WA Wine Industry Australia Post
Contract Rates Schedule 2021-22

Band B – Under 1000 cartons per year
Zone W0 – Perth Metro Area (note check with your lodgement centre to confirm your Zone)

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Wines of WA advises producer to check rates for all deliveries prior to lodgement. We suggest you pay particular attention to all deliveries to be sent to country delivery zones as these rates have increased in comparison to parcel post rates for these zones.

NOTE - ALL PRICES ARE GST EXCLUSIVE

A FUEL SURCHARGE MAY BE APPLLICABLE - TO CHECK VISIT BELOW LINK
https://auspost.com.au/business/shipping/check-postage-costs/fuel-surcharge

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Pricing Schedule – Service Rates and Charges (GST inclusive)

Date 16-August-2021

Customer Name **Wine Industry Association of WA - Band B**

Rates Ex-Perth Metro [W0]

Rates based on the Minimum Quantity (per annum): 50,000
Cubic Factor assessed, Cubic Factor = 1.00 , 'N' status to be applied

Parcel Post Wine - powered by eParcel							
Destination Zone		Up to 2kg	2.01kg to 3kg	3.01kg to 5kg	5.01kg to 9kg	9.01kg to 16kg	16.01kg to 22kg
N0	**Sydney Metro**	$9.94	$10.64	$12.06	$14.90	$19.85	$24.50
N1	Sydney	$9.94	$10.64	$12.06	$14.90	$19.85	$24.50
GF	Gosford	$12.47	$13.17	$14.55	$17.32	$22.18	$27.70
WG	Wollongong	$12.47	$13.17	$14.55	$17.32	$22.18	$27.70
NC	Newcastle	$12.47	$13.17	$14.55	$17.32	$22.18	$27.70
CB	Canberra	$12.47	$13.17	$14.55	$17.32	$22.18	$27.70
N3	Albury	$14.19	$14.78	$15.99	$18.37	$22.54	$28.20
N4	Tweed Heads	$13.61	$14.36	$15.85	$18.85	$24.11	$30.30
N2	NSW Country	$16.40	$19.05	$24.33	$34.90	$53.38	$68.94
V0	**Melbourne Metro**	$9.94	$10.64	$12.06	$14.90	$19.85	$24.50
V1	Melbourne	$9.94	$10.64	$12.06	$14.90	$19.85	$24.50
GL	Geelong	$12.33	$13.01	$14.38	$17.07	$21.83	$27.22
BR	Ballarat	$14.19	$14.78	$15.99	$18.37	$22.54	$28.20
V3	Wodonga	$14.19	$14.78	$15.99	$18.37	$22.54	$28.20
V2	VIC Country	$16.24	$18.90	$24.20	$34.80	$53.36	$68.65
Q0	**Brisbane Metro**	$10.42	$11.40	$13.36	$17.27	$24.12	$30.18
Q1	Brisbane	$10.42	$11.40	$13.36	$17.27	$24.12	$30.18
IP	Ipswich	$12.69	$13.62	$15.47	$19.16	$25.60	$32.40
GC	Gold Coast	$11.15	$12.22	$14.36	$18.65	$26.14	$33.14
Q5	Coolangatta	$13.61	$14.36	$15.85	$18.85	$24.11	$30.30
SC	Sunshine Coast	$12.69	$13.62	$15.47	$19.16	$25.60	$32.40
Q2	QLD Country Near	$16.40	$19.05	$24.33	$34.90	$53.38	$68.94
Q3	QLD Country Mid	$16.53	$19.22	$24.56	$35.26	$53.99	$69.69
Q4	QLD Country North	$16.83	$19.55	$25.00	$35.89	$54.95	$70.90
S0	**Adelaide Metro**	$9.94	$10.64	$12.06	$14.90	$19.85	$24.50
S1	Adelaide	$9.94	$10.64	$12.06	$14.90	$19.85	$24.50
S2	SA Country	$16.24	$18.90	$24.20	$34.80	$53.36	$68.65
W0	**Perth Metro**	$8.42	$8.42	$8.42	$8.42	$8.42	$8.42
W1	Perth	$9.22	$9.22	$9.22	$9.22	$9.22	$9.22
W2	WA Country South	$12.03	$13.41	$16.15	$21.66	$31.33	$36.91
W3	WA Country North	$13.46	$15.81	$20.48	$29.83	$46.20	$57.25
T0	**Tasmania Select**	$14.14	$16.94	$22.56	$33.80	$53.46	$67.20
T1	Tasmania	$14.14	$16.94	$22.56	$33.80	$53.46	$67.20
NT1	**NT Near**	$16.73	$19.33	$24.55	$35.01	$53.28	$69.25
NT2	NT Remote	$16.73	$19.33	$24.55	$35.01	$53.28	$69.25
NF	Norfolk Is*	$16.66	$19.26	$24.49	$34.93	$53.20	$70.19
W4	Christmas & Cocos Is*	$12.68	$15.59	$21.41	$33.07	$53.43	$65.62
AAT	Aust Antarctic Territory*	$14.77	$17.54	$23.04	$34.06	$53.34	$67.75

*** these zones are GST free.**
Each subsequent parcel will be charged $1.50 less than the displayed rate. A subsequent parcel is an additional parcel to the same address within a consignment.
A fuel surcharge (varied monthly, as set out in your invoice) and other applicable surcharges, will be added to the Service Fees. GST will be added to surcharges.

Features	
eParcel Returns - Delivery Fee (per article)	$7.78
Parcel Post Call for Returns - Pick-up Fee (per request)	$7.45
Parcel Post Call for Returns - Delivery Fee (per article)	$7.78
Transit Cover: 1.50% of parcel value as stated in manifest, up to a value of $5,000	
Transit Cover: (All Articles) Minimum default Transit Cover value per article is $0.00	
Charges	
Missing Manifest Fee (per article)	$25.00
Administrative Fee	$50.00
Return to Sender (per article)	$18.20
Minimum Collection Value	$0.00
Manual Handling Surcharge (per eligible article)	$10.45

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Pricing Schedule – Service Rates and Charges (GST exclusive)

Date 16-August-2021

Customer Name **Wine Industry Association of WA - Band B**

Rates Ex-Perth Metro [W0]

Rates based on the Minimum Quantity (per annum): 50,000
Cubic Factor assessed, Cubic Factor = 1.00 , 'N' status to be applied

Parcel Post Wine - powered by eParcel							
Destination Zone		Up to 2kg	2.01kg to 3kg	3.01kg to 5kg	5.01kg to 9kg	9.01kg to 16kg	16.01kg to 22kg
N0	**Sydney Metro**	$9.04	$9.67	$10.96	$13.55	$18.05	$22.27
N1	Sydney	$9.04	$9.67	$10.96	$13.55	$18.05	$22.27
GF	Gosford	$11.34	$11.97	$13.23	$15.75	$20.16	$25.18
WG	Wollongong	$11.34	$11.97	$13.23	$15.75	$20.16	$25.18
NC	Newcastle	$11.34	$11.97	$13.23	$15.75	$20.16	$25.18
CB	Canberra	$11.34	$11.97	$13.23	$15.75	$20.16	$25.18
N3	Albury	$12.90	$13.44	$14.54	$16.70	$20.49	$25.64
N4	Tweed Heads	$12.37	$13.05	$14.41	$17.14	$21.92	$27.55
N2	NSW Country	$14.91	$17.32	$22.12	$31.73	$48.53	$62.67
V0	**Melbourne Metro**	$9.04	$9.67	$10.96	$13.55	$18.05	$22.27
V1	Melbourne	$9.04	$9.67	$10.96	$13.55	$18.05	$22.27
GL	Geelong	$11.21	$11.83	$13.07	$15.52	$19.85	$24.75
BR	Ballarat	$12.90	$13.44	$14.54	$16.70	$20.49	$25.64
V3	Wodonga	$12.90	$13.44	$14.54	$16.70	$20.49	$25.64
V2	VIC Country	$14.76	$17.18	$22.00	$31.64	$48.51	$62.41
Q0	**Brisbane Metro**	$9.47	$10.36	$12.15	$15.70	$21.93	$27.44
Q1	Brisbane	$9.47	$10.36	$12.15	$15.70	$21.93	$27.44
IP	Ipswich	$11.54	$12.38	$14.06	$17.42	$23.27	$29.45
GC	Gold Coast	$10.14	$11.11	$13.05	$16.95	$23.76	$30.13
Q5	Coolangatta	$12.37	$13.05	$14.41	$17.14	$21.92	$27.55
SC	Sunshine Coast	$11.54	$12.38	$14.06	$17.42	$23.27	$29.45
Q2	QLD Country Near	$14.91	$17.32	$22.12	$31.73	$48.53	$62.67
Q3	QLD Country Mid	$15.03	$17.47	$22.33	$32.05	$49.08	$63.35
Q4	QLD Country North	$15.30	$17.77	$22.73	$32.63	$49.95	$64.45
S0	**Adelaide Metro**	$9.04	$9.67	$10.96	$13.55	$18.05	$22.27
S1	Adelaide	$9.04	$9.67	$10.96	$13.55	$18.05	$22.27
S2	SA Country	$14.76	$17.18	$22.00	$31.64	$48.51	$62.41
W0	**Perth Metro**	$7.65	$7.65	$7.65	$7.65	$7.65	$7.65
W1	Perth	$8.38	$8.38	$8.38	$8.38	$8.38	$8.38
W2	WA Country South	$10.94	$12.19	$14.68	$19.69	$28.48	$33.55
W3	WA Country North	$12.24	$14.37	$18.62	$27.12	$42.00	$52.05
T0	**Tasmania Select**	$12.85	$15.40	$20.51	$30.73	$48.60	$61.09
T1	Tasmania	$12.85	$15.40	$20.51	$30.73	$48.60	$61.09
NT1	**NT Near**	$15.21	$17.57	$22.32	$31.83	$48.44	$62.95
NT2	NT Remote	$15.21	$17.57	$22.32	$31.83	$48.44	$62.95
NF	Norfolk Is*	$16.66	$19.26	$24.49	$34.93	$53.20	$70.19
W4	Christmas & Cocos Is*	$12.68	$15.59	$21.41	$33.07	$53.43	$65.62
AAT	Aust Antarctic Territory*	$14.77	$17.54	$23.04	$34.06	$53.34	$67.75

*** these zones are GST free.**
Each subsequent parcel will be charged $1.50 less than the displayed rate. A subsequent parcel is an additional parcel to the same address within a consignment.
A fuel surcharge (varied monthly, as set out in your invoice) and other applicable surcharges, will be added to the Service Fees. GST will be added to surcharges.

