

# HOW TO IMPROVE THE QUALITY OF YOUR MAIL

## STEP 4

### Complete your collection receipt

First Post will provide you with a Collection Receipt document.

Please fill this in and insert it in your First Post pouch so that we can determine the volume and type of mail that you are sending.

We will provide you with an electronic copy of this document so you can make more copies.

#### NOTE:

Remember to sign and date your Collection Receipt before putting it into the mail pouch.

## STEP 5

### Take your mail to the mail Exchange

If you are an existing Legal Post customer, you will be familiar with the exchange network.

If you do not know where your nearest mail exchange is, please call us on the number below.

Make sure you separate your Legal Post mail from your First Post mail and we will do the rest!

#### Example of suitable addressed layout

Mr A Smith  
100 Sample Road  
Sample Town  
Sampleshire  
SA1 12AP



#### Examples of unsuitable address layout:

Mr Bakim Hamuli  
Flat 3  
63 firsbury Court  
London  
NW



Mrs G McIntyre  
Smith & Probert Ltd  
East End Trading Estate  
Glasgow  
G36 3NE Ref: SAP007



Mrs A West  
25 Wyatt Street  
Rowley  
West Midlands  
B79 8AB



Dear Mrs A West  
The attached cheque is a  
refund of the agency

## STEP 6

### Drop your mail into First Post tray

Place your First Post pouch into the designated boxes within the Exchange and we will then deliver your mail.

Collection times vary from between 5pm—7pm and we offer a 2 day definite delivery service with a 3 day delivery service to England.

*Still a bit confused? Don't be! We have a team of professionals here to help you. Call our Customer Liaison Team on the number below and ask to speak with the First Post team.*



**First Post**  
MAIL SOLUTIONS

*Mail solutions with your business in mind*

**T: 01383 826777**

# HOW TO IMPROVE THE QUALITY OF YOUR MAIL

## STEP 1

### Is your letter machineable?

Any item that is defined as a letter (DL or C5) or a large letter (C4) can be sent provided that:-

- ✓ It is less than 100g
- ✓ It is less than 5mm thick
- ✓ It is flexible enough to be bent into an S-shape
- ✓ The envelope is paper based in a cream, white or a light pastel colour
- ✓ It meets the address font and layout criteria explained in Steps 2 and 3
- ✓ It is not wrapped in polypropylene or cardboard

#### Letter (DL & C5) sizes:-

	Min	Max
Length (mm)	140	240
Height (mm)	90	165
Thickness (mm)	0.25	5
Weight (g)	2	100

#### Large Letter (C4) sizes:-

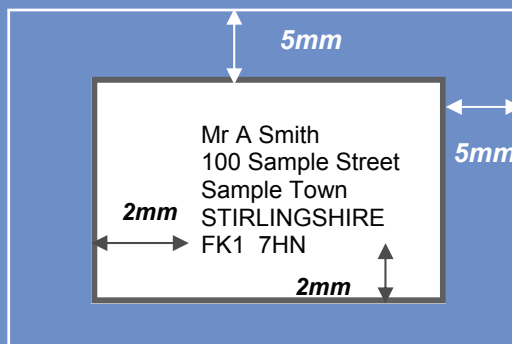
	Min	Max
Length (mm)	241	330
Height (mm)	166	240
Thickness (mm)	1	4
Weight (g)	2	100

## STEP 2

### Is your address machine readable?

To ensure a 95% read-rate of your addressed mail, there are two important requirements:-

- A Good quality printed address**
- ✓ The address should be typed using fonts such as Arial or Times Roman.
  - ✓ The font should be in 10 or 12 point.
  - ✓ Printed by a high quality laser printer.
  - ✓ Fonts should be black on white, cream or buff
- B Complete, correct address**
- ✓ Full address details with two part postcode
  - ✓ Postcode detailed separately in uppercase on the bottom line
  - ✓ Address must be left justified
  - ✓ Address not skewed
  - ✓ **2mm clear gap** between the address and edge of window box
  - ✓ **Clear area of 5mm** around the outside of the address window.



## STEP 3

### Do you have correct envelope layout?

The envelope layout consists of three main areas—the address zone, indicia zone and clear zones. You should use the envelope template to ensure a correct envelope layout—you can find this in your Welcome Pack. **We recommend using window envelopes so you know your address is in the right position.**

