Clean Mail service guide

August 2011

AUSTRALIA POST

CONTACTS FOR CLEAN MAIL ENQUIRIES

Australia Post

Website auspost.com.au/cleanmail

Phone **13 11 18**

Fax **1300 115 375**

Email **business@auspost.com.au**

Address

Australia Post
Clean Mail Coordination Team
Centralised Services
GPO Box 9911
IN YOUR CAPITAL CITY

Australia Post account executive:

....
Business phone:......................................
Mobile phone:..
Fax: ....
Email:

....

Australia Post lodgement facility:

....
Manager: ....
Address: ....

....

....
Phone:..
Fax: ....

Australia Post Business Credit
Account:

....

Mailing house

Name:..
Address: ....

....

....
Contact: ....
Contact phone (direct):...........................
Contact email:

....
Business phone:......................................
Fax: ....
Business email:

....
Website:

....

- **?** *Do you lodge 300 or more articles at a time?*
- **?** *Is sorting a problem in your office?*
- **?** *Do you not have the facility to barcode your mail?*
- **?** *Is time in short supply?*

☑ Then **Clean Mail** may be for you!

BULK MAIL SERVICES COMPARED

	Unaddressed	Acquisition Mail	Print Post	Charity Mail
What can bulk mail services do for me?	Deliver unaddressed leaflets, catalogues etc to all letterboxes in an area, at very low cost	Deliver addressed (non-personalised) articles to reach prospects and acquire new customers	Deliver approved regular publications, such as magazines or newsletters	Deliver small PreSort Letters articles at lower prices for approved charitable organisations
What size articles can I send?	Small / Large	Small / Small Plus	Small / Large	Small
What weight articles can I send? Pricing applies for these weight limits (g)	Small: 50, 100 / Large: 50, 100, 250	125 / 125	Small: 250 / Large: 50, 125, 175, 250, additional 50g steps up to 1kg	125
Do I need to print barcodes on the articles?	No (Not addressed)	**Yes** To the maximum extent	Not required (Recommended only)	**Yes** On at least 300 articles
Do I need to sort the articles?	**Yes** Put in trays for each delivery centre	**Yes**. Trays for each sort plan number	**Yes**. Bundles or trays for each postcode	**Yes**. Trays for each sort plan number
What is the minimum volume of articles I need?	One suburb, town, postcode, round* or channel	30,000 articles and 60 per cent of the address data provided	100 articles	300 barcoded articles
How fast is the delivery?	Lodge up to seven days before your chosen delivery week	Surface (OP): Same state metro 2–3 days	Same state metro: next day Other state (metro to metro): 2–7 days	Regular: Same state metro - next day Surface (OP): Same state metro 2–3 days
Do I need to apply to use this service?	**Yes** Book at least two weeks before the delivery week	**Yes** Online registration	**Yes** Apply for a Print Post Publication Number	**Yes** Apply for a Charity Mail Approval Number
How does the cost per article compare? eg Small article, 125g, with maximum sorting, compared to Full Rate Mail				

* Conditions apply

PreSort Letters

Deliver machine-addressed articles which are barcoded and sorted

Small	Small Plus	Med.	Large
125	125	125 250	125 250 500

Yes
On at least 300 articles

Yes.
Trays for each sort plan number

300 barcoded articles

Regular: Same state metro - next day
Surface (OP): Same state metro 2–3 days

Yes
Nominate your lodgement facility(s)

Clean Mail

Deliver machine-addressed smaller articles, without the need to barcode or sort them

Small	Small Plus
125	125

No

No

300 articles

1–4 days

No

Impact Mail

Deliver creatively shaped articles – great for direct mail campaigns

Small	Small Plus
125	125

No

Yes.
Trays for each postcode or sort plan number

300 articles

1–7 days

No.
Non-paper articles should be submitted for testing

Imprint / Metered

Deliver articles at a lower price than regular Full Rate mail, with no minimum volume

Small	Large	
250	125	250 500

No

No

No minimum

1–4 days

No

Reply Paid

Make it easy for your customers to respond

Small	Large	
250	125	250 500

Yes
(Preprinted)

No

No minimum

1–4 days

Yes
Apply for a Reply Paid Number

CONTENTS

WHAT'S IN THE GUIDE?

This guide is written to provide ease of reference within three simple sections: Clean Mail basics, Clean Mail preparation and Clean Mail lodgement.

Section 1 – Clean Mail basics

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

Section 2 – Clean Mail preparation

This section provides the detail required to prepare articles ready for lodgement. It covers areas such as size and weight, article type and paper stock, through to inscriptions, layout and addressing requirements. This section equips you with all you need to know in order to correctly prepare your Clean Mail articles.

Section 3 – Clean Mail lodgement

This section provides the detail required to lodge articles. It covers areas such as how to prepare letter trays and completing and affixing tray labels, through to lodgement documentation and where to lodge articles. This section equips you with all you need to know in order to successfully lodge your Clean Mail articles.

1   CLEAN MAIL BASICS

1.1   What is Clean Mail?

Clean Mail is an Australia Post service for the delivery of machine addressed[1] articles to addresses within Australia.

Clean Mail articles are designed to ensure that the addresses are compatible with Australia Post's automated letter sorting equipment which can efficiently process articles.

1.2   Why use Clean Mail?

With Clean Mail, you can:

- choose not to sort or barcode your mail
- lodge bulk mailings of 300 or more articles
- maximise the space available for creative artwork
- use the Registered Post service in conjunction with Clean Mail.

In addition, the Clean Mail service also:

- has access to private box addresses
- has access to the Redirection service
- allows a postage meter to be used as a payment method
- has delivery with daily normal mail by the same professional delivery officers.

1.3   What qualifies for Clean Mail?

To qualify:

- the minimum quantity is 300 articles per lodgement
- each lodgement must consist of articles within the same size category
- all articles within a lodgement must originate from the same organisation
- all articles must be machine addressed.

