

Post a letter

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You can post a letter straight from the matter it belongs to, without printing anything yourself. Desk keeps a record of every letter, what it cost and where it got to.

Before you start

The letter needs to be on the matter as a PDF. A document you've finished in Desk already is. If you can't see a **Letters** tab, an admin can set letters up first: see [Choose how letters are printed and posted](#).

1 Start from the letter

Go to **Matters** > **Documents**

Open the matter and press **Print** beside the letter. A window opens with everything else on this page.

You can also press **Post a letter** on the matter's **Letters** tab and choose the PDF there.

2 Say who it goes to

Pick a saved address from **Send to**, or type the **Name**, the **Address** one line at a time, and the **Postcode**.

The client's address and any address you've posted to on this matter are offered for you.

3 Choose the postage and printing

Pick the postage, from second class to special delivery. Switch on **In colour** or **Both sides of the paper** if you want them.

When we post it for you, the price shows by the button, and it's added to your next bill.

4 Post it

Press **Post it**. The letter shows on the **Letters** tab, with its postage and where it has got to.

If your office prints its own letters, the button says **Print** and opens your printer straight away.

Following a letter

Each letter shows as **To print**, **Printing**, **Posted**, **Returned**, **Stopped** or **Couldn't be sent**. A tracked letter has a **Track** link with its reference.

The top of the tab adds up the postage on the matter, so you know what to recharge to the client.

Letters printed in your office

If your firm prints its own letters, they wait under **Printed in the office**. Press **Print** or **Download** to print one again, **Mark as printed** once it's printed and **Mark as posted** once it's in the post.

If something goes wrong

A letter came back or couldn't be sent.

The letter says why. Check the name and address, then press **Post again**.

You posted the wrong letter.

Press **Stop it** beside it straight away. Once it has gone to print it can't be stopped.

There's no **Print** button beside your letter.

Only PDFs can be posted. Finish the document in Desk, or add the PDF to the matter, then try again.