



**DX Membership Guide
Victorian Government**

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Victorian Government Document Exchange Services

The Victorian Government Document Exchange Services is a contract with Toll Transport Pty Ltd (Trading as Toll Priority), for the provision of Document Mail Exchange (DX) service to Victorian Government Departments & Agencies which is managed by Strategic Sourcing, DTF.

This service is made available to all State Government Departments, Authorities, Enterprises and affiliated offices via a Victorian Government Purchasing Board negotiated agreement with Toll Priority.

This User Guide will provide you an opportunity to better understand the services provided in line with the agreement between State Government of Victoria and Toll Priority for the provision of mail exchange, collection and delivery services.

Standard Service

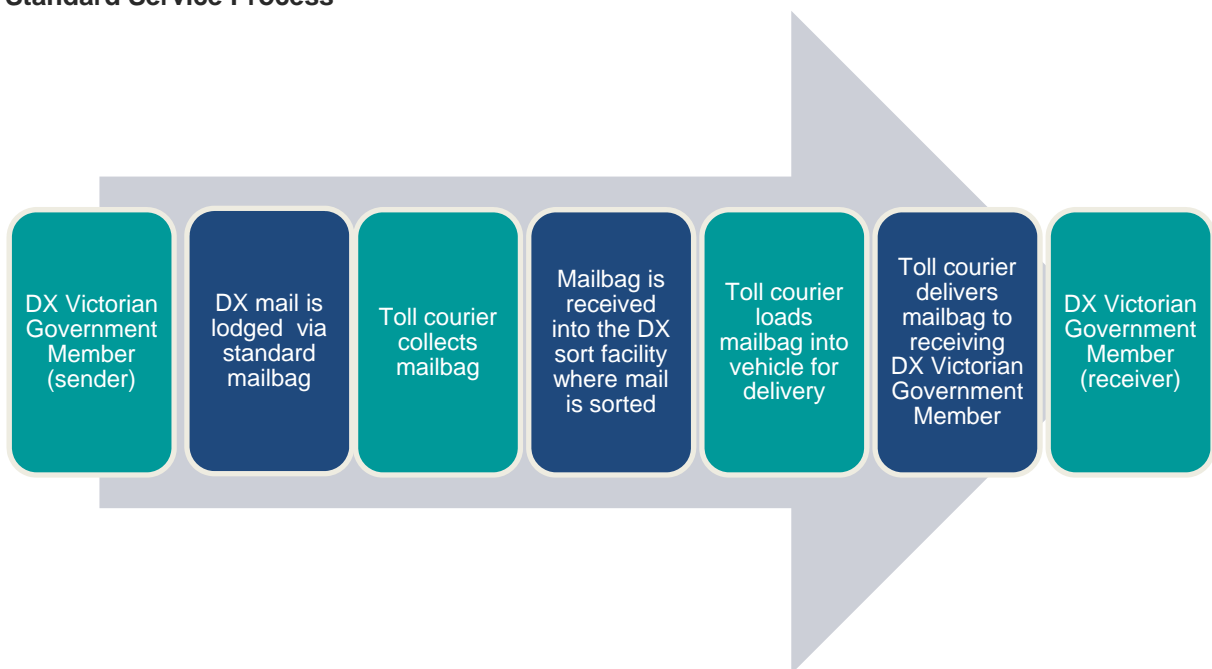
DX Membership

The Document Exchange Services are provided under the DX Mail service and is facilitated by an annual DX membership subscription.

All members of the Victorian Government DX network are allocated a DX number and a standard mailbag with bar-coded address labels. These address labels display the Government member's address details on one side and the Toll – DX Government sort facility address details on the other.

Documents that do not require individual tracking will travel via DX mailbags (the standard mailbag which will measure 425mm x 560mm x 250mm). The mailbag is scanned into the vehicle at pick up point and on receipt at Toll's sorting facility, where documents are sorted into the mail bags for the required destinations. The mailbags containing sorted documents are scanned into the delivery vehicle and again at delivery point.

Standard Service Process



What is included in the DX Membership?

Size, weight and volume restrictions apply as to what can be sent as part of DX Membership, including:

- Up to 15kg of documents may be despatched in the standard mailbag per day
- Volume limit of up to 500 items per week
- Up to 3kg weight limit for individual items
- Individual items between 3kg and 15kg, and all documents not packaged in the standard mailbags, are not covered by the standard mailbag service and attract an additional cost (Refer Non-Standard Services)

The table below details exactly what is included in DX membership, and the options available for documents outside of these parameters.

