# **Example mail items**



Citizens Advice consumer service

## **Code identifiers**

#### **C910001: UK Mail**

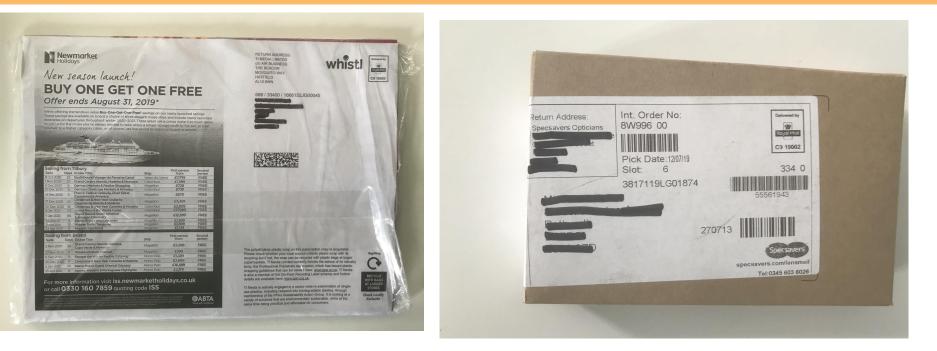


#### **C910002: Whistl**





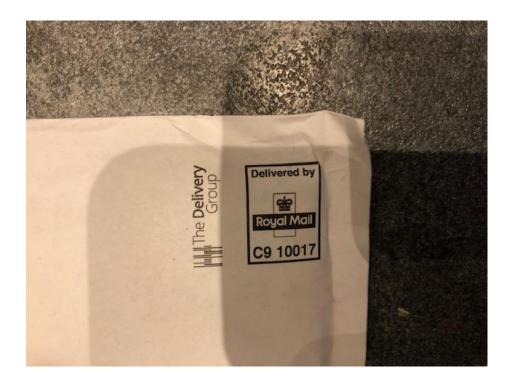
#### **C910002: Whistl**



#### **C910009: TBC**



## **C910017: The Delivery Group**





#### **C910031: One Post**



#### **C910043: TBC**



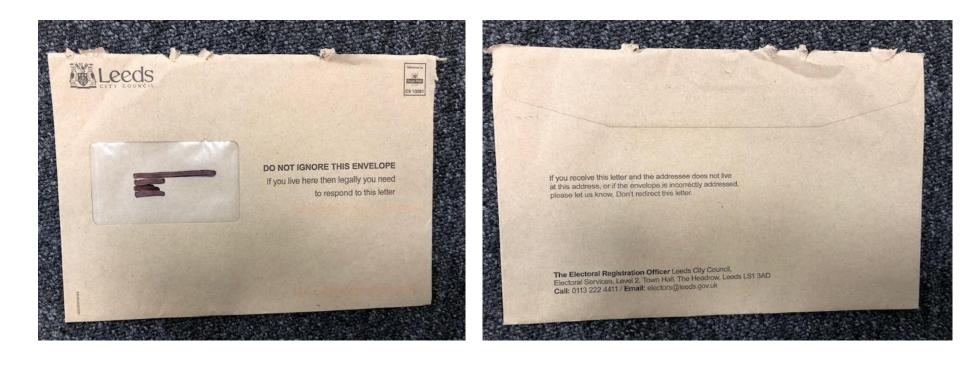
#### **C910046: MiPost**



#### **C910078: TBC**



#### **C910081: TBC**



## **Post boxes**

#### **Parcel post box**



## Wall box and lamp box





#### **Postbox collection times**



#### **Priority post box**



#### **Special colour post boxes**





# **Royal Mail services**

## **Royal Mail: Collecting an item poster**



#### **Royal Mail: postage on account**



#### **Royal Mail: postage on account**





## **Royal Mail: Special Delivery Saturday Guaranteed**



## **Royal Mail: Special Delivery receipt** (shows VAT exempt)

Post Office Ltd. Your Receipt FAD:	009323
St Johns 116 Albion Street Leeds West Yorkshire LS2 8LP	
LS2 8LP VAT REG No. GB 172 6705 02 Date of Issue: 15/07/2019 10: SESSION: 5-262885	13
Item Price ex VAT inc VAT	Total(£)
(E)Special D by 1 8.40 8.40	8.40
(S)=Standard Rate (Z)=Zero Rate (	E)=Exempt
DG Screen Dom 0.00	0.00
TOTAL DUE TO POST OFFICE	8.40
Visa Credit FROM CUSTOMER BALANCE	8.40 0.00
Payment Retail BARCLAYCARD VISA Card Number: **** **** **** 0012 Visa Contactless	

