USP Access Request form

USP Access Request Form and Guidelines

Sections 1 to 6 of the form must be completed. Additional information can be requested and provided in sections 7 and 8. Please fill in a separate request form for each new service. We strongly recommend that you contact us prior to the submission of your form to discuss the service requirements using the following address: [enquiries@royalmailwholesale.com](mailto:enquiries@royalmailwholesale.com)

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| 1. Customer Details |

Please provide contact details for one or more employees who will be dealing with the request.

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| **Name** |  | |
| **Job Title** |  | |
| **Company** |  | |
| **Contact Details** | **Telephone No** |  |
|  | **Mobile** |  |
|  | **e-mail** |  |

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| 1. Service Description |

In this section, we are seeking to understand the end-to-end customer journey and operational features of the product. This is to help us design the solution accordingly. It is important you provide sufficient detail on your requirements to enable Royal Mail to fully understand the request and carry out the scoping exercise.

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| Background | Please provide some context for the service being requested eg. an explanation of the opportunity you have identified. |
| Objective of the product | Please provide a description of the key service features. For example, Mailmark management information. |
| Description of operational features from the service | Please provide a description of:   1. The full end-to-end journey for the posting customer 2. How the mail will be handed over to Royal Mail 3. Requirement of Royal Mail when    1. Handling the service    2. Delivery requirements (if applicable) 4. Please identify similarities and/ or differences from existing Royal Mail products. |
| Service level standards | Please provide any operational and non-operational service level requirements you expect from the product. For example, delivery obligations, data provision, reporting, complaints management or revenue protection. |

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| 1. Points of Access and Access Times |

In this section, we are seeking to understand where, when and how the customer intends to access Royal Mail’s network. In particular, we are seeking to understand where the required service differs from existing arrangements.

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| **Access point** | Please tick the box below to indicate the point where you wish to access Royal Mail sites:   |  |  | | --- | --- | | Inward Mail Centre |  | | Other |  |  |  | | --- | | If you ticked other and your requirement is for Access at somewhere other than an Inward Mail Centre, please provide details of your requirements: |  |  | | --- | | If you are requesting Inward Mail Centre access but do not require access at all sites, please provide details of your requirements: | |
| **Day(s) of week** | Please indicate which days of the week you anticipate accessing each Royal Mail site. |
| **Time(s) of day** | Please indicate the time of day you anticipate accessing each Royal Mail site. |

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| 1. IT and Billing Requirements |

In this section, we are seeking to understand any specific IT interface requirements the customer may have for the new service. We are also seeking to understand any information the customer intends to provide Royal Mail for billing purposes.

The type of data required and how data is shared is likely to be critical to the design of the service and the timeframe to develop the product.

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| **Data exchange, IT interface and reporting requirements** | Please provide details of the IT and data interface arrangements you require. Royal Mail requires customers to share data for billing and reporting purposes. Dockethub and EHMS are the systems used as standard by Royal Mail Wholesale.  Please provide a description of your data exchange requirements, including billing and reporting. Please highlight where you think there are differences or similarities to existing service arrangements. |

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| 1. Item Description and Presentation Standards |

In this section, we are seeking to understand how mail will be presented to Royal Mail. The type of mail handed over will impact handling costs. The information provided will therefore allow Royal Mail to estimate the cost of the service.

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| Format | Please tick the format(s) relevant to your access request:   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Format | Tick all that apply | Volumetrics | | | | Ave | Min | Max | | Letter |  |  |  |  | | Large Letter |  |  |  |  | | Parcel |  |  |  |  |  * **Letter** means an item which is no larger than C5+ (165mm x 240mm) and no thicker than 5mm. Minimum size is 70mm x 100mm and minimum thickness is 0.25mm. Letters must weigh between 0 - 100g. * **Large Letter** means an item which is no larger than 353mm X 250mm and no thicker than 25 mm. Large Letters must weigh between 0 - 750g. * **Parcel** means an item whose maximum dimensions, if rectangular, are no larger than 610mm x 460 mm x 460mm or, if cylindrical, has a maximum length of 900mm In addition, the item’s length when added to twice the diameter must not exceed 1040mm. Parcels must weigh between 0 - 2kg. * **Volumetric** means the size in litres of an item. For example, 250mm x 400mm x 30mm = 3.0 litres. |
| Sortation | Please tick the sortation level(s) you will be presenting as or give details if your required sortation levels are different:   |  |  | | --- | --- | | 70 |  | | 1400 |  | | Other (please specify) |  | |   **Access 70 -** a sortation level for machineable letters and non-machineable letters, large letters and parcels. It requires customers to pre-sort their mail into 86 postcode selections prior to handover to Royal Mail.  **1400 -** a service for machineable letters and non-machineable letters, large letters and parcels. It requires customers to sort their mailing (letters, large letters or parcels) into approximately 1529 selections. |
| Machine reading | Please tick the machine readability option(s) you will be presenting:   |  |  | | --- | --- | | Mailmark |  | | OCR |  | | Manual |  |   **Machine reading**  We have two machinable services which will offer additional price savings if your Letters or Large Letters can be machine read:   * Mailmark barcode * OCR   **Manual**  We offer a manual service for items which cannot be machine read |
| Item weight | Please provide as much detail as possible in relation to the weight range and maximum weight.  Please tick the weight(s) you will be presenting:   |  |  | | --- | --- | | Up to 100g |  | | 101 – 250g |  | | 251 – 750g |  | | 751 – 1000g |  | | 1001 – 2000g |  |  |  | | --- | | Please provide as much detail as possible in relation to the weight range and maximums: | |
| Additional information | Please specify any additional information relevant to the description and presentation of your mail. |

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| 1. Posting Volumes by Format |

In this section, we are seeking to understand the expected demand for the service. This will have an impact not only on how we scope the technical specification but also likely the costs and price of the product.

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| Volume by year | Please specify anticipated annual volumes by format for the first 3 years. Please provide your view on the degree of certainty around the volume forecasts. For example, a minimum and maximum range.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | Letters | Large Letters | Parcels | Annual Totals | | Year 1 |  |  |  |  | | Year 2 |  |  |  |  | | Year 3 |  |  |  |  | | Format Totals |  |  |  |  |   We would welcome any information you are able to share on the calculations or assumptions that underpin your volume forecasts or the degree of certainty around them. |
| Volume by day | Please specify anticipated daily volumes by format. Where volumes are expected to differ by day, please indicate and include known variations. |
| National or regional profile | Please indicate whether the geographic profile for delivery is likely to be national or based on a specific zone, region or city. |

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| 1. Information Requests |

Royal Mail is required to respond to reasonable information requests from customers considering making a new service request. We would look to respond to requests during the Pre-Application Phase.

Please detail any information requests below.

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| 1. Additional Information |

This section provides the customer an opportunity to any other information which might be useful to Royal Mail in constructing a specification and price. Please use a separate form if required.

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| For Royal Mail use |

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| **Date Application Form received** |  |
| **Date Royal Mail confirm Application Form and clock starts on 13 week product scoping exercise.** |  |