

Inland Mail

Mail returns

The Royal Mail Returns service allows internet retailers to provide a customer with a special label they can use to return an item. This can be done at any Post Office branch for free.

There are three main types of Royal Mail Returns:

- Tracked Returns using a barcode supplied by the retailer
- Returns using a barcode supplied by Post Office (PFU69)
- Labels to Go

1. Tracked Returns using a barcode supplied by the retailer

- From the 'Home Screen' scan the 2D barcode on the label
- Input the weight and press 'Enter'
- Issue the customer with a free certificate of posting receipt

2. Returns using a barcode supplied by Post Office (PFU69)

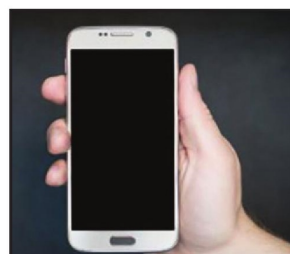
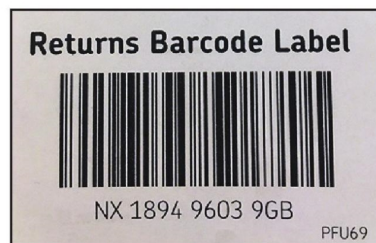
- Make sure the return label is a Royal Mail Return label, similar to those pictured opposite with an 'R' on them
- These returns don't have a barcode, so please place a PFU69 barcode label onto the parcel
- From the 'Home Screen' scan the PFU69 barcode
- Input the weight and recipient address, press select 'Enter'
- Issue the customer with a free certificate of posting receipt

3. Labels to Go returns

- Customers will bring a barcode, either on their phone or printed out, and their parcel which will have no labels on it
- Make sure the barcode is a standalone barcode within an email and not part of a returns label
- From the 'Home Screen' scan the barcode
- Input the weight and press 'Enter'
- Insert a Post2 postage label into the printer - this will print the recipient's address and barcode
- Stick the label onto the front of the parcel
- Issue the customer with a free certificate of posting receipt

Remember!

You don't need to follow the prohibited and restricted items process for any Royal Mail Returns services, but please remember to check the size and weight of each item and segregate all returns into the right mail bags.



Inland Mail

Customer collections

Royal Mail and Parcelforce Worldwide provide customers with the option to collect their mail from Post Office branches.

There are four collectons services:

- Royal Mail Local Collect
- Royal Mail Redelivery
- Parcelforce Worldwide Convenient Collect
- Parcelforce Worldwide Convenient Delivery

Accepting mail items into the branch

The Royal Mail delivery officer will scan the item:

- If a signature is needed, the Royal Mail delivery officer will write the delivery location (branch name) on their PDA and sign with signature 'XPI' on behalf of the customer. When the customer tracks the delivery, they will see 'XPI' followed by the branch name (e.g. 'XPI Mount Pleasant')
- If a signature is not needed, simply accept the mail item/s from the delivery officer

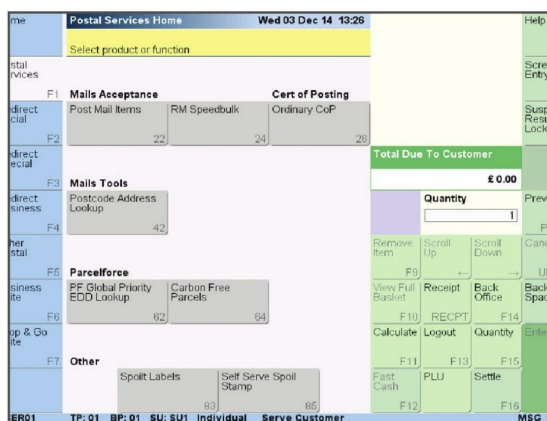
You need to confirm receipt of items by scanning them into Horizon Online as soon as possible after accepting them from the delivery officer. Scanning the items acknowledges that they are in your branch and forms part of the tracking process.

To enter them into Horizon Online:

- From the 'Home Screen' select 'Local Collect', then 'Accept from Carrier'
- Scan the barcode
- Then store the item/s securely

Service	Barcode to scan
Royal Mail Ordinary	Local Collect label barcode
Royal Mail Special Delivery & Royal Mail Signed For	Service barcode
Royal Mail Tracked 24/48	Service barcode
Parcelforce Worldwide	Service barcode

Note: Where appropriate the customer will be advised that the item is available for collection



Remember

All items need to be scanned in on the same day they are accepted.

For Royal Mail Tracked, Royal Mail Special Delivery Guaranteed and Royal Mail Signed For items, you have to scan the tracked barcode.

