

## **POST AND COURIER SERVICES Guideline**

## OVERVIEW

This policy covers all aspects of mail delivery (Inbound, Outbound, Internal) and couriers services for the University of Auckland as follows:

SECTION 1:	General
SECTION 2:	Inbound Mail
SECTION 3:	Outbound Mail
SECTION 4:	Internal Mail
SECTION 5:	Misdirects, Insufficient Delivery Information (Look Up's), Return to Sender
SECTION 4:	Couriers/Unilogistics
SECTION 6:	Contact Details
APPENDIX A:	Collection Points
APPENDIX B:	Pre-Paid ticket Order Form
APPENDIX C:	Change to Postal Requirements advice form
APPENDIX D:	Envelope Addressing Standards

The University of Auckland will regularly review the services to ensure maximum operational benefit and value for money.

## SECTION 1 – GENERAL

### 1 MAIL SERVICES

- 1.1 The University's postal services are carried out by an external service provider and the mailroom is located off-site.
- 1.2 The University of Auckland's mail is delivered and collected daily from around 85 designated collection points around the University using the black bags.
- 1.3 The mail is processed as: -
  - (a) Inbound mail
  - (b) Outbound mail, and
  - (c) Internal mail.
- 1.4 Morning deliveries take place before 8.30am and afternoon collections take place from 3.30pm onwards.
- 1.5 A list of current delivery/pick-up points is set out in Appendix A.

#### NOTE:

- a) All outbound business mail must be placed in the BLACK mail bags for collection in the afternoon;
- b) All inbound mail addressed to the University will be received in the BLACK mail bags in the morning;
- c) NO business mail is to be dropped into roadside post boxes, or into Post Shops.
- d) For changes to your postal requirements, please complete the 'Change to Postal Requirements Advice' form set out in Appendix C.

### 2 COURIER SERVICES

- 2.1 Courier Services are centrally managed through Uni-Logistics. Uni-Logistics is a service provided by our external service provider and is there to offer expert, impartial advice and remove the inconvenience of dealing with multiple courier service providers. Uni-Logistics also provides help and advice with Customs and MAF clearances.

Full contact details are available under Section 6.

### 3 DANGEROUS GOODS

- 3.1 From time to time the University of Auckland may require transport of chemical, biological and radioactive materials locally or overseas. The University's preferred suppliers are as follows:
  - (a) Domestic (Chemicals & Biological): Chemcouriers, World Couriers.
  - (b) International: World Couriers or CEDRA
- 3.2 Due to the risks, hazards and documentation requirements associated with these materials it is highly recommended that staff use the services of the preferred suppliers set out in Section 6 below.
- 3.3 For local transport within Auckland environs, it is also recommended that staff use the preferred suppliers rather than attempt to transport materials using their own vehicles. In the event of an accident or incident, our suppliers are much better placed to deal with any potential hazards and more importantly, they are insured adequately for the task.

Full contact details are available under Section 6.

**NOTE: It may be a false economy and you may contravene existing legislation with regard to packaging, labelling, documentation and segregation of dangerous and hazardous goods if you do not use specialist courier service providers.**

#### 4 PERISHABLE GOODS

- 4.1 From time to time the University of Auckland may require transport of perishable, biological materials to or from overseas. The University's preferred supplier is World Couriers. Due to the highly perishable and often extremely valuable nature of the materials coupled with the complex border control regulations regarding biological material (especially in Australia and New Zealand), it is highly recommended that staff use the services of the preferred white gloves suppliers set out in item 6 below.

Full contact details are available under Section 6.

**NOTE: It may be a false economy and you may contravene existing legislation with regard to packaging, labelling, documentation and segregation of perishable biological goods if you do not use specialist courier service providers.**


#### 5 RISK MANAGEMENT


- 5.1 The University is responsible for taking all practicable steps to ensure the health and safety of the people working in or visiting our workplace. As a result, we systematically identify and regularly assess hazards.
- 5.2 For additional information on risk management please refer to the following intranet pages for additional advice: <https://www.staff.auckland.ac.nz/uoa/home/staff-intranet/human-resources/health-safety-and-wellness/risk-management-1>

#### 6 PREFERRED SUPPLIERS


The University has selected a small team of suppliers to carry these services as follows:

