



# Reply Paid

With Reply Paid constituents can send a reply to you, at no cost to them.

## At a glance

- Make it easier for constituents to connect with you by using a pre-printed Reply Paid envelope or card.
- Replies are then delivered to your specified address at no cost to the sender.



Australia Post

# How it works

When you apply for this service, we'll provide you with a unique Reply Paid number which is linked to your Australia Post account. This number and the corresponding artwork layout will be supplied as a PDF for your printer.

Alternatively, respondents can use their own envelope and handwrite the Reply Paid number and address, all without the need for a stamp.

There is an annual charge for a Reply Paid number. In addition, a postage charge applies when someone sends a letter to you using your Reply Paid number. This makes it free and convenient for constituents to send a response to you.

Reply Paid articles can be 'Large' or 'Small' envelopes, postcards, coupons or self-mailers sent within Australia.

Responses are delivered to either a Post Office Box, locked bag or street address.

## Reply Paid - Domestic Delivery

	Small	Large
Addressing methods	Barcoded or Unbarcoded (including hand-addressed)	Barcoded or Unbarcoded (including hand-addressed)
Maximum weight	125g	500g Pricing applies in three weight steps of: <ul style="list-style-type: none"><li>• Up to 125g</li><li>• 250g, and</li><li>• 500g</li></ul>
Minimum size	90 x 145mm	–
Maximum size	130 x 240mm	260 x 360mm
Maximum thickness	5mm	20mm
Minimum thickness	0.18mm (Postcards)	0.18mm (Postcards)
Shape	Rectangular <sup>1</sup> or Irregular	Rectangular
Common examples	DL (110 x 220mm) C6 (114 x 162mm) DLE (114 x 225mm) DLX (120 x 235mm)	C5 (162 x 229mm) B5 (176 x 250mm) B6/C4 (125 x 324mm) C4 (229 x 324mm) B4 (250 x 353mm)

<sup>1</sup>The length must be at least 1.414 times the width.

### There are two domestic delivery services to choose from

- **Regular** – our standard option. This is delivered within an estimated 2–6 business days.
- **Priority** – our faster option that's delivered up to 2 days faster than Regular delivery.<sup>2</sup>

Priority delivery is only available for pre-printed and barcoded (domestic) letters that are addressed to a Post Office Box or bag.

## Pricing

There is an annual fee plus a price per article received. The prices vary by size and weight, addressing format (pre-printed or handwritten) and the delivery timetable.

The annual fee applies to each Reply Paid letters service and will be automatically billed to your Australia Post Account on the anniversary month of commencement.

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

<sup>2</sup> We will endeavour to deliver to the Priority letters delivery timetable as best we can, given the ongoing challenges and uncertainties of the COVID-19 pandemic, including the reduction in domestic flights, distancing and hygiene requirements throughout our network, and potential further border closures and restrictions.

# How to get started

## 1. Apply

Simply fill in a **Reply Paid application** form (you'll need one for every Reply Paid number you're after). If you don't already have an Australia Post Account, you'll need to apply for one. Contact your Account Manager for the required forms.

## 2. Prepare your mail

To assist you in correctly addressing and formatting articles, Australia Post provides the basic artwork, in PDF format, for small and large letters.

Most Reply Paid users include a pre-printed Reply Paid envelope or postcard in their outbound mail pack.

It's a good idea to submit a sample of your Reply Paid artwork so we can test the address's accuracy and readability.

Send your sample to:

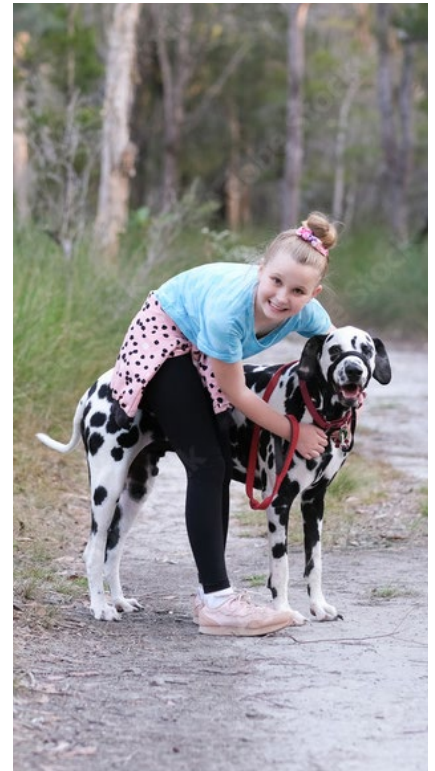
**replypaid@auspost.com.au**, or  
Mail Product Support  
Australia Post  
PO Box 1030  
STRAWBERRY HILLS NSW 2012

Constituents can also handwrite the Reply Paid details on to an envelope and do not need a stamp.

You can find further information on preparing articles in the **Reply Paid Service Guide**.

## 3. Receive your replies

As returned articles are delivered to your Reply Paid address, we'll count them and send you a monthly statement, charging you only for the replies you receive.



To find out more:

- contact your Account Manager
- email [replypaid@auspost.com.au](mailto:replypaid@auspost.com.au), or
- visit [auspost.com.au/business-solutions/reply-paid](https://auspost.com.au/business-solutions/reply-paid)