Inland Mail

Local Collect Age and ID Verification

Local Collect items with "age verification" printed on the label, as shown, can only be collected by customers who are **over 18** yrs old. The only acceptable ID for this service is a valid passport or driving licence.

You don't need to check Age Verification ID if the customer is clearly over 25 yrs old

Local Collect items with "ID verification" printed on the label, as shown, can only be collected by the **addressee** (the person named as the recipient on the label). Only valid photo ID is acceptable for this service, such as passport, driving licence and other photo ID cards such as an NHS or Royal Mail employee card.

You should not give ID verification labelled items to friends, family or neighbours of the intended recipient, even if they produce valid photo ID of the addressee

Delivered by
Special Delivery Guaranteed by 1pm **Royal Mail**
 Postage on Account GB
Local Collect Age Verification
 DA-012 345 6789-2AA 24F 24C No fee payable at (Location Type)
 AA 1234 5678 9AA
 Addresssee Name
 c/o (Location Name) (Location Type)

Delivered by
Special Delivery Guaranteed by 1pm **Royal Mail**
 Postage on Account GB
Local Collect ID Verification
 DA-012 345 6789-2AA 24F 24C No fee payable at (Location Type)
 AA 1234 5678 9AA
 Addresssee Name
 c/o (Location Name) (Location Type)

Local Collect Inflight

Local Collect Inflight is a delivery option for customers receiving items sent by retailers using Royal Mail Tracked 24/48 and Special Delivery Guaranteed by 9am/by 1pm items.

It allows the recipient to change when and where their item is delivered, after it has been posted by the sender. One of the delivery options for customers is a Post Office branch.

- Customers who opt to change the delivery to a Post Office branch will see a list of the five nearest branches
- Royal Mail will apply an Inflight label with the new delivery address to the mail item next to the original label. Normal acceptance procedures apply when you accept an Inflight item into your branch
- There is no fee payable by the customer for this service

Inflight Delivery Address Change
Local Collect **POST OFFICE**
 No fee payable
 For Customer Collection at Post Office CSP
 New Delivery Address _____
 Inc Postcode _____

Inland Mail

Customer collecting an item from the branch

Before you do anything on Horizon, please accept the missed delivery card or order confirmation from the customer and check their ID. If a customer doesn't have a missed delivery card or order confirmation, they will need to produce two forms of ID, one of which needs to show their address. There is a complete list of acceptable ID on Horizon Online Help.

Locate the parcel and check the following:

- Is a fee payable?
- Is the tracked barcode number the same as on the missed delivery card OR the order confirmation email/text message
- Is the name on the parcel the same as the ID shown (remember - if someone else is collecting the parcel for the recipient, they need to show ID for the recipient, not for themselves)

To complete the collection on Horizon Online:

- From the 'Home Screen' select 'Local Collect', then 'Customer Collection' and scan the 1D barcode
- Check the customer's ID and complete the Alternative Collection Service card P5769.
- Obtain a signature and press 'Enter' to continue. **Note:** Horizon will identify any extra checks for Local Collect age and ID verification
- Select option: 'No Fee payable' or 'Fee payable', which will be clear from the Local Collect/ Convenient Collect/Convenient Delivery label
- Collect the fee from the customer where applicable and place it in the till. **Note:** if the customer does not have or refuses to pay the fee, you do not issue the item to them and you need to cancel the transaction
- Press 'Settle' to complete the transaction and hand the item to the customer. If a fee was payable, then the system will print a receipt
- Destroy all missed delivery cards that you have accepted from customers in return for their items, either after each transaction or at the end of the day. It is important that these are destroyed completely (i.e. so that all personal details recorded on them can no longer be read), as they contain customers' names and addresses etc

Home	Front Office Home	Fri 27 Sep 19 16:43		Help
	Select product or function or navigate to another screen using tabs or token			Lock
Stamps	Mails			T1
Postal Services	1st Stamp	1st Large Stamp	1st x12 Stamps	24
F1	21	22	23	24
Banking	2nd Stamp	2nd Large Stamp	Open Postage Stamps	26
F2	31	32	33	34
Travel	Business Mails.		Ordinary Cup	35
F3	45		DG Screen	46
Bureau	Drop & Go...		Local Collect	55
F4	51		52	53
Licences & Government	Sell Euros	Sell Dollars	Remove Item	54
F5	55		56	57
Telephony	View Full Basket		Receipt	58
F6	F10		RECPT	F14
Retail	Manual Entry	Chip & PIN	Calculate	72
F7	72		73	74
Local Schemes	Customer Referrals	Retail Single Sale	Fast Cash	75
F8	76		77	78
SRD001	TP:12	BP:01	SU:12	Individual
	Serve Customer			K