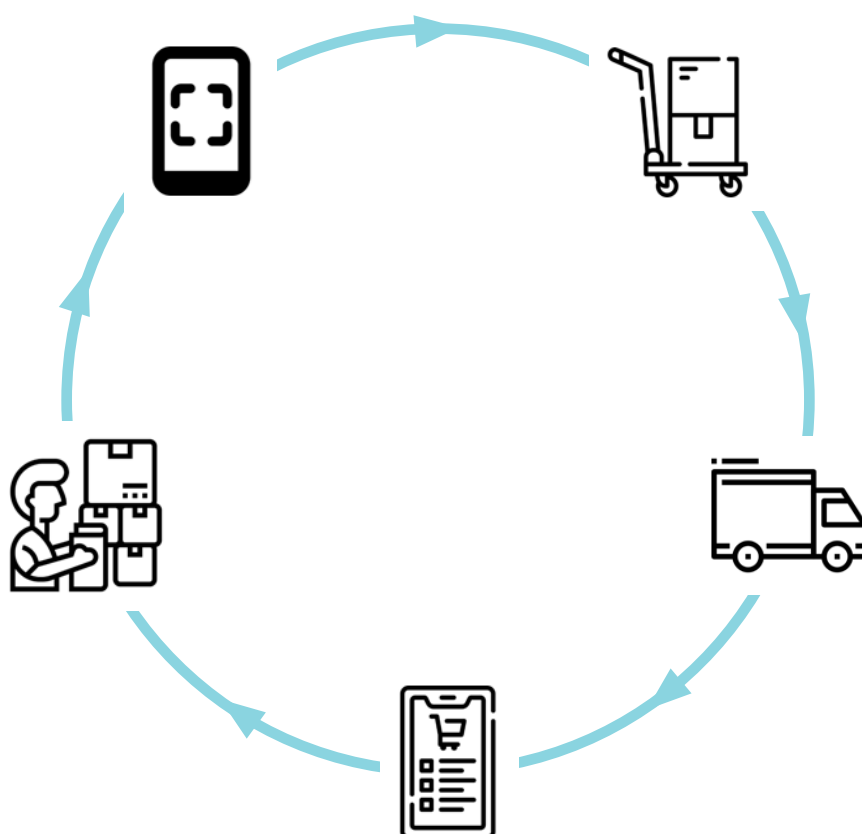


Drop & Collect

Operational Guide

Post Office are working with carriers and partners to provide customers with more locations to drop off and collect their online shopping and mail.



The contents of the Operational Guide are classified as Post Office INTERNAL. Disclosing, copying, distributing the information contained within the Operational Guide documents to any third-party not working on behalf of Post Office for the purpose intended, is not permitted.


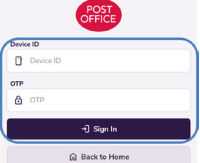
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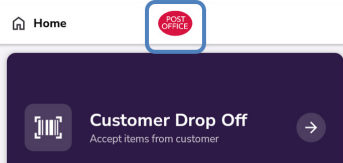
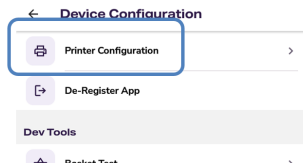
Please note: We have not included all the screen images for every process in this guide because most of the screens are the same or similar for each process. The guide is a helpful training aid and it is helpful to use alongside the Drop & Collect Payzone device when in store.

Getting started


To begin using the PO Mails App to process Drop & Collect transactions you will need to use a OTP and connect a printer:

| | |
|--|--|
| <p>Step 1 Login - select 'Parcels'- select 'PO Mails'</p>  | <p>Step 2 Type in device ID and OTP and select 'Sign in' (you will only have to do this once)</p>  |
|--|--|

Next follow the below steps to connect your printer:

| | |
|---|---|
| <p>Step 1 On the 'PO Mails' app home screen, tap the Post Office logo 10 times</p>  | <p>Step 2 Select 'Printer Configuration'</p>  |
|---|---|

Step 3
The device will scan for printers in range, once it has found your printer select 'connect' once connected select 'ok'



To process Drop & Collect transactions, you will use the following hardware:

1. Payzone handheld device, to process the mail and print receipts. Printer rolls are supplied by your retailer.
2. Label printer to print labels for customers using the Labels to Go service. Labels are supplied by your retailer.



For measuring and segregating mail, you will also need:

- Measuring tape
- Mail Segregation A4 laminates
- Mail bags
- Bag ties
- Bag labels

You will find out more about this later in the guide.



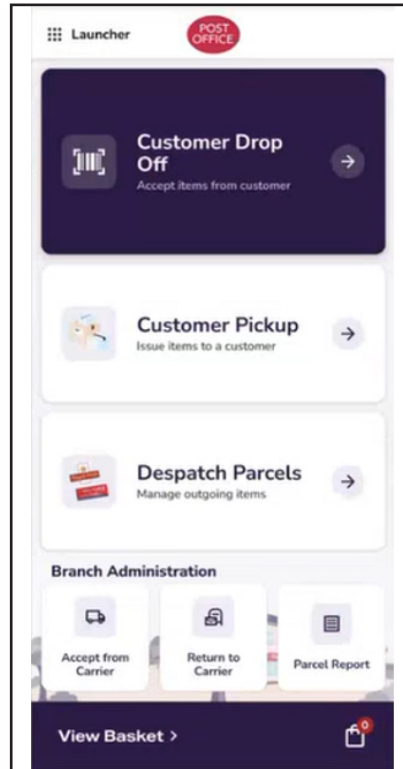
Please note: Some reports and documents have a circle or box for date stamping. You do not have a date stamp, so please write your initials in these spaces instead.

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Drop & Collect app - home screen

Using the Drop & Collect app on your Payzone device, you can accept and despatch customer mail items. This is the Drop & Collect app home screen:



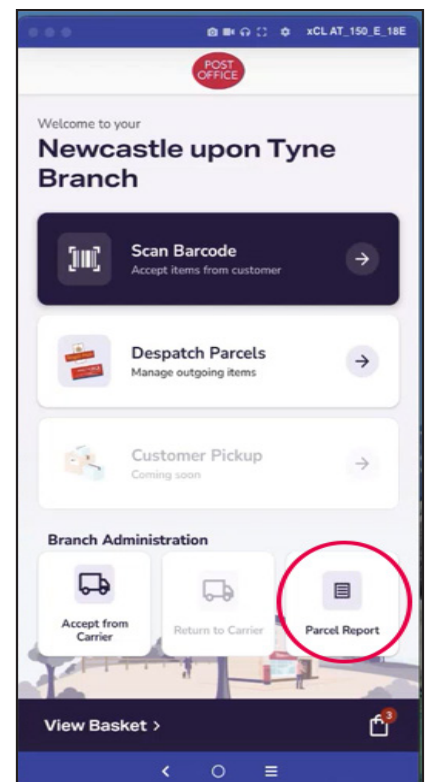
All mail processed for a customer will enter the 'Basket'.

You can see how many items are in your basket on the bottom right of the screen.

Daily activities

You need to carry out the following activities every day:

1. View or print the 'Parcel Report' to see a list of mail items in store waiting to be collected by customers. You can 'sort & search' or 'filter' the results
2. Look for expired items. Mail items held in your store for 18 days (Royal Mail & Parcelforce Worldwide) need to be returned to the carrier so they can be returned to sender (see page 9 on how to do this)
3. If you have extra items in the store, not showing on the item report, you need to scan them into your Payzone device (see page 8 on how to do this)



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Customer collection services

Royal Mail provides customers with the option to collect their mail from Post Office branches and Drop & Collect stores. There are five customer collection services:

1. Royal Mail Local Collect
2. Royal Mail Local Collect Inflight
3. Royal Mail Redelivery
4. Parcelforce Worldwide Local Collect
5. Parcelforce Worldwide Redelivery

Note: You need to check identification (ID) for all customer collections. Let's find out more about each customer collection service below.

