

# Updates

When there are changes to an Access Agreement or a new agreement is signed you will be sent updates. Record that you have updated the Access Guide in the table below.

Version Number <i>(Correct as at...)</i>	Date	Initials

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## Introduction

This guide will give you information on the following topics:

- Which postal operators (access customers) can use our postal network
  - Where their mail can enter our postal network
  - How they pay NZ Post for the services we provide
  - How to process and deliver access mail
  - How to handle other postal operators "mis-posted" mail
  - Examples of access mail
  - Where to obtain further information.
-

In 1998 the New Zealand Government deregulated the New Zealand Postal industry. Prior to deregulation in 1998 only New Zealand Post (NZ Post) was allowed to deliver letters (below the value of 80 cents) within New Zealand. Since deregulation over 30 postal operators have registered in NZ. Not all of these deliver mail but, competition is alive and well in the NZ Postal market.

As a State Owned Enterprise (SOE) NZ Post's shareholder is the New Zealand Government (in the form of the Minister of SOE's and Minister of Finance). NZ Post has a contract with the Government called the "Deed of Understanding" that sets out our obligations to the Government, this is basis for our operations. A section of the deed relates to our relations with other postal operators – this is quoted below:

"New Zealand Post shall provide access to its postal network to other postal operators on terms and conditions that are not less favourable than those offered to customers in the same circumstances, where the postal operator concerned is able to meet the requirements of the particular service offer. This clause does not preclude New Zealand Post from negotiating particular arrangements with individual customers or postal operators. The terms of access will be subject to any relevant provisions contained in the Commerce Act or any other relevant legislation"

No other postal operator has duplicated our nation-wide postal, rural, and PO Box, network. This means that for another postal operator to deliver to many parts of the country, they need to utilise the NZ Post network. They do this by accessing our network on the terms set out above in the Deed of Understanding.

There are two ways a competitor can access the NZ Post network:

- By signing a formal **access agreement** with New Zealand Post, or
- By applying New Zealand Post postage (stamps / DPM) to the item.

An access agreement is a contract between NZ Post and another postal operator that sets out the terms, method of access, price and other significant information.

NZ Post operates three types of access agreements:

- **Lodgement Agreement:** This is where the postal operator lodges mail at a NZ Post Mail Centre according to the lodgement requirements in their access agreement. The following postal operators have Lodgement Agreements:
  - DX Mail
  - NZ Mail
  - Solution Dynamics.
- **Prepaid Agreement:** This is where the postal operators postage (stamps, envelopes and DPM impressions) are prepaid for the NZ Post network. Postal operators with Prepaid Agreements (and their customers) can post their mail directly into NZ Post Street Receivers, Rural Delivery boxes and Posting Panels. The following postal operators have Prepaid Agreements:
  - Fastway Post
  - KiwiMail
  - DX Mail
  - NZ Mail
  - Pete’s Post Prepaid
  - Quantum Solutions
  - Croxley
  - Solution Dynamics
  - Pitney Bowes.
- **Bulk Mail Agreement:** This is where the postal operator lodges bulk mail (VolumePost, GoFlexible, PrintPost, Business Standard & Flexible, PreSort) to the requirements in their bulk mail access agreement. The following operators have Bulk Mail Agreements:
  - DX Mail
  - NZ Mail
  - Solution Dynamics.

Access is an obligation of NZ Post, but access is also a second chance to earn revenue on mail volume that we have lost to competition. For both these reasons it is very important that NZ Post handles and delivers mail for our access customers to the same high standard as our own mail.

The Access Guide sets out the access agreements that NZ Post holds with individual postal operators. Each section is divided into subsections that deal with particular aspects of processing each postal operators’ mail.

In addition to those postal operators we have access agreements with, there are a number of other postal operators with whom we have a relationship at an operational level. This is to ensure that any mis-posted mail is returned to the correct postal operators without delay.

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## Contents Page Key

The following key is to help particular parts of NZ Post identify which sections relate most to them.

<i>Letter in 'Applies to' Column</i>	<i>Group</i>
<b>A</b>	All Groups
<b>D</b>	Delivery
<b>P</b>	Processing
<b>R</b>	Retail
<b>CSC</b>	Customer Service Centre

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## Local Access Co-ordinators

Below is a list of local Access Co-ordinators who can be referred to for access related issues in your area. If the matter cannot be resolved locally, contact the National Access Manager on 0800 Compete (0800 266 738).

<i>Name</i>	<i>Region</i>	<i>Phone Number</i>
Sharlene Taylor	Auckland	(09) 367 9948
Safka Gibbs	Christchurch	(03) 353 1695
Dale Marwick	International	(09) 256 7248
Davina Samways	Manawatu	(06) 350 2729
Rodney Laing	Nelson	(03) 546 0142
Trish Adler	Rotorua	(07) 349 8062
Linda McGee	Taupo	(07) 378 5259
Neil Mattingley	Timaru	(03) 684 0901

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## DX Mail – Overview

**About DX Mail** DX Mail (formerly NZDX) operates a network of business mailboxes through which members can send business mail to each other. With this mailbox service DX provides a national overnight service to a range of businesses.

DX also operates a postal delivery network focussed in the central business districts of some major New Zealand cities.

DX Mail also has Bulk Mail and Prepaid access agreements with New Zealand Post. Details for these can be found in the next two sections. This section relates to DX's Lodgement Access Agreement.

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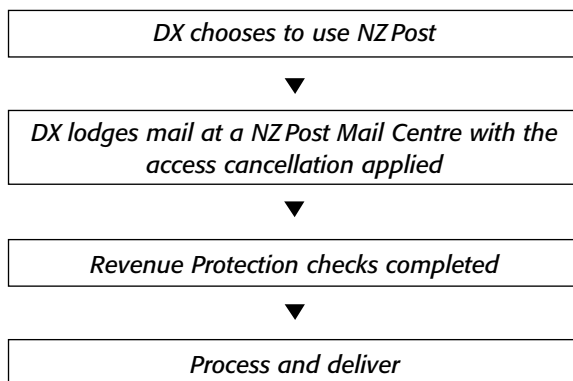
### Key points

- DX mail must be lodged at a Mail Centre.
- It cannot be lodged via the NZ Post clearance network, as it is not prepaid for our network.
- DX mail must carry the DX postal identifier.
- DX mail is lodged by DX with the access cancellation already applied.
- DX mail without the access cancellation should be returned to DX immediately.

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### Processing DX mail

This is the process that all DX mail goes through when delivered by NZ Post.



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## Access Agreement with DX Mail

### **DX Access Agreement overview**

DX has a lodgement Access Agreement with NZ Post that enables them to lodge mail with NZ Post for processing and delivery.

DX pays NZ Post for mail they lodge with NZ Post.

The complete Access Agreement can be viewed on the NZ Post website: <http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>

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### **Where can DX mail enter our postal network?**

Mail from DX can enter our network in the following ways:

- DX mail can be lodged at any NZ Post Mail Centre
  - It **cannot** be lodged via NZ Post Street Receivers, as it is not prepaid for our network
  - It cannot be lodged over the counter at NZ Post Retail outlets.
- 

### **Presentation**

Mail from DX must meet these presentation requirements before it can be accepted by NZ Post for processing:

- Display the DX postal identifier
- Carry the required labels for particular services e.g. FastPost
- Presented in trays separated by product size & type
- Faced up
- Be accompanied by a completed AR19N lodgement manifest form or have an approved DX DPM impression applied (see page 6)
- Have the access cancellation "Carried by New Zealand Post Lodge with DX Mail" applied.

If the presentation requirements are not met or if you have a problem with a DX lodgement inform your Team Leader.

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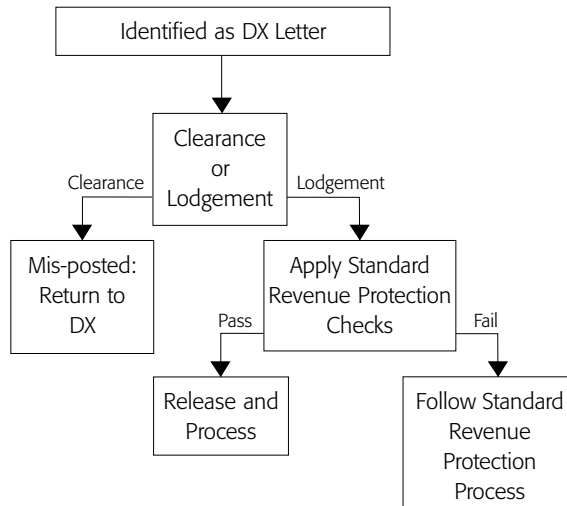
### **Lodgement time**

- DX mail must be lodged by 6.00pm except where other arrangements have been made. Contact the National Access Manager if you are not sure.
-

## Processing DX mail in our Network

### **Revenue Protection acceptance checks**

The flow chart below shows the Revenue Protection process that DX mail must go through before being accepted for processing.



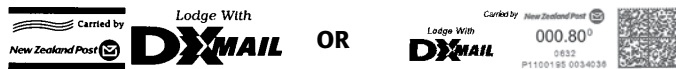
If you are unable to resolve Revenue Protection problems with DX locally, contact the National Access Manager 0800 266 738.

### **labelling Cancelling DX mail**

To comply with the Postal Services Act 1998 NZ Post must apply its postal identifier to any item it carries.

NZ Post has a unique "cancel by" impression for competitor mail lodgements, called the "access cancellation".

DX mail that has been correctly lodged will have the access cancellation applied, by DX Mail.



This allows NZ Post people to distinguish between paid DX mail and unpaid.

Any item without this cancellation should be returned to DX immediately.

### **Services that apply to DX Mail**

These services apply to DX Mail (that carries the access cancellation)

- Redirections
- Hold orders.

Redirections	<p>If there is a current redirection in place, redirect the DX letter using the yellow redirection labels.</p> <p>If the recipient redirects an item, redeliver this to the redirected address.</p>
Hold orders	<p>If the recipient has a hold order in place, then this also applies to DX mail that is delivered by NZ Post. Follow standard procedures for holding mail on a customer's request.</p>

**Undeliverable mail**

Some DX access mail is returned into our network because the item is incorrectly addressed and has been marked as “gone no address”.

Return GNA and RTS mail to DX as an undeliverable item.

Note:

- DX returns should not be counted on the DX manifest for mail consigned to DX. Instead it should be handed over separately.

**Returning mail to DX**

NZ Post should return items to DX that are:

- Undeliverable mail – gone no address and return to sender mail, even if a sender’s address is present.

The process for returning DX mail will normally be to hand mail back to DX when they drop mail off for NZ Post each night, but this may vary from site to site.

**Customer enquiries**

Customer service enquiries must be handled by DX.

If a DX customer contacts you (CSC or Retail) explain politely that they actually need to contact DX and can do this by calling 0800 806 139.

If you would like more information on DX Mail then please refer to the following:

- Access Agreement:  
<http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>
- DX Mail website: <http://www.dxmail.co.nz>
- Your local Access Co-ordinator.

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## Lodging Mail with DX

**Overview** Where our customers post mail addressed to DX Box addresses, with New Zealand Post postage attached.

This topic tells you:

- When to lodge mail with DX
  - How to lodge mail with DX.
- 

**When to lodge mail with DX** Always check to see if there is a PO Box or physical address. If so ignore the DX address and deliver as normal.

If you know the PO Box or physical address of a customer you can “redirect” the item to PO Box or physical address instead of consigning it to DX.

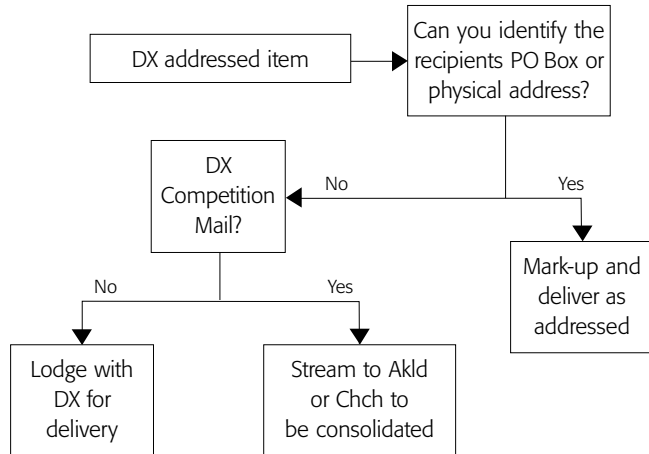
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**How to lodge mail with DX** NZ Post consigns mail to DX that we have received payment for but are unable to deliver because it is addressed to a DX address, and we do not know the customers delivery address.

Consignment notes (these are similar to our AR19n) must be completed for all mail handed to DX to deliver on our behalf. The mail and consignment note must be handed over to your local DX contact to ensure the mail is delivered as soon as possible.

NZ Post must pay DX for **every** item we consign so we should always deliver the item if we are able to identify a PO Box or physical address that we can deliver to.

The flow chart below shows the process for handling DX addressed mail.



