

Clean Mail Service Guide

September 2008

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This booklet presents the Clean Mail Service and explains its conditions of use.

The Booklet is intended for the guidance of customers in preparing and lodging letters within Australia for carriage by Australia Post.

Although correct at the date this booklet went to print, postal charges and other conditions are subject to revision from time to time and services may be modified, added to or withdrawn. Up to date information may be obtained from any Post Office.

Approved by Group Manager Letters.

THE CLEAN MAIL SERVICE

1 WHAT IS CLEAN MAIL?

Clean Mail is an Australia Post service for the delivery of machine addressed letters to addresses within Australia.

The service offers reduced prices to customers who can present machine addressed letters of a standard suitable for processing by Australia Post's mechanised letter sorting equipment.

1.1 Key Features

- Minimum of 300 letters per lodgement
- Barcoding and/or sorting are not required
- Access to private box addresses
- A postage meter may be used as a payment method

1.2 Delivery Standard

The regular delivery standard will apply to the Clean Mail Service.

1.3 Supplementary Services

The Registered Post service can be used in conjunction with the Clean Mail Service.

2 MANDATORY CONDITIONS FOR THE CLEAN MAIL SERVICE

2.1 Service Conditions

The minimum entry requirement for Clean Mail is 300 letters per lodgement.

Each lodgement must consist of letters of the same size category.

All articles within a lodgement must originate from the same organisation.

All articles must be machine addressed, as detailed in Section 7.

2.2 Exclusions to the Clean Mail Service

Articles that have an incorrect, corrupt, out of specification or illegible 4-State Barcode are not eligible for access to the Clean Mail Service.

Plastic wrapped articles are not eligible for access to the Clean Mail Service.

2.3 Size Categories

The letter categories eligible for the Clean Mail Service are *Small Letters* and *Small Plus Letters*.

	Small Letters	Small Plus Letters
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)

[†] The length must be at least 1.414 times the width.

Customers can obtain a copy of a convenient *Letter Gauge* (8833667) from their lodgement facility.

► *Letter Gauge (8833667)*



3 CLEAN MAIL PRICES

The prices for the Clean Mail Service are as follows:

Clean Mail prices from 15 September 2008

	Small Letters	Small Plus Letters
Price	\$0.48	\$0.75

Note: For External Territories the GST free price will be the same as the GST inclusive price shown in the price table.

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

For additional information on metering, and the postage rebate applicable to metered Clean Mail, refer to the *Postage Meters and Franking Machines Conditions of use* booklet (8833675).

PREPARING CLEAN MAIL ARTICLES

4 ENVELOPE CHARACTERISTICS

4.1 Envelope Paper

The table shows the minimum and maximum values of the attributes of the paper stock used for the manufacture of envelopes.

Attribute	Minimum	Maximum
Density	65gsm	110gsm
Thickness	0.08mm	0.18mm
Stiffness – machine direction	3 mN	—
Stiffness – cross direction	1.5 mN	—
Porosity	250 ml/min	1000 ml/min
Tearing resistance	350 mN	—
Smoothness	35ml/min	550 ml/min
Opacity	75%	—
Diffuse reflectance	Mean of 60% @ 425–500 nm Mean of 70% @ 500–700 nm	—
Coefficient of friction	0.2	0.5

Envelope paper must be without patterns or pronounced fibres, which interfere with mechanised letter sorting equipment.

4.2 Envelope Colours

Envelope colour must be white or pastel.

Australia Post recommends white envelopes, 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

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 doubts exist on acceptability of a particular colour.

Australia Post can arrange a test, based on a zone of acceptable colours established in the CIE Chromacity Co-ordinate Chart.

4.3 Window Panel Requirements

The address area visible through the window panel must be plain white or a pastel colour, with no patterns that interfere with mechanised processing equipment.

Window panels must not have a black or coloured border. Open windows are not permitted.

Window panels must be clear and the contrast ratio of the panel must not exceed 25% when measured using a photometric method.

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

4.4 Flexibility of Letters

Letters presented under the Clean Mail Service must be reasonably flexible to ensure that they can be processed through high speed letter sorting equipment. Letters that are too rigid or stiff are ineligible for the Clean Mail Service. Some examples of prohibited enclosures includes pencils, pens, audio cassettes and compact disks enclosed in a hard case.