Key: TP = Toll Priority product available		= Included in your membership = Prepaid DX product available		
Document Size	Same State	Same State Tracked	Interstate Tracked	Interstate – Off peak
Letters < 250g				
Documents < 5kg				TP
Parcels 5kg – 15kg			TP	TP

Your DX membership enables you to send documents not only to Victorian Government DX members but also to other DX members from various industries, including:

Accountants	Legal Services
Banks	Local Government
Barristers	Medical
Business Services	Mercantile Agents
Conveyancing	Private Investigators
Federal Government	Real Estate
Finance	Solicitors
Insurance	State Government
Landbrokers	Surveyors/Engineers

Service Options

There are three service categories, with the cost of each being dependant on volumes of documents per week, and frequency of pickup/ delivery, as per below:

1. AM Exchange
2. Night Exchange (usually from a secure locker or night key entry)
3. AM Delivery / PM Pickup

Indicative Service Timetable

	AM Exchange	Night Exchange	AM Delivery/ PM Pickup
CBD Membership	9.00am to 5.00pm	5.00pm to 9.00am	Delivery prior to 12.00pm Collection after 2.00pm
Melbourne Metropolitan Membership	9.00am to 5.00pm	5.00pm to 9.00am	Delivery prior to 12.00pm Collection after 2.00pm
Country Exchange Membership	9.00am to 5.00pm	5.00pm to 9.00am	Delivery prior to 12.00pm Collection after 2.00pm

Indicative Delivery Transit Timetable

	CBD	Melbourne Metropolitan	Country
CBD	Overnight	Overnight	Overnight
Melbourne Metropolitan	Overnight	Overnight	Overnight
Country	Overnight	Overnight	<i>Standard Service – 2 Days Black Bag Service – Overnight</i>

How to use DX

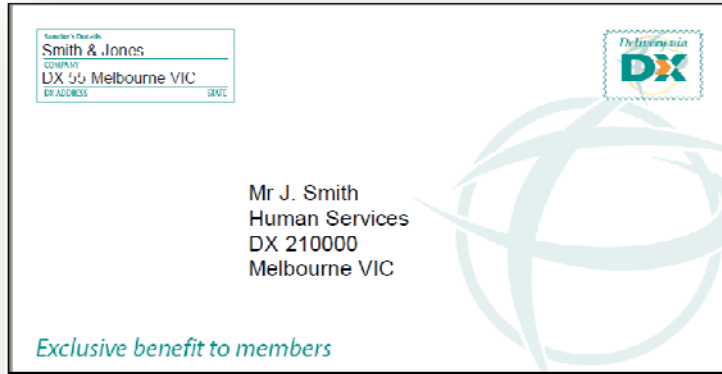
It is important that all items being sent via DX are addressed correctly which will prevent delays in processing your important documents.

Correct DX addressing protocol is comprised of the following:

1. Government Department, Organisation or Company Name
2. Recipient's Name
3. DX Number
4. DX Exchange & State

Your return DX address must be displayed on all documents sent from your office.

Below is an example of a correctly addressed DX document:



Searching for a DX Address

The best way to search for DX addresses is via the online DX Address Search tool which can be found at www.tollgroup.com/dx-address-search.

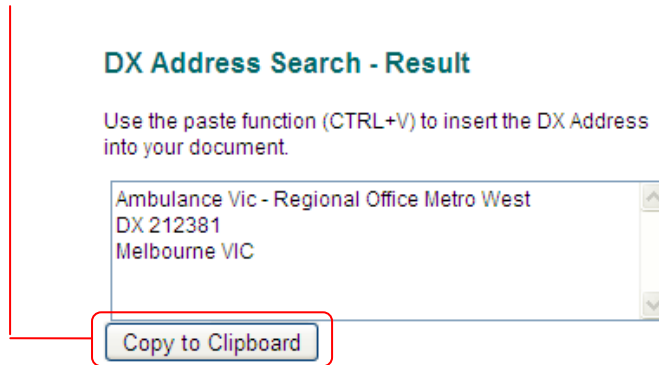
To search for a DX address, follow the below simple steps:

1. Enter the Government Department, Organisation or Company Name and click 'Search':

2. Select the DX address from the search results:

Company Name	DX	Exchange	Address	Industry
Ambulance Vic - BALSECC	214264	Melbourne	15 ENTERPRISE CRV MOUNT HELEN VIC 3350	State Government
Ambulance Vic - Box Hill	211224	Melbourne	406 ELGAR RD BOX HILL VIC 3128	State Government
Ambulance Vic - Endeavour Hills/Narre Warren	217969	Melbourne	48 MONKHOUSE DRV ENDEAVOUR HILLS VIC 3802	State Government
Ambulance Vic - Hampton Park	218413	Melbourne	118-120 SUMMIT HWY (F-R) HAMPTON PARK VIC 3976	State Government
Ambulance Vic - Noble Park/Leatherton	212235	Melbourne	423-425 PRINCES HWY NOBLE PARK VIC 3174	State Government
Ambulance Vic - Regional Office Metro West	212381	Melbourne	5E102 65 FENNEL ST PORT MELBOURNE VIC 3207	State Government
Ambulance Victoria - Wheelers Hill	211823	Melbourne	8-BLOCK POLICE ACADEMY VIEWMOUNT ROAD GLEN WAVERLEY VIC 3150	State Government
Ambulance Victoria - Air Ambulance	211885	Melbourne	4 AIR AMBULANCE 17 LARKIN CRT ESSENDON FIELDS VIC 3041	State Government
Ambulance Victoria - Air Ambulance HFMS 3	214544	Melbourne	C/- CHC HFI COPTERS VICTA RD DUNDIGO AIRPORT BENDIGO VIC 3550	State Government
Ambulance Victoria - Air Ambulance HFMS 4	219610	Melbourne	146 MAILORS FLAT - KORROIT RD YARPTURK VIC 3283	State Government
Ambulance Victoria - Altona North	211047	Melbourne	397 RACKSHAW RD ALTONA VIC 3018	State Government
Ambulance Victoria - Bacchus Marsh	214160	Bacchus Marsh	230 MAIN ST BACCHUS MARSH VIC 3340	State Government

3. Use the 'Copy to Clipboard' function to paste DX address into your document:



Tips for searching:

- Enter the first word of the company - it's better to enter a single word only as opposed to two or three, as the directory searches for sequential words
- For a more accurate result, search by the state and exchange name, combining these with the one word from the company name
- If you are having trouble locating a company try entering the suburb, as the company name may be listed with different spelling
- Does the company name contain initials? If so, they may be listed by the surname first, for example, Bell R H
- Letter spacing and punctuation will affect a search result, for example, full stops after R. H. will not be recognised
- Search results display a maximum of 100 records. If you cannot find your record displayed, please refine your search

Preparing your Outbound DX Mail

Sending your DX mail and items is easy, just follow the below steps:

1. Place envelopes into your outgoing DX mailbag, making sure they are correctly addressed
2. When you prepare your DX mailbag for collection, ensure the reversible label is turned to "DX GOVT SORT CENTRE" and not your location
3. Larger Departments and offices using the Large Bag Service can place a maximum 15kg into each bag remembering to keep larger items separate
4. Apply a 15kg Victorian Government label to any large items between 3kg – 15kg (refer to Non Standard Services)
5. Leave your DX mailbag and items for collection by the DX driver
6. For larger volume requirements (e.g.bulk mail, multiple parcels etc), please contact the DX Customer Service team on 13 88 44 to arrange an additional pick up if necessary

Always ensure your address label displays the correct address!



DX Black Bag Service

The Black Bag Service is a priority overnight delivery of DX items, from one Government country member to another.

Members requiring a Black Bag Service will be provided with both the Black mailbag as well as a Standard mailbag. Both the sender and receiver must subscribe to the Black Bag Service to ensure an overnight service.

For clarity, DX items travelling from country members to metropolitan Melbourne are covered in the Standard service.

Shared Bag Delivery Service

For country memberships, an option exists for several members to share the use of a Standard mailbag service through a common location. Each member must subscribe to the service, however a discount applies and reflects the number of members sharing that particular service.

Shared bag services are packed, unpacked and sorted each day by local members using the service.

Government Labels

These labels can be used for parcels weighing 3kg – 15kg (and are not covered by the standard DX membership service). These labels provide clear identification of your parcel, which is delivered via the DX network.

Australia Post Clear and Lodge

Reliable and convenient mail lodgement and collection without leaving your office.