### ***DX competition mail***

DX offer competition mail services, where people can enter various competitions by writing to a specific DX box address. Because there are often a large number of entries for each DX box we consolidate this mail before lodging it to save money on lodgement costs.

Forward all DX competition mail to the nearest one of the three sites below.

- Auckland – Internal Research, Auckland Mail Centre
- Christchurch – Cashel Street Box Lobby

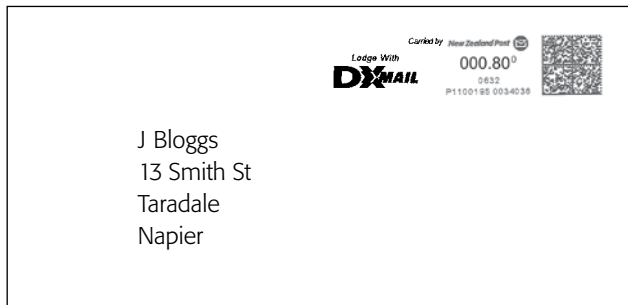
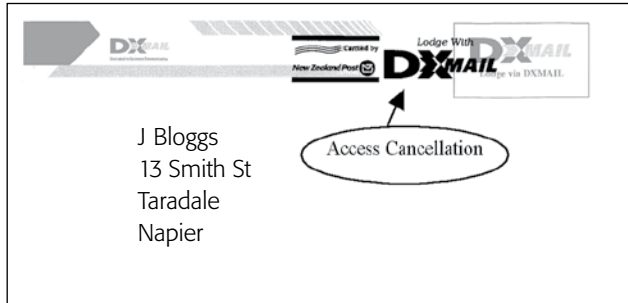
Address the tray, satchel, or bag containing the competition mail to:

*Attention Team Leader  
DX Competition Mail  
[Location – Akld or ChCh]  
City / MSC*

## Examples of DX mail

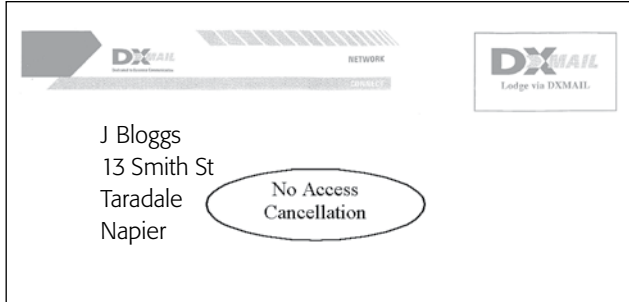
### DX lodgement mail

Correctly lodged and paid for. Process and Deliver



**DX mis-posted mail**

Cull and return to DX immediately.



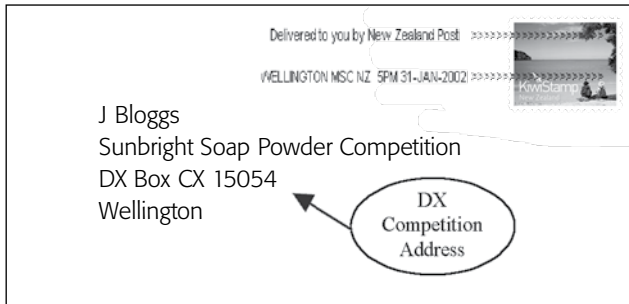
**DX addressed mail**

Deliver to the alternative NZ Post PO Box or physical address. If you do not know the alternative address consign to DX.



**DX competition mail**

Forward to the nearest NZ Post consolidation site.





**DX postal identifiers**

All DX mail must carry a logo containing either "DX" or "New Zealand Document Exchange", similar to the following.



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## For More Information

**Reference  
Materials**

If you would like more information on DX Mail then please refer to the following:

- Access Agreement:  
<http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>
  - DX Mail website: <http://www.dxmail.co.nz>
  - Your local Access Co-ordinator
  - Access Intranet Site:  
<http://intranet/divisions/operations/logistics>
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## DX Mail Bulk Mail – Overview

DX Mail has bulk mail, lodgement and prepaid access agreements with NZ Post. This section relates to the bulk mail access agreement.

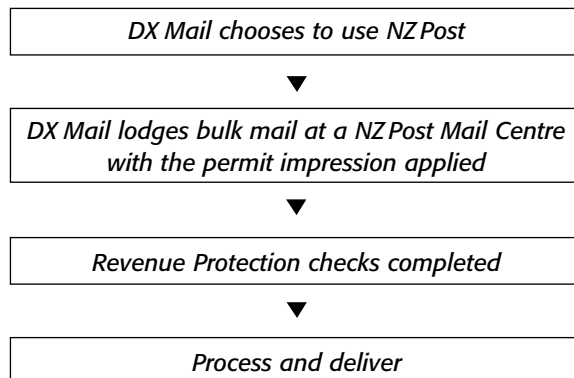
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### **Key points**

- DX Mail bulk mail must be lodged at a Mail Centre.
  - It cannot be lodged via the NZ Post clearance network, as it is not prepaid for our network.
  - DX Mail bulk mail must carry the DX Mail postal identifier.
  - DX Mail lodgement is lodged by DX Mail with the approved permit impression already applied.
  - DX Mail bulk mail without the approved permit impression should be returned to DX Mail immediately.
- 

### **Processing DX Mail Bulk**

This is the process the DX Mail Lodgement mail goes through when delivered by NZ Post.



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## Access Agreement with DX Mail Bulk

### ***DX Mail Bulk Mail Access Agreement Review***

DX Mail has a Bulk Mail Access Agreement with NZ Post that enables them to lodge mail with NZ Post for processing and delivery.

DX Mail pays NZ Post for mail they lodge with NZ Post.

The complete Access Agreement can be viewed on the NZ Post website: <http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>

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### ***Where can DX Mail Bulk mail enter our postal network?***

Mail from DX Mail Bulk mail can enter our network in the following ways:

- DX Mail Bulk mail can be lodged at any NZ Post Mail Centre
  - It **cannot** be lodged via NZ Post Street Receivers, as it is not prepaid for our network
  - It cannot be lodged over the counter at NZ Post Retail outlets.
- 

### ***Presentation***

Mail from DX Mail must meet these presentation requirements before it can be accepted by NZ Post for processing:

- Display the DX Mail permit number and postal identifier
  - The customers' statement of accuracy identification number
  - The customers' statement of accuracy rating
  - All labelling must meet New Zealand Post bulk mail labelling requirements
  - Carry the required labels for particular services e.g. FastPost
  - Presented in trays separated by product size & type
  - Faced up
  - If the presentation requirements are not met or if you have a problem with a DX Mail lodgement inform your Team Leader.
- 

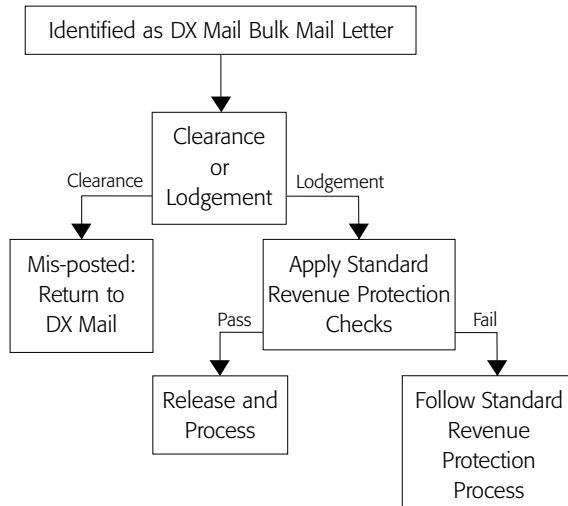
### ***Lodgement times***

- DX Mail Bulk Mail must be lodged into the New Zealand Post network by 5pm Monday – Friday.
-

## Processing DX Mail Bulk Mail in our Network

### **Revenue Protection acceptance checks**

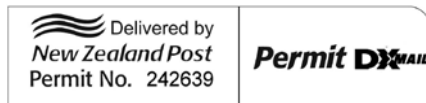
The flow chart below shows the Revenue Protection process that DX Mail Lodgement mail must go through before being accepted for processing.



If you are unable to resolve Revenue Protection problems with DX Mail locally, contact the National Access Manager 0800 266 738.

### **Identifying DX Mail Bulk Mail**

DX Mail Bulk mail that has been correctly lodged will have the approved permit post impression, by DX Mail.



This allows NZ Post people to distinguish between paid DX Mail Bulk mail and unpaid.

Any item without this cancellation should be returned to DX Mail immediately.

**Services that apply to DX Mail**

These services apply to DX Mail (that carries the bulk mail permit impression)

- Redirections
- Hold orders.

**Redirections**

If there is a current redirection in place, redirect the DX Mail letter using the yellow redirection labels.

If the recipient redirects an item, redeliver this to the redirected address.

**Hold orders**

If the recipient has a hold order in place, then this also applies to DX Mail mail that is delivered by NZ Post. Follow standard procedures for holding mail on a customer's request.

**Undeliverable mail**

Some DX Mail mail is returned into our network because the item is incorrectly addressed and has been marked as "gone no address" or "return to sender".

Return all GNA or RTS items to DX via the local handover process.

**Note:** Do **not** send any DX Mail mail to the Returned Letter Office.

**Returning mail to DX Mail**

NZ Post should return items to DX Mail that are:

- Undeliverable and have no return address.

DX Mail returns should be collected at the Mail Centre and returned daily to DX Mail locally.

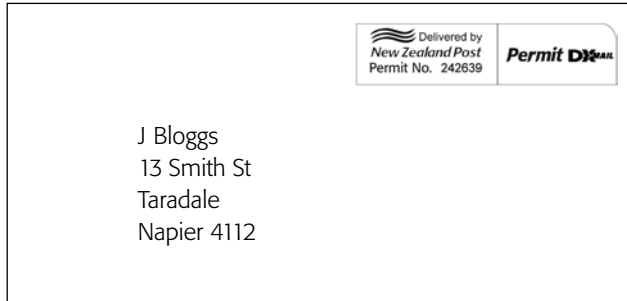
**Customer enquiries**

DX Mail must handle customer service enquiries. If a DX Mail customer contacts you (CSC or Retail) explain politely that they actually need to contact DX Mail and can do this by calling 0800 806 139.

If you would like more information on DX Mail then please refer to the following:

- Access Agreement:  
<http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>
- NZ Mail website: <http://www.dx.co.nz>
- Your local Access Co-ordinator.

## Examples of DX Bulk Mail envelope





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## DX Prepaid – Overview

**About DX Mail** DX Mail (formerly NZDX) operates a network of business mailboxes through which members can send business mail to each other. With this mailbox service DX provides a national overnight service to a range of businesses.

DX also operates a postal delivery network focussed in the central business districts of some major New Zealand cities.

DX also has a bulk mail and lodgement agreement with New Zealand Post. This section relates to prepaid.

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### **Key points**

- DX Mail Prepaid stamps, postage-included envelopes and DPM impressions with the DX Mail Prepaid postal identifier are prepaid for our network.
  - They can be posted through the NZ Post street receiver network, including Rural Delivery boxes and posting panels at PostShops, or lodged at any Mail Centre.
  - DX Prepaid Mail cannot be handed over the counter at NZ Post retail outlets.
  - The correct number of DX Mail Prepaid stamps must be on the item for the appropriate service.
  - The mail should receive the standard NZ Post cancellation and be treated in the same way as our own mail.
  - A combination of DX Mail Prepaid and NZ Post stamps can be used to make up the required postage value.
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## Our Access Agreement with DX Mail

### **Access Agreement overview**

DX Mail has a prepaid access agreement with NZ Post. It enables them to produce and sell stamps, postage included envelopes that are prepaid for delivery through our network.

This means DX Mail prepaid stamps & envelopes are valid for use in our network in the same way our stamps and postage-included envelopes are.

The complete Access Agreement can be viewed on the NZ Post website: <http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>

### **Where can DX prepaid mail enter our postal network?**

Mail from DX Prepaid can only enter our network in the following ways:

- NZ Post street receivers and Rural Delivery boxes
- Posting Panels at PostShops
- Lodgement at NZ Post Mail Centres.

DX Prepaid Post mail **cannot** be lodged:

- Over the counter at NZ Post retail outlets.

### **Mail Presentation**

Mail from DX must meet the same presentation requirements as our own clearance mail.

It must:

- Be posted with NZ Post by the advertised times
- Have sufficient postage attached to the item for the service requested – postage rates are the same for DX Mail as they are for NZ Post
- Have a stamp or prepaid indicia on the top right of the envelope
- Have the required labels for particular services on the mail item e.g. FastPost
- Be addressed to an address that NZ Post delivers to pursuant to the Public Contract. (ie. Physical address, P O Box, or RD address)
- Display the DX Mail prepaid postal identifier.

If the presentation requirements are not met or you have a problem with DX Prepaid Post mail follow the standard revenue protection procedures.

## Processing DX Mail Prepaid mail in our Network

### **Revenue Protection acceptance checks**

Revenue Protection for DX Mail should follow the same process as for our own NZ Post stamped / postage included mail.

