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Resources are updated by the teacher to ensure currency and are not designed to be stand alone, but integrated into a blended learning environment where students' learning is supported with a range of peer to peer and teacher to student interactions. These can include interactive and collaborative technologies as well as a range of traditional communication methods such as email, phone and learning management processes.

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Updated – 24 March 2020



Certificate II in Business Services (BSB20115)

Handle Mail Part 1



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Outcomes

By completing this unit, students are working towards achieving the following outcomes.

You have the opportunity to learn:

- Process incoming mail according to the organisation's policies and procedures
- Register incoming cheques and other payments
- Distribute urgent and confidential information promptly
- Sort and dispatch incoming mail
- Report damaged and suspicious mail items
- Document procedures for processing incoming mail
- How to collect outgoing mail from the relevant persons and sections
- How to check and sort mail into relevant types, ready for dispatch
- How to prepare the mail
- How to classify, weigh and calculate postage according to Australia Post's requirements
- How to dispatch mail using various types of delivery to meet deadlines

INTRODUCTION

Incoming mail is one of those tasks that works well under established processing procedures. Most businesses will have established procedures to be followed when processing incoming mail.

This section covers some of the more common methods of dealing with incoming mail. You will need to be familiar with any business procedures related to incoming mail.

All businesses will have to deal with incoming mail. Incoming mail would include:

- ◆ Orders from clients/customers
- ◆ Payments
- ◆ Financial documentation
- ◆ Advertising or promotional materials
- ◆ Letters from a range of senders including customers
- ◆ Parcels
- ◆ Legal documents
- ◆ Registered mail

COLLECTING OR RECEIVING INCOMING MAIL

Incoming mail comes in a variety of ways. Some mail you receive at your workplace, while others will require you to pick it up.

POST OFFICE BOX AND LOCKED BAGS



There are businesses that have established a postal box or postal locked bags that requires someone each day to visit the nearest post office and collect the mail. You can tell if a business has a post box or locked bag by its postal address. (GPO Box 1234 or Locked Bag 23).

However, if your business has its mail delivered, there may be a parcel too big and in this case you will receive a notice asking you to collect the item/s at a particular post office.

In these cases you will also be requested to show identification and sign for the mail. You would have the authority to collect mail on behalf of your employer.

The post office boxes are rented from Australia Post and the renter holds a key to the post box. The post boxes are usually located on the outside walls of the post office or in an area outside the retail business of Australia Post. You can generally visit the postal box at any time to collect your mail.

There will be a sign above the boxes showing when the letters have been sorted and inserted into the postal boxes ready for collection.

DOCUMENT EXCHANGE – DX

Document exchanges are slowly becoming extinct with the use of email and the Internet. A document exchange centre is a service bureau that enables organisations to drop off mail or other documents to other members of the document exchange service or common interest groups.

Each member would have a DX number or address that details the exchange and the owner of the exchange box. It requires visits to the exchange location to pick up or deliver documents.

This is a very common mail delivery service within the law fraternity.

FACSIMILES

Facsimiles (better known as faxes) are used still in business today, however becoming more redundant with the increasing use of email and internet systems. A message using a fax machine is transmitted over telephone lines. The receiver must have a fax machine or a computer able to receive fax messages.

A fax machine can transmit a copy of text, diagrams and photographs (only in black and white). Quality of pictures or drawings is sometimes questionable.

Documents that can be sent by fax include:

- Letters
- Orders
- Advertising or promotional material
- Internal memoranda
- Illustrations and diagrams
- Photographs

COURIERS

Couriers are used when a parcel, document or letter must be at a certain location within a specific time. Although a courier is one of the most expensive methods of delivery, it is by far the quickest. Couriers pick up and deliver letters, packages and parcels at any time throughout the day. Couriers make deliveries using bicycles, motorbikes, cars and/or trucks for road deliveries. Interstate and international deliveries use planes.

Benefits of couriers not only include the speed in which the delivery can be made, but are also easily tracked. A customer using a courier can know whether or not a parcel, document or letter has been delivered.



Many businesses establish an account with a courier company to collect parcels from their office to deliver to their clients and customers when required. If you are receiving a courier delivery, you will be requested to sign for the delivery, acknowledging receipt of the items.

Check whether you have the authority to sign for courier deliveries on behalf of your employer.

STREET MAIL

Street mail is the service provided by Australia Post to homes and businesses. This is in the place of any business not using a post box or locked bag.

An Australia Post employee delivers on a daily basis. All postal workers are required to wear issued uniforms. This identifies them as an Australia Postal Worker. Deliveries are made by foot or using bicycles or motorbikes. In areas where homes or business are well spread out, a small van or car may be used.

Mail is delivered either to a box outside your business, or, if your business is a hotel/motel, travel agency in a mall or an office within a building, then the mail would be delivered to your reception desk or counter.



POST OFFICE COUNTER

Mail may be held by Australia Post for you to collect from the Australia Post counter. Over the counter mail can only be collected during Australia Post business hours.

