Version 06, October 2024

Parcel and Freight Preparation Guide

A guide to help improve sender and receiver experience

STARTRACK

Australia Post

At Australia Post, we know that it's crucial for your business to have parcels and freight delivered safely and on time

This Guide has been designed to help you prepare your parcels for delivery through Australia's largest parcel and freight delivery network. It includes information on address formatting and labelling, how to correctly manifest your items and recommended packaging. Following these instructions will ensure that your parcels are processed and delivered to your customers as smoothly as possible.

It's important to understand that complying with correct addressing, labelling and manifest preparation standards, and using appropriate packaging are all obligations contained in your contract.

We're always here to support you and your business. If you need any further information about this Guide, our delivery processes, or need advice on how to send a particular item, speak to your Account Manager or Australia Post lodgement point.

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Safety
Be safe and well

Be safe and well.
Everyone should feel safe and well in the course of their day. We support and care for each other.

Safety

Be safe and well

S

At Australia Post we believe that there's nothing more important than everyone's safety, health and wellbeing. Our vision is for zero injuries, zero harm to anyone and zero tolerance of unsafe acts or workplaces. For us, safety is a core value and it extends beyond our own staff, to our customers, the general public and the receivers of the parcels and freight we transport on your behalf.

We believe that everyone has a role to play in their own safety and those around them. This Guide includes key information on not only how to send efficiently through our network, but also on sending safely. As a valued customer please take a few minutes to read this Guide.

Our values

Trust

T

Do the right thing
Communities rely on us. We have the courage to speak up, be honest and take responsibility for our actions.

Inclusivity

I

Respect everyone
Everyone deserves to belong. We ensure people feel respected and included.

Empowerment

E

Find a way
The world is full of possibility. We challenge ourselves to create a better future for everyone and get the job done.

Safety

S

Be safe and well
Everyone should feel safe and well in the course of their day. We support and care for each other.

Labelling your parcels and freight

Labels contain critical information that helps in the sorting and delivery of your parcels and freight. For our tracked services, good quality, well-presented and accurate labels are important to ensure your customers receive tracking information as the parcels travel through our network, helping to provide a positive delivery experience for your customer.

There are three key things you can do to help make sure your customers are able to track* their Australia Post parcels and freight, and receive their deliveries as quickly as possible:

Print good quality labels

Checking your printer heads daily can help ensure your prints are good quality.

Place labels on items correctly

Ensure your label is placed on the largest, flattest surface with no wrinkles.

Use a label template

For correct address placement every time, use one of the standard Parcel Send templates found in the 'Label preferences' settings (For more info, refer to **Parcel Send Help & Support)**

Set your label printing preferences applies to Parcel Send only.

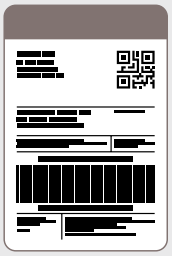
*Track events will vary depending on the service used and how your item is lodged and delivered. For details visit **auspost.com.au/content/dam/auspost_corp/media/documents/schedule-29.pdf**

Label quality

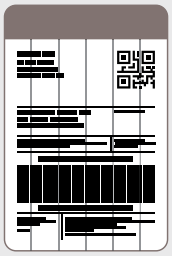
The quality of your labels will affect how quickly your parcels and freight can be sorted and delivered. Here are some simple steps to help make sure your items are delivered as quickly as possible, with accurate tracking:

1. Your label should be on matte white paper, with barcode and address printed clearly and visibly in black ink.

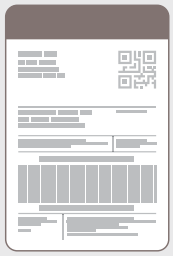
Ensure you're printing your label using black ink on matte white paper.



Check your printer heads are clean and the label is clearly visible. Print lines caused by dirty print heads can make barcodes unreadable.



Check the print quality is good – the ink should be black, not grey/faded.



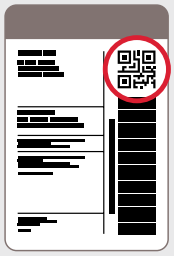
2. Make sure your label is flat and free from damage, including wrinkles and wrapping.

The label should be flat and free from damage, including wrinkles and wrapping.

Check for damage - ensure your barcode isn't torn or ripped in any way.

Check the label is not wrapped over an edge.

3. Include a 2D GS1 datamatrix barcode and a Delivery Point Identifer (Requirement for Australia Post only).



2D GS1 datamatrix barcode hold all the data of a linear barcode with the option of also adding a Delivery Point Identifier (DPID). A DPID is a unique reference number for a specific physical delivery address. Including the DPID contributes to parcel delivery efficiencies.

If you have any questions on label quality, please speak to your Account Manager.

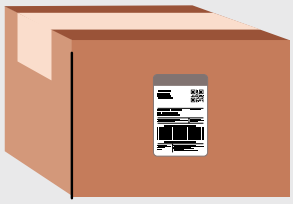
If in relation to 2D barcodes, please contact Lodgement Tech Support at **auspost.com.au/lodgement-techsupport**.

Label positioning

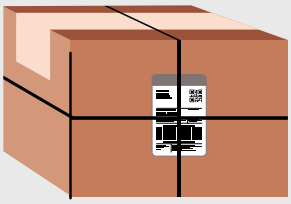
It's also important to make sure you position your label correctly and in the right place.

1. Label should be clearly visible, with no strapping or tape covering it.

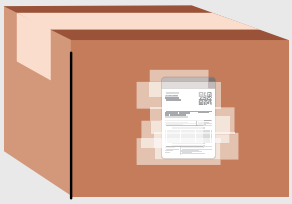
Label should appear clearly on the item.



