

Reply Paid Service Guide



**Includes Domestic,
International & Parcels**
Effective from February 2004

AUSTRALIA
POST

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Contents

	Page
The Reply Paid Service	2
1 Introduction	2
1.1 Purpose of this Service Guide	2
1.2 Do you have a Reply Paid number?	2
2 What is Reply Paid?	2
2.1 How to use Reply Paid	2
2.2 Benefits of Reply Paid	3
2.3 The Reply Paid Services	3
3 Getting Started	4
3.1 Applying for Reply Paid	4
4 Reply Paid Pricing	4
4.1 Charge Account	4
4.2 Billing and Payment	4
4.3 Fees	5
4.4 Prices - effective from 2 Feb 2004	5
5 General Information	6
5.1 What is a Reply Paid number?	6
5.2 Reply Paid barcode	7
5.3 Reply Paid validity	7
5.4 Artwork	7
5.5 Reply Paid name and address	8
5.6 Changing your name or address	8
5.7 Australia Post changes to Reply Paid layout	8
5.8 Combining Reply Paid with other services	8
5.9 Countries served	9
6 Delivery	9
6.1 How do I receive my Reply Paid mail?	9
6.2 Undeliverable Articles	9
Preparing Reply Paid Articles	10
7 Reply Paid Article Sizes	10
7.1 Small Letter and Large Letter envelopes and postcards (Domestic)	10
7.2 Minimum length of a small letter (square articles)	11
7.3 International Reply Paid	11
7.4 Parcels	11
8 Envelope/Postcard Paper Requirements	11
8.1 Envelope/card stock requirements	11
8.2 Colour of stock	12
8.3 Colour of printing	12
8.4 Envelope paper quality	12
8.5 Card stock quality	13
8.6 Envelope and card testing	13
8.7 Self mailer	14
8.8 Standards Association reference on envelopes	14
8.9 Window faced envelopes	14

	Page	
9	Pre-printing Envelopes or Articles	15
9.1	Quick print instructions	15
9.2	Steps for printing your Reply Paid	16
9.3	Machine readability testing	16
10	Hand-addressing Formats	16
10.1	Reply Paid Domestic Letters	16
10.2	Reply Paid Parcels	17
10.3	International Reply Paid	17
11	Do's & Don'ts	18
12	Approvals and Enquiries	19
	Appendices	20
1	Reply Paid Application Form	20
2	Pre-printing Reply Paid (Domestic) – Standard Article Layout	21
A2.1	Article Zones	21
A2.2	Clear Zones	22
A2.3	Postage Zone (Contrast Bars)	23
A2.4	Delivery Address Zone	24
A2.5	Reply Paid Address Zone	25
A2.6	Service Zone	26
3	Pre-printing Reply Paid (Domestic) – Direct Mail/Postcards	27
4	Pre-printing International Reply Paid Articles	28
A4.1	Article Zones	28
A4.2	Clear Zones	29
A4.3	Postage Zone	30
A4.4	Delivery Address Zone	30
A4.5	International Reply Paid Logo placement	31
A4.6	International Reply Paid Address Zone	32
A4.7	Service Zone (including Air Mail Imprint)	33
A4.8	Reverse side of International Reply Paid article	34
5	Address Components and Font Attributes	35
A5.1	Delivery Address Components	35
A5.2	Reply Paid Address Components	36
A5.3	Attributes of print font characters necessary for machine readability	37
6	Correct and Incorrect Examples of Reply Paid Small Letters/Articles	38
7	Reply Paid (Domestic) Terms and Conditions	42
8	International Reply Paid Service (IRP) Terms and Conditions	46

This booklet presents the Reply Paid Service and explains its conditions of use.

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. The date of effect for these service conditions is 2 February 2004.

Approved by Group Manager Letters.

The Reply Paid Service

1 Introduction

1.1 Purpose of this Service Guide

This Service Guide has been designed to provide customers detailed information required to get the most out of the Australia Post Reply Paid Service.

The Service Guide forms part of the agreement between customers and Australia Post. It explains the usage of Reply Paid, terms and conditions and, printing guidelines for Reply Paid.

1.2 Do you have a Reply Paid number?

If you have recently received your artwork (including Reply Paid number and barcode) from Australia Post and have *not* changed address or details, and require no modification to the artwork supplied, see Section 9.1 Quick Print Instructions.

If your Reply Paid number or envelope/article contains "alpha" characters, not just numbers, or you have a Business Reply logo on your article, or the term "Permit", your artwork is no longer valid and you require new artwork and a Reply Paid number.

If you have a Reply Paid number of which you are unsure, is a few years old, or contains no barcode, send a sample in for a free check.

See Section 12 Approvals and Enquiries.

2 What is Reply Paid?

- A Reply Paid number and address is a marketing tool for business to encourage responses, or provide a return service
- Reply Paid is postage free for your respondents
- You only pay for the replies you receive
- Reply Paid is commonly used with pre-printed envelopes inserted with a direct mail campaign

2.1 How to use Reply Paid

If you promote your products or services, or require responses, Reply Paid can be very useful.

The Reply Paid Service:

- complements your mail-out. Whether you mail letters or parcels or, create a media advertising campaign including a Reply Paid address, your customer can reply or return articles/information easily

- assists an advertiser to achieve maximum response to the advertisements that are run or business communications that are sent out
- allows your customers to respond or return items or articles at no cost to them
- allows your customer to conveniently respond using the information or response device you provide, put the item in a mailbox, or lodge at a post office

Reply Paid may be used in an advertising campaign, magazine or newsletter displaying the Reply Paid address, or a Reply Paid envelope or response device could be inserted with mail sent out.

When Reply Paid is used in conjunction with a mail-out or promotional campaign it can be a very efficient means of obtaining orders, responses to research and, requests for payment. All your customers or respondents need to do is return the information in the Reply Paid device supplied, or use their own envelope (handwriting the reply) or packaging. Either way the respondent doesn't pay for postage, and you only pay for the responses received.

2.2 Benefits of Reply Paid

Enclosing a Reply Paid envelope in your mail-out, or including a Reply Paid address in a marketing campaign makes it simple for customers to respond in their own time and without rush. It's easy and convenient, and your customer pays no postage, adding further incentive to reply.

2.3 The Reply Paid Services

2.3.1 Reply Paid Letters (Domestic)

A Reply Paid letter/article may consist of an envelope, postcard, coupon or self mailer (and similar items) and may be in response to a media campaign, mail out or publication. Reply Paid Letters can be small or large letters sent within Australia. See Section 7.1 Envelope sizes for more information.

2.3.2 International Reply Paid Letters (IRP)

International Reply Paid Letters are available for a customer to extend their marketing campaign to the rest of the world and still offer respondents a no cost response mechanism. IRP is only available as a Small Letter/Article under 50 grams.

2.3.3 Reply Paid Parcels

The Reply Paid Parcel service applies only within Australia. It is available with Regular Parcels, Medical Educational Remote Area Parcels or with Express Post Parcels (Express Post Satchels can only be used with the Reply Paid Service under separate contract conditions). The Reply Paid Parcel service is generally used as a return service as part of a broader parcel contract arrangement.

3 Getting Started

3.1 Applying for Reply Paid

To acquire a Reply Paid number:

- Complete a Reply Paid application form (Refer Appendix 1),
- An Australia Post Head Office charge account is required (Refer Section 4.1). Application forms available at post offices or on our website at auspost.com.au/replypaid.
- Post your Reply Paid application (along with Charge Account application, if required) to the address listed on the Reply Paid application form in your State or, lodge it with your post office (applications cannot be lodged on the Internet due to legal requirements)

When your Reply Paid application has been processed, Australia Post will:

- Send a customer acceptance advice (normally by email)
- Send you advice of the Reply Paid format or artwork (normally by email)
- Send a copy of the application and PDF artwork to the delivery office. Australia Post will provide PDF artwork and customer advice by email or on a 3.5" diskette provided by the customer.

4 Reply Paid Pricing

4.1 Charge Account

An Australia Post head office charge account is required in order to operate the Reply Paid Service. This charge account is centrally administered and is required because Reply Paid is charged after delivery is made, this differs from prepaying for mail.

To apply for a charge account, obtain a Business Credit Application form from your post office.

4.2 Billing and Payment

Statements are issued on a monthly basis.

The customer is obliged to pay all Reply Paid fees and charges for each article delivered, whether accepted or refused. Given the nature of the Reply Paid Service, assessing of charges is made at the end point of delivery. Articles have been transported within the Australia Post network and costs incurred.

Customers must disclose the source of any Reply Paid article to allow the appropriate distance-based charges to be calculated. This particularly applies to Parcels, given rates are calculated by weight.

4.3 Fees

4.3.1 Reply Paid Letters Annual Fee

The Annual Fee applies to every Reply Paid Number issued (excluding Parcels and International):

e.g. If a customer has five (5) Reply Paid Numbers:
 $\$60.00 \times 5 = \300.00 p.a.

The Annual Fee will be automatically billed to your Charge Account on the anniversary date of commencement.

4.3.2 International Reply Paid Application Fee

The Application Fee for International Reply Paid is to be paid when you lodge your application for the service. The application and cheque should be sent to the address listed on the International Reply Paid application form.

4.4 Prices - effective from 2 Feb 2004

4.4.1 Reply Paid Letters (See Section 7 for a definition of the sizes)

Small Letters

- | | |
|--|--------------|
| - Barcoded | 40¢ per item |
| - Non-barcoded (Not correctly formatted, hand addressed) | 60¢ per item |
-

Large Letters

- | | |
|-----------------------|-----------------|
| - Up to 125g | \$1.10 per item |
| - Over 125 up to 250g | \$1.55 per item |
| - Over 250 up to 500g | \$2.55 per item |
-

Annual Fee (per Reply Paid number, non-refundable)	\$60.00*
---	-----------------

*The Annual Fee is not applicable to Reply Paid Parcels or International Reply Paid.