Reasons why you may be required to collect mail from the Post Office counter include:

- Parcels were too large to fit into the post office box
- Parcels that Australia Post attempted to deliver to your door at a time when you were not at home or in the office
- It is registered mail and a signature is required by you to verify receipt of the mail
- Postage needs to be paid because there was insufficient postage attached to the mail by the sender



Australia Post will place a card in your post/letter box or under your door to advise you that you need to visit the Post Office counter during business hours. Australia Post may require you to provide personal identification to collect those documents. This is to ensure they are giving the documents to the authorised or relevant person.

When you go to the Post Office, always take personal identification with you as you may be required to show your identification before collecting mail. If the documents to be collected are related to your organisation, take some form of identification with you, such as a signed letter by your manager stating that you are authorised to collect the mail on behalf of the organisation.

HAND DELIVERIES



The sender or a representative of the sender may deliver mail to your organisation by hand. Hand deliveries may require a signature by someone in your organisation or may it be mail that is left at reception.

Sales representatives may drop off quotes or invoices. A business nearby may walk over with their correspondence and/or other types of mail.

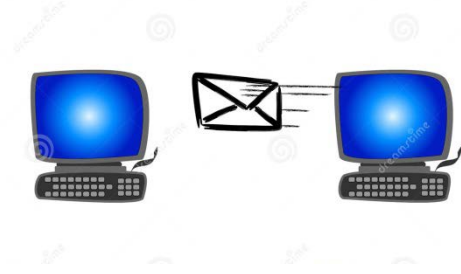
There may be policies in place in accepting hand delivered mail or parcels for security reasons. Inquire as to whether your place of employment has any policies related to hand delivered items, and what they are.

If a signature is required, check with your supervisor if you have the authority to sign on behalf of the company. Some deliveries, such as legal documents, may require the signature of a manager or Director of the company.

ELECTRONIC MAIL (EMAIL)

Email has become the most common method of delivering messages to others. Emails can be used to send:

- Letters
- Colour photographs
- Drawings
- Large documents
- Video and audio files



Electronic mail (email) is a tool that enables the sending and receiving of messages and files to others via a computer network that may be internal or external to an organisation.

Benefits of email include:

- Speed of communication
- Ability to attach files to the message omits the need to send paper
- Cost of communication is cheaper than a telephone call or postage stamp
- Recipient can view message when convenient
- The message and attachments can be stored electronically

REGISTERING INCOMING MAIL

All incoming mail should be processed each day. There may be urgent items delivered that may need immediate attention, and if left to the next day, could cause problems.

The size of your organisation will depend on whether there is a set routine for incoming mail. Some larger companies have a mail room in which all mail is processed and distributed. In a smaller operation, it may be one person that is responsible for the opening, recording, and distribution of the daily mail.

Most businesses, however large or small, have an incoming mail register. This helps to track any mail received.

INCOMING MAIL REGISTER

DATE	RECEIVED FROM	TYPE OF MAIL	ADDRESSED TO	ACTION TAKEN

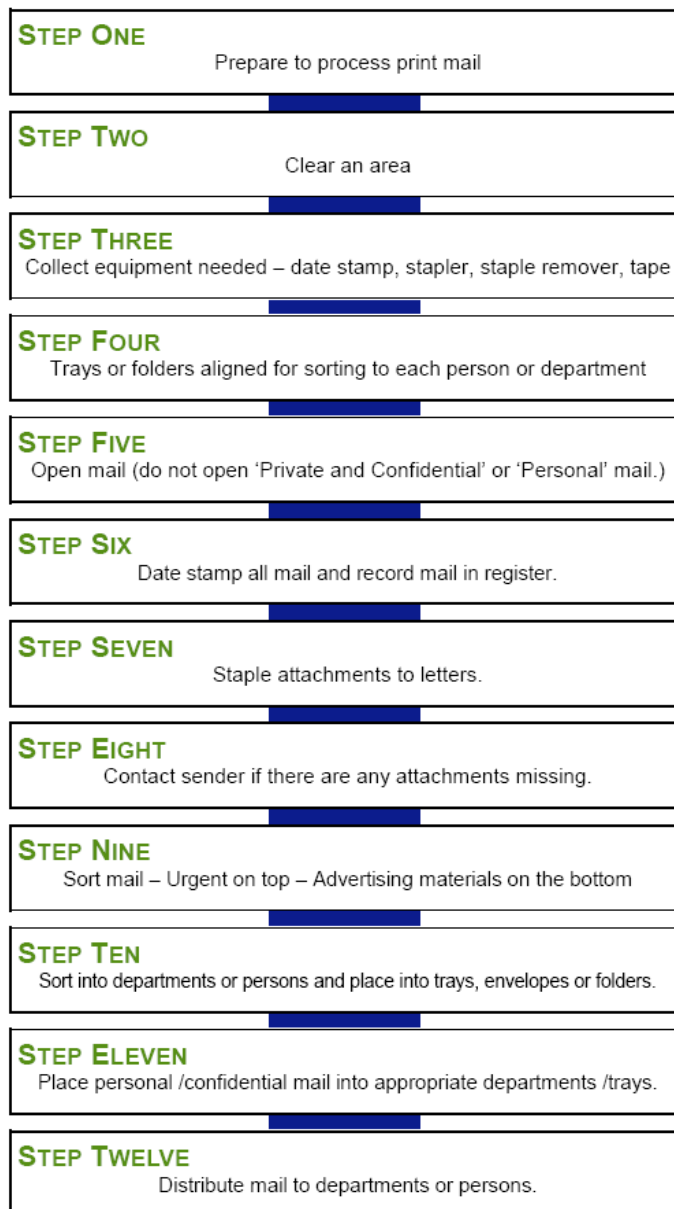
INCOMING MAIL - A SUGGESTED ORDER OF PRIORITY