1. Royal Mail Local Collect

If a business has signed up to the Royal Mail Local Collect (Click and Collect) service, their customers can request delivery directly to an available Drop & Collect store.

You'll need to check the customer's identification (ID) when they collect the item.

Some Local Collect services have very specific ID requirements. They are easily identified by their labels:

- 'Local Collect Age Verification'
- 'Local Collect ID Verification'

Local Collect Age Verification

Local Collect items with 'age verification' printed on the label, as shown, can only be collected by customers who are over 18 years old.

The only acceptable ID for this service is a valid passport, driving licence or the Post Office Easy ID app.

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

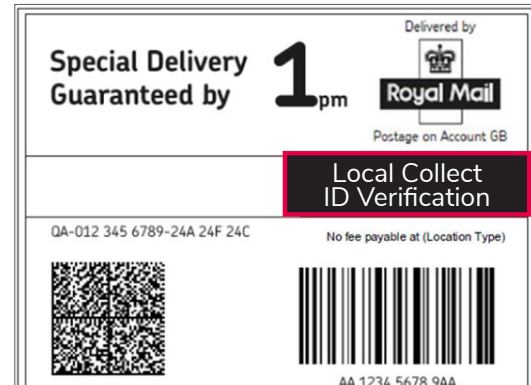


Local Collect ID Verification

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).

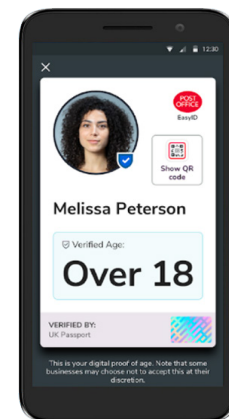
Only valid photo ID is acceptable for this service, such as passport, driving licence, other photo ID cards such as an NHS or Royal Mail employee card or the Post Office EasyID app.

Do 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.



Post Office EasyID

Customers can use the Post Office EasyID app to prove who they are when collecting parcels at Drop & Collect stores. EasyID will also confirm their age for Age Verification items. The customer simply shows their EasyID on their smartphone.



2. Royal Mail Local Collect Inflight

Local Collect Inflight is a delivery option for customers receiving items sent by businesses sending 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.

- Customers who opt to change the delivery to a Post Office branch or Drop & Collect store will see a list of the five nearest locations
- 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 store

3. Royal Mail Redelivery

If Royal Mail is unable to deliver a mail item to a customer's address, the delivery officer will leave a 'Something for you' card (P739) at the delivery address.

Customers can collect the undeliverable item from a Royal Mail Customer Service Point or arrange for the item to be redelivered to a Drop & Collect store by going online or phoning the Royal Mail Delivery Office



4. Parcelforce Worldwide Local Collect

Local Collect customers can choose to have items sent directly to a Drop & Collect store for customer collection.

- The customer will receive a confirmation email stating which location the item will be delivered to, along with a tracking number from the despatching company or sender
- You need to check the customer's email and their ID when they collect the item. A list of acceptable ID is shown on the email



5. Parcelforce Worldwide Redelivery

This service is used when Parcelforce Worldwide has been unable to deliver an item to a customer's home address and were unable to return the item to the nearest Parcelforce Worldwide depot.

- A missed delivery card is left to notify the customer of the Drop & Collect store they can collect the item from. There is no fee charged for this service
- An email/text notification may also be presented by the customer when collecting their item
- Check the customer's ID when they collect the item



Customer collection process

There are four key steps to the customer collection process:



1.
Items delivered
to store

2.
Scan items into
the Payzone
device

3.
Store securely

4.
Customer collects
the item, or the
item is returned

1. Items delivered to store

Royal Mail and Parcelforce Worldwide deliver customer collect items to the store. The delivery officer will scan the items on their own device as they are handed over to you:

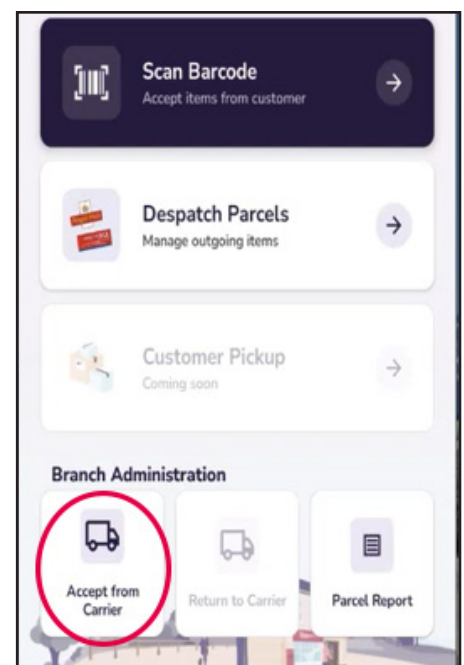
- If a signature for the item is needed, the store assistant needs to sign on behalf of the customer
- If a signature is not needed, simply accept the mail item/s from the delivery officer

2. Scan items into the Payzone device

You need to confirm receipt of all customer collect items by scanning them into your Payzone device as soon as possible after accepting them from the delivery officer.

For Local Collect and Redelivery items, a notification is sent to the customer letting them know their item is ready to collect.

- Select 'Parcels' on the Payzone device home screen, then 'PO Mails'
- Select 'Accept from Carrier', as shown
- Select 'Open Scanner' and scan the barcode on the item
- If there is more than one item, select 'Accept another item' and do this until all items are scanned in
- Select 'Finish' to settle the basket



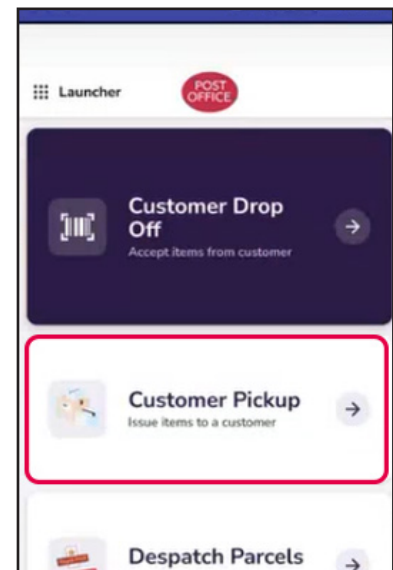
3. Store securely

- Customer collect items should be kept separate from all other mail items, stored securely and in an organised and logical way
- Having a dedicated space for items awaiting collection and putting them into date order will help you stay organised and keep things running smoothly

4. Customer collects the item, or the item is returned

Customer collects the item...