4.4.2 Reply Paid Parcels

-
- | | |
|-----------|---|
| - Parcels | 10¢ per item
plus postage rate for parcel size |
|-----------|---|
-

4.4.3 International Reply Paid

-
- | | |
|--|-----------------|
| - Application Fee | \$55.00 |
| - Small Letter (As specified up to 50g world-wide) | \$2.00 per item |
-

Note: Additional charges will apply for articles that contravene addressing and formatting standards.

5 General Information

5.1 What is a Reply Paid number?

A Reply Paid number forms part of the Reply Paid address. A Reply Paid number can only be issued by Australia Post and must not be used if you have changed address or post box, see Section 5.6 Changing your name and address.

5.1.1 Multiple Reply Paid numbers and Response numbers

A customer may have multiple Reply Paid numbers for different addresses.

As an alternative to multiple Reply Paid numbers a customer may request multiple Reply Paid responses (at no additional charge) to the same Reply Paid (number) delivery address to suit different business purposes.

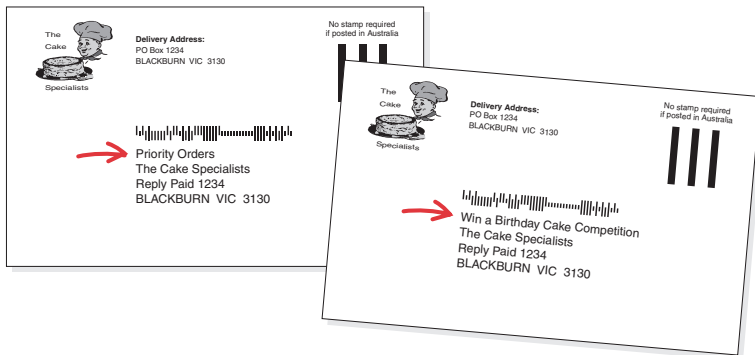
5.1.2 Multiple names - single address

Responses may contain different names at one address if each name is:

- the registered name of a business carried out at that address by the Reply Paid customer, or
- the name of a company, partnership or association of which the Reply Paid customer is an employee or agent, and for which the Reply Paid customer has reason to receive Reply Paid articles at that address.

All responses must be registered with Australia Post.

▼ *Examples of Reply Paid responses generated under the same Reply Paid number*



In the two responses, the delivery address is the same. However, the first lines of the Reply Paid address differ. Customers can easily sort Reply Paid responses to the appropriate business area.

Responses will only be sorted to Reply Paid number.

5.2 Reply Paid barcode

When using Reply Paid with a pre-printed Reply Paid envelope (Domestic or International Reply Paid) Australia Post will provide artwork which includes a barcode.

The Reply Paid barcode is not transferable should you relocate. *The Reply Paid barcode is unique and cannot and should not be used if you have changed address or location.* Because barcode details are unique, if a wrong barcode is used, the Reply Paid article will be routed to the wrong location and be severely delayed, misdirected or, may be rejected.

Even though barcodes representing different delivery points can look nearly identical, the correct barcode is essential. The barcode used for regular mail delivery may not be used for Reply Paid.

Additional charges will apply if an incorrect barcode is used.

▼ Example Reply Paid Address with barcode



The Cake Specialists
Reply Paid 1234
BLACKBURN VIC 3130

Why barcode?

- A Barcode is required in order to facilitate faster processing of Reply Paid envelopes
- Correct formatting and barcode assists in the processing and cost reduction, and lower rates for the customer
- Barcode and Reply Paid format requirements are available at the Post website

5.3 Reply Paid validity

Your Reply Paid number is valid until otherwise advised. Providing you do not change address, cancel a PO Box or, fail to pay your bill, your Reply Paid number remains valid. If any of your circumstances do change you will need to notify us. See Section 12 Approvals and Enquiries.

5.4 Artwork

All artwork is provided in PDF format *free of charge*. Modification to artwork may be performed by your authorised printer, adhering to specific guidelines. Changes to details may be obtained as required. (Australia Post only provides standard artwork, which excludes pictures and logos).

Reply Paid customers need to check the artwork provided by Australia Post to ensure that all the customer details (excluding the barcode) are correct. The Reply Paid customer is responsible for all artwork supplied to a printer of envelopes or postcards. The Reply Paid customer is responsible for ensuring that this artwork meets Australia Post specifications refer to Section 9 Pre-printing Envelopes or Articles.

Artwork changes by the customer may only be made within the guidelines provided. Reply Paid articles not conforming to requirements and terms and conditions may be excluded from processing or charged at non-standard rates.

5.5 Reply Paid name and address

A Reply Paid response must specify the name or business name of the Reply Paid customer and a valid address of:

- the customer, or
- an authorised agent of the customer, or
- any other person who has provided written consent.

5.6 Changing your name or address

A customer may apply in writing at any time to vary the name or address appearing in the Reply Paid response provided the proposed changes comply with the requirements detailed (see Section 5.5 and Section 5.1.1).

Please note, when relocating or changing addresses you must *not* use the same Reply Paid number or barcode with different details, Australia Post will issue you with new artwork at no charge.

5.7 Australia Post changes to Reply Paid layout

Australia Post reserves the right, at reasonable notice, to require a customer to change the design or any other feature of a previously approved Reply Paid number or response.

Should incorrect details (such as the barcode, postcode or address) be printed on a Reply Paid article, Australia Post may at its discretion remove the mail from processing, and make request for additional payments as a result of increased processing requirements.

5.8 Combining Reply Paid with other services

Reply Paid Service customers cannot combine any supplementary services, such as Registered Post or Insurance, with the Reply Paid service. However, respondents may choose to pay for these services when they lodge a Reply Paid article for return to the Reply Paid customer. A Large Volume Recipient (LVR) postcode may not be used with the Reply Paid Service.

5.9 Countries served

Reply Paid Letters (Domestic) and Reply Paid Parcel services are only available and to be used in Australia. International Reply Paid is available to 180 countries, for full details refer to the *International Post Guide*.

6 Delivery

6.1 How do I receive my Reply Paid mail?

The best and most efficient way to receive your Reply Paid mail is via a PO Box or Locked Bag, as you may retrieve your mail earlier than street deliveries. Of course you may choose to have Reply Paid mail delivered to a street address.

Reply Paid customers who already have a box or bag, may use it as the Reply Paid Address (when your Reply Paid application has been approved).

Applicants for the Reply Paid service who wish to use this facility and do not already have a box or bag, should apply for the box or bag before they apply for a Reply Paid Service. (Apply for Boxes and Bags at your post office).

6.2 Undeliverable Articles

Reply Paid mail may be considered undeliverable if:

- It is incorrectly addressed
- Has an incorrect barcode
- The customer has moved without notification
- Delivery is prohibited by law
- The customer has cancelled the Reply Paid number
- The customer has cancelled or Australia Post has cancelled their charge account.

Undeliverable mail may be destroyed.

Preparing Reply Paid Articles

7 Reply Paid Article Sizes

7.1 Small Letter and Large Letter envelopes and postcards (Domestic)

A Small Letter conforms to the limits shown below. Any article with any measurement outside these limits is not a Small Letter—it is either a Large Letter or Parcel and attracts the appropriate post charge. (Bulk letter sizes are different).

Dimension	Minimum	Maximum
Length	145 mm	240 mm
Width	90 mm	130 mm
Thickness	Refer Sections 8.4 & 8.5	5 mm
Weight	—	250 grams

Preferred Small Letter/Article Sizes

90 x 145 mm (11B)	90 x 165 mm (12 ³ / ₄)	95 x 210 mm
100 x 230 mm (4x9)	110 x 220 mm (DL)	114 x 162 mm (C6)
115 x 225 mm (DLE)	120 x 235 mm (DLX)	130 x 240 mm (Max POP)

A Large Letter is rectangular, conforms to the limits set below, and is not a Small Letter. Any article with any measurement that exceeds these limits is not a Large Letter—it is a Parcel. (Bulk letter sizes are different).

Dimension	Maximum
Length	360 mm
Width	260 mm
Thickness	20 mm
Weight	500 grams

Preferred Large Letter/Article Sizes

162 x 229 mm (C5)	176 x 250 mm (B5)	229 x 324 mm (C4)
250 x 353 mm (B4)	360 x 260 mm	

7.2 Minimum length of a small letter (square articles)

Small letters should be rectangular/oblong in shape (not square) and should not have a ratio of less than 1.414 (length divided by height). Small letters with a ratio of less than 1.414 will be charged as non barcoded Reply Paid letters (e.g. 145 mm L divided by 130 mm H = 1.11, this is less than 1.414, and would be considered incorrectly formatted, irrespective of a barcode).

Small letters with a ratio of less than 1.414 require approval prior to use. See Section 12 Approvals and Enquiries.

7.3 International Reply Paid

An International Reply Paid article may be a postcard or an Air Mail Letter envelope, subject to the dimensions shown in the table.

Dimension	Minimum	Maximum
Length	145 mm	235 mm
Width	90 mm	120 mm
Thickness	0.18 mm (Postcards)	5 mm
Weight	—	50 grams

Refer to Appendix 4 for detailed Pre-printing Guidelines.

7.4 Parcels

Parcels and Express Post Parcels vary in size.

Generally speaking, articles not fitting within the size ranges previously listed could be considered a parcel.

Detailed information about Parcels is available from the *Parcels Post Guide*.

8 Envelope/Postcard Paper Requirements

8.1 Envelope/card stock requirements

Some envelopes and cards are not suitable for machine processing because of the characteristics of the envelope paper, such as strength, porosity, luminescence, etc. Reply Paid pre-printed responses must be made from a low gloss material with sufficient porosity that will register the imprint of a postmarking impression and permit MLOCR (Multi-Line Optical Character Readers) ink to dry without smudging.

The following conditions must be observed:

- envelope colour must be white or pastel colour; and,

- envelope paper must be without patterns or pronounced fibres that interfere with mechanised letter sorting equipment. Some types of recycled paper with prominent paper fibres may be unsuitable for machine processing.

8.2 Colour of stock

Australia Post recommends white stock for postcards and envelopes, but light tints or halftones are acceptable. The table shows the range of 78 acceptable colours from the Pantone Matching System (PMS).