#### **Points to look for:**

- Correct value of postage for the service and size of the item. If short paid then follow the same procedures as for NZ Post mail.
- The stamp is legitimate – not counterfeited – for example, printed onto the envelope.

### **Cancelling DX Mail prepaid mail**

To comply with the Postal Services Act 1998 NZ Post must apply its postal identifier to any mail that it carries.

As DX Mail prepaid stamps and postage-included envelopes are prepaid for the NZ Post network, they receive the same cancellation as our own clearance mail.



Note: Only mail that requires payment when lodged requires the Access cancellation e.g. DX Mail, NZ Mail Lodgement.

### **Services that apply to DX Mail Prepaid mail**

These services apply to DX Mail.

- Redirections
- Hold mail
- Return to sender.

#### **Redirections**

If there is a current redirection order in place redirect the DX Mail letter using the yellow redirection labels. If the receiver redirects an item, redeliver it to the redirected address.

#### **Hold orders**

If the recipient has a hold order in place, then this also applies to DX Mail mail. Follow standard procedures for holding mail on a customer's request.

***Undeliverable mail***

Some DX mail is returned into our network because the item is incorrectly addressed and has been marked as “gone no address” or “return to sender”.

**Note:** Do **not** send any DX Prepaid Post mail to the Returned Letter Office.

***Returning mail to DX Mail***

NZ Post should return items to DX Mail that are:

- Undeliverable, even if a return address is present.

DX Mail returns should be collected at the Mail Centre and returned daily to DX Mail locally.

**Customer enquiries**

DX Mail must handle customer service enquiries. If a DX Mail customer contacts you (CSC or Retail) explain politely that they actually need to contact Fastway Post and can do this by calling 0800 806 139.

There will be times when a DX Mail customer asks a simple question such as:

- ? "Does NZ Post accept DX mail?" or
- ? "Where I can post DX mail?"

In this situation explain briefly that they can post the mail at any NZ Post acceptance point (except over the counter in our Retail outlets) and suggest they contact DX Mail for further information.

- Remember we have a contract with DX Mail and must always provide true and correct information.
- Do not provide comment or opinion about DX Mail services or their arrangements with NZ Post.

If you are unsure check with your local Access Co-ordinator (see introduction for list) before giving an answer.

**International mail**

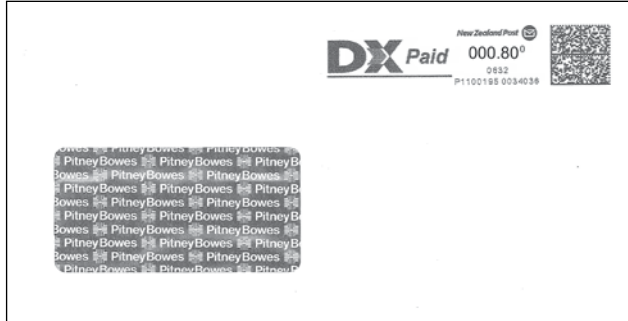
While access only refers to domestic mail delivery, where a DX item is addressed to an international destination, and has the correct postage and service indicator, process and deliver as NZ Post has received payment for this service.

Where such an item is short paid treat in the same manner as NZ Post short paid mail. If the short paid item needs returning, follow the undeliverable mail process on page 5.

## Examples of DX Prepaid Mail

### ***DX Mail prepaid envelope***

Process and Deliver like any NZ Post Standard Post item.



### ***DX Mail Prepaid postal identifier***

All DX Mail prepaid postage with this identifier is valid for delivery through the NZ Post network.



***Reference materials***

If you would like more information on DX Mail then please refer to the following:

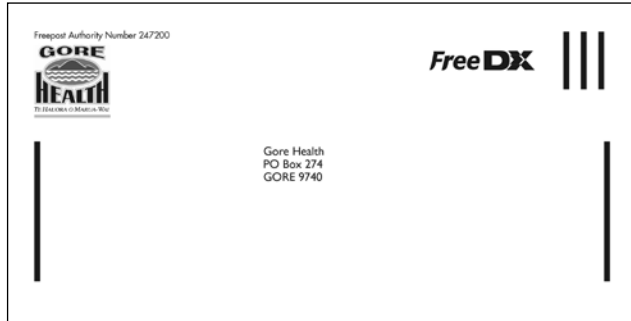
- Access Agreement:  
<http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>
  - DX Mail website: <http://www.dx.co.nz>
  - Your local Access Co-ordinator
  - 0800 Compete (0800 266 738)
  - The Access Intranet site:  
<http://intranet/divisions/operations/logistics>
-



**DX Free Post**

DX has an agreement with New Zealand Post that allows DX branded Free Post envelopes to be processed and delivered by the New Zealand Post network.

The processing of these are the same as New Zealand Post Free Post envelopes.



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## **Pete's Post *Prepaid* – Overview**

### ***About Pete's Post***

Pete's Post was purchased by New Zealand Mail in 2012, but Pete's Post prepaid product is still valid to be lodged into the New Zealand Post network.

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### ***Key points***

- Pete's Post prepaid envelopes are valid for our network – see samples page 7.
  - They can be posted through the NZ Post street receiver network, including Rural Delivery boxes and posting panels at PostShops, or lodged at any Mail Centre.
  - Pete's Post cannot be handed over the counter at NZ Post retail outlets.
  - The mail should receive the standard NZ Post cancellation and be treated in the same way as our own mail.
  - A combination of Pete's Post prepaid and NZPost stamps can be used to make up the required postage value.
  - New Zealand Post stamps can be used on Pete's Post Prepaid envelopes to upgrade the service to FastPost.
-

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## Our Access Agreement with Pete's Post

### **Where can Pete's Post mail enter our postal network?**

Prepaid mail from Pete's Post can enter our network in the following ways:

- NZ Post street receivers and Rural Delivery boxes
- Posting Panels at PostShops
- Lodgement at NZ Post Mail Centres.

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Pete's Post mail **cannot** be lodged:

- Over the counter at NZ Post retail outlets.

### **Mail Presentation**

Prepaid mail from Pete's Post must meet the same presentation requirements as our own clearance mail. It must:

- Be posted with NZ Post by the advertised times
- Have sufficient postage attached to the item for the service requested – postage rates are the same for Pete's Post as they are for NZ Post
- Have a stamp or prepaid indicia on the top right of the envelope
- Have the required labels for particular services on the mail item e.g. FastPost
- Be addressed to an address that NZ Post delivers to pursuant to the Public Contract. (ie. Physical address, P O Box, or RD address)
- Display the Pete's Post postal identifier. See page 9.

---

If the presentation requirements are not met or you have a problem with prepaid Pete's Post mail follow the standard revenue protection procedures.

## Processing Pete's Post Mail In Our Network

### **Revenue Protection acceptance checks**

Revenue Protection for Pete's Post mail should follow the same process as for our own NZ Post stamped / postage included mail.

Points to look for:

- Correct value of postage for the service and size of the item. If short paid then follow the same procedures as for NZ Post mail.

### **Cancelling Pete's Post mail**

To comply with the Postal Services Act 1998 NZ Post must apply its postal identifier to any mail that it carries.

As Pete's Post prepaid envelopes are prepaid for the NZ Post network, they receive the same cancellation as our own clearance mail.



### **Note:**

Only mail that requires payment when lodged requires the Access cancellation. e.g DX Mail, NZ Mail.

**Services that Apply to Pete's Post Prepaid mail** Services that apply to Pete's Post prepaid access mail:

- Redirections
- Hold orders
- Return to sender.

**Redirections** If there is a current redirection in place, redirect the prepaid Pete's Post letter using the yellow redirection labels. If the recipient redirects an item, redeliver this to the redirected address.

**Hold orders** If the recipient has a hold order in place, then this also applies to Pete's Post mail that is delivered by NZ Post. Follow standard procedures for holding mail on a customers request.

---

**Undeliverable mail** Some Pete's Post prepaid access mail is returned into our network because the item is incorrectly addressed and has been marked as "gone no address" (GNA) or "return to sender" (RTS).

Return GNA and RTS mail to the sender when there is a return address present. If no return address return it to:

*Private Bag 93222  
Auckland 1151*

**Note:**

Do **not** send any Pete's Post mail to the Returned Letter Office.

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**Returning mail to Pete's Post** NZ Post should return items to Pete's Post that are:

- Undeliverable mail – gone no address and return to sender mail where no return address present.

---

**Customer enquiries**

Pete's Post must handle customer service enquiries. If a Pete's Post customer contacts you (CSC or Retail) explain politely that they actually need to contact Pete's Post on (09) 307 5858.

- Do **not** provide comment or opinion about Pete's Post services or their arrangements with NZ Post.

---

**International mail**

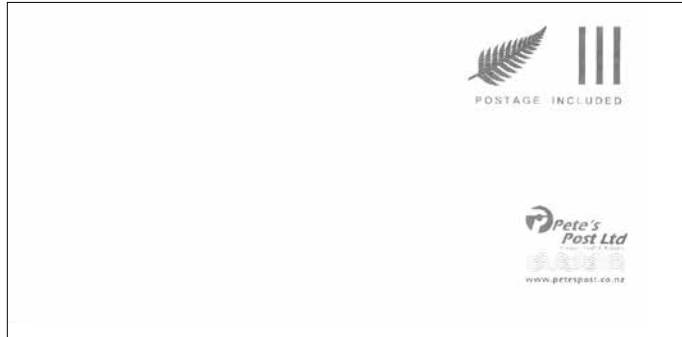
While access only refers to domestic mail delivery, where a Pete's Post item is addressed to an international destination, and has the correct postage and service indicator, process and deliver as NZ Post has received payment for this service.

Where such an item is short paid treat in the same manner as NZ Post short paid mail. If the short paid item needs returning, follow the undeliverable mail process on page 7.

---

## Examples of Pete's Post Prepaid Mail

### *Prepaid Envelope*



7 approved sizes, DLE Plain, DLEWindow, C5 Envelope, C6 Envelope C4, Envelope, E35 and E13, as well as FastPost Prepaid envelope.

### ***Pete's Post postal identifier***

All Pete's Post mail must carry a logo containing the words "Pete's Post", similar to the following.



### ***Reference materials***

If you would like more information on Pete's Post then please refer to the following:

- Your local Access Co-ordinator
- 0800 Compete (0800 266 738)
- The Access Intranet site:  
<http://intranet/divisions/operations/logistics>



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## Fastway Post – Overview

**About Fastway Post** Fastway Post provides a nation-wide mail service through their Access Agreement with NZ Post.

The business is a franchise-based operation that involves “mini Post Shops” either within an existing business or as a stand-alone operation.

Some Fastway Post products, provided by Fastway Couriers, are courier based; designed to target the small parcels market. They also offer packaging products similar to our “Handi” range.

---

### **Key points**

- Fastway Post stamps, postage-included envelopes and postcards with the Fastway Post postal identifier are prepaid for our network.
  - They can be posted through the NZ Post street receiver network, including Rural Delivery boxes and posting panels at PostShops, or lodged at any Mail Centre.
  - Fastway Post cannot be handed over the counter at NZ Post retail outlets.
  - The correct number of Fastway Post stamps must be on the item for the appropriate service.
  - The mail should receive the standard NZ Post cancellation and be treated in the same way as our own mail.
  - A combination of Fastway Post and NZ Post stamps can be used to make up the required postage value.
-

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## Our Access Agreement with Fastway Post

### **Access Agreement overview**

Fastway Post has a prepaid access agreement with NZ Post. It enables them to produce and sell stamps, postage included envelopes and postcards that are prepaid for delivery through our network.

This means Fastway Post stamps, envelopes and postcards are valid for use in our network in the same way our stamps and postage-included envelopes are.

The complete Access Agreement can be viewed on the NZ Post website: <http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>

### **Where can Fastway Post mail enter our postal network?**

Mail from Fastway Post can only enter our network in the following ways:

- NZ Post street receivers and Rural Delivery boxes
- Posting Panels at PostShops
- Lodgement at NZ Post Mail Centres.

Fastway Post mail **cannot** be lodged:

- Over the counter at NZ Post retail outlets.

### **Mail Presentation**

Mail from Fastway Post must meet the same presentation requirements as our own clearance mail.

It must:

- Be posted with NZ Post by the advertised times
- Have sufficient postage attached to the item for the service requested – postage rates are the same for Fastway Post as they are for NZ Post
- Have a stamp or prepaid indicia on the top right of the envelope
- Have the required labels for particular services on the mail item e.g. FastPost
- Be addressed to an address that NZ Post delivers to pursuant to the Public Contract. (ie. Physical address, P O Box, or RD address)
- Display the Fastway Post postal identifier.

If the presentation requirements are not met or you have a problem with Fastway Post mail follow the standard revenue protection procedures.

## Processing Fastway Post mail in our Network

### **Revenue Protection acceptance checks**

Revenue Protection for Fastway Post mail should follow the same process as for our own NZ Post stamped / postage included mail.