- Select 'Parcels' on the Payzone device home screen, then 'PO Mails'
- Check the customer's ID (see full list on page 23)
- Select 'Customer Pickup', as shown
- Select 'Open Scanner' and scan the 2D barcode on the item
- **Fill in the Alternative Collection Service card (P5769) and ask the customer to sign it- please keep this in your store for 2 years**
- Select 'Next'. If the customer doesn't want to take the item, select 'Return item' and then a reason from the list shown on screen
- For some items, you need to confirm the ID you checked by selecting one on a list shown on screen
- If there is more than one item to be collected by the same customer, select 'Issue another item'
- Select 'Finish' to settle the basket



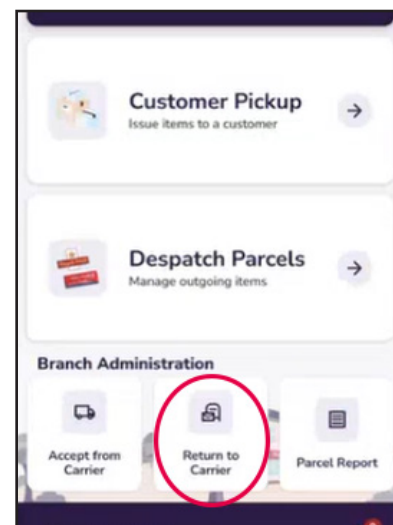
| Alternative Collection Service | | <input type="checkbox"/> Royal Mail | <input type="checkbox"/> Parcelforce |
|--|--------------------------|---|--|
| Barcode number or sticker | | Datestamp | |
| Customer Name | | Date | __ / __ / __ |
| Customer Signature | | | |
| <i>If you are signing for an Age Verification item you are confirming that you are aged 18 or over</i> | | | |
| This section has to be completed by Post Office branches handling Royal Mail P739 items. | | | |
| P739 Items requiring Age Verification | <input type="checkbox"/> | P739 Items requiring ID Verification | <input type="checkbox"/> |
| I believe the person is over 25 | | Item was collected by addressee | (person whose name is on the item's label) |
| OR | | | |
| I have seen a passport or driving licence | <input type="checkbox"/> | | |
| confirming that the person was aged 18 or over | | | |
| | | | P5769 |

See an example of the Local Collect Age Verification screen images on page 10.

... or the item is returned

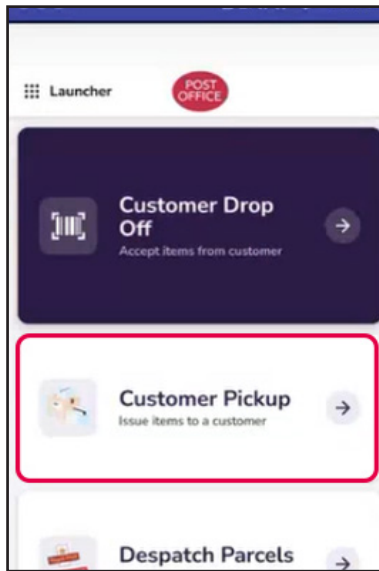
Any Royal Mail or Parcelforce Worldwide item that has not been collected after 18 days needs to be scanned out on the Payzone device and handed to the Royal Mail or Parcelforce Worldwide collection officer.

- Select 'Parcels' on the Payzone device home screen, then 'PO Mails'
- Select 'Return to Carrier', as shown
- Select 'Open Scanner' and scan the 2D barcode on the item
- If there is more than one item, select 'Return more items' and do this until all items are scanned in
- Select 'Finish' to settle the basket
- Remember to count how many items you are returning to the carrier against the number scanned out on the Payzone device
- Repeat these steps for each carrier

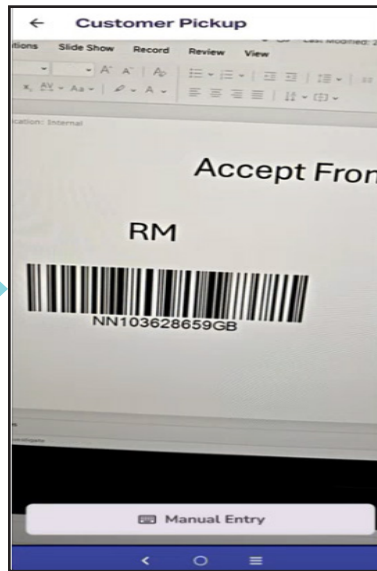


Example of the customer collection process

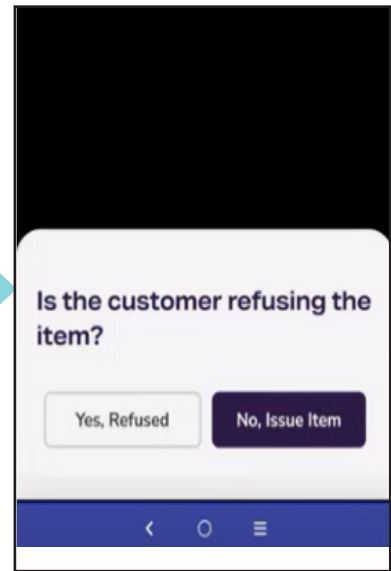
The process for all customer collection services is very similar: Select 'Parcels' on the Payzone device home screen, then 'PO Mails'. Below are the screen images for the Local Collect Age Verification process:



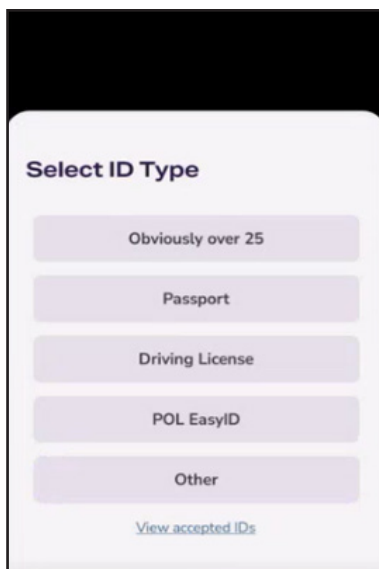
1. Select 'Customer Pickup' in the menu page



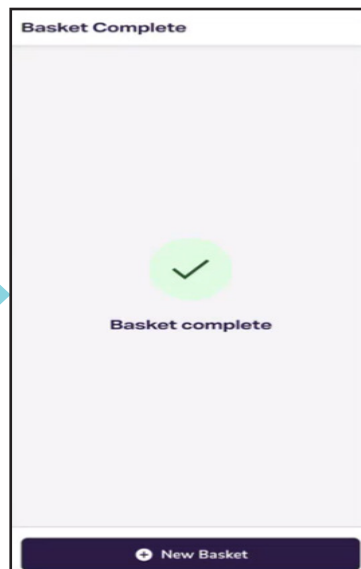
2. Select 'Open scanner' to scan the 2D barcode. To type in the 1D barcode number manually, please select 'Or enter manually'



3. Select 'No, issue item' to continue or select 'Yes, refused' if customer is not collecting the item.



4. Complete the Alternative Collection Service card with the customer, then select which ID has been checked to verify the customer's age



5. Select 'Continue' to return to the home screen. Remember to keep the Alternative Collection Service card in store for 2 years

Accepting mail from customers

Royal Mail and Parcelforce Worldwide offer a range of pre-paid services so that customers can drop off their mail into your store quickly in exchange for a Certificate of Posting receipt. The key services accepted in Drop & Collect branches include:

- Royal Mail Tracked Returns
- Royal Mail Online Postage items
- Parcelforce Worldwide Returns
- Parcelforce Worldwide Online Postage items

These services might be presented with the label already applied, or there is a Labels to Go option., where a customer will present a QR code to be scanned, and the branch prints the label.

1. Returns/pre-paid items with pre-printed labels

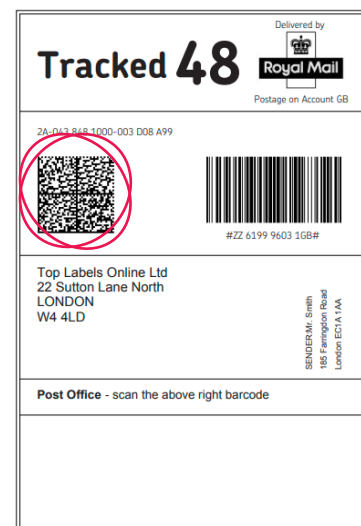
Using the Payzone device, scan the 2D Barcode circled to start processing the mail. You may need to cover the 1D barcode next to it if the scanner reads this instead. Please ensure you enter the correct 'send to' address and not the senders details.