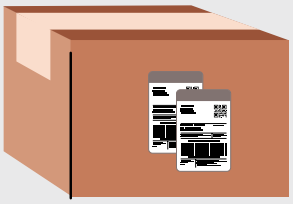
Check the label isn't obstructed by strapping. It should be clearly visible.



Avoid applying sticky tape over the label.

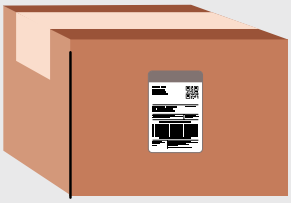


If reusing packaging, ensure all old labels and barcodes are either removed or not visible.

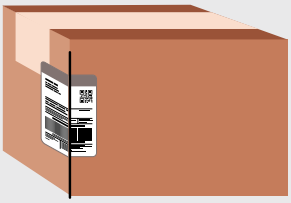


2. Place labels on the largest, flattest surface of your parcel or freight. Make sure it isn't wrapping around any edges, or positioned over a flap, fold or seam in your packaging.

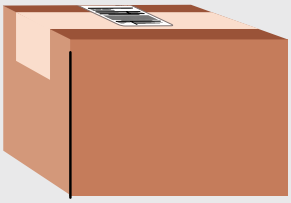
Check the label is positioned on the parcels largest surface.



Check the label is visible on one side of the item only, and make sure it doesn't wrap around any edges.

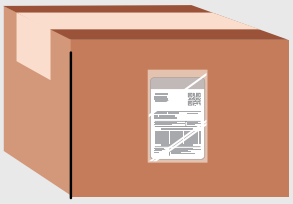


Check the label is flat and avoid placing it over the packaging fold or flap.



3. When using a plastic sleeve or letter window.

Make sure the plastic isn't too shiny. Reflective materials will make it harder for our equipment to read your label.



4. When using a satchel.

Place the label in the middle of the satchel, on the flattest surface.

Australia Post label specifics

Express Post

Express Post parcels need to have a yellow colour indicator on the top of the shipping label. Express Post yellow tape can also be used.

Address formatting

Addressing your parcels and freight with correctly formatted and positioned labels will help ensure they reach your customers as quickly as possible.

Formatting your own address labels

If you're creating your own address labels, you're required to adhere to Australia Post's formatting standard. This way, you can help avoid delays in your parcels or freight reaching their destination.

The address must be accurate, clearly legible and correctly formatted. Labels that don't match the standard of the Australia Post guidelines may not be easily read by our sorting machines, which could cause delays in delivery.

There are several critical components of address formatting:

- Include routing information in the barcode so our sorting machines can direct your parcels or freight to the right location first time, without needing to rely on typed or hand-written addresses
- Use address validation software to make sure your address information is accurate and complete
- Provide the entire address without truncations or abbreviations
- Use black ink on a white label
- Don't bold, underline or use italics
- Capitalise suburb and State, and include with the postcode on the last line
- Use one of the Parcel Send label templates (please refer to the Integrated Parcel Send User Guide). Applies to Parcel Send lodgement only
- Don't include commas or punctuation

Australia Post parcel labels

The 'Deliver to' and 'Sender' addresses also have specific requirements:

'Deliver to' address

- Use the word 'To:' at the top of the 'Deliver to' address block
- Format your text in a single block, avoiding excessive spaces and blank lines between address lines
- Text must be aligned left (left justified)
- Always use font Arial 12pt throughout the 'Deliver to' address block, avoiding bold and italic.

'Sender' address

- Use the words 'Sender:' or 'From:' at the top of the 'Sender' address block
- Format your text in a single block, avoiding excessive spaces and blank lines between address lines
- Always use font Arial 10pt throughout the 'Sender' address block, avoiding bold and italic. The 'Sender' address should always be visibly smaller than the deliver to address
- Don't include commas or punctuation

StarTrack parcel labels

StarTrack labels have different requirements depending on the service you're using.

Please reach out to your Account Manager for StarTrack label specifications.

Using Label Print Service (LPS)

The Label Print Service (LPS) is a simple way to make sure your address labels are formatted correctly.

Labels made with this system can be read quickly and easily by our sorting machines, which can help save time and helps support a smoother delivery.

LPS formatted addresses allow our sorting machines to:

- Validate all Australian addresses
- Generate a 2D GS1 DataMatrix barcode that contains routing information to individual addresses (not just the postcode)
- Produce an address block with the right font size, spacing and information to meet Australian addressing standards

Manifesting your parcels and freight

The manifests you submit with your parcels are a critical component in the delivery process. Accurate and detailed manifests will help make sure your parcels and freight reach customers efficiently.

Manifests / mailing statements

All parcels lodged must have a corresponding electronic and paper manifest or order summary and it's critical that the information is accurate and complete.

The electronic manifest that accompanies your parcels and freight provides:

- Valuable information that helps our sorting machines send your parcel to the right location;

- Receiver information to allow tracking notifications, and;

- Compliance with Chain of Responsibility requirements.

If you receive a pick up, a physical copy of the manifest, manifest summary or mailing statement should be handed to the driver at time of collection.

Failing to provide a manifest, missing information, or incorrect manifest can result in delivery delays or additional charges. To make sure your parcel reaches its destination as quickly as possible, your manifest must:

- Be submitted at the time you physically lodge your parcels and freight, so that the manifest data can be read by our sorting machines when processing your parcels. (e.g. when you lodge your Australia Post parcels at a Post Office or when StarTrack parcels are booked for a pickup through the StarTrack website, Parcel Send or customer service)
- Be accurate. If the manifest is not accurate you may be non-compliant with Chain of Responsibility requirements. We also may charge a fee where the manifest is not accurate
- Contain the complete and correct address for each parcel. This will help your parcels enter our network easier
- Be in accordance with the system integration, or technical guides so that our systems can communicate effectively with yours
- Contain all parcels being lodged
- Not exceed 1,000 consignments in size. Large manifests should be split into multiple smaller files as it makes it much quicker to upload

Accurate manifests help provide a better parcel experience for your customers

The information provided in your manifest also helps your customers track their parcels. Including accurate email addresses and mobile numbers for your customers will allow them to receive tracking notifications*, giving them visibility of their items throughout the delivery process. If you're lodging using Australia Post, this also allows your customers to access in-flight delivery choices such as Parcel Collect^, 24/7 Parcel Lockers† and Safe Drop₰.

