Access Packets 2-5kg - FAQs

Q1: When will this Service enhancement be available?
The Service enhancement will be available from 1st August 2011. From this date customers may present both Access 120 & 1400 Packets up to 5kg in accordance with the terms of the Access Packets 2-5kg Agreement.

Q2: Why are you extending the Access Packets from a maximum weight of 2kg to 5kg?
We are extending the maximum weight of Access Packets to 5kg so Access customers are able to present heavier items with their mailings.

Q3: What are the Access 120 2 – 5 kg Packet prices?
Prices are detailed at www.royalmailwholesale.com within our published Tariff 2011.

Q4: Is this a Mixed Weight only service?
No, customers that have signed the Access Packets 2-5kg Agreement have the choice of presenting 2-5kg Access 120 and 1400 packets as either mixed weight or non mixed weight.
Customers wishing to present mixed weight postings must first sign a Mixed Weight Schedule. Mixed Weight postings must be uploaded via DocketHub, rather than via E*Pro. This means our customers will create a separate discrete manifest for their Mixed Weight postings that will be uploaded to DocketHub.
Non-Mixed Weight mailings must be uploaded via E*pro in the usual way.

Q5: Do I need a separate account?
If you sign the Access Packets 2-5kg Agreement then you will not be required to have a new account. However if you would like to present your packet postings as Mixed Weight then you will also sign the Mixed Weight Schedule and in accordance with that Schedule you will be required to have a new account set up.

Q6: What agreements do I need to sign?
You will need to sign the;
- Access Packets 2-5kg Agreement, if you plan to present Packets over 2kg
- Mixed Weight Schedule, if you plan to send mixed weights

Q7: What changes have been made to the weight bands?
We are introducing a new 4th weight band and details of how to upload mail to these weight bands can be found in the User Guide Amendment (UGA15).

The new weight bands are;

Valid weight bands	Weights
Weight Band 1	0-100g
Weight Band 2	101-250g
Weight Band 3	251-2000g
Weight Band 4	2001-5000g

Q8: Is there a minimum volume?
There is not an additional minimum volume threshold for 2-5kg Packets. Customers must ensure their postings do however meet the minimum volume criteria specified in the Access User Guide.

Q9: Can I post packets in ALPS?
If the ALPS Agreement is signed, ALPS may be used for Access 120 and Access 1400 Packets. For Access 120 packets ALPS may be used to present all packet format items regardless of size or weight. For Access 1400 packets ALPS may only be used where the minimum number of Mailing Items per bag cannot be accommodated due to either weight restrictions or physical size.

Q10: Will I be able to sign a zonal contract option?
We are initially launching this service on a National contract basis only.

Q11: How can I find further information?
Please contact you Access Account Director if you have any further questions