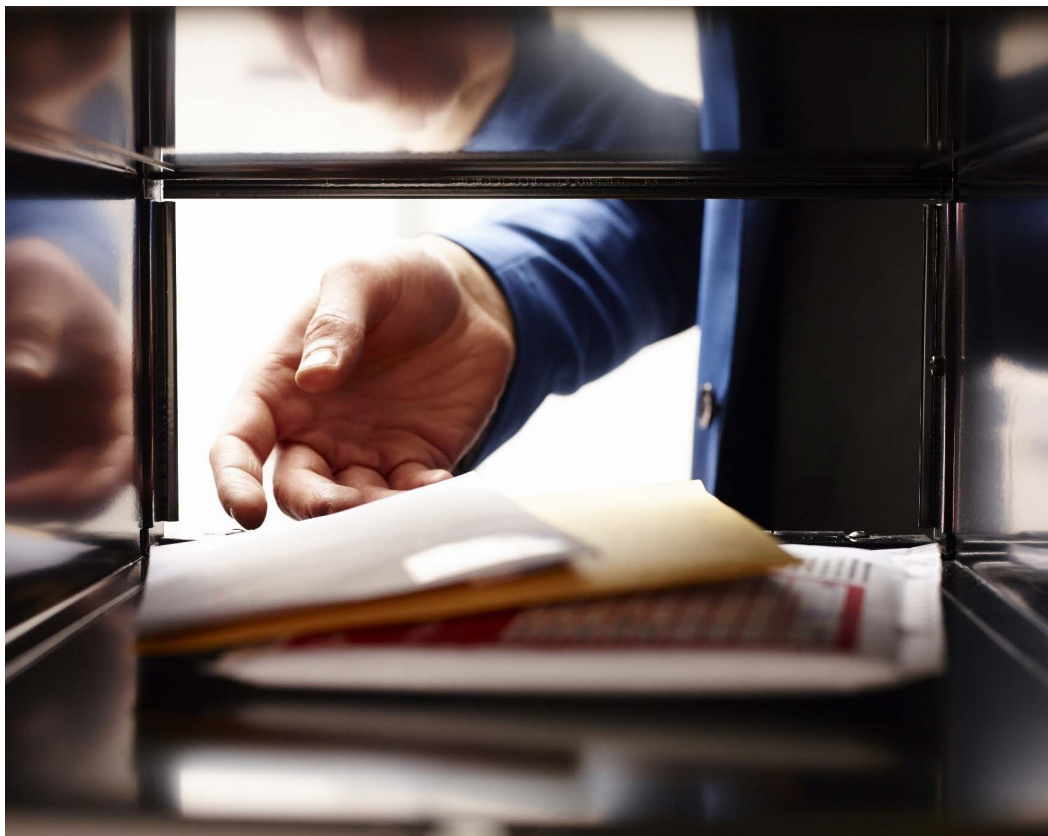




Domestic letter with tracking Imprint

Service guide – 6 July 2026



Australia Post

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1. Domestic letter with tracking Imprint

1.1 What is Domestic letter with tracking Imprint and what qualifies?

Domestic letter with tracking Imprint is an Australia Post service for the tracked delivery of large volumes of barcoded or unbarcoded articles to addresses within Australia.

Domestic letter with tracking Imprint offers:

- bulk mailings of barcoded or unbarcoded addressed articles
- the ability to track and report on the delivery status of each article
- the option of providing your recipients with tracking notifications
- Priority or Regular delivery.

What can I send?

Send documents or similar flat and flexible items. For example:

- licences or ID cards
- tickets
- debit and credit cards
- membership or loyalty cards
- SIM cards
- gift cards.

To qualify you must:

- be sending acceptable content types
- be able to generate and print GS1 DataMatrix (2D) barcodes
- lodge a minimum of 10,000 articles per year. There is no minimum quantity of articles per lodgement.
- lodge at the approved lodgement facilities specified in section 3.4.3.

This service is available on a contract basis only. To apply, please contact your account manager.



1.2 Article sizes, weights and types

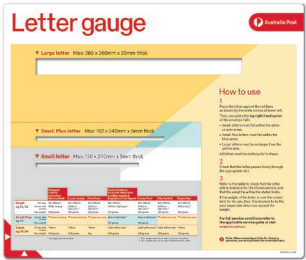
Articles can weigh up to 500 grams.

Attribute	Small	Small Plus	Large
Maximum weight	125g	125g	125g, 250g or 500g
Minimum size	88 × 138mm	88 × 138mm	—
Maximum size	130 × 240mm	162 × 240mm	260 × 360mm
Maximum thickness	5mm	5mm	20mm
Shape	Rectangular†	Rectangular†	Rectangular†
Common examples	C6 (114 × 162mm) DL (110 × 220mm) DLE (114 × 225mm) DLX (120 × 235mm)	C5 (162 × 229mm)	B6/C4 (125 × 324mm) C4 (229 × 324mm) B4 (250 × 353mm)

† It is preferred that the length is at least 1.2 times the width. Articles with a length less than 1.2 times the width may be accepted subject to satisfactory test results – see section 2.11.

Articles must be envelopes. Plastic wrapped articles are not accepted.

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



1.3 Delivery speed

Two delivery timetables (in business days) are available: Priority and Regular – using the same delivery timetables as for the PreSort Letters service:

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

Detailed Priority and Regular delivery timetables are at auspost.com.au/LetterTrackingImprint. These timetables are guidelines only and based on reasonable expectations and experience and do not include External Territories and remote areas¹.

1.4 Tracking

Domestic letter with tracking Imprint articles receive scan events as they move through the Australia Post network, providing you with the ability to track the delivery status. The article may receive a tracking scan when processed via automated mail processing equipment at a facility, and when delivered.

The number of tracking scans will vary depending on how the article is lodged, processed and delivered.

Imprint customers can view the delivery status of multiple items by downloading scan event data extract files.

Information on accessing reporting for Imprint customers can be found in the *Reporting User Guide* provided by your account manager.

Individual articles can also be tracked by entering the unique article ID into the Australia Post online track tool at auspost.com.au/track.

Tracking notifications

Domestic letter with tracking Imprint also offers the option of providing recipients with tracking notifications. Information can be found in the *Tracking Notifications Guide* provided by your account manager.

¹ External Territories: Lord Howe Island 2898, Norfolk Island 2899, Christmas Island 6798, Cocos (Keeling) Islands 6799 and Australian Antarctic Territories 7151. Australia Post will not be liable for any loss or damage (including but not limited to consequential loss) resulting from a failure to deliver in accordance with these timetables.

1.5 Pricing and payment

Prices for Domestic letter with tracking Imprint articles vary by size and weight category, the sort category and the delivery timetable. Refer to your contract for detailed pricing.

Payment can only be made by Australia Post business credit account. Payment by postage meter, cash, cheque, debit card or credit card will not be accepted.

1.5.1 Letters Lodgement Correction Fee

A fee will be charged when articles are:

- lodged without a mailing statement or other required lodgement documentation
- lodged with an incorrect mailing statement
- incorrectly prepared or presented according to the service guidelines.

