

User guide to offer the right Mails service

5 questions to use at the counter – each answer narrows the best carrier and option using Horizon

1.Destination	2.Contents ?	3.Value?	4.Guaranteed or Next Day?(inland)	5.Tracking/Sign?
Enter Postcode or Country Selects domestic or international options. Reveals all carriers available for the destination. For UK enter the Postcode For abroad select the Country. This does the initial selection of available service. This is the first and most important selection – always start here.	Check Contents/ Safety Identifies prohibited or restricted items before selecting product This must be done before selecting the carrier. Certain items are prohibited by specific carriers only. Must be done to protect the branch from liability for non-compliant sales.	Enter Item Value By inputting the value, only the suitable options from the carriers are selected. This matches the customers needs. Some higher value items may need additional compensation cover. Helps the customer understand what they are covered for. Filters out the services that do not offer the required cover of compensation.	Enter if required Filters for next day or guaranteed services where required. Only shown if the customer specifically needs it. DPD Next Day is often cheaper than the Royal Mail equivalents. Always compare price across carriers for the same speed. Standard services are sufficient for most customers,	Select Tracking and/or Signature Narrows to tracked or signed services only Important RM 1st/2nd Signed are not tracked. EVRI and DPD include full tracking as standard Tracking give the customer confidence and reduces queries, Always explain the difference between signed for and Tracked.