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Royal Mail and Parcelforce prohibit and restrict certain goods from being transported in their networks. Products that are classified as Dangerous Goods make up a large proportion of prohibited and restricted goods. Due to their hazardous nature their carriage in the mail is controlled by the transport regulators. The aim of this workbook is to provide you with compliant processes and procedures to ensure they are accepted and transported safely in our network.

The Prohibited and restricted items procedure must be followed whenever a customer buys postage for Inland or International parcel sized items. If you are concerned or a customer tells you that their Letter or Large Letter (International or Inland) may contain prohibited or restricted items you should follow the Prohibited and restricted items procedures on Horizon

You do not need to follow the Prohibited and restricted items process for business mail such Home Shopping Returns [R1, R2, etc.], Franked Mail and PPI mail, or pre-paid items such as Online Postage.

The Horizon system will only show the Dangerous Goods prompt for parcel sized items after the relevant service has been selected from the product picklist.

Please note the following rules:

Isle of Man and Channel Islands - For parcel sized items to the Isle of Man and Channel Islands, domestic prohibitions and restrictions apply. Please follow the UK acceptance procedures

BFPO addresses - Parcels sent to BFPO addresses should be treated as though they are being sent to International destinations for Prohibited and restricted item purposes, this is because even though some BFPO addresses are within the UK, many are overseas and we cannot differentiate as the BFPO address is linked to a regiment and not a location.

International Destinations - Country specific prohibitions and restrictions apply. Always remember to check the country specific prohibitions and restrictions on Horizon online help for items being sent to International destinations as they will differ by country.

Mail Segregation - Parcels containing restricted items which meet the conditions required to be accepted into the post, should be segregated in the same way as all other mail items so please follow normal mails segregation rules.

What does prohibited and restricted mean?

- **Prohibited** means the item is illegal to send and must not be accepted.
- **Restricted** means the item may be sent, but only if it meets certain criteria e.g. correct volume, quantities and packaging.

Prohibited and Restricted Goods

Prohibited and Restricted Items pandr_02

F1	A : Aerosols; Alcoholic Beverages; Arms & Ammunition	K - L : Lighters & refills, Liquids, Living creatures.	F9
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F7	H : Human & animal ashes, human or animal samples, Hoover boards	S : Solvent based paints, wood varnishes & enamels; Sharp objects	F15
F8	I - J : Infectious substances; Illegal lottery tickets; Lighters & refills; Liquids; Live creatures	V - W : Weapons.	F16

Item	UK	Int
Aerosols for toiletry or medicinal purposes (including deodorants, body sprays, hair sprays, shaving and hair removal creams) Packaging guidelines: Valves must be protected to prevent inadvertent release of the contents. Volume per item must not exceed 500ml. No more than two items in any one parcel, tightly packed. Must be presented at the counter. Sender's name and address must be visible on the parcel.	 	
Aerosols for any other purpose(including spray paints, air fresheners, etc)		

Item	UK	Int
Alcoholic beverages containing more than 70% alcohol by volume (ABV)		
Alcoholic beverages containing more than 24% but not more than 70% alcohol by volume (ABV) (e.g. gin, rum, vodka, whisky) Packaging guidelines: Volume must not exceed 1 litre per item. No more than two items in any one parcel. Wrap in polythene and seal with tape. Surround with absorbent material and cushioning to prevent breakage. Mark as 'FRAGILE' when sending glass bottles. Must be presented at the counter. Sender's name and address must be visible on the parcel.		
Alcoholic beverages containing 24% alcohol by volume (ABV) or less (e.g. beer, wine and champagne) Packaging guidelines: Volume per item must not exceed 1 litre. Wrap in polythene and seal with tape. Surround with absorbent material and cushioning to prevent breakage. Mark as 'FRAGILE' when sending glass bottles		

Item	UK	Int
Ammunition (excluding lead pellets and other airgun and airsoft projectiles)		
Firearms and their component parts classified as weapons of war (e.g. Section 5 firearms), ammunition of any kind and firearms prohibited under the Firearms Acts 1968-1997 may not be sent by any Royal Mail or Parcelforce Worldwide service under any circumstances.		
Airguns , Section 1 and Section 2 firearms and their component parts may be sent via Royal Mail, as 'guns for sporting use'. Deactivated, antique and imitation firearms are also allowed. It should be noted that items suspected of being firearms may be subject to additional checks, which may cause delays.		
For Parcelforce Worldwide - Parcelforce Worldwide will accept certain Air Weapons [defined as a low powered air rifles, air guns, or air pistols] on the express48 UK service only. All other firearms and ammunition are prohibited on all Parcelforce Worldwide services.		

Item	UK	Int
Articles Inferring Trade Mark or Copyright Articles infringing trade mark or copyright are prohibited		
Asbestos Can only be carried when fixed in a resin / plastic / glass matrix		

Item	UK	Int
Batteries that are classified as dangerous goods and certain used batteries (including wet spillable lead acid/lead alkaline batteries (such as car batteries), used alkaline metal, nickel metal hydride (NiMH), nickel cadmium (NiCd), zinc-air batteries, solo lithium batteries, power banks (see below) and damaged batteries of any type)		
Power Banks , Power banks are a small device containing a lithium battery used as a type of spare/portable charging device for electronic items. They are therefore classed as lithium batteries.		
Batteries, specifically new alkaline metal, nickel metal hydride (NiMH), nickel cadmium (NiCd), zinc-air and zinc chloride. Packaging guidelines: Must be new and sent unopened in their original retail packaging. Surround with cushioning material e.g. bubble wrap		
Batteries , specifically new and used lithium batteries when not sent with or connected to an electronic device		
Batteries - new wet, non-spillable (e.g. sealed lead acid batteries, absorbed glass mat and gel cell batteries) Packaging guidelines: No more than one battery in any one parcel. Maximum weight 1.5kg. Item must be protected against short circuit (by insulation of exposed terminals) and securely packaged. Package must be marked 'NOT RESTRICTED' and 'SPA67 / SP238'.		

Item	UK	Int
Balloons Royal Mail - Balloons filled with non-flammable gases are not allowed on International Airmail routes. For UK destinations, balloons filled with non-flammable gases are permitted but these must be clearly marked on the outer packaging with the words NON-FLAMMABLE GAS. Without this marking, these items are not permitted on domestic flights and will be delivered by road or rail.		
Biological substances (<i>diagnostic specimens including blood, faeces, animal remains and urine</i>) Packaging guidelines: The total sample volume/mass in any parcel must not exceed 50ml/50g. All biological substances must be posted in packaging that complies with Packaging Instruction 650, such as our Safebox product.		
Bladed Items Prohibitions and restrictions apply. Royal Mail: cannot be sent via a Post Office counter. Visit www.royalmail.com for full details including how restricted items can be sent. Parcelforce Worldwide: Prohibited from all Parcelforce Worldwide services UK and International. See also: Sharp objects See also: Weapons		

Item	UK	Int
Christmas crackers Parcelforce Worldwide and BFPO - Christmas crackers are prohibited Royal Mail - Christmas crackers can only be sent in their complete made-up form and in their original retail packaging.		
Clinical and medical waste (e.g. contaminated dressings, bandages and needles)		
Controlled drugs and narcotics (such as cannabis, cocaine, heroin, LSD, opium and amyl nitrate) In an emergency for medical or scientific purposes, they can be sent by Royal Mail Special Delivery or Royal Mail Signed For in suitable tamper-proof packaging		

Item	UK	Int
Corrosives (including dyes, acids, corrosive paint and rust removers, caustic soda, mercury and gallium metal)		
Counterfeit Currency & Postage Stamps Prohibited unless no longer available for current use and therefore of value only as collectors' items.		
DNA Samples (limited to saliva swabs and samples) Packaging guidelines: Can only be returned in supplier provided packaging,		

Item	UK	Int
Electronic devices sent with lithium batteries <i>(including mobile phones, digital cameras, etc) where the battery is not connected to the device.</i> Packaging guidelines: The maximum number of lithium batteries allowed in each parcel is the minimum number required to power the device plus two spares. For lithium ion/polymer batteries the Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. For lithium metal/alloy batteries the lithium content must not be more than 1g per cell or 2g per battery. The maximum net quantity of cells or batteries is 5kg per parcel. Each cell and battery must be of a type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, section 38.3. Cells or batteries that are defective or damaged are forbidden. Cells and batteries must be packed in inner packagings that completely enclose the cell or battery and protect them from short circuit. The equipment sent with cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. Must be presented at the counter. Sender's name and address must be visible on the parcel.	 	

