

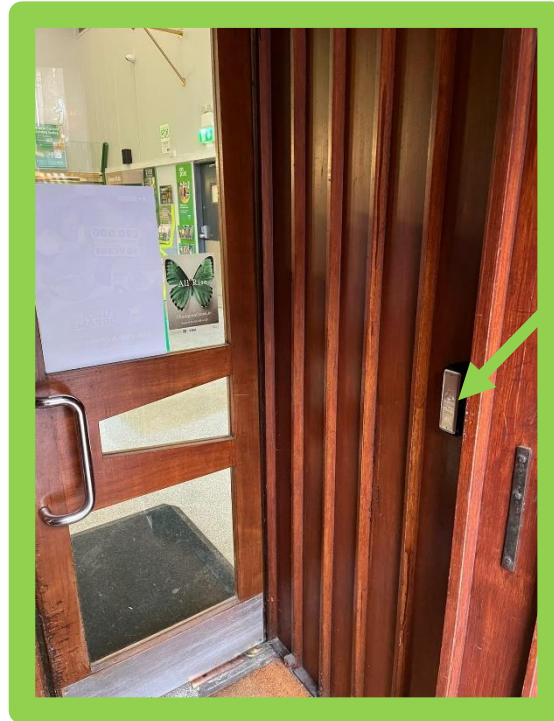
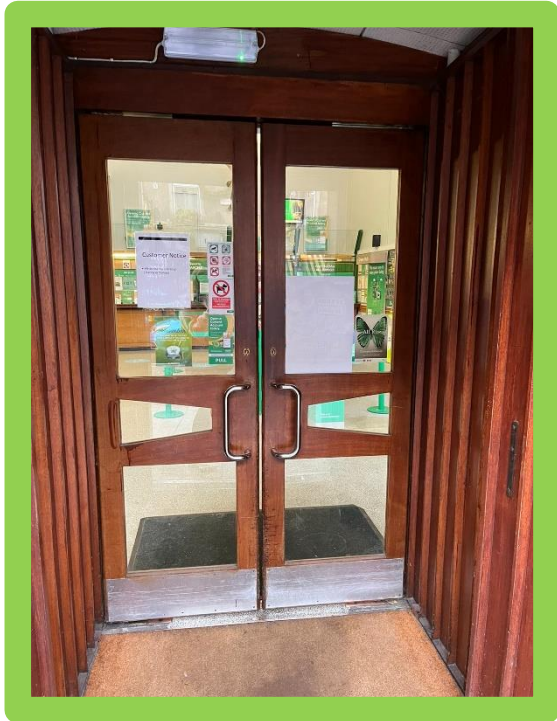
an
post

An Post Drogheda

StoryBoard



This is the main entrance to
The Drogheda An Post Office



When entering, I can press the button beside the door if I am in a wheelchair and the doors will open for me.



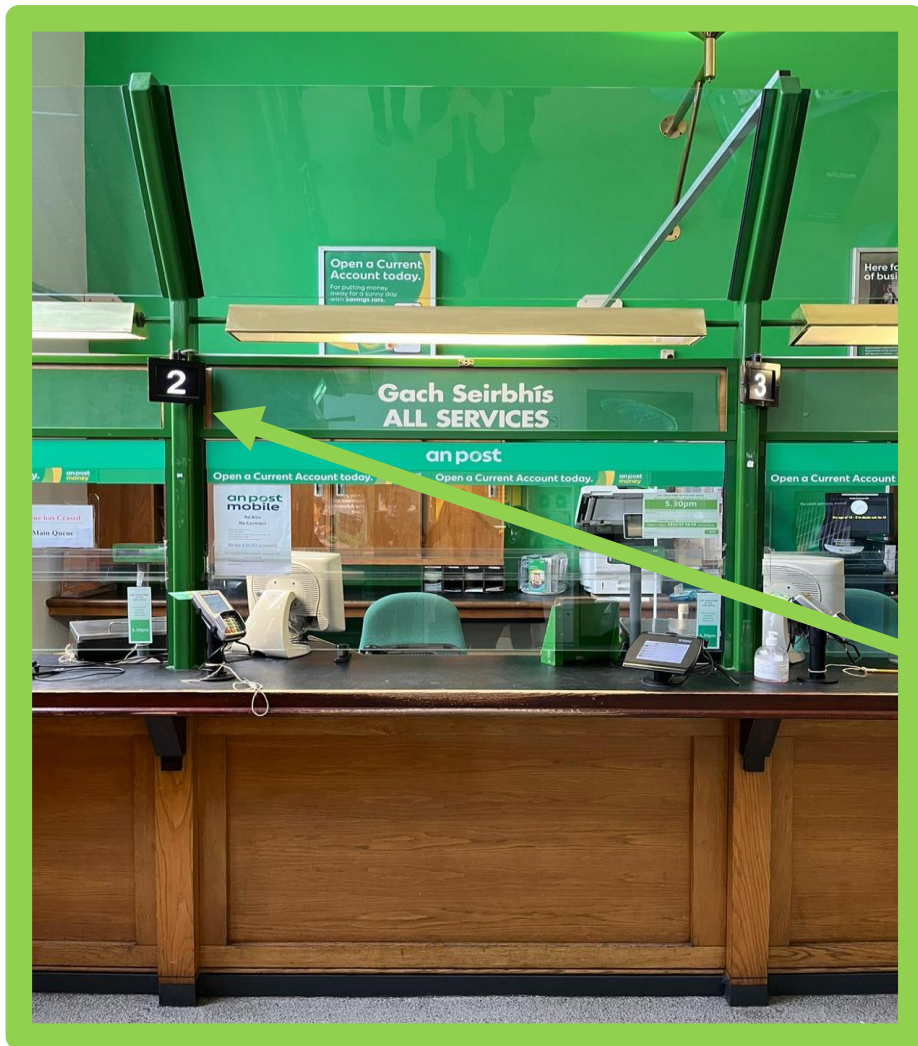
If I want to speak to a customer service agent I can queue up inside the green barrier by following the blue stickers on the floor.

