



Helping you prepare for upcoming **business letter changes**

An explanation of delivery timetable and price changes, what this means for you and what you need to do.

Changes to take effect 2 June 2014.

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Two delivery timetables

That means more choice for you

We're introducing a second delivery timetable for more business letter products.

On 2 June 2014 a second delivery timetable will be introduced for Imprint mail, Metered mail, Clean mail and Local Country letters.

This second delivery timetable is already available for PreSort letters and Charity mail. This timetable will be named the 'Regular' timetable from 2 June 2014.

The current delivery timetable (which provides next day delivery within the same city or town) will continue to be available but will be renamed the 'Priority' timetable.

Letters sent using the 'Regular' timetable will cost less than the 'Priority' delivery timetable and will take one to two business days more than those sent by 'Priority'.

Offering two delivery timetables – 'Priority' and 'Regular' – for more products provides increased choice and allows you to pay for the delivery speed that best suits your need.

Depending on the delivery timetable you choose, how you prepare and present your mail (particularly envelopes) may need to change from 2 June 2014.

This document explains the two delivery timetables and what you need to do to ensure your letters are delivered to the timetable you choose.

If you also use the Print Post service (to deliver newsletters or magazines) there will be a second Print Post specific timetable offered from 2 June 2014. To find out more please refer to the guide found at auspost.com.au/printpostchanges available from 17 March 2014.

Key date

Changes come into effect on **2 June 2014.**



Key points

- From 2 June 2014 you will have the choice of two delivery timetables.
- The two timetables apply across a wide range of business letter products. The Regular delivery timetable will cost less than the Priority but deliver one to two days slower.
- You may need to change your envelopes and how you present mail.

Fast facts

1 Two delivery timetables, Priority and Regular, will be available from **2 June 2014**.

2 **Priority** – next business day for delivery within the same city or town.
Regular – two to three business days for delivery within the same city or town.

3 Priority and Regular delivery timetables will be available for most business letter products.

4 Regular will cost less than Priority and will take one to two business days longer for delivery.

5 How you prepare and present business letters may need to change depending on the delivery timetable you choose. For example, the identifiers on your envelopes, the lodgement document and tray labels may all be affected.

6 There will be no change to the delivery timetable for ordinary stamped mail.

Your checklist

1 Review the delivery timetables and proposed pricing for the business letter products you use.

2 Decide which delivery timetable 'Priority' or 'Regular' you will use.

3 Check you have the right envelopes for the business letter product(s) and delivery timetable(s) you have selected.

4 If required, order the appropriate envelopes from your envelope supplier. Remember to review the envelope transition arrangements on page 9 of this guide before finalising the timing and quantity of your order.

5 Consider how best to update your own staff who prepare or lodge letters and whether you need to consult your customers. If you use a Mail House, discuss your needs with them.

Reminder:

You will need to prepare in advance of 2 June 2014, which is when the changes come into effect.

We're here to make these changes easy for you.

Contact us for help with preparing for these changes, at your regular lodgement point, by email or online.



Your Account Manager



In-store at your regular lodgement point



letterchanges@auspost.com.au

You need to choose the timetable that meets your communication needs

On 2 June 2014:

- Our two delivery timetables will be renamed Priority and Regular.
- The slower Regular timetable (already available for PreSort letters and Charity mail) will be introduced to four additional letters delivery products:
 - Imprint mail
 - Metered mail
 - Clean mail
 - Local Country letters
- The faster Priority timetable will continue to operate for all the above products.

Letters sent using the Regular timetable will cost less but (as shown in the table below) will take one to two business days more than the Priority timetable.

The Priority and Regular timetables

	Before 2 June 2014 Current	Before 2 June 2014 Surface*
	From 2 June 2014 Priority	From 2 June 2014 Regular
Metro to metro Same state	1 day	2–3 days
Metro to country Same state	2 days	3–4 days
Country to country Same state	2 days	3–4 days
Metro to metro Interstate	2 days	3–4 days
Metro to country Interstate	3 days	4–5 days
Country to country Interstate	4 days	5–6 days

The above timetable is based on business days.

*On 31 March 2014, the Surface delivery timetable is changing to match the delivery standards shown in the above table. The Surface delivery timetable prior to 31 March 2014 is available at auspost.com.au

Pricing

Complete pricing for all business letter products for both timetables as at 2 June 2014 are at Appendix 1.

Review the prices to decide which timetable is suitable for the business letter products you use.

