User Guide V16

Condition 9 Access Services for Inward Mail Centres

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Unwrapped

Document History

Date	Author	Version No.	Document Title and Rational for Revision	Revision Summary
10/02/04	Sophie Davidson	N/A	DSA User Guide (Access Standard) Final .PDF UK Mail specific User Guide	None
12/02/04	Sophie Davidson	N/A	DSA User Guide (Access Standard) FINAL Generic 12 02 04.pdf. Generic version produced for other interested customers	All specific references to UK Mail removed and replaced with references to 'Customer'.
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April 2010	Charlotte Marshall	V7.0	Condition 9 User Guide v6.0. New version incorporates new service option specifications & GZones. New version incorporating increased maximum accepted weight limit for Access Packets National Operator Agreement	Inclusion 6.7 Mixed Weight requirements Appendix F – update to Unbagged specification Appendix J – update to the KNP process Inclusion of Appendix M – Advertising Mail Appendix L updated for new GZones April 2010 Inclusions for entry criteria, presentation and handover requirements for Access Packets National Operator Agreement
Sept 2010	Charlotte Marshall	V8.0	Inclusion of Premium User Guide v4.1 Addition of Access 70 service requirements	Inclusion of Premium requirements – new Appendix N Inclusion of Access 70 Service requirements Update of Appendix E – Unwrapped Update of Appendix F – Unbagged
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Aug 14	Charlotte Marshall	14	Condition 9 User Guide v14. Inclusion of published UGA. Royal Mail Mailmark® updates System changes	UGA 30 & 31 Royal Mail Mailmark® adjustment framework Epro to DocketHUB migration.
March	Stephen	15	Condition 9 User Guide v15.	UGA 32 & 33

15	O'Hare		Inclusion of published UGA Clarification on use of single Manifest as a result of Epro to DocketHub migration Change of wording as a result of Royal Mail Mailmark ® being a registered name	Epro to DocketHUB migration
Oct 16	Stephen O'Hare	16	RMW Access Letters User Guide. Inclusion of published UGA. Machinable Large Letter Updates Digital Stamp option Updated Health & Safety Requirements Updated KNP requirements	UGAs 35, 36 and 37 Virtual Tagging & Machinable Large Letters Unwrapped New indicia option Removal Tray Dollys Clarification on docket requirements and Updated fall to earth details

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Condition 9 Access Services for Inward Mail Centres

Explanation of Key Terms

This User Guide is for Standard and Premium Access and forms part of the terms and conditions of a C9 Access Agreement under which Royal Mail will agree to provide access to postal operators and other users of postal services ('Customer').

Customers must have a current signed Standard and/or Premium Access Agreement with Royal Mail that confirms the basis on which each Customer's Mailing Items may be handed over and priced. All available Access Agreements can be found on the Royal Mail Wholesale website, www.royalmailwholesale.com. Each Access Agreement is a discrete agreement which means that Customers who have signed more than one Access Agreement must present the Mailing Items of each Agreement separate from the Mailing Items of another Agreement and in accordance with the relevant terms of each Agreement.

Your Access Agreement offers a number of different sortation services, which are common to both Standard and Premium Access. This User Guide details the presentation requirements for the specifications of all Access services.

Premium Access customers will find Premium specific Access requirements, where they are different from the Standard requirement, detailed in Appendix M.

A glossary of terms is included in Appendix I.

Each eligible Customer may obtain access at a price and on terms based on its ability to post under the National Access Option and/or the Zonal Access Option.

National Access Option

A uniform Access Charge for a national average profile of mail – This is suitable for Customers with a mail profile that is consistent with the typical Royal Mail national mix of mail, as per Schedule 4 of the Access Agreement. This profile is equivalent to that currently received by Royal Mail for distribution throughout the UK and so does not have a disproportionate amount of mail for geographic areas with a high cost to serve, or a disproportionate amount of mail being generated locally for local delivery. The Customer would be charged a uniformly averaged Access Charge against this national mail profile.

Zonal Access Option

A non-uniform Access Charge based on the specific mail profile of each Daily Posting from a Customer - If a Customer cannot meet the national average mail profile, they can pay a Zonal price that reflects the actual cost of delivering its mail. Royal Mail will price each Daily Posting on a daily basis according to the proportion of Mailing Items falling into each Zone. Further details on presentation criteria and pricing information on Zonal Access, can be found at Appendix L and at www.royalmailwholesale.com

Operator Access Customer

An intermediary who processes and/or transports mail on behalf of third parties and/or is authorised by licence to carry letters from one place to another in the United Kingdom subject to various conditions, and who has entered into an Access Agreement. An Operator Access Customer typically consolidates mail of business customers and hands over that mail to Inward Mail Centres.

Customer Direct Access (CDA)

Alternatively, a business customer may wish to enter into a direct relationship with Royal Mail. In this case, the Direct Access Customer may choose to distribute its mail to Inward Mail Centres itself or to subcontract the distribution to a third party carrier.

Agency Customer

A Customer who has entered into an Agency Customer Agreement with an Agency Operator.

Downstream Access Central Control (DSACC)

Royal Mail's Downstream Access Central Control manages the day-to-day operation of this User Guide with all Customers. Some Customers may wish to sub-contract responsibility for communication with DSACC (DSACC@royalmail.com) to third parties (where relevant.) Details of subcontracting responsibilities are recorded in the Letter of Responsibility (L.O.R.) From time to time Customers may need to make changes to responsibilities listed within the L.O.R. In order for changes to be agreed and implemented, prior notification and a revised L.O.R must be completed, signed and provided to DSACC.

1. Overview of Condition 9 Access Services

This User Guide must be read in conjunction with the relevant Access Agreement. Together these documents govern the terms on which a Customer obtains access to Royal Mail's Postal Facilities.

Royal Mail's Condition 9 Access services enable the Customer to hand over Mailing Items at an Inward Mail Centre which are sorted by the customer to either:

Access 1400
Letters, Large Letters, A3 Parcels or Parcels sorted to c.1529 selections based on Postcode Districts

Access 70
Letters, Large Letters, A3 Parcels or Parcels sorted to c.86 selections based on Postcode Areas

These services offer different prices in return for the different level of sortation and are available to send Mailing Items anywhere within the United Kingdom.

Access 70 OCR and ~~CBC and~~ Mailmark option
In conjunction with the Access 70 service additional price savings can be made if your Letter or Large Letter Items meet the Optical Character Recognition **(**OCR) specification or the Mailmark specification ~~or if your Letter Mailing Items meet the Customer Barcode (CBC) specification~~.

Trays
In conjunction with any of the Letter or Large Letter Access services additional price savings can be made if your Mailing Items are presented in trays

Royal Mail Responsible Mail® and Royal Mail Advertising Mail®
In conjunction with any one of the above Access services additional price savings can be made if your Mailing Items meet the Responsible Mail and, or the Advertising Mail specifications. Please see the Royal Mail Wholesale website, www.royalmailwholesale.com for more information.

Business Mail Large Letter and Large Letter service options.
Large Letter Mailing Items which contain general business correspondence may be sent via the Business Mail Large Letter service. Eligibility for this service will be reliant on the contents of the Large Letter and the outer wrapping material used. All other Mailing Items may be sent via the Large Letter service. Please speak to your Access Account Director for further information. It is a requirement that the Business Mail Large Letter Schedule is added to your contract prior to your first posting.

1.1 Service Standard

The Access Service Standard from Inward Mail Centres aims to deliver or attempt to deliver Mailing Items on the next Working Day after handover to and acceptance by Royal Mail. A Working Day means any day, which is not a Sunday, bank holiday, public holiday or Royal Mail 'non-service' day. (Bank holidays vary throughout the United Kingdom depending on region).

1.2 Access Service Summary

Each Service requires the Customer to sort, segregate and present its Mailing Items at Inward Mail Centres in accordance with the Access Agreement and this User Guide. The maximum weight for Mailing Items is:

- 100g for Letters
- 750g for Large Letters and A3 Parcels
- 2kg for Parcels.

A summary of services is shown in figure 1. Please see sections 5 and 6 for further information on sorting and Mailing Item presentation.

Figure 1:Summary of Access services

Format	Letters	Large Letters			Mail Sortation Required	Minimum Address and Postcode Accuracy Required
Weight Band	0-100g	0-100g	101-250g	251-750g		
Service						
Access 1400	◆	◆			c.1529	90%
Access 70	◆	◆			c.86	90%
Access 70 OCR	◆	◆			c.86	90%
Access 70 CBC	◆				c.86	90%
Access 70 Mailmark	◆	◆			c.86	90%
Responsible Mail (Entry)	◆	◆				90%
Responsible Mail (Intermediate)	◆	◆			sortation to any of the above services	95%
Advertising Mail	◆	◆				90%
Business Mail		◆				90%
General Large Letters*		◆			c.1529 or c.86	90%

* General Large Letters is the default Large Letter service used when none of the other Large Letter services have been chosen.

Comment [SO1]: change

Format	Letters	Large Letters			Mail Sortation Required	Minimum Address and Postcode Accuracy Required
Weight Band	0-100g	0-100g	101-250g	251-750g		
Service						
Access 1400	◆	◆			c.1529	90%
Access 70	◆	◆			c.86	90%
Access 70 OCR	◆	◆			c.86	90%
Access 70 CBC	◆				c.86	90%
Access 70 Mailmark	◆	◆			c.86	90%
Responsible Mail (Entry)	◆	◆				90%
Responsible Mail (Intermediate)	◆	◆			sortation to any of the above services	95%
Advertising Mail	◆	◆				90%
Business Mail		◆				90%
General Large Letters*		◆			c.1529 or c.86	90%

* General Large Letters is the default Large Letter service used when none of the other Large Letter services have been chosen.

1.3   System Requirements

It is a requirement of Access that the DocketHub (or any successor electronic billing system) system is used. DocketHub enables you to:

- upload your Posting Dockets - please see section 9;
- provide Traffic Forecasting please see section 11;
- make Access Slot Booking, please see section 12;
- book Driver and Vehicle Registration please see section 13

It is recommended that approved Access software be used to sort mail to the appropriate services. A list of all approved Access Software Suppliers can be found at www.royalmailwholesale.com

2. Entry Qualifications

2.1 Minimum Entry Requirements

Each week the Customer must hand over to Royal Mail on at least 5 Working Days (Monday to Saturday):

- A Daily Posting that totals at least 25,000 Mailing Items or a Daily Posting in respect of which the Postage amounts to not less than £5,000; or

Each week the Customer must hand over to Royal Mail:
- Daily Postings that total in aggregate at least 250,000 Mailing Items a week or the number of Mailing Items in respect of which the Postage amounts to not less than £50,000; or

Each month the Customer must hand over to Royal Mail:
- In aggregate each month at least 1 million Mailing Items during each of at least 10 months in each year; or
- In aggregate each month at least 2 million Mailing Items during each of at least 6 months in each year.

Within a Daily Posting each Originating Customer Posting/Customer Entity Posting/Consolidated Posting must comprise at least 4,000 Mailing Items per service, per day.

2.2 Postcode Area Coverage

There are two pricing options for Customers in the Access Agreement:

National Access Option
For every Daily Posting the Customer must hand over to Royal Mail Mailing Items for delivery to at least 60 Postcode Areas – including all those marked as mandatory in the Annex to Schedule 4 of the Access Agreement.

Zonal Access Option
For every Daily Posting the Customer must hand over to Royal Mail Mailing Items for delivery in line with the minimum entry criteria stated in 2.1 above and the Posting must be presented in accordance with Appendix K: Zonal Access Option.

2.3 Addressing Standards

The Customer must ensure that the addressing standards set out in Appendix A are met. Appendix A provides information on Royal Mail Mailing Item specifications and includes information on envelope and addressing layouts. Please see section 3 of this User Guide for the correct positioning of the Access Indicia and Return Address on a Mailing Item.

The Customer must also ensure that each Mailing Item is addressed to its recipient so that the address is visible and legible at all times. For Zonal Postings there is an additional requirement to include the zonal identifier – please refer to Appendix K.

Postcode Accuracy
The Customer must ensure that at least 90% of all Mailing Items are fully and accurately addressed and Postcoded in accordance with Royal Mail's Postcode Address File (PAF®).

For Zonal Postings, any Mailing Items on the address list that are not fully and accurately addressed and Postcoded will be charged at Zone C prices, except for those Mailing Items whose delivery destinations are in the London Zone which will be charged as Zone D. You are responsible for uploading each Mailing Item to the correct Zone.

The minimum Postcode accuracy for each posting must be provided to Royal Mail electronically via DocketHub or such other format as agreed by Royal Mail. The Postcode must be consistent with the address stated according to PAF®.

OCR, ~~CBC~~ or Mailmark option
Customers posting Letters or Large Letters using the OCR, ~~CBC~~ or Mailmark option services must ensure that the physical properties of the Mailing Items meet the required service specifications.

OCR services require certain type faces only to be used in the Delivery Address to ensure Royal Mail machines can read and process mail at a certain efficiency rate. Specific parts of the envelope or outer must be kept free of text and artwork so that Royal Mail can print and recover route codes as mail is machine sorted.

~~CBC services require Mailing Items to have full and accurate address, Postcode and corresponding barcode to a minimum 90% accuracy per mailing to enable Royal Mail to process the mail more efficiently. In order to accept this minimum requirement for CBC, Customers must provide information that explains how Mailing Items with a full and accurate address and Postcode but no barcode would be created within their process.~~

The Mailmark Service requires each Mailing Items to have a Mailmark barcode visible on it. The performance of your mailing consignment is optimised when each Mailing Item is well designed, the address and Postcode on the Mailing Item is consistent with the Postcode and DPS contained within the Mailmark barcode on the Mailing Item and corresponds with the eManifest, and all address, Postcode and DPS elements match the correct record held in PAF®.

Mailing Items meeting the required OCR Letter format specification ~~and CBC Letter specification~~ must have accreditation as set out in Appendix B.

Please refer to the following Appendices for the full service specification requirements;
* OCR Large Letter specification – Appendix D
* OCR Letter specification – Appendix G
* ~~CBC Letter specification – Appendix H~~
* Mailmark Letter and Large Letter specification – Appendix M

Figure 2: Supporting material and website links

Additional information	Links / Source of information	User Guide Reference.
National Access Option – The latest Access Selection Files	Available from our website www.royalmailwholesale.com	Appendix C
Zonal Access Option – The latest Access Selection Files	Available from our website www.royalmailwholesale.com	Appendix K
Downstream Access Customer Final Labelling (DSA CFL). This database is needed to create Access routing labels	Available from our website www.royalmailwholesale.com The database includes routing information i.e. Inward Mail Centre addresses and latest Standard Selection Codes (SSC)	Section 7
DocketHub - Documentation & upload specification for posting Dockets and Manifest forecasting, vehicle details and Access Slots.	Available from the Systems section on our website www.DocketHub.com	Sections 11,12 & 13
Approved Access Software Suppliers	Available from our website www.royalmailwholesale.com which lists the software companies that have been approved for Access mail sortation.	
Mailmark guidelines and technical documents	Available from the Mailmark page on our Website www.royalmailwholesale.com	Website

3. Indicia for Access

Mailing Items will only be accepted at an Inward Mail Centre if they bear an Access Indicia approved by Royal Mail. The Indicia cannot be used to access retail end-to-end services or for any other purpose than as set out in the relevant Access Agreement and User Guide.

3.1 Indicia for Access

All Mailing Items must carry a Royal Mail approved Indicia as agreed with the Customer. The Indicia comprises of:

The approved Customer Access Indicator (optional) – This must clearly and uniquely identify the Customer or its carrier (where the Customer uses a carrier to handover Mailing Items to Royal Mail at Inward Mail Centres) for example by including either:

- The Customer's contract holder/carrier's legal entity name; or
- A registered design of the contract holder/carrier; or
- A trade mark design of the contract holder/carrier; and

The Royal Mail Access Indicator, see figure 5. The Royal Mail Access Indicator must not be used on any Mailing Items except in accordance with the Access Agreement. The Royal Mail Access Indicator comprises:

- The Royal Mail cruciform accompanied by the words 'Delivered by'
- The Customer's unique Licence Number, relevant to the agreement which will be provided once a Credit Account has been set up;

An example of the Indicia template to be used can be found at figures 3 & 4. A copy of the actual Indicia template, which the Customer will be required to comply with, will be available to the Customer (once a Credit Account has been set up) to download from the website www.royalmailwholesale.com. Prior written approval must be sought for all designs and subsequent design changes. Royal Mail requires at least two months' written notice of design proposals prior to any requested implementation date. No designs may be used before Royal Mail has given written approval. This notice period allows for technical testing and other approvals to be conducted.

In order for Royal Mail to manage the operation of Access in a liberalised marketplace with many Customers there is a maximum number of 5 different designs for the Customer Access Indicator, which can be used for the Access Agreement(s), unless otherwise agreed by Royal Mail. Negative versions (i.e. a reverse image e.g. white on black) of current approved positive images of Access Indicia are not classed as additional Access Indicia designs, and are included within the maximum 5 designs allowed. These negative images must be tested and agreed as acceptable in writing by Royal Mail Wholesale before they can be accepted on Access Mailing Items.

3.2 Stamp-like indicium

Included as one of your 5 approved designs, you also have the option of creating a Stamp-like Indicium which may be printed as an image on to the Mailing Item or can be applied as a self-adhesive label. The Stamp-like Indicium must include the Royal Mail Access Indicator as shown in Figure 5 and be approved by us before we accept it. Full details of the Stamp-like Indicium specification can be found on our Website www.royalmailwholesale.com and your Access Account Director will be able to provide further information.

3.3   Digital Stamp Indicium

You have the option of creating a Digital Stamp Indicium. This option is only available if you post using Royal Mail Mailmark® and have signed the Digital Stamp Schedule. Full details of the terms and the approval process and design specifications can be obtained from www.royalmailwholesale.com

Figure 3:Indicia positioning template large

* Recommended Clear Zone   Access Indicia Zone
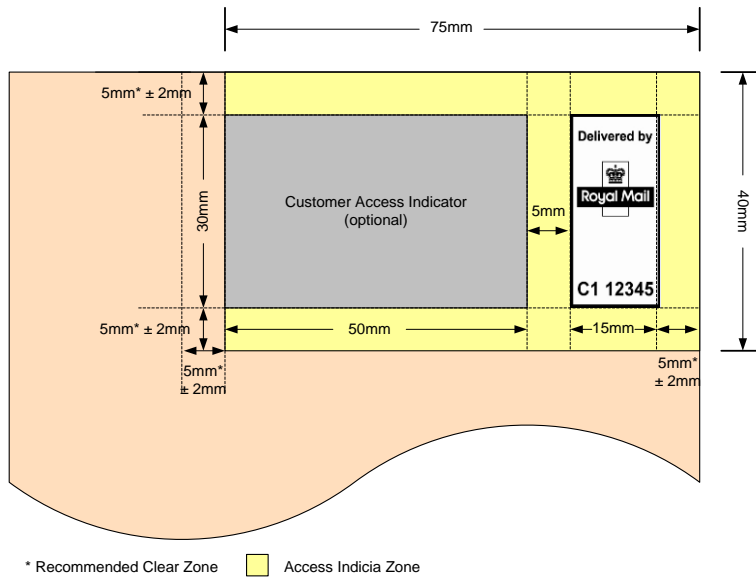
Figure 4:Indicia positioning template small

* Recommended Clear Zone   Access Indicia Zone
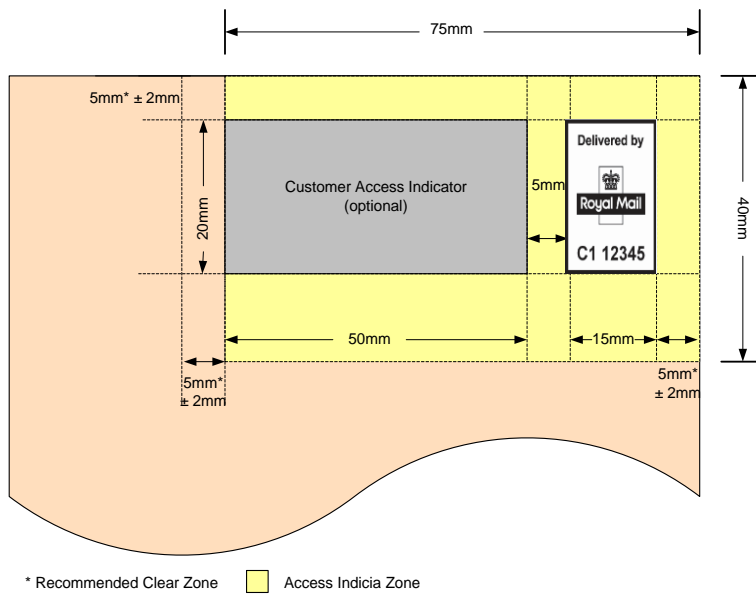
The top and right hand edge of the indicia zone (as set out in figures 3 and 4) must be aligned exactly to the top and right hand edges of the envelope. The preferred clear zone round the Access Indicia is 5mm[1]. There is no minimum clear zone. Please note that the entire indicia must be displayed on the envelope i.e. anything less than 100% of the indicia design on the envelope will constitute non-compliance, and the entire indicia must be printed within the indicia zone (75mm across by 40mm deep).

For irregular shaped Mailing items please contact your Access Account Manager for preferred Indicia positioning.

Upon setting up a Credit Account the Customer will be issued with a unique licence number for use on all Mailing Items (except when setting up a Credit Account as an Agency Customer in which case the Agency Customer shall use the unique licence number of its Operator, as described in the Condition 9 Access Agency Operator Agreement. This unique licence number will be incorporated within the Royal Mail Access Indicator for use by the Customer. Postings will not be accepted unless all Mailing Items include the appropriate licence number. Mailing Items carrying any other Royal Mail indicia (for example Pre Printed Impressions for Retail services) or the indicia of another Customer shall not be posted under the Access Agreement.

The Indicia must be printed in accordance with the Indicia template in figures 3 and 4.

3.4   Indicia Size

Royal Mail Access Indicator
The Customer can choose either of the specified sizes for the Royal Mail Access Indicator to use for its envelopes.

Figure 5:Royal Mail Access indicia sizes

Large	Small
30mm tall & 15mm wide	20mm tall & 15 mm wide

Customer Access Indicator
- Large Customer Indicator - Maximum area available is 30mm tall x 50mm wide
- Small Customer Indicator - Maximum area available is 20mm tall x 50mm wide

There is no minimum size for the Customer Access Indicator but it needs to be visible and any words used to clearly and uniquely identify the Customer needs to be in a font that is at least 10 points.

Any variation in size or design from that submitted by the Customer will need to be checked through Royal Mail sorting machinery before use.

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[1] We will allow a tolerance of ±2mm movement within the 5mm to account for print processes

3.5   Stamp-like indicia

Included as one of the 5 approved Access Indicia, Customers also have the option of creating a Stamp-like indicia which may be printed as an image on to the mailpiece or can be applied as a self- adhesive label. The Stamp-like indicia must include the Royal Mail Access Indicator as shown in figure 5 and be approved prior to being accepted. Full details of the Stamp-like indicia specification can be found on the Royal Mail Wholesale website www.royalmailwholesale.com and your Access Account Manager will be able to provide further information.

3.6   Return Addresses and Undeliverable Mail

The Customer shall ensure that every Mailing Item is clearly marked on the reverse with a United Kingdom[2] return to sender address (please refer to Appendix A for more information on addressing standards). Figure 6 shows the recommended format and positioning of the Return Address for all Mailing Items. This should be left justified and should be preceded with the words 'Return Address'.

Figure 6: format and positioning for return address – back


```
                              Return Address
                              Royal Mail
                  40mm        148 Old Street
                              LONDON
                              EC1V 9HQ
```
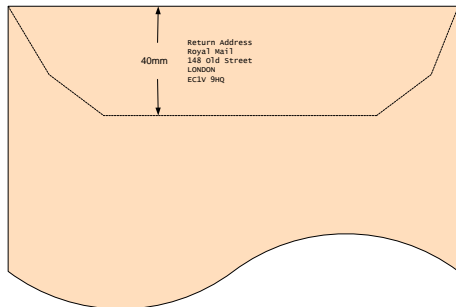
The positioning of the return to sender address on the reverse of a Mailing Item is to minimise confusion with the Delivery Address. Where it is not possible to print the return to sender address on the reverse e.g. the Indicia is printed by a meter machine, a consolidation machine, or on a polywrap envelope, parcel label or postcard, the return to sender address may be printed in accordance with figure 7.

Figure 7: format and positioning for return address – front


```
          65mm/165mm                    75mm

          Return Address
          148 Old Street
          LONDON
          EC1V 9HQ
   40mm                          Access Indicia  zone
```

---
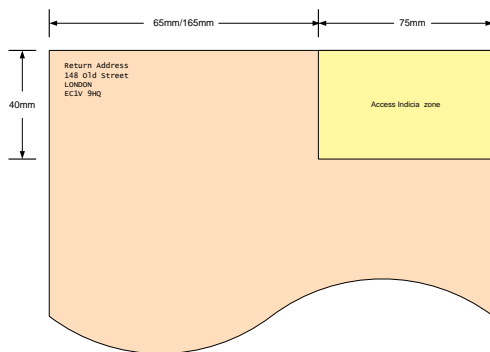
[2]   For the avoidance of doubt, the Channel Islands or the Isle of Man are not part of the United Kingdom, and there is no obligation by Royal Mail to repatriate mailing items to non-United Kingdom addresses. Therefore Royal Mail Wholesale does not accept the use of addresses based in these islands for the purposes of the return address requirements of the Access Agreements

Any undeliverable Mailing Item will be returned to the United Kingdom return to sender address provided on the Mailing Item. Also see Return Addresses – Supplementary Guidelines on the Royal Mail Wholesale website. Please see Appendix D for specific requirements for OCR Large Letter mail and Appendix G for specific requirements for OCR Letters.

The use of a PO Box within the return to sender address is optional. If you choose to use a PO Box you can apply for a PO Box on the Royal Mail website (please note that charges apply): www.royalmail.com

In accordance with the Postal Services Act 2000 and Condition 2 of its Licence, Royal Mail's obligation is to deliver to every United Kingdom address each Working Day (Monday to Saturday). This obligation does not extend to providing a breakdown of mail by chosen identifiers including, departments, teams, floors at the delivery address so that it is ready for internal delivery at that address. If the Customer requires return mail to be pre-sorted for example by department, Royal Mail may provide a Selectapost service, at standard rates, which enables the Customer to have its mail pre-sorted to chosen identifiers prior to delivery. This service, however, is subject to local operational capability.

It is the responsibility of the Customer to ensure that it complies with Royal Mail's return to sender address format and position on the envelope.

4. Enquiries & Complaints

Should Royal Mail receive enquiries/complaints from recipients of Mailing Items (the addressee) sent under an Access Agreement, the addressee will be advised to contact the originating sender (except where the issue concerns delivery procedures e.g. mis-delivery when Royal Mail will deal directly with the recipient).

Should Royal Mail receive enquiries/complaints from the Originating Customer of Mailing Items sent under an Access Agreement, the Originating Customer will be advised to contact the DSA Operator Customer (i.e. The Condition 9 Contract holder).

Any issue that the Customer wishes to discuss in relation to the Access Agreement should be raised in the first instance with its Access Account Manager as notified by Royal Mail, unless otherwise specified in the Agreement. Any complaint about service or operational issues should be raised in the first instance with DSACC. (DSACC@royalmail.com)

5. Preparing Mail

5.1   Step 1: Format Separation

Each Daily Posting must be segregated into Letters, Large Letters and may be segregated into A3 Parcels and Parcels as shown in figure 8. Each Mailing Item must comply with a range of physical parameters or any other series of formats as may be specified by Royal Mail from time to time.

If you choose not to split your A3 Parcels and Parcels by format then you must present and declare them as Parcels.

Figure 8: Format separation
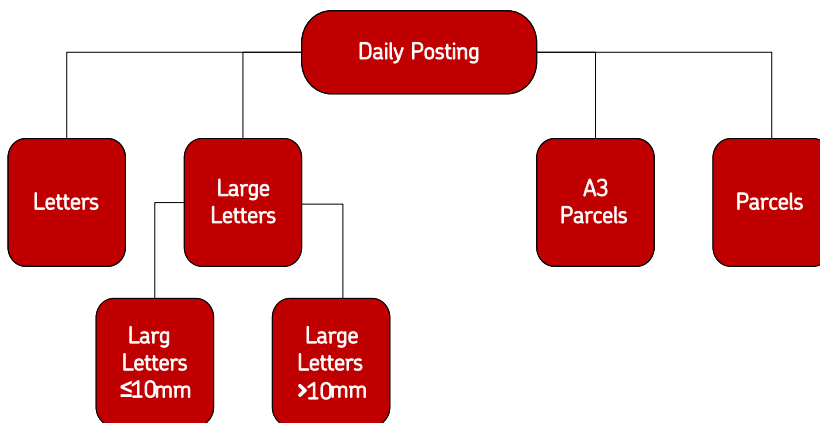
What is a Letter, Large Letter, A3 Parcel or Parcel?

Letter format is no larger than C5+
* Maximum size 240mm x 165mm
* Minimum size is 100mm x 70mm
* Maximum thickness 5mm
* Maximum weight 100g

Large Letter format is not a Letter and which is
* Maximum size 353mm x 250mm
* Maximum thickness 25mm
* Maximum weight 750g

A3 Parcel format is not a Letter or Large Letter and which is
* Maximum size 420mm x 297mm
* Maximum thickness 25mm
* Maximum weight 750g

Parcel format is not a Letter, Large Letter or A3 Parcel.

- The maximum dimensions if rectangular, are no larger than 610mm x 460mm x 460mm and, if cylindrical, has a maximum length of 900mm and the item's length when added to twice the diameter does not exceed 1040mm. Parcels must weigh no more than 2kg.

Please note: For Letter services and Large Letter format Mailing Items posted as Advertising Mail, Responsible Mail or Business Mail Large Letters the size definition for length and width for Letters, Large Letters, A3 Parcels and Parcels excludes plastic outer covers, provided that they are flimsy and easily folded, in which case the outer covers will not count towards the length and width dimensions of the mailpiece for pricing purposes.

5.2 Step 2: OCR/CBC/Mailmark option/Machineable/Manual Split

Letters within a Posting must be split between OCR, CBC, Mailmark option and machineable and those requiring manual sorting.

Where Originating Customer/Customer Entity Postings are segregated and labelled according to whether they are machineable or non-machineable (in accordance with the Machineable Letter Specification), the Customer shall maintain that segregation and labelling and present the Originating Customer/Customer Entity Postings in that way to Royal Mail.

Where the Customer is presenting a Consolidated Posting to Royal Mail, the Letters within the Posting must be segregated into machineable and manual Selections, as set out in figure 9, if the Customer's customer has segregated and labelled the Mailing Items in that way when providing them to the Customer.

Figure 9:Machinable and manual separation

Daily Posting
- Letters
  - Access 70 manual
  - Access 70 mech
  - Access 70 OCR
  - Access 70 Mailmark
  - Access 1400 mech
  - Access 1400 manual
- Large Letters
  - Large Letters ≤ 10mm
    - Access 70 manual
    - Access 70 OCR
    - Access 70 Mailmark
    - Access 1400 manual
  - Large Letters >10mm
    - Access 70 manual
    - Access 1400 manual
- A3 Parcels
  - Access 70
  - Access 1400
- Parcels
  - Access 70
  - Access 1400
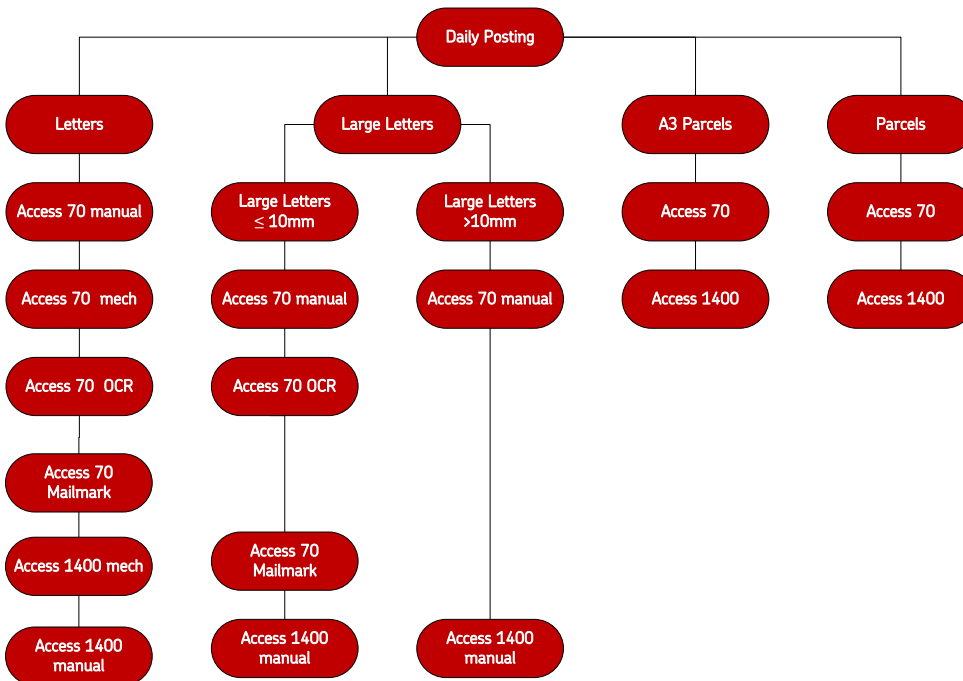
Machineable Letter Specification

- A Mailing Item is machineable if it complies with the following requirements:
- A Mailing Item must be no larger than 240mm x 165mm (C5+) and no smaller than 140mm x 110mm
- It must weigh no more than 100g
- All four sides must be straight
- Each corner must be 90°The vertical edge must be equal to or shorter than the horizontal edge
- Items must not be printed in 'portrait' format
- It must be no thicker than 5mm and no thinner than 0.25mm
- It must be capable of meeting the flexibility test along its longest edge (see Appendices G & H)
- It must be sealed firmly on all sides
- Polythene or plastic envelopes or wrapping cannot be used
- All Mailing Items must meet Royal Mail Addressing Standards (please see section 2.3 & Appendix A)
- Inflexible objects such as coins, keys, pens and thick card coupons must not be enclosed.

Manual Letter Specification

Any Mailing Item that does not meet the Machineable Letter Specification above, but meets the Letter specification is deemed to be a manual Letter. Manual Mailing Items may still be processed by Royal Mail automation.

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5.3   Step 3: Weight Band Separation

Figure 10:Weight band separation
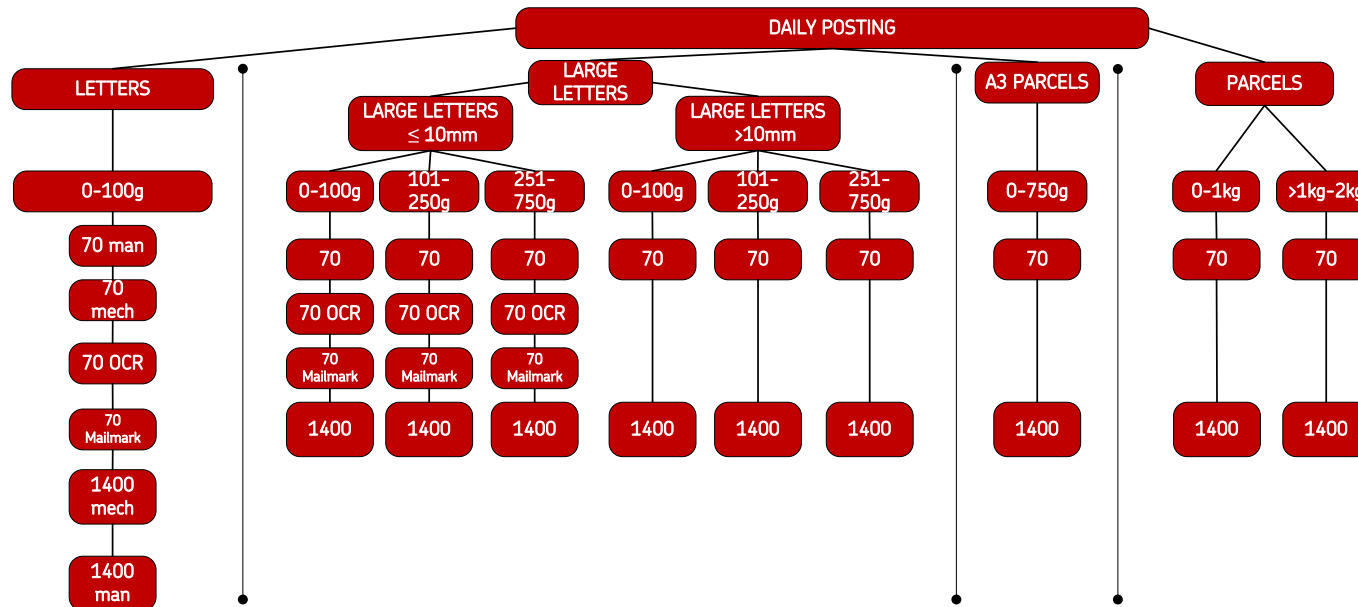
6. Sortation & Presentation

Mailing Items can be presented in a variety of different Royal Mail approved Containers. The choice and type of Containers permitted for mail presentation are;

- Tray
- Bag
- Auto Level Packet Sleeve (ALPS). These must be used in-conjunction with Yorks and Customers must sign both a York and ALPS Agreement prior to use.

The choice of Container is determined by the Mailing Item format as illustrated in figure 11.

Figure 11: Format and containers

Format	Container		
	Tray*	Bag	ALPS
Letters	◆	◆	
Large Letters ≤ 10mm	◆	◆	
Large Letters > 10mm and less than 240mm x 165mm	◆	◆	◆
Large Letters > 10mm and larger than 240mm x 165mm		◆	◆
A3 Parcels		◆	◆
Parcels		◆	◆

Please note: Lower prices are available for Letters and Large Letters when presented in trays and for Large Letters >10mm thick when presented in ALPS as these Container types enhance mail hygiene and are the lowest cost and most efficient Containers for these formats. Please see our prices at www.royalmailwholesale.com.

6.1   Minimum Container Fills (Tray, Bags, ALPS)

6.1.1   Minimum Container Fills

Each Container shall only contain either, all Letters, Large Letters, A3 Parcels or all Parcels and shall:

In the case of Letters, each tray or bag shall contain at least:
- 25 Letters each weighing no more than 100g; and

- In the case of Large Letters, each tray, bag or ALPS shall contain at least:
- 5 Large Letters each weighing no more than 100g; or
- 5 Large Letters each weighing more than 100g up to 250g; or
- 5 Large Letters each weighing more than 250g up to 750g; and

Please Note: Large Letters > 10mm thick and dimensions of > 240mm x 165mm cannot be presented in trays and Large Letters ≤10mm thick cannot be presented in ALPS

- In the case of A3 Parcels, each bag or ALPS shall contain at least:
- 5 A3 Parcels each weighing no more than 750g; and

In the case of Parcels, each bag or ALPS shall contain at least:
- 5 Parcels each weighing no more than 1kg; or
- 5 Parcels each weighing more than 1kg and no more than2kg.

6.2   Under volume Containers (Bags, Trays, ALPS)

An under volume Container is a Container that does not contain the minimum number of Mailing Items in each weight step as defined in 6.1

6.2.1   Operator Access
6.2.1.1   Originating Customer Postings
Where the Customer is presenting an Originating Customer Posting and the Originating Customer has been identified via a Unique Customer Identifier (UCID) on the Manifest in accordance with the Access Agreement then one under volume Container per Selection code per UCID per service used per day will be charged at the Access Charge relevant for that service. This is subject to all other terms and conditions being met.

An Originating Customer Mailing is the total amount of Mailing Items, (minimum of 4000 Mailing Items per service) which the Customer receives from one of its customers and which the Customer hands over on any single Working Day to Royal Mail for conveyance and delivery by Royal Mail to the relevant addresses.

Any additional under volume Container will be charged as follows,
* Letters - First Class Business Mail High Sort direct
* Large Letters- First Class Business Mail High Sort residue
* A3 Parcels and /Parcels 0-2kg – First Class Advertising Mail Parcel High Sort residue

6.2.1.2   Consolidated Postings
Where the Customer is presenting a Consolidated Posting in accordance with the Access Agreement, one under volume Container per Unique Customer Identifier (UCID), per Selection code per service used per day will be charged at the Access Charge relevant for that service. This is subject to all other terms and conditions being met.

Any additional under volume Containers will be charged as follows,
* Letters – First Class Business Mail High Sort direct
* Large Letters – First Class Business Mail High Sort residue
* A3 Parcels and Parcels 0-2kg – First Class Advertising Mail Parcel High Sort residue

6.2.1.3   Agency Customer Postings
For each pre-sorted, segregated Agency Customer Posting – as specified in Schedules 6 and 7 of the Condition 9 Access Agency Operator Agreements – section 6.2.1.1 will apply to under volume Containers.

Where an Originating Customer Mailing is identified as an Agency Customer Posting section 6.2.1.1 will apply to under volume Containers and where a Consolidated Posting is identified section 6.2.1.2 will apply to under volume Containers.

6.2.2   Customer Direct Access
Royal Mail may agree that the Customer comprises a number of identifiable entities. A Daily Posting for an identified Customer Entity must comprise of a minimum of 4000 Mailing Items per service, which the Customer hands over on any single Working Day to Royal Mail for conveyance and delivery by Royal Mail to the relevant addresses. Where Royal Mail has agreed that a Customer comprises one or more such entities a Customer may present one under volume Container per entity per Selection code per service used per day, which will be charged at the Access Charge relevant for that service. This is subject to all other terms and conditions being met. Where Customer Entities have been agreed then these must be identified separately by use of the 'unique customer id' field on both the Customer Final Label (CFL) and within the data transmission to DocketHub for those Containers.

Any additional under volume Containers will be charged as follows,
- Letters – First Class Business Mail High Sort direct
- Large Letters – First Class Business Mail High Sort residue
- A3 Parcels and Parcels 0-2kg – First Class Advertising Mail Parcel High Sort residue

6.2.3   Selecting the under volume Container to be charged at the Access Charge.
Where more than one under volume Container is produced, DocketHub (or other systems Royal Mail may develop and make available) will select the under volume Container per Selection code per service that will be charged at the relevant Access Charge on the basis of the following:

The under volume Container per Selection with the greatest number of Mailing Items; or
Where two or more under volume Containers have the same number of Mailing Items, the Container with the highest average item weight.

All additional under volume Containers are to be charged as detailed in this section 6.2 and must be declared as such on the Manifest and Posting Docket.

The Customer shall ensure that the Container fill per Selection is maximised subject to the need to meet the requirement that each Container of mail presented must have the item contents accurately recorded on the Manifest and correspond to the Container's UCID.

6.3   Sortation

Each Mailing Item within a Posting must be sorted according to one of the services as stated in section .1.2, in accordance with this User Guide and the Customer must use the current version of the Royal Mail Access Selection Files provided (see Appendix C). Royal Mail will provide at least one month's prior notice of any changes to the Royal Mail Access Selection Files coming into effect.

Access 1400
Mailing Items are sorted to the level of Postcode Districts – these are called the Selections. The Royal Mail Access Selection Files contain around 1529 of these Selections.

Where an Access 1400 posting is being produced and there are insufficient Mailing Items to meet the minimum Container fill requirements (i.e. more than one under volume Container is being produced) the Customer should consider bringing the mail together at an Access 70 sortation level in order to achieve minimum Container fill or use software to dynamically fill each Container.

Access 70
Mailing Items are sorted to a level which is based on Postcode Areas – these are called the Selections. The Royal Mail Access Selection Files contain around 86 of these Selections.

Where an Access 70 Posting is being produced and there are insufficient Mailing Items to meet the minimum Container fill requirements (i.e. more than one under volume Container is being produced) the Customer should consider bringing the mail together at an Access 70 sortation level in order to achieve minimum Container fill or use software to dynamically fill each Container.

6.4   Presenting your Mailing Items in Bags

Bundling Mailing Items
The Customer must ensure where possible that Mailing Items of a similar weight, shape or size are securely bundled within bags. The number of Mailing Items in each bundle will depend on the nature of the Mailing Items. This will normally be determined by their size and thickness. Each Selection may consist of a number of bundles.

There is no required minimum number of Mailing Items in a bundle as long as the segregation criteria have been met as set out above, but as many Mailing Items as possible must be included within each bundle (subject to the maximum Container weight).

There is no maximum limit to the number of Mailing Items included in a bundle provided they do not exceed the maximum weight limit of the Container in which the bundle is then placed, and the thickness of the bundle does not exceed that which can be held in one hand (approximately 15cm).

All bundles must be tied with the Mailing Items facing the same way, using sufficient strapping or rubber bands, so that they do not burst open in the bag, given reasonable handling conditions. If Mailing Items are 'wedge-shaped', they should be counter-stacked with the top half facing the opposite way to the bottom half.

Once the ties or strapping have been removed the Mailing Items must be capable of being handled individually and must not be stuck to one another for any reason, including any stuck together due to the use of any adhesive in the mail production process.

Mailing Items should be bundled in such a way as to not damage the individual Mailing Items. Bundles that become insecure as a result of inadequate strapping or other material used will be subject to re-work charges[3].

Bagging Mail
Once the Mailing Items are bundled, they must be bagged. The maximum bag weight accepted by Royal Mail is 11kg, including the weight of the bag, bag tie and label. Depending on the volume of the Customer posting, more than one bag for a Selection may be needed. To make sure the bag weight will not exceed 11kg, it is usual practice to mark the bag breaks on the Mailing Items.

The Customer must ensure that all Mailing Items for a single Selection are included in one bag unless the maximum weight is exceeded. Where possible all Mailing Items within each bag should be of a similar weight, shape or size. The Customer must ensure that more than one bag is used if the weight of a bag, bag tie and label exceeds 11kg. The bag neck should be securely tied/strapped with a Royal Mail provided bag tie. Bags must not be tied through the 'D' rings.
The minimum number of Mailing Items accepted in a bag is 25 Letters or 5 Large Letters, 5 A3 Parcels or 5 Parcels (as set out in section 6.2). In general, however, bag fill must be maximised and filled to capacity within the Selection, subject to meeting accurate bag fill.