Once complete, issue the customer with the Certificate of Posting receipt.

Size limit:

- Do not exceed 1.5m in length and 3m length+width+depth combined

Find out more about measuring letters and parcels on page 18.



2. Returns/pre-paid items with Labels to Go

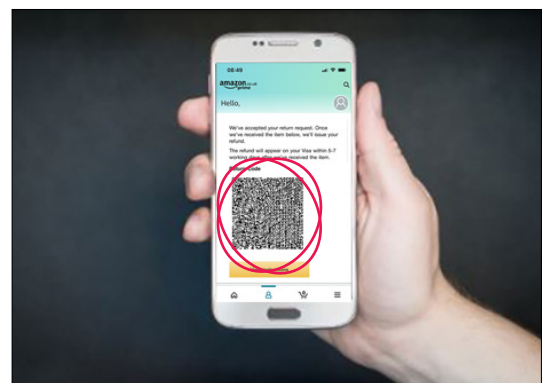
Customers will bring a barcode, either on their phone or printed out, and their parcel which will have no labels on it.

Using the Payzone device, scan the 2D Barcode circled to start processing the mail. For this service, you will select 'Print' to print a label for the customer's item.

Affix the label to the customer's item and issue them with the Certificate of Posting receipt.

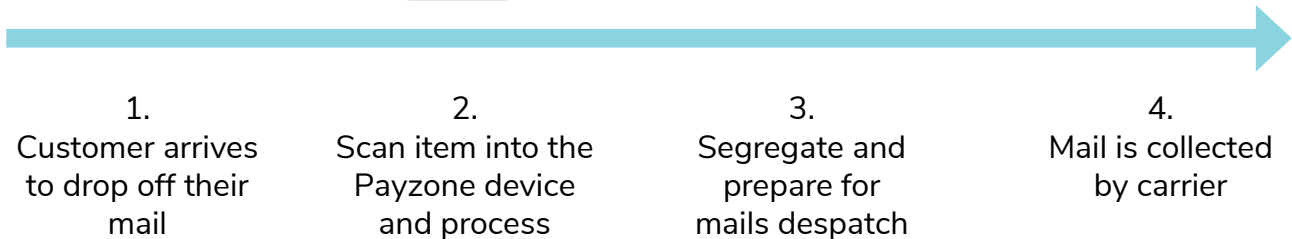
Size limit:

- Do not exceed 1.5m in length and 3m length+width+depth combined



Mails acceptance process

There are four key steps to the mails acceptance process:



1. Customer arrives to drop off their mail

When the customer drops off their mail item, check it is for a service you can accept in your store. If it isn't, please ask the customer to contact Royal Mail. You cannot accept the following:

- Mail items that need postage to be paid
- Franked mail items where customers used a franking machine

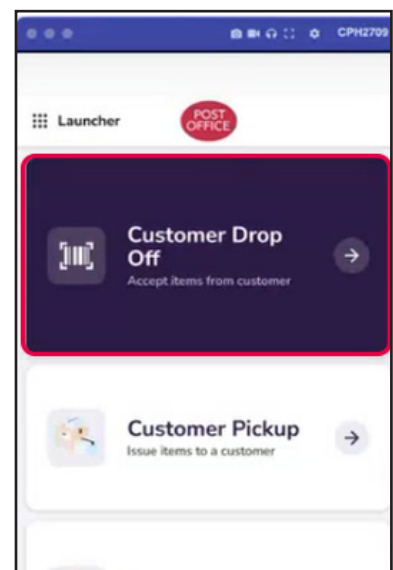
2. Scan item into the Payzone device and process

The process for all mails acceptance services start in the same way:

- Select 'Customer Drop Off' on the home screen
- Select 'Open Scanner' and scan the barcode on the item

At this point, there are different screen prompts depending on the service. You might need to type in the address or print a label. Once you've followed those prompts.

- Check the size of the item and segregate into the correct mail bag
- If there is more than one item to be dropped off by the same customer, select 'Add another item'
- Select 'Finish and print' to settle the basket and print a Certificate of Posting for the customer



3. Segregate and prepare for mails despatch

- All mail items dropped off by customers need to be segregated and stored securely, in an organised and logical way. Find out about mail segregation on pages 19-20.
- Every day you will need to print a mails despatch report on the Payzone device. You will keep a copy and give a copy to the collection officer. Find out about the full mails despatch process on page 21.

4. Mail is collected by carrier

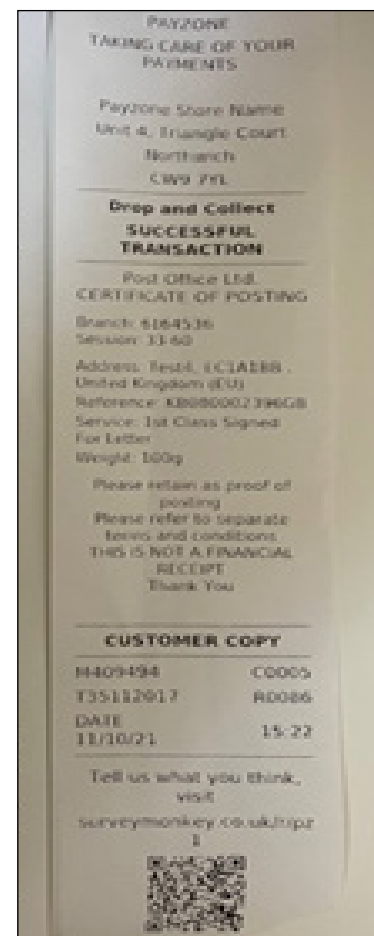
- When the collection officer comes to your store to collect the mail, you need to make sure the mail is correctly segregated, tied securely and labelled
- You need to give them the despatch report. Everything on the report needs to match what you are handing over to the collection officer

What is a Certificate of Posting?

After selecting 'Finish and print' for all mails acceptance services, the Payzone device will print the customer's Certificate of Posting, as pictured.

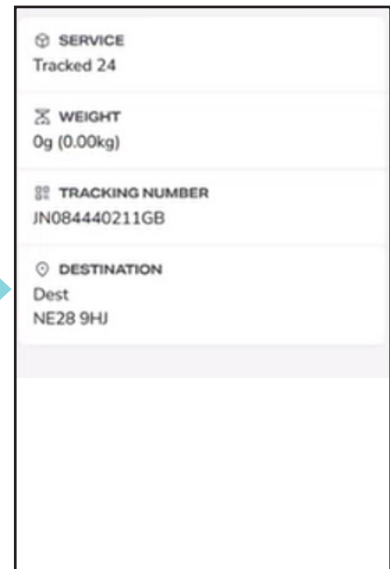
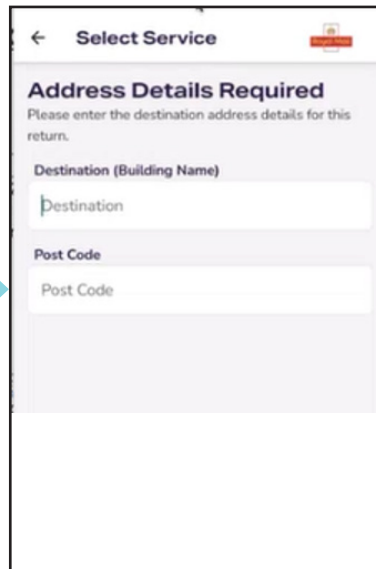
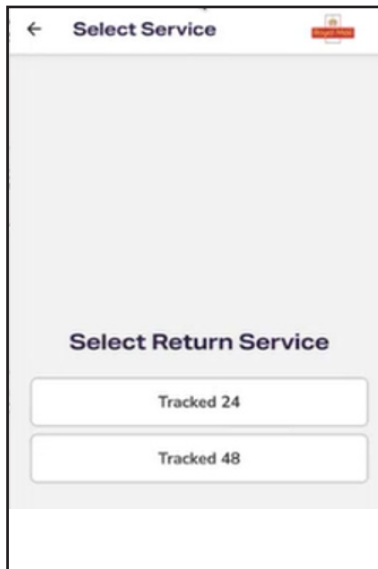
A Certificate of Posting is a receipt of the item/s the customer has posted in your store. They will need to produce this receipt if they need to make a claim for compensation at a later date.

