



# Clean Mail

Service guide – April 2024



**BulkMailProducts@auspost.com.au**

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**auspost.com.au/cleanmail**

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**13 11 18**

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**Australia Post**

**Clean Mail**

**PO Box 1030**

**STRAWBERRY HILLS NSW 2012**

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#### **Disclaimer**

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

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the date of publication, conditions are subject to revision from time to time and services may be modified, added to or withdrawn.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

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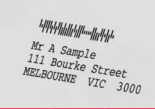

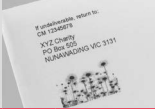
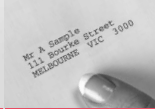
- 
- ? Do you lodge 300 or more articles at a time?
  - ? Is sorting a problem in your office?
  - ? Do you not have the facility to barcode your mail?
  - ? Is time in short supply?
  - ? **Then Clean Mail may be for you!**
-


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# Bulk mail services compared

|  | Print Post  | PreSort Letters   | Promo Post  | Charity Mail   | Clean Mail  |
|--|---|---|---|--|---|
|  |              |              |  |                                     |             |
| <b>What can this service do for me?</b>  | Deliver approved regular publications, eg catalogues, magazines or newsletters                | Deliver machine-addressed barcoded and sorted articles  | Deliver large volumes of promotional PreSort Letters at a lower price             | Allows approved charities to deliver PreSort Letters at a lower price  | Deliver machine-addressed articles at a lower price without barcoding or sorting              |
| <b>What size articles can I send?</b>  | Small Large   | Small Small Plus Large  | Small Small Plus Large  | Small Large  | Small Small Plus  |
| <b>What weight articles can I send?</b><br>Pricing steps (g)   | 125 125, 175, 250, 300, 350, 400, 450, 500, 600, 700, 800, 900, 1kg                           | 125 125 125, 250, 500   | 125 125 125, 250  | 125 125, 250   | 125 125   |
| <b>How fast is the delivery?</b>   | <b>Priority:</b> Same state metro - up to 2 days<br><b>Regular:</b> Same state metro 3-4 days | <b>Priority:</b> Same state metro - up to 2 days<br><b>Regular:</b> Same state metro 3-4 days | <b>Regular:</b> Same state metro 3-4 days   | <b>Priority:</b> (Small articles only): Same state metro - up to 2 days<br><b>Regular:</b> Same state metro 3-4 days | <b>Priority:</b> Same state metro - up to 2 days<br><b>Regular:</b> Same state metro 3-4 days |
| <b>What is the minimum lodgement volume of articles?</b><br>Articles must be same size, weight and speed | 100   | 300 barcoded  | 4,000 barcoded  | 300 barcoded   | 300   |
| <b>Do I need to print barcodes?</b>  | Yes   | Yes   | Yes   | Yes  | No  |
| <b>Do I need to sort the articles?</b>   | Yes   | Yes   | Yes   | Yes  | No  |
| <b>Do I need to apply to use this service?</b>   | Yes   | Yes   | Yes<br>PreSort Letters application process  | Yes  | No  |
| <b>How does the cost per article compare?</b><br>eg Small article, 125g                                  |   |   |   |  |   |

 For detailed information on pricing, delivery timetables, preparing, sorting and lodging your mail please refer to the service's webpage at [auspost.com.au/bulkmail](https://auspost.com.au/bulkmail).

**Imprint / Metered**

**Reply Paid**

**Unaddressed Mail**

**Domestic letter with tracking imprint**

**Registered Post Imprint**



Deliver articles for less than Full Rate mail

Make it easy for your customers to respond

Deliver leaflets, catalogues, flyers, etc to a geographic area

Deliver large volumes of tracked articles at a lower rate

Deliver important articles in large volumes with the security of signature on delivery

| Large |               | Large |               | Large   |         | Large |            |               | Large |            |               |
|-------|---------------|-------|---------------|---------|---------|-------|------------|---------------|-------|------------|---------------|
| Small |               | Small |               | Small   |         | Small | Small Plus |               | Small | Small Plus |               |
| 250   | 125, 250, 500 | 125   | 125, 250, 500 | 50, 100 | 50, 100 | 125   | 125        | 125, 250, 500 | 125   | 125        | 125, 250, 500 |

**Priority:** Same state metro - up to 2 days  
**Regular:** Same state metro 3-4 days

**Priority:** (PO Box / Bags only): Same state metro - up to 2 days  
**Regular:** Same state metro 3-4 days

1-7 days

**Priority:** Same state metro - up to 2 days  
**Regular:** Same state metro 3-4 days

**Priority:** Same state metro - up to 2 days  
**Regular:** Same state metro 3-4 days

No minimum

No minimum

One suburb, postcode, postal round or local government area

No minimum. (But must send 10,000 per year).

No minimum

No

**Yes** (Preprinted)

N/A

2D required for tracking

2D required for tracking

No

No

**Yes**

**Yes**

**Yes**

Requires a postage meter or Australia Post Account

**Yes**

**Yes** At least 10 business days before delivery week (standard bookings)

**Yes**

**Yes**



**Refer to the website**

**Refer to the website**



# What's in the guide?

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

## **Section 1 – Clean Mail basics**

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

## **Section 2 – Clean Mail preparation**

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

## **Section 3 – Clean Mail lodgement**

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



# 1. Clean Mail basics

## 1.1 What is Clean Mail?

Clean Mail is an Australia Post service for the delivery of machine addressed<sup>1</sup> articles to addresses within Australia.

