



# Royal Mail Shop Over the Counter Services

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## 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.

## > Contents:

<b>General Service Standards</b>	<b>p. 3</b>
<b>Prohibited and Restricted Items</b>	<b>p. 4-7</b>
<b>Labeling Restricted Items</b>	<b>p. 8</b>
<b>Battery Guide</b>	<b>p. 9-10</b>
<b>Processing a Transaction</b>	<b>p. 11-14</b>
<b>Need Help?</b>	<b>p. 15</b>
<b>Frequently Asked Questions</b>	<b>p. 15-16</b>

# 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.

## **Dangerous Goods**

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

**Dangerous Goods** are articles or substances which pose a hazard to health, safety, property or to the environment when transported. Many everyday items such as aerosols, nail varnish and perfumes are considered dangerous goods under transport legislation.



Dangerous Goods are defined as either  
**Prohibited or Restricted:**

### **Prohibited Items**

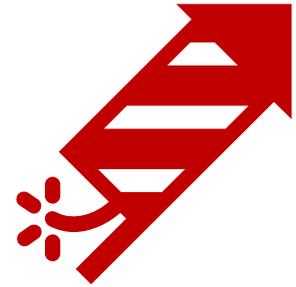
Prohibited items **cannot** be sent by Royal mail under any circumstances.

### **Restricted Items**

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

# 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**.



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



[Prohibited and restricted items]

## Mail for the UK

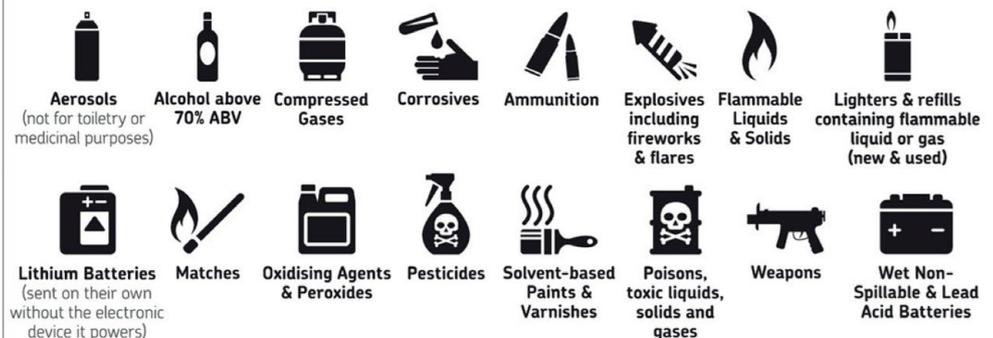
(For the purposes of prohibited and restricted items, UK includes Isle of Man and Channel Islands)

Does your mail contain any of these items?

### 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.

Royal Mail, the cruciform, Parcelforce Worldwide, and the Parcelforce Worldwide logo are trade marks of Royal Mail Group Limited. © Royal Mail Group Limited 2024. All rights reserved. Royal mail Group Ltd, registered in England and Wales, number 4138203, registered office: 185 Farringdon Road, London, EC1A 1AA. Parcelforce Worldwide is a trading name of Royal Mail Group Ltd. Parcelforce Worldwide is a GLS network Partner.

# ➤ How to spot Prohibited Items

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



**TIP:** Most Dangerous Goods which cannot be transported in the mail require a Dangerous Goods transport document known as a **Shipper's Declaration** when they are transported as cargo.

If a customer presents an item accompanied by a Shipper's Declaration, this indicates the contents to be Dangerous Goods and so must not be allowed in the mail.

## ➤ 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**.

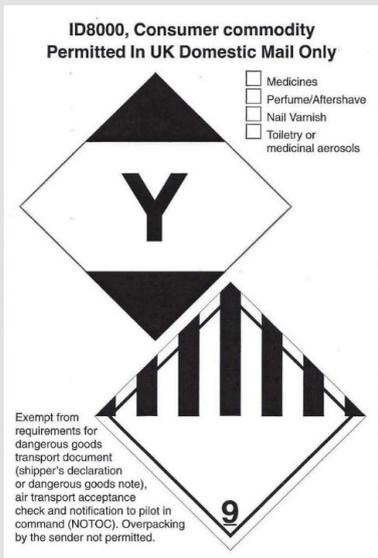


## ➤ Shipping Restricted Items

- 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.



**TIP:** Email [royalmailparcels@paypoint.com](mailto:royalmailparcels@paypoint.com) if you need more parcel labels or prohibited item labels.

# > Battery Guide

Battery Type	Can be shipped within the UK?	Can be shipped international?	Requires a Restricted Items label?
<b>Alkalai Metal Batteries</b> 	✓	✓	✗
<b>Lithium batteries on their own</b> 	✗	✗	✗
<b>Lithium batteries, as part of a device</b> 	✓	✓	✗

Regular AAA and AA batteries (cells) are fine (new and in their original packaging)

It is **strictly forbidden** 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.