5 CREATIVE DESIGN/ADVERTISING ON CLEAN MAIL ENVELOPES

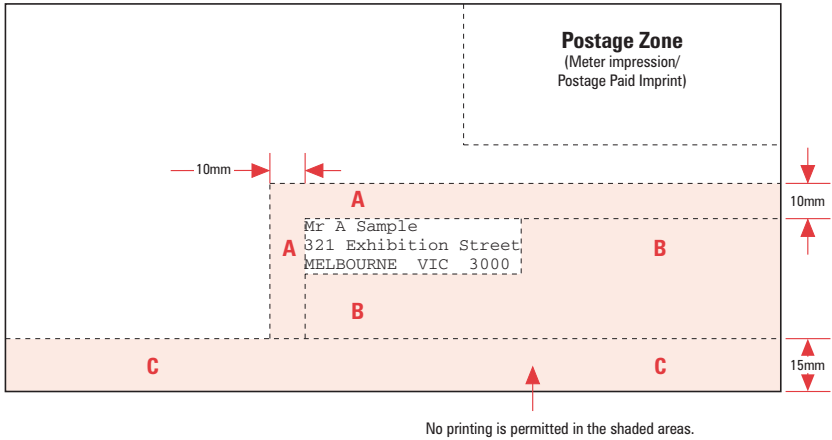
Creative Design/Advertising may be printed anywhere on the envelope. Graphics that appear within an envelope clear zone must be in an approved PMS colour. Refer Section 4.2 for a list of approved colours.

5.1 Envelope Clear Zones

The following areas on the front (address side) of the envelope must be kept clear of any printing, as shown in the following diagram:

- A** At least 10mm clear from the left side and top of the address block.
- B** The whole of the area below and to the right of the address block.
- C** At least 15mm clear from the bottom edge of the envelope.

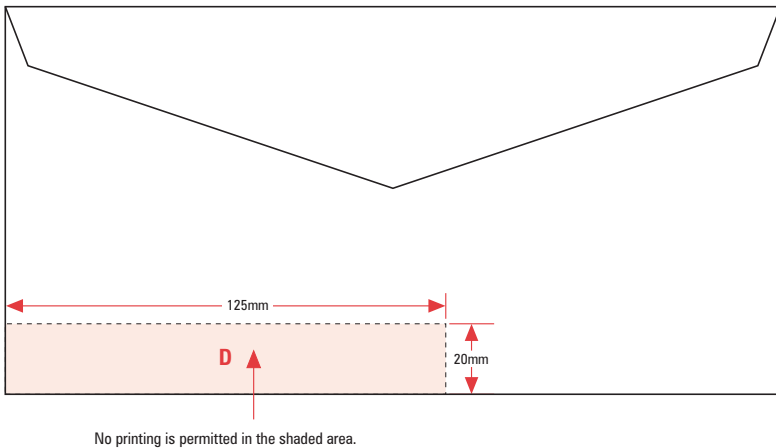
▼ *Envelope Clear Zones – Front of Envelope*



The following area on the back of the envelope must be kept clear of any printing, as shown in the following diagram:

- D** At least 20mm clear from the bottom edge of the envelope extending for 125mm from the left edge.

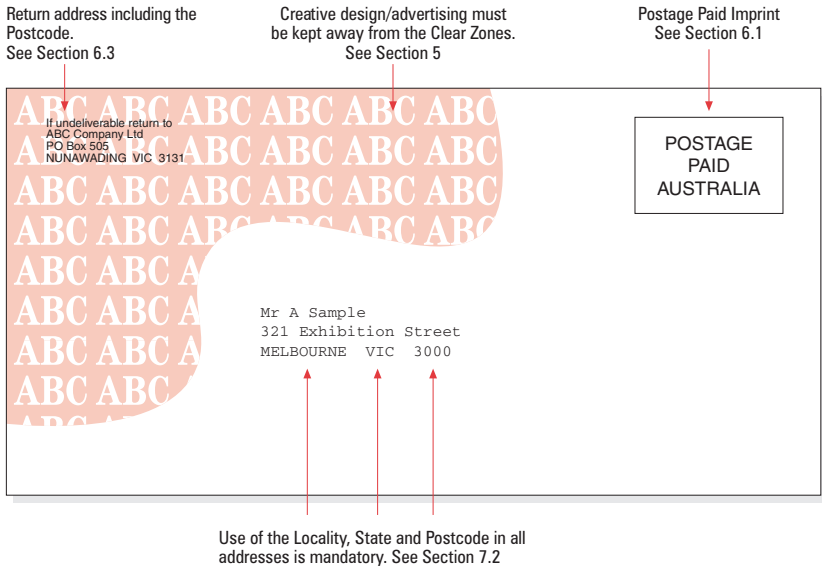
▼ *Envelope Clear Zone – Back of Envelope*



6 MANDATORY INSCRIPTIONS ON CLEAN MAIL ENVELOPES

Inscription	Refer Section
Postage Paid Imprint or Postage Meter Impression	6.1 6.2
Return Address	6.3
Delivery Address	6.4

▼ Example layout for an envelope



6.1 Postage Paid Imprint

All Clean Mail Letters that are not metered must bear a Postage Paid imprint.