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

8.3 Colour of printing

All printed matter on the postcard or envelope must be a dark colour. Australia Post prohibits vivid colours or ink containing phosphorescent dyes.

8.4 Envelope paper quality

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	65 gsm	110 gsm
Thickness	0.08 mm	0.18 mm
Stiffness – machine direction	3 mN	—
Stiffness – cross direction	1.5 mN	—
Porosity	250 ml/min	1000 ml/min
Tearing resistance	350 mN	—
Smoothness	35 ml/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

8.5 Card stock quality

The table shows the minimum and maximum values of the attributes of the card stock used for the manufacture of postcards.

Attribute	Minimum	Maximum
Density	140 gsm (see note below)	500 gsm
Thickness	0.18 mm	1.5 mm
Stiffness – machine direction	30 mN	1140 mN
Stiffness – cross direction	14 mN	1140 mN
Porosity	250 ml/min	1000 ml/min
Tearing resistance	350 mN	—
Smoothness	35 ml/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

The longer edge of a postcard must be parallel to the machine direction (the grain) of the card stock.

Note: the majority of papers or cards available at 140 gsm do NOT meet the minimum specifications for thickness or stiffness – unless the paper supplier states that they have been specifically designed for postal reply use.

Reply Paid card stock that meets Australia Post specifications is available from most paper suppliers.

8.6 Envelope and card testing

If you have doubts about the intended colour of your envelopes, card stock, or correct specifications, customers may send samples for testing to:

Reply Paid
Customer Connections
GPO Box 1777
MELBOURNE VIC 3001

You may also refer this to your Australia Post Account Manager.

8.7 Self mailer

A self mailer is usually a single sheet of paper, folded to Small Letter size and able to be sealed.

The specification for a self-mailer is the same as for an envelope relating to paper density and quality, size, colour and printing. In addition, the following conditions apply specifically to self-mailers:

- the article must be able to sealed on all sides with high quality gumming
- the article may comprise more than one sheet of paper if one sealed piece completely encloses the others
- if the paper is from a computer printout with sprocket holes, the respondent must be instructed to remove the edge strips by guillotine to produce a smooth rather than a ragged edge.
- Instructions should be provided how to use the self -mailer for the recipient.

Refer to Section 7.1 for Small Letter sizes.

8.8 Standards Association reference on envelopes

Australian Standard *AS4611-1999 - Mailing Envelopes* defines Post Office Preferred or POP envelopes. The illustration shows the official distinguishing symbol for POP envelopes.



8.9 Window faced envelopes

Australia Post strongly recommends against the use of window faced or reusable envelopes in conjunction with the Reply Paid service and prefers customers to encourage replies by inserting a Reply Paid envelope inside the outgoing envelope.

The main reason for this is that undeliverable or return to sender letters may be returned to the sender as a Reply Paid response, increasing the cost to customers. Given the difficulty of auditing returns, Australia Post will not credit returns to the sender.

Should you specifically require to use panel/window faced envelopes a sample will be required to be submitted. Specifications may be obtained by emailing replypaid@auspost.com.au

9 Pre-printing Envelopes or Articles

This section describes Reply Paid Domestic (small and large letter) printing requirements for standard articles, promotional articles (postcards) and charities, along with International Reply Paid requirements.

Reply Paid Parcels or Express Post Parcels may be pre-printed, but are not covered in this document (speak with your Australia Post Representative).

There are a number of requirements for printing Reply Paid envelopes/articles, cards and response devices. Standards have been established so that maximum efficiencies may be gained in processing while passing on the savings to customers.

To assist customers in correctly addressing and formatting Reply Paid articles, Australia Post provides the basic artwork for small and large Reply Paid letters. The customer is responsible for the print quality of Reply Paid letters.

In cases where the artwork requires a logo, or involves more than one colour, the customer will need to arrange the layout of the Reply Paid article through their existing printer. Refer Appendix 2 for details on article layout.

9.1 Quick print instructions

Answer "YES" to all the following and you can print without delay and further reading (assumes you have been recently issued with artwork from Australia Post).

Answer YES to all these?	Y/N
1 All details on the artwork are correct? (excluding barcode)	<input type="checkbox"/>
2 Article size will be the same as shown in the artwork?	<input type="checkbox"/>
3 Black ink will be used for printing?	<input type="checkbox"/>
4 White envelopes will be used? (Post Office Preferred)	<input type="checkbox"/>
5 Artwork and information requires no modifications?	<input type="checkbox"/>
6 No printing will be done on the reverse side of article? (excludes International Reply Paid)	<input type="checkbox"/>
7 My printing company will print the artwork as is, no changes or modifications to the PDF?	<input type="checkbox"/>

If you answered NO to any of these questions you need to determine your printing requirements, and follow the appropriate sections of this Service Guide.

If your details are incorrect (in the artwork), please respond to the email or letter which accompanied your artwork PDF file. See Section 12 Approvals and Enquiries.

9.2 Steps for printing your Reply Paid

- 1 Receive your Reply Paid artwork from Australia Post
- 2 Check that your details (address etc.) on the article are correct, (Australia Post is not responsible for incorrect details)
- 3 Check that the artwork is for the correct size of the article/envelope you want to use
- 4 If you don't need to add logos etc, and all the details in the artwork are correct, and the article size has not changed, have your printing company print your articles without alteration modification or resizing of the artwork

If you need to add personalisation/logo's, refer to Appendix 2 for layout standards.

Note: Desktop printing of Reply Paid artwork (laser or inkjet) is not recommended, and is unlikely to align or meet barcode specifications. Printing on labels is not acceptable for use in processing Reply Paid.

9.3 Machine readability testing

Reply Paid applicants, customers and Australia Post representatives may request a test to determine the suitability for machine processing of a pre-printed Reply Paid response article. This test covers:

- envelope or postcard colour, patterns and paper quality
- positioning of advertising material
- window panel quality and enclosure colour and patterns
- barcode components and readability.

Refer Section 12 for contact details.

10 Hand-addressing Formats

Hand-addressed Reply Paid formats may only be used with Reply Paid (Domestic) Letters and Reply Paid Parcels (it is not available for International Reply Paid)

The hand-written format for Letters and Parcels differ.

10.1 Reply Paid Domestic Letters

When respondents are invited to address their own letter, please ensure that the address is correctly represented in your promotional material and respondents are asked to follow its format.

Respondents should be requested to use envelopes with pre-printed Postcode Squares where possible.

Advise respondents the name and address details as shown in the example below (using your own Reply Paid details). Indicate in your advertisement that: **"No stamp is required"**.

▼ Example of a hand-written Reply Paid Letter



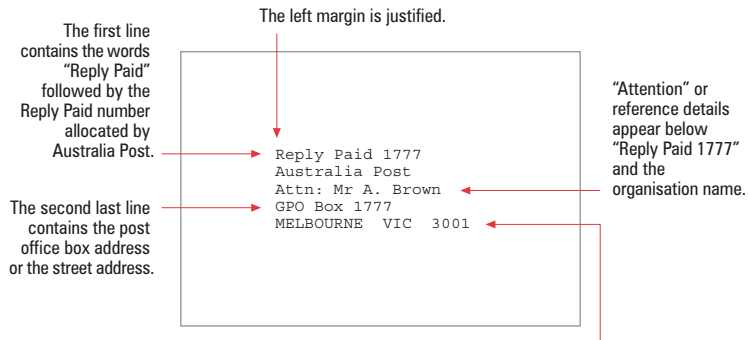
No other information should be written or advised to be written, other than the approved name and Reply Paid address details.

10.2 Reply Paid Parcels

The address on a Reply Paid Parcel must conform to the standards below.

If not hand-written, the address is printed in **Courier 12 point** or a comparable fixed-pitch font, with no effects such as italic, bold or shadow.

▼ Example of a Reply Paid Parcel address label



The last line contains the locality or post office name, state abbreviation and postcode in UPPER CASE letters with no underlining or punctuation of any sort. Only one or two spaces separate each element.

10.3 International Reply Paid

Addressing standards for International Reply Paid are detailed in Appendix 4.

Hand-addressing is not available for International Reply Paid.

11 Do's & Don'ts

Do's

- ✓ Have valid Reply Paid numbers issued by Australia Post
- ✓ Have a valid charge account
- ✓ Use Reply Paid with a PO Box or Bag, if possible
- ✓ Check the artwork you receive from Australia Post for correct details
- ✓ Make modifications to standard artwork according to specifications only
- ✓ Use a print company to print your envelopes

Don'ts

- ✗ Use or create a Reply Paid Number before you have been issued with Reply Paid details and artwork to do so
- ✗ Use a barcode which has not been specifically issued for the Reply Paid number or response
- ✗ Continue to use a Reply Paid number when it has been cancelled or when you have moved address, or cancelled a box or bag service associated with the Reply Paid number
- ✗ Act as an agent using a Reply Paid Number without written approval from the customer and advice to Australia Post
- ✗ Use stick on labels for addressing pre-printed articles
- ✗ Use envelopes/articles which are square or smaller than Height 90mm x Length 145mm

12 Approvals and Enquiries

Direct mail, postcards and articles which do not meet specifications must be approved by Australia Post prior to printing.

You may send PDF artwork files by email, or hard copy to the addresses below.