If a customer's item is lost and they come into your store to find out about it, please ask them to contact the carrier directly, either Royal Mail or Parcelforce.



Tracked Returns process

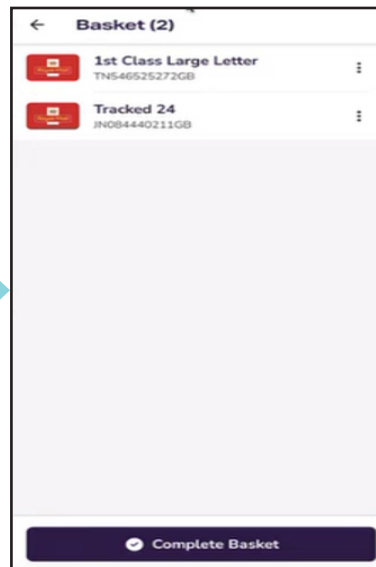
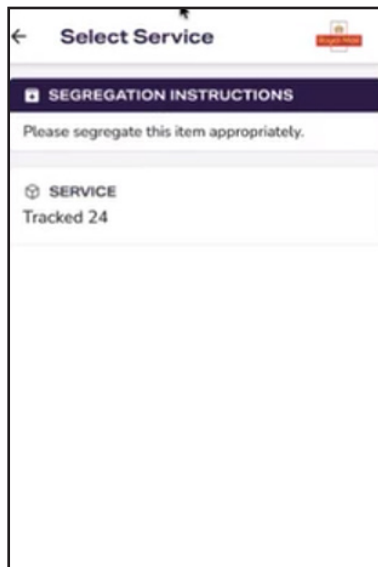
To start, please select 'Parcels' on the Payzone device home screen, then 'PO Mails'.



1. Select 'Customer Drop Off' then scan the 2D barcode. To type in the 1D barcode number manually, please select 'Or enter manually'. Then select return service.

2. This screen won't always appear, but if it does, please type in the missing address information and select 'Continue'

3. Check the details on the screen are correct and match the label.

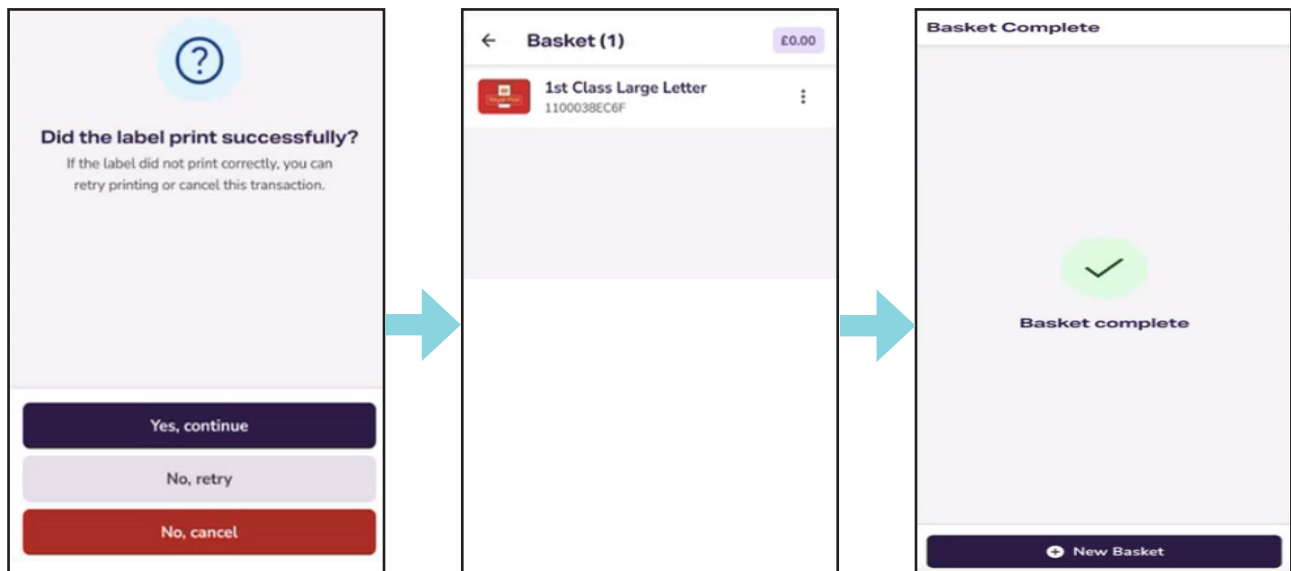


4. A reminder of how to segregate the mail is shown. Select 'Add to Basket' to finish processing this item.
Note: If it's a Tracked48, it will say 2nd Class bag

5. Select "Complete Basket" to print a Certificate of Posting receipt for the customer

Labels to Go process

Start the Labels to Go process in the same way as Tracked Returns. After you have scanned the barcode, please select 'Print' and the label printer will print a label, then follow the steps below:



If the label has printed correctly, select 'Yes, continue'

Ask the customer to give you the item they are sending so you can apply the label

You will be prompted to apply the label and reminded how to segregate the item

Parcelforce Worldwide acceptance process

The Parcelforce Worldwide acceptance process is the simplest, with the fewest number of steps.

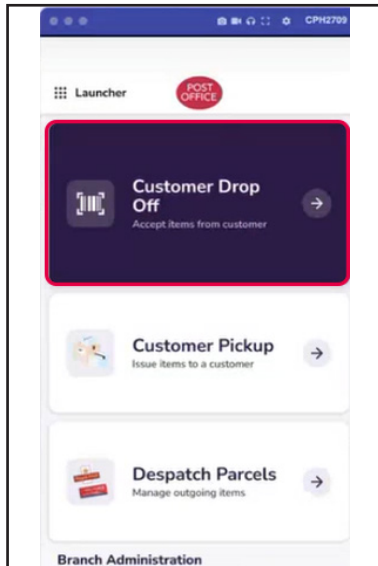
The only difference for this process is that you need to choose which service is shown on the label of the customer's item.

You can see on the example label the large number 48 is circled in red, so you would need to select 'express48' on the Payzone device.