Submitting your manifests on time

Submit your manifest as you hand over your goods to our team.

Avoid manifesting early to prevent a needless increase in customer enquiries - customers may think their goods are late and they'll question why they haven't left your site.

Accurate manifesting results in the best customer experience:

- Provides accurate delivery expectations.
- Avoids extra charges (due to weight or size changes).
- Customers can track their parcels throughout the whole journey.
- Including a customer's email and phone number allows them to choose delivery options.

Sending a manifest too late means automated parcel sorting won't be possible. These parcels may need to be sorted manually, potentially causing delivery delays.

We're here to help

If you have any technical difficulties when submitting your manifest, refer to the relevant User Guides or contact our Lodgement Tech Support team via **auspost.com.au/lodgement-techsupport/** or call 1800 028 361.

> Sometimes, Australia Post might need to get in touch with you. This could be because an error has been detected or there's missing information in your manifest. You'll usually be contacted by email, so it's important to provide the correct email address to make sure Australia Post can get in touch with you to resolve the issue as quickly as possible.

*Track events will vary depending on the service used and how your item is lodged and delivered.
For details visit **auspost.com.au/content/dam/auspost_corp/media/documents/schedule-29.pdf**

^Terms and conditions apply, see **auspost.com.au/terms-conditions/mypost-deliveries-terms-of-use**. Collection time limits apply. Items must be lodged with Australia Post to be delivered to a participating Post Office. Trading hours may vary. You have 10 business days to collect your parcel once it has arrived at a Parcel Collect (Post Office) location. Post Offices will accept parcels up to 22kg and not greater than 105cm in one dimension. Letters and standard mail that can be delivered to your letterbox, including Express Post letters, will not be accepted. Please refer to the full terms and conditions for further details.

†Terms and conditions apply, see **auspost.com.au/terms-conditions/mypost-deliveries-terms-of-use**. Parcels must be appropriately packed in either a prepaid satchel, or a box or satchel with a postage label. Parcels must be under 16kg and no larger than 39 x 36 x 64cm in size. Letters and standard mail is not accepted. Note that the Express Post Guarantee does not apply to parcels sent using a parcel locker. Please refer to the full terms and conditions for further details.

₰Terms and conditions apply, see **auspost.com.au/terms-conditions/mypost-safe-drop-terms-and-conditions** The option to have parcels left in a safe place will only be available if the sender has agreed to allow it. This applies to parcels in transit and addressed to a street address. Additionally, the shipping information provided by the sender must include registered email address, mobile number, or other details that allow us to match the parcel to the receiver's MyPost account.

Packaging your parcels and freight

It's critical to package your parcels and freight correctly to help make sure they can be easily sorted and delivered to your customers as quickly as possible.

Size and weight guidelines

If you're sending boxes, make sure they don't exceed the maximum size dimensions for the service you're using:

Australia Post (domestic)	StarTrack Road Express^	StarTrack Premium^
22kg Max (Dead) Weight	**20kg** Max (Dead) Weight	**22kg** Max (Dead) Weight
105cm Max. Length for any side	**117cm** Max. Length	**105cm** Max. Length
0.25m Max. Cubic Metre	**60cm** Max. Width	**60cm** Max. Width
	60cm Max. Height	**60cm** Max. Height
	5cm Min. Any dimension	**5cm** Min. Any dimension
	2kg Min. (Dead) Weight	

Australia Post won't allow any parcel to exceed 0.25 cubic metres regardless of whether all other dimensions have been met. e.g. (L cm) 70 x (W cm) 60 x (H cm) 59.5 x 250 = 62.5kg = 0.25m3

Oversized parcels identified at lodgement points may be returned to sender and an Administrative Fee of $50 per hour (charged in full hour increments) will apply reflective of our work effort to do this, in addition to the Return to Sender charge specified in your contract.

Oversize Maximum Limits Fee

Any oversized parcels which do make it into our network for delivery (i.e., not identified at lodgement or stopped prior to delivery) will incur the Over Maximum Limits Fee of $100.00 (GST inclusive), in addition to the normal delivery charge for that parcel.

Manual Handling and Oversize for StarTrack Customers

For StarTrack customers, a Manual Handling Surcharge^ or Oversize Charge+ will apply to any item that is incompatible and which exceeds the StarTrack Road Express or StarTrack Premium size and weight dimensions in the above table.

Items must be able to be safely manually handled by one person. If not we will arrange for another driver to assist at the customers expense. Incompatible items purchased from Australia Post sent via StarTrack will incur a Manual Handling Surcharge.

^ A Manual Handling Surcharge will apply to any item that is incompatible and which exceeds the StarTrack Road Express or StarTrack Premium size and weight dimensions. Please note that any incompatible packaging items purchased from Australia Post sent via StarTrack will incur a Manual Handling Surcharge.

+ The Oversize Charge applies to all Services excluding Courier Services, and will apply instead of the Manual Handling Surcharge for items with a dimension of 150cm or greater or exceeding 32kg dead weight. Oversize Goods (as defined in the StarTrack Terms and Conditions of Service) may only be consigned with our prior consent. Consignments containing Oversize Goods or requiring manual handling will incur an additional transit day to the delivery time estimates provided by us. For more information, please visit **auspost.com.au/business-pricing-updates**.