Features	
eParcel Returns - Delivery Fee (per article)	$7.07
Parcel Post Call for Returns - Pick-up Fee (per request)	$6.77
Parcel Post Call for Returns - Delivery Fee (per article)	$7.07
Transit Cover: 1.50% of parcel value as stated in manifest, up to a value of $5,000	
Transit Cover: (All Articles) Minimum default Transit Cover value per article is $0.00	
Charges	
Missing Manifest Fee (per article)	$22.73
Administrative Fee	$45.45
Return to Sender (per article)	$16.55
Minimum Collection Value	$0.00
Manual Handling Surcharge (per eligible article)	$9.50

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Pricing Schedule – Service Rates and Charges (GST exclusive)

Date 16-August-2021

Customer Name **Wine Industry Association of WA**

Rates Capital [Perth Metro]

Rates based on the Minimum Quantity (per annum): 50,000
Cubic Factor assessed, Cubic Factor = 1.00 , 'N' status to be applied

Express Post - powered by eParcel								
Destination Zone		Up to 500g	501g to 1kg	1.01kg to 3kg	3.01kg to 5kg	Over 5kg up to 22kg #		
						Basic	Subsequent ^	Per Kg #
Same State	Local	$5.00	$5.63	$6.39	$7.27	$5.06	$3.70	$0.45
	Metro	$7.36	$8.47	$9.81	$11.36	$7.47	$6.11	$0.78
	Remote	$9.77	$12.11	$14.91	$18.18	$10.01	$8.65	$1.64
Interstate	Capital	$7.48	$9.08	$10.99	$13.25	$7.65	$6.28	$1.12
	Metro	$8.08	$9.96	$12.22	$14.88	$8.27	$6.91	$1.32
	Remote	$10.51	$13.57	$17.25	$21.54	$10.82	$9.45	$2.15

All prices include GST where applicable.
^ Subsequent parcel is an additional parcel to the same address within a consignment.
A fuel surcharge (varied monthly, as set out in your invoice) and other applicable surcharges, will be added to the Service Fees. GST will be added to surcharges.
 # For parcels >5kg, parcel weight will be rounded up to the nearest whole kilogram for the purpose of calculating the Service Fees.

Features	
eParcel Express Returns - Delivery Fee (per article)	$14.45
Transit Cover: 1.00% of parcel value as stated in manifest, up to a value of $5,000	
Transit Cover: (All Articles) Minimum default Transit Cover value per article is $0.00	
Charges	
Missing Manifest Fee (per article)	$22.73
Administrative Fee	$45.45
Return to Sender (per article)	$9.49
Minimum Collection Value	$0.00
Manual Handling Surcharge (per eligible article)	$9.50
Security Management Charge (per article)	3.85%

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Zone Definitions - 6 Zone

Area Definitions

Area	State	Lodgement	Lodgement Description	Postcodes
Sydney	NSW	**Capital**	**Sydney**	1000-1935, 2000-2079, 2085-2107, 2109-2156, 2158, 2160-2172, 2174-2229, 2232-2249, 2557-2559, 2564-2567, 2740-2744, 2747-2751, 2759-2764, 2766-2774, 2776-2777, 2890-2897
NSW Metro		Metro	Outer Sydney, Gosford, Wollongong, Newcastle, Canberra, Albury, Tweed Heads	2080-2084, 2108, 2157, 2159, 2173, 2230-2231, 2508-2514, 2555-2556, 2560-2563, 2568-2574, 2745-2746, 2752-2758, 2765, 2775, 2778-2786, 2250-2263, 2500-2507, 2515-2532, 2282-2310, 200-299, 2600-2620, 2900-2920, 1936-1999, 2640-2641, 2708-2709, 2485-2486
NSW Country		Remote	NSW Country	2264-2281, 2311-2484, 2487-2499, 2533-2554, 2575-2599, 2621-2639, 2642-2647, 2649-2707, 2710-2714, 2716, 2720-2730, 2787-2879
Melbourne	VIC	**Capital**	**Melbourne**	3000-3062, 3064-3098, 3101-3138, 3140-3210, 3800-3801, 8000-8999, 9999
VIC Metro		Metro	Outer Melbourne, Geelong, Ballarat, Wodonga	3063, 3099-3100, 3139, 3335-3341, 3427-3443, 3750-3799, 3802-3811, 3910-3920, 3926-3944, 3975-3978, 3980-3983, 3211-3220, 3350, 3353-3356, 3689-3690
VIC Country		Remote	VIC Country	2648, 2715, 2717-2719, 2731-2739, 3221-3334, 3342-3349, 3351-3352, 3357-3426, 3444-3688, 3691-3749, 3812-3909, 3921-3925, 3945-3974, 3979, 3984-3999
Brisbane	QLD	**Capital**	**Brisbane**	4000-4018, 4029-4068, 4072-4123, 4127-4129, 4131-4132, 4151-4164, 4169-4182, 4205-4206, 9000-9725
QLD Metro		Metro	Outer Brisbane, Ipswich, Gold Coast, Coolangatta, Sunshine Coast	4019-4028, 4069-4071, 4124-4126, 4130, 4133-4150, 4165-4168, 4183-4204, 4207-4209, 4270-4299, 4500-4549, 4300-4308, 4210-4224, 4226-4269, 9726-9919, 4225, 4550-4579
QLD Country		Remote	QLD Country	4309-4453, 4580-4693, 4454-4499, 4694-4802, 4804-4805, 9920-9960, 4803, 4806-4999, 9961-9998
Adelaide	SA	**Capital**	**Adelaide**	5000-5113, 5115-5117, 5125-5130, 5158-5169, 5800-5999
SA Metro		Metro	Outer Adelaide	5114, 5118-5124, 5131-5157, 5170-5200
SA Country		Remote	SA Country	2880-2889, 5201-5749
Perth	WA	**Capital**	**Perth**	6000-6030, 6036, 6050-6066, 6069, 6076, 6090-6110, 6112-6120, 6147-6160, 6162-6175, 6180, 6182-6206, 6210, 6800-6990, 6992-6996
WA Metro		Metro	Outer Perth	6031-6035, 6037-6049, 6067-6068, 6070-6075, 6077-6089, 6111, 6121-6146, 6161, 6176-6179, 6181, 6207-6209, 6211-6214, 6991, 6997-6999
WA Country		Remote	WA Country	6215-6700, 6701-6797
Hobart	TAS	**Metro**	**Hobart**	7000-7019, 7050-7053, 7055-7108, 7172, 7248-7254, 7258-7329, 7800-7999
TAS Country		Remote	Tasmania	7020-7049, 7054, 7109-7150, 7155-7171, 7173-7247, 7255-7257, 7330-7799
Other	Other	Remote	Northern Territory, Norfolk Is., Christmas & Cocos Is., Aust Antarctic Territory	800-802, 804-821, 828-851, 853-853, 860-861, 870-871, 873-879, 906-999, 803-803, 822-827, 852-852, 854-859, 862-869, 872-872, 880-905, 2898-2899, 6798-6799, 7151-7154

6 Zone Definitions

Destination	Lodgement																	
	Sydney	NSW Metro	NSW Country	**Melbourne**	VIC Metro	VIC Country	**Brisbane**	QLD Metro	QLD Country	**Adelaide**	SA Metro	SA Country	**Perth**	WA Metro	WA Country	**Hobart**	TAS Country	Other
Sydney	**Local**	Same State Metro	Same State Metro	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital
NSW Metro	Same State Metro	**Local**	Same State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro
NSW Country	Same State Remote	Same State Remote	Same State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote
Melbourne	Inter State Capital	Inter State Capital	Inter State Capital	**Local**	Same State Metro	Same State Metro	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital
VIC Metro	Inter State Metro	Inter State Metro	Inter State Metro	Same State Metro	**Local**	Same State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro
VIC Country	Inter State Remote	Inter State Remote	Inter State Remote	Same State Remote	Same State Remote	Same State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote
Brisbane	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	**Local**	Same State Metro	Same State Metro	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital
QLD Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Same State Metro	**Local**	Same State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro
QLD Country	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Same State Remote	Same State Remote	Same State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote
Adelaide	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	**Local**	Same State Metro	Same State Metro	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital
SA Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Same State Metro	**Local**	Same State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro
SA Country	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Same State Remote	Same State Remote	Same State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote
Perth	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	Inter State Capital	**Local**	Same State Metro	Same State Metro	Inter State Capital	Inter State Capital	Inter State Capital
WA Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Same State Metro	**Local**	Same State Metro	Inter State Metro	Inter State Metro	Inter State Metro
WA Country	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Same State Remote	Same State Remote	Same State Remote	Inter State Remote	Inter State Remote	Inter State Remote
Hobart	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	Inter State Metro	**Local**	Same State Metro	Inter State Metro
TAS Country	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Same State Remote	Same State Remote	Inter State Remote
Other	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Inter State Remote	Same State Remote	Same State Remote

Note: The "Local" rate will only apply to parcels being sent to and from the same city. A parcel sent from Geelong to Geelong is a "local" delivery and a parcel from Geelong to Ballarat is a "Same State Metro" delivery. A local rate is not available for "Remote" lodgements.

