

PACKAGING AND DELIVERY REQUIREMENTS FOR GOODS

These packaging and delivery requirements are to be read in conjunction with the terms and conditions set out in the Australia Post Purchase Order. Capitalised terms have the same meaning as set out in those Purchase Order terms and conditions.

PACKAGING

1. Delivery documentation must be provided with each individual delivery or consignment inserted in a plastic envelope and attached to the outside of the carton or pallet.
2. The following information must be included on all delivery documentation and clearly marked on the outside of any cartons delivered to Australia Post:
 - Australia Post Delivery Address
 - Australia Post Purchase Order Number
 - Australia Post Material Number (and Supplier's Full Product Description)
 - Quantity and Unit of Measure
 - Gross Weight
 - Print Version Date (where applicable in relation to printed materials)
3. Where an outer carton contains inner cartons or packs, all cartons or packs shall be marked in accordance with the above requirements.
4. The quantity of units in each carton must be uniform and consistent for each individual material or product.
5. Where multiple materials or products are being delivered they must be packaged in and labelled on their own individual cartons.
6. Printed materials are to be packaged in accordance with Australia Post's Purchase Order specifications. Quantities shall be clearly marked on each individual carton, bundle, roll or pack.
7. All cartons or Goods delivered to Australia Post must not exceed 105 centimetres in length and the length plus the greatest girth must not exceed 2 metres. The weight of individual cartons must not exceed 16 kilograms.
8. Corrugated or solid fibreboard cartons made in accordance with Australian Standard AS1520 are to be utilised for the packaging and cartonisation of Goods being supplied to Australia Post. All cartons must be of sufficient strength to prevent collapsing or damage to the Goods contained within during storage, transport and delivery processes. All cartons must be sealed with polypropylene strapping or tape.
9. Damage to Goods resulting from insufficient packaging shall be rectified at the expense of the supplier.
10. The Supplier must provide a unique barcode identifier (EAN) on all different packaging configurations associated with the product or material being supplied to Australia Post.
11. Mixed cartons should be labelled with the material codes on the cartons & marked as mixed cartons.
12. If the product has sequential numbers like the sim cards, IMEI numbers on the products, the number range should be written on the carton.
13. If products have a lifespan, version update and expiry date, this information should be noted on the cartons.
14. When stock is delivered into the warehouse, the POD will be stamped with "Goods Received" subject to check.

PALLETISATION

1. Where Goods are to be delivered on pallets, the pallets must be non-hire and unbranded, standard, single face, two-way entry wooden pallets (1165 x 1165 millimetres) in accordance with Australian Standard AS4068-1993.
2. All pallets will, where possible, be exchanged on a one-for-one basis at the time of delivery.
3. Combined pallet and contents height must not exceed **1400** millimetres.
4. The weight of the pallet and contents must not exceed 1 tonne.
5. Cartons or goods are not permitted to overhang the pallet dimensions (1165 X 1165 millimetres).
6. Goods delivered on hire or branded pallets, non-standard pallets or skids not in accordance with AS4068-1993 will not be accepted unless prior written approval is obtained from the Nominated Representative. Australia Post will not accept responsibility or liability for hire or branded pallets which are delivered to its warehouses and which do not utilise pallet accounts which allow the transfer of the hire or possession of pallets to Australia Post or their third-party logistics service providers.
7. All cartons or goods delivered on pallets must be stacked in an interlocking or other appropriate manner to ensure stability (including stretch-wrapping and polypropylene strapping, where necessary). Carton labelling must be outwards facing to facilitate identification and checking of pallet contents. Within the required height and weight constraints, cartons should be packed in a configuration that maximises the number of cartons per pallet.
8. All single materials or products supplied in pallet quantities must have a standard Ti-Hi configuration for each full pallet quantity. Ti = number of cartons per layer and Hi = number of layers per pallet.
9. All full pallets delivered to Australia Post must be stretch-wrapped. Only transparent/clear stretch-wrapping is to be used unless Australia Post specifically requests black stretch-wrapping for security purposes.
10. Where multiple materials or Goods are combined for delivery on a single pallet, each material or Good should be separated using cardboard sheets or labels to enable easy identification and checking. Multiple cartons of a single material or Good must be consolidated on to the same pallet.
11. All deliveries required to be made to Australia Post using freight containers must receive pre-approval from the Nominated Representative of the Australia Post Supply Chain team. All cartons or Goods delivered in freight containers must be packed in accordance with Australian Standard AS1899. All costs associated with decanting the container and re-palletisation of cartons or Goods will be reimbursed to Australia Post by the supplier.