Heavy items labels

Australia Post:

Items over 16kg require a clearly visible heavy item warning label. Placing this label on your parcels and freight helps to protect you, our staff and your customers.

Road Express and Premium:

For items over 16kg, please place a 'Heavy' sticker on the parcel and ensure that you accurately record the weight in your manifest and therefore on your consignment label.

For items over 32kg, please secure it to a pallet or a skid for handling by Load Sorting Equipment (LSE).

Customers should also have LSE at origin and destination for the handling of Heavy items. Consignments may require an upgrade to Special Services where LSE is not accessible.

StarTrack 'Heavy' sticker sample

Important: Items that are sent through without a manifest will be held from delivery until a manifest is received.

Shape

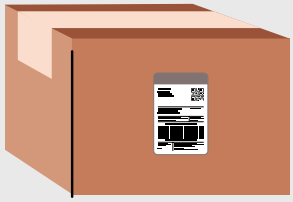
Boxes

Boxes are ideal due to their flat surfaces; address labels can be accurately positioned and read by our sorting machines. Boxes are also more stable on the sorting machine's conveyor belts.

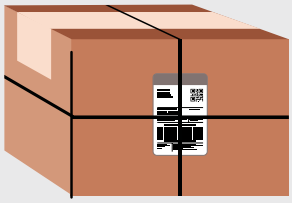
Satchels

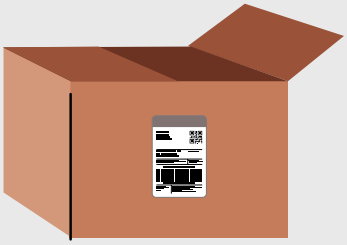
Satchels are great too when sending parcels via Parcel Post, Express Post and StarTrack Premium, as long as they're not overfilled. Satchels that are overfilled become rounded, which distorts address labels and makes it difficult for our sorting machines to read‡.

- The address label must be placed in the center of the satchel so our machine's can read and process the address and barcode.
- The label cannot bend or wrap in any way and should not be placed on the edge - this will distort readability, causing potential delays.



Avoid any packaging with loose straps, flaps, ribbons, strings or handles. These elements can get caught on the moving parts of our sorting machines, causing the machine to stall.





‡ Satchels and goods in non-rigid packaging sent via StarTrack Road Express will incur a Manual Handling Surcharge.

Coloured and textured packaging

To help ensure that your items are delivered as quickly as possible, use packaging that's matte and bright or light in colour:

- Use packaging that's matte and bright or light in colour. Please avoid using dark or shiny packaging as this can be difficult for our sorting machines to read.
- Glossy or slippery packaging can also cause problems on our sorting machines' conveyor belts when processing your parcels.

Durability

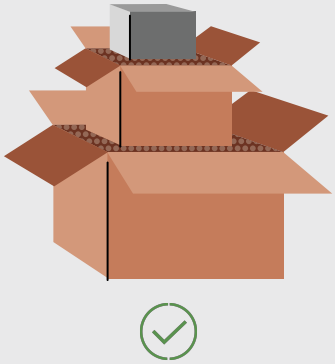
We take care to avoid damage to your parcels. However, you must make sure that your packaging is durable enough to withstand travelling on conveyor belts, and to withstand the occasional knock from other parcels. This includes ensuring that any 'on-shelf' packaging is properly protected by using outer packaging (i.e. adopt the 'box in box' method) and using additional cushioning as required. If your parcel contains anything sharp, make sure your packaging is sturdy enough to avoid being pierced from the inside.*

Protecting your items in transit

Most items can generally be packaged in a single box, use fillers such as loose fill peanuts or cushioning material.

For items that may need additional protection in transit, consider using the 'box in box' method:

- Wrap individual items with a cushioning material
- Use a filler or cushioning material to stop contents from moving around inside the box
- Seal box and place into a sturdy, larger outer box, with cushioning material or filler in between



Important note: Australia Post does not offer a fragile service with the exception of the wine & alcohol service.
Packaging is very important if sending articles that could break in transit.

In summary

- Secure boxes with plenty of tape but don't cover the barcode
- Always use extra packaging for shelf display boxes, which aren't usually very durable
- Fill any empty space in boxes with filler as underfilled boxes often collapse
- Avoid overfilling boxes and satchels; this could cause the packaging to split and affect readability of the address or barcodes

* Australia Post and StarTrack generally exclude liability for loss or damage to goods to the maximum extent permitted by law, including the Australian Consumer Law (except where transit cover or Transit Warranty is purchased). Please refer to the relevant terms and conditions of your service.

Packaging guidelines for wine and bottled products

It's critical to package your parcels and freight correctly to help make sure they can be easily sorted and delivered to your customers as quickly as possible.

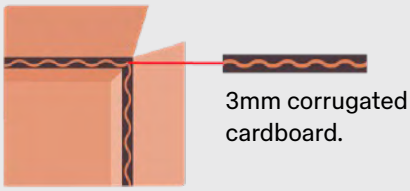
This Guide will assist you with how to best pack bottled products by highlighting the importance of good quality, sturdy packaging to help ensure that your goods stay protected during delivery.

When selecting packaging for your wine and bottled products, you must use the following steps as a guide to ensure not only the safety of our staff, but also that delivery occurs as quickly as possible for your customers. Failure to use adequate packaging increases the risk of breakages and to us needing to review the continuation of your contract.

1. Outer construction

When choosing your packaging, ensure the outer shell of the packaging is:

- Corrugated cardboard construction with a minimum width of 3mm for sturdiness
- Adequately secured at the top and bottom so that boxes can be lifted by hand or vacuum lift without risk of damage to the package itself

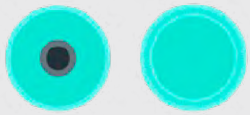


When using tape, ensure it does not cover any labels.