I can buy lots of things and access lots of services from the customer service counter.



I must follow the queue.

When I get to the top of the queue, there is a screen that will tell me which counter number I need to go to.



When I am at the top of the queue the intercom will let me know which counter number to go to.

Counter numbers light up above each counter when the counter is available.



I can buy envelopes, boxes and stamps to post items at the counter.

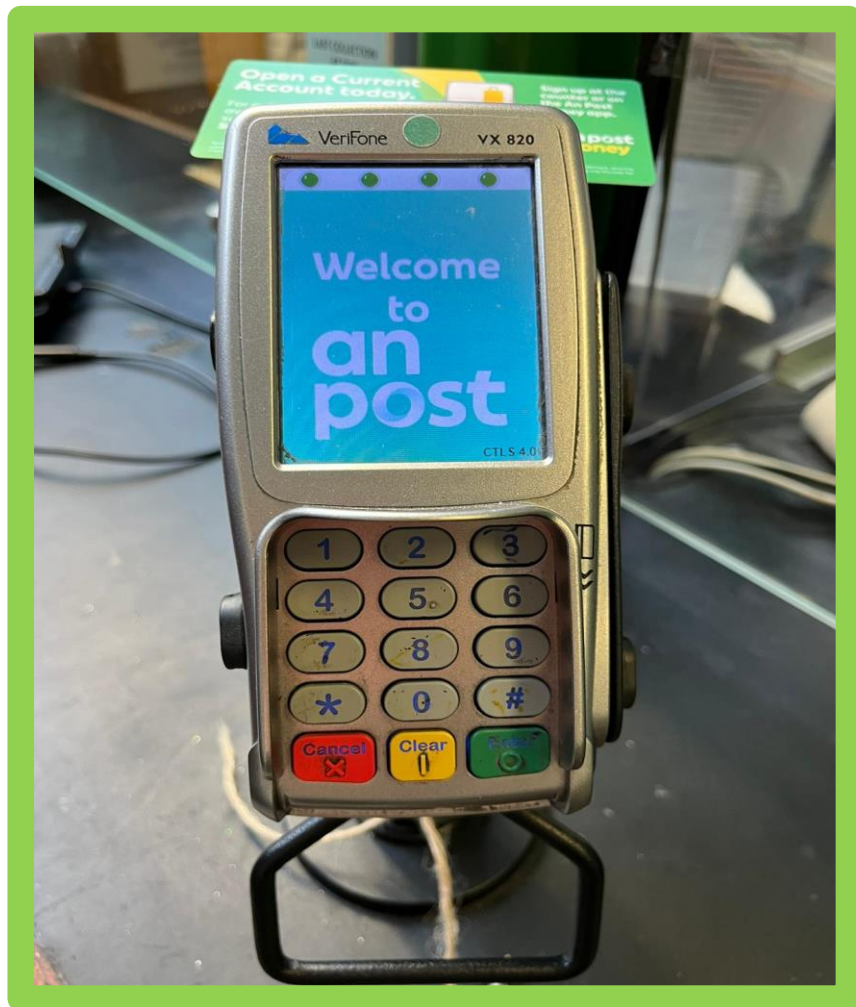
If I am sending a parcel I can do this at the counter. They will weigh my parcel and tell me how much it will cost.

I can also pay customs charges and some bills here.



They might ask me for my signature on the electronic pad at the counter.

I also might have to sign my name on paper with a pen



I can lodge and withdraw money from an AIB, Bank of Ireland or an An Post account.

