

University of SA

Customer Contact Guide

Please refer to this guide to assist with Australia Post enquiries

Type of enquiry	Contact Details		
	Description	Email/Link	Phone
Book a courier – <i>Metro Only</i> (please quote your Internal Post Code)	Star Track Courier (Metro only)	http://www.startrackcourier.com.au	13 13 20
Track your Star Track Courier item	Track your parcel with Star Track Courier along every process and see when your courier is on the way to deliver your items next	http://www.startrackcourier.com.au	13 13 20
Book a courier <i>Intrastate, Interstate, International</i> (please quote your Internal Post Code)	Star Track Premium (Intrastate, Interstate, International)	https://www.startrack.com.au/services/courier/	13 23 45
Packaging Solutions	Choose from S, M, L satchels or boxes, and for those larger or hard-to- pack items, our XL and 2XL boxes may be the ideal choice for you.	https://www.startrack.com.au/tools/packaging-solutions/	132345
Sending in Australia	<ul style="list-style-type: none"> • Domestic parcels • Domestic letters • Domestic delivery times • Business mail & customer communications • Special service 	http://auspost.com.au/parcels-mail/sending-in-australia.html	13 11 18
Sending Overseas	<ul style="list-style-type: none"> • International delivery options • International shipping & logistics • International zones • Country & customs regulations • International Post guide • International delivery times 	http://auspost.com.au/parcels-mail/sending-overseas.html	13 11 18
NCCC Business enquiries	<ul style="list-style-type: none"> • Tracking enquiries • Mail delivery issues <p>Log 3 days after expected delivery date</p>	business@auspost.com.au	13 11 18

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Packaging	<ul style="list-style-type: none"> Mailing Boxes, bags & other packaging options Prepaid satchels Custom packaging 	http://auspost.com.au/parcels-mail/packaging.html	13 11 18
Postage tips & guide	<ul style="list-style-type: none"> Size & weight guidelines Dangerous & prohibited items Packaging hints & tips Sending valuable items Addressing Guidelines 	http://auspost.com.au/parcels-mail/postage-tips-and-guides.html	13 11 18
Stationary Orders – NCCC	<ul style="list-style-type: none"> Ordering stationary 	postbusinessdirect@auspost.com.au MUST INCLUDE: <ul style="list-style-type: none"> IPC Cost Centre Code Australia Post Sub Account No <p><u>DELIVERY MUST BE ADDRESSED TO</u> <BUSINESS UNIT> <IPC> GPO BOX 2471 ADELAIDE SA 5001</p>	13 11 18 Fax: 1800 810 609 Or 1300 115 375
Bulk Mail Options <ul style="list-style-type: none"> Acquisition Mail Charity Mail Clean Mail Competition Mail Full Rate Mail Impact Mail International Reply Paid & Coupons Metered/Imprint Mail Presort Letters Print Post Promo Post Reply Paid Sample Post Unaddressed Mail 	<ul style="list-style-type: none"> What bulk mail service suite me best? Sorting & Barcoding your bulk mail View Australia Post letter size guide View bulk mail delivery standards 	http://auspost.com.au/media/documents/guide-to-bulk-mail-may2015.pdf http://auspost.com.au/parcels-mail/downloadable-post-guides.html	13 11 18
Dangerous Goods <ul style="list-style-type: none"> Packing Post guide Dangerous Good exemptions Lithium batteries 	Have you got something potentially difficult or dangerous to send? Make sure you're aware of our safety regulations before sending your item	http://auspost.com.au/parcels-mail/dangerous-and-prohibited-items.html	13 11 18

Type of enquiry	Contact Details		
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Pricing	<ul style="list-style-type: none"> • ordinary letter prices • local delivery prices • Pre-Sort prices • Clean Mail prices • postage prepaid products 	http://auspost.com.au/pdfs/post-charges-guide-ms11-apr2016.pdf	13 76 78
Pre-sort Letters	<p>Do you lodge 300 or more articles at a time?</p> <p>Do you have the facility to barcode your mail?</p> <p>Are you looking for creative freedom with your mail?</p> <p>Are you interested in tracking the results of your mail out?</p> <p>Then Pre-Sort Letters may be for you!</p>	http://auspost.com.au/media/documents/pre-sort-letters-service-guide-may2016.pdf	13 11 18
International Service	contains information regarding the availability, specific conditions and limitations to international post services	http://auspost.com.au/media/documents/international-post-service-guide-aug15.pdf	1800 007 678