

A customer asks ...

Why did the postmaster tell me that I cannot buy a postal order in pounds sterling? I want to send it back to get my birth certificate so that I can renew my British passport and they only use pounds.

The Jamaican postal service provides a money transfer format called a postal order. Jamaica Post is only authorised to issue postal orders in Jamaican dollars. The remedy? Customers will have to visit a commercial bank in order to get a foreign currency cheque prepared for such a transaction.

My important letter was sent to the address on the envelope but that address had a mistake ('Road' was stated instead of 'Street'). This caused a serious problem and I'm wondering why the postal service didn't automatically redirect it to the correct address as the addressee is a 'VIP' in Jamaica with a very prominent name. I expect that everyone would know that VIP, so it shouldn't have been hard to find his correct address.

The Jamaica Post team is not authorised to make assumptions of this nature and has an obligation to complete the mail-delivery procedure by sending that mail to the indicated address. It is expected that the occupant of the premises will return any mail that is inadvertently received, or which is correctly addressed to that premises, but for which there is no such addressee.

Once returned to the postman, attempts at redirecting such mail will be made (as best as possible) at the post office, but if no match is found, it will then be forwarded to the returned letter branch at the Central Sorting Office in Kingston. This highlights the importance of your return address, which may be written on the front in the top left corner, or on the back flap. Without the return address, the Jamaica Post team is at a loss as to where to direct the returned item, thereby resulting in the delivery being further delayed.

I have some (old) family photos that I don't want to lose and wish to send them to my sister (overseas). How can



I mail them at a low cost and feel safe? I can't replace these heirlooms.

Send them by registered mail. Registering the letter/package will ensure that there is a 'trail' in all the handling steps that are taken in getting your cherished keepsakes to the destination. There is a fee for registering mail.

Have you any details on window envelopes? My business is planning to start using these and we need information on specifications to make decisions.

A 'window envelope' is a type of envelope that has a transparent panel on the front, through which the name and address of the intended recipient will be visible when printed in a specific area on the letter being sent. The 'window' is very effective as this mail communications format eliminates a set of handling procedures, thus expediting mail preparation.

Many customers have adopted window envelopes for their mailing needs. This type of envelope is very useful in reducing the time required to prepare mail, and since time is money, using them tends to result in lower mail operations cost.

Head postmaster in Kingston, Ivett Chambers Greaves, whose unit at the Central Sorting Office handles the Corporate Mailroom Service, urges Mega Mail customers to, "Ensure that the enclosures are folded in such a manner that the address is visible in the window."

The postal service executive illustrated the point by adding, "For example, my team has observed some cases in which the envelopes' contents are folded too small, and, therefore, do not retain their position within the envelope. Problems such as these impinge on the efficiency of the mail-sorting operations."

Jamaica Post customers are, therefore, asked to note that a window envelope must conform to specifications as indicated below.

WINDOW ENVELOPE SPECS

■ The transparent panel must be at least 1 1/2 inch/3.8cm from the top of the envelope; 1/2inch/13mm from the right-hand edge; 1/2 inch/13mm from the left-hand edge; 1/2inch/13mm from the bottom edge.

■ The panel must not be bordered by a coloured band or frame.

■ The panel is to be on the plain side of the envelope (i.e., not the side with the flap).

■ The panel material must allow the address to be easily legible.

■ The panel is to be rectangular: its greater dimension is to be parallel to the length of the envelope, so that the address appears in same direction.

■ The panel must adhere firmly to the inside edges of the opening in the envelope.

■ The contents of the envelope are to be folded so that the address is clearly visible through the panel, even if the contents shift.

■ You can clip this out and keep it for future reference, or we can email you the information if you send us an email at: post-corp_admin@colis.com.

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