To determine when a new bag must be started and a new label provided, the Customer will need to distinguish where the Mailing Items for one Selection ends and a new Selection begins. There are a variety of ways to do this e.g. Print the Access Standard Selection Code (SSC) near the address; this determines that it is time for new bag when the code changes. Software can be set up to print a distinguishing mark (e.g. three asterisks) on the last item for each bag in each Selection, or work through the printout of its sorted mailing list and mark it by hand. The Customer can produce a blank label as a Selection break indicator between each Selection.

It is recommended that the long tail ends and loose end of bag ties are tucked and wrapped in to the band formed by the bag ties to prevent injury to anyone handling the bags.

Unwrapped Bundle Postings
Some postings may be presented in bags as Unwrapped. Please see to Appendix E: Unwrapped specification for full details.

Unbagged Bundle Postings
Some postings may be presented as an unbagged bundle mailing. Please see to Appendix F for full details relating to this specification.

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[3] When sending Large Letter format Mailing Items the requirement to bundle as described in this section 6.4 only applies to Responsible Mail, Advertising Mail and Business Mail Large Letters. General Large Letters of a physical size and/or shape which prevents them from being securely bundled can be loose within bags.

6.5 Presenting your Mailing Items in Trays

Where Customers have entered into a separate Tray Agreement with Royal Mail, trays may be used for the purpose of posting Letters and Large Letters as listed in figure 11. A3 Parcels and Parcels must not be presented in trays and must be presented in bags or ALPS

Each tray shall contain only Letters or Large Letters for a single Selection. Selections must not be mixed in trays. Trays weigh 1kg, the tray and contents must not weigh more than 10kgs.
Efficient use of trays is mandatory, a requirement that is to the benefit of both the carrier and Royal Mail. Consequently, for any single selection, a tray must be full before another tray is used unless the maximum tray weight is exceeded.

6.5.1 Tray Presentation by Format

Letters
Letters must be presented in trays in the following way.
Letters must be stacked vertically
Letters must be inserted upside down with the Access Indicia facing the tray label. Figure 12
Letters must be loose loaded in trays
Letters must not be packed tightly into trays. Figure 12
Letters must not be bundled

Large Letters
The dimensions of a Large Letter determine how it must be presented in a tray.
Large Letters ≤ 240mm x 165mm
Large Letters must be stacked vertically
Large Letters must be inserted upside down with the Access Indicia facing the tray label. Figure 12
Large Letters must be loose loaded in trays
Large Letters must not be packed tightly into trays. Figure 12
Large Letters must not be bundled

Figure 12:Tray fill cross section (front and side)

Please do not pack Mailing Items tightly in to a tray and leave a small space in order for the Mailing Items to be easily removed from the tray
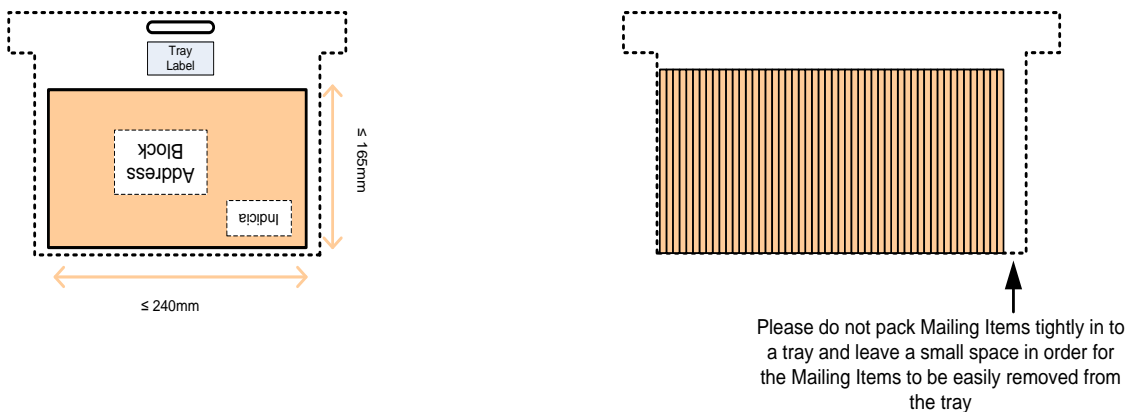
Large Letters ≤ 10mm > than 240mm x 165mm

Landscape - the address and Access Indicia uppermost in the tray, face up, and with the Access Indicia away from the tray front and label. Figure 13

Portrait - the address and Access Indicia uppermost in the tray, face up, and with the Access Indicia adjacent to the tray front and label. Figure 13

Large Letters must be laid horizontal and placed as high as the opening used to carry the trays – this allows the trays to be carried and lifted. However, it is permitted that the Large Letters can be level with the 'Plimsoll line' inside the container rim. Figure 14
Large Letters must not be bundled.

Figure 13:Tray fill (landscape and portrait)
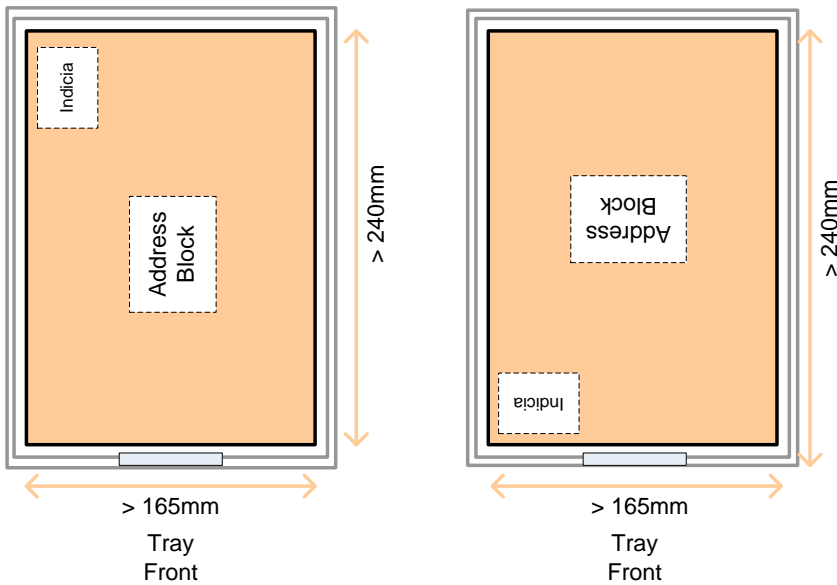
Figure 14: Plimsoll line fill
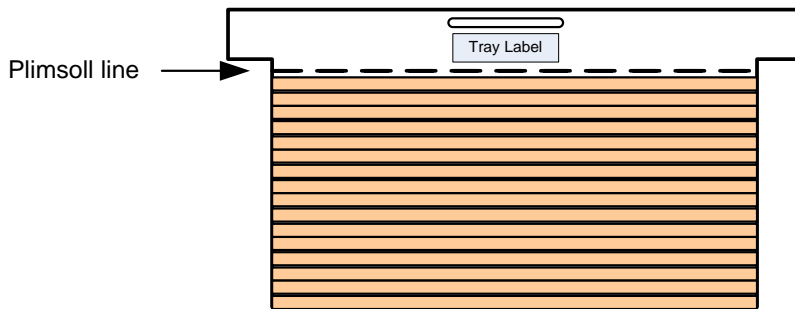
Please note: Mailing Items to Jersey (JE) and Guernsey (GY), are excluded from being presented in trays for security and handling safety and must be presented in bags in accordance with section 6.4.

6.6   Presenting your Mailing Items ALPS

Where a Customer has entered into a separate ALPS Agreement with Royal Mail, ALPS may be used for the purpose of posting only Parcels, A3 Parcels and Large Letters as listed in figure 11.

Like bags and trays, an ALPS is a primary container. Therefore the same requirements for sortation, labelling and fill (i.e. accurate number of Mailing Items/under volume charges), will apply as for bags and trays. Please see section 6.1. The exception to this is bundling, as we do not require Mailing Items to be securely bundled within each ALPS.

Each ALPS Container shall contain only Mailing Items for a single selection. Selections must not be mixed within an ALPS Container. Efficient use of ALPS Containers is a requirement that is to the benefit of both the carrier and Royal Mail. Consequently, for any single selection, an ALPS Container must be full before another ALPS Container is used for the same selection unless the maximum York weight of 250kg is exceeded. ALPS Containers must be fully zipped up and secured when presented at the Inward Mail Centre.

Unwrapped Bundle Postings
Some postings may be presented in ALPS as Unwrapped. Please refer to Appendix E: Unwrapped specification for full details.

Please note: Mailing Items to Jersey (JE), Guernsey (GY), Isle Of Man (IM) are excluded from being presented in ALPS for security and safety and must be presented in bags in accordance with section 6.4. An item that cannot fit into a standard Royal Mail bag due to its physical dimensions must be presented and labelled as an individual Container

6.6.1 Labelling Requirements
For Mailing Items posted in ALPS containers, a Customer Final bag Label, as defined in section 7, or if Mixed Weight in section 6.8, must be securely attached to a blank York card, which is secured in the York label holder.

6.7 Presentation of Responsible Mail and Advertising Mail Mailing Items

In addition to the Responsible Mail and Advertising Mail requirements as detailed in the respective Responsible Mail and Advertising Mail Schedules, the following presentational requirements also apply:

- each Container used by the Customer to hand over Mailing Items to Royal Mail under the Access Agreement must contain only Responsible Mail Entry Level, only Responsible Mail Intermediate Level, (i.e. the levels must not be mixed), or only Advertising Mail; and
- each Container containing exclusively Responsible Mail or Advertising Mail that is presented by the Customer to Royal Mail under the Access Agreement must be labelled by the Customer using the labels provided by Royal Mail which clearly indicate that the contents are Responsible Mail Entry Level, Responsible Mail Intermediate Level or Advertising Mail. Please see section 7 for more information on labelling requirements.

General information:
We want to provide you with the best possible service when using Advertising Mail, so mailings are received by customers in great condition. However, mail is a physical medium and occasionally indentations or marking of mail may occur as it passes through machinery. This applies particularly with Unwrapped mail (i.e. of Postcard type design) that has been produced through digital print technology. To minimise issues we recommend that digitally printed mail items are wrapped, or an ultra violet (UV) or water based gloss coating applied to the non-address side of the finished piece. These coatings enhance wear resistance. Mail produced on lithograph presses is less susceptible to this type of marking.

Seed Mailing Items
For each Responsible Mail or Advertising Mail posting the Customer must provide Royal Mail with a sample of the Mailing Item to be used prior to posting or include Royal Mail as a seed in the posting to verify conformance to the Responsible Mail or Advertising Mail specification. The sample/seed must be an exact reproduction of the Mailing Item in terms of both envelopes used and contents enclosed.

The sample/seed must be sent to the following address:

RM Sample

Royal Mail Wholesale *[immediately followed by the relevant UCID number, e.g. 12345]*

PO Box 72662

London

E1W 9LD

The Customer must also provide Royal Mail with a current UCID list that details the originating posting customer name/trading name for all Responsible Mail or Advertising Mail postings. The Customer must maintain this list, adding each new UCID that is introduced, and informing Royal Mail of all updates at the time the new UCID is posted. Or as an alternative, Customers may instead print the relevant UCID clearly on the seed/sample item. Royal Mail will only use the details from this UCID list for the sole purpose of checking that each Responsible Mail or Advertising Mail posting is conforming to the Responsible Mail or Advertising Mail specification as detailed in the separate Responsible Mail and Advertising Mail Schedules. For full details on the compliance checks made, please refer to the 'Advertising Mail and Responsible Mail seed checks - customer guidelines' at www.royalmailwholesale.com

6.8   Presenting Mixed Weight

Mixed Weight is a presentation option that a Customer may choose, subject to signing a Mixed Weight Schedule. Mixed Weight enables the Customer handing over Large Letters, A3 Parcels or Parcels at an Inward Mail Centre to combine, within a single format (with the exception of A3 Parcels and Parcels which may be combined), Mailing Items of different weight bands within a Container.

Mailing Items must be sorted by the Customer to the Access 70 or Access 1400 services. As is the case for all other services, Mixed Weight may not be used for handing over different formats in any one Container.

Mixed Weight Daily Posting documentation is submitted to Royal Mail via the web service DocketHub. Customers are required to test the upload interface via DocketHub prior to posting a Mixed Weight posting. The Service Standard and other service criteria are as already specified within the main body and Appendices of this User Guide.

6.8.1   Mixing Weight Bands

Where all of the individual Mailing Item weights (within a single format) in a Container comprise a mix of weight bands ('Mixed Weight') the Customer must declare on the Manifest the total number of Mailing Items by weight band, and the zone if applicable (please refer to Appendix K for more information on Zonal Postings). Please see figure 17.

The weight band indicators to be used on the Manifest are as follows:

Large Letters
- WB1 (weight band 1) - items weighing no more than 100g. All items falling within this weight band will be priced accordingly.
- WB2 (weight band 2) - items weighing more than 100g up to 250g. All items falling within this weight band will be priced accordingly.
- WB3 (weight band 3) - items weighing more than 250g up to 750g are priced in 1g increments at the average weight of all the items falling within this weight band.

Parcels
- WB1 (weight band 1) - items weighing no more than 1kg. All items falling within this weight band will be priced accordingly.
- WB2 (weight band 2) - items weighing more than 1kg and no more than2kg. All items within this weight band will be priced at 250g increments at the average weight of all items falling within this weight band.

Where all the Mailing Items' weights in a Container fall within a single weight band the mail must be declared as such on the Manifest (see paragraph 6.8.3) and will be priced accordingly. Where an entire Daily Posting does not contain any Mixed Weight Containers, the Customer must declare and upload the Daily Posting using their non-Mixed Weight account in the usual way.

6.8.2   Labelling Requirements

For the Mixed Weight solution, there will be a requirement to include an additional identifier (MW) on the Container label, which enables identification at the Inward Mail Centres. Please see figure 15.

For Customers whose mail arrives in York Containers, there is also a requirement to include 'Mixed Weight' on the York cards. Please see figure 16.

The Customer is required to provide a shortened version of the unique Container ID when sending Mixed Weight postings. The standard Access unique Container ID is up to 14 characters but for Mixed Weight Postings, the Container ID must be shortened to be no longer than 12 characters in length. This enables DocketHub to create 'pseudo' Container IDs for each weight band within a single Container, DocketHub will break down a Container ID into the relevant number of weight bands and add a 2 character weight band identifier to the end of the Container ID e.g. AB0000056789W1 or AB0000056789W2.All other labelling requirements are as section 7 of this User Guide.

Figure 15:Mixed weight bag label
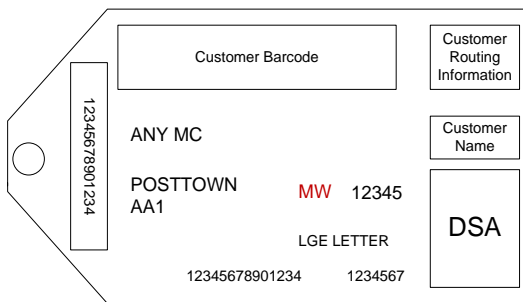
Figure 16:Mixed weight york label
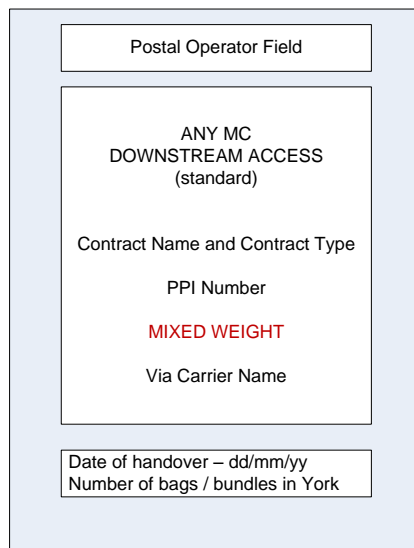
6.8.3   Documentation

For Mixed Weight Postings, the Customer Manifest, must be uploaded electronically to DocketHub, and received no later than 06:30am on the day of handover of the Mailing Items to which the Manifest refers.
 There is one Manifest design, to be used for National or Zonal Postings. Please see figure 17.

The Manifest enables the Customer to declare Mixed Weight Containers (for a single format) and non-Mixed Weight Containers within a Mixed Weight Daily Posting. In addition, two physical copies of

either the Summary Manifest or the Manifest must accompany Mixed Weight Postings handed over at an Inward Mail Centre.

The Manifest data for a Mixed Weight Container must declare the number of Mailing Items within each weight band and show the average weight of the Mailing Items for Large Letters in WB3 and for Parcels in WB2, and the total weight of the Mailing Items in the Container.

For National Postings the data must be populated with the volume of items under the 'National' column (NAT) for each weight band (an example is shown in blue text on the Manifest at figure 17). For Zonal Postings, the data must also include the number of items by zone within each weight band. (An example declaring Zonal Mixed Weights is shown in red text on the Manifest at figure 17).

For a non-Mixed Weight Container within a Mixed Weight Daily Posting, the Customer must declare the number of items by weight band and show the total weight of the Mailing Items in the Container and the average item weight, and for Zonal Postings, the Customer must also declare on the Manifest the number of items by zone within a weight band. (An example declaring a non-Mixed Weight Container for a Zonal Posting is shown in black text on the Manifest at figure 17.)

6.8.4 Pricing.

Each Mixed Weight Daily Posting is priced according to the number of Mailing Items within each weight band for each format. For Large Letters in WB3 and Parcels in WB2 prices are calculated according to the number of Mailing Items at the average weight for the weight band.

Figure 17: Manifest

Access Point: Inward Mail Centre

Access Site: Mail Centre
IMC Address: Any Road
Posttown AA1 1AA

Job Reference:

Date of Handover to Royal Mail: dd/mm/yy

Account Number:

Posting Docket No:

Licence No:

Sheet   X   of   X

Individual Bag Identification

Container ID No.	e Manifest	SCID	UCID	SSC	Post code Area	No. Items WB1						No. Items WB2						No. Items WB3						Ave Weight WB2	Ave Weight WB3 (kg)	Actual Total Weight (kg)	Average Weight of Mail Items (g)	Total Items (units)	Format	Mech /Man/ OCR/ CBC	Sort level
						Nat	A	B	C	D	Z	Nat	A	B	C	D	Z	Nat	A	B	C	D	Z								
12345678			ABCDEFG	123	DE		2	5	1		1		6	8	7		5							1.5		8.50		35	Parcel	Man ual	70
12345679			ABCDEFH	123	DE								5	9	3											3.50	189	17	Large Letter	Man ual	70
12345670			ABCDEFI	12345	DE1	5						6						7							0.5	6.50		18	Large Letter	Man ual	1400
			Total no. of Containers	Totals																									Totals		

Delivery Note –

This delivery note does not constitute acceptance that the above details are correct, as these details will be subject to Royal Mail revenue protection and mail verification checks. For the avoidance of doubt, this document only acknowledges the handover of Mailing Items on a time and date specified.
Royal Mail – Please print name:
Royal Mail – Signature:

For Royal Mail Use Only

Date of Handover to Royal mail
Arrival Time at Royal Mail

For Customer Use only

Customer Defined Information field

6.9 Business Mail Large Letter

In addition to the Business Mail Large Letter requirements as detailed in the Business Mail Large Letter Schedule, the following presentational requirements also apply:

- each Container you use to hand over Mailing Items to us under the Contract must contain only Business Mail Large Letter, and;
- each Container containing exclusively Business Mail Large Letters that is presented by you must be labelled by you using the labels we provide to clearly indicate that the contents are Business Mail Large Letter. Please see Section 7 for more information on labelling requirements.

7.   Final Labelling Requirements

Containers must be labelled with final labels, which indicate the destination and contents of the Container and include the information as specified by Royal Mail as set below.

Royal Mail will provide blank labels to the Customer; only these labels may be used to produce final labels and these final labels may only be used for the final containerisation, labelling and sealing of Containers prior to handover to Royal Mail (rough labelling will not be accepted).Yellow labels must be used for OCR and Mailmark~~CBC~~ services; all other services must use white labels.

The following table details which CFL file to use for which service and with which colour Container label

Figure 18:Customer Final Label guide

Service	Format				CFL Data File
	Letters	Large Letters	A3 Parcels	Parcels	
	Container Label Colour				
Access 1400/70 manual	White	White	White	White	DSAMAN.DAT
Access 1400/70 mech	Yellow				DSAMAN.DAT
Access 70 OCR/~~CBC~~/Mailmark option	Yellow				DSAMECH.DAT
Access 70 OCR/Mailmark		Yellow			DSAMAN.DAT

7.1   Label Positioning Guide

Figures 19 and 20 show the dimensions of Royal Mail's bag and tray labels. Both show the area for use by the Customer and the area of the label for use by Royal Mail.

Figure 19:Bag label positioning guide
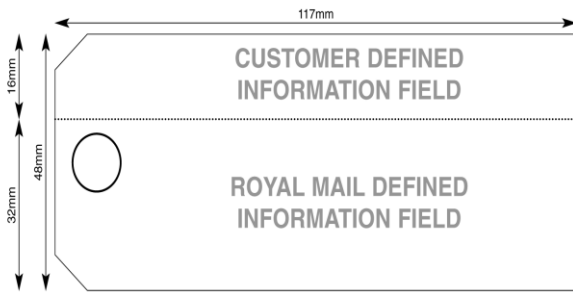
Figure 20:Tray label positioning guide
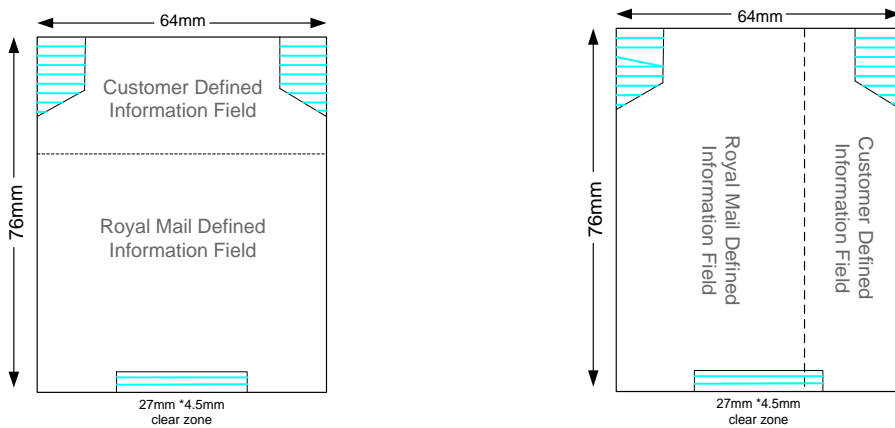
Figures 21 and 22 are examples of what an Access Container label looks like, including specifications for field size, fonts and formatting. Please note all fields are aligned left, unless otherwise stated. Where a Customer has entered into a separate ALPS Agreement for Mailing Items posted in ALPS containers, the Customer must label each ALPS by securing the CFL to a blank York card, which is secured in the York label holder.

Figure 21:Bag label National and Zonal Agreement
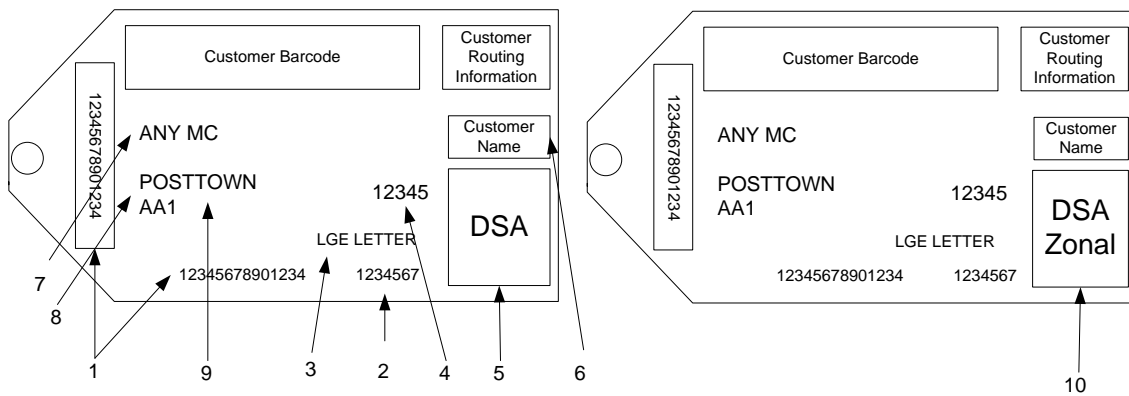
Figure 22:Tray labels National and Zonal Agreements
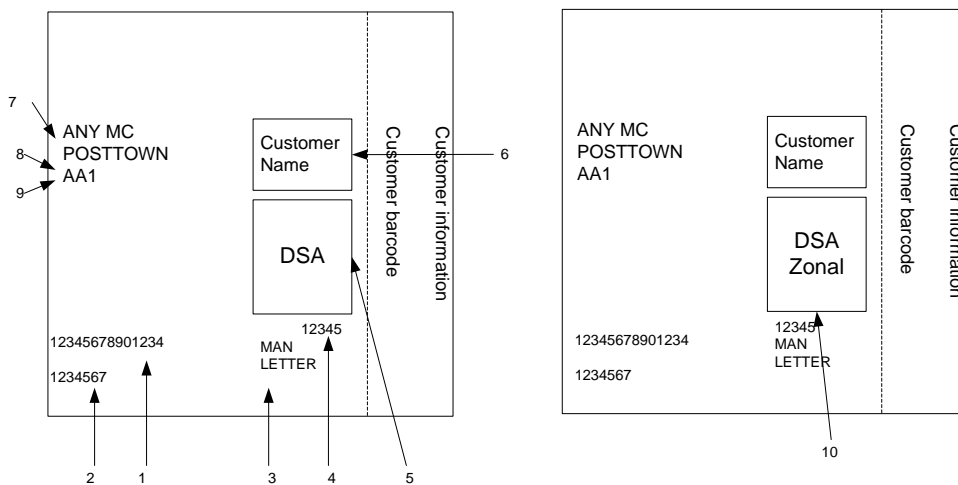
1. Unique Container Identification Number - This is an identifying number unique to that Container (maximum of 14 characters). The same unique number is to be printed on the Manifest against the description of that Container's contents. It is optional whether you want to repeat the unique Container ID on the vertical axis as illustrated in figure 21 and 22.

2. Unique Originating Customer/Customer Identification Number – (UCID).This is an optional identifying number unique to the Customer or the Customer's Originating Customer (maximum of 15 characters), or Customer Entity. Where a unique Customer ID is used, it is mandatory for that unique number to remain unchanged throughout the life of the Agreement. Where an identifying number is used, the Customer must ensure that it and its Originating Customers use unique ID numbers so that numbers are not duplicated within a Daily Posting.

3. Format – This indicates the type of Mailing Item within the Container. All formats shall be identified in the manner set out below and shall always be in uppercase:

- Large Letters – manual   LGE LETTERS
- Large Letters – OCR   OCR LGE LETTERS
- Parcel   PARCELS
- Mech Letters   MECH LTR
- Manual Letters   MAN LTR
- OCR Letters   OCR
- ~~CBC Letters~~   ~~BAR CODED~~

• A3 Parcels	A3 PRCL
• Mailmark Letters	MAILMARK
• Mailmark Large Letters	LL MAILMARK

4. Standard Selection Code – The Standard Selection Code for the Selection name as per the Access Selection Files.

5. Customer type indicator – This indicates the type of customer:
DSA for Access by Operators (Where an Access Operator Customer uses another Access Operator Customer for the transportation of Mailing Items into Inward Mail Centres, it is optional for 'DSA' to be followed by the last 3 digits of the posting Access Operator Customer's Condition 9 Access licence number) CDA for Customer Direct Access (CDA is then followed by the last 3 digits of the Customer's Condition 9 Access C9 number.) AGY for Schedule 7 (Agency National) and Schedule 6 (Agency Zonal) named Customers. (AGY is then followed by 3 digits as provided by Royal Mail which discretely relate to each of the Agency Customers detailed in the Schedules 6 or 7 of the relevant C9 Access Agency Agreement).

In addition, when any of the following services are used it is a requirement to identify the service level achieved. This must be indicated above the Customer Type within the Customer Type Indicator box, using the correct abbreviation as stated below.

Service	Abbreviation
Advertising Mail	ADVM
Responsible Mail Entry level; or,	Resp E
Responsible Mail Intermediate level; or,	Resp I
Business Mail Large Letter.	BMLL

6. Customer Name – The name of the Customer or their Condition 9 licence number.

7. Destination Office - The destination office is the Inward Mail Centre at which the Container is to be handed over.

8.Selection Name –The name of the Selection as listed in the Royal Mail Access Selection Files. This is only applicable for Access 1400.

9. Selection Description - This field defines the Postcode group or plan number within the Container and this information can be obtained from the Access Customer Final Labelling (CFL) database:
- For Access 1400 Selections – this is Postcode District (or Sector)
- For Access 70 Selections - this is the Postcode Area (or District) followed by the word 'RESIDUE' or 'RES'
- For Access OCR Letters and ~~CBC and~~ Mailmark option Selections – this is the word PLAN followed by the Plan number
- For Access OCR and Mailmark Large Letters only – this is the Postcode Area (or District) followed by the word 'RESIDUE' or 'RES

10. Zonal Agreement Identification – When posting using any one of the Zonal Agreements an identifier ZONAL must be included on the Container label. The recommended positioning is to place this to the right of the label as per figure 21 and 22. It is mandatory for the wording on the label to be clear and legible and a minimum point size of 10.

7.2 Size Guide

The following two tables provide a guide as to the font size and relative font width of the CFL characteristics.

Figure 23:CFL bag size guide

BAGS			
Characteristic	Font Size (Helvetica and Ariel are both acceptable)	Font height	Maximum no of characters
Unique Bag Identification Number	11pt Arial Bold	3mm	14
Unique Originating Customer/Customer Identification Number	11pt Arial Bold	3mm	15
Format	13pt Arial Bold	4mm	15
Customer Name	11pt Arial Bold	3mm	
Customer Type indicator	28pt Arial Bold (DSA or AGY) 21 Arial Bold (DSA/XXX or AGY/XXX) 21 Arial Bold (CDA/XXX) 8pt Arial Resp E, Resp I or ADVM min 8pt	12mm (DSA or AGY) 6mm DSA/XXX or AGY/XXX) 6mm (CDA/XXX) 3mm	(DSA or AGY) 3+3 DSA/XXX or AGY/XXX) 3+3 (CDA/XXX) 6
Destination Office	17pt Arial Bold	7mm	25
Selection Name	14pt Arial Bold	5mm	25
Standard Selection Code	14pt Arial Bold	5mm	5
Selection Description	14pt Arial Bold	5mm	14
Database Version Indicator (optional)	10 pt Helvetica Bold Oriented 90 degrees	3mm	3
Zonal Agreement Identifier	Minimum 10pt Arial	3mm	5
Mixed Weight Identifier	17pt Arial Bold	7mm	2

Figure 24:CFL tray size guide

TRAYS			
Characteristic	Font Size (Helvetica and Ariel are both acceptable)	Font height	Maximum no of characters
Unique Tray Identification Number	10pt Helvetica Bold	3mm	14
Unique Originating Customer/Customer Identification Number	10pt Helvetica Bold	3mm	15
Format	12pt Helvetica Bold	4mm	15
Customer Name	8pt Helvetica	3mm	
Customer Type Indicator	28pt Helvetica Bold (DSA or AGY) 18pt Helvetica Bold (DSA/XXX or AGY/XXX) 18pt Helvetica Bold (CDA/XXX)	12mm DSA or AGY) 6mm (DSA/XXX or AGY/XXX) 6 mm (CDA/XXX)	(DSA or AGY) 3+3 (DSA/XXX or AGY/XXX) 3+3 (CDA/XXX)

	8pt Helvetica Resp E, Resp I or ADVM min 8pt	3mm	6
Destination Office	16pt Helvetica Bold	7mm	25
Selection Name	14 pt Helvetica Bold	5mm	25
Standard Selection Code	14pt Helvetica Bold	5mm	5
Selection Description	14pt Helvetica Bold	5mm	14
Database Version Indicator (optional)	10 pt Helvetica Bold Oriented 90 degrees	3mm	3
Zonal Agreement Identifier	Minimum 10pt Helvetica	3mm	5
Mixed Weight Identifier	16pt Helvetica Bold	7mm	2

Customer Defined Information Field
Dimensions – See label positioning guide figures 19 and 20
Defined Information Field – For the Customer's routing or other required information.

The label design and any subsequent changes to the defined Customer information field require two months' prior written notice for approval from Royal Mail before use. This is to avoid the potential for operational confusion. The Customer must send hard copy proofs to its Access Account Manager for approval.

7.3   Producing Customer Final Labels

There are two methods you can use to carry out customer final labelling

Using label printers
If you are a large business, you may wish to use a label printer similar to those used in Royal Mail sorting offices. You could be used in one of the following two ways:

On Demand -, this allows you to generate your own labels according to your specific needs, by keying in the relevant Standard Selection Code (SSC)

Batch File Processing – label printing machines can also be used in a batch processing mode by either, manually keying in label requirements in advance from a printed list or computer disk or driving the printer directly from your computer system.

Database method
Royal Mail provides you with a label database containing the necessary geographic routing information to enable accurate labelling. You will, however, need to purchase or develop your own software to access this database.

7.4   The different Labelling methods explained

There are a number of ways to perform your labelling operations. This section takes each method in turn and examines the areas you need to take into account, to ensure the whole process runs smoothly.

Final label printers
This is probably the most efficient option for larger-scale labelling operations. If this is the method you decide to use, you first need to decide whether to run the machine on-line or off-line. This will depend on a number of factors:
- The number of production lines in use at any one time
- The type of mailing
- The type of environment (both the computer and printer will operate more efficiently in a clean environment)

However, to operate it off-line, in batch mode, you will first need to decide whether to key each batch of Standard Selection Codes (SSCs) manually via an electronic process, or directly from your computer system.

Database method
There are two main areas you need to consider if implementing this method: your production process and computer systems.

Production process - Royal Mail will supply you with blank labels and plastic ties or to tie your bags.
Computer systems - Royal Mail will provide you with test data and implementation guidelines (available from your Access Account Manager). You will then need to perform the programming required to provide access to the Access labelling database, and the capability of the printer to produce labels meeting Royal Mail specifications.
Contingency plan
Whichever method you choose, you should draft an appropriate contingency plan to implement in case the main system should fail.

7.5   Chosen Labelling Method

Once you've decided on which labelling method you might want to use, the first thing to do is to contact your Access Account Manager, who will help you to work out your specific requirements.

If you choose the database option, you'll also need to produce a set of test labels for us to validate before we can fully implement Access labelling.

7.6   Data formats

DSAMANFL.DAT and DSAMECFL.DAT File layouts

Each file contains a record for each SSC, laid out as follows:

Field	Size	Type	Comments
Database Version ID	3	Numeric	1st digit represents version 2nd/3rd digit represents release
Destination Office ID	3	Numeric	Unique identifier for each Mail Centre
Standard Selection Code	5	Numeric	Unique identifier for sortation selections
Destination Office	30	Alphabetic	Mail Centre Name
Selection Name	30	Alphabetic	Only applicable to DSA for Access 1400 selections. (Delivery Office Name)
Selection Description	30	Alphanumeric	Access 1400 Postcode District (or Sector) Access 70 Postcode Area (or District) followed by the word 'RESIDUE' or 'RES'. Access 70 OCR Letter, ~~CBC~~ and Mailmark option the word PLAN followed by the Plan number Access 70 OCR and Mailmark Large Letter – Postcode Area (or District) followed by the word 'RESIDUE' or 'RES'
Total	101		Record Length

Please use the correct CFL file as detailed in figure 11. The latest CFL file is obtainable via the www.royalmailwholesale.com. It is a requirement to use the correct and current CFL database.

DSA Destination Office DSADESTN.DAT File layout
Contains a record for each Destination Office, together with address details, laid out as follows:

Field	Size	Type	Comments
Database Version ID	3	Numeric	1st digit represents version 2nd/3rd digit represents release

Destination Office ID	3	Numeric	Unique identifier for each Mail Centre
Destination Office Name	30	Alphabetic	Mail Centre Name
Address Line1	40	Alphabetic	1st line of the Mail Centre address
Address Line2	40	Alphabetic	2nd line of the Mail Centre address
Address Town	40	Alphabetic	Mail Centre Post Town
Postcode	8	Alphanumeric	Mail Centre Postcode
Total	204		Record Length

8. Equipment for Postings

8.1 Blank Labels and Bag Ties

Royal Mail will supply blank CFL's and bag ties to the Customer. Customers will be supplied via a scheduled monthly supply based on their average monthly container use. This volume will be reviewed regularly to track the average monthly usage. Where additional ad-hoc consumables are required the Customer will provide DSACC (DSACC@royalmail.com) with 5 Working Days' notice of its requirements and Royal Mail will endeavour to provide the Customer's required amounts within the notice period. Royal Mail provided blank labels and bag ties shall only be used for final containerisation, labelling and sealing prior to handover to Royal Mail. The Customer shall only order blank labels and bag ties from DSACC and these will be delivered to the nominated Customer's Hub. Consumables will be supplied in multiples of the appropriate box fills.

Royal Mail will not provide any other consumable items, such as rubber bands and bundle ties

8.2 Bags

Royal Mail will supply the Customer with mailbags from Mail Centres on a daily basis using a pre agreed site/volume schedule. The schedule will be reviewed regularly, tracking the average monthly bag usage and availability of bags in the Mail Centres. Where additional bags are required the Customer will provide at least 5 Working Days' notice to DSACC of the required amounts. For requests for more than 100,000 bags a week per Customer at least 10 Working Days' notice must be given to DSACC. Ad-hoc bags will be collected by the Customer from wherever the bags can be obtained within the notice period Royal Mail provided bags must only be used for the final bagging process prior to the handover to Royal Mail. The Customer will collect empty mailbags from the Royal Mail specified site(s) at a time agreed by the Customer and DSACC.

Royal Mail does not supply Yorks for the transportation of empty bags; if the Customer requires bags supplied in Yorks, the Customer must provide enough of its own Yorks for the bags required. Alternatively, the Customer can lose load the bags. It is the Customer's responsibility to load the vehicle.

Should the Customer wish to introduce their own, wheeled, braked container that can be nested for the purpose of bag collection, the container will require a national risk assessment followed by a local risk assessment and Royal Mail staff will need to be trained in their use. The Customer must provide a container and details of Safe Systems of Work for the container type. The purpose of the assessments is to determine if the container is acceptable for bag collection and the processes associated with it

8.3 Trays

By request, Royal Mail will supply Customers with an agreed volume of Royal Mail trays. The supply will be in a ratio appropriate to the Customers daily requirement which is determined using an agreed weekly process. In order to facilitate efficient procedures in the supply chain no other tray design is permissible. Customers need to allow an appropriate lead time for the supply of trays, which will vary according to various factors, including the time of year. It is therefore important that customers liaise with the Royal Mail Wholesale Contracts team to ensure that supply is available prior to the commencement of their first posting and with DSACC for on-going abnormal demand situations like Key National Postings (KNPs). The Customer is required to sign a 'Tray Loan Agreement' prior to first handover of trays; this is available to download from www.royalmailwholesale.com.

Royal Mail operates a one-for-one exchange of trays with the Customer at the point of handover, or with the Customer's carrier on its behalf, at each Inward Mail Centre at which the Customer hands over Access Mailing Items. This process must be supported by an accurate waybill for audit trail purposes.

Additional Customer requests for Royal Mail trays should be notified to DSACC as soon as possible but no less than seven Working Days prior to the posting for which they are required in conjunction with the pre-notification process (please see section 11.)

8.4 Yorks/Auto Level Packet Sleeved (ALPS)

Royal Mail will not supply York and or ALPS containers to the Customer unless it is operationally mutually beneficial to do so. Customers may purchase Yorks and ALPS from Royal Mail's preferred suppliers, provided that each proposed purchase is notified in advance to Royal Mail Wholesale via the signing of the relevant York Exchange Agreement or ALPS Agreement. Alternative arrangements can be made to hire Royal Mail Yorks on a short term ad-hoc basis via signing the York Hire Agreement. Whether supplied or purchased, York and ALPS containers must only be used in accordance with the relevant York Exchange or Hire Agreement or ALPS Agreement (available to download from www.royalmailwholesale.com)

Once such arrangements have been completed Royal Mail operates a one-for-one exchange of Yorks and ALPS with the Customer, or the Customer's carrier on its behalf, at each Inward Mail Centre at which the Customer hands over Access Mailing Items. This process must be supported by an accurate waybill for audit trail purposes. To allow for work in progress (i.e. the containers in transit and containers being filled), the Customer typically will need to purchase Yorks/ALPS in a ratio of 3:1 for their peak volumes.

If the Customer uses its own containers, the Customer must unload all Mailing Items from its containers at the point of handover to Royal Mail unless the container is the Royal Mail approved Tray Dolly (and the Customer has entered into the terms of the Tray Dolly Agreement, details can be found on the website, www.royalmailwholesale.com). Royal Mail will supply suitable containers at the point of handover for the Customer to place Mailing Items into.

All Customer requests for Royal Mail Yorks or ALPS should be notified to DSACC as soon as possible but no less than seven Working Days prior to the posting for which they are required in conjunction with the pre-notification process (please see section 11.)

9. Documentation

9.1 Posting Dockets

Dockets

The Customer must supply an electronic Posting Docket in respect of each Daily Posting. The electronic Posting Docket is used to calculate the Access Charges that will be invoiced to the Customer and it must accurately record the Daily Posting.

Where the Customer presents a Pre-sorted Agency Posting in accordance with clause 3.4 of the Access Agency Operator Agreement, it is mandatory for a separate Posting Docket to be uploaded using the Agency Customer account number specific to that Agency Customer.

Electronic Posting Dockets

Posting Dockets and supporting data to enable the creation of Manifests must be submitted electronically to DSACC (DSACC@royalmail.com) using Royal Mail's DocketHub system (or other system that Royal Mail may develop and make available), and, after processing by DocketHub, confirmed and received by DSACC no later than 06:30am on the day of handover of the Mailing Items to which the Posting Docket refers.

To enable you to use DocketHub, please refer to the External Webservice technical specification document which is available for download in PDF format from the Website www.royalmailwholesale.com.

Should additional information be required, please contact DSACC in the first instance.

The Posting Docket(s) generated electronically must represent the sum of the information provided in the Manifests, and will be automatically generated by DocketHub. A Manifest or a Summary Manifest, is required for each Inward Mail Centre accessed for each Posting and may be produced by manual input into DocketHub, or by electronic interface with mailing software

In the unlikely event that problems arise and the Customer is unable to submit a Posting Docket electronically, then with the prior agreement of DSACC alternative arrangements for the submission of Posting Dockets and Manifests will be made.

Submitting Dockets in a contingency situation

If the Customer is unable to produce a Posting Docket electronically, Royal Mail will accept as an interim contingency arrangement a submission via an alternative Royal Mail approved systems solution

9.2 Calculating Access Charges

DocketHub will automatically calculate the indicative Access Charges for the Posting Dockets in accordance with Schedules 1 and 2 of the Access Agreement, and where applicable the Responsible Mail Schedule and/or Advertising Mail Schedule, with the final values confirmed via the Royal Mail invoice. DocketHub and the invoice hold the Access Charges to a different decimal place level and therefore there are small discrepancies due to rounding up

Where an alternative Royal Mail approved systems solution is being used, the Customer shall calculate the Postage in accordance with Schedules 1 and 2 of the Access Agreement and, where applicable, the Responsible Mail Schedule and/or Advertising Mail Schedule, on the occasion of each Posting or Daily Posting and shall provide full and accurate details of that calculation and Posting or Daily Posting in the Manifests to Royal Mail in accordance with this User Guide.

9.3   Manifests

A Manifest (see figure 25) is the Customer's declaration of the details of the Posting to be handed over by the Customer to Royal Mail at each Inward Mail Centre. The Customer's data that creates a separate Manifest per Posting must be submitted and confirmed by the Customer electronically via DocketHub to DSACC no later than 06:30am on the day of handover to Royal Mail. In addition, two physical copies of either the Summary Manifest (please see figure 26) or the Manifest (please see figure 25) must accompany Postings handed over at an Inward Mail Centre.

During exceptional circumstances and with the prior agreement of DSACC, alternative arrangements for submission of Manifest information to DSACC may be made.

If you have Acceptance By Vehicle included in your Contract, in addition to the Manifest, you are required to upload a Vehicle Manifest in to DocketHub and provide two physical copies of the Summary Vehicle Manifest (please see Figure 27) when you hand over the Mailing Items at an Inward Mail Centre. This Summary Vehicle Manifest is in place of the Summary Manifest

The Manifest will:
- Allow Royal Mail to verify that Mailing Items have been presented in accordance with the Customer's obligations under the Access Agreement and that the Posting Docket(s) details reflect the Postings and/or Daily Posting; and
- Provide confirmation that some Mailing Items were handed over to an Inward Mail Centre. Two copies of the Manifest will be signed, timed and dated by a Royal Mail employee after the Customer vehicle is unloaded. One copy will be retained by the Customer as a delivery note, and the other, by the Inward Mail Centre.

The handover of Mailing Items and the signing of the Manifest does not constitute acceptance of the Mailing Items by Royal Mail. Acceptance of a Posting by Royal Mail only occurs after revenue protection and mails verification checks have taken place and any issues resolved with the Customer. A Posting will be deemed to have been accepted by Royal Mail within one Working Day from handover by the Customer unless Royal Mail has raised any issues about the Posting with the Customer.

The Manifest must accurately represent the contents of each Container and contain the following information (where the information is optional this has been highlighted):

1. Account name
2. The Access Site (Inward Mail Centre being accessed)
3. The Access Site address
4. A job reference number (optional - if required by the Customer, this may be Posting Docket number)
5. The date of the handover to Royal Mail
6. The Credit Account number
7. The Posting Docket number
8. The Customer's licence number
9. Details of each **INDIVIDUAL CONTAINER** must be listed on a single line including:
    - **A unique Container identification number** – that corresponds to the same number on the Container label
    - **e Manifest ID** (only for when posting Mailmark Mailing Items)
    - **Supply Chain ID** (SCID – only for when posting Mailmark Mailing Items)
    - **A unique Originating Customer identification number** – if relevant that corresponds to the same number on the Container label
    - **Standard Selection Code** – The SSC within the current Access Selection Files for the relevant selection.
    - **Postcode Area** – The first alpha character(s) of the Postcode - i.e. G for Glasgow Postcodes and PO for Portsmouth Postcodes.