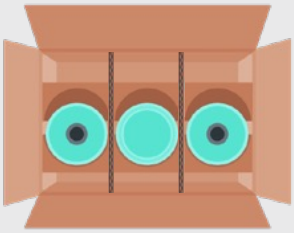
2. Dividers and separators

Your packaging must contain dividers/separators that are:

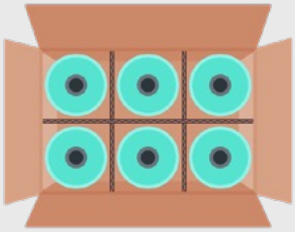
- Adequate to protect the product you are sending
- Moulded egg carton or similar, is the preferred option



Top view of bottle | Base view of bottle



Moulded carton constructions will help any bottle movement.



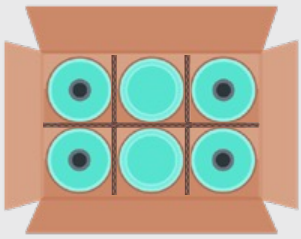
Using 3mm corrugated cardboard dividers will help bottle movement.

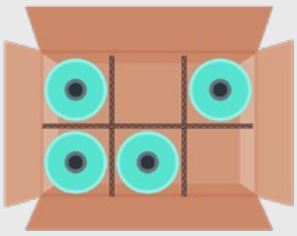
Without dividers, bottles move around within the package and significantly increase the chance of a breakage.

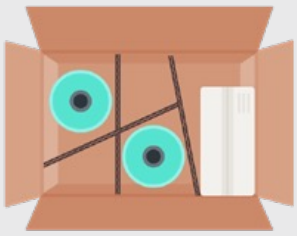
3. Empty Spaces

Ensure all contents are secure and not prone to any internal movement. When packaging bottles of varying size, extra precaution may need to be taken to prohibit movement.

Do not leave empty spaces. With dividers, ensure all empty spaces are filled with even weight distribution, 'avoid the void'.



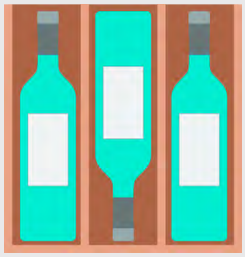


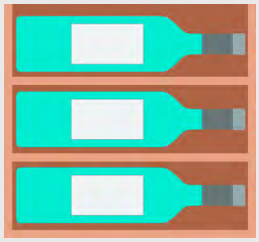


> Even with dividers, empty spaces can allow bottles to move within the package, increasing the change of a breakage.
>
> If Australia Post identifies that correct packaging has not been used e.g. bottles can be heard knocking against each other, Australia Post will raise the issue with you, and if not fixed we reserve the right to charge an Administrative Fee.
>
> Australia Post also reserves the right to charge for the repackaging of items if correct packaging is not used and damage occurs.

4. Orientation

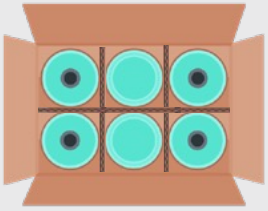
We strongly recommend that bottles be positioned in the carton so that they are upright when the carton is in its expected orientation. This means that the strongest part of the bottle (the base and the neck) are well placed to support the weight of any parcels placed on top.

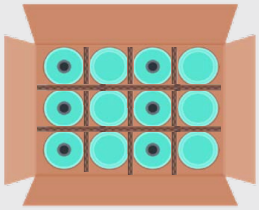




5. Quantity

To minimise the risk of breakage, please keep the amount of bottles per parcel at a maximum of twelve. We strongly recommend packing in quantities that fill up the parcel so that there are no empty spaces.



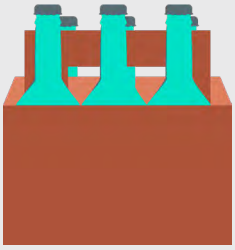


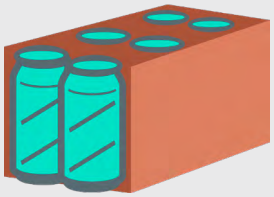
6. Cases of Beer or Soft Drinks

In exceptional circumstances, cases of beer and soft drinks in bottles or cans will be accepted when fully enclosed with an outer carton thickness of only 2mm and without dividers, providing:

- the cans or bottles are tight fitting to prevent movement
- the outer carton is not perforated and is securely sealed
- articles do not leak or break during the process of delivering

Fluids shrink wrapped to a card base are **not** permitted in any circumstances.





7. Non-alcoholic Fluid in Glass

All fluid in glass must be sent using our Wine & Alcohol service with senders and receivers acknowledging that delivery of the articles will be subject to ID25 checks as a result.

Transportation of liquids

The packaging for liquids that are non-dangerous goods must have:

- A leak-proof primary container
- A strong outer box made of metal, wood, strong plastic or strong corrugated cardboard with a lid that cannot easily come loose
- An absorbent material, such as cotton wool, to be placed between the primary container and the outer container and of sufficient quantity to absorb all liquid if the primary container fails.
- The box/container has a lid which is fixed so that it can't easily come loose; and
- If the primary container is a can with a friction-fitted lid, the lid must be spot soldered to the can in at least four spots, evenly spaced around the lid.

These requirements are in accordance with the Australia Post Prohibited and Restricted Item List and packaging guide under "alcohol" and "liquids" sending.

Customers should seek approval before lodging liquids to ensure that all the above criteria has been met. Refer to the "**Australia Post Prohibited and Restricted Item List and packaging guide**".