Clean Mail articles do not need to be barcoded, however, if you choose to apply barcodes they must be correct.

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1 Australia Post differentiates between mail that is addressed by hand ("Hand Addressed") and where the address has been printed onto the article ("Machine Addressed").

1.4 **How to apply**

You do not need to apply for the Clean Mail service, however you need to provide a *Clean Mail lodgement document* (8838879) when lodging articles.

1.5 **Preparation basics**

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

1.5.1 Article size, weight and type requirements

Clean Mail is available for *Small* and *Small Plus* size categories.

Articles can weigh up to 125 grams.

Articles can be either enveloped or as postcards, however plastic wrapped articles are not accepted.

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

	Small	Small Plus
Maximum weight	125g	125g
Minimum size	88 x 138mm	88 x 138mm
Maximum size	130 x 240mm	162 x 240mm
Maximum thickness	5mm	5mm
Shape	Oblong†	Oblong†
Common examples	DL (110 x 220mm) C6 (114 x 162mm)	C5 (162 x 229mm)

† Oblong: deviating from a square by being elongated in one direction. The length must be at least 1.414 times the width.

▶ See section 2.2

1.5.2 Correct addressing requirements

You need to pay particular attention to addressing.

Articles need the addressed side to be printed with:

❶ the Postage Paid Imprint (unless a postage meter is used)

❷ the return address

❸ a delivery address that observes the correct addressing conditions.

❷   ❸   ❶

If undeliverable return to:
ABC Company Ltd
PO Box 505
NUNAWADING VIC 3131

POSTAGE
PAID
AUSTRALIA

Mr A Sample
111 Bourke Street
MELBOURNE VIC 3000
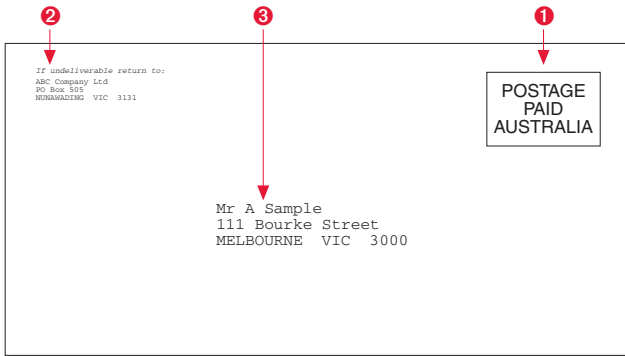
▶ See section 2.3

1.5.3 Adding logos, advertising and other printing

In order to access the Clean Mail service, articles must follow the requirements for clear zones on the front and back of articles.

Any colour within a clear zone must approximate one of the 78 approved PMS colours as detailed in section 2.8).

If undeliverable return to:
ABC Company Ltd
PO Box 505
NUNAWADING VIC 3131

POSTAGE
PAID
AUSTRALIA

10mm   10mm

Clear zone
Mr A Sample
111 Bourke Street
MELBOURNE VIC 3000

10mm

10mm

Clear zone   15mm

At least 125mm

Clear zone   At least 20mm

▶ See section 2.8

Basics

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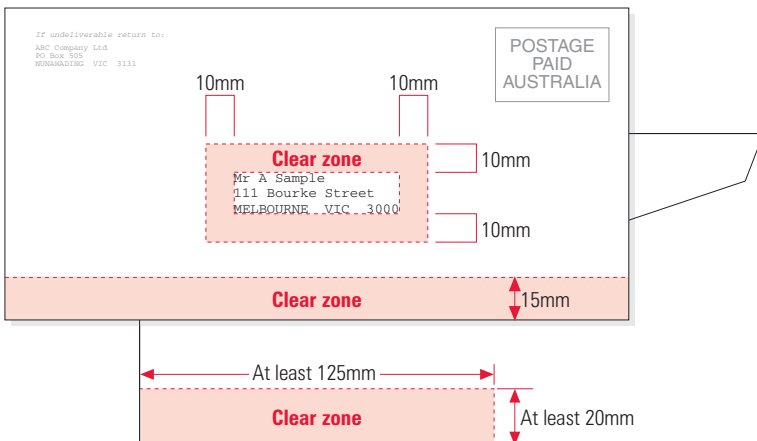
1.6 Lodgement basics

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

Articles do not need to be sorted.

Simply face them all in the same direction and place into correctly labelled Australia Post letter trays, with the address sides facing the tray label end. Both trays and labels can be supplied by Australia Post.

If there are 2,000 or more articles it is preferred that you separate them into trays for delivery to each of the eight designated states and territories: NSW, ACT, VIC, QLD, SA, WA, TAS and NT.
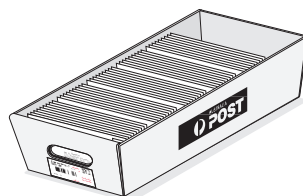
You need to provide a *Clean Mail lodgement document* (8838879) when lodging articles.

► See section 3

1.7 Delivery standards

Clean Mail is delivered Monday to Friday with letters and other mail.

The delivery standards for regular mail are as follows (in business days):

For delivery:	Same state	Other state
Within metropolitan areas of capital cities or within the same city or town and environs [1]	1 day	—
Between metropolitan areas of capital cities	—	2 days
Between metropolitan areas of capital cities and country locations	2 days	3 days
Between country locations	2 days	4 days

These timetables are guidelines only and based on reasonable expectations and experience and do not include External Territories and remote areas [2]. Australia Post will not be liable for any loss or damage (including but not limited to consequential loss) resulting from a failure to deliver in accordance with these timetables.

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1 Environs: a surrounding area or region, especially the suburbs or outskirts of a town or city; vicinity.
2 External Territories: Lord Howe Island 2898, Norfolk Island 2899, Christmas Island 6798, Cocos (Keeling) Islands 6799 and Australian Antarctic Territories 7151.