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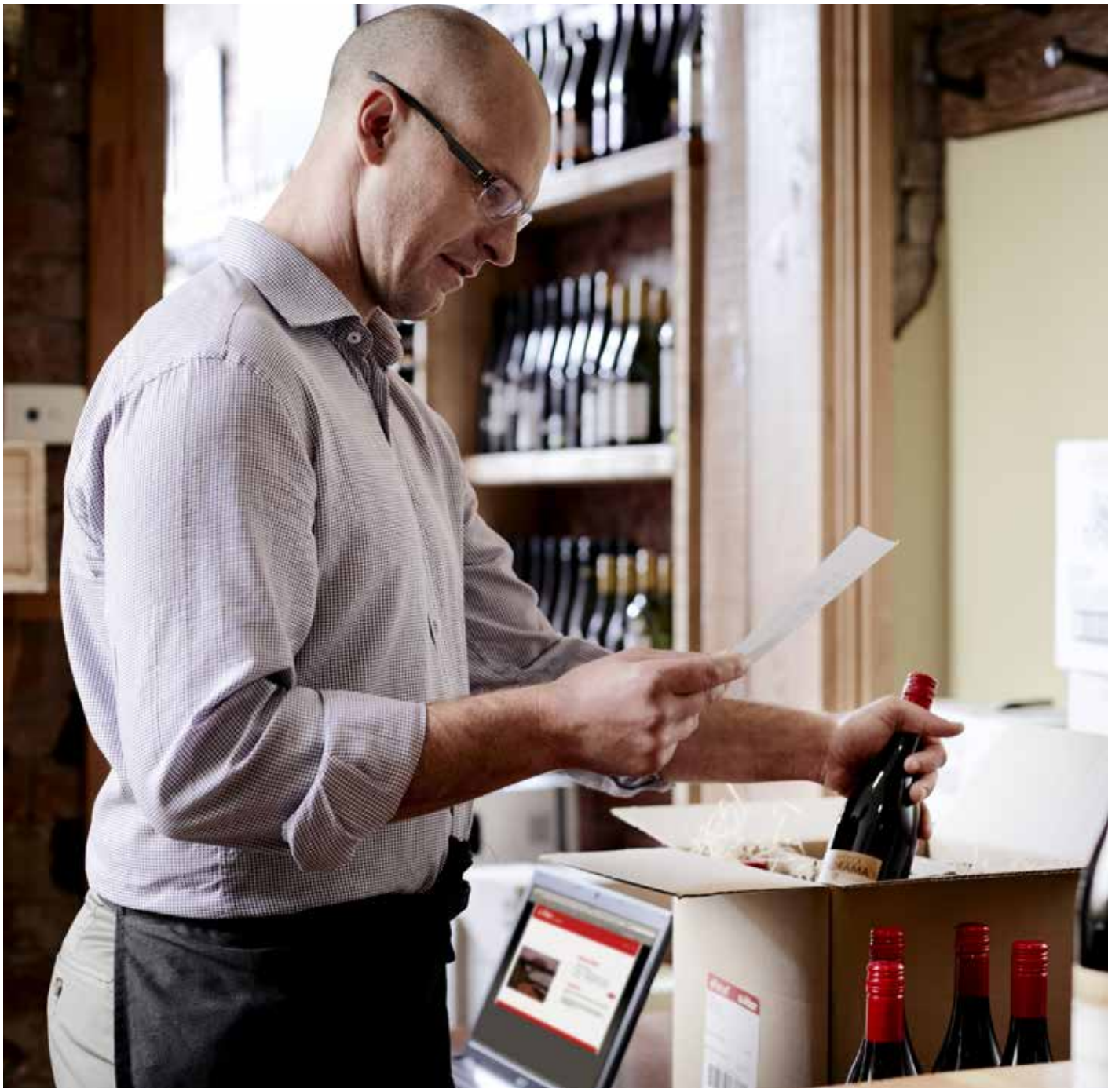
Pricing Schedule – Service Rates and Charges

Delivery Choices Fee

Service Offer	Service Offer Detail	Australia Post Charge	
		GST incl.	GST excl.
Customer Collect Location	Customer elects to collect their parcel from one of our convenient Post Collection Points	FREE	FREE
Day Specific Delivery	Customer elects for parcel delivery to an address on a specific day(s) of the week (Monday - Friday)	$3.00	$2.73
Date Specific Delivery	Customer elects for parcel delivery to an address on a specific date	$3.00	$2.73
Date Embargo	Merchant elects for parcel delivery not before a specific date. The embargo date must be within 14 days from manifest submission and article lodgement.	$3.00	$2.73
AM/PM Delivery Window	Customer elects for parcel delivery to an address within an AM or PM delivery window (7am – 12pm, 12pm – 5pm)	$6.00	$5.45
AM/PM Delivery Window AND Day/Date	Customer elects for parcel delivery to an address, within an AM or PM delivery window AND a Day/Date for delivery (Monday – Friday)	$7.50	$6.82
2 Hour Delivery Window	Customer elects for parcel delivery to an address within a 2 hour delivery window (7am to 9am, 9am – 11am, 11am – 1pm, 1pm-3pm, 3pm -5pm, 5pm- 7pm)	$8.50	$7.73
2 Hour Window AND Day/Date	Customer elects for parcel delivery to an address within 2 hour delivery window AND Day/Date for delivery (Monday – Friday)	$10.00	$9.09



Australia Post Wine Parcel Guide

July 2020

Australia Post

About this guide

The rights and obligations set out in this Wine Parcels Guide are binding on all those using this service. By using Australia Post's wine delivery services and shipping wine at the prices offered by Australia Post under this service, you are agreeing to the rights and obligations set out in this Wine Parcels Guide.

This arrangement can be terminated for a number of reasons, including:

- if your Business Credit Account is closed or cancelled;
- where you access Australia Post services through your wine association membership, if you are no longer a member of that association;
- if you are in breach of this Wine Parcels Guide;
- any time on 60 days notice being given by Australia Post;

The pricing offered to you will be based on annual volume of parcels sent each year which will be reviewed annually by Australia Post.

For further information regarding your rights and obligations, please contact your Account Manager.

Responsible service of alcohol

It's your responsibility to ensure alcohol is not sold or supplied to someone who is under 18 years of age, and you will commit an offence if you do so. Thus, it's your responsibility when selling alcohol (either instore or online) to confirm your customers are aged 18 or over.

Australia Post has a responsibility to ensure alcohol is not delivered to someone who is under 18 years of age. For this reason, we require you to include an age declaration in your online and manual ordering processes. Australia Post may require a receiver to show ID, and we will refuse to deliver your wine parcel if a receiver is unable or unwilling to satisfactorily prove their age.

Each carton must be clearly identifiable as wine for Australia Post to meet its obligations and to enable us to conduct a proof of age check, where necessary.

Where there are additional legal requirements or restrictions on the sale of alcohol, such as remote Dry Areas of the NT and some States, it is your responsibility to ensure these requirements are met.

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① Overview

Australia Post is proud to be a provider of wine deliveries around the nation. Our specialised service, helps ensure the safe delivery of wine to your customers, here and in selected locations overseas.

At a glance

Here's why Australia Post's Wine delivery service is a great choice for delivering bottled products:

It's safer: Specialised handling and transport techniques reduce the risk of damage.

Peace of mind: If we become aware of a breakage, we'll contact you ASAP so that you can arrange replacement stock. You can choose for us to repack any unbroken bottles for delivery or return. We also offer Transit Cover to protect your parcels from loss or damage whilst being carried by Australia Post.

It's monitored: Receive tracking notifications via our online tracking service.

It's flexible: Select the most appropriate service for your customers including Signature on Delivery or Signature with Authority to Leave if nobody is home. You are also able to mix and match collection and return options to create the ideal delivery service for you and your customers.

It's convenient: You can access our wine service via our online systems or our various integration options like our suite of APIs. To support you accessing our services through the best channel for you, a dedicated technical support team is available to answer your queries.

② Getting started

STEP 1

Opening a business account

A Business Credit Account is required to access this service and is a quick and easy way to manage your deliveries and access a range of handy services to help your business grow. If you don't already have a Business Credit Account, it's easy to apply at **mypost/openbusinessaccount** Once approved, you can charge the following products and services to your account:

- Letter and parcel services
- Pre-paid envelopes and satchels (including Express Post)
- Courier service
- Packaging solution and Postpak
- Mail redirection and mail holding services
- Data and marketing solutions
- Stationery and office supplies.
- Plus many more

STEP 2

Fill out an application form

Download and complete the Business Credit Account application form or pick one up from your local post office.

If you'd prefer to make payments via direct debit, download and complete our Direct Debit Authority form.

STEP 3

Send it to us

Send your completed application form (and Direct Debit Authority form if required) to:

Credit Management
Attention: New Credit Accounts Team
Australia Post
GPO Box 2137
Melbourne VIC 3001

Alternatively, email a PDF version
newcreditaccount@auspost.com.au

STEP 4

Australia Post will review and notify you

Once your completed application form is received, Australia Post will assess your application. This process may include undertaking credit checks and analysing financial information. Security, in the form a personal guarantee and or bank guarantee, may be required in some cases. It will usually take up to three working days before an account is issued to approved applicants. You will be notified by e-mail about your application.

STEP 5

Lodgement or pick up

You will need to ensure your parcels are lodged at an Australia Post retail outlet as advised by your Account Manager as per the lodgement point aligned to your account. Alternatively speak with your account manager for pick-up details, including frequency, available locations and minimum collection quantity.

General Enquiries

Please read the Business Credit Account terms and conditions before submitting your application form. Contact us on newcreditaccount@auspost.com.au or call 13 11 18.

Being safe everywhere

At Australia Post and StarTrack we believe that there is 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 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.

③ You've signed up!

What is Parcel Post?

Australia Post's Parcel Post is a leading parcel sending solution for customers who sign a parcel services agreement. Accompanying your contract with Australia Post, you'll be provided with contract pricing and a range of technology solutions to suit the way your business would like to access these services. You can access the service in three ways:

Using our Parcel Send online portal:

You need only a computer, an internet connection and a printer to get started.

Our online tool is ideal for customers sending moderate parcel volumes by either entering information manually, or by uploading a CSV file with up to 1000 orders at a time.

Integrated with a third party system:

Our service is compatible with various 3rd party tools to help you integrate your eCommerce platform more efficiently. Ideal for customers with who are sending higher parcel volumes and are looking for greater efficiency in transferring their order details

Directly integrated with your order and dispatch system:

Data is exchanged securely in real time between your business and Australia Post.

What are the benefits of our wine service?

Ability to select a delivery type that best suits your customers

Signature with Authority to leave (ATL) Based on feedback from thousands of parcel recipients, we were told that for most lower value items, they prefer the parcel to be left in a safe place on their premises if they are not home. The default delivery option for our Parcel Post wine service is Signature with ATL if nobody is home. Please note that where the recipient is home, a Signature will be obtained when using this option.

Signature Always Mandatory If for whatever reason you or your customers prefer more peace of mind, particularly for higher value or rarer items, you can select Signature Always Mandatory as an option at no additional cost.

Signature with 'In Flight' receiver requested This is our newest option that's a hybrid of the two options above. You as a sender request a signature to always be captured, but at the same time, you allow your customers to request that the item is left in a safe place on their premises if they prefer.

Safe drop / important note regarding Authority to Leave and parcels containing alcohol

In order to provide Authority to Leave for your parcels containing wine or alcohol the Special Delivery Instructions (SDI) provided on your postage label should be in line with what's been requested in the manifest.

For example; "If recipient is not home, please leave in a safe place where possible".

If the message is inconsistent with the service which has been requested, the driver will follow the instructions which have been included in the manifest.

Hint! It's best to include a process at the checkout for your customers to specifically request their preferred signature option when they are making their purchase.

Carded parcels

For parcels where signature is always required, or if no safe place is available to leave a parcel, or if no one is available to sign for your parcel, Australia Post will leave a card advising the recipient that a delivery was attempted and take the parcel to the a nearby Post Office for collection.

Single platform - access multiple services

Our system can be used to send parcels both domestically and internationally as well as provide your customers with options to return their goods if required.

Collection of Parcels

You may request that Australia Post collect Parcels that you wish to lodge, please note minimum pick-up fees apply. Where Australia Post agrees to collect Parcels from you and they are not available for collection at the collection points at the collection times, Australia Post may charge an Administration Fee.

Streamlined delivery management

Manage a high volume of parcels easily, create and maintain an address book of regular customers. Print your own barcoded labels, create customer consignments and calculate the postage cost prior to lodging.

