder” for “box-holder”.

G4.7 – Private mail bag service – conditions of delivery**G4.7.1 – Benefits of the private mail bag service**

The private mail bag service is designed for customers who are beyond the areas served by postal delivery officers. The office of delivery places mail in the private bag. Either an Australia Post mail contractor delivers the private mail bag or the bag-holder collects it. The bag-holder also uses the bag to lodge mail and other transactions with Australia Post. The private mail bag service offers:

- a mail delivery service to remote areas or areas not otherwise serviced
- secure and safe storage of mail, if the bag-holder provides locks and keys
- privacy
- the ability to accommodate large quantities of mail
- collection and delivery of the bag during office hours
- the ability to conduct a wide range of transactions, other than simply mail, through the bag.

G4.7.2 – Private mail bag service operated by mail contractor

Australia Post may provide a private mail bag service operated by an Australia Post mail contractor if:

- the applicant’s address is more than 1.2 kilometres from the nearest office of Australia Post, and
- the applicant’s address is beyond the area served by street mail delivery, and
- the mail contractor does not need to deviate from the normal mail route to provide the service and the provision of the service does not delay other mail.

Australia Post determines the office from which it provides the service.

G4.7.3 – Private mail bag service operated by the bag-holder

Australia Post may provide a private mail bag service operated by the bag-holder if the applicant’s address is beyond the area served by street mail delivery.

Australia Post determines the office from which it provides the service.

G4.7.4 – Duration of service

The same terms and conditions apply to the duration of the private mail bag service as apply to the Post Office box service. Refer to **G4.5.3** substituting “private mail bag” for “Post Office box” and “bag-holder” for “box-holder”.

G4.7.5 – How to apply for a private mail bag

The same terms and conditions apply to the application for the private mail bag service as apply to the Post Office box service. Refer to **G4.5.5** substituting “private mail bag” for “Post Office box” and “bag-holder” for “box-holder”.

G4.7.6 – Change of address

A private mail bag holder shall notify Australia Post in writing within seven days of moving from the address stated in the application form or from any substitute address previously notified.

G4.7.7 – Cancellation of service by bag-holder

The bag-holder may cancel a private mail bag service by giving seven days' notice in writing.

G4.7.8 – Cancellation of service by Australia Post**■ Illegal use**

Australia Post may refuse an application for a private mail bag service or terminate the service if Australia Post believes that:

- a name included in the application is fictitious or assumed, or
- an address included in an application is not the residential address of the applicant nor the address of anyone on whose behalf the application is made, or
- the applicant or any person who will have access to the bag uses it, or intends to use it, in furtherance of an offence against a law of Australia or of a State or Territory, or
- the applicant or any person who will have access to the box uses it, or intends to use it, to prevent detection of an offence or an offender against a law of Australia or of a State or Territory.

■ Default by bag-holder

Australia Post may terminate a private mail bag service if:

- the bag-holder fails to observe any conditions or to perform any obligations contained in the terms and conditions on the application form or renewal notice for the bag, or
- any person uses the bag for any purpose other than the delivery of mail or the carriage of articles specified in **G4.7.12**, **G4.7.13** or **G4.7.14**, or
- the bag-holder fails to notify Australia Post of a change of address – refer to **G4.7.6**, or
- the amount of mail addressed to the bag regularly exceeds its capacity, either because of the amount of mail received or because of the bag-holder's failure to collect the bag.

Bag-holders who will be unable to collect the bag for some time should use the Mail Holding service – refer to **G7.3** – to prevent mail accumulating in their bag.

■ Cessation of service

Australia Post may cease a private mail bag service if Australia Post changes its normal method of operation so that the conditions of **G4.7.2** or **G4.7.3** no longer apply. This includes changes to:

- the location of the office of delivery
- the boundaries of a mail delivery area
- mail routes
- mail closing times.

G4.7.9 – Refunds and cancellation fees

The same terms and conditions apply to the refunds and cancellation fees for the private mail bag service as apply to the Post Office box service. Refer to **G4.5.9** substituting “private mail bag” for “Post Office box” and “bag-holder” for “box-holder”. The paragraph concerning key deposit refunds does not apply to the private mail bag service.

G4.7.10 – Transfer of service

A bag-holder may transfer the private mail bag service to another person who is eligible to receive the service and who occupies the premises to which the service is provided. Both parties must apply for the transfer in writing to the office of delivery. At the time of the transfer, all entitlements to refunds and all the obligations and duties of a bag-holder pass to the new bag-holder.

G4.7.11 – Duties of a private bag-holder

Australia Post does not provide the private mail bag service jointly to several people. However, a private mail bag may carry postal articles addressed to other people in the care of the bag-holder. The bag-holder must:

- deliver articles received in the bag to the person addressed
- when required by Australia Post, collect any postage due on an article before delivering the article
- obtain a signature for any Extra Cover, Registered Post or Delivery Confirmation articles.

The bag-holder must return to Australia Post in the private bag:

- all undeliverable or missorted articles
- collected postage due in the form of postage stamps or cash
- all signed forms of receipt and delivery
- any articles lodged with the bag-holder that comply with **G4.7.12**, **G4.7.13** or **G4.7.14**.

G4.7.12 – Lodgement in the mail by private bag

The bag-holder may send in the private bag any mail for lodgement at the office. The bag-holder must prepay the appropriate postage on all letters and parcels, including those for delivery at the place where Australia Post opens the bag. The bag-holder may prepay postage by:

- prepaid envelopes or satchels
- affixing the necessary postage stamps
- enclosing cash and requesting the postal manager to affix the necessary stamps with instructions for the disposal of any change
- requesting the postal manager to debit a postal deposit account held at the office.

G4.7.13 – Lodgement of Registered Post articles

Bag-holders should include articles for lodgement by Registered Post in a separate cover addressed to the postal manager. The cover should also contain an instruction to the postal manager to lodge the article by Registered Post. Compensation on a Registered Post article is payable only after the office has recorded lodgement of the article.

G4.7.14 – Articles, other than mail, allowed in a private bag

The bag-holder may send in the private bag, free of charge:

- FaxPost messages for carriage
- requisitions and payment for postage stamps
- requisitions and payment for duty stamps and money orders
- money orders to be cashed with instructions as to the disposal of the cash
- deposits, passbooks, withdrawal forms, communications and documents relating to the operation of a personal banking account with a current Bank@Post financial institution or with the Commonwealth Bank, where the office is such a banking agency
- payment for any Australia Post agency services, such as a Telstra telephone account
- communications addressed to the postal manager that relate solely to Australia Post business.

G4.7.15 – Supply of mail bags

Private bag-holders must purchase mail bags from Australia Post. Refer to the *Post charges booklet* (8833665) for the prices. They are available in two sizes:

- Small – 760mm × 460mm
- Large – 900mm × 740mm.

G4.7.16 – Locks and keys

The bag-holder may provide a padlock for all mail bags. If so, the bag-holder must provide the Australia Post office of delivery with one key that fits all locks.

G4.7.17 – Labelling of private bags

All private bags must be labelled by markings on the bag or on a durable label securely attached to the bag with:

- the name of the Australia Post office with which the bag is exchanged
- the name of the bag-holder or the property or place name.

G4.7.18 – Additional bags

If postal articles awaiting collection by a bag-holder regularly exceed the capacity of the bag or bags provided, Australia Post may require the bag-holder to purchase or supply additional bags. If the bag-holder fails to comply with this request, Australia Post may terminate the private mail bag service.

G4.7.19 – Charges

The *Post charges booklet* (8833665) contains the annual fees payable for the private mail bag service. There are two scales, depending on whether the frequency of bag exchange exceeds three times a week.

■ The service year

The private mail bag service year is from 1 April to 31 March.

■ Annual charge payable by private bag-holders

Permanent private mail bag-holders must pay annually in advance on or before 15 April each year.

■ Calculation of charges at the start and end of the service

Australia Post calculates the charges for the private mail bag service from the first day of the month in which the service starts to the last day of the month in which the service ends. The charge for each month is one twelfth of the annual fee.

If a service starts during May to January, the charge for each remaining month of the current service year is due. The charge is payable before the service starts.

If a service starts during February or March, the charge for the first full service year is payable in addition to the charge for the first one or two months. The charge is payable before the service starts. An establishment fee is payable for all new private bag leases.

G4.7.20 – Liability

Australia Post shall not be liable to any person for loss or damage as a result of any act or omission by Australia Post in relation to the provision of a private mail bag service, pursuant to the terms and conditions on the application form or the renewal notice.

G4.8 – Community bag service – conditions of delivery**G4.8.1 – Service description**

Australia Post provides the community bag service to communities or localities that are remote or receive small quantities of mail. Australia Post exchanges community bags with an approved bag-custodian who resides on a mail route and who delivers mail and accepts lodgements from residents of the designated community or locality.

Australia Post may establish a community bag service to a place on a mail route if:

- the addresses cannot be served by normal roadside delivery, or
- the volume of mail does not justify the establishment or continuance of an office of delivery in the locality, or
- the locality is beyond the limits of delivery by postal delivery officers.

Australia Post will establish a community bag service only if a suitable person, approved by Australia Post, agrees to accept the duties and responsibilities of community bag-custodian.

Australia Post reserves the right to discontinue a community bag service at any time.