1. electronic mail - email / faxes
2. urgent mail - including Express Post, courier, certified, registered
3. private and confidential - not to be opened
4. cheques
5. airmail
6. ordinary mail
7. accounts for payment
8. parcels
9. magazines and trade journals
10. newspapers and advertising letters

PROCESSING PRINTED MAIL

There are many steps involved in processing printed mail, including preparation. If the daily volume of mail is quite high, it is recommended that you establish a routine.

Here is a suggested routine.



In a large organisation (such as a large travel agency group or hotel group), you may be required to forward mail to other branches. This mail would be packaged and placed in the area for outgoing mail.

PROCESSING PAYMENTS AND ORDERS RECEIVED

Some businesses have a procedure that has all payments recorded separately in a mail register. These payments could include cheques, credit card or money orders.

Any new orders or requests for services should be processed as quickly as possible. Delays in order processing could lead to dissatisfied customers and loss of future business.

PAYMENT REGISTER

DATE	RECEIVED FROM	CHQ/CCARD/ MONEY ORDER	AMOUNT	ACTION TAKEN



ACTIVITY ONE

Locate / Contact the Post Office in your area. Inquire if they:

- 1) Offer post boxes**
- 2) What is required to get one?**
- 3) What is the cost?**

(1) _____

(2) _____

(3) _____

By searching the Internet or referring to the Yellow Pages in your local area, list two courier companies that service your area.

(1) _____

(2) _____

By searching the Internet or referring to the Yellow Pages in your local area, list two courier companies that deliver interstate and two courier companies that deliver internationally

(1) _____

(2) _____

(3) _____

(4) _____



ACTIVITY TWO

Swaggies has established procedures that must be followed when processing incoming mail. These procedures are listed below and are the basic steps a mail clerk would take.

- Sort and distribute mail to departmental in-trays
- Give priority to the distribution of any mail marked 'urgent, certified post or express post'
- Report any suspicious mail to your manager
- Collect mail from the Reception area by 9.45 am daily
- Check fax machine regularly and distribute incoming faxes to staff members
- Record mail in the department's Inwards Mail Register

However, there are often other steps that need to be taken that have not been included. They are:

- if a confidential / private letter is opened in error, reseal the envelope with tape, write on the envelope 'opened in error' and your initials
- after opening the mail, check it for return address and closures
- clear the working area ready to start
- open the mail cleanly with a letter opening knife or machine
- stamp the date of receipt of paper-based mail
- check that enclosures have been included

Read the Swaggies Steps and the other steps then sort them into a logical order.

(1) _____

(2) _____

(3) _____

(4) _____

(5) _____

(6) _____

(7) _____

(8) _____

(9) _____

(10) _____

(11) _____

(12) _____



ACTIVITY THREE

Using the pictures below, complete the table by choosing the correct equipment for the purpose described. The first one is done for you.



Equipment	Purpose
Letter Opener	Looks like a small knife, usually used to open envelopes along the long edge.
	For opening parcels
	For opening packages and removing staples
	To indicate the date the mail was received
	Used to ensure security if cheque has not already been stamped
	Various equipment used to keep mail items together
	Used to record information, make notes, highlight information
	For organising and presenting mail
	Records incoming mail items and their details
	A book that records the receipt of cheques
	For circulation of internal mail. Staff cross off the last name on the list and add the next addressee's name.



ACTIVITY FOUR

Missing Enclosures

Pam has dealt with the suspicious mail but has discovered that one letter with a Remittance slip from "Cultural Artworks" does not have the cheque enclosed.

(1) Place the following actions in order:

- a) contact "Cultural Artworks" to check the cheque was sent
- b) re-check the envelope
- c) advise your supervisor of the problem

(1) _____

(2) _____

(3) _____

(2) Write down exactly what you would say to "Cultural Artworks" when you contact them about the matter. Use speech marks.



ACTIVITY FIVE

Mail

Policy

All incoming mail must be sorted, processed and delivered promptly. Mail is to be collected from departmental pigeon holes in the Reception Area and delivered to each department. Staff should respond to incoming correspondence within five (5) working days.

The preferred courier service used by *Swaggies* is *Complete Couriers*.

Procedures

Incoming Mail

- Collect Mail from the Reception area by 9.45 am daily
- Record mail in the department's Inwards Mail Register. This form can be accessed from the **General Stationery** folder.
- Give priority to the distribution of any mail marked "urgent, certified post or express post"
- Sort and distribute mail to departmental in-trays
- Check fax machine regularly and distribute incoming faxes to staff members
- Report any suspicious mail to your manager.