Transit Cover

Transit Cover is not included as part of the standard price. Transit Cover can be purchased as your require it; either to cover all of your parcels or on an individual parcel basis.

Transit Cover provides you with cover for the specified value of your parcel (up to $5,000) if your parcel is lost or damaged while being carried by Australia Post.

For more information visit: **auspost.com.au/business-solutions/transit-cover.html**

Returns

Australia Post can provide easy return solutions to provide added value and convenience to you and your customers:

eParcel Returns (drop-off return): where your customers drop-off their return parcel at one of our Post Offices, street posting box or Parcel Locker. Australia Post's Online Returns Portal is our most popular easy return solution, allowing customers to go online and self-service their return shipping label. Our Print@Post feature provides further ease and convenience – customers without access to a printer can simply bring an electronic copy of the shipping label to one of our Post Offices, and one of our friendly staff will help print off the label and accept the parcel into the delivery network.

Call for Returns (pick-up return)*: where you can arrange for the return parcel to be picked up from the customer's address for delivery back to your return address – the perfect return solution for those situations where you don't want your customers to handle the parcel!

For more information and our Terms and Conditions please visit **https://auspost.com.au/business/shipping/manage-your-shipping/manage-parcel-returns**

*Available in selected locations only

How does our online lodgement tool work?

1. Create a consignment for your parcels by providing the required information on our easy to use online form. Check the form once you've filled it in. You can change and edit as necessary.
2. Save your consignment information and then download the labels.
3. Print and attach the labels to your parcels.
4. Dispatch your consignments using the online system. This will send the information directly to the lodgement facility, and provide a print manifest report for you to print.
5. Lodge your parcels and the printed manifest report with your driver (if available within your area) or at an Australia Post retail outlet.
6. The lodgement facility will check your parcel against the paper manifest you provide with the one that's been received electronically, and record the arrival date and time of your parcels.
7. If the manifest provided does not match the parcels being lodged or there is a mismatch of information, your consignment may be placed on hold until the issue is resolved and correct data is supplied.

If you would like to explore integration options with Parcel Post

Integration via an Application Programming Interface (API) is a set of programming instructions and standards for accessing a web application or tool.

An API enables applications to talk to each other without any user knowledge or integration. Our suite of APIs include functions such Shipping & Tracking and Postage Calculator, and can be accessed at https://developers.auspost.com.au/apis.

④ Delivery procedures specific to Wine and Alcohol deliveries

Australia Post has adopted the ID25 guideline for the delivery of all parcels containing alcohol. All parcels lodged under one of our wine service codes (ie those which use the "contains alcohol" field) will feature a prompt for our delivery driver to confirm that the receiver appears over 25 years of age. If the receiver does not appear to be over 25, a mandatory proof of age check will be undertaken to confirm that they are over 18 years of age by sighting appropriate identity documentation."

There is an additional requirement in South Australia where a signed declaration must be collected by Australia Post for all deliveries containing alcohol, with ID details to be recorded if the receiver appears they may be under 25 years of age, as determined when following the ID25 Guideline.

Intoxicated Receivers: Australia Post may also refuse to deliver parcels containing alcohol to a receiver who appears to be intoxicated, in line with safe service of alcohol guidelines and regulatory requirements.

The table below summarises the signature on delivery options and outcomes:

Table 1.1
Wine Service Codes with Proof of Age check

SAFE DROP ENABLED Field	AUTHORITY TO LEAVE Field	Service code	Signature requirement	If customer is home	If customer is not home
FALSE	FALSE	81	Signature mandatory + Proof of Age	Applicable to all service codes: Parcel will always be delivered with a Signature. Where recipient appears under 25, driver will need to sight ID. If recipient 18 and over, signature is captured and delivery complete. If ID cannot be sighted a notification card will be left and parcel will be carded to a nearby Post Office Where recipient appears over 25, driver will capture signature and delivery is complete.	A notification card will be left and the parcel will be carded to a nearby Post Office for collection.
TRUE or FALSE	TRUE	82	Signature with Authority to Leave + Proof of Age		There is a safe place: Parcel will be left and a picture captured as proof of delivery if there is a safe place to leave the parcel. No safe place: We will leave a notification card and the parcel will be taken to a nearby Post Office
TRUE	FALSE	83	Signature with receiver requested Authority to Leave + Proof of Age		This is the hybrid option of options 1 and 2. Select this option if you require a signature but would like to allow your customer, the recipient, the ability to provide the Authority to Leave via their tracking notifications when the item is inflight. In this case it will be delivered with a picture captured if there is a safe place to leave the parcel. If there is no safe place a notification card will be left and the parcel taken to a nearby Post Office. In all other cases, a notification card will be left and the parcel taken to a nearby Post Office.

Safe Drop / Authority to Leave:

Safe Dropped items provide great convenience for your customers, allowing them to receive parcels even when they are not home. Please be aware of the changing legislative requirements and provisions which allow you to continue to provide Safe Drop to your customers.

If you offer Safe Drop for alcohol deliveries in South Australia, under the legislation it's mandatory that your customer specifically requests this option at checkout before you select Authority to Leave (Safe Drop) when manifesting your wine parcels. This requirement is also highly recommended for all other States and Territories. Although, Safe Drop may be separately selected directly by receivers within Australia Post's MyPost Deliveries options.

Tip

Include a process at the checkout for your customers to specifically provide **Authority to Leave** special delivery instructions.

⑤ Packaging guidelines for wine

The safe delivery of wine and other bottled products to your customers is our top priority. The below steps will assist you with how to best pack your bottled products, by highlighting the importance of good quality, sturdy packaging to ensure your goods avoid being damaged during delivery. When selecting packaging for your wine and bottled products you should use the following important steps as a guide.

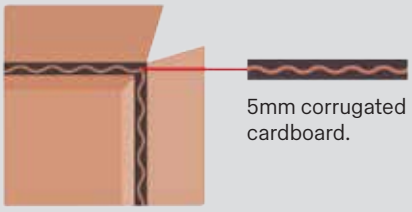
Selecting a carton

When selecting packaging for your wine and bottled products, follow the steps below:

1 Outer construction

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

- Corrugated cardboard construction with a minimum width of 5mm 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.



5mm corrugated cardboard.

Note
When using tape, ensure it does NOT cover any labels.

Vacuum Lifters
Vacuum lifters are designed to lift heavy boxes, such as wine and bottled products.

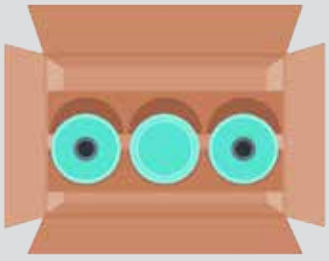
2 Dividers and separators

Your packaging **MUST** contain dividers/separators that are:

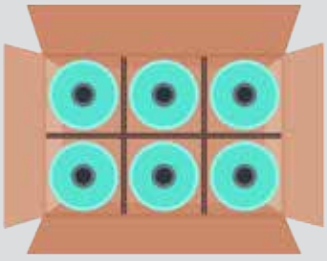
- Adequate to protect the product you are sending
- Moulded egg carton or similar, is the preferred option
- At least 3mm in width/thickness.

Top view of bottle

Base view of bottle



Moulded carton constructions will help secure any bottle movement.



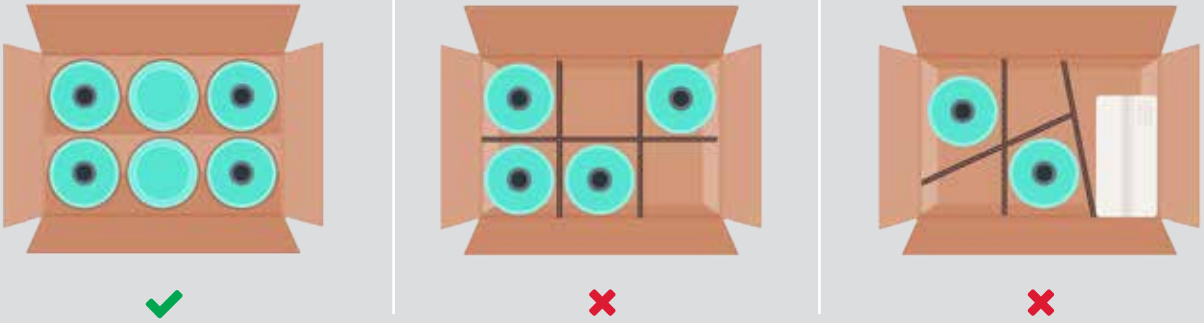
Using 3mm corrugated cardboard dividers will help limit bottle movement.

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.

DO NOT leave empty spaces. Ensure all spaces are filled with even weight distribution, “avoid the void”.



Even with dividers, the empty spaces allow bottles to move within the package, increasing the chance of a breakage.

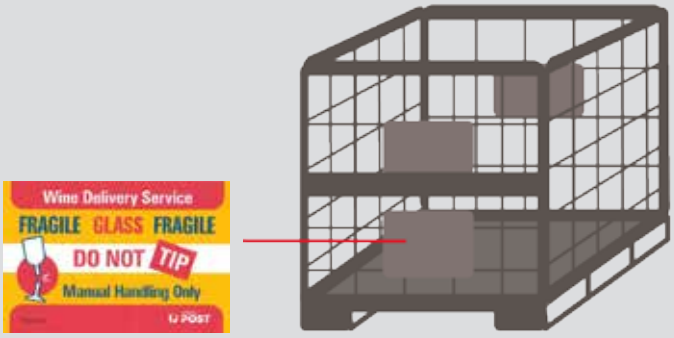
ULD cage labelling for wine or other bottled freight

When labelling your cage, an informative directional label marked ‘DO NOT TIP’ should be applied to **TWO** sides of the ULD, to indicate to the forklift drivers not to invert the product and direct your goods to the appropriate processing location.

NOTE

To order ‘DO NOT TIP’ labels, please request material code 8838590 from your lodgement point.

This label is not required on each individual package of wine.



Example of an informative directional label to be placed on ULD.

Cages

a) Australia Post will consult with you about the type and quantity of Cages required by the Customer or Member in connection with the provision of the Services; and
i) provide the Customer or Member with the appropriate number and type of Cages in good serviceable condition.

b) The Customer and Members must: i) use ULDs in preference to other forms of Cage for the transportation of Parcels unless otherwise agreed by Australia Post for particular consignments.
ii) return all Cages to Australia Post in good condition (fair wear and tear excepted) immediately when requested, or at the termination of this Service Schedule.

c) If a Cage is misused, damaged, stolen or lost whilst in the possession or control of the Customer or a Member, the Customer or that Member is liable for the repair or the replacement cost of the Cages.