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

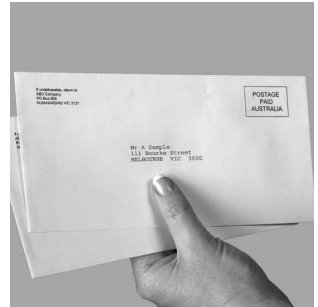
## 1.2 Why use Clean Mail?

With Clean Mail, you can:

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

In addition, the Clean Mail service also:

- has access to Post Office Box addresses
- has access to the Redirection service
- allows a postage meter to be used as a payment method
- allows the choice of Priority or Regular delivery timetables
- has delivery with daily normal mail by the same professional delivery officers.



## 1.3 What qualifies for Clean Mail?

To qualify:

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

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

## 1.4 How to apply

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

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<sup>1</sup> Australia Post differentiates between mail that is addressed by hand (“Hand Addressed”) and where the address has been printed onto the article (“Machine Addressed”).

## 1.5 Preparation basics

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

### 1.5.1 Article size, weight and type requirements

Clean Mail is available for *Small* and *Small Plus* size categories. All articles in a lodgement must be within the same size category.

Articles can weigh up to 125 grams.

| Attribute         | Small  | Small Plus       |
|-------------------|--|------------------|
| Maximum weight    | 125g   | 125g             |
| Minimum size      | 88 × 138mm   | 88 × 138mm       |
| Maximum size      | 130 × 240mm  | 162 × 240mm      |
| Maximum thickness | 5mm  | 5mm              |
| Shape             | Rectangular†   | Rectangular†     |
| Common examples   | DL (110 × 220mm)<br>C6 (114 × 162mm)<br>DLE (114 × 225mm)<br>DLX (120 × 235mm) | C5 (162 × 229mm) |

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

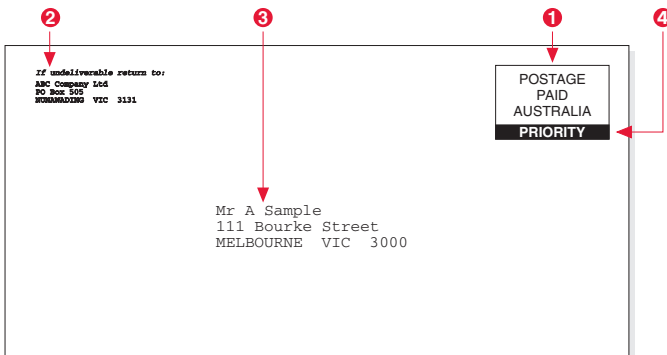
Articles can be either enveloped or as postcards, however plastic wrapped articles are not accepted.

→ See section 2.2

### 1.5.2 Correct addressing requirements

Articles need the addressed side to be printed with:

- 1 the Postage Paid Imprint (unless a postage meter is used)
- 2 the return address
- 3 a delivery address that observes the correct addressing conditions
- 4 the Priority delivery indicator, if this delivery timetable is selected.



→ See section 2.3

### 1.5.3 Adding logos, advertising and other printing

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

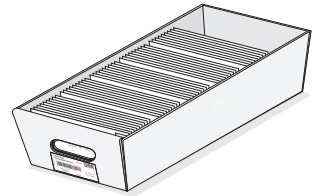
→ See section 2.8

## 1.6 Lodgement basics

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

Articles do not need to be sorted.

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



If you have articles for both Priority and Regular delivery timetables then place them in separate trays.

If there are 2,000 or more articles it is preferred that you separate them into trays for delivery to each of the eight designated states and territories: NSW, ACT, VIC, QLD, SA, WA, TAS and NT.

You need to provide a *Clean Mail lodgement document* (8838879 – shown below) when lodging articles.

A detailed form titled "Clean Mail - Lodgement document" with the Australia Post logo. The form is divided into several sections: "Requirements" (with checkboxes for "Priority" and "Regular" delivery), "Mailing agent's details" (with fields for name, address, and phone), "Customer's details" (with fields for name, address, and phone), "Payment / Invoice details" (with checkboxes for "Invoice" and "Payment"), and "Special services" (with checkboxes for "Special services"). There are also sections for "BASIC details" (with radio buttons for "Priority" and "Regular" delivery) and "Destination" (with a dropdown menu for state/territory). The form includes a "Post" logo and a "Post" button.

→ See section 3

## 1.7 Delivery timetables

Clean Mail is delivered with letters and other mail.

Two delivery timetables are available: Priority delivery and Regular delivery. Refer to the following timetables (in business days):

| For delivery:  | Priority delivery |             | Regular delivery |             |
|--|-------------------|-------------|------------------|-------------|
|  | Same state        | Other state | Same state       | Other state |
| Within metropolitan areas of capital cities or within the same city or town and environs | 2 days            | —           | 3–4 days         | —           |
| Between metropolitan areas of capital cities   | —                 | 3 days      | —                | 4–5 days    |
| Between metropolitan areas of capital cities and country locations                       | 3 days            | 4 days      | 4–5 days         | 5–6 days    |
| Between country locations  | 3 days            | 4 days      | 4–5 days         | 6–7 days    |

Articles for different delivery timetables must be lodged in separate trays.

