

StarTrack Additional Charges and Product Guides

Effective 1 July 2026

Summary of Key Amendments

From 1 July 2026, amendments to the StarTrack Additional Charges and Product Guides will take effect. The StarTrack Additional Charges and the Product Guides apply to the provision of Services by StarTrack, except where StarTrack has agreed in writing that other arrangements apply.

The tables below contain summaries of the amendments effective 1 July 2026. You are encouraged to read both the summaries and the amended StarTrack Additional Charges in full.



1. Changes to Pricing Schedule – Additional Charges

Part/ Section Number	Section Heading	Description / Explanation	Amendments Effective 1 July 2026
StarTrack Additional Charges & Standard Rate Schedules (GST Exclusive)	-	The Additional Charges set out in the Pricing Table will be added as applicable for the provision of Services by StarTrack. This document is intended to be read in conjunction with the StarTrack Terms and Conditions and other documents comprised in the Services Agreement.	The Manual Handling Surcharge will increase from \$14.00 to \$15.00 The Return to Australia Post Office or Business Hub and PO Box Deliveries will be reduced to \$0.00 The Account Service fee will be removed There are also updates to the amounts of various Additional Charges, including: Unmanifested Fee from \$10.20 to \$10.60 Manual Consignment Notes from \$19.83 to \$25.00 Next Flight Cancellation or Downgrade from \$70.66 to \$73.45 Premium Satchel re-deliveries or returns from \$15.29 to \$20.00 StarTrack Packaging Charges as per StarTrack Shop CN printing fee for Controlled Returns or Transfer Movements from \$12.46 to \$12.95 Single Consignment Pick-Ups Intrastate from \$43.67 to \$45.39 Short-haul from \$53.56 to \$55.67 Transcontinental from \$58.64 to \$60.95 SmartFreight Fee from \$0.2109 per consignment capped at 250 consignments per customer location per week. To \$0.2172 per consignment capped at 300 consignments per customer location per week. There will also be the introduction of two new Additional Charges Direct Debit Dishonour Fee \$10.00 Credit Claims Administrative Fee Credit claims submitted beyond 120 days may incur an administrative fee, to be agreed upfront.
Additional Charges Description 12	Futile Deliveries	Updated to provide clarity on the number of Futile Delivery attempts	12. Futile Deliveries If the consignment cannot be delivered or the receiver cannot or will not accept the consignment, the delivery is a 'Futile Delivery'. The consignment will be returned to a StarTrack depot and a Futile Delivery charge will be applied at your quoted local delivery rate. If no local delivery rate has been found for the specific depot, the largest local delivery rate will be used of any other depot. A basic plus per kg charge will apply if no local rates have been quoted. The Futile Delivery charge is set out in the table on the previous page. A cubic factor of 250 kilograms per cubic metre will also apply. Up to two further delivery attempts will be made to deliver the consignment.
Additional Charges Description 26	Direct Debit Dishonour Fee	This section outlines that StarTrack may apply this Additional Charge if there are insufficient funds in your bank account to make scheduled payment.	26. Direct Debit Dishonour Fee A direct debit dishonour fee applies if there are insufficient available funds in your bank account to make a scheduled payment. If payment is made by direct debit (as agreed under a Direct Debit Request Service Agreement), you must pay in full within 21 days of the tax invoice / adjustment note issue date.
Additional Charges Description 27	Credit Claims Administrative Fee	This section outlines that StarTrack may apply this Additional Charge if Credit claims are submitted beyond 120 days as defined in the StarTrack Terms and Conditions.	27. Credit Claims Administrative Fee The Credit Claims Administrative Fee is a fee that may be charged by us if you lodge a Credit Claim more than 120 days from the date of invoice and we would incur additional costs to process that credit claim as a result of the delay (for example, costs associated with retrieving archived images, GPS data and historical pricing/rates). If we propose to charge you a Credit Claims Administrative Fee, we will quote the amount of that fee to you and obtain your agreement prior to processing the credit claim.