G4.8.2 – Duties and responsibilities of a community bag-custodian

The community bag-custodian must:

- deliver each article received in the bag to the person addressed
- collect any postage due on an article before delivering it
- obtain a signature for any Extra Cover, Registered Post or Delivery Confirmation article
- if postage stamps are not affixed, collect postage from community members on all lodged articles.

The bag-custodian must return to Australia Post in the community bag:

- all undeliverable or missorted articles
- collected postage due in the form of postage stamps or cash
- all signed forms of receipt and delivery
- all articles lodged in the community bag that comply with **G4.8.3**, **G4.8.4** or **G4.8.5**.

G4.8.3 – Lodgement of mail in a community bag

Community members may lodge mail articles in the community bag. They must prepay the appropriate postage on all letters and parcels, including those for delivery at the place where Australia Post opens the bag. They may prepay postage by:

- prepaid envelopes or satchels
- affixing the necessary postage stamps
- enclosing cash and requesting the postal manager to affix the necessary stamps with instructions for the disposal of any change
- requesting the postal manager to debit a postal deposit account held at the office.

G4.8.4 – Lodgement of Registered Post articles

Community members should include articles for lodgement in the Registered Post service in a separate cover addressed to the postal manager. The cover should also contain an instruction to the postal manager to lodge the article by Registered Post. Compensation for loss or damage to a Registered Post article is payable only after the bag-custodian has despatched the community bag and the bag-custodian can satisfy Australia Post that the Registered Post article was lodged in the community bag.

G4.8.5 – Articles, other than mail, allowed in a community bag

Community members may send in the community bag, free of charge:

- FaxPost messages for carriage
- requisitions and payment for postage stamps
- requisitions and payment for duty stamps and money orders
- money orders to be cashed with instructions as to the disposal of the cash
- payment for any Australia Post agency services, such as a Telstra telephone account
- communications addressed to the postal manager that relate solely to Australia Post business.

G4.9 – Change of address and delivery in transit

G4.9.1 – Change-of-address orders

If Australia Post has approved a *Change of Address Request* – Australia Post will deliver according to the conditions of **G7.1 – Mail Redirection and Mail Holding service**, **G7.2 – Mail Redirection service** and / or **G7.4 – After-delivery service**.

G4.9.2 – Delivery in transit

The officer-in-charge of an office that holds mail may authorise the delivery of mail in transit if:

- its delivery will not delay the delivery of other articles, and
- the person addressed can provide positive identification that satisfies the officer-in-charge.

Section 5 – Unclaimed, undeliverable, refused and withdrawn articles

G5.1 – Unclaimed articles

A postal article is unclaimed if no-one has claimed the article 30 days after Australia Post has delivered it addressed to a person other than the proprietor, an employee or members of their families at:

- a business address, or
- a hotel or other accommodation establishment.

The proprietor or manager of the establishment should endorse the article as unclaimed and return the article to Australia Post 30 days after delivery.

G5.2 – Undeliverable articles

An article is undeliverable if:

- it bears an illegible or fictitious address, or
- it bears an address insufficient for delivery, or
- an overseas postal administration returns the article to Australia as undeliverable, or
- it is a Reply Paid article or an underpaid item withheld from carriage due to non-payment or non-compliance.

If Australia Post has delivered an article and it is returned by the recipient, it is undeliverable if:

- the recipient has endorsed it to indicate that the person addressed is not known or has ceased to receive mail at the address, and
- Australia Post does not hold an appropriate current change-of-address order.

G5.3 – Refused articles

An article is refused if the person addressed:

- refuses to accept delivery, or
- endorses the article to indicate refusal and returns it unopened after Australia Post has placed the article in a Post Office box, a locked bag, a private mail bag or a community bag.

G5.4 – Unclaimed, undeliverable and refused articles with an Australian return address

If an unclaimed, undeliverable or refused article has a return address in Australia, Australia Post returns it to the sender. No return postage is payable unless the article is a Print Post article (refer to **G5.4.1**), a parcel (refer to **G5.4.2**), or a Reply Paid article (refer to **G5.4.3**).

Overseas countries returning articles sent in the International Post by Australian senders may send the article:

- directly to the original sender, or
- to the Mail Redistribution Centre in Australia for diversion to the original sender.

Under the *Universal Postal Convention*, overseas countries are not obliged to return unregistered printed papers unless the article bears a specific request to return the article.

Australia Post returns many thousands of mail items to senders each year and prefers to return them unopened. It can only do this if the article shows the sender's address. The sender's full postal address may appear in the top-left of the envelope face in the service zone, or on the back of the article.

Australia Post cannot agree to requests by senders that undeliverable articles are returned within a certain time. It is often not possible to achieve this.

G5.4.1 – Print Post articles

If a Print Post article is unclaimed, undeliverable or refused, the sender must pay return postage. The table shows the return postage rates that apply.

Type of Print Post article	Return postage rates that apply
Small letter up to 250 grams	Standard ordinary post rates.
Large letter up to 500 grams	The same-state ordinary post rate appropriate to the weight.
Parcel	The regular Parcel Post rate appropriate to the weight and distance.

G5.4.2 – Parcels and satchels

If the return of an unclaimed, undeliverable or refused parcel or satchel involves carriage between two offices of Australia Post, the sender must pay return postage. The return postage payable for Parcel Post and Express Post parcels should be the same as the original postage paid for the parcel. If this cannot be determined, the postage should be assessed at the rate scale in the following table.

Type of parcel or satchel	Return postage rate scale
Parcel Post parcels up to 5kg packed in If It Packs, It Posts packaging	National Flat Rates by size
Express Post parcels up to 5kg packed in If It Packs, It Posts packaging	National Flat Rates by size
Parcel Post parcels up to 5kg packed in own packaging	National Flat Rates by weight
Express Post parcels up to 5kg packed in own packaging	National Flat Rates by weight
Parcel Post satchels up to 5kg	National Flat Rates by size
Express Post satchels up to 5kg	National Flat Rates by size
Parcel Post parcels over 5kg (any packaging)	Parcel Post rates
Express Post parcels over 5kg (any packaging)	Express Post rates

If a parcel is Return Paid and is unclaimed, undeliverable or refused, the sender must pay for the original carriage and, if the return involves carriage between two offices, the return postage.

Some senders who post parcels under contract conditions will accept returned parcels that have been opened and repackaged in new outer packaging. This is only acceptable when the person refusing / returning the parcel addresses it using a genuine Return Paid Number. If no Return Paid Number is available, the person refusing / returning the parcel must pay the postage.

G5.4.3 – Reply Paid articles

If a Reply Paid article is unclaimed, undeliverable (withheld from carriage due to non-compliance of Terms and Conditions and / or non-payment) or refused, it is treated as undeliverable (and may be disposed of).

G5.5 – Unclaimed, undeliverable and refused articles without a return address

This section applies to articles lodged in Australia and addressed either to an Australian address or to an overseas address. Australia Post examines unclaimed, undeliverable or refused articles without a return address in accordance with the *Australian Postal Corporation Act, 1989*. The table shows the action Australia Post takes, depending on the result of the examination.

Result of examination	Action by Australia Post
An address that appears to be the addressed person's correct address	Delivery to that address.
No address for the addressed person, but the sender's address is present	Return to the sender.
Neither address is present	The article is forfeited. Australia Post may destroy items of no value.

Some senders who post parcels under contract conditions will accept returned parcels that have been opened and repackaged in new outer packaging. This is only acceptable when the person refusing / returning the parcel addresses it using a genuine Return Paid number. If no Return Paid number is available, the person refusing / returning the parcel must pay the postage.

Under the *Universal Postal Convention*, overseas countries are not obliged to return unregistered postcards that do not bear the address of the sender.

G5.6 – Unclaimed, undeliverable and refused articles lodged overseas

The table shows the action Australia Post takes with an article that is unclaimed, undeliverable or refused in Australia that a sender lodged overseas in the International Post.

Type of article	Return address	Action by Australia Post
Express Courier International articles	Yes	Returned to the overseas sender at no charge by Express Courier International.
	No	Returned for action by the country of origin by Express Courier International.
Small letters, Large letters up to 500 grams, postcards or aerogrammes	Yes	Returned to the overseas sender at no charge in the same service used by the sender.
	No	Returned for action by the country of origin in the same service used by the sender.
Unregistered, uninsured parcels or printed papers	Yes	The article is forfeited, unless the overseas sender has guaranteed to pay return postage on the original despatch documentation.
	No	The article is forfeited.
Registered articles	Yes	Returned to the overseas sender at no charge in the same service used by the sender.
	No	Returned for action by the country of origin in the same service used by the sender.
Insured parcels	Yes or No	Treated in accordance with the sender's instructions.

G5.7 – Refused articles not originally carried through the post

Australia Post does not accept a refused article that was not carried by post originally. Senders must prepay postage on all such articles.

If postage is not prepaid, Australia Post refuses to accept lodgement of such articles at an office. Australia Post disposes of such articles discovered in posting boxes according to the *Australia Post Terms and Conditions* that apply to such an article.

G5.8 – Withdrawal from the post

G5.8.1 – Service description

A person who has lodged an article for carriage by post may apply to have the article withheld from delivery and returned to the sender. Because of the potential for fraudulent use of the service by people wishing to intercept articles illegally in the post, Australia Post does not easily approve applications for withdrawal from the post.

