

Before starting: Your Line Manager is responsible for ensuring that you have completed the appropriate training before carrying out this procedure. Ensure you are familiar with the appropriate Risk Assessments, Safe Systems of Work or Safe Working Instructions for this operation. All Royal Mail Employees have a responsibility to protect and secure mails, whilst in the pipeline. Ensure RM Photo ID is worn at all times when on Royal Mail premises.

Sort residue letters (for Inward manual sorting)

Step 1



- Collect letters from the storage area
- Empty the tray of letters onto the workspace in front of the letter sorting fitting with the stamp uppermost and facing your right
- Having emptied tray of mail onto sorting frame and before placing in a York for re-use, remove any old destination labels

Step 2



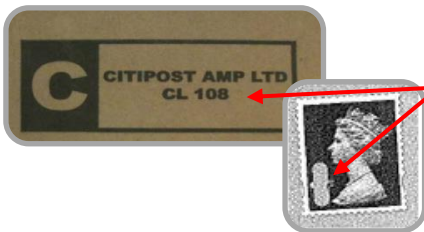
- Pick up a small handful of letters. Look at the address and sort to the corresponding selection on the letter sorting fitting
- The letters should be placed into the selection with the stamp facing upwards and out of the selection



- If you're not sure or the correct selection refer to the sorting aid; this will give information on where the address must be sorted



- Any un-cancelled or poorly cancelled stamps coming to hand must be clearly and visibly cancelled with a stamp cancelling hand stamp or with a pen before placing into the appropriate slot on the sorting fitting. Doing so will help prevent stamps being fraudulently re-used



- Ensure careful handling of items bearing the words "Do not bend" and or "fragile-handle with care". Any damaged items should be immediately brought to the attention of your manager and placed in the appropriate storage area for damaged items of mail

- Underpaid, re-used stamps, other licensed operators mail, marked CL (Code Letter) or items bearing security stamps with the eyelets missing, must be put aside for collection by Revenue Protection

- Underpaid stamped greetings/celebration cards (e.g. Christmas cards, Birthday cards, Mother's Day cards and Wedding Invitations) where a stamp is affixed but without the correct level of postage; should be processed as normal without delaying the item

- Unpaid greetings/celebration cards where no stamp is affixed must be extracted for collection by Revenue Protection

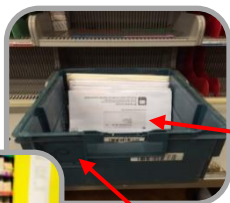


- Any forwarded or intercepted 'Do not redirect (DNR) items which have been rejected from the mech (as they are RTS, Redirected or forwarded items) must be set aside and sent to Revenue Protection



Operations Standards

Step 3



- Once a selection becomes full or is due for despatch, empty the selection
- Clear the items from the selection and place them into a tray
 - Items must be orientated so that the stamp/indicia is to the bottom of the tray and items are all orientated with address in same direction
- Clear neighbouring fittings until tray is full
- Apply destination label to tray and place the tray in to the appropriate York container

IP64, Sort residue letters – Owner Quality &
Customer
Version 1.0 July 2019

