

DigiStamps FAQs

12 FEBRUARY 2026

What is a DigiStamp?

The DigiStamp is a physical stamp that also comes with a free digital token counterpart. Each is issued by Australia Post. The physical stamp can be used for postal services, while the digital token provides access to an image, in each case subject to applicable terms and conditions. Neither the DigiStamp nor the digital token are intended for investment purposes or for generating a financial return or other benefit beyond the uses described above. The digital tokens for the LNY DigiStamp release are supported by the Polygon (formerly MATIC Network) blockchain platform.

Where can I buy DigiStamps?

There are three different DigiStamps to purchase while stocks last. These can be purchased by;

- Visiting a participating Australia Post retail shop
- Online at <https://auspost.com.au/shop/collectables>

How can do I access my digital token?

To access your digital token please follow the instructions on the packaging or follow the step-by-step instructions found on auspost.com.au/digistamps.

How do I activate my digital token?

There are two ways you can activate your digital token. The digital token can be viewed on a computer or mobile devices with camera (smartphone or tablet). For the best experience, please use a mobile device and complete the following steps:

Way One

- Open the camera app on your phone
- Hold your smartphone to scan the QR code on the back of your DigiStamp card.
- Once your QR code is recognised, tap the link presented.
- Read and accept the Terms and Conditions and tap 'Activate Token'. Activation of your digital token cannot be undone once this step is completed.

Hang tight – it might take a moment to reveal your digital token.

Way Two

- Activate the Near Field Communication (NFC) function on your phone. If you can't find it, don't worry – Most phones should have this enabled by default.
- Hold your smartphone close to the DigiStamp and tap the link.
- Click on 'Activate Token'.
- Enter code [A] from the back of the DigiStamp card, read and accept the Terms and Conditions.
- Tap 'Activate Token' Activation of your digital token cannot be undone once this step is completed.

Hang tight – it might take a moment to reveal your digital token.



How do I authenticate my digital token?

To authenticate the digital token, you must use a Near Field Communication (NFC) reader. We implemented the NFC chip into the DigiStamp to help you verify the authenticity of the DigiStamp.

- NFC function can be activated by using your smartphone. Any smartphone with NFC functionality can read the chip.
- Hold your DigiStamp at your smartphone to check the authenticity. Please refer to your smartphone's manual for the exact position of the NFC reader of your phone.
- The landing page of your DigiStamp will tell you if the DigiStamp is authentic, and how many times the NFC verification has been used.

What is NFC and how is it used in DigiStamps?

NFC stands for Near Field Communication and is a standard for special microchips that can communicate with modern smartphones with NFC functionality. We implemented the NFC chip into the DigiStamp to help you verify the authenticity of the DigiStamp.

- NFC function can be activated by using your smartphone. Any smartphone with NFC functionality can read the chip.
- Hold your DigiStamp at your smartphone to check the authenticity. Please refer to your smartphone's manual for the exact position of the NFC reader of your phone.
- The landing page of your DigiStamp will tell you if the DigiStamp is authentic, and how many times the NFC verification has been used.

I'm having trouble activating my digital token.

Most activation failures are caused by poor internet connection. Try switching to a stronger network and perform the activation steps again. If you continue to experience technical difficulties, please contact australiastamps@auspost.com.au for support.

I am experiencing technical difficulties with viewing my digital token.

Most viewing failures are caused by poor internet connection. Try switching to a stronger network and perform the activation steps again. If you continue to experience technical difficulties, please contact australiastamps@auspost.com.au for support.

What is a blockchain?

A blockchain is a system of recording information and is essentially a digital ledger of transactions that is duplicated and distributed across the entire network of computer systems on the blockchain.

What is Polygon?

Polygon (formerly MATIC Network) is a block chain platform. To learn more about the Polygon blockchain platform you can search for more information via any web browser.

What is a soulbound token (SBT)?

The Lunar New Year digital tokens are soulbound tokens, this means they are permanently linked to its digital wallet and cannot be transferred, traded or sold.

How many Digital Tokens are there to collect in the Lunar New Year DigiStamp release?

Each of the three DigiStamps has five possible digital tokens to collect. Each Lunar New Year zodiac animal is available in equal numbers with a total of 15 digital tokens to find across the three DigiStamps.

Plum Blossom Fire Horse DigiStamp	Rat	Ox	Rabbit	Tiger	Plum Blossom Fire Horse
Fire Lantern Horse DigiStamp	Monkey	Rooster	Dog	Dragon	Fire Lantern Horse
Longevity Knot Fire Horse DigiStamp	Snake	Ram	Pig	Horse	Longevity Knot Fire Horse

How many DigiStamps have been produced?

