



Address and layout guide

Contents

Introduction	1
Addresses in New Zealand – how they work	1
General standards for all New Zealand addresses	2
Urban and rural addresses	2
Basic urban addresses	3
Basic rural addresses	4
PO Box, Private Bag & Counter Delivery addresses (Delivery Service addresses)	7
Foreign addresses	9
Abbreviations	10

Getting your mail

If you want your mail to reach its destination as quickly and accurately as possible, this brochure is for you!

It's a quick rundown on how to address all your mail so it's processed and delivered by New Zealand Post in the fastest possible time – and gets delivered to the right address, whether it's a street address with a suburb and town, Rural Delivery address, New Zealand Post PO Box or Private Bag.

The brochure covers every type of postal address, from apartments to farms, and includes handy examples of how to get your addressing right.

If you'd like more detailed information on addressing standards, check out our full 'Address Standards' publication, which you can find at www.nzpost.co.nz/addressing or order by phoning 0800 501 701.

Addresses in New Zealand – how they work

There are three types of New Zealand Post postal addresses:

- Urban
- Rural
- PO Box, Private Bag or Counter Delivery addresses (Delivery Service addresses).

Each has its own address requirements, for example, you shouldn't combine an urban or rural address with a delivery service address. Every address is made up of individual lines of important information which will vary depending on the type of address you're using.

Here are the lines you can use to create an address, listed in the order that you'd normally use them. Note the 'delivery' and 'town' lines must be included in every address. The postcode must also be included in every address.

Line	Content	Examples
Reference	This contains FreePost or other reference information, such as a customer account number. It's mandatory for non-approved FreePost mail.	Customer 767676 FreePost 2354
Recipient	The name of the person and/or organisation to whom you're addressing the mail. You can split this information over several lines. (See 'Basic rural addresses' and 'PO Box, Private Bag and Counter Delivery addresses' for situations where this line is mandatory.)	Mrs S Jones The Carpet Factory
Unit	A unit (flat, suite etc) and/or floor. It can also include a building name. This line is mandatory if the floor detail is needed to identify the delivery point. It's not used for PO Box, Private Bag and Counter Delivery addresses.	Level 2, Mason House Suite 10, Mason House Flat 2, Mason House
Building name	The building name is required on this line by itself, only if there's no known street number for the address. It's not used for PO Box, Private Bag and Counter Delivery addresses.	Mason House
Delivery Mandatory	Urban and rural addresses must include the street name. This line can also contain: <ul style="list-style-type: none"> • a street number and letter (alpha) before the street name • a unit and unit separator '/' before the street number • the street type and/or street direction after the street name. Delivery Service addresses must contain one of 'PO Box', 'Private Bag', 'Response Bag', 'CMB' (Community Mail Box), 'Counter Delivery', or 'Poste Restante'. This is followed by the delivery service identifier (usually a number) if New Zealand Post has allocated one.	19A Buckley Road 2B/54 Terrace Street 12 Sydney Street North PO Box 23226 Private Bag 39990
Suburb	The suburb line may contain: <ul style="list-style-type: none"> • the suburb name for an urban address, or • 'RD' followed by the RD number for rural or rural CMB addresses, or • the box lobby for a PO Box address, or • the PostShop or PostCentre name for a Counter Delivery address. 'Basic urban addresses', 'Basic rural addresses' and 'PO Box, Private Bag and Counter Delivery addresses' cover situations where the suburb line is mandatory or not used.	Newtown RD 1 Shortland Street Karori PostShop
Town Mandatory	This line contains the town or city followed by the postcode. There should be a gap of 1 or 2 spaces between the town/city and postcode.	Wellington 6011
Country	When used, this line contains only the country name. It's not used for mail being sent within New Zealand but is mandatory for mail to overseas addresses and for New Zealand addresses on mail sent from other countries.	AUSTRALIA

General standards for all New Zealand addresses

All addresses have to use these general standards unless stated otherwise.

New Zealand Post accommodates the requirements of both English and Maori languages by recognising and accepting the usage of Maori place names where these are in common use and the use of macrons within Maori names.

