

Franked (sometimes known as Meter) mail is a prepaid postage option where a franking/meter mark is printed on an envelope or label by business customers who have a franking machine and licence from Royal Mail.

This guide will help you to identify Franked/Meter, Letter/Large Letters, accept them from customers, and segregate them correctly.

IDENTIFY AND ACCEPT

Check the mark has the correct date printed on the label.

Franked/Meter mail can be accepted up to seven days following the date shown on the item.



SEGREGATION

Place ALL Franked/Meter Letters/Large Letters, loose and individual, in a separate bag with any red and green pouches (even if you only have one letter).

This includes Signed For Franked/Meter Letters which have been processed through Horizon.

Hand this bag, UNTIED and UNLABELLED, to the collection officer. Franked/Meter parcels can be segregated in the appropriate 1st or 2nd class parcel bag.