#### **Points to look for:**

- Correct value of postage for the service and size of the item. If short paid then follow the same procedures as for NZ Post mail.
- The stamp is legitimate – not counterfeited – for example, printed onto the envelope.

### **Cancelling Fastway Post mail**

To comply with the Postal Services Act 1998 NZ Post must apply its postal identifier to any mail that it carries.

As Fastway Post stamps and postage-included envelopes are prepaid for the NZ Post network, they receive the same cancellation as our own clearance mail.



Note: Only mail that requires payment when lodged requires the Access cancellation e.g. DX Mail, NZ Mail

### **Services that apply to Fastway Post mail**

These services apply to Fastway Post

- Redirections
- Hold mail
- Return to sender.

#### **Redirections**

If there is a current redirection order in place redirect the Fastway Post letter using the yellow redirection labels. If the receiver redirects an item, redeliver it to the redirected address.

#### **Hold orders**

If the recipient has a hold order in place, then this also applies to Fastway Post mail. Follow standard procedures for holding mail on a customer's request.

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**Undeliverable mail**

Some Fastway Post mail is returned into our network because the item is incorrectly addressed and has been marked as “gone no address” or “return to sender”.

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Return the GNA or RTS item to sender. If no return address is provided, return the item to Fastway Post. (see below)

**Note:** Do **not** send any Fastway Post mail to the Returned Letter Office.

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**Returning Mail to Fastway Post**

NZ Post should return items to Fastway Post that are:

- Undeliverable mail with no return address
- Items that have entered our network in error e.g. Fastway Courier items.

Fastway Post returns should be collected at the Mail Centre and returned **daily** to Fastway Post:

*Private Bag 93222  
Auckland 1151*

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### **Customer enquiries**

Fastway Post must handle customer service enquiries. If a Fastway Post customer contacts you (CSC or Retail) explain politely that they actually need to contact Fastway Post and can do this by calling 0508 808 808.

There will be times when a Fastway Post customer asks a simple question such as:

? "Does NZ Post accept Fastway Post mail?" or

? "Where I can post Fastway Post mail?"

In this situation explain briefly that they can post the mail at any NZ Post acceptance point (except over the counter in our Retail outlets) and suggest they contact Fastway Post for further information.

- Remember we have a contract with Fastway Post and must always provide true and correct information.
- Do not provide comment or opinion about Fastway Post services or their arrangements with NZ Post.

If you are unsure check with your local Access Co-ordinator (see introduction for list) before giving an answer.

### **International mail**

While access only refers to domestic mail delivery, where a Fastway item is addressed to an international destination, and has the correct postage and service indicator, process and deliver as NZ Post has received payment for this service.

Where such an item is short paid treat in the same manner as NZ Post short paid mail. If the short paid item needs returning, follow the undeliverable mail process on page 5.

### **Non-denominational stamps**



Fastway Post produces a non-denominational stamp that is valid for posting into the New Zealand Post network for processing and delivery.

Each stamp will always be worth the required postage of a standard post medium sized letter, with one stamp being required for a medium envelope, two for a large envelope, three for extra large etc.

## Examples of Fastway Post Mail

### Fastway Post prepaid envelope

Process and Deliver like any NZ Post Standard Post item.



There are several different stamps and denominations but the postal identifier must be the same (see next page).

**Fastway Post FastPost letter**

This letter must carry the correct postage and labels for the requested service.



**FastPost letter using NZ Post and Fastway Post stamps**

A combination of Fastway Post and NZ Post stamps is acceptable.



**Fastway Post postal identifier**

All Fastway Post postage with this identifier is valid for delivery through the NZ Post network.





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## For More Information

### **Reference materials**

If you would like more information on Fastway Post then please refer to the following:

- Access Agreement:  
<http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>
  - Fastway Post website: <http://www.fastwaypost.co.nz>
  - Your local Access Co-ordinator
  - 0800 Compete (0800 266 738)
  - The Access Intranet site:  
<http://intranet/divisions/operations/logistics>
-

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## NZ Mail – Overview

**About NZ Mail** NZ Mail provides a nationwide mail service through their prepaid, bulk mail and lodgement access agreements with NZ Post.

Details for the bulk mail and lodgement agreements can be found in the next two sections.

This section relates to NZ Mail's prepaid access agreement.

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### Key points

- NZ Mail stamps with the NZ Mail postal identifier are prepaid for our network.
  - They can be posted through the NZ Post street receiver network, including Rural Delivery boxes and posting panels at PostShops, or lodged at any Mail Centre.
  - NZ Mail mail cannot be posted over the counter at NZ Post retail outlets.
  - The correct number of NZ Mail stamps must be on the item for the appropriate service.
  - The mail should receive the standard NZ Post cancellation and be treated in the same way as our own mail.
  - A combination of NZ Mail and NZ Post stamps can be used to make up the required postage value.
-

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## Our Access Agreement with NZ Mail

### **Access Agreement overview**

NZ Mail has a prepaid access agreement with NZ Post. It enables them to produce and sell stamps and postage included envelopes that are prepaid for processing and delivery through our network.

The complete Access Agreement can be viewed on the NZ Post website: <http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>

### **Where can NZ Mail mail enter our postal network?**

Mail from NZ Mail can enter our network in the following ways:

- NZ Post street receivers and Rural Delivery boxes
- Posting Panels at PostShops
- Lodgement at NZ Post Mail Centres

NZ Mail mail **cannot** be lodged:

- Over the counter at NZ Post retail outlets.

### **Mail Presentation**

Mail from NZ Mail must meet the same presentation requirements as our own clearance mail. It must:

- Be posted with NZ Post by the advertised times
- Have sufficient postage attached to the item for the service requested – postage rates are the same for NZ Mail as they are for NZ Post
- Have a stamp or prepaid indicia on the top right of the envelope
- Have the required labels for particular services on the mail item e.g. FastPost
- Be addressed to an address that NZ Post delivers to pursuant to the Public Contract. (ie. Physical address, P O Box, or RD address)
- Display the NZ Mail postal identifier.

If the presentation requirements are not met or you have a problem with NZ Mail mail, follow the standard revenue protection procedures.

## Processing NZ Mail mail in our Network

### **Revenue Protection acceptance checks**

Revenue Protection for NZ Mail mail should follow the same process as our own NZ Post stamped mail.

#### **Points to look for:**

- Correct value of postage for the service and size of the item. If short paid then follow the same procedures as for NZ Post mail.
- The stamp is legitimate – not counterfeited – for example, printed onto the envelope.

### **Cancelling NZ Mail mail**

To comply with the Postal Services Act 1998 NZ Post must apply its postal identifier to any mail that it carries.

As NZ Mail stamps and envelopes are prepaid for the NZ Post network, they receive the same cancellation as our own clearance mail.



Note: Only access mail that requires payment when lodged requires the Access cancellation e.g. DX Mail, NZ Mail Lodgement.

### **Services that apply to NZ Mail**

These services apply to NZ Mail

- Redirections
- Hold mail
- Return to sender

#### **Redirections**

If there is a current redirection order in place redirect the NZ Mail letter using the yellow redirection labels. If the receiver redirects an item, redeliver it to the redirected address.

#### **Hold orders**

If the recipient has a hold order in place, then this also applies to NZ Mail mail. Follow standard procedures for holding mail on a customer's request.

**Undeliverable mail**

Some NZ Mail mail is returned into our network because the item is incorrectly addressed and has been marked as “gone no address” or “return to sender”.

Return the GNA or RTS item to sender. If no return address is provided, return the item to NZ Mail. (see below)

**Note:** Do **not** send any NZ Mail mail to the Returned Letter Office.

---

**Returning mail to NZ Mail**

NZ Post should return items to NZ Mail that are:

- Undeliverable and have no return address.

NZ Mail returns should be collected at the Mail Centre and returned daily to NZ Mail:

*Private Bag 93222  
Auckland 1151*

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**Customer enquiries**

NZ Mail must handle customer service enquiries. If a NZ Mail customer contacts you (CSC or Retail) explain politely that they actually need to contact NZ Mail and can do this by calling (09) 307 5858.

There will be times when a NZ Mail customer asks a simple question such as:

- ? “Does NZ Post accept NZ Mail mail?” or
- ? “Where I can post NZ Mail mail?”

In this situation explain briefly that they can post the mail at any NZ Post acceptance point (except over the counter in our Retail outlets) and suggest they contact NZ Mail for further information.

- Remember we have a contract with NZ Mail and must always provide true and correct information.
- Do **not** provide comment or opinion about NZ Mail services or their arrangements with NZ Post.

If you are unsure check with your local Access Co-ordinator (see introduction for list) before giving an answer.

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**International  
mail**

While access only refers to domestic mail delivery, where a NZ Mail mail item is addressed to an international destination, and has the correct postage and service indicator, process and deliver as NZ Post has received payment for this service.

Where such an item is short paid treat in the same manner as NZ Post short paid mail. If the short paid item needs returning, follow the undeliverable mail process on page 5.

---

**Non-  
denominational  
stamps**



NZ Mail produces a non-denominational stamp that is valid for posting into the New Zealand Post network for processing and delivery.

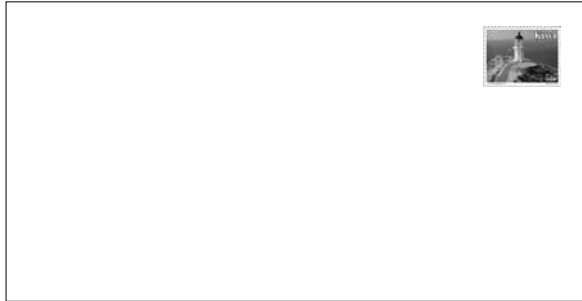
Each stamp will always be worth the required postage of a standard post medium sized letter, with one stamp being required for a medium envelope, two for a large envelope, three for extra large etc.

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## Examples of NZ Mail mail

### ***NZ Mail prepaid stamp***

Process and Deliver like any NZ Post Standard Post item. (NZ Mail have a range of stamps, the one below is one example)



There are several different stamps and denominations but the postal identifier must be the same. (see next page)

### ***NZ Mail FastPost letter***

This letter must carry the correct postage and labels for the requested service.





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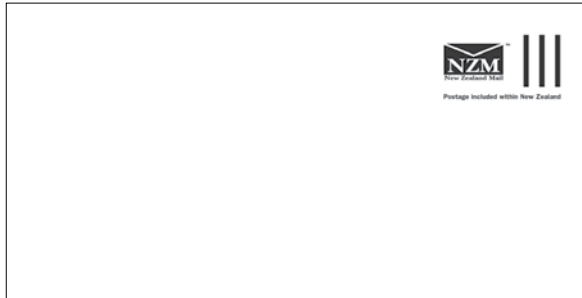
**FastPost letter using NZ Post and NZ Mail stamps**

A combination of NZ Mail and NZ Post Stamps is Acceptable.



---

**Prepaid Envelope**



**NZ Mail postal identifiers**

NZ Mail stamps and postage included envelopes with either of these identifiers are valid for delivery through the NZ Post network.



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## For More Information

### **Reference Materials**

If you would like more information on NZ Mail then please refer to the following:

- Access Agreement:  
<http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>
  - NZ Mail website: <http://www.nzmail.co.nz>
  - Your local Access Co-ordinator
  - 0800 Compete (0800 266 738)
  - The Access Intranet site:  
<http://intranet/divisions/operations/logistics>
-

**NZ Mail  
Free Post**

NZM has an agreement with New Zealand Post that allows NZM branded Free Post envelopes to be processed and delivered by New Zealand Post network.

The processing of these are the same as New Zealand Post Free Post envelopes.

**Example of NZM Free Post**



## NZ Mail Lodgement – Overview

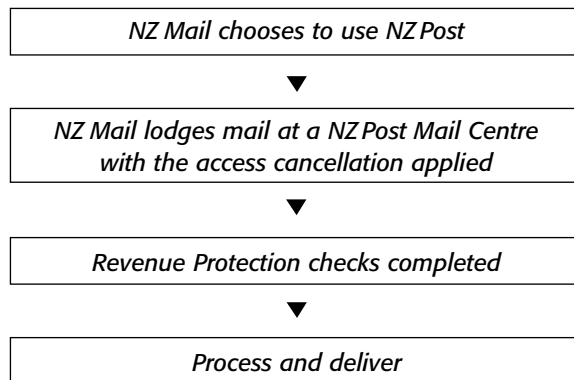
NZ Mail has prepaid, bulk mail and lodgement access agreements with NZ Post. This section relates to the lodgement access agreement.

### **Key points**

- NZ Mail lodgement mail must be lodged at a Mail Centre.
- It cannot be lodged via the NZ Post clearance network, as it is not prepaid for our network.
- NZ Mail lodgement mail must carry the NZ Mail postal identifier.
- NZ Mail lodgement is lodged by NZ Mail with the access cancellation already applied.
- NZ Mail lodgement mail without the access cancellation should be returned to NZ Mail immediately.

### **Processing NZ Mail Lodgement**

This is the process the NZ Mail Lodgement mail goes through when delivered by NZ Post.



