

29 May 2025: Startrack - Manifest Correction Fee effective 1st July 2025

Providing accurate details with every lodgement is an important first step in the delivery process and helps ensure your articles reach their destination efficiently.

On 1 November 2023, StarTrack terms and conditions were updated to enable a **Manifest Correction Fee** to be applied on a per-consignment basis where there is a need to correct information in your manifest (including but not limited to incorrectly declared weight and dimensions, lodgement points, destination address, or product or service code).

From 1 July 2024, any StarTrack Consignment identified with an under-declared dead weight may be subject to a **Manifest Correction Fee of \$3.61 ex GST**. This fee will be applied at consignment level and not per package.

To minimise the impact of this fee on your business operations, **ensure that your dead weight declarations upon manifest are as accurate as possible**. Accurate manifesting forms part of our Chain of Responsibility (CoR) obligations and we must all ensure the documentation prepared in relation to lodgements is not false or misleading. [Find out more about our CoR obligations](#).

Chain of Responsibility (COR) laws aim to achieve improved road safety outcomes by imposing obligations on each person in the 'chain'. If you despatch Unit Loading Devices (ULDs) or pallets, your business must take reasonable steps to ensure that COR requirements are not breached in connection with the transport of those ULDs and pallets.

When you are dealing with Australia Post/Startrack, you are required to comply with the specific COR requirements and it is your responsibility to understand and comply with all other legal duties in relation to Chain of Responsibility.

It is important to declare the correct weight and to round up, when if a package is 1.1 or 1.2 or 1.5 the actual weight should be declared at 2kg.

Especially on the FPP service as the same base rate will be applied for up to 3kg.

If you have any questions on this update, please don't hesitate to reach out to your dedicated freight consultant.