- Use our Clear & Lodge service for both your DX Mail and your Australia Post mail
- Your incoming mail is cleared from your exchange or PO Box by our DX Mail courier, who then delivers it at an agreed time
- At the end of the day, our DX Mail courier service clears your outgoing mail, lodging it in our secure sorting centre. We also collect your Australia Post Mail and lodge it at the appropriate mail centre
- Where possible we offer extended lodgement times so you don't have to rush to meet mail and Post Office deadlines



Non Standard Services

DX Bulk Mail

The DX Bulk Mail service can provide you with a convenient and cost effective mail solution, including:

- Rapid distribution and discounts for the delivery of large amounts of DX mail, outside of the standard membership volume allowances
- Perfectly suited to sending direct mail, publications, accounts, statements, prospectus documents, annual reports, newsletters, magazines
- Works in conjunction with major mailing houses to arrange preparation, addressing and sorting of mail for the DX network
- Our database conversion and matching service can take your existing mailing list and add the DX addresses instead of postal addresses. This means that your regular mailing can also benefit from the economies of DX Mail delivery, saving you time and money

DX Concierge

We can assist you with your mailing campaign from start to finish.

- Our DX Concierge mail house service makes data preparation, printing, fulfilment and lodgement in mail networks easy
- Use DX Concierge to assist with any type of mail-out, from customer notifications and marketing campaigns to change-of-address notifications and invoicing
- Your DX Account Manager will look after your campaign and ensure your mail-out is lodged on-budget and on-time

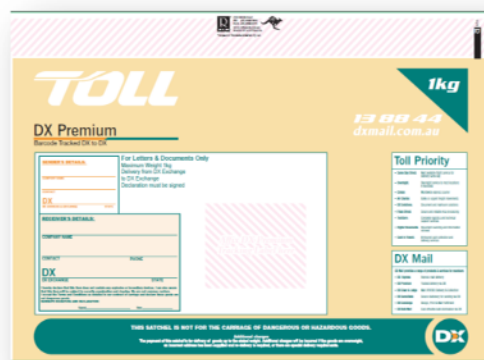
DX Premium: DX-to-DX

DX Premium is a barcode tracking service that provides ultimate peace of mind for the delivery of your highly sensitive DX-to-DX documents.

- Deliveries are overnight intrastate and to capital cities and major regional exchanges in other states
- Choose from 1, 3 and 5kg satchels or DLX and C4 envelopes

Tracking your DX Premium delivery:

- Online tracking is available on your documents from the moment they're collected to the time they arrive at their destination. Data from each scan is automatically transferred to our system, so that you can view the exact location of your documents. Simply enter your 'peel off' barcode reference number (located on your DX Premium product) into our online tracking tool at www.tollgroup.com/dxmail.
- At a minimum, DX Premium items are scanned on collection and delivery with proof of handling tracking information.



DX Express: DX-to-Door

DX Express offers overnight delivery to business and residential street addresses within Australia.

- Choose from a range of sizes including DLX, C5 and B4 envelopes, as well as 1, 3 and 5kg satchels
- Tracking and delivery information is available in real-time via our online [our online tracking tool](http://www.tollgroup.com/dxmail) at www.tollgroup.com/dxmail.

DX Express leverages the vast network of vehicles, aircraft and personnel that comprises the Toll Priority fleet. With over 1,600 vehicles, 5,000 staff, 53 aircraft, and 300+ depots the DX Express product has the strength from coast-to-coast to be delivered overnight, within our security accredited network.

Your DX Express product will be delivered to the nominated street address. This service does not have a proof-of-delivery (signature) as standard. The product is an express mail delivery, and as such:

- Will be delivered into a letter box where available
- Left in a location deemed safe to leave
- If your product is incorrectly addressed or undeliverable we will return the item to you via DX

For documents or goods that require a signature, or are greater than the dimensions of our DX Express products, please consider our Toll Priority Nationwide.



DX International: DX-to-Door

Sending your confidential or valuable documents internationally has never been easier. Our DX International service delivers your business documents worldwide to both business and residential street addresses.

- Available for delivery of documents only – this enables us to prioritise your delivery through our global network and minimise the requirements for additional customs documentation and processing
- Tracking and delivery information is available in real-time via our online [our online tracking tool](http://www.tollgroup.com/dxmail) at www.tollgroup.com/dxmail.



DX Stationery

Our exclusive stationery products make it easy to address, secure and lodge your DX Mail for the fastest possible transit.