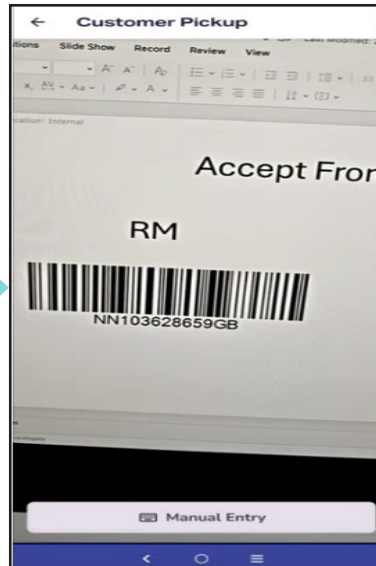


Royal Mail Online Postage process

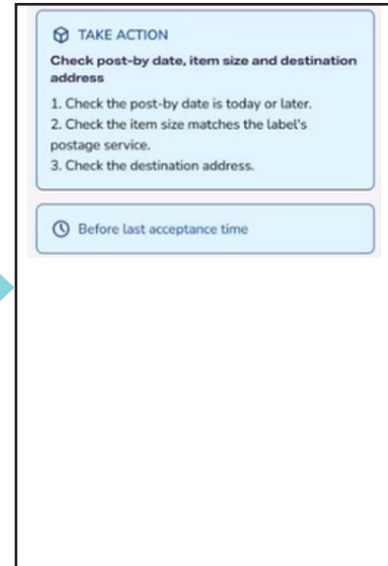
To start, please select 'Parcels' on the Payzone device home screen, then 'PO Mails'.



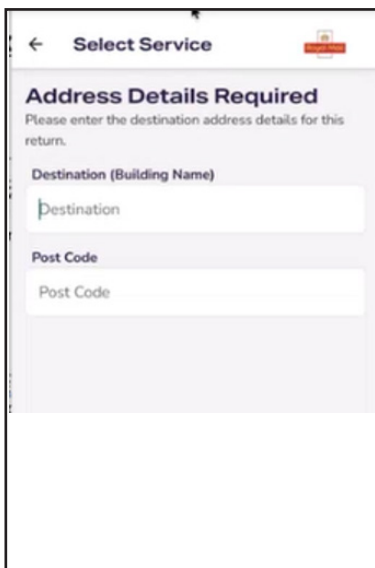
1. Select 'Customer Drop Off'



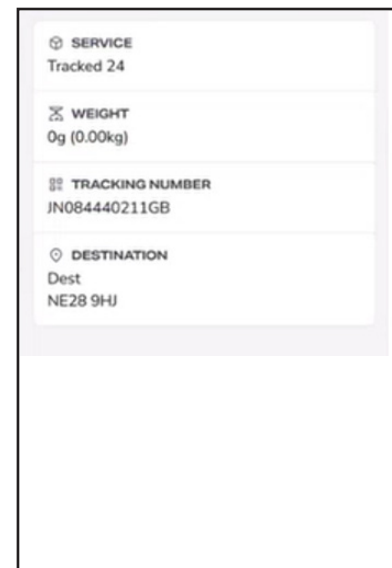
2. Select 'Open scanner' to automatically load the camera to allow scanning of the 2D barcode. Remember to select 'Or enter manually' if the barcode won't scan



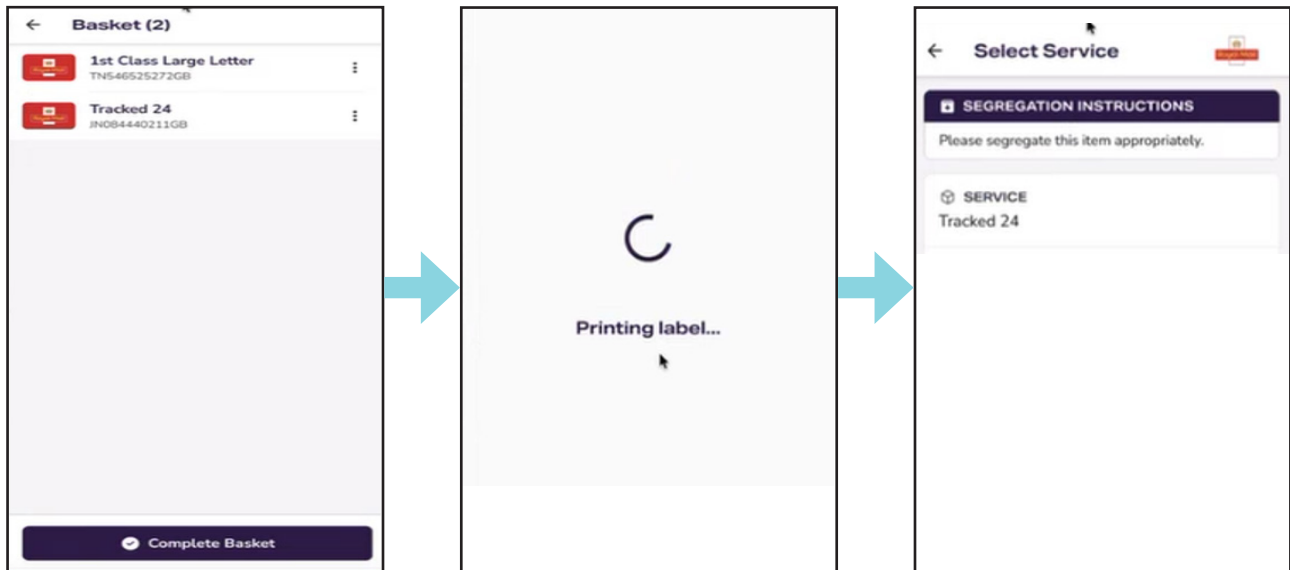
3. Check the postage by date and size using your guides or a tape measure. If it's incorrect, explain this to the customer and advise them to contact Royal Mail. Select 'Cancel' on the Payzone device



4. For Inland mail, address details should auto-fill. If not, enter any missing information and select 'Next'. For International mail, the country should auto-fill; enter the Postal/Zip code and first line of the address (found on the label). Ensure all details are correct so the item reaches its destination



5. Check the details on the screen against the label and select 'Confirm'



5. You will now be able to select "Complete Basket", which will settle the basket

6. Settling the basket will generate the customer's Certificate of Posting that the customer should keep.

Printing the Certificate of Posting will complete the transaction.

Note: The best practice is to limit the number of items in one basket to no more than 30

7. A reminder of how to segregate the mail is shown, select 'Add to Basket' to finish processing this item

Size limits

It is your responsibility to make sure no item exceeds size limits by using the tape measure and provided. If an item exceeds any of the size limits, please do not accept the item and refer the customer to the business they are returning it to.

The tables below show you the size limits for each mail format and apply to all Royal Mail Click & Drop items.

Inland mail size limits

| Mail Format | Maximum Size |
|--------------------|---|
| Letter | 24cm x 16.5cm x 0.5cm |
| Large Letter | 35.3cm x 25cm x 2.5cm |
| Small Parcel | 45cm x 35cm x 16cm |
| Medium Parcel | 61cm x 46cm x 46cm |
| Tube Shaped Parcel | The length of the item plus twice the diameter cannot exceed 104cm, with the greatest dimension being no more than 90cm |
| Parcelforce Parcel | Not exceeding 1.5m length and 3m length and girth combined |

Note: The maximum size limit for all Royal Mail Returns is 1.5m length, 3m length and girth combined

International mail size limits

| Mail Format | Maximum Size |
|--------------------|---|
| Letter | 24cm x 16.5cm x 0.5cm |
| Large Letter | 35.3cm x 25cm x 2.5cm |
| Parcel | Height plus width plus thickness no greater than 90cm with no single side longer than 60cm |
| Tube Shaped Parcel | The length of the item plus twice the diameter cannot exceed 104cm, with the greatest dimension being no more than 90cm |
| Parcelforce Parcel | Not exceeding 1.5m length and 3m length and girth combined |

Mail segregation and storage

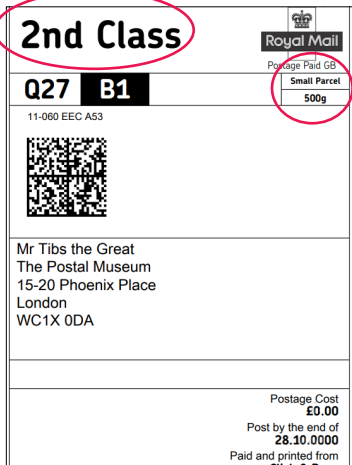
Mails segregation is an important part of mail acceptance in your store and involves separating certain items before the Royal Mail collection.