Item	UK	Int
Electronic devices connected to lithium batteries <i>(including mobile phones, digital cameras, etc) where the battery is connected to the device.</i> Packaging guidelines: Each parcel must contain no more than four cells or two batteries installed in a device. For lithium ion/polymer batteries the Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. For lithium metal/alloy batteries the lithium content must not be more than 1g per cell or 2g per battery. The maximum net quantity of cells or batteries is 5kg per parcel. Each cell and battery must be of a type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, section 38.3. Cells or batteries that are defective or damaged are forbidden. The equipment containing cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. Must be presented at the counter. Sender's name and address must be visible on the parcel.		
Environmentally hazardous substances Packaging Guidelines: Samples must not exceed 5litres/5kgs. Pack in a leak proof or sift proof inner and protect by cushioning material in rigid outer packaging.		
Environmental waste (including used batteries and used engine oil)		
Explosives (including fireworks, flares, blasting caps, party poppers)		

Item	UK	Int
 E-Cigs - Electronic cigarettes - (Vape) containing nicotine concentrates of 5% or less can be sent with Royal Mail. This is because the e-liquid at this percentage is not classified as a dangerous product. However, if the product is marked as 'toxic' or bears the 'skull and crossbones' symbol it is prohibited as these indicate danger. What if the customer is sending e-cigarettes containing lithium cells? ● If lithium batteries are being sent in the e-cigs, see the lithium batteries 'connected to' option. ● If the lithium batteries are with the e-cigs, see the lithium batteries 'sent with' option. ● Loose lithium batteries sent on their own without any equipment are prohibited. F1 F2 The specific product, packing, volume and labelling requirements for lithium cells sent in or with the e-cigarette device will apply. (This is for e-cigarettes with e-liquid of less than 5% - over 5% they are prohibited and cannot be sent). Continued in next page		

Item	UK	Int
E-Cigs - Electronic cigarettes - continued Packaging requirements (when acceptable) E-cigarettes should be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. What if just a refill is being sent? ● For refills sent on their own which are nicotine free or contains a nicotine solution of 5% or less there are no restrictions in place. ● Anything over 5% nicotine in solution is prohibited. Please note: for e-cigarettes being sent internationally check the country guides for any restrictions or prohibitions individual countries may apply		

Item	UK	Int
Financial Documents For PFW - any financial documents (money, banker's drafts, Cheques, dividends, binds securities etc.) which can be exchanged themselves or with any other document, for money goods or services cannot be sent on PFWW international services. They can be sent on PFWW UK services but are excluded from compensation.		
Flammable liquids (including petroleum, lighter fluid, certain adhesives, solvent based paints, wood varnish, enamels, acetone and all nail varnish removers)		
Flammable solids (including magnesium, phosphorous, potassium, sodium, zinc powder and fire lighters)		

Item	UK	Int
Food ● Fish, meat, vegetables and fruit may be sent through the post but they should be packed to withstand a journey of up to two days and must be sent by a guaranteed next day service as a minimum requirement within the UK. Packages must be clearly labelled 'PERISHABLE'. ● Packages of fish should be smoked or chilled and sealed in vacuum packs. In all cases they must be enclosed in adequate polystyrene containers to prevent contamination. ● The sender must also ensure that the all perishable articles are packed in such a manner so that, during transportation the contents are kept at an appropriate temperature to avoid giving rise to a risk to health. ● It is prohibited to export any foodstuffs whether perishable or not to certain destinations using the Globalpriority and Globalvalue services. Perishable foodstuffs cannot be sent using the Globalexpress service		

Item	UK	Int
Fraudulent Articles - the following articles are prohibited ● Items bearing fictitious postage stamp or franking machine impression. ● Any item on which there is a stamp or franking machine impression which has been previously used to pre-pay any postal item. ● Items consisting of, or containing two or more postal items of the same or different descriptions, addressed to different people at different addresses. ● Items containing a letter or letters sent by a person other than the sender or member of the senders' household		

Item	UK	Int
Gases, including flammable, non-flammable, toxic and compressed gases (including new and used gas cylinders, butane, ethane, propane, refills for lighters, fire extinguishers and scuba tanks)		
Guns for sporting use (<i>Section 1 and Section 2 firearms, low-powered air weapons and their component parts</i>) Packaging guidelines: May be sent in compliance with UK law and subject to any applicable controls on the possession of firearms. Please note: Only low-powered air weapons are accepted by Parcelforce Worldwide. Sender's name and address must be visible on the parcel		

Item	UK	Int
Hoverboards (including any type of rechargeable battery-powered: self-balancing, mono-wheel, stand-up, unicycle or electric skateboard)		
Human or animal ashes Packaging Guidelines: Volume per item must not exceed 50g. Ashes must be placed in a sift-proof container and securely closed. Items must be tightly packed in strong outer packaging and must be secured and cushioned to prevent any damage. The sender's name and address must be clearly visible on the outer packaging. Human or animal ashes can only be sent using a Royal Mail service and must not exceed 50g in weight. These items are prohibited by Parcelforce Worldwide. Under no circumstances should human or animal ashes ever be accepted using a Parcelforce Worldwide service See also biological substances		
Human or animal samples (may only be sent at the specific request of a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or institution) See also biological substances Packaging Guidelines: the total sample volume/mass in any parcel must not exceed 1kg. Solids only can be sent. All human or animal samples must be posted in packaging that complies with packaging instruction 650, such as Royal Mail Safebox product. The sender's name and address must be clearly visible on the outer packaging: Accepted by Royal Mail only		

Item	UK	Int
Infectious substances and pathogens (UN2814 or UN2900) as classified in the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO)		
Illegal Lottery Tickets - Tickets & related advertisements for illegal lotteries are prohibited.		
Indecent or Obscene or Offensive Articles - Indecent or obscene communications, prints, photographs, books or other articles, and parcels bearing grossly offensive, indecent or obscene words, marks or designs are prohibited. Those discovered in transit will be stopped, and handed to Customs or the Police, who may take legal action against the sender and/or recipient.		

Item	UK	Int
International export licenses and international packaging - Items requiring Parcelforce Worldwide to obtain any special Licence or permit for transportation, importation or exportation or consignments with a declared value for customs in excess of that permitted of that particular destination should not be sent on any International service. Please note any item that is leaking or emit any odour of any kind cannot be sent on any of our International services. Any items packaged in kraft paper cannot be sent via our Globalexpress service.		