The Postage Paid Imprint must be positioned in the top right hand corner of the envelope.

Boxing: 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



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).



6.2 Postage Meter Impression

A postage meter may be used as a payment method for the Clean Mail Service. The published Clean Mail price must be printed on the top right hand corner of the address side of each envelope. If a date is included in the meter impression it must be the date of lodgement.

For additional information on metering, refer to the *Postage Meters and Franking Machines Conditions of Use* booklet (8833675).



6.3 Return Address

An Australian return address is required to be shown on each letter within a lodgement. Australia Post prefers return addresses to be on the address side of the envelope in the upper left-hand corner (no lower than 40mm from the top). Alternatively, return address information may be printed on the back of the envelope at least 20mm from the bottom edge.

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

6.4 Delivery Address

The address to which the envelope is to be delivered. Refer to the following sections on Correct Addressing.

6.5 Colour of Mandatory Inscriptions

A particular colour has not been specified. Blue, black, dark green for example are acceptable colours. Except for Postage Meter Impressions, red toning may not be used to avoid possible interference with mail handling equipment.

7 MANDATORY CORRECT ADDRESSING CONDITIONS

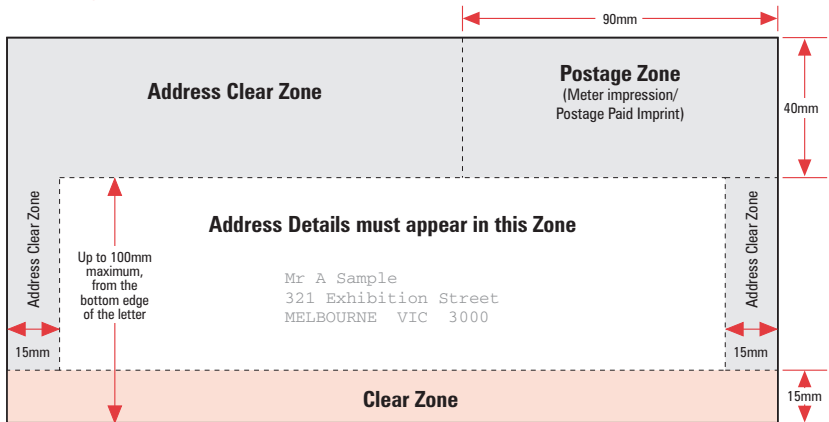
The addressing conditions for the Clean Mail Service are detailed below. Clean Mail letters must comply with all addressing and envelope conditions to access the service.

7.1 Address Location

The complete address must be positioned in the “Address Zone” of the envelope:

- at least 40mm down from the top edge of the mail piece;
- no more than 100mm up from the bottom edge of the mail piece;
- no closer than 15mm from the bottom edge of the mail piece; and,
- no closer than 15mm from the left and right sides of the piece.

▼ Envelope Address Zone



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 presented for lodgement.

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

7.2 Address Formatting

Address lines must be left justified.

Non-address information, such as customer reference codes, must be confined to the top of the address block and be left justified.

- **Second last line** – Must contain the number and name of the street or thoroughfare or PO Box or Bag number.
- **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 1 or 2 spaces only between the locality, State or Territory abbreviation and the postcode.

Additional address information such as business or persons name, must be placed above the last two lines of the address and not below, alongside or within these lines.

▼ Correct Address Formatting

Mr A Sample
 321 Exhibition Street
 MELBOURNE VIC 3000

Must be printed in CAPITALS with no punctuation and no underlining

Margin is left justified

The bottom line must contain in order: the Locality, State and Postcode

7.3 Address Font Requirements

Fixed pitch fonts are recommended (such as Courier or **OCR B**, 12 point, 10 pitch). If proportional fonts are used, it is preferred they be structured in 12 point, ideally Helvetica 12 point. Print characters must not touch or overlap. Artistic or script fonts are not permitted.

Print characters must be 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.

Red, orange and yellow inks must not be used. Dark inks such as black are preferred.

