

Training Plan

Training Plan	2
1. User Manual.....	3
2. Prospecting	4
3. Sign off	5
4. Rollout program	6
5. Operation	7
6. Services	8
7. Useful Contacts	9
Help & Advice - Packaging Advice.....	11
The Do's	11
The Dont's	11

Training Plan

Breaking through the Postal Service Business

Characteristics of a Plan (4P)

Plan: Focus, Direction, or Aim

1.	Purpose 10%	Why
2.	Prepare 80%	What
3.	Process 5%	How
4.	Payoff 5%	Expected Results

Examples eg. Business plan, Project Plan, Site Plan, Holiday Plan, Health Plan,

1. User Manual

Purpose

- ✓ Help give general plan on shipping anything anywhere in the world

Preparation

- ✚ Prepare planned is 4 hours seminar input
- ✚ Questionnaire to be completed
- ✚ Vetting by office
- ✚ 2 Hours onsite support
- ✚ 24/7 Office support
- ✚ Support from our Carriers
- ✚ Support from other outlets

Process

- Presentation
- Questions and Answer Session
- Demonstrations

Payoff (Result)

- ❖ Know the whole process
- ❖ Know the carriers
- ❖ Know expectations (Carriers, Outlet, Interpostglobal, and Customers)
- ❖ Know best practice
- ❖ Know how to get support
- ❖ Know how to deal with customers
- ❖ Know how to deal with problems

2. Prospecting

Purpose

- ✓ To make the business know to prospect
- ✓ To vet right businesses

Preparation

- ✚ We have Postal Consultants/ Sales Reps
- ✚ 45 minutes preparation at our office in Wembley or elsewhere
- ✚ Shop surveys and selection process
- ✚ Booking for sign offs

Process

- Phone calls
- Shop visits
- Referrals
- Presentations

Payoff (Result)

- ❖ Win businesses to become outlets
- ❖ Business Benefits (commission, new image, bigger vision)

3. Sign off

Purpose

- ✚ To agree terms and conditions and set the expectations

Preparation

- ✚ Confirmation of interest
- ✚ Personal identifications and proof of ownership
- ✚ Mandatory Requirements
- ✚ Other requirements
- ✚ Rollout plan

Process

- Provide IDs and Proof of ownership
- Sign contract
- Copy of contract
- Copy of invoice
- Indication of Rollout plan

Payoff (Result)






- ❖ Contract
- ❖ Arrange provision of postal services within your shop or business

4. Rollout program

Purpose

- ✓ To set a time plan for setting up of services, training, provisions and operation


Preparation

-  Time scale (Within one month of signing)
-  Carriers setup
-  Shop signage schedules
-  Training plan
-  Operational plan

Process

- Install postal and signage
- Install systems (Computer, printer, label printer, scale)
- Check list before operation sign off
- Test send of items to our office

Payoff (Result)

-  Ready for operation

5. Operation

Purpose

- ✚ Serve customers and provide a satisfaction and professional service

Preparation

- ✚ Know the expectation of the carriers, customers and interpostglobal
 - Carriers- Integrity, automation, Customer support and prompt payments
 - Customers-Reliability, Trust, Convenience, choice, support and cheap price
 - Interpostglobal-best service, automation, prompt payments and customer support
- ✚ Understand import and export business

Process

- Service customers
- Advice customer
- Help customers serve money

Payoff (Result)

- ❖ Commission
- ❖ Growth in business

6. Services

Purpose

- ✓ A convenient postal services with carriers people know and trust

Preparation

- ✓ Make sure you have all the requirements (Advertise, have tape, scale, printer, label printer, computer, software passwords, knows how to measure something)
- ✓ Know Domestic and International Carriers
 - Domestic: Royal Mail, Parcelforce, Yodel
 - International, DHL, UPS, FedEx and TNT
- ✓ Know Drop and Collect Service
- ✓ Know Postal Supplies Service
- ✓ Know how to book shipment by royal mail DMO
- ✓ Know how to use our workshop software
- ✓ Confident to advise customer

Process

- ❖ Serve customer with pride and confident

Payoff (Result)

- ❖ Win customers business and earn profit

7. Useful Contacts

1. Interpostglobal
2. Carriers



No	Training Program	Every Wednesday	Sign
1.	Full day training on all Software and Rules and Regulations		
2.	First Week Review		
3.	Three Week Review From Sign Update		
4.	50 Items target training met		
5.	Monthly Review		
6.	Two Month Target Review		
7.	Three Months Target Review		
8.	Six Months Target Review		
9.	Random Performance Review		
10.	Nine Months Pre Renewal Review		

[Help & Advice - Packaging Advice](#)

It is very important to make sure that your parcel is properly packaged, to prevent it getting damaged on its travels.

Read through the tips below for more information.

The Do's

Boxes should be durable and double-walled. Remember that items will get stacked in transit, therefore your packaging may need to support the weight of other packages.

Choose the size of the package according to its content. Under-filled boxes are likely to collapse; overloaded ones may burst.

Always use high quality materials for your shipments. Consider strength, cushioning, and durability when selecting your wrapping supplies.

Choose boxes made of corrugated cardboard, with good quality outer liners. Use heavy-duty double-layered board for fragile items.

Make use of cushioning materials, especially to stop your packaging contents from moving.

Use strapping or strong tape to seal and secure your box.

Put fragile goods in the centre of a package; ensuring they don't touch the sides. Your item should be well cushioned on all sides.

Seal greasy or strong-smelling substances with adhesive tape, then wrap in grease resistant paper. Always remember that bad packaging may cause damage to surrounding items.

Place powders and fine grains in strong plastic bags, securely sealed and then packed in a rigid fibreboard box.

Use "arrow-up" label for non-solid materials.

Repack your gifts properly. Many goods sold in attractive packaging will not be suitable for shipping.

Use triangular tubes not round tube-type cylinders to pack rolled plans, maps and blueprints.

Remember always to pack small items and flyers appropriately.

Protect your data discs, audio and video-tapes with soft cushioning material around each item.

Complete the address clearly and completely, using uppercase letters when handwriting labels to improve readability for courier personnel.

When shipping items that have sharp edges and points, ensure these are adequately protected. Heavy cardboard is suitable for this. Fix the protective material securely so that it cannot be accidentally removed in transit.

Always use cardboard dividers when sending flat, fragile material (such as vinyl records).

When re-using a box, remove all labels and stickers. Ensure that the box is in good shape and not worn out.



The Dont's

Do not use bags made of fabric or cloth.

Do not over seal your package. Remember that all shipments can be opened by customs authorities for inspection.

Do not use cellophane tape or rope to seal your shipment.

Do not consider "Fragile" and "Handle with care" labels as a substitute for careful packaging. They are only appropriate for information purposes.