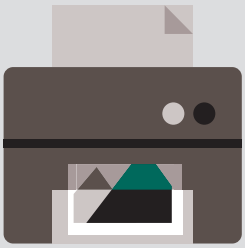
⑥ How to label your parcels and freight

Labels contain critical information that helps in the sorting and delivery of your parcels and freight. Good quality and well presented labels are also critical in providing your receivers with tracking information along a parcel's journey, helping to provide a positive customer parcel's experience.

Top tips

Help make sure your customers receive their deliveries on time and are able to track* their parcels and freight by:

Checking your printer heads daily, to ensure print is of good quality.



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

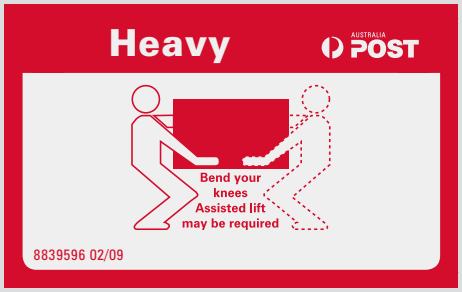
Wine Delivery Service Tape

When labelling your carton, an informative label marked 'Wine Delivery Service Manual Handling Only' should be applied to at least TWO sides of the carton, to indicate to the Australia Post staff that the item is wine and must be manually handled when moving goods to the appropriate processing location.

A Heavy sticker must be applied for items 16kg and over.

Service delivery tape and Heavy Stickers can be ordered free of charge from your local participaing Post Office, see page 19 for more details.

If consignments are collected, drivers carry stock of labels, heavy stickers and tape.



*Track events will vary depending on how your item is lodged and delivered. For details visit http://auspost.com.au/parcels-mail/our-tracking-service.html

Label quality

The quality of your label will affect how quickly we can sort and deliver your parcel and freight. To enable accurate tracking, and to help make sure your parcels and freight are delivered on time, follow the checklist:

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

Ensure label is white matte paper with barcode and address printed clearly in black ink.

✔

Check your printer heads are clean and the label is clearly visible.

✖

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.

Ensure label is flat and free from damage, including wrinkles and wrapping.

✔

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

✖

Check the label is not wrapped over an edge.

✖

3 Include a Smart Barcode with a Delivery Point Identifier (DPID).

✔

✔

Smart Barcodes hold all the data of a linear barcode plus 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.

For more information on label quality and Smart Barcodes, please speak to your Account Manager or Australia Post lodgement point.

Label position

It's also important to make sure you position your label in the right place. Here are a few quick tips:

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

Label should appear clearly without obstruction.

Check the label isn't obstructed, 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 parcel or freight only, ensure it does not wrap around 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.

If you're using a plastic sleeve or letter window, ensure plastic is not too shiny. Reflective materials will make it harder for our equipment to read your label.

4 When using a satchel.

If you're using a satchel, place the label in the middle of the satchel, on the flattest surface.

Label specifics

Express Post parcels must bear a yellow colour indicator on the shipping label, or use required Express Post yellow tape.

Parcels weighing over 16kg must have a 'heavy parcel' sticker placed on the parcel.

Address formatting

Addressing your parcels and freight with correctly formatted and positioned labels will help ensure they reach your customers on time.

Using Label Print Service (LPS)

(Australia Post only)

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 quickly read by our sorting machines, which saves time and supports a smooth, fast delivery.

LPS formatted addresses allow our sorting machines to:

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

For details on generating and formating your own addresses please refer to the next page.

Formatting your own addresses

If you are creating your own address labels, it is important to adhere to the formatting standards of Australia Post and StarTrack to help avoid delays in your parcel or freight reaching its 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 parcel or freight to the right location first time, without needing to rely on typed or hand-written addresses (Australia Post only)
- Use address validation software to make sure your address information is accurate and complete, in case our sorting machines need to read this
- Provide the entire address without truncations
- Use black ink on a white label
- Don't bold, underline or use italics
- Capitalise suburb and state, and include postcode on the last line
- Do not include commas or punctuation.

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 book, 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
- Do not include commas or punctuation.

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 manifest. The manifest that accompanies your parcels and freight provides valuable information that helps our sorting machines send your parcel to the right location. The information on manifests also helps ensure compliance with chain of responsibility requirements, so it's critical that the information is accurate and complete.

If you fail to provide a manifest, or the manifest is inaccurate or incomplete, we may withhold processing your parcels and where appropriate charge you an additional fee. To help make sure your parcel reaches its destination as quickly as possible, and avoid additional fees or charges, your manifest:

- Must be submitted at the time you attend and lodge your parcels and freight at your authorised lodgement Post Office. To enable our sorting machines to read and decide how they will be sorted (i.e use the same wording in the brackets here)
- Must be lodged at the same time as the driver picks up your parcels and freight (i.e. where we collect or arrange collection from you. If you do not provide us with a manifest, we may charge you a fee)
- Must be accurate. Incorrect manifests will be corrected and adjusted pricing applied and a fee may be applied.
- Must contain the complete and correct address for each parcel. Incomplete or wrong addresses will likely result in your parcel being sorted to the wrong location and could result in an additional fee being payable
- Must be in accordance with the system integration, or technical guides so that our systems can communicate effectively with yours. For more information please visit **https://eparcel.auspost.com.au/** **https://elms.auspost.com.au/elms/**
- Must contain all parcels being lodged
- Large manifest files should be split into multiple smaller files. There is a maximum of 2,500 consignments per manifest.

Better 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.

We're here to help

If you have any difficulties or problems when submitting your manifest, refer to the system User Guide or call 1800 028 361.

Tip

Sometimes, we might need to get in touch with you. This could be if we've detected an error or missing information in your manifest. We'll usually do this by email, so it's important that we have the right email address to make sure we can get in touch and resolve the issue as quickly as possible.

Returns from your customers

If your customers are returning goods to you in their own packaging, you will need to pass these tips on to them. Remind them that parcels must be:

- In secure packaging
- In packaging that is sturdy enough to avoid it being pierced by other parcels or by its own contents
- 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 guidelines for wine' sections of this guide.

Tip

If you are sending wine, speak to your Account Manager. They can help you understand the specialised packaging required for this item, and give you our guidelines.

Express Post and International Wine Delivery Service

To obtain approval to send Express Post or International wine deliveries, speak with your Australia Post Account Manager.

*Track events will vary depending on how your item is lodged and delivered. For details visit http://auspost.com.au/parcels-mail/our-tracking-service.html

What types of packaging do we have available?

Postpak

Our Postpak range provides a quality packaging solution for all of your business needs. Postpak products are sturdy, lightweight and come in a range of shapes and sizes. Below are prices for our WINEpak range, ideal for protecting your wine while in transit.

Material Code	Description	Dimensions	RRP	Carton Size	Bulk pricing					
					1-4 cartons		5-9 cartons		10+ cartons	
					Price per unit	Total min price payable	Price per unit	Total min price payable	Price per unit	Total min price payable
74937	Wine Box Single Bx10	132 x 105 x 395	$3.85	10	$3.08	$30.77	$2.80	$140.25	$2.55	$255.30
74938	Wine Box Twin Bx11	240 x 105 x 395	$5.35	10	$4.39	$43.87	$3.99	$199.25	$3.62	$362.20
92196	Polystyrene Winepak 1 Bottle	360 x 120 x 120	$4.25	9	$3.40	$30.60	$3.19	$143.44	$2.85	$256.28
92200	Polystyrene Winepak 2 Bottle	360 x 220 x 120	$6.50	9	$3.20	$46.80	$4.88	$219.38	$4.36	$391.95
92201	Polystyrene Winepak 3 Bottle	363 x 320 x 120	$7.99	9	$6.39	$57.53	$5.99	$269.66	$5.35	$481.80
69422	Polystyrene Winepak 6 Bottle	340 x 340 x 240	$17.99	1	$17.99	$17.99	$14.39	$71.96	$13.49	$134.93
92204	Polystyrene Winepak 12 Bottle	340 x 376 x 464	$24.99	1	$24.99	$24.99	$19.99	$99.96	$18.74	$187.43
92203	Polystyrene Winepak Magnum	400 x 140 x 140	$6.75	8	$5.40	$43.20	$5.06	$202.50	$4.52	$361.80
92202	Polystyrene Winepak Insert	360 x 330 x 110	$4.99	10	$3.99	$39.92	$3.74	$187.13	$3.34	$334.33
12828	Cardboard 6 Bottle Winepak	270 x 190 x 380	$6.99	5	$3.56	$27.81	$4.45	$111.29	$3.85	$192.45
69421	Cardboard 12 Bottle Winepak	375 x 275 x 380	$12.99	5	$6.95	$34.77	$5.56	$139.11	$4.81	$240.57

Please note prices are subject to change

Labels

Description	Order Code	How to use
Wine Delivery Service Labels	8838590	Apply to two sides of each ULD
Wine Delivery Service Packing Tape	8838712	Apply to all sides of each wine carton
Heavy Lifting Label	8839596	Apply to all cartons that are 16kg or over. Place on at least two sides of each carton.

Please note:

- If you require large quantities, please place an order in advance at your Lodgement point.
- Availability and prices are subject to change

⑦ Need help? Check out our Business Support Portal

Once your delivery has been lodged or is on its way to a customer, the Business Support Portal is the best place to track your shipments and make enquiries – at a time that suits you.

What you can do within the portal?

- Run a search to check the status of your delivery
- Raise, manage and view enquiries in one place
- Recall or redirect a parcel that has been lodged#
- Enquire about deliveries including parcel returns
- Download a Proof of Delivery document or Safe drop image*
- Get updates on existing enquiries

You can also speak with dedicated business agents from 8am to 6pm (AEST) Monday to Friday^ via Live Chat if you need some extra help.

The BSP allows your business to raise and manage enquiries with Australia Post 24 hours a day seven days a week. Why use the BSP?

Logging cases online frees up time spent on the phone and gives you a view of all your enquiries and their status, including when we require more information to proceed.

What do I need to register for the Business Support Portal?

Follow the link below and use your Legal Entity Name and Account no. to register – multiple users can be set up for each organisation.

Business Support Portal Registration page:
auspost.com.au/bsp

For more information visit:
auspost.com.au/business/business-admin/access-the-business-support-portal

Please note that you must have a Business Credit Account to be able to access this portal.

#Our recall or redirect services are only available for parcels in transit that have been lodged using the eParcel platform and have been addressed to a street address. If you parcel is addressed to a 24/7 Parcel Locker, PO Box or Parcel Collect please log a case by selecting RTS from the drop down box. The return to sender charge outlined in your contract will apply to any redirection or recall services that we provide to you. If you choose to redirect your parcel this will add at least one extra business day to the delivery. While we will make all reasonable efforts to recall or redirect your parcel, it may not be possible in certain circumstances. Australia Post does not accept any responsibility for failing to redirect or recall the parcel.