## **Royal Mail First Class**



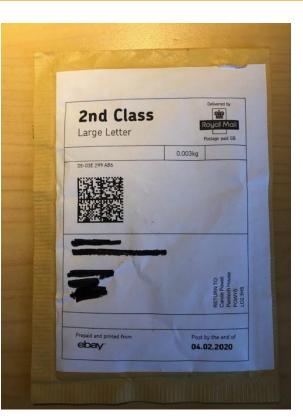
## **Royal Mail Second Class Signed For**





### **Royal Mail second class large letter**





### **Royal Mail Tracked 24 and Tracked 48**





# **Royal Mail: Incoming Rest of World small parcel and customs label**



## **Royal Mail: Incoming Europe small parcel and customs label**

Gift 2007 Dark ents 2007 Documents Obcr Dokumenty Obcr Minožstvi a podrobný popis obsahu(1) 1* čajse svlash makeup Turki velgint (kg)(6) Čelkově film - most (kg)(6) I se overské minost (kg)(6) I se	of goods mercial sample torcial sample torcial sample torcial sample torcial sample torcial tor	try that the particulars given in this is article or articles prohibited by	
Date and sender's signature (8) Datum a podpis odesilarele (8)			



## **Royal Mail - certificate of posting and receipt from post office**



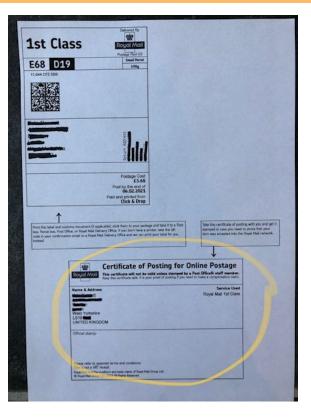
## Royal Mail certificate of posting -Special Delivery by 1pm



## **Royal Mail certificate of posting -Tracked returns**



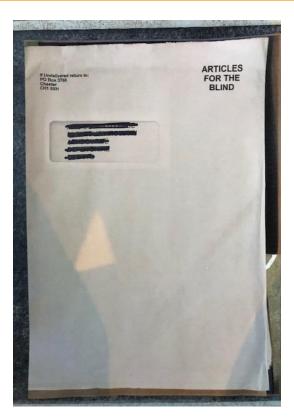
## **Royal Mail Click and Drop proof of posting - 1st class**



## **Royal Mail proof of delivery**



## **Royal Mail: Articles for the Blind**



## **Royal Mail: Redirection**

Royal Mail	Track your item	Find a postcode	Get a price	Redelivery	Pay a fee	Search	Q
Sending mail	<ul> <li>Image: A start of the start of</li></ul>	Track and manag	ge 🗸	Sh	iop 🗸	Help & support 🗸	
Home > Receiving mail	> Moving home: Redir	ection					

#### Moving home: Redirection

Redirect your mail to help protect against identity fraud

🔊 🖂 🖨

Before you think about what you bring, think about what you're leaving behind.



#### Renewing a Redirection?

If we have sent you a letter about renewing your Redirection, you can get started by registering or logging into your Royal Mail account below. You'll need the renewal code and unique PIN code stated in the letter.

## **Royal Mail: Post Restante**

#### **Poste Restante**

#### Pick up your post whilst in the UK

Imagine being able to pick up your post when you're travelling around the UK or abroad. Well now you can – thanks to Poste Restante. Poste Restante is s service designed for travellers, who do not have a permanent address in the location where they wish to receive mail, enabling them to collect their mail free of charge at any participating Post Office Branch in the UK.



#### How Poste Restante works

- Choose a Post Office branch to collect your mail from. This can be almost anywhere in the UK and in most larger towns abroad. Check if there's Post Restante where you're going .
- Any mail posted in the UK is kept for you in your chosen Post Office for up to two weeks. Anything posted from overseas is kept for one month.