Item	UK	Int
Lighters and refills containing flammable liquid or gas (including used butane, petrol cigar and cigarette lighters) (New and unused empty lighters may be sent in their original packaging))		
Liquids over 1 litre (<i>containing liquids not classified as dangerous goods</i>) Packaging guidelines: Items must be securely closed and placed in a leak-proof liner, such as a sealed polythene bag and in a leak-proof outer. Mark as 'FRAGILE' when sending glass bottles. Customers posting via Parcelforce Worldwide, maximum 5 litres per box per container. Must be sent using express 48 only.		
Liquids under 1 litre (<i>containing liquids not classified as dangerous goods</i>) Packaging guidelines: Items must be securely closed and placed in a leak-proof liner, such as a sealed polythene bag and in a leak-proof outer. Mark as 'FRAGILE' when sending glass bottles.		
Live creatures, insects and invertebrates Live animals and reptiles are prohibited, as are any creatures or insects classified as dangerous within the Dangerous Wild Animals Act 1976 (including certain venomous spiders). The only permitted live creatures, insects and invertebrates include: bees, caterpillars, cockroaches, crickets, destroyers of noxious pests, earthworms, leeches and other parasites, lugworms, maggots, mealworms, pupae and chrysalides, rag worms, silkworms, spiders and stick insects. Royal Mail do not accept fish or fish fry. Restrictions and packaging guidelines apply: Packaging guidelines: Must be boxed and packaged to protect the creatures, our staff and our customers from harm. Use 1st Class as the minimum service. Items must be clearly marked 'URGENT - LIVING CREATURES - HANDLE WITH CARE'. Live creatures, insects and invertebrates can only ever be sent using a Royal Mail service, These items are prohibited by Parcelforce Worldwide. Under no circumstances should live creatures, insects and invertebrates be accepted using a Parcelforce Worldwide service		

Item	UK	Int
Magnetised material (with a field strength of 0.418A/metre or more at a distance of 4.6 metres from the outside of the package)		
Matches (including safety matches)		
Misleading Endorsements - Items must not bear words, marks or designs which are unauthorized and which may reasonably lead the recipient to believe that the parcel has been sent by Her Majesty's Service.		
Miscellaneous manufactured articles - Goods made in foreign prisons, except those imported for non-commercial purpose of a kind not manufactured in the UK or those in transit		

Item	UK	Int
Nail varnish, polish or gel Packaging guidelines: Volume per item must not exceed 30ml. No more than four items in any one parcel. Must be placed in strong outer packaging and cushioned to prevent breakage. Must be presented at the counter. Sender's name and address must be visible on the parcel.	 	

Item	UK	Int
<i>Oxidising materials or organic peroxides</i> (including disinfectants, nitrates and hair dyes or colorants containing peroxide)		

Item	UK	Int
Perfumes and aftershaves (<i>including eau de parfum and eau de toilette</i>) Packaging guidelines: Volume per item must not exceed 150ml. No more than four items in any one parcel. Must be sent in its original retail packaging, placed in strong outer packaging and cushioned to prevent breakage. Must be presented at the counter. Sender's name and address must be visible on the parcel.	 	
Perishables (<i>including flowers, fresh fruit, vegetables and frozen or chilled foodstuffs. Frozen water and dry ice are prohibited</i>) Packaging guidelines: Use 1st Class as the minimum service. Should be able to withstand a journey of up to 48 hours. Must be suitably sealed to prevent leakage or tainting of other items. Packages must be clearly labelled 'PERISHABLE'.		

Item	UK	Int
Passports and other official forms of identification- for example birth certificates, visas and driving licences. Parcelforce Worldwide has removed the normal delivery guarantee when these items are sent using the globalexpress service. These must be classified as Proof of Identity and shown clearly on the relevant customs declaration. Official forms of ID sent using our globalexpress service can be delayed by at least 24 hours (or more). This is because they are sometimes subject to additional security checks which are outside of their control. These items are not covered by ohe normal delivery guarantee, and no compensation is available if they are delayed. (with effect from 27/3/2017) The Parcelforce Worldwide globalpriority service might be faster/more appropriate for these items. Official forms of ID sent using the Parcelforce Worldwide globalpriority service are covered by the normal delivery guarantee.		
Pesticides (e.g. weed killer and any chemical used to kill pests and insects including fly sprays)		
Poisons, toxic liquids, solids and gases (including substances that are liable to cause death or injury if swallowed or inhaled or by skin contact, including arsenic, cyanide, fluorine, rat poison)		
Prescription medicines and drugs sent for scientific or medical purposes (toxic, flammable or toxic and flammable) Packaging Guidelines: Inner packaging can be blister packs of tablets or capsules of liquid (each pack not to exceed 50ml/50g per tablet/capsule), or small bottles of liquid up to 50ml. Net quantity in any parcel not to exceed 500ml/500g. Medicines must be securely closed and placed in a sealed polythene bag (for liquids) or a siftproof container (for solids). Must be tightly packed in strong outer packaging and cushioned to prevent breakage. Sender's name and address must be visible on the parcel.		

Item	UK	Int
Prescription medicines and drugs sent for scientific or medical purposes (<i>non-toxic and non-flammable including asthma inhalers</i>) Packaging guidelines: Inner packaging can be blister packs of tablets or capsules of liquid (each pack not to exceed 50ml/50g per tablet/capsule), or small bottles of liquid up to 50ml. Net quantity in any parcel not to exceed 1litre/1kg. Medicines must be securely closed and placed in a sealed polythene bag (for liquids) or a siftproof container (for solids). Must be tightly packed in strong outer packaging and cushioned to prevent breakage. Sender's name and address must be visible on the parcel. Prescription medicine: Parcelforce Worldwide has introduced a new requirement for prescription medicines (non-toxic, non-flammable). Parcelforce advise that prescription medicines should not be sent using Parcelforce Worldwide globalexpress , because individual country regulations are so complex, the item might be refused. If the customer is insistent, please advise them that the parcel must have a copy of the prescription visible on the outside of the parcel. If a prescription is not attached, no compensation is available if the item is delayed, or is undeliverable. However, even if the prescription is attached, there is no guarantee that the item will be allowed into the country. Items sent using Parcelforce Worldwide globalpriority service do not require a copy of the prescription; however customers are responsible for checking individual country restrictions before sending prescription medicines or drugs overseas. These can be complex, and are subject to change. Unfortunately Parcelforce Worldwide are unable to give advice on individual cases		

Item	UK	Int
Radioactive materials and samples (Classified as dangerous goods such as luminous dials from aircraft)		

Item	UK	Int
Solvent-based paints, wood varnishes and enamels		
Water-based paints, wood varnishes and enamels International & UK - Allowed in the mail, see restrictions and packaging guidelines below: ● Volume per item should not exceed 150ml. ● There is no restriction on the number of items than can be sent in each package. ● The items must be securely closed and placed in a leak-proof liner, such as a sealed polythene bag, so that any inadvertent leakage is contained within the outer packaging. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from damage. ● The sender's name and return address must be clearly visible on the outer packaging.		
Sharp objects Excludes: knives prohibited under UK law - see Weapons F1  F1 and Bladed items F2  F2 Includes, but not limited to, scissors, mini chopper blades, food processor blades, sewing kits, knitting needles, syringes, chisels, piercing awls, saws, nails, pins, fishing hooks. Packaging guidelines Items must present no risk to employees, other postal items or recipients. Wrap heavy cardboard around sharp edges and points, strong enough to ensure that the contents do not pierce the outer packaging. Wrap each item with cushioning material and place in a suitable outer container such as a padded envelope.		