G5.8.2 – How to apply for withdrawal from the post

Anyone wishing to withdraw an article from the post must apply in writing to a mail centre or a parcel centre. The application must include:

- the relevant lodgement receipt if the article was lodged in the Registered Post or the international Extra Cover services
- a description of the article
- a statement of the contents of the article, unless the article is a parcel where a statement of contents is not necessary
- the applicant's special reasons for requesting withdrawal of the article
- the withdrawal fee – refer to **G5.8.4**.

Before Australia Post can approve the application and return the article to the applicant, Australia Post must be completely satisfied that:

- the applicant is the sender of the article, and
- either the stated special reasons for requesting withdrawal from the post are valid, or the addressee has consented to the withdrawal.

G5.8.3 – Withdrawal of International Post articles

It is not always possible to withdraw articles lodged in Australia in the International Post after the article has left Australia. Australia Post will not withdraw an International Post parcel that has left the office where it was included in a mail for carriage overseas.

Australia Post may accept applications for withdrawal from the post of articles lodged overseas and addressed for delivery in Australia provided the bone fides of the request can be established and provided the article in question can be traced.

G5.8.4 – Charges

The charge for the withdrawal of an article from the post has three components:

- a non-refundable withdrawal fee payable at the time of application – refer to the *Post charges booklet* (8833665) for the value of the fee
- the cost of any telephone calls, facsimile messages or electronic messages necessary to effect withdrawal, whether or not the withdrawal is successful
- for withdrawn parcels, the postage payable for carriage from the office of interception to the applicant.

Withdrawal charges are not refundable under any circumstance. If the office of delivery has delivered the article before Australia Post can effect withdrawal, the applicant must pay the withdrawal fee and the full value of all costs incurred.

Section 6 – Included Compensation, Extra Cover, delivery enquiries within Australia

G6.1 – Scope of Included Compensation and Extra Cover

Note: Extra Cover is in addition to your rights under the Australian Consumer Law.

G6.1.1 – Australia Post's discretion

At its discretion, Australia Post may pay compensation for the loss of an article if the claimant can provide proof of posting. At its discretion, Australia Post may pay compensation for damage to an article if it has adequate packaging.

G6.1.2 – International Post

This section does not cover Included Compensation and Extra Cover payable on articles lodged in the International Post. Refer to the *International mail services guide* (8833730).

G6.1.3 – Within Australia

This section covers the conditions for the payment of Included Compensation and Extra Cover only for articles lodged within Australia for delivery within Australia. For the purposes of Included Compensation and Extra Cover, the following places are within Australia:

- Australian Antarctic Territory TAS 7151
- Territory of Heard Island and McDonald Islands TAS 7151
- Christmas Island (Indian Ocean) WA 6798
- Cocos (Keeling) Islands WA 6799
- Lord Howe Island NSW 2898
- Norfolk Island NSW 2899
- a ship of the Royal Australian Navy, wherever situated, provided that if a ship is outside Australian waters, articles are sent to and from the ship by Australia Post by closed dispatch through an overseas postal administration
- a Defence Department AFPO, wherever situated, provided that if an AFPO is outside Australia, articles are sent to and from the AFPO by Australia Post by closed dispatch through an overseas postal administration.

G6.1.4 – Consequential loss

Australia Post excludes any claim for consequential loss or special damages – refer to **G6.6 – Exclusions from cover**.

G6.2 – Who may claim Included Compensation or Extra Cover

At any time, only one person has the right to claim Included Compensation or Extra Cover. The person who holds this sole right depends on the delivery status of the article.

Claim type	Sole right to claim held by
Loss	Sender
Damage	Addressee

■ Waiver of right to claim

The person with the sole right to claim Included Compensation or Extra Cover may waive that right in favour of another person. The claimant must send the written waiver to the manager of the office handling the claim.

G6.3 – When to claim Included Compensation or Extra Cover

Claimants must submit a claim for Included Compensation or Extra Cover within six (6) months of the lodgement of the article.

G6.4 – How to claim Included Compensation or Extra Cover

G6.4.1 – General conditions

Direct enquiries about claims to the Australia Post customer contact centre on **13 POST (13 7678)**.

A *Customer Service Complaints form* (8834928) is available at any office of Australia Post. Australia Post may require the claimant to support the information on the form with a statutory declaration and provide proof of identity.

If the claim is for a Registered Post article, the claimant must produce the lodgement receipt. If the claim is for an Express Post article, the claimant must produce the **SENDER TO KEEP** tab.

G6.4.2 – Claims for missing or damaged contents

If the claim concerns missing or damaged contents, the claimant must notify Australia Post immediately. The person who received delivery must, when making the claim, produce the article to Australia Post, including all original wrapping and packaging. This condition applies even if the person addressed waives the right to claim in favour of the sender.

Senders should inform all addressees of this condition.

G6.5 – Amounts payable

G6.5.1 – Limits of cover

The table shows the limits of cover as prescribed by the *Australia Post Terms and Conditions*:

Type of article	Limit of cover
Letter Post or Parcel Post article without Extra Cover	\$50
Registered Post article without Extra Cover	\$100
Letter Post or Parcel Post article with Extra Cover	The limit is the amount of cover purchased. Cover may be purchased up to \$5,000.

G6.5.2 – Limits to amount payable

The *Australia Post Terms and Conditions* limits the amount payable for an Included Compensation or Extra Cover claim to whichever is the least of:

- the value of the individual contents
- the limit of cover as defined in **G6.5.1**
- the actual replacement cost of lost, stolen or damaged contents assessed at market value
- the repair cost, if damaged contents are repairable.

Note: Australia Post may elect to replace lost articles or repair or replace damaged articles instead of paying compensation.

G6.5.3 – Reductions to amounts payable

Australia Post reduces the amount payable under an Included Compensation or Extra Cover claim by the value of:

- any unpaid Extra Cover fee
- the amount of any other compensation, damages or indemnification to which the claimant is entitled – this includes the value of replacement cheques or other replaceable negotiable instruments.

G6.5.4 – Document reconstruction costs

Registered Post offers compensation to reimburse reasonable document reconstruction costs up to the limit of \$100. This covers the construction or replacement of an exact duplicate of a lost or damaged non-negotiable instrument, such as a passport, a will, or a title deed.

G6.5.5 – Refund of postage

The table shows the postage refund that Australia Post pays under an approved Included Compensation or Extra Cover claim.

Type of article	Postage refund payable
Unregistered Letter Post or Parcel Post article	The postage paid
Registered Letter Post article with Extra Cover	The postage paid excluding the registration fee and any additional Extra Cover fee
Postage prepaid Registered Post envelope	The price paid for the envelope
Other Registered Post article without Extra Cover	The postage paid excluding the registration fee

G6.6 – Exclusions from cover

Under the *Australia Post Terms and Conditions*, Australia Post specifically excludes the following from cover for Included Compensation or Extra Cover.

G6.6.1 – Time limitation

Australia Post excludes any claim not made within six (6) months of the lodgement date of the article.

G6.6.2 – Consequential loss

Australia Post excludes any claim for consequential or special damages or any indirect loss arising out of any act or omission, whether negligent or otherwise, by or on behalf of Australia Post in relation to the carriage of an article. Such damages, losses or costs include, but are not limited to, loss of profits, interest, income, market or utility.

G6.6.3 – Events beyond control – force majeure

Australia Post excludes any claim for an article lost due to force majeure – that is, a cause beyond control, such as a natural disaster or an act of war.

G6.6.4 – Physically offensive articles

Australia Post excludes any claim for an article that becomes physically offensive during the ordinary course of carriage.

G6.6.5 – Confiscated or destroyed articles

Australia Post excludes any claim for an article that is confiscated or destroyed by a competent authority because of the nature of the contents of the article.

G6.6.6 – Prohibited articles

Australia Post excludes any claim for an article the possession of which is prohibited by or under any Australian Commonwealth, State, or Territory law or the *Australia Post Terms and Conditions*.

G6.6.7 – Valuable items

Australia Post excludes any claim for coins, bullion, precious or valuable stones (whether cut or uncut), jewellery, negotiable securities, or non-negotiable instruments if:

- the article is not sent via Registered Post
- the article is not securely sealed
- anything written on the article or its method of wrapping allows its contents to be identified
- the article contains bank notes or currency notes of any country.

G6.6.8 – Fault or negligence of sender – packaging

Australia Post excludes any claim for an article that is lost or damaged by the fault or negligence of the sender, such as failure to adequately pack the article – refer to **G6.7 – Adequate packaging and Australia Post packaging products**.

G6.6.9 – Fragile items

Australia Post excludes any claim for damage to a fragile article that cannot reasonably be expected to travel by post – such as a clay, soapstone or alabaster figure or model.

G6.6.10 – Absence of record of lodgement

Australia Post excludes any claim for the total loss of an article if there is no evidence or record of lodgement, such as:

- a lodgement receipt, and / or
- a *Statutory Declaration* if so requested by Australia Post.

G6.6.11 – Card letters

Australia Post excludes any claim if contents were enclosed in a card letter.

G6.6.12 – Delivery delays

Australia Post excludes any claim for carriage or delivery delays.

G6.6.13 – Misrepresentation

Australia Post excludes any claim that relies on any misrepresentation, perceived or real, made by an Australia Post employee at the time of lodgement concerning:

- the amount or availability of compensation, or
- the time in which a postal article will be delivered.

G6.7 – Adequate packaging and Australia Post packaging products

Australia Post may refuse to accept a parcel in the post if, in the opinion of Australia Post, the article is inadequately packed or the contents are likely to become offensive.