Procedures

Outgoing mail

- Record mail in the Outwards Mail Register. This form can be accessed from the **General Stationery** folder.
- Use only Company envelopes and check that all envelopes are correctly addressed
- Bundle all Express and Certified Mail together
- Place all outgoing mail in the "Outwards Mail " pigeon hole in the Reception area
- Notify the Receptionist when the courier service is required
- Complete the booking sheet for *Complete Couriers* held at Reception. (This booking sheet can be accessed from the **General Stationery** folder.)
- Ensure that all couriered delivery items are correctly addressed and placed in the "Courier Service" pigeon hole
- Sort items for bulk items according to *Australia Post* requirements

Part A - Following Swaggies Procedures for Incoming Mail



You are the mail clerk at Swaggies and are expected to follow Swaggies procedures.

Complete the following things you need to remind yourself:-

- I must _____ the mail by _____ daily.
- All mail has to be _____ in the Mail _____.
- _____, _____ post and _____ must be sorted first.
- Remaining mail is then sorted into _____ ready for distribution.
- Don't forget to check the _____ machine and _____ faxes to staff.
- _____ any suspicious mail to my _____.

Part B - Sort the Incoming Mail in Order of Priority

Sort the following mail into an order of priority. Use the letters in the left hand column to record the correct order. Use the suggested order for processing incoming mail on page 7 as an example.

Jumbled Order		Correct Order of Priority
A	parcel for purchasing department	
B	Newspapers - local and regional	
C	private letter to Accounts Manager	
D	3 emails	
E	letter with an invoice (requesting payment) from Cohen Co	
F	Express Post bag from supplier Furry Friends	
G	Flier for local cafe	
H	letter requesting a price list from local shop - Ribbons	
I	letter containing remittance slip and cheque	
J	fax from supplier: Cohen Co	
K	letter about upcoming Trade Fair from organiser: Events Plus	
L	letter of complaint	

Part C - Complete a Circulation Slip

Information about the upcoming Trade Fair needs to be circulated to:

- | | |
|-------------------|-----------|
| Marketing Manager | K Adams |
| Warehouse Manager | J Little |
| Managing Director | S Parsons |
| Accounts Manager | R Marconi |

Complete the Circulation Slip on the next page...

Circulation Slip	
Please read the attached correspondence and pass on	
Name	Please initial when read
Return to:	Date Stamp

COLLECT AND DISPATCH OUTGOING MAIL

As with incoming mail, outgoing mail procedures are used in every business. Some may be simple, others more sophisticated, all depending on the size and type of business.

Australia Post is the first service that comes to mind when thinking of outgoing mail. However, there are many other ways of getting mail delivered. In this section, we will review some of the more common delivery services available.

Many of the procedures used are part of an established procedure in a company. It is essential that you learn those procedures relating to preparing and dispatching outgoing mail.

This section will give you the basic procedures commonly used by most businesses. The common methods of sending out mail are:

- Electronic mail (email)
- Facsimile
- Courier
- Australia Post
- Hand deliveries

ORGANISATIONAL STRUCTURES

The structure of the company will determine how outgoing mail is handled.

In a large company structure, there may be a mail room to which all outgoing mail is sent to. The mail room personnel would then prepare the mail and organise the dispatch methods.

In the case of couriers, it may be the mail room personnel or the receptionist/s that call and book a courier.

There may be a specific person who picks up faxes from the fax machine and distributes them to the appropriate people.

In a small organisation, one person may be required to collect all the mail, prepare the envelopes for postage, attach postage and dispatch all mail at the post office or at a street post box.

That same person may be required to book a courier for all courier pick-up and deliveries.

DAILY MAIL

Mail to go via Australia Post needs to be in the post office before 5 PM each day or in the post boxes before 6 PM each day.

Couriers can be booked at any time, however, most only pick up until 5 PM each day, after which additional fees are charged.

COURIER PICK-UP

Courier services are usually account based services. The company will have negotiated delivery rates and terms of payments with the courier company, and received an account number.

Courier companies work on a dispatch system. When you call, they will require an account number; pick up address, delivery location and the size of the items. Weight and size of the delivery is important. The courier has a choice of sending a motorbike, car or truck. Couriers also use bicycles for short distance deliveries especially in CBD areas.

If your company has a special pick up section such as a loading dock or separate office entrance, it is important to advise the courier company of this.

POST OFFICE COUNTER

Australia Post offers accounts to companies that have substantial outgoing mail needs. In most cases, this would require a staff member to go to the post office and use the counter services although if the mail quantity is quite substantial and the company has an account with Australia Post, then arrangements can be made with Australia Post to pickup the mail from the company premises such as Sydney Distance Education High School.

For this service Australia Post will provide suitable mail bags in which the mail is placed.

Other services provided to customers with or without accounts are:

- Stamps
- Pre-stamped envelopes
- Express post envelopes or bags
- Registered mail
- Money orders
- Airmail services

HAND DELIVERIES

Hand delivered items are normally those that are within a close proximity or are important enough to make the effort and personally present items to a recipient.