Case and punctuation

- Use upper case for the first letter of each word. The remaining letters may be printed in upper or lower case.
- Use upper case letters when they normally fall within a word, such as in 'D'Arcy', 'Ashton-Taylor' and 'McMahon'.
- Don't use punctuation except in the recipient line.

Return address

All mail items must have a full postal return address in 8pt font or smaller. 'Return to your local branch' is not, for example, an acceptable return address.

If the sender...	then the return address is...
has a New Zealand Post Private Bag or PO Box return address	that Private Bag or PO Box address.
does not have a New Zealand Post Private Bag or PO Box return address	the sender's mailing address.

For more detail on New Zealand Post's return address standards, refer to our 'Envelope Layout Standards' publication available from www.nzpost.co.nz or call 0800 501 701.

Urban and rural addresses

The standard format for basic urban and rural addresses is:

Recipient and/or organisation
Street address
Suburb
Town/City, Postcode

(See examples on pages 3-7.)

- Put non-address **reference** information, such as customer or account numbers immediately above the recipient line.

Recipient and/or organisation

- Put the **recipient** and **organisation** above the street address. Organisation may be used for the name of a composite site (eg. a university or retirement village), or for another postal organisation's reference.

Street address

- Don't use zeros in front of **street numbers**, and keep the numbers together (eg. '4 Main Street'). Don't use street number ranges (eg. '4-12 Main Street').
- If the street number has an **alpha** (eg. '24A'), you must use it. Note there's no spacing and the letter is in upper case.
- The **street name** is mandatory.
 - Use only one street name, and don't use corner addresses (eg. 'corner Main and High Streets').
 - Use hyphens and apostrophes when they are part of the official street name.
 - If 'and' is part of the name, we prefer you to spell it out, although ampersands (&) are also acceptable if they're commonly used.
 - If the street name is a number (eg. 'Nineteenth Street'), you can use figures in the address (eg. '19th Street').
 - State Highway numbers are in figures (eg. 'State Highway 1' not 'One'), and you can abbreviate 'State Highway' to 'SH' (eg. 'SH 1').
- The **street type** and **direction** are mandatory if they are part of the official street name.

Suburb

- **Suburb** is needed only where commonly used – normally in metropolitan areas.

Town/City, Postcode

- The **town** or **city**, followed by the **postcode**, is mandatory for all addresses.
 - Don't use a province, region, district or territory name instead of (or in addition to) the town or city name.
 - Keep the four numbers of each postcode together, and if it has a zero at the front, include it.
- Don't use **country** names on mail posted in New Zealand to a New Zealand address.
 - The country name on mail from another country to a New Zealand address is the name the postal authority of the originating country recognises for New Zealand.

You can find correct address standards and postcodes at www.nzpost.co.nz

Basic urban addresses

- The **street number** is mandatory unless the Local Authority hasn't allocated one.
- The **suburb** is mandatory if the suburb name is in common use for the address.
You can leave out central city suburbs (eg. 'Auckland Central').
Don't use the name of a complex site, such as a university or retirement village, for the suburb unless it's commonly used as a suburb, such as 'Trentham Military Camp'.
- Use the correct **town** or **city** name – for example 'North Shore' for a North Shore address, rather than 'Auckland'; and 'Lower Hutt' for a Lower Hutt address, rather than 'Wellington'.
For a full list refer to www.nzpost.co.nz
- If the suburb name isn't commonly used, leave it out.

Correct	
Mr H G Guy	Recipient
195A Halifax Street North	Street
Tahunanui	Suburb
Nelson 7011	Town, Postcode
✓	
Incorrect	
Mr H G Guy	Recipient
195 A Halifax St Nth	Street
Tahunanui	Suburb
Nelson 7011	Town, Postcode
✗	

Correct	
J Jones	Recipient
Ace Cleaners Ltd	Organisation
447 Queen Street	Street
Auckland 1010	Town, Postcode
✓	
Incorrect	
J Jones	Recipient
Ace Cleaners Ltd	Organisation
447 - 451 Queen Street	Street
Auckland 1010	Town, Postcode
✗	

Note: We've used bold text to highlight comparisons between correct and incorrect examples but don't use it in your address.