Where are you off to? Collect your mail from the local Post Office

#### FIND A BRANCH >

## **Royal Mail: Keepsafe**



#### We will keep your mail safe until you're home

A Keepsafe will help keep your home and identity safe by letting us hold onto your mail in our secure premises while you're away. As soon as you get home, notify us and we'll deliver your mail to your home address.

It's easy to apply for a Keepsafe online and we will get you set up as soon as we can, though it could take as long as five days.

## **Royal Mail: Return to sender**



### **Royal Mail: Fee to pay (surcharge)**



## **Royal Mail: Redirection**



### **Prohibitions and restrictions leaflet**

#### What can I send?

Poisons, toxic liquids, solids and gases (including substances that are liable to cause death or injury is availabled or by skin contact, including arsenic, cyaride, fuortier, rat poison)

UK Int.

#### Prescription medicines and drugs sent for scientific er medical purposes (toix:, flammable)

(table): Rhomaski or totek ald Naminasia Packaging guadence: Imne packaging can be blister packaging guadence: Imne packaging can be blister packaging guadence: Imne packaging can be blister of loadia gue to Stom Net quantify and yang packing the exceed Stom/HSOB, Medicines must be security closed and placed in a scale polyhenhe bag (tri rupack) or siftproof container (for solida). Must be tightly packed in strong outer packaging and cutahomet be prevent threakaging. Sindle's name and address must be visible on the parent.

#### Prescription medicines and drugs sent for scientific or medical purposes Inon-tair and non-farmable induction asthma inhalerd

Packaging galdelines: Inter gackaging can be bitter packed or batter or capalus of galaxy factors and the exceed 50m/50g par tablet/gaposig, or small bottles of liquid up to 50m. It is tagantity in any part line to account in a usaid polythene bag (for liquid) or a offrond container (for stablet). Nucl to stylly backed in strong outer packaging and cachinet to prevent tireakage. Sender's name and darbers must be studie on the part Nate. Some services and continue table on the parts Nate. Some services and continue table additional requirements. Passed to darb store sunting ()

#### Redirective materials and samples Rosefilde a damperous goods such as luminous stails from aircraft Solvent-based paints, weed varnishes And manuals And manuals Waste, dirt, filth or refuse Monopole parenthalist reviewed they are packaged or that any lake a good reputation of the outer packaged or that any lake an other an orthogen in the outer packaged or that any lake an other are contained in the outer packaged or that any lake an other are contained in the outer packaged

 
 Weapens Including Section 5 frearms, CS gas and pepper sprays, fick kings and other knives that are banned under UK laws, tasers and stur guns)

#### Please always check individual country prohibitions and restrictions before posting internationally.

If you send prohibited goods or restricted goods (and you do not comply with the relevant terms and conditions), we may deal with the goods as we see fit, including but not limited to, disposing of the pancels concerned (in white or in part).

#### Are you posting safely?

To comply with national and international regulations governing the carriage of mail, and ensure that mail in transport does not present a danger to the general public, we restrict or prohibit certain items from our network.

#### We want to ensure the mail is safe for everyone.

Many everyday items, such as aerosols, nail varnish and perfumes are considered dangerous goods under transport legislation.

Failure to comply with these controls could result in prosecution.

You are responsible for checking whether or not an item is prohibited or restricted.

#### **Consumer warning markings**

Products bearing the following consumer warning symbols ARE dangerous goods and are prohibited unless specifically permitted overleaf.



Note 1: A product bearing only the corrosive marking [depicted bottom right above] is NOT classified as dangerous goods if the signal word and hazard statement 'Danger - causes serious eye damage' applies.

Note 2: Environmentally hazardous substances are prohibited for items which exceed 5 litres/5kg.

#### To help you...

Royal Mail can arrange for alternative formats of this leaflet to be sent to you in:

- Large print
- Braille
- · Audio CD
- Audio Cassette

To obtain a free copy call Customer Services on 03457 740 740

Textphone service for customers who are deaf or hearing impaired: 03456 000 606

Alternatively, please visit

www.royalmail.com/prohibitedgoods or www.parcelforce.com/retailprohibitions

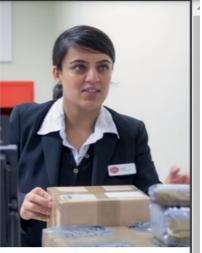
Please note consequential loss cover is not available when posting any Restricted materials.