8 TESTING

Customers who are concerned that their letters may not satisfy all Clean Mail Service requirements can request a preliminary test prior to lodgement to determine suitability for machine processing. Tests can be conducted on the following:

- Flexibility
- Envelope colour, patterns or paper quality
- Shape
- Window panel quality/enclosure colours or patterns
- Positioning of creative design/advertising material

Requests for testing should be directed to:

Australia Post
Attn Manager Customer Connections
GPO BOX 1777
MELBOURNE VIC 3001

CLEAN MAIL SORTING AND LODGEMENT

9 SORTING

9.1 Preparing Clean Mail Trays

Face all letters in the same direction and place into Small Letter Trays, with the addresses facing the front (label end) of the tray.

The maximum acceptable weight for a tray is 16kg (including the tray weight).

For volumes of:	Then:
Less than 2,000 letters	Make up national Clean Mail Trays using the Tray Label for the State of Lodgement.
2,000 or more letters	Separate letters into State based Clean Mail Trays, using Tray Labels for the following 8 destinations: <ul style="list-style-type: none">• Sydney• Melbourne• Brisbane• Adelaide• Perth• Hobart• Canberra• Darwin There is no requirement to separate letters by State, however the separation is recommended. Refer Section 9.2 for details on these Tray Labels.

Completing the Tray Labels:

- Write your Lodgement/job number in the “Job Nr” space
- Write the lodgement date (the date is optional, but must be the correct date of lodgement if shown)
- Write name and address (or name and telephone including area code) of mailer in the space provided

▼ Example of a completed tray label

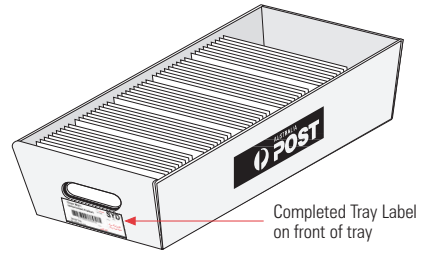
The diagram shows a completed Clean Mail Tray Label with the following fields and annotations:

- Clean Mail / Unbarcoded PreSort** (Title)
- Date:** (Field)
- Off Peak:** (Field)
- Destination State:** **SYD** (Large text, with an arrow pointing to it from the label 'Destination State')
- Small Tray** (Text)
- 8838065 JUL 2005** (Text)
- Job Nr:** **NAB 189** (Text, with an arrow pointing to it from the label 'Lodgement/ Job number')
- Sender:** **Ajax Mail NSW (02) 9333 8888** (Text, with an arrow pointing to it from the label 'Mailer details')
- 9113 10992002 883806507500** (Barcode number)
- Sydney** (Text below SYD)

9.2 Clean Mail Tray Labels

Plastic label pockets are affixed to all letter trays. Prior to lodgement a completed tray label must be placed in the label pocket with the printed side visible. Any old labels on trays must be removed prior to lodgement.

Customers can obtain preprinted tray labels at no cost from their local lodgement facility.



State	Destination	Label Code
NSW	Sydney	8838065
ACT	Canberra	8838072
VIC	Melbourne	8838067
QLD	Brisbane	8838066
SA	Adelaide	8838069
WA	Perth	8838070
TAS	Hobart	8838068
NT	Darwin	8838071

10 LODGEMENT

10.1 Documentation

Customers are required to support each Clean Mail lodgement with documentation. The type of documentation will vary depending upon whether a postage meter has been used.

Non-metered letters	<i>Clean Mail Lodgement Document</i> (8838879). An example of the lodgement document is in Appendix 1.
Metered letters	<i>Meter Lodgement Document</i> (8838236)

10.2 Where to Lodge

Clean Mail letters must be presented during business hours at an approved lodgement facility.

Clean Mail letters cannot be lodged in Street Posting Boxes.

APPENDIX 1. CLEAN MAIL LODGEMENT DOCUMENT

▼ 8838879

AUSTRALIA
POST

ABN 28 864 970 579

Do not include on this form items for External Territories Lodgement. Refer to the Supplementary Statement for External Territories Form No. 8838499.

IMPORTANT: See Privacy Notice on reverse side.

Important:
One of these numbers must appear on all mail tags/labels with this lodgement

Your Lodgement Number **OR** Your Job Number

Please Note:
To be eligible for Clean Mail Letter prices, a minimum of 300 letters is required.

These items must:

- be the same letter classification and weight range.
- not contain a mix of payment streams, i.e. metered & postage paid imprint; and
- comply with the addressing and other conditions of the service.

