

Post Office Basics Cheat Sheet by PostOffice via cheatography.com/27679/cs/8079/

Basic Post - Royal Mail UK POST

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

Small Parcel: Medium Parcel:
Fits into Doesn't fit in template box /
/ Up to 2kg 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 o £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 MailINTER-NATIONAL

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 -

On Main Screen: Post Mail Items - FNTFR

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

Choose 1st or 2nd Class Signed

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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 - **FNTFR**

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 Front office -IRELAND. Banking -CO-OP, Personal HSBC, Banking -**ULSTER** 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 Swipe through till
Top Up and follow steps
Card, Gas
Card or
Electricity
Card (with
EasySaver
on it)

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

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

OTHER If there is a
BILLS 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)



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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



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