Correct	
Albrights Ltd	Recipient
50 Victoria Street	Street
Parkside	Suburb
Timaru 7910	Town, Postcode
✓	
Incorrect	
Albrights Ltd	Recipient
Cnr Victoria and Albert	Street
Parkside	Suburb
Timaru 7910	Town, Postcode
✗	

Correct	
R Smith	Recipient
137 Becroft Drive	Street
Forrest Hill	Suburb
North Shore 0620	Town, Postcode
✓	
Incorrect	
R Smith	Recipient
137 Becroft Drive	Street
North Shore 620	Town, Postcode
✗	

Correct	
A F Burgess	Recipient
31 2nd Street N	Street
West End	Suburb
Palmerston North 4412	Town, Postcode
✓	
Incorrect	
A F Burgess	Recipient
31 2nd Street N	Street
West End	Suburb
Palmerston N 4412	Town, Postcode
✗	

Correct	
Ross N M Arthur 1914 Tararu Road Thames 3500	Recipient Street Town, Postcode ✓
Incorrect	
Ross N M Arthur 1914 Tararu Road Redwood Thames 3,500	Recipient Street Suburb Town, Postcode ✗

Correct	
Louise Barnes Dinsdale Drive RD 1 Martinborough 5781	Recipient Street 'RD', RD number Town, Postcode ✓
Incorrect	
Louise Barnes RD 1 Martinborough 5781	Recipient 'RD', RD number Town, Postcode ✗

Basic rural addresses

- The **street number** is mandatory unless there isn't one.
- The **suburb line** contains 'RD' followed by the **RD number** for the round (eg. 'RD 3').
- Use the correct **mail town** – that is, the town name of the rural delivery route that services the delivery point. It's not always the town closest to the address.

Correct	
Mr B Hills 220A Lynwood Avenue RD 1 Otaki 5581	Recipient Street 'RD', RD number Town, Postcode ✓
Incorrect	
Mr B Hills 220A Lynwood Avenue Rural Delivery 1 Otaki 5581	Recipient Street 'RD', RD number Town, Postcode ✗

Correct	
A Brown C/- Louise Barnes Dinsdale Drive RD 1 Martinborough 5781	Recipient c/- Registered occupant Street 'RD', RD number Town, Postcode ✓
Incorrect	
A Brown Dinsdale Drive RD 1 Martinborough 5781	Recipient Street 'RD', RD number Town, Postcode ✗

- If there's no street number, you must use the name of the registered occupant and street. (These examples are for an address with no street number and Louise Barnes as the registered occupant.)

Units and floors

Always include the **unit**, such as flat, suite or room, if it is part of an urban or rural address.

- Letters in unit identifiers must be in upper case.
- Use only one unit identifier, not multiples or ranges.
- Where possible, put the unit identifier after the unit type at the beginning of the unit line (eg. 'Suite 12C').
- If the address includes a street number, you can put the unit identifier on the delivery line without the unit type.
 - If the identifier is a single letter (eg. 'A') and the street number has no alpha (eg. '12'), put the unit identifier immediately after the street number (eg. '12A Coromandel Street').
 - Otherwise, put the unit identifier at the beginning of the delivery line, immediately followed by '/' and the street number (eg. '2/12 Coromandel Street').

Correct

Ms Jones	Recipient	
Suite 12C	Unit type, identifier	
455 Sydenham Street	Street	
Northland	Suburb	
Wellington 6012	Town, Postcode	✓

Correct

Ms Jones	Recipient	
12C/455 Sydenham Street	Unit identifier, Street	
Northland	Suburb	
WELLINGTON 6012	Town, Postcode	✓

Incorrect

Ms Jones	Recipient	
12C - 455 Sydenham Street	Unit identifier, Street	
Northland	Suburb	
Wellington 6012	Town, Postcode	✗

Correct

Jason Hamilton	Recipient	
Flat B	Unit type, identifier	
51A Norton Road	Street	
Otumoetai	Suburb	
Tauranga 3110	Town, Postcode	✓

