

# Royal Mail Shop Over the Counter Retailer Guide



# We're excited to let you know that the Royal Mail Shop Over the Counter service is available at your store!



A brand-new way for your customers to send Royal Mail Tracked parcels from your counter.

Customers can walk in, pay, with no need for them to bring a label or prepare anything in advance.

This guide will walk you through each step of the process, showing you exactly what you'll see on-screen, with simple instructions and helpful tips.





# Customer Care and Support:

As a PayPoint Retailer, we know you consider service to your customers a top priority. When handling Royal Mail parcels, please keep these standards front of mind:



## General Service Standards

- ✓ Greet customers warmly and thank them at the end of the transaction
- ✓ Ensure customers' personal details and parcel information are kept confidential and secure
- ✓ Give your full attention to the customer throughout the transaction
- ✓ Treat all parcels with care and handle each one as if it were your own
- ✓ Be patient and supportive, especially if a customer is unfamiliar with the process



**TIP:** A great customer experience will encourage customers to come back and spread the word in your local community.

# Getting Started

Customers will ask to send a parcel via Royal Mail Tracked-24 or Tracked-48 service. Here's what you do:

## 1 Your Item – What's the size and weight?

**What you'll see:** A screen asking about the parcel's destination, size and weight.

**What to do:**

- ✓ Select where the parcel is going (UK, Channel Islands, etc.)
- ✓ Choose the parcel type (Large Letter, Small Parcel, etc.)
- ✓ Select the correct weight band asking about the parcel's destination, size and weight
- ✓ Ask the customer what the contents of their parcels is and ensure it does not violate Royal Mail's **restricted/prohibited items** rules.

Scan for Royal Mail's full prohibited and restricted items guide:



**TIP:** The system will automatically update the price based on the options selected.

## 2 Choose a Service - How do they want to send it?

**What you'll see:** A list of delivery options like "Tracked 24" or "Tracked 48."

**Tracked 24:** Next-day delivery. You must advise the customer if the final collection for the day has already been made.

**Tracked 48:** 2-day delivery.

**What to do:**

- ✓ Let the customer choose the delivery speed and ask if they would like a signature on delivery.



**TIP:** Prices and delivery features (photo, tracking, signature) are all displayed for you to show to the customer for easy comparison.



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## Destination Address – where's it going?

**What you'll see:** A postcode /address lookup box or manual address entry form.

### What to do:

- ✓ Use the postcode to find the address quickly
- ✓ Or enter name and address manually if needed



**TIP:** All fields marked with \* are required before moving on.



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## Additional Info (if required) – What's in the parcel?

**What you'll see:** A customs form asking for contents, weight, and value.



**TIP:** You'll find this is only needed for international or certain restricted destinations.

### What to do:

- ✓ Help the customer describe the contents
- ✓ Enter quantity, weight (in grams), and item value

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## Sender Details – Who is sending it?



**TIP:** Sender details will be printed on the label as the return address.

**What you'll see:** Address form for the sender.

### What to do:

- ✓ Use postcode lookup or enter details manually
- ✓ Check spelling and address accuracy

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## Review – Now let's check it's all correct

**What you'll see:** A full summary of the transaction.

### What to do:

- ✓ Double check all information with the customer
- ✓ Go back to correct anything if needed
- ✓ Once you're happy, hit "Take Payment."



**TIP:** Payment is taken outside of the app, using your payment device.

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## Confirmation

**What you'll see:** A checklist of things to confirm.

### What to do:

Tick each box to confirm:

- ✓ Payment received
- ✓ No restricted or prohibited items
- ✓ Correct weight band chosen
- ✓ Press "Print Label"



**TIP:** This step is important for safety and compliance.

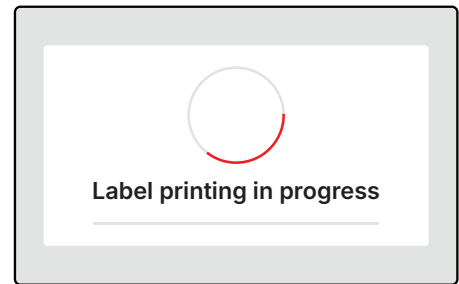


## 8 Label Printing – Nearly there!

**What you'll see:** "Printing label..."

**What to do:**

- ✓ Wait for the label to finish printing

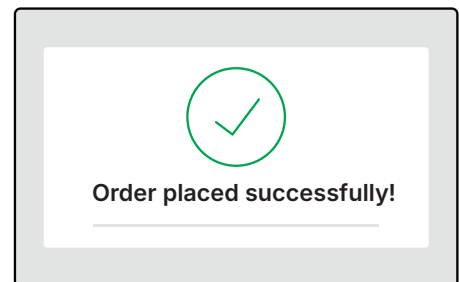


## 9 Apply the label

**What you'll see:** Confirmation screen

**What to do:**

- ✓ Affix the label securely to the parcel
- ✓ Confirm on screen that it's been attached
- ✓ Affix additional labels for restricted items as advised
- ✓ Reprint if needed