Item	UK	Int
Valuable Items - Any financial documents (money, banker's drafts, cheques, dividends, bonds, securities etc) which can be exchanged themselves, or with any other document for money, goods or services, cannot be sent on Parcelforce Worldwide International services. They can be sent on a Parcelforce Worldwide UK service but are excluded from compensation. Coins, banknotes, currency notes, securities or documents payable to bearer (for example, uncrossed cheques; bankers drafts; travelers cheques) platinum. Gold or silver whether manufactured or not and other precious stones, jewels and other valuables must be sent using one of the International Tracked and Signature services where applicable. However note that these services have a maximum compensation available for loss or damage to an item containing money of £100. Check individual country entries as some destinations do not accept valuable items and there may be restrictions as to which of the services may be used for valuables. When sending these items to non EU destinations, an appropriate Customs document must be used on the package.		

Item	UK	Int
Waste, dirt, filth or refuse (including household waste)		
Weapons Includes items made for the sole purpose of causing injury to a person, items adapted for use to cause injury to a person, and any item intended by the person sending or receiving it to cause injury to a person Also including, but not limited to, Section 5 firearms, CS gas, pepper sprays, tasers and stun guns, flick knives, gravity knives, disguised knives, butterfly knives, crossbows, and other items that are banned under laws applicable in the UK or the destination country.		

Our procedure involves asking customers in branch what their parcels contain. The following is a list of most common general descriptions a customer might use and the types of 'hidden' prohibited and restricted items that may be included in their parcel.

'Hidden' Dangerous Goods	
Camping equipment	May contain flammable gases (butane, propane, etc.), flammable liquids (kerosene, gasoline, etc.) or flammable solids (hexamine used in solid fuel cookers/lamps, matches, etc.).
Car or motorcycle parts	May include carburettors or fuel tanks that contain or have contained fuel, wet batteries (e.g. similar to car batteries), flammable aerosols, nitro methane or other gasoline additives, compressed gases in tyre inflation devices and fire extinguishers, explosives in air bags, gas struts for car boot/tailgate, etc.
Chemicals	May contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
Cleaning materials	May contain aerosols, flammable liquids or corrosive substances.
Cylinders	May contain compressed or liquefied gas.

'Hidden' Dangerous Goods	
E-cigarettes	May contain traces of nicotine concentrates, over 5% content is prohibited, e.g. the product packaging may have the skull and crossbones symbol or the word 'Toxic'. Acceptance procedures
Electrical equipment	May contain magnetized material, mercury in switch gear, electron tubes or wet batteries. Magnetized material – electric motors, food blenders, food mixers, speakers. Mercury – equipment may contain fluorescent lamps, water disinfecting equipment containing UV bulbs, pond filter equipment, high intensity outdoor lighting (e.g. security lamps) containing high intensity discharge bulbs.
Household goods	May contain items meeting any of the criteria for dangerous goods. Examples include flammable liquids such as solvent-based paint, adhesives, polishes, aerosols, bleach, corrosive oven or drain cleaners, matches, descaling chemicals, smoke detectors, etc.
Instruments	May conceal barometers containing mercury, lamps containing mercury, high intensity discharge lamps, lithium batteries.
Machinery parts	May contain flammable adhesives, paints, sealants and solvents, wet and lithium batteries, mercury, cylinders of compressed or liquefied gas, gas struts, etc.
Medical supplies	May contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.

'Hidden' Dangerous Goods	
Photographic supplies	May contain items meeting any of the criteria for dangerous goods, particularly heat-producing devices, flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
Protective clothing	May contain compressed gases, e.g. self-inflating life-jackets, self-inflating riding jackets, self-inflating cycle helmets, etc.
Repair kits	May contain organic peroxides and flammable adhesives, solvent-based paints, resins, etc.
Swimming pool chemicals	May contain oxidizing or corrosive substances.
Tool boxes	May contain explosives (power rivets), compressed gases or aerosols, flammable gases (Butane cylinders or torches), flammable adhesives or paints, corrosive liquids, magnets, etc.

The only restricted item which can be sent to International destinations are lithium batteries installed in equipment. The batteries must be installed in the equipment because there is a greater risk of the batteries being damaged and catching fire if packaged outside the equipment or sent separately and the adequacy of packaging has not been checked.

Not all International destinations will accept lithium batteries installed in equipment so remember to check the prohibited goods by country list on Horizon.



Here are some examples of devices that commonly use lithium batteries.

Mobile phones including iPhones; Laptops and tablets including iPads and Kindles; Watches and clocks; Power tools; Cameras; Radios; Battery operated toys ; Electronic kitchen scales; Calculators

Page Down for some common examples of prohibited and restricted lithium batteries

Some common examples of prohibited and restricted lithium batteries:

Restricted in international mail (can be accepted with restriction)	
Lithium batteries installed in equipment/connected to a device, such as:	
Mobile phones with the lithium battery installed/connected to the equipment.	Restricted
Laptops with the lithium battery installed/connected to the equipment.	Restricted
Tablets with the lithium battery installed/connected to the equipment.	Restricted
Watches with the lithium battery installed/connected to the equipment.	Restricted

Prohibited in international mail (cannot be accepted)	
Lithium batteries <u>not</u> installed in equipment/connected to a device	
Loose lithium batteries.	Prohibited
Lithium batteries <u>with</u> the device (but not installed in the device).	Prohibited

Batteries (additional information)

Some battery types are classified as dangerous goods but others are not.

Dangerous Goods	Not Dangerous Goods
Lithium ion/polymer, e.g. iPad, mobile phone batteries. Lithium metal/alloy, e.g. AA, AAA batteries. Large batteries - for example: ● Sealed lead acid (including motorcycle batteries). ● Wet lead acid/lead alkaline (including car batteries). Absorbed glass mat (AGM) batteries. Gel cell batteries.	New alkaline metal and nickel metal hydride (NiMH), e.g. AA, AAA batteries. New nickel cadmium (NiCd), e.g. power tool batteries. New zinc-carbon, e.g. hearing aid batteries.

Unfortunately, the size and general appearance of a battery does not determine whether it is classed as dangerous goods.

Dangerous Goods	Not Dangerous Goods
 A blister pack of Energizer Ultimate Lithium AA batteries. The packaging is blue and white, featuring the Energizer logo and the text 'Ultimate Lithium', '680 mAh', and 'WORLD'S LONGEST LASTING'. There are four batteries visible in the pack.	 A blister pack of Energizer MAX AA4 batteries. The packaging is orange and black, featuring the Energizer logo and the text 'MAX', 'AA4', and 'world's 1st zero mercury'. There are four batteries visible in the pack.

Additional battery information - F1

F1

Inland items means all parcels and parcels sent in the UK (including Channel Islands and Isle of Man).

For Parcelforce Worldwide parcels to Northern Ireland, Isle of Man or Scilly Isles - the following items must be sent on express 48 only -
Aerosols (personal grooming), nail-varnish, perfume, alcohol greater than 24% but less than 70%ABV and items containing (or with) lithium batteries.

Certain low hazard dangerous goods can be carried in the mail within the UK under certain conditions. These are known as restricted goods and are shown in the tables in the following pages.

Page Down

Aerosols

Aerosols for toiletry or medicinal purposes E.g. toiletries such as deodorant, body spray, shaving foam, hair spray; Note: Aerosols for example containing spray paints or furniture polishes are prohibited and cannot be sent in the mail. They are hazardous because they are pressurised containers using a flammable gas as propellant which can ignite when damaged.