##### STANDARD DOCUMENTS & PARCELS

Supplier	Service
	<b>MAILROOM SERVICES</b> <ul style="list-style-type: none"><li>• Internal Mail processing through the black bag network;</li><li>• In-bound mail processing, clearing PO Boxes and Private Bags and processing through the black bag network;</li><li>• Out-bound mail processing, scheduled mail collections throughout the University, classifying and processing mail for dispatch via the black bag network or a postal operator;</li><li>• Managing the black bag logistic network (Customised Deliveries)</li></ul>

	<b>UNI-LOGISTICS SERVICES</b> <ul style="list-style-type: none"> <li>• Out-bound ccourier advice and assistance. Arranging collections.</li> <li>• Bulk mail-outs not suitable for despatch via the black bag network, providing advice on optimum mail product usage to minimise costs. Processing, dispatch and tracking (outbound)</li> </ul>
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#### DANGEROUS GOOD AND SPECIALIST REQUIREMENTS

Supplier	Service
	<b>INTERNATIONAL</b> <ul style="list-style-type: none"> <li>• Clinical Trial Logistics</li> <li>• Cold Chain Logistics – Investigational drugs, IMPs, APIs, Vaccines, Clinical supplies</li> <li>• Bio Pharm - The shipment of infectious or diagnostic biological samples and clinical trial supplies requires</li> </ul>
	<b>INTERNATIONAL</b> <ul style="list-style-type: none"> <li>• Time-critical medical, pharmaceutical and film items as well as dangerous and hazardous materials including clinical-trial material, medication and vaccines, cold-chain management and biological sample movement</li> </ul>

**NOTE: Full contacts details are set out in SECTION 6.**

## SECTION 2 – INTERNAL MAIL

### 7 INTERNAL MAIL PROCESS

- 7.1 The University's post processing services are carried out by an external service provider and the mailroom is located off-site.



- 7.2 When sending mail internally, please use the internal mail envelopes provided (See example below)

(a) For all mail between staff/departments please use the internal envelopes

- 7.3 Internal envelope example:

UNIVERSITY OF AUCKLAND		INTERNAL DELIVERY
To: Department:	3	3
4	5	6
7	8	9
10	11	12

FOLD FLAP INSIDE  
OR SEAL WITH TAPE

**NOTE: Please do NOT use external or pre-paid envelopes for internal purposes as (a) you are likely to be charged unnecessarily and (b) you may experience delays in delivery.**

### 8 ADDRESS SPECIFICATIONS

- 8.1 Clearly address each item with a **person's name, department reference and building or street address**. Use only recognised abbreviations. Internal envelope for addressing standard example:

**UNIVERSITY OF AUCKLAND** Cancel previous address when re-using envelope

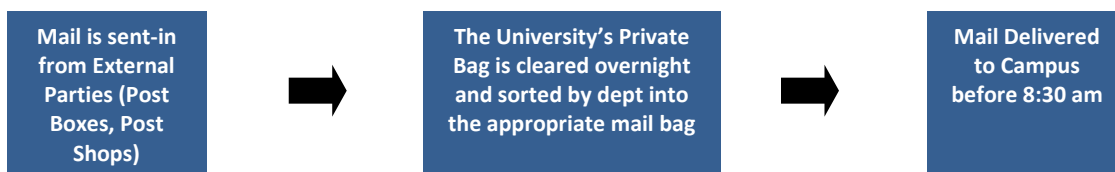
**To:** Janet Hughes  
General Library  
Room 100 C - Mail Room  
**Department:** Bldg 109 - Level 1  
5 Alfred Street

**2**

## SECTION 3 – INBOUND MAIL

### 9 INBOUND MAIL PROCESS

- 9.1 The University's post processing services are carried out by an external service provider and the mailroom is located off-site



- 9.2 Where an item of mail is received with insufficient address information (e.g. no department name) the 'Look Up' procedure is used to identify the recipient. (See SECTION 5 for details).
- 9.3 Items received addressed only to University of Auckland (i.e. no recognised recipient or dept), it will be returned to the sender where possible.

### 10 ADDRESS STANDARDS

- 10.1 While out of control of the University of Auckland and the post providers, addressing anomalies such as no post code, no suburb or no street address for a PO Box customer requires manual intervention and introduces delays in the postal service process.
- 10.2 To ensure that all inbound mail reaches its intended recipient, please encourage all external parties sending mail to the University to ensure they identify departments with the correct references into their addresses using the format below.



