



MORRIS REGISTER



SPARES GROUP NEWSLETTER

For new spares please contact:

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For reconditioned spares please contact:

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P O Box 38032,
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LONDON SW19 4YB
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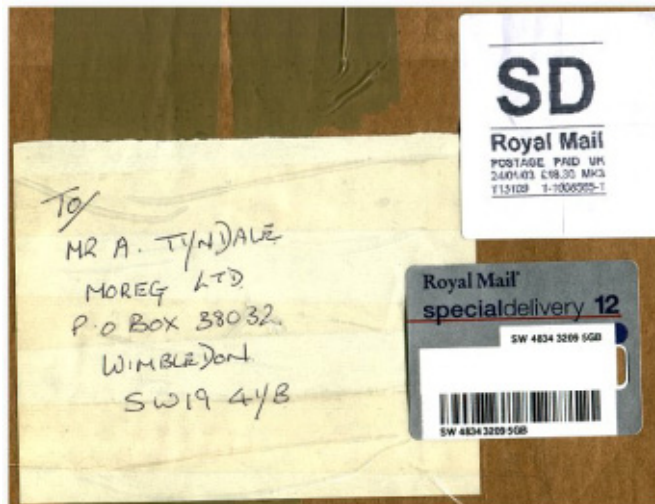
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Spares@MorrisRegister.org.uk



P O BOX DELIVERIES



SHOWN IS A CORRECTLY ADDRESS ROYAL MAIL PARCEL

We thought it appropriate to bring to your attention some of the difficulties that members have experienced with the P O Box Mail delivery system. It is an extremely convenient and safe way to send items as once they arrive at the sorting office they stay in a safe environment until the P O Box Recipient collects them.

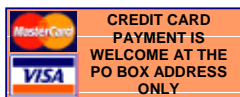
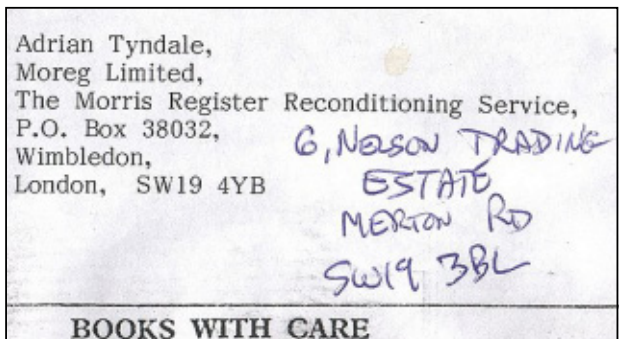
Problems seem to arise when members use a non Royal Mail carrier such as "Parcel Force".

For some politically based reason they refuse to deliver to a Royal Mail P O Box! It is unfortunate that in most instances the counter staff do not inform the customer that they will not deliver to a PO Box whilst taking the money for that delivery. Amongst other actions they have returned parcels to senders, redirected parcels to our old business address in Nelson Trading Estate and to a home address where the parcel sat on the door step all day.

We have written to them on a number of occasions and each time received an unsatisfactory response. The best they could offer was the bland statement that "The Operations Manager would monitor future performance to ensure that lessons would be learned and the best possible service given to all our customers".

"SEEN HERE IS THE LABEL OF A PARCEL THAT WAS RE-ADDRESSED BY "PARCEL FORCE"

We strongly advise that members do not use Parcel Force as there is a perfectly smooth running service offered by Royal Mail.



WEBSITE: <http://www.MorrisRegister.org.uk>