If I am using a banking card I might need to use the card machine at the counter.



If I am sending letters I can use the post boxes.

They are outside the door on the left.

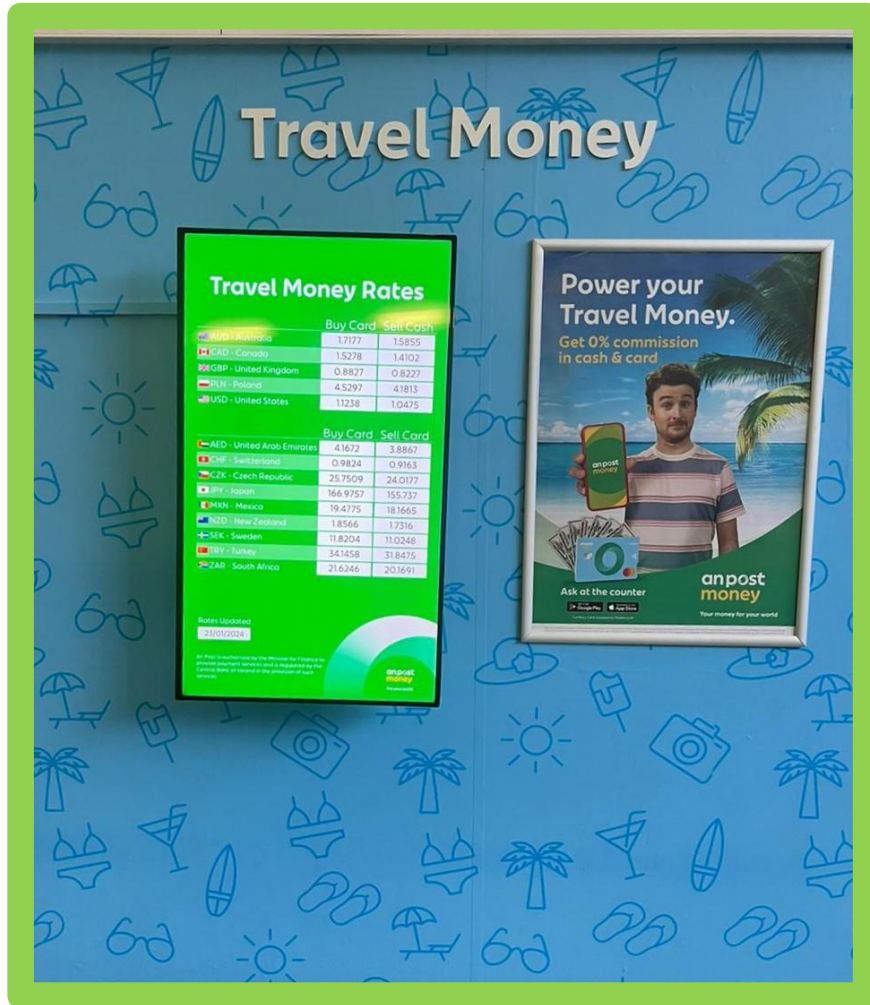
Details of when they will be collected for posting is on each post box.



I can also buy a mobile phone or a phone plan.

I can see the phones on a display in the Post Office.

At the counter, I can choose and pay for the phone or plan I want to buy.



If I am travelling abroad, I can change my money to a different currency.

I can see the rates of exchange on the screen in the post office.

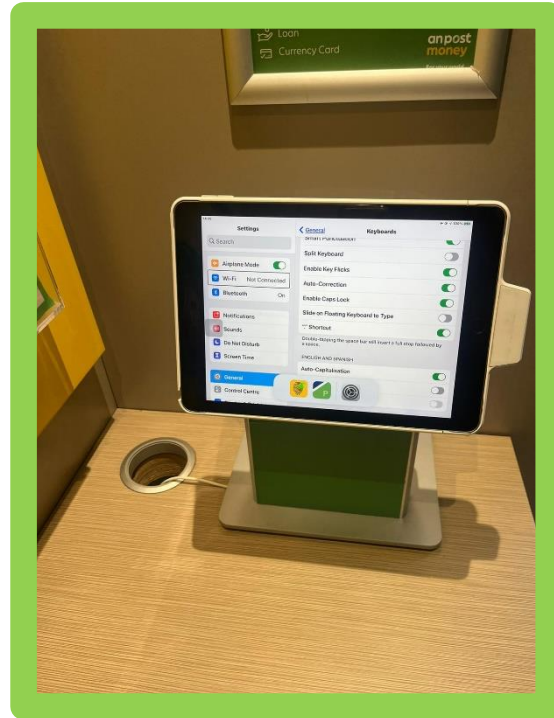
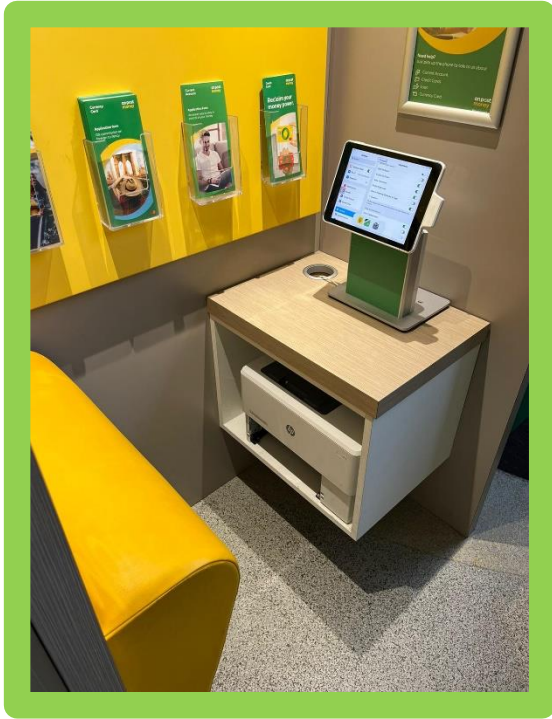