- **Product Details**
- Zone –For postings on a National Price Plan this will be 'NAT'
- **Number of Mailing Items in each Container**

Average Mailing Item weight

- **Total weight of Mailing Items** – Excluding the weight of the Container, label and bag tie
- Declared Container weight
- Declared Container Items

10. Defined Customer Information Field - for the Customer's routing or other required information

Where a Zonal Posting is being made, the Manifest must also include the numbers of items at each zone contained within each that Container (See Appendix K for more information).

Figure 25:Manifest

Site Manifest / Delivery Note

2. Access Site:

3. Address:

Job Reference:

4. Handover Date to Royal Mail:

5. Account Number:
1. Account Name:
6. Docket Number:
7. Licence Number:

Container Id	e Manifest Id	Supply Chain Id	UCID	SSC	Post Code Area	Product Details	Zone	Items	Avg Weight (g)	Total Weight (Kg)	Declared Container Weight (Kg)	Declared Container Items
9065895481			23D4X	34439	B	1400\Letters Rsp Ent\Man Bags	NAT	39	24	0.936	0.936	39
Manifest totals for 1 Containers											0.936	39

Please Note: This Delivery note does not constitute acceptance that the above details are correct, as these details will be subject to Royal Mail revenue protection and mails verification checks. For the avoidance of doubt, this document only acknowledges the handover of mail items on the time and date specified.

	For Royal Mail Use Only
Royal Mail (Please print name)	Handover Date to Royal Mail
Royal Mail Signature	Arrival Time at Royal Mail

Figure 26:Summary Manifest

Single Customer

Customer Name:

Site Manifest / Delivery Note

IMC: Inward Mail Centre _____   Date of Handover to Royal Mail: _____

IMC: _____   Account Number: _____

IMC Address: _____   Posting Docket: _____

_____   Licence Number   _____

Job Ref: _____   Sheet: _____ of _____

Total Bags (Declarations + Exceptions)		
1	Number of bags on the system upload	
2	Number of exceptions – bag removal from system upload	
3	Number of exceptions – bag additions to system upload	
	Total number of bags presented (Total =1-2+3)	

Total Trays* (Declarations + Exceptions)		
4	Number of trays on the system upload	
5	Number of exceptions – trays removal from system upload	
6	Number of exceptions – tray additions to system upload	
	Total number of trays presented 1 for 1 swaps (Total =4-5+6)	

Total ALPS* (Declarations + Exceptions)		
7	Total number of ALPS on the system upload	
8	Number of exceptions - ALPS removal from system upload	
9	Number of exceptions - ALPS additions to system upload	
	Total number of ALPS presented for 1 for 1 swaps (Total = 7-8+9)	

Total Yorks*
(total handed over 1 for 1 swaps)

Total number of Yorks presented for 1 for 1 swaps	

Total Tray Dolly*
(total handed over 1 for 1 swaps)

Total number of Tray Dollys presented for 1 for 1 swaps	

*To be populated only when customer has signed appropriate Container Agreement.

Delivery Note:
This delivery note does **not** constitute acceptance that the above details are correct as these details will be subject to Royal Mail revenue protection and mails verification checks. For the avoidance of doubt this document only acknowledges the handover of Mailing Items on the tine and date specified.

For Royal Mail use only
Royal Mail – please print name   Date of handover to Royal Mail
                                    Arrival time at Royal Mail

Royal Mail – signature

Customer use only:

Multi Customer

Carrier name:				Handover date to Royal Mail:				
Inward Mail Centre				Sheet: of:				
The following Postings are handed over today:								

Name of Contract Holder	Customer A	Customer B	Customer C					
Account Number								
Posting Docket:								
Licence number								
Total number of trays Including net effect of + and - exceptions								
Total number of bags Including net effect of + and - exceptions								
Total number of ALPS Including net effect of + and - exceptions								
Total number of bags, trays ALPS Including net effect of + and - exceptions								

This delivery note does not constitute acceptance that the above details are correct, as these detail will be subject to Royal Mail revenue protection and mails verification checks. For the avoidance of doubt this document only acknowledges the handover of Mailing Items on the time and date specified.

Signature of Royal Mail _____   For Royal Mail use only   Date of handover to Royal Mail _____

Please print name _____   Arrival time at Royal Mail _____

Signature Carrier _____

Customer use only:

Please print name _____

Figure 27:Summary Vehicle Manifest

Carriers name …………………………………….   Mail centre ID……………………………….   Handover date…………………………

Vehicle registration…………………………….   Vehicle ID…………………………………….   Sheet…….of……………………………..

The following Postings are handed over today:

Name of contract holder	Customer A	Customer B	Customer C								Container total	
Account number											Hanover	Returned
Docket number										Bags		
PPI licence number										Bundles		
BAGS*										Tray		
STRAPPED BUNDLES*										ALPS		
TRAYS*										Yorks		
ALPS*										Tray Dollys		
YORKS*												
TRAY DOLLYS*												

* including net effect of +/- exceptions

This delivery note does not constitute acceptance that the above details are correct as these details will be subject to Royal Mail revenue protection checks. For the avoidance of doubt this document acknowledges the handover of Mailing items on the time and date specified.

Signature Royal Mail……………………………
Please print name……………………………….
Signature Carrier………………………………..
Please print name……………………………….

For Royal Mail use only

For customer use only
Customer defined information field

9.4   Agreeing the Client Report

Each day DSACC will generate an email message to inform the Customer that their Client Report (please see figure 28) is available to view. The Client Report enables the Customer and Royal Mail to agree the adjustments made to the Daily Posting docket. The docket cannot be approved until agreement is received from the Customer. The Client Report is comprised of a summary report and other supporting information, e.g. under volume Containers and missorts. Once the Client Report is approved, the Daily Posting is released for processing by Royal Mail. The exception to this arrangement is that when there are no adjustments to the Customers' declared Daily Posting, Royal Mail will automatically release the mail for processing rather than wait for the Customer to approve the Client Report.

Figure 28:Client Report

Poster:			CLIENT REPORT		Docket:		Upload Date:	

Upload Details	Upload		Cost
	Containers	Items	
Declared Details			£0.00000
Customer Revision via Exceptions			£0.00000
Total Received			£0.00000

Details of Adjustments Applied	Non-Compliant		Corrections		Net Cost
	Containers	Items	Containers	Items	
Docket Non-Compliance					£0.00000
Access Non-Compliance		I			£0.00000
Consignment Non-Compliance					£0.00000
Container Non-Compliance					£0.00000
Total Adjustments Applied					£0.00000

Details of Surcharges Applied	Net Cost
Under Volume Bag Surcharges	£0.00000
Total Surcharges Applied	£0.00000

Grand Totals	Containers	Items	Cost
Grand Totals After All Adjustments/Surcharges			£0.00000
70__\LETTERS\CBC TRAY			£0.00000
UVB Surcharge			£0.00000

The prices shown within this Client Report are **indicative** prices only.

9.5   Agency Overlay Report

In order for Royal Mail to produce an invoice for each Agency Customer's Daily Posting on its Operators account, the Operator must provide to DSACC by 18:00pm each day, information in the form of an Agency Overlay Report (please see figure 29). The Agency Overlay Report must detail the total number of Mailing Items posted by format and weight for each service (including by weight band for Large Letter, A3 Parcels and Parcel formats) in accordance with Schedule 1, paragraph 9.9 of the Access Agency Operator Agreement. The Agency Overlay Report must also discretely identify each Agency Customer by use of the Royal Mail generated unique Customer account number (as provided by Royal Mail Wholesale as part of the account set up process). The Agency Overlay Report comprises the elements of each Agency Customers Postings within each day's agreed Client Report.

Figure 29: Agency overlay National and Zonal

Electronic Docket Submission
Docket Adjustment – Agency Overlay

Docket Number: Z12345678   Overlay date: dd/mm/yyyy

Customer: Account: 123456789

Description	Items	Average Weight(g)
Customer (Agreement Type) (account)		
01 – IMC\70__\Lrg Ltr Advmail\Man Bag	0	0
01 – IMC\70__\Letters Rsp Ent\Man Tray	0	0
Sub Total	0	0
Customer (Agreement Type) (account)		
01 – IMC\70__\Lrg Ltr Advmail\Man Bags	0	0
01 – IMC\70__\Letters Rsp Ent\Man Tray	0	0
Sub Total	0	0
Grand Total	0	

Electronic Docket Submission
Docket Adjustment – Agency Overlay

Docket Number: Z12345678

Overlay date: dd/mm/yyyy

Customer:

Account: 123456789

Description	Items	Average Weight(g)
Customer (Agreement Type) (account)		
01 – IMC\70__\Lrg Ltr Advmail\Man Tray\ A	0	0
01 - IMC\70__\Lrg Ltr Advmail\Man Bags \ B	0	0
01 – IMC\70__\Lrg Ltr Advmail\Man Bags\ C	0	0
01 – IMC\70__\Letters Rsp Ent\EIB Tray\ A	0	0
01 – IMC\70__\Letters Rsp Ent\EIB Tray\ B	0	0
01 – IMC\70__\Letters Rsp Ent\EIB Bags\ C	0	0
01 – IMC\70__\Letters\Man Bags\ A	0	0
01 – IMC\70__\Letters\Man Tray\ B	0	0
01 – IMC\70__\Letters\Man Bags\ C	0	0
Sub Total		
Customer (Agreement Type) (account)		
01 – IMC\70__\Lrg Ltr Advmail\Man Tray\ A	0	0
01 - IMC\70__\Lrg Ltr Advmail\Man Bags \ B	0	0
01 – IMC\70__\Lrg Ltr Advmail\Man Bags\ C	0	0
01 – IMC\70__\Letters Rsp Ent\EIB Tray\ A	0	0
01 – IMC\70__\Letters Rsp Ent\EIB Tray\ B	0	0
01 – IMC\70__\Letters Rsp Ent\EIB Bags\ C	0	0
01 – IMC\70__\Letters\Man Bags\ A	0	0
01 – IMC\70__\Letters\Man Tray\ B	0	0
01 – IMC\70__\Letters\Man Bags\ C	0	0
Sub Total	0	0
Grand Total	0	

9.6   Early Release Agreement

This Agreement allows Royal Mail Wholesale automatically to release mail once Revenue Protection checks are completed rather than wait for the Client Report to be sent to the Customer. This enables earlier processing of their mail. For full details speak to your Access Account Manager or download the Early Release Agreement on www.royalmailwholesale.com.

9.7   Waybill documentation

Where an appropriate container agreement has been signed to allow the use of containers for the handover of mail, it is necessary for a waybill to be provided. The waybill controls the volume of containers in use, in line with the relevant container agreement and supports the one for one exchange of containers. Example of a waybill can be found in figure 30.

If you have Acceptance By Vehicle included in your Contract, you do not need to provide us with a separate waybill as it is incorporated in to your Summary Vehicle Manifest.

Figure 30:Waybill

Downstream Access Container Waybill			
Customer Name			
Mail Centre Name:			

Container Type	Handover	Returned	Balance
Yorks (1)			
Trays			
Bags (2)			
ALPS			
Tray Dollys			

(1) Ensure Yorks used to return Trays or ALPS are included in York returned figure – should not exceed handover figure
(2) For a UK Mail Red cage or TNT Magnum use an average fill of **250** bags

RM Name		Driver Name
RM Signature		Driver Signature
Date		Date

9.8   York card documentation

Where an appropriate York agreement has been signed to allow the use of Yorks for the handover of mail, it is necessary for each York to have clearly and visibly displayed a York card. The information contained within the York card enables the accurate and efficient handling of your Daily Posting. Example of a York card can be found in figure 31.

Figure 31:York card

1. For your own use	Postal Operator Field
2. Name of the MC being accessed	ANY MC DOWNSTREAM ACCESS (standard)
3.Name of the Agreement holder and National or Zonal. Talk to your Account Manger about AGY 6 or 7 customers	Contract Name and Contract Type
4.Unique PPI number of Agreement holder	PPI Number
5. Name of carrier being used	Via Carrier Name
6. The actual date of handover to an MC and the actual number of bags/ bundles in the York	Date of handover – dd/mm/yy Number of bags / bundles in York

9.9   Segregation by Format Agreement York card documentation

For Customers (who are Operators and acting as a carrier for other Customers) who have signed a 'Segregation By Format Agreement' (www.royalmailwholesale.com) and are required under the terms of that agreement to submit an accurate York Manifest (please see section 9.10), it is necessary for each York to have clearly and visibly displayed the following information on a York card:

Figure 32:Segregation by format york card

1. Unique York ID → York ID

2. Carrier being used → Carrier Name

3.MC being accessed → MC Name

4.Mail Format → Mail Format (Downstream Access)

5. List all customer contained in the York, by name, Agreement type and accurate no. of bags/trays;
Nat – National
Zonal – Zonal
AGYN – Agency National
AGYZ – Agency Zonal
MIXN – MW National
MIXZ – MW Zonal

Customer	Contract Type	No of bags/trays	Customer	Contract Type	No. of bags/trays
AN Other	Nat	XX	AN Other	AGY Z	XX
AN Other	Nat	XX	AN Other	MIX N	XX
AN Other	Zonal	XX	AN Other	MIX N	XX
AN Other	Zonal	XX	AN Other	MIX Z	XX
AN Other	AGYN	XX	AN Other	MIX Z	XX

6. The actual date of handover to an MC and the actual number of bags/ bundles in the York →

Date of handover – dd/mm/yy
Number of bags / bundles in York

9.10 York Manifest

For Customers (who are Operators and acting as a carrier for other Customers) who have signed a 'Segregation By Format Agreement' and are required under the terms of that agreement to submit an accurate York Manifest, figure 33 illustrates the minimum information that is required on the York Manifest.

The York Manifest must be presented in a CSV file format, or such other format as specified by RMW from time to time, and must be sent electronically to Royal Mail Wholesale by no later than 08:00am hours. If exceptions have been uploaded by any one Customer, creating a possible error to the 08:00am hours York Manifest, a second and final accurate York Manifest must be sent electronically to Royal Mail Wholesale by no later than 10:15am hours on each day of posting.

Figure 33:York Manifest

Mail Centre (DSADESTN)	UCID No	Customer Name	Account Number	Contract Type	Format	York ID	No. of bags/trays

10. Calculating the Postage

This section provides an overview for the process for calculating the Access Charges for Postings segregated in accordance with section 5.

10.1 Calculating the Postage for Mailing Items with a constant price.

Format	WB1	WB2	Pricing
Letter	0g and no more than 100g		constant price
Large Letter	0g and no more than 100g	101g and no more than 250g	constant price
A3 Parcel	0g and no more than 750g		constant price
Parcel	0g and no more than 1000g		constant price

The Postage for such Mailing Items within a Posting is calculated by multiplying the total number of such Mailing Items by the relevant per Mailing Item Access Charge according to the format, Container and the relevant sortation level.

Postage = Total number of Mailing Items x per Mailing Item Access Charge for the format at the relevant sortation level.

10.2 Calculating the Postage for Mailing Items with an averaged weight

Format	WB2 – Within WB2 there are 4 price steps relevant to the weight breaks below				WB3 – Within WB3 prices are calculated on 1g price steps	Pricing
Large Letter					251g and no more than 750g	Variable price calculated on the averaged weight of Mailing Item per Container.
Parcel	1001g and no more than 1250g	1251g and no more than 1500g	1501g and no more than 1750g	1751g and no more than 2000g		

Step One: **Calculating the average item weight**
In order to calculate the Access Charges for such Mailing Items, the average weight per format will first need to be calculated for each Container using the following formula:

$$\frac{\text{Total weight of Mailing Items}}{\text{Total number of Mailing Items}} = \text{Average Weight Per Mailing Item}$$

Step Two: The Mailing Item Access Charges is the pricing step applicable to the average weight per Mailing Item.

11. Despatching the Posting

11.1 Pre – Notification of Posting

There are three stages to advising Royal Mail of the Customer's intention to post a Daily Posting. All stages must be submitted to Royal Mail via the DocketHub web service provided by Royal Mail. This is designed to enable Royal Mail to ensure sufficient staff and other resources are to hand to meet the Service Standard. The three stages that the Customer must comply with are:

- Stage 1: 7 day rolling forecast
- Stage 2: Pre-notification
- Stage 3: 06:30am (on day of handover) Posting Docket and Manifest(s)

Technical specifications for DocketHub and DocketHub can be found via www.royalmailwholesale.com.

11.2 Day Rolling Forecast

The Customer must provide DSACC (DSACC@royalmail.com) by 10:00am each Working Day with a daily rolling forecast of its posting intentions.

In the case of each Pre-sorted Agency Posting the Customer must provide DSACC each Working Day with a discrete daily rolling forecast of the Posting intentions of each relevant Agency Customer.

The forecast will include anticipated volume of Mailing Items at each Inward Mail Centre and the Customer shall use reasonable endeavours to provide a breakdown of the format by service of Mailing Items expected to be handed over on each of the next 7 Working Days. This forecast must be sent electronically via the web service provided by Royal Mail 'DocketHub' or other systems as Royal Mail may make available and in the format specified in the technical specifications on the DocketHub website via a link at www.royalmailwholesale.com

11.3 Pre-notification

Within the 7 day rolling forecast, (and for Pre-Sorted Postings presented by Agency Customers, listed in Schedule 6 and 7 of the Access Agency Agreement) the Customer must provide DSACC with pre-notification by 10:00am of each Working Day of the Postings it intends to hand over the next Working Day.

The pre-notification will include the volume format and service breakdown for the Posting for the following Working Day to be handed over at each Inward Mail Centre. This forecast must be sent electronically via the web service provided by Royal Mail 'DocketHub' or other systems as Royal Mail may make available and in a format specified in the technical specifications on the DocketHub website via a link at www.royalmailwholesale.com.

For those customers who have developed processes that generate a more accurate version of their 10:00 Pre-notification, you may provide us with an additional Pre-notification by no later than 16:00 each Working Day of the Postings you intend to hand over on the next Working Day. For clarity, any reforecast Pre-notification you provide us by 16:00 will be accepted as fulfilling the contractual requirement that you provide us a Pre-notification before Handover Day. Where you provide us with a later (i.e. by 16:00) Pre-notification, we shall measure and use the accuracy of the later Pre-notification for performance measurement purposes against the contract requirement for accuracy. Where no later (by 16:00) reforecast Pre-notification is supplied, accuracy will continue to be measured using the 10:00 Pre-notification

11.4   06:30am Posting Docket and Manifests

The Customer must provide DSACC with confirmation of the details of the Postings to be handed over by the Customer at each Inward Mail Centre during that Working Day's Access Slot. This consists of a Posting Docket per Daily Posting and Manifests for each Inward Mail Centre. This must be sent electronically via DocketHub and be confirmed by the Customer and received by DSACC after processing by DocketHub no later than 06:30am on the day of handover to Royal Mail.

12.   Access Times

12.1   Access Windows

Daily Postings must be handed over at Inward Mail Centres during the Access Window. The Access Window is Monday to Saturday 07:30am to 12:00pm.

12.2   Access Slots

The Customer must book an Access Slot for handover of Mailing Items at each Inward Mail Centre. The Access Slot is a 30-minute time period within the Access Window. Agreed Access Slots will be allocated to the Customer prior to the Commencement Date. Access Slots will be booked on a 'first come first served' basis.

Figure 34:Access Slots

Access Slots	Access Slots	Access Slots
07:30 – 08:00	09:00 – 09:30	10:30 – 11:00
07:45 – 08:15	09:15 – 09:45	10:45 – 11:15
08:00 – 08:30	09:30 – 10:00	11:00 – 11:30
08:15 – 08:45	09:45 – 10:15	11:15 – 11:45
08:30 – 09:00	10:00 – 10:30	11:30 – 12:00
08:45 – 09:15	10:15 – 10:45	

The Customer is required to arrive at the Inward Mail Centre within the agreed Access Slot for that Inward Mail Centre.

12.3   Access Slot Change Request Process

The aim of this process is to ensure that requests for new or changes to existing Access Slots are managed in a controlled way. All requests and notification of changes to Access Slots are to be made via DocketHub.

Within three months of the Commencement Date Royal Mail will consider reasonable requests to change the Customer's Access Slots. After this initial period the Customer may request a change to the timing of the Customer's Access Slots up to 4 times per Inward Mail Centre per annum. Any requests for changes to Access Slots must be made via DocketHub and Royal Mail may require at least 14 Working Days for change requests to be processed. DSACC will either confirm in writing that the Access Slot is available, or if it is not, offer an alternative where available. Whilst Royal Mail will endeavour to meet the Customer's requirements, this may not be possible in every instance. The final decision regarding the allocation of Access Slots rests with Royal Mail.

The Customer must use its existing Access Slot until such time as Royal Mail has confirmed any Access Slot changes in writing. Royal Mail may notify changes to the Access Slots in line with the Agreement.

12.4   Ad-hoc & Additional Access Slot Booking Process

Customers who have opted for the Zonal Access Option may book an Ad-hoc Access Slot via DocketHub. An Ad-hoc Access Slot is an Access Slot which is only required for a limited period at any Mail Centre. Similarly Customers with a National Access Option may book additional slots at particular Mail Centres should volumes warrant. The process for booking these Ad-hoc or additional Access Slots is as follows:

The Customer must provide at least 10 Working Days' notice of implementation at a new Inward Mail Centre.
The Customer must provide at least 2 Working Days' notice of booking an Access Slot for an Inward Mail Centre which a customer had previously accessed. The Customer must notify a request to DSACC (DSACC@royalmail.com) via DocketHub by 12 midday, 2 Working Days before the required slot and be followed by a back-up telephone call to DSACC, which must also be made by 12 midday 2 Working Days before the Access Slot. If for reasons of operational capacity or capability, Royal Mail is unable to accommodate such an Ad-hoc Access Slot request, it may refuse such a request. A 7 Working Days forecast ahead of the requested slot should be entered on to the system whenever possible. This facility is not available for Key National Posting/Exceptional and Large Posting (KNP/ELP) arrangements detailed at Appendix J.

The Customer must provide a minimum of 2 Working Days' notice of Access Slots and driver and vehicle details and these are to be uploaded into DocketHub. This must also be confirmed by telephone to DSACC.

The Customer must specify the lifespan for the Ad-hoc or Additional Access Slot from one day up to a maximum of 1 calendar month period. Ad-hoc or additional Access Slots will be booked on a 'first come first served' basis. Once the lifespan of the Access Slot has elapsed the Access Slot will be released for other Customers to use Royal Mail reserves the right to withdraw the Ad-hoc facility and raise any reasonable charges if it believes a Customer is misusing the facility.

The Customer must provide volume forecasts, pre-notification and Manifest as per section 11 and consumable ordering as per section 8.

12.5   Multiple Vehicles per Access Slot

If a Customer needs to use more than one vehicle to bring in their Posting in their pre-booked Access Slot, due to volume, the Customer must notify DSACC at least 2 Working Days in advance via email stating the number of vehicles they intend to use. For all additional vehicles the current driver and vehicle requirements as detailed in section 13, must be complied with.

If there is a requirement to use double deck trailers, agreement and notification must be confirmed with DSACC before their use is permitted.

13.   Handover

13.1   Security Procedures

The Customer must supply DSACC (DSACC@royalmail.com) with an up-to-date list of all driver names and vehicle registrations that will visit each Inward Mail Centre. There is a maximum of 15 driver names and 15 vehicles per Inward Mail Centre in order to manage access volumes going forward. This information must be supplied and maintained using the web based service provided by Royal Mail through 'DocketHub'.

On arrival at the Inward Mail Centre, Royal Mail will check the driver's identity badge (which must carry a photograph) and vehicle registration against the list supplied by the Customer. The Customer or their carrier will be required to provide an example of their photographic identity badge (or that of a chosen third party carrier) to DSACC in electronic format. Royal Mail will refuse access to any driver or vehicle whose details do not appear on the list, unless contingency arrangements have been agreed by DSACC.

The Customer must ensure that any changes to the list (names, vehicles and effective dates) are actioned through 'DocketHub' no less than 48 hours in advance of the change coming into effect. As a contingency, Royal Mail will allow access to an Inward Mail Centre for a non-listed driver and/or vehicle subject to the Customer providing DSACC with at least one hour's prior notification by fax or e-mail of the details of the non-listed driver/vehicle. The Customer's driver must carry a letter of authority in a format agreed by Royal Mail to verify their details.

13.2   Health and Safety

Royal Mail will provide the Customer with details of its Health and Safety requirements including any site-specific health and safety requirements and the Customer will be required to ensure that all the Customer's employees and agents comply with such health and safety requirements.

As a minimum, Royal Mail will require all drivers to wear toe-protecting safety shoes and high visibility jackets whilst on Royal Mail premises. All drivers must also comply with all Royal Mail on-site traffic rules. All drivers will only have access to the areas of the Inward Mail Centre directly related to the handover of Mailing Items. Drivers must not enter any other areas e.g. sorting hall and staff restaurant.

All drivers must follow any health and safety instruction given by any Royal Mail employee.

RMW HS
Requirements v4.pdf

13.3   Dock Allocation

On arrival at the Inward Mail Centre, a Royal Mail employee will direct the driver to the appropriate unloading dock. If the dock area is busy, Royal Mail employees will ask the driver to wait until the dock has been cleared before the vehicle is unloaded.

13.4   Unloading & Handover

Each Condition 9 Agreement is a self-contained Agreement, independent of any other Condition 9 Agreement and the terms and conditions of each must be met discretely. Where the carrier is handing over Daily Postings for one or more Condition 9 Agreements, Postings on each Condition 9 Agreement must not be mixed and must be clearly identified by indicating whether National or Zonal on the York card (if a York Agreement has been signed).

Where a carrier is presenting mail on behalf of more than one Access contract holder, each Posting must be presented separately.
The carrier shall ensure that as soon as the average volume of a Daily Posting by an Agency Customer (if listed in Schedule 6/7 of the Agency Agreement) over any consecutive three month period:
- Exceeds 500 bags/trays it shall present each subsequent Posting by that Agency Customer separately and physically segregated from Non-Agency Postings and other Agency Postings unless and until the average Daily Posting by that Agency Customer falls below 500 bags/trays during a subsequent consecutive three month period; and

- Exceeds 3000 bags/trays, it shall present each subsequent posting by that Agency Customer separately and physically segregated from Non-Agency Postings and other Agency Postings and ensure that the Posting is not combined with any other Posting in the same York unless and until the average Daily Posting by that Agency Customer falls below 3000 bags/trays during a subsequent consecutive three month period.

For information on unloading a KNP/ELP please see appendix J The driver must unload the Posting into Royal Mail containers when and where directed by a Royal Mail employee. Each separate Posting must be unloaded into separate containers when and where directed by a Royal Mail employee; this will facilitate the revenue protection checks against each Posting. Where the Customer has been provided with Royal Mail Yorks, the driver is responsible for unloading/reloading the Yorks when and where directed by a Royal Mail employee.

All Postings handed over to an Inward Mail Centre must be accompanied by two hard copies of the Manifest or preferably the Summary Manifest. These Manifests must not be placed inside Containers. At handover, the Royal Mail employee will sign, time and date both copies of the Manifest. Note that this procedure does not represent acceptance of the Posting in terms of volume, formats, or contents; it simply acknowledges that a quantity of items has been handed over. Royal Mail and the Customer's driver will each retain one copy of the Manifest.

Amalgamation of discrete Customer Postings in Yorks
Where the carrier is handing over Containers in Yorks and where the carrier wishes to amalgamate its customers' Containers in the same York, the carrier may do so provided:
They are presented in accordance with the requirements of this section 13.4
- Each such York has an attached cage card specifying the number of Containers by customer in each York; and
- Undertakes all reasonable efforts to ensure that the Postings combined in a single York are not unnecessarily mixed i.e. separation by a layer of cardboard or some other effective means.

13.5   Exiting the Site

Once the vehicle has been unloaded the Customer's driver or the driver of its carrier will move away from the dock as soon as practicable (whilst observing the speed limit) and leave the site as directed by Royal Mail employees.

13.6   Contingency

In the event of a Royal Mail Inward Mail Centre being inaccessible for any reason, Royal Mail contingency plans will apply. DSACC will notify the Customer of alternative arrangements and any subsequent change or reversion to normal practice as soon as is practicable.

14.   Revenue Protection

Royal Mail reserves the right to sample Postings received from the Customer to ensure compliance with the Access Agreement. Failure to meet required standards will result in Royal Mail taking action in accordance with the Procedures for Handling Non-compliant Postings, set out in section 15. Where sampling gives a statistically valid result then Royal Mail reserves the right to adjust the whole Posting(s) in line with those results.

15.   Procedures for Handling Non-compliant Postings

Royal Mail will carry out checks on all Postings to ensure they are compliant with the terms and conditions of the Access Agreement (including this User Guide).

If after Revenue Protection checks Royal Mail has identified that Postings fail to comply with the Access Agreement, Royal Mail shall notify the Customer (including by telephone or electronically) as soon as is reasonably practicable after identifying the error but no later than within 24 hours after notification and will hold the Mailing Items pending agreeing a resolution to the issue with the Customer. If following the Customer's inspection (or the expiry of the 24 hour period) Royal Mail remains satisfied that there has been an error, Royal Mail may proceed to implement the procedures within this section.

Royal Mail will not undertake any rectification action until such time as the timescales, charges or surcharges for the rectification of such faults has been agreed in writing (including, electronically or by fax) with the Customer's nominated contact.

The following table details the actions Royal Mail may take in the event of non-compliance. In this table, "relevant segment of the Posting" means that part of the Posting(s), which relates to an individual Posting(s) in relation to which the non-compliance has been identified. In this section reference to Containers shall apply to bundles presented as per the Unbagged specification Appendix F.

15.1 Pre-notification and Pre -Advice	
Issue	Corrective Actions
15.1.1 No receipt of Pre-notification/36 Hour pre- notification	If the details of the Posting(s) have not been pre-notified Royal Mail shall be entitled to refuse handover of the Posting(s). If the Customer fails to provide pre-notification by; • Standard Access - 10:00 on the Working Day prior to day of handover • Premium Access - 10:00 on the Working Day preceding the Handover Day, or on the Friday when the Handover day in on a Sunday, and the Customer still wishes to hand over the Posting(s) The Customer must contact DSACC to agree on arrangements for the handover of the Posting(s).
15.1.2 Inaccurate Pre-notification/36-hour pre-notification	If the actual number of Letters, Large Letters A3 Parcels or Parcels handed over at an individual Inward Mail Centre is more than the volume forecasted and the variation from the Pre-notification and/or the 36 hour pre-notification is more than 15% or 1000 Mailing Items (whichever is the greater): • Royal Mail shall be entitled to refuse to allow the handover of the relevant segment of the Posting(s) (which means the format(s) that are outside of this tolerance) • If Royal Mail is able to agree to the handover of the relevant segment of the Posting(s) that is outside of this tolerance on that day then the Customer's nominated contact will be notified and the Posting Docket and Manifests will be amended to reflect the fact that the relevant Mailing Items will be processed as if they had been received on the following Working Day. Royal Mail reserves the right to pass on any reasonable additional staff costs that may be incurred in processing the additional volumes. • If the actual number of Letters, Larger Letters, A3 Parcels, or Parcels handed over at an individual Inward Mail Centre is less than the volume forecasted and the variation from the Pre-Notification and or the 36 hour pre-notification is more than 15% or 1000 Mailing Items (whichever is the greater) Royal Mail reserves the right to charge all reasonable staff costs that have been incurred as a result of aligning and bringing in resource to deal with the forecast submitted

15.1.3 Inaccurate 06:30 and/or, 21:30 (06:30 on Sundays) Posting Docket and Manifests	If the Customer becomes aware of a variance to the Posting Docket(s) and Manifests due to events outside its control the Customer must inform DSACC immediately via DocketHub of any misrouted Containers and of any exceptions (including additional Containers) no later than the following times that Working Day.

Standard Access – inaccurate 06:30 Posting Docket and Manifest	Premium Access – inaccurate 21:30 (06:30 on Sundays) Posting Docket and Manifest
06:30 for IMCs with a handover time up and including 09.30	22:00 on that Working Day (or 07:00 on Sundays)
08.30 for IMCs with a handover time of up to and including 11.00;	
10:00 for all other IMCs.	

If the number of Letters, Large Letters, A3 Parcels or Parcels varies from the 06:30 or 21:30 (06:30 on Sundays) Manifests Royal Mail may refuse to allow the handover of exceptional Containers and Royal Mail will amend each relevant Manifest and Posting Docket accordingly.

All agreed exceptions shall be recorded by the Customer within DocketHub as per the timescales above.

Where the actual variance is in excess of the number of items or Containers declared and Royal Mail is able to agree to the handover of the exceptions on that Day, Royal Mail will notify the Customer's nominated contact and the Posting Docket(s) and Manifest(s) will be amended to reflect the fact that the relevant Mailing Items will be processed as if they had been received in the following Working Day. Royal Mail may require all additional Containers reported to DSACC via exception reports to be handed over separately at the handover point of the relevant IMC.

15.1.4 No Vehicle Declaration provided.	Each Working day, you shall accurately declare to us via DocketHub the number of vehicles due to arrive at each Inward Mail Centre for each Access Slot (Vehicle Declaration). For Access Slots prior to 09:00, you must upload your Vehicle Declaration no later than half an hour before your due Access Slot, and for Access Slots from 09:00 onwards, you must upload your Vehicle Declaration by 08:30. If you fail to provide a Vehicle Declaration at each Inward Mail Centre for each Access Slot by the upload time required we may: • Agree to accept the Mailing Items if it is operationally practical for us to do so at each Inward Mail Centre. In such circumstances the accurate number of Containers must have been provided on both the Vehicle Manifest and the Summary Vehicle Manifest. In accepting the Mailing Items we may reasonably raise an administration charge for managing any additional administration work required to accept and confirm the vehicles at handover; Or • If it is not operationally practical for us to do so, we may refuse the Mailing Items until an accurate Vehicle Declaration is provided.

15.1.5 For Mailmark Mailing Items, the eManifest has not been received or is incorrect.	If you have not uploaded your posting data to the eManifest Handling Service (eMHS) to create the eManifest: • by 02:00 on the day of handover, for mail you produce via a machine consolidation process; • by 21:00 on the day before handover, for all other pre-sorted Mailing Items; or if there are errors known by you prior to handover to us relating to the upload of your posting data to the eMHS to create the eManifest, we may: • hold the Mailing Items until you give us complete and accurate documentation; and, • apply a Surcharge to cover our administration costs relating to any actions taken; or reject the Mailmark Mailing Items;
15.2 Arrival	
Issue	Corrective Actions
15.2.1 No Access Slot has been booked at DSACC for an Inward Mail Centre	If the Customer arrives at an Inward Mail Centre without booking an Access Slot then Royal Mail will not allow the handover of the Posting(s). If the Customer fails to book an Access Slot and the Customer still wishes to hand over the Posting(s), the Customer must contact DSACC to agree on arrangements for the handover of the Posting(s).
15.2.2 Non-arrival of Posting(s)	If a pre-notified Posting(s) does not arrive on the due day that Posting(s) will be considered void and will be logged by DSACC. Royal Mail reserves the right to levy a charge to cover reasonable costs against the Customer if an expected Posting(s) does not arrive.
15.2.3 Non adherence to site security	The Customer must comply with the notified site-specific security procedures (including contingency arrangements). Where these are not complied with, Royal Mail will refuse the driver access or ask him or her to leave. Wherever possible Royal Mail will provide reasonable notification of changes to security procedures.
15.2.4 Arrival time outside of Access Window	If the Customer is unable to meet the agreed Access Window, Royal Mail will not accept the handover of the Posting.
15.2.5 Arrivals outside of the Access Slots	If the Customer is unable to arrive during the agreed Access Slot they must inform DSACC at the earliest opportunity to request an alternative arrival time and agree on arrangements for the handover of the Posting(s). If the Customer arrives before the Access Slot (but within the Access Window) Royal Mail may allow the Customer to hand over the Posting(s) if operationally feasible. If Royal Mail is unable to accept handover the driver will be asked to wait or leave the premises until the Customer's allocated Access Slot or an earlier Access Slot becomes available. If the Customer arrives after the Access Slot (but within the Access Window) the Posting(s) will be handed over if operationally feasible for Royal Mail, subject to the Customer gaining prior approval from DSACC. If the Posting(s) can only be accepted after the Access Slot (but within the Access Window), the Customer's nominated contact may be notified by DSACC that the Manifest has been altered to reflect the fact that the Posting(s) has been deemed to have been received on the following Working Day, subject to workload constraints imposed by the disruption to expected workflows.

15.2.6	If the Customer fails to provide the necessary notification of multiple vehicles and still wishes hand over the Posting(s), the Customer must contact DSACC to agree arrangements for the handover of the Posting(s).
No notification provided for multiple vehicles in a pre-booked Access Slot	If the Customer has not notified DSACC that they will be bringing in multiple vehicles within their pre-booked Access Slot then Royal Mail may not allow the handover of the Posting(s).
15.2.7 Inaccurate Vehicle Declaration	If you fail to provide an accurate Vehicle Declaration at each Inward Mail Centre for each Access Slot by the upload time required we may: Agree to accept the Mailing Items, if it is operationally practical for us to do so, at each Inward Mail Centre. In such circumstances the accurate number of Containers must have been provided on both the Vehicle Manifest and the Summary Vehicle Manifest. In accepting the Mailing Items we may reasonably raise an administration charge for managing any additional administration work required to adjust and confirm the vehicles hand over; Or If it is not operationally practical for us to do so, we may refuse the Mailing Items until an accurate Vehicle Declaration is provided.
15.2.8 Premium Access - Failure to leave dock by 00:45 (10:15 on Sundays)	If the Customer's driver has not finished unloading by 00:45 (10:15 on Sundays), he shall be required to leave the dock having reloaded any unloaded Mailing Items on to the vehicle.

15.3   Documentation

Issue	Corrective Actions
15.3.1 No Posting Docket(s) or Manifest(s) received at DSACC	If the relevant Posting Docket(s) and Manifest(s) have not been received by DSACC by; • Standard Access - 06:30 • Premium Access – 21:30 (06:30 on Sundays), on the day of handover Royal Mail will not accept the Posting(s). The Customer must contact DSACC at the earliest opportunity to agree possible arrangements for the handover of the Posting(s).

15.3.2 Hard copy Manifest(s) (including Summary Vehicle Manifest, if applicable) not received at handover at Inward Mail Centres.	Royal Mail will in some circumstances allow hand over of Mailing Items in respect of which a hard copy Manifest(s) has not been received. Providing that the 06:30 or 21:30 (06:30 on Sundays) Daily Posting Docket has been received, the Customer will be allowed to hand over the Posting(s) in respect of which a hard copy Manifest(s) has not been received. However, it will not be processed until such time as the hard copy Manifest(s) relating to that Posting(s) is received at the Inward Mail Centre and the Mailing Items in question shall be deemed to have been received on the following Working Day. If the Manifest(s) is not received within 24 hours, Royal Mail may request the Customer to collect the Posting(s) and Royal Mail reserves the right to levy a charge for the reasonable costs of handling the Posting(s). In this case, the Posting Docket(s) will be adjusted and the Mailing Items must be included on a subsequent and relevant Posting Docket(s). Collections of Premium Mailing Items must take place either during that day's Premium Access Window or during the next day's Standard Access Window Royal Mail reserves the right to refuse any subsequent Postings at the Inward Mail Centre from the Customer until the relevant Manifest(s) has been received. In the event that the Posting(s) has not been collected by the Customer during the following Working Day Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. In the event that the Posting(s) has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of a relevant segment of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling

15.3.3 The number of Mailing Items declared on the Manifest(s) does not tally with the number of Mailing Items handed over.	Any variance detected through sampling between the numbers of Mailing Items declared on the Manifest(s) from those actually handed over at the Inward Mail Centre, will be used to amend the Posting Docket(s) and Manifest(s). Where Royal Mail has statistically significant evidence that the number of Mailing Items declared on the Manifest(s) represents an error across all relevant segments, then Royal Mail reserves the right to amend the total posting based upon the statistically significant evidence. Standard Access • Royal Mail reserves the right to hold the relevant segment of the Posting(s), either in part or in total, until such time as the changes are agreed. • The Customer may collect the relevant segment of the Posting(s) and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. In the event that the relevant segment of the Posting(s) is not collected within 5 Working Days, Royal Mail reserves the right to dispose of the relevant segment of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs incurred in handling. For Mailmark Mailing Items where discrepancies, are identified through manual and / or in-process reporting, we may correct the volume, weight or format of the items and apply the relevant Charges to those corrected items. Note: where this happen, Posting Docket adjustments may appear on a subsequent invoice. Premium Access • In reliance on the Customer's agreement not to dispute the rectification action the relevant segment of the Posting(s) will be processed Exception to this remedy: Due to the Mixed Weight system constraints, if an Under Volume Bag is sampled on a Mixed Weight posting, and the actual number of Mailing Items handed over differs from the declared value, Royal Mail will invoice the declared value only.

15.3.4 The weight of the Mailing Items declared on the Manifest(s) does not tally with the weight of the Mailing Items handed over.	Any variance detected through sampling between the weights declared on the Manifest(s) from the actual weight of Mailing Items handed over at the Inward Mail Centre will be used to amend the Posting Docket and Manifests. Where Royal Mail has statistically significant evidence that the weight variance declared on the Manifest(s) represents an error across all relevant segments, then Royal Mail reserves the right to amend the Posting(s) based upon the statistically significant evidence. Standard Access • The relevant segment of the Posting(s) will only be processed subject to reaching agreement with the Customer on the rectification of the Manifest(s). • Royal Mail reserves the right to hold the relevant segment of the Posting(s), either in part or in total, until such time as the changes are agreed. • The Customer may collect the relevant segment of the Posting(s) and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. In the event that the relevant segment of the Posting(s) is not collected within 5 Working Days, Royal Mail reserves the right to dispose of the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs incurred in handling. Premium Access • In reliance on the Customer's agreement not to dispute the rectification action the relevant segment of the Posting(s) will be processed Exception to this remedy: Due to the Mixed Weight system constraints, if an Under Volume Bag is sampled on a Mixed Weight posting, and the actual weight of the Mailing Items handed over differs from the declared value, Royal Mail will invoice the declared value only.

15.3.5 The format of the Mailing Items declared on the Manifest(s) does not tally with the format of the Mailing Items handed over	Any variance detected through sampling between the formats declared on the Manifest(s) and the actual format of the Mailing Items handed over at the Inward Mail Centre will be used to amend the Posting Docket and Manifests. Where Royal Mail has statistically significant evidence that the variance declared on the Manifest(s) represents an error across all relevant segments, then Royal Mail reserves the right to amend the Posting(s) based upon the statistically significant evidence. The relevant segment of the Posting(s) will only be processed subject to reaching agreement with the Customer on the rectification of the Manifest(s). Royal Mail reserves the right to hold the relevant segment of the Posting(s), either in part or in total, until such time as the changes are agreed. The Customer may collect the relevant segment of the Posting(s) and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. In the event that the relevant segment of the Posting(s) is not collected within 5 Working Days, Royal Mail reserves the right to dispose of the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs incurred in handling. Exception to this remedy: Due to the Mixed Weight system constraints, if an Under Volume Bag is sampled on a Mixed Weight posting, and the actual format of the Mailing Items handed over differs from the declared format, Royal Mail will invoice at the declared format only.
15.3.6 Non receipt of Agency Overlay Report by 18:00 on the day of handover and/or 12:00 (midday) the day after the Handover Day.	If the relevant Agency Overlay Report has not been received by DSACC by 18:00 on the day of handover, Royal Mail will invoice the Customer as per the approved Client Report for that day; • Standard Access - 18:00 on the day of handover • Premium Access - 12:00 (midday) on the day after Handover Day,
15.3.7 Inaccurate 18:00 and /or 12:00 (midday) Agency Overlay Report for the Daily Posting.	If there is any error in the detail of the Agency Overlay Report, Royal Mail shall at the Operators request and cost, issue amended invoices and/or credit notes to the Agency Customers, providing Royal Mail receives such a request within 2 Working Days. Where an Agency Customer disputes the Operator's Agency Overlay Report and that dispute results in additional costs to Royal Mail, Royal Mail may invoice the Operator for its reasonable costs in respect of such an error.

15.4 Indicia	
Issue	Corrective Actions
15.4.1 Mailing Items do not bear an approved Access Indicia of the Customer or the Access Indicia of Agency Customer's Operator, as appropriate	If a Posting(s) or a relevant segment of a Posting(s) is found to contain Mailing Items that do not bear an approved clear and legible Access Indicia or carry the Indicia of another customer or any other Royal Mail indicia (e.g. First Class PPI etc.) the Posting(s) or relevant segment of the Posting(s) will NOT be processed. The Customer or the Customer's Operator must collect the Posting(s) or relevant segment of the Posting(s) and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window In the event that the Customer or the Customer's Operator has not collected the Posting(s) or relevant segment of the Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. In the event that the Posting(s) or relevant segment of the Posting(s) has not been collected by the Customer or the Customer's Operator within 5 Working Days, Royal Mail reserves the right to dispose of the Posting(s) or relevant segment of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling.
15.4.2 Mailing Items do not bear a UK return address	If a Posting(s) or relevant segment of a Posting(s) is found prior to acceptance to contain Mailing Items that do not bear a UK return address, the Posting or relevant segment of the Posting will NOT be processed. The Customer or the Customer's Operator must collect the Posting(s) or relevant segment of the Posting(s) and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window In the event that the Customer or the Customer's Operator has not collected the Posting(s) or relevant segment of the Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. In the event that the Posting(s) or relevant segment of the Posting(s) has not been collected by the Customer or the Customer's Operator within 5 Working Days, Royal Mail reserves the right to dispose of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling. If a Posting(s) or relevant segment of a Posting(s) is found after acceptance, to contain Mailing Items that do not bear a UK return address, Royal Mail may dispose of those Mailing Items, which cannot be delivered at its discretion (in line with section 8 of the Inland Letter Post Scheme)
15.5 Addressing Standards	
Issue	Corrective Actions

| 15.5.1

Mailing Items that fail to meet the Addressing Standards as specified in section 2.3 of the User Guide | If a Posting(s) or relevant segment of the Posting(s) fails to meet the Addressing Standards that Posting(s) or relevant segment of the Posting(s);

Standard Access
• will not be processed. The Customer has the option to either collect the Posting(s) or relevant segment of the Posting(s) (see below) or, if Royal Mail agrees it is operationally feasible to process, the Customer will be charged the prevailing Access Zone C rate relevant to the Mailing Items, unless the Mailing Items are for delivery to the London Zone in which case you will be charged the prevailing Zone D rate for the Posting(s) or relevant segment of the Posting(s) and such Mailing Items will be treated as First Class mail.
• If the Customer collects the Posting(s) or relevant segment of a Posting(s), Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling.