### 11 WEEKEND CLEARANCE

- 11.1 NZ Post street receivers (Post Boxes) are no longer cleared during the weekend.

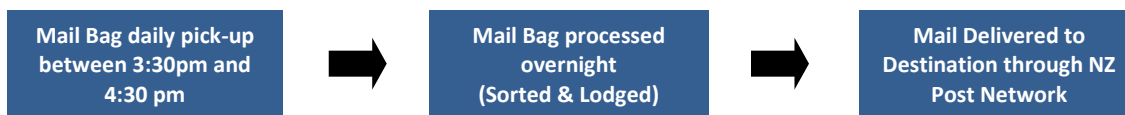
### 12 PO BOX CLEARANCE

- 12.1 NZ Mail currently clear the UOA PO Box very early in the morning due to the logistics of processing and delivering high volumes of mail to UOA by specific times each day. Effectively this means NZ Post could still be processing inbound mail from other regions after NZ Mail have performed their daily clearances.

## SECTION 4 –OUTBOUND MAIL

### 13 OUTBOUND MAIL PROCESS

- 13.1 The University's post processing services are carried out by an external service provider and the mailroom is located off-site.



### 14 DELIVERY STANDARDS

- 14.1 The default service for domestic mail is 'StandardPost', this is the most affordable way to send your business letters and documents to any street, rural, New Zealand Post PO Box or Private Bag address in New Zealand.
- 14.2 The default service for international mail is "International Air", this is the most affordable way to send business mail to 220 destinations worldwide, with a three to ten working day delivery target. You have the flexibility of four envelope size options, up to a maximum weight of 200g. The cost to send by International Air depends on the destination, weight and size of documents.

**NOTE: For full details on all post options please contact NZ Mail who will assist you.**

### 15 ADDRESS STANDARDS

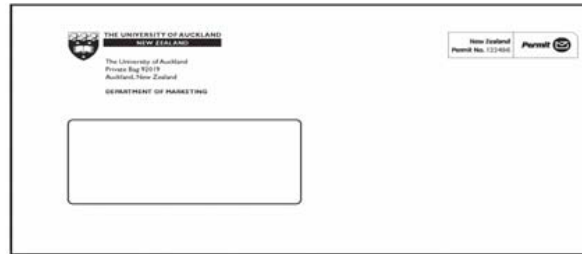
- 15.1 Accurate and compliant addressing is vital in ensuring our mail attracts the lowest postal charges. Please refer to Appendix D for addressing guidelines.
- 15.2 The NZ Mail contact in Section 6 will assist in ensuring addressing standards are compliant and can facilitate a "Statement of Accuracy" which guarantee's lower postal rates. Statements of accuracy are important for bulk mail-outs.

### 16 ENVELOPES

- 16.1 All official outbound mail should be despatched in an envelope carrying the University logo.
- 16.2 Envelopes are available through the University's preferred printed stationery supplier (See Intranet for details).
- 16.3 All letters and parcels (internal, domestic and international) items can be lodged in the same Black Bag for collection and processing.
- 16.4 Personal mail, which is despatched with business mail, must have a stamp affixed.
- NOTE: Staff should not use official University envelopes for personal mail.**
- 16.5 All outbound mail will enter the postal system the same night of collection.
- 16.6 If you have parcels which will not fit inside the Black Bag, please record your 4 digit Activity Centre number in the top right hand corner.

**Note: There is a difference between FreePost and Permit Post envelopes.**

**Please use the correct envelope for your requirement.**

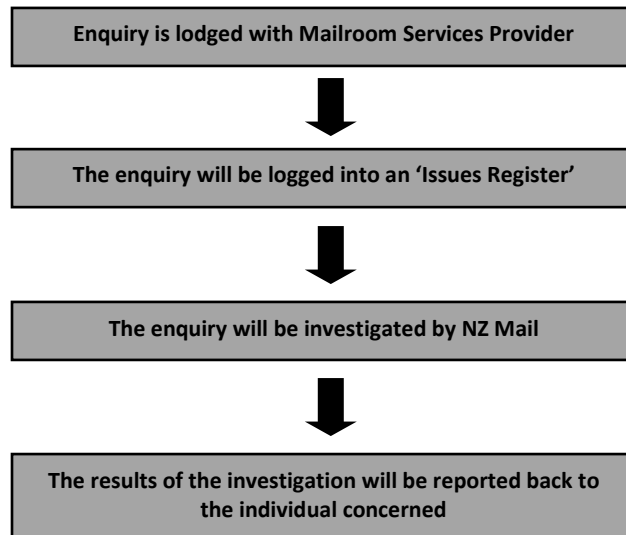


Permit Post is for outbound mail - Free Post is for inbound mail (typically used for survey responses).