For more information go to [**auspost.com.au/fees-and-charges-explained**](https://auspost.com.au/fees-and-charges-explained).

1.6 Domestic letter with tracking Imprint Terms and Conditions

The Australia Post Terms and Conditions (**AP Terms**) govern the use of Domestic letter with tracking Imprint. The AP Terms can be found at [**auspost.com.au/terms-conditions**](https://auspost.com.au/terms-conditions). Section 6 of the AP Terms contains the Service Schedules with the relevant terms and conditions for each of the bulk mail services. Please ensure that you are familiar with the AP Terms before using the Service.

2. Domestic letter with tracking Imprint preparation

2.1 Article characteristics

2.1.1 Size and weight

The size categories eligible for the Domestic letter with tracking Imprint service are *Small*, *Small Plus* and *Large*. See section 1.2 for details.

2.1.2 Article types

Domestic letter with tracking Imprint articles must be envelopes. Plastic wrapped articles are not accepted. Contents must be documents or similar flat and flexible items.

Examples include:

- licences or ID cards
- tickets
- debit and credit cards
- membership or loyalty cards
- SIM cards
- gift cards.

When you first apply to use this service, you will need to provide samples to verify that the content is acceptable.

Window faced envelopes

Window faced envelopes are not recommended as they can cause sorting difficulties if they reflect light to any great extent. If using window faced envelopes, please ensure the panels are clear and of good quality.

The address area visible through the window panel must meet the reflectance requirements. See section 2.7.6 Reflectance.

Open window panels are not permitted.

The recommended minimum size for window panels is:

- 38mm high × 95mm wide, for Small and Small Plus size articles (up to C5)
- 45mm high × 95mm wide, for Large size articles.

The entire address block, including barcode, must be clearly visible through the window panel when the article is presented for lodgement. Please ensure they remain visible irrespective of insert movement.



2.1.3 Paper stock

Paper stock is important as it can affect the ability of letter sorting equipment to process articles.

Australia Post recommends that envelopes and cards comply with Australian Standards for the production of envelopes, Spec 4611 – 1999 (available at: intertekinform.com/en-au/). For details refer to your paper supplier or envelope manufacturer or visit auspost.com.au/bulkmail.

Paper stock colour

Envelopes are required to be white and ensure the background against which the barcode is printed meets the reflectance requirements. See section 2.7.6 Reflectance.

2.1.4 Sealing articles

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

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

2.1.5 Article flexibility

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

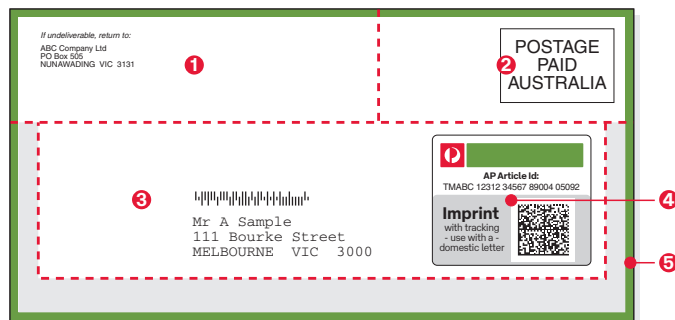
Articles that are too rigid or stiff are ineligible for this service.



2.2 Article layout and zones

Domestic letter with tracking Imprint articles are made up of three printing zones, an Imprint and a border.

- ❶ **Return address zone.** The return address is preferred here or on the back. See section 2.3.
- ❷ **Postage zone** (includes delivery speed indicator, if selected). See section 2.4.
- ❸ **Barcode and delivery address zone.** See section 2.5.
- ❹ **Domestic letter with tracking Imprint.** See section 2.8.
- ❺ **Border.** See section 2.9.



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

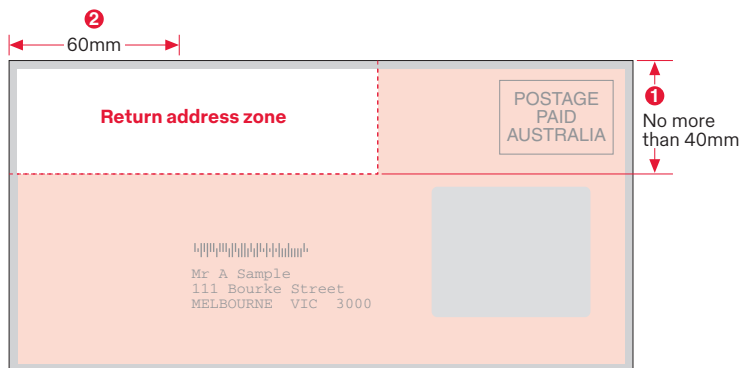
See also, **Adding logos, advertising and other printing** section 2.10.

2.3 Return address zone

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

Australia Post recommends return addresses to be on the top left-hand corner of the address side of the article:

- 1 no more than 40mm from the top edge
- 2 for large articles in landscape format – no wider than 60mm. See details at section 2.5.2.



Alternatively, the return address may be printed on the back of the article.

2.3.1 Return address layout

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



- No larger than 8 point font preferred.
- No bolding.

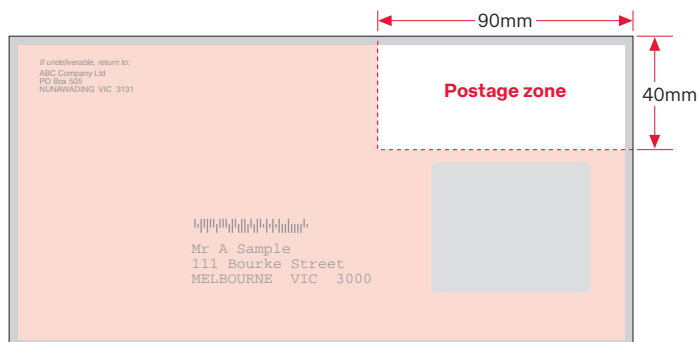
Variations to these requirements must be submitted for approval. See section 2.11.

2.4 Postage zone

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

Dimensions must be:

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



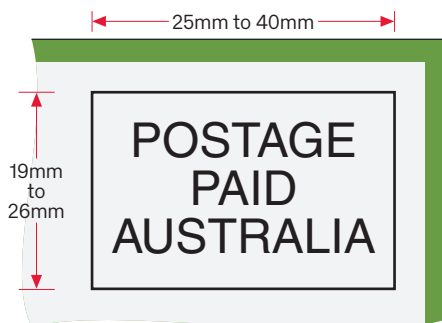
Variations to these requirements must be submitted for approval. See section 2.11.

2.4.1 Postage Paid Imprint

All articles must have a Postage Paid imprint.