Should you have enquiries in relation to:

- General Reply Paid enquiries
- Testing of Reply Paid barcode
- Require new artwork
- Change of name or address
- Test envelopes or machine readability

Write to: Reply Paid
 Customer Connections
 GPO Box 1777
 MELBOURNE VIC 3001

- or the Reply Paid Coordinator in your State:

NSW 219–241 Cleveland Street
 STRAWBERRY HILLS NSW 1420

VIC GPO Box 1667
 MELBOURNE VIC 3001

TAS GPO Box 4000
 HOBART TAS 7001

QLD GPO Box 6111
 BRISBANE QLD 4001

SA/NT GPO Box 4000
 ADELAIDE SA 5001

WA GPO Box 9000
 PERTH WA 6848

Telephone: 13 11 18

email: replypaid@auspost.com.au

Internet: auspost.com.au/replypaid

Appendix 1

Reply Paid Application Form

Application Forms are available from post offices or the Australia Post website auspost.com.au/replypaid

▼ 8835097

REPLY PAID SERVICE APPLICATION		 <small>ABN 28 864 970 579</small>
<p>Please note the Reply Paid Service is only available as a credit service – you will need an Australia Post Business Credit Account to operate this service. Application Forms are available from your local Post Office.</p>		
Customer Details <small>(complete all boxes)</small>		
Company Name <input style="width: 95%;" type="text"/>	ABN <small>(if applicable)</small> <input style="width: 95%;" type="text"/>	
<input type="checkbox"/> Mr <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Mrs Other: <input style="width: 100px;" type="text"/>		
Given Name <input style="width: 95%;" type="text"/>	Telephone Number <input style="width: 95%;" type="text"/>	
Surname <input style="width: 95%;" type="text"/>	Fax Number <input style="width: 95%;" type="text"/>	
Position <input style="width: 95%;" type="text"/>		
Postal Address <input style="width: 95%; height: 20px;" type="text"/> <input style="width: 95%; height: 20px;" type="text"/>		
Suburb <input style="width: 95%;" type="text"/>		
State <input style="width: 95%;" type="text"/>		Postcode <input style="width: 95%;" type="text"/>
How would you like to receive your Reply Paid approval? <input type="checkbox"/> Disc – Please provide a floppy disk with your application <input type="checkbox"/> Email – Please provide your email address: <input style="width: 150px;" type="text"/>		
Type of Application		
1. Is this an application for a new service? <input type="checkbox"/> YES – go to number 3 <input type="checkbox"/> NO	6. Reply Paid Details <small>(eg. Company, Dept, Campaign)</small> Line 1 (Mandatory) <input style="width: 95%;" type="text"/> Line 2 (Optional) <input style="width: 95%;" type="text"/> Line 3 (Optional) <input style="width: 95%;" type="text"/>	
2. Changes to an existing service Your Reply Paid Number: <input style="width: 100px;" type="text"/> <input type="checkbox"/> Changes to Reply Paid details – go to number 6 <input type="checkbox"/> Changes to delivery address – go to number 7 Effective Date of New Address: <input style="width: 100px;" type="text"/>	7. Delivery Address <input style="width: 95%; height: 20px;" type="text"/> <input style="width: 95%; height: 20px;" type="text"/> Suburb <input style="width: 95%;" type="text"/> State <input style="width: 95%;" type="text"/> Postcode <input style="width: 95%;" type="text"/>	
3. Do you have an Australia Post Business Credit Account? <input type="checkbox"/> YES – Credit Account number: <input style="width: 100px;" type="text"/> <input type="checkbox"/> NO – Please complete a Business Credit Account Application form, and attach to this application.	8. Additional Requirements Barcode Length <input type="checkbox"/> 92 bars (Standard) <input type="checkbox"/> 67 bars Customer Information <small>(to be included in barcode):</small> <input style="width: 95%; height: 20px;" type="text"/>	
4. Estimated monthly volume of replies: <input style="width: 100px;" type="text"/>		
5. Will your Reply Paid articles be: <input type="checkbox"/> Pre-printed <input type="checkbox"/> Hand addressed by your customers <input type="checkbox"/> Parcels <input type="checkbox"/> Express Post Parcels <small>(Can only be used with Express Post Satchels under separate contract conditions.)</small>		

8835097 • Sep 03

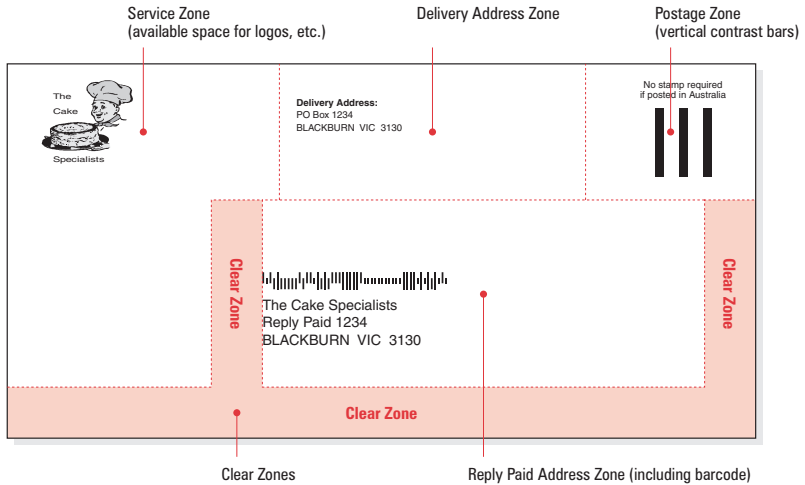
Appendix 2

Pre-printing Reply Paid (Domestic) – Standard Article Layout

A2.1 Article Zones

Reply Paid pre-printed articles comprise four printing zones plus Clear Zones on the front and rear. The zones should only contain details as specified.

▼ Pre-printed Reply Paid Standard Article Layout Zones

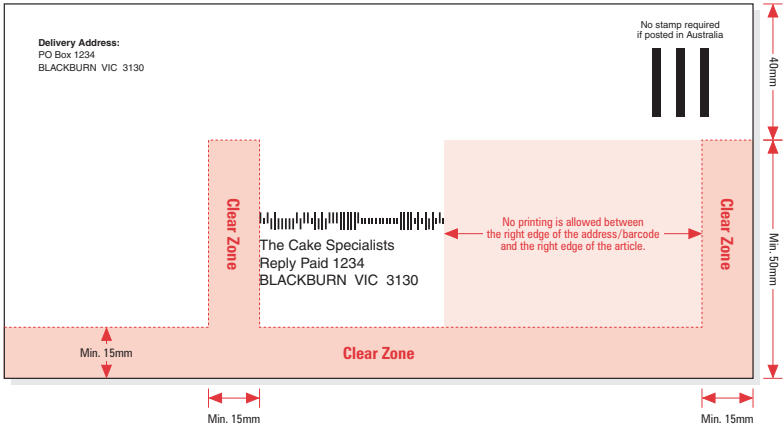


Refer to the following sections for details on each of these Zones.

A2.2 Clear Zones

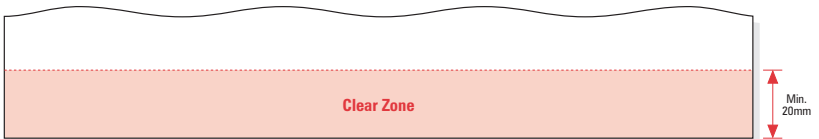
No printing is allowed in these zones as they are reserved for processing by Australia Post. (For Standard letter articles it is recommended to centre the address - see A2.5.)

▼ Reply Paid Standard Format Clear Zones



The rear bottom section of a Reply Paid article also contains a clear zone.

▼ Reply Paid Back of Envelope/Article Clear Zone



A2.3 Postage Zone (Contrast Bars)

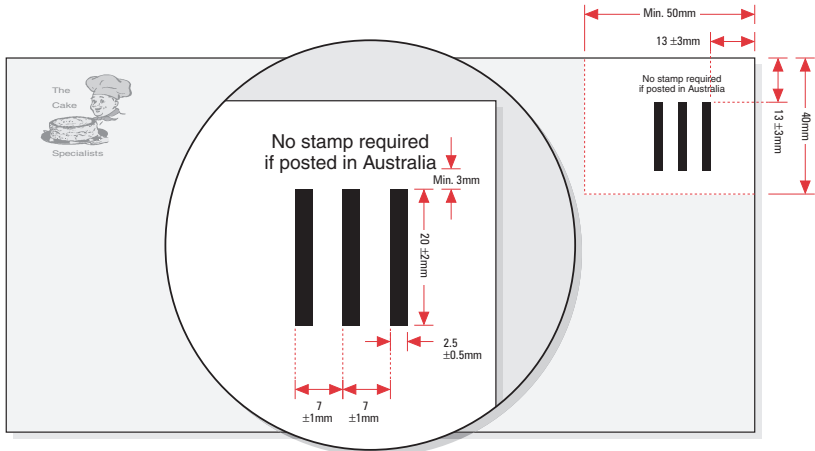
The Postage Zone contains three vertical contrast bars and the text **No stamp required if posted in Australia**.

Nothing else should appear in this area. Should the contrast bars be incorrectly printed items may be rejected.

- Font style for text: Helvetica 8 pt
- Colour of bars and text: **Black**

Note: Charities are required to obtain approval from Australia Post prior to adding any additional information in the Postage Zone.

▼ *Reply Paid Postage Zone*



A2.4 Delivery Address Zone

The delivery address zone contains the physical delivery address and is used by Postal Delivery Officers who manually sort and deliver Reply Paid mail.

The Delivery Address Zone must:

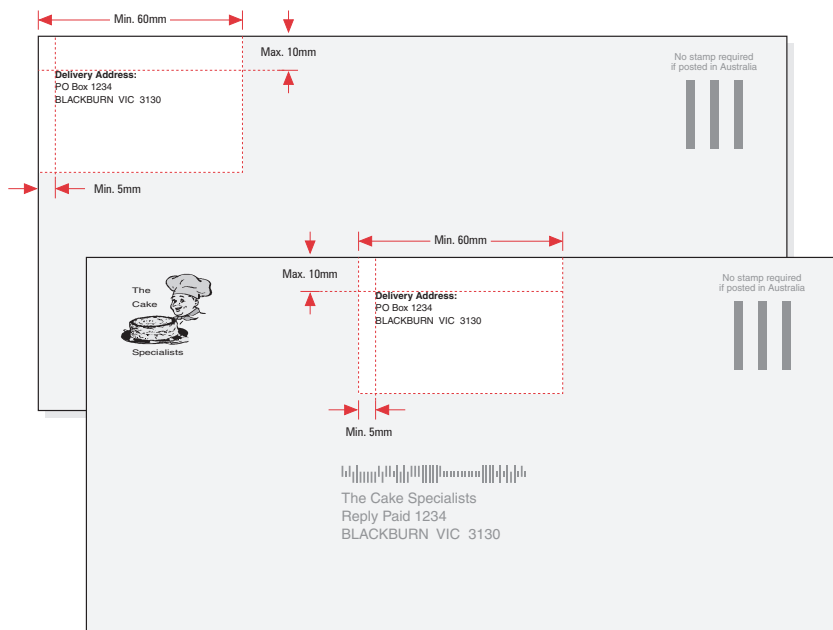
- be located at the top left corner of the article — or at the top centre of the article if there is a customer logo or other printing in the Service Zone
- extend for at least 60mm to the left of the Postage Zone

The delivery address must:

- be within 10mm of the top of the Delivery Address Zone
- have at least 5mm clearance from the left edge of the Delivery Address Zone
- contain the heading **Delivery Address:** The recommended font style is **Helvetica Bold 8 point** and the actual delivery address in **Helvetica 8 point**.