Correct

Jason Hamilton	Recipient	
B/51A Norton Road	Unit identifier, Street	
Otumoetai	Suburb	
Tauranga 3110	Town, Postcode	✓

Incorrect

Jason Hamilton	Recipient	
51AB Norton Road	Unit identifier, Street	
Otumoetai	Suburb	
Tauranga 3110	Town, Postcode	✗

Correct

John Smith	Recipient	
Unit A	Unit type, identifier	
415 Midhurst Road	Street	
RD 1	'RD', RD number	
Christchurch 7671	Town, Postcode	✓

Correct

John Smith	Recipient	
415A Midhurst Road	Unit identifier, Street	
RD 1	'RD', RD number	
Christchurch 7671	Town, Postcode	✓

Incorrect

John Smith	Recipient	
415 A Midhurst Road	Unit identifier, Street	
RD 1	'RD', RD number	
Christchurch 7671	Town, Postcode	✗

- Don't use **floor** information in **rural** addresses – and use it in **urban** addresses only if it's needed (in addition to any unit information) to identify the delivery point.
- Put floor information on the unit line after any unit information (eg. 'Suite 1 Level 2').
- Put the floor identifier (usually a number) after the floor type (eg. 'Level 2') unless the identifier includes 'Basement', 'Ground' or 'Mezzanine' (eg. 'Lower Ground Floor' or 'Lower Ground').
- Use only one floor identifier – not multiples or ranges.

Correct	
Patrick Hohepa	Recipient
Level 2	Floor type, identifier
777 Hereford Street	Street
Linwood	Suburb
Christchurch 8011	Town, Postcode
	✓
Correct	
Patrick Hohepa	Recipient
L 2	Floor type, identifier
777 Hereford Street	Street
Linwood	Suburb
Christchurch 8011	Town, Postcode
	✓
Incorrect	
Patrick Hohepa	Recipient
Level 2/777 Hereford Street	Floor, Street
Linwood	Suburb
Christchurch 8011	Town, Postcode
	✗

Correct	
Mrs S Heywood	Recipient
Suite 1 Level 3	Unit, Floor
718 Marine Parade	Street
Bluff Hill	Suburb
Napier 4110	Town, Postcode
	✓
Incorrect	
Mrs S Heywood	Recipient
Level 3 Suite 1	Floor, Unit
718 Marine Parade	Street
Bluff Hill	Suburb
Napier 4110	Town, Postcode
	✗

Building names

- Building names may be used in urban and rural addresses.
- It's better to use the full street address than the building name.
- You can put the building name by itself on the building name line, or on the unit line after any unit and/or floor information (eg. 'Flat A Floor 2 Ashley House').
- If there is no commonly known street number, you must use the building name (if it's available) on the building name line by itself. Any unit or floor information goes on the unit line above the building name line.
- Use hyphens and apostrophes only if they are commonly used.
- Don't use quotation marks around building names.
- If you're using 'and', spell it out if possible, although ampersands (&) are also acceptable.

Correct	
Mr Jones	Recipient
200 Molesworth Street	Street
Thorndon	Suburb
Wellington 6011	Town, Postcode
	✓
Correct	
Mr Jones	Recipient
Acme House	Building name
200 Molesworth Street	Street
Thorndon	Suburb
Wellington 6011	Town, Postcode
	✓
Correct	
Mr Jones	Recipient
Acme House	Building name
Molesworth Street	Street
Thorndon	Suburb
Wellington 6011	Town, Postcode
	✓
Incorrect	
Mr Jones	Recipient
Acme House	Building name
Thorndon	Suburb
Wellington 6011	Town, Postcode
	✗

PO Box, Private Bag & Counter Delivery addresses (Delivery Service addresses)

Correct (street number commonly known)

Dr Glen Miller	Recipient	
Flat 2	Unit	
128 Valley Road East	Street	
RD 2	'RD', RD number	
Middlemarch 9597	Town, Postcode	✓

Correct

Dr Glen Miller	Recipient	
Flat 2 Gibb Estate	Unit, Building name	
128 Valley Road East	Street	
RD 2	'RD', RD number	
Middlemarch 9597	Town, Postcode	✓

