

# THE IMAIL INTOUCH SERVICE

## INTRODUCTION

The INtouch service enables personnel on operations to send and receive letters originally sent via email, but received in hard copy form. Despite the ever-growing use of Wi-Fi and mobile data-based technology, and the increased use of social media networks and apps, (including Whatsapp, Facebook, Skype and iMessage) Service personnel deployed overseas still highly value receiving physical mail.

Once an account has been registered, service personnel, their friends and families are able to create a mail message using either a computer or internet enabled personal electronic device at [www.imal.co.uk](http://www.imal.co.uk). This can be done anywhere across the globe.

Once a document has been composed it is electronically encrypted and sent to the imail server. The server routes the item to the nearest UK Mail print centre, where it is securely printed by state-of-the-art equipment. Letters are machine-enveloped and all mail is sent for onward delivery to BFPO Northolt, (the MODs mail sortation depot) to be dispatched across the globe within the military mail system.

Imail INtouch is a service delivered on behalf of the MOD. The service has been established and is monitored by the Permanent Joint Headquarters in Northwood. BFPOs role in the provision of this service is limited to the 'final mile' delivery of mail from the BFPO Northolt sortation depot to BFPO addresses across the globe.

## SENDING MAIL USING INTOUCH

### Getting started

Personnel and their loved ones will need to register for an account at [www.neopost.co.uk/intouch](http://www.neopost.co.uk/intouch). Your account information will be provided to you with 48hrs following verification. You can then simply log onto [imal.print.co.uk](http://imal.print.co.uk) or [www.imal.co.uk](http://www.imal.co.uk) and click 'get started' to begin sending mail.

Imail INtouch can be used on any internet-enabled device, from anywhere in the world, and is compatible with leading internet browsers for PC and Macintosh. There is not currently an INtouch app and the system can currently only be accessed via the internet.

There is no cost to military personnel, MOD civilians serving overseas and their friends and families to use this service.

### Addressing mail

To ensure that the imail INtouch letter is delivered as efficiently as possible, please use the addressing convention recommended by BFPO, this is:

Service Number, Rank, Name  
Unit/Regiment  
Operation Name  
BFPO Postcode

Please do **not** include town or country in the address. The BFPO postcode should appear on the last line of the address.

When entering the address for INtouch messages, you must enter the BFPO postcode rather than the BFPO number.

Each BFPO number across the globe has an associated Postcode. For example BFPO 759 in Kabul in Afghanistan has the postcode BF1 7DZ. These BFPO postcodes have been devised to allow online services across the internet to recognise overseas military addresses.

The BFPO indicator list, showing details for BFPO Postcodes and corresponding BFPO numbers across the globe can be found on the BFPO website at the following address: <https://www.gov.uk/government/publications/british-forces-post-office-locations>

It is possible to send IN touch mail to civilian addresses in Northern Ireland. However, to ensure that your mail does not compromise individuals' security being connected or associated with the Armed Forces, please do **not** include rank or role title within the civilian postal address.

## **Security**

Email INtouch uses 256-bit SSL security as standard. The password-protected system assigns a user name and password to each user. All documents are securely encrypted before being sent from your PC, laptop or personal electronic device to the email print centre for fulfillment, complying with security and data protection regulations.

Please see security advice on sending INtouch mail to civilian addresses in Northern Ireland in the 'Addressing mail' section above.

## **INtouch features**

Email INtouch uses the same high-specification commercial printers in all of its nationwide print centres. These are regularly calibrated, ensuring a quality and consistent print finish that you can rely on, wherever your mail is printed.

When creating a letter, you can attach an A4 PDF documents of up to eight pages, which will be printed along with the letter and inserted as one combined mail piece.

Email INtouch keeps your contacts database securely within your user space. Simply create your mailing, then enter a single address or upload a csv file and the site will save your addresses on the fly for future use.

Email INtouch provides you with an instant PDF proof of your mailing, showing the body of the document, as well as the positioning of the address block and return barcode. The PDF can be printed locally for a physical copy for your records or it can be stored electronically on your computer.

Email INtouch stores mail items for 60 days and they are viewable within the 'My Archive' section of the Account Admin area.

## **Tracking mail**

Once you have completed your mail and sent it, you will receive on-screen confirmation. The sent order will also be visible in the My Archive area of your imail INtouch interface. You will also receive notification of posting from the UK Mail print centre. Confirmation of delivery to recipient is not currently available for this service.

### **Restrictions of use**

The imail INtouch service is only applicable to BFPO addresses overseas and UK postcode addresses only. INtouch mail cannot be sent to INtouch mail to international addresses that do not have a BFPO number. No other international service is available.

### **TROUBLE SHOOTING AND FURTHER INFORMATION**

Please complete the [contact form](#) or email the company directly at [imail\\_enquiries@imailprint.co.uk](mailto:imail_enquiries@imailprint.co.uk), making reference to the 'imail INtouch' service.