Refer to Appendix 5 for details on the content of each line of the Delivery Address.

▼ Reply Paid Delivery Address Zone



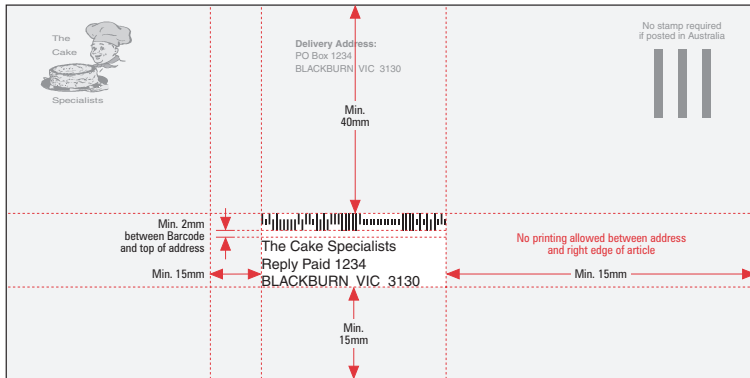
▲ Delivery Address Zone layout for article with logo

A2.5 Reply Paid Address Zone

- The Reply Paid address should be centred on the envelope/article where possible.
- The Reply Paid address (from top of barcode) must not be printed within 40mm of the top edge of the letter (this is reserved for the Postage and Delivery Zones).
- The last line of the Reply Paid address must not be printed within 15mm of the bottom edge (the clear zone is reserved for processing).
- The Reply Paid address must have a space of at least 15mm to the right side from the right edge of the article (no printing is allowed between the right edge of article and the right side of the Reply Paid address to allow for automated reading).
- The Reply Paid address must have a space of at least 15mm to the left side (to allow for automated reading).
- The barcode must be printed at least 2mm above the first line of the Reply Paid address.
- The recommended font style for address details is **Helvetica** 12 point (other types of proportional font may be used, however the print characters must not touch or overlap). Australia Post also recommends the use of fixed pitch fonts such as **Courier** 12 point 10 pitch, and **O C R B**).
- If cutting and pasting the Address Zone details DO NOT resize the Barcode.

Refer to Appendix 5 for details on the content of each line of the Reply Paid Address.

▼ Reply Paid Address Zone

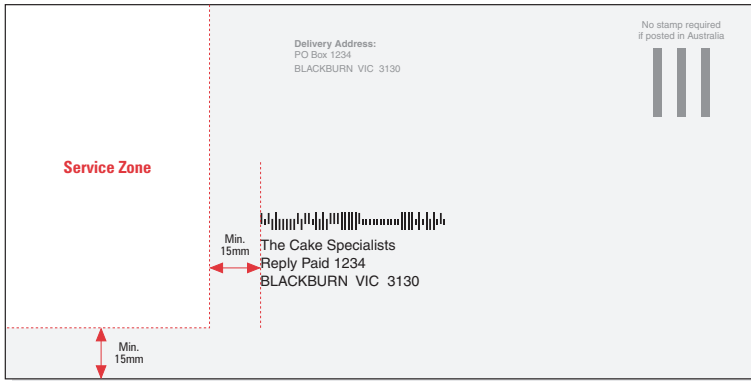


A2.6 Service Zone

The Service Zone may be used for logos and other personalisation. The area will vary according to the size of the article. It is preferable to place the logo in the top left-hand corner. Logos may be a colour other than black if required.

If the area is not suitable refer to Appendix 3 Pre-printed Reply Paid Guidelines for Direct Mail/Postcards etc).

▼ Reply Paid Service Zone



Appendix 3

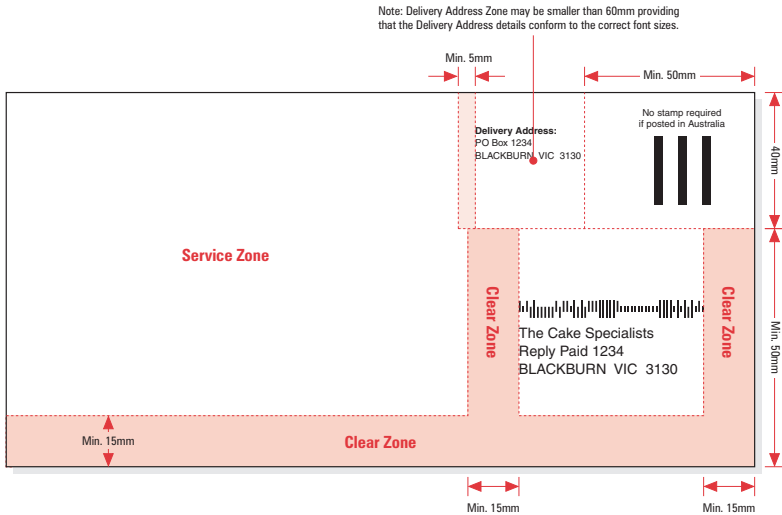
Pre-printing Reply Paid (Domestic) - Direct Mail/Postcards

The following diagram shows how the Reply Paid Address Zone and the Delivery Address Zone can be reduced in order to maximise the space available for the Service Zone.

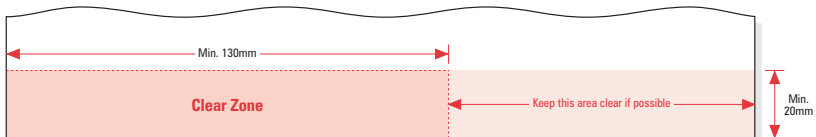
All specifications for each zone must be followed as detailed in Appendix 2 (Standard Layout) with these exceptions:

- the minimum width of the Delivery Address Zone may be reduced from the specified 60mm, *provided that*:
 - the Delivery Address conforms to the correct font sizes. Refer Appendix A2.4, and
 - the 5mm clearance to the left of the Delivery Address is not infringed.
- the 20mm high Clear Zone on the rear bottom section may be reduced to no less than 130mm from the left edge.

▼ Reply Paid Direct Mail/Postcard Layout



▼ Back of Reply Paid Direct Mail/Postcard Layout



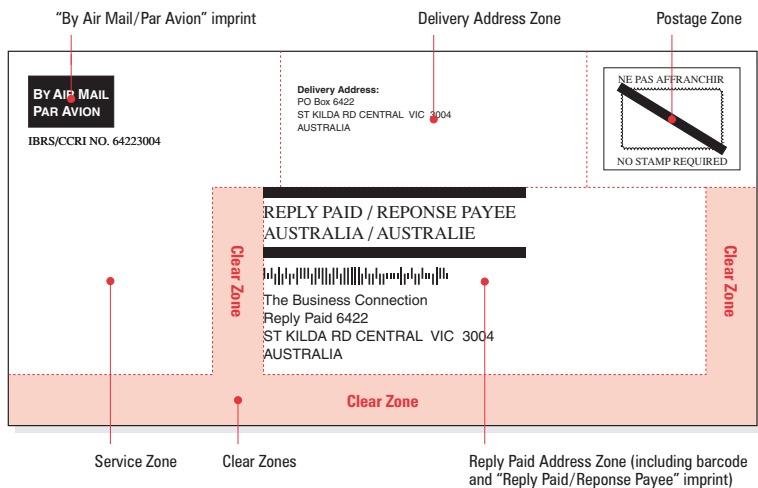
Appendix 4

Pre-printing International Reply Paid Articles

A4.1 Article Zones

International Reply Paid pre-printed articles comprise five printing zones plus Clear Zones on the front and rear. The zones should only contain details as specified.

▼ Pre-printed International Reply Paid Zones

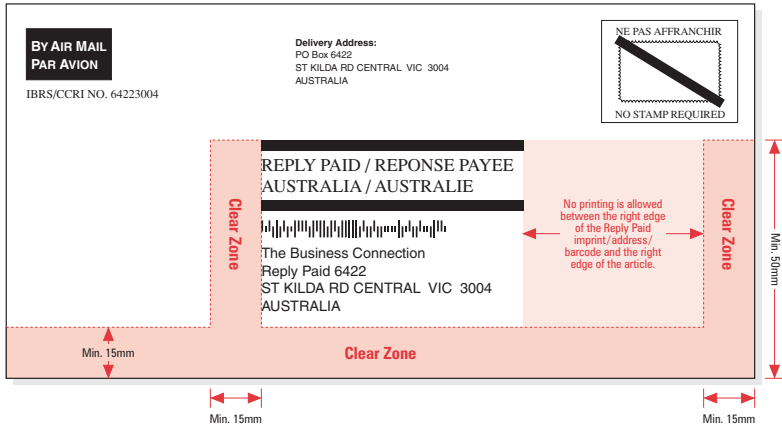


Refer to the following sections for details on each of these Zones.

A4.2 Clear Zones

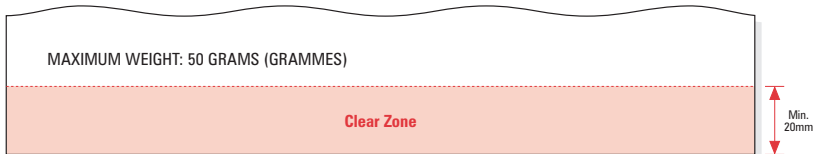
No printing is allowed in these zones as they are reserved for processing by Postal Authorities.

▼ International Reply Paid Clear Zones



The rear bottom section of an International Reply Paid article also contains a clear zone.