Liquid Policy at Australia Post

Australia Post reserves the right to return any parcels containing liquids (including wine) that do not adhere with our packaging guidelines – see pages 17 – 20 of this guide.

An Administrative Fee of $50 per hour (charged in full hour increments) will apply reflective of our work effort to do this.

If you're sending wine and alcohol within Australia, speak with your Account Manager. They can help you understand the specialised packaging required for this item, and give you our guidelines.

Returns from your customers

If your customers are returning goods to you in their own packaging, help make it easier for them by sharing the following tips:

- Parcels must be in secure packaging that is sturdy enough to avoid being pierced by other parcels or by its own contents
- Parcels should be packed in a way that prevents items inside the parcel from causing damage to each other, and to protect against occasional bumping with other packages
- For more information on packaging and address formatting then please refer to the 'Labelling your parcels and freight' and 'Packaging your parcels and freight' information guides.

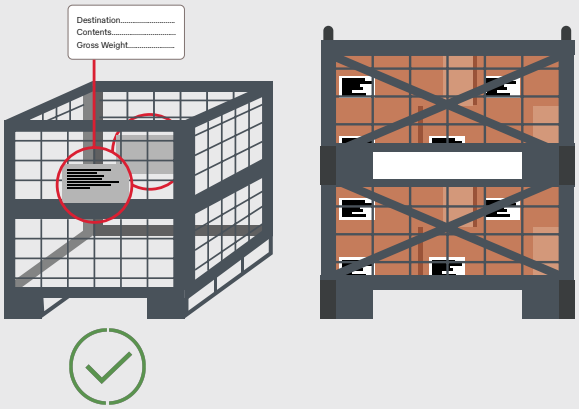
Presenting your parcels and freight

Whether you're lodging or arranging for pick up, it's important to present your parcels correctly. Using these guidelines can help ensure your goods move through the sorting and delivery process smoothly and help them reach your customers as quickly as possible.

Unit Load Devices (ULDs)

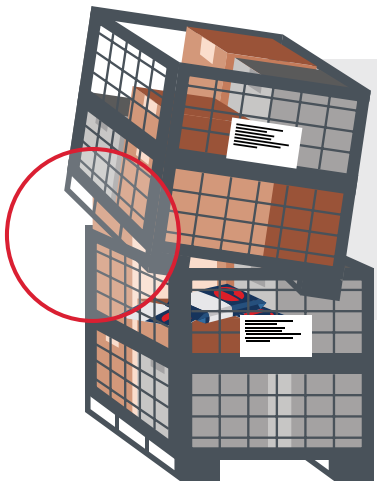
These guidelines must be followed when using ULDs to transport your Australia Post parcels:

- Make sure any previous ULD labels are removed, and that there's no rubbish or loose items in the ULD.
- Stack parcels loosely, with heavier parcels at the bottom
- ULD must not exceed 600kg in gross weight
- VISA labels (supplied by Australia Post) showing the destination, contents and gross weight must be placed on both plates of the ULD, facing outwards
- Make sure the ULD is not over-stacked and that no parcels are protruding above the lip of the ULD



ULD top tips

- Including accurate information on your ULD label will help make sure it's sent to the right area of the facility for processing without any hold-ups
- Items may not be collected unless you've included the gross weight on your ULD. This is a legal requirement.
  For more information see **Chain of Responsibility** on the Australia Post website
- Make sure no parcels are protruding out of the ULD
- Foreign objects in your ULD will cause our sorting machines to stall. Please make sure your ULD is free from any rubbish



Locator Pins not aligned

Aligning the locator pins ensure the ULDs are secured when loading and removing from vehicle, this helps helps to avoid damage and issues during transit.

Bottom ULD over stacked

Ensure parcels do not go over the lip of a ULD. This helps to ensure a bottom ULD is not over stacked as this can result in parcels being damaged.

VISA labels on Australia Post ULDs and pallets

Unit Loading Devices (ULDs) are Australia Post's preferred freight transportation method. All Australia Post ULDs and pallets lodged require VISA labels showing key details such as gross weight and destination. This helps your lodgements move more easily through our network and for Australia Post to manage its legal obligations. In the event that ULDs are unavailable, your Account Manager may request you to transport freight via pallets.

VISA label checklist

1. Unique identifier barcode
2. Product name
3. **Gross weight in kilograms clearly visible***
   Australia Post may not collect ULDs or pallets unless the gross weight is provided on the VISA Label. This is a legal requirement†

   ULDs must not exceed 600kg in gross weight.
   Pallets must not exceed 1000kg in gross weight.
4. **Customer name***
   If your labels don't have your customer name printed on them, you must write it on.
5. **Correct lodgement date in large font***
   Must be easily identifiable by our forklift drivers.

* Mandatory fields VISA labels
† For more information see Chain of Responsibility on the Australia Post website.

Notes

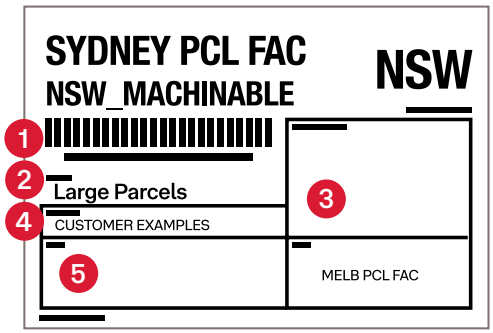
For pallets, VISA labels should face the lifting points for forklifts, or place them on all sides.

For ULDs, VISA labels should be placed on the label plate located on the ULD gate.