Abough crimes on the date this isolativ event to port May 2003, prohibitors, and restrictions associated with other times and conditions are used and restrictions associated by lave of their rank of the other any other text handback by lave of their rank or gains may be knownful or damperose to an a calatiness or employees. Op-to-date information may be instand by constraint, Royal Mail Calationer Services on 2045/7 To 240 or by visiting www.royalmail.com/prohibitologoods or www.spacesforce.com/ raliaphrabilities

Riyal Mail, the crudiom: Paroiffore Workleste, the Paroiffore Workleste globe and all marks indicated with & are registered trade marks of Royal Mail Group Ltd. (\*) Royal Mail Group Ltd. 2018. All rights nearouid. Royal Mail Group Ltd., registered in England and Walaw, number 4138203, registered disk.: 200 Vetrals Enhankment, London, ECV 042

RMDG19





#### Prohibited and restricted items

#### A guide to what you can and cannot send in the mail

Valid from Nov 2018



#### **Prohibitions and restrictions leaflet**



## **Royal Mail stamps**

#### 'Royal Mail' printed across surface



### **Die cuts within the stamp**

# Self adhesive stamps are 'die cut' - a metal die cuts out the sides of the stamps

### **Oval perforations at both sides**



\*\*\*\*\*

# Secure laminate underprint on sheets and books of stamps



## Franking

## Franking



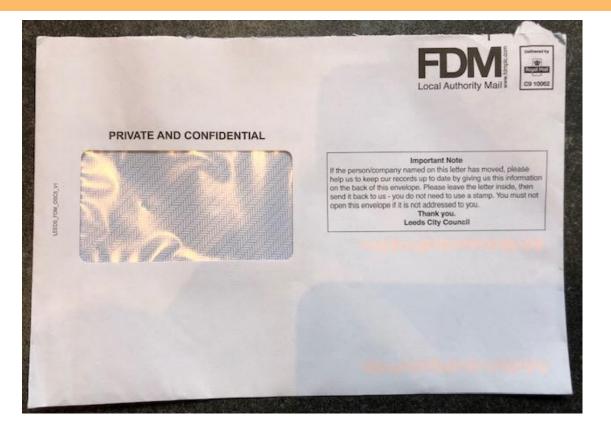


## A franking machine





#### **Freepost within the UK**



### **Freepost within the UK**

	Return Address P.O. Box 60 LEEDS LS2 8JR	
help us keep our recor Date moved out (if known)	ned on the enclosed letter has cl rds up to date by giving us this	nformation below.
	Post Code	
Please tell us who is now at the	e address shown on the enclosed	letter:
Full Name(s)	Date moved i	n
Important: Ple	ease make sure the letter is inside elope back to us. You do not need Thank you for your help.	when you

#### **Freepost from the UK to abroad**



## **Other delivery options**

#### **Parcel comparison sites**



## Parcelcompare







## **Delivery and PUDO companies**

















collect+

amazon hub









## **Companies involved in delivery journey**

















## **Delivery charges**

### **Delivery speed and location affect cost**



#### Shipping method

0	Free Delivery DPD 48 Hour	Free
	Mainland UK DPD 48 Hour	£5.00
	Highlands & Islands DPD 48 Hour	£6.41
	Northern Island DPD 48 Hour	£6.41
	Channel Islands DPD 48 Hour	£7.26
	Continue to payment	
	Continue to payment	

## **Retailer deliveries to customer**

# Retailer delivery to customer via courier





#### **Retailer delivery to customer via store**



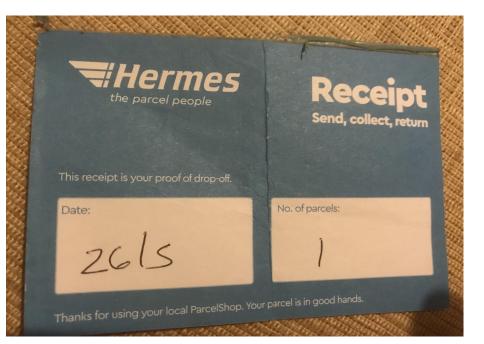
## Returns

# Free return to retailer via delivery company



# Free return to retailer via courier - proof of return





#### Free return to retailer via courier proof of return



Text Message Today 14:07

UPS https://www.ups.com/su/ r1nWtqPU Your package was dropped off at WOOD LANE STORE on 01/02/2021 14:06. Text STOP to Stop.



