

Choose how letters are printed and posted

Updated 25 October 2026 · unforged.ai/help/desk/choose-how-letters-are-printed-and-posted

Letters can be posted for you, passed to a print service you already use, or printed in your office. You choose once for your whole team, along with the postage and printing a letter starts with.

Before you start

You need to be an admin in Desk. If there's no **Letters** page in your settings, write to us at support@unforged.ai and we'll switch letters on for you.

1 Open Letters

Go to **Settings** > **Letters**

The page has two parts: who prints and posts, and what a letter starts with.

2 Choose who prints and posts them

Pick one:

- **We post them for you**, charged on your bill
- **Your own print service**, which we pass each letter to
- **You print them in the office**, where letters wait for someone to print and post them

3 Set the usual postage and printing

Choose the **Postage** and **Printing** a letter starts with, and switch on **Both sides of the paper** if you'd like it. Anyone can still change them for one letter.

4 Add a return address

Add the **Return address** that undelivered letters come back to.

5 Save

Press **Save**. Everyone on the team can now post letters from a matter's **Letters** tab.

Using your own print service

Choose **Your own print service** and give **Your print service's address**. When you save, a **Signing secret** appears once: copy it and give it to whoever runs the print service, so they know letters really come from you.

If something goes wrong

We post them for you can't be chosen.

It isn't available for your organisation yet. Write to us at support@unforged.ai, and in the meantime choose another way.

You lost the signing secret.

It's only shown once. Write to us at support@unforged.ai and we'll help you set up a new one.