The purpose of this document is to detail the service and product specifications for PrintPost to be included in the Postal User Guide, effective 1 July 2019.

### PrintPost Terms & Conditions

| Summary of key features | For sending magazines, newsletters and catalogues within New Zealand. Magazines and newsletters are publications with fixed titles that are published regularly, i.e. at least twice a year. Catalogues are publications that market products and services directly to prospective buyers and are published at least twice a year. Sales flyers or circulars do not meet the definition of a catalogue under PrintPost, even if published regularly. PrintPost cannot be used for delivering surveys, handbooks, manuals, directories or annual reports. To use PrintPost you must:  
• have a PermitPost number  
• submit a completed Statement of Posting with your lodgement (either a manual AR19N form or Lodgement Manager Manifest)  
• meet all lodgement requirements  
• declare your Statement of Accuracy % and ID number on the Statement of Posting  
• comply with the relevant envelope layout standards and addressing layout standards  
• be a New Zealand Post Account customer. |
| Dimensions and weight restrictions | PrintPost  
| Size | Minimum dimensions (height x length) | Maximum dimensions (height x length) | Minimum weight | Maximum weight | Minimum thickness | Maximum thickness |
| Oversize | 240mm x 165mm | 365mm x 240mm | 20g | 1kg | 0.5mm | 20mm |
| PrintPost Samples  
| Size | Minimum dimensions (height x length) | Maximum dimensions (height x length) | Minimum weight | Maximum weight | Minimum thickness | Maximum thickness |
| Oversize | 240mm x 165mm | 365mm x 240mm | 20g | 1kg | 0.5mm | 32mm |

*Maximum of 365mm includes plastic overhang when flow-wrapping.

### Samples

PrintPost is designed to accommodate samples in addition to the publication. It is the responsibility of the mailer to ensure the sample is securely packaged so that it cannot be damaged or become separated in the normal process of handling and delivering this mail item. The sample must be consistent in thickness and contain no irregular items including but not limited to pens or refrigerator magnets. In addition, there are a number of items that New Zealand Post is unable to handle or deliver. These are specified in the Prohibited and Restricted items section of this Postal Users’ Guide [section 2]. If you are in doubt about whether a proposed mailing with a sample will be acceptable, please contact your Account Manager or the National Contact Centre on 0800 501 501 or elsapprovals@nzpost.co.nz for confirmation.

### Delivery targets

Nationwide up to 3 working days. Delivery targets are a guide only and we do not guarantee that your item will reach its destination within the delivery target. Delivery to and from rural or remote areas may take longer.
| Minimum volume | 1000 items.  
The minimum volume must be met by each mailing customer. Mail from groups of customers cannot be consolidated to achieve PrintPost pricing.  
Each mail item within a lodgement must:  
  • Be the same size and shape, and within the minimum and maximum weight restriction.  
  • Contain the same PermitPost number and return address.  
Please note that:  
  • The weight of mail items within a lodgement can vary providing they fall within the minimum and maximum range.  
  • The imagery and text printed on items may vary, provided that the requirements as to size, shape, weight, PermitPost number and return addresses are met. |
| PermitPost number | To use PrintPost you must have a PermitPost number.  
For more details about PermitPost, including how to apply for a PermitPost number, refer to:  
  • The PermitPost information on our website at www.nzpost.co.nz/permitpost/  
  • The PermitPost section of this Postal Users’ Guide. |
| Product requirements | All items must comply with our product requirement, including envelope layout standards for mail and addressing and layout requirements, as updated from time to time.  
For full details of our requirements refer to our website at www.nzpost.co.nz/bulkmail and www.nzpost.co.nz/addressing, or the following brochures:  
  • Domestic Bulk Mail Envelope Layout Standards (ADV391)  
  • Address and Layout Guide (ADV356)  
  • Domestic Bulk Mail rate card (ADV393).  
These brochures are available on our website, www.nzpost.co.nz, or by calling our National Contact Centre on 0800 501 501. We recommend that you have the design of your envelope assessed prior to printing by emailing elsapprovals@nzpost.co.nz.  
We will check your mail at a New Zealand Post Mail Service Centre to see if it meets the product requirements. If your mail does not meet these requirements, it will be uprated to the applicable product (and you will be charged on the basis of the applicable product to which your mail has been uprated, not PrintPost).  
**PermitPost impression**  
Each PrintPost mail piece must have an approved PermitPost impression, which includes:  
  • an approved New Zealand Post standard PermitPost impression;  
  • your allocated PermitPost number; and  
  • the words ‘New Zealand’.  
The PermitPost impression must be on the top right hand corner of the envelope (or, if you are using a re-usable envelope, top centre) on the same side as the delivery address. For further information, refer to the Envelope Layout Standards (ADV391) and the PermitPost section of this Postal Users’ Guide.  
**Delivery address**  
All items must have a valid New Zealand Post delivery address, including the correct New Zealand Post postcode.  
The delivery address, if printed directly onto the envelope or packaging, needs to be easily legible (at least 8 font), printed in 3-4 line address format, and include the correct New Zealand postcode.  
**Statement of Accuracy**  
A Statement of Accuracy [SOA] ID and % rating must be declared on the Statement of Posting accompanying the lodgement. If the declaration is missing or incomplete or the SOA declared is less than 80%, the total lodgement will be deemed ineligible for bulk mail rates and retail mail rates will be applied.  
All lodgements must have an SOA of 80% to continue to receive PrintPost rates. If the declared SOA is between 80% - 89.99%, the lodgement will qualify for a Tier 3 rate. If the declared SOA is between 90% - 94.99%, the lodgement will qualify for a Tier 2 rate. If the declared SOA is over 95%, the lodgement will qualify for a Tier 1 (lowest available) rate. |
<table>
<thead>
<tr>
<th>SOA Percentage</th>
<th>SOA Pricing Tier</th>
</tr>
</thead>
<tbody>
<tr>
<td>95%+</td>
<td>Tier 1</td>
</tr>
<tr>
<td>90% - 94.99%</td>
<td>Tier 2</td>
</tr>
<tr>
<td>80% - 89.99%</td>
<td>Tier 3</td>
</tr>
<tr>
<td>&lt;80% / No SOA</td>
<td>Tier 4</td>
</tr>
</tbody>
</table>

