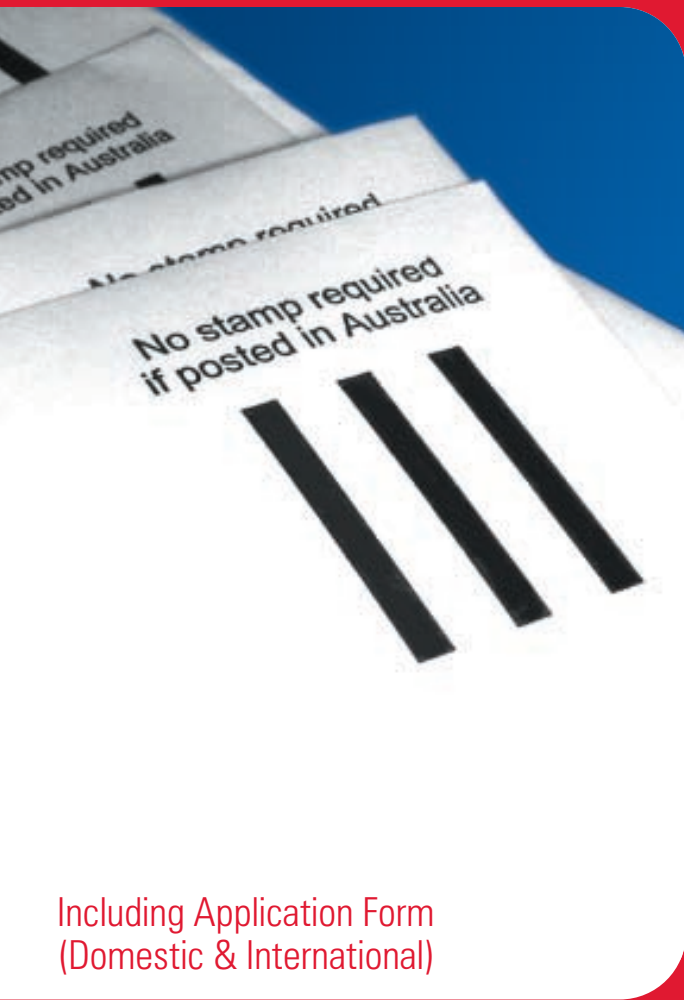


# Reply Paid

Increase your responses  
with Reply Paid



Including Application Form  
(Domestic & International)

# Reply Paid

## Increase your responses with Reply Paid

One of the most effective ways to increase the response to your communications, and build goodwill with customers, is to use Australia Post's Reply Paid service.

Reply Paid makes it easier for your existing or prospective customers to respond to your communications. It does this by giving your customers and prospects a free and easy way to respond.

A prepaid, preprinted reply card or envelope makes it easy for your customers to respond to you. It looks professional, you can personalise or brand the envelope or card and, you pay only for the responses you receive.

Reply Paid is an easy and sure way for your customers to reach you at no expense to them.

### Reply Paid is typically used for:

- Generating sales leads
- Encouraging prompt payments
- Building databases
- Raising funds
- Researching the marketplace
- Requesting information

Businesses, government departments, fundraisers and other organisations of all sizes can use Reply Paid.

## Why use Reply Paid?

### ✓ Flexibility

Depending on your requirement, you may use a Reply Paid envelope or card, or your recipient can use their own envelope, handwriting your Reply Paid address.

### ✓ Convenience

With Reply Paid, your customers only need to respond. They don't pay any postage.

### ✓ Non-Intrusive

Your customers can respond at their convenience.

### ✓ Multi-media

You can include a Reply Paid address in any advertising medium, direct mail, magazines, newspapers, Internet, radio or TV to elicit a response.

## The Reply Paid services

### Letters (within Australia)

- Pre-printed barcoded articles (artwork supplied by Australia Post), or
- Hand-written by your customer (responding to TV, radio, non-print media).

### Parcels (within Australia)

- Pre-printed or hand-written articles

### International Reply Paid Letters

- Pre-printed barcoded articles only (artwork supplied by Australia Post)

If you require more than one Reply Paid service, please complete a separate application form for each.

While the most popular Reply Paid article size is a DL envelope (110mm x 220mm) many sizes can be used. Sizes up to 130mm x 240mm (max. 5mm thick) for domestic barcoded articles\* attract the lowest postage rates.