Products that you can order include:

- **Delivery via DX labels** - special labels providing clear identification of your DX Mail to prevent items getting mixed up with normal Australia Post mail.
- **DX Envelopes** - available in DLX or C4 sizes, these envelopes make it easy for your staff to identify and lodge your DX Mail. Featuring a space for your company stamp, they can be ordered in either a plain-faced or window format.

- **DX Mail Satchels** - our strong and secure satchels can carry up to 5kg in weight and are a great alternative to paper wrapping or large envelopes. Featuring a distinctive DX Mail logo for easy identification, the satchels prompt your staff on how to correctly fill out the address and sender details. They're also perfect for sending legal documents, brochures and inter-office files.
- **DX Dymo LabelWriter**- enables you to print mailing labels to our specifications, saving you time and effort when preparing your outgoing mail. Use it to print mailing labels one-at-a-time as well as directly from our DX Addressing Tool software.



Secure Freight Satchel

A secure freight satchel is available to ensure the integrity of the courier process for consignments requiring a high level of security. These Tamper Evident Satchels are Security Construction and Equipment Committee (SCEC) endorsed and can carry items classified up to and including "Secret and Highly Protected".

These satchels have a unique 'tamper evident seal' stating "If this bag has been tampered with, discolouration, distortion, or a warning may appear in the tape. In the case of tampering, do not open and immediately notify authorised personnel."

The satchel is available in 1 and 3 kg sizes and has the following features:

- Proactive monitoring and reporting
- Automatic Toll Extra Service (\$500). This is a contractual undertaking by Toll to pay damages of \$500 (in addition to any other remedies that may exist under this SPC) if Toll is negligent or wilfully causes loss or damage while providing its services.
- High Risk Freight (HRF) Handling and Procedures. The use of these procedures minimises the risk of loss or damage
- Consignments are not left unattended at any time
- This service is SCEC Endorsed

Hand-to-Hand Service

Hand to hand service provides for the rapid despatch of classified Documents to an addressee who may be located anywhere in Australia. This service adheres to the following procedures:

- Scanning occurs at all points of hand over to enable a complete record for all material carried;
- The physical security includes packaging from Toll that does not identify the nature of the Documents;
- The consignment is not left unattended unless it is secured in an SCEC endorsed, locked security container or placed into the cargo hold of an aircraft;
- The consignment is delivered to its destination in Australia within 24 hours of despatch, or within 48 hours if the delivery area is in a remote region
- In the instance of major delays or if the consignment is unable to be delivered the sender is notified by phone
- Consignments may include National Classified Security Documents up to and including TOP SECRET and Non-National Documents up to and including HIGHLY PROTECTED

High Risk Freight Service

This service is intended for consignments or Documents of high importance or value. Toll shall supply the Purchaser with "High Risk Freight" (HRF) stickers to identify high-risk consignments.

HRF consignments attract additional security, extra scanning and adhere to the following procedures:

- The sender places an HRF sticker adjacent to the consignment note and completes an HRF manifest
- The sender identifies the consignment to the driver
- The Driver ensures the consignment is personally handed to the PM Operations Supervisor (in the sending depot) for security scanning and manifesting
- The consignment is bagged, security tagged and the receiving depot is alerted. Should any delay occur in despatch, the consignment is locked in the HRF security cage
- Toll's operations supervisor (in the receiving depot) manifests arrival and scans. The consignment is locked in a security cage until despatched on driver's run. The consignment is manifested and scanned on board for delivery and delivered with electronic Proof of Delivery (POD)
- The consignment is not left unattended at any time
- An additional surcharge applies to HRF consignments.

Highly Monitored Freight Service

Highly Monitored Freight (HMF) is an overnight express delivery of time-sensitive material, adhering to the following procedures:

- Purchaser emails the consignment note numbers to Service Provider's "Customer Service Monitoring Team" (CSMT) at the close of business
- The CSMT checks that all consignments have an 'on board for delivery' scan with the driver
- CSMT identifies any individual consignment that may be delayed, takes corrective action and notifies sender.
- The sender is emailed Proof of Delivery for all consignments with information and time of delivery
- Please note that a surcharge of no less than \$6.00 +GST per consignment applies