▼ International Reply Paid Back of Envelope/Article Clear Zone



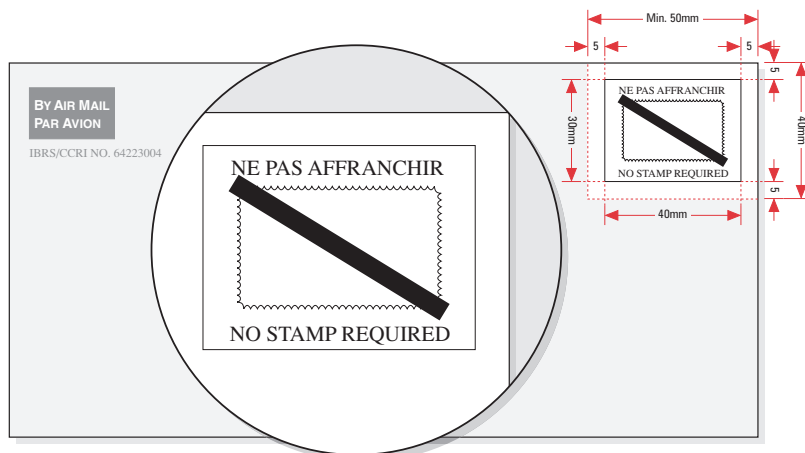
Refer Appendix A4.8 for details on the "MAXIMUM WEIGHT" imprint.

A4.3 Postage Zone

The Postage Zone contains the **NE PAS AFFRANCHIR/NO STAMP REQUIRED** indicator illustrated.

It is 5mm from both the top and right-hand edges of the article.

▼ *International Reply Paid Postage Zone*



The imprint may be reduced to a minimum of 30mm x 20mm if required, to fit on a small envelope or card.

A4.4 Delivery Address Zone

The delivery address zone contains the physical delivery address and is used by Postal Delivery Officers who manually sort and deliver Reply Paid mail.

The Delivery Address Zone must:

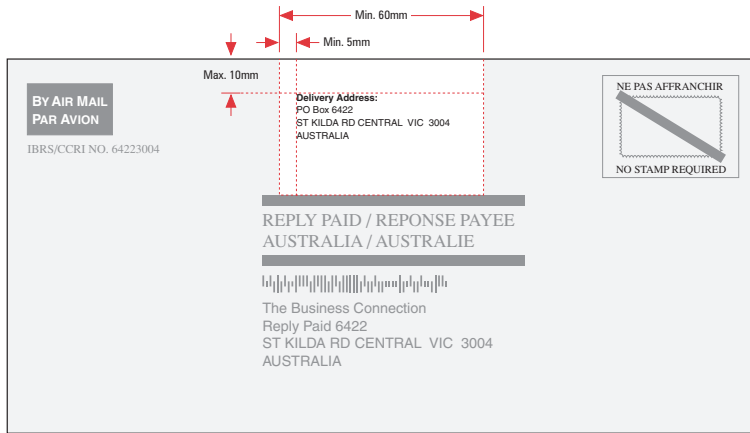
- be located at the top centre of the article
- extend for at least 60mm to the left of the Postage Zone

The delivery address must:

- be within 10mm of the top of the Delivery Address Zone
- have at least 5mm clearance from the left edge of the Delivery Address Zone
- contain the heading **Delivery Address:** The recommended font style is **Helvetica Bold 8 point** and the actual delivery address in **Helvetica 8 point**.
- contain the word **AUSTRALIA** on the last line of the delivery address, in **UPPER CASE** letters with no other words or punctuation.

Refer to Appendix 5 for details on the content of each line of the Delivery Address.

▼ *International Reply Paid Delivery Address Zone*



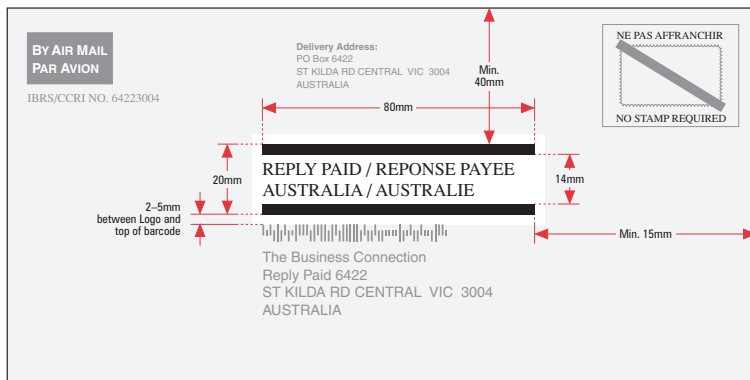
A4.5 International Reply Paid Logo placement

The International Reply Paid logo must be 2 to 5 mm above the top of the Address Zone (above the barcode) and at least 15 mm from the right-hand edge of the article.

The logo must not be printed within 40mm of the top edge of the article (this is reserved for the Postage and Delivery Zones).

The logo wording (as shown) is in UPPER CASE characters not less than 4 mm in height and dimensions shown in the diagram.

▼ *International Reply Paid Logo*

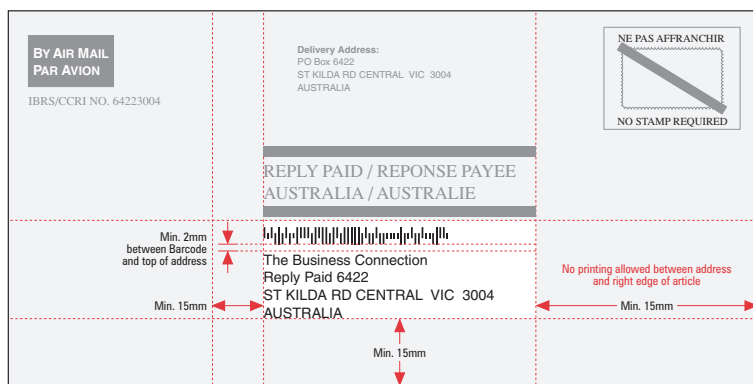


A4.6 International Reply Paid Address Zone

- The Reply Paid address should be centred on the envelope/article where possible.
- The last line of the Reply Paid address must not be printed within 15mm of the bottom edge .
- The Reply Paid address must have a space of at least 15mm to the right side from the right edge of the article (no printing is allowed between the right edge of article and the right side of the Reply Paid address to allow for automated reading).
- The Reply Paid address must have a space of at least 15mm to the left side (to allow for automated reading).
- The barcode must be printed at least 2mm above the first line of the Reply Paid address.
- The recommended font style for address details is **Helvetica** 12 point (other types of proportional font may be used, however the print characters must not touch or overlap). Australia Post also recommends the use of fixed pitch fonts such as **Courier** 12 point 10 pitch, and **O C R B**).
- The second last line of the address contains the town, state abbreviation and postcode separated by no more than two spaces with no punctuation.
- The last line of the address is **AUSTRALIA** in UPPER CASE letters with no other words or punctuation.
- The layout, wording and barcode of the address is as provided in the PDF, they must not be modified.
- If cutting and pasting the Address Zone details DO NOT resize the Barcode.

Refer to Appendix 5 for details on the content of each line of the Reply Paid Address.

▼ *International Reply Paid Address Zone*



A4.7 Service Zone (including Air Mail Imprint)

The words **PAR AVION** and **BY AIR MAIL** appear in the top-left hand corner of the service zone.

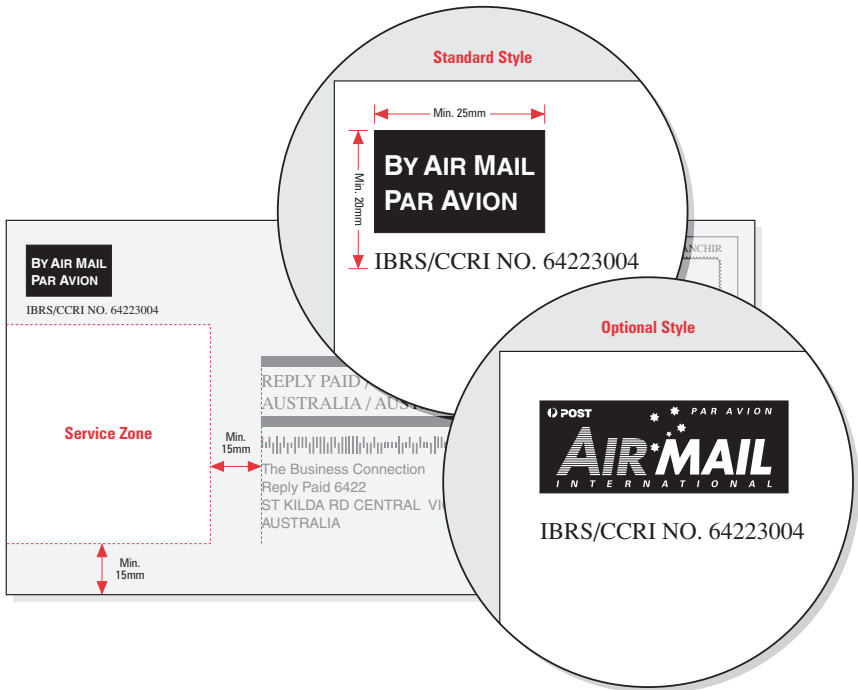
The Air Mail Imprint should be printed in Blue Pantone 286, if possible, or black. Immediately beneath is the International Reply Paid number.

This is printed as IBRS/CCRI NO. (International Reply Paid number followed by Postcode). For example, IBRS/CCRI NO.64223004

The service zone is at least 15 mm from both the address zone and the bottom of the article.

The service zone may include logos, advertising or other personalisation, provided that the items in this area do not mimic the horizontal lines of the International Reply Paid logo or contain any address details either complete or partial.