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

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

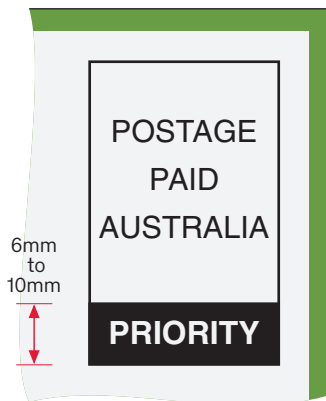


Priority delivery indicator

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

The word PRIORITY needs to be printed:

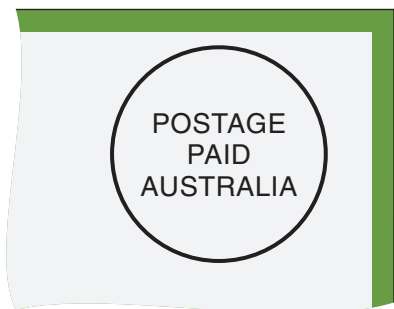
- in white capital letters, in a bold font (Helvetica Bold or Arial Bold recommended) at 10 to 14 point size
- in a solid rectangular box: 4 to 6mm high for wide imprints, or 6 to 10mm high for tall imprints.



2.4.2 Personalised Postage Paid Imprint

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

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



For approval please contact **BulkMailProducts@auspost.com.au**.

2.4.3 Colour of postage zone inscriptions

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

2.5 Barcode and delivery address zone

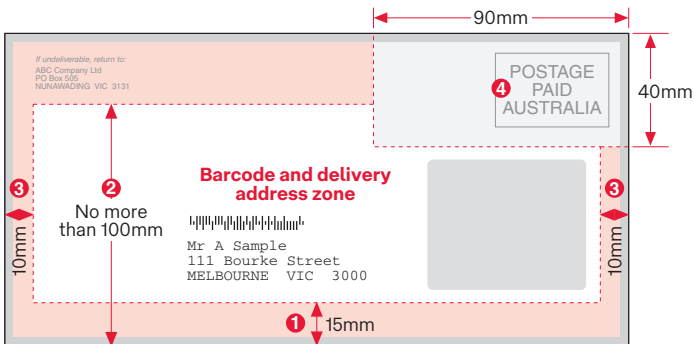
Do not include any address other than the delivery address in the Barcode and delivery address zone.

Identical addressing conditions apply for barcoded and unbarcoded articles in a lodgement.

2.5.1 Small and Small Plus articles

The complete barcode and delivery address must be positioned in the Barcode and delivery address zone of the article:

- ❶ at least 15mm from the bottom edge of the article
- ❷ no more than 100mm up from the bottom edge of the article
- ❸ at least 10mm from the left and right edges of the article
- ❹ outside of the postage zone.



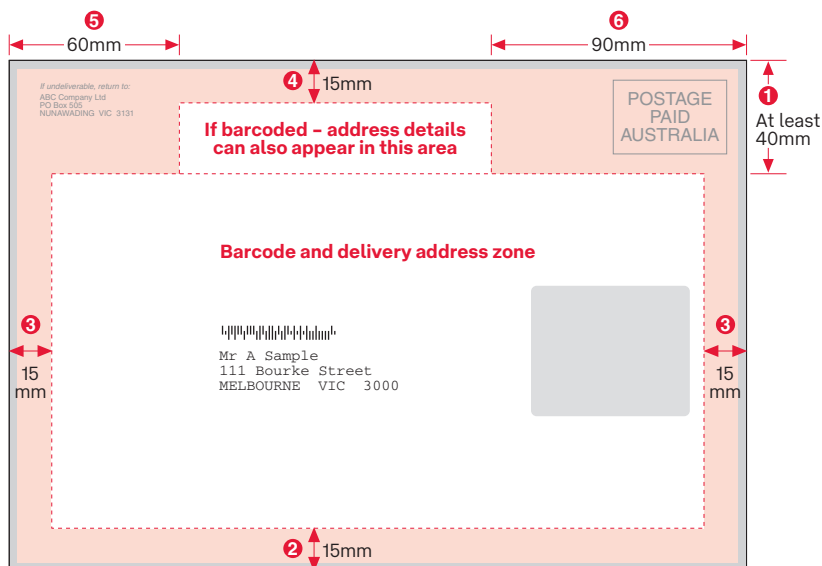
2.5.2 Large articles (landscape layout)

The complete barcode and delivery address must be positioned in the Barcode and delivery address zone of the article:

- ❶ at least 40mm from the top edge of the article
- ❷ at least 15mm from the bottom edge of the article
- ❸ at least 15mm from the left and right edges of the article.

If the article is **barcoded**, then the delivery address zone can also include an additional area. Ensure that the return address does not infringe this area:

- ❹ at least 15mm from the top edge of the article
- ❺ at least 60mm from the left edge of the article and
- ❻ at least 90mm from the right edge of the article.

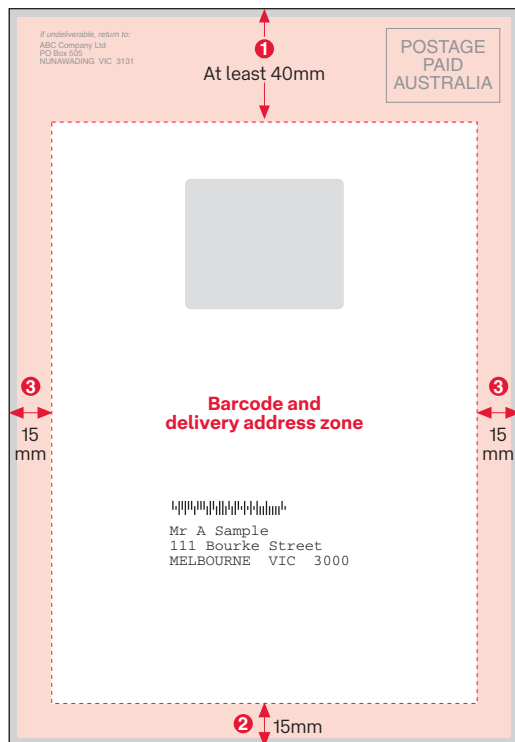


Large landscape articles may be subject to a **Yellow label zone** at the bottom right-hand corner of the article. For details refer to the *Barcode and label areas technical guide* available at auspost.com.au/bulkmail.

2.5.3 Large articles (portrait layout)

The complete barcode and delivery address must be positioned in the Barcode and delivery address zone of the article:

- ❶ at least 40mm from the top edge of the article
- ❷ at least 15mm from the bottom edge of the article
- ❸ at least 15mm from the left and right edges of the article.

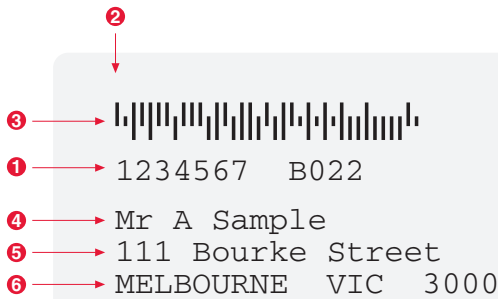


Large portrait articles may be subject to a **Yellow label zone** at the top right-hand corner of the article. For details refer to the *Barcode and label areas technical guide* available at auspost.com.au/bulkmail.