To view detailed information for Priority and Regular delivery timetables, visit [auspost.com.au/cleanmail](https://auspost.com.au/cleanmail).

These timetables are guidelines only and based on reasonable expectations and experience and do not include External Territories and remote areas<sup>1</sup>. Australia Post will not be liable for any loss or damage (including but not limited to consequential loss) resulting from a failure to deliver in accordance with these timetables.

## 1.8 What will it cost?

Current pricing is listed in the *Post charges* booklet (8833665), which can be obtained from any Post Office, or downloaded from [auspost.com.au](https://auspost.com.au).

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

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

<sup>1</sup> External Territories: Lord Howe Island 2898, Norfolk Island 2899, Christmas Island 6798, Cocos (Keeling) Islands 6799 and Australian Antarctic Territories 7151.

## 1.9 Summary checklist

### The key points covered in this section include:

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



# 2. Clean Mail preparation

## 2.1 Preparation overview

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

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

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

## 2.2 Article characteristics

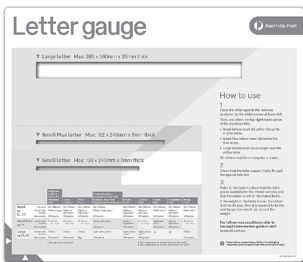
### 2.2.1 Article size, weight and shape

The size categories eligible for the Clean Mail service are *Small* and *Small Plus*. All articles in a lodgement must be within the same size category.

| Attribute         | Small  | Small Plus       |
|-------------------|--|------------------|
| Maximum weight    | 125g   | 125g             |
| Minimum size      | 88 × 138mm   | 88 × 138mm       |
| Maximum size      | 130 × 240mm  | 162 × 240mm      |
| Maximum thickness | 5mm  | 5mm              |
| Shape             | Rectangular†   | Rectangular†     |
| Common examples   | DL (110 × 220mm)<br>C6 (114 × 162mm)<br>DLE (114 × 225mm)<br>DLX (120 × 235mm) | C5 (162 × 229mm) |

† The length must be at least 1.414 times the width. Square articles are not accepted in the Clean Mail service.

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



### 2.2.2 Article type

Clean Mail articles can be either envelopes or postcards.

Plastic wrapped articles are not accepted.

#### Window faced envelopes

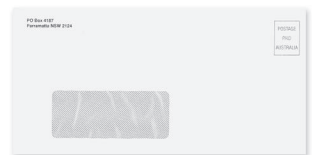
One of the main requirements of panel envelopes is that they have good clear panels.

However, even very clear panels can cause sorting difficulties if they reflect light to any great extent. Please refer to Section 8 of the *Letter products and services guide* (available from [auspost.com.au](http://auspost.com.au)).

Open window panels are not permitted.

The recommended minimum size for window panels is 38mm high × 95mm wide.

The entire address block must be clearly visible through the window panel when the article is presented for lodgement. Please ensure it remains visible irrespective of insert movement.



### 2.2.3 Paper stock

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

Australia Post recommends that envelopes and cards comply with Australian Standards for the production of envelopes, Spec 4611 – 1999 (available at: [intertekinform.com/en-au/](http://intertekinform.com/en-au/)).

For details refer to your paper supplier or envelope manufacturer or visit [auspost.com.au/bulkmail](http://auspost.com.au/bulkmail). See section 2.10 Testing.

#### Paper stock colour

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

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

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

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

### 2.2.4 Sealing of articles

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

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

### 2.2.5 Article flexibility

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

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



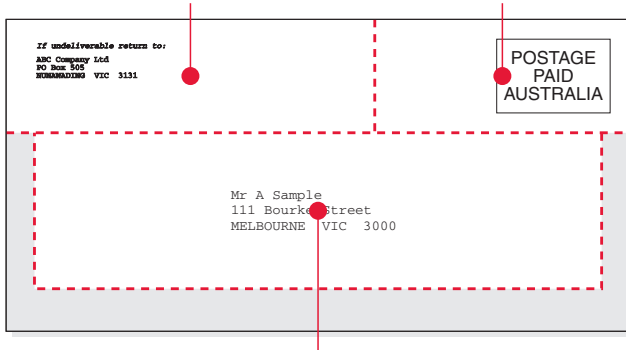


### 2.3 Article layout and zones

Clean Mail articles are made up of three printing zones.

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

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



**Delivery address zone** section 2.6

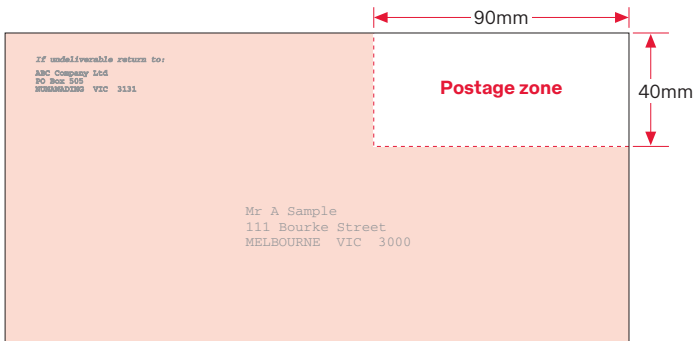
See also, **Adding logos, advertising and other printing** section 2.8.