2. Changes to Product Guides

Product Guide	Topic	Explanation	Amendments Effective 1 July 2026
StarTrack Road Express Manual Handling Flyer	Manual Handling Surcharge description	The Manual Handling Surcharge description has been updated to include items that cannot be sorted on our automatic sorting machines.	A Manual Handling Surcharge will apply to any item that is incompatible with, or which cannot be safely sorted on our automatic sorting machines; or not presented on a pallet or skid. These items include, but are not limited to, items that are below the minimum or above the maximum following limits:
	Minimum dead weight	The Flyer currently states that MHS can be charged for items that do not have a minimum dead weight of 2kgs. However, StarTrack is currently not applying MHS to those items. To prevent confusion, the mention of minimum weight will be removed until StarTrack starts applying the MHS to items not meeting minimum weight. This change will be communicated with 30 days' prior notice.	Removal of: Minimum dead weight: 2kgs.
	Safety	To provide clarification to our customers that there may be certain items that enhance the risk to our facilities, equipment and/or team member safety	New: or any item that risks the safety of our team members or equipment
	Nuts or bolts	Satchels are already listed as an incompatible item regardless of what items are inside the packaging.	Removal of: Nuts or bolts packed loose in satchel.
	Plastic containers	Plastic containers are generally able to be safely sorted on our automatic sorting machines.	Removal of: Plastic containers.
StarTrack Premium Manual Handling Flyer	Safety	Providing clarity that there may be other items lodged through our network that are deemed a risk to the safety of our team members or equipment.	New: or any item that risks the safety of our team members or equipment.
	Plastic wrapped Cartons	To align with the Road Express Manual Handling flyer, amendment to include clarification that heat shrunk plastic cartons are excluded from Manual Handling Surcharge.	Freight consigned correctly as a carton (within dimension and weight tolerances) that is wrapped in plastic that has been heated to seal it onto the carton, will not attract the Manual Handling Surcharge.
	Cartons with strapping over the label	Most often the strapping has been found to not obscure the label. There is a beneficial effect of Customers using strapping to ensure that the structure of the item remains intact.	Removal of: Cartons with strapping over the label.

2. Changes to Product Guides cont.

Product Guide	Topic	Explanation	Amendments Effective 1 July 2026
	Sandbags	Amendment to remove sandbags as they are not a usual item in our network that requires awareness on our MH flyer	Removal of: Sandbags
	Items wrapped in plastic	Satchels and Jiffy bags are not scanned as incompatible in Premium network	Removal of: approved
	Mail/Bank Bags	Inclusion of -mail/bank bags (including canvas with zippers) as an incompatible item aligning with the existing process in operations.	New: -mail/bank bags (including canvas with zippers)
Parcel Freight and Preparation Guide	Pallets	Amended to include the variance in height for Premium pallets.	Page 3. New: Premium max pallet height 1.6m (broken down/cannot be broken down)
StarTrack Prohibited and Restricted Goods Guide	Schedule 9	Amended Next Flight  from Prohibited Goods to  Restricted Goods that may be accepted in some services subject to our prior consent and/or Customer Scoping Questionnaire (CSQ).^ Volume limitations and other restrictions may apply. Please speak to your Account Manager for further information.	Page 5. Prohibited Substances (Schedule 9) In Services in which these Goods may be carried, acceptance of these Goods is subject to proof of relevant licensing and our prior approval in writing as to delivery times, locations and quantities, and any other additional conditions of which we inform you.
	Cigarettes, tobacco, and tobacco products	Amended Next Flight  from Prohibited Goods to  Restricted Goods that may be accepted in some services subject to our prior consent and/or Customer Scoping Questionnaire (CSQ).^ Volume limitations and other restrictions may apply. Please speak to your Account Manager for further information.	Amended Next Flight  from Prohibited Goods to  Restricted Goods that may be accepted in some services subject to our prior consent and/or Customer Scoping Questionnaire (CSQ).^ Volume limitations and other restrictions may apply. Please speak to your Account Manager for further information.
	Layout	Amended the merged cells to contain individual classification for user readability	Unmerge cells