

Mail Collection - Elderly & Vulnerable Customers - Self Quarantining

Customers who are elderly and vulnerable and cannot leave their homes as they are self quarantining but have a requirement to post an item/s, will receive a free of charge mail collection. Postage will be waived for these items for elderly and vulnerable customers only

Details:

- Letter collections
- Parcel/package collection
- Item/s will generally be collected when a delivery is made
- In an instance whereby a postal operative cannot take a postal item due to size, weight or capacity it will be collected by the packet/parcel operative either later that day or on a subsequent day
- Postage will be waived for these items for elderly and vulnerable customers only
- Delivery within Republic of Ireland only

Postal Operative Procedure

- When doing a delivery, watch out for:
 - “**I HAVE MAIL-LETTER** or **I HAVE MAIL-PARCEL**” notice inside windows/doors
 - Items for collection at doors
 - Items for collection in Deliveryboxes
- If you see a notice stating: “**I HAVE MAIL**”, knock on door/ring doorbell and stand 2 meters from door
- Accept item/s for posting by taking item/s from DeliveryBox or doorway
- Keep this mail separate from your regular collections
- Bring this postage free mail to the DSU and hand to registered locker operative

Registered Locker Operative Procedure

- Collate all unpaid mail collected
- Date-stamp each item with the DSU date-stamp on the top right hand corner of the addressed side - as shown:



Place Date-Stamp
Impression here

- Process all items in the normal way for despatch

Mails Centre Manager Procedure

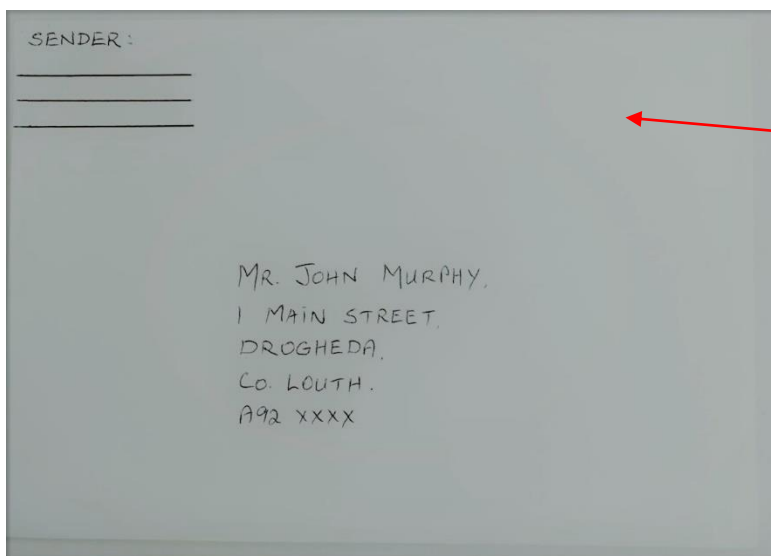
While every effort will be made to have all mail date-stamped at office of collection, it is vital that any item arriving in a mail centre with or without a date-stamp, **during the Covid 19 period only**, is given normal service.

- Mail, as shown, arriving in a mail centre without postage and with a date-stamp – normal sortation and onward despatch applies



Date Stamp
Impression

- Mail, as shown, arriving in a mail centre without postage and without a date-stamp – normal sortation and onward despatch applies



No Date Stamp
Impression

DSM/CDSM Procedure

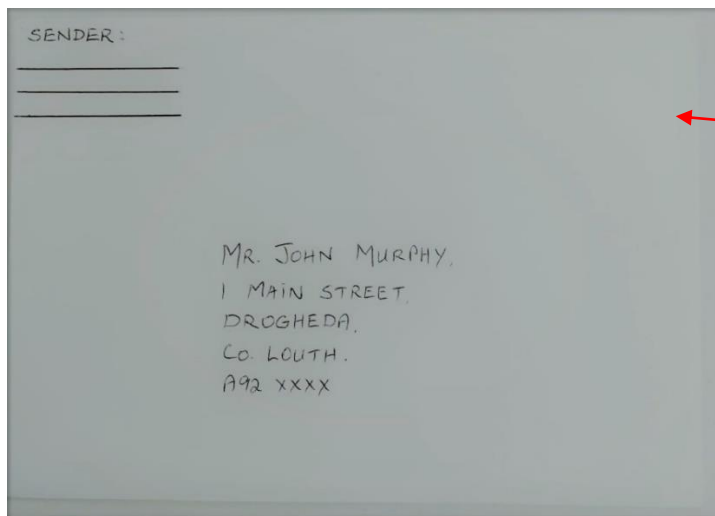
While every effort will be made to have all mail date-stamped at office of collection, it is vital that any item arriving in a DSU/DSO with or without a date-stamp, **during the Covid 19 period only**, is given normal delivery service.

- Mail, as shown, arriving in a DSU/DSO without postage and with a date-stamp – normal delivery service applies



Date Stamp Impression

- Mail, as shown, arriving in a DSU/DSO without postage and without a date-stamp – normal delivery service applies



No Date Stamp Impression

- Only where an item cannot be delivered, will normal RLB procedures apply



Contact for Queries

For queries please contact:

- Alice Barrett - 086- 8151118
- alice.barrett@anpost.ie

or

- Sean Colgan - 087-9925422
- sean.colgan@anpost.ie