# Free return to retailer via courier - proof of packaging

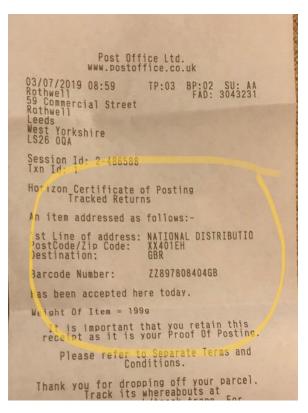


#### Free return to retailer via Royal Mail





## Free return to retailer via Royal Mail proof of packaging and posting





# Return to retailer - proof of courier collection from consumer

the parcel people	
Your rec	eipt 💳
Customer name:	
Dates	Time
Here are the receipt(s) Please keep your recei	
Please contact me on th This visit was my:	n I called to collect your parcel(s) today. e number below to rearrange collection. Contact your local courier
1 <sup>st</sup> attempt     7 <sup>st</sup> attempt     Final attempt	Courier name Contast number
After the final collection attempt you will need to rearrange collection with your situlier or at righermaccula	Get 30% off when you sand your first parcel with Harmes using code WELCONEED Share to the said affer we cannot be an enter any said of the second states.

# Free return to retailer - example of options

le want you to be delighted with your purchase and we are happy to provide n exchange or refund on items returned to us within 28 days. This is in idition to your legal right to cancel your contract with us within 14 working ays of receipt.

Products must be returned unworn, and if possible in the original packaging Please include the completed Returns Form

**K** Returns

Order Number:

CollectPlus - a label is included on this form. Take your parcel to any store offering the CollectPlus service - visit www.collectplus.co.uk/dune for more information

By Post – a free Royal Mail label is available at www.dune.co.uk/returns. Remember to obtain a proof of posting so we can assist if your parcel is lost Return to store – return to any Dune standalone store. We cannot accept returns at Dune Concessions. PayPal orders cannot be returned to store. Exchanges – simply fill in the returns form stating the size you require.

Carton number:

0003475417

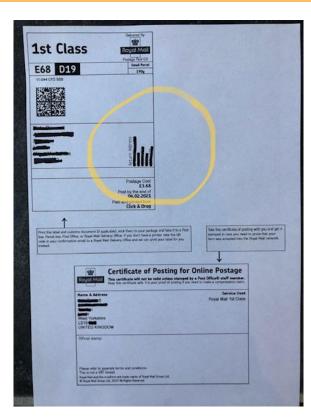
sturns from outside the UK - We now offer free returns from a selection of untries. More information at www.dunelondon.com/returns

#### **Return address**

#### **Return address**



# Return address - Royal Mail Click and Drop



## Sorry we missed you

#### **Royal Mail: Sorry we missed you (P739)**

About your item(s): Total number of items Letter Parcel Royal Mail Special Delivery Guaranteed Royal Mail Tracked Royal Mail Signed For® International - signature required Other Perishable item	Please note, if ticked:  This was an attempt to redeliver as you requested. The date/time on the front of this card is when we attempted delivery. We couldn't leave this card then due to restricted access. Item reference number(s):
We were unable to deliver because a signature is required. it's too large for your letterbox.	Delivery officer's initials Duty No
Note: we keep items for 18 calendar days before returning to sender.	If you are deaf or hard-of-hearing and have access to a Textphone you can contact us on 03456 000 606.
*Royal Mail Special Delivery Guaranteed and International items requiring a signature can't be redelivered to a neighbour's addre www.royalmail.com Royal Mail Group Cateforn, and Royal Mail Signed For are trade marks of Royal Mail Group Royal Mail Group Ltd. registered in England and Wales, number 4318203, registered of	SS.