There are three different kinds of DigiStamp designs each with 10,100 produced.

How can I find the special DigiStamp?

Everyone has chance to find the special DigiStamp randomly placed in 1 in 100 packs across each of the three designs. There are three special DigiStamp designs to find.

Do I need to purchase DigiStamps to own one of the Lunar New Year digital tokens?

Yes. The Lunar New Year digital tokens cannot be purchased separately; they are a free counterpart that comes with purchasing the physical DigiStamp. The DigiStamp card contains a free blockchain wallet and a digital token. The Lunar New Year digital tokens are soulbound tokens, this means they are permanently linked to its digital wallet and therefore you must retain your DigiStamp card permanently to access the digital token.

Do I need to download a blockchain wallet or any other application to access the Lunar New Year digital tokens?

No, each DigiStamp has its own pre created free wallet embedded in the physical card. The digital token sits inside that wallet in a “sleeping” state until activated.

Can I transfer the digital token to my own blockchain wallet?

No, the Lunar New Year digital tokens are soulbound tokens and therefore are not transferable to another wallet. Please ensure you retain the physical backing card to view your digital token. To view your digital token, scan the QR-code on the back of the DigiStamp card with your smartphone and allow camera access.

If I have multiple digital tokens, do they get stored in a single wallet?

No, Each DigiStamp has been assigned its own individual wallet. If you own multiple DigiStamps, you have multiple wallets—one per physical DigiStamp.

How can I put my digital tokens in a collection or single wallet?

The Lunar New Year digital tokens are soulbound tokens and therefore not transferable, so moving into a personal collection or single wallet will not be possible for this release. Please ensure you retain the physical backing card to view your digital token. To view your digital token, scan the QR-code on the back of the DigiStamp card with your smartphone and allow camera access.

Can I sell my digital token online? For example, on OpenSea?

No, the Lunar New Year digital tokens are soulbound tokens and cannot be sold on a third-party marketplace such as OpenSea. Please ensure you retain the physical backing card to view your digital token. To view your digital token, scan the QR-code on the back of the DigiStamp card with your smartphone and allow camera access.

What can I do with my digital token?

The digital token is a free add-on to the physical counterpart. Australia Post remain the owner of the Intellectual property. Digital tokens cannot be reproduced, copied, transferred, or used for commercial purposes, for any reason.

Can I request a different digital token then the one that came with DigiStamp?

No, all digital tokens have been randomly assigned to their physical DigiStamp counterpart. This means they cannot be exchanged for a different token. If you would like a different digital token you can purchase additional DigiStamps, but there is no guarantee which token has been assigned. This is part of the surprise.

Are DigiStamps valid for postage?

Yes, DigiStamps are valid for postage within the rate stated on the stamp. For more information on postage rates please visit <https://auspost.com.au/sending/stamps/stamp-prices>. The Lunar New Year DigiStamp Release will feature a \$1.70, \$3.40 and \$3.50 International rates. Rates are current at 8.30am and 2 March 2026 and subject to change. Please confirm the latest rates available at a participating Post Office prior to making a decision or transaction.

Can I still view my digital token if I used the DigiStamp to send a letter?

If you retain the DigiStamp card that features the QR code, you will be able to view your digital token. The gummed DigiStamp can be separated from the card and affixed to an envelope for posting. Mail receivers will not be able to view your digital token as they require access to the QR code.

Can I sell my DigiStamp?

The DigiStamp is a collectable Philatelic product, and we do not provide any official guide or instruction on how to sell DigiStamps on the secondary market. Selling of DigiStamps is at the owner's discretion.

Why does the DigiStamp packaging have tear off-sides?

To ensure the integrity of the DigiStamp and digital token all DigiStamps have been sealed in tamper proof packaging. Due to this any opened packaging cannot be returned, exchanged or refunded.

Can I return my DigiStamp for a full refund?

To ensure the integrity of the DigiStamp and digital token all DigiStamps have been sealed in tamper proof packaging. Due to this any opened packaging cannot be returned, exchanged or refunded.

What happens if my DigiStamp online order arrives damaged?

If you notice any damage to your order, please contact our Customer Care Centre team as soon as possible on 1800 331 794.

What if I lose my DigiStamp card?

It is important that you always retain your DigiStamp card if you want to view your digital token. We are unable to replace any lost DigiStamp cards as each card has been uniquely assigned to a digital counterpart and cannot be replaced.

I would like to lodge a complaint or provide feedback about the program. How do I do this?

Phone Australia Post on 1800 331 794 with your feedback and it will be passed onto the appropriate area.

You can also lodge a written complaint to:

Philatelic Mail Order Bureau

Reply Paid 4000

FERNTREE GULLY VIC 3156

