



Woodgreen Community Shop Newsletter Post Office Special

POST
OFFICE

So much more than stamps!

Your Post Office is for so much more than just stamps! This special edition of the newsletter is packed with information about some of our other services that may be of interest to you.

- **Holiday Essentials:** Are you starting to think about your summer holiday? Make sure you come and see us about travel insurance and to get your foreign currency.
- **Banking:** Has your bank closed its local branch? Don't worry, we offer some banking services: deposit cash or cheques, withdraw cash or check your balance.
- **Bills:** Bills to pay? Did you know you might be able to pay them at the Post Office counter? We also offer mobile top ups and vouchers and gas & electric card top ups.
- **Deliveries & Collections:** Did you know you can get your online shopping delivered to the shop for you to pick up? And have you heard about *Drop & Go*?
- **Insurance:** The Post Office offers competitive insurance cover for anything you care to mention: home, car, pets...
- And then there are postal orders and Moneygram money transfers, Fishing Licences, Gift Cards, Special Issue stamps, National Express bus tickets, savings cards and Lottery tickets.

So to sum up, there are lots of reasons to pop in and see us and pick up some groceries in the shop while you're at it. We really are a one stop shop for so, so much.

Read on and learn about all of our services.

Nikki

Post Office Opening Times

Monday - Friday	09.00 – 13.00 14.00 – 17.30
Saturday	09.00 – 13.00
Sunday	Closed



The Woodgreen Post Office team – Claudia, Roger, Nikki and Bob

“What has the Post Office ever done for us?”

Well Reg, now you ask, quite a lot really.

This four-sided newsletter full of stuff, put together by Nikki, our Sub Postmistress, is an eye opener to the products and services available to us in Woodgreen.

It also begs a number of questions:

- Do we appreciate how fortunate we are to have our own Post Office?
- Do we use it enough?
- And now that we are in no doubt over what is available, are we going to use it more?

The Post Office and Shop complement each other to an extent that cannot be easily quantified. They are inexorably linked, each bringing in customers and sales to the other on a daily basis: post your parcel then pick a wine!

We must work at keeping them going as a single entity.

As we say in Cornwall; “*One for all, all for one*”; and not, as Reg might say: “*Alright, but apart from foreign currency, holiday insurance, banking, postal orders, gift cards, savings, fishing licences, stamps, bill payments, card topups, mobile deals, drop&go, house & car insurance, money transfer, post collection and redirection, lottery tickets, National Express bookings.., what has the Post Office ever done for us?*”.

Ron

Holiday Essentials

Foreign Currency

We sell Euros on demand. This means we have Euros in stock all the time in 20 Euro notes. If you require a mix of denominations, we can order these in.

Any other currency and/or traveller's cheques can be ordered at the counter and if paid for in the morning, your order will be ready to collect after 2pm of the following day. Any orders placed in the afternoon will be processed the next day and delivered to us the day after that.

If you prefer to order on line on the Post Office website, it may be possible to get a marginally better rate and opt to have your currency delivered to us ready for you to collect at your convenience.

Our rates are very competitive and are commission free so there are no hidden additional charges, something to bear in mind when comparing with other providers. It is important not to just look at the exchange rate that is being offered but to consider the overall cost of the order with any commissions and fees included.

We also offer a Buy Back service for any unused foreign currency.

The Post Office won the Silver award for Best Foreign Exchange / Travel Money Retailer at the British Travel Awards 2015.

Travel Insurance

Post Office offers different levels of Travel Insurance cover whether you're going away for a few days or travelling several times throughout a year.

At the 2015 British Travel Awards, Post Office was awarded Best Travel Insurance Provider. The Post Office received more votes from the UK public than any other provider.

Saving

Budget Card

Our Budget Card enables you to take control of your household budget by putting a little money aside regularly to cover your household bills and spread the cost of Christmas and other gifting occasions.

You can save up to a maximum of £3,000 every year and then use it to pay for selected Post Office services like your bills or Gift Cards.

Between 1st November and 31st January you can buy gifts with your Budget Card at over 22,000 high street stores nationwide and selected online stores.



Banking Services

The majority of High Street banks have partnered with the Post Office to offer their customers some basic services at the Post Office counter.

Depending on the type of account you have and which bank you use, it's very likely that you could

- Check the balance of your bank account
- Withdraw cash from your bank account
- Deposit cash into your bank account
- Deposit cheques into your bank account

With local branches of popular banks closing, these services are proving very convenient for our customers.

Post Office Card Account

The Post Office Card Account is especially for receiving pensions, benefits and tax credits. To set up an account you need to contact the government department that pays this allowance. Once set up you can check your balance and make withdrawals at the Post Office.

Phones and Internet

Mobile Top Ups and Vouchers

Whatever your mobile phone network, if you are running out of credit, we can help.

There are 2 options:

- **E Top ups**
You can buy instant E Top-ups using a top up swipe card linked to your phone
- **E voucher**
You can buy an E voucher to activate and top up your phone using its activation number.

Homephone & Broadband & Mobile Deals

The Post Office offers all of these services with very competitive deals and bundles to suit your usage needs. The Post Office Mobile uses the EE network.

Bill, Bills, Bills...

Utility Bills

A huge variety of household utility bills can be paid at the Post Office counter. This can save on needing to send a cheque in the post or making a journey to the bank.

