Parcels and Mail in Payzone

Operational Guide

Post Office are working with carriers and partners to provide customers with more locations to drop off and collect their online shopping and mail.

Contents

Getting started	2
'PO Mails' app - home screen	3
Daily activities	3
Size limits, segregation and storage	4
Frequently asked questions	4
Further help and support	5

Please note:

Screenshots of the different customer journeys and carrier services can be found in the carrier specific guides.

The contents of the Operational Guide are classified as Post Office INTERNAL. Disclosing, copying, distributing the information contained within the Operational Guide documents to any third-party not working on behalf of Post Office for the purpose intended, is not permitted.

V1.0 Nov 2026

Getting started

First, follow the steps below to begin using the PO Mails app with OTP and connect the printer...

Using OTP to sign into PO Mails app:

Step 1 - Login - select 'Parcels' - select 'PO Mails'

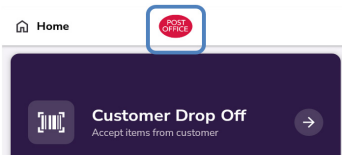


Step 2 - Type in device ID and OTP and select 'Sign in'
(You will only have to do this once)

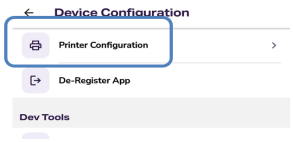


Connecting printer:

Step 1
On the 'PO Mails' app home screen, tap the Post Office logo 5-10 times.

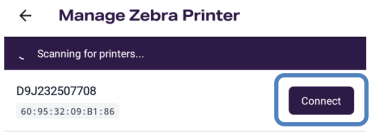


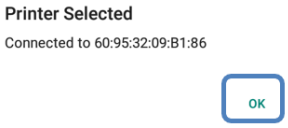
Step 2
Select the 'Printer Configuration' option under Device Configuration.



Step 3
Now 'Enable Bluetooth' and 'Allow' (this step will not show on the screen if Bluetooth has previously been enabled).

Step 4
The device will scan for printers in range, once it has found your printer select 'connect' once connected select 'ok'

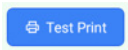




Step 5
Calibrate - Select the orange 'Calibrate' button. 2 blank labels will feed through.



Step 6
Test label printer - After successful calibration, select the blue 'test print' button. 1 test label will be printed. Press the back arrow on the top left corner to go back to the homepage.



To process mails transactions, you will use the following hardware:

1. **Payzone handheld device,** to process the mail and print receipts. Printer rolls are supplied by your retailer.
2. **Label printer** to print labels for customers using the Labels to Go service. Labels are supplied by your retailer.

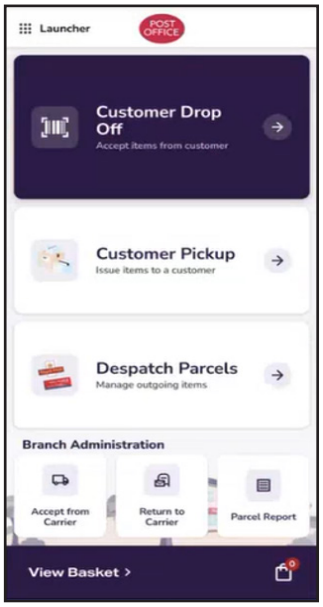


For measuring and segregating mail, you will also need:

- Measuring tape
- Mail Segregation A4 laminates
- Mail bags
- Bag ties
- Bag labels

'PO Mails' app - home screen

Using the PO Mails app on your Payzone device, you can accept and despatch customer mail items. This is the PO Mails app home screen:



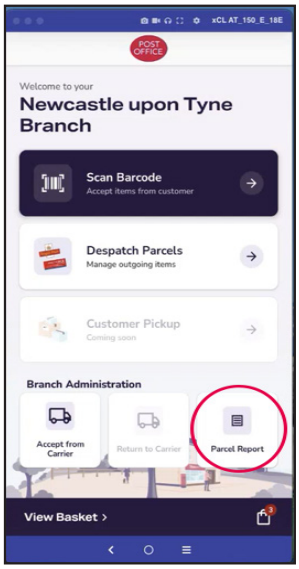
All mail processed for a customer will enter the 'Basket'.

You can see how many items are in your basket on the bottom right of the screen.

Daily activities

You need to carry out the following activities every day:

1. View or print the 'Parcel Report' to see a list of mail items in store waiting to be collected by customers. You can 'sort & search' or 'filter' the results
2. Look for expired items. Mail items held in your store longer than a carrier's retention period need to be returned to the carrier so they can be returned to sender (see carrier specific guides for retention periods & return process)
3. If you have extra items in the store, not showing on the item report, you need to scan them into your Payzone device



Size limits

It is your responsibility to make sure no item exceeds size limits by using the tape measure provided. If an item exceeds any of the size limits, please do not accept the item and refer the customer to the business they are returning it to.

Size limits for each carrier can be found in the carrier specific guides.

Mail segregation and storage

Mails segregation is an important part of mail acceptance in your store and involves separating certain items before carrier collection.

Each carrier's mail is segregated **separately** (keeping Evri items separate from Royal Mail / DPD)

All mail items need to be stored safely and securely, out of reach from the public and in a way that customer's address details are not visible. Here are some top tips to help you:

- Invest some time in setting up your store and keeping it organised to ensure you can manage mail efficiently
- Keep a supply of mail bags, bag labels and bag ties handy so you can secure mail with the appropriate label when a bag is full or it is ready for collection
- Review each carrier guide to learn about different segregation expectations & top tips, for example Royal Mail laminates above mail bags to ensure correct segregation.

Frequently asked questions

What should I do if the label printer unpairs from the Payzone device's bluetooth?

1. On PO Mails app home screen tap the Post Office logo 5 times

2. Tap "Printer Configuration"

3. This screen will, if a printer is connected, display the device with options to disconnect, calibrate (which ensures labels feed correctly for clean printing), or print a test label. This screen will also offer the ability to rescan for printers

What should I do if a customer comes in to collect their mail, but I haven't scanned it into the Payzone device yet?

If the customer comes in to collect their item before you have had the chance to do this, the Payzone device will prompt you to 'Book in' before you can continue processing the item for the customer. To learn how to 'Book in' from different carriers review the carrier specific guides.

What should I do if a customer brings in mail we don't accept?

Below are some types of mail you might come across in your store, but you can not accept them:





Politely refuse to accept items with these labels.Franked and PPI mail are pre-paid mail for business accounts. Please direct these customers to the nearest Post Office to drop off their mail.

Further Help and Support

Your first point of contact for all questions and queries is the **Payzone Helpdesk - Parcels priority line**

You can contact them on:
01606 566399

Monday – Friday 09:00 – 17:00
Saturday & Sunday : Closed

You can also contact your Business Development Manager directly.

Carrier Specific Support

Please refer to carrier specific guides for:

- Step by step transaction guides
- Item size / weight limits
- Segregation instructions
- Retention periods
- Product / services information