1.8 What will it cost?

Current pricing is listed in the *Post charges* booklet (8833665), which can be obtained from any Australia Post retail outlet, or downloaded from auspost.com.au

Clean Mail offers you an economical option for minimal effort. The prices vary by size category.

Australia Post provides a variety of payment options. For details, please discuss with your lodgement facility or account manager, or the contacts detailed at the front of this guide.

1.9 Other considerations

How can I be sure an article is acceptable?

Australia Post staff inspect each lodgement to ensure that it satisfies correct addressing conditions.

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

Contact either your Australia Post account manager, BQPHelp@auspost.com.au or:

Australia Post
Business Letter Services
GPO Box 1777
MELBOURNE VIC 3001

► See section 2.10

Basics

1.10 Summary checklist

The key points covered in this section include:

- ☑ You must lodge at least 300 machine addressed articles.
- ☑ Registered Post may also be used with the Clean Mail service.
- ☑ Clean Mail is available for *Small* and *Small Plus* size category articles.
- ☑ Articles can be either envelopes or postcards.
- ☑ Plastic wrapped articles are not acceptable.
- ☑ Correct addressing conditions apply.
- ☑ No need to sort. Articles need to be lodged all faced in the same direction in small letter trays.
- ☑ You need to correctly record your details on tray labels which are affixed to all trays in the lodgement.
- ☑ Complete a *Clean Mail lodgement document* for each lodgement.
- ☑ Prices can be located in the *Post charges* booklet (8833665) and the Australia Post website **auspost.com.au**.

2 CLEAN MAIL PREPARATION

2.1 Preparation overview

This section covers in detail all the information you need to prepare your articles.

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

1	Check **size and weight** of article matches requirements	*2.2.1*
	↓	
2	Check article matches the **type** allowed	*2.2.2*
	↓	
3	Check **article layout** addresses all required zones	*2.3*
	↓	
4	Check all **inscriptions** are displayed on article	*2.4–2.6*
	↓	
5	Follow all **correct addressing** requirements	*2.6.1–2.6.3*
	↓	
✓	**You can now prepare to lodge**	*3*

Preparation

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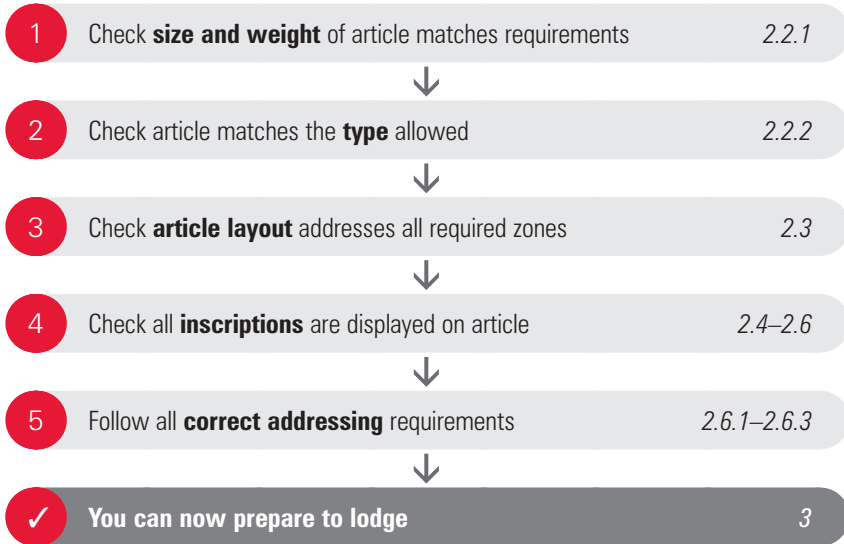
2.2   Article characteristics

2.2.1   Article size, weight and shape

The size categories eligible for the Clean Mail service are *Small* and *Small Plus*.

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

	Small	Small Plus
Maximum weight	125g	125g
Minimum size	88 x 138mm	88 x 138mm
Maximum size	130 x 240mm	162 x 240mm
Maximum thickness	5mm	5mm
Shape	Oblong†	Oblong†
Common examples	DL (110 x 220mm) C6 (114 x 162mm)	C5 (162 x 229mm)

† Oblong: deviating from a square by being elongated in one direction. The length must be at least 1.414 times the width. Square articles are not accepted in the Clean Mail service.

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

2.2.2 Article type

Clean Mail articles can be either envelopes or postcards.

Plastic-wrapped articles are not accepted.

Window faced envelopes

One of the main requirements of panel envelopes is that they have good clear panels.

However, even very clear panels can cause sorting difficulties if they reflect light to any great extent. Please refer to Section 9 of the *Post Guide – Letter Post & Electronic Mail within Australia* if required.

Open window panels are not permitted.

The recommended minimum size for window panels is 30mm high x 80mm wide.

The entire address block must be clearly visible through the window panel, when the article is presented for lodgement.
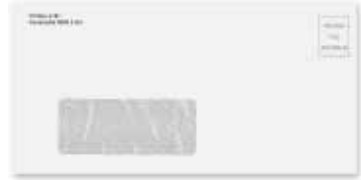
2.2.3 Paper stock

Paper stock is an important consideration as it can affect the ability of high speed letter sorting equipment to process articles without damage.

Australia Post recommends that envelopes and cards comply with Australian Standards for the production of envelopes, Spec 4611 – 1999 (available at: http://infostore.saiglobal.com/store/). For details refer to your paper supplier or envelope manufacturer or visit **auspost.com.au/business/standard-delivery-service-for-documents-in-australia.html**

Paper stock colour

Australia Post recommends white paper or card for your articles, but light tints or half-tones are satisfactory. A general test is that the colours should come on or around the following range of 78 acceptable colour tones selected from the Pantone Matching System.