Mail is segregated by **product type** (is the item 1st Class, 2nd Class, Special Delivery etc?)


All mail Items need to be stored safely and securely, out of reach from the public and in a way that customer's address details are not visible. Here are some top tips to help you:

- Invest some time in setting up your store and keeping it organised to ensure you can manage mail efficiently
- Keep a supply of mail bags, bag labels and bag ties handy so you can secure mail with the appropriate label when a bag is full or it is ready for collection
- Royal Mail items are secured in mail bags, but Parcelforce Worldwide items should always be kept separate
- Display the laminates above the mail bags to help you choose the correct one

Examples



1. The product type is 2nd Class and the format is labelled as a Small Parcel. If the size is correct, this item goes in the 2nd Class Parcel mail bag.



2. The product type is Tracked 24 and the size is below the maximum limit. This item goes in the 1st Class Parcel mail bag.

1st Class Parcel Bag

1 LAMINATECODEX - VERN102019

- 1st Class parcels that are not on the Keep Separate laminate
- International Standard & Economy Parcels | BFPO | Articles for the Blind | Loose 1st Meter Parcels
- 1st Class Returns/Freeport - some examples below:

For more info please use Horizon online help

1st Class Parcel Bag:

All items, including letters and large letters that are 1st Class, or Tracked 24 should be placed in the 1st Class bag.

If the item doesn't fit in the bag, please hand to the collection officer.

2nd Class Parcel Bag

2 LAMINATECODEX - VERN0V2019

- 2nd Class parcels that are not on the Keep Separate laminate
- Loose 2nd Franked/Meter Parcels
- 2nd Class Returns - some examples below:

For more info please use Horizon online help

2nd Class Parcel Bag:

All items, including letters and large letters that are 2nd Class, or Tracked 48 should be placed in the 2nd Class bag.

If the item doesn't fit in the bag, please hand to the collection officer.

Keep Separate

KS LAMINATECODEX - VERN0V2019

Account (PPI) mail should be presented in a sealed bag and with a sales order for scanning on Horizon. **PRIORITY PPI** mail should go in your Priority Mail Bag.

Franked/Metered pouches or letters/large letters should be kept separate in an untreated mail bag. **PRIORITY** mail should go in your Priority Mail Bag.

How to identify Franked/Metered mail
It must have today's date on
Date postage cost and business number Class
Delivered by 11:49-19 1 Letter
Curve Mailmark

Priority mail should be kept in a priority mail bag - (Special Delivery, International Tracked, International Signed, International Tracked & Signed)

Parcelforce should be handed separately to a Parcelforce driver.

For more info please use Horizon online help

Keep Separate

Royal Mail Special Delivery Guaranteed items should be kept in a locked location until collected by a customer or the collection officer.

Place in a mail bag and seal with a blue bag tie.

When handing these items to the collection officer, print off a dispatch report (see page 21) and check the number of Special Delivery items matches the number on the report.

Parcelforce Worldwide items should be handed over separately (not in the Special Delivery bag).



Mails despatch

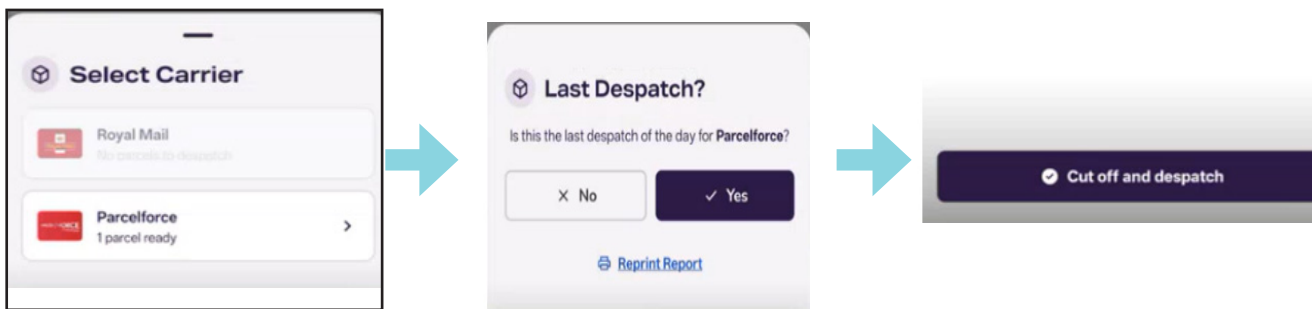
As close to your final collection time as possible:

- Prepare the mail bags for collection by securing them with a bag tie and bag label (for example, tie a 1st Class bag label to a mail bag containing 1st Class parcels)
- **Important!** Make sure the end of the bag tie is tucked in safely to prevent potential eye injuries
- Collect and count all the priority mail items

The 'Latest Acceptance Time' is the latest time of day that a customer can give you mail that will go with the collection officer that same day. If a customer visits your store after that time, please tell them the mail won't leave until the following day. Find out more in the red box.

After the 'Latest Acceptance Time', you need to complete the mails despatch process by printing a report for both carriers on the Payzone device. It is important the despatch report shows the exact items you are sending with the carrier.

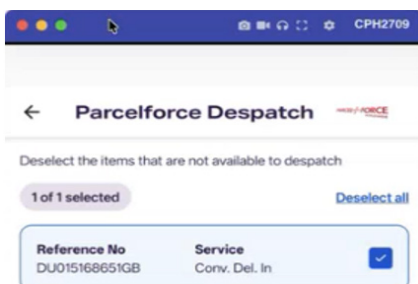
Mails despatch process



1. After selecting 'Despatch Parcels' on the home screen, choose a carrier (Royal Mail or Parcelforce)

2. You can process a despatch report more than once a day. If this is the **last** despatch before the collection officer arrives, please select 'yes'