The table below shows the proposed prices for small letters for both delivery timetables as at 2 June 2014.

Product	Proposed unit price	
	Priority	Regular
Imprint mail	68c	62c
Metered mail	68c	62c
Clean mail	66c	60c
Local country	65c	62c
PreSort letters*	59c	52c
Charity mail*	48c	41c

*Same state barcode direct tray.

Preparing your letters

You may need to change the way you prepare and present your letters when changes come into effect from 2 June 2014 depending on the product and timetable you choose.

Envelopes

The product and delivery timetable you choose will determine the changes you need to make to your envelopes.

Postage Paid mail

If you want to send letters using the 'Priority' timetable you will need to use the new Priority Postage Paid imprint mail. Consider this when re-ordering envelope supplies.

Letters sent using the 'Regular' timetable can use envelopes with the existing Postage Paid imprint.

Priority delivery timetable

Use this new identifier for:

- Imprint mail
- Clean mail
- Local country letters
- PreSort letters (including Charity mail)



Regular delivery timetable

Your existing envelopes are suitable for:

- Imprint mail
- Clean mail
- Local country letters
- PreSort letters (including Charity mail)



Metered mail

Postage meter suppliers will update software to print the correct imprint for 'Priority' or 'Regular'. You will need to separate 'Priority' from 'Regular' when you lodge metered mail.

Priority delivery timetable



Regular delivery timetable



There are no changes to Ordinary stamps, Reply Paid and Prepaid envelopes. You continue to prepare and present these as before.

Envelope transition arrangements

To help you manage your envelope changes, these transition arrangements will operate from 31 March 2014. From 2 June 2014, if you choose the 'Priority' delivery timetable, your envelopes must have the new Priority Postage Paid imprint. We have provided the specifications to the major envelope suppliers, so if you order your envelopes in bulk, you will need to tell them your new requirements.

Pre-implementation period: 31 March - 1 June 2014			
Delivery timetable	Preferred	Acceptable alternative option until 1 June 2014	
Current	<div style="border: 1px solid black; padding: 5px; text-align: center;"> POSTAGE PAID AUSTRALIA </div>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> POSTAGE PAID AUSTRALIA PRIORITY </div>	<ul style="list-style-type: none"> • Envelopes with the current Postage Paid Australia imprint are preferred. • Envelopes with the new Priority Postage Paid Australia imprint may be used.
Surface <small>(Applicable only to PreSort, Charity and Acquisition mail)</small>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> SURFACE MAIL </div> <div style="border: 1px solid black; padding: 5px; text-align: center;"> POSTAGE PAID AUSTRALIA </div>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> POSTAGE PAID AUSTRALIA </div>	<ul style="list-style-type: none"> • Envelopes with the Surface Mail indicator and the Postage Paid Australia imprint are preferred. • Envelopes with the Postage Paid Australia imprint only may be used.

Implementation period: 2 June 2014 - 31 Dec 2014			
Delivery timetable	Preferred	Acceptable alternative option between 2 Jun- 31 Dec 2014	
Priority	<div style="border: 1px solid black; padding: 5px; text-align: center;"> POSTAGE PAID AUSTRALIA PRIORITY </div>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> POSTAGE PAID AUSTRALIA PRIORITY </div> <div style="border: 1px solid black; padding: 5px; text-align: center;"> POSTAGE PAID AUSTRALIA </div>	<ul style="list-style-type: none"> • Envelopes with the new Priority Postage Paid Australia imprint are preferred. • Envelopes with the old Postage Paid Australia imprint may be used if they also have a Priority Postage Paid indicator overprinted or stamped to the left of the original imprint. • For lodgements over 300 letters we will allow the 'Postage Paid' envelope to be used for the 'Priority' timetable until 1 July 2014 on a best endeavours basis.
Regular	<div style="border: 1px solid black; padding: 5px; text-align: center;"> POSTAGE PAID AUSTRALIA </div>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> SURFACE MAIL </div> <div style="border: 1px solid black; padding: 5px; text-align: center;"> POSTAGE PAID AUSTRALIA </div>	<ul style="list-style-type: none"> • Envelopes with the Postage Paid Australia imprint are preferred. • Envelopes with the old Surface Mail indicator and Postage Paid Australia imprint may also continue to be used.