\* Letters/articles must meet sizing and ratio specifications along with being correctly barcoded and formatted to qualify

## Obtaining a Reply Paid service

To use the Reply Paid Service you need an Australia Post Charge Account. If you don't already have an Account, complete a *Business Credit Account Application* form along with the attached Reply Paid application form (These forms are also available at our website).

### Printing Reply Paid envelopes and articles

You'll be able to print your Reply Paid articles when you receive the approval and artwork from Australia Post.

For all specifications refer to the *Reply Paid Service Guide* (8839109) or [www.auspost.com.au/replypaid](http://www.auspost.com.au/replypaid). Reply Paid articles should only be printed and distributed when artwork and approval is received from Australia Post.

- ▼ Australia Post will supply you with basic Reply Paid artwork, ready for you to add your logo or branding...



- ▼ ... or your customers can simply hand-write your Reply Paid address onto their own envelope



## Pricing

Domestic (within Australia)		
Small article	Barcoded Non-barcoded (hand addressed incorrect format or non-machinable)	42¢ per article 63¢ per article
Large article	Up to 125g Over 125 up to 250g Over 250 up to 500g	\$1.20 per article \$1.75 per article \$2.85 per article
Annual Fee	Per Reply Paid number, non-refundable	\$65.00 <sup>†</sup>
Parcels	Plus postage rate for parcel size	10¢ fee per article
International letters		
Application Fee		\$58.90 (includes GST)
Response Fee		\$2.50 per article

<sup>†</sup> The annual fee is not applicable to Reply Paid Parcels or International Reply Paid (fees are charged and added to your first bill, depending on billing cycles).

## Completing the application form

### Already have a Reply Paid number, require additional responses?

You may apply for additional responses (at no charge), ie a different campaign name or title, providing the address details and Reply Paid number and charge account remain the same.

### Mailing House or Agents

If you are acting on behalf of another party to process or receive Reply Paid, your customer must complete Section 9 "Supplementary Declaration" on the application form.

### Moving address?

If you change your address you will need to complete the application form selecting "Changes to existing Reply Paid Service", you will also require new Reply Paid articles printed. New artwork is available free.

Note: Do not use the barcode from your old address or a barcode not specifically issued with Reply Paid artwork. Incorrect/invalid barcodes/addressing will be delayed and result in additional cost to you or cancellation of service.

# Application Form

Simply complete the application form here and post to the Reply Paid Approvals Office in your State – the addresses are on the back page of this brochure.



## Reply Paid Service Terms and Conditions (Domestic & International Reply Paid Services)

### 1 Introduction

1.1 These special service terms and conditions are supplementary to the Australia Post terms and conditions and to the extent that any aspect of this special service is not expressly included herein, the Australia Post terms and conditions apply.

1.2 These special service terms and conditions apply when:

1.2.1 a customer makes a written application to use the special service in or on a form prescribed by Australia Post for that purpose;

1.2.2 Australia Post accepts that application; and

1.2.3 the customer pays the fee, charge, premium, rate or price charged by Australia Post for the special service.

### 2 Interpretation

2.1 Except as where expressly defined, all words and phrases used in this agreement shall have the same meaning if any, given to them in the Australian Postal Corporation Act 1989 and in the Australia Post Terms and Conditions provided, however, that where there is any inconsistency, the meaning shall be as defined in this agreement to the extent of that inconsistency.

2.2 In these terms and conditions unless the contrary intention appears:

2.2.1 where a word or phrase is given a particular meaning, other parts of speech and grammatical forms of that word or phrase have a corresponding meaning;

2.2.2 words importing a gender include any other gender; and

2.2.3 words in the singular number include the plural and words in the plural number include the singular.

2.3 "agreement" means an agreement between Australia Post and a customer pursuant to clause 1.2.

2.4 "customer" means a person approved by Australia Post as a customer of the service and includes any permitted transferee in respect thereof;

2.5 "insolvency event" means for any corporation, the liquidation, official management, compromise, arrangement, amalgamation, reconstruction, winding up or dissolution or analogous occurrence of that corporation, and for a natural person means an assignment for the benefit of creditors, an

arrangement or composition with creditors, bankruptcy, incapacity to deal with one's affairs, gaoling, death or analogous occurrence;

2.6 the domestic reply paid service means the special service that enables the recipients of mail sent by the customer to respond by post at no charge to the recipient, and the postage is paid by the customer; or

2.7 the international reply paid service means the special service that enables addressees to return a postcard or specified article which has been provided to them by the customer, by air mail from outside Australia, with postage payable in Australia by the customer.