I can buy greeting cards at the post office. I can choose my cards from the shelf or display and pay for them at the counter.

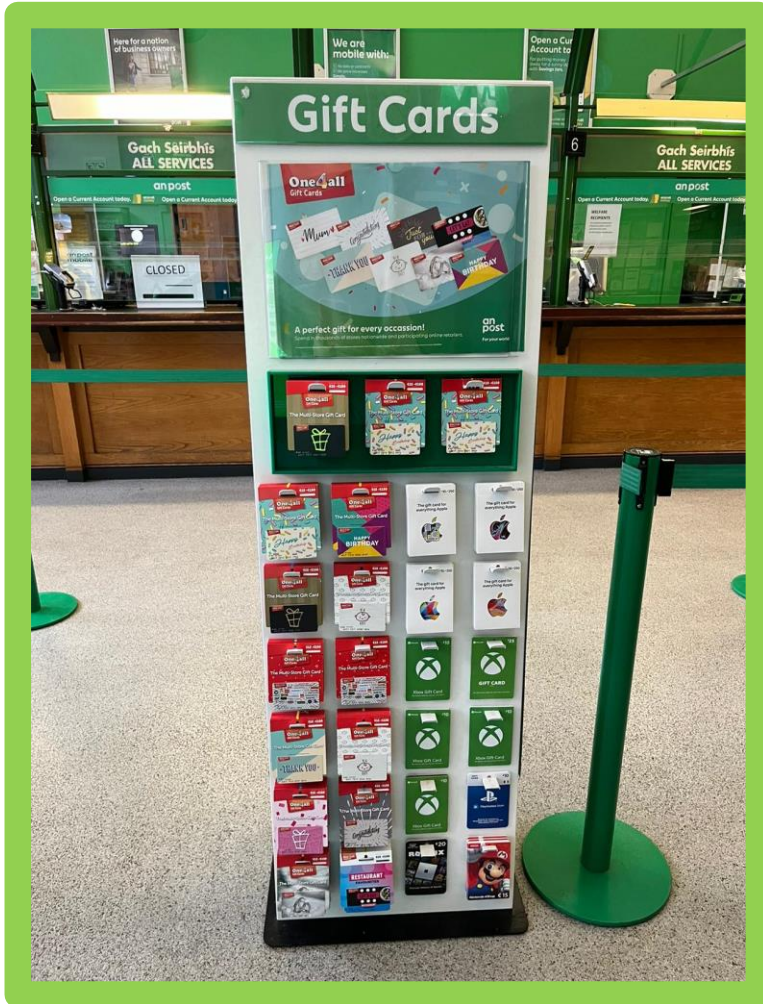


I can send money to people in other countries through Western Union at An Post.

I can ask at the counter and a staff member will help me.



There is a booth where I can access my An Post savings or current account.



I can buy lots of different gift cards here.

I can choose the gift card I want and bring it to the counter.

If I tell them how much I want the gift card to be, they will add it to the card and I can pay for it at the counter.

Thank you for visiting An Post Drogheda
We hope that you have enjoyed your experience.

Please contact us if you have any queries or suggestions.

Storyboard Company, Drogheda, Co. Louth
www.storyboardpictureguide.ie
Email: elsa@autismsupportlouth.com
Phone: 0861764095

For any Autism Queries please contact Autism Support Louth&Meath
www.autismsupportlouth.com
Phone: +353 87 240 7431
Email: info@autismsupportlouth.com

To get in contact with An Post Drogheda
Phone: (041) 983 7186