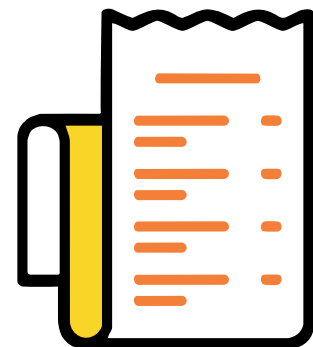


## 10 Hand Over Receipt

**What you'll see:** Success screen

**What to do:**

- ✓ Hand the printed receipt to the customer. Explain to the customer that this is their proof of sending and to keep it safe
- ✓ Ensure the parcel is stored in a secure spot, out of reach of customers
- ✓ That's it! You're ready for the next transaction





# > Prohibited and Restricted Items

Royal Mail **prohibits** and **restricts** certain items within their network to ensure safety, legal compliance, and the protection of all personnel, property, and customers.

## Knowing the difference:

### Prohibited Items

Prohibited items **cannot** be sent by Royal mail under any circumstances.

### Restricted Items

Restricted items **can** be sent by Royal Mail, but there are specific requirements that must be adhered to.



For full guidance scan QR code, visit the Royal Mail Website, or ask to see the prohibited and restricted guide leaflet



## Mail for the UK

(For the purposes of prohibited and restricted items, UK includes Isle of Man and Channel Islands)

Does your mail contain any of these items?

[Prohibited and restricted items]

### RESTRICTED: Subject to quantity, packaging and labelling rules



### PROHIBITED: Items that cannot be sent in UK mail



Failure to comply with Royal Mail and Parcelforce Worldwide prohibitions and restrictions may affect the sender's ability to claim compensation. The sender is responsible for checking whether an item is prohibited or restricted. We reserve the right to refuse any other item banned by law or that in our opinion may be harmful or dangerous to our customers or employees. Posting prohibited goods or restricted goods (where the sender does not comply with the relevant terms and conditions), could result in prosecution.



# > Prohibited Items

- Prohibited items **cannot** be sent by Royal Mail **under any circumstances**.
- They're not allowed for **legal reasons** or because they pose **serious risks**.
- These include items such as:
  - Fireworks
  - Flammable liquids
  - Weapons
  - Live animals
- Any prohibited items sent will be **subject to disposal**.



The images below will help you spot prohibited items brought in by customers. These labels and marks are sometimes used on the outer packaging of items:

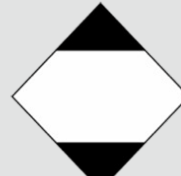
## Dangerous Goods labels



## Cargo labels



## Markings



## ➤ Restricted Items

- Royal Mail restricts certain items within their network because they're **dangerous**.
- While these items can be shipped, there are specific requirements that must be adhered to in relation to:
  - Quantity
  - Volume
  - Packaging
  - Labelling
- If these requirements aren't met, the items may be **disposed of**.

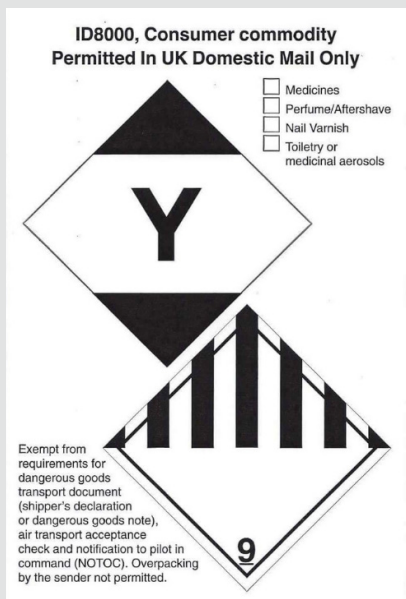


## ➤ Shipping Restricted Items

- Your PayPoint device will support you with prompts for items that may be restricted or prohibited.
- Throughout the **Prohibited & Restricted Items** process on your PayPoint device, be sure to read **all** the prompts and select the correct options based on the contents of the parcel.
- If the customer doesn't know what's inside their parcel (e.g. they're posting for someone else), kindly ask them to **find out** before you accept the parcel.