#### **Delivery company: Sorry we missed you**

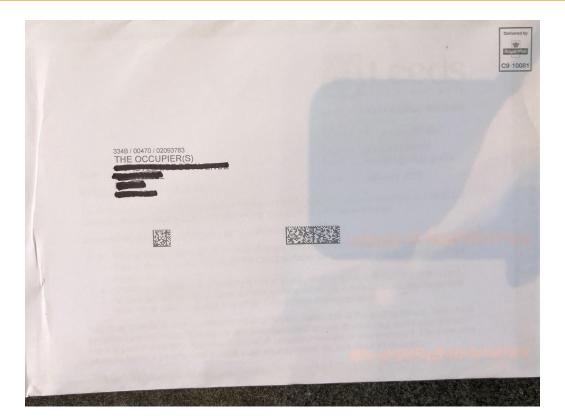




#### **Unaddressed advertising**



#### Mail addressed to the occupier



#### **Advertising flyers and leaflets**



WITH MANY YEARS EXPERIENCE, WE OFFER FREE ESTIMATES, FREE SITE INSPECTION, FREE ADVICE, EXPERT TRADESMEN AND FRIENDLY PROJECT MANAGEMENT WITH NO OBLIGATION, WE ONLY USE QUALITY PAVING MATERIALS TO LAST FOR YEARS

#### OID ROGUE TRADERS

VISIT OUR WEBSITE FOR MORE INFORMATION. WWW.TPCLANDSCAPESC EMAIL US DIRECT TPCLANDSCAPEING/IGMAIL.COM



#### **Advertising flyers and leaflets**







#### **Leaflet distribution company**



#### **Local directory**



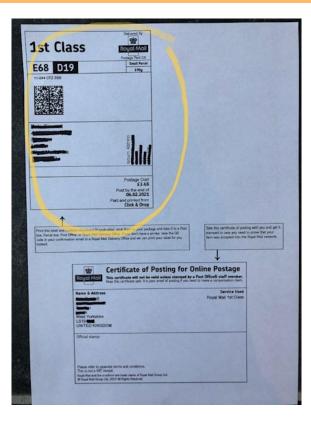


#### 'No junk mail' sticker



### **Postage labels**

#### **Royal Mail Click and Drop postage label**



#### **Postage Paid Impression**



#### **UPS postage label**



#### **Private address / B2C**



#### **Metered postage**







#### Warnings on packaging

#### **Fragile contents**



#### **Please do not bend**

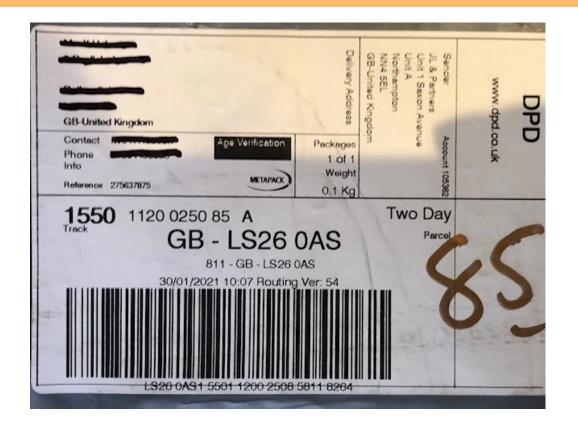


#### Lithium ion batteries (an iphone)



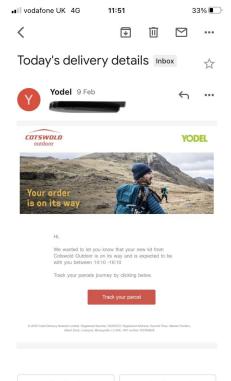
#### Age restricted goods (alcohol)