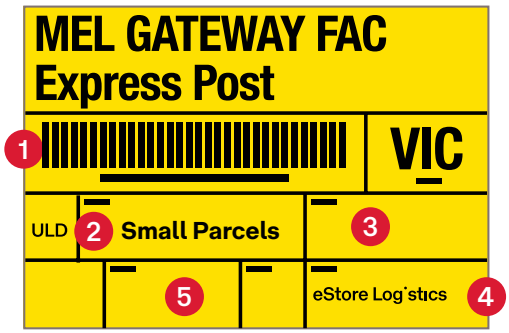
When you're dealing with Australia Post, you're required to comply with the specific requirements set out in our **Statement of Compliance to Chain of Responsibility.** It's your responsibility to understand and comply with all other legal duties in relation to Chain of Responsibility. Visit **our website** for more information.

VISA labels are supplied by Australia Post

Order VISA labels through your lodgement point.



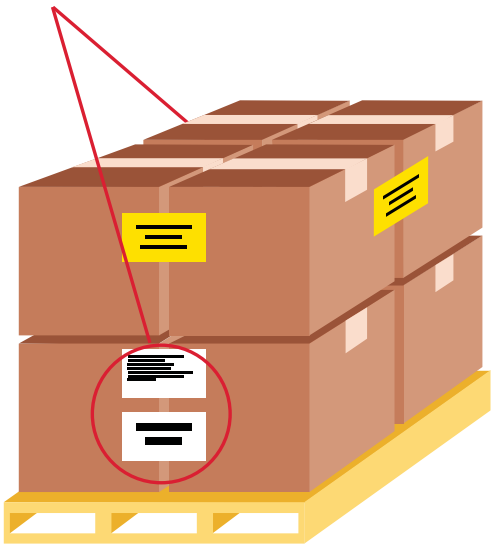
Standard VISA labels are white.



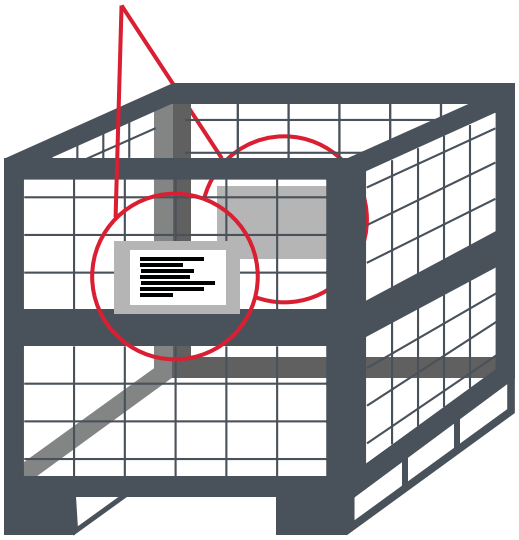
Express VISA labels are yellow.

Stick to correct ULD labelling, VISA labels facing outwards on both ULD plates showing the date, destination, contents and gross weight.

VISA Labels

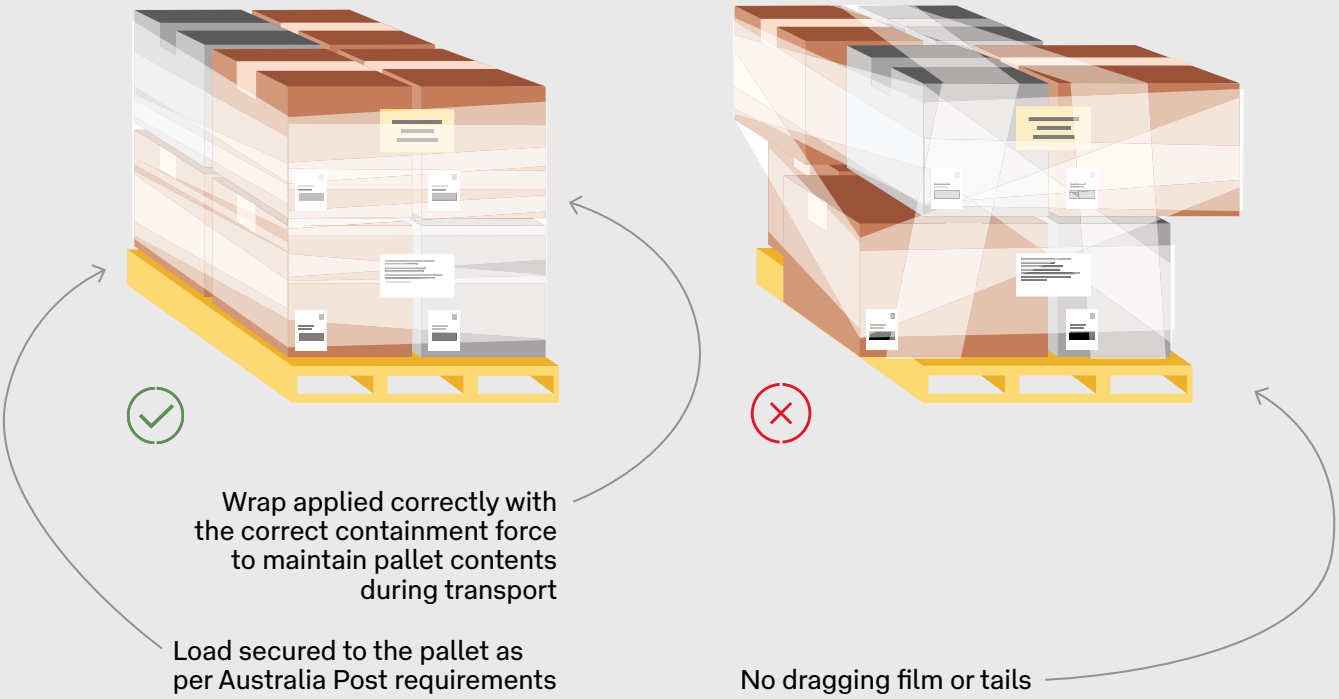


VISA Labels



Pallet Guidelines for Australia Post Customers

To ensure your product moves as safely and efficiently as possible, the below guidelines need to be followed when using pallets to transport your freight:



