

Exceptional  
fulfilment, mailing  
and printing solutions.



# Intro



A&O is a print, fulfilment and mail house based in Sydney's Northern Beaches. We help you get your product, brand and message directly into the hands of your customers with excellent service as standard.

It goes without saying that consistency breeds confidence, whether the job involves a grassroots sample mail campaign or a national experiential send out of over a million - we don't negotiate on consistency and our client testimonials are testament to that.

When you hear the word mail house, it's easy to conjure up an image of a soulless production line that puts procedure before the customer experience. We think it's safe to say, we're not your typical mail house.

It's like comparing Apples & Oranges. Hence the name! Whilst the services that we provide are very typical of this offering, what sets us apart is our team and how we deliver on our brand promise.



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## About Us

Read about the team behind A&O—our experience and passion for what we do.

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## Fulfilment and packing services

Our in-house hand-line team provides valuable pick and pack services to ensure your product is presented perfectly.

[More information on page 6](#)

## Direct Mail services

We tackle all forms of addressed and unaddressed mail, handling large quantities of marketing or transactional pieces with multiple inserts.

[More information on page 10](#)

## Printing services

Our commercial printing complements our Direct Mail and Fulfilment services. From short-run variable digital to high volume web printing.

[More information on page 12](#)

## Agency & white-label services

Read about how we partner with creative agencies to provide reliable direct marketing production.

[More information on page 14](#)

## Get a quote

It takes a few simple steps to get a quote for our services. Read more here.

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OUR MISSION

Be the most **reliable,**  
**passionate, ambitious**  
Mail house in Australia.

Bar none.

# Your direct marketing partners

With A&O, you can trust that we deliver perfection while reaching your deadlines. We also make sure your journey with us is as enjoyable as possible.

## An extension of your team

From the first phone call to campaign execution, our clients are left under no illusion that collaboration is king. We respect all elements of the brief from concept, creation and execution.

## Experienced heads

We pride ourselves on A&O being a safe pair of hands when it comes to each and every brief we take on. Across our team of industry experts, you can rest assured you will have the experience needed to complete your project successfully.

## Management



**Gareth Thomas**  
Managing Director

Focusing on direct mail and data-driven marketing, Gareth has worked with leading brands such as Adobe, Nextdoor, BMW, Max Mara, Yves Saint Laurent and Google.

 [gareth@aomail.com.au](mailto:gareth@aomail.com.au)  0414 470 777



**Lina Halim**  
Production Director

Lina has over 11 years of experience in direct marketing. She has overseen critical projects for Bauer Media, Hermes, Australian Geographic and many other household brands.

 [lina@aomail.com.au](mailto:lina@aomail.com.au)  0406 067 272

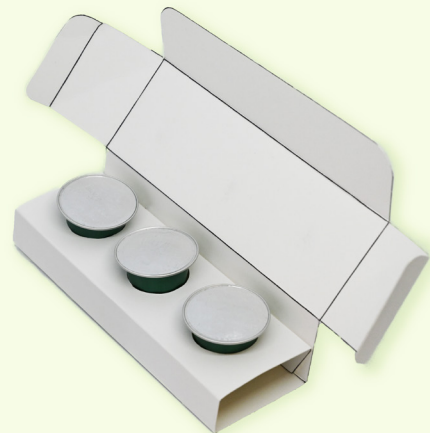
# Fulfilment

From parcel fulfilment and distribution to kitting and reworks, if you have a physical product that needs to be prepared by careful hands, we can help.

With a dedicated warehouse and hand-line staff, we can store, prepare and ship physical products and samples on your behalf. We also offer creative support for custom or off-the-shelf packaging solutions to ensure optimal shipping protection and presentation.

## Fulfilment services include:

- ✓ Warehousing and storage
- ✓ Hand-line packing
- ✓ Reworks
- ✓ Goods receipt
- ✓ Container unpacking
- ✓ Kitting, bundling and reworks
- ✓ Packaging printing
- ✓ Inventory management
- ✓ Order fulfilment
- ✓ Product sampling



# A typical fulfilment project

Direct mail product sampling programmes are an excellent way to increase brand awareness and sales. A&O works with agencies to provide the fulfilment and mailing production for their national clients.



## PLANNING AND DATA

We help you prototype the right packaging and plan your audience, whether you choose to send addressed or unaddressed.

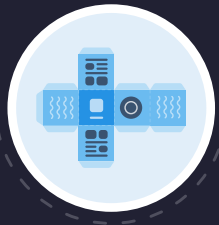


## STOCK RECEIPT AND STORAGE

Your items are securely stored in our warehouse until you are ready to begin the campaign.







## PRINTING AND PACKING

We print the packaging with the artwork you provide and our hand-line team ensures the items are packed to your exact specifications.

## LOGISTICS AND DELIVERY

We ensure the packages are properly addressed and oversee delivery via courier or Australia Post.



# Direct Mail

A&O provides end-to-end solutions for all of your mailing needs, offering an outstanding service level and attention to detail that sets us apart from our competitors. We pride ourselves on eliminating the stress and frustration caused by missed deadlines and inaccurate direct mail.

Being an accredited Australia Post Bulk Mail Partner means that we're recognised as a key partner to tackle all forms of addressed and unaddressed mail in-house, handling large quantities of marketing or transactional pieces with multiple inserts. Our barcoding software and direct mail processing standards ensure utmost accuracy and help you get the best posting rates.

Our lightning-fast quoting system means you can expect to receive your quote in under four hours, so you are never kept waiting.

## Direct mail services include:

- ✓ Addressed bulked mail
- ✓ Unaddressed mail
- ✓ Envelope printing and mechanical inserting
- ✓ Pre-sort and DPID barcoding
- ✓ Plastic wrap
- ✓ Variable data printing
- ✓ Data cleansing and address validation
- ✓ Magazines and publication distribution
- ✓ Transactional mailing
- ✓ Australia Post Bulk Mail discounts

# Printing

We print business cards to magazines and everything in between. We stick to the high standards we set for ourselves to consistently over-deliver on your print projects.

Whether your campaign requires flawless detail, the highest quality materials or complex personalisation requirements (or all three), we have the capabilities, machinery and resources to meet any need.

Our commercial printing services are perfect for producing high-quality letters, brochures, books, magazines and more. We also print envelopes and packaging to complement our Direct Mail and Fulfilment services.

## Printing services include:

- ✓ Digital printing
- ✓ Offset printing
- ✓ Web printing
- ✓ Personalisation and variable data
- ✓ Colour envelope printing
- ✓ Packaging printing



# Creative agencies and white label



Do you have clients who need to launch direct marketing or product sampling campaigns?

We understand that clients can have challenging expectations (especially on Fridays!).

We also get that agencies require complete loyalty, a high degree of professionalism, discretion and accurate pricing at the outset of a job to forecast costs and charge the client accordingly.

Agencies who choose A&O as their production supplier can expect us to put them first in everything we do.

If you have this sort of work, drop us a line or give us a call and we can see if we're a good fit.

# Get a quote

It takes just three easy steps to get a no-obligation quote for our services:

1

## Share your brief

Call us on **(02) 9645 6777** or email us at **sales@aomail.com.au** with your brief.

2

## Review and approve

Within 4 hours, you will be able to review your quote online and proceed with a few clicks.

3

## Be part of the magic

Work with us to plan your project and enjoy the stress-free results of a successful campaign.

We can't wait to work with you soon.

A&O