G6.7.1 – Definition of adequate packaging

The payment of an Included Compensation or Extra Cover claim for an article depends on the use of adequate packaging. Australia Post approves the range of Australia Post packaging products as adequate packaging. For the range and prices of Australia Post packaging products, refer to the *Post charges booklet* (8833665).

Australia Post may refuse to accept a parcel, even if the sender uses a Australia Post packaging product, if:

- the packaging product is inappropriate to its contents
- the packaging product is used or fastened incorrectly
- the packaging product has been used previously
- the contents are fragile – such as fine glassware, clay, soapstone, or alabaster – and are inadequately protected by internal shock-absorbing material, such as Australia Post bubble-wrap
- the contents are likely to perish or become physically offensive during the ordinary course of carriage
- the article has special packaging requirements – refer to **G6.7.2**.

G6.7.2 – Special packaging requirements

Senders of articles to some remote areas should take extra precautions to ensure the article (and its packaging) is not liable to damage by extremes of climate or transport.

Articles sent to Defence Force personnel on an HMA ship overseas or at an AFPO could be subject to extremes of climate over a lengthy delivery period. Senders should take extra precautions to protect the article. Do not include perishable articles that are likely to deteriorate or liquefy before delivery.

Australia Post has special packaging requirements for some items – such as biological substances, bees and leeches, liquids, poisons, and so on. Refer to *Dangerous and prohibited goods and packaging guide* (8833729) for the Australia Post packaging requirements for specific goods.

G6.8 – How to make a delivery enquiry

G6.8.1 – General conditions

Senders or addressees should direct enquiries or complaints to any Post Office. Only those people who normally do business with a mail centre or a parcel centre should direct enquiries to that centre.

Australia Post may not be able to locate an individual article in the post unless it was lodged in the Registered Post service, or was otherwise documented or recorded.

G6.8.2 – Non-delivery enquiries

Applicants may make enquiries about the non-delivery of any article on a *Customer Service Complaint form (8834928)* available for that purpose at any office. If this is inconvenient, applicants may lodge non-delivery enquiries by telephone on **13 POST (13 7678)** or by post to your State Head Office.

Australia Post accepts the enquiry if:

- the applicant can describe the article and give sufficient lodgement details to enable Australia Post to initiate action
- the person making the enquiry provides reasonable evidence that the article has not yet been delivered
- sufficient time has elapsed to allow the article to reach its destination in the ordinary course of carriage
- the article was lodged within the preceding six (6) months.

The table shows the Australia Post action for non-delivery enquiries.

Service or type of article	Action taken
International Post	Refer to <i>International mail services guide (8833730)</i>
Express Post	Search at delivery office
Registered Post article	Search at delivery office
Unregistered letter	No search
Unregistered parcel	Search at delivery office

Articles not found, even during a search at the delivery office, may subsequently arrive at the Mail Redistribution Centre. If an article at the Mail Redistribution Centre has a return address or its description matches the details recorded on the enquiry form, Australia Post notifies the person who made the enquiry.

G6.8.3 – Delayed delivery enquiries

Applicants who make an enquiry about the delayed delivery of any article should produce, if possible, the envelope or wrapping of the article in the condition in which they received it.

G6.8.4 – Privacy of information

People making enquiries should be aware that Australia Post employees may not use or disclose certain information that they acquire in the course of their duties – refer to **Section 1 – Privacy of information**.

Section 7 – Mail Redirection (change-of-address) and Mail Holding services

G7.1 – Mail Redirection and Mail Holding service

G7.1.1 – Service description

Australia Post offers two convenient ways to manage your mail:

- the Mail Redirection service redirects postal articles from an old address to a new address – refer to **G7.2**
- the Mail Holding service temporarily stops the delivery of postal articles to your normal place of delivery. All mail held will be delivered on the first delivery date after the finish date of the application – refer to **G7.3**.

G7.2 – Mail Redirection service

G7.2.1 – Service description

With the Mail Redirection service, a person completes an *Application to Redirect Mail*. Australia Post then redirects all mail addressed to the person(s) named on the application for the period defined in the application, subject to **G7.6 – Refusal of service**. Australia Post does not redirect articles that are in the Non-redirection service – refer to **G7.5**.

G7.2.2 – Conditions

The table shows the conditions that apply to the redirection of mail, depending on the place of original lodgement, the place of redirection and the type of article subject to redirection.

Originally lodged	Redirected to	Type of article	Conditions
In Australia	An Australian address	All mail	Redirected
In Australia	An overseas address	The following articles are unable to be redirected under the international Mail Redirection service. They may be deemed undeliverable and treated as Return To Sender. <ul style="list-style-type: none"> • Articles that require customs documentation affixed. • Does not bear the sender’s address. • Articles sent by domestic services such as Registered Post, Express Post, Parcel Post. Customers are advised that articles redirected to an overseas address may be subjected to security related delays.	
Overseas	An Australian address	All mail	Redirected

G7.2.3 – Lodgement of an Application to Redirect Mail

The applicant for the Mail Redirection service or an authorised agent must lodge an *Application to Redirect Mail* in person at any office of Australia Post and pay the appropriate fee. The applicant must allow three (3) full business days from time of lodgement to activate a redirection.

On signing the *Application to Redirect Mail*, the applicant or agent indemnifies Australia Post against any loss, claim, damages or proceedings whatsoever arising from the operation of the service.

G7.2.4 – Eligibility

Type of applicant	Eligible service recipients	Conditions for Application
A person who receives street mail delivery at a private residential address, and is moving from that address.	The applicant only.	Signed by the applicant.
	The applicant and the applicant’s spouse, or de facto spouse, and children who are to receive mail at the same new address.	The applicant warrants that the spouse and children will live, or are living, with the applicant at the same new address.
	All residents at the address who are named on the application and are to receive mail at the same new address.	The applicant warrants that he or she is authorised to make the application on behalf of the named residents.
A person who receives mail at a Post Office box, or in a bag service who is moving or is cancelling the service.	All people addressed at the box or bag who are named on the application and are to receive mail at the same new address.	The applicant warrants that he or she is authorised to make the application on behalf of the named people.
A person who receives mail care of a Post Office.	All residents at the address who are named on the application and are to receive mail at the same new address.	The applicant warrants that he or she is authorised to make the application on behalf of the named residents.
A family member of a deceased person or the nominated executor or administrator of the deceased person’s estate.	The family member, executor or administrator with respect only to mail addressed to the deceased person.	Signed by the family member, or by the executor or administrator who produces a letter of probate or administration.
A company or an association or an institution, whether incorporated or not, that is moving from the address where it receives mail.	The company, association or institution only.	Signed by the company secretary or a person who produces the written authority from the company secretary.

Type of applicant	Eligible service recipients	Conditions for Application
A company or an association or an institution, whether incorporated or not, that has appointed a liquidator, receiver or agent in possession.	The liquidator, receiver or agent in possession with respect only to mail addressed to the company, association or institution.	Signed by the liquidator, receiver or agent in possession who produces a court order stating that they are entitled to the property of the company.
A partnership that is moving from the address where it receives mail.	The partnership and its partners who are named on the request.	Signed by a managing partner or a person who produces the written authority from the partners or managing partner.
A trust that is moving from the address where it receives mail.	The trust only.	Signed by the trustee or a person who produces the written authority from the trustee.
A government body or instrumentality that is moving from the address where it receives mail.	The government body or instrumentality only.	Signed by a duly authorised person who produces a certified copy of the authorisation.
Clubs / associations moving from the address where it receives mail.	The club or association.	Signed by the secretary or a person authorised in writing by the secretary.
Self Managed Superannuation Funds.	Member(s) of the Self Managed Superannuation Fund	Signed by trustee or person who produces written authority from the trustee. Must produce letter of ABN registration from the Australian Taxation Office (ATO).

Australia Post may require the addressee to provide such information as Australia Post deems necessary to establish the applicants entitlement to make the application.

G7.2.5 – Articles addressed to more than one person

Where an article is addressed to two or more people and only one of those persons has applied for the Mail Redirection service, the article will be delivered as addressed.

Where an article is addressed to more than one person, and more than one of the addressees has applied for a redirection to a different destination under the Mail Redirection service, the article will be treated as “Left Address” and returned to sender.

G7.2.6 – Duration of Mail Redirection service

An *Application to Redirect Mail* must show the dates during which Australia Post is to redirect mail. The *Application to Redirect Mail* is accepted for 12 months or less.

■ Renewal of service

Approximately 21 days before the expiry of a Mail Redirection service, Australia Post sends a *Renewal Notice* to the applicant. The applicant may renew the service on payment of the appropriate fee. To renew the service by the renewal payment due date, the applicant should:

- lodge the *Renewal Notice* and pay the fee at the nearest office of Australia Post, or
- mail the *Renewal Notice* payment slip and fee to Australia Post in the enclosed Reply Paid envelope.

G7.2.7 – Mail Redirection service fee

The fees payable for the Mail Redirection service are in the *Post charges booklet* (8833665). The service can be purchased for 1, 3, 6 or 12 month periods. The table shows the service fee scale that applies, depending on the type of person or organisation requesting the service. When determining charges the customer needs to identify whether they require an international or domestic Mail Redirection service, as different charges apply.