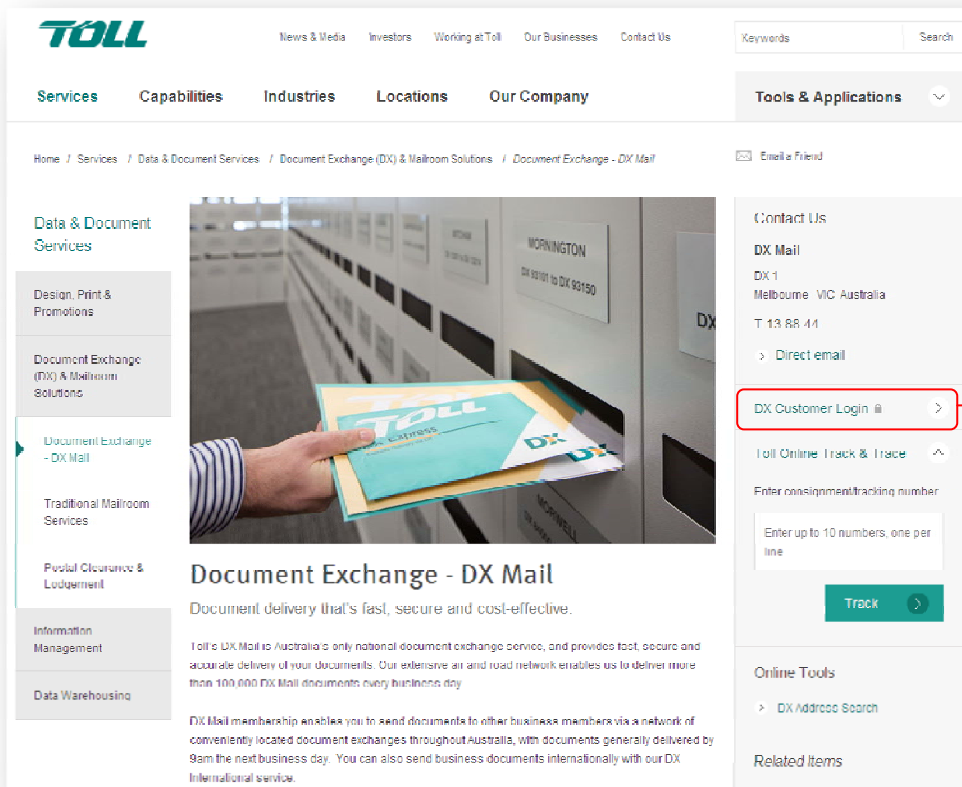
Victorian Government DX Portal

The Victorian Government DX Portal has been developed to provide a number of tools associated with the DX services, in one convenient location. The features of the portal include:

- DX Addressing Tool
- DX directories
- Request CD Addressing Tool
- Product order form
- DX products & services
- DX Premium & DX Express tracking
- Member benefits

The portal can be accessed by:

1. Visit the DX Mail website at www.tollgroup.com/dxmail, and clicking the 'DX Customer Login' option



2. Enter your User Name and Password

DX Member Login

Enter your user name and password to login.

User Name

Password

[Login](#)

[Forgot your password?](#)

3. Navigate to the required portal page

The screenshot shows the DX Member Portal dashboard. At the top left is the 'State Government Victoria' logo, and at the top right is the 'TOLL' logo. Below the logos, a status bar indicates 'You are logged in as Ambulance Victoria - Doncaster' with links for 'Update Details' and 'LOGOUT'. The main content area features a grid of buttons for various services: 'DX Address Search', 'DX Product Order Form', 'Send To Non-DX Member', 'DX Member Directories', 'DX Mail Report', 'Track Your DX Premium', 'DX Services', 'DX Products', 'Member Benefits', and 'Request Software'. At the bottom left, there is a profile card for Michael Donne, Government Account Manager, with contact information: Telephone - 03 8907 4606, DX 1 Melbourne VIC. To the right of the profile card is a 'Contact DX Mail on 13 88 44' button.

The Benefits of DX Mail

SPEED

With our versatile fleet and extensive national network we are simply the fastest, most cost effective and secure dedicated Business to Business mail professionals.

SECURITY

DX Mail prides itself on maintaining a high level of security in recognition of the urgent, confidential and valuable documentation forwarded by members. All DX Mail is contained in locked bags and transported by security checked and authorised Staff.

TRUST

Direct delivery from one member to another ensures your valuable documents travel securely through our private network. The DX Mail system is so trustworthy; it is recognised as a proper method for the service of legal papers in Rules of Court throughout Australia.

