



Frequently Asked Questions (FAQs)

Table of Contents

Note: Click directly on any Question or Topic to go directly to the answer.

What is pay-bluey?	2
Who is entitled to use the service?.....	2
How do I open an account?.....	2
Do I require an e-mail address to use the service?.....	2
How do I enter a recipient?.....	2
How do I change a Recipient address?.....	2
How do I enter a recipients military address?	3
How do I write a pay-bluey?.....	3
How do I change my personal details and password?	3
I've forgotten my password, what do I do?	3
How do I change my e-mail address?.....	3
How many pages of text can I send?.....	5
How long does it take to deliver a pay-bluey?.....	5
What is the Delivery Status feature?	5
How can I check the delivery status of a pay-bluey?.....	5
Why does a pay-bluey take longer to arrive than an e-mail?	5
Is there a limit to the number of pay-blueys that I can send each day?.....	5
Can you provide me with a BFPO number for a serviceman or woman?.....	5
Can I write to BFPO numbers not listed?.....	5
Can I send a pay-bluey anonymously?.....	5
Can I use pay-bluey to contact my bank or other commercial company?	5
Can I send a photo or image via pay-bluey?	5
I can't seem to use pay-bluey with my Apple Mac.	6
How can I reduce my online internet charges?	6
My connection disconnects (times out) before I finish my letter. What do I do?.....	6
What happens if my connection is cut whilst I am composing a pay-bluey?.....	6
When I register a BFPO address the confirmation screen shows this as GB. Why?.....	6
Can I find a pen pal through pay-bluey?.....	6
I have a problem with conventional mail. Who can help me?.....	6
Notification of an incoming pay-bluey.	6
Who are Flowers By Post?	7
Who are Dontforgetyourcard.com (DFYC)?	7
Who are BoxHappy.com?.....	7
Why does the Flowers by Post link not appear in my address book?.....	7

What is pay-bluey?

Pay-bluey works in the same format as e-bluey, it is a Hybrid mail system that allows service personnel, relatives and friends to maintain a personal and private contact with each other while serving overseas at British Forces Post Offices that are not covered by the Operational Welfare Package. The main difference between each system is, e-bluey is free to use and as it states in the name you have to pay for the pay-bluey service. However, please remember you are only able to use the pay-bluey service where we have installed an e-bluey system. Pay-bluey is intended to provide an e-bluey type service on a "pay as you go basis" to areas not otherwise available. The cost to send a pay-bluey is purposefully kept to a minimum (nominal) cost covering Postage and Supplies and is primarily intended as a military family support service for non operational applications. The long term goal is to expand the areas of coverage for pay-bluey service to other countries and BFPO's.

[Table of Contents](#)

Who is entitled to use the service?

Pay-bluey is an adjunct to the British Forces Post Office e-bluey service. Under MoD regulations, "free" e-bluey service is only available when sending letters to "Operational Theatres", designated exercises and Navy Ships underway for in excess of 14 days outside of British waters. British Military personnel serving in those designated areas can only send e-blueys to the UK, Northern Ireland and German bases. To sign up for a pay-bluey account the user must first have an e-bluey account from which they then log into pay-bluey.

[Table of Contents](#)

How do I open an account?

Step 1:

If you already have a pay-bluey account go to www.bfpo.org.uk, enter you username and password and click {Login}. In your pay-bluey Address Book click the pay-bluey icon at the bottom of the page and proceed to Step 2 below..

If you do NOT already have a pay-bluey account, go to www.bfpo.org.uk, click on 'Click here to create a new account' (within the 'New pay-bluey users' box), which will take you to the pay-bluey site, then follow the on-screen instructions to create your account. When you are prompted to Add a Recipient to your pay-bluey account, select the location of your Recipient from the dropdown list under the heading titled 'pay-bluey'. Proceed to Step 2 below.

Step 2:

On the next page click [Create pay-bluey Account]. The system will automatically create an associated pay-bluey account using your registration details from your pay-bluey account. You will be directed to the pay-bluey login page. Your Username will be pre-filled by the system. Simply enter your password (same as you pay-bluey account) and click [Continue] to login and complete the registration process.