## SECTION 5 –MISSING MAIL, MISDIRECED MAIL, INSUFFICIENT DELIVERY INFORMATION (LOOK-UPS), RETURN TO SENDER

### 17 **MISSING MAIL**

17.1 From time to time, mail goes missing, if it does the following is in place to help:



### 18 **MISDIRECTED MAIL**

If you receive an item that doesn't belong to you:

- a) On the internal envelope write "Not for This dept" if you know the dept it should of gone write "Try Mathematics" this will aid the sorter to get this re-directed quickly.
- b) Place the item in the black mail bag for redistribution.

All misdirected mail items will be recorded, checked for the correct delivery location and resorted for delivery the next day at no charge to the University.

19 **INSUFFICIENT DELIVERY INFORMATION (LOOK-UPS)**

19.1 Look-Ups are items that are received by the mailroom where the delivery address is insufficient for the item to be sorted and delivered to the correct delivery location.

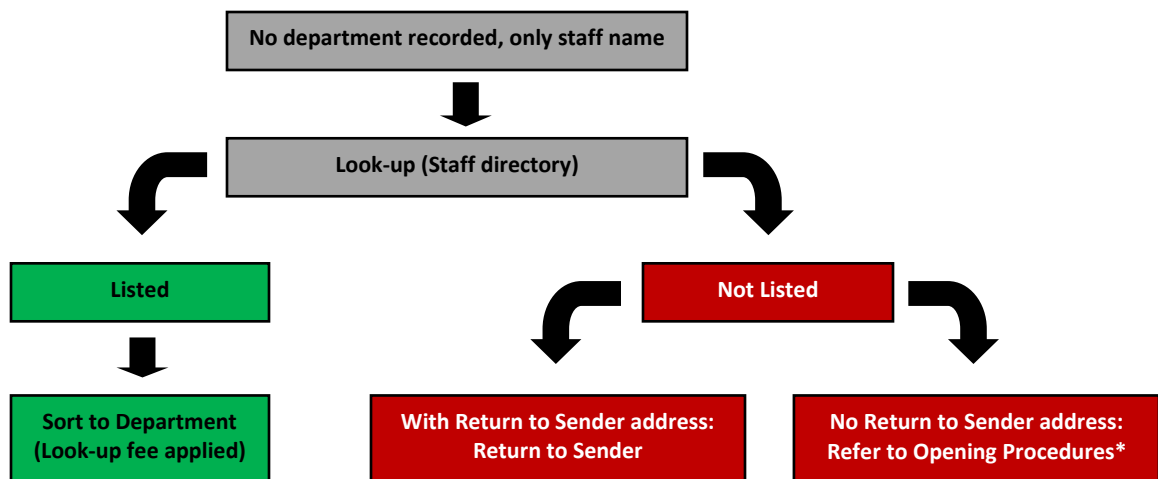
19.2 These items will be streamed into a separate sort location, recorded, and checked against the University's Intranet directory.

19.3 Where a correct delivery location can be identified the item will be readdressed and sorted for delivery the next day.

19.4 Items where the correct delivery location cannot be identified through the look up process will be delivered to a specified UOA location for further investigation and the look-up fee charged. Strategic Procurement will regularly review the Look-Ups data.

**NOTE: Look-ups are chargeable (\$0.50c per item) to the applicable cost centre receiving the item and will often result in a delay of at least 24 hours due to additional processing.**

19.5 The "Look-Up" process:



**\* Opening Procedures:**

The mailroom provider has the authority to open all items that have Accounts Payable as the department name.

The mailroom provider also has authority to open other items that have no recognisable department or staff member name (following look up) and **no** 'return to sender' address on the envelope.