SIMPLICITY

DX Mail offers its members flexibility and simplicity. No stamping or franking is required so there's no need to calculate postage when sending by DX Mail. Members can send a mix of mail to other members within their state, all-inclusive of annual membership.

PERSONALISED SERVICE

We believe that every member is important and that's why DX Mail has dedicated account management. Each member has a dedicated Account Manager assigned to them – a service level that other suppliers cannot compete with.

ECONOMY

The more you use DX Mail, the more you save! Once you've paid your Membership fee, you have full use of the DX Mail system within your state. Each time you send a document you save the cost of a postage stamp or courier and there is no limit to the number of items you can send or receive.

Making the Most of the DX Network

Hints for your office - the more you use DX Mail, the more you save!

Here are some tips to make it easy for your staff to use the DX:

ENDORSE DX USE

Endorse the DX Mail network and usage with all staff to ensure everyone is confident in using the network. Need training at no cost? Call your Customer Care office for assistance on 13 88 44.

INFORM ALL STAFF

Inform all members of staff that your Department is a member of the DX Mail network. Show them how to use the system and once they know how the system works they will soon realise how valuable and cost-effective it is...then they will want to use it!

MAKE A LIST OF FREQUENTLY USED NUMBERS

For your convenience make up a list of 'frequently used DX numbers'. You could even make a list of frequently used office DX numbers and distribute to all staff.

CHANGE YOUR MAILING LISTS

Change all addresses in mailing lists, other word processing and computer files to include DX references. This means that DX mail will be automatically identified and will save sorting time while improving mailroom efficiency. If you need help with the conversion of your mailing lists, call DX Mail on 13 88 44.

ONLINE DX ADDRESSING TOOL

Make sure that all staff who generate correspondence, have access to the Online DX Addressing Tool, available at www.tollgroup.com/dx-address-search.

DISPLAY YOUR DX ADDRESS

Alert other members of your DX reference by displaying your DX reference on letterhead, invoices and business cards.

Does your office have the password to the DX Mail website? You can update your details, and more online... request your password today! Call 13 88 44

Onsite DX Training

Our Onsite Training program gives your staff face to face interaction where they can find out direct from one of our expert representatives how to use the DX network.

Training sessions can be tailored to suit a variety of group sizes and targeted towards either new staff or existing staff who would like to keep up to date with DX products.

This method of training gives you the opportunity to ask questions about DX products, mailroom services, the DX addressing protocol and services available from Toll Priority.

To book a no-cost Onsite Training Session, or to enquire further about DX Mail Training please call Customer Care on 13 88 44.

DX Customer Service

Please follow this step-by-step process when you have any inquiries with your DX service:

1. Contact Customer Service on **13 88 44 (option 1)**, or via email on dx.vic@tollgroup.com
2. Provide as much detail as you can about the inquiry including DX numbers, addresses etc (e.g. you haven't received your mailbag that is normally delivered overnight)
3. Make a note of the staff member's name who you spoke with
4. You will receive updates from Customer Service. The first call-back from one of our staff will be made within 2 hours of your initial call
5. Follow up calls will be made to ensure closure of inquiry

Escalations

If you feel that you need to escalate any inquiry regarding your DX service, please follow these steps:

1. Always contact Customer Service in the first instance
2. Follow steps 2 and 3 noted above
3. Contact either:
 - The DX Victorian Government support team at tpvic.gov@tollgroup.com, or
 - Michael Donne (Government Account Manager) on 03 9907 4606, 0418 571 651 or michael.donne@tollgroup.com

New or Amended Memberships & Services

To organise a new DX Membership or Non Standard Service or amend an existing service, please contact either:

- The DX Victorian Government support team at tpvic.gov@tollgroup.com, or
- Michael Donne (Government Account Manager) on 03 9907 4606, 0418 571 651 or michael.donne@tollgroup.com

DX Product Orders

To order any of the prepaid DX products, simply download a product order form from the Victorian Government DX Portal and return the completed order form either via:

- Fax: 03 9248 2242, or
- Email: tpvic.gov@tollgroup.com

Contact DX Mail

For any further details reading any of the DX products and services, please contact:

- DX Customer Service team on 13 88 44 (option 1) or at dx.vic@tollgroup.com
- The DX Victorian Government support team at tpvic.gov@tollgroup.com, or
- Michael Donne (Government Account Manager) on 03 9907 4606, 0418 571 651 or michael.donne@tollgroup.com

