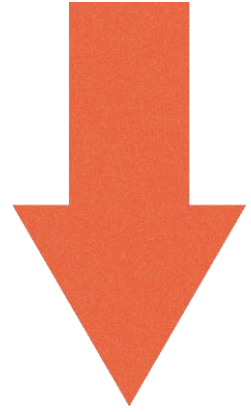




# How to segregate Letter/Large Letter mail correctly



## **A VOTP HOW TO GUIDE**

**This Letter/Large Letter guide has been created 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 segregate Letter/Large Letter mail correctly.**



VOTP MAILS SEGREGATION



**VOICE OF THE  
POSTMASTER**

# STEP 1

How to segregate Letter/Large Letter mail correctly

## Acceptance process

### WEIGHT

Items must weigh no more than **750g**.

**NO MORE  
than  
750g**

### Letters

#### SIZE

Place the item in the bottom left-hand corner of the template as shown in the picture.

**If the item sits within the red shaped area, passes through the letter slot, and weighs no more than 100g then it is a Letter.**

You should be able to fit the Letter through the relevant slot, pushing it through with your fingertips and pulling it gently from the other side with relative ease.

Do not damage items by trying to force them through a slot that is too small. Do not force air from the items where there is risk of re-expansion.

### Large Letters

Place the item in the bottom left-hand corner of the template.

**If the item fits within the darker grey shaded area, passes through the Large Letter slot, and weighs no more than 750g then it MUST be classed as a Large Letter.**

You should be able to fit the Large Letter through the relevant slot by pushing it through with your fingertips and then pulling it gently from the other side with relative ease.

Do not damage items by trying to force them through a slot that is too small. Do not force air from the items where there is risk of re-expansion.



# STEP 2

## Segregation

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

### MAIL BAG LAYOUT



2

Place the Letter/Large Letter bag in the middle of the 1st and 2nd Class parcel bags displaying the yellow Letter/Large Letter laminate clearly above (available to order via branch hub using code **RMSEG19**).

If you have a drop bag frame **use the foamex Large Letter template (MISC1793)** to stop any parcels being put in the Letter/Large Letter bag in error.



3

It is a good idea to **put the correct label on the bag hook** before you hang up the bag. It is then ready for you to use when you take the bag off to tie and label ready for collection.

#### REMINDER

1. Give the bag a SHAKE.
2. Put up your templates.
3. Labels on hooks.

# STEP 3

## Despatch

### MAIL BAG DESPATCH

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



# BEST PRACTICE AND TOP TIPS

A VOTP how to guide

## FRANKED/METER LETTERS

**NEVER** put any Franked/Meter Letters, including Signed For, in the Letter/Large Letter bag. **This is the biggest error that we see being made.**

Please make sure all your team members are able to recognise and identify a Franked/Meter label.

**All Franked/Meter Letters (even if you only have one or two) go in a separate unsealed and unlabelled mail bag to be handed to the Collection Officer.**



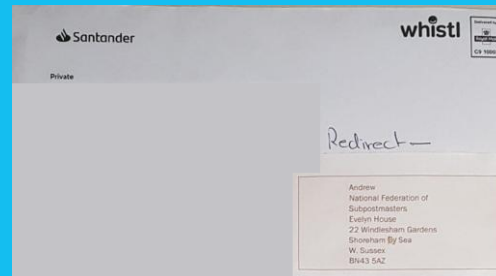
## CHECK RETURNS FOR SIZE

Tracked returns **MUST** be measured for size and, if they fit within the Large Letter size, they are segregated in the Letter/Large Letter bag.



## RETURN TO SENDER

Any 'Return to Sender' or 'Not known at this address' letters should be posted in the post box or if handed over the counter, kept separate and handed to the Collection Officer.



### Note:

If an online mails item has been paid as a Small Parcel but is Large Letter size, this **MUST BE SEGREGATED** in the Letter/Large Letter bag.