### 2.4 Postage zone

The postage zone contains a postage paid imprint or a postage meter mark, and a Priority delivery indicator if the Priority delivery timetable is selected. No other inscriptions are permitted.

Dimensions must be:

- 90mm across from the top right-hand corner of the article
- 40mm down from the top edge of the article.



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

### 2.4.1 Postage Paid Imprint

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

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

- maximum: 26 × 40mm (see illustration)
- minimum: 19 × 25mm.



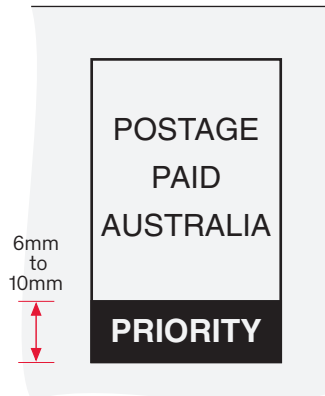
### Priority delivery indicator

All articles for which the Priority delivery timetable is selected should include a Priority delivery indicator, located at the bottom of the Postage Paid Imprint.

The word PRIORITY needs to be printed:

- in white capital letters, in a bold font (Helvetica Bold or Arial Bold recommended) at 10 to 14 point size
- in a solid rectangular box: 4 to 6mm high for wide imprints, or 6 to 10mm high for tall imprints.

See example illustrations below.



### 2.4.2 Personalised Postage Paid Imprint

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

If the Priority delivery timetable is selected, the Priority delivery indicator must also be prominent at the bottom of the design.



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

### 2.4.3 Postage meter mark

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

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

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

If the Priority delivery timetable is selected, the word PRIORITY must be prominent.



For additional information on metering, refer to the *Postage Meters Conditions of use* booklet (8833675).

### 2.4.4 Colour of postage zone inscriptions

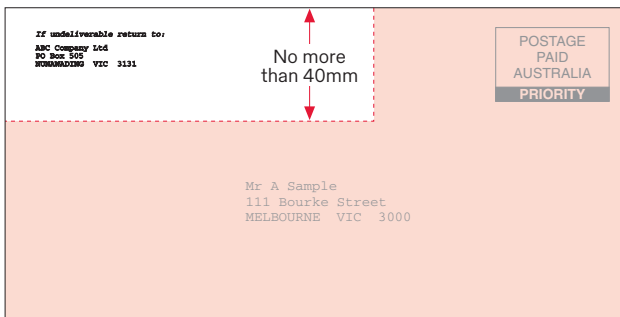
Any coloured ink can be used. Australia Post prefers dark colours such as black, dark blue and dark green.

## 2.5 Return address zone

An Australian return address is required to be shown on each article within a lodgement. Either a street address or a Post Office Box address is acceptable.

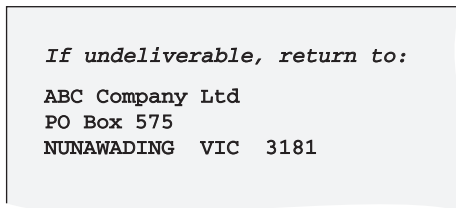
Australia Post recommends the return address to be:

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



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

It is preferred that the return address be prefixed with “If undeliverable, return to:”



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

## 2.6 Delivery address zone

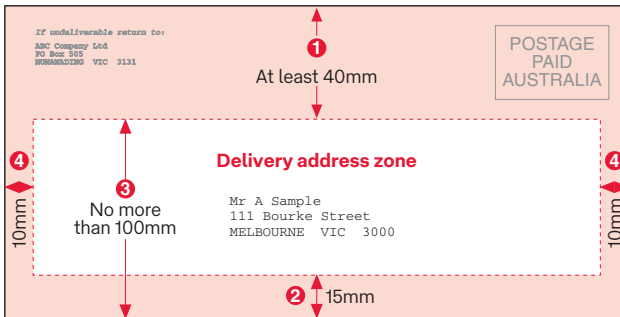
Contains the address to which the article is to be delivered.

Do not include any address other than the delivery address in the Delivery address zone.

### 2.6.1 Address location

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

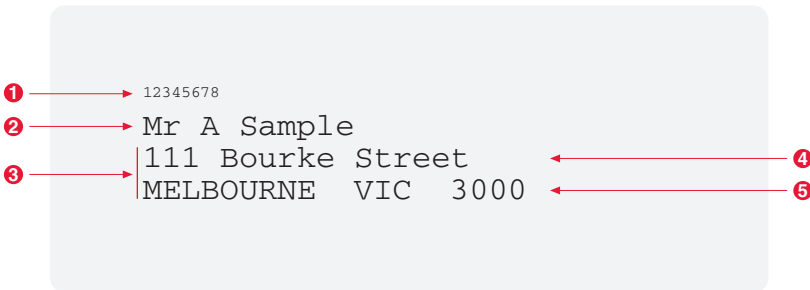
- 1 at least 40mm from the top edge of the article
- 2 at least 15mm from the bottom edge of the article
- 3 no more than 100mm up from the bottom edge of the article
- 4 at least 10mm from the left and right edges of the article.