More information about Statement of Accuracy standards can be found on our website at [www.nzpost.co.nz/addressing](http://www.nzpost.co.nz/addressing).

**Return address**

All items must have a valid New Zealand Post return address, including the correct New Zealand Post postcode.

For more information on correct addressing standards, please refer to the Address and Layout Guide (ADV356).

**Lodgement options**

Items must be lodged at:

- PostShops and selected New Zealand Post retail outlets
- New Zealand Post Mail Service Centres
- New Zealand Post Business Mail Centres.
- New Zealand Post reserves the right to not accept Bulk Mail lodgements at some PostShop stores (for example, where this is not feasible due to space limitations).

**Lodgement times**

<table>
<thead>
<tr>
<th>Lodgement time</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>After 8am and before 5pm Monday to Friday (excluding weekends and public holidays)</td>
<td>Daytime</td>
</tr>
<tr>
<td>After 5pm, on weekends, or on public holidays – lodgements may only be made by prior arrangement with your local New Zealand Post Mail Service Centre Manager. An Evening/Weekend Lodgement fee applies per mail piece.</td>
<td>Evening and weekend</td>
</tr>
<tr>
<td>Lodgement requirements</td>
<td>Sorting</td>
</tr>
<tr>
<td>------------------------</td>
<td>---------</td>
</tr>
<tr>
<td>All items must be sorted in:</td>
<td></td>
</tr>
<tr>
<td>• ascending postcode order, or</td>
<td></td>
</tr>
<tr>
<td>• sortplan order.</td>
<td></td>
</tr>
<tr>
<td>Items must be placed in letter trays so the delivery address and PermitPost impression are facing the front of the tray.</td>
<td></td>
</tr>
<tr>
<td>If mail items are bundled:</td>
<td></td>
</tr>
<tr>
<td>• the delivery address and PermitPost impression must be placed face side up</td>
<td></td>
</tr>
<tr>
<td>• the address on each item must be clearly visible (with no other labels or strapping over</td>
<td></td>
</tr>
<tr>
<td>• the address details</td>
<td></td>
</tr>
<tr>
<td>• all addresses must face the same way, except the last item in the bundle which should</td>
<td></td>
</tr>
<tr>
<td>• be back faced so the address details can be seen</td>
<td></td>
</tr>
<tr>
<td>• the bundles must be tightly banded down their length and across their width.</td>
<td></td>
</tr>
<tr>
<td>Only one product can be lodged in one tray. For example, PrintPost items cannot be included in the same tray as VolumePost items.</td>
<td></td>
</tr>
</tbody>
</table>

**Letter trays, containers, roll cages and Unit Loading Devices (ULDs)**

Letter trays are available from your nearest New Zealand Post Mail Service Centre. Letter trays must not weigh more than 12kg. If a tray weighs more than this, mail must be split into two or more trays.