2.5.4 Correct addressing

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

- 1 **Non-address information** such as customer reference codes and sort category, must be printed above the address.
- 2 **Address lines** (excluding barcode placement) must be aligned left.
- 3 **Optional 4-state barcode** – see section 2.7.
- 4 **Additional address information** such as business or person’s name if included, must be placed above the last two lines of the address and not below, alongside or within these lines.
- 5 **Second last line** – Must contain the number and name of the street or thoroughfare or Post Office Box or Bag number.
- 6 **Bottom line** – It is recommended that this line is printed in CAPITALS. For unbarcoded lodgements, must contain in the following order: the locality, the state or territory abbreviation and finally the postcode.



Any application for variations or additions to this format must be submitted and approved prior to lodgement. See section 2.11.

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

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

Size category	Address and barcode orientation
Small, Small Plus	Must be parallel to the long side of the article
Large	Can be orientated to either portrait or landscape. It is recommended that the address and barcode are orientated in the same direction. When using window panel envelopes, it is recommended that the barcode is positioned below the address.

2.5.5 Address fonts and colours

Any font can be used for the delivery address as long as it is clearly readable, preferably in 12 point size, and print characters should not overlap. Avoid using *italics*, **bolding**, shadowing, or underlining.

Only use dark colours such as black, dark blue and dark green.

2.6 Barcoding (addresses)

A barcode is a machine-readable representation of information which enables efficient processing of mail.

The barcode used by Australia Post is called a 4-state barcode and includes a *Delivery Point Identifier* (DPID) which is applied to Australian addresses using a database maintained by Australia Post called the *Postal Address File* (PAF).

The PAF is a national reference file which contains all the addresses to which Australia Post delivers in a correct format, along with corresponding *DPIDs* (Delivery Point Identifiers). Each DPID is a randomly generated unique 8-digit number.

Current *Address Matching Approval System* (AMAS) certified software must be used to match:

- 1 each delivery address in a lodgement ...
- 2 to its correct DPID (8-digit Delivery Point Identifier) ...
- 3 and print this on the article as a correctly formatted 4-state barcode.



The printed barcode is read by Australia Post's mail processing machines.

Matching below a DPID

In selected rural and remote locations Australia Post will permit AMAS software to assign a *Delivery Identifier* (DID). When an address record has been assigned a DID, the article should be presented in the correct sort plan.

2.6.1 Address Matching Approval System (AMAS) Certified barcode software

If barcoding your mail, you must use current AMAS certified software to obtain the correct DPID for each address.

Australia Post certifies barcode software through its *Address Matching Approval System* (AMAS) program which contains a copy of Australia Post's *Postal Address File* (PAF).

A list of the companies that have been granted a licence to supply address-matching and correction software is at auspost.com.au/amas.

2.6.2 Postal Address File (PAF)

The mandatory PAF for barcoding purposes is available according to the following schedule. Contact your AMAS software supplier if you require a more frequent update.

PAF version	Release to AMAS vendors	Issue to end users	PAF expiry date
YYYYY.1	15 October	15 November	31 March
YYYYY.2	30 January	28 February	30 June
YYYYY.3	1 May	31 May	30 September
YYYYY.4	1 August	31 August	31 December
YYYYY.5	15 October	15 November	31 January

AMAS software suppliers are required to supply end-users with the latest version of the PAF within 30 days from the end of the month of the updates being supplied to them. This provides end-users with a minimum of one month to install the new data files and test their systems. It is not necessary to wait until the last permissible use date before the updated release of the PAF is used.

PAF address amendments

In some instances the original address has been amended to match an address in the Postal Address File (PAF). You may choose to print either the original address as presented to the AMAS software, or the amended address as recorded in the PAF.

2.6.3 PAF Incremental Changes File

The PAF Incremental Changes File (ICF) is a list of DPIDs where changes have occurred to addresses between one release of the PAF to the next. It assists organisations that store DPIDs within databases to maintain these DPIDs against the latest version of the PAF.

The PAF ICF is available through AMAS Vendors.

Record Action Codes

The PAF ICF contains *DPIDs*, *Record Action Codes* and *Address Component Indicators*.

The record action code signifies the type of change that has occurred to the associated address details of this DPID since the previous PAF was released.

The address component indicators signify which address components have changed.

The record action code	What it means
D (Delete)	The DPID and its associated address components have been deleted since the previous PAF was released.
M (Modify)	Some associated address components in the PAF have changed since the previous PAF was released. These records will contain values in the address component indicator fields to indicate which address fields have changed.
P (Primary)	The secondary address components associated with this Primary Point have either been modified or additional secondary points have been added.

The PAF ICF does not contain the DPID of any inserts. That is, it does not contain details of any new DPIDs that have been added to the PAF since the previous PAF was released.

DPID validation with the PAF Incremental Changes File

To maintain the currency of DPIDs stored in your database, in order to obtain postal discounts, all addresses must be re-validated against the latest version of the PAF or processed by exception by using the PAF ICF.

To ensure the correct usage of the PAF ICF, the following process must be employed:

- 1 Any DPIDs contained within the PAF ICF that are also stored within a customer’s database must be removed from that database.
- 2 Those address records that have had their associated DPID removed may then be rematched against the latest PAF using AMAS approved address matching software.

Availability of the PAF ICF

The PAF ICF is made available with every general release of the PAF for production purposes. It is released to all AMAS Software Developers for them to develop software to assist their customers with resolving their unmatched addresses through its use. AMAS Software Developers using the PAF ICF must ensure the correct process is used for updating the DPID of address records where the DPID matches one contained in the PAF ICF.

The AMAS Program reserves the right to withdraw the use of the PAF ICF at any time if there is evidence that it is being used incorrectly resulting in DPIDs not being current against the latest version of the PAF.

2.7 Printing the barcode

The 4-state barcode must follow the structure, format, and printing requirements specified by Australia Post to ensure the sorting equipment can process the articles efficiently.

Articles with an invalid 4-state barcode are deemed to be unbarcoded articles.

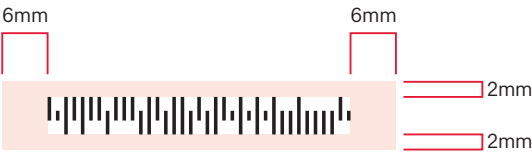
2.7.1 Location

The barcode can be placed separately from the delivery address, so long as it remains in the Barcode and delivery address zone.

Size category	Address and barcode orientation
Small, Small Plus	Must be parallel to the long side of the article
Large	Can be orientated to either portrait or landscape. It is recommended that the address and barcode are orientated in the same direction. When using window panel envelopes, it is recommended that the barcode is positioned below the address.

2.7.2 Clear zone

Barcodes require a clear zone, free of printing or other distractions, immediately around the barcode. The clear zone must be at least 6mm to the left and right and at least 2mm from the top and bottom of the barcode.