Incorrect

Dr Glen Miller	Recipient	
Gibb Estate Flat 2	Building name, Unit	
128 Valley Road East	Street	
RD 2	'RD', RD number	
Middlemarch 9597	Town, Postcode	✗

Correct (street number not commonly known)

Mr F Stewart	Recipient	
Unit 3203	Unit	
Terrace House	Building name	
The Terrace	Street	
Wellington Central	Suburb	
Wellington 6011	Town, Postcode	✓

Incorrect

Mr F Stewart	Recipient	
Unit 3203 Terrace House	Unit, Building name	
The Terrace	Street	
Wellington Central	Suburb	
Wellington 6011	Town, Postcode	✗

This is the standard format for addresses:

Recipient and/or organisation
Delivery service type and identifier
Suburb
Town/City and Postcode

(See examples on pages 8-9.)

Recipient and/or organisation

- Put **reference** information, such as a FreePost authority identifier, customer number or account number, immediately above the recipient line. You can only use FreePost with New Zealand Post PO Box or Private Bag addresses.
- Put the **recipient** and/or **organisation** above the delivery service type and identifier. The organisation may be used for the name of a composite site (eg. a university or retirement village), or for another postal organisation's reference.
 - The recipient's name is mandatory for Response Bag, Counter Delivery and Poste Restante addresses.

Delivery service type and identifier

- You must include the **delivery service type** – one of 'PO Box', 'Private Bag', 'Response Bag', 'CMB' (Community Mail Box), 'Counter Delivery' or 'Poste Restante'.
- You must include a **delivery service identifier** (usually a number) for all PO Box, Response Bag and CMB addresses. The identifier is also mandatory for Private Bag addresses if New Zealand Post has allocated an identifier.
 - Don't use a delivery service identifier for Counter Delivery or Poste Restante addresses.
 - Don't use a delivery service identifier for Private Bag addresses if New Zealand Post hasn't allocated an identifier. Instead you must include the name of the bag-holding recipient or organisation.
 - Put the delivery service identifier after the delivery service type and don't put zeros in front or use spaces, separators or other punctuation.

Suburb

- Choose the **suburb line** (below) that matches the delivery service you're using:

Type of address	Suburb line	Requirement
PO Box	Box lobby	Mandatory*
Private Bag		Not used
Response Bag		Not used
CMB – rural	RD number	Mandatory
CMB – not rural		Not used
Counter Delivery	PostShop/PostCentre	Mandatory
Poste Restante		Not used

* unless the lobby name is exactly the same as the town/city name

- For rural Community Mail Box addresses, use the **'RD'**, **RD identifier** and **mail town** as described in 'Basic rural addresses'.

Town/City and Postcode

- For all other delivery service addresses, use the correct (geographic) **town** or **city** as described in 'Basic urban addresses'.
- See 'Urban and rural addresses' for how to use **postcode** and **country**.

Correct (PO Box)		
Mrs Prudence Walker	Recipient	
Acme Company	Organisation	
PO Box 17999	Delivery service	
Greenlane	Box lobby	
Auckland 1546	Town, Postcode	✓
Incorrect		
Mrs Prudence Walker	Recipient	
Acme Company	Organisation	
1351 Great South Road	Street	
P O Box 17999	Delivery service	
Auckland 1546	Town, Postcode	✗
Incorrect		
Mrs Prudence Walker	Recipient	
Acme Company	Organisation	
PO Box 17999	Delivery service	
Auckland 1546	Town, Postcode	✗

Correct (Private Bag)		
William Tariki	Recipient	
Private Bag 93899	Delivery service	
North Shore City 0753	Town, Postcode	✓
Incorrect		
William Tariki	Recipient	
PB 93899	Delivery service	
North Shore City 0753	Town, Postcode	✗

Correct (Response Bag)		
Ace Super Pie Competition	Recipient	
Response Bag 500500	Delivery service	
Christchurch 8140	Town, Postcode	✓
Incorrect		
Ace Super Pie Competition	Recipient	
Bag 500500	Delivery service	
Christchurch Mail Centre	Box lobby	
Christchurch 8140	Town, Postcode	✗