## 2.6.2 Address layout

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

- ❶ **Non-address information** such as customer reference codes, must be printed above the address.
- ❷ **Additional address information** such as business or person's name if included, must be placed above the last two lines of the address and not below, alongside or within these lines.
- ❸ **Second last and bottom lines** – Must be aligned left.
- ❹ **Second last line** – Must contain the number and name of the street or thoroughfare or Post Office Box or bag number.
- ❺ **Bottom line** – Must contain in the following order: the locality, the state or territory abbreviation and finally the postcode.  
This line is to be printed in CAPITALS with no punctuation and no underlining.  
Leave one or two spaces only between the locality, state or territory abbreviation and the postcode.<sup>1</sup>



Address labels may be used but must be straight and firmly affixed.

If using window panel envelopes, the entire address block must be clearly visible through the window panel when the article is presented for lodgement. Please ensure it remains visible irrespective of insert movement.

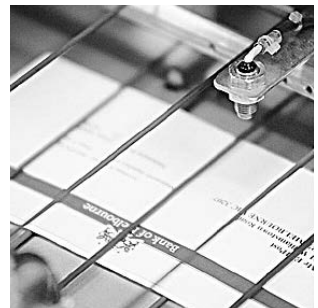
The address must be parallel to the long side of the article.

## 2.6.3 Address fonts and colours

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

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

example: Mr A Sample  
| | | | | | | | | |



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

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

example: **Mr A Sample**  


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

example: *Mr A Sample*

- Print characters are acceptable between 1.8mm and 7.0mm high, and between 0.3mm and 7.0mm wide. The ideal height is between 2.0mm and 4.0mm (upper case characters of nominal 10 point and 12 point type generally fall within this range). Line spacing should be between 1.0mm and 2.5mm.
- Attributes such as *italics*, **bolding**, ~~shadowing~~, or underlining are not permitted.
- Dark colours such as black, dark blue and dark green are preferred. Red, orange and yellow inks must not be used.

## 2.7 Barcoding

Clean Mail articles do not need to be barcoded.

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

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



Mr A Sample  
 111 Bourke Street  
 MELBOURNE VIC 3000

For more information please visit [auspost.com.au/barcoding](https://auspost.com.au/barcoding).

## 2.8 Adding logos, advertising and other printing

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

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

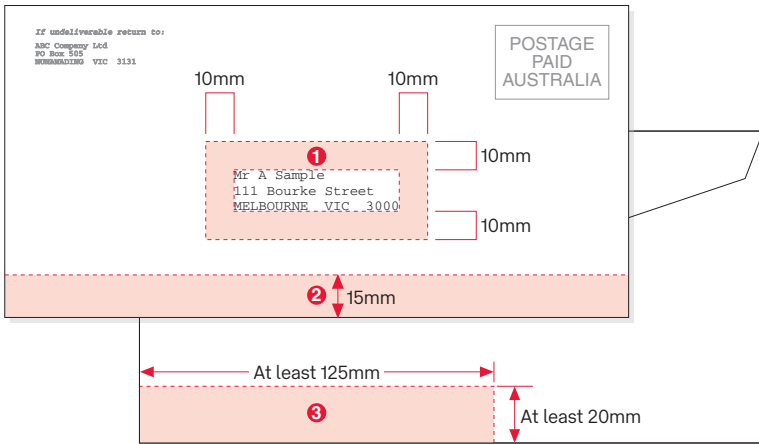
**Please note layout options and clear zones are applicable for all article types, ie postcards, envelopes and other items.**

### 2.8.1 Printing in the clear zones

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

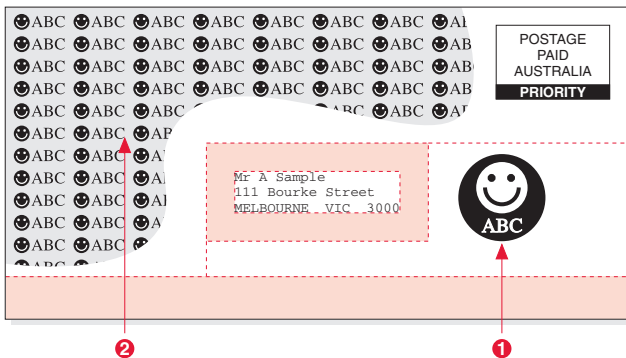
The clear zones are:

- ❶ On the front of the article – at least 10mm clear from the top, bottom, left and right sides of the address block
- ❷ On the front of the article – at least 15mm clear from the bottom edge
- ❸ On the back of the article – at least 20mm clear from the bottom edge, extending for 125mm from the left edge.



### 2.8.2 Printing outside of the clear zones

- ❶ Printing to the right of and below the address must be pictures / graphics only. Any text must be wholly contained within the graphic and not resemble any part of an address.
- ❷ Printing elsewhere outside of the clear zones can be of any kind, providing that it does not obscure the inscriptions in the postage zone and the return address zone.



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



## 2.9 Non-compliance

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

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

- (a) withdrawing the lodgement, modifying and re-presenting it at a later date, or
- (b) lodging the articles at the full rate ordinary price applicable at the time.

## 2.10 Testing

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

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

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

Requests for testing should be directed to either your Australia Post account manager or the contacts detailed at the front of this guide.