[Table of Contents](#)

Do I require an e-mail address to use the service?

The sender of a pay-bluey requires a valid e-mail address to complete the registration process. The recipient of a pay-bluey does not require an e-mail address to receive a pay-bluey as they receive a physical letter.

[Table of Contents](#)

How do I enter a recipient?

Login to your pay-bluey account, click the pay-bluey icon at the bottom of your Address Book and login to your pay-bluey account. In your Address Book click the [Add Address] button, select the recipients BFPO number and click [Continue]. Then enter the address details of the intended recipient, as indicated by the red arrows alongside the various boxes, then click on [Continue].

[Table of Contents](#)

How do I change a Recipient address?

To Change the details in a recipient address there are several options to consider.

You cannot Change the BFPO # from an Operational Theatre or Exercise to a country - i.e. BFPO 647 to UK (777). You will need to delete your account and re-register, ensuring at stage 3 of the pay-bluey registration you select the second option which is for family and friends based in the UK.

You cannot Change from a country to an Operational Theatre or Exercise. i.e. UK (777) to BFPO 647.

You can change the BFPO # from one Operational Theatre or Exercise to another. i.e. BFPO 647 to BFPO 058

You cannot change the address details in a Recipient Address while pay-blueys to that address are in Stage 1 or 2.

If you wish to enter an address change and you still have pay-blueys in Stage 1 or 2 - simply create a "New Recipient" in your address book and begin using the new one to send pay-blueys. When all the pay-blueys from the previous address have cleared Stage 1 and 2-you can then delete the old address- however the Stage Report details for those pay-blueys will no longer display in your Delivery Status.

[Table of Contents](#)

How do I enter a recipients military address?

Detailed below is an example of how to complete the information required to set up a recipients military address. All boxes with a Red Arrow must be completed. The service number is not mandatory however, if you have this information please enter the details.

Service Number:	123456789
Rank:	CPO/Pte/LCpl/ Maj/SAC/Flt Lt
First Name:	Joe
Middle Name	(not mandatory)
Last Name:	Bloggs
Department Sub Unit:	Battery/Troop/Company/Squadron/Sub Unit
Ship Name Unit:	Name of Ship/Naval Party/Regiment/RAF Squadron
Formation:	Operational Deployment Name (not mandatory)
Email Address:	i.e. Joe.bloggs@aol.com (not mandatory)

[Table of Contents](#)

How do I write a pay-bluey?

Login to your pay-bluey account. From your Address Book click the "check-box" to the left of the Recipient you wish to write and then click [Compose Letter]. On the next page, type your letter in the space provided and click [Continue]. On the next page Review your letter. If changes are required use your browser's "Back" button to return to the Letter Creation page and make the necessary changes. When done click [Continue]. When you are satisfied your letter is correct click [Add To Shopping Cart]. On the Shopping Cart page click [Check-out] and an Order Confirmation page will be displayed. It is strongly recommended you Print and keep this page for your records.

[Table of Contents](#)

How do I change my personal details and password?

To change your personal details and password you need to login to your e-bluey account, and place the cursor over the 'Main' tab at the top of the screen, a drop down menu will appear; select 'Profile', then select 'Update your Profile'. Enter the new details and then click on [Continue].

[Table of Contents](#)

I've forgotten my password, what do I do?

Log onto the pay-bluey site (follow the e-bluey link from www.bfpo.org.uk) and insert your e-mail address in the Username box and click [Forgot Password] button. Your password will be e-mailed to you. Note: Many email spam filters will send our email to your Spam or Junk folder so make sure your email filters are set accordingly. If you don't receive it within 24 hours please e-mail the pay-bluey Customer Care team.

[Table of Contents](#)

How do I change my e-mail address?

To change your email address you need to login to your e-bluey account, and place the cursor over the 'Main' tab at the top of the screen, a drop down menu will appear; select 'Profile', then select 'Update your Profile'. Enter your new email address and then click on [Continue]. Our server will now send an email, to your new email address, requesting that you confirm your new email address. To do this open the email and click on the link contained inside. A login page will appear where you are required to enter your new email address and your password in the boxes provided and click on [Continue]. The email is only used

for email change confirmation. To open your account on subsequent occasions use the link at <http://www.bfpo.org.uk>.