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> 	✓	✗	✓
	Commonly packaged with cameras, laptops, power tools.		
	Permitted: the number of batteries required to power the device, plus two spares.		
	These tend to be well packaged for transit.		

## ➤ 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.

# Processing a Transaction

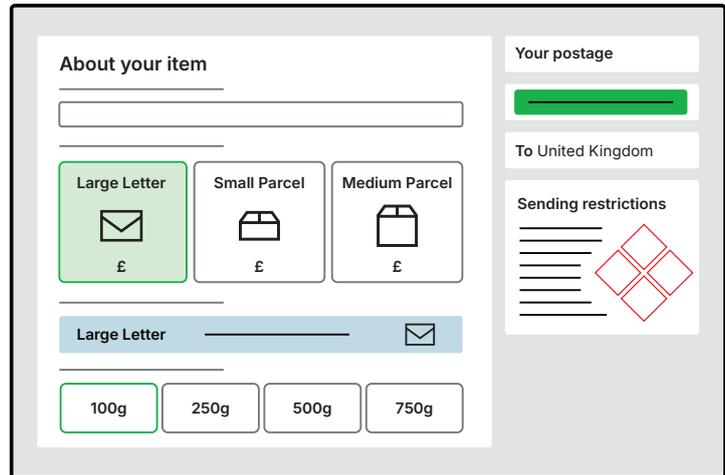
Customers will ask to send a parcel via Royal Mail Tracked-24 or Tracked-48 service. Here's what you do:

## 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 by 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.
- ✓ Let the customer know that **£75 compensation cover is included**.



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

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

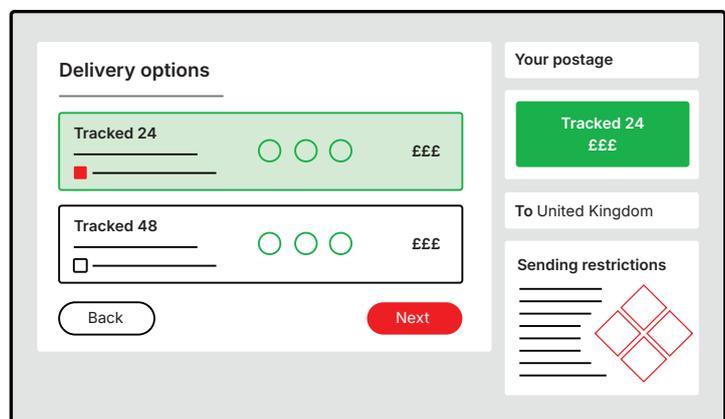
**What you'll see:** A list of delivery options like "Tracked 24" or "Tracked 48."

**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. Remember: If the customer chooses signature on delivery, you earn **extra commission per signature**.





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



### 3 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.



### 4 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

## 5 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

## 6 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.

## 7 Confirmation

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

### What to do:

Tick each box to confirm:

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



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

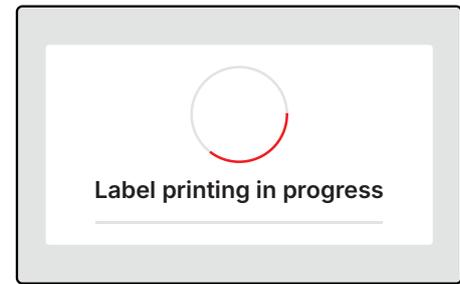


## 8 Label Printing – Nearly there!

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

**What to do:**

- ✔ Wait for the label to finish printing

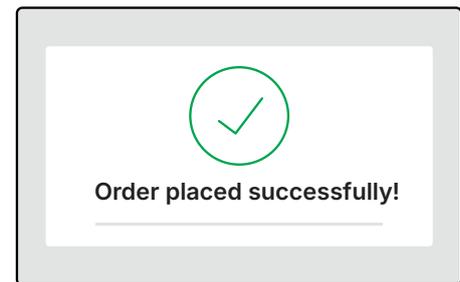


## 9 Apply the label

**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

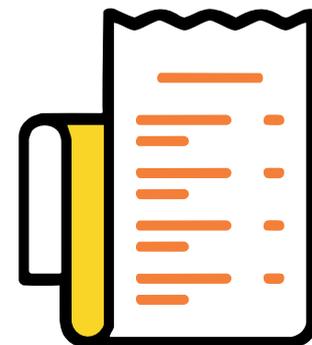


## 10 Hand Over Receipt

**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



## > 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.**

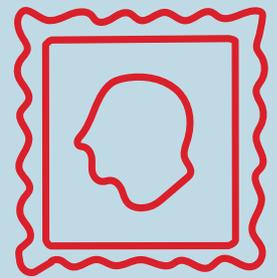
## Is it possible to do a "test transaction"?