Type of applicant	Service fee scale that applies
An eligible pensioner concession beneficiary and the dependents listed on the card (only) as defined below	Concession
Private individuals (only)	Private

Type of applicant	Service fee scale that applies
Business and government rates are applicable for applications that include any addressee name that is not a private individual: <ul style="list-style-type: none"> • Bankrupt or insolvent businesses • Government bodies or institutions • Company trusts • Individual trustees and self managed superannuation funds • Schools – private or public • Not for Profit eg Churches, charities • Clubs and associations • where both personal and business mail are being redirected from one address. 	Business and government
Home office business, trust or Self-Managed Super Fund	Home office

■ Concession

To be eligible for the concession the customer must be a current cardholder named on one of the cards listed below:

- Commonwealth Seniors Health Card
- Health Care Card (all types)
- Pensioner Concession Card
- Department of Veterans’ Affairs Card
- MyPost Concession Card
- Norfolk Island Social Services Card
- Veterans’ Repatriation Health Card.

Similarly, any dependent seeking the concession must also appear on this card. Furthermore, the customer and / or their dependents must be listed on the application for service.

G7.2.8 – Cancellation or alteration of an existing Mail Redirection service

Alterations (extend, add or remove names only) or cancellations to the service require the applicant to lodge an *Alter or Cancel Mail Redirection or Mail Holding service form*.

A change of the Mail Redirection service to a different address requires a cancellation of the existing service (using the *Alter or Cancel Mail Redirection or Mail Holding service form*) and lodgement of a new *Application to Redirect Mail*.

Altering or cancelling can only be done in person, by the person who lodged the original application, or by a person who has the written authority from the original applicant or from the business / organisation. However, any person can add or remove their own name and that of any dependent aged under 18 years.

G7.2.9 – Refund of Mail Redirection service fee

■ Discontinuance

If the applicant cancels the Mail Redirection service (domestic), Australia Post refunds for each complete unused whole month for which the service is no longer required. No refund is payable for the first month of a domestic service or part of a month during which the service operated, whether or not any actual redirection took place. For the international Mail Redirection service a cancellation fee applies, and a refund of international postage is available for each unused whole month for which the service is no longer required.

■ Service failure

Australia Post will refund one month’s service fee for any calendar month during which there was a failure or a partial failure of the Mail Redirection service. A failure of the service does not include failure to redirect those articles that Australia Post specifically refuses to redirect – refer to **G7.6 – Refusal of service**, **G7.5 – Non-redirection service**, or limitations to the international service – refer to **G7.2.2 – Conditions**.

G7.3 – Mail Holding service

G7.3.1 – Service description

With the Mail Holding service, a person completes an *Application to Hold Mail (8838863)*. Australia Post then holds all mail addressed to the people or the organisation nominated on the application for the period defined on the application, subject to **G7.6 – Refusal of service**.

Care of Post Office Delivery is not available for the purposes of holding mail for collection. Mail articles are not kept on premise at Post Offices. All mail articles held are delivered to the normal place of delivery on the first delivery day after the expiry of the service.

Australia Post does not hold articles that are in the Non-redirection service – refer to **G7.5**.

Australia Post continues to deliver mail as addressed to any people or organisations not nominated on the *Application to Hold Mail (8838863)*.

G7.3.2 – Eligibility

The eligibility conditions for the Mail Holding service are the same as for the Mail Redirection service – refer to **G7.2.4**.

The Mail Holding service is particularly useful for people who:

- will be away from their normal residence for some time
- cannot arrange for mail to be cleared from a Post Office box for some time
- cannot arrange for collection of a locked bag or a private mail bag for some time.

G7.3.3 – Duration of service, lodgement, fees and refunds

The Mail Holding service is purchased on a weekly basis for private customers and on a monthly basis for business customers. The conditions for the lodgement of an *Application to Hold Mail*, are the same for the Mail Redirection service. Refer to **G7.2.3**.

G7.3.4 – Mail Holding service fee

The fees payable for the Mail Holding service are in the *Post charges booklet (8833665)*. The table shows the service fee scale that applies, depending on the type of person or organisation requesting the service.

Type of applicant	Service fee scale that applies
An eligible pensioner concession beneficiary and the dependents listed on the card (only) as defined below	Concession
Private individuals (only)	Private
Business and government rates are applicable for applications that include any addressee name that is not a private individual: <ul style="list-style-type: none"> • Bankrupt or insolvent businesses • Government bodies or institutions • Company trusts • Individual trustees and self managed superannuation funds • Schools – private or public • Not for Profit eg Churches, charities • Clubs and associations • where both personal and business mail are being redirected from one address. 	Business and government
Home office business, trust or Self-Managed Super Fund	Home office

■ Concession

To be eligible for the concession the customer must be a current cardholder named on one of the cards listed below:

- Commonwealth Seniors Health Card
- Health Care Card (all types)
- Pensioner Concession Card
- Department of Veterans’ Affairs Card
- MyPost Concession Card
- Norfolk Island Social Services Card
- Veterans’ Repatriation Health Card.

Similarly, any dependent seeking the concession must also appear on this card. Furthermore, the customer and / or their dependents must be listed on the application for service.

G7.3.5 – Cancellation or alteration of an existing Mail Holding service

Alterations (extend, add or remove names only) or cancellations to the service require the applicant to lodge an *Alter or Cancel Mail Redirection or Mail Holding service form*.

Altering or cancelling can only be done in person by the person who lodged the original application, or by a person who has the written authority from the original applicant or from the business / organisation. However, any person can add or remove their own name and that of any dependant aged under 18 years.

G7.3.6 – Refund of Mail Holding service fee

■ **Discontinuance**

If the applicant cancels the Mail Holding service, Australia Post refunds the service fee for each complete week / month for which the service is no longer required. No refund is payable for the first week / month or part thereof during which the service operated, whether or not any holding of mail took place.

■ **Service failure**

Australia Post will refund one week / month's service fee for any week / calendar month during which there was a failure or a partial failure of the Mail Holding service. A failure of the service does not include failure to hold articles that Australia Post specifically refuses to hold – refer to **G7.6 – Refusal of service**.

G7.4 – After-delivery service

G7.4.1 – Service description

If Australia Post has delivered an article and the person addressed cannot receive it because he or she has permanently or temporarily left the address, a person who receives the article may:

- redirect it to the person addressed by changing the address and re-lodging the article for further postal carriage, or
- return the article to Australia Post as undeliverable – refer to **G5.2 – Undeliverable articles**.

Australia Post does not redirect articles that are in the Non-redirection service – refer to **G7.5**. Australia Post returns such articles to the sender.

G7.4.2 – Lodgement of redirected articles

A person who redirects an article after delivery may lodge the article:

- over the counter at any office of Australia Post
- in a street posting box
- by handing it to a postal delivery officer.

G7.4.3 – Lodgement of articles not originally carried through the post

Australia Post does not accept for redirection any article that was not carried by post originally. Senders must prepay postage on all such articles.

If postage is not prepaid, Australia Post refuses to accept lodgement of such articles. Australia Post disposes of such articles discovered in posting boxes according to the *Australia Post Terms and Conditions* that apply to such articles.

G7.5 – Non-redirection service

G7.5.1 – Service description

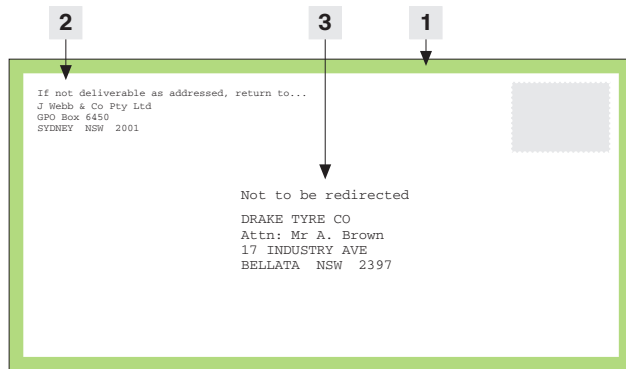
The Non-redirection service allows the sender of certain articles addressed to an Australian address to instruct Australia Post:

- to return the article to the sender if the addressee has an active Mail Redirection, or
- to return the article to the sender if the person addressed receives the Mail Holding service, or
- to deliver the article as addressed, even if the diversion-of-mail service is operating.

Australia Post will not redirect or hold any such articles that receivers return to Australia Post. The articles are not subject to the After-delivery service. Australia Post returns all such articles to the sender.

G7.5.2 – Specification of Non-redirection articles

1. Non-redirection articles are white envelopes with a green border – Pantone® PMS 366 with no fluorescent pigment. The border is between 4mm and 5mm wide.
2. The top-left of the Service Zone of the envelope contains the words:
IF NOT DELIVERABLE AS ADDRESSED, RETURN TO ...
followed by the name and address of the sender.
3. The address is an Australian address, immediately above which are the words:
NOT TO BE REDIRECTED.



G7.6 – Refusal of service

Australia Post may refuse to offer the Mail Redirection service, the Mail Holding service or the After-delivery service if:

- it would be difficult for Australia Post to isolate mail addressed to the applicant from mail addressed to other people at the same delivery point – such as a business address, a hotel or other accommodation establishment, or any premises where many addressees share a common mail box such as blocks of flats or caravan parks, or
- Australia Post has a reasonable belief that an address is being used in furtherance of a criminal offence, or
- a box-holder or bag-holder has completed an *Application to Redirect Mail* without notifying a change of the address associated with the box or bag – refer to **G4.5.6**.