100	101	106	107	113	114	120	121	127	128	134	135	136
141	142	148	149	155	162	169	176	196	203	217	250	263
277	290	304	317	331	332	337	344	351	358	365	366	372
373	379	386	393	400	406	413	427	434	441	453	454	460
461	467	468	474	475	482	488	489	496	502	503	510	517
524	530	531	538	545	552	559	566	573	579	580	586	587

These 78 acceptable colours are shown at the back of this guide.

Preparation

Because of the existence of subjective factors such as the varying degrees of colour perception and the varying conditions under which colours are viewed, cases may arise where doubt exists on acceptability of a particular colour. Australia Post can arrange a test, based on the above zone of acceptable colours.

2.2.4 Sealing of articles

Australia Post recommends each article be secured in a manner which would prevent entrapment of other postal articles. Any opening should not exceed 88mm.

Each article must be secured by a fastening that is *not likely to damage other postal articles nor injure persons handling it*. Where fasteners are used, they must be appropriate to the thickness of the article, and the ends closed together. Staples and any metal fasteners are discouraged, as they are likely to cause injury to staff handling the articles.

2.2.5 Article flexibility

Articles must be reasonably flexible to ensure that they can be processed through high speed letter sorting equipment.

Articles that are too rigid or stiff are ineligible for the service. Some examples of prohibited enclosures includes pencils, pens and items enclosed in a hard case.

2.3 Article layout and zones

Clean Mail articles are made up of three printing zones.

The following sections detail the dimensions of these zones, and specify the inscriptions to print within them.

Return address zone section 2.5   **Postage zone** section 2.4

If undeliverable return to:
ABC Company Ltd
PO Box 505
NUNAWADING VIC 3131

POSTAGE
PAID
AUSTRALIA

Mr A Sample
111 Bourke Street
MELBOURNE VIC 3000
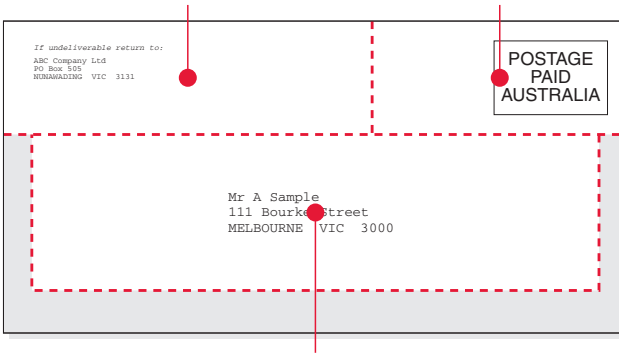
Delivery address zone section 2.6

See also, **Adding logos, advertising and other printing** section 2.8.

2.4 Postage zone

The postage zone contains a postage paid imprint or a postage meter impression. No other inscriptions are permitted. Dimensions must be:

• 90mm across from the top right hand corner of the article

• 40mm down from the top edge of the article.
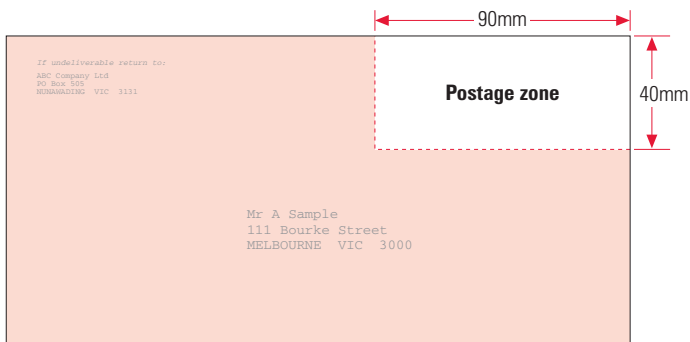
If undeliverable return to:
ABC Company Ltd
PO Box 505
NUNAWADING VIC 3131

90mm

Postage zone

40mm

Mr A Sample
111 Bourke Street
MELBOURNE VIC 3000

Variations to these requirements should be submitted for approval. See section 2.10.

Preparation

2.4.1 Postage Paid Imprint

All articles that are not metered should bear a Postage Paid imprint.

The words POSTAGE PAID AUSTRALIA need to be printed in a rectangular box within the following dimensions:

- maximum: 26 x 40mm (see illustration)

- minimum: 19 x 25mm.

25 to 40mm

19 to 26mm

POSTAGE
PAID
AUSTRALIA

2.4.2 Personalised Postage Paid Imprint

Australia Post may approve a personalised imprint design. The design must not have the appearance of a postage stamp and the words POSTAGE PAID AUSTRALIA must be prominent (see example illustration).

For approval please refer to the contact details at the front of this guide.

POSTAGE PAID

ABC

AUSTRALIA

2.4.3 Postage Meter Impression

A postage meter may be used as a payment method for the Clean Mail service.

The published price must be printed in the postage zone of each article. If a date is included in the meter impression it must be the date of lodgement.

999.99₉

0410   00000000
POSTAGE PAID AUSTRALIA

0123456789

Return address details appearing in the postage zone as part of a postage meter impression are acceptable.

For additional information on metering, refer to the *Postage Meters and Franking Machines Conditions of use* booklet (8833675).
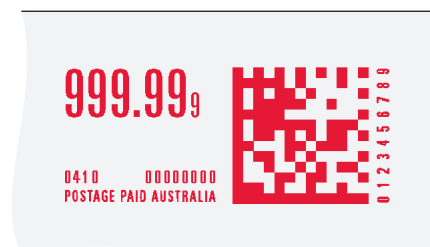
2.4.4 Colour of postage zone inscriptions

Any coloured ink can be used. Australia Post prefers dark colours such as black, dark blue and dark green.

2.5 Return address zone

An Australian return address is required to be shown on each article within a lodgement. Either a street address or a post office box address is acceptable.