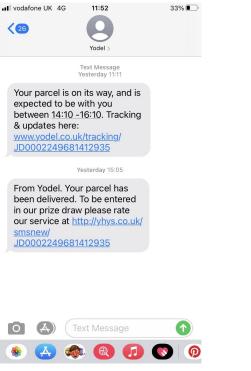


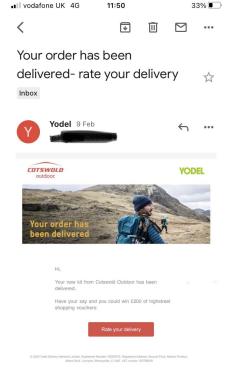


# Inflight information for customers





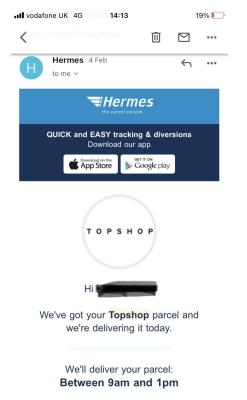




#### **Hermes and Topshop**

Vodafone UK 4G	11:56 Hermes	31% 💽)	
delivery. Delive attempted betv 13:00 today. Tr https://goherm Your wilko parc delivery. Delive	ween 09:00 and ack & divert: .es/207Dqbx eel is out for ery will be ween 10:00 and ack & divert:		
0 🐼 🤇	Text Message		

.1



III vodafone UK 4G	14:13			19% 💽
<		Ū	$\square$	•••

We won't ask you to sign for your parcel. We'll knock on the door and step back, then when you answer we will take a picture of the parcel in your open doorway.

#### **Contact-free delivery**

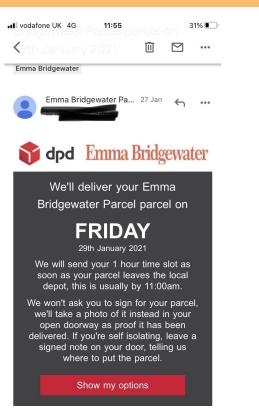
We're encouraging all our customers to choose their preferred safe place for deliveries. Follow the link below to the tracking page where you can select a safe place under the change delivery preferences tab.

Set your safe place

Track & divert your parcel

**QUICK and EASY tracking &** 

#### **DPD and Emma Bridgewater**



III vodafone UK	4G 11:57	30% 💽
<22	EmmaB >	

Text Message Thu 28 Jan, 06:58

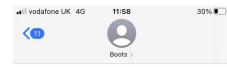
Your driver Carl will deliver your parcel today between 07:28-08:28, you do have options if you're not going to be in www.dpd.co.uk/b/ 6ddjBonvBxEe



#### **Boots and Royal Mail**

I vodafone UK 4G

11:47



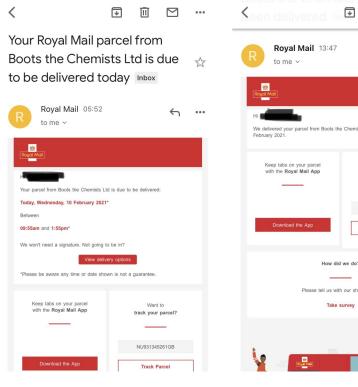
Text Message Thursday 09:00



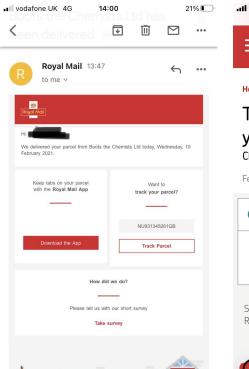
Saturday 12:55

 $\uparrow$ 

Great news, your order 3 control has left our warehouse. Your order will be delivered by the date given when you placed your order



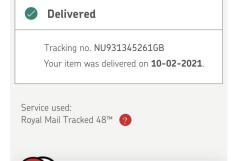
35%





#### Home > Track and Trace - Track your Item Track and Trace - Track your Item Check the progress of your deliveries

Fersiwn Cymraeg>



Tracking Assistant

## Inflight damage

#### **Contents leaked**







#### **Postal order**

#### **Postal order - uncrossed**





#### Postal order - terms on back of order

The Order is issued in accordance with the relevant Scheme or Schemes made under Section 112 of the Postal Services Act 2000 or any re-enactment thereof.

Please note the following:

- 1. It is recommended that an Order is crossed whenever possible. A crossed Order will only be paid through a bank.
- 2. This Order may only be cashed at a Post Office if it has not been crossed.
- 3. Payment may be refused and the Order impounded if it has any erasures, alterations, or is cut, defaced or fails a Post Office Ltd system validation check.
- 4. This Order expires 12 months from the date of issue. Thereafter payment shall be at Post Office Ltd's absolute discretion.

Evidence of identity must be provided if requested by the paying office.