Where Mailmark Mailing Items fail to meet the address, Postcode and DPS standards or which may require manual or other intervention in order for Royal Mail to process then Royal Mail may will:
• Where possible, rectify the non-compliant Mailmark Mailing Items and accept those Mailing Items as rectified provided that the Customer shall pay a Surcharge on those Mailing Items relative to the non-compliance in line with the applicable Surcharge as published on the Website; or,
• Reject the Mailmark Mailing Items

Premium Access
• where Royal Mail and the Customer agree it is operationally feasible to process, the Customer will be charged the prevailing Access Zone C rate relevant to the Mailing Items, unless the Mailing Items are for delivery to the London Zone in which case you will be charged the prevailing Zone D rate for the Posting (s) or relevant segment of the Posting(s).
• Royal Mail will contact the Customer to agree this course of action before submitting the Client Report. In reliance on the Customer's agreement not to dispute the rectification action the relevant segment of the Posting(s) will be processed as First Class mail.

Where Royal mail is unable to process the Mailing Items, that Posting(s) or relevant segment of the Posting(s) will not be processed. The Customer must collect the Posting(s) or relevant segment of a Posting(s), Royal Mail reserves the right to levy a charge to cover reasonable costs of handling.

Collections of Premium Mailing Items shall take place either during that days Premium Access Window or during the next day's Standard Access Window

In the event that the Customer has not collected the Posting(s) or relevant segment of a Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. In the event that the Posting(s) or relevant segment of a Posting(s) has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Posting or relevant segment of a Posting as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling. |

15.5.2 Responsible Mail – Intermediate Mailing Items that fail to meet the address and Postcode accuracy as specified in the Responsible Mail Schedule.	If a Posting(s) or relevant segment of the Posting(s) fails to meet the address and Postcode accuracy that Posting(s) or relevant segment of the Posting(s) will not be processed at Intermediate Level. The Customer has the option to either collect the Posting(s) or relevant segment of the Posting(s) or, provide evidence to show that Responsible Mail Entry Level address and Postcode accuracy has been met for Royal Mail to treat as Responsible Mail Entry Level If this cannot be provided and if Royal Mail agrees it is operationally feasible to process, the Customer will be charged the prevailing Access Zone C rate, unless the Mailing Items are for delivery to the London Zone in which case you will be charged the prevailing Access Zone D rate for the Posting(s) or relevant segment of the Posting(s) and such Mailing Items will be treated as First Class mail.
15.6 Mail Presentation	
Issue	Corrective Actions

15.6.1	If a Posting(s) or a relevant segment of a Posting(s) is found to contain Mailing Items that are not sorted in line with the correct Sortation Specification, that Posting(s) or relevant segment of the Posting(s) will NOT be processed. The Customer may either:
Mailing Items are not sorted in line with the Sortation Specification (e.g. Mailing Items are declared as 1400 when they are sorted to 70), or are sorted not using either a mandatory Access Selection Files Version or Access Selection Files Release.	• Collect the Posting(s) or relevant segment of the Posting(s), Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. • In the event that the Customer has not collected a Posting(s) or relevant segment of the Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. In the event that the Posting(s) or relevant segment of the Posting(s) has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Posting(s) or relevant segment of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling. Or If the sortation service declared is incorrect to the actual sortation service used, and Royal Mail agrees that it is reasonably practicable for it to do so, Royal Mail will process the Posting(s) or relevant segment of the Posting(s). In this case Royal Mail will amend the Posting Docket to reflect that all Mailing Items will be charged at the applicable Access service level to which they have been sorted. • Where Royal Mail has statistically significant evidence that the error declared on the Manifest represents an error across all relevant segments, then Royal Mail reserves the right to amend the Posting(s) based upon the statistically significant evidence. Or • If a mandatory Access Selection File Version has not been used, and Royal Mail agrees that it is reasonably practicable for it to do so, Royal Mail will process the Posting(s) or relevant segment of the Posting(s). In this case Royal Mail will amend the Posting Docket to reflect that all Mailing Items will be charged at the prevailing Access Zone C rate unless the Posting(s) are for delivery to the London Zone in which case you will be charged the prevailing Zone D rate. • Where Royal Mail has statistically significant evidence that the error declared on the Manifest represents an error across all relevant segments, then Royal Mail reserves the right to amend the Posting(s) based upon the statistically significant evidence. Or • If a mandatory Access Selection File Version Release has not been used, and Royal Mail agrees that it is reasonably practicable for it to do so, Royal Mail will process the Posting(s) or relevant segment of the Posting(s). • Where Royal Mail has evidence that the Zonal Mailing Items handed over have been incorrectly declared to the new Database Release, Royal Mail will amend the Posting Docket to reflect the correct Zone for those Mailing Items identified and the relevant Zonal charges will apply. • Where Royal Mail has evidence that Zonal Mailing Items handed over have been incorrectly declared to the new Selection File Release after 14 or more days after mandatory Access Selection File Version Release has come into effect, Royal Mail will not process the Mailing Items and the Customer must collect them. Where Royal Mail has statistically significant evidence that the error declared on the Manifest represents an error across all relevant segments, then Royal Mail reserves the right to amend the Posting(s) based upon the statistically significant evidence.

15.6.2 Mailing Items declared as OCR or CBC fail to meet relevant specification	If a Posting(s) or relevant segment of the Posting(s) fails to meet the OCR or CBC specification that Posting(s) or relevant segment of the Posting(s) and you can either: • collect the Posting(s) or relevant segment of the Posting(s) (see below) or; • submit the Posting(s) or relevant segment of the Posting(s) for processing if Royal Mail agrees it is operationally feasible to do so. If we agree to process the Posting(s) or relevant segment of the Posting(s), we will determine whether the: operational impact is HIGH or LOW; the volume is LOW, MEDIUM or HIGH; and revert items accordingly.

	LOW volume detected = Mailing Items in a single Container at one Inward Mail Centre	MEDIUM volume detected = Mailing Items in two or more Containers at one or two Inward Mail Centres	HIGH volume detected = Mailing Items in two or more Containers at three or more Inward Mail Centres
HIGH operational impact	All Mailing Items within the Container will be charged at Access 70 ~~the next applicable service for which the Mailing Items meet the specification~~	100% of Mailing Items for the Posting(s) or relevant segment of the Posting(s) at the identified Inward Mail Centres will be charged at Access 70 ~~the next applicable service for which the Mailing Items meet the specification~~	100% of Mailing Items for the Posting(s) or relevant segment of the Posting(s) will be charged at Access 70 ~~the next applicable service for which the Mailing Items meet the specification~~
LOW operational impact		100% of Mailing Items for the Posting(s) or relevant segment of the Posting(s) at the identified Inward Mail Centres will be surcharged at the Low Impact non-compliance surcharge	100% of Mailing Items for the Posting(s) or relevant segment of the Posting(s) will be surcharged at the Low Impact non-compliance surcharge

~~The exception to the bullet immediately above will apply from 31/10/2011 until further notice where the failure of a CBC Posting(s) or relevant segment of a CBC Posting(s) is related uniquely to the posting not meeting the requirements for PAF® accurate DPS, and that posting does not meet the OCR requirements. In such circumstances, Royal Mail shall charge the customer 0.5p per item surcharge on all items for that posting. Please note, since the application of accurate DPS is integrated at data level, Royal Mail will seek separate presentation of failed 'CBC-DPS' postings from the customers each time that same entity or originating posting is made until such time that the customer has confirmed that the entity or originating customer posting has been adjusted with accurate DPS. (Subject to written confirmation from the customer, Royal Mail may waive the requirement for separate presentation on condition that the customer agrees to the DPS Surcharge being automatically applied to such postings until such time as the customer has confirmed that the posting has been adjusted with accurate DPS)~~

Where Royal Mail has statistically significant evidence that the error declared on the Manifest(s) represents an error across all relevant segments, then Royal Mail reserves the right to amend the total posting based upon the statistically significant evidence.

If the Customer collects the Posting(s) or relevant segment of a Posting(s), Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. In the event that the Customer has not collected the Posting(s) or relevant segment of a Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage.

In the event that the Posting(s) or relevant segment of a Posting(s) has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Posting(s) or relevant segment of a Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling.

Collections of Premium Mailing Items must take place either during that day's Premium Access Window or during the next day's Standard Access Window.

| 15.6.3
Responsible Mail
Mailing Items do not
meet the declared
specification (including
the provision of
seeds/samples) | If a Posting(s) or relevant segment of the Posting(s) fails to meet the specific declared Responsible Mail Entry Level specification the additional Responsible Mail Entry level discount will be removed and that Posting(s) or relevant segment of the Posting(s) will be charged at the declared Access service rate only.

If a Posting(s) or relevant segment of the Posting(s) fails to meet the declared Responsible Mail Intermediate Level specification the additional Responsible Mail Intermediate level discount will be removed and either:

• that Posting(s) or relevant segment of the Posting(s) may be processed as Responsible Mail Entry Level if it meets the full Entry Level specification; or
• if it also fails to meet the Responsible Mail Entry Level that Posting(s) or relevant segment of the posting will be will be charged at the declared Access service rate only.

Where Royal Mail has statistically significant evidence that the error declared on the Manifest(s) represents an error across all relevant segments, then Royal Mail reserves the right to amend the total posting based upon the statistically significant evidence.

If the Customer collects the Posting(s) or relevant segment of a Posting(s), Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling.

Collections shall take place either during that day's Premium Access Window or during the next day's Standard Access Window.

In the event that the Customer has not collected the Posting(s) or relevant segment of a Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. In the event that the Posting(s) or relevant segment of a Posting(s) has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Posting(s) or relevant segment of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling. |

| 15.6.4

Containers of Mailing Items are handed over to the wrong Inward Mail Centre (misrouted Container) | If the Customer hands over Containers of Mailing Items at the wrong Inward Mail Centre (i.e. containing Mailing Items not post coded to Postcodes served by that particular Inward Mail Centre), the Customer may either:

• Collect the Container wrongly handed over at the relevant Inward Mail Centre and receives a refund for that Container although Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling these Containers.

Collections shall take place either during that day's Premium Access Window or during the next day's Standard Access Window. In the event that the Customer has not collected these Containers during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage.

In the event that the relevant Containers have not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Mailing Items within these Containers as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling.
    Or
If Royal Mail agrees that it is reasonably practicable, Royal Mail will process the Mailing Items. In this case Royal Mail will amend the Posting Docket to reflect that the relevant Mailing Items will be charged at the the Missort Processed item rate displayed on our website www.royalmailwholesale.com/prices. |

15.6.5 Missorted Mailing Items are found during the processing of the Posting(s)	If Royal Mail finds missorted Mailing Items during the processing of the Posting(s) (after hand over or acceptance), the Customer may either:
	• Collect the missorted Mailing Items from the relevant Inward Mail Centre and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. This Missorted Mailing Item charge includes a per item price + a collection charge per Mail Centre collection. Where such a charge is levied, Royal Mail shall refund the Customer for those missorted Mailing Items at the relevant agreed Access refund rate. The charge and the national average Access refund rate will be set each time Royal Mail adjusts its tariff. Missorted Mailing Item charges and the national average Access refund rate are displayed on the website at www.royalmailwholesale.com/prices.

In the event that the Customer has not collected these Mailing Items during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage.

In the event that the relevant Mailing Items have not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling.
          Or
If Royal Mail agrees that it is reasonably practicable Royal Mail will process the Mailing Items. In this case Royal Mail will amend the Posting Docket to reflect that the relevant Mailing Items will be charged at the "Missort Processed" item rate displayed on our website www.royalmailwholesale.com/pricesrate and the Customer will receive a refund for the same items at the agreed Access refund rate.

Mailmark Mailing Items identified as missorts through in-process reporting will not be available for return to the Customer. For Mailmark option missort Mailing Items Royal Mail willprocess and deliver the Mailing Items and apply item level adjustment charges in line with the applicable Mailmark Surcharge as published on the Website. |

15.6.6 Containers of Mailing Items are presented at the Inward Mail Centre without labels or with missing/incorrect information on the labels	In the event that the Customer fails to label the Container correctly and as a result Royal Mail is unable to revenue protect the Posting(s) or relevant segment of the Posting(s) then the Customer must: Collect the Mailing or relevant segment of the Posting(s) and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window In the event that the Customer has not collected the Posting(s) or relevant segment of the Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. In the event that the Posting(s) or relevant segment of the Posting(s) has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Posting(s) or relevant segment of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling.
15.6.7 The Customer fails to maximise the Container fill for each Selection in a Posting(s) within the maximum weight limit	The Customer must where possible maximise the Container fill for each Selection within the Posting(s) up to the Containers maximum allowable weight limit subject to meeting the requirement for accurate Container contents. If Royal Mail finds that the number of Containers is excessive because Container fill has not been maximized in accordance with section 6, Royal Mail may levy a Surcharge for the processing of the Containers.
15.6.8 A Container of Mailing Items is presented at the Inward Mail Centre with the wrong colour label for the service declared (e.g. white label for OCR)	In the event that the Customer fails to label the Container correctly and as a result Royal Mail is unable to revenue protect the Posting(s) or relevant segment of the Posting(s) then the Customer must: Collect the Mailing or relevant segment of the Posting(s) and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window In the event that the Customer has not collected the Posting(s) or relevant segment of the Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. In the event that the Posting(s) or relevant segment of the Posting(s) has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Posting(s) or relevant segment of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling.

15.6.9
 	
Letters, Large Letters, A3 Parcels, and Parcels are not presented in separate Containers as specified in section 5 of this User Guide
	If the Customer hands over Mailing Items in mixed formats within Containers then the Posting(s) or relevant segment of the Posting(s) will be held and Royal Mail will contact the Customer. The Customer may either:
	
	Collect the incorrectly segregated Posting(s) or relevant segment of the Posting(s); Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling.
	
	Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window
	
	In the event that the Customer has not collected the Posting(s) or relevant segment of the Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. In the event that the Posting(s) or relevant segment of the Posting(s) has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Posting(s) or relevant segment of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling.
	    Or
	If Royal Mail agrees that it is reasonably practicable for it to do so, it will correctly segregate the Posting(s) or relevant segment of the Posting(s) provided the Customer agrees to pay a Surcharge.
	    Or
	If Royal Mail agrees that it is reasonably practical for it to do so, it will agree to process the Mailing Items and all Mailing Items will be charged at the largest format submitted

15.6.10 Mailing Items are not correctly faced and/or bundled in line with the sortation and presentation Specification for the service and/or Container in which they are presented	If the Customer hands over Mailing Items that have not been correctly faced and/or bundled in relation to the service and Container to which they have been declared, then the Posting(s) or relevant segment of the Posting(s) will be held and Royal Mail will contact the Customer. The Customer may either: Collect the incorrectly faced and/or bundled Mailing Items and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window In the event that the Customer has not collected the Posting(s) or Relevant Segment of the Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. In the event that the Posting(s) or relevant segment of the Posting(s) has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Posting(s) or relevant segment of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling. Or If Royal Mail agrees that it is reasonably practicable it will process the Posting(s) or relevant segment of the Posting(s) provided the Customer agrees to pay a Surcharge.

15.6.11
 	
Zonal items do not bear a Zonal Indicator or bear an incorrect Zonal indicator
	If Mailing Items are presented under a Zonal Access Agreement and either do not have or do not bear the correct Zonal Indicator on the face of each item, the Posting(s), or relevant segment of the Posting(s), will be held and Royal Mail will contact the Customer. The Customer may either:
	
	on prior arrangement with Royal Mail, upload and pay for those Mailing Items as Zone C, except for those Mailing Items for destination to the London zone in which case they upload and pay for all such Mailing Items as Zone D
	    Or
	If Royal Mail agrees that it is reasonably practical it will process the Posting(s) or relevant segment of the Posting(s) provided the Customer agrees to pay for all items at Zone C unless the items are for the London Zone in which case they will be charged at Zone D
	    Or
	Collect the non-complaint Mailing Items and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling.
	
	Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window. In the event that the Customer has not collected the Posting(s) or Relevant Segment of the Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. In the event that the Posting(s) or relevant segment of the Posting(s) has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Posting(s) or relevant segment of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling.

15.6.12 The Customer hands over Mailing Items in poor condition	Royal Mail staff will visually check the condition of the Containers of Mailing Items upon hand over. Any Posting(s) or relevant segment of the Posting(s) obviously damaged or in a generally poor condition will not be accepted by Royal Mail. Any Mailing Items that Royal Mail employee's subsequently discover (prior to acceptance) to be damaged or in generally poor condition will not be processed. Royal Mail will contact the Customer's nominated contact and The Customer may: Collect the Mailing Items and receive a refund although Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling the Mailing Items. Collections of Premium of Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window In the event that the Customer has not collected the Mailing Items during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. In the event that the Mailing Items have not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling the Mailing Items.

15.6.13 The Customer hands over Mailing Items that are stuck together.	If Mailing Items within a Posting(s) or relevant segment of the Posting(s) are stuck together then the Posting(s) or relevant segment of the Posting(s) will not be processed and Royal Mail will contact the Customer. Where Royal Mail agrees that is practicable to separate the Mailing Items, Royal Mail will do so and levy a Surcharge. If, in the opinion of Royal Mail, the Mailing Items cannot be separated without damaging the Mailing Items then the Customer must: Collect the Mailing Items and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. (Royal Mail will refund the Customer for such Mailing Items that have been collected.) Collections of Premium of Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window In the event that the Customer has not collected the Mailing Items during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. In the event that the Mailing Items have not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling.
15.6.14 Individual Originating Customer Postings or Consolidated Postings or Pre-sorted Agency Postings are not clearly identified and/or not segregated as required	If the Customer fails to identify clearly individual Originating Customer Postings or Consolidated Postings or Pre-sorted Agency Postings in accordance with the Agreement and/or fails to segregate such Postings as and when required by Royal Mail (acting reasonably), Royal Mail will not be able to treat such Postings on an individual basis for revenue protection purposes and will have to assume that any errors found apply across all such Mailing Items as have not been clearly identified as individual Postings or segregated (as applicable). In such circumstances, the relevant Mailing Items will be held and Royal Mail will contact the Customer. Either: The Customer will collect the Mailing Items that have not been clearly identified or segregated and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. Collections of Premium of Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window In the event that the Customer has not collected Mailing Items during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. In the event that the Mailing Items have not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling. Or Royal Mail shall be entitled to assume that any errors identified occur across all those Mailing Items and will therefore apply the provisions of this section 15 across all such Mailing Items.

15.6.15 Oversize Mailing Items	Items that exceed the maximum size dimensions as laid down in section 5 of the User Guide will be refused. Customers who wish to post Mailing Items that exceed these dimensions should use an alternative service, such as Royal Mail's Standard Parcels service for non-urgent and non-time-critical delivery, or Parcelforce Worldwide range of guaranteed parcel services. For the Mailing Items that have been refused the Customer shall: • Collect the Mailing Items and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling the Mailing Items. Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window. In the event that the Customer has not collected the Mailing Items during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. In the event that the Mailing Items have not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling the Mailing Items.
15.6.16 Amalgamation of discrete customer Postings. Missing York card(s) identifying the number of Containers by customer.	If one York at each IMC has a card missing Royal Mail reserves the right to refuse the Posting(s) and require the Customer to collect the York, or Royal Mail may accept the Posting(s) subject to the Postings within the York agreeing with the Manifests. If more than one York at each IMC has a card missing to identify the discrete element of the Posting, then the Posting(s) will be refused and the Customer will be required to collect the Posting(s) and: the Customer will collect the Yorks the contents of which have not been clearly identified and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window In the event that the Customer has not collected Yorks during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. In the event that the Yorks have not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling.

| 15.6.17 A York card is inaccurate in identifying the amalgamation of discrete customer Postings | If one York at each IMC has an inaccurate card Royal Mail reserves the right to refuse the Posting(s) and require the Customer to collect the York or Royal Mail may accept the Posting(s) subject to the Postings within the York agreeing with the Manifest(s). If more than one York at each IMC has an inaccurate card to identify the discrete elements of the Posting(s), then the Posting(s) will be refused and the Customer will be required to collect the Posting(s) and: the Customer will collect the Yorks the contents of which have not been clearly identified or segregated and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling.

Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window

In the event that the Customer has not collected Yorks during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. In the event that the Yorks have not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling. |
|---|---|
| 15.6.18 Discrete customer postings are not reasonably separated within a York by cardboard or other effective means | If the Customer fails to reasonably separate by cardboard or other effective means discrete Customer Postings, Royal Mail will refuse the Postings and: the Customer will collect the Mailing Items that have not been reasonably separated and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling.

Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window

In the event that the Customer has not collected relevant Yorks during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. In the event that the relevant Yorks have not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling. |

15.6.19 Discrete Daily Postings are not correctly separated on handover (e.g. Containers from a Zonal Agreement are mixed with Containers from a National Agreement; Containers from a Mixed Weight Posting are mixed with Containers from a non Mixed Weight Posting.)	If the Carrier does not maintain separation of Condition 9 Agreements when handing over a Posting at the IMC then Royal Mail will refuse the Postings and: The Customer will collect the Mailing Items that have not been separated and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window In the event that the Customer has not collected relevant Posting(s) Items during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. In the event that the relevant Posting(s) Items have not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling. This remedial action is not applicable to customers who have entered into the supplementary agreement for 'Segregation By Format' since the terms of that agreement allow discrete customer postings to share a York container with other discrete customer postings provided that the York container contains an accurate York card and an accurate York ID manifest has been provided in accordance with the Segregation By Format Agreement.
15.6.20 Mailing Items are handed over that are not eligible for Access (e.g. International and BFPO addresses)	If Royal Mail finds ineligible Mailing Items at the point of handover or during the processing of the Posting(s) (after handover or acceptance), the Customer must collect the ineligible Mailing Items from the relevant Inward Mail Centre and Royal Mail will: Refund the Access charges raised against the equivalent volume of ineligible Mailing Items identified. The Access refund rate will be equivalent to the unit price of the Access overall average unit price for each discrete format of the overall Access postings based on the previous April to December period plus RPI (national average Access refund rate). The national average Access refund rate is displayed on the website at www.royalmailwholesale.com charge each ineligible Mailing Item found, extracted and returned, at a per item price + a collection charge per Mail Centre collection. Ineligible Mailing Item charges are displayed on the website at www.royalmailwholesale.com The national average Access refund rates and the ineligible Mailing Item charges will be set each time Royal Mail adjusts its tariff. In the event that the Customer has not collected these Mailing Items during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. In the event that the relevant Mailing Items have not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling. For Mailmark Mailing Items identified by in-process reporting as ineligible Mailing Items, we will process and deliver the Mailing Items and raise item level adjustment charges in line with the applicable Mailmark Surcharge as published on the Website. •

15.6.21 Advertising Mail /Business Mail Mailing Items do not meet the declared specification (including provision of samples and seeds)	If a Posting(s) or relevant segment of the Posting(s) fails to meet the Advertising Mail specification: the Customer must collect the Posting(s) or relevant segment of the Posting(s) and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling;
	Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window.
	In the event that the Customer has not collected the Posting(s) or relevant segment of the Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. In the event that the Posting(s) or relevant segment of the Posting(s) has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Posting(s) or relevant segment of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling; Or if Royal Mail agrees that it is reasonably practicable for it to do so, Royal Mail will process the Posting(s) or relevant segment of the Posting(s); in this case Royal Mail will amend the Posting Docket and the Advertising Mail discount will be removed and that Posting(s) or relevant segment of the Posting(s) will be charged at the relevant applicable Access sortation service; where Royal Mail has statistically significant evidence that the error declared on the Manifest represents an error across all relevant segments, then Royal Mail reserves the right to amend the Posting(s) based upon the statistically significant evidence. Posting docket and the Posting(s) or relevant segment of the Posting(s) will be charged the Postage for the Access Service that the Mailing Items do meet.
	In the case of failing to provide samples or seeds as specified in the relevant Advertising Mail Schedule, Paragraph 3.3 of that Schedule shall apply.
15.6.22 Mail is not handed over in the correct Container required for the service or format declared, or adhering to the relevant container requirements.	If a Customer hands over mail in a Container not permitted for the specified service or format or not in adherence to the relevant container requirements during the Standard Access Window: Where Royal Mail, for operational reasons, is unable to process the Posting(s) or relevant segment of the Posting(s) the Posting(s) will be refused
	If Royal Mail agrees that it is reasonably practicable to process the Posting(s) or relevant segment of the Posting(s) it shall amend the Posting Docket accordingly and Royal Mail reserves the right to levy Surcharges to cover the reasonable costs of any additional handling that may be incurred in processing the Mailing Items and/or any administration costs.
	If a customer hands over any Premium Access Posting(s) of Letters or Large Letter formats in bags during the Premium Access Window; Royal Mail will refuse to accept the Posting(s) or relevant segment of the Posting(s) as it is not operationally feasible to handle Premium Postings(s) in bags and achieve the processing work plan and Service Standard.

15.6.23 Mail for Channel Islands is not presented in bags	If a Customer hands over mail destined for the Channel Islands in trays and the Customer has not signed the 'Tray Decanting Service for Access mail to Channel Islands' Agreement Royal Mail will; refuse to accept the Daily Posting at the relevant Inward Mail Centre and require the Customer to return to collect the Daily Posting. In the event that the Customer has not collected these Mailing Items during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. In the event that the relevant Mailing Items have not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling.
15.6.24 Containers are not presented in Yorks or Tray Dollys as required for Acceptance By Vehicle.	If Containers are not presented in Yorks or Tray Dollys in any vehicle at an Inward Mail Centre, we shall refuse to accept the vehicle.
15.6.25 Mailing Items declared as Mailmark option fail to meet the Mailmark specification or require manual or other intervention	If Mailmark Mailing Items fail to meet the specification or require manual or other intervention, Royal Mail may: • where possible, rectify process and deliver the non-compliant Mailmark Mailing Items and raise item level adjustment charges in line with the applicable Mailmark Surcharges as published on the Website; or • allow you to hand over the Mailmark Mailing Items but charge you the applicable Access Charges for the Access service specification that those Mailing Items actually meet; or • Reject the relevant Mailing Items, in which case the Customer will be required to collect the Mailing Items we are unable to process.
15.6.26 Postings are not segregated by OCR ~~CBC~~, Mailmark option or Machinable or Manual Item characteristics as required	If you fail to segregate Mailing Items within a Posting in accordance with them meeting the relevant Machinable Item or Manual Item specification, or you fail to maintain any such segregation on hand over of the Mailing Items, then we may reject the Posting(s) or relevant segment of the Posting(s). The Posting(s) or relevant segment of the Posting(s) will be held and we will contact you. Either: You must collect the incorrectly faced and/or bundled Mailing Items and we may levy a charge to cover the reasonable costs of handling; Or If we agree that it is reasonably practicable to do so we will process the Posting(s) or relevant segment of the Posting(s) provided you agree to pay a Surcharge.

15.6.27 Mailing Items declared as General Large Letters exceed the maximum thickness for the service specification.	If the Mailing Items declared as General Large Letters exceed the maximum thickness for the service, we may reject the Posting(s) or relevant segment of the Posting(s) and you can either: • collect the Posting(s) or relevant segment of the Posting(s), or; • submit the Posting(s) or relevant segment of the Posting(s) for processing if we agree it is operationally feasible to do so. If we agree to process the Posting(s) or relevant segment of the Posting(s), we will determine whether the operational impact is LOW, MEDIUM or HIGH and revert items accordingly. <table><tr><td>Low impact</td><td>When non-compliant General Large Letters are found in a Container, we will revert 10% of the General Large Letters in the Container to Parcels</td></tr><tr><td>Medium impact</td><td>When non-compliant General Large Letters are found in two or more Containers at a single Mail Centre, we will revert 10% of the General Large Letter for that posting at that Mail Centre to Parcels.</td></tr><tr><td>High impact</td><td>• When non-compliant General Large Letters are found in two or more Containers at 3 or more Mail Centres we will revert 10% of the General Large Letter for the Posting(s), or the relevant segment(s) of the Posting(s) to Parcels. •</td></tr></table> If we determine that the number of non-compliant General Large Letters found in the Container(s) is excessively high, the 10% cap on the reversion of General Large Letters to Parcels will no longer apply and 100% of the items at the level of impact we have identified will be reverted from General Large Letters to Parcels.
15.6.28 You have declared items as Access 70 CBC, a discontinued service.	Any items declared as Access 70 CBC will be charged at Access 70 prices.
15.7 Health and Safety	
Issue	Corrective Actions

15.7.1 The weight of any Royal Mail approved Container exceeds the maximum weight specified for it	The relevant container will be held and Royal Mail will contact the Customer. The Customer shall collect the overweight Container and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window. If the Customer has not collected the Container during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. If the Container has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling. Or If Royal Mail agrees that it is reasonably practical to do so, Royal Mail will levy a Surcharge for breaking down the Posting(s) or relevant segment of the Posting(s) into compliant Container fills, which meet Royal Mail Health & Safety standards.
15.7.2 The Customer driver does not adhere to site Health and Safety requirements	Any driver not conforming to all health and safety requirements will be refused access to the Inward Mail Centre or if already on the premises may be asked to leave. This may result in the Posting(s) not being accepted. Any vehicle reasonably deemed not road-worthy by Royal Mail will not be allowed access to any Royal Mail Inward Mail Centre. Any abusive or threatening behaviour (physical or verbal) towards any member of Royal Mail will not be tolerated and access will be refused.

Appendix A: Addressing Mailing Items

The Customer must make all reasonable attempts to ensure all Mailing Items include a full and accurate address and corresponding Postcode. The Customer must ensure that at least 90% of Mailing Items carry a full and accurate address and corresponding Postcode, which has been validated against the Royal Mail Postcode Address File (PAF®)

The Customer shall ensure where possible that its customers take into account changes to Postcodes and other address information over time and ensure that new records are accurate (e.g. quarterly updates). Cleaning address data should not be a one-off activity, but an on-going process.

The best way for a Customer to ensure it or its customers maintain the accuracy of its address files is for it to link its databases to PAF® by using one of the large number of available products and services based on PAF® which are available.

PAF® contains over 29 million UK addresses, including 1.4 million business names and 1.8 million UK Postcodes, which Royal Mail constantly updates to maintain its accuracy.

Where to go for more information
For more information or to order Managing Address Data products:
Call Royal Mail on 0845 606 6854
Visit the Royal Mail website at www.royalmail.com/amu
Order products via the Royal Mail website shop at www.royalmail.com/shop
Order products online from: address.management@royalmail.com

The Elements of an Address & Address Structure
To meet the required address standards the Customer must ensure that each address includes at least one premise element, one thoroughfare element, one locality element and the Postcode as a minimum. Other elements may be included. If there is no thoroughfare element contained in PAF® this need not be included.

Each element is described here.

PAF Format		Element
Organisation	Royal Mail	1) Premise
Sub Building		
Building Name	Wheatstone House	
Building Number		
Dependent Thoroughfare		2) Thoroughfare
Thoroughfare	Wheatstone Road	
Double Dependent Locality		3) Locality
Dependant Locality	Dorcan	
PostTown	SWINDON	
County		Not required
Postcode	SN3 5XX	4) Postcode

1. Premise Elements
All Mailing Items must include at least one of these four elements, so that a single delivery point is defined. You do not have to include all the premise elements (unless the premise elements used do

not sufficiently describe an address), even if they are included in PAF®, but building numbers must be applied on the same line as the Dependant Thoroughfare or Thoroughfare information.

2. Thoroughfare Elements
PAF® will give one of three possible combinations:
1) No thoroughfare: no need to include anything in this part of the address.
2) A thoroughfare but not a dependent thoroughfare: include the thoroughfare.
3) Both a dependent thoroughfare and a thoroughfare: include the former. If space allows you can also include the thoroughfare, though it's not compulsory.

3. Locality Elements
A Customer must include at least one locality element, it does not have to include them all, even if they are included in PAF®. The initial letter(s) of the post town must always be in capital letters, for example Milton Keynes. Alternatively the whole of the post town may be in capital letters, for example: BIRMINGHAM on a line on its own, as indeed can the whole of the Delivery Address.

4. Postcode
The address must contain the full and accurate Postcode. The Postcode must be able to generate an address from PAF® which can be matched to the minimum requirements above (at least one premise element, one thoroughfare element and one locality element). The Postcode must always appear in capital letters and, unless with the exception of examples 5a), 5b) and 5c) below, on its own as the last line of the address.

Do not include any punctuation or underline it. Please put one or two character spaces between the two parts of the Postcode. The first part (i.e. SN3) is the outward code, the second (i.e. 5XX) in the inward code.

5. Address Structure
Each address element must be on a separate line with the Postcode included as the last line of the address.

Royal Mail
Wheatstone House
Wheatstone Road
Dorcan
SWINDON
SN3 5XX

a) Where the address complies with PAF® and there is no other text or information on the face of the Mailing Item that could be construed as an address, then the following exceptions apply:

The Postcode may be preceded by a county on the last line of the address, provided that the space between the county and the Postcode is one or two characters.

Royal Mail
Wheatstone House
Wheatstone Road
Dorcan
SWINDON
Wiltshire SN3 5XX

b) The post town may be followed by a county on the penultimate line of the address, provided that the space between the post town and county is one or two characters and that the Postcode is on the last line of the address.

Royal Mail
Wheatstone House

Wheatstone Road
Dorcan
SWINDON Wiltshire
SN3 5XX

c) The post town and Postcode may be jointly on the last line of the address, provided that the post town precedes the Postcode and the space between the two elements is one or two characters.

Royal Mail
Wheatstone House
Wheatstone Road
Dorcan
SWINDON SN3 5XX

The County, although not required, may be included as the penultimate line of the address, with the exception of example b) illustrated above.

6. Zonal Addressing
Zonal Postings must include the zonal indicator. There are two options relating to the position of the zonal indicator (please see figure 35), positioned within the top right hand area of the address window immediately following the standard selection code (zone A,B,C,D or Z for items without a zone) e.g. 53200 A, or preceded by the word 'Zone' and be in a minimum font size of 10 point (e.g. Zone A).

Figure 35:Zonal indicator positioning
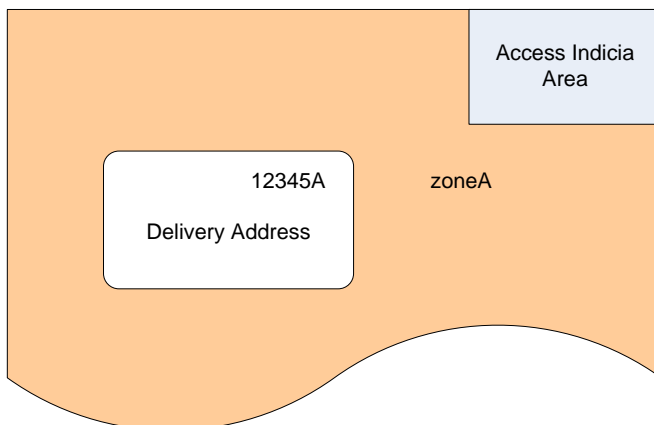
Please note: Both these options need to be positioned outside of any Clear Zones, please see Appendix D (OCR Large Letter), Appendix G (OCR Letter) or Appendix H (CBC) for Clear Zone specifications. A clear zone is defined as an area, which may be amended from time to time, which is free from print graphics or patterning,

The simplest way to ensure an address is correct is to check that the minimum address elements in the appropriate PAF® records are present.

7. General advice for print quality & finishing
Digital printing processes apply a pigment layer that adheres to the surface of the paper. The layer does not soak into the paper and is softer than standard inks.

Consequently, when used for mail, the pigment may rub off, transfer to adjacent surfaces (inserts and the envelope), crack, and become marked both during the manual and automated handling process.

The application of an ultra violet (UV) cured varnish has been found to reduce wear to digitally printed mail items. This provides a protective coating over the pigment. It should only be applied to the non-addressed side of the Letter as the characteristics of the varnish may make the mail unmachinable if applied to both sides(They may have 'window-like characteristics' that reduce mechanical handling capability, increase static cling, and compromise code mark printing)

The pressure exerted on the Letter during automated processing may cause colour offset on digitally printed items. Therefore, it is recommended that there should be no off-set of print or colour transfer when the items are exposed to a pressure of 3.43kPa (35g per cm2). This equates to a weight of 8.gkg spread over the surface of a DL envelope, and 13.5kg for C5 envelopes.

Appendix B: Quality Assurance (QA) Process

To gain maximum benefit from the machineable Access services, you need to ensure the quality of your mailpiece; printed barcode (for CBC), address management and mail presentation systems are all maintained to a consistently high level.

To help you achieve this, Royal Mail has developed a Quality Assurance (QA) process to check all these elements against a benchmark standard. If you meet these standards, you can make machineable Mailing Items can benefit from the lower Access prices available. Full details of the Wholesale Accreditation process can be found on the website: www.royalmailwholesale.com.

What Access services require a Quality Assurance check?
- OCR Letter services
- CBC services

It is important to remember that although the QA process gives an 'up front' accreditation you must continue to maintain these standards in order to be eligible for machinable Access Charges prices on an on-going basis.

There are two ways for you to be assessed under our QA process; an interim assessment and a full accreditation.

Interim Assessment
This allows you to access elements of the QA process before applying for full accreditation. An interim assessment does not count towards full accreditation and is intended as a guide only.

Full Accreditation
Full accreditation entails comprehensive checks on:
- Mailpiece design
- Barcode printing
- Address management

The following section provides a brief outline of these testing criteria. For full details, application forms and a list of accredited service providers, please contact your Access Account Manager.

Address Management
You can achieve Address Management accreditation in one of two ways. If you use a Royal Mail recognised address management software supplier to process your address lists on a regular basis, you can receive automatic accreditation or if applying on your own behalf, a '1 in n' sample*' of 5,000 addresses is supplied to Royal Mail electronically together with 'Quality Assurance Form A'. The sample must be supplied in a certain format, details of which are provided to you with 'Form A'.

*This involves dividing the number of records in the address database by 5,000 (the sample size required) e.g. a database of 100,000 would be divided by 5,000 (sample size) resulting in a sampling frequency of 20 (100,000 / 5,000 =20). Therefore record numbers 1,21,41,61 and so on would be extracted for the sample.

These checks are designed to ensure that:
1. Your mailing list contains a minimum of 90% full and accurate addresses and Postcodes Where a full and accurate address and Postcode exists, a unique Delivery Point Suffix (DPS) can be allocated. A minimum of 90% of addresses must carry an accurate DPS the rest may be allocated a default DPS see, Appendix H for further information.

Although this forms part of the mandatory QA accreditation process, you can use it to conduct an address 'health check', or interim assessment. It can be accessed at two levels:

Postcode validation – designed to check your (or your service provider's) ability to validate, check and maintain Postcode levels.

~~**DPS allocation** – designed to check your (or your service provider's) ability to apply a correct and valid DPS to an address list, which has already been checked for Postcode accuracy.~~

Mailpiece design and ~~barcode printing/~~OCR addressing

This element is designed to ensure that physical mailpiece parameters meet the specification so that Royal Mail can process them by machine~~, and that the barcode is in a form that can be quickly and accurately read by our machines~~. It is available for both the interim assessment and full accreditation. There are different testing criteria depending on the level assessment required.

Interim assessment – to test suitability on parameters such as size and~~,~~ clear zones ~~and barcode density (where applicable)~~, a sample of ten Mailing Items per type to be mailed should be sent to us for assessment. This is normally done at the design stage.

Full accreditation – this involves a comprehensive examination of 210 representative samples of every mailpiece and its suitability for Royal Mail automated mail processing.

~~For all CBC samples, all Mailing Items should have the full barcode (including Start and Stop bars and Checksum) and include any inserts, booklets etc. You should use live addresses (i.e. the same as you would use on your mailing) and include examples of 5, 6 and 7 character Postcodes.~~

For each additional printer that you intend to use, you should supply a further 10 sample mailpieces, bundled separately with a description of the printer make, model and serial number.

~~When you apply for mailpiece accreditation, you will need to state which service you are applying for and present mailpieces to meet the service specification i.e. OCR or CBC. If you require OCR and CBC accreditation then mailpieces meeting each specification must be provided.~~

Both interim assessments and full accreditation applications should be accompanied by a completed copy of Quality Assurance 'Form B'.

On-going Quality Assurance Testing

Once you start using Access services Royal Mail will sample all your Postings when it receives them to ensure all contractual requirements are being met. Failure to meet the required standards may result in Royal Mail refusing to process the Postings.

Consolidation Machine Accreditation

If you plan to consolidate mailings via a consolidation machine and present as CBC or OCR then you can have your consolidation machines sortation output accredited, and must have your mailpieces accredited.
Consolidation machine accreditation is in two parts

Part 1 – Mail sortation output accreditation
Part 2 – Mailpiece accreditation.

For more information and where to download the accreditation forms for mail sorting machine output and mailpiece accreditation please go to www.royalmailwholesale.com

Appendix C: Royal Mail Access Selection Files

Obtaining a copy of the Access Selection Files
Access Selections are derived from the Royal Mail Access Selection Files which are available free of charge in a number of computer formats from the Access Technical Helpline on 0207 371 3727. It can also be downloaded from www.royalmailwholesale.com.

Using the Access Selection Files
The Access Selection Files provide the key data to enable you to sort your Mailing Items into the sortation levels. The Access Selection Files contain data only and not software. You will need to write some software to sort your mailings, or purchase a tailor-made product from a software supplier. A list of suppliers can be found on the Royal Mail Wholesale website at www.royalmailwholesale.com

Mailings are split into different sortation levels: Access 70 and Access 1400Access 70 sortation level has an additional machine-readable options – OCR and CBC. Full guidance on the OCR and CBC options can be found in Appendix D (OCR Large Letter) Appendix G (OCR Letter) Appendix H (CBC)

What are Access 1400 Selections?
Access 1400 requires Mailing Items to be sorted into Selections based on Postcode Districts. The Access Selection Files contain around 15295 of these Selections.

What are Access 70 Selections?
Access 70 requires Mailing Items to be sorted into Selections based on Postcode Areas. The Access Selection Files contain around 86 of these Selections.

Standard Selection Codes (SSC)
Each Selection in the Access Selection Files is allocated a unique numeric code – the Standard Selection Code (SSC). The main purpose of the SSC is to identify service level Selection for computer sorting and for Container label identification. An Access 1400 Selection Code has a five-digit SSC. An Access 70 Selection Code has a three-digit SSC.

Access 1400
Mailing Items need to be sorted to the 5 digit Selections contained in the Access Selection Files.

Access 70
Mailing Items needs to be sorted to the 3 digit Selections contained in the Access Selection Files.

Updating the Access Selection Files
The Access Selection Files are updated periodically to reflect any Postcode changes. By downloading the Access Selection Files from the Royal Mail Wholesale website the Customer will be automatically added to a circulation list informing it of changes. The Customer will be advised of changes and the arrangements for implementing updates. It is the Customer's responsibility to ensure that it and its customers implement these changes and that the current version of the Access Selection Files is used.

Appendix D: Large Letter Using Optical Character Recognition (OCR)

Technical requirements for the design and presentation for Large Letter postings

This technical specification defines the features of a mailpiece eligible for the OCR service. Any feature of a mailpiece design that is not detailed within this specification is not permitted unless it has been tested and approved by Royal Mail prior to posting

1. Introduction

This specification enables Customers to reduce the cost of their Large Letter mailings by making them machineable. Mail must be sorted to Access 70 using the latest Royal Mail
Access Selection Files and must meet the OCR specification as detailed in this Appendix.

These requirements relate to paper based and polymer envelopes; polywrapped items; and
   Unwrapped items.

During the design printing and enclosing production stages, Customers must take into account the various tolerances associated with these processes to ensure that every mail piece adheres to the Large Letter OCR requirements.

Large_Letter_Instruc
tions_Aug 2016 (2).p

2. What kind of items can be sent?

Size
Mailing Items must be within the Large Letter format, be rectangular (oblong) or square. All four sides must be straight. The intersection of each side must be 90 degrees. Both landscape and portrait Large Letters are permitted.

Rectangular Large Letters
Height:
Minimum: 95mm
Maximum: 245mm

Length:
Minimum: 145mm
Maximum: 345mm

Square Large Letters
Minimum 145mm x 145mm
Maximum 245mm x 245mm

Weight
Minimum 10g
Maximum 750g

Thickness
Minimum 0.5mm
Maximum 10mm

These dimensions apply to the finished mail piece i.e. the outer covering and including the contents

3. Technical Requirements

This Appendix has been separated into general requirements that cover paper and polymer envelopes; polywrapped ; and Unwrapped. Where requirements are specific to the type of outer covering used they are listed separately.

4. Design of Logos or Advertising

To reduce any potential for Address Interpretation errors, these must not look like an address, geographical location, country or a Royal Mail bag or bundle label and they must not be printed in the Delivery Address Block, the clear zone around it or the Royal Mail Access Indicia area. Slogans that contain the words 'Return', 'Address' and 'Undelivered' should be avoided.

5. Inserts

- For Unwrapped Mailing Items, loose inserts are not permitted, and all pages must be secured to the binding.
- All inserts other than paper contents, must be securely fixed in position so they do not move around within the Large Letter. Glue or self-adhesive tabs can be applied to fix any inserts. Metal objects e.g. coins or keys are permitted
- Paperclips with a maximum size of 23mm in length or staples with a maximum size of 24mm x 6mm are permitted.
- When inserts are included, please be aware that where this creates a 'step changes' in the thickness of the Large Letter the spatial distortion (see figure 36) i.e. variation in the thickness of the contents, cannot be more than 50% of the thickness of the item up to a maximum of 10mm and the address must be on the 'flat side of any item, it cannot be placed on any irregular or convex shaped sides.

Figure 36:Spatial distortion
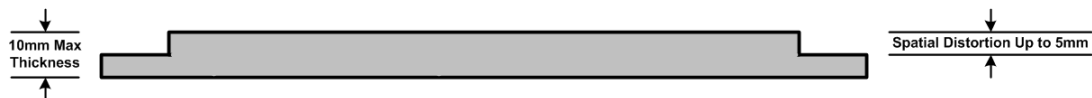
5.1. Inserts Paper envelopes:

Depending on the thickness of the Large Letter to prevent damage to it and other mail pieces there are limitations on how much 'empty' envelope is permitted i.e. the thicker the Large Letter the less 'empty' envelope permitted. (see figure 37). The following applies to the movement of the largest paper insert:

- If your Large Letter is up to 2mm thick then there is no restriction on the lateral movement of the largest paper insert up to the maximum envelope size of 345mm.
- However, for any Large Letter which has a thickness of 2mm or more then the lateral movement of the insert within the letter can be 30mm or less.