How to prepare and present pallets

Australia Post customers lodging on pallets should follow the below guidelines:

1. Australia Post accepts Australian Standard AS:4068-1993 compliant standard pallets. Both CHEP and LOSCAM comply with these standard dimensions - 116.5cm x 116.5xm. Empty plain pallets will not be returned to the sender and will be disposed of at Australia Post's cost.
2. Pallets must not exceed the allowable height of 160cm. This includes the pallet.
3. Australia Post participates in CHEP & LOSCAM's pallet pooling model on a 'one way' basis. Australia Post will collect loaded CHEP/LOSCAM pallets from customers and will de-hire these pallets directly with CHEP/LOSCAM.
4. Ensure all parcels are stable on pallets – big parcels are on the bottom and try not to have any gaps in the stack that will make them unstable. Product should not rock or sway once stacked.
5. Securing pallets – pallets must be secured by shrink-wrapping.
6. Shrink-wrapping
   - Ensure all pallets are shrink wrapped a minimum of 3 times
   - Shrink-wrapping must be attached to the bottom of the pallet.
7. Product must not extend beyond the perimeter of the pallet. This means no parcels hanging over the actual pallet size.
8. Labelling of pallets:
   - Gross weight must be visible.
   - Australia Post VISA labels to be used.
   - VISA ULD label should be on a minimum of 2 sides of the pallet - preferably all sides.
   - It's important for the date of lodgement to be clearly indicated on all VISA labels. Always use a large font, easily identifiable by our forklift drivers.

9 Sorting requirements for pallets – if you have sorting in your contract, provide the same sorting break as you would if the product were in ULDs.

10 Same product type is preferred on pallets to ensure pallets can be stacked safely.

Mixed product types on the same pallets are not accepted unless arranged in advance with a lodgement facility.

10 Pallets must not exceed gross weight of 1000kg. This includes the pallet.

11. If satchels are being lodged please try and place them into boxes before stacking on the pallet as this will ensure the pallet load is stable and safe.

Australia Post's main method of carriage is a ULD. When ULDs cannot be supplied by Australia Post, only then will Australia Post allow parcels to be lodged on pallets.

Pallet and Skid Guidelines for StarTrack Customers

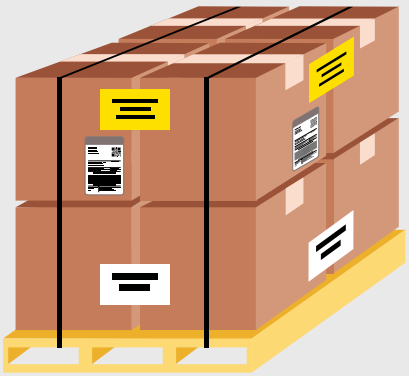
1. Pallets must not exceed 800kg dead weight including the pallet itself.
2. Pallets must not exceed dimensions (L)117cm x (W)117cm x (H)180cm including the pallet itself.
3. Ensure freight is appropriately restrained and confined within the dimensions of the pallet with pallets wrapped for transport a minimum of three times.
4. Label the pallet on all four sides .
5. Ensure the pallet is in a serviceable condition suitable for transport.
6. For single cartons with dead weight greater than 32kg, please brick-lay cartons (overlapping) when stacking on the pallet.
7. Customers should also have LSE at origin and destination for the handling of Heavy items. Consignments may require an upgrade to Special Services where LSE is not accessible.

A mixed pallet is broken down at the lodgement point.

A state break pallet is broken down at the receiving depot.

If you don't wish your pallet to be broken down, you must display a display a 'Shipping Label' of the pallet with the gross weight, and a 'DO NOT BREAKDOWN' label clearly visible on all FOUR (4) sides of the pallet.

A 'DO NOT BREAKDOWN' label helps stop pallets being inadvertently broken down.



StarTrack customers should follow the below skid guidelines:

1. Skids can be various dimensions but cannot exceed (L)117cm x (W)117cm x (H)180cm.
2. Skids must not exceed 70kg dead weight

Statement of Sorting for Australia Post parcels

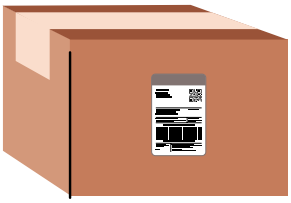
Sorting articles by speed of Service and size is crucial to help ensure your parcels are delivered on time.

Sorting parcels by speed
Sorting your parcels by speed can make a real difference. It means each parcel will be sent to the right processing facility, first time. So there's less double-handling and goods get to your customers sooner.

Express Post parcels should always be separated from Parcel Post to ensure they're prioritised for delivery through our network. Use Express Post tape on parcels, to ensure these items get priority.

Sorting parcels by size
When you correctly sort parcels by small and large, delivery performance improves and customer satisfaction skyrockets. It's important that the right sized parcels are sent to the right facility, first time. If not, parcels must be re-routed.

When you're sending parcels, make sure they don't exceed the maximum size dimensions for the service you're using. Using a Small Parcel Streaming Gauge is a simple way to double-check the correct size for each parcel. If you need to order one, contact your Account Manager or local lodgement point.



Height: 75mm
Length: 365mm
Width: 265mm
Max weight 1.8kg

Please note if any dimension exceeds 365mm, then it is too large for Small Parcel Streaming.

Depending on the volume of ULDs lodged and your freight profile, this will determine the level of streaming required. Please note, for lodgements less than 50 items customers are required to only separate Parcel Post from Express Post.

If you need further assistance please contact your Account Manager or Service Partner.