Non-address information, such as your reference codes, sort plan number, etc, may be located above the bottom two lines of the address block provided the barcode clear zone is observed. There is no requirement for this information to be left aligned.

2.7.3 Length

The standard barcode contains 37 bars, however you can include your own information in 52 or 67 length 4-state barcodes. This information can be used to monitor mail returns for campaigns or orders. The information is encoded and included in the additional bars.

When printed, each 4-state barcode has a minimum and maximum size it must comply with.

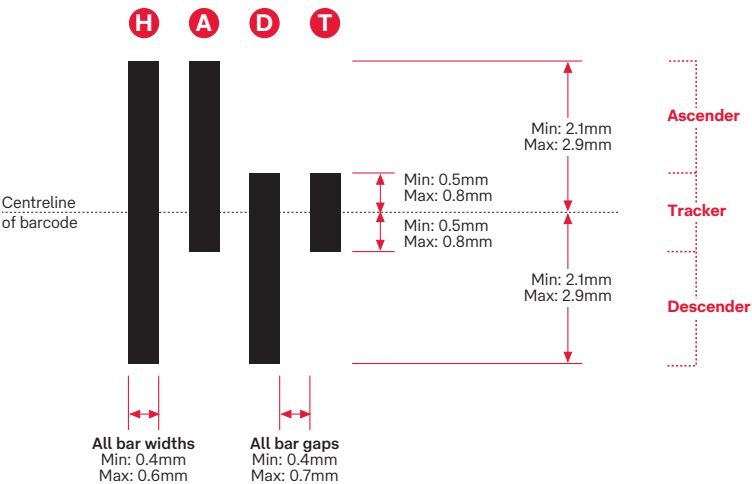
Barcode format	Minimum – maximum length
37	Min. 37.0mm – Max. 42.2mm 
52	Min. 52.2mm – Max. 59.5mm  8 digits or 5 characters customer appended information
67	Min. 67.5mm – Max. 76.8mm  15 digits or 10 characters customer appended information

2.7.4 Bar dimensions

The individual bars and spaces within the barcode have their own minimum and maximum measurements. These are important because any major variations can cause the sorting equipment to reject the mail article.

Each of the four types of bars has a minimum and maximum width and height, and the bar gap (space between bars) has a minimum and maximum width.

Barcode element	Width (minimum – maximum)	Total height (minimum – maximum)
H	0.4mm – 0.6mm	4.2mm – 5.8mm
A	0.4mm – 0.6mm	2.6mm – 3.7mm
D	0.4mm – 0.6mm	2.6mm – 3.7mm
T	0.4mm – 0.6mm	1.0mm – 1.6mm
Bar gap (space)	0.4mm – 0.7mm	—



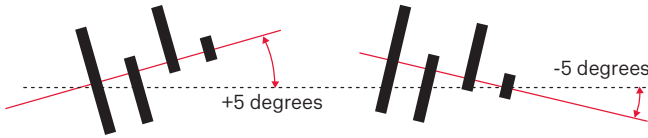
2.7.5 Barcode skew

Occasionally, a barcode may not be printed straight (“skewed”). The article may not have lined up correctly when moving through the printer or it shifted during printing.

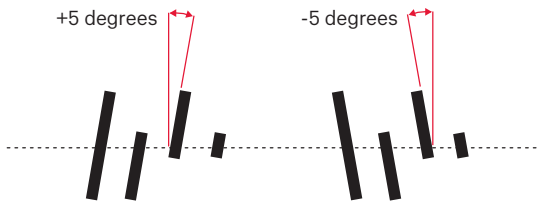
A certain amount of skew (called “tolerance”) is allowed provided it is less than ± 5 degrees, as the sorting equipment is still able to read slightly skewed barcodes.

There are two types of skew:

Code skew – where the barcode is skewed in relation to the bottom edge of the article.



Bar skew – where individual bars are skewed in relation to the centre line of the barcode.



If a barcode is skewed both ways (code and bar), the combined skew must be less than 5 degrees.

2.7.6 Reflectance

“Reflectance” is the degree to which light reflects from a surface. Barcode reader devices are sensitive to the reflectance of the following:

- the printed barcode
- the space around the barcode
- the window material through which barcodes are scanned.

Spectral range

Barcode readers operate within the spectral range of 400 to 650 nanometers. Within this range, the following measurements must be met:

- maximum bar reflectance (R_b) is 25 per cent
- minimum space reflectance (R_s) is 50 per cent.

The reflectance difference (MRD) must be greater than 50 per cent, where MRD is defined as follows:

$$\text{MRD} = R_s - R_b > 50 \text{ per cent}$$

The Print Contrast Signal (PCS) must be greater than 0.75 where PCS is defined as follows:

$$\text{PCS} = (R_s - R_b) / R_s > 0.75$$

Opacity of the substrate

The material on which the barcode is printed (the “substrate”) must be opaque, to prevent unwanted information showing through and obscuring the barcode. This requirement is met if the MRD is at least 50 per cent when the material is backed with a black surface having a reflectance below 5 per cent.

2.7.7 Barcode Quality Program

Australia Post provides the Barcode Quality Program (BQP) to test the quality of barcodes prior to the print production stage. Information relating to the Barcode Quality Program is available at auspost.com.au/bqp.

Enquiries about barcode readability should be directed to BQPHelp@auspost.com.au.



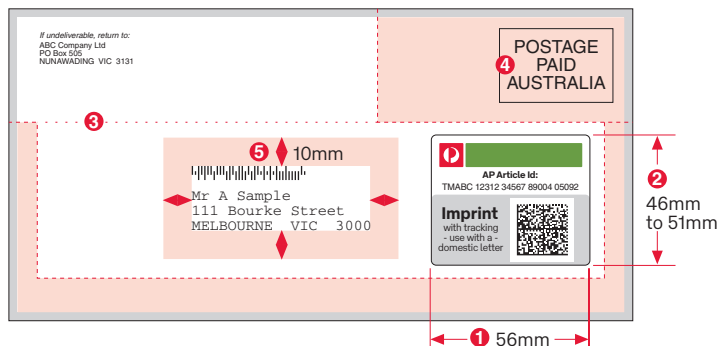
2.8 Domestic letter with tracking Imprint

All articles must have a unique Domestic letter with tracking Imprint. Design specifications for the imprint can be found in the *Imprint Specifications* provided by your account manager and available at auspost.com.au/LetterTrackingImprint. You'll need software capable of generating a GS1 DataMatrix (2D) barcode for each article.