Conditions of acceptance

- Volume per parcel must not exceed 500ml
- Max number of items in any one parcel = 2
- Strong outer packaging - Contents must be secured or cushioned to prevent any damage in transit
- ID8000 Dangerous Goods label applied and sender's address clearly marked.



Alcoholic beverages

Alcoholic beverages and liquids, (alcohol by volume (ABV) more than 24% but not more than 70%) including spirits such as gin, rum, vodka and whisky)

Note: Alcoholic Beverages of 24% ABV or less (beers, wines and champagnes) can be carried using the same volume packing restrictions.



Conditions of acceptance

- Volume per item must not exceed 1Litre.
- Max number of items in any one parcel = 2
- Strong leak-proof outer packaging. Contents must be secured or cushioned to prevent any damage in transit.
- No label required.

Alcoholic beverages of above 70% ABV are prohibited and cannot be sent. - Contain high levels of alcohol making them flammable. The example shown contains 75.5% ABV

Alcohol By Volume (ABV)	No. of Bottles Per Package	Maximum Capacity
ABV 24% to 70%	2	1 litre per bottle
ABV less than 24%	No limit but subject to maximum weight per package	1 litre per bottle
ABV over 70%	Not Allowed	Not applicable

Lithium batteries connected to equipment

Mobile phone or other electronic items with lithium batteries inside (connected to the electronic device) e.g. sat nav, camera or laptop.
They are hazardous because lithium batteries can ignite when damaged or short circuited.

Conditions of acceptance

- Max number of items in any one parcel = 2
- Item is securely packed in strong packaging to prevent damage, short circuit and false activation.
- No label required

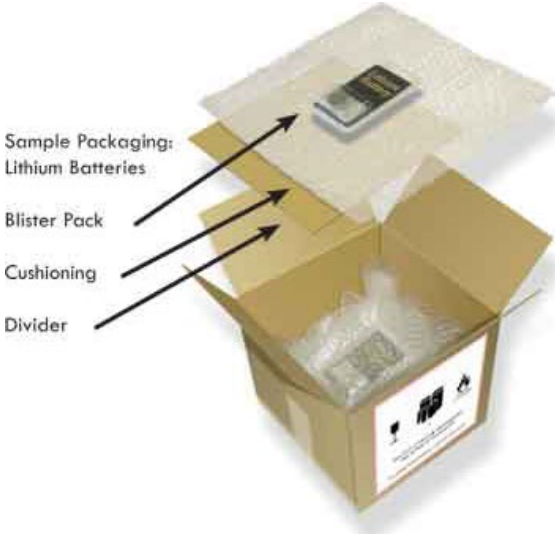


Lithium batteries sent with equipment

Sent in the same parcel as equipment, but not connected to the device.

Conditions of acceptance

- Max number of items in any one parcel - Minimum number required to power the device plus 2 spares
- Each individual battery must be packed in inner packaging that completely encloses the battery and the equipment it is sent with must be securely packed in strong packaging to prevent damage, short circuit and false activation.
- Lithium battery handling label and sender's address clearly marked



Nail varnish, polish or gel

Nail varnish, polish or gel - May contain high levels of solvent making them flammable.

Note; Almost all bottles of nail varnish are 10ml or 15ml.

Nail varnish remover (including acetone free) is prohibited because it is a flammable liquid.

Conditions of acceptance

- Volume per parcel must not exceed 30ml
- Max number of items in any one parcel = 4
- Strong leak-proof outer packaging.
- Contents must be secured or cushioned to prevent any damage in transit
- ID8000 Dangerous Goods label applied and sender's address clearly marked.



Perfumes, aftershaves and eau de toilette/parfum

Note: Almost all bottles of perfume are 50ml or 100ml in size. Gift sets usually contain four items or less.

Conditions of acceptance

- Volume per parcel must not exceed 150ml
- Max number of items in any one parcel = 4
- Must be sent in the original retail packaging and placed in strong leak-proof outer packaging.
- Contents must be secured or cushioned to prevent any damage in transit
- ID8000 Dangerous Goods label applied and sender's address clearly marked.



Restricted goods labels ID8000 Stock Code RMDGD3 (Inland mail only)



You will need to apply this label for the majority of restricted Prohibited and restricted items sent within the UK. Horizon will prompt you when you need to apply the label.

Tick the relevant box on the label and where possible, apply the label to the front of the parcel.

Reuse of ID8000 labels

You may find some customers bring in parcels with an ID8000 Dangerous Goods label which indicates that the item contains medicines, perfume/aftershave, nail varnish or toiletry/medicinal aerosols.

Parcels carrying these labels should never be sent to international destinations, because medicines, perfume/aftershave, nail varnish and aerosols are prohibited from being sent internationally.

Having confirmed that the parcel does not contain Dangerous Goods the customer must remove or cover the Dangerous Goods labels or markings.

Lithium battery handling label: RMDGD2X or RMDGD1X (Inland mail only)



You will need to apply this label for lithium batteries sent with equipment (not installed or connected to the device) within the UK. Horizon will prompt you when the label needs to be applied.

Remember

Parcels carrying these labels are prohibited to all International destinations.

Lithium batteries can only be sent to selected International destinations if they are installed in equipment (e.g. inside a mobile phone) always refer to the **Country Specific Information - F1**

F1

Common prohibited goods

The table below lists common examples of prohibited goods that are not permitted in the mail.

Prohibited item	International	Inland
Lithium batteries not in or with equipment, e.g. replacement laptop and mobile phone batteries.		
Fireworks		
Party poppers		
Compressed gases, e.g. butane gas cylinders, lighter fluid, lifejackets and riding jackets.		
Paint spray aerosols		
Corrosives, e.g. oven cleaner, drain cleaner, alloy wheel cleaner.		

If a parcel containing Dangerous Goods becomes damaged in branch you should follow the procedure listed at Section 24.3 in the Security Operations Manual which covers Chemical, Biological, Radiological, Nuclear (CBRN) and White powder incidents. See also section 24.2 which covers Suspect packages.

If you accept a parcel over the counter and later become concerned that it may contain prohibited Dangerous Goods, then phone NBSC for advice. Poorly packaged Dangerous Goods can pose a fire risk if damaged, so make sure you know your branch's fire safety procedure.

In an emergency you should phone the appropriate emergency services, but also please notify NBSC of any incident relating to Dangerous Goods on 0845 601 1022.

When a customer presents a parcel to be posted you must check that the items they want to send are allowed in the post by asking the first question of the 5Ws. There are a number of different prohibitions and restrictions (see **General Prohibitions and Restrictions [F1]**)



These procedures must be followed whenever a customer buys postage for an Inland or International parcel sized item.

'ASK' the initial Dangerous Goods question

'FOR THE PURPOSE OF SAFETY, PLEASE TELL ME **WHAT'S** IN THE PARCEL?'

This is to make sure that any prohibited items are refused, and that those which are restricted are posted safely and conform to the quantity, volume, packaging and labelling requirements.

Decision to proceed

Once you have asked the Prohibited and restricted question as part of the 5w's there are five possible scenarios depending on the customer's answer. These scenarios are listed in the table below; along with the action you should take for each one.