Australia Post prefers the return address to be:

- on the upper left-hand corner of the address side of the article
- no lower than 40mm from the top edge
- aligned left
- formatted in multiple lines as shown, not all on one line
- 8 point font preferred
- fixed pitch fonts (see section 2.6.3)
- with no bolding, punctuation or italics.
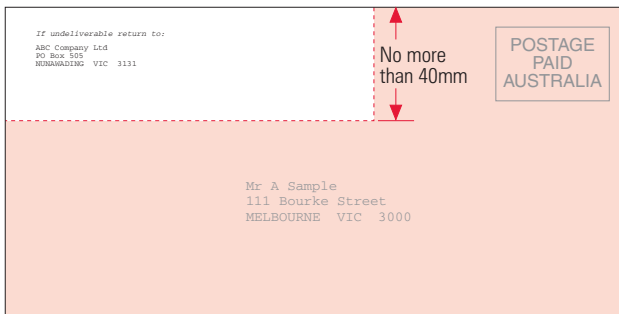
It is preferred that the return address be prefixed with "If undeliverable, return to:"

```
If undeliverable, return to:

ABC Company Ltd
PO Box 575
NUNAWADING  VIC  3181
```
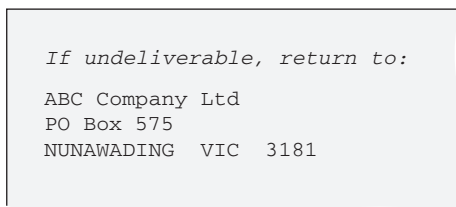
Variations to these requirements should be submitted for approval. See section 2.10.

2.6   Delivery address zone

Contains the address to which the article is to be delivered.

2.6.1   Address location

The complete address must be positioned in the delivery address zone of the article:

❶ at least 40mm from the top edge of the article

❷ at least 15mm from the bottom edge of the article

❸ no more than 100mm up from the bottom edge of the article

❹ at least 10mm from the left and right edges of the article.
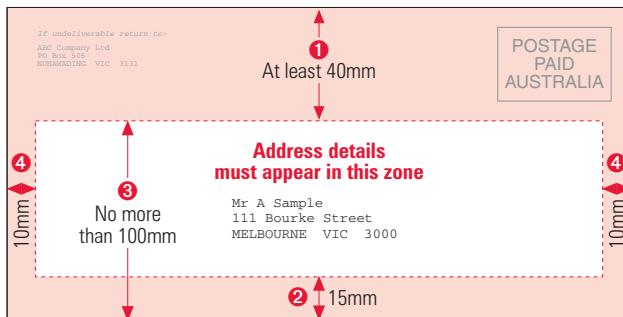
2.6.2 Address layout

Correct addressing conditions ensure the Australia Post delivery system can recognise and interpret the delivery address.

❶ **Non-address information** such as customer reference codes, must be printed above the address.

❷ **Additional address information** such as business or person's name if included, must be placed above the last two lines of the address and not below, alongside or within these lines.

❸ **Second last and bottom lines** – Must be aligned left.

❹ **Second last line** – Must contain the number and name of the street or thoroughfare or post office box or bag number.

❺ **Bottom line** – Must contain in the following order: the locality, the state or territory abbreviation and finally the postcode.
This line is to be printed in CAPITALS with no punctuation and no underlining.
Leave one or two spaces only between the locality, state or territory abbreviation and the postcode.[1]

```
❶ ──►  12345678
❷ ──►  Mr A Sample
       |111 Bourke Street      ◄──── ❹
❸ ──►  |MELBOURNE  VIC  3000   ◄──── ❺
```
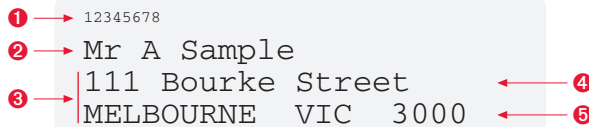
Address labels may be used but must be straight and firmly affixed.

If using window panel envelopes, the entire address block must be clearly visible through the window panel when the article is presented for lodgement.

The address must be parallel to the long side of the article.

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1 Any application for variations or additions to this format should be submitted and approved prior to lodgement. See section 2.10.

2.6.3 Address fonts and colours

In addition to delivery address layout, articles need to comply with the following address font requirements:

- Fixed pitch fonts are recommended (such as Courier or OCRB, 12 point, 10 pitch). In fixed pitch fonts every character has the same width.

  example: Mr A Sample

- If proportional fonts are used, it is preferred they be structured in 12 point, ideally Helvetica or Times 12 point. Print characters must not touch or overlap. In proportional fonts different characters have different widths.

  example: Mr A Sample

- Artistic or script fonts must not be used. For example: cursive, fancy style fonts such as Brush Script.

  example: *Mr A Sample*

- Print characters are acceptable between 1.8mm and 7.0mm high, and between 0.3mm and 7.0mm wide. The ideal height is between 2.0mm and 4.0mm (upper case characters of nominal 10 point and 12 point type generally fall within this range). Line spacing should be between 1.0mm and 2.5mm.

- Attributes such as *italics*, **bolding**, shadowing, or underlining are not permitted.

- Dark colours such as black, dark blue and dark green are preferred. Red, orange and yellow inks must not be used.

2.7   Barcoding

Clean Mail articles do not need to be barcoded.

If barcoded, the correctly formatted barcode must be included within the 10mm clear zone detailed in section 2.8.1.

Articles that have incorrect, corrupt, out of specification or illegible 4-state barcodes are not eligible for access to the Clean Mail service.

```
Mr A Sample
111 Bourke Street
MELBOURNE  VIC  3000
```

For more information please visit **auspost.com.au/barcoding**

2.8   Adding logos, advertising and other printing

If you are adding logos, advertising or any other additional printing to your articles you need to consider the printing position and colour, so that your articles can be processed by our automated sorting equipment.

Some examples of other printing are company logos or slogans, advertising/marketing, watermarks and "open here" instructions on a re-usable envelope.

Please note layout options and clear zones are applicable for all article types, ie postcards, envelopes and other items.

2.8.1   Printing in the clear zones

Printing within the clear zones must approximate an approved colour. Refer to the PMS colour chart at the back of this guide.