5.2. Inserts Polymer envelopes or polywrapped:

Where the polymer is transparent only the largest insert must be visible to the front of the Large Letter and the lateral movement is < 30mm (see Figure 37). There is no requirement for the content to be referenced to the bottom left corner, you just need to ensure that there is no more than 30mm along the long edges and no more than 30mm along the short edges.

Figure 37: Insert movement
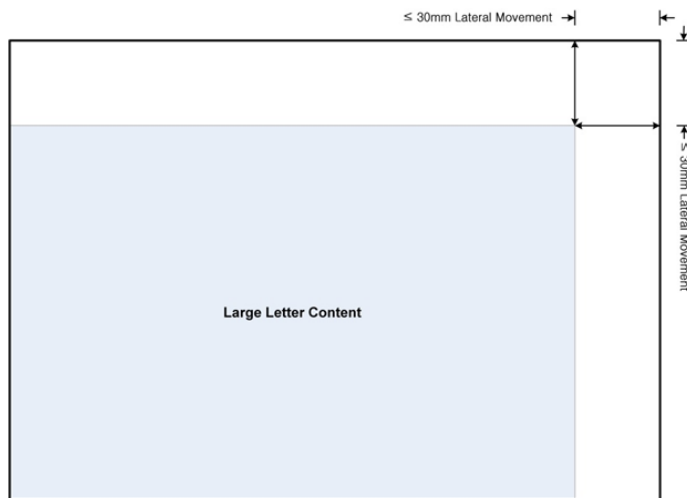
6.   Material – Construction

6.1. Paper envelopes
- Must be paper based and no perforations are permitted
- Envelope paper weight = 70gsm minimum
- Single piece (folded & sealed) = 100gsm minimum
- Large Letter sized postcards = 200gsm minimum

6.2. Polymer envelopes and polywrap
- Must be made of polymer film e.g. polyethylene
- Materials produced from polymer fibres that are randomly distributed and non-directional (laid as a web) and bonded together by heat and pressure are not acceptable e.g. Tyvek.

6.3. Unwrapped:
- The cover of the mail must have a paper weight of ≥ 50gsm.
- The pages of the booklet must have a paper weight of ≥ 50gsm.
- All pages (including the cover) must be of equal size.
- All pages must be secured to the binding, and loose inserts are not permitted
- The spine must always be on a long edge.
- The spine must be glued or stapled. (Punch & bind bindings are not permitted).
- Onserts must not be attached to the mail. e.g. Pens or product samples

6.4. Material – General
Absorbency: (paper based envelopes): 15 – 35 gsm of water in 1 minute (BS EN 20535 - Paper and board. (Determination of water absorptiveness)

Glue: Any adhesives used in the production of envelopes must not leak onto the open surface of the envelope and must be dry when the mail is presented to Royal Mail. In no instance should mail pieces be stuck together. When polymer envelopes are used, the glue must be stronger than the polymer and must not produce protruding mounds on the mail item.

Opacity: ≥ 85 % (BS ISO 2471 - Paper and board. Determination of opacity (paper backing)

Porosity: < 700 ml/minute (BS 6538-2 - Air permeance of paper and board)

6.5. Rigidity / Stiffness:

The acceptable rigidity / stiffness is ≥ 8N.mm. There is no upper limit on mail piece stiffness.

This can be measured as follows (see figure 38):

A single Large Letter should be placed on a flat surface with the shortest edge of the Large Letter overhanging a straight edge of a flat surface by a horizontal distance of 100mm.

The leading edge of the Large Letter is then released and allowed to bend down under its own weight.

If the leading edge drops to 40mm or more, then the stiffness is less than 8N.mm and the Large Letter is not Machinable.

Figure 38: Rigidity and stiffness
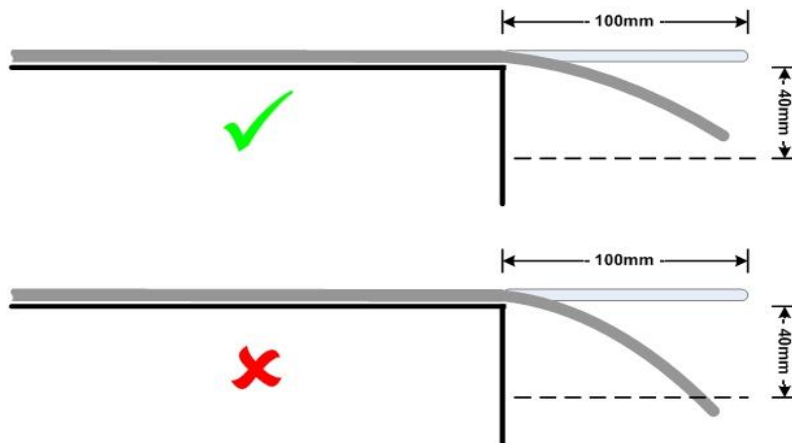
6.6. Separation:

The Large Letters must not be stuck together and must be capable of separating to allow them to be effectively processed. When placed on a slope of 65º to the horizontal, the items must be capable of separating, by sliding one from another, under the force of gravity (see figure 39).

Figure 39 Large Letter Separation
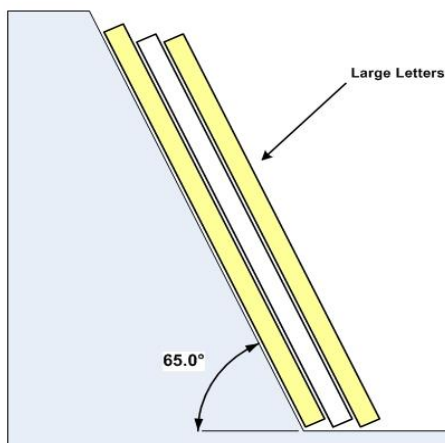
6.7.   Shape:
Large Letters can be rectangular or square within the permitted dimensions and can be laid out (address and payment indicia) in landscape or portrait format.

6.8. Polywrap outer:
- The film must be intact, undamaged and must not be punctured or torn.
- Perforations are not acceptable.
- The film must be sufficiently strong enough to tolerate handling without tearing or splitting at the seals
- The film must be > 15 μm (15 microns) thick when measured at any point on the Large Letter other than the seal.
- Any overprinted text must adhere to the film and must not break up or wear during processing.
- There must only be a single layer of film covering the Delivery Address Block.

7   Print contrast
- Required Print Contrast Ratio for addresses printed on envelopes ≥ 50 %
- Required Print Contrast Ratio for addresses printed on window inserts ≥ 55 %
- Required Minimum Reflective Difference ≥ 30 %
- Required Minimum Background Reflectance ≥ 35 %
- Inverse printing i.e. negative contrast is not permitted (i.e. Delivery Address Block lighter than background)

8   Sealing
This section is divided into the paper and polymer / polywrap requirements as they are different.

8.1   Paper
Paper envelopes must be sealed securely on the back, front and edges. A tolerance of 35mm x 25mm is permitted on the opening flap. Regardless of whether the opening flap is placed on the front or reverse of the item (the front being where the Delivery Address Block and the Access Indicia are located) it must be sealed to within 35mm from the fold of the envelope and 25mm from the envelope side. (see figure 40)

Figure 40:Paper sealing tolerance
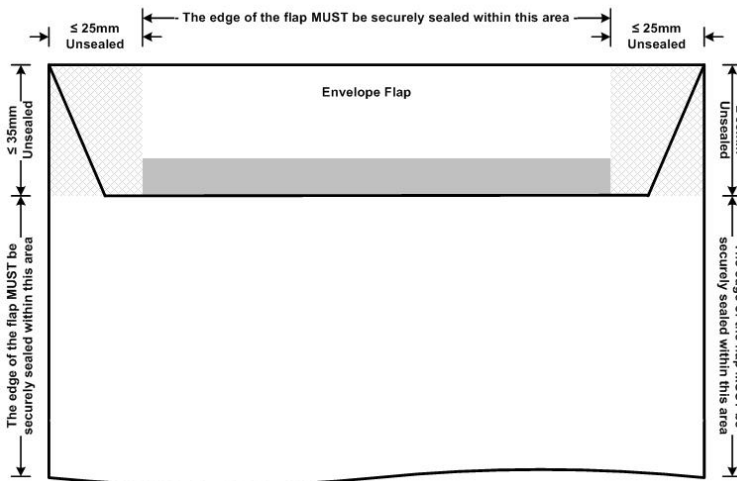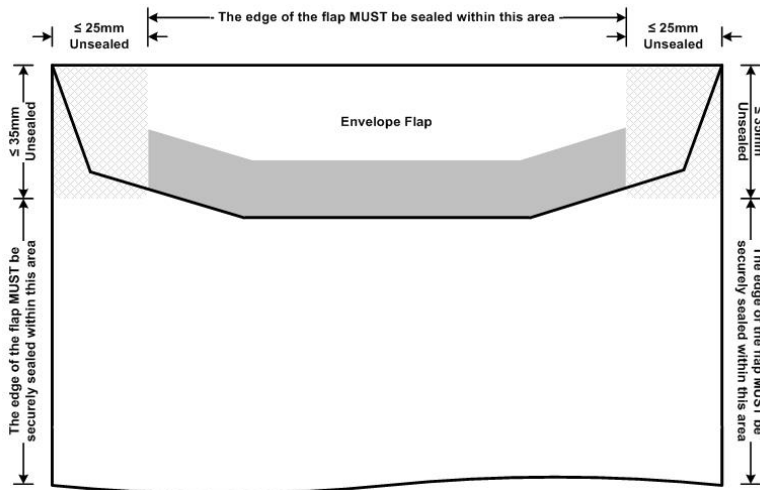
8.2 Polymer

Polymer envelopes must be sealed along all the edges and have the opening flap on the back. The opening flap has to be sealed to within a minimum of 25mm from the fold of the envelope flap and 25mm from the sides of the envelope (see figure 41).

Figure 41: Polymer sealing tolerance

8.3 Poly wrapped

Mailing Items which are poly wrapped must be securely sealed on the front, back and side edges.

The preferred location for the poly wrapped seal is the back of the Large Letter.

We recommend that if the seal runs along the length or width of the Mailing Item that the free edge of the seal is less than 30mm deep.

Additionally if the poly wrapped seal is on the front of the Mailing Item:
- the seal must not be over the Delivery Address Block; and
- the seal must not be across the width of the Mailing Item.

Figure 42: Poly wrapped sealing
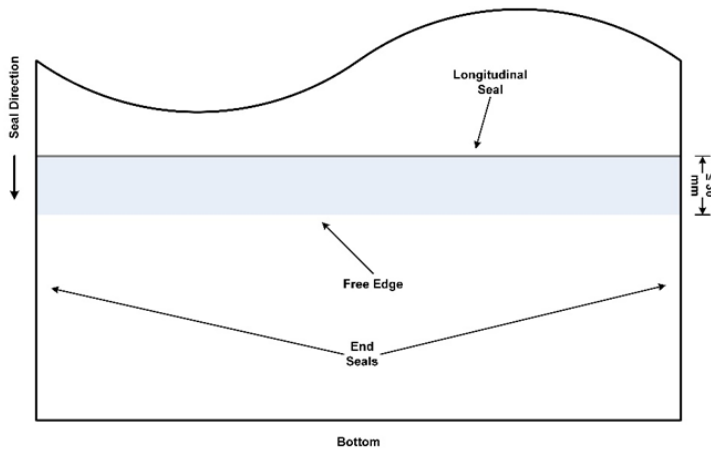
8.4 Windows (paper envelopes)

Although only one window is allowed on a Large Letter Customers do have the option of using this window for either the Delivery Address or for advertising information. Please ensure that the window is not an open space i.e. there must be a transparent film covering the aperture and that it is square or rectangular (circular windows are not permitted). If the window is used for the Delivery Address, the Customer must ensure all clear zones are being adhered to.

Options are available when it comes to designing or purchasing window envelopes, as there are no specific requirements for the strength of the window but Customers do need to ensure that at the point of handover to Royal Mail:

- the window film is not flimsy i.e. must be sufficient strength & quality that it is not visibly creased or crumpled.
- that it is flat and securely and evenly sealed to the inside of the envelope, this includes the requirement that the corners of the aperture are curved rather than straight as this will help prevent damage occurring when the items are going through the final machine sortation stage.
- that it does not take up more than 25% of the surface area on the side where it is found.
- the window area where it is used for an address must fall within the specified Delivery Address Block Area. Figures 44 and 45

Gloss (window and poly film):
The gloss value must be ≤ 150 (American standards of testing and materials (ASTM) 2457 Measured at 60 degrees)

Haze (window and poly film):
The haze value must be ≤ 75 % (ASTM D1003-00 Procedure A (Hazemeter))

9 Addressing Requirements

This section explains the Large Letter addressing standards

9.1 Address

Please refer to Appendix A of this user Guide for the structure and format of each address.

9.2 Address layout

The county, although not required, may be included as the penultimate line of the address
- The phrases "England", "Great Britain" or "United Kingdom" must not be used for addresses to and within England, Wales, Scotland or the outlying islands. This information is not included in PAF®.

- Each line of the Delivery Address Block must be left justified, including the Mailer Defined Information (MDI) if included.
- The Post Town should have the first character(s) in capitals for example: Coventry, Milton Keynes, Ross On Wye, on a single line.
- The Postcode must always appear in capital letters on the last line of the address and there must be one or two character spaces between the two parts of the Postcode.
- Excessively skewed addresses cannot be read. The Delivery Address Block must not skew more than 5 degrees plus or minus from the horizontal
- Blank lines within the Delivery Address Block are not permitted and Customers must note that if the line spacing between the Mailer Defined Information and the Delivery Address is not the same then the Mailer Defined Information may encroach into the required clear zones.

9.3   Delivery Address Block structure and layout

The Delivery Address Block is defined as an imaginary rectangular box which surrounds the address, as illustrated in figure 43 and touches the extremities of the text on each side. An address may consist of up to two elements, all of which are classed as the 'Delivery Address Block'.

1. Mailer Defined information (MDI) – reference information which may be printed as part of the Delivery Address Block
2. The Delivery Address must be included and comprise of the following;
   - Addressee details
   - Geographical address and Postcode

Figure 43:Delivery Address Block

There must only be one Delivery Address Block on the Large Letter and it must be on the same side as the Access Indicia used. No other addresses or anything that can be construed as an address can appear on the front of the Mailing item with the exception being the Return Address- see requirements in section 14 of this Appendix D

In addition, to ensure there are no issues when identifying the elements of the address any separation between elements of the MDI must not exceed one space and the line spacing must be consistent with the Delivery Address.

For the MDI a different font which is of a different size to the other text of the Delivery Address may be used. The MDI must be in typeface and may comprise of letters, numerals, punctuation marks, ideograms and symbols, Barcodes are not acceptable.

When the Delivery Address Block is on an insert, the Mailer Defined Information (MDI) may tap out to the right and to the top of the window as long as it falls out/falls back in totally and completely, the mail piece will fail specification if it falls out/falls in partially when the Delivery Address Block clear zones are checked.

No other part of the Delivery Address Block may tap out of the window on a paper envelope or the 'clear' window area on a polymer envelope or polywrapped item.

When printing the Delivery Address the maximum characters per line is 64 and please ensure that the content of one address line is not wrapped onto a second line i.e. Team Valley Trading Estate must be printed on the same line and not spread over two. Customers are asked to use one of the recommended fonts and sizes and ensure that each line of the address has characters which are the same font and point size and that the spacing between the words is less then 5mm.

9.4   Polymer and polywrap envelopes

The address may be printed on the polymer or may show through the polymer on an insert. Any overprinted text must adhere to the film and must not break up or wear during processing

The Delivery Address Block cannot be located in the following areas; figures 44 and 45.

10. Font Types

It is important to get the fonts right, in the first instance please ensure that you do not use italic or bold fonts and the size of the font must be the same size or larger than that used in any Return Address information.

A list of recommended fonts is provided, and Customers are asked not use serif or handwritten fonts in any instance. If Customers wish to use an alternative font, the character pitch must be 10-12 characters per 25.4mm with clear vertical gaps of at least 0.25mm between the extremities of the adjacent characters.

10.1   Print Quality

- Preferred colour is black. If this cannot be achieved then adequate print contrast must be achieved at all times
- Mandatory for black to be used when printed directly onto the polywrap or polymer envelopes, when the address is printed on an insert in a polywrapped item or when the address is printed on the polywrap outer.
- Negative contrast is not allowed
- The characters must not be blurred, smudged, deformed or incomplete
- No splashing or ink spatter around characters
- The following should be avoided
- Characters with incorrect proportions

- Quality of characters – which are poorly printed or defined, either because they have been printed by low quality printers or low resolution dot matrix printers, or because the printer needs maintenance (worn ribbon, low on toner/ink etc.).
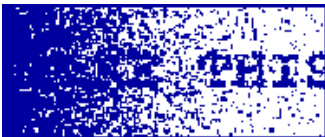
- Characters with poor outlines – fuzzy or blurred, or strokes which are incomplete, broken or smeared, for any of the above reasons.
- Close character spacing – characters which touch adjacent characters, whether on the same line or those from above or below:

- space between them. The spacing between words must be less than 5mm. Proportionally or unevenly spaced text – characters or words which have too much

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- Typeface styles – italic, inclined graphic, pseudo-script or handwriting imitations. Typefaces with excessive serifs, which touch or overlap adjacent characters or serifs.

Generally, sans-serif fonts are preferable to serif fonts.

Printing white type on a black background or similar, or combinations of colours such as black print on a strong red background. When printing on polymer, the address block should not be distorted or broken text as shown below. The characters must not be blurred, smudged, deformed or incomplete. If using dot matrix printing, particularly on polymer, there must be no gaps between the dots. The print / dot matrix must meet the required contrast ratio.
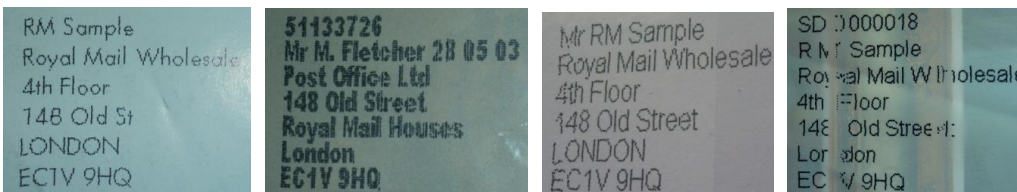
11. Delivery Address Block positioning.
The Delivery Address Block position is dependent on the orientation of the mail piece. Details of the Delivery Address Block are shown in Figures 44-45.

The delivery address must not be located in the following areas:
- A frame around the envelope 40mm from the top and 15mm around the rest of the perimeter i.e. the bottom, left and right edges.*
- Over the edge of the envelope flap

*Please note:
For polymer envelopes or polywrapped items you will need to allow for any lateral movement (maximum 30mm) when defining the Delivery Address Block location. The assumption must be made that the poly may fold during processing and, should this happen we still need a defined clear area from the edge to ensure the Delivery Address Block can be read. (e.g. If a Large Letter had 10mm excess polywrap then you would leave 25mm clear)

Figure 44: Landscape Delivery Address Block Area

Figure 45: Portrait Delivery Address Block Area

12   Delivery Address Block Clear zone

There is a minimum requirement for a clear area of 5mm or more (see figure 46) to be around the extremities of the full Delivery Address Block. Clear is defined as clear of print; patterning, graphics or any text including, when the Large Letter is tapped to induce maximum movement in turn on each of the four sides.

Figure 46:Delivery Address Block clear zones

When the Delivery Address Block is behind a window or viewed through polymer the total clearance around the Delivery Address Block remains unchanged at ≥ 5mm. However, this may consist of clear zones both within the window and on the envelope.

The gap within the window must be ≥ 2mm to the left, right, and bottom of the address.

No clear zone is required within the window above the Delivery Address Block, but the Delivery Address must always be visible. The remaining clear zone requirements are met through the provision of clear zones on the envelope. i.e. a minimum of a further clear zone of ≥ 3mm to the left, right, and bottom of the Delivery Address Block (ensuring that there is 5mm clear in total); and a ≥ 5mm clear zone on the envelope above the address (see figure 47).

No other text/information that could be construed as a Delivery Address may be included on the front of the Large Letter. This includes any areas of an insert which may appear in the window of the mail item arising from insert movement. The exception to this requirement is The Return Address- see requirements in section 14 of this Appendix D.

Figure 47:Delivery Address Block clear zones

13   Punctuation

- Please do not underline any part of the address or postcode.
- Punctuation and non-alpha numeric symbols can only be used where it appears in the corresponding PAF® record. It can also be used in the recipient's name or in the Mailer Defined Information (MDI) above the address within the Delivery Address Block. There must be no punctuation used to separate address elements or components within an address element.
- Punctuation is permitted within the addressee's name and title / department.

- Alternatively, you may remove all punctuation from the address, even if it is contained in the corresponding PAF® record
- For full details on allowable punctuation within a PAF® record please see PAF® Digest, available from www.royalmail.com.
- Punctuation and graphical symbols may be used within any 'Mailer Defined Information' and addressee elements.

14   Return Address

There can only be one Return Address on the Large Letter.

14.1   Content:

The content of any Return Address must follow the structure as shown for the Delivery Address but most importantly it has to have the words 'Return Address' as the single prefix on the top line of the block of text and must be printed using either the 'Lucida Console' or 'Letter Gothic' fonts of 10-12pt This is an example of the layout in Lucida Console, 10pt font.

```
Return Address
148 Old Street
LONDON
EC1V 9HQ
```

14.2   Location:

There must be only one Return Address Block on the Large Letter and if the size of the finished mail piece is equal to or smaller than 240mm x 165mm then it must be placed on the reverse of the mail piece. This ensures incidences are reduced where the incorrect address will be read, possibly resulting in poor quality of service. When on the reverse, it must be within an area within 40mm zone from the top of the mail piece.

For items greater than 240mm x 165mm it is recommended that the Return Address Block be on the reverse.

When on the front, it must be in the top left corner, no more than 75mm from the right edge and cannot extend to lower than 40mm from the top edge of the letter and cannot be closer than 12mm to the Delivery Address Block (see figure 48).

Figure 48: Return address positioning
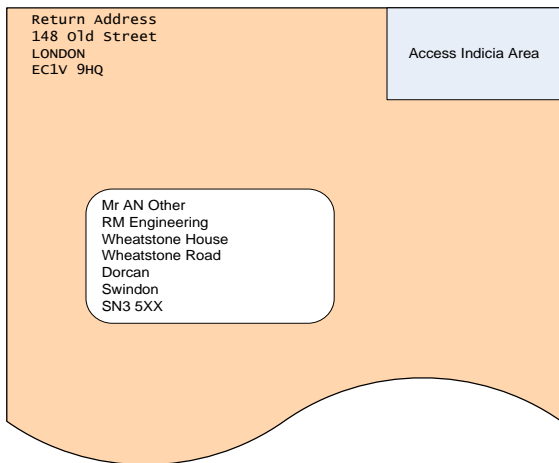
Appendix E: Unwrapped Specification

1.   Introduction
It is possible for us sometimes to accept Mailing Items (including when used in conjunction with Responsible Mail and Advertising Mail) without wrapping or envelopes.

2.   Presentation requirements
The conditions which apply to acceptance of mail, presented in this way are stated here.

Your Access Account Manager will ensure that you are aware of the additional presentation requirements.

All Unwrapped postings must be included in the 7 day Forecast, Pre-notifications, and in the 06:30am docket upload as per Section 11:

For all Unwrapped Mailing Items:
- The minimum number of Mailing Items required per Container is as detailed in Section 6.1
- Mailing Items will be priced according to format as detailed in Section 5
- Each Mailing Items must have an approved Access Indicium as a method of postage payment.
  (Please see Section 3 for more detail)
- We will destroy any Mailing Items that are undeliverable through lack of address particulars or because the address covers have become torn in transit.
- We cannot give any assurance on redirected Unwrapped Mailing Items
- We cannot accept responsibility for damage in transit for these Unwrapped postings and any recipient complaints will be referred to the sender.

Manual Unwrapped Mailing Items:
- You must apply the correct final bag label to each bag or bundle
- Each Mailing Item is to be pre-addressed on the cover below and to the left of the indicia
- Large Letters must be bundled when presented in bags
- Large Letters must be loose when presented in ALPS
- If mail is presented in bundles without bags the bundles must be crossed strapped or alternatively wrapped in polywrap of 30 microns and the posting must also meet the requirements outlined in Appendix F 'Strapped Bundle/Un-Bagged.
- Bundles held together by polywrap the bundle label must comprise of a white adhesive label of comparable size to the normal bag label (12cm x 5cm), and be applied to the outside of the polywrap. The label must be applied in such a position that it obscures the Delivery Address of the item beneath the wrapping to avoid the bundle being perceived as a single item of mail.
- The maximum size is 324mm x 458mm and the minimum is 95mm x 145mm
- All pages of each mailing item in the Unwrapped Posting must be of the same size and fixed together by staples or other means with the exception of the facing cover of the item may be a smaller size – e.g. either half the length or the width of the rest of the item. This is providing that it is securely affixed to the spine of the item.
- Loose inserts are not allowed.
- Where the bag label information has been printed on the item it must meets the current requirements in terms of layout and design.

Machinable Unwrapped Mailing Items:
- Machinable Unwrapped is only available with Large Letter services
- You may use Mailmark Large letters or OCR Large Letters
- You must meet the existing rigidity and stiffness requirements
- The maximum size is 345mm x 245mm x 10mm and minimum size 145mm x 95mm x0.5mm
- All pages (including the cover) must be of equal size.
- No loose inserts or 'onserts' are allowed (e.g. pens, badges etc.)
- All pages must be secured to the binding

- The spine must always be on a long edge furthest away from the indicia.
- The spine must be glued or stapled. (Punch & bind bindings are not permitted).
- The cover of the Mailing Item must have a paper weight of ≥ 50gsm.
- The pages of the booklet must have a paper weight of ≥ 50gsm.
- Mailing Items must be trayed

Standard Large Letter traying requirements apply for Unwrapped Mailing Items that are > 240mm x 165mm size as shown below. Note the spine of the Mailing Item will always be to the right of the tray when viewed from above.

Figure 49: Trayed items > 240mm x 165mm in Trays
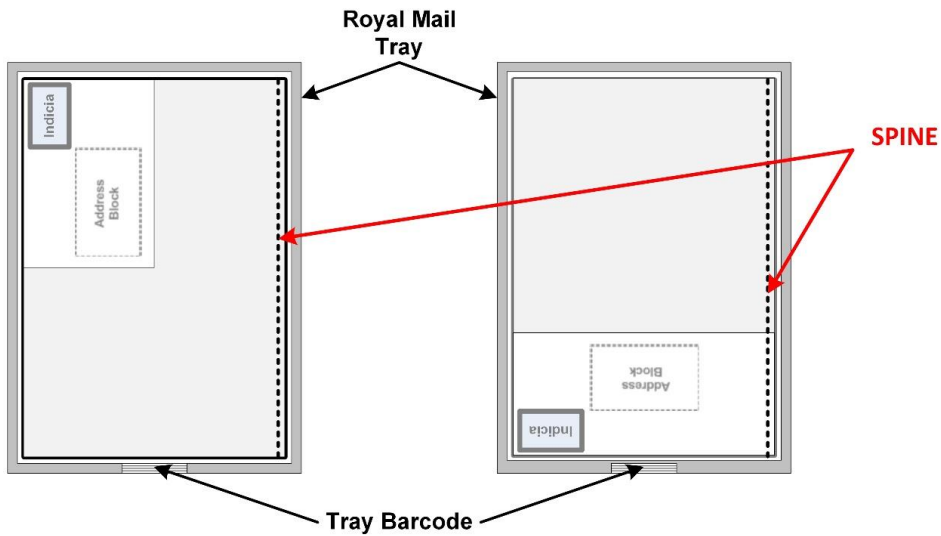
Unwrapped Mailing Items up to 240mm x 165mm in size must be presented with the spine towards the top of the tray as illustrated below

Figure 50:Trayed items Up to 240mm x 165mm in Trays
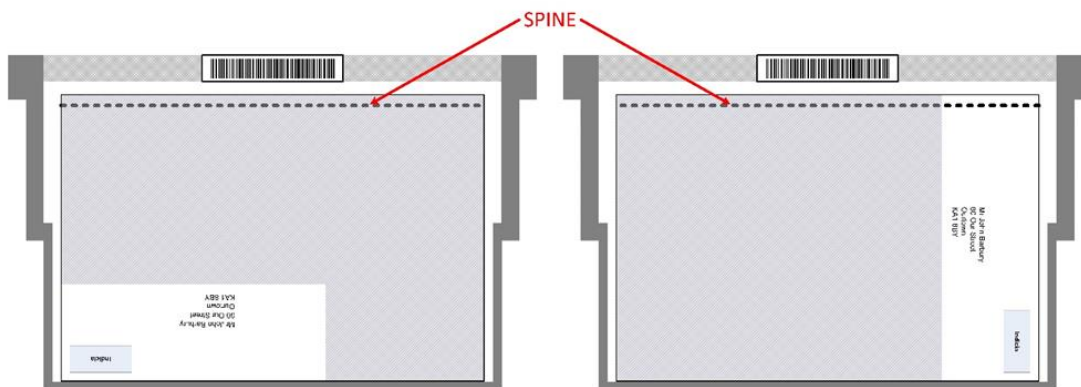
UnwrappedUnwrappedUnwrappedAppendix F: Strapped Bundle/Un-bagged Specification

1. Presentation

The entry level to this service is that the mailing must meet the Access Entry criteria of at least 4,000 Mailing Items. Your Access Account Manager will make sure you are aware of the presentation requirements. All unbagged postings must be included in the 7 day and Pre-notifications and in the 06:30am docket upload.

2. Presentational Requirements

The dimensions of the Mailing Item must fall between 125mm x 176mm and 324mm x 458mm

Mailing Items will be priced according to format as detailed in section 5.

The number of Mailing Items within each bundle must be maximised and comply with maximum bundle weight limits. An under volume bundle is a bundle that does not contain the minimum number of Mailing Items in each weight step as defined in section 6. Under volume bundles will be charged in accordance with section 6.

Bundles must be either;
- Securely double strapped i.e. each bundle must be cross strapped, both lengthways and widthways. This additional strapping serves the same purpose as bags and helps protect the bundles whilst in transit
- Wrapped with polywrap (30 microns).

Postings that include bundles that are not strapped securely will be returned or subject to price adjustment. It is the Customer's responsibility to safeguard the hygiene of mail presented for posting – e.g. mail is free of moisture, clean and undamaged. The tension of any strapping applied to bundles should be such that there is no damage to the mailpiece and that the edges of the mailpiece are not damaged in any way when the strapping is removed and the edges of the mailpiece are not torn or turned up.

When items are of a single uniform thickness across the whole width and length of the item, they must be faced and bundled the same direction.

Where bulky Mailing Items are not of a single uniform thickness across the whole width and length, items must be bundled in such a way that the bundle is level and squared off at the ends. If an item is thicker at one end, the items should be counter stacked with the top half of the bundle turned the opposite way to the bottom half. Address must still be facing upwards.

Elastic bands must not be used for holding bundles together. Customers are required to present bundles either brick stacked or column stacked in containers.

3. Weight Limits

Bundles must not exceed the following weights: -
- 6.4kg. Each bundle must be stacked safely and securely in each York container.
- Individual Mailing Items with a weight up to 100gms, or flimsy in construction, must have a bundle height of at last 15cm to maintain rigidity and efficiency when being handled

The volume of items in each bundle must be maximised to ensure the minimum total number of bundles are presented for a single mailing, subject to sortation requirements, e.g. it is not acceptable to present 2 bundles for the same SSC each weighing 3KG, in this instance a single bundle of 6KG should be presented.

4. Labelling

Each bundle must be labelled as follows:
- Unique Bundle ID Number
- Unique Originating Customer ID number
- Format

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- Customer Name
- Service Indicator – DSA for Operator Access and CDA for Customer Direct Access Customers –
  - AGY for an Agency Schedule 6 or 7 Customer Posting.
  - Destination Office – Mail Centre name
  - Selection Name – name of the Selection as listed in the Access Selection Files
  - Access Selection Files Standard Selection code

For bundles held together with strapping, the label may comprise a simple carrier on top of the bundle and held in place by the strapping. The mailer will provide these labels, which should be placed in the top right corner of the bundle and which may correspond to the dimensions of the items being posted, but must be at least 125mm x 176mm , and the text will be large enough to be highly visible (recommended 18 point or above).

Where strappex has been used to hold the bundle together it is preferred that the Delivery Address is fully obscured on the top Mailing Item. This allows the bundle label to be applied through or across the strappex if desired.

For bundles held together with polywrap the label should comprise a white adhesive label, of comparable size to the normal bag label (12cm x 5cm), applied to the outside of the polywrap. The label should be applied in such a position that it obscures the delivery address of the item beneath the wrapping to avoid the bundle being perceived as a single item of mail.

Standard bag labels may only be used if they can be affixed securely to the top of the bundle and it can be assured that the label will remain on the top of the bundle during transport. (Attaching labels to the strapping with bag ties is NOT acceptable for Health and Safety reasons unless the loose end of the bag tie has been clipped.) It is not allowed to place loose labels under strapping.

Printing labels onto items for unbagged mailings
Where customers wish to print labels directly onto items, or the top item of a bundle the following requirements apply to Mailing Items of the following sizes:-
- Letters: minimum size of 229mm long, 165mm high and 1mm thick. i.e. C5 envelope format
- Large Letters: maximum size of 353mm x 250mm x 25mm thick.
- A3 Parcels: maximum dimensions are 297mm x 420mm x 25mm thick.

The label content must meet the standard labelling requirements in all aspects i.e. size, content, element positioning, and formatting. The only difference from the standard requirements is that it is permitted to print the label details on the item or item enclosure.

A label outline border must not be printed around the label.

A 5mm clear zone must be provided around the 'label area'. Consequently, an area of 128mm by 58mm is required for the label and its clear zone as illustrated.

Figure 51: CFL requirements
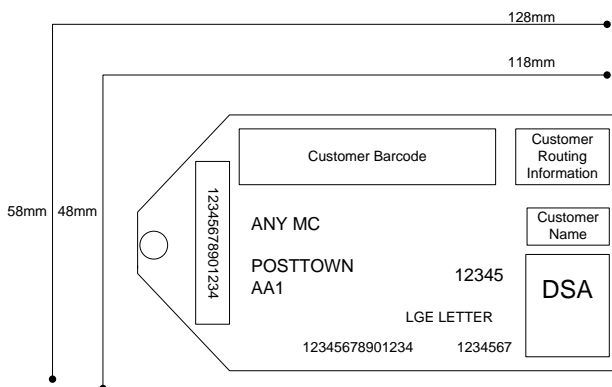
The 'label' must be printed on a white background and in an area free from other printing.

The 'label' must be positioned above and to the left of the Delivery Address Block and, where the Return Address is on the front of the item, below the Return Address Block, please see figure 52.

Figure 52: Return address positioning
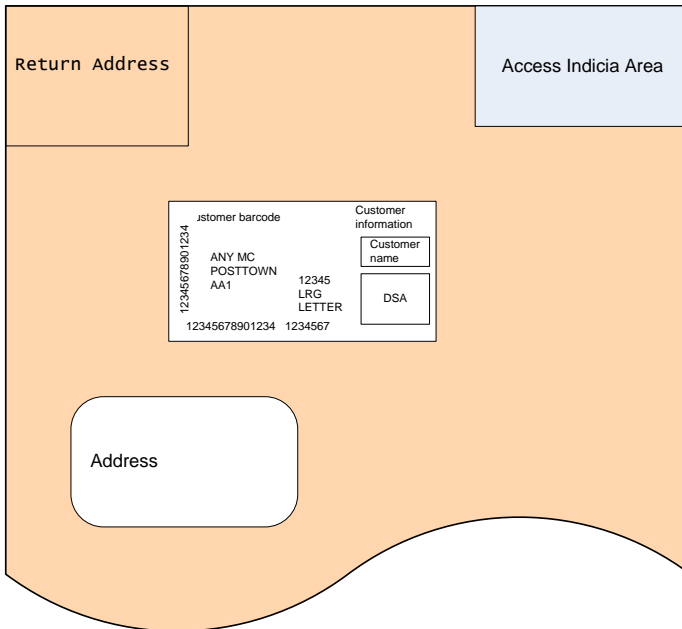
Where the bundles of a mailing are polywrapped, the current requirement to obscure the delivery address of the top Mailing Item with a carrier sheet/adhesive label over it remains. This is to ensure that the bundle is split before delivery and that all items do not go to a single address. However, where bundles have been strappexed, it is not mandatory to cover the top delivery address providing that the above labelling requirements are met.

It is preferred that only the Access Indicia, Delivery Address Block, Return Address Block and the 'Label' should be visible on the face of the mailpiece but this is not a mandatory requirement.

Please note: Mailing Items to Jersey (JE) and Guernsey (GY), are excluded from being presented as strapped bundles for security and handling safety and must be presented in bags in accordance with section 6.4

Appendix G: Using Optical Character Recognition (OCR)

1. Introduction

This technical specification defines the features of a mail piece eligible for the OCR service. Any feature of a mail piece design that does not comply with this specification is not permitted unless it has been tested and approved by Royal Mail prior to posting.

This specification is in essence the standard for 'normal' paper, and – unless you use an unusual type of paper – your items will probably comply. Issues such as colour, design and layout of items are covered later in this Appendix. During design, printing and enclosing, you should take into account the various tolerances associated with these processes to ensure that every mail piece within your mailing adheres to these requirements.

OCR mail is processed by machines which operate at high speeds. These machines integrate stacker feeder systems, belts and pulleys to process and sort the mail through its journey prior to delivery. The sorting process requires mail pieces to be presented and processed through different machines on several occasions (as many as five or six times) so it is necessary that each mail piece is within the physical and material parameters of the specification so it achieves efficient processing with no damage to the machine or mail piece.

This Appendix has been broken in to sections representing the key stages of mail piece creation with each section setting out the specification requirements. The flow chart on the next page is designed to provide a high level summary of order and content of these processes with additional explanatory information to help understand why specific attributes are required.

J tools and supporting guidelines are provided free of charge and should be used to quality check mail pieces through design and production stages.

OCR CBC Instructions MISC121   OCR_Instructions_MISC1218_Jan 2018.p

Figure 53: OCR J tool (Please ignore reference to CBC discontinued service)

1) Introduction

2) Mail piece format - - - - The mail piece must be of a certain format so it can be physically accepted and processed by our machines.

3) Mail piece physical properties

4) Mail piece material properties - - - - The OCR process relies on our machines being able to read Delivery Address information shown on the mail piece in order to print *route* and *tag* codes so it can be walksequenced

5) Addressing

5.1) Delivery Address Block – definition

5.2) Delivery Address Block – positioning and format

Addressing information must be accurate and the address must be in a font and format which our machines can accurately read

6) Delivery Address Block clear zones

6.1) Areas you must not print in

6.2) Return Address

6.3) Delivery Address Block clear zones – through windows

6.4) Using window envelopes

6.5) Contrast

The design of the mail piece means the Delivery Address will either be printed direct on to the mail piece or on an insert to be read through a window. In both cases certain requirements must be met to ensure the information is visible so can be read by our machines. The Delivery Address Block must be within the region of interest. This is the location where the machines are programmed to look and confirm accurate address information

7) Fonts - - - - Incorrect fonts will not be recognised by the machine as a valid and accurate address.

8) Sealing

8.1) Presenting Letters in trays

8.2) Presenting Letters in bags

A correct and securely sealed mail piece is fundamental for our machines to process it with out damage, delay or mis-sorting.

9) Advertising and logos - - - - Correctly applied logos etc. eliminate the possibility of our machines misreading the logo etc. for an address.

10) Can we check it for you? - - - - Providing an assessment of the mail piece provides confidence that the specification has and can be achieved.

11) Perforations - - - - Perforations must be applied and positioned correctly so they do not damage the mail piece, change its physical properties or make it insecure

12) Onepiece mailers - - - - One piece mailers must be designed correctly so they do not damage the mail piece, change its physical properties or make it insecure

2.   Mail piece format

What kind of items you can send? For Mailing Items to comply with OCR, each mail piece must comply with a range of physical parameters.

Mail piece format	Physical requirements
Size	**Rectangular items:** • Maximum size 240mm x 165mm (C5+) • Minimum size 140mm x 110mm **Square items:** • Maximum size 165mm x 165mm • Minimum size 140mm x 140mm
Weight	• Maximum 100g
Thickness	• Maximum 5mm • Minimum 0.25mm
Shape	• Rectangular (oblong) or square • All four sides must be straight • Each corner must be 90° • The vertical edge must be equal to or shorter than the horizontal edge • Items printed in 'portrait' format are not allowed

Figure 54:Format
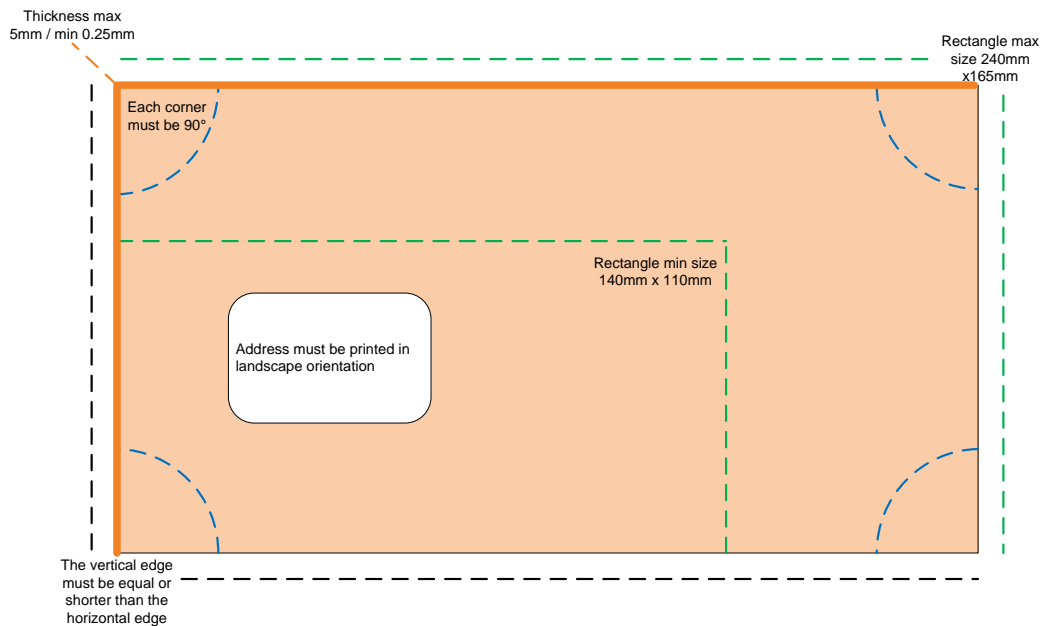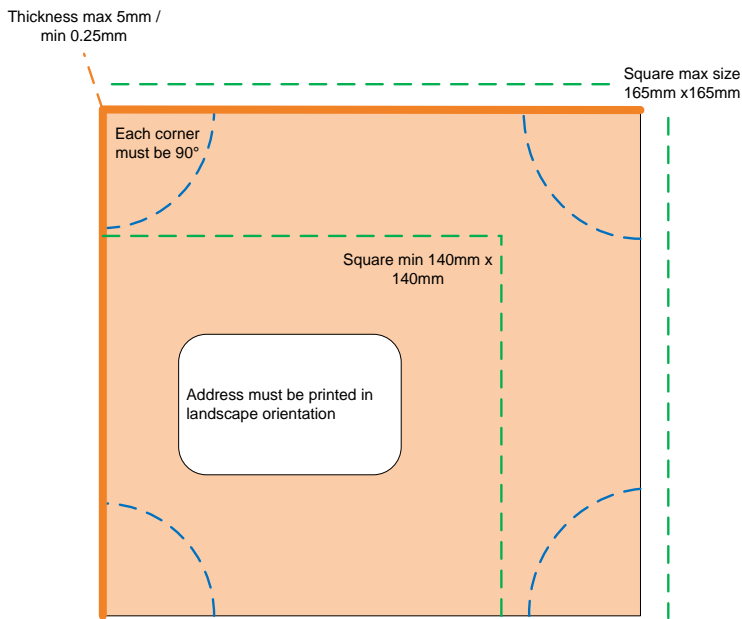
Thickness max 5mm / min 0.25mm

Rectangle max size 240mm x165mm

Each corner must be 90°

Rectangle min size 140mm x 110mm

Address must be printed in landscape orientation

The vertical edge must be equal or shorter than the horizontal edge

Thickness max 5mm /
min 0.25mm

Square max size
165mm x165mm

Each corner
must be 90°

Square min 140mm x
140mm

Address must be printed in
landscape orientation

3.   Mail piece physical properties

3.1.   Flexibility

Mailing Items must be flexible enough to be capable of being processed in our sorting machines without damage to the machine, the Mail Item or other Mailing Items. Each Mail Item must, therefore, be capable of being transported around a pulley with a radius of 140mm with a maximum force of 26 Newtons. Items that are too stiff will not be able to meet this requirement, as shown in figure 56.