- Upon opening if the item is a Statement, Remittance Advice or Cheque then it is to be sorted to the Finance Registry bag overriding any other department or staff name that may appear on the item.
- If the item is an Invoice or Credit Note, but has no recognisable department or staff name, then it is to be **RETURNED TO SENDER**. If there is no RTS address on the envelope, this is to be taken directly from the invoice or credit note and handwritten on the outside of the envelope
- All other items that do not have a recognisable department or staff name are to be sent to VC's office in the unidentifiable mail bag for further investigation.

20      **RETURN TO SENDER**

- 20.1      Items where a delivery address cannot be identified (i.e. no name or department reference), will be stamped with an official 'Return to Sender' stamp.
- 20.2      Where there is no Return to Sender address, it will be opened by the mailroom and where possible, redirected to the appropriate address.
- 20.3      If the item contains a Statement, Remittance Advice or Cheque it will be redirected Finance overriding any other information that may appear on the item.
- 20.4      If the item contains an Invoice, but has no recognisable department or staff name, then it will be 'Returned to Sender'.
- 20.5      All other items that do not have a recognisable department or staff name are to be sent to VC's office in the unidentifiable mail bag for further investigation.

## SECTION 6 – COURIERS/UNI-LOGISTICS

### 21 OVERVIEW

21.1 Uni-Logistics provides the University of Auckland with a single portal for all of the University's courier needs. Uni-Logistics offer expert, impartial advice and remove the hassles of dealing with multiple courier service providers. The service also provides help and advice with Customs and MAF clearances.

21.2 You can access the service through one single telephone number giving you access to the following services:

- (a) Urgent point to point delivery;
- (b) Overnight domestic delivery;
- (c) International economy/express delivery;
- (d) Freight clearance and delivery;
- (e) Hazardous/Biopharmaceutical goods clearance and delivery;
- (f) Event logistics managements;
- (g) Real-time tracking of shipment;
- (h) Customer Service Support.

### 22 CONTACT INFORMATION

22.1 For **ALL** courier requests, please call the helpdesk on **09 306 6399** or email [unilogistics@nzmail.co.nz](mailto:unilogistics@nzmail.co.nz)

### 23 OPERATING HOURS

23.1 8:30am – 5:30pm, Monday to Friday.

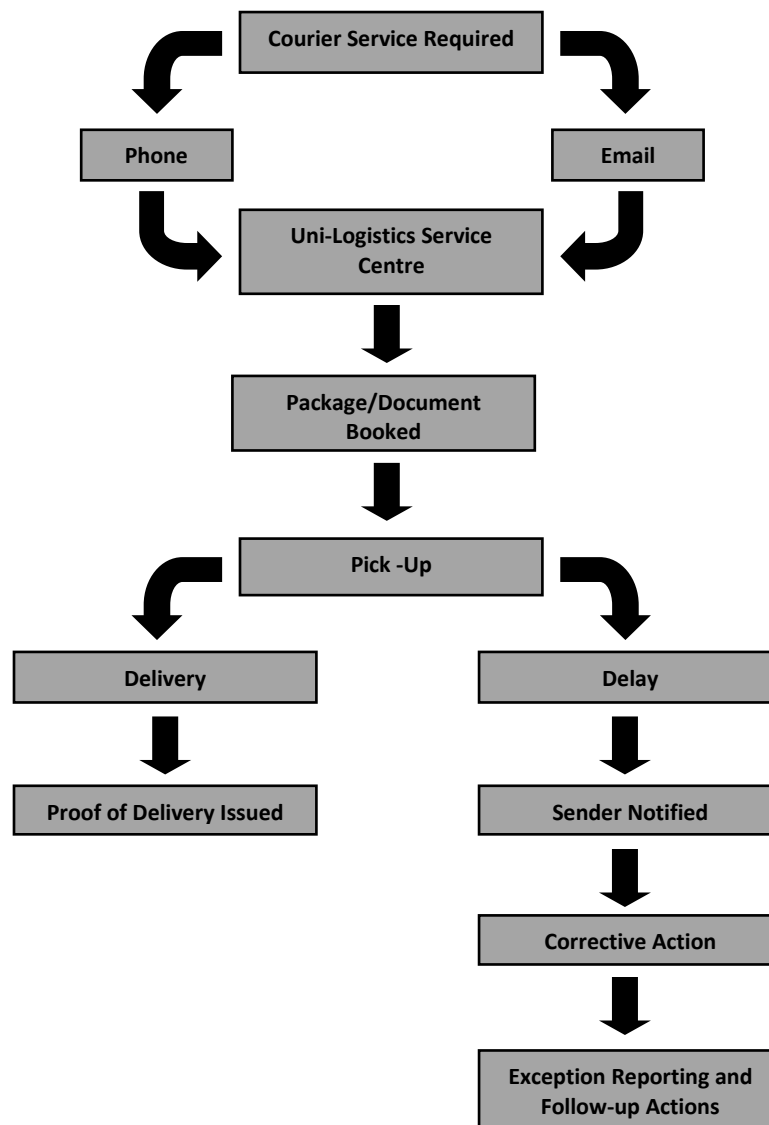
23.2 For help and assistance outside of these times, please call Ralph Connor 021 668 964.