Australia Post will refuse to redirect, hold or divert any article that:

- is an article in the Non-redirection service – refer to **G7.5**, or
- is received from overseas and contains instructions in English that redirection is not required.

Australia Post either returns such articles to the sender or delivers them as addressed, depending on the type of service in operation.

Note: Individual articles will not be redirected if they do not comply with conditions of the service, refer to **G7.2.2**.

Section 8 – Philatelic services

G8.1 – Scope of philatelic products and services

■ Australian philatelic products and services

Australia Post provides a comprehensive range of Australian philatelic products and services for stamp collectors, the philatelic trade and souvenir / memorabilia collectors. These products and services are widely available through Post Offices, the Australian Philatelic Bureau and online. Through ongoing development, new and innovative products will be produced to support retail initiatives, enhance the Australia Post brand and image, and showcase the Australian identity and culture.

■ Stamp Bulletin Australia

Australia Post regularly reports on new philatelic products and services in the *Stamp Bulletin Australia* – refer to **G8.6.1**.

G8.2 – Outlets and charges for philatelic services

G8.2.1 – Australian stamps – current issues

All currently available stamp issues and philatelic products of Australia, Australian Antarctic Territory, Christmas Island (Indian Ocean), Cocos (Keeling) Islands and Norfolk Island are available for sale at:

- all corporate Post Offices
- some licensed Post Offices
- the Australia Post philatelic website (auspost.com.au/stamps).

G8.2.2 – First day covers

First day of issue postmarking facilities for the stamps and postal stationery of Australia, Australian Antarctic Territory, Christmas Island (Indian Ocean), Cocos (Keeling) Islands and Norfolk Island are available for counter sale at all Post Offices.

G8.2.3 – Mail order facilities

The Australian Philatelic Bureau provides mail order facilities for all philatelic products – refer to **G8.4** for more details.

G8.2.4 – Charges for philatelic products and services

The charges for philatelic products and services are in the *Stamp Bulletin Australia* – refer to **G8.6.1**.

G8.3 – The available philatelic products and services

G8.3.1 – Categories of issue of stamps and postal stationery

The table shows the three categories of issue of stamps and postal stationery and the purpose of each category.

Category of issue	Purpose
Definitive issue	To meet the ongoing needs of Australia Post to provide stamps that have the denominations of the most frequently used postage charges.
Commemorative issue	To mark a significant event or anniversary of international importance. For example, each year's Christmas stamps are a commemorative issue.
Special issue	To feature important Australian cultural or environmental themes designed to meet general and special occasion postage needs.

G8.3.2 – Australian stamps

The table shows the periods during which Post Offices sell Australian postage stamps. All periods for offices with philatelic facilities are subject to stock availability. Precise current details are in the *Stamp Bulletin Australia* – refer to **G8.6.1**.

Category of issue	Sales period
Definitive issue	Indefinite
Commemorative issue or special issue	Approximately six months

G8.3.3 – Australian territories stamps

The table shows the periods during which Post Offices normally sell stamps of Australian Antarctic Territory, Christmas Island (Indian Ocean), Cocos (Keeling) Islands and Norfolk Island. All periods for offices with philatelic facilities are subject to stock availability. Precise current details are in the *Stamp Bulletin Australia* – refer to **G8.6.1**.

Category of issue	Sales period
Commemorative issue or special issue	Approximately six months

G8.3.4 – Stamp packs

Stamp packs are folders containing mint sets of selected Australian and Territories stamp issues featuring background information about the issue.

Stamp packs are available at Post Offices for the sales period of the stamps – subject to stock availability. Precise current details are in the *Stamp Bulletin Australia* – refer to **G8.6.1**.

G8.3.5 – First day covers

Selected Post Offices sell issue first day covers for each new Australian and Australian territories stamp. The table shows the sales periods depending on the type of cover or service.

Type of cover or service	Sales period
Blank covers unaddressed, without stamps or postmarks, enabling customers to address the covers before affixing stamps	Approximately six months
Stamps	From the date of issue
Stamped, postmarked, unaddressed first day covers	Approximately one month after issue date, subject to stock availability
Affixing of stamps to customer's own covers	On the date of issue

G8.3.6 – Souvenir envelopes and postal stationery**■ Illustrated souvenir envelopes**

All offices with philatelic facilities sell illustrated general-purpose envelopes suitable for use with philatelic postmarks when Australia Post does not issue a specific first day cover.

■ Postal stationery

The table shows the range of Australia Post postal stationery.

Product	Description
Definitive aerogramme	Australia Post issues aerogrammes with a postage prepaid imprint. The stamp image and the left side of the cover illustrate an aspect of the Australian environment.
Postage prepaid envelopes	Postage prepaid envelopes in a range of sizes carry a Postage Prepaid imprint for carriage to any Australian and international address and an illustration of an Australian subject. Refer to the <i>Letter products and services guide (8833731)</i> for more details.
Pre-stamped envelopes	Australia Post issues pre-stamped envelopes in the denomination of the current within-Australia base postage rate. They may be commemorative or special issues. The envelopes bear a pre-printed stamp design that is not available on any postage stamp.
Maximum card	A maxicard is a picture postcard. The picture-side bears an affixed stamp and postmark in concordance as well as the picture. The other side has room for a message and the address. It bears a Postage Prepaid imprint that prepays postage to any Australian destination or to any overseas destination by Air Mail at any time. Sales periods and purchase arrangements are in the <i>Stamp Bulletin Australia</i> – refer to G8.6.1 . It may be definitive, commemorative or special issue.
Prepaid postcard	A prepaid postcard is a picture postcard. The back has room for a message and the address. It bears a Postage Prepaid imprint that prepays postage to any Australian destination or to any overseas destination by Air Mail at any time. It may be definitive, commemorative or special issue.

In general, Australia Post has the same sales periods and first day arrangements for postal stationery as for the equivalent category of issue of postage stamp.

G8.3.7 – Philatelic postmarking

■ Light postmarks on purchased stamps

The purchaser of a stamp at a Post Office counter may request the Australia Post officer to lightly postmark it. The stamp should be affixed to an envelope or cover. The face value of the stamp should be at least:

- the current base postage rate for a Small letter by ordinary post within Australia, or
- during November and December, the seasonal greeting card rate.

After cancellation by postmark, the stamp is invalid for the payment of postage, unless it is lodged for postal transmission.

■ Commemorative or special postmarks

Collectors may have covers cancelled by commemorative or special postmarks in conjunction with commemorative or special stamp issues. The *Stamp Bulletin Australia* publishes the availability and conditions for commemorative or special postmarks – refer to **G8.6.1**.

■ Postmarking requests

Any customer may present a postal article at a counter of an office and request the office to apply neatly any postmark currently in use at that office. First Day of issue postmarks are only used on the first day of a stamp release. The customer may then lodge the article for carriage by post. If the article has no address or is self-addressed, the customer may ask for the return of the article.

Customers who cannot visit an office may enclose a fully prepaid self-addressed article in another fully prepaid outer wrapper addressed to the postal manager. The outer wrapper should also contain written postmarking instructions. The postal manager postmarks the article and returns it in the mail.

As mail items enter the mail sorting process, some machine marks may be added. Pen cancellations will take place when mail items go through the system without a cancellation postmark being added to avoid fraudulent reuse.

■ More information

More information on postmarking is available from the Australian Philatelic Bureau or from australiapostcollectables.com.au.

G8.3.8 – Stamp collecting accessories

There are a number of stamp collecting products which provide everything a novice stamp collector needs to get started on the hobby. These products, which include prepacked cancelled stamps, tweezers, stock sheets and products designed just for children, are available at most Post Offices.

G8.4 – How to order philatelic products and services

G8.4.1 – Mail order by Australian philatelists

Australian philatelists may order by mail from the Australian Philatelic Bureau philatelic products of:

- Australia
- Australian Antarctic Territory
- Christmas Island (Indian Ocean)
- Cocos (Keeling) Islands
- Norfolk Island.

The address of the Australian Philatelic Bureau is:

Reply Paid 91896
Australian Philatelic Bureau
MELBOURNE VIC 8060

No postage stamp is required when mailed from within Australia.

Telephone: **1800 331 794** from anywhere in Australia for the price of a local call.

■ Remittances

Remittances must accompany all orders.

The Australian Philatelic Bureau accepts postal money orders, cheques or the following credit cards:

- American Express
- Diners Club
- MasterCard
- Visa.

Money orders, personal cheques or bank cheques should be payable to Australian Philatelic Bureau.

Remittances by credit card must show the issuer of the card, the name of the cardholder, the card number, and the card expiry date.

■ Delivery of orders

The Australian Philatelic Bureau delivers orders by surface mail including postage and handling fees, as published in the *Stamp Bulletin Australia*. Local postage and handling fees on standing orders is \$3 and on ad hoc orders the fee is \$5.

Signature on Delivery is available at the prices published in the *Stamp Bulletin Australia* – refer to **G8.6.1**.

G8.4.2 – Mail order by overseas philatelists

Overseas philatelists may order by mail from the Australian Philatelic Bureau philatelic products of:

- Australia
- Australian Antarctic Territory
- Christmas Island (Indian Ocean)
- Cocos (Keeling) Islands
- Norfolk Island.

The postal address of the Australian Philatelic Bureau is:

Philatelic Mail Order Bureau
GPO Box 9911
MELBOURNE VIC 3001
AUSTRALIA

■ Remittances

Remittances must accompany all orders.