*Proof of Delivery and Safe Drop images are only available for articles lodged through eParcel / Parcel Send and for selected articles

^Except for National Public Holidays

8 Frequently asked questions

My parcel is missing items or has arrived broken. What should I do?

Refer to the Business Support Portal at **www.auspost.com.au/bsp** or call 13 11 18.

How do I receive my pricing statement?

You can retrieve a copy of your pricing statement by contacting 1300 656 772 and quoting the transaction ID reference number which can be found on your tax invoice (your reference number will start with either a '12' or a '13').

How do I receive my proof of delivery?

To retrieve a copy of proof of delivery, you will require a copy of the mailing statement. This can be obtained from the post office where the original transaction was charged.

Refer to the Business Support Portal at **www.auspost.com.au/bsp** or call 13 11 18.

My account balance is incorrect on My Business Account (MBA). What should I do?

If you believe that your account balance is incorrect in My Business Account (MBA), please contact your credit representative. You can find their details through the MBA portal:

- listed on your tax invoice
- displayed on the Dashboard
- displayed in 'Your Account' details
- Email: mybusinessaccount@auspost.com.au

How can I find out more information on my contracts and rates:

Refer to your Account Manager.

⑨ Other helpful contacts

As a valued eParcel customer, we have a range of support services to help make using eParcel as easy as possible.

Account Manager

For any enquiries regarding your current contract including pricing and additional services, contact your account manager.

- New or additional pricing
- Contract queries including contract expiration, new or additional pricing, additional services (eg Express Post, Returns)
- Arrange a pick up

Credit manager

Please contact your credit manager for the following:

- To change or add a lodgement point
- Late payment fees.

You can find the contact details of your credit manager on your invoice.

Business Contact Centre

Account holders enquires - 13 11 18

Please contact our Business Contact Centre for urgent enquires such as:

- Lost or damaged items
- Credit for a consignment you did not lodge
- Charging issues
- Change or arrange your pickup times.

System Support

Lodgment support - 1800 028 361
8am - 6pm AEDT during business days.

Outside of these times please contact the National IT service desk on 1800 287 457 for all inquiries, including:

- General support
- To raise an urgent issue – password reset, issues with manifest, consignment creation
- For access or issues with the event management system (track parcels).

Lodgement point

Please contact your lodgement point for the following:

- Ordering more labels (you can find the product SKU on the label)
- Manifest changes and cancellations
- Change pick-up times

Track a parcel

Visit **auspost.com.au/track** or access the Business Support Portal at **auspost.com.au/bsp**

Live chat: you can speak with dedicated business agents from 8am to 6pm (AEST) Monday to Friday^ via our live Chat option for some extra help.

^Except for National Public Holidays

Customer Contact Card
Business

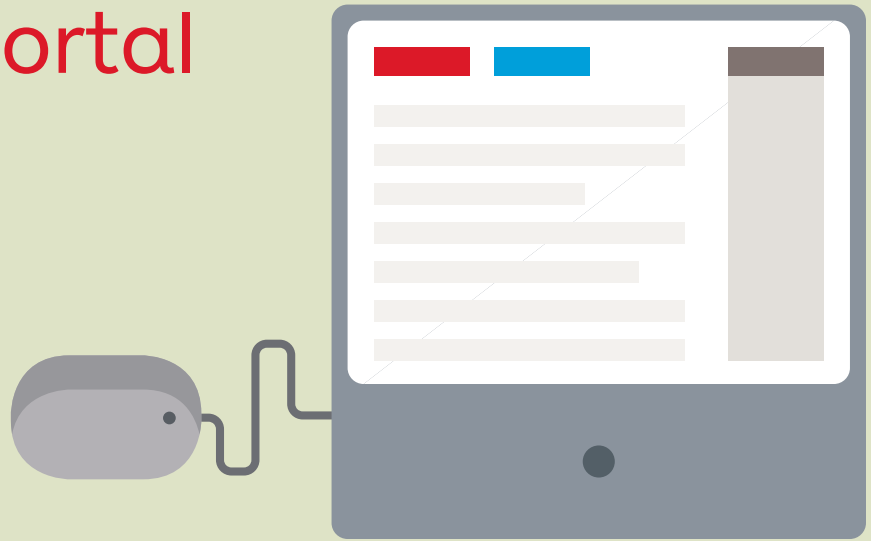
Customer Contact Centre	• General enquiries • Track and Trace / In-Flight enquiries • Mail/Parcel delivery support • Damaged parcel claims • RTS/Redirect in-transit requests • Stationery ordering • Retail enquiries • Transit times including late freight • Pickup bookings • Cost estimates • Set up access to the Business Support Portal	Phone: 131118 Business Support Portal: www.auspost.com.au/bsp Visit the AP Help & Support page: https://auspost.com.au/help-and-support Don't forget that you and your customers can create a **MyPost account**, free and available also via a Mobile App. Online tracking, talk with chatbots, set notifications, submit enquiries, read about help and support.
Billing / Invoices / Credit Management .	• Credit account balance • Monthly billing enquiries • "What is this charge?" enquiries • "Is this charge correct?" enquiries • Invoice and billing issues • Credit claims To pay online and access previous statements, use MyBusinessAccount	Raise a credit dispute via the portal W www.auspost.com.au/creditclaim Follow up through the resolutions team E customer.resolutions@auspost.com.au Please note contact details for you credit representative can be found on invoices
eParcel	• eParcel password reset • Technical assistance • Add report names and frequency • Customer relationship management • Internal/external department relationship management	P 1800 028 361 / after hours 1800 287 457 E eparcelsupport@auspost.com.au eParcel Helpful Contacts https://auspost.com.au/content/dam/auspost_corp/media/documents/eparcel-helpful-contacts-guide.pdf
Stationery Order	Order stationery and postage consumables on your customer account such as: • Satchels • Cartons, boxes • Parcel labels and packaging • Wine packaging • Wine tape • Express post envelopes • Colour lodgement day stickers To order ULD visa labels use this order form from National Label Operations	P 13 11 18 F 1300 115 375 *Complete an order form:* P 13 11 18 and request the "Office Consumables Order Form". Complete and email to: pbdinbound@auspost.com.au *Shop online:* Go to https://auspost.com.au/shop/ log in and shop for consumables Consumables Catalogue: www.auspost.com.au/catalogue E visalabels@auspost.com.au
Account Management	• New business opportunities • New service opportunities • Commercial agreements / negotiations • Commercial meetings / quarterly reviews	Contact your Account Manager

Business Support Portal login		**eLMS Support Portal login**	
Business Support Portal password		**eLMS Support Portal password**	
Your Billing Officer			

Business Support Portal Guide

A guide to raising and managing enquiries with Australia Post via the Business Support Portal.

March 2018



Overview
Business Support Portal

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Overview
Business Support Portal

The Business Support Portal at **auspost.com.au/bsp** allows your business to raise and manage enquires with Australia Post 24 hours a day, seven days a week.

Using the portal your business can:

- Raise, manage and view enquiries in one place
- Confirm and enquire about deliveries, including parcel returns
- Recall a parcel that has been sent out*
- Raise and manage damage reports
- Review Mail Redirections / Holds
- Download Proof of Delivery documents
- Lodge general enquiries
- Access live chat during business hours (8AM – 6PM Mon – Fri AEST)**

*Our recall or redirect services are only available for parcels in transit that have been addressed to a street address. If your parcel is addressed to a Parcel Locker, PO Box or Parcel Collect contact us by phone on 13 11 18 to discuss your options.

The return to sender charge outlined in your contract will apply to any redirection or recall services that we provide to you. If you choose to redirect your parcel this will add at least one extra business day to the delivery. While we will make all reasonable efforts to recall or redirect your parcel, it may not be possible in certain circumstances. Australia Post does not accept any responsibility for failing to redirect or recall the parcel.

**Except for Christmas, New Years, and Good Friday public holidays

Enquiry Types Available

In order for Australia Post to action your enquiries efficiently, it is vital that the correct enquiry type is used in the Portal.

Item Search

Used to raise an enquiry regarding an article where you cannot determine that delivery has occurred. It is important that you attempt to track the parcel prior to submitting an enquiry as the details you require may already be at your disposal. Tracking is available from the Business Support Portal homepage.

Call For Return

You can use this enquiry type to check on the status of a Call for Return request. Call for Returns are raised from eParcel, and the service involves a scheduled pick-up of a return article from your customer's premises. This enquiry is useful for determining the following statuses:

- If a pick-up has been scheduled with your returning customer
- If the return article has been picked up from your customer's premises
- If the request has been cancelled due to either the returning customer being uncontactable, or due to a failed pick-up

Damaged Report

If an article arrives in a damaged condition to either your customer or upon return to you, use the Damaged Report option. Should there be any documents or photographic evidence that may assist us please use the 'Attach file' field. Note – Photos or other attachments should be reduced to less than 2MB in size (per attachment).

Mail Redirection / Hold

If your business has requested a change of address service such as a Mail Redirection or Mail Hold and you would like to enquire regarding either of these services, please use this enquiry type.

POD Request (Proof Of Delivery)

If it is evident that a delivery has occurred however the Proof of Delivery is unavailable when tracking the item, use the POD Request option.

Recall or Redirect

If you have sent out an article incorrectly or with an incorrect address, you can use this enquiry type to request to have the article returned to you, or redirected to an alternative address. Charges apply.

Delivery Issue

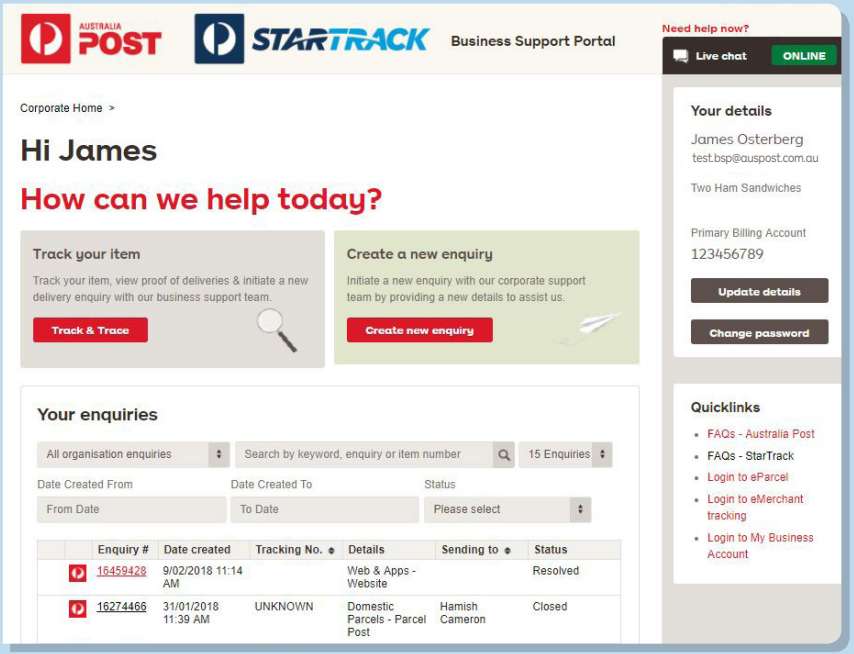
Should you wish to raise concerns on behalf of your customers where there may be a shortfall in service, use the Delivery Issues option. For example, a collection card was not left or a contractor did not attempt delivery.