## 2.11 Summary checklist

### Clean Mail preparation involves:

- ✔ Checking the size and weight of the article to ensure it is acceptable.
- ✔ Ensuring the type of article chosen is acceptable.
- ✔ Ensuring all inscriptions, including the indicia, are displayed on the article.
- ✔ Ensuring all correct addressing guidelines are followed.
- ✔ Ensuring all clear zones are followed.

# 3. Clean Mail lodgement

## 3.1 Lodgement overview

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

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

---

|          |   |     |
|----------|---|-----|
| <b>1</b> | Prepare the <b>letter trays</b>                           | 3.2 |
| <b>2</b> | Prepare and affix <b>tray labels</b> for each letter tray | 3.3 |
| <b>3</b> | Complete the <b>lodgement documentation</b>               | 3.4 |

---

**You're now ready to lodge**

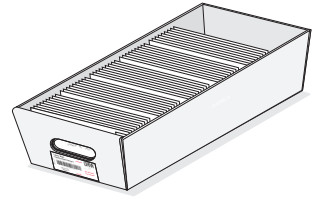
---

### 3.2 Preparation of letter trays

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

The process for preparing letter trays is as follows:

- face all articles in the same direction – *sorting of articles is not required*
- do not bundle or tie the articles
- place the articles into small letter trays, with the addresses facing the front (label end) of the tray. The maximum acceptable weight for a small tray is 9.5kg (including the weight of the tray).
- if you have articles for both Priority and Regular delivery timetables then place them in separate trays
- complete and affix tray labels.



| For volumes of:          | Then:   |
|--------------------------|---|
| Less than 2,000 articles | Affix tray labels for the state where the lodgement is occurring  |
| 2,000 or more articles   | Separation of articles by state is optional but recommended, as follows: <ul style="list-style-type: none"><li>• place articles into separate trays for each state – NSW, ACT, VIC, QLD, SA, WA, TAS and NT</li><li>• affix tray labels for the state of the destination.</li></ul> |

### 3.3 Completing tray labels

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

#### 3.3.1 Preprinted tray labels

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

Order or obtain these labels from your local lodgement facility. Order forms may also be printed or downloaded from the Australia Post website [auspost.com.au/traylabels](https://auspost.com.au/traylabels).

The process for completing preprinted tray labels is as follows:

- ❶ Write your name and telephone including area code in the Sender space.
- ❷ Write your Job Number in the Job No. space (this number is optional, and is created by and relevant to you and should match with lodgement documentation).
- ❸ Write the lodgement date in the Lodgement Date space (this is optional for Priority delivery, but must be the correct date of lodgement if shown).

▼ Example tray labels (Priority delivery and Regular delivery)



### 3.3.2 Labelling software

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

These labels must conform to specifications, which are subject to periodic review. Specifications may be obtained by downloading documentation from the Australia Post website [auspost.com.au/traylabels](http://auspost.com.au/traylabels). Third party software must be approved by Australia Post prior to use.

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

Please note that Print on Demand labels contain prepopulated information and differ in appearance to preprinted labels.

▼ Example VISA tray labels (Priority delivery and Regular delivery)

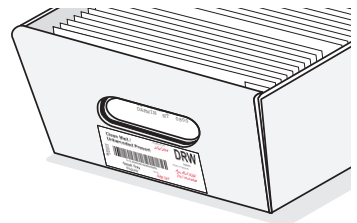


### 3.3.3 How to affix tray labels to letter trays

Label pockets are affixed to all letter trays.

Remove any old tray labels on trays prior to lodgement.

Place a completed tray label in the label pocket with the printed side visible.



### 3.4 Lodgement of articles

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

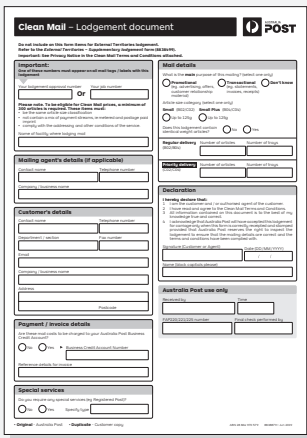
All articles in the lodgement must be within the same size category.

#### 3.4.1 Lodgement documents

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

#### Non-metered articles

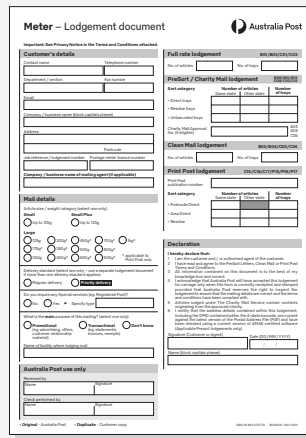
Clean Mail lodgement document  
(8838879)



The form is titled "Clean Mail - Lodgement document" and features the Australian Post logo. It is divided into several sections: "Important" (regarding postage meter use), "Mail details" (for tracking, insurance, and delivery options), "Mailing agency details" (if applicable), "Customer's details" (sender and recipient information), "Payment / Invoice details" (for payment methods), and "Special services" (for additional handling instructions). There are checkboxes for "Registered" and "Insured" mail, and a section for "Australia Post use only" with fields for date, time, and location.