Figure 55:Flexibility test – pass   **Figure 56:Flexibility test – fail**
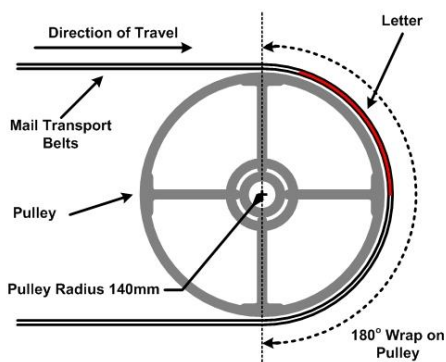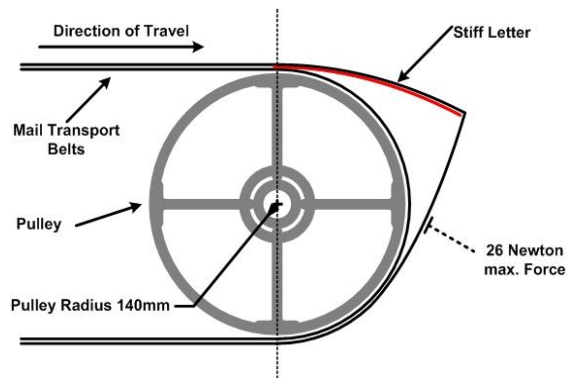
Direction of Travel   Letter

Mail Transport
Belts

Pulley

Pulley Radius 140mm

180° Wrap on
Pulley

Direction of Travel   Stiff Letter

Mail Transport
Belts

Pulley

Pulley Radius 140mm

26 Newton
max. Force

3.2.   Inserts

An insert is defined as anything that is inserted or enclosed into a mail piece. Items such as pens, keys gifts etc. that are inserted in mail pieces must not alter the properties of the mail piece such that

the mail piece falls outside of the OCR automation requirements. Typically the significant factors affected are stiffness, thickness, and insert movement.

For any insert other than paper contents, you must make sure they are fixed in position so they do not move around during processing. You can use glue or self- adhesive tabs to fix any inserts
No metallic items should be contained within the mail piece with the following exceptions:
- staples maximum size 24mm by 6mm
- paper clips maximum size of 23mm length

3.3. Lateral movement

The maximum amount of lateral movement of the largest insert within the envelope must not exceed 20mm.

Figure 57:Lateral Movement
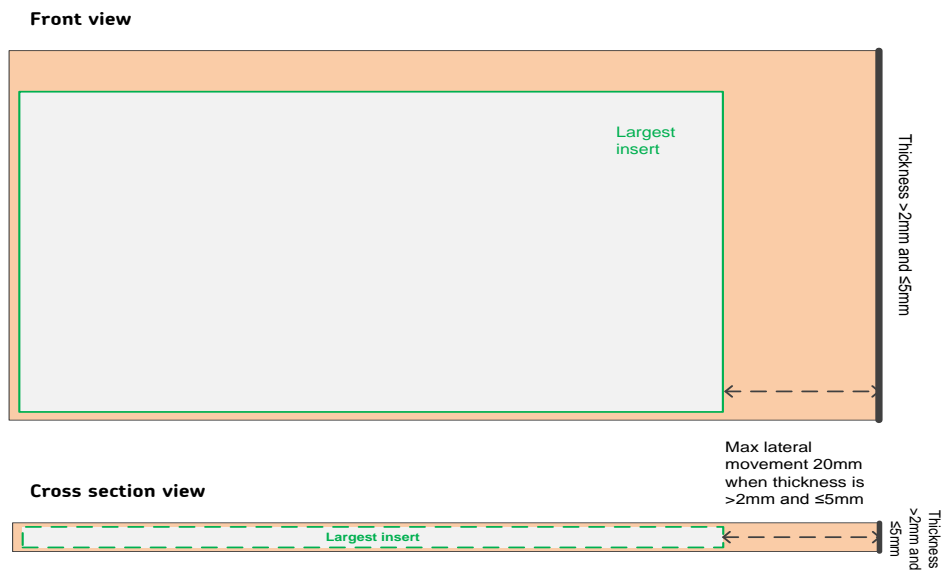
Where the overall total mail piece thickness does not exceed 2mm, the maximum allowable largest insert movement is 30mm.

Front view

Largest insert

Thickness ≤2mm

Cross section view

Largest insert

Max lateral
movement 30mm
when thickness is
≤2mm
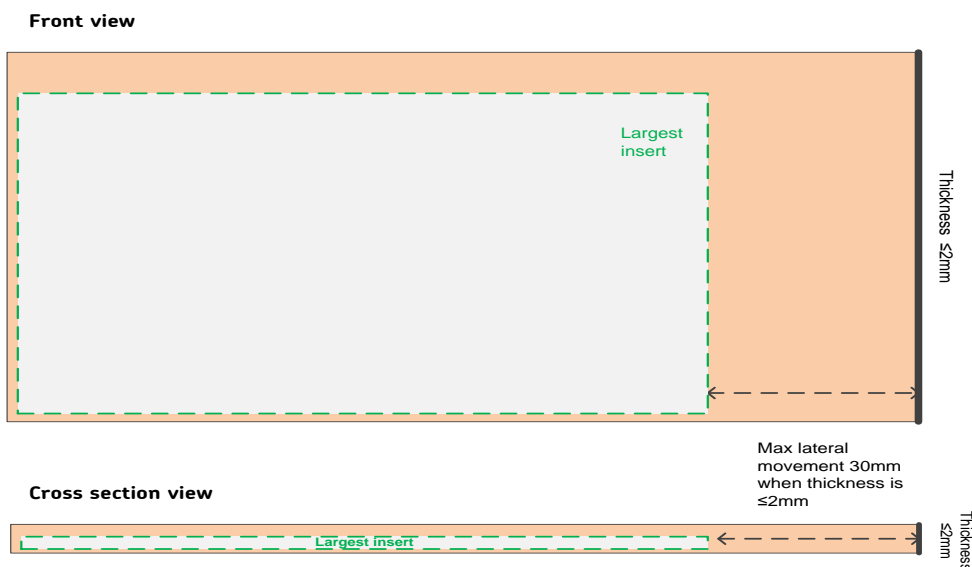
Thickness ≤2mm

4.   Mail piece material properties

Paperweight – grammes square meter (gsm)
* Envelopes: 70gsm minimum.
* Postcards: 200gsm minimum with a minimum thickness of 0.25mm thick

Material
Envelopes must be paper based; you must not use polythene, plastic or transparent items, or aperture envelopes (i.e. windows envelopes without a film)

Opacity
The paper on which the address is printed on must be equal to or more than 85% opaque to prevent any character on the reverse side showing through.

Porosity
Porosity value less than 700ml/minute

Absorbency
Absorbency value required 15-35gsm of water in one minute.

Paper colour
The most suitable colours for your mail pieces are white, cream or buff. Other colours are possible so long as they are light or pastel shades and contrast by at least 50% (55% where the address is read through a window) in tone with the address. Use of red or dark colours is not allowed, as it makes it difficult for our machines to read the address or codes.

Background Reflectance (BR) and Reflective Difference (RD)
In order to provide sufficient reflectance from the mail piece material that allows sufficient light to be reflected back, a BR value of a minimum of 35% in the red region (600nm) is required. Mail pieces not meeting this requirement will appear as a block of dark grey or even black, making it impossible to identify the address on the mail item.

In order to provide sufficient contrast between the mail piece material and the printed address, the Reflective Difference between the mail piece background and the printing reflectance (PR) must be a

minimum of 30%. Mail pieces not meeting this requirement will appear as block making it extremely difficult to distinguish the address from the mail piece material.

5   Addressing

5.1   Delivery Address Block – definition

The Delivery Address Block is defined as an imaginary rectangular box which surrounds the address, as illustrated in figure 58, and touches the extremities of the text on each side. It may consist of up to 2 elements:-

1.   Mailer Defined Information (MDI)[4] reference information. This is optional and if used must be in the line immediately above the addressee.

2.   The Delivery Address must be included and is comprised of the following:
   - Addressee Elements – This may include the relevant punctuation
   - Geographic address – The information in the address must correspond with the information in PAF®. Only punctuation that appears in the corresponding PAF® record may be included.

The Delivery Address element must be printed in only one type and size of font.

Figure 58:Delivery Address Block

There must only be one Delivery Address Block and it must be on the same side as the Access Indicium used. No other addresses or anything that can be construed as an address can appear on the front of the Mailing Item with the exception of the Return Address- see requirements in section 6.2 of this Appendix G

Mailer Defined Information.

Customers wishing to print the MDI as part of the Delivery Address Block may print it in a different font and different size from that used in the Delivery Address element. The data must be in a type face and may comprise of letters, numerals, punctuation marks, ideograms and symbols. Barcodes are not permitted. All spaces between all lines within the Delivery Address Block including the MDI must be the same.

5.2   Delivery Address Block – positioning and format
- All lines of the Delivery Address Block must be justified left.

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[4]   The MDI does not have to be part of the Delivery Address Block; it is preferred to be elsewhere on the mail piece outside of any clear zones

- The address can appear anywhere in the pink shared area as shown in figure 53. It must be at least 15mm from the top, left and right edges and at least 18mm from the bottom edge.
- The extremities of the Delivery Address Block must be at least 2mm away from the edge of the label or window.
- Additionally, there must be 5mm clear zone around the Delivery Address Block that is free from text, graphics or patterns.
- Excessively skewed addresses cannot be read. OCR can only tolerate a maximum skew of plus or minus 5 degrees from the horizontal.
- All punctuation may be omitted from all parts of the Delivery Address.
- Punctuation, if included within the Delivery Address, must remain restricted to the punctuation that appears within the corresponding PAF® record. Do not use punctuation in abbreviations such as 'St' for 'Street' or 'Rd' for 'Road'.
- Punctuation may be used in the Mailer Defined Information (MDI) and/or the addressee's name or the addressee' title. For full details on allowable punctuation within a PAF® record please see PAF® Digest available from www.royalmail.com, or your Access Account Manager.
- The preferred address format is where each line of the address element is on a separate line and the Postcode must be on the last line of the address. Please see Appendix A, Addressing Mailing Items, for 'Elements of Address and Address Structure'. Please note that the requirement for "no other text/information on the face of the mail item that could be construed as an address" includes any areas of an insert which may appear in the window of the mail item arising from the insert movement.
- The Country name (United Kingdom, Great Britain, England, etc.) must not be used.
- The Postcode must be in capital letters and contain either one or two spaces between the two parts

6 Delivery Address Block clear zones

6.1 Areas you must not print in

You must leave the following areas clear of any markings. These areas are called 'clear zones', and are used by our machines to print and read codes on Mailing Items and locate the address. You must leave clear zones in the following areas.

- 5mm around the Delivery Address Block.
- 18mm from the bottom edge and 130 mm from the right edge. This is for Royal Mail route code marking.
- A zone 100mm from the right hand edge and 10mm high, with the zone's top edge starting 70mm from the bottom edge of the item. This is for Royal Mail tag code marking.
- The address may appear anywhere within the pink shaded Delivery Address Block Area (shown on the OCR template at figure 53)
- No part of the address may fall within 40mm of the top of the mailpiece. However, if you cannot meet this requirement, then as long as there is no other print or graphic on the envelope that could be construed as an address, and providing the address conforms to PAF®, the Delivery Address Block may encroach in to the 40mm, clear zone as long as the last line of the Delivery Address Block is no nearer than 50mm from the top of the mailpiece.

The clear zone around the Delivery Address Block must be at least 5mm as shown in figure 59
The Delivery Address Block must be at least 5mm away from any print or graphics. The left, right and bottom edges of the Delivery Address Block must be at least 2mm away from the window edge. Additionally, there must be 5mm clear zone between the left, right, top and bottom edges of the Delivery Address Block and any print, graphics or patterning on the envelope or any other surrounding material.

Figure 59: Delivery Address Block clear zones

6.2 Return Address

- Each item must bear a UK Return Address
- A Return Address should go on the reverse of the Mailing Item and it must be wholly in an area no more than 40mm from the top of the mail piece. It is preferred that it is positioned central from either side and be structured as left justified.
- In exceptional cases if a Return Address is on the front of the mail item it must be wholly in an area no lower than 40mm from the top of the mail item and no less than 75mm from the right hand edge of the envelope. This will prevent our automation equipment from sorting the mail item to the return address
- The Return Address must be identified as a Return Address and it is recommended that the Return Address be preceded by the words 'Return Address';
- The Return Address must be a valid PAF® address; and
- It is recommended that the font and point size used are either 'Lucida Console' or 'Letter Gothic' fonts of 10-12pt

6.3 Delivery Address Block clear zones – through windows

When window envelopes are used, the total clearance around the Delivery Address Block remains unchanged at or more than 5mm, but this may consist of clear zones both within the window and on the envelope. Figure 60 shows how the 5mm zone can be constructed.

Figure 60: Delivery Address Block clear zones

There must be a minimum of at least 2mm between the left, right, and bottom edge of the Delivery Address Block and window edge. No clear zone is required within the window above the Delivery Address Block, but the Delivery Address, must always be visible.

We recommend the addressee details remain in view but we will accept the addressee details tapping right up to the edge of the window or they can tap out partially or wholly to the top of the right providing that the remainder of the Delivery Address remains wholly visible.

Where a MDI is printed as the top line of the Delivery Address Block the MDI may tap cleanly and completely out of the window providing that the remainder of the Delivery Address Block remains completely visible. These requirements apply at all times including after the Mailing Item is tapped on any of its four edges to induce maximum insert movement.

The remaining clear zone requirements may be met through the provision of clear zones on the envelope i.e. a clear zone which is free of print, graphics or patterning of at least 3mm to the left, right, and bottom of the Delivery Address Block; and a clear zone of at least 5mm on the envelope above the Delivery Address Block.

6.4   Using window envelopes

Windows may be included on envelopes for a variety of reasons so it is necessary to ensure that the inclusion of a window(s) does not physically impact the mail piece in such a way that may prevent our machines from processing it. The following window options only are permitted;

Option to have a window on the front	Option to have a window on the back	Example of use	Requirements
✔		The address is read through the window	See section 6.4.1
	✔	The address is printed on the front of the envelope and the window on the back is used for non–address information.	See section 6.4.2
✔	✔	The address is read through the window on the front and the window on the back is used for non–address information	See section 6.4.3

The front face is defined as the side containing the indicia and the Delivery Address

6.4.1 Address is read through a window

If you intend your address to be read through a window, please follow these requirements:

- Windows must be rectangular in shape, and each corner of the aperture must be radiused
- The window must not interfere with the clear zones for the Royal Mail route and tag codes. (Please see figure 53)
- The window position must be at least 15mm from the top, left and right edges of the envelope, and at least 18mm from its bottom edge.
- The maximum gloss value of the window material must be equal to or less than 150 when measured at 60° in accordance with ASTM 2457 Standard test method for specula gloss of plastic films.
- The window haze should be equal to or less than 75% in accordance with ASTM D1003-00 Standard test method for haze of plastic films.
- The window envelope material must be robust enough not to become deformed and fixed to the envelope evenly across the surface area it is in contact with.
- The item inside the envelope must fit securely, and not move around. The Delivery Address must always be fully visible with a 5mm clear zone around the Delivery Address Block at all times which is free from text, graphics or patterning.
- The number of windows on a single mail item must not exceed two.
- The windows must not exceed 50% of the surface area for one face of the mail item and must appear on the front of the mail item (the same side as the address). The windows must not infringe on any of the clear zones on the mail item (Please see figure 53 OCR template)

6.4.2 Addresses printed direct on to the mail piece

If you intend your address to be printed on the front of the envelope and include a window on the reverse for non-address information please follow these requirements;

- Only one window is permitted.
- The window must not exceed 50% of the surface area
- The window envelope material must be robust enough not to become deformed and fixed to the envelope evenly across the surface area it is in contact with.

6.4.3 Windows on front and back of envelopes

Envelopes with a window on each side, one on the front and one on the back can only be used if the following requirements are met;

Mail piece Physical Properties

- Minimum mail piece length is 212mm (maximum is 240mm)
- Maximum thickness 1mm
- Paper inserts only
- Maximum weight 20g

Window Properties

- The window on the front face must be rectangular with a maximum size of 90mm length and 45mm height. It must be positioned so it does not interfere with any required route and tag clear zone
- The window on the back must be circular with a maximum diameter of 48mm. The perimeter of the window must be 31mm ± 2mm from the bottom of the envelope and centred along the long edge.

6.5 Contrast

Printing

The address must be darker than the paper. For example don't print the address in white ink on dark paper. Please do not print text behind the address, as our machines cannot read against it. There must be a minimum of 50% contrast ratio (55% for addresses behind windows) between the print of the address and the background.

Background

Printing or embossing of security backgrounds, if essential, should be faint, of uniform consistency and be on the inside of the envelope. The contrast factor must not be greater than 10%.

7   Fonts – which Typeface to Use?

Using Optical Character Recognition – OCR – enables you to print your addresses in a typeface that our sorting machines are able to read, by breaking each line down into separate characters or words and looking for vertical white paths between them.

However, in order for OCR to function properly, only certain fonts can be used and print quality must be of a certain standard. For example, using typefaces that are more unevenly spaced than others (or printing labels on a printer where the ink is running low) may cause the item to be rejected and us having to resort to manual sorting mode – which can cause delay and affect the Access Charge

There are a variety of fonts you can use, though we would recommend using one from the list shown wherever possible. We would also recommend you regularly check the quality of your print output for clarity. If you have any doubts on either of these requirements, please contact your Access Account Manager.

Fonts	
Addressing in title case is preferred (with the Postcode always in capitals) The ampersand character may be used All fonts can be in 10pt-12pt	
Acceptable Non-Proportionally Spaced Fonts	**Acceptable Proportionally Spaced Fonts**
Courier	Arial
Courier New	Avant Garde
Letter Gothic	Calibri
Lucida Console	Estrangelo Edessa
Lucida Sans Typewriter	Eurostile
OCR B	**Frankfurt Gothic**
Word Gothic	Franklin Gothic (Book)
	Gautami
	Geneva
	Gill Sans
	Helvetica
	Latha
	Lucida Sans
	Mangal
	News Gothic MT
	Univers
	Optima
	Ravi
	Shruti
	Trebuchet MS
	Tunga
	Univers
	Verdana

Typefaces with the following characteristics are also suitable:
- Size – Height: 2mm min - 7mm max. Width: 7mm max.
- Dimension – minimum ratio of lower case height (b) to upper case height (a) of between 2:3 and 3:4. A ratio of width (c) to height (a) of approximately 2:3.

- **Consistency** – each and every line of the delivery address (including the addressee's name) must be in the same typeface and point size.
- **Quality** – characters must be complete, clear, uniform and of high resolution, with individual stroke thickness of between 8% and 16% of the height of the character.
- **Contrast** – there should be a contrast between the characters and the background on which they are printed of at least 50% (55% if it is to be read through a window).
- **Character spacing** – there should be a fixed pitch of between 10 and 12 characters per inch (or between 15 and 10 point size), with clear vertical gaps of at least 0.25mm between the extremities of adjacent characters. If you are using proportionally spaced text, please ensure you keep spacing of at least +0.75, as this significantly improves the rate at which addresses can be read.
- **Line spacing** – allow uniform spacing between all lines of the address, of between 1mm and 4mm (measured from descender to ascender). There should be no blank lines.

Please note; OCR machines can read anything up to 64 characters per line (including spaces). OCR cannot recognise computer zero (Ø). Script type or italic typefaces also cannot be read.

Things to avoid
The following are typical problems, which can prevent your mail from being processed by an OCR machine.

- Characters with incorrect proportions

- Quality of characters – which are poorly printed or defined, either because they have been printed by low quality printers or low resolution dot matrix printers, or because the printer needs maintenance (e.g. worn ribbon, low on toner/ink etc.).

- Characters with poor outlines – fuzzy or blurred, or strokes which are incomplete, broken or smeared, for any of the above reasons.
- Close character spacing – characters which touch adjacent characters, whether on the same line or those from above or below.

- Proportionally or unevenly spaced text – characters or words that have too much space between them the spacing between words must be less than 5mm.

- Typeface styles – bold, italic, inclined graphic, pseudo-script or handwriting limitations. Typefaces with excessive serifs, which touch or overlap adjacent characters or serifs. Generally, sans-serif fonts are preferable to serif fonts.

Print contrast – printing white type on a black background or similar, or combinations of colours such as black print on a strong red background

8 Sealing

All items must be securely sealed on all sides, taking care to avoid too much gum. Envelope flaps may fold either to the back or front of the mailpiece. If the flap folds to the front (address side) of the mailpiece, the edge of the flap must not fall within the clear zones required for route and tag codes.

- You must not use metal clips or staples.
- The items must be sealed on all sides securely and continuously

One Piece Mailers are permitted, please contact your Access Account Manager for the full specification.

Sealing Tolerances

Opening Flaps must be sealed as far along the edge as possible. All remaining edges must be sealed.

8.1 Letters presented in trays

For DL and C5 Letters with rectangular or trapezium shaped opening flaps presented in trays only, there is a maximum tolerance of up to 35mm from the left and right edges and 35mm from the top edge (as illustrated in figure 61) where the flaps do not have to be sealed[5]

Figure 61:Sealing for mail in trays

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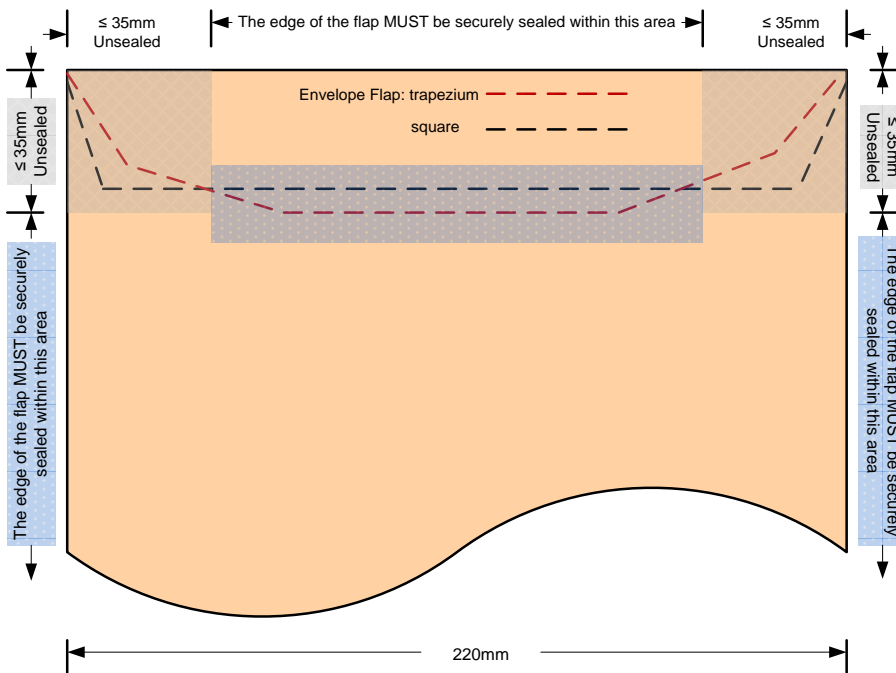
[5] An envelope manufacturing tolerance of 2mm is permitted i.e. the minimum Letter length here is 218mm.

8.2   Letters presented in bags

For all other Letter sizes there is a maximum tolerance of up to 25mm from the left and right edges and 35mm from the top edge (as illustrated in figure 62) where the flaps do not have to be sealed.

Figure 62:Sealing for mail in bags
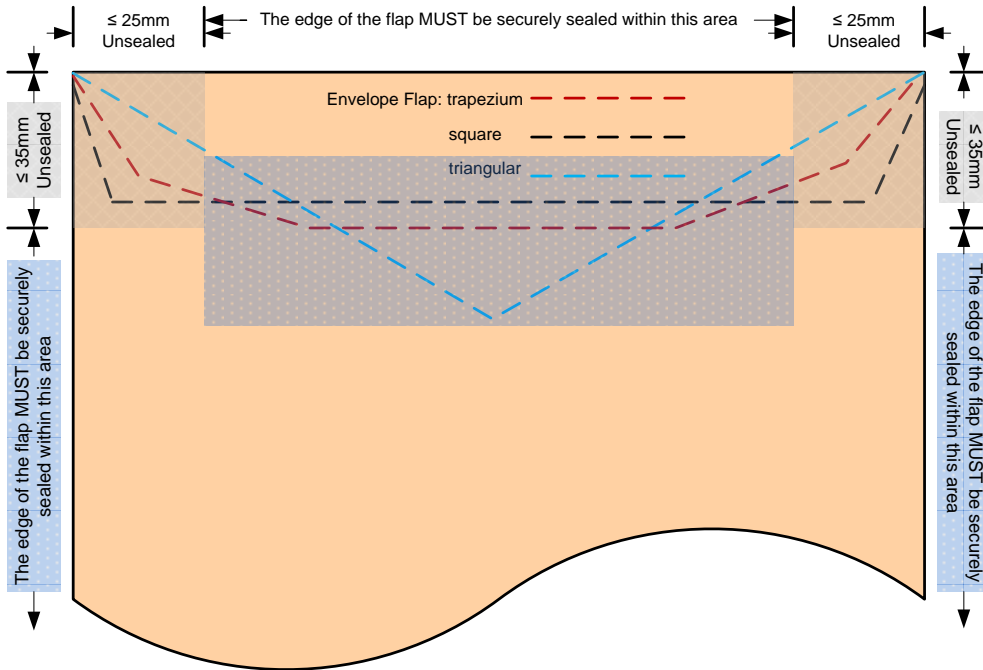
9   Advertising, logos and other devices
These can be used so long as they do not fall into any of the clear zones. They must not look like an address or a barcode

10   Can we check it for you?
Once you have passed the Quality Assurance process, if you are unsure whether a particular mailpiece complies with all the conditions, why not send us a sample in advance. We will advise you of any problems, and suggest ways of redesigning it. Please contact your Access Account Manager.

11   Perforations
Perforations are defined as a series of holes in a mailpiece to make opening easy. The "cut" is the hole and the "bridge" is the paper that is left intact and subsequently torn when the mailpiece is opened

Roulette and Zip Tie perforations are acceptable, and requirements for these perforations types are provided in the following section. Please see figure 63 for elements of a perforation.

Figure 63: Perforation elements
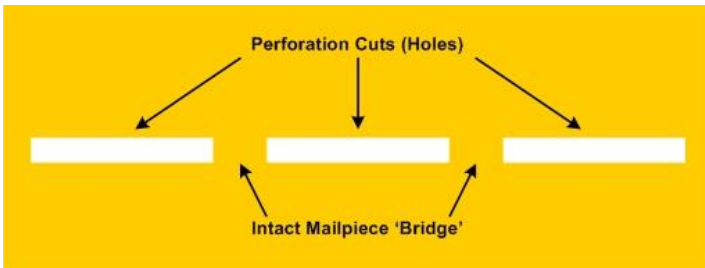
11.1 Zip Tie Perforations

Zip Tie perforations are acceptable subject to the following requirements

- Only one Zip Tie is permitted on each mailpiece
- The Zip Tie must be die cut into the mailpiece;
- The paper weight for the mailpiece must be ≥ 150 gsm;
- The mailpiece must be presented in landscape orientation only;
- The Zip Tie must always be placed on the back of the mailpiece;
- The Zip Tie may be positioned either horizontally or vertically, but the 'Tear' direction of the Tie is dependant upon the orientation of the mailer. Figure 64 illustrates the back of a landscape orientation mailpiece, the orientation and 'Tear' directional requirements (the relative position of the Access Indicia on the front of the mailpiece being illustrated);

Figure 64: Zip tie orientation
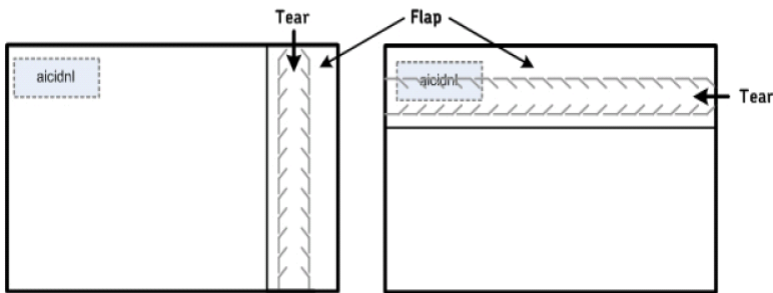
- The Zip Tie must be located on a flap that is ≤ 40mm wide as illustrated in figure 65;
- The Zip Tie must be positioned ≥ 9mm from the edge of the flap as illustrated in figure 65;

Figure 65: Zip tie envelope flap

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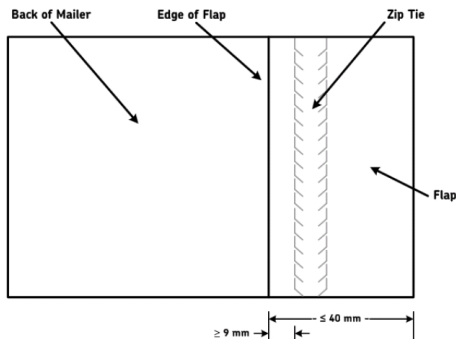
- The dimensional requirements for the cut of the Zip Tie are provided in figure 66 below;

Figure 66: Zip tie dimensions
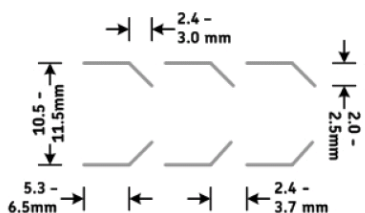
- All cuts and bridges must be of uniform size;
- The cuts must be rectangular in shape and have a width of ≤ 0.1mm;
- The glue used to seal the flap must not run out onto the outside of the mail item or produce protruding mounds on the mail item;
- The glue must be fully cured prior to presentation to Royal Mail;
- The tensile strength of the glue must be ≥ 4.5N and fibre tear must be exhibited on separation.

11.2 Roulette Perforations

Acceptable requirements for Roulette perforations are as follows:
- The perforations must be die cut into the mailpiece;
- The minimum paper weight must be ≥ 100gsm;
- The mailpiece must be in landscape orientation only;
- Perforations can only be present on any 3 sides, with only one of those sides being either of the longest sides;
- The perforations must be inset from the edge of the mailpiece by 12 ± 1mm;
- The cut of the short side perforations must be set at 1.3– 2mm and with a bridge of ≥ 0.8mm as illustrated in figure 67. All cuts and bridges must be of uniform size;
- The cut of the long side perforations must be set at 0.5 – 1.4mm and with a bridge of ≥ 0.4mm as illustrated in figure 67. All cuts and bridges must be of uniform size;
- The cuts must be rectangular in shape and have a width of ≤ 0.1mm;
- The short side perforations must extend from the edge of the envelope;
- The long side perforations must not extend beyond the short side perforations;
- The indicia must not be printed over the perforations;
- No other colour must be visible through the perforations in the Tag and Route Codemark Clear Zones;
- The perforated edges must be securely sealed all round from the perforation to the letter edges;
- The glue must not run out onto the outside of the mail item or produce protruding mounds on the mail item;
- The glue must be fully cured prior to presentation of the mailing to Royal Mail;
- The tensile strength of the glue must be ≥ 4.5N and fibre tear must be exhibited on separation.

Figure 67: Perforation dimensions

11.3 Pressure seal envelopes incorporating Roulette Perforations

A Pressure Seal Envelope is a single sheet of paper which has been folded either two or three times to make a DL or C5 size mailpiece. The short sides need to be sealed and are opened by means of a standard perforation. One long side has to be a fold, the other will be sealed and have effectively a 'double' perforation to allow the item to be fully opened. The short sides have perforations through all layers of the letter (there will be 3 layers of paper for DL or 2 layers of paper for C5 size mailpieces) The long side has a Roulette perforation that does not go through to the front of the mailpiece. The item is opened by removing the short edge perforated strips first and then tearing back the tear off strip on the reverse.

Design & general requirements:
- The item is produced from a single sheet of paper
- Inserts are not permitted
- DL design must be > 100gsm (3 ply)
- C5 design must be > 150gsm (2 ply)
- Landscape permitted
- Perforations to be on both short sides
- The Roulette Tear strip to be on the back of the letter
- The longest edge from the indicia must be a fold (bottom edge for Landscape, left side for portrait)

Perforated strip (short edges):
- The cut of the Perforated Strip perforations must be set at 1.3mm – 2mm and with a bridge of ≥ 0.8mm
- The cuts must be rectangular in shape and have a width of ≤ 0.1mm.

Perforated strip (long edge on reverse):
- Only one Roulette Tear strip is permitted on each letter
- It must be die cut into the letter
- It must be placed on the back of the letter (i.e. the side which does not have the Delivery Address and PPI) and must run parallel to the long edge
- It must be > 10mm from the long edge of the letter & must be > 10mm wide
- The cut must be set at < 3.3mm and with a bridge of > 0.6mm as illustrated in figure 68 below.
- Each cut must be of uniform size
- Each bridge must be of uniform size
- The cuts must be rectangular in shape and have a width of < 0.1mm.
- The 'long' perforation may extend into the 'short' side perforations. If this occurs, it must be securely sealed i.e. the strips totally sealed along their length.
- The edge between the tear strip and the edge of the letter must be securely sealed along its entire length
- Sealing adhesive to be < 80 microns thick
- The glue must not run outside the mail item or produce protruding mounds
- Glue to be fully cured before the mail is presented to Royal Mail
- Tensile strength of the glue must be > 4.5N and fibre tear must be exhibited upon separation

Figure 68: Pressure seal envelopes
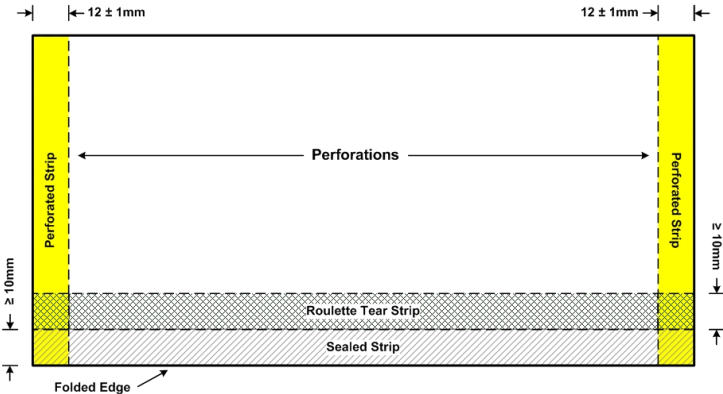
12   Single sheet mailer

Please contact your Access Account Manager to discuss the design and construction requirements for mailers created from a single sheet of paper.

Appendix H: Using Customer Bar Coding (CBC)

1. Introduction

This technical specification defines the features of a mail piece eligible for the CBC service. Any feature of a mail piece design that does not comply with this specification is not permitted unless it has been tested and approved by Royal Mail prior to posting.

This specification is in essence the standard for 'normal' paper, and – unless you use an unusual type of paper – your items will probably comply. Issues such as colour, design and layout of items are covered later in this Appendix. During design, printing and enclosing, you should take into account the various tolerances associated with these processes to ensure that every mail piece within your mailing adheres to these requirements.

CBC mail is processed by machines which operate at high speeds. These machines integrate stacker feeder systems, belts and pulleys to process and sort the mail through its journey prior to delivery. The sorting process requires mail pieces to be presented and processed through different machines on several occasions (as many as five or six times) so it is necessary that each mail piece is within the physical and material parameters of the specification so it achieves efficient processing with no damage to the machine or mail piece.

This Appendix has been broken in to sections representing the key stages for mail piece creation with each section setting out the specification requirements. The following flow chart is designed to provide a high level summary of order and content of these processes with additional explanatory information to help understand why specific attributes are required.

J tools and supporting guidelines are provided free of charge and should be used to quality check mail pieces through design and production stages.

OCR CBC
Instructions MISC121

Figure 69:CBC J Tool

OCR and CBC Letter Guide
Item Code: MISC1218   Drg No. PE/MH101/08187   Issue 10 (Rev C, 05/March/10)

Tool Features

1. Letter Size
2. Codemark Clear Zones
3. Indicia Area
4. Return Address & Zip Tie Area
5. Maximum Thickness
6. Delivery Address Area
7. OCR Address Clear Zone & Word Spacing
8. Address Block Skew
9. Perforation Insert
10. 2mm Thickness / Lateral Movement
11. CBC / Window Area
12. CBC / OCR Address Window Clear Zone
13. CBC Density
14. CBC Stop Bar Height

Please refer to instructions for use

1) Introduction

2) Mail piece format - - - - - The mail piece must be of a certain format so it can be physically accepted and processed by our machines.

3) Mail piece physical properties

4) Mail piece material properties - - - - - The CBC process relies on our machines being able to read CBC information printed on the mail piece so it can be walk sequenced

5) Addressing - - - - - Addressing information must be accurate and the address must be clear and visible at all times. During some processes the machines will use the address to verify the accuracy of the CBC (including DPS). Visibility of the address ensures accurate deliver.

6) Customer Barcode (CBC)

6.1) How it works

6.2) Printing the CBC

6.3) The basic principles of barcodes

The design of the mail piece means the CBC will either be printed direct on to the mail piece or on an insert to be read through a window. In both cases certain requirements must be met to ensure the information is visible so can be read by our machines. The CBC must be correctly positioned with required clear zones.

6.4) Delivery Point Suffix (DPS)

6.5) Checksum character

6.6) Using window envelopes

7) Sealing

7.1) Presenting Letters in trays

A correct and securely sealed mail piece is fundamental for our machines to process it with out damage, delay or mis-sorting.

7.2) Presenting Letters in bags

8) Can we check it for you? - - - - - Providing an assessment of the mail piece provides confidence that the specification has and can be achieved.

9) Perforations - - - - - Perforations must be applied and positioned correctly so they do not damage the mail piece, change its physical properties or make it insecure

10) One piece mailers - - - - - One piece mailers must be designed correctly so they do not damage the mail piece, change its physical properties or make it insecure

2. Mail piece format

What kind of items you can send? For Mailing Items to comply with CBC, each mail piece must comply with a range of physical parameters

Mail piece format	Physical requirements
Size	Rectangular items: • Maximum size 240mm x 165mm (C5+) • Minimum size 140mm x 90mm Square items: • Maximum size 165mm x 165mm • Minimum size 140mm x 140mm
Weight	• Maximum 100g
Thickness	• Maximum 5mm • Minimum 0.25mm
Shape	• Rectangular (oblong) or square • All four sides must be straight • Each corner must be 90° • Items may be presented landscape or portrait orientation (subject to the correct positioning of the barcode)

Figure 70:Format

Thickness max 5mm / min 0.25mm

Rectangle max size 240mm x165mm

Each corner must be 90°

Rectangle min size 140mm x 90mm

Address must be printed in landscape orientation

Thickness max 5mm / min 0.25mm

Square max size 165mm x165mm

Each corner must be 90°

Square min 140mm x 140mm

Address must be printed in landscape orientation

3. Mail piece physical properties

3.1 Flexibility

Mailing Items must be flexible enough to be capable of being processed in our sorting machines without damage to the machine, the Mail Item or other Mailing Items. Each

Mail Item must, therefore, be capable of being transported around a pulley with a radius of 140mm with a maximum force of 26 Newtons as shown in figure 71. Items that are too stiff will not be able to meet this requirement, as shown in figure 72.

Figure 71:Flexibility pass   **Figure 72:Flexibility fail**
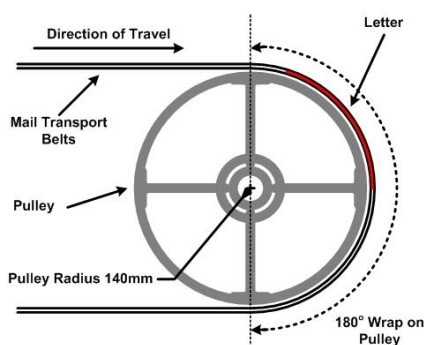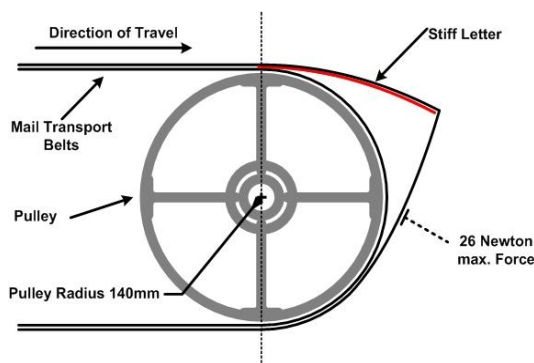
Direction of Travel   Letter

Mail Transport
Belts

Pulley

Pulley Radius 140mm

180° Wrap on Pulley

Direction of Travel   Stiff Letter

Mail Transport
Belts

Pulley

Pulley Radius 140mm

26 Newton max. Force

3.2.   Inserts

An insert is defined as anything that is inserted or enclosed into a mail piece. Items such as pens, keys gifts etc. that are inserted in to mail pieces must not alter the properties of the mail piece such that the mail piece falls outside of the CBC automation requirements. Typically the significant factors affected are stiffness, thickness, and insert movement.

For any insert other than paper contents, you must make sure they are fixed in position so they do not move around during processing. You can use glue or self- adhesive tabs to fix any inserts

No metallic items should be contained within the mail piece with the following exceptions:

- **staples maximum size 24mm by 6mm**
- **paper clips maximum size of 23mm length**

The maximum amount of lateral movement of the largest insert within the envelope must not exceed 20mm.

Figure 73:Lateral Movement

Front view

Largest insert

Thickness >2mm and ≤5mm

Max lateral movement 20mm when thickness is >2mm and ≤5mm

Cross section view

Largest insert

Thickness >2mm and ≤5mm

Where the overall total mail piece thickness does not exceed 2mm, the maximum allowable largest insert movement is 30mm.

Front view

Largest insert

Thickness ≤2mm

Max lateral movement 30mm when thickness is ≤2mm

Cross section view

Largest insert

Thickness ≤2mm

4. Mail piece material properties

Paperweight – grammes square meter (gsm)

Envelopes: 70gsm minimum.

Postcards: 200gsm minimum with a minimum thickness of 0.25mm.

Material

Envelopes must be paper based. You cannot use polythene, plastic or transparent items, or aperture envelopes (i.e. window envelopes without a plastic film).

Opacity

The paper on which the address is printed on must be equal to or more than 85% opaque to prevent any character on the reverse side showing through.

Porosity

Porosity value less than 700ml/minute

Absorbency

Absorbency value required 15-35gsm of water in one minute.

Using colour and logos

As well as gaining a lower price a benefit of adding a barcode is greater creative flexibility in mail piece design. You can use a greater range of colours and fonts for the delivery address and you do not need to leave certain areas of the mail piece clear of print and colour.

Paper colour

Please do not use a red, green, black, or dark coloured background, for the CBC as our machines cannot see a barcode printed upon them. You must ensure a Print Contrast Ratio of at least 40%, a Reflective Difference of at least 30% and a Background Reflectance at least 35% for the barcode on CBC items.

Design

If you need to print a separate barcode (including a four state barcode) for your own use on the front of the envelope, you must contact your Access Account Manager for advice on format and positioning to ensure that this does not affect our ability to read the Royal Mail barcode - CBC.

5. Addressing.

The preferred address format is where each line of the address element is on a separate line. The Postcode must be on the last line of the address. Please see Appendix A, 'Addressing Mailing Items' for 'Elements of Address and

Address Structure'. Please note that the requirement for "no other text/information on the face of the mail item that could be construed as an address" includes any areas of an insert which may appear in the window of the mail item arising from the insert movement.

The Country name (United Kingdom, Great Britain, England, etc.) must not be used

The Postcode must be in capital letters and contain either one or two spaces between the two parts.

Designing your items for CBC

Before proceeding, please make sure that you have read Appendix A: Addressing Mailing Items. When addressing your items please also note the following.

6.   Customer Barcode (CBC)

6.1.   How it works

CBC – Customer Bar-coding – CBC services require Mailing Items to have full and accurate address, Postcode and corresponding barcode to a minimum 90% accuracy per mailing.

The barcode gives our machines the exact information they need to sort the item for delivery. Mail with a correctly prepared and printed barcode passes swiftly through our machines, and as there are fewer 'reading' problems, are rarely rejected and defaulted to manual sorting.

0 1 2 3 4 5 6 7 8 9 A B
C D E F G H I J K L M N
O P Q R S T U V W X Y Z
( )

Please use the CBC J tool to check the following requirements.

The barcode must be printed on the front face of the mail piece within the shaded area as illustrated in CBC J tool (for landscape items). No part of the barcode may impinge on the un-shaded area..

For portrait items the bottom edge is whichever of the longer edges to which the barcode is nearest, and the barcode must not fall within 18mm of this edge or 15mm of any of the other three edges.

For square items the barcode must not fall within 18mm of the bottom edge or 15mm of any other edge when viewed with the address upright.

The barcode must not be printed on the edge of the flap of an envelope if the flap falls to the front of the mail item

Printing

Formatted: Heading 1, No bullets numbering
Formatted: Heading 1
Formatted: Heading 1, Indent: Left 0 cm
Formatted: Heading 1
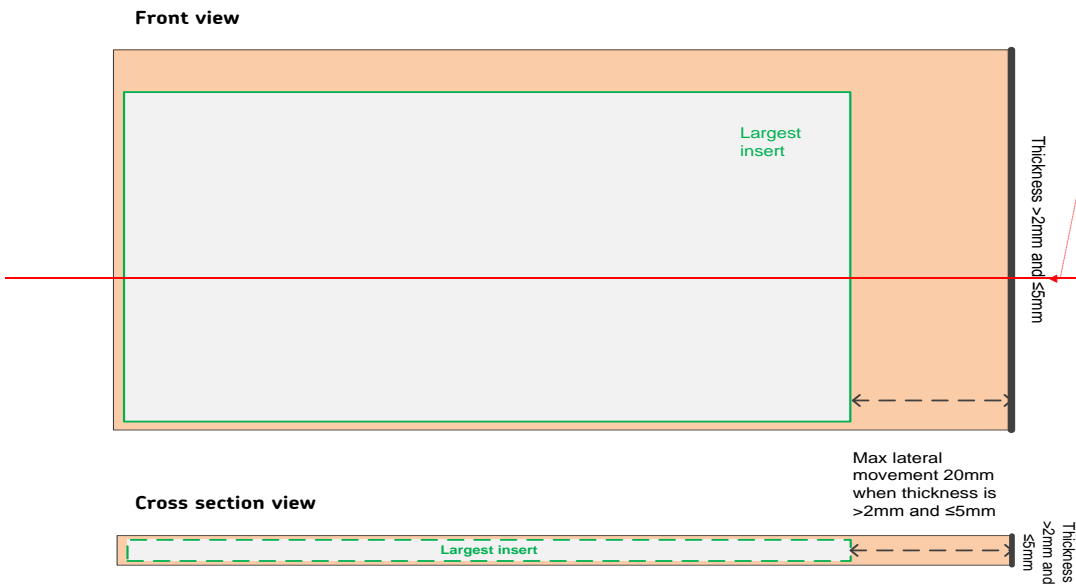
The barcode must be darker than the paper. For example please don't print the barcode in white ink on dark paper.