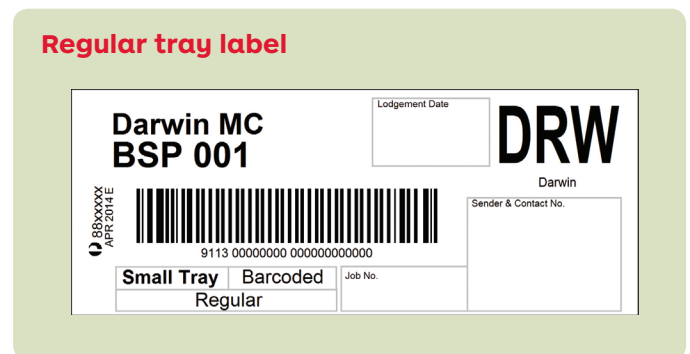
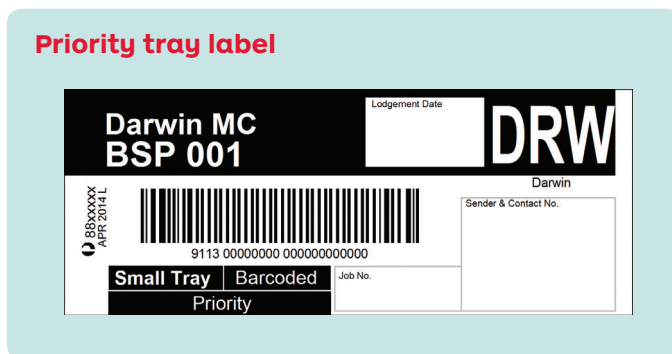
End of implementation: requirement from 1 Jan 2015		
Delivery timetable	Mandatory	
Priority	<div style="border: 1px solid black; padding: 5px; text-align: center;"> POSTAGE PAID AUSTRALIA PRIORITY </div>	<ul style="list-style-type: none"> • Envelopes with the Priority Postage Paid Australia imprint must be used.
Regular	<div style="border: 1px solid black; padding: 5px; text-align: center;"> POSTAGE PAID AUSTRALIA </div>	<ul style="list-style-type: none"> • Envelopes with the Postage Paid Australia imprint must be used.

Lodgement

The introduction of Priority and Regular delivery timetables will affect tray labels, mailing statements, mail management and lodgement systems. You will need to physically separate Priority letters from Regular letters at lodgement.

New tray labels

Changes will be made to tray labels to differentiate between the two delivery timetables. Where applicable for products that require tray labels, the new label formats must be used for mail lodged on or after 2 June 2014.



Pre-printed tray labels will be available from your regular lodgement point closer to the start date of 2 June 2014.

Australia Post will provide a software update for the Visa Labelling System.

We will notify you of exactly when this is coming closer to the start date of 2 June 2014.

If you currently prepare and lodge manually:

New lodgement documentation will be available from your regular lodgement point closer to the start date.

If you currently prepare and lodge electronically:

If you use a mail management or lodgement system to help prepare your letters or to produce tray or ULD labels, the software you use will be updated to reflect the two delivery timetables.

Australia Post will provide an automatic update for eLMS users.

You will receive an automatic update from Australia Post to include the two delivery timetables on your screens on the first day of implementation. Further advice will be provided closer to the start date of 2 June 2014.

Software update

If you use your own mail management or presentation software system you will need to organise a software update ahead of the start date, plus additional time for pre-testing.

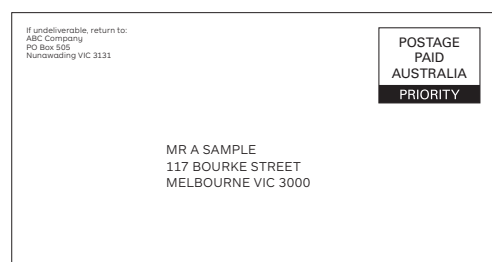
If you would like more information on the Visa Labelling System or eLMS please contact your Account Manager.

Business letter products

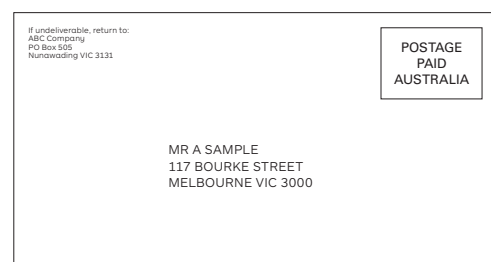
As planned from 2 June 2014.

