

# Bulk Mail Partner Program (BMP) Application Form

July 2015



Contact Information		Address	
Name of Mail House:			
Primary Contact Person for Queries			
Name			
Title			
Telephone			
E-mail			
Three Pillars			Yes / No
Is the Process Improvement Program (PIP) in place and being maintained?			
Is e-LMS being used to electronically transmit to Australia Post at least 95% of mailing statements?			
Is Customer Barcode Quality Assurance (CBQA) being used within your Mail House production process and includes a Delivery Point Identifier (DPID) match to physical address and a Dimensional Check that ensures barcode specifications are met?			
Sign Off			
I confirm the accuracy of the information contained within this application			
Name & Title	Signature	Date	
Name & Title	Signature	Date	
Name & Title	Signature	Date	

The application requires signatures from the CEO of the Mail House, the local State Manager and the National Operations Manager.

Where these roles do not exist, Executives of equivalent seniority should sign the application form.

In addition the person responsible for each of the specified processes in the Mail House should sign the relevant section of the form.

## Instruction for Completing the BMP Application Form

The self-assessment questionnaire follows the assessment framework described in Section 5 of the BMP Manual. It contains the background to the process and guidelines for completing the form. Responses to the application form will be treated as confidential.

Potential non-conformance categories and sub-categories		Sales & Customer Service (Mail Piece Design)	IT	Printing	Inserting	Postage
Mail Piece Presentation	Article Characteristics	1.1	2.1	3.1	4.1	5.1
	Address & Barcode Visibility					
	Letter Layout Requirements					
	Mandatory Inscriptions					
Mail Piece Addressing	Failed CBQA test	1.2	2.2	3.2		
	Incorrect Addressing					
Mail Category	Incorrect PreSort Category	1.3	2.3			5.2
	Service Delivery Standard					
	Size/weight/thickness/shape					
Mail Sorting	Incorrect sorting to tray or ULD		2.4		4.2	
	Incorrect tray or bundle					
	Tray labels					
Volumes	Actual exceeds M/S	1.4	2.5	3.3	4.3	5.3
	Actual less than M/S					
Documentation	BCM	1.5	2.6	3.4	4.4	5.4, 5.5
	MIL					
	Reconciliation Document					
	Tray Count					
	Mailing Statement					

The questions are designed to focus on the key controls. The table below shows the relationship between the key controls and the self-assessment questions. In addition there is a question for each section on the degree of issues management and internal feedback that is occurring in the process.

The questions highlighted are considered to be essential controls, and must be in place in order to be accepted into the Bulk Mail Partner scheme. Other controls are expected to be in place, although Mail Houses may achieve the same control objectives through other means. Where the specific control is not in place in a Mail House, the form provides space for the Mail House to note the alternative approach.

Any queries on the completion of the form should be directed to Manager, Mail Quality Programs.

### Send completed form to:

**Manager, Mail Quality Programs, Mail Products  
Australia Post  
GPO Box 1777  
MELBOURNE VIC 3001**

### Or email completed form to:

[DLHQBMPcommunications@auspost.com.au](mailto:DLHQBMPcommunications@auspost.com.au)

## Sales and Customer Service Process

### Key Question:

“Does your Sales process take into account Post product conditions when designing and agreeing on product characteristics with Generator?”

### Detailed Questions

Sales & Customer Service Process			
Ref	Check	(Yes/No)	If no, please identify any alternative approach to achieving the same control
1.1	Does this process ensure that mail piece design, layout, inscriptions and characteristics will comply with Post requirements, and that address and/or barcode will be fully visible on produced mail pieces?		
1.2	Does this process ensure that mail piece addressing will comply with Post requirements and that up to date PAF and sort plan data are being used?		
1.3	Does this process integrate Post products & services requirements and/or constraints when discussing pricing & planning an agreement with Generators?		
1.4	Does this process ensure that the volume of mail and the delivery date agreed with generator, take into account Post service delivery commitments, and that service delivery achievable from reception of data and insert stocks?		
1.5	Does this process ensure that the billing details required by Post are recorded and documented?		
1.6	Does this process ensure that non-conformances identified by Post acceptance, which were escalated to Sales & Customer Service, are being actioned, and that corrective actions are being (or have been) implemented?		

### Sign off:

I confirm that the above controls are in place and being adhered to:

.....

Signature

.....

Name and Title

.....

Date

## IT Process

### Key Question:

“Does your IT process take into account Post requirements when preparing the addressing data and the contents of documents to be printed?”