The clear zones are:

❶ On the front of the article – at least 10mm clear from the top, bottom, left and right sides of the address block

❷ On the front of the article – at least 15mm clear from the bottom edge

❸ On the back of the article – at least 20mm clear from the bottom edge, extending for 125mm from the left edge.
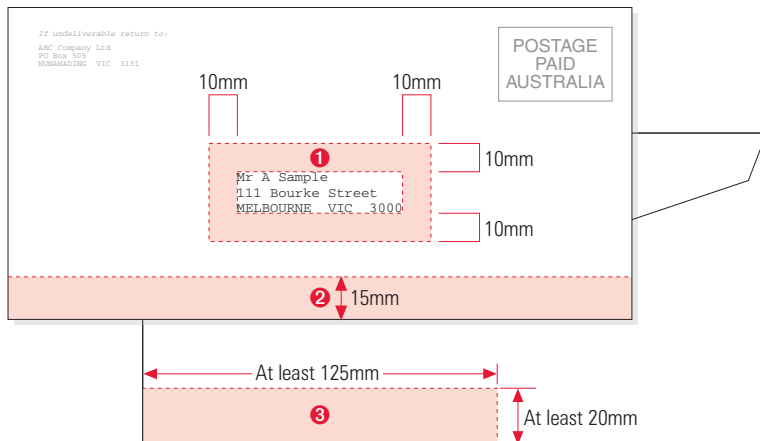
2.8.2 Printing outside of the clear zones

❶ Printing to the right of and below the address must be pictures / graphics only. Any text must be wholly contained within the graphic and not resemble any part of an address.

❷ Printing elsewhere outside of the clear zones can be of any kind, providing that it does not obscure the inscriptions in the postage zone and the return address zone.

If you are unsure please refer to the contact details in section 2.10 Testing.

2.9 Non compliance

Acceptance staff at the lodgement facility will perform an inspection to determine if a lodgement satisfies the access conditions.

If articles within a lodgement do not satisfy the Clean Mail conditions, you have the option of:

(a) withdrawing the lodgement, modifying and re-presenting it at a later date, or

(b) lodging the articles at the full rate ordinary price applicable at the time.

Preparation

2.10   Testing

If you are concerned that your articles may not satisfy all service requirements you can request a preliminary test prior to lodgement. Tests can be conducted on the following:

- shape
- window panel quality
- article colour, patterns or watermarks
- paper stock quality
- flexibility
- correct addressing compliance
- positioning of logos, advertising and other printing.

Testing involves processing a sample of articles to determine if they are suitable for machine processing. Articles that pass the test will be accepted at the relevant price, provided that all other requirements have been met.

Requests for testing should be directed to either your Australia Post account manager, to **BQPHelp@auspost.com.au** or to:

Australia Post
Business Letter Services
GPO Box 1777
MELBOURNE VIC 3001

2.11   Summary checklist

Clean Mail preparation involves:

☑ Checking the size and weight of the article to ensure it is acceptable.

☑ Ensuring the type of article chosen is acceptable.

☑ Ensuring all inscriptions are displayed on the article.

☑ Ensuring all correct addressing guidelines are followed.

☑ Ensuring all clear zones are followed.

3 CLEAN MAIL LODGEMENT

3.1 Lodgement overview

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

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

1	Prepare the **letter trays**	3.2
2	Prepare and affix **tray labels** for each letter tray	3.3
3	Complete the **lodgement documentation**	3.4
✓	**You're now ready to lodge**	
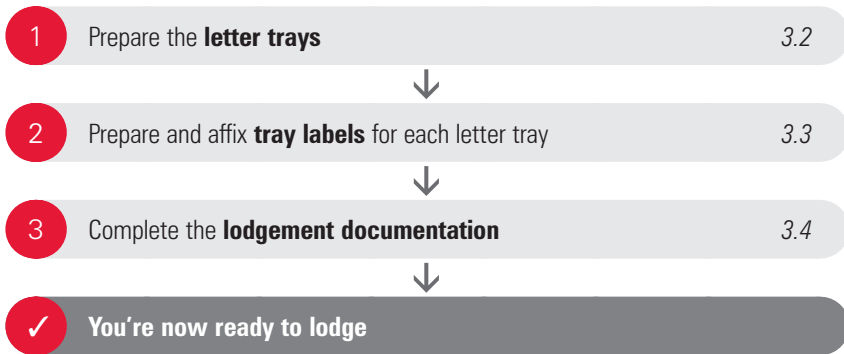
3.2   Preparation of letter trays

Obtain letter trays at no cost from your local lodgement facility.

The process for preparing letter trays is as follows:

- face all articles in the same direction
  – *sorting of articles is not required*

- do not bundle or tie the articles

- place the articles into small letter trays, with the addresses facing the front (label end) of the tray. The maximum acceptable weight for a small tray is 9.5kg (including the weight of the tray).

- complete and affix tray labels.
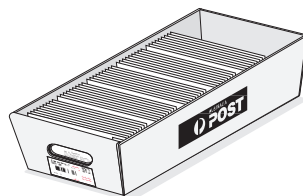
For volumes of:	Then:
Less than 2,000 articles	Affix tray labels for the state where the lodgement is occurring
2,000 or more articles	Separation of articles by state is optional but recommended, as follows: • place articles into separate trays for each state – NSW, ACT, VIC, QLD, SA, WA, TAS and NT • affix tray labels for the state of the destination.

3.3   Completing tray labels

Tray labels must be correctly completed and affixed to each tray.

3.3.1   Preprinted tray labels

Australia Post provides preprinted tray labels at no cost for each state: NSW, ACT, VIC, QLD, SA, WA, TAS and NT.

Order or obtain these labels from your local lodgement facility. Order forms may also be printed or downloaded from the Australia Post website **auspost.com.au/traylabels**.