SCHEDULING OR DELIVERY BOOKING REQUIREMENTS

1. All suppliers or freight carriers must email or phone (as applicable) the receiving warehouse to book in a suitable delivery time and adhere to the following requirements.
2. All deliveries made to the Victorian, New South Wales, Western Australian, Queensland or Northern Territory warehouse must be booked in advance based on the advised pre-booking period for each warehouse prior to delivery.
3. In accordance with the above, all deliveries must be booked in advance based on the advised pre-booking period for each warehouse prior to Australia Post's requested delivery date.
4. Pallet and/or carton quantities must be specified per PO number at the time of booking.
5. If pallet exchange is required, this must be specified at the time of booking.
6. No deliveries will be accepted outside of the specified receiving times for each warehouse (unless previously arranged with and approved by the appropriate receiving warehouse).

All suppliers are to be advised of a pre-allocated delivery date and time. An allowance of 30 minutes is provided on either side of the booking time allowing for delays caused by traffic etc. Thus each booking has a compliance window of one hour and only deliveries outside of this window are recorded as non-compliant.

7. All Goods delivered to the warehouse are accepted on the basis that they will be subject to further check to ensure compliance with specifications and other requirements as detailed in the Purchase Order or other supporting documentation.
8. If a scheduled delivery is to arrive early or late ie. more than 30 minutes outside scheduled time, the receiving warehouse must be contacted to reschedule the booking. The arrival time recorded is the time the delivery driver presents at the DC with the relevant documentation for the delivery. This is not the time the unloading commences. Scheduled deliveries will receive priority over those that are either early or late. Early or late deliveries may be delayed or late deliveries may be rejected based on operational priorities and may be reported in the Non-conformance Report.
9. When delivering Goods to Australia Post warehouses or sites managed by their third-party logistics service providers, all relevant state based Occupational Health and Safety legislation must be observed by suppliers or freight carriers (for example: high visibility vests, safety footwear etc.).
10. Return transport/freight costs will be borne by the supplier for any deliveries that are rejected.

WAREHOUSE DELIVERY HOURS AND BOOKING PROCESS

All deliveries to be made as per local arrangements, Monday to Friday (excluding authorised National and State-based public holidays).

All deliveries (for Australia Post warehouses) are to be booked in advance based on the advised pre-booking period for each warehouse prior to Australia Post's requested delivery date via either email or telephone as specified below.

DELIVERY ADDRESSES AND CONTACTS FOR BOOKINGS AND ENQUIRIES

State	Delivery Address	Email	Phone Number
Victoria (VIC)	Altona Distribution Centre Receiving Door D34 26-38 Harcourt Rd Altona VIC 3018	altona.inbound@dhl.com	(03) 9296 1652
Victoria (VIC)	Mickleham Distribution Centre 32 Titan Drive Mickleham VIC 3064	Domenic.callea@dhl.com	0432 508 635
New South Wales (NSW)	NSW Distribution Centre 4 Milner Avenue Horsley Park NSW 2175	PostNSW.Generic@dhl.com	0408 689 054
Western Australia (WA)	Perth Distribution Centre 18 Baile Road Canning Vale WA 6155	PostWA.Generic@dhl.com	(08) 9363 5701 0435 891 849
Queensland (QLD)	Qld Distribution Centre 83 – 85 Webb Drive Bohle QLD 4818	auspost.townsville@dhl.com	(07) 4789 6400
Northern Territory (NT)	Darwin Distribution Centre 8 Catterthun Street Winnellie NT 0820	auspost.darwin@dhl.com	(08) 8947 7900