

# BQP Help

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In Letters Group, Operations and Industry Relations provides the BQP Helpdesk to assist staff and customers ensure that articles lodged with Australia Post can access the most efficient processing path.

### [BQPHelp@auspost.com.au](mailto:BQPHelp@auspost.com.au)

Customers who are concerned that their articles may not satisfy all the requirements for their selected services can seek:

- Approval for a new creative prior to printing the envelope, card or flysheet
- A preliminary test of physical attributes prior to lodgement. Testing can be undertaken for all bulk mail services
- A preliminary test of the quality of barcodes prior to the print production stage

### **Business Mail Barcoding**

Australia Post provides the Barcode Quality program (BQP) to both customers and suppliers to test the quality of barcodes prior to the print production stage.

The BQP tests:

- That the information contained within the barcode has been correctly generated from the DPID customer information (if applicable) and other input parameters,
- That barcodes printed by specific printing equipment are capable of meeting Australia Post's acceptance criteria.

### **Envelope Design**

The positioning of logos, advertising and other printing can be tested to ensure requirements are met for:

- Unaddressed Mail
- Print Post
- PreSort Letters
- Charity Mail
- Impact Mail
- Metered/Imprint Mail

### **Mail Piece Testing**

Testing can be undertaken for all bulk mail services. Tests can be conducted on the following attributes:

- Flexibility
- Envelope colour, patterns, watermarks or paper quality
- Shape
- Window panel quality
- Plastic wrapping
- Barcode readability

# Fact Sheet

## Email not suitable?

Where it is not suitable to email a PFD, samples can be sent to:

Australia Post  
Business Letter Services  
GPO Box 1777  
MELBOURNE VIC 3001

## Other useful email addresses: Reply Paid

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

Customers may send PDF artwork files, should they have enquiries in relation to:

- General Reply Paid enquiries
- Testing of Reply Paid artwork
- Requirement for new artwork
- Change of name or address
- Test envelopes or machine readability

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Note that this Fact Sheet provides information on BQP Help. Although every effort has been made to ensure the accuracy of the content of this Fact Sheet at the time of publication, information is updated from time to time and may be subject to change.