

Our Guidelines for handling 'Out of Area' Cards

Version 1

5 June 2014

Purpose

1. To respect all cards posted into the scheme whether they are in or out of our delivery area
2. To have a policy and process that is fair and reasonable to both card senders and potential recipients.
3. To operate a process that requires reasonable but not excessive effort from the S&D Scheme
4. To have a transparent and consistent approach

Background

The Stamp & Deliver scheme (the Scheme) is necessarily limited to a very specific delivery area. Unfortunately through accident or ignorance a number of cards are received by the Scheme that are addressed to recipients outside of the defined delivery area. These cards are known internally as OOA (Out Of Area). The Scheme organisers recognise that the sender expects the Scheme to rectify the situation if there is a simple and minimal cost (recognising the Scheme stamp value) solution. Shown below are the principles to which we operate.

Principles

1. The Scheme will use a consistent process.
2. The Scheme will clearly advertise those places that are in the delivery area and stress that we cannot deliver to OOA addresses.
3. For every OOA card an attempt will be made to ascertain the sender and if 'in area' and if before the last posting date, to return the card through the Scheme.
4. Through the website there will be an opportunity for both card senders and potential recipients to contact the Scheme to ask the whereabouts of undelivered and specifically OOA cards.
5. Where a sender's contact details are not shown externally on the envelope the OOA cards will be kept unopened until 7th January of the following year to respect privacy unless we have permission from either sender or recipient. (This date is generally 21 days after the Scheme Closes and recognises that enquiries regarding undelivered cards are in the main received by this time.)
6. After 7th January envelopes will be opened to ensure that there are no contents of value (there shouldn't be as the Scheme is not permitted to deliver other than Christmas cards). If anything of value is discovered a decision will be made by the Scheme committee as to whether additional follow up action is sensible. Otherwise all cards will be sent for recycling (i.e. destroyed).

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