2.8.1 Imprint dimensions and location

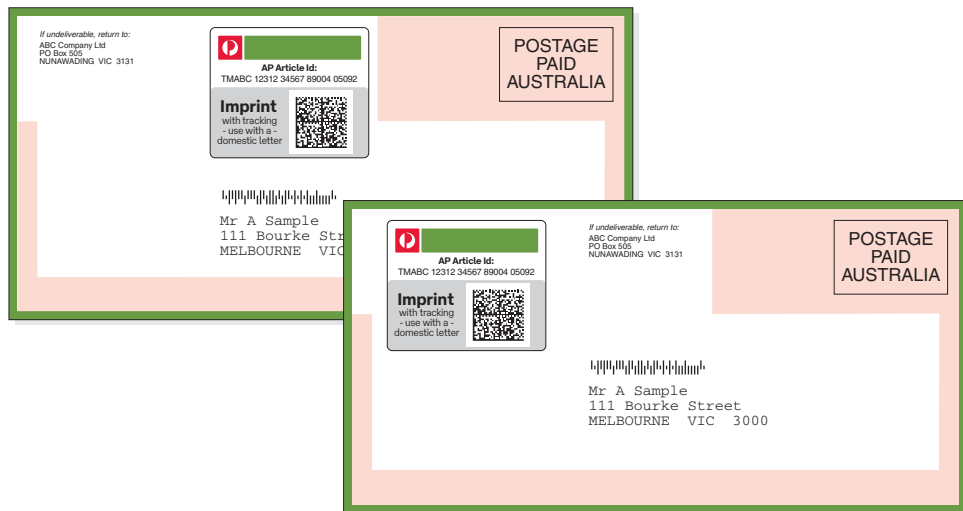
The imprint dimensions must be:

- ❶ width 56mm
- ❷ height 46mm to 51mm
- ❸ within the Barcode and delivery address zone (see section 2.5) or the return address zone (see section 2.3)
- ❹ outside of the postage zone – see section 2.4
- ❺ at least 10mm from the delivery address and 4-state barcode.



The recommended location for the imprint is to the right of the delivery address, as shown above, or alternatively:

- above the delivery address, or
- at the left of the return address or the delivery address.

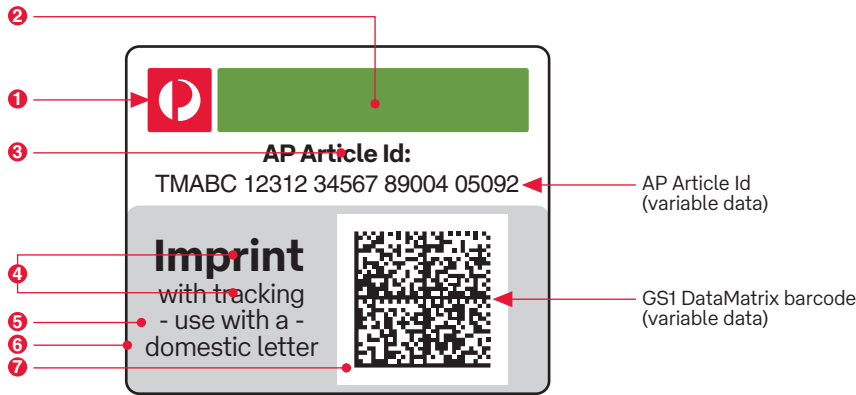


Ensure that the imprint does not obscure any part of the return address, the 4-state barcode clear zone (see section 2.7.2) or the delivery address.

2.8.2 Imprint static elements

The static elements of the Domestic letter with tracking Imprint are:

Static element	Dimensions	Colour
1 Postal icon	Height: 8mm	Pantone® Red PMS 186
2 Green bar	Height: 8mm. Width: 41mm	Pantone® Green PMS 369
3 “AP Article Id:”	9 point bold	Black
4 “Imprint with tracking - use with a - domestic letter”	• “Imprint”: 16.5 point bold • Smaller text: 10 point	Black
5 Grey background	Height: 24–29mm. Width: 56mm	20% black tint
6 Imprint border	Height: 46–51mm. Width: 56mm	Black or grey
7 Barcode clear zone	Height: 22.5mm. Width: 22.5mm	White



Australia Post can provide you with artwork of the imprint.

2.8.3 AP Article Id

The AP Article Id contains:

- a 2 character prefix “TM”
- a 6 character Customer Reference ID – provided by Australia Post
- a 9 digit Sequence Number – you must allocate a unique number for each article
- a 5 digit Sub Product – provided by Australia Post
- a 2 digit Service Code – provided by Australia Post
- a calculated Check Digit – formula provided by Australia Post.

The 25 character string must be shown with a single space added after every 5th character. Font: Helvetica or Arial 9 point. Colour: Black.

2.8.4 GS1 DataMatrix barcode

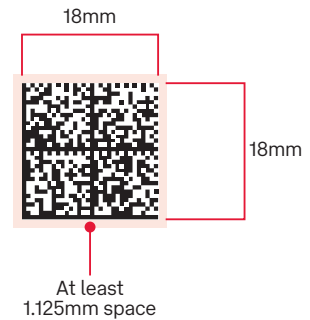
The GS1 DataMatrix barcode contains:

- a GS1 standard GTIN – provided by Australia Post
- the 25 character AP Article Id for each article – without any added spaces
- the delivery postcode for each article
- the 8 digit DPID for each article – if the article is printed with a 4-state barcode. See section 2.6.
- the date and time the barcode was generated.

The barcode must meet the following specifications:

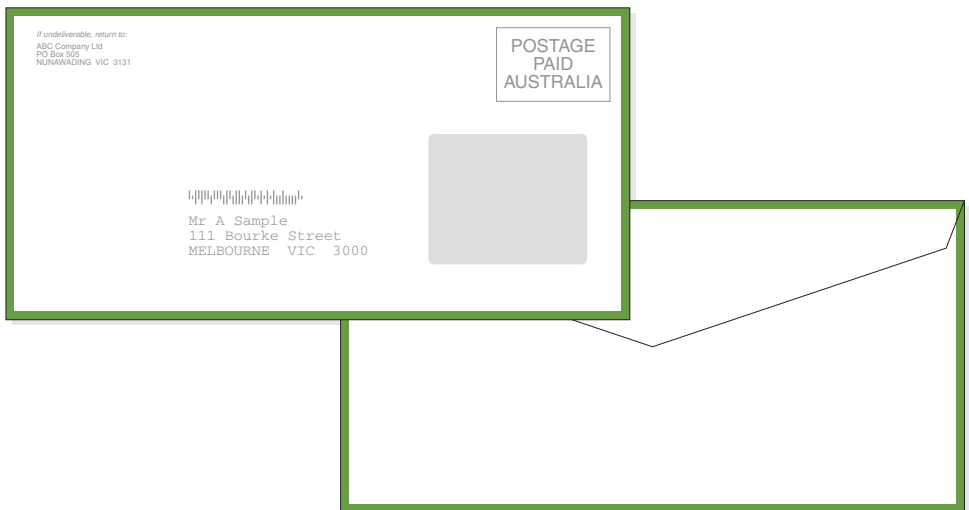
- Height: 18mm. Width: 18mm. Colour: black.
- Symbol size, including the finder pattern, is 32 rows × 32 columns when using a DPID or 26 rows × 26 columns when not using a DPID.
- At least 1.125mm (2 modules) clear space around all four sides of the barcode.
- Must use ECC 200 error correction.
- Print quality must be verified as grade 4 under ISO/IEC 15415 GS1 DataMatrix specification.