### Detailed Questions

IT Process			
Ref	Check	(Yes/No)	If no, please identify any alternative approach to achieving the same control
2.1	Does this process ensure that mail piece design and layout will comply with Post requirements, and that address and/or barcode will be fully visible on produced mail pieces?		
2.2	Does this process ensure that mail piece addressing will comply with Post requirements and that up to date PAF and sort plan data are being used?		
2.3	Does this process ensure that the mail pieces to be produced will comply with Post products and service requirements (weight, size, thickness, minimum number of mail pieces to be eligible for a product, minimum tray weight, or minimum # pieces/sort plan)?		
2.4	Does this process ensure that various products and services are produced in a sequence where they can be sorted and lodged as per Post requirements?		
2.5	Does this process ensure that planned quantity matches received data quantity?		
2.6	Does this process ensure that documentation is produced to support real time & easy reconciliation information from which Post can get necessary lodgement data?		
2.7	Does this process ensure that non-conformances identified by Post acceptance, which were escalated to IT, are being looked after, and that corrective actions are being (or have been) implemented?		

### Sign off:

I confirm that the above controls are in place and being adhered to:

.....  
Signature

.....  
Name and Title

.....  
Date

## Printing Process

### Key Question:

“Does your Printing process integrate appropriate checks that ensure that the mail piece will comply with Post requirements??”

### Detailed Questions

Printing Process			
Ref	Check	(Yes/No)	If no, please identify any alternative approach to achieving the same control
3.1	Does this process ensure that the mail piece produced complies with Post requirements in terms of layout, article characteristics, and address and/or barcode visibility through window?		
3.2	Does this process ensure that addressing will meet with Post requirements, the DPID represents the printed address, that the barcode is printed within specification, a CBQA check is conducted, and up-to-date PAF and sort plan data are being used?		
3.3	Does this process ensure that quantities actually printed match quantities planned to produce at printing?		
3.4	Does this process ensure volume reconciliation and quality checks are being accurately recorded?		
3.5	Does this process ensure that non-conformances identified by Post acceptance, which were escalated to Printing, are being looked after, and that corrective actions are being (or have been) implemented?		

### Sign off:

I confirm that the above controls are in place and being adhered to:

.....  
Signature

.....  
Name and Title

.....  
Date

## Inserting Process

### Key Question:

“Does your Inserting process integrate appropriate checks to verify that mail produced complies with Post requirements?”

### Detailed Questions

Inserting Process			
Ref	Check	(Yes/No)	If no, please identify any alternative approach to achieving the same control
4.1	Does the process ensure that the article characteristics are not altered during insertion, by checking sticking, sealing, plastic overhang and address &/or barcode visibility through envelope window?		
4.2	Does this process ensure that the mail pieces are sorted and presented in accordance with Post requirements, following sortation planned by IT (ie barcode manifest), and being placed in appropriate trays, with correct tray labels?		
4.3	Does this process ensure that actual quantities match planned production quantities at inserting?		
4.4	Does this process ensure volume reconciliation and quality checks are being accurately recorded?		
4.5	Does this process ensure that non-conformances identified by Post acceptance, which were escalated to Inserting, are being actioned, and that corrective actions are being (or have been) implemented?		

### Sign off:

I confirm that the above controls are in place and being adhered to:

.....  
Signature

.....  
Name and Title

.....  
Date

## Postage Process

### Key Question:

“Does your Postage process integrate with appropriate checks to ensure the planned mail quality and quantity produced can be reconciled with declared volumes prior to lodgement with Post?”

### Detailed Questions

Postage Process			
Ref	Check	(Yes /No)	If no, please identify any alternative approach to achieving the same control
5.1	Does this process ensure that the mail pieces produced comply with Post requirements in terms of layout, article characteristics, and address and/or barcode visibility through window?		
5.2	Are there checks to ensure that the: Physical characteristics of the mail produced match Post products and service requirements; Mail lodged matches the letter classification claimed on the mailing statement (weight, size, thickness, shape); Product meets minimum volume requirements; and Eligibility criteria for price points claimed have been met (eg minimum tray weight or minimum volume for sort plan)?		
5.3	Does this process ensure that mail is sorted according to Post requirements?		
5.4	Does this process ensure that a mailing statement accompanies each lodgement, and that planned quantities, declared quantities, actual lodged quantities and quantities billed to the client reconcile?		
5.5	Do all supporting documents match (including the tray labels) with a Unique ID?		
5.6	Does this process ensure that total volume reconciliation matches all supporting documentation required to reconcile lodgements?		
5.7	Is e-LMS used for lodging all possible mailing statements?		
5.8	Does this process ensure that non-conformances identified by Post acceptance, which were escalated to Postage, are being actioned, and that corrective actions are being (or have been) implemented?		

### Sign off:

I confirm that the above controls are in place and being adhered to:

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Signature

.....

Name and Title

.....

Date