▼ *International Reply Paid Service Zone*

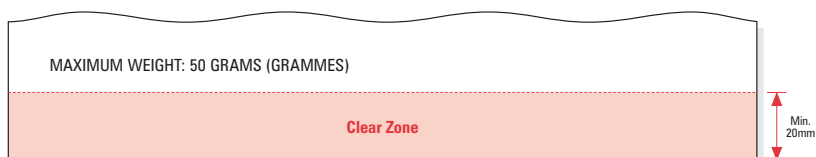


A4.8 Reverse side of International Reply Paid article

The words **MAXIMUM WEIGHT: 50 GRAMS (GRAMMES)** must appear on the back of all envelopes. This is not necessary for postcards.

The back of an envelope may contain advertising provided this does not include another address and is at least 20 mm above the base of the envelope.

▼ *International Reply Paid Reverse Side of Article*



Appendix 5 Address Components and Font Attributes

A5.1 Delivery Address Components

Address component	Position and format	Comments
The text "Delivery Address:"	Heading. Use Helvetica Bold 8 pt.	Mandatory
Delivery address, including the street address, box number, locked bag number or other address	First line to second last line of the address.	Mandatory
Locality name or the name of the office of delivery	The first component of the last line of the address. In UPPER CASE letters.	Mandatory
The State or Territory abbreviation	The second component of the last address line. In UPPER CASE letters.	Mandatory
The postcode	The third component of the last address line.	Mandatory
Additional component for International Reply Paid only		
The country "AUSTRALIA"	Below the last address line In UPPER CASE letters.	Mandatory

A5.2 Reply Paid Address Components

Address component	Position and format	Comments
Barcode	Printed at least 2 mm above the first line of the address.	Mandatory
Name of addressee (Business, Campaign or personal name)	First line of address.	Mandatory
"Attention of:" or other reference details	Second and, if necessary, third line of the address.	Optional
The text "Reply Paid" followed by the Reply Paid number	Second last line of the address and with no punctuation or underlining. Australia Post allocates the Reply Paid number.	Mandatory
Locality name or the name of the office of delivery	The first component of the last address line. In UPPER CASE letters with no punctuation or underlining.	Mandatory
The State or Territory abbreviation	The second component of the last address line. In UPPER CASE letters with no punctuation or underlining.	Mandatory
The postcode	The third component of the last address line. No punctuation or underlining.	Mandatory
Additional component for International Reply Paid only		
The country "AUSTRALIA"	Below the last address line. In UPPER CASE letters with no punctuation or underlining.	Mandatory

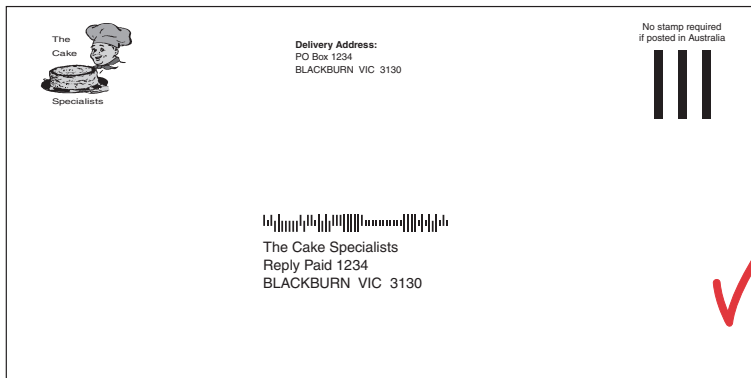
A5.3 Attributes of print font characters necessary for machine readability

Attribute	Specification
Height of characters	1.8 mm minimum — 7.0 mm maximum The ideal height is between 2.0 mm and 4.0 mm
Width of characters	0.3 mm minimum — 7.0 mm maximum
Space between lines	1.0 mm minimum — 2.5 mm maximum
Font style	Helvetica 12 point OCR B 12 point Courier 12 point 10 pitch (for fixed-font machines) <i>Do not use artistic or script fonts</i>
Special effects	Do not use any special effects Special effects include <u>underline</u> , bold , <i>italic</i> , shadow, outline , etc
Kerning	Do not use kerning Print characters must not touch or overlap
Colour	Use only black

Appendix 6

Correct and Incorrect Examples of Reply Paid Small Letters/Articles

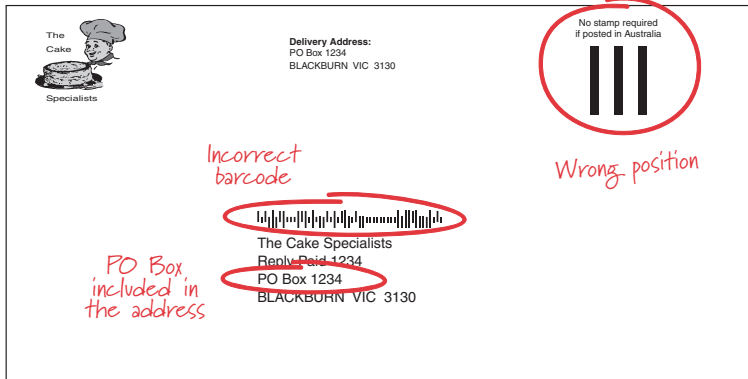
▼ Correct example of a pre-printed Reply Paid (Domestic) Small Letter



▼ Correct example of a hand-written Reply Paid (Domestic) Small Letter

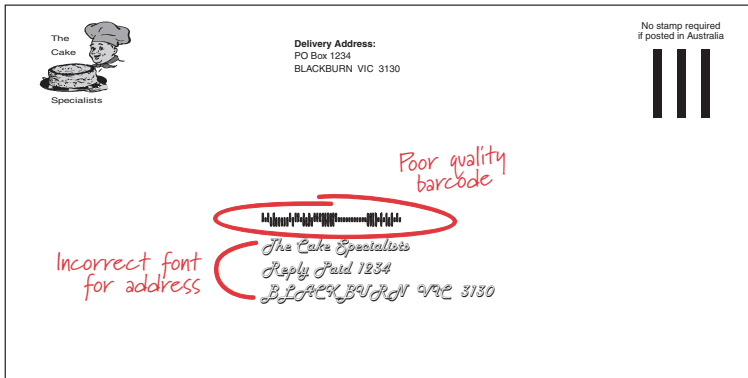


▼ 1. Incorrect example of a Reply Paid (Domestic) Small Letter



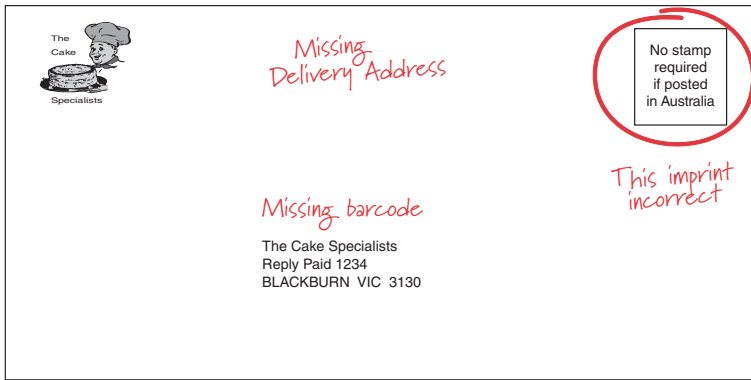
- ✗ The barcode is incorrect — did the printer copy it from their previous artwork?
- ✗ The Reply Paid address should not include a PO Box — it should only be in the Delivery Address.
- ✗ The contrast bars are too far to the left — perhaps this artwork has been printed onto a larger envelope than it should be.

▼ 2. Another incorrect example of a Reply Paid (Domestic) Small Letter



- ✗ The barcode is too small and very poor quality — take care if you “copy & paste” the artwork.
- ✗ The address is in a stylised font with characters that touch or overlap — refer to Appendix A5.3 for details on machine readable fonts.

▼ 3. Another incorrect example of a Reply Paid (Domestic) Small Letter



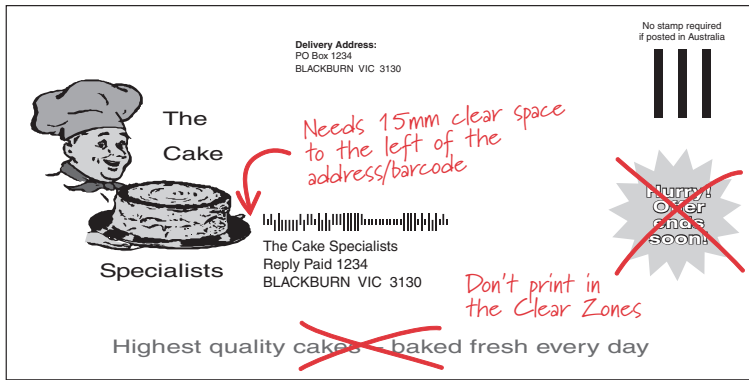
- ✗ The Delivery Address and the Reply Paid barcode are both missing.
- ✗ The “No Stamp Required” imprint is the wrong design.
- ✗ This example appears to be “home made” artwork. Always use the artwork provided by Australia Post if at all possible.

▼ 4. An obsolete “Business Reply Post” article



- ✗ The old “Business Reply Post” service was phased out many years ago when the Reply Paid service was introduced — if you used BRP then you must now apply for Reply Paid.

▼ 5. Another incorrect example of a Reply Paid (Domestic) Small Letter



- ✗ There should be at least 15mm clear space to the left of the Reply Paid Address and barcode.
- ✗ The bottom 15mm of the article is a Clear Zone, as is the space to the right of the Reply Paid Address and barcode. If you need a lot of space for your logo or advertising, refer to Appendix 3 for details on the Direct Mail/Postcards layout.

Appendix 7

Reply Paid (Domestic) Terms and Conditions

1 Introduction

- 1.1 These 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 approved by Australia Post as a customer of the *service* and includes any permitted transferee in respect thereof;
- 2.5 “insolvency event” means for any corporation, the liquidation, 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 “service” means the reply paid service which is a special service that enables the recipients of mail sent by the customer to respond by post at no charge to the recipient, and the postage is paid by the customer.

3 Period of Service

- 3.1 The service shall continue in force until it:
 - 3.1.1 expires;
 - 3.1.2 is cancelled by a *customer* under clause 9; or
 - 3.1.3 is cancelled by Australia Post under clause 10.1, whichever occurs first.