Imprint mail

Priority delivery timetable



Regular delivery timetable



What can this mail service do for me?	Deliver articles at a lower price than Ordinary mail, with no minimum volume when paid for with an Australia Post Business charge account.	
Which delivery timetables are available?	Priority	Regular
How fast is the delivery?	<p>Ranges from:</p> <ul style="list-style-type: none"> • Metro to metro (same state): 1 business day. • Country to country (interstate): 4 business days. 	<p>Ranges from:</p> <ul style="list-style-type: none"> • Metro to metro (same state): 2–3 business days. • Country to country (interstate): 5–6 business days.
What envelope do I use?	You will need a Priority imprint on each envelope.	You can continue to use existing 'Postage Paid Australia' envelopes.
Do I need to present the mail differently?	Yes, you will need to separate Priority and Regular letters.	
What documents do I need to use?	You will need to use updated lodgement documentation that identifies either Priority or Regular. These will be available from Australia Post before the changes are introduced.	
Do I need new mail tray labels?	When volume dictates, new tray labels identifying either Priority or Regular will need to be used. These will be available from Australia Post before the changes are introduced.	

PreSort letters (including Charity mail)

Priority delivery timetable



Regular delivery timetable



What can this mail service do for me?	Lodge 300 or more barcoded letters*.	
Which delivery timetables are available?	Priority	Regular
How fast is the delivery?	<p>Ranges from:</p> <ul style="list-style-type: none"> • Metro to metro (same state): 1 business day. • Country to country (interstate): 4 business days. 	<p>Ranges from:</p> <ul style="list-style-type: none"> • Metro to metro (same state): 2–3 business days. • Country to country (interstate): 5–6 business days.
What envelope do I use?	You will need a Priority imprint on each envelope.	You can continue to use existing 'Postage Paid Australia' envelopes.
Will I need a software change?	If you use mail management software, you may need to request an update from the supplier. Any software provided by Australia Post will be updated automatically.	
Do I need to sort the articles?	There are no changes to existing sortation requirements, however, Priority and Regular letters cannot be mixed.	
What documents do I need to use?	You will need to use updated lodgement documentation which identifies either Priority or Regular. These will be available from Australia Post before the changes are introduced.	
Do I need new mail tray labels?	If using a label system (VISA) to produce tray labels, a system update will be provided. If using pre-printed labels, supplies of these will be available closer to the start date of 2 June 2014.	

*Of the same category, weight step and delivery timetable.

Clean mail

Priority delivery timetable



Regular delivery timetable



What can this mail service do for me?	Deliver machine addressed letters (up to C5 size) without the need to barcode or sort them*.	
Which delivery timetables are available?	Priority	Regular
How fast is the delivery?	Ranges from: <ul style="list-style-type: none"> • Metro to metro (same state): 1 business day. • Country to country (interstate): 4 business days. 	Ranges from: <ul style="list-style-type: none"> • Metro to metro (same state): 2–3 business days. • Country to country (interstate): 5–6 business days.
What envelope do I use?	You will need a Priority imprint on each envelope.	You can continue to use existing 'Postage Paid Australia' envelope.
Will I need a software change?	If you use mail management software, you may need to request an update from the supplier. Any software provided by Australia Post will be updated automatically.	
Do I need to present the letters differently?	There are no changes to sorting arrangements but you will need to split Priority and Regular letters into separate trays.	
What documents do I need to use?	You will need to use lodgement documentation to identify either Priority or Regular. These will be available before the changes are introduced.	
Do I need new mail tray labels?	If using a label system (VISA) to produce tray labels a system update will be provided. If using pre-printed labels, supplies of these will be available closer to the start date of 2 June 2014.	

*Of the same category, weight step and delivery timetable.

Local country

Priority delivery timetable



Regular delivery timetable



What can this mail service do for me?	In country areas this service provides lower postage charges for lodgements of 50* or more letters over the counter at an office in the local delivery postcode**.	
Which delivery timetables are available?	Priority	Regular
How fast is the delivery?	<ul style="list-style-type: none"> Local to local: 1 business day. 	<ul style="list-style-type: none"> Local to local: 2-3 business days.
What envelope do I use?	You will need a Priority imprint on each envelope.	You can continue to use existing 'Postage Paid Australia' envelopes.
Will I need a software change?	If you use mail management software, you may need to request an update from the supplier. Any software provided by Australia Post will be updated automatically.	
Do I need to present mail differently?	Yes, you will need to sort between Priority and Regular.	
What documents do I need to use?	No lodgement documents are required.	
Do I need new mail tray labels?	No, they won't apply to this service.	