Background

The background to the CBC, together with the 2mm surrounding clear zone, must consist of a background with constant reflectance

6.3.   The basic principles of barcodes

We've developed a unique bar-coding system for our mail sorting machines. It is capable of containing large amounts of data, and can be produced by all types of printing systems. Each 'character' consists of four bars. Two of these have ascenders and two have descender. There is also a track element in all bars.

Figure 74:CBC elements
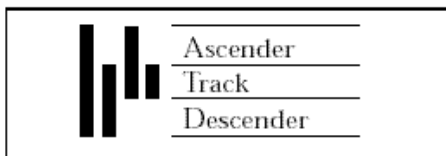
There are 38 valid characters:

numbers 0-9

letters A-Z

open and close brackets (–).

A typical complete barcode

A complete customer barcode must consist of:

- **A start bar, positioned at the normal left hand end, next to the first significant data character.**
- **A set of 'characters' (each consisting of distinct bars and spaces) which give the Postcode (outward code then inward code)**

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- **Two characters (a number plus a letter) which give the Delivery Point Suffix (DPS).**

- **A checksum character. This helps us spot errors and is explained below.**

- **A stop bar, at the normal right hand end of the complete code next to the checksum character.**

See the illustration below. These elements must only be printed in barcode format and are in addition to the normal correct address and Postcode.

Figure 75:CBC breakdown
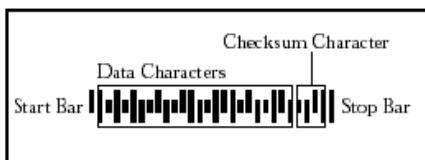
Printing the barcode

Royal Mail can supply you with a True Type Barcode font for common software applications that produce barcodes. Or we can provide a list of third parties who can carry out barcode printing on your behalf. If the Royal Mail font is not compatible with your printing software you will need to purchase the font from your printer supplier.

Position

The exact positioning of your barcode is given below. In practice, it's very straightforward to get the positioning right because we can provide you with the relevant template to overlay on top of your sample barcode, please see figure 69 CBC template. .

The barcode must appear:

On the front of your item

At least 18mm from the bottom edge, and no more than 125mm from the bottom edge

At least 15mm from the top edge

At least 15mm from the right and left edges

Barcode orientation

The barcode can be printed in any of the following orientations with reference to the bottom edge of the mail item:

Normal horizontal

Inverted horizontal

Normal vertical

Length

The barcode must be a continuous string of characters, without gaps or space characters. You must set it at between 20 to 24 bars per 25.4mm and this must be consistent throughout the length of code. The characters must be equally spaced. The length of the barcode will vary depending on the number of characters in the Postcode. The minimum possible length is 35.98mm – for a five character Postcode at 24 bars per inch (per 25.4mm). The maximum is 53.34 – for a seven character Postcode at 20 bars per inch (per 25.4mm). Royal Mail can provide you with simple overlays (please see figure 69 CBC template), which shows if you have the correct length and density of the barcode

Figure 76:Length and density
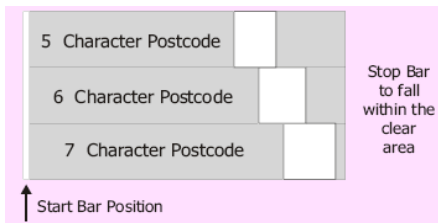
Clear zone

Please print the barcode plus an additional 2mm clear zone around it on a background with a constant reflectance.
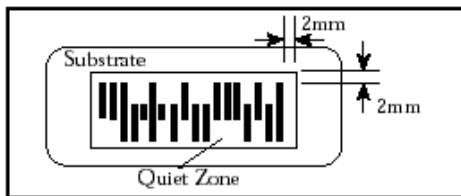
Figure 77:Clear zones

Print Quality of bars

Each bar within a barcode must be sharp and clearly defined. This helps eliminate misreading. The print quality must be consistent throughout the barcode and if the barcode is ink jet produced there must be no gaps between the printed dots.

Size of bars

The range of sizes is:

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Figure 78:CBC bar size
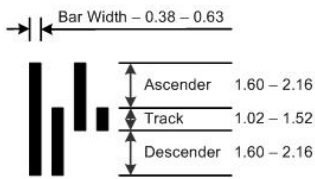
The width requirements apply throughout the whole bar i.e. no part of the bar can be less than 0.38mm wide or greater than 0.63mm wide.

Vertical alignment

The track element of the bars must be symmetrical to the centre line (C/L):

Figure 79:Vertical alignment
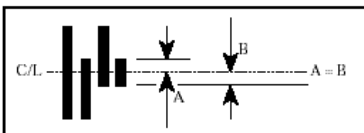
Skew

The skew of each bar in the code must be less than 5°, in either clockwise or anti-clockwise rotation, as illustrated by the angles marked 'Y' in the diagram.

Additionally, the sum of overall code skew and bar skew must be less than 5° in total, as illustrated below. The angle 'X' must be referenced to a line parallel with the longest edge of the mail piece, as shown in the diagram below.

Please print your barcode so it contrasts with the underlying colour – for example black bars on a white background. You must ensure a Print Contrast Ratio of at least 40%, a Reflective Difference of at least 30% and a Background Reflectance at least 35% for the barcode on CBC items. Print quality should be consistent throughout the code. You'll need to take into account the print process you're using and the material onto which you're printing.

6.4.   Delivery Point Suffix

A Postcode is not always sufficient to uniquely identify each Delivery Point in the UK – for example, in shared buildings. Some Postcodes relate to only one delivery point, while others may cover up to a hundred. The average is 15.

For that reason a Delivery Point Suffix (DPS) has been developed. The DPS is a two-character code (a number and

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a letter) which enables each Delivery Point to be identified. The steps in finding the correct DPS for an address are explained below.

The DPS should be included in the data converted into and printed as a barcode on all your CBC Mailing Items. All barcodes must include a DPS. The DPS should never be printed or written on the items except as part of the encoded barcode.

Delivery Point Suffix Requirements

For CBC services, a minimum of 90% of the Mailing Items must contain a CBC with an accurate DPS. The remaining Mailing Items (up to 10%) may contain a CBC with a default DPS.

Creating the Delivery Point Suffix

The DPS will be extracted from PAF® (or the Postcode Information File (PIF®), using the Postcode for that address, together with the house number or name. The numbers used can be 1-9; it cannot be a 0. The letter can be any letter of the alphabet except for C,I,K,M,O or V. Some addresses do not have a specific DPS. In such cases you should use a default DPS, either, 9U, 9W, 9X, 9Y or 9Z. Whichever of these default DPS' you use is up to you and the same one can be used for all such addresses

There are a number of ways you can obtain the correct DPS:

Purchase PAF® from Royal Mail.

The DPS will be included with PAF® if you take this in either compressed standard or main file format. However, if you take the information in any other format, you'll need to access the DPS through (PIF®).

Purchase a PAF® Address Management package from a Value Added Reseller

You will need to talk to your supplier to arrange access to the Postcode Information File (PIF®).

If you get address information from a bureau

The bureau can hard code their customer lists on an agency basis – much the same way as you may already have your lists Postcoded. They can add the DPS to your lists at the same time.

Hard coding lists

Once a Postcode and DPS are allocated to an address, it is unlikely the address will change, although this may be necessary from time to time. It can therefore be beneficial to 'hard code' address lists with at least the DPS. This makes it easier to access the information needed for the barcode for the addition of just two bytes per record (one kbyte per 500 records).

The checksum digit could also be hard coded, or could be allocated automatically at the time of printing through the use of a programme.

Postcode Information File (PIF®)

We offer a file which enables you to identify the exact delivery address when, for example, the Postcode is shared by several addresses, and match it to the correct DPS and checksum character.

The file gives the Postcode, DPS and checksum character,

Postcode	DPS	Checksum character	Delivery Point Data
SO31 6XY	1A	S	1
SO31 6XY	1B	T	Sea Breeze
SO31 6XY	1D	V	3
SO31 6XY	1E	W	Rose Cottage
SO31 6XY	1F	X	5

plus an extra field for Delivery Point Data (DPD) that uniquely identifies the address for example:

At its most simple, the DPD will be the house number. For properties without a number, it will be a house name. For flats, the relevant information from the PAF® will appear. You should link this file either to PIF® or to an address list that has a high level of postcoding.

PIF® file size

The sizes for the various elements in PIF® are:

Delivery Point Information	50 bytes
Postcode	7 bytes
Delivery Point Suffix	2 bytes
Checksum character	1 byte
Total size per record	60 bytes

With 27.5 million records, the total size of the file is 1.5 gigabytes.

Format

PAF® is available on, DAT or Compact Disc, and you can choose between the following three file formats:

1. Main File: The PAF® Main File is a relational raw data product (this means that it contains grouped or related address data, as well as Mailsort codes and Delivery Point Suffix data) It is the master database containing complete Postcode and address information for over 28 million UK addresses. Main File contains no software and the raw data within it must be processed for use within IT applications.

2. Compressed Standard File: An expanded form of the Main File with approximately 28 million addresses in sequential order, as well as Delivery Point Suffix data.

3.   **Ranges File: A similar format to the Compressed Standard File, but takes up less space by ranging numbered properties on the same Postcode together in one record.**

6.5.   Checksum character

If you don't use proprietary software from PIF or a Royal Mail approved co-supplier then you'll need to work out the checksum character yourself.

This involves using an algorithm, as described below. The checksum character is used as a means of error detection to ensure that the rest of the barcode is correct.

Working out the checksum character

Checksum characters can be automatically produced through the software available from co-suppliers. They are also available on the PIF®. They can however also be calculated by following these steps:

Step one

Use the table to find row and column references for the characters in the Postcode and DPS. Note that the sixth row/column is numbered 0 not 6.

Row	Column					
	1	2	3	4	5	0
1	0	1	2	3	4	5
2	6	7	8	9	A	B
3	C	D	E	F	G	H
4	I	J	K	L	M	N

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5	O	P	Q	R	S	T
0	U	V	W	X	Y	Z

For example the letter S is in row 5 and column 5. Write these down in a grid like this (we've used an example Postcode of SN3 4RD and DPS of 1A), then add them up:

Postcode and DPS	S	N	3	4	R	D	1	A	TOTAL
Row	5	4	1	1	5	3	1	2	22
Column	5	0	4	5	4	2	2	5	27

Step two

Divide the totals by six (it is always six, no matter how many characters are in the Postcode), and note the amount left over. In this example:

goes into 22 three times with 4 left over

6 goes into 27 four times with 3 left over

Step three

Refer these 'left over' figures back to the table, finding the character where they intersect. For example, row 4 and column 3 gives the checksum character K.

Even if your 'left over' character is zero (i.e. 6 into 24 goes four times with zero left over), this will relate to a row or column on the grid.

6.6. Using window envelopes

Windows may be included on envelopes for a variety of reasons so it is necessary to ensure that the inclusion of a window(s) does not physically impact the mail piece in

such a way that may prevent our machines from processing it. The following window options only are permitted;

Option to have a window on the front	Option to have a window on the back	Example of use	Requirements
✔		The barcode and address is read through the window	See section 6.6.1
	✔	The barcode and address is printed on the front of the envelope and the window on the back is used for non-address information.	See section 6.6.2
✔	✔	The barcode and address is read through one window on the front and the window on the back is used for non-address information	See section 6.6.3

The front face is defined as the side containing the indicia and the delivery address.

6.6.1.   Barcode is read through a window

If you intend your barcode to be read through a window, please follow these requirements:

- **The window position must be at least 15mm from the top, left and right edges of the envelope, and be at least 18mm from its bottom edge.**
- **The maximum gloss value of the window material should be equal to or less than 150 when measured at 60°**

in accordance with ASTM 2457 Standard test method for specula gloss of plastic films.

- The window haze must be equal to or less than 75% in accordance with ASTM D1003-00 Standard test method for haze of plastic films.

- The window envelope material must be robust enough not to become deformed, and fixed to the envelope evenly across the surface area it is in contact with.

- Any items placed inside the envelope must fit securely and not move around.

- The barcode must always be fully visible, with at least a 2mm clear zone around it. It must never skew more than 5° relative to the edge of the envelope. .

- The recipient's name may be tapped out above and to the right of the window, providing that the remainder of the address is fully visible at all times, and that the recipient's name taps back into the window.

- The number of windows on a single mail item must not exceed two.

- The windows must not exceed 50% of the surface area for one face of the mail item. The windows should not infringe any of the clear zones on the mail piece (please see figure 69 CBC template).

6.6.2. Address and barcode are printed

If you intend your address and barcode to be printed on the front of the envelope and include a window on the reverse for non-address information please follow these requirements

- Only one window is permitted.

- The window must not exceed 50% of the surface area

- The window envelope material must be robust enough not to become deformed and fixed to the envelope evenly across the surface area it is in contact with

6.6.3. Windows on front and back of envelopes

Envelopes with a window on each side, one on the front and one on the back can only be used if the following requirements are met;

- **Minimum mail piece length is 212mm (maximum is 240mm)**
- **Maximum thickness 1mm**
- **Paper inserts only**
- **Maximum weight 20g**
- **The window on the front face must be rectangular with a maximum size of 174mm length and 45mm height. It must be positioned so it does not interfere with any required clear zones. The window on the back must be circular with a maximum diameter of 48mm. The perimeter of the window must be 31mm ± 2mm from the bottom of the envelope and centred along the long edge.**

7. Sealing

All items must be securely sealed on all sides, taking care to avoid too much gum. Envelope flaps may fold either to the back or front of the mailpiece. If the flap folds to the front (address side) of the mailpiece, the edge of the flap must not fall within the clear zones required for route and tag codes.

- **You must not use metal clips or staples.**
- **The items must be sealed on all sides securely and continuously**

One Piece Mailers are permitted, please contact your Access Account Manager for the full specification.

Opening Flaps must be sealed as far along the edge as possible. All remaining edges must be sealed.

7.1.   Letters presented in trays

For DL and C5 Letters with rectangular or trapezium shaped opening flaps presented in trays only, there is a maximum tolerance of up to 35mm from the left and right edges and 35mm from the top edge (as illustrated in figure 80) where the flaps do not have to be sealed[6]

Figure 80:Sealing for mail in trays

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[6] An envelope manufacturing tolerance of 2mm is permitted i.e. the minimum Letter length here is 218mm.

7.2. Letters presented in bags

For all other Letter sizes there is a maximum tolerance of up to 25mm from the left and right edges and 35mm from the top edge (as illustrated in figure 81) where the flaps do not have to be sealed

Figure 81:Sealing for mail in bags

≤ 25mm Unsealed

The edge of the flap MUST be securely sealed within this area

≤ 25mm Unsealed

Envelope Flap: trapezium

square

triangular

≤ 35mm Unsealed

The edge of the flap MUST be securely sealed within this area

8. Can we check it for you?

Once you have passed the Quality Assurance process, if you are unsure whether a particular mailpiece complies with all the conditions, why not send us a sample in advance. We will advise you of any problems, and suggest ways of redesigning it. Please contact your Access Account Manager

9. Perforations

Perforations are defined as a series of holes in a mailpiece to make opening easy. The "cut" is the hole and the "bridge" is the paper that is left intact and subsequently torn when the mailpiece is opened

Roulette and Zip Tie perforations are acceptable, and requirements for these perforations types are provided in the following section. Please see figure 82 for elements of a perforation.

Figure 82:Perforations

Perforation Cuts (Holes)

Intact Mailpiece 'Bridge'

9.1.   Zip Tie Perforations

• **Zip Tie perforations are acceptable subject to the following requirements;**

• **Only one Zip Tie is permitted on each mailpiece**

• **The Zip Tie must be die cut into the mailpiece;**

• **The paper weight for the mailpiece must be ≥ 150 gsm;**

• **The mailpiece may be presented in both Landscape and Portrait orientation;**

• **The Zip Tie must always be placed on the back of the mailpiece;**

• **The Zip Tie may be positioned either horizontally or vertically, but the 'Tear' direction of the Tie is dependant upon the orientation of the mailpiece. Figure 83 and 84 below illustrate the back of a landscape and portrait**

orientation mailpiece, the orientation and 'Tear' directional requirements (the relative position of the Access Indicia on the front of the mailpiece being illustrated);

Figure 83:Zip tie landscape orientation

Figure 84:Zip tie portrait orientation

The Zip Tie must be located on a flap that is ≤ 40mm wide as illustrated in figure 85;

The Zip Tie must be positioned ≥ 9mm from the edge of the flap as illustrated in figure 85;

Figure 85:Zip tie envelope

Figure 86:Zip tie dimensions
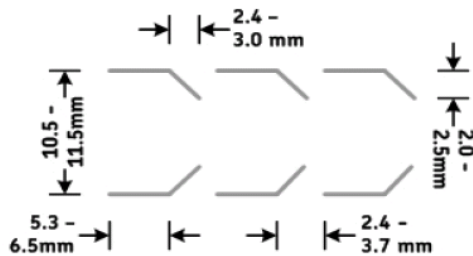
- All cuts and bridges must be of uniform size;
- The cuts must be rectangular in shape and have a width of ≤ 0.1mm;
- The glue used to seal the flap must not run out onto the outside of the mail item or produce protruding mounds on the mail item;

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- **The glue must be fully cured prior to presentation to Royal Mail;**
- **The tensile strength of the glue must be ≥ 4.5N and fibre tear must be exhibited on separation.**

9.2. Roulette Perforations

- **The requirements for Roulette perforations are as follows:**
- **The perforations must be die cut into the mailpiece;**
- **The minimum paper weight must be ≥ 100gsm;**
- **The mailpiece may be in either landscape or portrait orientation;**
- **Perforations can only be present on any 3 sides, with only one of those sides being either of the longest sides;**
- **The perforations must be inset from the edge of the mailpiece by 12 ± 1mm;**
- **The cut of the short side perforations must be set at 1.3 – 2mm and with a bridge of ≥ 0.8mm as illustrated in figure 87. All cuts and bridges must be of uniform size;**
- **The cut of the long side perforations must be set at 0.5 – 1.4mm and with a bridge of ≥ 0.4mm as illustrated in figure 87. All cuts and bridges must be of uniform size;**
- **The cuts must be rectangular in shape and have a width of ≤ 0.1mm;**
- **The short side perforations must extend from the edge of the envelope;**
- **The long side perforations must not extend beyond the short side perforations;**
- **The indicia must not be printed over the perforations;**
- **The perforated edges must be securely sealed all round from the perforation to the letter edges;**
- **The glue must not run out onto the outside of the mail item or produce protruding mounds on the mail item;**

- **The glue must be fully cured prior to presentation to Royal Mail;**

- **The tensile strength of the glue must be ≥ 4.5N and fibre tear must be exhibited on separation.**

Figure 87:Perforation dimensions

Cut
0.5 – 1.4mm

Cut 1.3 –
2mm

Bridge
Min. 0.8mm

Bridge
Min. 0.4mm

Short Edge Perforation   **Long Edge Perforation**

9.3.   Pressure seal envelopes incorporating Roulette Perforations

A Pressure Seal Envelope is a single sheet of paper which has been folded either two or three times to make a DL or C5 size mailpiece. The short sides need to be sealed and are opened by means of a standard perforation. One long side has to be a fold, the other will be sealed and have effectively a 'double' perforation to allow the item to be fully opened. The short sides have perforations through all layers of the letter (there will be 3 layers of paper for DL or 2 layers of paper for C5 size mailpieces) The long side has a Roulette perforation that does not go through to the front of the mailpiece. The item is opened by removing the short edge perforated strips first and then tearing back the tear off strip on the reverse.

Design & general requirements:

- **The item is produced from a single sheet of paper**

- **Inserts are not permitted**

- **DL design must be > 100gsm (3 ply)**

- **C5 design must be > 150gsm (2 ply)**

- **Landscape or portrait permitted, not square [portrait mail pieces are not eligible for OCR]**

- **Perforations to be on both short sides**
- **The Roulette Tear strip to be on the back of the letter**
- **The longest edge from the indicia must be a fold (bottom edge for Landscape, left side for portrait)**

Perforated strip (short edges):

- **The cut of the Perforated Strip perforations must be set at 1.3mm – 2mm and with a bridge of ≥ 0.8mm**
- **The cuts must be rectangular in shape and have a width of ≤ 0.1mm.**

Perforated strip (long edge on reverse):

- **Only one Roulette Tear strip is permitted on each letter**
- **It must be die cut into the letter**
- **It must be placed on the back of the letter (i.e. the side which does not have the Delivery Address and PPI) and must run parallel to the long edge**
- **It must be > 10mm from the long edge of the letter & must be > 10mm wide**
- **The cut must be set at < 3.3mm and with a bridge of > 0.6mm as illustrated in figure 88 below.**
- **Each cut must be of uniform size**
- **Each bridge must be of uniform size**
- **The cuts must be rectangular in shape and have a width of < 0.1mm.**
- **The 'long' perforation may extend into the 'short' side perforations. If this occurs, it must be securely sealed i.e. the strips totally sealed along their length.**
- **The edge between the tear strip and the edge of the letter must be securely sealed along its entire length**
- **Sealing adhesive to be < 80 microns thick**

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- **The glue must not run outside the mail item or produce protruding mounds**
- **Glue to be fully cured before the mail is presented to Royal Mail**
- **Tensile strength of the glue must be > 4.5N and fibre tear must be exhibited upon separation**

Figure 88:pressure seal envelopes

10. Single sheet mailer

Please contact your Access Account Manager to discuss the design and construction requirements for mailers created from a single sheet of paper

Appendix I: Glossary of Terms

Access Agency Operator Agreement	An agreement between Royal Mail and a postal operator (as the term is defined in the Act) following a request by such postal operator under Condition 9 of the Licence which permits access to the Postal Facilities and which permits such operator to act for Agency Customers;
Access 70	The sortation by the Customer of Postings in to circa 86 selections based on Postcode Areas
Access 1400	The sortation by the Customer of Postings into circa 1525 selections according to Postcode Districts;
Agency Overlay Report	The document on which the Customer submits information on the Daily Posting of each Agency Customer, an example of which is found at section 9.5
ALPS (Auto Level Packet Sleeve)	Auto Level Packet Sleeve as defined in the ALPS Agreement
CBC (Customer Barcode)	In relation to a Letter, a printed barcode capable of being read by Royal Mail's automated mail sorting machine
Container	A Royal Mail bag, tray, ALPS or any other primary Container type approved by Royal Mail from time to time.
CFL (Customer Final Label)	Routing information label attached to each and every Container handed over within a Daily Posting.
Delivery Point Suffix or DPS	A two character (number then letter) code which enables Royal Mail to identify each Delivery Point
DocketHub	Royal Mail's electronic system for the production and submission of forecasts and vehicle details;
DSACC	Royal Mail's Downstream Access Central Control
OCR (Optical Character Recognition)	In relation to a letter, the address of that Letter has been printed such that it is capable of being read by Royal Mail's automated mail sorting machinery;
PAF®	Royal Mail's Postcode Address File;
PIF®	Royal Mail's Postcode Information File;
Postcode Sector	The first two, three, or four alphanumeric digits of an outward Postcode plus the first numeric digit of the inward Postcode, and is used to identify a geographical area for delivery of mail;
Unwrapped Item	A Mailing Item that is not enclosed in an envelope or in a polymer wrap
York	Means a Royal Mail caged trolley used for the purposes of moving or transporting Mailing Items
York Card	A card attached to each York (where a York Agreement has been signed) specifying the number of Containers for each discrete Customer Posting in each York at each IMC

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Appendix J: Key National Posting (KNP)/Exceptional and Large Posting (ELP)

1. Introduction
The information in this document is designed to define the process for managing together KNP/ELP; it describes the communication channels, the flow of information and the actions required by each link within the process.

This process applies to all Access services offered and this is in addition to and does not replace any existing processes for handling Access Postings as described in the Condition 9 Access User Guide. The effectiveness of a KNP/ELP is largely dependent on the timeliness of the exchange of key information between, the Customer and Royal Mail Wholesale

2. Background
The KNP/ELP process is designed to ensure advance notice is provided for all postings that are considered 'Exceptional' because of their volume, size, shape or geographical bias.

The KNP/ELP process is used to raise the awareness of particular mailings to ensure these postings are planned, communicated & executed to meet the product specification and Quality of Service in an efficient & cost effective manner to the benefit of all concerned.

Failure to provide the necessary information may result in Mailing Items not being delivered within the expected timescales, and Royal Mail reserves the right to manage the handling and delivery of Mailing Items to ensure excessive costs are not incurred.

3. Definition
A KNP/ELP is any posting, which may cause operational difficulties and may not be successful or meet quality of service unless it is planned discretely from 'business as usual' postings and the plans implemented.

It should be noted that individual postings may not in themselves cause operational difficulties, but may contribute to such concerns when combined with other such postings, or planned at specific seasonal times of the year. Therefore, if any posting fits any of the criteria described at Annex A (Please see figure 89) of this Appendix J, the KNP/ELP process must be followed. Royal Mail Wholesale maintains the right to manage any posting as a KNP/ELP if it is deemed to have an operational impact, due to its size, weight, or geographical delivery bias.

4. KNP/ELP process
A KNP/ELP must be communicated and raised at the earliest possible opportunity via the appropriate customer/Royal Mail Wholesale or operator/Royal Mail Wholesale meeting. Annex B (Please see figure 88). The timeline will then be implemented by both parties, and the exchange of information progressed to deliver an effective and efficient posting.

5. Entry Level
Volume is not the only determining factor; the issue for Royal Mail Wholesale (and other operators) is one of workload and capacity. A common sense approach is applied to postings that may reasonably be considered to be 'Exceptional' because of their volume, size, shape or geographical bias and/or show a significant spike in the normal posting pattern of the Condition 9 contract holder. Annex B (Please see figure 90) provides the Timeline, and additional support is provided using the KNP/ELP Impact Chart contained Annex A. (Please see figure 89)

6. Documentation
 Upload KNP data to relevant posting docket/s

For all KNP/ELP postings, the Customer must submit a fall to earth (FTE) of the mailing profile on at least 2 weeks' notice prior to the posting being handed over to Royal Mail Wholesale. The format of the fall to earth is shown in Annex C (Please see figure 91). Any changes to the FTE must be notified immediately to Royal Mail Wholesale.

7. Access Time/Slots

If additional Access Slots are required, then the Customer or their carrier must inform their Access Account Manager and must apply for these at least 10 Working Days prior to the KNP/ELP being handed over to Royal Mail Wholesale at the specific Inward Mail Centre. Section 12.4 of the Condition 9 Access User Guides provides more information on booking ad-hoc/additional Access Slots

8. Handover

If necessary Royal Mail Wholesale will allow the use of letters of authority for KNP/ELP and they must be presented and handed over separately to Royal Mail Wholesale Inward Mail Centres.

Annex A
Condition 9 Access KNP/ELP Criteria
Postings that meet the criteria below must be notified to Royal Mail Wholesale a minimum of 4 weeks before the first date of handover to enable detailed operational planning to take place. (4 weeks has been specified as it is reasonable to expect that the details of the posting to be known at that point)

Royal Mail Wholesale will discuss and advise the Customer if the posting requires the KNP/ELP process to be followed. A potential KNP/ELP needs to be raised at the earliest possible opportunity. If the Customer fails to notify Royal Mail Wholesale of a KNP/ELP posting in accordance with the timeline at figure 89 Royal Mail Wholesale reserves the right to handle the posting over a number of days; the number of days to be determined by Royal Mail Wholesale.

Figure 6989:Annex A – KNP criteria

Key Criteria
In addition to the total volume of Mailing Items being posted, other criteria may also determine if a posting is to be managed as a KNP/ELP, such as: • Postings containing items of an unusual size/shape or weight; • Items that do not fit through the average sized letter box as defined by the European Standards Commission (this can be obtained on request); • When a Business Reply Envelope (BRE) item is included in the outward posting and there is an anticipated response level of more than 10,000 items for 5 consecutive days; • A posting with a geographical bias can apply to any Access service, therefore, the operational impact of a posting with this profile will nearly always be considered for KNP/ELP status. This may include national postings that may have a geographical bias as a result of the production order and handover of the Posting
Guideline Volumes – Please discuss with your Access Account Manager <250,000   Geographical Bias, >125,000   Parcels / Geographical Bias. > 500,000   Large Letters / A3 Parcels >1,000,000   Letters - Un-machineable >1,000,000   Letters - Machineable

Volume	To be applied to all Access Services					
>1,000,000	Red	Red	Red	Red	Red	Please discuss volumes with your account handler
750K-1m	Red	Red	Red	Red	Yellow	Green
500K-750K	Red	Red	Red	Red	Yellow	Green
250K-500K	Red	Red	Red	Yellow	Green	Green
125K-250K	Yellow	Red	Red	Green	Green	Green
0-125K	Yellow	Green	Green	Green	Green	Green
Format & Impact Access Service	**Geographical Bias** 1400 70 maunal 70 OCR/CBC	**Heavy Weigh/ Unusual Format** 1400 70 manual	**Parcels** 1400 70 manual	**Large Letter/ A3 Parcels** 1400 70 manual	**Manual** 1400 70 manual	**Machineable** 70 OCR/CBC

Key:

Red = KNP/ELP

Amber = Possible operational impact, therefore, KNP/ELP status considered. Please discuss with your Account Handler

Green = Not considered a KNP/ELP

Figure 7090:Annex B – KNP timeline

Activity	Time before posting date	Date expected	Clarification of information required	Date complete
Commencement date of posting	- 4 weeks		Date to be confirmed - will be first handover at RM IMCs	
Format and sortation of Mailing Items	- 4 weeks		Item format, weight & sortation level to be confirmed	
Volume of Mailing Items other criteria (see App. A above)	- 4 weeks		Total volume and estimated volumes other criteria by day of handover	
Item weight and description	- 3 weeks		Example mailpiece (if available) and exact weight of item to be provided.	
Response item	- 3 weeks		Is a response item contained within mail item	
Return address	- 3 weeks		UK returns to sender address to be supplied.	
Presentation and containerisation of Mailing Items	- 2 weeks		Containers & presentation of Mailing Items to be confirmed	
Book additional Access Slots	- 2 weeks		Carrier to book any additional Access Slots via DocketHUB	
Ensure drivers and vehicles are on DocketHUB	- 2 weeks		Carrier to upload to DocketHUB	
Order additional supply bag ties	- 2 weeks		Carrier to order	

and bag labels			
Order additional supply of containers	- 2 weeks		Carrier to order
Fall to earth for each day of handover (in Excel format) This must match the forecast provided.	-7 Working Days		Information required see Annex C
Formal confirmation of posting dates	-7 Working Days		Confirm dates, format & item weights to us
Include KNP in 7 day forecast	-7 Working Days		Upload into DocketHUB
Include KNP in Pre-notification	- 24 hours		Upload into DocketHUB
Upload KNP data to relevant posting dockets	By 06:30 am on day of handover		Upload into DocketHUB.
Begin KNP Posting and review	0		

The Customer must provide detailed fall to earth in the format detailed below in EXCEL two weeks in advance. The total Daily Posting volume of Mailing Items handed over must be detailed by format, number of items, number of Containers, sortation level, SSC, Postcode Delivery Office and IMC.

Figure 7101:Annex C – KNP FTE

Date of handover	Format	No of items	No of Containers	Sortation level	SSC	Postcodes	Delivery Office	Inward Mail Centre
dd/mm/yy	Large Letters	134		1400	12345	NE61	Morpeth	Tyneside
dd/mm/yy	Large Letters	555		1400	12345	NE66	Alnwick	Tyneside

Appendix K: Zonal Access Option

1. Introduction

Customers who have opted for the Zonal Access Option are required to meet certain additional presentation requirements. The following sections provide; the detail of those requirements, the additional software that is available to aid those requirements and the detailed pricing formula values.

2. What is a Zone?

Royal Mail has analysed the c.11000 Postcode Sectors in the United Kingdom and have allocated each of these to a zone according to the criteria as per the table below.

Figure 7292:Zone definitions

Zone	Definition Where DPD = Delivery Point density and BD = Business Density
A (Urban)	(BD > 10% and DPD >500) or DPD >1000
B (Suburban)	DPD <1000 >100
C (Rural)	DPD <100
D (London)	M25 Where the relevant 3 digit Standard Selection Code3 (SSC) is defined as "having more than 50% of their postal delivery volumes going to an area within the M25 boundary"

A full list of Postcode selections and zones can be found within the Access Selection Files at www.royalmailwholesale.com

3. What is a Zonal Access Posting?

Zonal Access Postings are those where the fall-to-ground of the Mailing Items is not expected to meet the National Geographic Posting Profile (NGPP). In order to price Postings Royal Mail has developed Zonal Access Charge equivalent prices for each of the Access services available.

Zonal Access Postings are priced on any given day not only by the level of sortation and machinability, format and average item weight but also by the number of items at each zone, pertaining to the former criteria.

Each bag is analysed by the customer at this level of detail and presented to Royal Mail via DocketHub (see Zonal Manifest). Royal Mail will summarise this data for pricing purposes as presented on the Posting Docket and Invoice.

4. Mail Presentation

It is a requirement that all Mailing Items with a zonal posting carry the relevant zonal indicator relevant to the Postcode sector of the corresponding address.

There are two options relating to the position of the zonal indicator. Positioned within the top right hand area of the address window immediately following the standard selection code (zone A,B,C,D or Z for items without a zone) e.g. 53200 A: Or preceded by the word "Zone" and be in a minimum font size of 10 point (e.g. Zone A). (see figure 93).

Both options need to be positioned outside of any Clear Zones.

Figure ~~73~~93:Zonal identifier positioning
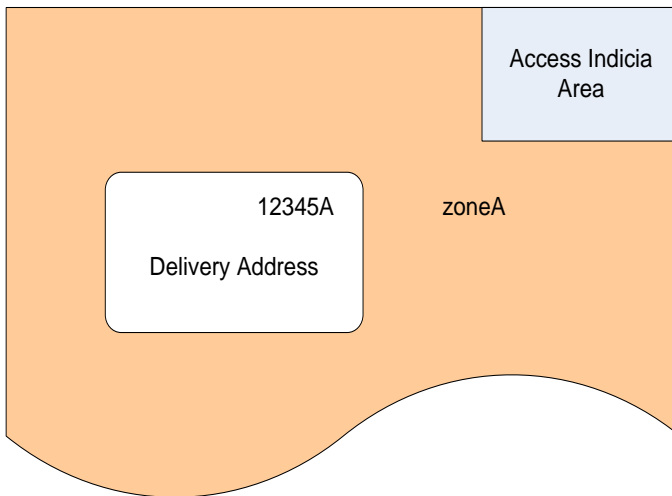
To facilitate this Royal Mail has developed the Access Selection Files, which are available to download via www.royalmailwholesale.com, which incorporate the zonal access indicator and which will be updated monthly for new Postcode sectors. All other functionality remains as per the existing Access Selection Files.

The Access Selection Files are maintained by Royal Mail Wholesale and linked to Royal Mail's Delivery and Postcode databases in order to ensure the most up to date Postcode sector analysis is available for customers to price zonal mailings. Royal Mail Wholesale will notify registered users automatically when updates are available. It is mandatory to use the most up to date Version of the Access Selection Files. It is highly recommended, unless specifically requested as a mandatory update, that the most up to date Access Selection Files Release be used, to ensure mailing lists are priced correctly.

Royal Mail conducts an annual review of Postcode sectors, which will be effected by publication of a new Release of the Access Selection Files. Use of this specific Release of these Access Selection Files is mandatory for all Zonal Postings.

For more information on these Access Selection Files, please refer to the Royal Mail Wholesale website at www.royalmailwholesale.com which includes a technical helpline number.

5. Bundles
Mail shall be bundled as per section 6

6. Container Labels
All mail presented under the Zonal Agreement must have the word 'zonal' clearly visible and legible on the Container label. For more details, please see section 7.

7. Data Requirements
DocketHub

In addition to the standard data requirements for the DocketHub interface, the volume of mail at each zone per bag will also be required. The DocketHub technical specification and User Guide can be found at
www.royalmailwholesale.com and includes the specific additional coding requirements for the Zonal Access Option. This upload will generate a Zonal Access Manifest per figure 94.

Figure 7494: Manifest

Site Manifest / Delivery Note

Access Site:

Address:

Job Reference:

4. **Handover Date to Royal Mail:**

5.
1. **Account Number:**
6. **Account Name:**
7. **Docket Number:**
   Licence Number:

8.

Container Id	e Manifest Id	Supply Chain Id	UCID	SSC	Post Code Area	Product Details	Zone	Items	Avg Weight (g)	Total Weight (Kg)	Declared Container Weight (Kg)	Declared Container Items
425G61000000			8RC00	344	B	70__\Letters Rsp Intl Tray	A	731	10	7.310	8.000	80
							B	69	10	0.690		
Manifest totals for 1 Containers											8.000	80

Please Note: This Delivery note does not constitute acceptance that the above details are correct, as these details will be subject to Royal Mail revenue protection and mails verification checks. For the avoidance of doubt, this document only acknowledges the handover of mail items on the time and date specified.

Royal Mail (Please print name)
Royal Mail Signature

For Royal Mail Use Only	
Handover Date to Royal Mail	
Arrival Time at Royal Mail	

8. Pricing

The detailed manifest data per Container will be summarised for pricing and invoicing purposes at the level of access service, format, machineability, average item weight, and number of items per zone.

The pricing methodology and the current prices for the Zonal Access option can be found on our website which is www.royalmailwholesale.com and within the relevant Schedule of the zonal version of the Condition 9 Access Agreement.

Where the mailing list does not have the Postcode selection in sufficient detail, then Zonal items will be priced at Zone C prices, except for those Mailing Items for destinations to the London Zone which will be charged as Zone D. You are responsible for uploading each Mailing Item to the correct Zone for the relevant format.

9. Zonal Pricing calculator

In order for Access customers to estimate the cost of a Zonal posting, Royal Mail has developed a pricing calculator that will enable mailing lists to be "priced" in advance of actual mail production. The calculator is available via the website www.royalmailwholesale.com.

10. Revenue Protection

Where the additional Zonal presentation requirements are not being met, Royal Mail reserves the right to refuse those postings.

Appendix L: Premium Access

The presentation and handover requirements for Premium Access are as described throughout this User Guide and the relevant Access Agreement, except in the following areas.

Customers must sign the appropriate Premium Access Agreement prior to the first posting being accepted.

1. Service Overview

1.1. Service Standard
The Premium Access Service Standard from Inward Mail Centres aims to deliver, or attempt to deliver, Mailing Items on the next scheduled delivery i.e. on the next Working Day after handover to and acceptance by Royal Mail or, in the case of mail handed over after midnight, on the same Working Day as handover to and acceptance by Royal Mail. There are specified exclusions based on geography - please see the Premium Access Agreement, Schedule 1 for details.

Scheduled deliveries take place on a Working Day, which means any day which is not a Sunday, bank holiday, public holiday or Royal Mail 'non-service' day. (Bank holidays vary throughout the UK depending on region).

1.2. Access Service Summary
Access Premium Services require the Customer to sort, segregate and present its Mailing Items in trays (for Letter and Large Letter formats) or bags (for A3 Parcel and Parcel formats) at Inward Mail Centres in accordance with the Access Premium Agreement and this User Guide. A summary of services is shown as figure 95.

Figure ~~75~~95: Premium summary of Access services

Weight Band	Letters 0-100g	Large Letters 0-100g	Large Letters 101-250g	Large Letters 251-750g	A3 Parcels 0-100g	A3 Parcels 101-250g	A3 Parcels 251-750g	Parcels 0-750g	Parcels 751-2kg	Parcels > 2kg-5kg	Mail Sortation Required	Minimum Address and Postcode Accuracy Required
Service												
Access 1400	♦	♦			♦			♦			c.1525	95%
Access 70	♦	♦			♦			♦			c.88	95%
Access 70 OCR	♦	♦									c.88	95%
~~Access 70 CBC~~	♦										c.88	95%
Responsible Mail (Entry)	♦	♦										95%
Responsible Mail (Intermediate)	♦	♦									sortation to any of the above services	95%
Advertising Mail	♦	♦										95%
Mixed Weight		♦			♦			♦				95%

1.3. Addressing Standards
The Customer must ensure that the addressing standards set out in Appendix A are met and that at least 95% of Mailing Items are fully and accurately addressed and Postcoded in accordance with Royal Mail's Postcode Address File (PAF®).

~~CBC items must have a full and accurate address, Postcode and corresponding barcode on at least 95% of all Mailing Items.~~

2. Sortation & Presentation
Mail Presentation, Letters and Large Letters can only be presented in trays except when presenting Large Letters > 10mm thick, in which case they must be presented in ALPS. A3 Parcels and Parcels can only be presented in bags or ALPS.

3. Presenting Mixed Weight

For the Mixed Weight solution, there is a requirement to include an additional Premium identifier 'P' on the Container label, this can be placed next to the 'MW' identifier, which enables identification at the Inward Mail Centres. For details of this additional requirement please refer to figure 96.

Figure 7696: Mixed weight CFL bag
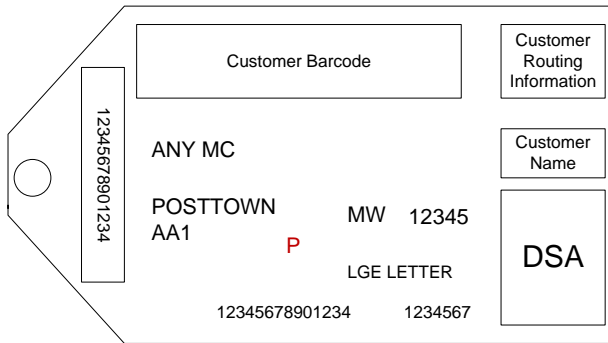
(Highlight in red is for illustration purposes only.)

For Customers whose mail arrives in York Containers, there is also a requirement to identify Premium on the York card. For details please see figure 97.

Figure 7797: Mixed weight york card
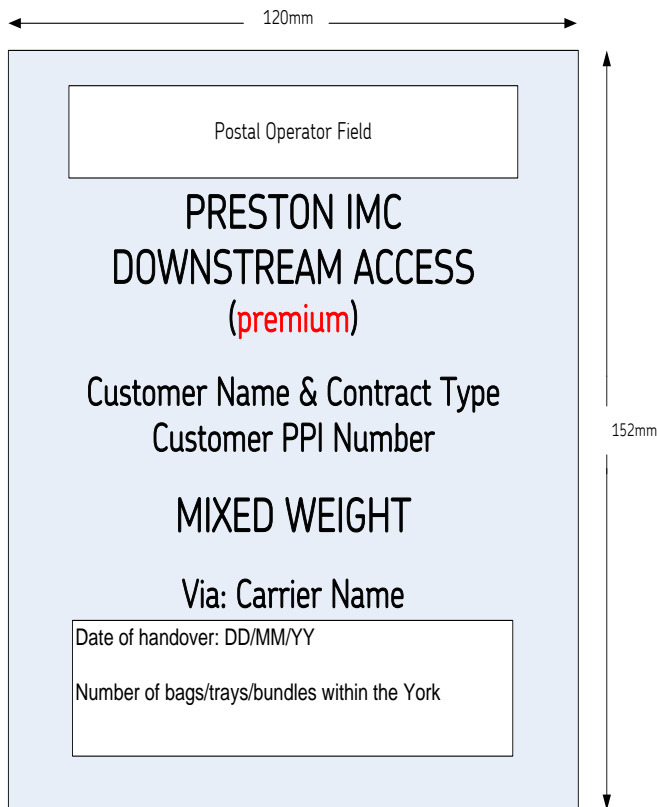
3.1. Mixed Weight Documentation

For Mixed Weight Postings, the Customer must upload posting electronically to DocketHub to be received no later than 21:30pm (06:30am on Sundays) on the day of handover The Customer will be issued with a separate discrete account number for use of Premium Mixed Weight Manifest uploads to DocketHub.

3.2. Final Labelling Requirements

Customer Final Labels (CFL) for Premium Access must display the Premium service identifier 'P' in a minimum font size of 17pt Arial Bold. See point 11 in figures 98 and 99.

Figure 78~~98~~: National and Zonal Agreement CFL bag
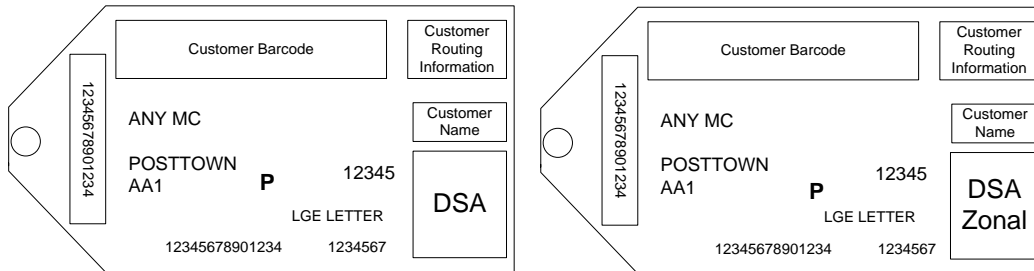
Figure 79~~99~~: National and Zonal Agreement CFL – tray
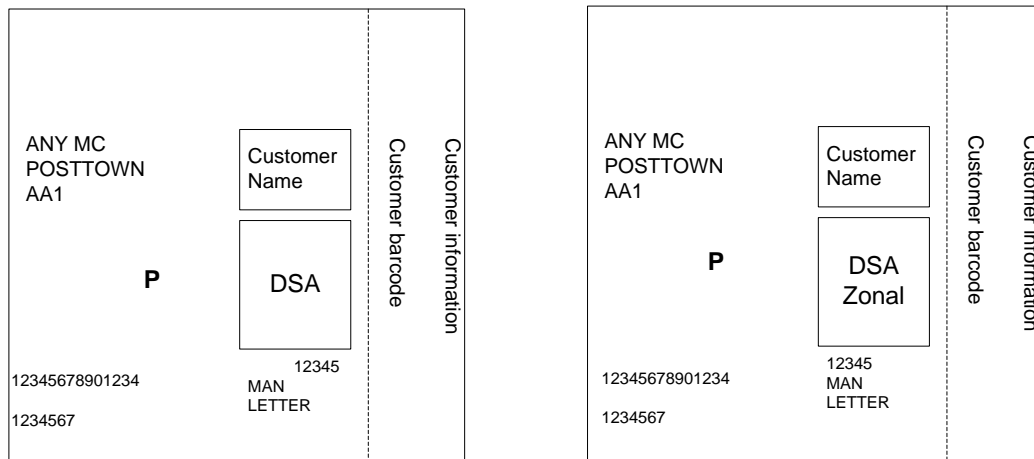
4. Documentation

Posting Dockets

Posting Dockets and supporting data to enable the creation of Manifests must be submitted electronically to DSACC using Royal Mail's DocketHub system (or other system that Royal Mail may develop and make available), and, after processing by DocketHub, confirmed and received by Royal Mail as follows:

- on Monday – Friday, no earlier than 20:00pm and no later than 21:30pm on the Handover Day, (or the day before Handover Day for arrivals between 00:00am – 00:30am of the Mailing Items to which the Posting Docket refers); and
- on Sundays, no earlier than 00:00am and no later than 06:30am.