The Australian Philatelic Bureau accepts international money orders, bank drafts, and the following credit cards:

- American Express
- Diners Club
- MasterCard
- Visa.

Bank drafts should be in A\$ and made payable to the Australian Philatelic Bureau. When paying other than by credit card, customers should allow for possible exchange rate fluctuations between the Australian dollar and the currency of payment. Remittances by credit card must show the issuer of the card, the name of the cardholder, the card number and the card expiry date, as well as the cardholder's signature.

■ Delivery of orders

The Australian Philatelic Bureau delivers orders by Air Mail and provides Extra Cover for orders over A\$100 in value if the destination country accepts Extra Cover mail. For orders less than A\$100, Extra Cover is available on payment of the appropriate fee.

A postage and handling fee of A\$9 applies to each order – which includes all items ordered on a mail order form from the *Stamp Bulletin Australia*.

There is a postage and handling fee of A\$3 for overseas standing orders.

G8.4.3 – Standing orders

Australian or overseas customers may establish a standing order to automatically receive any specified philatelic product. This includes Australian stamps, Australian territory stamps and products.

■ Payment for standing orders

Payment for standing orders is by debit to a standing order account. Customers may credit their account at any time by making a remittance as in **G8.4.1** or **G8.4.2**. The Australia Philatelic Bureau will not deliver a standing order if there are insufficient funds in the standing order account. A statement of account accompanies each standing order despatch.

Standing order account application forms are available on request from the Australian Philatelic Bureau. There is no prescribed minimum deposit, but A\$50 would be a reasonable amount to ensure continuity of service, depending on the type and number of items on the standing order.

G8.4.4 – Australia Post philatelic website

Australian and overseas customers may purchase philatelic items online via the Australia Post philatelic website australiapostcollectables.com.au.

This includes Australian and Australian territory stamps and products.

Payment is by credit card.

Fees apply for the delivery of orders to overseas.

G8.5 – Conditions and limitations**G8.5.1 – Postage stamps sold at offices without philatelic facilities**

Australia Post sells stamps and postal stationery at offices without philatelic facilities without regard to differences in design, printing or issues of particular denominations.

G8.5.2 – Limitations on the sale of specific varieties

Varieties of a particular stamp or philatelic item are not available unless Australia Post has segregated and advertised them as a distinct philatelic stock item.

Australia Post attempts to fulfil requests to purchase stamps in designated sheet positions.

G8.5.3 – Limitations on quantity

Australia Post reserves the right at any time to limit the quantities of stamps of a particular design or issue that each customer may purchase.

G8.6 – Where to find more philatelic information

G8.6.1 – Australia Post philatelic publications

■ *Stamp Bulletin Australia*

Australia Post issues the *Stamp Bulletin Australia* six times a year to announce forthcoming stamp issues. It also contains:

- technical and background information on philatelic subjects
- stamp shows and postmarks
- other articles of interest to philatelists.

The *Stamp Bulletin Australia* is free of charge to Australian and overseas readers and arrives by Air Mail, where appropriate. To receive a regular copy of the *Stamp Bulletin Australia*, send your name and address to **mailorder@auspost.com.au** or:

Philatelic Mail Order Bureau
Reply Paid 91896
MELBOURNE VIC 8060

G8.6.2 – Philatelic enquiries

Direct all enquiries about philatelic mail orders to the Australian Philatelic Bureau at **mailorder@auspost.com.au**.

Direct all other philatelic enquiries to **australianstamps@auspost.com.au** or to:

The Manager
Philatelic Group
Australia Post HQ
GPO Box 1777
MELBOURNE VIC 3001

■ Website

Australia Post's philatelic product and services website is **australiapostcollectables.com.au**.

Section 9 – Money orders within Australia

G9.1 – Types of money order

Australia Post money orders enable customers to transfer money, pay accounts or make mail order / online purchases without sending cash through the post or providing their credit card details online. They are a cheaper alternative to a bank cheque and, for some people, their use can be an economical alternative to operating a cheque account. The table shows the three types of money order available.

Money order type	Description and conditions of use
Ordinary Money Order	A customer may purchase or cash an Ordinary Money Order at any Post Office. The purchaser does not need to name the payee or the office of payment. Ordinary Money Orders may also be deposited into a bank account.
Bulk Money Order	Customers may purchase Ordinary Money Orders in bulk by emailing Bulkmoneyorders@auspost.com.au . At the purchaser's request, Australia Post will overprint the money orders with an advertising message or a short explanation of the payment. The minimum purchase quantity is 30. Prices and conditions for Bulk Money Orders are available from the Australian Money Order Centre (AMOC) – refer to G9.8 – or the Australia Post state office in other capital cities.
Express Money Order	Express Money Orders offer speed of carriage. The nominated payee may normally collect funds at the nominated office of payment within one business hour of the purchase of the Express Money Order. Express Money Orders are available for issue and payment at any Post Office. However, if large sums are involved or if the office of payment is in a remote area, there could be some delays in payment. In such cases, customers should give advance notice of purchase, if possible.

G9.2 – Scope and limitations

G9.2.1 – Australia Post's discretion

Australia Post reserves the right to refuse to issue a money order for any reason, including, but not limited to, the likelihood of insufficient cash availability at the nominated office of payment for an Express Money Order.

G9.2.2 – Geographic scope

Australian money orders issued in mainland Australia are also valid for payment in:

- Norfolk Island
- Christmas Island (Indian Ocean)
- Cocos (Keeling) Islands.

Money orders issued in these places are also valid for payment in mainland Australia.

G9.2.3 – Monetary limits

The table shows the maximum monetary limits that apply to money orders. For amounts above these limits, purchasers may purchase two or more money orders.

Money order type	Maximum value per money order
Ordinary Money Order	\$5,000
Bulk Money Order	\$1,000
Express Money Order	\$10,000

G9.2.4 – Reporting of cash transactions

By law, Australia Post must report all cash transactions of \$10,000 or more to the Australian Transaction Reports and Analysis Centre (AUSTRAC). If a cash purchase or payment is \$10,000 or more, Australia Post must complete a *Significant Cash Transaction Report* and lodge a copy with AUSTRAC.

Australia Post also has a legal obligation to report to AUSTRAC any suspicious transactions, cash or otherwise. If Australia Post has reasonable grounds to suspect that a transaction is connected with tax evasion, criminal activity or other offences, Australia Post must report the transaction to AUSTRAC.

G9.2.5 – Period of validity

The table shows the period of validity of a money order, depending on the money order type.

Money order type	Period of validity
Ordinary Money Order	Twelve months from the last day of the month of issue. The Australian Money Order Centre (AMOC) accepts applications for revalidation on form (8833022).
Bulk Money Order	Twelve months from the last day of the month of issue. Revalidation is not available.
Express Money Order	Twelve months from the last day of the month of issue. The Australian Money Order Centre accepts applications for revalidation on form (8833022).

G9.3 – Charges and receipts to purchaser

G9.3.1 – Charges

Australia Post charges a flat fee for each Ordinary Money Order or Express Money Order irrespective of its value. The fees are in the *Post charges booklet* (8833665).

For Bulk Money Orders, a tiered fee structure applies depending on the number of money orders purchased. Again, the fee is independent of the money order value. The fees for Bulk Money Orders are available from the Australian Money Order Centre (AMOC) – refer to **G9.8**.

G9.3.2 – Invoices and receipts

Australia Post gives the purchaser of an Ordinary Money Order or an Express Money Order a receipt that shows the value of the money order and the fee paid.

G9.4 – Payment of money orders

G9.4.1 – Crossed money orders

If the purchaser of an Ordinary Money Order or any subsequent holder of the money order has crossed the face of the money order with two transverse parallel lines, payment of the money order must be into a bank account.

Australia Post accepts crossed money orders for payment only if the holder is crediting a bank account that he or she operates through Australia Post’s Bank@Post service. All money orders paid into a bank account are subject to usual banking cheque-clearance procedures.

G9.4.2 – Uncrossed money orders

The holder of an uncrossed Ordinary Money Order or Bulk Money Order may present it for payment in cash at any Post Office. Payment on demand might not be available at smaller offices, particularly for high-value money orders or high-value batches of money orders.

The payee of an Express Money Order may obtain payment only at the office named in the advice – but refer to **G9.4.5 – Change of payee’s name or office of payment**.

G9.4.3 – Proof of identity and conditions of payment

The table shows the proof of identity that Australia Post requires from the presenter of a money order and the conditions that apply to payment of the money order.

Money order type	Proof of identity required	Conditions of payment
An Ordinary Money Order or a Bulk Money Order for \$20 or less	None required.	The signature of the person receiving payment on the reverse of the money order.
An Ordinary Money Order or a Bulk Money Order exceeding \$20 with no named payee	Evidence of identity satisfactory to Australia Post. If Australia Post know the presenter personally, this is satisfactory.	The signature of the person receiving payment on the reverse of the money order.
An Ordinary Money Order or a Bulk Money Order exceeding \$20 with a named payee	Evidence, satisfactory to Australia Post, that the presenter is the person named on the money order. Or a written authority from the person named on the money order with evidence that the presenter is the person named on the authority.	The signature of the person receiving payment on the reverse of the money order.