2.8 "service" means either the domestic reply paid service or the international reply paid service as indicated on the application form.

2.9 "specified article" means an article provided by the customer, being of a specified article type and having the dimensions for use in the service as set out in the service guide (8839109).

### 3 Period of Service

3.1 The service shall continue in force until it:

3.1.1 expires;

3.1.2 is cancelled by a customer under clause 9; or

3.1.3 is cancelled by Australia Post under clause 10.1, whichever occurs first.

### 4 Customer Obligations

4.1 The customer must have and maintain an Australia Post charge account and the customer irrevocably authorises Australia Post to debit all fees and charges for the service from this account.

### 5 Rates and Charges

5.1 Australia Post may charge:

5.1.1 an annual fee which is payable in advance for the domestic reply paid service; or

5.1.2 an application fee for the international reply paid service as published by Australia Post from time to time provided however where a service is cancelled under clause 9 or clause 10, the customer will not be entitled to a refund of fees.

5.2 The customer shall also pay to Australia Post the fees and charges payable for the service, as published by Australia Post from time to time, for each article lodged in accordance with the terms and conditions of the service and delivered to or refused by the

customer. The fees and charges payable shall continue to apply to articles lodged for carriage by the service within a period of 2 months from the cancellation, termination or expiration of the agreement.

5.3 Where an article is lodged for carriage pursuant to this service more than 2 months after the date of cancellation, termination or expiration of the agreement, the article may be treated as underpaid and Australia Post may deliver a written notice to the customer requiring payment of the amount of deficient postage and any service fee determined by Australia Post for the purpose of this clause.

5.4 Where Australia Post has withheld the article from carriage and/or delivery under clause 11.2 and the customer has not, within seven days after receipt of the notice delivered to him pursuant to clause 5.3 complied with that notice, Australia Post may treat the article as undeliverable.

#### **6 Customer's Warranty**

6.1 The customer warrants that the name and address to which the reply paid article is to be directed is:

6.1.1 the name and address of the customer;

6.1.2 the name and address of the customer's authorised agent; or

6.1.3 the name and address of such other person as has given their consent to receive articles at that address.

#### **7 Guidelines**

7.1 Subject to clause 7.2 and clause 7.3 the customer shall comply with all address requirements and design specifications as required by Australia Post for use of the service.

7.2 Australia Post may require the customer to make changes to the design or other features of the article on reasonable notice.

7.3 The customer shall apply in writing to Australia Post for approval to amend the address details, design or other features of the article, and no amendment shall be made without such approval.

#### **8 Assignment**

8.1 The agreement shall not be assigned or transferred without the prior written consent of Australia Post. Any purported assignment or transfer without such consent shall be void and of no effect.

8.2 Where the customer, being a partnership is reconstituted by the retirement or addition of partners, the

reconstituted partnership is deemed to be the customer.

#### **9 Cancellation**

9.1 The agreement may be cancelled by the either party on one month's notice in writing to the other party.

#### **10 Termination by Australia Post**

10.1 Australia Post may, in its sole and absolute discretion, terminate the agreement on seven day's written notice to the customer where:

10.1.1 the customer breaches or otherwise acts in a manner contrary to: (i) the Australia Post Terms and Conditions; or

(ii) Part 7A of the Crimes Act 1914(Cth) (as amended from time to time) or equivalent State legislation;

10.1.2 the customer fails, refuses, neglects or otherwise omits to properly discharge and perform any of its obligations under the service contract;

10.1.3 the customer fails, refuses, neglects or otherwise omits to remedy any breach of the service contract as and when required to do so by Australia Post;

10.1.4 an insolvency event occurs in relation to the customer.

#### **11 Discretionary Carriage**

11.1 Australia Post may, in its sole and absolute discretion, refuse to carry an article lodged for carriage:

11.1.1 where lodgment of the article is contrary to Part 7A of the Crimes Act 1914 (Cth) (as amended from time to time) or equivalent State legislation; or

11.1.2 where the customer's agreement has been cancelled, has been terminated or has expired.

11.2 Pending receipt of payment of the amount payable under clause 5.3 Australia Post may in its absolute discretion deliver the article or withhold the article from carriage and/or delivery.