Hand delivered mail has two benefits:

- You are assured that the addressee receives the mail
- Shows personal attention to the recipient

When you hand deliver a document, you may be able to leave the document on the reception desk of the organisation and/or may be required to obtain a signature to acknowledge receipt of the document.

When hand delivering mail, check that you have the correct street address on the envelope. A post office box address is not the correct address to use for hand delivered mail. Include in the address, details of the street number, floor or level of the building, and suite number, if applicable.

CHECKLIST FOR OUTGOING MAIL

Before processing the mail, as the mail clerk, you will need to check the mail that has been collected. Using the "Checklist for Outgoing Mail"

Checklist for Outgoing Mail	
1	The address details and layout are correct
2	The letter and envelope are addressed to the same person
3	The letter has been signed
4	All enclosures mentioned in the letter are there
5	The address is easy to read and is not obscured
6	The return address is included
7	The most appropriate carrier has been included
8	The correct requirements for the chosen carrier have been followed

CLASSIFICATIONS OF AUSTRALIA POST MAIL SERVICES

Australia Post provides a wide range of postal services for use by individuals and businesses. They include:

- Letters within Australia
- International Post
- Express Post
- Parcel Post Services
- Postpak
- Registered Post, within Australia and International
- Money Orders
- Print Post
- COD
- Direct Marketing Services
- Electronic Mail Services
- Post Office boxes and bags
- Special Services

LETTERS WITHIN AUSTRALIA

Letters within Australia are divided into:

- Small letters by ordinary post
- Large letters by ordinary post

Small letters include enveloped mail, letter sheets and unenclosed postcards.

For letters within Australia by ordinary post, you can use peel and stick (adhesive) stamps or prepaid envelopes.

Australia Post can deliver letters within 2-3 days to most areas within Australia.



INTERNATIONAL POST

A number of international post services are available from Australia Post. They include:

EMS International Courier - provides door-to-door delivery of documents and goods up to 20 kg. You can lodge documents at the post office or telephone for courier pick up.

Express Post International - a priority airmail service for letters and documents up to 500g.

Air Mail - is the economical service for routine letters, documents and parcels up to 20 kg. Optional insurance is available to most countries.

Economy Air - offers additional savings for parcels up to 20 kg when speed of delivery is less important. Ideal for heavier parcels.

Sea Mail - the most economical method of overseas parcel delivery, particularly for heavier items. This service is not available to all parts of the world.



There are regulations regarding what you can send overseas by post. Be sure that the contents meet local, national and international regulations. All international letters and parcels require a customs declaration sticker attached. This outlines the contents and the value of the contents.

In some cases, it may be advisable to purchase insurance on the parcel to cover any costs should the parcel go missing.

EXPRESS POST

Australia Post offers an overnight delivery service called Express Post. Express Post is a guaranteed overnight service, or you get your next Express Post delivery for free.

Australia Post sells various-sized envelopes and satchels to accommodate documents and packages. Most common are the 500g envelopes or satchel or a 3kg satchel. Express Post Parcel also provides a parcel service for items up to 20 kg.

When sending goods using the Express Post satchel, you are required to sign the declaration on the front of the satchel declaring that no dangerous goods are being sent.

For guaranteed delivery of the Express Post envelope or satchel, you must lodge the Express Post item in the gold street post box before 6 PM (or before 5 PM if lodging the items over the counter).



PARCEL POST SERVICES

Australia Post has a parcel post delivery service. They cater for:

Small parcels - a road service for parcels that weigh up to 500g

Local parcels - for parcels lodged at the Post Office from which delivery will be made within country areas within 50 km radius - for parcels lodged at an office within 50 km of the delivery office.

Prepaid parcel post satchel - 500 kg and 3 kg satchels prepaid to anywhere in Australia

Regular Parcel - road service for parcels up to 20 kg throughout Australia

Express Post Parcel - guaranteed next business day delivery for parcels up to 20 kg within the Express Post network

Each service has a different postal rate depending on the size, weight and service chosen. The faster the delivery required, the higher the fees. Rates can be found by visiting your local post office and asking for a postal rates book, or visiting their website at www.australiapost.com.au



POSTPAK

Postpak is a product line offered by Australia Post which creates packaging supplies including:

- Padded bags
- Tough bags
- Expandable tough bags
- Mailing boxes
- Computer disk and photo mailers
- Bubble wrap
- Satchel liners
- Mailing tubes
- Packaging tape



REGISTERED POST

When you are sending valuable or important documents within Australia or internationally, Registered Post gives you an added level of security.

Registered Post gives you:

- proof that the article was sent (when lodged at the post office counter)
- proof that the article was received - a signature is obtained on delivery
- a unique identification number for every article
- compensation for loss or damage of the article up to \$100 for a standard registered delivery.

Optional services (additional fees apply)

- Delivery confirmation - a card is returned to you with the recipient's signature.
- Person-to-person delivery* - your mail will be delivered to the addressee (only available within Australia).
- Extra Cover up to \$5,000 (only available within Australia).
-

Registered Post is available for deliveries within Australia and internationally.