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## Access Agreement with NZ Mail Lodgement

### **NZ Mail Lodgement Access Agreement Review**

NZ Mail has a lodgement Access Agreement with NZ Post that enables them to lodge mail with NZ Post for processing and delivery.

NZ Mail pays NZ Post for mail they lodge with NZ Post.

The complete Access Agreement can be viewed on the NZ Post website: <http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>

### **Where can NZ Mail Lodgement mail enter our postal network?**

Mail from NZ Mail Lodgement mail can enter our network in the following ways:

- NZ Mail Lodgement mail can be lodged at any NZ Post Mail Centre
- It **cannot** be lodged via NZ Post Street Receivers, as it is not prepaid for our network
- It cannot be lodged over the counter at NZ Post Retail outlets.

### **Presentation**

Mail from NZ Mail must meet these presentation requirements before it can be accepted by NZ Post for processing:

- Display the NZ Mail postal identifier
- Carry the required labels for particular services e.g. FastPost
- Presented in trays separated by product size & type
- Faced up
- Be accompanied by a completed AR19N lodgement manifest form or have an approved NZ Mail Lodgement DPM impression applied (see page 6)
- Have the access cancellation “delivered by New Zealand Post Lodge with NZMail” applied.
- If the presentation requirements are not met or if you have a problem with a NZ Mail lodgement inform your Team Leader.

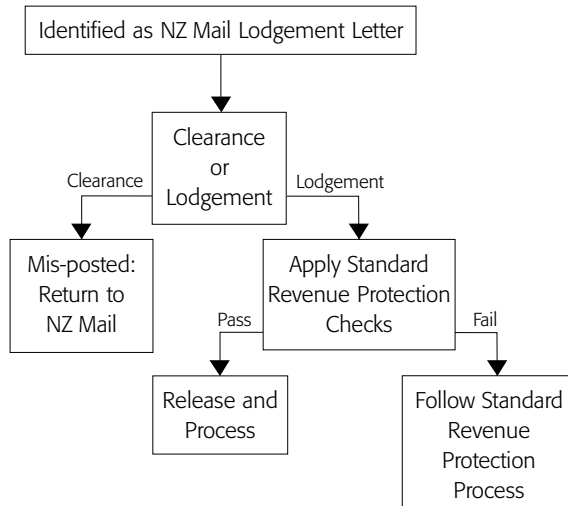
### **Lodgement times**

- NZ Mail Lodgement mail must be lodged by 6.00pm except where other arrangements have been made. Contact the National Access Manager if you are not sure.

## Processing NZ Mail Lodgement in our Network

### Revenue Protection acceptance checks

The flow chart below shows the Revenue Protection process that NZ Mail Lodgement mail must go through before being accepted for processing.



If you are unable to resolve Revenue Protection problems with NZ Mail locally, contact the National Access Manager 0800 266 738.



**labelling  
NZ Mail  
Lodgement  
mail**

To comply with the Postal Services Act 1998 NZ Post must apply its postal identifier to any item it carries.

NZ Post has a unique "cancel by" impression for competitor mail lodgements, called the "access cancellation".

NZ Mail Lodgement mail that has been correctly lodged will have the access cancellation applied, by NZMail.



This allows NZ Post people to distinguish between paid NZ Mail Lodgement mail and unpaid.

Any item without this cancellation should be returned to NZ Mail immediately.

**Services  
that apply  
to NZ Mail**

These services apply to NZ Mail (that carries the access cancellation)

- Redirections
- Hold orders.

**Redirections**

If there is a current redirection in place, redirect the NZ Mail letter using the yellow redirection labels.

If the recipient redirects an item, redeliver this to the redirected address.

**Hold orders**

If the recipient has a hold order in place, then this also applies to NZ Mail mail that is delivered by NZ Post. Follow standard procedures for holding mail on a customer's request.

**Undeliverable mail**

Some NZ Mail mail is returned into our network because the item is incorrectly addressed and has been marked as "gone no address" or "return to sender".

Return the GNA or RTS item to sender. If no return address is provided, return the item to NZ Mail. (see below)

**Note:** Do **not** send any NZ Mail mail to the Returned Letter Office.

**Returning mail to NZ Mail**

NZ Post should return items to NZ Mail that are:

- Undeliverable and have no return address.

NZ Mail returns should be collected at the Mail Centre and returned daily to NZ Mail:

*Private Bag 93222  
Auckland 1151*

**Customer enquiries**

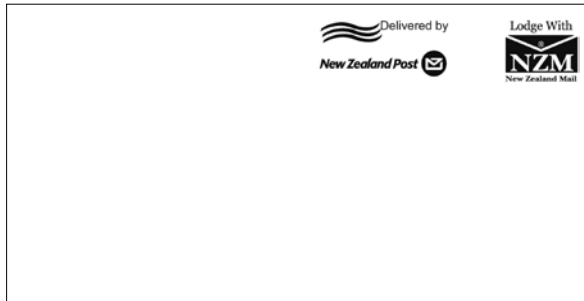
NZ Mail must handle customer service enquiries. If a NZ Mail customer contacts you (CSC or Retail) explain politely that they actually need to contact NZ Mail and can do this by calling (09) 307 5858.

If you would like more information on NZ Mail then please refer to the following:

- Access Agreement:  
<http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>
- NZ Mail website: <http://www.nzmail.co.nz>
- Your local Access Co-ordinator.

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**Example of NZ Mail Lodgement Mail**



## NZ Mail Bulk Mail – Overview

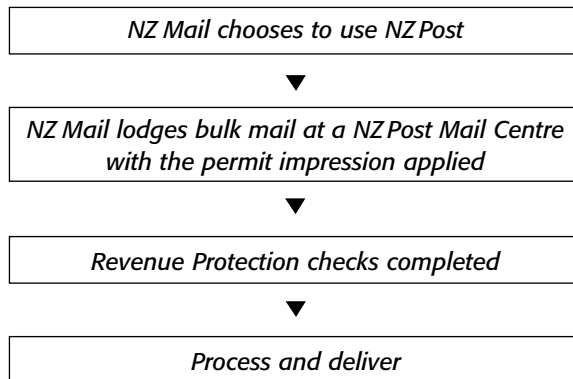
NZ Mail has both a prepaid, bulk mail and lodgement access agreement with NZ Post. This section relates to the bulk mail access agreement.

### **Key points**

- NZ Mail bulk mail must be lodged at a Mail Centre.
- It cannot be lodged via the NZ Post clearance network, as it is not prepaid for our network.
- NZ Mail bulk mail must carry the NZ Mail postal identifier.
- NZ Mail lodgement is lodged by NZ Mail with the approved permit impression already applied.
- NZ Mail bulk mail without the approved permit impression should be returned to NZ Mail immediately.

### **Processing NZ Mail Bulk**

This is the process the NZ Mail Lodgement mail goes through when delivered by NZ Post.



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## Access Agreement with NZ Mail Bulk

### ***NZ Mail Bulk Mail Access Agreement Review***

NZ Mail has a Bulk Mail Access Agreement with NZ Post that enables them to lodge mail with NZ Post for processing and delivery.

NZ Mail pays NZ Post for mail they lodge with NZ Post.

The complete Access Agreement can be viewed on the NZ Post website: <http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>

### ***Where can NZ Mail Bulk mail enter our postal network?***

Mail from NZ Mail Bulk mail can enter our network in the following ways:

- NZ Mail Bulk mail can be lodged at any NZ Post Mail Centre
- It **cannot** be lodged via NZ Post Street Receivers, as it is not prepaid for our network
- It cannot be lodged over the counter at NZ Post Retail outlets.

### ***Presentation***

Mail from NZ Mail must meet these presentation requirements before it can be accepted by NZ Post for processing:

- Display the NZ Mail permit number and postal identifier
- The customers' statement of accuracy identification number
- The customers' statement of accuracy rating
- All labelling must meet New Zealand Post bulk mail labelling requirements.
- Carry the required labels for particular services e.g. FastPost
- Presented in trays separated by product size & type
- Faced up
- If the presentation requirements are not met or if you have a problem with a NZ Mail lodgement inform your Team Leader.

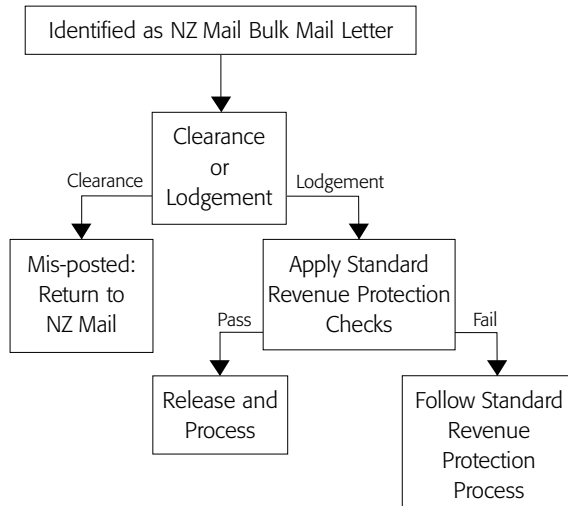
### ***Lodgement times***

- NZ Mail Bulk Mail must be lodged into the New Zealand Post network by 5pm Monday – Friday.

## Processing NZ Mail Bulk Mail in our Network

### Revenue Protection acceptance checks

The flow chart below shows the Revenue Protection process that NZ Mail Lodgement mail must go through before being accepted for processing.



If you are unable to resolve Revenue Protection problems with NZ Mail locally, contact the National Access Manager 0800 266 738.

**Identifying  
NZ Mail  
Bulk Mail**

NZ Mail Bulk mail that has been correctly lodged will have the approved post impression, by NZ Mail.



This allows NZ Post people to distinguish between paid NZ Mail Bulk mail and unpaid.

Any item without this cancellation should be returned to NZ Mail immediately.

**Services  
that apply  
to NZ Mail**

These services apply to NZ Mail (that carries the bulk mail permit impression)

- Redirections
- Hold orders.

**Redirections**

If there is a current redirection in place, redirect the NZ Mail letter using the yellow redirection labels.

If the recipient redirects an item, redeliver this to the redirected address.

**Hold orders**

If the recipient has a hold order in place, then this also applies to NZ Mail mail that is delivered by NZ Post. Follow standard procedures for holding mail on a customer's request.



**Undeliverable mail**

Some NZ Mail mail is returned into our network because the item is incorrectly addressed and has been marked as "gone no address" or "return to sender".

Return the GNA or RTS item to sender. If no return address is provided, return the item to NZ Mail. (see below)

**Note:** Do **not** send any NZ Mail mail to the Returned Letter Office.

**Returning mail to NZ Mail**

NZ Post should return items to NZ Mail that are:

- Undeliverable and have no return address.

NZ Mail returns should be collected at the Mail Centre and returned daily to NZ Mail:

*Private Bag 93222  
Auckland 1151*

**Customer enquiries**

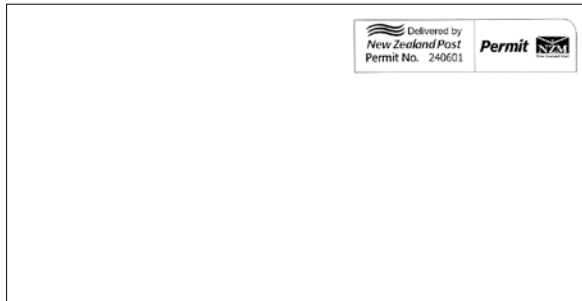
NZ Mail must handle customer service enquiries. If a NZ Mail customer contacts you (CSC or Retail) explain politely that they actually need to contact NZ Mail and can do this by calling (09) 307 5858.

If you would like more information on NZ Mail then please refer to the following:

- Access Agreement:  
<http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>
- NZ Mail website: <http://www.nzmail.co.nz>
- Your local Access Co-ordinator.

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**Example of NZ Mail Lodgement Mail**



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## Quantium Solutions – Overview

### **About Quantium Solutions**

Quantium Solutions provides a nation-wide mail service through their Access Agreement with NZ Post.

Quantium Solutions does not have a delivery network or street receiver network, instead they utilise the NZ Post network for collection, processing and delivery of mail.

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### **Key points**

- Quantium Solutions postage included envelopes with the Quantium Solutions postal identifier are prepaid for our network.
  - They can be posted through the NZ Post street receiver network, including Rural Delivery boxes and posting panels at PostShops, or lodged at any Mail Centre.
  - Quantium Solutions mail cannot be posted over the counter at NZ Post retail outlets.
  - The mail should receive the standard NZ Post cancellation and be treated in the same way as our own mail.
-

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## Our Access Agreement with Quantum Solutions

### **Access Agreement overview**

Quantium Solutions has a prepaid access agreement with NZ Post. It enables them to produce postage included envelopes that are prepaid for delivery through our network.

The complete Access Agreement can be viewed on the NZ Post website: <http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>

### **Where can Quantum Solutions mail enter our postal network?**

Mail from Quantum Solutions can enter our network in the following ways:

- NZ Post street receivers and Rural Delivery boxes
- Posting Panels at PostShops
- Lodgement at NZ Post Mail Centres

Quantium Solutions mail **cannot** be lodged:

- Over the counter at NZ Post retail outlets.