### 24 PLACING AN ORDER

24.1 When placing an order, please have the following information available:

- (a) Name, four digit cost centre code (and project code if appropriate)
- (b) Location and contact details
- (c) Service / product required
- (d) Delivery details
- (e) Any special requirements (Includes contents for customs purposes if sending international)

## PROCESS FLOW



## 26 PRE-PAID COURIER TICKETS AND BAGS

26.1 When requesting new courier pre-paid tickets from Uni-Logistics, please complete a **Ticket Order Form** and return it to Uni-Logistics via email or fax. The **Ticket Order Form** is set out in Appendix B and also located on the UOA staff intranet: - <https://www.staff.auckland.ac.nz/uoa/home/staff-intranet/central-services/finance-and-purchasing/suppliers/supplier-overview/nz-mail>

26.2 For overnight delivery, please call or email Unilogistics before 2pm to schedule a pick up. Please remember the following

- (a) When you contact Uni-Logistic please provide your department name, building number, floor, room number and street address;
- (b) Ensure that your items are correctly addressed and labelled ready for pick-up;
- (c) Leave your items at the department reception or the dedicated pick-up point for your faculty or service division.

- 26.3 For a high value item or multiple parcel deliveries, please contact Uni-Logistics who will provide specialist advice.
- 26.4 For Urgent Couriers **outside the Greater Auckland area**, please contact Uni-Logistics before 12pm to arrange collection. (**Local Urgent** 30-90 minute services can be ordered via Uni Logistics at any time).
- 26.5 It is recommended that courier bags are ordered in packets of 10 or 25 bags. If you are a smaller user Uni-Logistics can provide the right number of bags based on your requirements and usage patterns. Please refer to the Ticket Order Form for a catalogue of products available. For further assistance please contact Uni Logistics.
- 26.6 It is recommended that courier tickets are ordered in booklets of 10, 20 or 25 tickets. If you are a smaller user Uni-Logistics can provide the right number of bags based on your requirements and usage patterns. Please refer to the Ticket Order Form for a catalogue of products available. For further assistance please contact Uni-Logistics.
- 26.7 Information on zoning regions, ticket weight capacity and correct ticketing are provided in the following pages, so that you can order tickets and bags appropriate to your needs. If you have any questions regarding the ordering of tickets or bags, please contact Uni-Logistics for assistance.

**NOTE: It is recommended that faculties and service divisions use all existing pre-paid tickets before ordering new tickets through Uni-Logistics.**

## SECTION 6 –KEY CONTACT DETAILS

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### KEY CONTACT DETAILS FOR THE MAJOR SERVICE PROVIDERS

SUPPLIER	SERVICE	AREA	DETAILS
NZ Mail	Mailroom and Courier Service operations and escalations	Facilities Management	Ralph Connor – Manager Facilities Management M: +6421 668 694 T: + 64 9 306 6399 <a href="mailto:unilogistics@nzmail.co.nz">unilogistics@nzmail.co.nz</a>
	General Courier and Mail Support & Assistance	Customer Service	Uni Logistics helpdesk T: +64 9 306 6399 <a href="mailto:unilogistics@nzmail.co.nz">unilogistics@nzmail.co.nz</a>
World Courier	Dangerous goods (International)	Account Management	Shereen Rees-Webbe - Account Manager  7 Brigade Road, Airport Oaks, Auckland PO Box 107003, Auckland Airport 2150  T: + 64 9 275 5300 M: + 64 27 249 6753 <a href="mailto:info@worldcourier.co.nz">info@worldcourier.co.nz</a>
		Customer Service	0800 275 5300
CEDRA International	Dangerous goods (International)	Account Management	Mike Brebner - Auckland Manager  Unit 20 Airport Freight Centre, George Bolt Memorial Drive, Auckland International Airport  T: + 64 9 256 9941 M: + 64 21 859 551 <a href="mailto:mike.brebner@cedra.co.nz">mike.brebner@cedra.co.nz</a>
		Customer Service	T: 0508-423 372 <a href="mailto:info@cedra.co.nz">info@cedra.co.nz</a>
CHEM Couriers	Dangerous goods (Domestic)	Account Management	Sam Bollard – Sales Manager  42 O'Rorke Road, Penrose, AUCKLAND 1061  T: +64 9 5250040
		Customer Service	T: +64 9 525 0040 <a href="mailto:customerservices@chemcouriers.co.nz">customerservices@chemcouriers.co.nz</a>