PRINT POST

Companies that have catalogues or newsletters sent out on a regular basis use Print Post. There are certain requirements that have to be met if a company intends on using Print Post services. More information on Print Post can be sought at your local post office or on the Internet at www.australiapost.com.au

DIRECT MARKETING SERVICES

There are two services provided by Australia Post. One is a service that delivers un-addressed catalogues to all businesses or households within a designated area.

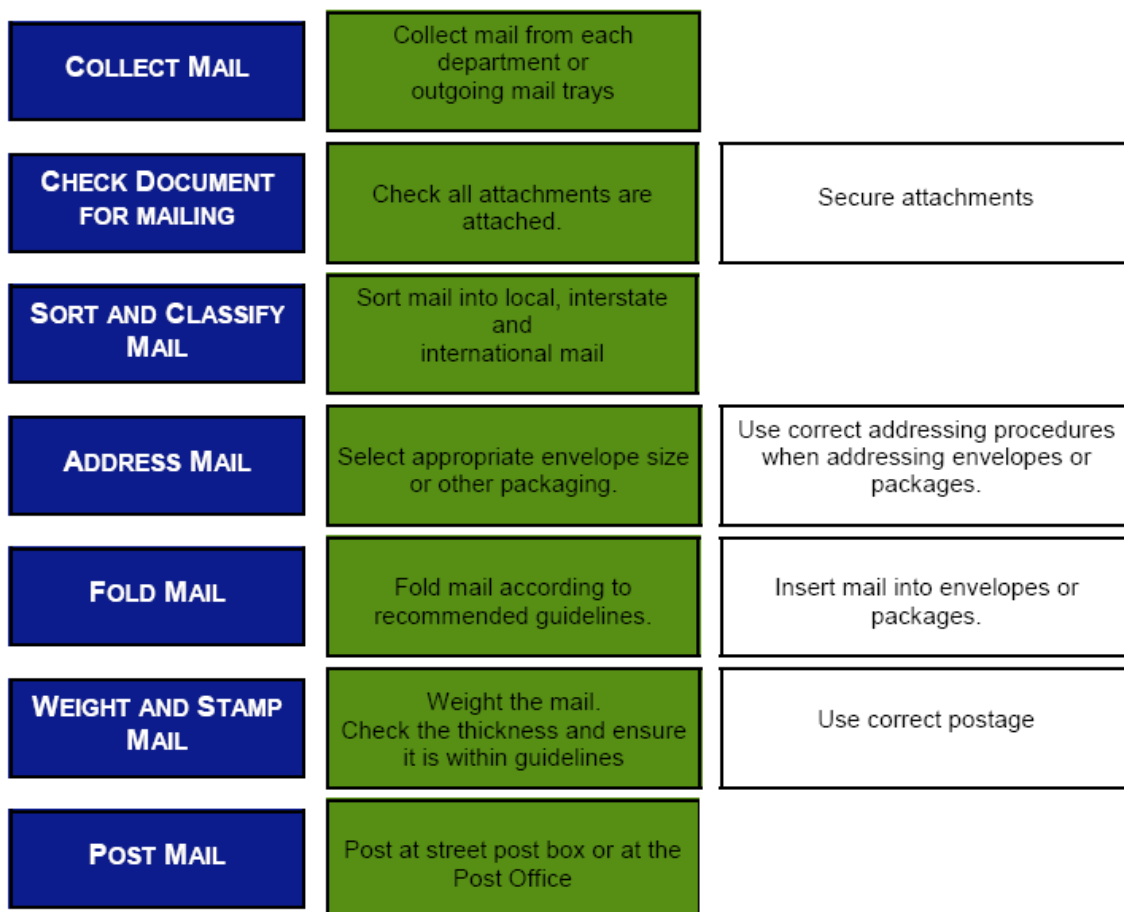
Another service is the Reply Service, where a customer can send back a letter or form to a supplier without the need of postage stamps.

The business is provided with a Reply Paid Number, which is printed on the letters, forms, or cards that are to be returned to the sender.

For more detailed information on their services, visit your local post office, or look at their website located at www.australiapost.com.au

PROCESSING AND DESPATCHING OUTGOING MAIL

The process of dispatching outgoing mail can be described as follows:



PACKING, WRAPPING AND SEALING MAIL

Envelopes should be sealed properly with the address clear on the front, the return address on the back, and proper postage attached. Parcels or cartons should have the contents properly wrapped to prevent any damage.

Materials used can include:

- Newspapers
- Shredded paper
- Bubble wrap
- Styrofoam popcorn
- Tissue paper

The cartons or parcels should be properly sealed with strong packing tape. The receiver's address should be clearly seen and the sender's details should also be attached. If the contents are fragile, attach fragile stickers in several locations. Make sure a customs declaration form is attached if the parcel or letter is being sent overseas.



ACTIVITY SIX

Go to Australia Post's website;

<http://www.auspost.com.au/>

- (1) Find a complete listing of Express Post services including costs for each of the express post satchels and envelopes.