For further information on GS1 DataMatrix barcode specifications, visit **www.gs1.org**.



2.9 Border

All articles must have a green (Pantone® PMS 369) 6mm border to wrap the envelope edge, visible front and back of envelope, with minimum 2mm visible on the front.



2.10 Adding logos, advertising and other printing

Logos, advertising content and other printing may be added on the front and back of articles, providing that it does not obscure the inscriptions in the postage zone and the return address zone and it observes the clear zone around the barcode.

2.11 Testing

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

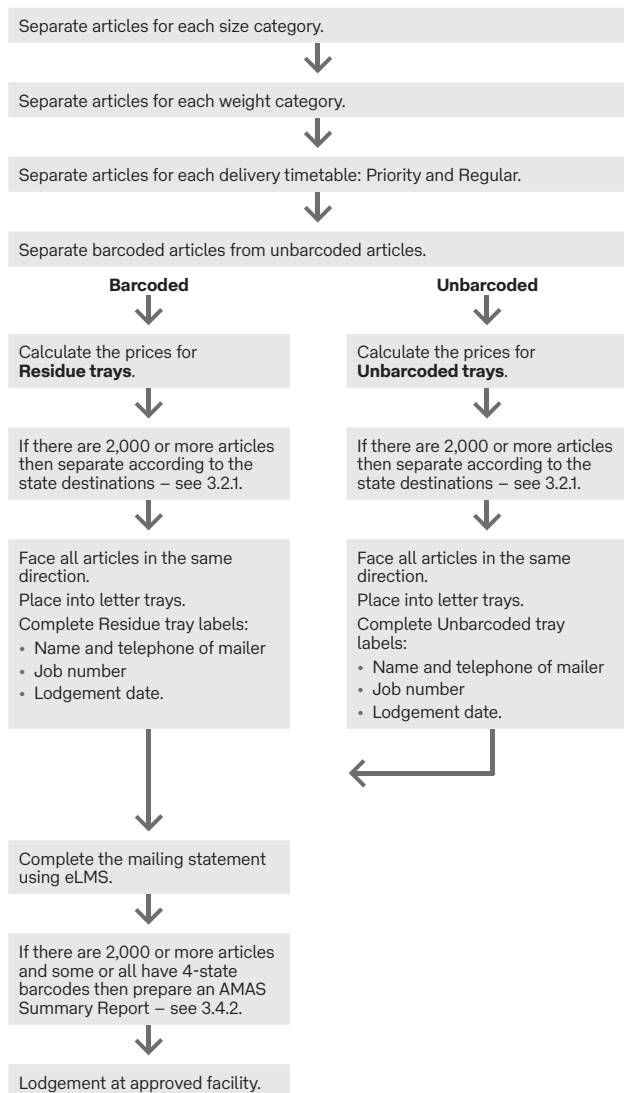
- shape
- window panel quality
- article colour, patterns or watermarks
- paper stock quality
- flexibility
- correct addressing compliance
- positioning of logos, advertising and other printing.

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

Requests for testing should be directed to either your Australia Post account manager or **BulkMailProducts@auspost.com.au**.

3. Domestic letter with tracking Imprint lodgement

▼ Sorting and lodgement flowchart



3.1 Sort categories

Sort articles according to the following sort categories:

Sort category	Description
Residue trays	For barcoded articles
Unbarcoded trays	Articles that are not barcoded

Please note that any articles sorted into Direct trays (used for PreSort Letters lodgements) may not receive tracking scans.

If you are lodging large volumes of mail with multiple trays, you may wish to consider lodgement in a Unit Loading Device – see section 3.4.4 Lodgement in ULDs for more information.

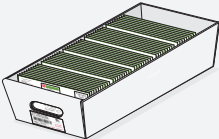
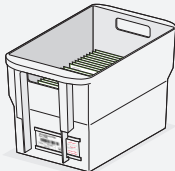
Australia Post staff perform a check at lodgement to determine if articles have been sorted correctly. Australia Post reserves the right to reject a lodgement if an unacceptable number of articles are incorrectly sorted.

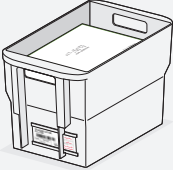
3.2 Preparation of letter trays

Obtain letter trays at no cost from your lodgement facility.

Prepare and sort Residue trays and Unbarcoded trays as follows:

- face all articles in the same direction
- sort the articles in ascending postcode order (preferred but not mandatory)
- do not bundle or tie the articles
- place the articles into letter trays as follows:

Size category	Tray use
Small, Small Plus 	In small letter trays, with the addresses facing the front (label end) of the tray. The maximum acceptable weight for a small tray is 9.5kg (including the weight of the tray).
Large – for C5 articles greater than 5mm thick 	In large letter trays, single layered, upright on the long edge with the addresses facing the front (label end) of the tray. The maximum acceptable weight for a large tray is 16kg (including the weight of the tray).

Size category	Tray use
Large – other sized articles 	In large letter trays, lay flat with the addresses face up and with the postage zone imprint at the label end of the tray. To facilitate ease of handling we recommend that large letter trays should not be filled above the handle holes. The maximum acceptable weight for a large tray is 16kg (including the weight of the tray).

If you have articles for different weight categories then place them in separate trays.

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

3.2.1 State separation of Residue trays and Unbarcoded trays

Where there are 2,000 or more Residue articles, or 2,000 or more Unbarcoded articles, then separate the articles into state based trays as follows:

For volumes of:	Then:
Less than 2,000 articles	Affix tray labels for the state where the lodgement is occurring
2,000 or more articles	Separation of articles by state is required, as follows: - place articles into separate trays for each state – NSW/ACT, VIC/TAS, QLD, SA, WA and NT as defined in the <i>Barcode sort plan</i> (as used by the PreSort Letters service) - affix tray labels for the state of the destination.

The *Barcode (PreSort Letters) sort plan* is available at auspost.com.au/sortplans.

3.3 Tray labels

Domestic letter with tracking Imprint uses a range of tray labels that are specific to this service. Tray labels must be correctly completed and affixed to each tray. The use of incorrect labels may result in processing scans for tracking being missed.

You can order preprinted labels directly from Australia Post or use print on demand software.

3.3.1 Preprinted tray labels

Order forms for labels are available at auspost.com.au/traylabels. Take your order form to your local lodgement facility.

Complete preprinted tray labels as follows:

- 1 Write your name and contact number in the Sender space.
- 2 (Optional) Write your Job Number in the Job No. space. It should match with lodgement documentation.
- 3 Write the lodgement date in the Lodgement Date space (this is optional for Priority delivery, but must be the correct date of lodgement if shown).

▼ Residue tray labels (Priority delivery and Regular delivery)

The image shows two residue tray labels. The left label is for 'Priority Barcoded' and the right is for 'Regular Barcoded'. Both labels have the following fields and handwritten examples:

- Sender:** Ajax Mail NSW (02) 9333 8888
- Job No.:** NAB 189 (left) / NAB 190 (right)
- Lodgement Date:** 23/5/2020

Red arrows and numbers 1, 2, and 3 point to the Sender, Job No., and Lodgement Date fields respectively.