#### Metered articles

Meter lodgement document  
(8838236)



The form is titled "Meter - Lodgement document" and features the Australia Post logo. It includes a "Declaration" section at the top. The form is organized into columns: "Customer's details" (sender and recipient), "Full rate lodgement" (with a table for quantity, weight, and value), "Priority / Charity Mail lodgement" (with a table for quantity, weight, and value), "Class Mail lodgement" (with a table for quantity, weight, and value), and "First Post lodgement" (with a table for quantity, weight, and value). It also includes "Mail details" (for tracking and insurance), "Australia Post use only" (for date, time, and location), and a "Declaration" section with numbered instructions.

#### 3.4.2 Where and when to lodge

Articles must be presented during business hours at an approved lodgement facility. Locate the closest, most appropriate facility by using the contact information at the front of this guide.

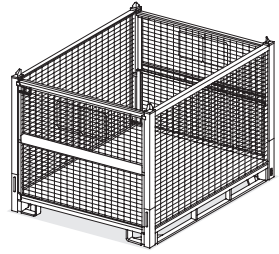
Due to limited spare capacity at some lodgement facilities you are requested to provide advance notice to the Officer-In-Charge of the facility for lodgements over 50,000 articles, no later than Friday of the week prior to lodgement. If you make regular lodgements at the same facility you can request a standing lodgement arrangement and avoid the need for notification.

For the delivery timetable to apply on the day of receipt, lodgements of Clean Mail must be made during the business hours applicable to the lodgement facility involved, but no later than 6pm.

Clean Mail articles cannot be lodged in street posting boxes.

### 3.4.3 Lodgement in ULDs

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



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

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

#### ULD labelling

It is a requirement that you affix a label to each ULD, containing the following information:

- 1 the name of the Mailing Agent
- 2 the delivery timetable selected (Priority or Regular), in a **bold** font, of at least 18 point size. For Priority delivery, Australia Post recommends printing this section using white font on a black background where possible.
- 3 the lodgement date (optional for Priority delivery, but must be correct if shown)
- 4 the number of ULDs in the lodgement (eg 1 of 8, 2 of 8, etc)
- 5 the gross weight (actual or deemed) of the ULD and its contents
- 6 the Job Number (or reference), and customer name for each individual job contained in the ULD
- 7 the number of trays for each individual job contained in the ULD (optional, but must be correct if shown).

|                   |                        |                 |
|-------------------|------------------------|-----------------|
| Mailing agent     | <b>Ajax Mail NSW</b>   | <b>PRIORITY</b> |
| Date:             | <b>14/6/2021</b>       |                 |
| ULD               |                        |                 |
| ULD               |                        |                 |
| Job               |                        |                 |
| Mailing agent     | <b>1 Ajax Mail NSW</b> | <b>REGULAR</b>  |
| Date:             | <b>3 14/6/2021</b>     |                 |
| ULD number:       | <b>4 1 of 8</b>        |                 |
| ULD gross weight: | <b>5 467kg</b>         |                 |
| Job no.s:         | Customer name:         | Trays:          |
| <b>145</b>        | <b>ABC Company</b>     | <b>10</b>       |
| <b>153</b>        | <b>123 Company</b>     | <b>4</b>        |
| <b>158</b>        | <b>XYZ Company</b>     | <b>6</b>        |

Australia Post prefers ULD labels to be affixed on the front and back.

### 3.5 Summary checklist

#### Lodgement of Clean Mail articles involves:

- ✓ Preparing the letter trays by placing the articles correctly in each tray.
- ✓ Placing Priority and Regular delivery articles in separate trays.
- ✓ Completing and affixing tray labels correctly.
- ✓ Completion of either a *Clean Mail lodgement document* or *Meter lodgement document*.
- ✓ Lodgement of articles at an approved lodgement facility.



# 4. Clean Mail service

## Terms and Conditions

### 1 Introduction

- 1.1 These special service terms and conditions are supplementary to the *Australia Post Terms and Conditions*<sup>1</sup> and to the extent that any aspect of this special service is not expressly included herein, the *Australia Post Terms and Conditions* apply.
- 1.2 These special service terms and conditions apply when:
  - 1.2.1 a customer makes a written application to use the special service in or on a form prescribed by Australia Post for that purpose;
  - 1.2.2 Australia Post accepts that application; and
  - 1.2.3 the customer pays the fee, charge, premium, rate or price charged by Australia Post for the special service.

### 2 Interpretation

- 2.1 Except as where expressly defined, all words and phrases used in this agreement shall have the same meaning if any, given to them in the *Australian Postal Corporation Act 1989* and in the *Australia Post Terms and Conditions* provided, however, that where there is any inconsistency, the meaning shall be as defined in this agreement to the extent of that inconsistency.
- 2.2 In these terms and conditions unless the contrary intention appears:
  - 2.2.1 where a word or phrase is given a particular meaning, other parts of speech and grammatical forms of that word or phrase have a corresponding meaning;
  - 2.2.2 words importing a gender include any other gender; and
  - 2.2.3 words in the singular number include the plural and words in the plural number include the singular.
- 2.3 **“Agreement”** means an agreement between Australia Post and a customer pursuant to clause 1.2.
- 2.4 **“Customer”** means a person who from time to time is approved by Australia Post as a customer of the service and any permitted transferee in respect thereof;
- 2.5 **“Insolvency Event”** means for any corporation, the liquidation, administration, official management, compromise, arrangement, amalgamation, reconstruction, winding up or dissolution or analogous occurrence of that corporation, and for a natural person means an assignment for the benefit of creditors, an arrangement or composition with creditors, bankruptcy, incapacity to deal with one’s affairs, gaoling, death or analogous occurrence;
- 2.6 **“Letters”** means Small and Small Plus letters as defined in the *Clean Mail Service Guide* 8838878;
- 2.7 **“Mailing Conditions”** means the conditions set out in the *Clean Mail Service Guide* 8838878 or equivalent publication published by Australia Post from time to time;
- 2.8 **“Service”** means the Clean Mail Letter Service which is a special service available to customers who lodge 300 or more letters in accordance with the mailing conditions and providing the customer with reduced postage rates.