*10 in a small community of fewer than 1000 delivery points.

**Of the same category, weight step and delivery timetable.

Metered mail

Priority delivery timetable



Regular delivery timetable



What can this mail service do for me?	Postage Meters are a convenient way for businesses to pay for their postage. There is no need to pre-print Postage Paid envelopes or stock multiple denominations of stamps.	
Which delivery timetables are available?	Priority	Regular
How fast is the delivery?	<p>Ranges from:</p> <ul style="list-style-type: none"> • Metro to metro (same state): 1 business day. • Country to country (interstate): 4 business days. 	<p>Ranges from:</p> <ul style="list-style-type: none"> • Metro to metro (same state): 2–3 business days. • Country to country (interstate): 5–6 business days.
Will I need a software change?	Software updates to your meter will include the Priority indicator for Priority letters.	
Do I need to sort the articles?	Yes, you will need to separate Priority and Regular letters.	
What documents do I need to use?	Your lodgement documentation will be updated to identify Priority or Regular. These will be available from Australia Post before the changes are introduced.	
Do I need new mail tray labels?	When volume dictates, new tray labels to identify either Priority or Regular letters will need to be used. These will be available from Australia Post closer to the start date of 2 June 2014.	

Appendix 1: Prices

Unless indicated, all prices are effective from 31 March 2014.

Small letters	
Condition	Charge per letter \$
For delivery within Australia, postage paid by affixing a stamp	0.70*

Large letters			
Condition	Charge per letter \$		
	Up to 125g \$	Over 125g to 250g \$	Over 250g \$
For delivery within Australia, postage paid by affixing a stamp	1.40	2.10	3.50

Imprint mail / Metered mail						
Condition	Charge per letter \$					
	Priority timetable			Regular timetable		
	Up to 125g \$	Over 125g to 250g \$	Over 250g \$	Up to 125g \$	Over 125g to 250g \$	Over 250g \$
Small letters that are postage paid by an approved postage meter or an Australia Post business charge account	0.68	0.68	–	0.62**	0.62**	–
Large letters that are postage paid by an approved postage meter or an Australia Post business charge account	1.36	2.04	3.40	1.24**	1.86**	3.10**

* Subject to Ministerial notification process.

** Valid from 2 June 2014.

Clean mail					
Size	Weight (g)		Charge per letter \$		
	Over	Up to	Priority timetable	Regular timetable	
Small	0	125	0.660	0.600**	
Small Plus	0	125	1.050	0.950**	

Local Country letters						
Size	Charge per letter \$					
	Priority timetable			Regular timetable		
	0-125g \$	126g-250g \$	251g-500g \$	0-125g \$	126g-250g \$	251g-500g \$
Small	0.650	-	-	0.620**	-	-
Large	1.200	1.600	1.800	1.100**	1.500**	1.650**




Charity mail										
Size	Weight (g)		Charge per letter \$							
	Over	Up to	Priority timetable				Regular timetable			
			Barcode direct tray \$		Barcode residue \$	Non barcoded \$	Barcode direct tray \$		Barcode residue \$	Non barcoded \$
			Same state	Other state			Same state	Other state		
Small	0	125	0.480	0.502	0.524	0.660	0.410	0.428	0.454	0.600

PreSort letter service											
Size	Weight (g)		Charge per letter \$								
	Over	Up to	Priority timetable				Regular timetable				
			Barcode direct tray \$		Barcode residue \$	Non barcoded \$	Barcode direct tray \$		Barcode residue \$	Non barcoded \$	
			Same state	Other state			Same state	Other state			
Small	0	125	0.590	0.612	0.634	0.660	0.520	0.538	0.564	0.600	
Small Plus	0	125	0.760	0.793	0.892	1.050	0.657	0.684	0.858	0.950	
Medium	0	125	-	-	-	-	0.877	0.927	1.100	1.221	
	125	250	-	-	-	-	1.146	1.229	1.436	1.639	
Large	0	125	1.057	1.106	1.244	1.277	0.943	0.987	1.166	1.221	
	125	250	1.442	1.541	1.717	1.794	1.262	1.350	1.551	1.639	
	250	500	1.904	2.080	2.234	2.399	1.559	1.691	1.903	2.156	

** Valid from 2 June 2014.

Need to know more?

We're here to make these changes easy for you. Contact us for help with preparing for these changes.

-  **Your Account Manager**
-  **In-store at your regular lodgement point**
-  **letterchanges@auspost.com.au**