#### **12 Limitation of Liability Release and Indemnity**

12.1 Subject to clause 12.2 and Australia Post Terms and Conditions, Australia Post shall not be liable to any person (whether in contract, tort or otherwise) for any loss or damage suffered, or that may be suffered, as a result of any act or omission, whether negligent or otherwise, by or on behalf of Australia Post in relation to the provision of the service, or any other matter or thing relating to this Agreement.

12.2 To the extent permissible by law, Australia Post expressly disclaims all conditions and warranties, express or

implied, in respect of the service and the carriage of letters pursuant to this Agreement. Where the law precludes such exclusion and implies certain conditions and warranties into this Agreement, the liability of Australia Post for breach of such condition or warranty shall be limited, at the option of Australia Post, to any one or more of the following:

12.2.1 supplying the service again; or

12.2.2 payment of the cost of having the service supplied again.

12.3 The customer shall release and indemnify Australia Post against any loss or damage whatsoever which Australia Post may suffer as a result of any action, proceeding, claim, demand or prosecution arising from the provision of the service, or any other matter or thing arising as a result of this Agreement, including loss or damage arising from the negligent acts or omissions of Australia Post, pursuant to this Agreement.

#### **13 Force Majeure**

13.1 Australia Post shall not be in default under the terms of this agreement nor liable for failure to observe or perform in accordance with any provision of this agreement for any reason or cause which could not with reasonable diligence be controlled or prevented by it, including without limitation, war, insurrection, riot, civil commotion, strikes, lock-outs, labour or industrial disputes, acts of God, acts of Governments or flood, storm, tempest, power shortages or power failure, inability to obtain sufficient labour, raw materials, fuel or utilities. During the period of an incident or incidents of "Force Majeure" this agreement shall be suspended and delivery will recommence after the incident or incidents of "Force Majeure" end.

#### **14 Merger**

14.1 Notwithstanding any expiry or termination of the agreement a person shall, in respect of articles carried pursuant to these service terms and conditions after the service contract has been terminated or has expired, be liable to pay Australia Post any charges, fees or postage due pursuant to clause 5.

#### **15 Conditions of Carriage**

15.1 The agreement shall not constitute or imply any agreement between Australia Post and the customer (or any undertaking or obligation whatsoever on the part of Australia Post) with respect to the carriage of any postal

article. The Australian Postal Corporation Act 1989 (the Act), the Regulations and the Australia Post Terms and Conditions made pursuant to the Act, and other written instructions published by Australia Post, shall apply to the carriage of articles issued pursuant to the service except to the extent that they are inconsistent with these service terms and conditions.

#### **16 Variation**

16.1 These service terms and conditions may be varied or added to by Australia Post by notice in writing to the customer.

#### **17 Notice**

17.1 Any notice required to be served by or under these service terms and conditions shall be sufficiently given to the customer if left at or sent by post addressed to the customer at its last known or usual place of address, and to Australia Post if sent by post to the Manager, Sales at the appropriate State Administration at its current address.

#### **18 Law**

18.1 This agreement is governed by, and shall be construed in accordance with the laws in force in the State of Victoria and the courts and registries of courts in that State shall have jurisdiction in the event of a dispute.

#### **19 Whole of agreement**

19.1 Subject to clause 1.1 this agreement contains the whole of the agreement between the parties in relation the special service and any representation or warranty made by either party prior to entering into this Agreement shall have no force or effect unless otherwise stated herein.

## For more information

For more information ask at your post office, speak to your Account Manager or contact us at:

NSW 219–241 Cleveland Street STRAWBERRY HILLS NSW 1420

VIC GPO Box 1667 MELBOURNE VIC 3001

QLD GPO Box 6111 BRISBANE QLD 4001

SA GPO Box 4000 ADELAIDE SA 5001

WA GPO Box 9000 PERTH WA 6848

TAS GPO Box 4000 HOBART TAS 7001

phone **13 11 18** or visit

**[www.auspost.com.au/replypaid](http://www.auspost.com.au/replypaid)**

This brochure provides a brief introduction to the features of Reply Paid. For detailed terms and conditions refer to the *Reply Paid Service Guide* (8839109).

Although every effort has been made to ensure the accuracy of the contents of this document at the time of publication, the information is updated from time to time and may be subject to change. Australia Post shall not be liable for any loss or damage whatsoever arising from any errors or omissions in the document or from reliance placed on all or part of its contents.