[Table of Contents](#)

How many pages of text can I send?

You may send one A4 size page per pay-bluey.

[Table of Contents](#)

How long does it take to deliver a pay-bluey?

Pay-blueys are printed at least once each working day at locations where the pay-bluey machines have been deployed and immediately deposited in local mail for delivery. Pay-blueys are usually delivered to BFPO addresses with 24 hours. Pay-blueys destined to civilian addresses will be dependent on in country Postal Authority delivery schedules (i.e., Royal Mail, Deutsche Post, USPS, etc.).

[Table of Contents](#)

What is the Delivery Status feature?

This feature allows the sender of a pay-bluey to track the progress of a letter.

There are 3 stages of delivery, they are:

Stage 1: Received at the BFPO server.

Stage 2: Letters downloaded to the BFPO/pay-bluey terminal.

Stage 3: Letter's have been Printed and Sent for Delivery by the BFPO or local in country Postal Authority.

[Table of Contents](#)

How can I check the delivery status of a pay-bluey?

To check your delivery status login to your pay-bluey account, then place the cursor over the Reports tab at the top of the screen, a drop down menu will appear, select 'Delivery Status', then click on 'View Report'. The delivery status for pay-blueys you have sent will be displayed for 60 days. Please note that the system will not show when pay-blueys have actually been delivered to the recipient but when it was printed and forwarded for delivery.

[Table of Contents](#)

Why does a pay-bluey take longer to arrive than an e-mail?

A pay-bluey is actually a physical letter, which is printed out in the Forces Post Office or pay-bluey terminal and then delivered to service personnel or local Postal Authority where they are actually serving. There can be a significant distance from the Forces Post Office and operational conditions may mean that the delivery service is not always regular. pay-blueys are downloaded at least once a day in operational theatres. However, we do aim to ensure that pay-blueys to service personnel overseas are delivered within 24 hours of being printed.

[Table of Contents](#)

Is there a limit to the number of pay-blueys that I can send each day?

As long as they are sent to legitimate addressees there is no limit to the number that can be sent.

[Table of Contents](#)

Can you provide me with a BFPO number for a serviceman or woman?

We are not able to provide the BFPO number of a serviceman or woman. In order to find out this information you should contact the unit rear party or families officer or ask the individual yourself next time you are in contact.

[Table of Contents](#)

Can I write to BFPO numbers not listed?

No, pay-blueys can only be sent to the BFPO numbers listed.

[Table of Contents](#)

Can I send a pay-bluey anonymously?

No you can't, all users must be registered with the system. This ensures that only legitimate users have access.

[Table of Contents](#)

Can I use pay-bluey to contact my bank or other commercial company?

Yes. A pay-bluey may be sent to any valid pay-bluey BFPO number or civilian address.

[Table of Contents](#)

Can I send a photo or image via pay-bluey?

The design of the pay-bluey software has been optimised for the transmission of text and at present it cannot accept images. In fact if you insert an image it may corrupt the text of your letter and slow down the transmission of other letters, as the system might have to be reset. There are plans to develop the capability for low-resolution images this feature will be available in the very near future.

[Table of Contents](#)

I can't seem to use pay-bluey with my Apple Mac.

Unfortunately the pay-bluey service is optimised for use with a PC but pay-blueys can be sent if Mac OSX is being used. The user has to use Omni Web and in preferences select Internet Explorer v5 or v6.

[Table of Contents](#)

How can I reduce my online internet charges?

We recommend you download and install the Quick Letter Writer (QLW). This is a small application we have developed for this purpose. The QLW allows you to compose pay-blueys off-line, then connect to the internet to send them to the Superletter server. To download the QLW, login to your pay-bluey account, select "Options" from the menu bar and then select "Download Software" and follow the prompts. Or, go directly to <https://www.ebluey.com/pbluey/software.cfm>.