Print this listing and return with the rest of your work for this TP.

How much does it cost to send a 3kg satchel Express Post within Australia?

On Australia Posts website, find the Australian Postal Rates calculator.

- (2) Using the calculator, calculate the postage charges for the following items to be mailed from a Sydney address to another Sydney address (so use 2000 as the Post Code both times):

A. document in an A4 envelope weighing 160 grams

B. A CD Rom in a padded envelope 150 mm X 250 mm

C. A small parcel weighing 6 kilos (the box is 300 mm wide x 450 mm long x 250 mm high)

D. A tube with a drawing inside, weighing 2.5 kilos (the tube is 100 mm in diameter x 1 metre long)

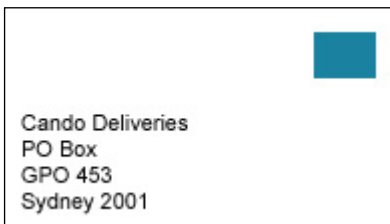


ACTIVITY SEVEN

Before processing the mail, as the mail clerk, you will need to check the mail that has been collected. Use the "Checklist for Outgoing Mail" from Page 5.

Check the outgoing mail items below. There are 3 envelopes and 2 letters. NB: the envelopes are not meant to match the letters. Identify the problems in each of the mail items eg - if an address is missing.







Swaggies

Wilsons Suppliers

321 Feelgood Rd
Fairburn NSW 2654

7 February, 2003

Dear Sir or Madam:

We are interested in your Australiana clothing items. Could you please send us a brochure with price list to the above address.

Sincerely

Gerry Bell

Gerry Bell
Manager (Acting)

Swaggies

361 Sydney Road
MANLY NSW 2095

Wilsons Suppliers

321 Feelgood Rd
Fairburn NSW 2654

7 February, 2003

Dear Sir or Madam:

Please find enclosed a cheque in payment for Purchase order No 23098

Sincerely,

Gerry Bell
Manager (Acting)

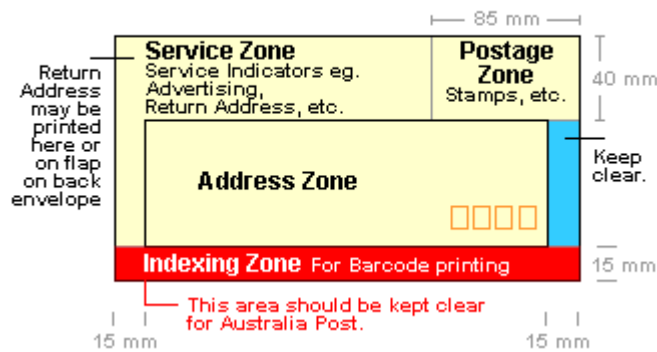
ADDRESSING GUIDELINES

Why is the format of an address so important? Australia Post uses advanced letter sorting technology to read the address on each envelope electronically. These machines work best when address formats are structured in a consistent manner. That is why it is necessary to address your mail clearly and correctly. The information below demonstrates how.

Envelope Layout

It is important that the zones on the envelope, indicated below, are observed at all times.

Envelope Face Format - Allocation of Zones



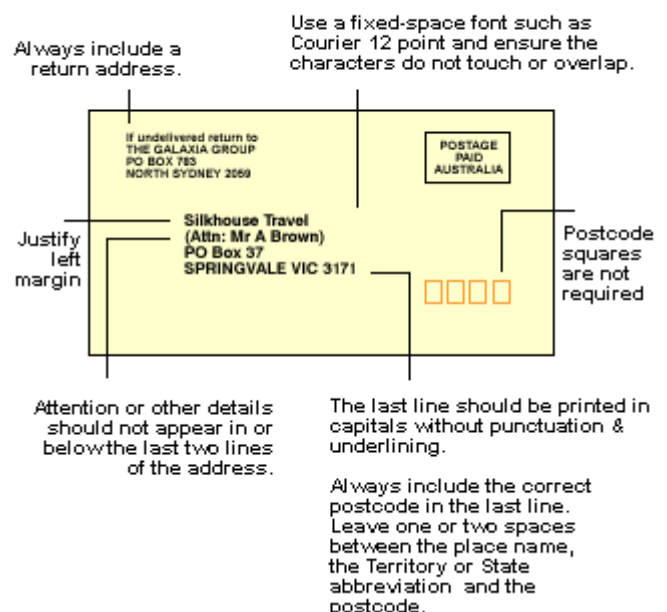
General Addressing Tips

- Use the correct postcode – don't guess it if you don't know it. The postcode should be the last item in the address.
- Use clear print– Print clearly using dark ink, preferably black on white. Red, yellow or orange inks should be avoided.
- Keep the address straight – the address lines should be parallel to the bottom of the envelope
- Don't indent or stagger address lines – each line of the address should start at the same point on the left hand side
- Space words correctly – leave one or two character spaces between the place name or post office of delivery and the State or Territory abbreviation, and the same amount of space between the State or Territory abbreviation and the postcode.
- Don't underline anything – no words in the address should be underlined.
- Include a return address – place the sender's address in the top left corner, or on the back flap of the envelope. This ensures we can return the letter if it can't be delivered.