Check on the back of the bill where it usually says "How to pay". There will be a list of options. Paying at the Post Office may be one of them.

Gas Cards & Electric Key Top Ups

Both of these, which are used to fund pay as you go meters, can be topped up at the Post Office using cash only. A very handy service to have right here in the village.

Other Postal Services

Re-direction of Post

If you're moving home or moving your business, you can redirect your mail at the Post Office. Whether your move is temporary or permanent, redirecting your post will save you time and effort and reduce the risk of identity theft.

You can redirect your post for up to three months, three to six months, or six months to a year.

You can have your post redirected to a UK or international address and you can renew your Redirection

Local Collect

Local Collect is a service that allows you to pick up your package from your local Post Office. This is ideal when you are too busy to wait in for a parcel to be delivered, a parcel is too big for your letter box or it needs to be signed for.

You have two options – one for online shopping, the other for missed deliveries.

- **Online shopping**

The next time you order something online, check if the retailer gives you the option to deliver your item direct to a Post Office branch using Royal Mail's Local Collect service. There is no charge to pay on collection at our branches.

- **Missed deliveries**

If you miss your delivery because you're out and about, you'll receive a 'Something for You' card from Royal Mail or Parcelforce Worldwide letting you know they tried to deliver your post.

Following the instructions on the card, you'll be able to arrange to collect your item from a Post Office branch.



Register now for Drop and Go!

For items delivered by Royal Mail there is a small charge for this service.

Drop & Go

Whether you are an online seller, run a small business or simply send post regularly, it is important to make the most of your time. Our Drop & Go service has been developed specifically with your needs in mind enabling you to leave a number of items with us without waiting while we process them.

Special Stamps

The most well-known of these is of course the special Christmas themed ones that are released annually at the festive season. However there are other special issues throughout the year celebrating all manner of events, places, people, sport, science, nature and more. They are commemorative and collectable or just something eye catching and different on a greetings card.



More than just stamps – but we certainly do stamps!

Moving Money

Postal Orders

These work in a similar way to cheques. They are ideal if you need to make a payment and you are wary of revealing your personal financial details or you don't have a bank account or a chequebook.

These are available to purchase for a small value related fee. They can be produced ready for the named individual to cash at a Post Office or crossed for payment into the named person or company's bank account.

Moneygram Money Transfer

Post Office Limited is an agent of MoneyGram International Limited in the provision of money transfer services enabling you to send money around the world quickly and securely.

Money can be sent to over 200 countries worldwide and it arrives in minutes.

Fishing Licences at the Post Office



These are available to purchase for Trout & Coarse fishing and for Salmon & Sea Trout fishing for 1 day, 8 days or the full season.

Post Office Financial Services

Personal Loans, Mortgages, Credit Cards, Current Accounts, Savings Accounts (including ISAs) can all be arranged through the Post Office.

For any of the above, we can take your details as an expression of interest and you will be contacted by phone or email by one of the Post Office's team of specialist advisors. Alternatively you can look on the Post Office website www.PostOffice.co.uk for more details or you can make a call on the Customer Helpline 03457 223344 where they can assist you with any enquiry.

Woodgreen Post Office's unique branch code number is:

225 542 1.

Please quote this in any telephone application to indicate where you heard about the service from or where you were given a leaflet from. Our branch will be credited in commission terms if you proceed with the purchase / application / policy / account etc.

Insurance



Home Insurance from the Post Office has been voted the winner of the 'Best Home & Contents Insurance Provider' by "Your Money".

Have peace of mind with our 5-star Defaqto rated cover, with features that matter to you.

The Post Office also offers Car Insurance, Motorcycle Insurance Van Insurance, Pet Insurance, Life Insurance & Business Insurance and also Pre Paid Funeral Plan.



National Express

national express

National Express go to hundreds of UK towns, cities and airports, having over 550 coaches covering 70 million miles a year. There's a network of routes in the UK, and across Europe, as well as convenient drop off points – from the airport door to the heart of the city.

We are now able to sell tickets for journeys on National Express coaches. We haven't sold any to date so we need practice on this one.

Gift Cards

The **One4all Gift Card** can be used in over 22,000 outlets and with many online retailers, unlike other store specific gift cards. This feature makes the Post Office One4all Gift Card the perfect flexible gift designed to suit everyone.

You can choose from a wide range of designs for your gift card celebrating Birthdays, Weddings, New Baby, Congratulations, Thank You, and of course, Christmas. A gift card can be loaded with any amount from £10 to £ 400.

National Lottery at the Post Office/Shop

National Lottery tickets and scratchcards are sold through our shop tills. However the Post Office administers and accounts for these services.



We understand the convenience of playing the National Lottery on line. If you currently do play on line and you would consider playing at the shop instead, the shop would directly benefit from this minor change in habit, while you still retain your chances of one day striking it lucky and bagging one of those jackpots.

As well as playing for yourself, lottery tickets and scratchcards make great present ideas to easily slip in with birthday cards.

Health Lottery at the Post Office

The aim of the Health Lottery is to raise money for health related good causes across Great Britain. Health Lottery money is available to local initiatives that help people to lead longer, healthier lives.



The Post Office has been selling tickets for the Health Lottery for some time now. There are draws on 5 days of the week and it only costs £1 to play.

Woodgreen Community Shop & Post Office

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www.facebook.com/WoodgreenCommunityShop