## APPENDIX A – PRE-PAID TICKET ORDER FORM



### Pre-Paid Ticket Order Form

Date:

TO	Unilogistics		UoA CONTACT NAME:			
COMPANY	University of Auckland		ADDRESS:			
Dept Name			Building No		Room No	
GL Coding	DeptID		Project		Product	
Email:	@auckland.ac.nz				Phone	8

### University of Auckland Cost Centre Code:

#### Trackpaks

Product Code		Max Weight	Bags	No. of
CPEODL non-signature	DLE (130 x 240)	Unlimited	25	
CSEODL signature	DLE (130 x 240)	Unlimited	25	
CPEOA5 non-signature	A5 (185x280)	Unlimited	25	
CSEOA5 signature	A5 (185x280)	Unlimited	25	
CPEOA4 non-signature	A4 (250 x 375)	Unlimited	25	
CSEOA4 signature	A4 (250 x 375)	Unlimited	25	
CPEOFS non-signature	Foolscap (275 x 280)	Unlimited	25	
CSEOFS signature	Foolscap (275 x 280)	Unlimited	25	
CPEOLF non-signature	Lineflow (395 x 440)	Unlimited	25	
CSEOLF signature	Lineflow (395 x 440)	Unlimited	25	
CPEBA5 non-signature	Bubble A5 (185x280)	Unlimited	10	
CSEBA5 signature	Bubble A5 (185x280)	Unlimited	10	
CPEBA4 non-signature	Bubble A4 (250 x 325)	Unlimited	10	
CSEBA4 signature	Bubble A4 (250 x 325)	Unlimited	10	
CPEOXL non-signature	XtraLarge (445 x 440)	Unlimited	10	
CSEOXL signature	XtraLarge (445 x 440)	Unlimited	10	

### Tickets

#### Signature Required:

Product Code	Description
CSTOLO	Local Across Town x 25
CSTOLT	Local Across Towns ≤ 75km within an Island x 25
CSTOOS	One Sector ≤ 150km within an Island x 25
CETOOS	Excess for each additional 10kgs x 20
CSTOTS	Two Sectors ≤ 150km within an Island x 25
CETOTS	Excess for each additional 5kgs x 20
CSTOII	Island to Island btw North and South Island x 25
CETOII	Excess for each additional 5kgs x 10
CSTEII	Economy Inter-Island btw North and South Island x 25
CETEII	Excess for each additional 5kgs x 10
CPTSD	Saturday Delivery x 10
CPTDG	Dangerous Goods x 10
CPTRD	Rural Delivery x 10

#### Non-Signature Required:

Product Code	Description
CNTOLO	Local Across Town x 20
CNTOLT	Local Across Towns ≤ 75km within an Island x 20
CNTOOS	One Sector ≤ 150km within an Island x 20
CETOOS	Excess for each additional 10kgs x 20
CNTOTS	Two Sectors ≤ 150km within an Island x 20
CETOTS	Excess for each additional 5kgs x 20
CNTOII	Island to Island btw North and South Island x 10
CETOII	Excess for each additional 5kgs x 10
CNTEII	Economy Inter-Island btw North and South Island x 10
CETEII	Excess for each additional 5kgs x 10
CPTSD	Saturday Delivery x 10
CPTDG	Dangerous Goods x 10
CPTRD	Rural Delivery x 10

## APPENDIX B - Form AP53 – CHANGE TO POSTAL REQUIREMENTS ADVICE

Use this form to notify the mailroom (who will notify the mail sorters) of any change to your department's mail requirements. The form must be signed off by the department or faculty Accountant before submitting to Strategic Procurement for action. Email to Strategic Procurement ([f.moffat@auckland.ac.nz](mailto:f.moffat@auckland.ac.nz)).