Remember:

Rules around what can be accepted in the UK mail are different from the rules which control what can be accepted internationally. For further information on the different categories please refer to:

Restricted goods (International mail) [F4]

Restricted goods to Inland destinations [F5]

F1

F2

Item identified as not prohibited or restricted	
Customer's response	Action to take
The customer tells you the contents and you identify that it is not prohibited or restricted (e.g. books)	You do not need to ask any further questions as part of the Prohibited and restricted items procedure. Process the item as normal. During the transaction when the Dangerous Goods prompt appears press 'Continue' to complete the transaction as normal (in most cases this is how the parcel sized item will be accepted and processed. Restricted items make up 3% of parcel sized mail)

Item identified as prohibited	
Customer's response	Action to take
The customer tells you the contents and you identify that the item is something that is a prohibited item (e.g. a laptop battery being sent on its own)	If the parcel contains an item which is immediately identified as prohibited after asking the initial Dangerous Goods question: refuse the item: Politely explain to the customer that their parcel contains a prohibited item. ● Select the 'DG Screen' button from the Home screen.  ● Select either 'Dangerous Goods International' Or 'Dangerous Goods Domestic' ● Press the appropriate button on screen and answer the subsequent questions on the buttons to determine what to do. The Laminate option can still be used as before by choosing 'Not Sure Scan Laminate' option.

Item identified as restricted

Customer's response	Action to take
The customer tells you the contents and you identify that the parcel contains a restricted item (e.g. an iPad containing a lithium battery, an aerosol, or nail varnish).	● Select Post Mail Items ● Enter weight ● Select any formats, Carrier or country for international Services ● Select the appropriate service from the picklist e.g. 2nd Class Small Parcel ● Select relevant option from message prompt ● 'Are there any other Prohibited or Restricted Items in the parcel?' ● For all the restricted items allowed please follow the quantity, volume, packaging and labelling requirements for each.

Customer response is inconclusive	
Customer's response	Action to take
The customer hasn't given you enough information to determine whether the item being posted is prohibited or restricted (e.g. they say the item is 'a gift').	See the ' Clarify ' section [F1] F1

The contents are unknown	
Customer's response	Action to take
The customer doesn't know the contents or won't tell you what is in the parcel	Explain that certain items are not allowed in the post and without knowing the contents of the parcel you can't tell whether the item has a prohibited or restricted item inside the parcel. Politely explain that without knowing the contents of the parcel it cannot be accepted

Clarify

If the customer hasn't given you enough information about the item they are posting you will need to ask further questions in order to determine whether they are unknowingly attempting to post restricted or prohibited items.

For example: a customer says they are posting a box of ordinary household cleaning materials. The customer will probably be unaware that if their parcel contains items such as spray polish, bleach and corrosive oven or drain cleaner or descaling chemicals, they are prohibited, none of which are allowed in the mail, so you need to ask further questions to find out exactly what's in the parcel.

Show the customer the Prohibited and restricted item laminate

There is no requirement to do so, but you may find it helpful to show the customer the prohibited and restricted item laminate as an aid in instances for example where there may be a language barrier, but remember that the laminate does not show every prohibited and restricted item.

Even if the customer says that their parcel does not contain any of the items listed on the laminate, you must politely ask the customer to identify the exact contents so that you can prevent any 'Hidden prohibited and restricted items' from being accepted.

You **must** identify exactly what the contents are before proceeding.

Please also remember country specific restrictions and prohibitions for International items

Some international destinations will not accept restricted Prohibited and restricted items even if they are accepted in other countries. Please refer to **Country Specific Information**

F1

Reused packaging

Sometimes a customer may reuse packaging which carries Dangerous Goods labels or markings. Once you have identified the contents:

- If the parcel does not contain restricted or prohibited items. The customer must remove or cover the Dangerous Goods labels or markings
- If the parcel does contain a restricted item please apply new and **correct labels** as necessary. You must not reuse existing labels.

F2

Once the contents of the parcel have been identified, please follow Horizon instructions.

F3

Dangerous Goods checks can be initiated via 3 transaction journeys:

- 26 - Post Mail Items - Called as part of the Postal Services engine;
- 46 - DG Screen - Standalone Dangerous Goods check;
- 45 - Business Mails - Called as part of the Parcelforce Discount transaction.

- The new screens enable the same laminate journey but now on Horizon;
 - If you have identified that the item is not restricted with your initial question press 'Not Restricted'
 - If you need to ask further questions to establish the item is not restricted press 'Not restricted 2 or more questions asked'
- However if you wish to continue to use the laminate (see below):

DG Screening

Fri 14 May 21 14:36

Ask the customer what's in the parcel?

MANDATORY Dangerous Goods Procedure:
Ask the customer what's in the parcel?
Select Not Restricted, Restricted or Prohibited if known, or select 'Not Sure - Scan Barcode' for further options.

Are the contents:

Not Restricted	Not Restricted - 2 or more questions asked	Restricted
32	34	36
Prohibited	Not Sure - Scan Barcode	
42	44	

- By selecting 'Scan Laminate' button on the message prompt, the 'Scan or Enter Barcode' screen appears

DG Screen Database

Fri 14 Jun 16 10:33

Scan the relevant barcode on the Dangerous Goods Laminate - Add for the LUC.

Scan or enter barcode

History 1

P1

DG Screen Database

Fri 14 Jun 16 10:33

Scan the relevant barcode on the Dangerous Goods Laminate - International Mail

Scan or enter barcode

History 1

P1

DG Screen-International

Tue 14 Jun 16 10:32

Scan the relevant barcode on the Dangerous Goods Laminate - International Mail

Scan or enter barcode

History 1

P1

- Scan the relevant barcode on the appropriate side of the laminate relating to the item identified.

Guidance on new on-screen Journey

If the contents are deemed to be Restricted - i.e. the Restricted Action button is selected.

The journey is then the same as the old laminate journey.

DG Screening

Tue 01 Jun 21 10:40

Identify the contents.

MANDATORY Dangerous Goods Procedure:
Ask the customer what's in the parcel? Select-
Not Restricted, Not Restricted - 2 or more questions asked,
Restricted, Prohibited if known or Not Sure-Scan Barcode

Are the contents:
Restricted

Identify the contents:

Restricted - Aerosols 42	Restricted - Lithium Batteries 44	Restricted - Nail Varnish/Polish/Gel 46
Restricted - Perfumes and Aftershaves 52	Restricted - Spirits 54	

What is changing?

- The existing dangerous goods prompt will be replaced with a new screen for Inland and another for international:

Inland

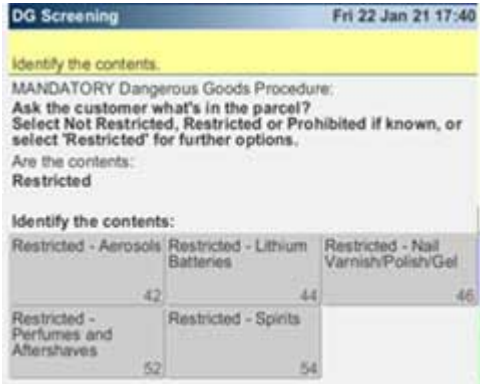
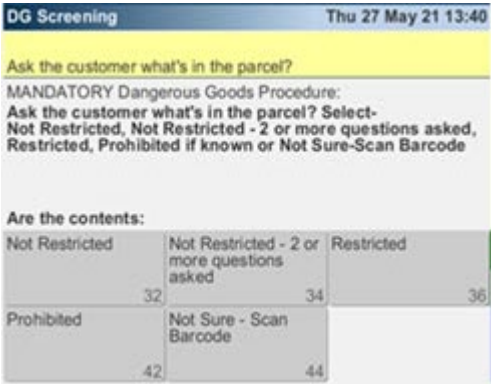
If you prefer using the laminate, there is a button 'Not sure -Scan barcode' you can use.

