



Delivery point standards guide

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Jersey Post 
Delivering for you

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About this guide

This guide provides important information for anyone considering the best options for reliably and securely receiving mail deliveries at their premises. 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. However, the postal world has changed in recent years with significantly fewer letters being sent and far more parcels.

This can create challenges for us – how to ensure we satisfy both you as the receiver of the item 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 explaining what a delivery point is for both residential and business customers as well as options available to you for receiving larger items and/or items requiring a signature if nobody is home.





Residential premises

A delivery point is the designated area for the delivery officer to deliver your mail. For the majority of properties, this will be your letterbox.

If a letterbox is not available, the delivery point is required to be in a safe and dry location, such as inside a porch. For residential properties with more than one unit (i.e. flats):

- If the delivery officer has access into the building, best practice is for a nest of boxes containing one clearly identified box for each flat, either in or near the entrance.
- If the delivery officer can gain access and the delivery point is a communal area, such as, left on a table, this is not considered secure. Jersey Post will not accept responsibility for any items that go missing once left at the delivery point.
- Where the delivery officer does not have access to the property, the delivery point for all mail will be through the communal letterbox.

Please note: if a security code is required for access, please ensure Jersey Post is provided with the code, remembering to update us if it changes.



Delivery point

A delivery point is a single mailbox or other place at which mail is delivered. It differs from a street address, in that each address may have several delivery points, such as an apartment or office block.

Delivery points are a designated area where mail is delivered. If you would like to change your delivery point, please contact our Customer Care team on 616616 to discuss if this is possible.

Where a facility is provided, such as a nest of boxes or delivery room in a block of flats, these will be deemed to be the delivery point for the individual address within a multi-occupied location. In such circumstances, we will not perform deliveries to individual front doors.



Business premises

Delivery points for business customers vary depending on the set up of the business and the layout of the premises. The delivery point must be safe and secure; therefore, mail cannot be left on a set of stairs or a table where the public has access.

- For buildings with multiple businesses, there should be a nest of boxes available at the entrance with a clearly identified box for each business. For all more oversized items or items requiring a signature, the delivery officer will bring the item to reception.
- For businesses without a nest of boxes, the reception or office door, if a letterbox is in place, will be your designated delivery point. It should have quick and easy access for delivery officers, and receptions must have somebody available to take delivery of the mail.

Please note: if your delivery point is the reception, somebody must be available to receive the item. Delivery officers will not telephone numbers or wait for unlimited periods of time for a person to arrive to take delivery of the mail.

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

- Do not ask us to leave any items in unsecure or unsafe locations
- Do not place delivery officers at risk in any way
- Put an alternative delivery arrangement in place if using a standard delivery point is not feasible



Options for alternative delivery arrangements

We always want to deliver your items first time, every time. Recognising this is not always feasible, we have created alternative options aimed at ensuring you receive your items as quickly and efficiently as possible.



SecureDrop

You can nominate a location at your premises to leave larger items or items that require a signature. Once agreed, you'll be provided with a barcode to place in your secure drop location, which the delivery officer will scan as proof of delivery. Your secure drop location should be:

- On your premises
- Waterproof to prevent damage to the items.
- Not visible to anyone passing or visiting your premises.
- Safely accessible by our delivery officers.



Redelivery

If we're unable to deliver an item to your address and you are unable to collect from our Rue Des Pres Post Office, you can book a redelivery either to:

- A local address - just confirm the date you want us to deliver your item; or
- Broad Street Post Office.

This service costs £2 per item.



Undeliverable mail

In some circumstances, we will be unable to deliver your mail if the item(s) is either too large, or requires a signature and there is no SecureDrop set up.

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

- Expect you to provide a suitable delivery point at your address. This guide explains what we consider suitable. If that is not possible, you should make alternative delivery arrangements with us.
- Notify you either by text, email or post a not through your letter box if we are unable to deliver.
- Make the item available for collection from our Rue des Pres Post Office.
- Return any item not collected within 21 days to the sender.
- Return any items which are undeliverable for reasons such as insufficient address or addressee unknown to the sender.