Correct (CMB – rural)		
Mr B Mills	Recipient	
CMB A53	Delivery service	
RD 1	'RD', RD number	
Huntly 3771	Town, Postcode	✓
Incorrect		
Mr B Mills	Recipient	
CMB Box	Delivery service	
Huntly 3771	Town, Postcode	✗

Foreign addresses

Correct (CMB – not rural)

Mrs Kerry A Ross	Recipient	
CMB 68	Delivery service	
Maitai Valley 7010	Town, Postcode	✓

Incorrect

Mrs Kerry A Ross	Recipient	
Community Mail Box 68	Delivery service	
Nelson 7010	Town, Postcode	✗

If you're sending mail to a country other than New Zealand:

- structure the **main address block** according to the destination country's standards. You can find these at the Universal Postal Union's website www.upu.int/post_code/en/postal_addressing_systems_member_countries.shtml
- you must include the **country** name after the other address lines
- the country name must be on the list of countries to which New Zealand Post delivers. You can see this list at www.nzpost.co.nz
- you must print the country name in English, in upper case and spell it in full.

Here are some commonly used country names:

Country	Country	Country
AUSTRALIA	GERMANY	JAPAN
CANADA	GREAT BRITAIN	KOREA
CHINA	HONG KONG	NETHERLANDS
FIJI	IRELAND	UNITED STATES OF AMERICA

Correct (Counter Delivery)

Mary Brown	Recipient	
Counter Delivery	Delivery service	
Marion Square PostShop	PostShop	
Wellington 6141	Town, Postcode	✓

Incorrect

Mary Brown	Recipient	
Counter	Delivery service	
Wellington 6141	Town, Postcode	✗

Correct

Norwegian Post Authority	Recipient	
Revierstredet 2	Street	
NO-0104 OSLO	Postcode, Town	
NORWAY	Country	✓

Incorrect

Norwegian Post Authority	Recipient	
Revierstredet 2	Street	
NO-0104 OSLO	Postcode, Town	
NORGE	Country	✗

Correct (Poste Restante – from another country)

David Franklin	Recipient	
Poste Restante	Delivery service	
Levin 5540	Town, Postcode	
New Zealand	Country	✓

Incorrect

David Franklin	Recipient	
Poste Restante	Delivery service	
Levin PostShop	PostShop	
Levin 5540	Town, Postcode	
New Zealand	Country	✗

Abbreviations

Wherever possible, spell in full each word of your address, including words like 'Street' and 'Road'. If that's not possible, you can use these abbreviations.

Unit type abbreviations

Unit type	Abbreviation
Apartment	Apt
Kiosk	Ksk
Room	Rm
Shop	Shp
Suite	Ste
Villa	Vlla
Flat	Flat
Unit	Unit