General Enquiry

Please use this category if you have any other enquiries which do not fall under one of the above categories. You may also wish to use the chat function to ask a simple question.

Homepage
Features

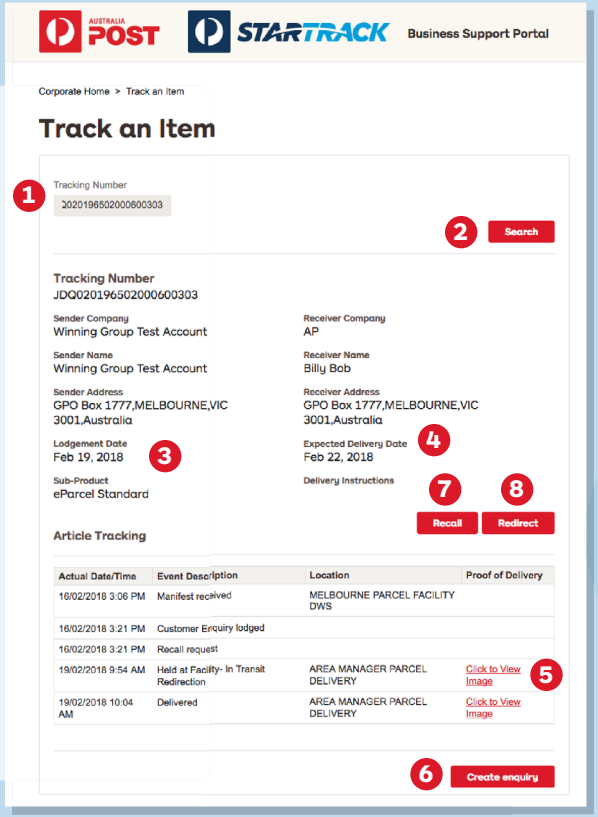
- Track your item/s
- Create a new enquiry
- View current enquiries for your account
- Access live chat
- Update your details & password
- Access commonly used links, such as FAQs



Click the **Corporate Home** text at any time to return to the home page.

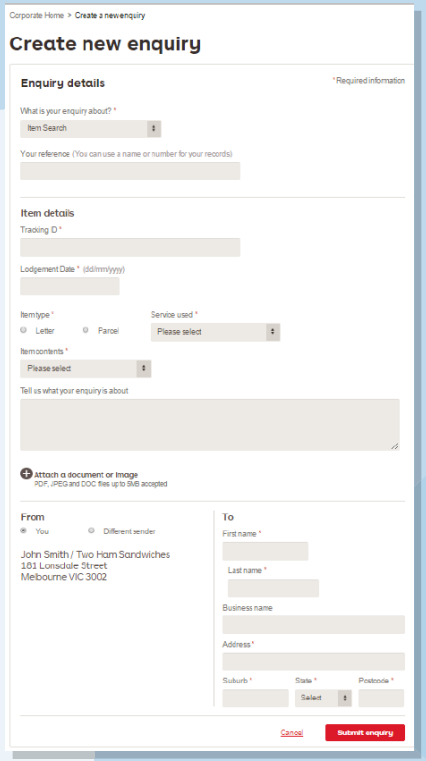
Business Support Portal
Track an item

1. Enter a Tracking Number
2. Click search
3. View associated details
4. View article tracking events
5. Proof of Delivery (if available)
6. If required, create an enquiry
7. Recall an item
8. Redirect an item



Business Support Portal
Create an enquiry

- Please provide as much information as possible when lodging an enquiry as this will help us provide a speedy response.
- The fields marked with an asterisk (*) are mandatory.
- When you submit your enquiry, you will be provided with a case number. This number, together with a summary of your enquiry will also be emailed to you.

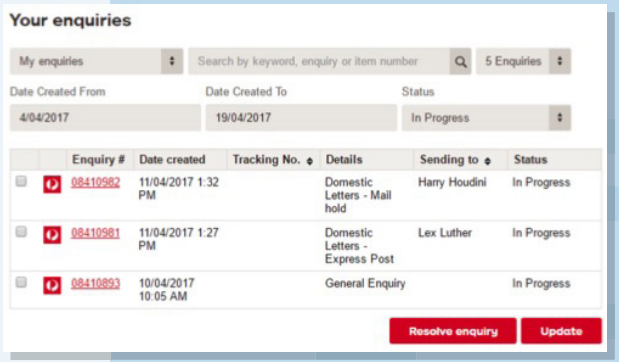


Business Support Portal
Your enquiries

- Here you will find a list of enquiries your organisation has raised with Australia Post. Using the pick list, you can view all enquiries or only those you have created.
- You can search for enquiries using a case number, keyword or tracking number. You also have the ability to view enquiries over a specific time frame by entering the date range and can filter by enquiry status.

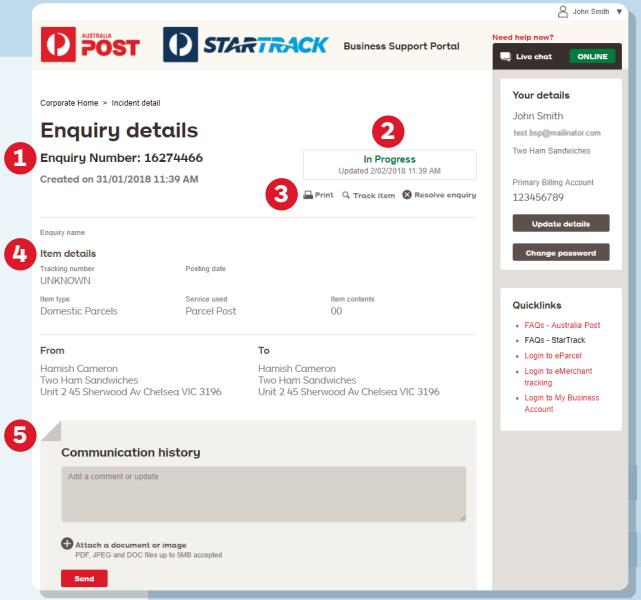
The case status displayed indicates how your enquiry is progressing.

Open	A new case has been raised and is awaiting investigation
In Progress	Australia Post is currently investigating your enquiry
Action Required	Australia Post require further information from you to proceed
Closed	The case has been resolved



Business Support Portal
Existing enquiry

1. Enquiry number and date/time created
2. Enquiry status
3. Options: Print enquiry, track item or resolve enquiry
4. Item details
5. Communicate with Australia Post customer service. You can attach a document, image, or send a message relating to the case to our customer service teams

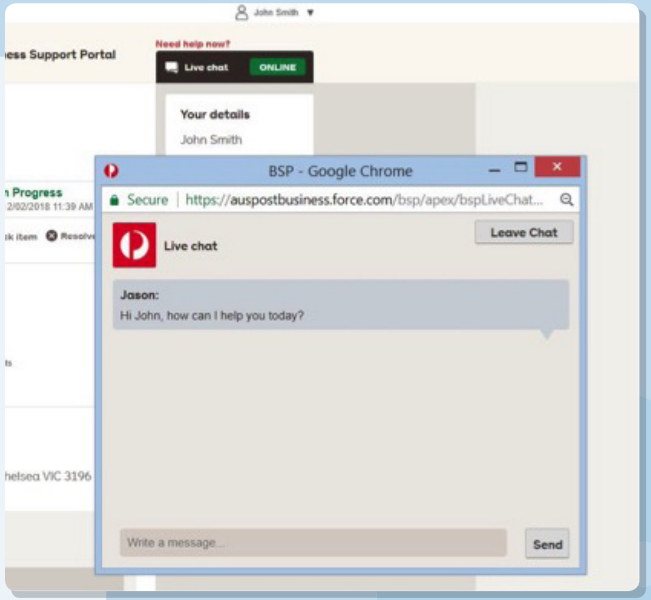


Business Support Portal
Live chat

Live Chat provides real time support during business hours (8am – 6pm, Mon – Fri, AEST)**

The chat indicator will tell you whether live chat is online and if a consultant is available.

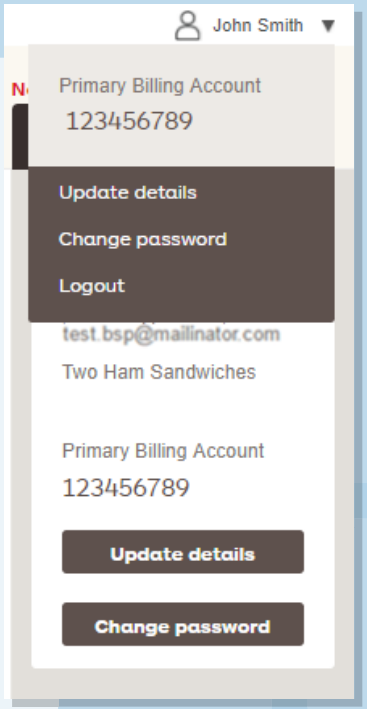
1. To chat with a consultant, click the **ONLINE** button
2. Type your question into the bottom of the text box that appears and press Send
3. When you're finished, click Leave Chat to end the session Business Support Portal



**Except for Christmas, New Years, and Good Friday public holidays.

Business Support Portal
Manage your details & logging out

1. You are able to view and update your details on the right hand side of the screen at any time. It is important you keep your details up to date so we can contact you.
2. To log out of the Business Support Portal, simply click the **Down Arrow** ▼ next to your name, situated on the top right hand corner, and click **Logout**

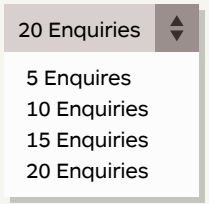


Tips and tricks
Homepage

There are some extra features available inside the portal. Here is a summary of them to assist you in working with our team, and your own workload.

Expanding the view

Want to see a longer list of cases on a homepage?
Click the dropdown to the right and allow up to 20 cases to appear at once.



Searching for cases

You don't need to rely on case numbers to find the case you're looking for. The search field can understand keywords of information you have entered. Simply type what you are looking for i.e. John Smith and press the magnifying glass to find John's case.

Updating your details

Should you wish to change your sending address for articles, phone number, or name, click on this button to update the default address used.

Quicklinks

Login to eParcel – The external system where your eParcel manifest information is stored.

Login to eMerchant tracking – Easily check eParcel tracking events here. You may not even need to raise a case if delivery information is already available.