Name:	Department:
Email:	Tel:

PLEASE SELECT YOUR REQUIREMENT FROM THE LIST BELOW OR ENTER DETAILS IN THE 'OTHER' FIELD BELOW:

**1. Change the contact name associated with your department's BLACK mail bag:**

Bag name and Activity Centre (off Bag Tag):	
Current mail bag contact name:	
New bag contact name:	

**2. Change the physical delivery point of the BLACK mail bag**

Bag name and Activity Centre (off Bag Tag):	
Current delivery location (please be specific):	
New delivery location (please be specific):	

**3. Cancel the BLACK mail bag delivery point (and cancel the billing to that activity)**

Bag name and Activity Centre (off Bag Tag):	
Current delivery location (please be specific):	

**4. Request a BLACK bag delivery (i.e. an additional delivery point and/or if the old bag is worn out, etc.)**

Activity Centre for Billing:	
New delivery location (please be specific):	

**5. Change the Activity Centre of the BLACK mail bag for billing purposes**

Bag name and Activity Centre (off Bag Tag):	
New Activity Centre:	

**6. Request a FREEPOST number (for in-bound external mail e.g. to facilitate responses to mail-outs)**

Bag name and Activity Centre (off Bag Tag):	
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**7. Other: Please submit details**

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### APPROVAL

By signing this form you confirm that the appropriate Financial Delegation is in place for any costs to be incurred.

Approver (PAC/Faculty Accountant) Name:	
Approver signature:	
Date:	

# A quick guide to addressing your letters and parcels

**New Zealand Post** 

## Getting mail to the right person, at the right place, at the right time ...

It may sound simple, but the little address details can make a big difference!

By following these guidelines, your mail will have the best possible chance of getting to its destination. That's because, by using the correct address format, you're helping us to process and deliver your mail more accurately and more speedily.

The key is to use a postcode for every address that you use – whether it's a street address with suburb and town, Rural Delivery address, New Zealand Post PO Box or Private Bag. Not only do postcodes make sorting mail faster and easier, they also reduce the chances of mail going to the wrong address.

### Street address

Street number + name  
Suburb  
Town/City + Postcode

AB Sample  
224B Clarence Street  
Vogeltown  
Wellington 6023

### Street – with unit, floor or building name

Option 1 (recommended)  
Unit + Floor + Building name  
Street number + name  
Suburb  
Town/City + Postcode

AB Sample  
Unit 1B Level 7  
123 Johnstone Street West  
Point Chevalier  
Auckland 1022

### Option 2

Floor + Building name  
Unit number + '/' + Street number + name  
Suburb  
Town/City + Postcode

AB Sample  
Level 2 Colombo House  
3A/1222 Colombo Street  
St Albans  
Christchurch 8014

### Rural address

Street number + name  
'RD' + Rural Delivery number  
Mailtown + Postcode

AB Sample  
128 Valley Road North  
RD 2  
Middlemarch 9597

### Rural address with unit or building name

Option 1 (recommended)  
Unit + Building name  
Street number + name  
'RD' + Rural Delivery number  
Mailtown + Postcode

AB Sample  
Flat 2  
56 Maple Boulevard  
RD 2  
Wanaka 9382

### Option 2

Building name  
Unit number + '/' + Street number + name  
'RD' + Rural Delivery number  
Mailtown + Postcode

AB Sample  
Totara Farm  
2/12543 Farm Road  
RD 1  
Outram 9073

### PO Box

'PO Box' + Box number  
Box lobby  
Town/City + Postcode

AB Sample  
PO Box 17999  
Greenlane  
Auckland 1546

### Private Bag

'Private Bag' + Bag number  
Town/City + Postcode

AB Sample  
Private Bag 93899  
North Shore City 0753

### Need more information?

If you'd like to find a postcode for an address, or would like more detailed information on addressing mail and using postcodes, visit [www.nzpost.co.nz/addressing](http://www.nzpost.co.nz/addressing) any time, 24 hours a day. Alternatively phone 0800 501 501 or ask at your local New Zealand Post retail outlet – we'll be happy to help.