

### Basic Post - Royal Mail UK POST

**Letter:** Fits through template slot / Below 100g  
**Large Letter:** Fits through template slot / 100g - 750g

**Small Parcel:** Fits into template box / Up to 2kg  
**Medium Parcel:** Doesn't fit in template box / Up to 20kg

#### Options

**1st Class** ~ Next working day

**2nd Class** ~ 2 to 3 working days

**Special Delivery by 1** ~ 1pm next day, tracked, signed for, insured up to £500

**Special Delivery by 9** ~ 9am next day, tracked, signed for, insured up to £500

**1st Class Signed For** ~ Next working day, signed for on arrival

**2nd Class Signed For** ~ 2 to 3 working days. signed for on arrival

For heavier parcels, Parcelforce may be the cheaper option.

Express24 - within 24 hours (excluding Fri, Sat, Sun)

Express48 - Within 48 hours (excluding Fri, Sat, Sun)

### Basic Post - Royal Mail INTERNATIONAL

For International Post follow instructions as above, but change country at the weigh-in screen

All of the options may not be available. Check out the Post Office Training Manual for more detail

### Basic Post - How To

On Main Screen - **Post Mail Items**

Choose Letter/Large Letter/Small Parcel/Medium Parcel - **ENTER**

Choose how to post it - **ENTER**

Do they want a Certificate of Postage? - **YES/NO**

Put postage label in printer - **PRINT**

Put label on Parcel and give them the receipt

**SETTLE** choose payment method

### Signed For / Special Delivery - How To

On Main Screen: Post Mail Items - **ENTER**

Choose letter/large letter/small parcel/medium parcel - **ENTER**

*Choose 1st or 2nd Class Signed For*

**or**

*Choose Special Delivery (by 1, by 1+ options or by 9)*

Ask what's in the parcel + scan laminate or continue - **ENTER**

Fill in postcode + house number - **ENTER**

Scan barcode of relevant sticker

Put postage label in printer - **ENTER**

Attach barcoded label at **bottom right**

Attach postage label at **top right**

If Special Delivery, please keep the parcel/letter separate from the rest of the post.

### Cheque Deposits

**DANSKE** Front Office - Banking - Danske - Input acc no and sort code - **ENTER** - press receipt

Date stamp envelope and put in drawer

**BANK OF IRELAND, CO-OP, HSBC, ULSTER** Front office - Banking - Personal Banking - Cheque Deposit - Input acc number and sort code - **ENTER** - Receipt prints automatically

Date stamp envelope and put in drawer

**SANTANDER** PLU (button on keyboard) - Type 270 - Prints receipt automatically

Date stamp envelope and put in drawer

### Basic Post - Returns

**If parcel/letter has a label with r24, r48, rV, r2, 21, MOR (should say RETURN POSTAGE PAID)**

If a # (barcoded) label is on the parcel, **scan it**

If not, attach and scan a returns label (Beside you, to the left)

Input any details requested

Give out receipt

### Bill Payments

**Mobile E Top Up Card, Gas Card or Electricity Card (with EasySaver on it)** Swipe through till and follow steps

**Electricity Card (without EasySaver on it)** Swipe through PayStation and follow steps (the password etc to access Paystation is written underneath)

Money doesn't go through Horizon for PayStation sales (just put it in envelope at back of till)

**OTHER BILLS** **If there is a barcode on anything SCAN IT**

If paying by cheque for a bill, make sure it is made out to **PO Ltd** or **Post Office Ltd**, brand the back of the cheque, write what it is for along with the person's account number and reference number

### Cash Deposits

#### By Card

Put card in - Chip & PIN - Deposit - Count out the money and input figure - Customer will press green button - receipt prints

#### With Docket

*Santander / Co-Op (with Santander logo)*



### Cash Deposits (cont)

Banking (at side of screen) - Under Santander Business heading - Cash Deposit under £60 or £60+ - Input sort code and acc number - Count cash - Input Amount - Customer presses green button to confirm

#### *BOI and Ulster Bank*

Banking (at side of screen) - Under Personal Banking heading - Cash Deposit - - Input sort code and acc number - Count cash - Input Amount - Customer presses green button to confirm



By **PostOffice**

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