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](mailto:royalmailparcels@paypoint.com) - or check the **Help app** on your device.

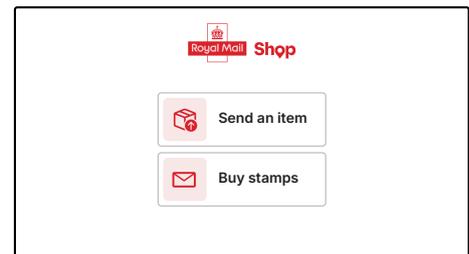
# Ordering Stamps



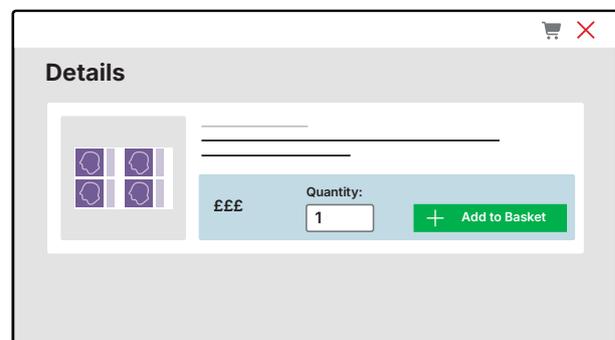
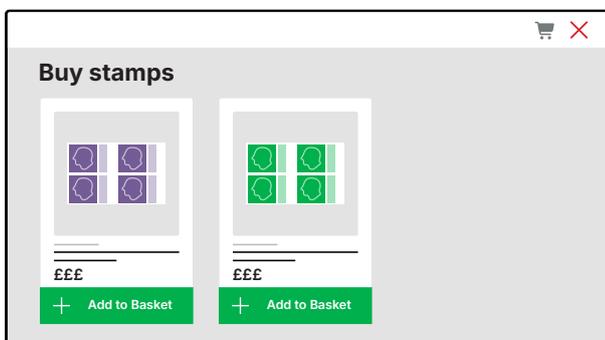
You can now order books of Royal Mail First Class and Second Class stamps quickly and easily through the Royal Mail Shop App on your PayPoint device. This convenient feature allows you to manage and replenish your stamp stock directly from the device, saving time and ensuring you always have the right products available for your customers. The process is straightforward and designed to make ordering faster, simpler, and more efficient.

**Here is how you order stamps through your terminal:**

- 1 From the Royal Mail Shop app home screen, select the "Buy Stamps" option.**



- 2 Choose an item from the available stamp ordering options, select a quantity to order, then "Add to basket."**

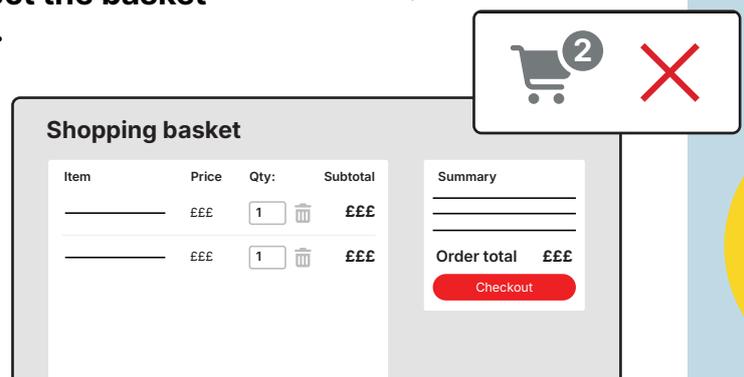


- 3 When you're ready to check out, select the basket icon and review your order summary.**



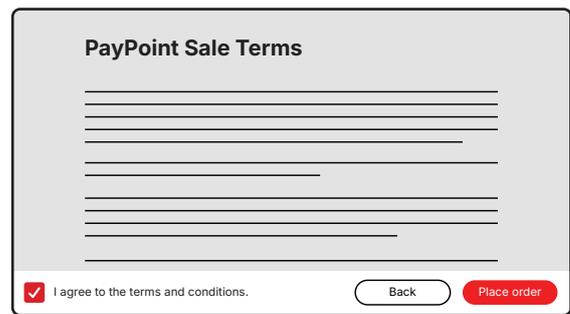
**TIP:** You can also make changes to the quantities being ordered from this screen.

Once you're satisfied with your order summary, select "Checkout."

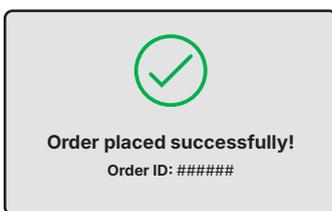


## 4 Carefully read the Terms and Conditions.

Check the box to agree, then select "Place order."



