

Reply Paid / Return Paid – Application



Complete and forward to Australia Post.

Email: replypaid@auspost.com.au

1. Type of Reply Paid / Return Paid service

Select one service type only, separate application forms are required for more than one service

☐ Domestic Reply Paid letters service

Types: (select all that apply)

☐ **Barcoded Priority delivery** (Only available if the delivery address in Section 6A is a PO Box / Bag)

☐ **Barcoded Regular delivery**

☐ **Unbarcoded** (including hand-addressed)

☐ International Reply Paid letters service

☐ Domestic Return Paid parcels service

or

☐ Changes to existing Reply Paid / Return Paid service

Reply Paid / Return Paid number

Postcode

Type of change: (select all that apply)

☐ Change to Australia Post Business Credit Account number (Section 3)

☐ Change to delivery address (Section 6A)

☐ Change to addressee details (Section 6B)

☐ Additional response required

→ If domestic barcoded letters:

☐ Priority ☐ Regular

Other change (specify)

2. How will you use Reply Paid / Return Paid and estimated volumes

The service 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 Business Credit Account

The service is only available if you have a Business Credit Account with Australia Post.

Do you have an Australia Post Business Credit Account?

☐ Yes → Business Credit Account number

☐ No → To organise a Business Credit Account visit: auspost.com.au/business/business-admin/business-credit-accounts-postage-meters/business-credit-account

4. Customer details

Company name

First name

Last name

Position

Address

Suburb

State

Postcode

Telephone number

Mobile number

Email address

5. Mailing agent details (if applicable)

Company name

Contact name

Position

Address

Suburb

State

Postcode

Please ensure your customer completes the Mailing agent authorisation in Section 8.

6. Reply Paid / Return Paid address details

A. Delivery address for Reply Paid / Return Paid articles

The **physical address** where the articles will be delivered. Do not include your company name.


Address (e.g. PO Box, street number, etc.)

Suburb									
State					Postcode				

A Delivery Address:
Address
SUBURB STATE POSTCODE

B Line 1 (Mandatory)
Line 2 (Optional)
Line 3 (Optional)
Reply Paid 12345
SUBURB STATE POSTCODE

No stamp required if posted in Australia



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

B. Addressee details

This is your **company name**, campaign name, department name etc. Not the physical address.

Line 1 (Mandatory) e.g. company name

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Line 2 (Optional) e.g. campaign name, department name

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Line 3 (Optional) e.g. campaign name, department name

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7. Article sizes (Domestic barcoded and international letters only)

Small article / letter (select all that apply)

- ☐ 90mm × 145mm (Logo not permitted for Priority delivery)
- ☐ 90mm × 165mm (Logo not permitted for Priority delivery)
- ☐ 95mm × 210mm
- ☐ 110mm × 220mm (DL)
- ☐ 114mm × 162mm (C6) (Logo not permitted for Priority delivery)
- ☐ 115mm × 225mm (DLE)
- ☐ 120mm × 235mm (DLX) Max size for international articles / letters
- ☐ 130mm × 240mm (Domestic only - Maximum size)
- ☐ Other... (Refer to the *Reply Paid service guide*)

mm ×	mm
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Large article / letter – Domestic only (select all that apply)

- ☐ 162mm × 229mm (C5)
- ☐ 176mm × 250mm (B5)
- ☐ 229mm × 324mm (C4)
- ☐ 250mm × 353mm (B4) Maximum size
- ☐ Other...

mm ×	mm
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Will you be printing a logo? (Domestic Reply Paid only)

☐ Yes ☐ No

If Yes: You will need to provide your logo artwork to your commercial printing company along with the Reply Paid envelope artwork file you will receive from Australia Post. Australia Post does not supply envelope artwork files that include your company logo.

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.

8. Declaration

I hereby declare that:

- I am the customer and /or the authorised agent of the customer;
- I have read and agree to the *Reply Paid Letter and Return Paid Parcel service terms and conditions*; available at auspost.com.au/terms
- All information contained in this document is to the best of my knowledge true and correct.

Name Date (DD/MM/YYYY)

	/ /
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Position (if applicable)

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☐ **Customer** ☐ **Agent** → Your customer must fill in the Mailing agent authorisation section below.

Mailing agent authorisation

As the customer, I authorise the agent (listed in Section 5, Mailing agent details), to use my Reply Paid / Return Paid number and /or Australia Post Business Credit Account.

Name Date (DD/MM/YYYY)

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Position (if applicable)

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Reply Paid / Return Paid Terms and Conditions

The *Australia Post Terms and Conditions* (AP Terms) govern the use of Reply Paid / Return Paid. The AP Terms can be found at auspost.com.au/terms-conditions. Section 6 of the AP Terms will direct you to the relevant Service Schedule which sets out Service-specific requirements. Please ensure that you are familiar with the AP Terms before using the Service.

Privacy notice

We collect your personal information to process and administer your application for the 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 select 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.

Australia Post use only

Date received
(DD/MM/YYYY)

/ /

DPID

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System input date
(DD/MM/YYYY)

/ /

Reply Paid / Return Paid number

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Date sent to customer
(DD/MM/YYYY)

/ /

Response number

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