- If you have identified that the item is not restricted with your initial question press 'Not Restricted'
- If you need to ask further questions to establish the item is not restricted press 'Not restricted 2 or more questions asked'



If you choose the 'restricted' button the screen below appears:

Note: There is no button for scanning laminate on this screen



After the previous screen appears there are several smaller changes to the following screens - the restricted item journey (Aerosols) is shown here:

- Select 'Restricted-Aerosols'
- Select 'Yes' for medicinal, 'yes' less than 500ml and '1 or 2' buttons

Post Mail Items

Tue 19 Jan 21 20:06

Check the type, volume and quantity of aerosols within the item.
Press Help for specific information relating to aerosols.

Is the aerosol for medicinal or toiletry purposes?

Yes

No

22

24

Is the aerosol can 500ml or less?

Yes

No

42

44

How many aerosols are present?

1 or 2

3 or more

62

64

- The same prompt as the existing transaction appears and then the transaction will re-join the existing Horizon journey

Restricted

MSG10902

i

This is a Restricted item
An ID8000 Restricted Item label must be affixed onto the item.
Check senders name and address is present.

OK

ENTER

International

- If you have identified that the item is not restricted with your initial question press 'Not Restricted'
- If you need to ask further questions to establish the item is not restricted press 'Not restricted 2 or more questions asked'

DG Screening Thu 27 May 21 13:41

Ask the customer what's in the parcel?

MANDATORY Dangerous Goods Procedure:
Ask the customer what's in the parcel? Select-
Not Restricted, Not Restricted - 2 or more questions asked,
Restricted, Prohibited if known or Not Sure-Scan Barcode

Are the contents:

Not Restricted	Not Restricted - 2 or more questions asked	Restricted
32	34	36
Prohibited	Not Sure - Scan Barcode	
42	44	

DG International MO Tue 02 Feb 21 15:45

Confirm the type of batteries within the item.
Press Help for specific information relating to batteries.

Does the battery contain Lithium?

Yes	No
22	24

DG International MO Tue 02 Feb 21 15:45

Confirm if the batteries are IN the item.
Press Help for specific information relating to batteries.

Does the battery contain Lithium?
Yes

Are the batteries IN the device?

Yes	No
32	34

- If 'restricted' is selected it goes straight to the international batteries restricted journey
- Yes, is selected.

- Yes, is selected again.

- The transaction then re-joins the existing Horizon journey.



Using the Prohibited and restricted items laminate

If you have identified that the customer's parcel does not contain any of the items listed on the laminate, there is still a chance that it may still contain **'hidden' Prohibited and restricted items**. It is not possible to list all items which may contain **prohibited and restricted items** individually on the laminate so you may need to ask the customer some more questions to determine if it contains a **prohibited and restricted items** or not.

F1

There three possible barcodes to scan depending on the classification of the items

The 'Prohibited' barcode

The 'Restricted' barcode

The 'Not Restricted' barcode



Prohibited items (Inland and International destinations):



- Scan the **'PROHIBITED'** barcode on the appropriate side of the laminate and follow the Horizon prompts'.
- Advise the customer that you cannot accept the item because it is prohibited.
- Hand the customer the refusal receipt and the Prohibited and restricted items' RMDG11 leaflet.

For example: if a customer tells you they would like to a send a replacement laptop or mobile phone battery on its own. This item is prohibited and cannot be accepted.



Restricted items which are subject to quantity, packaging and labelling rules (Inland and International destinations)

- Scan the relevant **'RESTRICTED: Subject to quantity, packaging and labelling rules'** barcode on the appropriate side of the Prohibited and restricted laminate.
- Follow the Horizon prompts which will then guide you through a series of steps to ensure that the quantity and packaging requirements are being met and will tell you which label (if appropriate) you will need to use for each item scanned.
- For further information on labels refer to section 4 'Labelling'
- Once you are satisfied that the Prohibited and restricted items requirements have been met, continue to process the transaction as normal.

For customers posting gift sets with multiple restricted items, please follow the acceptance process for each item and apply and tick the label as appropriate.

Example - restricted item:

A customer says they are posting nail varnish to their niece in Dorset.
Using the 'Mail for the UK' side of the laminate:

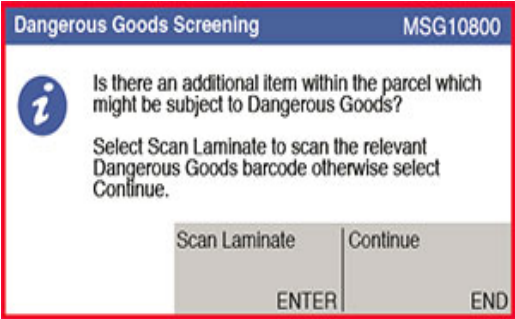
- scan the barcode for 'Nail Varnish, Polish & Gel' in the 'Restricted section of the laminate
- Horizon will take you through a series of questions to determine if the nail varnish can be sent (you do not need to remember the volume, quantity and labelling requirements as Horizon will guide you

NEVER GUESS, ALWAYS USE THE LAMINATE AND HORIZON

Multiple restricted goods

If the parcel contains more than one type of restricted item, after completing the scanning process and following the prompts for the first identified restricted item, Horizon will give you the option to repeat the process to enable you to scan the laminate for each identified item.

- Select 'Scan Laminate' if you have more restricted items, or
- Select 'Continue' if there are no more restricted items and complete the transaction as usual



Please note: if the parcel contains two or more items and only one is restricted - always select 'Scan Laminate' and process the restricted item first.



Not Restricted

- Scan the '**NOT RESTRICTED**' barcode on the appropriate side of the prohibited and restricted laminate.

This barcode should only be used if you have asked more than two questions or used the laminate as an aid in order to confirm that the contents of a parcel are not restricted.

Do not scan the barcode if the customer's answer to your initial question (For the purpose of safety, please tell me what's in the parcel?') clearly identified the contents as not restricted.

Example - if the customer responds to say they are sending 'a gift'; this is not enough information as you need to identify exactly what the gift is.

If after asking more than two questions you identify the contents are not prohibited or restricted items. In this case you would scan the 'Not Restricted' barcode.

Note: if a barcode does not scan, type in the barcode number.

Registering new Drop & Go customers

If your branch does offer Drop & Go, you will need to:

- Ensure you have the most up-to-date version of the Drop & Go delivery manifest held in branch (this will include a column specifically for customers to specify if they are sending any restricted items and the quantity).
- Talk to your new Drop & Go customers when they register: Tell them about **prohibited and restricted items**; and why they must be identified. To help you do this, you can use and give your customers the Prohibited and Restricted Items leaflet (RMGD11).
- Ask them if they regularly send items which are restricted, and if they do, offer them advice on how they should pack and post their item.
- Tell them how to complete their Drop & Go delivery manifest as you would normally, making sure they know to complete all columns, including the last one to declare if they are sending any inland or international restricted items. If your customers would like additional copies of the manifest, you can direct them to the website <http://www.postoffice.co.uk/dropandgo> to print their own copies.





Drop & Go Manifest

Customer Name: _____

Contact Phone No: _____

Account/Card Number:

--	--	--	--	--	--	--	--	--	--

Item	Service required (eg. for Class, Date Class, Special Delivery)	Post Code	Building Name or Number	Item Value (Declared on parcel service only)	Barcode number (Declared on parcel service only)	Loading dangerous goods (e.g. liquids, batteries, staff packs etc) (See full list at www.postoffice.co.uk/dangerous) List Name and quantity here
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						
15.						