4 Customer Obligations

- 4.1 The customer must have and maintain an Australia Post charge account and the customer irrevocably authorises Australia Post to debit all fees and charges for the service from this account.

5 Rates and Charges

- 5.1 Australia Post may charge an annual fee, as published by Australia Post from time to time, for the Reply Paid Service which shall be payable annually in advance. Where a Reply Paid Service is cancelled under clause 9 or clause 10, the person receiving the service will not be entitled to a refund of this annual fee.
- 5.2 The customer shall also pay to Australia Post the fees and charges payable for the service, as published by Australia Post from time to time, or each article lodged in accordance with the terms and conditions of the service and delivered to or refused by the customer. The fees and charges payable shall continue to apply to articles lodged for carriage by the service within a period of 2 months from the cancellation, termination or expiration of the agreement.
- 5.3 Where an article is lodged for carriage pursuant to this service more than 2 months after the date of cancellation, termination or expiration of the agreement, the article may be treated as underpaid and Australia Post may deliver a written notice to the customer requiring payment of the amount of deficient postage and any service fee determined by Australia Post for the purpose of this clause.
- 5.4 Where Australia Post has withheld the article from carriage and/or delivery under clause 11.2 and the customer has not, within seven days after receipt of the notice delivered to him pursuant to clause 5.3 complied with that notice, Australia Post may treat the article as undeliverable.
- 5.5 Existing customers prior to 1 February 2004 shall be deemed to have applied for the use of the service on 2 February 2004, and will be charged the annual fee commencing on this date in accordance with clause 5.1.

6 Customer's Warranty

- 6.1 The customer warrants that the name and address to which the reply paid article is to be directed is:
 - 6.1.1 the name and address of the customer;
 - 6.1.2 the name and address of the customer's authorised agent; or
 - 6.1.3 the name and address of such other person as has given their consent to receive articles at that address.

7 Guidelines

- 7.1 Subject to clause 7.2 and clause 7.3 the customer shall comply with all address requirements and design specifications as required by Australia Post for use of the service.
- 7.2 Australia Post may require the customer to make changes to the design or other features of the article on reasonable notice.
- 7.3 The customer shall apply in writing to Australia Post for approval to amend the address details, design or other features of the article, and no amendment shall be made without such approval.

8 Assignment

- 8.1 The agreement shall not be assigned or transferred without the prior written consent of Australia Post. Any purported assignment or transfer without such consent shall be void and of no effect.
- 8.2 Where the customer, being a partnership is reconstituted by the retirement or addition of partners, the reconstituted partnership is deemed to be the customer.

9 Cancellation by Customer

- 9.1 The agreement may be cancelled by the customer on one month's notice in writing to Australia Post.

10 Termination by Australia Post

- 10.1 Australia Post may, in its sole and absolute discretion, terminate the agreement on seven day's written notice to the customer where:
 - 10.1.1 the customer breaches or otherwise acts in a manner contrary to:
 - (i) the Australia Post Terms and Conditions; or
 - (ii) Part 7A of the *Crimes Act 1914 (Cth)* (as amended from time to time) or equivalent State legislation;
 - 10.1.2 the customer fails, refuses, neglects or otherwise omits to properly discharge and perform any of its obligations under the service contract;
 - 10.1.3 the customer fails, refuses, neglects or otherwise omits to remedy any breach of the service contract as and when required to do so by Australia Post;
 - 10.1.4 an insolvency event occurs in relation to the *customer*.

11 Discretionary Carriage

- 11.1 Australia Post may, in its sole and absolute discretion, refuse to carry an article lodged for carriage:
 - 11.1.1 where lodgment of the article is contrary to Part 7A of the *Crimes Act 1914 (Cth)* (as amended from time to time) or equivalent State legislation; or
 - 11.1.2 where the customer's agreement has been cancelled, has been terminated or has expired.
- 11.2 Pending receipt of payment of the amount payable under clause 5.3 Australia Post may in its absolute discretion deliver the article or withhold the article from carriage and/or delivery.

12 Limitation of Liability Release and Indemnity

- 12.1 Subject to clause 12.2 and 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.
- 12.2 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:
 - 12.2.1 supplying the service again; or
 - 12.2.2 payment of the cost of having the service supplied again.

12.3 The customer shall release 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.

13 Force Majeure

13.1 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.

14 Merger

14.1 Notwithstanding any expiry or termination of the agreement a person shall, in respect of articles carried pursuant to these service terms and conditions after the service contract has been terminated or has expired, be liable to pay Australia Post any charges, fees or postage due pursuant to clause 5.

15 Conditions of Carriage

15.1 The 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 to the carriage of any postal article. *The Australian Postal Corporation Act 1989 (the Act)*, the Regulations and the Australia Post Terms and Conditions made pursuant to *the Act*, and other written instructions published by Australia Post, shall apply to the carriage of articles issued pursuant to the *service* except to the extent that they are inconsistent with these *service* terms and conditions.

16 Variation

16.1 These service terms and conditions may be varied or added to by Australia Post by notice in writing to the customer.

17 Notice

17.1 Any notice required to be served by or under these service 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 Manager, Sales at the appropriate State Administration at its current address.

18 Law

18.1 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.

19 Whole of agreement

19.1 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.

Appendix 8

International Reply Paid Service (IRP) 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 approved by Australia Post as a customer of the *service* and includes any permitted transferee in respect thereof;
- 2.5 “insolvency event” means for any corporation, the liquidation, 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 “service” means the International Reply Paid Service which is a special service that enables addresses to return a postcard or a specified article which has been provided to them by the customer, by air mail from outside Australia, with postage payable in Australia by the customer.
- 2.7 “specified article” means an article provided by the customer, being of a specified article type and having the dimensions for use in the service set out in the guidelines.

3 Period of Service

- 3.1 The service shall continue in force until it:
 - 3.1.1 expires;
 - 3.1.2 is cancelled by a *customer* under clause 9; or

3.1.3 is cancelled by Australia Post under clause 10.1, whichever occurs first.

4 Customer Obligations

4.1 The customer must have and maintain an Australia Post charge account and the customer irrevocably authorises Australia Post to debit all fees and charges for the service from this account.

5 Rates and Charges

5.1 Australia Post may charge an application fee, as published by Australia Post from time to time, for the International Reply Paid Service. Where an International Reply Paid Service is cancelled under clause 9 or clause 10, the person receiving the service will not be entitled to a refund of this application fee.

5.2 The customer shall also pay to Australia Post the fees and charges payable for the service, as published by Australia Post from time to time, for each article lodged in accordance with the terms and conditions of the service and delivered to or refused by the customer. The fees and charges payable shall continue to apply to articles lodged for carriage by the service within a period of 2 months from the cancellation, termination or expiration of the agreement.

5.3 Where an article is lodged for carriage pursuant to this service more than 2 months after the date of cancellation, termination or expiration of the agreement, the article may be treated as underpaid and Australia Post may deliver a written notice to the customer requiring payment of the amount of deficient postage and any service fee determined by Australia Post for the purpose of this clause.

5.4 Where Australia Post has withheld the article from carriage and/or delivery under clause 11.2 and the customer has not, within seven days after receipt of the notice delivered to him pursuant to clause 5.3 complied with that notice, Australia Post may treat the article as undeliverable.

6 Customer's Warranty

6.1 The customer warrants that the name and address to which the reply paid article is to be directed is:

6.1.1 the name and address of the customer;

6.1.2 the name and address of the customer's authorised agent; or

6.1.3 the name and address of such other person as has given their consent to receive articles at that address.

7 Guidelines

7.1 Subject to clause 7.2 and clause 7.3 the customer shall comply with all address requirements and design specifications as required by Australia Post for use of the service.

7.2 Australia Post may require the customer to make changes to the design or other features of the article on reasonable notice.

7.3 The customer shall apply in writing to Australia Post for approval to amend the address details, design or other features of the article, and no amendment shall be made without such approval.

8 Assignment

8.1 The agreement shall not be assigned or transferred without the prior written consent of Australia Post. Any purported assignment or transfer without such consent shall be void and of no effect.

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

9 Cancellation by Customer

9.1 The agreement may be cancelled by the customer on one month's notice in writing to Australia Post.

10 Termination by Australia Post

10.1 Australia Post may, in its sole and absolute discretion, terminate the agreement on seven day's written notice to the customer where:

10.1.1 the customer breaches or otherwise acts in a manner contrary to:

- (i) the Australia Post Terms and Conditions; or
- (ii) Part 7A of the *Crimes Act 1914 (Cth)* (as amended from time to time) or equivalent State legislation;

10.1.2 the customer fails, refuses, neglects or otherwise omits to properly discharge and perform any of its obligations under the service contract;

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

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11.1.2 where the customer's agreement has been cancelled, has been terminated or has expired.

11.2 Pending receipt of payment of the amount payable under clause 5.3 Australia Post may in its absolute discretion deliver the article or withhold the article from carriage and/or delivery.

12 Limitation of Liability Release and Indemnity

12.1 Subject to clause 12.2 and 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.

12.2 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:

12.2.1 supplying the service again; or

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

12.3 The customer shall release 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.

13 Force Majeure

- 13.1 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.

14 Merger

- 14.1 Notwithstanding any expiry or termination of the agreement a person shall, in respect of articles carried pursuant to these service terms and conditions after the service contract has been terminated or has expired, be liable to pay Australia Post any charges, fees or postage due pursuant to clause 5.

15 Conditions of Carriage

- 15.1 The 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 to the carriage of any postal article. *The Australian Postal Corporation Act 1989 (the Act)*, the Regulations and the Australia Post Terms and Conditions made pursuant to *the Act*, and other written instructions published by Australia Post, shall apply to the carriage of articles issued pursuant to the service except to the extent that they are inconsistent with these service terms and conditions.

16 Variation

- 16.1 These service terms and conditions may be varied or added to by Australia Post by notice in writing to the customer.

17 Notice

- 17.1 Any notice required to be served by or under these service 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 Manager, Sales at the appropriate State Administration at its current address.

18 Law

- 18.1 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.

19 Whole of agreement

- 19.1 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.