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8837249

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ABN 28 864 970 579



# Reply Paid Application Form (Domestic/International/Parcels)



## 1. Type of Reply Paid Service

**New** Tick one service type only, separate application forms are required for more than one service

Domestic  Pre-printed **or**  International **or**  Parcels  
 Handwritten (by your customer)

**or**

**Changes to existing Reply Paid Service**  
 Reply Paid Number   
 Postcode   
 Change to Delivery Address  
 Change to Addressee Details  
 Additional Response Required  
 Other

## 2. How will you use Reply Paid & Estimated Volumes

**Reply Paid will be used for:** (eg. survey, direct mail, payment collection, registration, research, sales leads, fund raising etc.)

Description of Use

Estimated Monthly Volume

## 3. Australia Post Charge Account

**The Reply Paid Service is only available if you have a Charge Account with Australia Post.**

Do you have a Charge Account?

Yes  Charge Account Number   
 No  Please complete a Business Credit Account Application form and enclose with this application. Applications are available at post offices or from our website [auspost.com.au](http://auspost.com.au)

## 4. Customer Details

Company Name

Title (Mr., Mrs. etc.)  First Name

Last Name

Position

Street Address

Suburb   
 State  Postcode

Telephone Number   
 Fax Number   
 Mobile Number

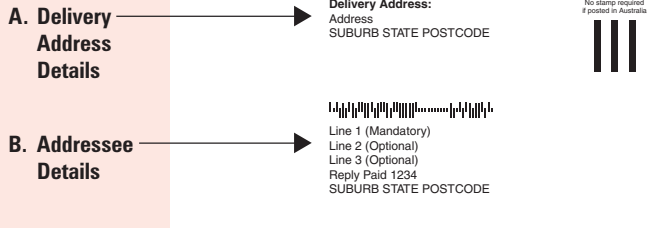
Email Address (If not provided, approvals and advice will be mailed to you)

## 5. Privacy Notice

We collect your personal information to process and administer your application for our Reply Paid Service. You are entitled to request access to your personal information while we store it. We will assess all requests as required by law and will tell you why if access is denied. We may also use your personal information to tell you about our products and services for special offers which we think may be of interest to you. Please tick the box below if you do not want to receive these materials.

No, I do not want to receive special offers or other information from Australia Post.

## 6. Reply Paid Address Details



**Note:** The above diagram indicates placement of address details for pre-printed articles. Handwritten Reply Paid articles (by your customers) will consist of the details we provide.

### A. Delivery Address for Reply Paid Item (see diagram above)

Address where Reply Paid articles will be delivered (A Post Office box can be used to obtain earlier delivery).

Address   
  
 Suburb   
  
 State  Postcode

### B. Addressee Details (see diagram above)

This is your Company Name, Campaign Name, Department Name etc. This information will appear below the barcode.

Line 1 (Mandatory)   
 Line 2 (Optional)   
 Line 3 (Optional)

## 7. Printed Article Sizes (Does not apply to Parcels)

Small Article/Letter	Large Article/Letter (Domestic only)
<input type="checkbox"/> 90mm x 145mm (Logo not recommended)	<input type="checkbox"/> 162mm x 229mm (C5)
<input type="checkbox"/> 90mm x 165mm (Logo not recommended)	<input type="checkbox"/> 176mm x 250mm (B5)
<input type="checkbox"/> 95mm x 210mm	<input type="checkbox"/> 229mm x 324mm (C4)
<input type="checkbox"/> 110mm x 220mm (DL)	<input type="checkbox"/> 250mm x 353mm (B4) max size
<input type="checkbox"/> 114mm x 162mm (C6)	<input type="checkbox"/> Other <input type="text"/>
<input type="checkbox"/> 115mm x 225mm (DLE)	
<input type="checkbox"/> 120mm x 235mm (DLX) (Maximum Size for International Articles/Letters)	
<input type="checkbox"/> 130mm x 240mm (Domestic Only - Maximum Size)	
<input type="checkbox"/> Other (Articles must be rectangular. Refer to the Reply Paid Service Guide)	

**Will you be printing a logo? (Domestic Reply Paid only)**  Yes  No

**Special requirements?** eg: customer information to be included in barcodes, or artwork for flexographic printing. Please contact your Account Manager or the Reply Paid Approvals office in your state.

