Postal Vote Applications

Email submission guidelines for Third Parties

AEC
Australian Electoral Commission

Email PVA submission guidelines for Third Parties

- Third parties may use email to submit Postal Vote Applications (PVAs) to the AEC through their scanning provider Computershare. All submissions **must** adhere to the following guidelines.

- Failure to follow the guidelines will result in the email being **rejected**, meaning the Postal Vote Application will **not** be received by Computershare.

Email must haves:

Subject Line Format:	The subject line must include the mandatory details of the PVA, these are: - Date and time the PVA was received by third party - Originating state - Political party Subject line must follow the format below: NOTE: If you are an independent or third party not listed below, it is important you list 'OTH' as the PVA source code. Do not leave the source code blank. **PVAReceivedDateTime**: yyyymmddhhmmss, **PVASourceState**: AAA, **PVASourceCode**: AAA

Attribute	Format
PVAReceivedDateTime	*20250323161500 [Hour value must be in 24-hour format]*
PVASourceState	*Codes (please use one only per email): NSW, VIC, WA, QLD, SA, TAS, NT, ACT*
PVASourceCode	*Codes (please use one only per email):* *ALP – Australian Labor Party* *CLP – Country Liberal Party* *DEM – Australian Democrats* *GRN – Australian Greens* *LIB – Liberal Party of Australia* *LNP – Liberal National Party of Queensland* *NAT – The Nationals* *OTH – all other parties and independents*

E.g. For the **NSW National Party, the** PVA source code will be **NAT** and the PVA source state will be **NSW**

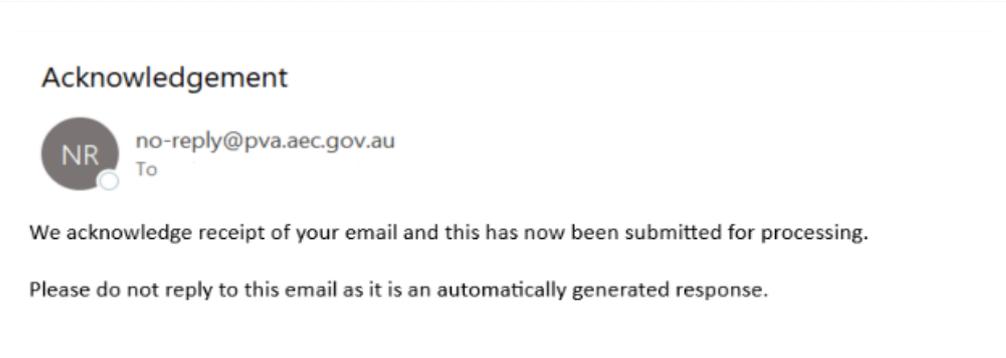| Email Size:	**30MB** is the **MAXIMUM** email size. Emails that exceed the size limit will receive an *'Undeliverable'* email.
PVA limit per email:	A maximum of **20 single-sided** PVAs can be attached to a single email. **DO NOT** send the back of the PVA. This will make the attachment size too large.

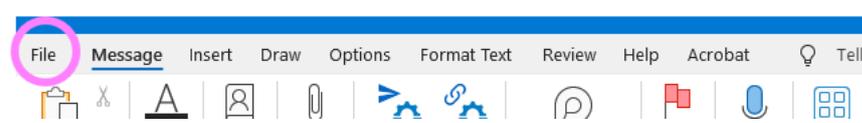| PVA scanning requirement:	PVAs must be scanned and configured as below **before** being attached to the email. • **Scan Resolution:** 300dpi • **Scan Colour:** Greyscale • **Compression:** JPEG
Email Address:	applications@pva.aec.gov.au

Email Acknowledgements:

If your email has been sent successfully, you will receive an automatic email acknowledgement from Computershare (as shown on the top row of the table below).

If you receive the error message below, your email has not been sent successfully as the attachment size of the email exceeds the limit. Try resending the attachments over multiple emails to ensure the attachments can be sent.

If you are having persistent technical issues submitting PVAs via email, email postal@aec.gov.au to alert the AEC Postal Voting Team.

Success:	Acknowledgement NR no-reply@pva.aec.gov.au To We acknowledge receipt of your email and this has now been submitted for processing. Please do not reply to this email as it is an automatically generated response.
Error:	Undeliverable: PVAReceivedDateTime: 24012025103210 PVASourceState: NSW, PVASourceCode: NAT [SEC=OFFICIAL] ○ Microsoft Outlook Sent Fri 24/01/2025 10:36 AM To **s-0025-0001.aec.gov.au rejected your message to the following email addresses:** applicationsuat@pva.aec.gov.au (applicationsuat@pva.aec.gov.au) Your message is larger than the size limit for messages. Please make it smaller and try sending it again. **s-0025-0001.aec.gov.au gave this error:** **Message size exceeds fixed limit**

FAQs:

How can I check the size of my email?	In outlook, have your email draft open and click *file* File Message Insert Draw Options Format Text Review Help Acrobat ♀ Tell Here you can see the email properties and the size, make sure it is **smaller** than **30MB**

	PVAReceivedDateTime: 20250206114923, PVASourceState: NSW, PVASourceCode: NAT **Encrypt this item** Set up restrictions for this item. For example, you may be able to restrict recipients from forwarding the email message to other people. **Move item to a different folder** Move or copy this item to a different folder. ▪ Current Folder: Drafts **Properties** Set and view advanced options and properties for this item. ▪ Size: 4 MB
How do I make my scan resolution 300dpi?	You can change the scanning resolution on your scanning device before you scan.
How do I make the PVA scan in Greyscale?	Use the *grayscale* option on your scanning device. **Do not** use the *black and white* option or the *auto detect* option.