### **Mail Presentation**

Mail from Quantum Solutions must meet the same presentation requirements as our own clearance mail. It must:

- Be posted with NZ Post by the advertised times
- Have sufficient postage attached to the item for the service requested – postage rates are the same for Quantum Solutions as they are for NZ Post
- Have the required labels for particular services on the mail item e.g. FastPost
- Be addressed to an address that NZ Post delivers to pursuant to the Public Contract. (ie. Physical address, P O Box, or RD address)
- Display the Quantum Solutions postal identifier.

If the presentation requirements are not met or you have a problem with Quantum Solutions mail, follow the standard revenue protection procedures.

## Processing Quantum Solutions mail in our Network

### **Revenue Protection acceptance checks**

Revenue Protection for Quantum Solutions mail should follow the same process as our own NZ Post stamped mail.

#### **Points to look for:**

- Correct value of postage for the service and size of the item. If short paid then follow the same procedures as for NZ Post mail.

### **Cancelling Quantum Solutions mail**

To comply with the Postal Services Act 1998 NZ Post must apply its postal identifier to any mail that it carries.

As Quantum Solutions envelopes are prepaid for the NZ Post network, they receive the same cancellation as our own clearance mail.



Note: Only access mail that requires payment when lodged requires the Access cancellation e.g. DX Mail, NZ Mail Lodgement.

### **Services that apply to Quantum Solutions mail**

These services apply to Quantum Solutions

- Redirections
- Hold mail
- Return to sender

#### **Redirections**

If there is a current redirection order in place redirect the Quantum Solutions letter using the yellow redirection labels. If the receiver redirects an item, redeliver it to the redirected address.

#### **Hold orders**

If the recipient has a hold order in place, then this also applies to Quantum Solutions mail. Follow standard procedures for holding mail on a customer's request.

**Undeliverable mail**

Some Quantum Solutions mail is returned into our network because the item is incorrectly addressed and has been marked as “gone no address” or “return to sender”.

Return the GNA or RTS item to sender. If no return address is provided, return the item to Quantum Solutions. (see below)

**Note:** Do **not** send any Quantum Solutions mail to the Returned Letter Office.

**Returning mail to Quantum Solutions**

NZ Post should return items to Quantum Solutions that are:

- Undeliverable and have no return address

Quantum Solutions returns should be collected at the Mail Centre and returned daily to Quantum Solutions:

*Care/of: PO Box 9111  
Newmarket 1149*

**Customer enquiries**

Quantum Solutions must handle customer service enquiries. If a Quantum Solutions customer contacts you (CSC or Retail) explain politely that they actually need to contact Quantum Solutions and can do this by calling 0800 287 774.

There will be times when a Quantum Solutions customer asks a simple question such as:

- ? “Does NZ Post accept Quantum Solutions mail?” or
- ? “Where I can post Quantum Solutions mail?”

In this situation explain briefly that they can post the mail at any NZ Post acceptance point (except over the counter in our Retail outlets) and suggest they contact Quantum Solutions for further information.

- Remember we have a contract with Quantum Solutions and must always provide true and correct information.
- Do **not** provide comment or opinion about Quantum Solutions services or their arrangements with NZ Post.

If you are unsure check with your local Access Co-ordinator (see introduction for list) before giving an answer.

**International  
mail**

While access only refers to domestic mail delivery, where a Quantium Solutions mail item is addressed to an international destination, and has the correct postage and service indicator, process and deliver as NZ Post has received payment for this service.

Where such an item is short paid treat in the same manner as NZ Post short paid mail. If the short paid item needs returning, follow the undeliverable mail process on page 5.

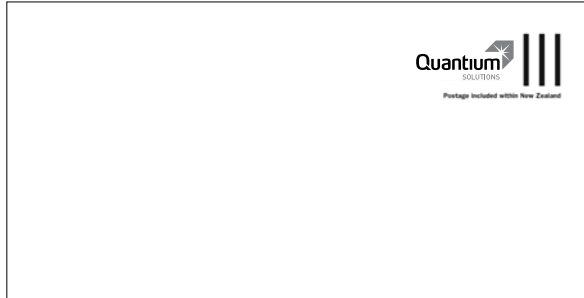
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## Examples of Quantium Solutions Mail

### *Prepaid Envelope*



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### *Quantium Solutions postal identifier*

Quantium Solutions postage included envelopes with this identifier are valid for delivery through the New Zealand Post network.



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## For More Information

**Reference  
Materials**

If you would like more information on Quantum Solutions then please refer to the following:

- Access Agreement:  
<http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>
  - Quantum Solutions website:  
<http://www.quantiumsolutions.com>
  - Your local Access Co-ordinator
  - 0800 Compete (0800 266 738)
  - The Access Intranet site:  
<http://intranet/divisions/operations/logistics>
-

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## Croxley – Overview

**About Croxley** Croxley provides a nation-wide mail service through their Access Agreement with NZ Post.

Croxley does not have a delivery network or street receiver network, instead they utilise the NZ Post network for collection, processing and delivery of mail.

---

### **Key points**

- Croxley postage included envelopes and stamps with the Croxley postal identifier are prepaid for our network.
  - They can be posted through the NZ Post street receiver network, including Rural Delivery boxes and posting panels at PostShops, or lodged at any Mail Centre.
  - Croxley mail cannot be posted over the counter at NZ Post retail outlets.
  - The mail should receive the standard NZ Post cancellation and be treated in the same way as our own mail.
-

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## Our Access Agreement with Croxley

### **Access Agreement overview**

Croxley has a prepaid access agreement with NZ Post. It enables them to produce postage included envelopes and stamps that are prepaid for delivery through our network.

The complete Access Agreement can be viewed on the NZ Post website: <http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>

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### **Where can Croxley mail enter our postal network?**

Mail from Croxley can enter our network in the following ways:

- NZ Post street receivers and Rural Delivery boxes
- Posting Panels at PostShops
- Lodgement at NZ Post Mail Centres

Croxley mail **cannot** be lodged:

- Over the counter at NZ Post retail outlets.
- 

### **Mail Presentation**

Mail from Croxley must meet the same presentation requirements as our own clearance mail. It must:

- Be posted with NZ Post by the advertised times
- Have sufficient postage attached to the item for the service requested – postage rates are the same for Croxley as they are for NZ Post
- Have the required labels for particular services on the mail item e.g. FastPost
- Be addressed to an address that NZ Post delivers to pursuant to the Public Contract. (ie. Physical address, P O Box, or RD address)
- Display the Croxley postal identifier.

If the presentation requirements are not met or you have a problem with Croxley mail, follow the standard revenue protection procedures.

## Processing Croxley mail in our Network

### **Revenue Protection acceptance checks**

Revenue Protection for Croxley mail should follow the same process as our own NZ Post stamped mail.

#### **Points to look for:**

- Correct value of postage for the service and size of the item. If short paid then follow the same procedures as for NZ Post mail.

### **Cancelling Croxley mail**

To comply with the Postal Services Act 1998 NZ Post must apply its postal identifier to any mail that it carries.

As Croxley envelopes are prepaid for the NZ Post network, they receive the same cancellation as our own clearance mail.



Note: Only access mail that requires payment when lodged requires the Access cancellation e.g. DX Mail, NZ Mail Lodgement.

### **Services that apply to Croxley mail**

These services apply to Croxley

- Redirections
- Hold mail
- Return to sender

#### **Redirections**

If there is a current redirection order in place redirect the Croxley letter using the yellow redirection labels. If the receiver redirects an item, redeliver it to the redirected address.

#### **Hold orders**

If the recipient has a hold order in place, then this also applies to Croxley mail. Follow standard procedures for holding mail on a customer's request.

**Undeliverable mail**

Some Croxley mail is returned into our network because the item is incorrectly addressed and has been marked as “gone no address” or “return to sender”.

Return the GNA or RTS item to sender. If no return address is provided, return the item to Croxley. (see below)

**Note:** Do **not** send any Croxley mail to the Returned Letter Office.

**Returning mail to Croxley**

NZ Post should return items to Croxley that are:

- Undeliverable and have no return address

Croxley returns should be collected at the Mail Centre and returned daily to Croxley:

*Care/of: PO Box 19141  
Avondale 1746*

**Customer enquiries**

Croxley must handle customer service enquiries. If a Croxley customer contacts you (CSC or Retail) explain politely that they actually need to contact Croxley and can do this by calling 0800 624 5464.

There will be times when a Croxley customer asks a simple question such as:

- ? “Does NZ Post accept Croxley mail?” or
- ? “Where I can post Croxley mail?”

In this situation explain briefly that they can post the mail at any NZ Post acceptance point (except over the counter in our Retail outlets) and suggest they contact Croxley for further information.

- Remember we have a contract with Croxley and must always provide true and correct information.
- Do **not** provide comment or opinion about Croxley services or their arrangements with NZ Post.

If you are unsure check with your local Access Co-ordinator (see introduction for list) before giving an answer.

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**International  
mail**

While access only refers to domestic mail delivery, where a Croxley mail item is addressed to an international destination, and has the correct postage and service indicator, process and deliver as NZ Post has received payment for this service.

Where such an item is short paid treat in the same manner as NZ Post short paid mail. If the short paid item needs returning, follow the undeliverable mail process on page 5.

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**Non-  
denominational  
stamps**



Croxley produces a non-denominational stamp that is valid for posting into the New Zealand Post network for processing and delivery.

Each stamp will always be worth the required postage of a standard post medium sized letter, with one stamp being required for a medium envelope, two for a large envelope, three for extra large etc.

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## Examples of Croxley Mail

### Prepaid Envelope



### Prepaid Stamp



### Croxley postal identifier

Croxley postage included envelopes with this identifier are valid for delivery through the New Zealand Post network.



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## For More Information

**Reference  
Materials**

If you would like more information on Croxley then please refer to the following:

- Access Agreement:  
<http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>
  - Croxley website: <http://www.croxley.co.nz>
  - Your local Access Co-ordinator
  - 0800 Compete (0800 266 738)
  - The Access Intranet site:  
<http://intranet/divisions/operations/logistics>
-

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## **Solution Dynamics – Overview**

**About Solution Dynamics** Solution Dynamics provides a nationwide mail service through their prepaid, bulk mail and lodgement access agreements with NZ Post.

Details for the bulk mail and lodgement agreements can be found in the next two sections.

This section relates to Solution Dynamics' prepaid access agreement.

---

### **Key points**

- Solution Dynamics prepaid envelopes can be posted through the NZ Post street receiver network, including Rural Delivery boxes and posting panels at PostShops, or lodged at any Mail Centre.
  - Solution Dynamics mail cannot be posted over the counter at NZ Post retail outlets.
  - The mail should receive the standard NZ Post cancellation and be treated in the same way as our own mail.
-

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## Our Access Agreement with Solution Dynamics

### **Access Agreement overview**

Solution Dynamics has a prepaid access agreement with NZ Post. It enables them to produce and sell postage included envelopes and DPM impressions that are prepaid for processing and delivery through our network.

The complete Access Agreement can be viewed on the NZ Post website: <http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>

### **Where can Solution Dynamics mail enter our postal network?**

Mail from Solution Dynamics can enter our network in the following ways:

- NZ Post street receivers and Rural Delivery boxes
- Posting Panels at PostShops
- Lodgement at NZ Post Mail Centres

Solution Dynamics mail **cannot** be lodged:

- Over the counter at NZ Post retail outlets.

### **Mail Presentation**

Mail from Solution Dynamics must meet the same presentation requirements as our own clearance mail. It must:

- Be posted with NZ Post by the advertised times
- Have sufficient postage attached to the item for the service requested – postage rates are the same for Solution Dynamics as they are for NZ Post
- Have a stamp or prepaid indicia on the top right of the envelope
- Have the required labels for particular services on the mail item e.g. FastPost
- Be addressed to an address that NZ Post delivers to pursuant to the Public Contract. (ie. Physical address, P O Box, or RD address)
- Display the Solution Dynamics postal identifier.

If the presentation requirements are not met or you have a problem with Solution Dynamics mail, follow the standard revenue protection procedures.

## Processing Solutions Dynamics mail in our Network

### **Revenue Protection acceptance checks**

Revenue Protection for Solution Dynamics mail should follow the same process as our own NZ Post stamped mail.

#### **Points to look for:**

- Correct value of postage for the service and size of the item. If short paid then follow the same procedures as for NZ Post mail.
- The stamp is legitimate – not counterfeited – for example, printed onto the envelope.

### **labelling Cancellation Solution Dynamics mail**

To comply with the Postal Services Act 1998 NZ Post must apply its postal identifier to any mail that it carries.

As Solution Dynamics stamps and envelopes are prepaid for the NZ Post network, they receive the same cancellation as our own clearance mail.



Note: Only access mail that requires payment when lodged requires the Access cancellation e.g. DX Mail, NZ Mail Lodgement.