If you use more than 40 trays per lodgement, a container service is available.

Bundles must be able to be carried with one hand without the contents becoming separated. Bundles must not weigh more than 12kgs. The maximum bundle height allowable for PrintPost and PrintPost Samples is 150mm.

If you are posting a large number of bundles, they can be lodged directly into roll cages or Unit Loading Devices (ULDs).

**Labelling**

All trays, roll cages and ULDs must have a New Zealand Post tray label attached. Requirements differ for mail lodged by mailhouses and businesses directly.

For mail lodged by mailhouses, the label must include:

• the postcode range that applies to the items within the tray (that is, the first and last postcode numbers)
• the lodgement day crossed to identify when your mail was lodged with New Zealand Post
• a reference code (for example, customer or mailing house reference)
• the green label for lodgements originating from the North Island and the purple label for lodgements originating from the South Island.

For mail lodged directly by businesses, Bulk Mail labels are available to download and print, from our website at [www.nzpost.co.nz/traylabels](http://www.nzpost.co.nz/traylabels).
A Statement of Posting form must accompany your mail lodgement or your lodgement will not be able to be processed. Once the lodgement form has been submitted, no subsequent changes will be permitted. You must use the following codes on all Statement of Posting forms:

<table>
<thead>
<tr>
<th>Weight (per item)</th>
<th>Lodgement time</th>
<th>PrintPost code</th>
<th>Lodgement time</th>
</tr>
</thead>
<tbody>
<tr>
<td>20 - 199g</td>
<td>Daytime</td>
<td>PP1S</td>
<td>S = lodged after 8am and before 5pm Monday to Friday, excluding weekends and public holidays</td>
</tr>
<tr>
<td>200 - 299g</td>
<td>Daytime</td>
<td>PP2S</td>
<td></td>
</tr>
<tr>
<td>300 - 399g</td>
<td>Daytime</td>
<td>PP3S</td>
<td></td>
</tr>
<tr>
<td>400 - 699g</td>
<td>Daytime</td>
<td>PP4S</td>
<td></td>
</tr>
<tr>
<td>700g – 1kg</td>
<td>Daytime</td>
<td>PP5S</td>
<td></td>
</tr>
</tbody>
</table>

For example, PrintPost items with a weight between 400 – 699g lodged in the morning will have the code PP4S.

**Evening/Weekend Lodgement Fee**
An Evening/Weekend Lodgement Fee applies to PrintPost lodgements outside Standard lodgement timeframes. Evening/Weekend Lodgements are subject to prior approval with your local Business Mail Centre. We reserve the right to refuse approval for an Evening/Weekend Lodgement at our discretion.

**Sample Lodgement Fee**
A Sample Lodgement Fee applies to samples accompanying PrintPost mail pieces. A Sample Lodgement Fee applies regardless of whether the lodgement is acceptable for processing at one of our Business Mail Centres. This is due to costs incurred for samples which are not able to be processed. If you are unsure whether a proposed mailing with a sample will be acceptable, please contact your Account Manager or the National Contact Centre on 0800 501 501 or elsapprovals@nzpost.co.nz for confirmation.

**Compliance requirements**
To be eligible for PrintPost or PrintPost Samples product usage, lodgements must meet the specified requirements in this Product Specification.
Non-Compliance to these Product Specifications, Envelope Layout Standards along with the Addressing Layout Standards may result in the entire lodgement being uprated to a Standard rate product or No/less than 80% Statement of Accuracy (SOA) price points, or the lodgement will be returned at your cost. Note that service levels (3 day delivery target) will likely be impacted through non-compliance with the Product Specifications, Envelope Layout Standards and the Address and Layout Guide.
To ensure non-compliance is kept at a minimum we encourage you to contact elsapprovals@nzpost.co.nz or call 0800 501 501 for any mail pieces that you have questions on or for approval.

**Prohibited and Restricted items**
Special conditions apply to Prohibited and Restricted items. Prohibited and Restricted items include (but are not limited to) dangerous, perishable, fragile and high value items. Refer to section 1 of this Postal Users’ Guide for full details.

**Compensation terms and conditions**
For full information about our Compensation terms and conditions, refer to section 2 of this Postal Users’ Guide.

**Other terms and conditions**
Additional terms and conditions apply: refer to the Public Contract and sections 1 to 3 of this Postal Users’ Guide.