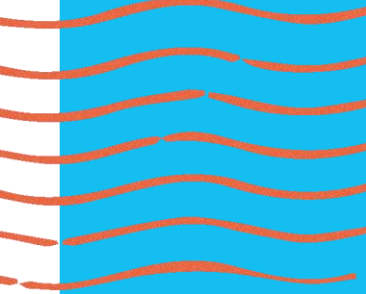
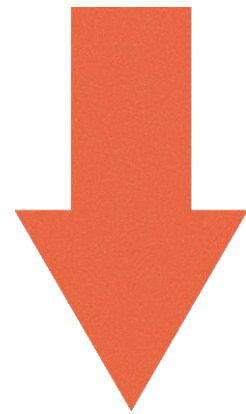


How to segregate 1st and 2nd Class parcels correctly



VOTP MAILS SEGREGATION



AN VOTP HOW TO GUIDE

This 1st and 2nd Class parcel guide has been designed to share with your team, to help get mails segregation right.

Getting mails segregation right every time ensures your customers receive great service.

In this guide you will find everything you need to know, to segregate 1st and 2nd Class parcels correctly.

PLEASE NOTE: the most common error reported is 1st Class parcels in the 2nd Class Parcel bag and 2nd Class parcels in the 1st Class Parcel bag, and the majority of these items have Horizon labels on them.

**VOICE OF THE
POSTMASTER**

SEGREGATION

ITEMS TO BE SEGREGATED IN THE 1st CLASS PARCEL BAG



**1st Class
Horizon**



**1st Class
online**



**Int'l
Standard**



**Int'l
Economy**



**Tracked
24**



BFPO



**1st Class
Labels
To Go**



**1st Class
Franked/
Meter**



**Int'l
Business
Reply**



**Freepost
Name**



**Articles
for the
Blind**

ITEMS TO BE SEGREGATED IN THE 2nd CLASS PARCEL BAG



**2nd Class
Horizon**



**2nd Class
online**



QR label



**2nd Class
Labels
to Go**



Tracked48



**Freepost
Address**



**2nd Class
Franked/
meter**

ACCEPTANCE PROCESS WEIGHT AND SIZE

INLAND SMALL PARCEL

Maximum size is: 45cm x 35cm x 16cm.

Maximum weight is 2kg.

Use the small parcel size guide and a tape measure if you are not sure of the fit.



INLAND MEDIUM PARCEL

Maximum size is:

Length 61cm x width 46cm x depth 46cm.

Maximum weight is 20kg.

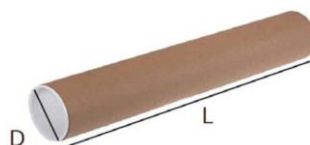


INLAND AND INTERNATIONAL TUBES AND ROLLS

Maximum length is 90cm.

Length + twice diameter not more than 104cm.

Maximum weight 20kg for Inland and 2kg for International.



INTERNATIONAL SMALL PARCELS

Maximum size is length + width + depth not exceeding 90cm.

Any single side maximum of 60cm.

Use a measuring tape to check the size.

Maximum weight is 2kg.*

**Printed paper up to 5kg, check individual country.*



MAIL BAG DESPATCH

Tie the mail bag around the neck with the correct label when it is 3/4 full.



P6631

HORIZON / STAMPED PARCELS

1

Direct to Sorting

P6632

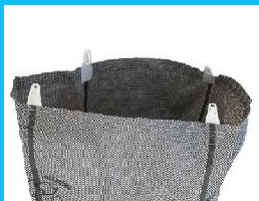
HORIZON / STAMPED PARCELS

2

Direct to Sorting

BEST PRACTICE AND TOP TIPS

1



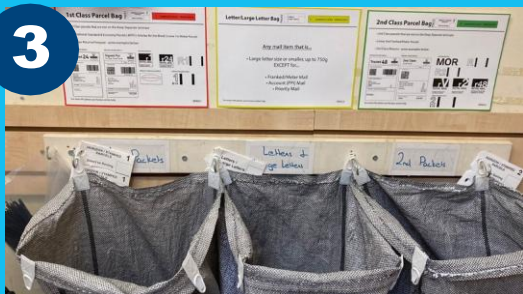
Check mail bags are empty before use by turning them inside out or giving them a shake.

2



Placing the Letter/Large Letter bag in the centre will help prevent 1st and 2nd Class parcels going in the wrong bags.

3



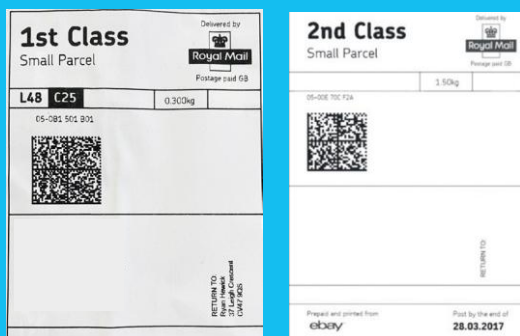
Put the correct label on the hook for each bag so you always use the correct label to tie each bag.

4



Place parcel in mail bag label side up to help identify any incorrectly segregated items.

5



For online postage always check the size of the packet is correct for the format shown on the label.

6



REMEMBER - all Priority Parcels must be kept separate.

Look out for Online Priority labels as they do not have an identifying flash.

7



Check T24 and T48 items for size.

Not all are parcel size and may need to be segregated in the Letter/Large Letter bag.