### **Services that apply to Solution Dynamics**

These services apply to Solution Dynamics

- Redirections
- Hold mail
- Return to sender

#### **Redirections**

If there is a current redirection order in place redirect the Solution Dynamics letter using the yellow redirection labels. If the receiver redirects an item, redeliver it to the redirected address.

#### **Hold orders**

If the recipient has a hold order in place, then this also applies to Solution Dynamics mail. Follow standard procedures for holding mail on a customer's request.

**Undeliverable mail**

Some Solution Dynamics mail is returned into our network because the item is incorrectly addressed and has been marked as “gone no address” or “return to sender”.

Return the GNA or RTS item to sender. If no return address is provided, return the item to Solution Dynamics. (see below)

**Note:** Do **not** send any Solution Dynamics mail to the Returned Letter Office.

---

**Returning mail to Solution Dynamics**

NZ Post should return items to Solution Dynamics that are:

- Undeliverable and have no return address.

Solution Dynamics returns should be collected at the Mail Centre and returned daily to Solution Dynamics:

*PO Box 301248  
Auckland 0752*

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**Customer enquiries**

Solution Dynamics must handle customer service enquiries. If a Solution Dynamics customer contacts you (CSC or Retail) explain politely that they actually need to contact Solution Dynamics and can do this by calling (09) 970 7700.

There will be times when a Solution Dynamics customer asks a simple question such as:

- ? “Does NZ Post accept Solution Dynamics mail?” or
- ? “Where I can post Solution Dynamics mail?”

In this situation explain briefly that they can post the mail at any NZ Post acceptance point (except over the counter in our Retail outlets) and suggest they contact Solution Dynamics for further information.

- Remember we have a contract with Solution Dynamics and must always provide true and correct information.
- Do **not** provide comment or opinion about Solution Dynamics services or their arrangements with NZ Post.

If you are unsure check with your local Access Co-ordinator (see introduction for list) before giving an answer.

**International  
mail**

While access only refers to domestic mail delivery, where a Solution Dynamics mail item is addressed to an international destination, and has the correct postage and service indicator, process and deliver as NZ Post has received payment for this service.

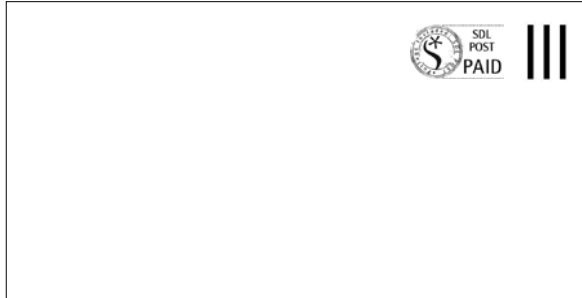
Where such an item is short paid treat in the same manner as NZ Post short paid mail. If the short paid item needs returning, follow the undeliverable mail process on page 5.

---



## Examples of Solution Dynamics mail

### *DPM Impression*



### *Solution Dynamics postal identifiers*

Solution Dynamics stamps and postage included envelopes with either of these identifiers are valid for delivery through the NZ Post network.



**SDL Free Post** SDL has an agreement with New Zealand Post that allows Solution Dynamics branded Free Post envelopes to be processed and delivered by the New Zealand Post network.

The processing of these are the same as New Zealand Post Free Post envelopes.

**Example of SDL Free Post**



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## For More Information

**Reference  
Materials**

If you would like more information on NZ Mail then please refer to the following:

- Access Agreement:  
<http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>
  - Solution Dynamics website: <http://www.solutiondynamics.com>
  - Your local Access Co-ordinator
  - 0800 Compete (0800 266 738)
  - The Access Intranet site:  
<http://intranet/divisions/operations/logistics>
-

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## Solution Dynamics Lodgement – Overview

Solution Dynamics has prepaid, bulk mail and lodgement access agreements with NZ Post. This section relates to the lodgement access agreement.

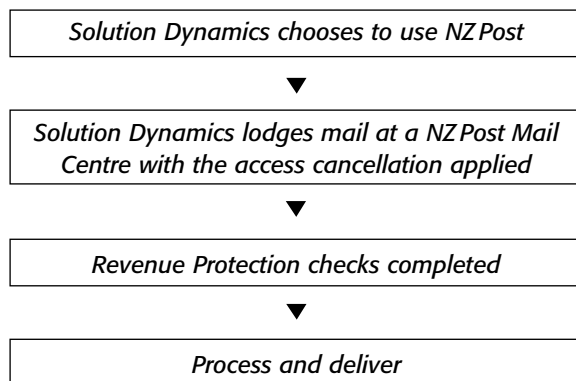
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### **Key points**

- Solution Dynamics lodgement mail must be lodged at a Mail Centre.
  - It cannot be lodged via the NZ Post clearance network, as it is not prepaid for our network.
  - Solution Dynamics lodgement mail must carry the Solution Dynamics postal identifier.
  - Solution Dynamics lodgement is lodged by Solution Dynamics with the access cancellation already applied.
  - Solution Dynamics lodgement mail without the access cancellation should be returned to Solution Dynamics immediately.
- 

### **Processing Solution Dynamics Lodgement**

This is the process the Solution Dynamics Lodgement mail goes through when delivered by NZ Post.



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## **Access Agreement with Solution Dynamics Lodgement**

### ***Solution Dynamics Lodgement Access Agreement Review***

Solution Dynamics has a lodgement Access Agreement with NZ Post that enables them to lodge mail with NZ Post for processing and delivery.

Solution Dynamics pays NZ Post for mail they lodge with NZ Post.

The complete Access Agreement can be viewed on the NZ Post website: <http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>

### ***Where can Solution Dynamics Lodgement mail enter our postal network?***

Mail from Solution Dynamics Lodgement mail can enter our network in the following ways:

- Solution Dynamics Lodgement mail can be lodged at any NZ Post Mail Centre
- It **cannot** be lodged via NZ Post Street Receivers, as it is not prepaid for our network
- It cannot be lodged over the counter at NZ Post Retail outlets.

### ***Presentation***

Mail from Solution Dynamics must meet these presentation requirements before it can be accepted by NZ Post for processing:

- Display the Solution Dynamics postal identifier
- Carry the required labels for particular services e.g. FastPost
- Presented in trays separated by product size & type
- Faced up
- Be accompanied by a completed AR19N lodgement manifest form or have an approved Solution Dynamics Lodgement DPM impression applied (see page 6)
- Have the access cancellation "delivered by New Zealand Post Lodge with Solution Dynamics" applied.
- If the presentation requirements are not met or if you have a problem with a Solution Dynamics lodgement inform your Team Leader.

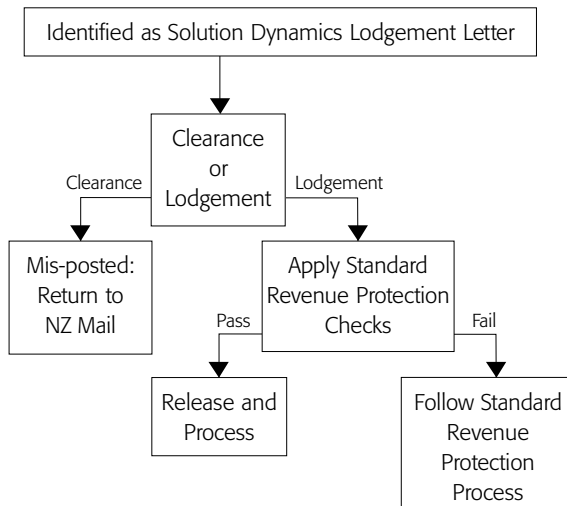
### ***Lodgement times***

- Solution Dynamics Lodgement mail must be lodged by 6.00pm except where other arrangements have been made. Contact the National Access Manager if you are not sure.

## Processing Solution Dynamics Lodgement in our Network

### Revenue Protection acceptance checks

The flow chart below shows the Revenue Protection process that Solution Dynamics Lodgement mail must go through before being accepted for processing.



If you are unable to resolve Revenue Protection problems with Solution Dynamics locally, contact the National Access Manager 0800 266 738.

**labelling  
Solution  
Dynamics  
Lodgement  
mail**

To comply with the Postal Services Act 1998 NZ Post must apply its postal identifier to any item it carries.

NZ Post has a unique “cancel by” impression for competitor mail lodgements, called the “access cancellation”.

Solution Dynamics Lodgement mail that has been correctly lodged will have the access cancellation applied, by Solution Dynamics.



This allows NZ Post people to distinguish between paid Solution Dynamics Lodgement mail and unpaid.

Any item without this cancellation should be returned to Solution Dynamics immediately.

**Services  
that apply  
to Solution  
Dynamics**

These services apply to Solution Dynamics (that carries the access cancellation)

- Redirections
- Hold orders.

**Redirections**

If there is a current redirection in place, redirect the Solution Dynamics letter using the yellow redirection labels.

If the recipient redirects an item, redeliver this to the redirected address.

**Hold orders**

If the recipient has a hold order in place, then this also applies to Solution Dynamics mail that is delivered by NZ Post. Follow standard procedures for holding mail on a customer’s request.



**Undeliverable mail**

Some Solution Dynamics mail is returned into our network because the item is incorrectly addressed and has been marked as "gone no address" or "return to sender".

Return the GNA or RTS item to sender. If no return address is provided, return the item to Solution Dynamics. (see below)

**Note:** Do **not** send any Solution Dynamics mail to the Returned Letter Office.

**Returning mail to Solution Dynamics**

NZ Post should return items to Solution Dynamics that are:

- Undeliverable and have no return address.

Solution Dynamics returns should be collected at the Mail Centre and returned daily to Solution Dynamics:

*PO Box 301248  
Auckland 0752*

**Customer enquiries**

Solution Dynamics must handle customer service enquiries. If a Solution Dynamics customer contacts you (CSC or Retail) explain politely that they actually need to contact Solution Dynamics and can do this by calling (09) 970 7700.

If you would like more information on Solution Dynamics then please refer to the following:

- Access Agreement:  
<http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>
- Solution Dynamics website: <http://www.nzmail.co.nz>
- Your local Access Co-ordinator.

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**Example of Solution Dynamics Lodgement Mail**



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## Solution Dynamics Bulk Mail – Overview

Solution Dynamics has both a prepaid, bulk mail and lodgement access agreement with NZ Post. This section relates to the bulk mail access agreement.

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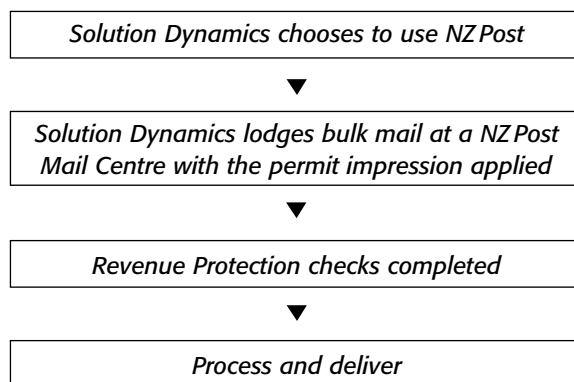
### **Key points**

- Solution Dynamics bulk mail must be lodged at a Mail Centre.
- It cannot be lodged via the NZ Post clearance network, as it is not prepaid for our network.
- Solution Dynamics bulk mail must carry the Solution Dynamics postal identifier.
- Solution Dynamics lodgement is lodged by Solution Dynamics with the approved permit impression already applied.
- Solution Dynamics bulk mail without the approved permit impression should be returned to Solution Dynamics immediately.

---

### **Processing Solution Dynamics Bulk**

This is the process the Solution Dynamics Lodgement mail goes through when delivered by NZ Post.



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## Access Agreement with Solution Dynamics Bulk

### ***Solution Dynamics Bulk Mail Access Agreement Review***

Solution Dynamics has a Bulk Mail Access Agreement with NZ Post that enables them to lodge mail with NZ Post for processing and delivery.

Solution Dynamics pays NZ Post for mail they lodge with NZ Post.