▼ Unbarcoded tray labels (Priority delivery and Regular delivery)

The image shows two unbarcoded tray labels. The left label is for 'Priority Unbarcoded' and the right is for 'Regular Unbarcoded'. Both labels have the following fields and handwritten examples:

- Sender:** Ajax Mail NSW (02) 9333 8888
- Job No.:** NAB 189 (left) / NAB 190 (right)
- Lodgement Date:** 23/5/2020

Red arrows and numbers 1, 2, and 3 point to the Sender, Job No., and Lodgement Date fields respectively.

3.3.2 Print on Demand labelling software

These are available either free of charge from Australia Post (*VISA Labelling*) or may be purchased from third party suppliers. Third party software must be approved by Australia Post.

The labels must conform to specifications, which are subject to periodic review. Specifications are available at auspost.com.au/traylabels.

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

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

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

TRACKED LETTER ALL_CFCP_MLOCR		SL	
		Example Customer 03 5555 5555	
9113 03913101 137890000010			
Priority	Barcoded	000001	01/05/2020
Small Tray	VISA 940-0501 33789	L200 No	Lodgement Date

TRACKED LETTER ALL_CFCP_MLOCR		SL	
		Example Customer 03 5555 5555	
9113 03913101 137890000010			
Regular	Barcoded	000001	01/05/2020
Small Tray	VISA 940-0501 33789	L200 No	Lodgement Date

3.3.3 How to affix tray labels to letter trays

Label pockets/slots are affixed to all letter trays.

Remove any old tray labels on trays prior to lodgement.

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



3.4 Lodgement of articles

Once a lodgement is prepared and sorted, complete the required lodgement document(s) and lodge your articles.

3.4.1 Lodgement documentation

Once a lodgement is prepared and sorted, complete the required information through Australia Post's *Electronic Lodgement of Mailing Statements* system (eLMS). For information on eLMS go to auspost.com.au/business/shipping/letters-domestic/large-volume/online-mailing-statements.

The eLMS mailing statement must be provided upon lodgement.

An AMAS *Address Matching Processing Summary Report* should also be provided if lodging 2,000 or more articles, where some or all of the articles are barcoded. See section 3.4.2.

3.4.2 AMAS Address Matching Processing Summary Report

If you are lodging 2,000 or more articles, and some or all of your articles are barcoded, you must generate an AMAS Address Matching Processing Summary Report using your AMAS approved batch software to validate:

- 1 The *List Processor's Name* – the name of the company or organisation assigning the DPIDs via the AMAS approved software
- 2 DPID assignments are made against the current version of the PAF.

To assist in this regard, it is mandatory for AMAS approved batch software to generate an Address Matching Processing Summary Report.

▼ Example AMAS Summary Report

AMAS software details	Database / list owner's details
Company name:	List processor's name:
Software name and version:	Date list processed:
Date software certified:	Processed against PAF version number:
	Name of address list:
Processing results	
Records matched and DPID appended:	
Records amended and DPID appended:	
Records not matched – no DPIDs:	
Total records:	
Signature of compliance	
I certify that this information is true and accurate -	
Name of list manager / owner:	
Signature of list manager / owner:	
Address:	
Phone number:	
Date:	

The report above is indicative of the type of information to be produced by AMAS Address Matching Processing batch software on each execution of a matching submission so that users have the evidence to support lodgements as required.

3.4.3 Where and when to lodge

Articles must be presented during business hours at one of the following approved lodgement facilities:

Approved lodgement facilities		
Sydney West Letters Facility 2–36 Weeroona Road STRATHFIELD NSW 2135	Dandenong Letters Centre 120 Nathan Road DANDENONG SOUTH VIC 3175	Northgate Mail Centre 129 Toombul Road NORTHGATE QLD 4013
ADELAIDE LF Netley Parcel Depot 368 Richmond Road NETLEY SA 5037	Perth Mail Centre 33 Boud Avenue PERTH AIRPORT WA 6105	

When you apply to use this service, you will be asked to specify which of the approved lodgement facilities you would like to use. Please contact your account manager for any changes.

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

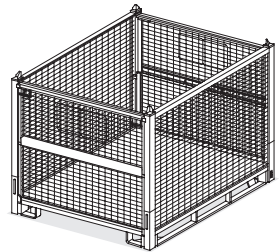
For the delivery timetable to apply on the day of receipt, lodgements must be made during the business hours of the lodgement facility and no later than 6pm.

3.4.4 Lodgement in ULDs

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

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

The maximum weight for a loaded ULD is 600kg (including the weight of the ULD which weigh around 100kg). This means that 500kg is available for the contents. Be aware that ULDs will often exceed the maximum weight limit before they are completely full. Ensure each ULD is packed efficiently to maximise transportation efficiency.



ULD labelling

You must affix a label to each ULD, with the following information:

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

The diagram shows two overlapping ULD labels. The top label is for 'Priority' delivery and the bottom label is for 'Regular' delivery. Red arrows and numbers 1-7 point to specific fields on the labels corresponding to the requirements in the list above.

Mailing agent		Ajax Mail NSW	PRIORITY
Date:	2/11/2020		
ULD			
ULD			
Job			

Mailing agent		❶ Ajax Mail NSW	REGULAR
Date:	❸ 2/11/2020		
ULD number:	❹ 1 of 8		
ULD gross weight:	❺ 467kg		
Job no.s:	Customer name:	Trays:	
145	ABC Company	10	
153	123 Company	4	
158	XYZ Company	6	

Red arrows and numbers 6 and 7 point to the Job no.s and Trays columns respectively.

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

3.5 Non-compliance

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

If articles within a lodgement do not satisfy the Domestic letter with tracking Imprint conditions, you may withdraw the lodgement, modify it, and re-present it at a later date.

A Letters Lodgement Correction Fee will be charged when articles are:

- lodged without a mailing statement or other required lodgement documentation
- lodged with an incorrect mailing statement
- incorrectly prepared or presented according to the service guidelines.

For more information go to auspost.com.au/fees-and-charges-explained.

For more information

Please contact your Australia Post Account Manager or email us.



lettertracking@auspost.com.au



auspost.com.au/LetterTrackingImprint



13 11 18

Domestic letter with tracking Imprint Terms and Conditions

The Australia Post Terms and Conditions (AP Terms) govern the use of Domestic letter with tracking Imprint. The AP Terms can be found at **auspost.com.au/terms-conditions**. Section 6 of the AP Terms contains the Service Schedules with the relevant terms and conditions for each of the bulk mail services. Please ensure that you are familiar with the AP Terms before using the Service.

Disclaimer

This guide presents the Domestic letter with tracking Imprint service and explains its conditions of use. It is intended for the guidance of customers in preparing and lodging articles within Australia for carriage by Australia Post.

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

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