3. If the number of items you have in store matches the number displayed, select 'Cut off and despatch'



4. A preview of the despatch report is shown on the screen, select 'Print report'

5. Keep one copy of the despatch report in your store for 2 years and give one copy to the collection officer.

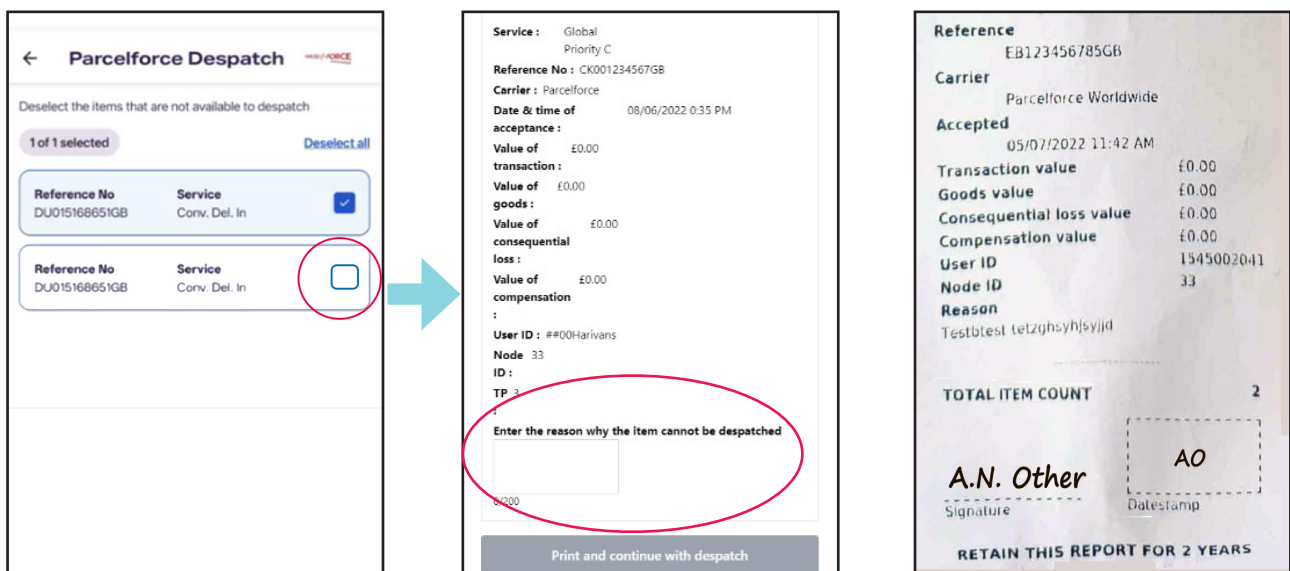
Mails despatch - Parcelforce Worldwide

Here are some key things to remember about Parcelforce Worldwide:

- Complete the mails despatch process and cut-off at the same time as Royal Mail
- There is a 1pm cut off time for Parcelforce Worldwide ExpressAM and Express24 services
- These two services automatically trigger a separate collection request to Parcelforce for a same day pickup, so it's important to keep these items separate
- Express48 items should also be kept separate, but should be given to your Royal Mail collection officer. They will hand these items to Parcelforce

What should I do if there is a missing item at mails despatch?

Count the items again and check each barcode on the report against each item you physically have in store. If you still cannot find the missing item, complete the following steps on the Payzone device:



1. At step 3 of the mails despatch process (see page 21), deselect the missing item from the list

2. Press on the empty box and type in the reason why the item cannot be despatched, then print and continue with despatch

3. Sign the report, initial the 'Datestamp' box, and keep it for 2 years

When entering a reason why the item cannot be despatched, there is a minimum 25 characters and a maximum of 200. Examples of reasons why the item cannot be despatched include:

- Handed to collection officer at earlier collection
- Placed into the 1st Class Parcel mail bag accidentally

- Do not include personal information in the reason box

Frequently asked questions

1. What happens if I don't return uncollected mail items after 18 days for Royal Mail or 16 days for Parcelforce Worldwide?

You need to keep customer collect items for a set number of days to give customers time to visit your store and collect them - the customer could be away and unable to collect their mail straightaway. If they don't collect their mail within the 16 or 18 days and you don't return the items to the carrier, this causes a delay in the customer getting a refund from the sender.

2. Where do I get mail bags from?

When running low on Royal Mail mail bags, please ask the Royal Mail collection officer to give you some when they next come to your store.

3. Where do I get more bag labels and bag ties?

When running low on bag labels and bag ties, call the Payzone Helpdesk on 01606 566399.

4. What should I do if the label printer unpairs from the Payzone device's bluetooth?

1. Click  logo 5 times

2. Click "Printer Configuration"

3. This screen will either:

If a printer is connected, display the device with options to disconnect, calibrate, or print a test label.

- Disconnect removes the printer.
- Calibrate ensures labels feed correctly for clean printing.
- Test Print prints a label with the Post Office logo
- Offer ability to rescan for printers

5. What should I do if a customer comes in to collect their mail, but I haven't scanned it into the Payzone device yet?

If the customer comes in to collect their item before you have had the chance to do this, the Payzone device will prompt you to 'Book in' before you can continue processing the item for the customer.

6. What does 'ACS card' mean and where can I get them from?

An ACS card is an 'Alternative Collection Service' card, or P5769, as shown.

If you're running low, please call the Payzone Helpdesk to order more.

| | | | |
|---|---|--|--------------------------------------|
|  |  | Alternative Collection Service | <input type="checkbox"/> Royal Mail |
| | | | <input type="checkbox"/> Parcelforce |
| Barcode number or sticker | | Datestamp | |
| Customer Name | | Date ___/___/___ | |
| Customer Signature | | | |
| <small>If you are signing for an Age Verification item you are confirming that you are aged 18 or over</small> | | | |
| <small>This section has to be completed by Post Office branches handling Royal Mail P739 items.</small> | | | |
| P739 Items requiring Age Verification | | P739 Items requiring ID Verification | |
| I believe the person is over 25 <input type="checkbox"/> | | Item was collected by address <input type="checkbox"/> | |
| OR | | (person whose name is on the item's label) | |
| I have seen a passport or driving license confirming that the person was aged 18 or over <input type="checkbox"/> | | <input type="checkbox"/> | |
| <small>P5769</small> | | | |

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Frequently asked questions

7. What should I do if a customer gives me a stamped mail item?

Please don't make a habit of accepting stamped mail.

If a Drop & Collect customer hands over a stamped item along with their pre-paid mail, it would be good customer service to accept it. If this happens, there are three things to remember:

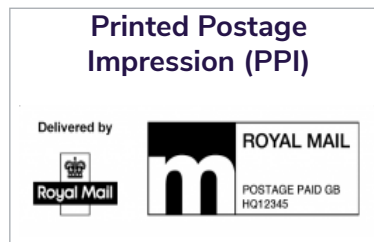
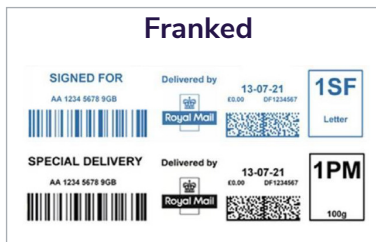
1. Politely remind your customer that you don't accept stamped mail, but you will on this occasion
2. Cancel the stamp/s - you don't have a date stamp to do this, so please use a pen as pictured. Do not mark through the barcode on the stamp - see example pictured
3. Segregate the item into the correct mail bag



Please note: If the customer needs a certificate of posting, please direct them to the nearest Post Office

8. What should I do if a customer brings in mail we don't accept?

Below are some types of mail you might come across in your store, but you can not accept them:



If a customer hands you mail with these types of labels, politely refuse to accept them.

Franked and PPI mail are pre-paid mail for business accounts. Please direct these customers to the nearest Post Office to drop off their mail.

For other carriers, please direct them to the relevant carrier website. If you know where the nearest drop-off point is and can direct them there, that would be great customer service.

Top Tip! If in doubt, try scanning the label on the Payzone device. If it doesn't scan and you have tried the barcode at least twice, then it isn't likely to be an item you can accept.

Frequently asked questions

9. What are the acceptable forms of ID for customers collecting their mail?

Any of the following are acceptable (originals only, not copies):

- Birth Certificate
- Building Society Book
- Cheque Book
- Council Tax Payment Book
- Credit Card
- Credit card Statement (not older than 6 months)
- Debit Card
- Full Driving Licence
- Marriage Certificate
- Military photo ID
- Police Warrant Card
- Valid Passport
- Paid Utilities Bill (not older than 6 months)
- Standard acknowledgment letter (SAL) issued by the Home office for Asylum Seekers
- Trade Union Card

Note: if the customer is personally known to the Store staff, then it is acceptable to forego the identity requirements provided that they are satisfied as to the customers identity

10. Where should I go for further help and support?

Your first point of contact for all questions and queries is the
Payzone Helpdesk - Drop & Collect priority line

You can contact them on:
01606 566399

Monday – Friday 09:00 – 17:00
Saturday & Sunday : Closed

You can also contact your Business Development Manager directly.