

1. OUTWARDS WIA BUREAU OPERATIONS

1.1. WIA Membership Mandatory

The WIA Outward QSL Bureau is a service for WIA Members only. Cards from non-members of the WIA will not be forwarded.

Eligibility for sending outward cards applies only to the WIA Member's home callsign(s) as registered within Memnet. (Note that this includes the callsigns of Radio Clubs affiliated with the WIA).

Where Affiliated Clubs forward cards to the Outwards Bureau, they must only forward cards from WIA Members.

Without prior approval, eligibility to use the Outward service will not apply to any Special Event callsigns owned or administered by any WIA Member or Affiliated Club, and nor will it apply to any DXpedition callsign (including VK9 and VK0) that is owned or administered by a WIA Member (refer also to item 1.4).

1.2. Updated WIA Membership list

Each month, the WIA office will forward an updated Membership list to each Inward QSL Bureau Manager, and the Outward QSL Bureau Manager.

1.3. Standardisation of QSL card size.

All QSL cards received at the Outwards bureau must conform to the IARU specification of being no larger than 140mm by 90mm. The use of Double fold cards should be avoided.

Cards not conforming to the standard size will be given lowest priority in sorting and sending.

1.4. DXpeditions and Special Events

DXpedition and Special Event callsigns can generate thousands of outward cards, thereby incurring larger than normal postage costs. When the WIA receives an application for a Special Event or short term VK9/VK0 callsign, the application will be referred to the National QSL Bureau Manager, who will contact the applicant seeking details of how outward QSLs are proposed to be handled. Where applicants wish to utilise the WIA bureau for outward cards, they will need to complete an "Application to use WIA Outward QSL Bureau" form, available on the WIA website.

This form will be submitted to the WIA Board for approval, and, if necessary, to set any monetary charges that are to be paid by the applicant for the use of the Outwards Bureau.

1.5. Outgoing cards received from Non-Members,

When non-member cards are received at the Outward Bureau, they will be held while the non-member is given the option to either join the WIA, or send a Self Addressed Stamped Envelope (SASE) so that the cards can be returned. The National QSL Bureau Manager will be responsible for contacting the non-member.

1.6. *Sorting of Cards sent to the Outward QSL Bureau*

Where cards are received at the Outward QSL Bureau that have not been sorted by the sender into preferred DXCC country order, these cards shall take the lowest priority for sorting and delivery to the overseas Bureaus.

Where senders are identified as repeatedly not sorting their cards, they will be advised by the National QSL Bureau Manager that their cards will not be sent. Senders will need to provide a SASE for return of the cards.

1.7. *State or Territory based Outward Bureaus*

It is the responsibility of individual Members to send their outgoing cards to the National Outward Bureau. Where outward State Bureaus are established to aggregate Club member cards, and then send bulk cards to the National Outward Bureau, they cannot claim these postage costs from the WIA.

Where State and Territory based Outward Bureaus are established, they must only forward cards from WIA Members, and ensure that cards are correctly sorted into DXCC country order.

2. INWARD WIA BUREAU OPERATIONS

2.1. *WIA Membership Mandatory*

The WIA QSL Bureau provides a service to all WIA Members and WIA Affiliated Radio Clubs. The Inward QSL service sorts and sends cards to WIA Members who have registered themselves with the relevant Inward Bureau.

2.2. *Non-Member Cards*

Cards that are received for non-members will be stored (unsorted) at the relevant Inward Bureau. These cards may be perused and collected by non-members at the convenience of the Inward QSL Bureau Manager.

2.3. *Undeliverable cards*

Any cards that cannot be delivered, or are not collected by Members or non-members, will be held in the State Bureau for a period of time determined by the Bureau Managers, but generally for no more than 12 months.

Undeliverable cards will not be returned to the sender. At the discretion of the QSL Bureau Managers, senders may be contacted to advise them of this decision.

In the case of VK3, any such uncollected cards shall be sorted again to ensure the callsign has not since been registered with the Bureau, and then they are to be sent to the WIA archives for inclusion in the WIA Historical QSL collection.

In the case of other Bureaus, if there are any cards that fit the historical QSL collection categories, these are to be sent to the WIA offices; otherwise, the cards should be disposed of at the discretion of the QSL Bureau Manager.

2.4. QSL Cards over 10 years old

While the Bureaus still tend to receive cards that are up to and over 10 years old, it is not intended to dictate how such cards will be handled. How these cards are managed will be at the discretion of the State QSL Bureau Managers.

2.5. Delivery of cards to Members

The WIA will pay for the postage of card delivery to Members once per year; State and Territory Bureaus may enter into individual arrangements for more frequent deliveries that do not incur additional postage costs (e.g., Members provide SASE's, drop off cards to Radio Clubs, etc.). Within this overall policy, management of the delivery of cards to Members will be determined by the State QSL Bureau Managers.

2.6. VK9 and VK0 Cards

Any residents on any of the VK Territories are welcome to utilise the services of the WIA Bureau if they are Members of the WIA. In such instances, the amateur must advise the National QSL Bureau Manager of how he desires to receive his cards. If the amateur requires the cards to be posted, the WIA will pay for 2 postage deliveries per year for cards to VK9/VK0 Territory residents. Refer also to item 1.4.

In the case of proposed DXpeditions, etc., the National QSL Bureau Manager will monitor all VK9 and VK0 callsign applications and where appropriate will contact the callsign applicant requesting that clear advice regarding QSL policy be inserted in all DXpedition advertising and websites. Where such websites clearly indicate "no cards to VK Bureau", any cards received for that callsign will be offered to the WIA QSL historical collection.

2.7. Use of QSL managers

Where a Member's inward cards are to be directed to a VK QSL manager, the cards will be delivered either in the normal manner, or otherwise at the discretion of the State Bureau Manager.

Where any inward Bureau (State or National) can identify cards to be re-directed to an overseas QSL Manager, the Bureau will contact that QSL Manager, seeking an indication of how those cards are to be handled. Individual Bureau Managers will then determine how the cards are to be treated.

2.8. Delivery of cards to State and Territory Bureaus

The National Inward Bureau will dispatch cards to the State or Territory Bureaus when cards reach an economical weight for posting. However, to ensure cards for smaller States are not held for long periods before forwarding, cards will be dispatched from the Inward Bureau to every State or Territory Bureau at least once every 3 months.