Login to My Business Account – My Business Account is an online website to enable your business to view, download and pay Australia Post credit account invoices.

Tips and tricks
Case Management

There are some extra features available inside the portal. Here is a summary of them to assist you in working with our team, and your own workload.

Cases no longer required

If you no longer need us to investigate a case, or if the issue is resolved you can let us know by clicking the 'resolve enquiry' button.

Resolve enquiry
Oops! Did you click on that by mistake? Not to worry.

You can click this option in the same location to re-open the case. You can also do this if the outcome has changed for any reason.

Urgent cases

We treat all cases with a high priority and we know that sometimes you may be dealing with a sensitive matter, or just require urgent assistance.

If you encounter these situations please create a case, then commence a live chat session with us advising of the case number and the urgent assistance you require.

Proof of Delivery (POD)

For recently delivered articles including those that have been delivered since you created the case, the portal will automatically add a POD and close the case. All you need to do is go into the case and the POD will be there as a link at the top.

Articles delivered three months or more prior may require extra time to recover due to data being archived.

Feedback

We welcome your comments, suggestions and feedback.
If you require any assistance or support, please contact the Business team through either of the details below:

Live Chat (Mon - Fri 8am-8pm AEST)

Email BSPSupport@auspost.com.au

Wine and eParcel Damages

Information and Procedure Sheet

This document details the process for what to do when a parcel containing Wine or any eParcel is damaged.

Introduction to the eParcel Damages team

The eParcel Damages team sits within the Customer Contact Centre that assists eParcel and Wine contract customers by reporting damaged eParcels and wine parcels to the sender. This allows the Sender to make a decision on what is to be done with the parcel, based upon the information provided and what is best for the interest of their business.

When an eParcel or Wine Parcel is damaged whilst in Australia Post's network; whether it be damaged in transit, dropped whilst sorting or during delivery, it is the responsibility of the staff member to bring it to the attention of the facility's appropriate area for handling damaged parcels. The facility must then open and inspect the parcel using special equipment in accordance with Australia Post safety regulations and then scan the parcel as "Damaged" event in Event Management.

Upon inspection, the facility must fill in a Damage Report Pro Forma, (See Attached), ensuring to fill all required details. Once this has been done they must email (preferable) or fax this damage report to the eParcel Damages team. This process must be done same day as the damage has occurred in order to allow the eParcel Damages team ample time to notify the sender.

Once the Sender has been notified and a decision has been made on what is to be done with the parcel, the eParcel Damages team will send email or fax the response to the reporting facility. The facility must then repackage the remaining content into a new box, reattach the address label and use the appropriate "damage" labelling then dispatch accordingly.

Note: If damage occurs at a Post Shop or LPO, they must adhere to this procedure. If a damaged wine parcel or eParcel is brought into a Post Shop or LPO by a contractor due to the parcel being carded, the Post Shop can refuse to accept the parcel and request the contractor take it back to the Delivery Facility for the correct procedure to be followed

Please be aware that if the damaged parcel is not wine/alcohol and is not eParcel, then the standard procedure for repackaging applies.

Classification: INTERNAL

1. Products handled by the eParcel Damages team

- **Any Wine parcel:** Please fill in a damage report and send it in to the eParcel Damages team and await response. This includes eParcel, Registered, Receipted, Ordinary, Express and EPP (with the exception of Star Track Parcels)
- **Any eParcel:** Please fill in a damage report and send it in to the eParcel Damages team and await response. This includes Wine or any other content in the eParcel
- **Any non-wine / non–eParcel:** No eParcel Damages team report required. Repackage and take own decision.

2. When breakages are detected:

- Determine extent of article damage
- Where damage to the contents of an article is detected or reasonably suspected proceed according to the damage assessment.
- Using protective wear and equipment (Thick Gloves Recommended), extract the entire carton from the process, taking special care to avoid injury from broken glass.
- Carefully remove any unbroken bottles or salvageable content from the damaged box.
- In completing the form, provide the following details:
    - Name of the sender
    - Name and address of the addressee
    - Article number
    - Details of the label damage to surviving bottles or content; (*Very important to complete correctly as it will influence the customer's decision to continue delivery or return*)
    - Number of bottles damaged
    - Name(s), type and vintage of the broken bottles of wine (*Required in order for sender to replace if necessary. If cannot be determined, provide the list of the remaining wine/alcohol by name(s), type(s) and vintage(s))*
- After completing the form, email or fax to the eParcel Damages team (email is the preferred method)
    - **Email**: eparcelservicecentre@auspost.com.au
    - **Fax**: 1300 889 279
- The eParcel Damages team will contact the sender and obtain their specific delivery requirements for the remaining unbroken bottles of wine/ content and relay these instructions back to the facility via email or fax to the preferred contact on the damage report.
- Where the eParcel Damages team advise that the unbroken wine bottles are to be returned to the sender or on forwarded for delivery, arrange repackaging of the carton for return as per instructions.
- Using suitable protective wear and equipment, such as a damp rag and gloves, to wipe down the bottles down from any shards of glass or spilt wine.
- Discard all broken glass.
- Remove address and any documentation from original carton for repackaging. (*This is a critical task as, when the damaged carton is returned, the sender needs to know the original destination for their records and accounting procedures*)
- Dispose of remainder of original carton.
- Obtain a replacement carton, refer to instructions in *Repackaging of Cartons*. Do not use competitor's packaging.

Classification: INTERNAL

- Attach the original address label/eParcel label to the outside of the repackaged carton using clear tape or adhesive ensuring not cover any required information.
- Seal the carton.
- If the carton is being returned, address the carton to the Return Address on the original carton and ensure a barcode from the original label or consignment or Return Authority number is clearly noted. Affix a "*Damaged Article – Not for Delivery*" label (8839508) to the carton.
- If the carton is to be on forwarded for delivery, address the carton to the addressee and affix a "*Damaged Article for Delivery*" label (8839506) to the carton. (*These labels can be obtained from a eProcurement or be sent out by the ESC upon special request)*

3. Repackaging of Cartons

- Some senders want any damaged cases returned while others need to contact their customers that may wish to accept the undamaged bottles. Given that spilt wine will damage the original packaging, the contents must be repackaged into a new carton before return to the sender or Delivering to the addressee.
- If a carton being returned or on forwarded is incomplete (i.e. has only 11 bottle due to one being broken), suitable packaging (old newspaper will do) must be inserted to fill the gap and stop the remaining bottle moving about.
- In larger facilities where wine cartons are processed regularly, such as Mail/Parcel Centres, a small supply of return cartons must be maintained.
- Facilities requiring replacement boxes should obtain them from the State Wine Coordinator as required by phone or email. (See below for details)
- Repackaged cartons must be returned or on forwarded as quickly as possible

State Wine Co-ordinators Contacts		
VIC / TAS	VICWINE@auspost.com.au	03 8342 1437
NSW / ACT	Custom Boxes, 23/151 Hartley Rd Smeaton Grange, NSW 2567 Fax 02 4648 0658 Takis@customboxes.net.au	1300 990 993
SA / NT	David.Marshall@auspost.com.au DLSADeliveryNetleyParcelDC@auspost.com.au	08 8400 3339
QLD	lesley.howarth@auspost.com.au	07 3405 1025
WA	DLWAPPCMANAGERS@auspost.com.au	08 9237 5323
POST Logistics *(Australian Wine Selectors)*		02 9205 5000

Classification: INTERNAL

eParcel / Wine Damage Advice

(Please complete all details on this form)

Article ID (Full tracking number)		
Date	Facility	WCC
Name	Email	
Phone	Fax	

Addressee details

Addressee Name:		
Address:		
Suburb:	State:	Postcode:

Sender details

Sender Name:		
Address:		
Suburb:	State:	Postcode:
Contact number:		

Damage details

Details of product damage. If contents are wine, include brand, type and year. If damaged wine unknown, please provide a detailed description of all remaining wines)	
Total bottles in carton:	Total bottles damaged/broken:
Location of damage within facility: (i.e. loading bay):	

How damages occurred (if known)

☐ Dropped whilst sorting	☐ Dropped whilst delivering
☐ Received broken. Received from (eg: facility/transport):	
☐ Other (please specify):	

Details of packaging

Carton adequate? Yes ☐ No ☐ If no, provide details:	Inserts or dividers adequate? Yes ☐ No ☐ If no, provide details:

Remaining bottles

Number of caps damaged:	Number of labels damaged:
If multi-part consignment, indicate damaged carton number (eg, carton 3 of 5):	

Classification: INTERNAL

Customer Contact Card
Business

Customer Contact Centre	• General enquiries • Track and Trace / In-Flight enquiries • Mail/Parcel delivery support • Damaged parcel claims • RTS/Redirect in-transit requests • Stationery ordering • Retail enquiries • Transit times including late freight • Pickup bookings • Cost estimates • Set up access to the Business Support Portal	Phone: 131118 Business Support Portal: www.auspost.com.au/bsp Visit the AP Help & Support page: https://auspost.com.au/help-and-support Don't forget that you and your customers can create a **MyPost account**, free and available also via a Mobile App. Online tracking, talk with chatbots, set notifications, submit enquiries, read about help and support.
Billing / Invoices / Credit Management .	• Credit account balance • Monthly billing enquiries • "What is this charge?" enquiries • "Is this charge correct?" enquiries • Invoice and billing issues • Credit claims To pay online and access previous statements, use MyBusinessAccount	Raise a credit dispute via the portal W www.auspost.com.au/creditclaim Follow up through the resolutions team E customer.resolutions@auspost.com.au Please note contact details for you credit representative can be found on invoices
eParcel	• eParcel password reset • Technical assistance • Add report names and frequency • Customer relationship management • Internal/external department relationship management	P 1800 028 361 / after hours 1800 287 457 E eparcelsupport@auspost.com.au eParcel Helpful Contacts https://auspost.com.au/content/dam/auspost_corp/media/documents/eparcel-helpful-contacts-guide.pdf
Stationery Order	Order stationery and postage consumables on your customer account such as: • Satchels • Cartons, boxes • Parcel labels and packaging • Wine packaging • Wine tape • Express post envelopes • Colour lodgement day stickers To order ULD visa labels use this order form from National Label Operations	P 13 11 18 F 1300 115 375 *Complete an order form:* P 13 11 18 and request the "Office Consumables Order Form". Complete and email to: pbdinbound@auspost.com.au *Shop online:* Go to https://auspost.com.au/shop/ log in and shop for consumables Consumables Catalogue: www.auspost.com.au/catalogue E visalabels@auspost.com.au
Account Management	• New business opportunities • New service opportunities • Commercial agreements / negotiations • Commercial meetings / quarterly reviews	Contact your Account Manager

Business Support Portal login		**eLMS Support Portal login**	
Business Support Portal password		**eLMS Support Portal password**	
Your Billing Officer			