The complete Access Agreement can be viewed on the NZ Post website: <http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>

---

### ***Where can Solution Dynamics Bulk mail enter our postal network?***

Mail from Solution Dynamics Bulk mail can enter our network in the following ways:

- Solution Dynamics Bulk mail can be lodged at any NZ Post Mail Centre
  - It **cannot** be lodged via NZ Post Street Receivers, as it is not prepaid for our network
  - It cannot be lodged over the counter at NZ Post Retail outlets.
- 

### ***Presentation***

Mail from Solution Dynamics must meet these presentation requirements before it can be accepted by NZ Post for processing:

- Display the Solution Dynamics permit number and postal identifier
  - The customers' statement of accuracy identification number
  - The customers' statement of accuracy rating
  - All labelling must meet New Zealand Post bulk mail labelling requirements.
  - Carry the required labels for particular services e.g. FastPost
  - Presented in trays separated by product size & type
  - Faced up
  - If the presentation requirements are not met or if you have a problem with a Solution Dynamics lodgement inform your Team Leader.
- 

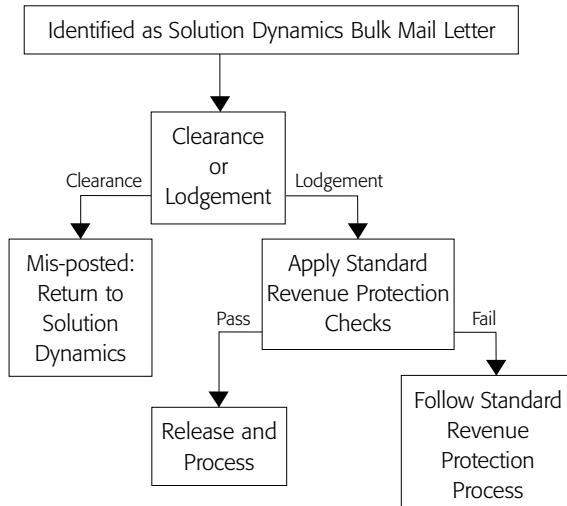
### ***Lodgement times***

- Solution Dynamics Bulk Mail must be lodged into the New Zealand Post network by 5pm Monday – Friday.
-

## Processing Solution Dynamics Bulk Mail in our Network

### Revenue Protection acceptance checks

The flow chart below shows the Revenue Protection process that Solution Dynamics Lodgement mail must go through before being accepted for processing.



If you are unable to resolve Revenue Protection problems with Solution Dynamics locally, contact the National Access Manager 0800 266 738.

**Identifying  
Solution  
Dynamics  
Bulk Mail**

Solution Dynamics Bulk mail that has been correctly lodged will have the approved permit post impression, by Solution Dynamics.



This allows NZ Post people to distinguish between paid Solution Dynamics Bulk mail and unpaid.

Any item without this cancellation should be returned to Solution Dynamics immediately.

**Services  
that apply  
to Solution  
Dynamics**

These services apply to Solution Dynamics (that carries the bulk mail permit impression)

- Redirections
- Hold orders.

**Redirections**

If there is a current redirection in place, redirect the Solution Dynamics letter using the yellow redirection labels.

If the recipient redirects an item, redeliver this to the redirected address.

**Hold orders**

If the recipient has a hold order in place, then this also applies to Solution Dynamics mail that is delivered by NZ Post. Follow standard procedures for holding mail on a customer's request.

**Undeliverable mail**

Some Solution Dynamics mail is returned into our network because the item is incorrectly addressed and has been marked as “gone no address” or “return to sender”.

Return the GNA or RTS item to sender. If no return address is provided, return the item to Solution Dynamics. (see below)

**Note:** Do **not** send any Solution Dynamics mail to the Returned Letter Office.

**Returning mail to Solution Dynamics**

NZ Post should return items to Solution Dynamics that are:

- Undeliverable and have no return address.

Solution Dynamics returns should be collected at the Mail Centre and returned daily to Solution Dynamics:

*PO Box 301248  
Auckland 0752*

**Customer enquiries**

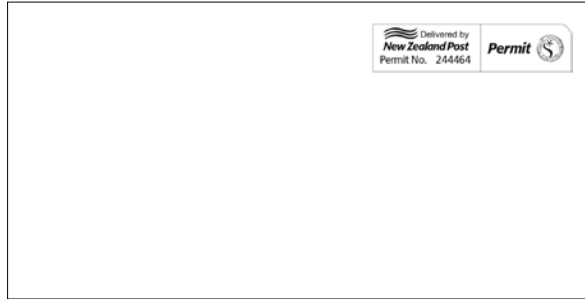
Solution Dynamics must handle customer service enquiries. If a Solution Dynamics customer contacts you (CSC or Retail) explain politely that they actually need to contact NZ Mail and can do this by calling (09) 970 7700.

If you would like more information on Solution Dynamics then please refer to the following:

- Access Agreement:  
<http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>
- Solution Dynamics website: <http://www.solutiondynamics.com>
- Your local Access Co-ordinator.



**Example of Solution Dynamics Bulk Mail Envelope**



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## Pitney Bowes Prepaid – Overview

**About**  
**Pitney Bowes**

Pitney Bowes has a prepaid access agreement with NZ Post.

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**Key points**

- Pitney Bowes Prepaid stamps, postage-included envelopes and DPM impressions with the Pitney Bowes Prepaid postal identifier are prepaid for our network.
  - They can be posted through the NZ Post street receiver network, including Rural Delivery boxes and posting panels at PostShops, or lodged at any Mail Centre.
  - Pitney Bowes Prepaid Mail cannot be handed over the counter at NZ Post retail outlets.
  - The correct number of Pitney Bowes Prepaid stamps must be on the item for the appropriate service.
  - The mail should receive the standard NZ Post cancellation and be treated in the same way as our own mail.
  - A combination of Pitney Bowes Prepaid and NZ Post stamps can be used to make up the required postage value.
-

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## Our Access Agreement with Pitney Bowes

### **Access Agreement overview**

Pitney Bowes has a prepaid access agreement with NZ Post. It enables them to produce and sell stamps, postage included envelopes that are prepaid for delivery through our network.

This means Pitney Bowes prepaid stamps & envelopes are valid for use in our network in the same way our stamps and postage-included envelopes are.

The complete Access Agreement can be viewed on the NZ Post website: <http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>

### **Where can Pitney Bowes prepaid mail enter our network?**

Mail from Pitney Bowes Prepaid can only enter our network in the following ways:

- NZ Post street receivers and Rural Delivery boxes
- Posting Panels at PostShops
- Lodgement at NZ Post Mail Centres.

Pitney Bowes Prepaid Post mail **cannot** be lodged:

- Over the counter at NZ Post retail outlets.

### **Mail Presentation**

Mail from Pitney Bowes must meet the same presentation requirements as our own clearance mail.

It must:

- Be posted with NZ Post by the advertised times
- Have sufficient postage attached to the item for the service requested – postage rates are the same for Pitney Bowes as they are for NZ Post
- Have a stamp or prepaid indicia on the top right of the envelope
- Have the required labels for particular services on the mail item e.g. FastPost
- Be addressed to an address that NZ Post delivers to pursuant to the Public Contract. (ie. Physical address, P O Box, or RD address)
- Display the Pitney Bowes prepaid postal identifier.

If the presentation requirements are not met or you have a problem with Pitney Bowes Prepaid Post mail follow the standard revenue protection procedures.

## Processing Pitney Bowes Prepaid mail in our Network

### **Revenue Protection acceptance checks**

Revenue Protection for Pitney Bowes should follow the same process as for our own NZ Post stamped / postage included mail.

#### **Points to look for:**

- Correct value of postage for the service and size of the item. If short paid then follow the same procedures as for NZ Post mail.
- The stamp is legitimate – not counterfeited – for example, printed onto the envelope.

### **Cancelling Pitney Bowes prepaid mail**

To comply with the Postal Services Act 1998 NZ Post must apply its postal identifier to any mail that it carries.

As Pitney Bowes prepaid stamps and postage-included envelopes are prepaid for the NZ Post network, they receive the same cancellation as our own clearance mail.



Note: Only mail that requires payment when lodged requires the Access cancellation e.g. Pitney Bowes, NZ Mail Lodgement.

### **Services that apply to Pitney Bowes Prepaid mail**

These services apply to Pitney Bowes.

- Redirections
- Hold mail
- Return to sender.

**Redirections** If there is a current redirection order in place redirect the Pitney Bowes letter using the yellow redirection labels. If the receiver redirects an item, redeliver it to the redirected address.

**Hold orders** If the recipient has a hold order in place, then this also applies to Pitney Bowes mail. Follow standard procedures for holding mail on a customer's request.

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**Undeliverable mail**

Some Pitney Bowes is returned into our network because the item is incorrectly addressed and has been marked as “gone no address” or “return to sender”.

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Return the GNA or RTS item to sender. If no return address is provided, return the item to:

*Pitney Bowes  
PO Box 65 438  
Auckland 0754*

**Note:** Do **not** send any Pitney Bowes Prepaid Post mail to the Returned Letter Office.

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**Returning mail to Pitney Bowes**

NZ Post should return items to Pitney Bowes that are:

- Undeliverable, even if a return address is present.

Pitney Bowes returns should be collected at the Mail Centre and returned daily to Pitney Bowes locally.

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**Customer enquiries**

Pitney Bowes must handle customer service enquiries. If a Pitney Bowes customer contacts you (CSC or Retail) explain politely that they actually need to contact Fastway Post and can do this by calling 0800 748 639.

There will be times when a Pitney Bowes customer asks a simple question such as:

- ? "Does NZ Post accept Pitney Bowes mail?" or
- ? "Where I can post Pitney Bowes mail?"

In this situation explain briefly that they can post the mail at any NZ Post acceptance point (except over the counter in our Retail outlets) and suggest they contact Pitney Bowes for further information.

- Remember we have a contract with Pitney Bowes and must always provide true and correct information.
- Do not provide comment or opinion about Pitney Bowes services or their arrangements with NZ Post.

If you are unsure check with your local Access Co-ordinator (see introduction for list) before giving an answer.

**International mail**

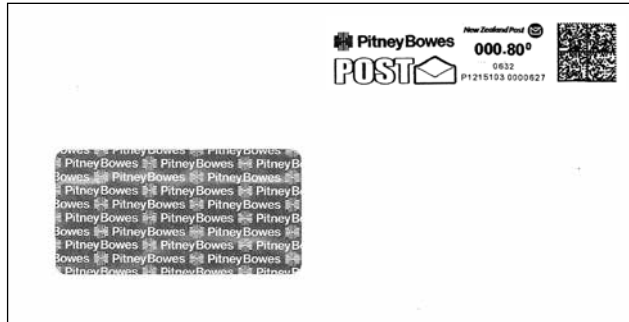
While access only refers to domestic mail delivery, where a Pitney Bowes item is addressed to an international destination, and has the correct postage and service indicator, process and deliver as NZ Post has received payment for this service.

Where such an item is short paid treat in the same manner as NZ Post short paid mail. If the short paid item needs returning, follow the undeliverable mail process on page 5.

## Examples of Pitney Bowes Prepaid Mail

### *Pitney Bowes prepaid envelope*

Process and Deliver like any NZ Post Standard Post item.



### *Pitney Bowes Prepaid postal identifier*

All Pitney Bowes prepaid postage with this identifier is valid for delivery through the NZ Post network.





**Reference materials**

If you would like more information on Pitney Bowes then please refer to the following:

- Access Agreement:  
<http://www.nzpost.co.nz/aboutus/postallegislation/postalservicesinformationdisclosure>
- Pitney Bowes website: <http://www.pitneybowes.com>
- Your local Access Co-ordinator
- 0800 Compete (0800 266 738)
- The Access Intranet site:  
<http://intranet/divisions/operations/logistics>

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## Other Postal Operators – Overview

### **General information**

This section provides information about other postal operators, how to return their mis-posted mail and, how to obtain further information.

As well as the postal operators that NZ Post has access agreements with, there are a number of smaller, mainly regional postal operators who we have no formal relationship with. Though we have no access agreement or formal relationship we do cooperate with these competitors to ensure that neither of our customers are inconvenienced.

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### **Key points**

- These other postal operators have no access agreement with NZ Post.
  - Any mail belonging to other postal operators that is mis-posted should to be handed over (usually via the nearest NZP Mail Centre) to the appropriate postal operator without delay.
-

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## Processing Other Postal Operators mail in our Network

### How to process non-access mail

Mis-posted mail belonging to other postal operators should be handed back (usually via the nearest Mail Centre) without delay.






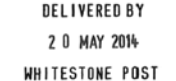
**Note:** It is acceptable for other postal operators to use NZ Post to deliver their mail by affixing valid NZ Post postage and lodging it as normal mail.



If there is a problem with another postal operator, ensure that your Team Leader is aware and if necessary contact the National Access Manager for advice or to seek resolution.

### Returning other postal operators mail

Below is a list of postal operators whose mail may enter of network by mistake. Return mis-posted mail to the appropriate MSC (as listed below) for returning to the postal operator.

An example of their postal identifier is included for ease of identification.

Postal Operator	Returning MSC	Postal Identifier
PMP Distribution	Auckland	
Go Postal Ltd	Wellington	
Harold Alan Clark t/a Pamfleet Post	Christchurch	
Joanne Lynette Luijk (t/a Zero Post)	Wellington	
Luke Wind (t/a EKO)	Auckland	
Whitestone Post	Christchurch	

<b>Postal Operator</b>	<b>Returning MSC</b>	<b>Postal Identifier</b>
Quick Post	Taupo	QUICK POST DELIVERED PH. 025-289-3521
Rural Couriers Society Limited (Coural)	Manawatu	 RURAL MAIL
Trudi Ann Gray (t/a Tui Deliveries)	Manawatu	Tui Deliveries 021-216-4826
Universal Mail Ltd	return to DX	Universal Mail New Zealand
Send	return to DX	

**Reference materials**

If you would like more information on other postal operators then please refer to the following:

- Your local Access Co-ordinator
- National Access Manager 0800 266 738.