### 3 Rates and Charges

- 3.1 The customer shall pay to Australia Post the postal charges for the provision of the service as determined by Australia Post.
- 3.2 The charges referred to in clause 3.1 shall be payable in cash at the time of lodgment of the letters or, where the customer has entered into an agreement with Australia Post for a charge account, charged to that charge account.
- 3.3 Notwithstanding any termination of this agreement, a person shall remain liable to pay to Australia Post any charges, fees or postage due for articles carried pursuant to these terms and conditions.

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<sup>1</sup> The Australia Post Terms and Conditions are available for perusal at Post Offices and on Australia Post’s website at [auspost.com.au/terms](https://auspost.com.au/terms).



## **4 Customers Warranty**

- 4.1 The customer warrants and agrees that:
- 4.1.1 it has obtained the approval of Australia Post to use the service at the approved lodgment point/s; and
  - 4.1.2 all letters comply with the requirements set out in the Mailing Conditions current as at the date of lodgment of such letters.
- 4.2 The customer shall indemnify Australia Post against any loss or damage arising from a breach of any of the warranties in clause 4.1.

## **5 Discretionary Carriage and Lodgment**

- 5.1 Australia Post may, in its sole and absolute discretion:
- 5.1.1 refuse to carry; or
  - 5.1.2 charge the customer postage at ordinary post rates in respect of letters lodged contrary to clause 4.1.
- 5.2 Australia Post may, in its sole and absolute discretion, direct a customer to lodge letters at any Australia Post lodgment facility.

## **6 No Other Service**

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

## **7 Assignment**

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

## **8 Limitation of Liability Release and Indemnity**

- 8.1 Subject to clause 8.2 and the *Australia Post Terms and Conditions*, Australia Post shall not be liable to any person (whether in contract, tort or otherwise) for any loss or damage suffered, or that may be suffered, as a result of any act or omission, whether negligent or otherwise, by or on behalf of Australia Post in relation to the provision of the service, or any other matter or thing relating to this agreement.
- 8.2 To the maximum extent permitted by law (including the Competition and Consumer Act 2010 (Cth)), we expressly disclaim all guarantees, conditions and warranties, express or implied, in respect of our supply of any Services. If any guarantee, condition or warranty is implied into this agreement pursuant to any legislation (including without limitation the Competition and Consumer Act 2010 (Cth)) and the legislation avoids or prohibits provisions in a contract excluding or modifying the application of, exercise of, or liability under such guarantee, condition or warranty, the guarantee, condition or warranty shall be deemed to be included in this agreement, provided that, where it is fair and reasonable to do so, our liability for breach of the guarantee, condition or warranty shall, if the legislation permits, be limited (at our option) to any one or more of the following:
- (a) in the case of goods, to:
    - (i) replacing the goods; or
    - (ii) supplying equivalent goods; or
    - (iii) repairing the goods; or
    - (iv) paying the cost of replacing the goods or acquiring equivalent goods, or paying the cost of having the goods repaired; and
  - (b) in the case of services, to:
    - (i) re-supplying the service; or
    - (ii) paying the cost of re-supplying the service,
- in respect of which the breach occurred, and otherwise shall be limited to the maximum extent permitted by law.
- 8.3 The customer shall liaise and indemnify Australia Post against any loss or damage whatsoever which Australia Post may suffer as a result of any action, proceeding, claim, demand or prosecution arising from the provision of the service, or any other matter or thing arising as a result of this agreement, including loss or damage arising from the negligent acts or omissions of Australia Post, pursuant to this agreement.

## **9 Force Majeure**

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

## **10 Merger**

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

## **11 Termination**

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

- 11.1.1 the customer breaches or otherwise acts in a manner contrary to the Act, Regulations, Australia Post Terms and Conditions, Mailing Conditions or other written instructions published by Australia Post;
- 11.1.2 the customer fails, refuses, neglects or otherwise omits to properly discharge and perform any of its obligations under this agreement;
- 11.1.3 the customer fails, refuses, neglects or otherwise omits to remedy any breach of this agreement as and when required to do so by Australia Post; or
- 11.1.4 an insolvency event occurs in relation to the customer.

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

## **12 Variation**

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

## **13 Notice**

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

## **14 Conditions of Carriage**

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

## **15 Law**

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

## **16 Whole agreement**

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

## Notes

A series of horizontal dotted lines for writing notes.

## For more information

Please contact your Australia Post Account Manager or email us for more information about Clean Mail and details about special conditions.

 [BulkMailProducts@auspost.com.au](mailto:BulkMailProducts@auspost.com.au)

 [auspost.com.au](http://auspost.com.au)

### Approved colours for paper stock – see sections 2.2.3 and 2.8.

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

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

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