Machine Addressing Tips

- Use clear readable type. Ensure the print characters in the address do not touch or overlap. Australia Post recommends using a fixed pitch type font such as Courier 12 point, 10 pitch
- Avoid italic, artistic, script, coarse dot matrix, extremely wide or narrow print fonts.
- Replace worn out ribbons or cartridges.
- Addresses in window panel envelopes should be clearly visible through the window. No other information should appear through the window, together with the address, even if the contents should move.
- Don't use Postcode Squares for machine-addressed letters even if they are pre-printed on the envelope.

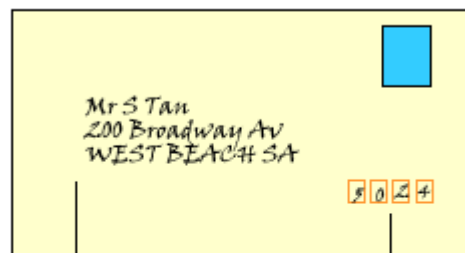
Typical Machine Addressed Envelope



Hand Addressing Tips

- Use envelopes pre-printed with the four Postcode Squares.
- Print the four numerals of the destination postcode clearly within the Squares.
- Do not use the Squares on hand addressed envelopes for overseas addresses - even if the overseas postal code can fit into the Squares.
- Print the place name and state or territory abbreviation on the bottom line in capital letters.

Typical Hand Addressed Envelope



The bottom line should be in CAPITALS and include only the placename or post office of delivery and the State or Territory, in abbreviated form.

Write the destination postcode clearly in the four squares postcode squares.

Do not use the squares when addressing letters for overseas - even if the overseas postal code can fit in the squares.

Addressing Formats

Address Format for a Routine Street Address



METERING

What is Metering?

Metering is the new-technology franking. Customers using metering receive a [2.5 % rebate](#) on every postage meter reset. Postage meters are reset by modem and offer your business a wide range of additional benefits.

The Difference between Metering & Franking

Postage meters are modern franking machines, equipped with sophisticated features and capabilities. Postage meters are reset by modem, electronically driven and equipped with either impact printing, where an engraved stamp physically places an impression on the mail article, or digital printing technology, includes thermal, inkjet and laser printing techniques.

Australia Post, in conjunction with meter suppliers, developed a minimum standard for all postage meters licensed on or after 1 January 2002. Only meters which comply with the requirements of the [Postage Meter Standard](#) will be eligible for licensing by Australia Post.

Franking machines are mechanical or electro-mechanical and usually reset either at the post office, resetting cartridge or by phone. They are equipped with impact printing technology only (where an engraved stamp physically places an impression on the mail article).

Approved Postage Meter Models

Australia Post will only issue new postage meter licenses for [Standard - compliant postage meters](#). These are the only meters that entitle customers to a 2.5 % rebate on postage meter resets.



ACTIVITY EIGHT

In the space below list the arguments for using metering rather than the old style franking.

Explain why an insurance company like AMP would use franking whereas the local mechanic wouldn't.

SECTION SUMMARY

You now have an understanding of the steps in processing incoming mail, incoming emails and incoming payments. These processes include the routine of registering the mails and distributing mail (including email) to the relevant departments or persons. The next section will outline the process of outgoing mail. This section also showed you the various services available for delivering mail and the basic steps in processing outgoing mail.

SELF ASSESSMENT

DID YOU LEARN?

THE FOLLOWING QUESTIONS ARE YES AND NO QUESTIONS.

IF YOU CANNOT ANSWER YES TO EACH QUESTION IT IS SUGGESTED YOU REVIEW THE MATERIAL AGAIN.

COLLECTING OR RECEIVING INCOMING MAIL

Can you summarise how incoming mail is received by;

- post office box and locked bags
- document exchange
- facsimiles
- couriers
- street mail
- post office counter
- hand deliveries
- electronic mail

REGISTERING INCOMING MAIL

Do you understand how the size of an organisation has an influence on the routine of processing incoming mail?

PROCESSING PRINTED MAIL

Are you able to understand the various steps required to process mail, and give an example of this?

PROCESSING PAYMENTS AND ORDERS RECEIVED

Do you understand the type of problems that delays in order processing could lead to?

ORGANISATIONAL STRUCTURES

Can you explain how the structure of a company can determine how the mail is handled?

DAILY MAIL

Do you know what the latest time to post mail at the post office is?

POST OFFICE COUNTER

Do you recall the many services & products Australia Post offers?

HAND DELIVERIES

Can you recall the two benefits of hand-delivery items?

CLASSIFICATIONS OF AUSTRALIA POST MAIL SERVICES

Are you able to relate some of the many postal services individuals and businesses are offered by Australia Post?

Can you summarise what a few a few of them involve?

PROCESSING AND DESPATCHING OUTGOING MAIL

Can you explain the processes and tasks required in dispatching outgoing mail?