The process for completing preprinted tray labels is as follows:

❶   Write name and address (or name and telephone including area code) of the mailer in the Sender space.

❷   Write your Job Number in the Job No. space (this number is optional, and is created by and relevant to you and should match with lodgement documentation).

❸ Write the lodgement date in the Date space (this is optional, but must be the correct date of lodgement if shown).

❹ Do not use the Surface Mail (formerly Off Peak) indicator – it is not used with Clean Mail.
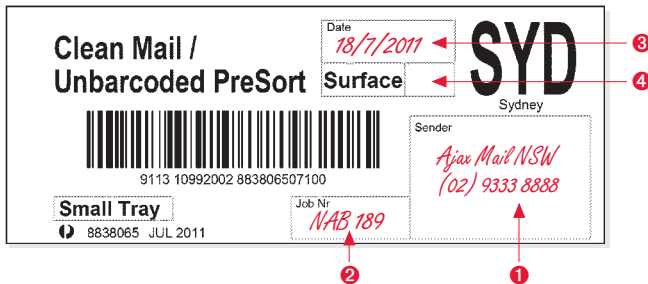
3.3.2 Labelling software

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

These labels must conform to specifications, which are subject to periodic review. Specifications may be obtained by contacting the Technical Support Centre on 03 9106 8098 or by downloading documentation from the Australia Post website **auspost.com.au/traylabels**. Third party software must be approved by Australia Post prior to use.

Blank label stock is also provided free of charge by Australia Post. This label stock is heat sensitive, and is suitable for use only in direct thermal label printers.

▼ Example VISA tray label

3.3.3 How to affix tray labels to letter trays

Label pockets are affixed to all letter trays.

Remove any old tray labels on trays prior to lodgement.

Place a completed tray label in the label pocket with the printed side visible.
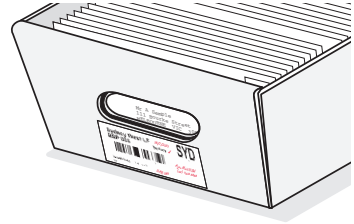
3.4 Lodgement of articles

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

3.4.1 Lodgement documents

The type of documentation will vary depending upon whether a postage meter has been used. Obtain these documents from your local lodgement facility or download from **auspost.com.au/cleanmail** and **auspost.com.au/metering.** Please ensure that you are always using the latest version of the documents.

Non-metered articles	Metered articles
Clean Mail lodgement document (8838879)	*Meter lodgement document* (8838236)

3.4.2   Where to lodge

Articles must be presented during business hours at an approved lodgement facility.

Due to limited spare capacity at some lodgement facilities you are requested to provide advance notice to the Officer-In-Charge of the facility for lodgements over 50,000 articles, no later than Friday of the week prior to lodgement.

If you make regular lodgements at the same facility you can request a standing lodgement arrangement and avoid the need for notification.

Locate the closest, most appropriate lodgement facility by using the contact information at the front of this guide.

Clean Mail articles cannot be lodged in street posting boxes.

3.4.3   Lodgement in ULDs

Steel cage containers known as Unit Loading Devices (ULDs) are used by Australia Post to transport mail articles within our network. They can be obtained from Australia Post, subject to availability and in instances where large mail volumes are to be lodged. Contact your mail facility for further information.

ULDs remain the property of Australia Post and all other rules and regulations pertaining to the use of the ULD are applicable. Australia Post reserves the right to charge for any ULD that you damage or do not return.

The maximum weight for a loaded ULD is 600kg (including the weight of the ULD which weigh around 100kg). This means that 500kg is available for the contents. Be aware that ULDs will often exceed the maximum weight limit before they are completely full. In order to maximise transportation efficiency and ULD utilisation, mailers should ensure that each ULD is used as efficiently as possible.

It is a requirement that you affix a label to each ULD declaring the lodging customer's name and the gross weight (actual or deemed).

3.4.4   Use of pallets

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

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

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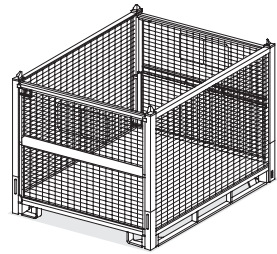
Lodgement

3.5   Summary checklist

Lodgement of Clean Mail articles involves:

☑ Preparing the letter trays by placing the articles correctly in each tray.

☑ Completing and affixing tray labels correctly.

☑ Completion of either a *Clean Mail lodgement document* or *Meter lodgement document*.

☑ Lodgement of articles at an approved lodgement facility.

1 Introduction

1.1 These special service terms and conditions are supplementary to the *Australia Post Terms and Conditions*[1] and to the extent that any aspect of this special service is not expressly included herein, the *Australia Post Terms and Conditions* apply.

1.2 These special service terms and conditions apply when:

1.2.1 a customer makes a written application to use the special service in or on a form prescribed by Australia Post for that purpose;

1.2.2 Australia Post accepts that application; and

1.2.3 the customer pays the fee, charge, premium, rate or price charged by Australia Post for the special service.

2 Interpretation

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

2.2 In these terms and conditions unless the contrary intention appears:

2.2.1 where a word or phrase is given a particular meaning, other parts of speech and grammatical forms of that word or phrase have a corresponding meaning;

2.2.2 words importing a gender include any other gender; and

2.2.3 words in the singular number include the plural and words in the plural number include the singular.

2.3 "**Agreement**" means an agreement between Australia Post and a customer pursuant to clause 1.2.

2.4 "**Customer**" means a person who from time to time is approved by Australia Post as a customer of the service and any permitted transferee in respect thereof;

2.5 "**Insolvency Event**" means for any corporation, the liquidation, administration, official management, compromise, arrangement, amalgamation, reconstruction, winding up or dissolution or analogous occurrence of that corporation, and for a natural person means an assignment for the benefit of creditors, an arrangement or composition with creditors, bankruptcy, incapacity to deal with one's affairs, gaoling, death or analogous occurrence;

2.6 "**Letters**" means Small and Small Plus letters as defined in the *Clean Mail Service Guide* 8838878;

2.7 "**Mailing Conditions**" means the conditions set out in the *Clean Mail Service Guide* 8838878 or equivalent publication published by Australia Post from time to time;

2.8 "**Service**" means the Clean Mail Letter Service which is a special service available to customers who lodge 300 or more letters in accordance with the mailing conditions and providing the customer with reduced postage rates.