Floor type abbreviations

Floor type	Abbreviation
Floor	Fl
Level	L

Prefix abbreviations for street name, suburb and town/city

Prefix	Abbreviation
Mount	Mt
Saint	St
Point	Pt

Street direction abbreviations

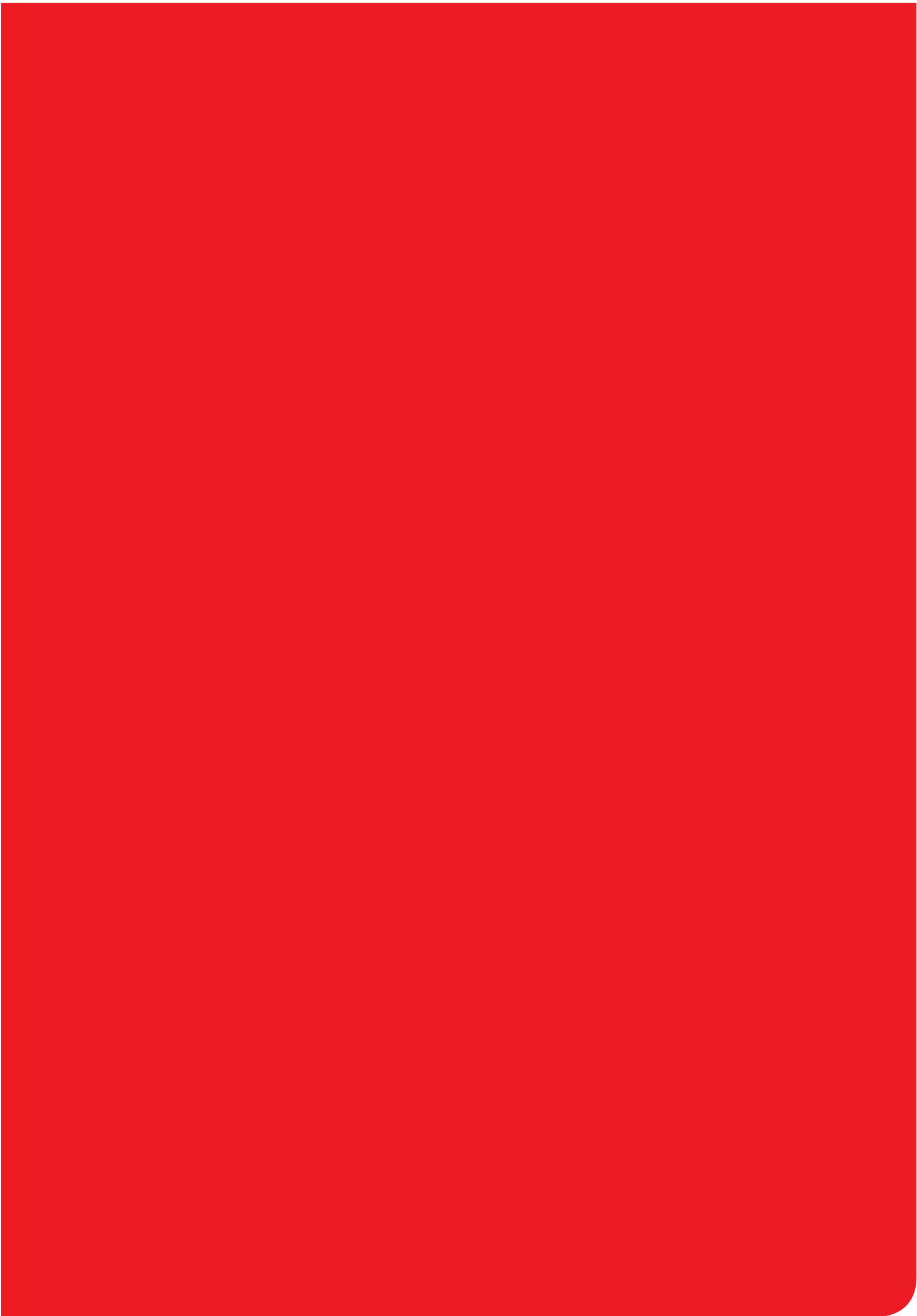
Where street names or town names include a direction (eg. 'Great South Road' and 'Palmerston North'), write them in full. In all other cases you can use the following abbreviations.

Street direction	Abbreviation
Central	Ctrl
North	N
South	S
West	W
East	E
Upper	Upr
Lower	Lwr
Extension	Ext

Street type abbreviations

Here are the abbreviations for some commonly used street types. You can see the full list at www.nzpost.co.nz

Street type	Abbreviation	Street type	Abbreviation
Avenue	Ave	Highway	Hwy
Boulevard	Bldv	Hill	Hl
Circle	Cir	Parade	Pde
Close	Cl	Park	Pk
Common	Cmn	Place	Pl
Court	Crt	Point	Pt
Cove	Cv	Quadrant	Qdrt
Crescent	Cres	Quay	Qy
Crest	Crst	Road	Rd
Dell	Del	Square	Sq
Drive	Dr	Street	St
Esplanade	Esp	Terrace	Tce
Gardens	Gdns	Track	Trk
Glade	Gld	Valley	Vly
Glen	Gln	View	Vw
Green	Grn	Views	Vws
Grove	Grv	Villas	Vlls
Heights	Hts	Walk	Wlk



You can contact us by phone:

0800 501 501

Alternatively, ask for further
information at your local
PostShop, or visit our website at

www.nzpost.co.nz