Additional services required (e.g.
bills or checks of stamps)

Date Stamp: 

Date: ____/____/____

Customer Signature: _____

The sender is responsible for checking whether an item is prohibited or restricted. We reserve the right to refuse any other item named by law or that in our opinion may be harmful or dangerous to our customers or employees. Posting prohibited goods or restricted goods could result in prosecution.

Where the sender sends items using a Parcelforce Worldwide service, the service will be provided by Royal Mail Group Limited (trading as Parcelforce Worldwide). By signing this Drop & Go manifest, the sender agrees to the conditions of carriage set out in www.parcelforce.co.uk/conditions-of-carriage which shall apply to the provision of such services by Parcelforce Worldwide to the sender.

Read more copies of the manifest? These can be completed online and printed, or downloaded from www.postoffice.co.uk/dangerous

NR0277

Check the delivery manifest to see if the customer has filled in the last column for any restricted items when the Drop & Go customer comes in.

If the customer has marked dangerous goods as an entry in the manifest, scan the relevant barcode depending if Inland or International.

By doing this, Horizon will launch a set of questions the customer must answer and Horizon will prompt you to follow the correct procedure.

1. What do I do if the customer has different restricted items within the same parcel?

Follow the Prohibited and restricted items process for each item identified. After completing the scanning process for the first identified restricted item and going through all the prompts, Horizon will give you options to repeat the Prohibited and restricted items screening for each item identified. For all the restricted items allowed please follow the quantity, volume, packaging and labelling requirements for each.

2. What do I do if the customer has multiple identical parcels containing restricted items?

This depends on how the items are being processed:

If items are processed individually then the relevant content barcode on the appropriate side of the laminate should be scanned as part of the acceptance process.

If the items are processed using 'Qty' or Speedbulk (Non-stamped parcel sized items) then the items should be screened using the 'DG screen' button.

This will allow for the screening of items outside of the bulk acceptance method being used.

Note: items that do not require DG screening as they are covered by contractual arrangements between Royal Mail and the Customer do not require to be processed in this way.

For example, the acceptance of business mail such as Home Shopping Returns [R1,R2, etc.], Franked Mail and PPI mail, or pre-paid items such as Online Postage or Smart Stamp., do not need the Prohibited and restricted items acceptance process to be followed.

3. What do I do if the customer has multiple identical parcels containing non-restricted items?

If after asking the initial Prohibited and restricted items question the customer confirms that all the parcels contain the same non-restricted items and more than two clarification question have been asked and depending where you are in the transaction you must scan the 'Not Restricted' barcode **once** on the appropriate side of the laminate.

4. What if the parcel contains both restricted and prohibited items?

Follow the Prohibited and restricted items process for each item identified.

Process the identified prohibited item first.

- a. For the **prohibited item** - select the **'DG Screen'** button from the home screen. Scan the 'Prohibited' barcode on the appropriate side of the laminate and follow the Horizon prompts'. Advise the customer that you cannot accept the item because it is prohibited. Hand the customer the refusal receipt and the 'Prohibited and restricted items' leaflet.

Inform the customer they can repackage the parcel, removing the prohibited item if they would still like to post the allowed items. (Assuming they comply with the restricted requirements. See b, below).

- b. If the customer decides to proceed after repackaging the parcel:

For all **restricted items** - process the item as normal and when prompted scan the relevant **'Restricted' barcode** on the appropriate side of the laminate and follow the Horizon screen prompts.

5. What do I do if I identify there are prohibited or restricted items in the parcel before selecting the 'Post Mail Items' button?

Follow the steps in question 4.

6. What do I do if the parcel contains a restricted item and a non-restricted item?

You must process the identified restricted item first and follow the Horizon prompts. Press continue when the 'Additional Item' prompt appears. If the non-restricted item is processed first, the 'Additional Item' prompt will not appear and the identified restricted item would need to be screened through the 'DG Screen' button on the Home Screen lengthening the transaction.

7. What do I do if the customer has multiple identical parcels containing prohibited items?

If after asking the initial Prohibited and restricted items question the customer confirms that all the parcels contain prohibited items - refuse the items and scan the **'Prohibited' barcode once**. Hand the customer the refusal receipt and the 'Prohibited and restricted items' leaflet.

8. What do I do if the customer is sending a Large Letter item that contains Prohibited and restricted items?

The Prohibited and restricted items prompt **will not** appear automatically when the Letter/Large Letter button is selected in the 'Post Mails Item' screen. If you suspect or the customer advises that a potential restricted or prohibited item may be enclosed, select the 'DG Screen' button from the Home screen and scan the relevant barcode on the appropriate side of the laminate and follow the Horizon prompts.

9. Why do customers have to confirm that their parcel does not contain any prohibited or restricted dangerous goods?

We aim to identify dangerous goods so that those which are prohibited are refused and that those which are restricted are posted safely and conform to the quantity, volume, packaging and labelling guidelines.

10. A customer doesn't know what's in the parcel: what should happen?

If a customer cannot confirm that their parcel does not contain dangerous goods ...the item must be refused. The customer must be prepared to provide you with sufficient information to determine whether the parcel contains a prohibited item (cannot send), or contains a restricted item (so as to be controlled in a certain way).

11. A customer refuses to inform the Post Office that their parcel does not contain any prohibited or restricted dangerous goods: what should happen?

Please tell customers for the purpose of safety they must confirm that they are not sending any prohibited items. If they have any restricted items we need to ensure that they meet quantity, volume, packaging and labelling requirements. The parcel must be refused if these conditions of acceptance are not met.

12. The customer won't tell me what's in their parcel, but assures me that it doesn't contain any prohibited or restricted dangerous goods: what should happen?

The risk here is that the customer may not know what items are classed as dangerous goods. Many everyday items, such as aerosols, nail varnish and perfumes are considered dangerous goods under transport legislation. Not all customers will be aware of this and will not consider these items dangerous. Please tell the customer for the purpose of safety they must let you know what is in their parcel. If they have any restricted items they must be controlled in a certain way. We need to confirm that the restricted item that the customer wants to send conforms to the quantity, volume, packaging and labelling guidelines for that item. The item must be refused if these conditions of acceptance are not met.

13. Does a customer have to tell me what's in the parcel/package that they are posting?

Yes to satisfy the transport regulations for the safe transportation of goods we now need to ask what's in the item that customers are posting. This is to make sure that any prohibited items are refused and that those which are restricted are posted safely and conform to the quantity, volume, packaging and labelling guidelines. It's not sufficient to simply present the customer with the laminate and ask them to confirm that none of the items listed on the laminate are enclosed in the parcel.

14. A customer would like to return an item that they have been sent, but the item is not compliant (either prohibited/or exceeds restricted volumes/quantity etc) and the customer says that they received it in the post and therefore should be able to return it. What should I do?

Inform the customer that the item should not have been posted to them by the company/friend etc because the item breaches transport regulations. Regardless of how the dangerous goods were received by the customer, you need to ensure that any item that is accepted at a branch is compliant and for that reason you cannot accept the item. Politely inform the customer that they should contact the company where they ordered the goods.

15. How do I accept 'Restricted' items from customers who have bought their postage through online channels (OLP or Click and Drop.)?

When a Royal Mail online customer drops off a pre-paid item (bought via an online channel) they must declare online that they believe their item contains 'Restricted' good(s.) you must follow the process as below:

- Scan the 'Prohibited and restricted item' laminate
- Follow the Horizon prompts,
- Apply any Li/ID8000 labels as appropriate