Name of Facility where Lodging Mail

Contact Name Telephone Number

Business/Company Name

Customer's Details

Contact Name Telephone Number

Department/Section Fax Number

Company/Business Name

Address

Postcode

Payment/Invoice Details

Are these mail costs to be charged to your Australia Post Charge Account?

No

Yes Charge Account Number

Reference Details for Invoice

Special Services

Do you require any special services? (e.g. Registered Post)

No Yes Specify Type

What is the **MAIN** purpose of this mailing? (Tick **one** box)

Promotional (eg advertising offers, customer relationship material) **Transactional** (eg statements, invoices, receipts) **Don't know**

Letter Classification (tick one only)

Small Letters Up to 125g **Small Plus Letters** Up to 125g

Does this lodgement contain identical weight letters?

No Yes

Clean Mail

	No. of Articles	No. of Trays
Total	<input type="text"/>	<input type="text"/>

Full Rate

Small Large

	No. of Articles	No. of Trays
Small	<input type="text"/>	<input type="text"/>
Large	<input type="text"/>	<input type="text"/>

Declaration

I hereby declare that:

- 1 I am the customer and/or authorised agent of the customer;
- 2 I have read and agree to the Clean Mail Terms and Conditions;
- 3 All information contained on this document is to the best of my knowledge true and correct.
- 4 I acknowledge that Australia Post will have accepted this lodgement for carriage only when this form is correctly receipted and stamped provided that Australia Post reserves the right to inspect the lodgement to ensure that the mailing details are correct and the terms and conditions have been complied with.

Signature (Customer or agent) Date

Name (Block capitals please)

Australia Post Use Only

Received by Time

FAP220/221/225 Number Final Check Performed by

Original - Australia Post Duplicate - Customer copy

8838879 • Feb'06

APPENDIX 2.

CLEAN MAIL SERVICE TERMS AND CONDITIONS

1 Introduction

- 1.1 These special service terms and conditions are supplementary to the *Australia Post Terms and Conditions* and to the extent that any aspect of this special service is not expressly included herein, the *Australia Post Terms and Conditions* apply.
- 1.2 These special service terms and conditions apply when:
 - 1.2.1 a customer makes a written application to use the special service in or on a form prescribed by Australia Post for that purpose;
 - 1.2.2 Australia Post accepts that application; and
 - 1.2.3 the customer pays the fee, charge, premium, rate or price charged by Australia Post for the special service.

2 Interpretation

- 2.1 Except as where expressly defined, all words and phrases used in this agreement shall have the same meaning if any, given to them in the *Australian Postal Corporation Act 1989* and in the *Australia Post Terms and Conditions* provided, however, that where there is any inconsistency, the meaning shall be as defined in this agreement to the extent of that inconsistency.
- 2.2 In these terms and conditions unless the contrary intention appears:
 - 2.2.1 where a word or phrase is given a particular meaning, other parts of speech and grammatical forms of that word or phrase have a corresponding meaning;
 - 2.2.2 words importing a gender include any other gender; and
 - 2.2.3 words in the singular number include the plural and words in the plural number include the singular.
- 2.3 “**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.

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 to 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.

FOR FURTHER INFORMATION:

Australia Post website

www.auspost.com.au/cleanmail

New South Wales / ACT

Australia Post
Clean Mail Team
5th Floor, 219–241 Cleveland Street
STRAWBERRY HILLS NSW 1420
Ph 02 9202 6092
Fax 02 9202 6060
Email: mail.presentation@auspost.com.au

South Australia / NT

Australia Post
Clean Mail Coordination Team
GPO Box 4556
ADELAIDE SA 5001
Ph 13 11 18
Fax 08 8402 6218
Email: sasales@auspost.com.au

Victoria

Australia Post
Clean Mail Coordination Team
PO Box 5272
MOUNT WAVERLEY VIC 3149
Ph 03 8847 9497
Fax 03 8847 9333
Email: vic.postdirect@auspost.com.au

Western Australia

Australia Post
Customer Relations Centre
Letters Product Manager
GPO Box 9000
PERTH WA 6848
Ph 13 13 18
Fax 08 9237 5239
Email: wacustcare@auspost.com.au

Queensland

Australia Post
Clean Mail Coordination Team
GPO Box 6111
BRISBANE QLD 4001
Ph 13 11 18
Fax 07 3109 5111
Email: qldbussinesline@auspost.com.au

Tasmania

Australia Post
Clean Mail Coordination Team
GPO Box 4000
HOBART TAS 7001
Ph 13 13 18
Fax 03 6236 3599
Email: taspostdirect@auspost.com.au