[Table of Contents](#)

My connection disconnects (times out) before I finish my letter. What do I do?

This can be caused by your ISP (Internet Service Provider) or your computer security settings. Some ISPs do not recognise that you are typing a letter on pay-bluey and the ISP assumes that the connection is inactive. It will automatically disconnect to reduce your telephone bills. The best way to avoid this happening is to compose your letter offline, using the pay-bluey QLW .

[Table of Contents](#)

What happens if my connection is cut whilst I am composing a pay-bluey?

If your connection is cut for some reason check that you have a reliable ISP and that the connections settings allow you adequate time online. Anything you have written when the connection is cut will be lost. If this is a frequent problem then consider using the QLW.

[Table of Contents](#)

When I register a BFPO address the confirmation screen shows this as GB. Why?

The pay-bluey system uses a piece of commercial software that is provided by SuperLetter.com Inc. Changes have had to be made for MoD security requirements so to make the system work as smoothly as possible all BFPOs have been registered as GB. It is purely an administrative procedure that GB shows up. Pay-blueys you send will still be printed at the appropriate BFPO or pay-bluey terminal.

[Table of Contents](#)

Can I find a pen pal through pay-bluey?

If you go to <https://www.ebluey.com/> login to your e-bluey account, you will then find a link to a site offering a pen pal service .

[Table of Contents](#)


I have a problem with conventional mail. Who can help me?

To contact the BFPO Customer Care page, go to <https://www.ebluey.com/BFPO/contact.cfm>. If you cannot find the answer here please contact our Customer Services Centre on UK Lo-call number 0845 769 7978.

[Table of Contents](#)

Notification of an incoming pay-bluey.

To send a pay-bluey account holder, notification that you have sent a pay-bluey, you must know the recipient's e-mail address that was used to create their account. That e-mail address must be entered in the recipient details in your address book. To add an e-mail address to your recipients details, please go

to your pay-bluey Account Address Book and Click on the Edit Icon.  Then click "Edit Address Book Entry" and enter your recipient's e-mail address in the box provided.

If both you and your recipient enter each others e-mail address in your recipient details, each time either of you send a pay-bluey a message similar to the one below will appear when you next log into your account.

“A letter has been sent to you by ‘Mr. John Bull’ on 15/11/2005 03:52. Depending on your location this letter will be delivered to you by standard post (civilians) or by courier (military).”

This message confirms that a pay-bluey has been sent to you. If you are a civilian in the UK, the pay-bluey will be downloaded and printed in the UK and be delivered by the Royal Mail. If you are serving overseas the pay-bluey will be delivered by military postal courier.

[Table of Contents](#)

Who are Flowers By Post?

We can be found right at the heart of life in Jersey, Channel Islands, just fourteen miles off the coast of France. The Victorian Market has stood for more than 120 years and has always been justly famous for the quality of its fresh produce. Our Flower stall is in the centre of the market right next to the fountain. All our flowers are selected and packed here and when you phone us this is where you are connected to. We are real florists doing real floristry and we have a wealth of experience to support us.

[Table of Contents](#)

Who are Dontforgetyourcard.com (DFYC)?

DFYC are a Hertfordshire based company providing a 'real' card ordering service via the Internet. Their cards are delivered by mail. They can also include gift vouchers in the cards if requested. At the last count there were 2,100 cards in their on-line library. The folder link icon will only appear alongside addresses where the facility is available, click on the folder and then click the DFYC icon.

[Table of Contents](#)

Who are BoxHappy.com?

BoxHappy.com are a Hertfordshire based company providing a 'goodies' parcel ordering service via the Internet. You can select a parcel via the link in your pay-bluey account. They will then deliver the parcel direct to the BFPO Depot in North London for onward delivery to the recipient. The BoxHappy link will only appear along side addresses where the facility is available.

[Table of Contents](#)

Why does the Flowers by Post link not appear in my address book?

Flowers by Post deliver to UK civilian addresses only. The folder link icon will only appear alongside addresses where the facility is available, click on the folder and then click the 'Flowers by Post' icon.

[Table of Contents](#)