## 5 Your order has now been placed!



When your stamps arrive, you can simply process and sell the stamps as you would with your usual shop inventory.

\* By placing an order for stamps through this service, you consent to us sharing your email address with Royal Mail's fulfilment partner so that they can send you a link to track your order.

# > Frequently Asked Questions

## How do I pay for the stamps?

The payment will be included in your daily settlement — plus, you'll benefit from a special discounted rate on this purchase.

## Am I able to order limited edition stamps?

Yes! Limited edition stamps are coming soon and will be available to order exclusively through the app. Keep an eye out for a special announcement the moment they're released so you can be among the first to get them!

## What should I do if my stamps are not delivered?

===Answer forthcoming.=== Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nulla sagittis mattis sem at vestibulum.

# Driver Deliveries

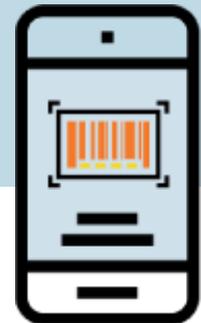


- 1 A Royal Mail driver will enter the store with your parcels for Customer Collection.
- 2
  - Press the  option on your terminal.
  - Select "Collect+ Parcels".
  - Select "Driver Deliveries".
- 3 Scan all parcels.
  - Once completed, press "All Parcels Scanned" on your terminal.
- 4 Keep your "Customer Collection" parcels secure and separate from your "Send/Return" parcels.



**TIP:** Remember to check your receipts to ensure all parcels have been successfully scanned.

# Customer Collections



- 1 Customer will provide you with their name.
  - Locate the correct parcel(s) the customer is collecting.
- 2
  - Press the  option on your terminal.
  - Select "Collect+ Parcels".
  - Select "Customer Collecting Parcels".
- 3 Customer will provide you with their collection code.  
**Scan / type the collection code.**
- 4 Check the customer's ID and confirm on screen instructions, if prompted.
- 5 Scan/type barcode(s) on parcel(s) being collected.
- 6 Hand parcel(s) to customer.



**TIP:** Remember to check your receipts to ensure all parcels have been successfully scanned.



# Customer Send/Return



## For labelled parcels:

- 1 Customer enters your store with the labelled parcel(s) they wish to send.
- 2
  - Press the  option on your terminal.
  - Select "Collect+ Parcels".
  - Select "Customer Send/Return Parcel".
- 3 Scan all parcels.
  - Once completed, press "All Parcels Scanned" on your terminal.
- 4 Pass the successful transaction receipt to the customer.
  - This receipt will have their tracking information.
- 5 Keep your "Send/Return" parcels secure and separate from any "Customer Collection" parcels.
- 6 Hand these parcels to your Royal Mail driver on their next visit.



**TIP:** Do not accept any parcels that you are unable to scan.

## For unlabelled parcels:

- 1 Customer enters your store with the unlabelled parcel(s) they wish to send.
- 2
  - Press the  option on your terminal.
  - Select "Collect+ Parcels".
  - Select "Print Parcel Label".
- 3 Scan the customer's barcode. Your terminal will automatically print a parcel label.
- 4 Affix the label to the customer's parcel.
- 5 Follow the steps above to process a labelled parcel.



# Expired Parcels



Sometimes parcels will remain uncollected by customers. **You will need to mark these as "expired"**.

- 1** At the start of your day, your terminal will automatically print a report highlighting any expired parcels.
- 2** Locate which parcels are listed on the expired parcels report.
- 3**
  - Press the "P" option on your terminal.
  - Select "Collect+ Parcels".
  - Select "Scan Expired Parcel".
- 4** Scan each expired parcel one at a time.
  - Once completed, press "All Parcels Scanned" on your terminal.
- 5** Keep these expired parcels secure and separate from any "Customer Collection" parcels.
- 6** Hand these expired parcels to your Royal Mail driver on their next visit.

## > Frequently Asked Questions

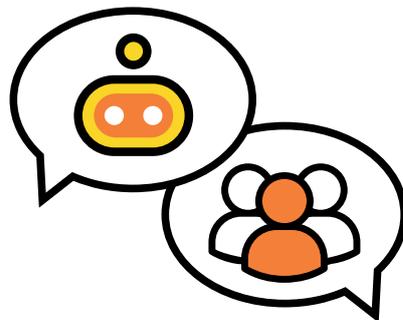
### What do I do if I miss the report in the morning?

To print the report manually, select "Print expired parcels report" on the Collect+ Parcels option screen.

### Why have I got so many uncollected parcels??

**Uncollected customer parcels will stay in the store until you scan them as expired.** Once you have completed the expired parcel process, a driver will come to collect them.

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**

