

Jersey Post Guide to Delivery Point Standards

Date of Issue: August 2017



About this guide

This guide provides important information for anyone considering the best options for reliably and securely receiving deliveries of Items of Mail at their premises.

Size matters

Most people want to receive their items as soon as possible and with the minimum inconvenience. It's certainly what we want: to deliver every item to you first time, every time. The postal world has changed in recent years, however, with less letters being sent and far more parcels. This can create challenges for us – how to ensure we satisfy both you as the receiver and the person or organisation sending it to you.

This guide explains how you can help ensure the smooth arrival of mail. There is information on the best delivery point choices for anyone building or converting premises. And options for receiving larger items or those that require a signature when nobody is at home.

What happens to undeliverable items of mail?

Our Postal Service General Terms & Conditions, available on our website or on request, fully explains how we deal with items that it's not possible to deliver. In summary, we will:

- We expect you to provide a suitable Delivery Point at your address – this guide explains what we consider is suitable. If that's not possible, you should make alternative delivery arrangements with us.
- If the item requires us to collect a signature as proof of delivery, you need to ensure someone is at home, or make alternative delivery arrangements with us.
- If we are unable to deliver the item, because of its size or the requirement for a signature, we will leave you a notice and make the item available at a suitable collection point.
- If not collected within 21 days (or 7 days if the item requires a signature), we will try to return to the sender, or dispose of it.

Rather than return or dispose of an item, we would much rather deliver it to you first time, every time. Which is why we have produced this guide.

Further information

If you need further guidance contact our Customer Services team on 616616.

Fit for purpose: best practice for standard delivery points

Letterbox size

The present European Union standards for letterboxes state that a C4 size envelope must be deliverable without having to bend or damage. This means that:

- The opening should be at least 280mm wide and ideally 400mm.
- The opening should be at least 30mm high and ideally 35mm.
- The internal volume should be capable of holding at least a 40mm high bundle of C4 size envelopes.
- When positioned externally, the letterbox should be waterproof from rain or moisture.
- The letterbox should offer privacy, protection against theft, be vandal proof and corrosion resistant.

Letterbox location

There are no formal standards governing where to place a letterbox at your premises, but our recommended best practice:

- The ideal height is between 70cm and 170cm.
- It must be easily accessible to our delivery officers, obviously positioned and in a location that is safe for us to enter.
- It may be located within the door itself, or in a side panel to the left or right.
- For security reasons, ensure that any build-up of mail that could happen when you are away is not visible to anyone outside the premises.
- The alternative to a letterbox opening into your premises is a secure, purpose-built postbox.

Multi-unit buildings

Owners or occupiers of buildings with a common front door and multiple separate units should follow the recommended best practice when considered mail delivery arrangements:

- Provide a secure array of postboxes in a conveniently accessible position near the building's entrance, one for each unit with a clearly labelled identifier.
- Ensure that we have ongoing access to the building by providing us with any required security code, remembering to update us if it changes.

Out of bounds

We take our responsibilities for safely and securely delivering your mail very seriously. In return, we ask that in return you respond by:

- Not asking us to leave any items in unsecure or unsafe locations.
- Not placing our delivery officers at risk in any way.
- Putting Alternative Delivery Arrangements in place when using a standard delivery point is not a feasible option.

Plan B: Options for alternative delivery arrangements

We always want to deliver your items first time, every time. Recognising that this is not always feasible, however, we have created a number of Alternative Delivery services aimed at ensuring that the mail always gets through.

SecureDrop

You can nominate a location at your premises where we can leave items too large for the letterbox or that require a signature as proof of delivery. This location should be:

- On your premises, or with a neighbour who had agreed to receive your items.
- Waterproof to prevent damage to the item.
- Not visible to anyone passing or visiting your premises.
- Safely accessible by our delivery officers.

24/7 Parcel Lockers

If you have no location at your premises suitable for SecureDrop, you can choose to have your items delivered directly into a 24/7 parcel locker, available at convenient locations across the island.