Continued on next page

Money order type	Proof of identity required	Conditions of payment
An Express Money Order for \$100 or less	None required.	The signature of the person receiving payment on the <i>Payment Record</i> .
An Express Money Order exceeding \$100	Evidence, satisfactory to Australia Post, that the presenter is the person named on the money order. Or a written authority from the person named on the money order with evidence that the presenter is the person named on the authority.	The signature of the person receiving payment on the <i>Payment Record</i> .
Any money orders presented for payment by a person or organisation that regularly presents money orders for payment	None required if the person or organisation has applied to the postal manager to waive proof of identity, and has given a written undertaking that they will repay any amount wrongly paid.	None required if the person or organisation has applied to the postal manager to waive proof of identity, and has given a written undertaking that they will repay any amount wrongly paid.

G9.4.4 – Payment stoppage

The purchaser of an Ordinary Money Order or a Bulk Money Order cannot stop payment of the money order.

The purchaser of an Express Money Order may apply to stop payment on form (8833022) lodged at any Post Office. Australia Post sends the application to the nominated office of payment for stoppage. The applicant pays no fee but postal managers may charge for any necessary telephone calls or fax messages.

A request for stoppage of payment will be successful only if the office of payment has not already paid the Express Money Order before it receives the application.

G9.4.5 – Change of payee’s name or office of payment

The purchaser of an Express Money Order may apply to change the payee’s name and / or the office of payment on form (8833022) lodged at any office.

The payee of an Express Money Order may apply to change the office of payment on form (8833022) lodged at any office.

Australia Post sends the application to the original office of payment and, if necessary, to the new office of payment. The applicant pays no fee but postal managers may charge for any necessary telephone calls or fax messages. This service is not available for Ordinary Money Orders or Bulk Money Orders.

G9.5 – Refunds

G9.5.1 – Refund of Ordinary Money Orders

Ordinary Money Order purchasers may apply for a refund at any Post Office. Australia Post refunds the money order if:

- the purchaser produces the money order, whether or not crossed or containing a payee’s name, or
- the purchaser produces the receipt for the money order purchase, and
- the money order is currently valid – refer to **G9.2.5**.

If the money order is not currently valid, the purchaser should send the money order and a written application for a refund to the Australian Money Order Centre – refer to **G9.8**.

G9.5.2 – Refund of Express Money Orders

The purchaser of an Express Money Order may apply for a refund:

- if the office of issue has not yet sent the Express Money Order, by producing the Express Money Order receipt at the office of issue, or
- if the office of issue has already sent the Express Money Order, by applying for a payment stoppage – refer to **G9.4.4**.

If the office of issue has already sent the Express Money Order, Australia Post refunds its value only if the payment stoppage is successful.

G9.5.3 – Refund of Express Money Order fee

The purchaser of an Express Money Order is entitled to a refund of the Express Money Order fee if:

- Australia Post failed to meet the set standards of service, and
- Australia Post did not tell the purchaser of any likely disruptions or delays to the service at the time of purchase.

To obtain the refund, the purchaser must lodge the claim at the office of issue and produce the Express Money Order receipt.

G9.5.4 – Refund of Bulk Money Orders

The purchaser of Bulk Money Orders may request a refund of one or more in the batch by emailing Bulkmoneyorders@auspost.com.au.

G9.6 – Lost or destroyed money orders

G9.6.1 – Ordinary Money Orders

Either the purchaser or the payee of a lost or destroyed Ordinary Money Order may apply for the issue of a replacement money order. The applicant for a replacement Ordinary Money Order may make the application on form (8833022) at any office. The applicant must either produce the receipt for the money order or provide the money order serial number. If neither is available, the applicant may ask Australia Post to help to identify the serial number by providing the following details:

- the money order value
- the date and office of issue
- the payee's name, if any, inserted on the money order.

Australia Post, at its discretion, makes reasonable attempts to identify specific money orders based on these details.

Form (8833022) includes an undertaking that the applicant **must** sign before a replacement money order will be issued. This obliges the applicant to repay the value of the money order if anyone presents the money order which has been reported lost or destroyed for payment at any office.

G9.6.2 – Bulk Money Orders

The payee of a lost or destroyed Bulk Money Order may apply for the issue of a replacement Money Order. The applicant for a replacement Bulk Money Order may make the application on form (8833022) at any office.

G9.7 – Money order enquiries

For information about the validity, payment status, or replacement of a specific money order call the Australian Money Order Centre (AMOC) on **1300 362 030**.

Response available	Times available (Eastern standard / daylight saving time)
Automated voice response system	6am to 9pm – Monday to Saturday.
Optional assistance by operators	Business hours – Monday to Friday – excluding national public holidays.

G9.8 – Australian Money Order Centre

The address and contact details for all correspondence with the Australian Money Order Centre (AMOC) is:

Manager
 Australian Money Order Centre (FA21)
 GPO Box 5091
 MELBOURNE VIC 3001

Telephone: **1300 362 030**

Facsimile: **(03) 8379 3898**

Section 10 – Defence Forces mail

Standard International Post charges and conditions apply to all articles addressed to members of the Defence Forces serving overseas, except as specified below.

G10.1 – Eligibility for within-Australia post charges

The following categories of mail addressed to Defence Force personnel overseas are eligible for within-Australia post charges and conditions:

- articles addressed to or from a member of the Defence Forces serving on board an HMA ship
- articles addressed to or from a member of the Defence Forces at an AFPO (Australian Forces Post Office)
- official Naval mail.

If a member of the Defence Forces overseas is neither on board an HMA ship nor at an AFPO, standard International Post charges and conditions apply.

G10.2 – Registered Post and Extra Cover

Within-Australia Registered Post and Extra Cover services are available to mail addressed to an HMA ship or an AFPO.

G10.3 – Customs documentation

■ AFPO or HMA ships

Articles addressed to an AFPO or HMA ship located outside Australia, other than letters containing only correspondence or documents, must have a customs declaration affixed.

G10.4 – Prohibitions and restrictions

In addition to normal Dangerous Goods, the prohibitions and restrictions for each country in the *International Post country guide* also apply to articles posted to an HMA ship or an AFPO located in that country. Refer to our website at auspost.com.au/international.

G10.5 – Contents and packaging

Articles sent to an HMA ship overseas or an AFPO could be subject to extreme climatic conditions over a lengthy delivery period. **Do not include perishable items that are likely to deteriorate or liquefy before delivery.**

Ensure that all items are well packed and protected. Refer to **G6.7 – Adequate packaging and Australia Post packaging products.**

All conditions of the *Dangerous and prohibited goods and packaging guide* (8833729) apply to postal articles addressed to an HMA ship or an AFPO.

Australia Post prohibits matches of any kind in the post.

G10.6 – Addressing

Senders of mail to Defence Forces personnel on board an HMA ship or at an AFPO should address mail as shown below.

For delivery to	Address on item
An AFPO	[Serial No.] [Rank] [Name of Defence Member] [Name of unit] AFPO [number of AFPO] AUSTRALIAN DEFENCE FORCES NSW 2890
An HMA ship at a known location in Australia	[Serial No.] [Rank] [Name of Defence Member] HMAS [Name of ship] [Depending on the ship's location, the appropriate city and state as follows]: NSW – AUSTRALIAN DEFENCE FORCES NSW 2890 VIC – MELBOURNE VIC 3000 QLD – BRISBANE QLD 4000 SA – ADELAIDE SA 5000 WA – PERTH WA 6000 TAS – HOBART TAS 7000 NT – DARWIN NT 0800
An HMA ship at an unknown Australian location – west coast based HMA ship	[Serial No.] [Rank] [Name of Defence Member] HMAS [Name of ship] PERTH WA 6000

Continued on next page

For delivery to	Address on item
An HMA ship at an unknown Australian location – HMA ship based other than on the west coast	[Serial No.] [Rank] [Name of Defence Member] HMAS [Name of ship] AUSTRALIAN DEFENCE FORCES NSW 2890
Overseas (including External Territories)	[Serial No.] [Rank] [Name of Defence Member] HMAS [Name of ship] AUSTRALIAN DEFENCE FORCES NSW 2890

Section 11 – Agency services (Postbillpay)

G11.1 – Authority to act as agent

Australia Post acts as an agent to accept bill payments on behalf of many Commonwealth, State and Local Government organisations as well as private sector companies. Australia Post charges the bill issuer an agency fee for the services it provides.

G11.2 – What Australia Post can offer

Australia Post can offer attractive rates for agency based bill payment services because it has the network, the technology, the corporate expertise and the trained staff available.

Australia Post has around 4,400 outlets throughout Australia accessible to customers for bill payments. Almost all are open between 9am and 5pm, Monday to Friday. Some Post Offices are also open for extended trading hours on Saturday.

G11.3 – Who to contact

Direct enquiries about agency services to the Australia Post customer contact centre on **13 POST (13 7678)**.

Account payments for participating organisations can be made:

- at any Post Office over the counter or via self service terminals
- by telephone to Australia Post on **13 18 16**
- through our website: **www.postbillpay.com.au**
- via Scan and Pay with our smartphone app.

Section 12 – Private post-box

G12.1 – Private post-box service

Where a person installs a private post-box within a business or other premises, the person may apply to Australia Post for the clearance of the box.

A private post-box that is cleared by Australia Post shall have the following notice displayed next to each lodgement slot connect to that box – **“This is a private post-box. Articles posted in it will be carried by post but evidence of that posting cannot be used as evidence of service by post.”**

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