Post

1. The post landscape

2. Post law and regulation

3. Postcode Address File

4. Sending post

5. Receiving post

6. Compensation

7. Scams and post crime

8. Post Office

9. Making a post complaint

10. Post complaints and case recording

Glossary

Slide deck - examples of mail items

Helpful resources

- <u>Our services</u> - guide to Royal Mail services
- <u>Journey of a letter</u> - video from the Postal Museum shows how a letter travels with Royal Mail
- Journey of a parcel videos:
  - <u>Royal Mail</u>
  - <u>Hermes</u>
  - <u>Yodel</u>
- <u>Journey of a complaint</u> - Advertising Standards Authority
- <u>List of Royal Mail products and services eligible for POSTRS</u>

- 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