

Post

1. The post landscape

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- 1.2 Who's who
- 1.3 How letters and parcels travel
- 1.4 Collecting stamps

2. Post law and regulation

- 2.1 Post law
- 2.2 Ofcom regulatory conditions
- 2.3 The universal service
- 2.4 Consumer protection law
- 2.5 Advertising
- 2A Flowchart - spotting discrimination
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3. Postcode Address File

- 3.1 Introducing the Postcode Address File and code of practice
- 3.2 Addresses and postcodes
- 3.3 Postcode Address File change consultation process
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- 4.2 Surcharges
- 4.3 Delivery services linked to online marketplaces
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- 4.7 British Forces Post Office
- 4.8 Articles for the Blind
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5. Receiving post

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- 7.2 Key organisations and initiatives to help scam victims
- 7.3 Royal Mail - scam mail and stamp fraud
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- 8.2 Principles of Community Engagement Code of Practice
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- 9.1 Consumer protection condition 3: complaints and redress handling
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- 10.3 Post data
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Glossary

Slide deck - examples of mail items

Helpful resources

- [Our services](#) - guide to Royal Mail services
- [Journey of a letter](#) - video from the Postal Museum shows how a letter travels with Royal Mail
- Journey of a parcel videos:
 - [Royal Mail](#)
 - [Hermes](#)
 - [Yodel](#)
- [Journey of a complaint](#) - Advertising Standards Authority
- [List of Royal Mail products and services eligible for POSTRS](#)

- <https://www.poweredbypaf.com/> - a video explaining the postcode address file (PAF) that's aimed at businesses but might be a useful training resource to explain PAF
- [Royal Mail compensation for loss, damage and delay](#) - updated public website content