



Online Mail Request Form – Staff User Guide

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Who Needs to Use the Form?

Every service/department across all NHS Lothian sites should complete the form when sending any mail which is not a Standard Second-Class Letter.

A Standard Second-Class letter uses DL or C5 Envelope sizes and if possible, no bigger than 24cm in length, 5mm in thickness, 16.5cm in width and 100g in weight.

A member of your team should fill out the form before Porters collect the mail from your area.

This form feeds directly into the mailroom, ensuring the mail is processed correctly in line with agreed guidance.

Please note, a separate form should be submitted for each separate mail product you are requesting. For example, if you wish to send 12x International Letters and 3x small parcels, you need to submit the form twice.

Continues below.

How To Access the Form

To access the form, please follow the link below:

<https://app.onlinesurveys.jisc.ac.uk/s/nhslothiansurveys/online-mail-request-form>

Continues below.

Navigating The Form

Introduction Page

Upon entering the form, please read the instructions before clicking 'Next'.

Online Mail Request Form

A black arrow originates from the bottom center of the instruction box and points diagonally down and to the left towards the title 'Online Mail Request Form'.

Introduction

As per the NHS Lothian Postal Policy, services are required to complete this form detailing any items they wish to send which are not a standard second class letter. These products are classed as 'exceptional'.

By completing this form, you are confirming your Service Manager (or supervisors/assistants/equivalent on shift) has provided authorisation to use the exceptional product. Service Managers should provide approval in advance of filling out the form as no signature is required within the form.

The form can be filled out more than once per day if mail is collected from your area more than once per day. If you have different types of 'exceptional products', a separate form should be filled out for each type.

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Continues below.

General Questions

Online Mail Request Form

General Questions

1. Site Name *

2. If you selected 'other' for question 1, please specify site below:

3. Service *

4. If you selected 'other' for question 3, please specify service below:

5. In order to submit this form, you must have prior approval from your Service Manager to use an exceptional product. Do you have prior approval from your Service Manager? *

Yes

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The 'General Questions' determine your 'Site' and 'Service' as well as ensuring your Service Manager is aware, and has approved, of the mail you are sending. Questions 1 and 3 are drop down menus asking you select an option with questions 2 and 4 offering a free text box. Please press 'Next' once you have answered each of the required questions.

Continues below.

Product Requests

Online Mail Request Form

Product Requests

6. Which exceptional product are you requesting to use?

Details found here: <https://www.royalmail.com/sites/royalmail.com/files/2024-12/online-price-guide-december-2024-v1.pdf> *

7. If you selected 'other' in question 7, please specify the product you wish to send using:

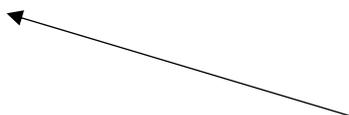
8. How many of the exceptional product type do you require? *

9. If you selected 'other' in question 9, please specify:

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The 'Product Requests questions' ask you to select which product you are requesting. A drop down will appear in question 6 and 8. If you are unsure of the different mail products, please follow the link within question 6. Press 'Next' once you have completed each required question.



Continues below.

Final Checks

The 'Final Checks' prompt you to label the items [included as part of each submission of the form] correctly, ensuring Porters are aware the form has been submitted. Please label the parcels using an appropriate label, noting the Response ID and how you would like the mail to go out (the details asked for in the 'Product Requests' section). Please ensure the number is visible and easy to read. Press 'Next' once you have completed both questions.



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Final Checks

10. Please label the items with details of your Response ID number and details of the request outlined in the previous section of this form for the Porter to collect. You will find the Response ID number once you submit the form. *

I agree to label the appropriate items with the Response ID number and details of the request outlined in the previous section of this form

11. By submitting this form, you are agreeing that prior approval has been given by your Service Manager to use the exceptional products. *

I agree

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Next

Online Mail Request Form

Next Steps

The mailroom will process your request in line with agreed guidance. Facilities will monitor the requests of all departments, reporting to Facilities Management teams regularly. Please press Submit below to finalise your request.

Previous

Submit



Please read the instructions and press 'Submit'

Continues below.

What Happens After I Submit the Form?

Your Response ID appears – please label your items using this ID as per the instructions in the previous section. The mail room staff will receive your request and process as per agreed guidelines. Details of your requests overtime will be stored and used for data collection purposes.

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Survey complete

Response ID: cm7nakayv00idjs0863rsp1yv 

End.