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[1] The Australia Post Terms and Conditions are available for perusal at Australia Post retail outlets and on Australia Post's website at **auspost.com.au**

3 Rates and Charges

3.1 The customer shall pay to Australia Post the postal charges for the provision of the service as determined by Australia Post.

3.2 The charges referred to in clause 3.1 shall be payable in cash at the time of lodgment of the letters or, where the customer has entered into an agreement with Australia Post for a charge account, charged to that charge account.

3.3 Notwithstanding any termination of this agreement, a person shall remain liable to pay to Australia Post any charges, fees or postage due for articles carried pursuant to these terms and conditions.

4 Customers Warranty

4.1 The customer warrants and agrees that:

    4.1.1 it has obtained the approval of Australia Post to use the service at the approved lodgment point/s; and

    4.1.2 all letters comply with the requirements set out in the Mailing Conditions current as at the date of lodgment of such letters.

4.2 The customer shall indemnify Australia Post against any loss or damage arising from a breach of any of the warranties in clause 4.1.

5 Discretionary Carriage and Lodgment

5.1 Australia Post may, in its sole and absolute discretion:

    5.1.1 refuse to carry; or

    5.1.2 charge the customer postage at ordinary post rates

    in respect of letters lodged contrary to clause 4.1.

5.2 Australia Post may, in its sole and absolute discretion, direct a customer to lodge letters at any Australia Post lodgment facility.

6 No Other Service

6.1 The service cannot be used in conjunction with any other Australia Post services except as described in the *Clean Mail Service Guide* 8838878 or as otherwise provided under a separate written agreement between a customer and Australia Post.

7 Assignment

7.1 This agreement shall not be transferred without the prior written consent of Australia Post. Any purported transfer without such consent shall be void and of no effect.

7.2 Where the customer, being a partnership, is reconstituted by the retirement or addition of partners, the reconstituted partnership is deemed to be the customer.

8 Limitation of Liability Release and Indemnity

8.1 Subject to clause 8.2 and the *Australia Post Terms and Conditions*, Australia Post shall not be liable to any person (whether in contract, tort or otherwise) for any loss or damage suffered, or that may be suffered, as a result of any act or omission, whether negligent or otherwise, by or on behalf of Australia Post in relation to the provision of the service, or any other matter or thing relating to this agreement.

8.2 To the extent permissible by law, Australia Post expressly disclaims all conditions and warranties, express or implied, in respect of the service and the carriage of letters pursuant to this agreement. Where the law precludes such exclusion and implies certain conditions and warranties into this agreement, the liability of Australia Post for breach of such condition or warranty shall be limited, at the option of Australia Post, to any one or more of the following:

    8.2.1 supplying the service again; or

    8.2.2 payment of the cost of having the service supplied again.

8.3 The customer shall liaise and indemnify Australia Post against any loss or damage whatsoever which Australia Post may suffer as a result of any action, proceeding, claim, demand or prosecution arising from the provision of the service, or any other matter or thing arising as a result of this agreement, including loss or damage arising from the negligent acts or omissions of Australia Post, pursuant to this agreement.

9 Force Majeure

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

10 Merger

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

11 Termination

11.1 Australia Post may, in its sole and absolute discretion, terminate this agreement and/or any approval granted to a customer to use the service, effective immediately, on written notice to the customer where:

    11.1.1 the customer breaches or otherwise acts in a manner contrary to the Act, Regulations, Australia Post Terms and Conditions, Mailing Conditions or other written instructions published by Australia Post;

    11.1.2 the customer fails, refuses, neglects or otherwise omits to properly discharge and perform any of its obligations under this agreement;

    11.1.3 the customer fails, refuses, neglects or otherwise omits to remedy any breach of this agreement as and when required to do so by Australia Post; or

    11.1.4 an insolvency event occurs in relation to the customer.

11.2 Australia Post may, without cause, in its sole and absolute discretion, terminate this agreement and/or any approval granted to a customer to use the service on fourteen days written notice to the customer.

12 Variation

12.1 These terms and conditions may be varied or added to from time to time by Australia Post by notice in writing to the customer.

13 Notice

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

14 Conditions of Carriage

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

15 Law

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

16 Whole agreement

16.1 Subject to clause 1.1 this agreement contains the whole of the agreement between the parties in relation the special service and any representation or warranty made by either party prior to entering into this Agreement shall have no force or effect unless otherwise stated herein.

Notes

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Approved colours for paper stock and printing in clear zones – see sections 2.2.3 and 2.8.

A general test is that the colours should come on or around the following range of 78 acceptable colour tones selected from the Pantone Matching System.

100	101	106	107	113	114	120	121	127	128	134	135	136
141	142	148	149	155	162	169	176	196	203	217	250	263
277	290	304	317	331	332	337	344	351	358	365	366	372
373	379	386	393	400	406	413	427	434	441	453	454	460
461	467	468	474	475	482	488	489	496	502	503	510	517
524	530	531	538	545	552	559	566	573	579	580	586	587

The colours shown above are approximations only. Refer to official ink colour charts.

This guide presents the Clean Mail service and explains its conditions of use. It is intended for the guidance of customers in preparing and lodging articles within Australia for carriage by Australia Post.

Although correct at the date of publication, conditions are subject to revision from time to time and services may be modified, added to or withdrawn. Up to date information may be obtained from any Australia Post retail outlet.

Approved by Manager Letters Portfolio - Postal Services.

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AUSTRALIA POST