

Prohibited and Restricted Items

July 2024 Reference Guide



Introduction

The purpose of this reference guide is to provide more detailed information on Prohibited and Restricted items to support the annual compliance training.

To achieve this we will cover:

- Labels and markings
- Manufacturers marks and packaging
- Display Material

You should already have a good understanding about processing mails transactions and the questions you need to ask to identify if there are prohibited or restricted items in the parcel being processed.

This guide provides further information you can refer to if necessary.

Be consistent

The Prohibited and Restricted items process needs to be followed every time a customer buys postage for inland or international parcel sized items, Letters and Large Letters items containing goods.

Remember:



Restricted items

Restricted items have size, volume and quantity limits. Items that exceed these limits cannot be accepted from the customer or transported by the mail carriers.

Before accepting restricted items, please check the following packaging and labelling requirements:

- Size, volume and quantity
- Large enough to attach the correct label on a single side without folding

You don't need to remember all the requirements, the conditions of carriage are on Horizon. Please don't guess, just follow the Horizon prompts or check Horizon Help.

Please ensure that all parcels have the sender's name and address clearly marked on the back.

Pre-paid items: remember










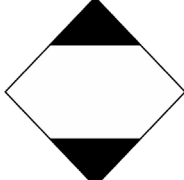
You don't need to follow the Prohibited and Restricted items process for any pre-paid items or business mail such as Tracked Returns, Franked Mail (Mailmark), Account Mail (PPI) or online postage.

Labels, markings and packaging

Helping the customer determine if the item is prohibited

If a customer is uncertain if the item they are posting is prohibited, you can refer them to the Safety Data Sheet which all manufacturers or distributors are required to provide for potentially hazardous products. This information should be obtained from the manufacturer's website or by contacting the manufacturer or supplier. Section 14 of the Safety Data Sheet will provide the information to determine if the item is prohibited or if restrictions apply.

The images below will help you spot prohibited items brought in by customers. The images show labels or marks sometimes used on the outer packaging of items.

Dangerous Goods labels			
			
Cargo labels			
			
Markings			
			

Manufacturer's marks

Other symbols/logos to look out for:



Manufacturer's packaging

The manufacturer's packaging can indicate that Dangerous Goods are present, with an image on the item on the front.



Re-used packaging

Sometimes a customer may re-use packaging which carries labels or markings. Having confirmed that the parcel does not contain prohibited items, the label and/or marks need to be covered or removed.

Shipper's declaration

If a customer presents an item with a 'Shipper's declaration', this indicates that it may contain prohibited items and you need to clarify the contents of the parcel.

Globally Harmonised System (GHS) pictograms

There are symbols on consumer goods which indicate whether the contents are hazardous for use. If an item carries one of the following symbols then it is prohibited.



Remember

Labels or markings may indicate that there are prohibited items in the parcel or that the manufacturer's packaging has been reused. Confirm the contents with the customer.

Display material

Your branch needs the correct leaflets, laminates and posters about prohibited and restricted items on display and available at all times. You can use this information to support your customer conversations.

Laminate RMDG25

Every counter position should have a Prohibited and Restricted Items laminate on hand.



Poster RMDG27

Parcels that may contain Prohibited and Restricted items can only be accepted at a manned counter. If you have an unmanned parcel hatch, please display the correct Prohibited and Restricted items poster. This will direct customers to a manned counter.



Leaflets

You should always have the latest version of the 'Prohibited and Restricted Items' leaflet on hand, and in the leaflet dispensers for your customers. If you use your last leaflet and are waiting for more stock, please refer to Horizon Help.



For the latest guidance on the current leaflets and posters to display in branch please refer to the current campaign display instructions. Display instructions are available on Branch Hub or contact your Area Manager for support.