# ➤ Labelling Restricted Items

- The labels below are applied to UK parcels containing Restricted Items. Your PayPoint device will prompt you during the transaction to apply the correct label.
- It's good practice for you to keep a supply of Restricted Items labels with your postage/service labels.



This label is applied to parcels that contain any of the following items:

- medicines
- perfumes/aftershaves
- nail varnish
- toiletry or medical aerosols

Your PayPoint device will prompt you when you need to apply the label.




Tick the box on your PayPoint device and affix the label to the package.



This label is applied to parcels containing lithium batteries that are being sent with equipment (not installed or connected to the device) within the UK.


If the label is not applied when prompted by your PayPoint device, and the parcel is posted without the label, it is **non-compliant** with transport legislation and may be disposed of by Royal Mail.

# Battery Guide

Battery Type	Can be shipped within the UK?	Can be shipped international?	Requires a Restricted Items label?
<b>Alkalai Metal Batteries</b> 	✓	✓	✗
Regular AAA and AA batteries (cells) are fine (new and in their original packaging)			
<b>Lithium batteries on their own</b> 	✗	✗	✗
It is <b>strictly forbidden</b> to send any type of lithium battery on its own.  This includes lithium polymer batteries, power banks, replacement lithium batteries, and damaged or faulty battery returns.			
<b>Lithium batteries, as part of a device</b> 	✓	✓	✗
Commonly found in phones, tablets, game controllers.  No more than two devices. No more than two batteries per device.			



## > Battery Guide (continued)

Battery Type	Can be shipped within the UK?	Can be shipped international?	Requires a Restricted Items label?
<b>Lithium batteries, not part of the device but sent with the device.</b> 	✓	✗	✓
<p>Commonly packaged with cameras, laptops, power tools.</p> <p>Permitted: the number of batteries required to power the device, plus two spares.</p> <p>These tend to be well packaged for transit.</p>			

## > RE-used packaging

Sometimes a customer may re-use packaging which carries labels or markings.

Having confirmed that the parcel does not contain prohibited items, the label and/or marks need to be covered or removed.

## Need Help?

If you have any questions:

Check the **PayPoint Help app**  
on your terminal

Visit **my.paypoint.com**

Email: **royalmailparcels@paypoint.com**



## Frequently Asked Questions

### Do I need any extra equipment to offer this service?

No. It runs on your existing PayPoint device.

### How do I know what service the customer wants?

Ask if they want next-day (Tracked-24) or 2-day delivery (Tracked-48), and whether they need a signature (which incurs an additional charge).

### What if I enter the wrong address or weight?

Before printing the label, the system gives you a chance to review everything. Double check with the customer.

## Can I reprint a label?

Yes. After printing, the screen will allow you to retry if there is an issue.

## What should I do if the label won't print?

Try again using the "Retry print" option. If the problem continues, contact PayPoint support.

## Are there any restricted or prohibited items?

Yes. The system provides prompts and reminders, but make sure customers confirm they're not sending anything prohibited.

## Is training required?

Just follow the on-screen prompts. This guide is all you need.

**Important: Make sure that you and your staff are aware of the service and the process.**

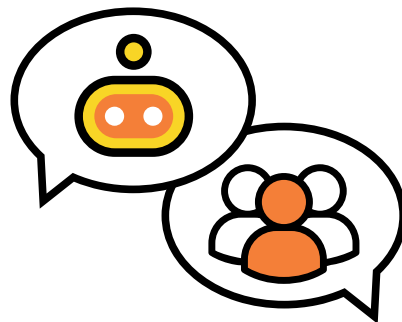
## Is it possible to do a "test transaction"?

Yes! If you process a shipment using the Recipient Name "Joe Bloggs" the Royal Mail app will print a training label and receipt, without actually booking a parcel with Royal Mail.

## Who should I contact if something goes wrong?

Email: **royalmailparcels@paypoint.com** - or check the **Help app** on your device.

We understand that running a business is time consuming and you may need an answer to your question quickly. You can find help and training videos at **my.paypoint.com** 24/7 and on our website.



You can also speak to our chatbot, **Quicksy**, at any time without needing to log in.



You can get help and support in the following ways:

Training and chatbot: **my.paypoint.com**

Website: **paypoint.com**

PayPoint device: **PayPoint Help app** on the homescreen

Email: **royalmailparcels@paypoint.com**