Manifests

A Manifest is the Customer's declaration of the details of the Posting to be handed over by the Customer to Royal Mail at each Inward Mail Centre. The Customer's data that creates a separate

Manifest per Posting, per discrete Agreement, must be submitted and confirmed by the Customer electronically via DocketHub to DSACC no earlier than 20:00pm and no later than 21:30pm on the Handover Day, or between 00:00am – 06:30am when a Handover Day is a Sunday.

5. Agreeing the Client Report

Premium Access (Automatic Acceptance)

Each day Mailing Items are handed over, DSACC will generate an email message the following day by midday Monday - Saturday, to notify the Customer that their Client Report (see figure 100) is available to view[7]. The Client Report enables Royal Mail to advise the Customer of any adjustments made to the Daily Posting docket. The Client Report and subsequent Daily Posting Docket are automatically approved and so no additional agreement is required from the Customer. The Client Report is comprised of a summary report and other supporting information, for example under-volume trays and variations in the number of items actually received.

To enable the automatic acceptance of the Client Report and therefore the release of the Mailing Items for processing, the Customer agrees that it will accept any rectification action undertaken by Royal Mail, including (but not limited to) any increase/decrease in Postage payable by the Customer and will automatically accept the Client Report generated by Royal Mail. In reliance on the Customer's agreement not to dispute the rectification action Royal Mail will commence processing of the Customer's Posting(s).

The Customer retains a right of appeal to challenge adjustments that may be made to the Posting Docket. Any appeal made by the Customer will necessarily be in the knowledge that the Mailing Items may have already been processed and delivered. Any appeal will be considered by Royal Mail in light of the evidence available. The Customer's right of appeal for any specific Posting expires 48 hours after notification of a rectified Posting.

Figure 80100: Client Report

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[7] The exception to this is if you handover Mailing Items between 00:00 and 00:30, in which case we will notify you by midday on the day of handover

Upload Details	Upload		Cost
	Containers	Items	
Declared Details			£0.00000
Customer Revision via Exceptions			£0.00000
Total Received			£0.00000

Details of Adjustments Applied	Non-Compliant		Corrections		Net Cost
	Containers	Items	Containers	Items	
Docket Non-Compliance					£0.00000
Access Non-Compliance		I			£0.00000
Consignment Non-Compliance					£0.00000
Container Non-Compliance					£0.00000
Total Adjustments Applied					£0.00000

Details of Surcharges Applied	Net Cost
Under Volume Bag Surcharges	£0.00000
Total Surcharges Applied	£0.00000

Grand Totals	Containers	Items	Cost
Grand Totals After All Adjustments/Surcharges			£0.00000
70_ \LETTERS\CBC TRAY			£0.00000
UVB Surcharge			£0.00000

The prices shown within this Client Report are **indicative** prices only.

6. Agency Overlay Report

In order for Royal Mail to produce an invoice for each Agency Customer's Daily Posting on its Operators account, the Operator must provide to DSACC by 12:00 (midday) each day following Handover Day, information in the form of an Agency Overlay Report (see figures 29).

7. Despatching the Posting

Pre - Notification of Posting

There are three stages to advising Royal Mail of the Customer's intention to post a Daily Posting. All stages must be submitted to Royal Mail via the DocketHub web service provided by Royal Mail'. This is designed to enable Royal Mail to ensure sufficient staff and other resources are to hand to meet the Service Standard. The three stages that the Customer must comply with are:

- Stage 1: 7 day rolling forecast

- Stage 2: 36 hour pre-notification (except Sundays when the Pre-notification for Sunday 08:00am-10:00am must be provided to DSACC by 10:00am the preceding Friday.

- Stage 3: no earlier than 20:00pm and no later than 21:30pm (on the Handover Day) Posting Docket and Manifest(s) (except Sundays when this must be sent no later than 06:30am)

8. Access Times

Access Windows

Daily Postings must be handed over at Inward Mail Centres during the Access Window. The Access Window is Monday – Friday 22:30pm – 00:30am, and 08:00am – 10:00am on Sunday.

8.1. Access Slots

The Customer must book an Access Slot for handover of Mailing Items at each Inward Mail Centre. The Access Slot is a 30-minute time period within the Access Window. Agreed Access Slots will be allocated to the Customer prior to the Commencement Date. Access Slots will be booked on a 'first come first served' basis.

Premium Access – Access Slots are available as follows:

Figure 81101: Access Slots

Access Slots Mon–Fri	Access Slots Sunday
22:30 – 23:00	08:00 – 08:30
22:45 – 23:15	08:15 – 08:45
23:00 – 23:30	08:30 – 09:00
23:15 – 23:45	08:45 – 09:15
23:30 – 00:00	09:00 – 09:30
23:45 – 00:15	09:15 – 09:45
00:00 – 00:30	09:30 – 10:00

To enable Royal Mail to complete Revenue Protection/Mails Verification procedures, the Customer's vehicle must have unloaded and left the Royal Mail dock by 00:45am (on Sundays by 10:15am)

9. Procedures for Handling Non-compliant Postings
Non-compliance procedures

If, after Revenue Protection checks, Royal Mail has identified that a Posting(s) fails to comply with the Premium Access Agreement, Royal Mail shall undertake such rectification action as it considers appropriate in order for the Customer's Posting(s) to comply with the Agreement, including amending Posting Dockets as to the number of Mailing Items received and the Postage payable. Royal Mail will ensure that such rectification action conforms to the relevant agreed action set out in section 15 of this User Guide.

In consideration of the specific differences between Standard and Premium Access as detailed in this Appendix, the non-compliance issues and corrective actions detailed in section 15 of this User Guide also include those that are specific to Premium Access only

Each day Mailing Items are handed over, by midday of the following day (Monday-Saturday) DSACC will generate an email message to inform the Customer that their Client Report is available to view[8]. The Client Report enables Royal Mail to advise the Customer of any adjustments made to the Daily Posting Docket.

To enable the automatic acceptance of the Client Report and therefore the release of the Mailing Items for processing, the Customer agrees that it will accept any rectification action undertaken by Royal Mail, including (but not limited to) any increase/decrease in Postage payable by the Customer and will automatically accept the Client Report generated by Royal Mail. In reliance on the Customer's agreement not to dispute the rectification action Royal Mail will commence processing of the Customer's Posting.

The Customer retains a right of appeal to challenge adjustments that may be made to the Posting Docket. Any appeal made by the Customer will necessarily be in the knowledge that the mailing items may have already been processed and delivered. Any appeal will be considered by Royal Mail in light of the evidence available. The Customer's right of appeal for any specific Posting expires 48 hours after notification of a rectified Posting.

Royal Mail may at its discretion notify the Customer (including by telephone or electronically) after identifying an error and rectifying it, in advance of sending the Client Report, if Royal Mail believes the error to be of significant consequence. The responsibility to make available a responsible customer contact person rests with the Customer.

10. Key National Posting (KNP)/Exceptional and Large Posting (ELP)
KNP/ELP volumes

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[8] The exception to this is if you handover Mailing Items between 00:00 and 00:30, in which case we will notify you by midday on the day of handover

Premium postings of more than 50,000 Mailing Items with a geographical bias may be considered to have a significant operational impact and therefore require handling via the KNP/ELP process. Please see Appendix J for full details.

Figure ~~82~~102: KNP criteria

Key Criteria
In addition to the total volume of Mailing Items being posted, other criteria may also determine if a posting is to be managed as a KNP/ELP, such as: • Postings containing items of an unusual size/shape or weight; • Items that do not fit through the average sized letter box as defined by the European Standards Commission (this can be obtained on request); • When a Business Reply Envelope (BRE) item is included in the outward posting and there is an anticipated response level of more than 10,000 items for 5 consecutive days; • A posting with a geographical bias can apply to any Access service, therefore, the operational impact of a posting with this profile will nearly always be considered for KNP/ELP status. This may include national postings that may have a geographical bias as a result of the production order and handover of the Posting
Guideline Volumes – Please discuss with your Access Account Manager >50,000   Geographical Bias >125,000   Parcels / Geographical Bias >500,000   Large Letters / A3 Parcels >1,000,000   Letters - Un-machineable >1,000,000   Letters - Machineable

Volume	To be applied to all Access Services					
>1,000,000	Red	Red	Red	Red	Red	Please discuss volumes with your account handler (Red)
750K-1m	Red	Red	Red	Red	Yellow	Green
500K-750K	Red	Red	Red	Red	Yellow	Green
250K-500K	Red	Red	Red	Yellow	Green	Green
50K-250K	Yellow	Yellow	Yellow	Green	Green	Green
0-50K	Yellow	Green	Green	Green	Green	Green
Format & Impact Access Service	Geographical Bias 1400 70 maunal 70 OCR/CBC	Heavy Weigh/ Unusual Format 1400 70 manual	Parcels 1400 70 manual	Large Letter/ A3 Parcels 1400 70 manual	Manual 1400 70 manual	Machineable 70 OCR/CBC

Key:
Red = KNP/ELP
Amber = Possible operational impact, therefore, KNP/ELP status considered. Please discuss with your Account Handler
Green = Not considered a KNP/ELP

11. Royal Mail Advertising Mail®

With the exception of the Premium Service identifier 'P' on the Customer Final Label all other Advertising Mail presentation and service specification requirements remain per Advertising Mail schedule.

Figure 83103: CFL bag
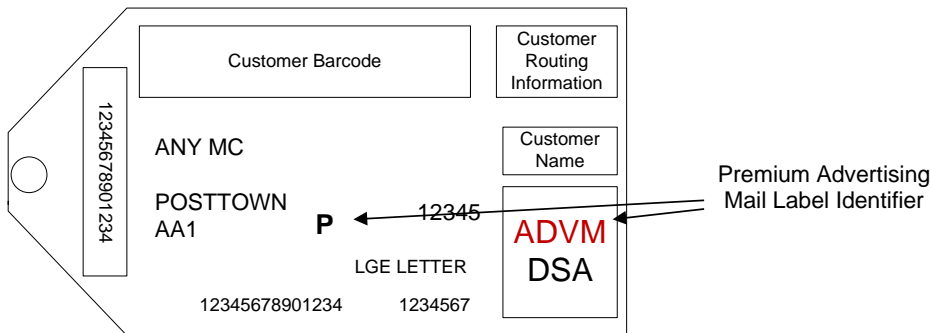
(Highlight in red is for illustration purposes only)

Appendix M: Royal Mail Mailmark® option[9].

1. Introduction

Royal Mail Mailmark® is about you applying a barcode to each of your Mailing Items to enable our automation processing machines to read them. Adding a Mailmark barcode to each Mailing Item enables the performance of your Mailmark Mailing to be monitored and measured whilst being handled in our automation. This provides additional reporting on an item by item basis and so gives you greater transparency with the benefit of providing extensive data analysis on your Mailmark Mailing performance.

This Appendix M sets out the design and technical requirements and recommendations to enable you to meet the Mailmark barcode specifications for Letters and Large Letters. In addition it sets out details of the different types of Mailmark barcodes available for you to use and where to find the technical specification needed to create your Mailmark barcode and access and understand the performance data analysis available to you. [10]

The specification for Royal Mail Mailmark® is designed to enable our automation to process the Mailing Items at high speed as they pass through the machines as many as four or five times before assigned to the final delivery point. Please note that whilst the best performance of your Mailing Items and data analysis reporting will be achieved if all specification attributes are met and incorporated into your Mailing Item design, we have classed some of the attributes as "recommended" which allows you more flexibility of your pack design.

Please note: unless stated as **recommended**, all attributes are **required**.

For clarity, our definitions of **required** and **recommended** are set out here:

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[9] The terms of this Appendix M: Royal Mail Mailmark® shall continue to have effect in line with terms stated in paragraph 3.2 of the Royal Mail Mailmark® Schedule:20

[10]

- required attributes are those that you must meet in order to access the Mailmark option. Failure to do so may lead to a Surcharge or adjustment to the Access Charges irrespective of the Mailing Item's performance; and
- recommended attributes are those that we strongly recommend you comply with but do not need to be strictly abided by. You acknowledge that where you do not apply a recommended attribute and we can link poor machineable performance to that divergence you may be invoiced a Surcharge.

Prior to the first handover of any Mailmark Mailing, you will need to sign the Royal Mail Mailmark® Schedule which details the terms and conditions under which the Mailmark option is offered, and complete the implementation activities. Our Mailmark Managers will be able to guide you through the Mailmark implementation timeline.

One of the benefits of Mailmark is the provision of data analysis and consignment level performance reporting. To take advantage of this information it is necessary for you to upload your Docket via DocketHub and to also provide additional mailing data onto our Web service, the eManifest Handling System (eMHS) (or an alternative system as otherwise agreed) in the form of an eManifest.

The sections in this Appendix M are compiled for ease of reference in the following way:
- sections 1-11 and section 14 apply to both Letter and Large Letter Mailing Items;
- section 12 applies only to Letter format Mailing Items in addition to the requirements in sections 1-11 and 14;
- section 13 applies only to Large Letter format Mailing Items in addition to the requirements in section 1-11 and 14.

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│ 4) Address Quality      │ ╌╌╌╌╌╌╌╌╌╌╌╌╌╌╌╌╌╌╌  │                              │
└─────────────────────────┘                       │  Information Contained In    │
            │                                      │  These Sections Are          │
            ▼                                      │  Applicable To Both Letter   │
┌─────────────────────────┐                       │  And Large Letter Formats.   │
│ 5) Addressing Standards │ ╌╌╌╌╌╌╌╌╌╌╌╌╌╌╌╌╌╌╌  │                              │
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│ 6) Address Structure And│ ╌╌╌╌╌╌╌╌╌╌╌╌╌╌╌╌
│ Layout                  │
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│ 7) Fonts                │ ╌╌╌╌╌╌╌╌╌╌╌╌
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│ 9) Delivery Address Block│ ───▶ │ 91.) Letter Format Mailing Items      │
│ Recommendations         │       │ 9.2) Large Letter Format Mailing Items│
└─────────────────────────┘       │ 9.3) MDI For Letter And Large Letter  │
            │                     └──────────────────────────────────────┘
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│ 10) Delivery Address Block│
│ Clear Zones             │
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│ 11) Return Address      │
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┌─────────────────────────┐       ┌──────────────────────────────┐
│ 12) Mailmark Letter     │ ───▶ │ 12.1) Dimensions             │       ╭──────────────────────────────╮
│ Format Requirements     │       │ 12.2) Flaps And Sealing      │       │ Information Contained In This │
└─────────────────────────┘       │ 12.3) Inserts                │       │ Section Is For Letter Format │
            │                     │ 12.4) Materials              │───────│ Only And Applies In Addition │
            │                     │ 12.5) Perforations           │       │ To The Details In Sections   │
            │                     │ 12.6) Flexibility            │       │ 1-11 And 14                  │
            │                     │ 12.7) Window Envelopes       │       ╰──────────────────────────────╯
            │                     │ 12.8) Clear Xones            │
            ▼                     └──────────────────────────────┘
┌─────────────────────────┐       ┌──────────────────────────────────────────┐
│ 13) Mailmark Large Letter│ ───▶ │ 13.1) Dimensions                          │   ╭──────────────────────────────╮
│ Format Requirements     │       │ 13.2) Technical Recommendations +         │   │ Information Contained In This │
└─────────────────────────┘       │ Requirements Laps And Sealing             │   │ Section Is For Large Letter   │
            │                     │ 13.3) Design Of Logos And Advertising     │───│ Format Only And Applies In    │
            │                     │ 13.4) Inserts                             │   │ Addition To The Details In    │
            │                     │ 13.5) Materials                           │   │ Sections 1-11 And 14          │
            │                     │ 13.6) Flaps And Sealing                   │   │              .                │
            │                     │ 13.7) Windows                             │   ╰──────────────────────────────╯
            │                     │ 13.8) Delivery Address Block And Mailmark │
            ▼                     │ Barcode                                   │
                                  └──────────────────────────────────────────┘
┌─────────────────────────┐       ┌──────────────────────────────────────────┐
│ 14) Mailmark Barcode    │ ───▶ │ 14.1) Background Reflectance, R 4-State    │
│ Application             │       │ Mailmark Barcode                          │   ╭──────────────────────────────╮
└─────────────────────────┘       │ 14.2) Dimensions 2-D Mailmark Barcode     │   │ Information Contained In This │
                                  │ 14.3) Characteristics 2-D Mailmark Barcode│   │ Section Relates To The        │
                                  │ 14.4) 4-State Mailmark Barcode            │   │ Application Of The Mailmark   │
                                  │ 14.5) Optical Specification For 4-state   │───│ Barcode And Is Applicable To  │
                                  │ Mailmark                                  │   │ Both Letter And Large Letter  │
                                  │ 14.6) Print Contrast For 4-state Mailmark │   │ Formats.                      │
                                  │ Barcode                                   │   ╰──────────────────────────────╯
                                  │ 14.7) Symbology And Dimensions For 4-state│
                                  │ Mailmark Barcodes                         │
                                  │ 14.8) Clear Zones For Mailmark Barcodes   │
                                  │ 14.9) Location Of Mailmark Barcode        │
                                  │ 14.10) Emanifest                          │
                                  │ 14.11) Mailmark Barcode Definition        │
                                  │ 14.12) Additional Documents For           │
                                  │ Implementing Mailmark                     │
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2. Services and formats available with the Mailmark option

The Mailmark option can be used with the following sortation, formats and service options provided that the mailing Items meet the machine-readable requirements set out in this appendix:

Sortation level: Access 70

Format: Letter;
Large Letter.

Additional options: Advertising Mail;
Responsible Mail Entry;
Responsible Mail Intermediate;
Business Mail Large Letter.

3. Accreditation (Quality Assurance Process)

The Mailmark option offers the benefit of being able to assess the performance of your Mailing Items. There is therefore no need for an upfront accreditation check of your Mailing Item design or address, Postcode and Delivery Point Suffix (DPS) accuracy. However, if you wish any 'peace of mind' checks done on your physical Mailing Items please contact your Access Account Manager.

You need to be able to be able to create and apply Mailmark barcodes and you must be able to upload eManifests into eMHS. If you would like to check that you can do so successfully please contact your Access Account Manager.

4. Address quality

The performance of your mailing consignment is optimised when each Mailing Item is:
- ✓ well designed;
- ✓ every Mailmark Mailing Item has a full and accurate address and Postcode;
- ✓ the address and Postcode on the Mailing Item is consistent with the Postcode and the DPS contained within the Mailmark barcode on the Mailing Item and the corresponding item record in the eManifest; and
- ✓ the address, Postcode and DPS elements correctly match the record held in PAF$^®$.

Our sorting machines use PAF$^®$ as one source of data to successfully sort and sequence your Mailing Items without manual or other intervention.

If poor Mailing Item design or poor address and Postcode accuracy mean that your Mailing Items require manual handling or other intervention then a Surcharge will be payable or appropriate pricing adjustments will be made to the affected Mailing Items.

If address and postcode accuracy drops below 90% (or 95% for Responsible Advertising Mail Intermediate level) when compared to PAF$^®$ you may see an invoice adjustment to cover the costs of us conveying poorly addressed Mailing Items.

5. Addressing standards

Address content

A Delivery Address must be present on every Mailing Item (on the same side as the Indicium) and must contain at least:
1. the addressee name;
2. the geographic address which consists of:
    - o one premise element (e.g. house number, house or building name, organisation) (e.g. 34, Bell House, Royal Mail);
    - o one thoroughfare element (e.g. The Mews, Western Road); and
    - o one locality information element (e.g. dependent locality, post town) (e.g. Hedge End, OXFORD). Where there is both a locality and a post town in the corresponding PAF® record it is recommended that both are included; and
3. the Postcode

If there is no thoroughfare element contained in the PAF® this need not be included. The Delivery Address may optionally contain an additional single line immediately above the addressee name to contain your Mailer Defined Information (MDI) - for example, a reference number, or SSC.

mailer defined information*	Optional	e.g. ZW4367
Addressee element	Name	D Faydherbe
	Title	Operations Director
Premise elements	Organisation	Royal Mail
	Sub-building	South Wing
	Building name	Bell House
	Building number	B 25 Bell Complex
Thoroughfare elements	Dependent thoroughfare	The Mews
	Thoroughfare	300 Western Road
Locality elements	Double dependent locality	Otterley
	Dependent locality	Hedge End
	Post Town	OXFORD
Postcode	Postcode	OX4 5ZZ

* see Address structure and layout for details on MDI

To optimise the performance of your Mailmark Mailing we recommend that every Mailing Item has an address set out in a manner that makes it machine readable. We recommend that:
- no element is wrapped over two or more lines;
- where two elements appear on the same line (e.g. premise and thoroughfare elements (e.g. 300 Western Road)) they are only separated by 1 or 2 character spaces;
- no two elements are separated by punctuation;
- no two words are more than 5mm apart;
- there are no blank lines;
- all lines in the Delivery Address are left justified;
- the post town is on a line of its own;
- the Postcode is the last element of the Delivery Address and is on a line of its own;
- the County is not included; and
- the Country is not included.

The recommended layout for the last two lines of a Delivery Address is set out below:

Post Town
POSTCODE

The following layouts are not recommended but are acceptable as long as there is no other text on the front of the Mailing Item or insert that looks like an address:

Post Town County POSTCODE	County POSTCODE
Post Town County POSTCODE	Thoroughfare or Locality element Post Town POSTCODE

Premise elements
You must include at least one of these 4 elements, so that a single delivery point is defined. You don't have to include all the premise elements, even if they are included in PAF® but building numbers must be applied on the same line as the Dependent thoroughfare or thoroughfare information.

Organisation	Royal Mail
Sub-building	South Wing
Building name	Bell House
Building number	B 25 Bell Complex

Thoroughfare elements
PAF® will give one of 3 possible combinations but please note that:

1. the dependent thoroughfare descriptor (i.e. Avenue, Road, Street, Lane, etc.) must be applied on the same line as the dependent thoroughfare information (e.g. Acacia);
2. the thoroughfare descriptor must be applied on the same line as the thoroughfare information (e.g. Western):
   - no thoroughfare: no need to include anything in this part of the address;
   - a thoroughfare but not a dependent thoroughfare: include the thoroughfare; and
   - both a dependent thoroughfare and a thoroughfare: include the former. If space allows you can also include the thoroughfare, though it's not compulsory; and
3. building numbers must be applied on the same line as the dependant thoroughfare or thoroughfare information.

Dependent thoroughfare	1 Acacia Avenue
Thoroughfare	Western Road

Locality elements

You must include at least one locality element. You don't have to include them all, even if they are included in PAF®.

To optimise the performance of your Mailmark Mailing Item we recommend that every entire Delivery Address is printed in Title Case with the exception of:
- the Post Town which must be printed in Title Case or UPPER CASE. e.g. Milton Keynes, ROSS-ON-WYE; and
- the Postcode must always be printed in UPPER CASE.

Double dependent locality	Otterley
Dependent locality	Hedge End
Post Town	OXFORD

Postcode

Every Mailmark Mailing Item has a full and accurate address and Postcode. In order to be full and accurate the Postcode must be able to generate an address from PAF® which can be matched to the minimum requirements above (at least one premise element, one thoroughfare element and one locality element).

The Postcode must always appear in UPPER CASE letters and numerals on the last line of the Delivery Address.

We recommend that there must be one or two character spaces between the two parts of the Postcode. Typically, the first part (i.e. OX4) is the outward code and this identifies a post town or a district within a post town, the second (i.e. 5ZZ) is the inward code which represents the street information.

Post Town	OXFORD
Postcode	OX4 5ZZ

6. Addressing structure and layout

The Delivery Address Block is comprised of 3 elements:
1. mailer defined information (MDI) – this is an optional line of reference information printed as part of the Delivery Address Block;
2. addressee name;
3. geographical address and Postcode.

Figure 84104:Delivery Address Block

There must only be one Delivery Address Block on each Mailing Item and it must be on the same side as the Indicium. No other addresses or anything that can be construed as an address can appear on the front of the Mailing Item with the exception of the Return Address- see requirements in section 11 of this Appendix M.

7. Fonts

There are a variety of fonts you can use, though to optimise the performance of your Mailmark Mailing Item we recommend you use one from the 'preferred fonts' list wherever possible.

We also recommend that:
* you regularly check the quality of your print output for clarity;
* you do not use any serif, handwritten, *italic*, *script*, **bold** or underlined fonts or the computer zero symbol Ø;
* the font is of the same size, type, colour and in the case of Large Letters, larger than that used in any Return Address information; and
* non-proportionally spaced fonts are preferred.

Fonts or Typefaces with the following characteristics are recommended:
* **size** – Height: 2mm min; 7mm max. Width: 7mm max;
* **dimension** – minimum ratio of lower case height (b) to upper case height (a) of between 2:3 and 3:4. A ratio of width (c) to height (a) of approximately 2:3;

* **consistency** –each line of the address should be of the same typeface and size;
* **quality** –characters should be complete, clear, uniform and of high resolution, with individual stroke thickness of between 8% and 16% of the height of the character;
* **material** - the material on which the Delivery Address is printed should be at least 35% in the red region (600nm) when measured by a spectral reflectometer, and should be white, cream, buff or other light or pastel shade that has a minimum reflectance difference of at least 30%;
* **contrast** – there should be a contrast between the characters and the background on which they are printed of at least 50% (55% if it is to be read through a window). Please note that positive contrast or inverse printing (Delivery Address Block lighter than the background) is not permitted;
* **character spacing** – there should be a fixed pitch of between 10 and 12 characters per inch (or between 10 and 12 point size), with clear vertical gaps of at least 0.25mm between the extremities of adjacent characters;
* if you are using **proportionally spaced text**, you should keep spacing of at least +0.75, as this significantly improves the rate at which addresses can be read; and
* **line spacing** – you should have uniform spacing between all lines of the address of at least 1mm - 4mm and there are no blank lines.

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Recommended Fonts

Non-Proportionally Spaced Preferred Fonts (7) Size 10-12pt	Acceptable Proportionally Spaced Fonts (22) Size 10- 12pt	
Courier Courier New Letter Gothic Lucida Console Lucida Sans Typewriter OCR B Word Gothic	Arial Avant Garde Calibri Estrangelo Edessa Eurostile Frankfurt Gothic Franklin Gothic (Book) Gautami Geneva Gill Sans Helvetica	Latha Lucida Sans Mangal News Gothic MT Optima Ravi Shruti Trebuchet MS Tunga Univers Verdana

8. Punctuation

To optimise the performance of your Mailmark Mailing Item we recommend that:

- punctuation and non-alpha numeric symbols are only used in the Delivery Address where it appears in the corresponding PAF® record. For full details on allowable punctuation within a PAF® record please see PAF® Digest, available from www.royalmail.com or ask your Access Account Manager;
- punctuation is only used in the addressees name, addressee title, department name or in the MDI within the Delivery Address Block; and
- punctuation is not used to separate address elements or components within an address element.

Alternatively, you may remove all punctuation from the address, even if it is contained in the corresponding PAF® record.

9. Delivery Address Block recommendations

The Delivery Address Block is defined by having an imaginary rectangle drawn around the outer extremities of the address including the addressee name and, where included, the MDI.

9.1. Letter format Mailing Items

To optimise the performance of your Mailmark Mailing Item we recommend that the Delivery Address Block:

- is beneath and to the left of the Indicium which must always appear in the top right hand corner of the Mailing Item whether it is landscape or portrait;
- is at least 15mm from the short edges of the Mailing Item;
- is at least 18mm from the long edge of the Mailing Item furthest away from the Indicium;
- is at least 40mm from the long edge nearest the Indicium if there is something else on the Mailing Item which looks like an address;
- when positioned near the top, the Postcode is at least 50mm from the long edge of the Mailing Item nearest to the Indicium; and
- has edges that each are parallel with one of the four edges of the Mailing Item (i.e. it should not be skewed (i.e. squashed or stretched in any direction to form a parallelogram that does not have four 90 degree vertices)) or rotated (i.e. it retains four 90 degree corners but no longer has edges that are parallel with the edges of the Mailing Item).

9.2. Large Letter format Mailing Items

To optimise the performance of your Mailmark Mailing Item we recommend that the Delivery Address Block:

- is beneath and to the left of the Indicium which must always appear in the top right hand corner of the Mailing Item whether it is landscape or portrait;
- is at least 40mm from the top edge of the Mailing Item; and
- is at least 15mm from the left and right edges of the Mailing Item.

Please note we recommend no more than 30mm of excess poly around the Large Letter Mailing Item.

9.3. MDIs included on Letter and Large Letter format Mailing Items

For Letter and Large Letter formats where you have chosen to have an MDI we recommend that it:

- is in a single line which has no more than 64 characters;
- is above the addressee name;
- is left justified and aligned with the rest of the elements in the Delivery Address Block;
- maintains the same line spacing as the rest of the Delivery Address Block; and
- uses typeface as opposed to pictures or non-typeface graphics.

It is a requirement that you do not include any type of barcode as an MDI above the addressee name. (The 2D Mailmark barcodes have space within them for customer use which could be used for mailer defined type information).

Please note that a Mailmark barcode can appear adjacent to a Delivery Address Block.

10. Delivery Address Block clear zone

Recommendations to optimise the performance of your Mailmark Mailing Item:

- no other text/information that could be construed as a Delivery Address should be included on the front of the Mailing Item. This includes any areas of an insert which may appear in the window of the Mailing Item arising from insert movement; and
- with the exception of the Mailmark barcode (see next point) that there should be a clear zone of 5mm or more to be around the extremities of the full Delivery Address Block. By 'clear', we mean clear of print, patterning, graphics or any text including when the Mailing Item is tapped in turn on each of the four sides.

Figure 85105: Clear zones

We anticipate that the most likely position for a Mailmark barcode will be adjacent to the Delivery Address Block.

A Mailmark barcode may encroach on the 5mm clear zone which is recommended around the Delivery Address Block but there must always (and, for clarity, this is a requirement, not a recommendation) be a clear zone of:

- at least 2mm between the Delivery Address Block and a Royal Mail 4-State Mailmark barcode (see Figure 106); or
- at least 4 times the size of the modules in the Mailmark barcode between the Delivery Address Block and a 2D data matrix Mailmark barcode. A 2D data matrix is made up of modules and these can vary in size from 0.5mm and 0.7mm. The clear zone must therefore be at least 2mm when printed at 0.5mm and at least 2.8mm when printed at 0.7mm.

If a Mailmark barcode is placed adjacent to the Delivery Address Block then the imaginary rectangle drawn around the outer extremities of the Mailmark barcode and the Delivery Address Block forms the '**Delivery Address and Mailmark Block**'.

The following diagrams show the 2mm clear zone required between a Royal Mail 4-state Mailmark barcode and the Delivery Address Block (not to scale):

Figure 86106: Delivery Address and Mailmark Block
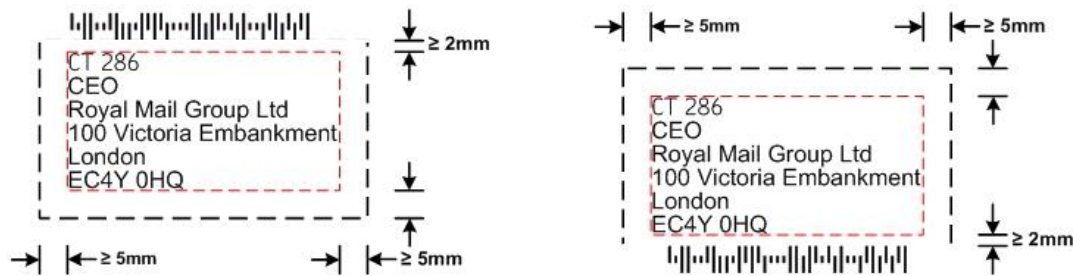
Please note that:
- The same principle applies to the gap between a 2D data matrix Mailmark barcode and the Delivery Address Block.
- It is mandatory that the Mailmark barcode and clear zone remains visible at all times.

Labels

The left, right, top and bottom edges of the Delivery Address Block or Delivery Address and Mailmark Block must be at least 2mm away from the edge of any label, and can only be this close if there is a total of 5mm clear area between the left, right, top and bottom edges of the Delivery Address Block and any print, graphics or patterning on the envelope or any other surrounding material.

Please note:

There is a requirement for there always to be a gap of at least 4 times module size between a 2D data matrix Mailmark barcode and the edge of any label and there must always be a gap of 2mm between a Royal Mail 4-state Mailmark barcode and the edge of any label.

Inserts
- where the Delivery Address Block or Delivery Address and Mailmark Block is on an insert within a window or viewed through polymer, the Delivery Address Block or Delivery Address and Mailmark Block (with the exception of the MDI (if present), addressee name and title and Organisation name) must be fully visible, with the left, right and bottom edges of the Delivery Address Block or Delivery Address and Mailmark Block (with the exception of the MDI, if present, Addressee's name and title, and Organisation name) at least 2mm away from the window edge (4 times module size between a 2D Mailmark and the edge of a window);
- if the Mailmark barcode appears directly below the Delivery Address Block no clear zone is required within the window above the Delivery Address and Mailmark Block. In this situation some or all of the MDI (if present), the addressee's name and title, and the Organisation name may tap out of the window (to the top or to the right) although it is recommended that they are capable of being tapped back in;
- there remains the recommendation of a 5mm clear zone around the top, bottom, left and right edges of the Delivery Address Block or Delivery Address and Mailmark Block, which is free free from text, graphics or patterning. Therefore the clear zone recommendations that are not met within the window can be met through the provision of further clear zones on the envelope;
- please note that the window edge itself is not considered an infringement of the 5mm Address Block clear zone but it is considered an infringement on the Mailmark barcode clear zone; and
- no part of the Delivery Address Block (aside from the MDI, if present, addressee's name and title, and Organisation name) taps out of the window on a paper envelope or the 'clear' window area on a polymer envelope or polywrapped item.

During design, printing and enclosing, you should take into account the various tolerances associated with these processes to ensure that each Mailing Item within your mailing consignment meets these recommendations.

The recommendations and requirements set out in this section apply at all times, including after the Mailing Item is tapped on any of its four edges to induce maximum insert movement.

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For clarification, please see Figure 107, which shows a Delivery Address Block with the 2mm and 5mm clear zones represented in a window (not to scale):

Figure 87107: Insert clear zones
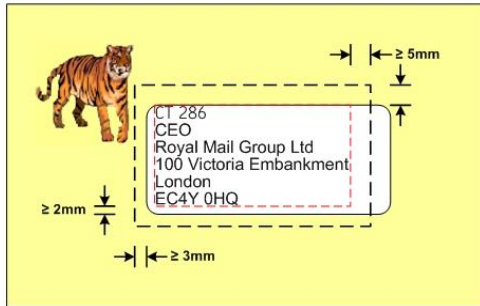
Please note:
Whilst the window edge within the 5mm zone should be clear of print, graphics or patterning it can be any colour as long as it is clear solid and meets the print contrast ratio recommendations.

Mailmark barcodes may also be positioned above, below, to the left or to the right of the Delivery Address Block and may also be positioned (window size permitting) vertically. It is recommended that they are always parallel with one edge of the Delivery Address Block and with one edge of the Mailing Item.

11. Return Address
Requirements
It is a requirement that each Mailing Item includes a return address on the outside of the Mailing Item in a manner that we can machine read it and the address must be preceded with the words 'Return Address' on its own on the first line (in the position normally taken by the addressee name in a Delivery Address).

We recommend that the return address:
- is entirely within 40mm of the top of the Mailing Item (preferably on the back face of the Mailing Item);
- is entirely at least 75mm from the right hand edge if on the front of the Mailing Item;
- includes all the elements of the geographic address laid out below the 'Return Address' line of text and adheres to the layout recommended for a Delivery Address;
- is, if on the front of the Mailing Item, made up of font that is smaller in size than the font that is used in the Delivery Address;
- is one of the non-proportional fonts detailed in the font list that is recommended for the Delivery Address.

We recommend that the Postcode of the return address is encoded into the Mailmark barcode (if the Mailmark barcode that you have chosen has that data field).

Please note: For mail pieces that are classified as large letters because they are thicker than 5mm, we will only be able to process returned items if the return address is placed on the reverse of the mail piece within 40mm of the top.

12. Mailmark Letter format specifications
The requirements and recommendations set out in this section 12 are additional to the requirements and recommendations already set out in in sections 1 – 11 and section 14, but are specific to Letter format Mailing Items. You should prepare your Mailmark Letter format Mailing Items in line with sections 1 – 12 and section 14.

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12.1 Letter dimension requirements

Letter format Mailing Items must be rectangular (portrait or landscape) or square, and each Mailing Item must have four straight edges and four right-angled (90°) corners.

The Letter dimension requirements are set out in the table below. These dimensions apply to the finished Mailing Item.

| Format:	Size:	Weight:	Thickness:	Shape:
Letter	Rectangle: Max: 165mm x 240mm Min: 110mm x 140mm Square: Max: 165mm x 165mm Min: 140mm x 140mm	Max: 100gms	Max: 5mm Min: 0.25mm	Each corner to be 90°. Portrait, landscape or square.

12.2 Flaps and sealing

It is recommended that the opening flaps are gummed and sealed as far along the edge as possible and that the remaining three edges are fully and totally sealed. The sealing recommendations vary depending on whether the Mailing Items are presented in bags or trays.

12.2.1 Sealing Tolerances -Trayed Mail

For DL and C5 sized Letters with rectangular or trapezium shaped opening flaps presented in trays only, there is a recommended tolerance of up to 35mm from the left and right edges and 35mm from the top edge where the flaps do not have to be gummed or sealed.
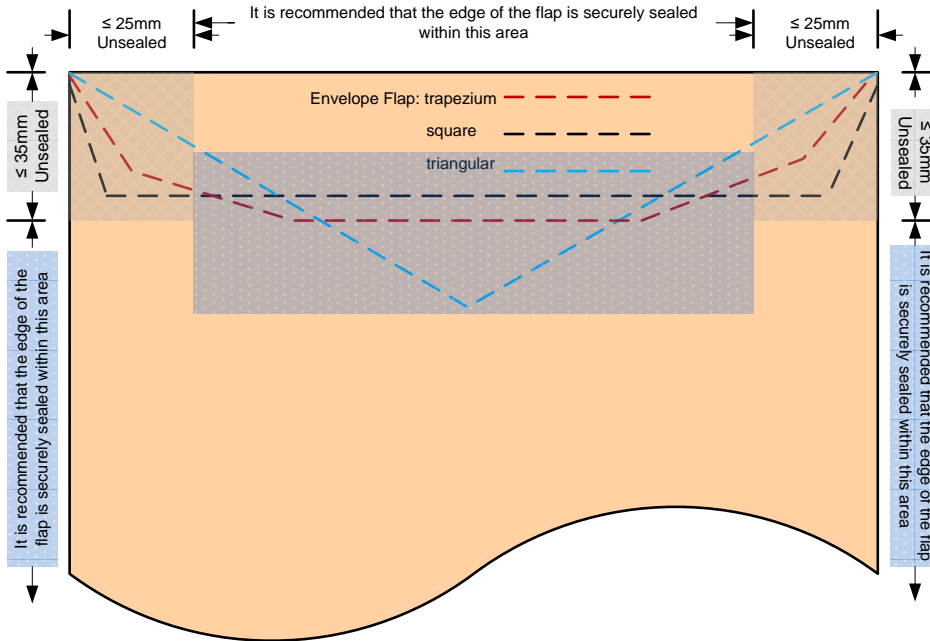
Figure 88108: Sealing tolerances − tray

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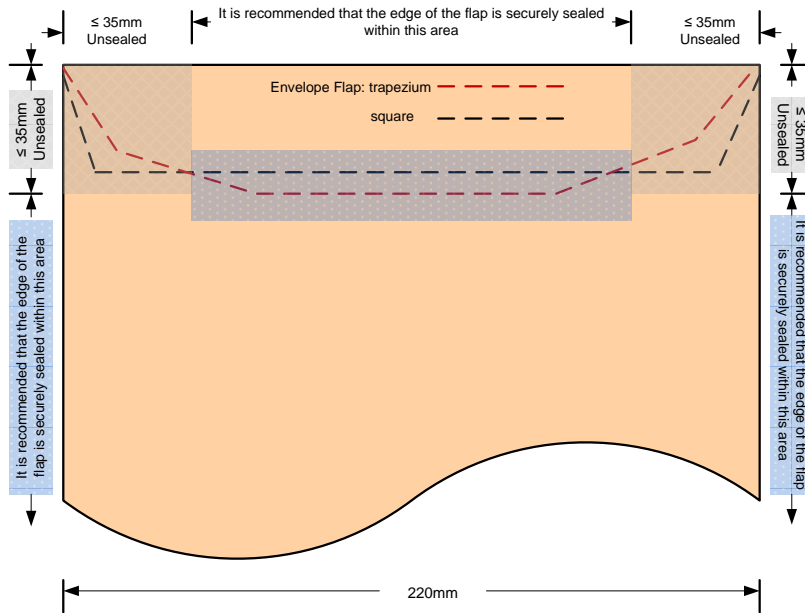
12.2.2 Sealing Tolerances – bagged mail

For all other Letter Mailing Items there is a recommended tolerance of up to 25mm from the right and left edges and 35mm from the top edge where the flaps do not have to be gummed or sealed.

Figure 89~~109~~: Sealing tolerances − bags

12.2.2 Sealing Advice (for envelope edges, not including the closing flap)

The objective is that the sealed side seams cannot easily be lifted. This is achieved if the glue is close enough to the edge.

The envelope will have a fold and an opening flap. It is recommended that it is sealed continuously and securely on the remaining sides which are not the closing flap i.e. the glue used to seal the sides must be in the form of a continuous seal and placed in such a position that the two elements of unglued paper cannot be easily lifted, separated, folded or torn.

12.3   Inserts

Mailing items must not have contents that burst out of and cause damage to the Mailing Item or that move to such a degree that the Mailing Item buckles as it passes through our machines. It is therefore recommended that the largest paper insert movement is restricted as follows:

- for Letters up to 2mm thick, no more than 30mm within the Mailing Item; and,
- for Letters over 2mm and up to 5mm thick, no more than 20mm within the Mailing Item.

It is recommended that the paper used for the insert has opacity of at least 85% (BS ISO 2471) to prevent any character on the reverse side showing through affecting the read of the Delivery Address or Mailmark barcode.

It is a requirement that the Mailing Items do not include any metal items that are larger than a standard paperclip or staple as our machines will reject these Mailing Items automatically.

12.4   Material

Material requirements
- envelopes must be made out of paper only;
- you cannot use polythene, plastic or transparent materials or envelopes with apertures; and
- if you wish to apply a Mailmark barcode to Letter format Mailing Items that are polywrapped, you can do so provided that you present, declare and pay for the items as Large Letters.

Material recommendations
It is recommended that:
- **Opacity** - the paper used for the envelope and the paper which the address is printed on is more than 85% opaque to prevent any character on the reverse side showing through (BS ISO 2471 paper and board);
- **Porosity** - the paper has porosity of <700 ml/minute;
- **Absorbency** - the paper has absorbency of 15-35gsm of water in one minute; and
- **Density** - the paper has a density no less than 70g per square metre (gsm). Postcards are recommended to be made of paper with a density no less than 200gsm and should be at least 0.25mm thick.

12.5   Perforations
It is recommended that the Mailing Items have perforations or tear-off strips that meet the specifications detailed below in order to ensure they can be processed efficiently and without any damage being caused.

You have the option of using either 'roulette' or 'zip Strip' perforations, or designing a 'pressure seal' envelope which effectively has double roulette perforations on the reverse.

12.5.1   Roulette Perforations
It is recommended that:
- the perforations be die cut into the Mailing Item, the cut being the hole, and the bridge being the paper that is left intact and subsequently torn when the Mailing Item is opened;

Figure 90110: Perforations
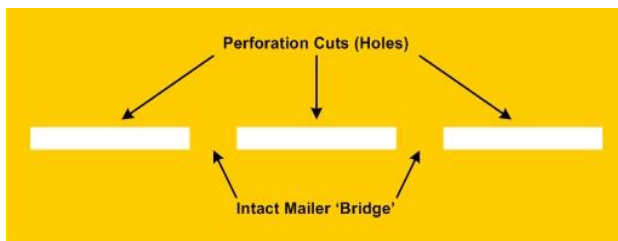
- the paper weight for the Mailing Items be ≥ 100gsm;
- the perforations be located to both 'short' sides of the Mailing Item, and one of the long sides of the Mailing Item, i.e. only 3 sides should be perforated;
- the perforations are inset from the edge of the Mailing Item by 12 ± 1mm;
- the cut of the short side perforations are set at 1.3 – 2mm and with a bridge of 0.8mm as illustrated in Figure 111. Each cut should be of uniform size and each bridge should be of uniform size;
- the cut of the long side perforation is set at 0.5 – 1.4mm and with a bridge of 0.4mm as illustrated in figure 111. Each cut should be of uniform size and each bridge should be of uniform size;
- the cuts are rectangular in shape and have a width of 0.1mm;
- the short side perforations extend from each edge of the envelope;
- the long side perforation do not extend beyond the short side perforations;
- the Indicium is not printed over the perforations. This effectively reduces the area available for your Indicium as follows:

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- o in landscape orientation where the Indicium is adjacent to both 'long' edge and 'short' edge perforations the Indicium should be inset and be 12 ± 1mm on 2 sides. This limits the area available for your Indicium to a maximum of 64mm by 29mm;
  - o in landscape orientation where the Indicium is adjacent to just the 'short' edge perforation the Indicium is recommended to be inset on 1 side by 12 ± 1mm. This limits the area available for your Indicium to a maximum of 64mm by 40mm;
  - o in portrait orientation where the Indicium is adjacent to just the 'short' edge perforation the Indicium is recommended to be inset on 1 side by 12 ± 1mm. This limits the area available for your Indicium to a maximum of 75mm by 29mm;
  - o in portrait orientation where the Indicium is adjacent to both 'long' edge and 'short' edge perforations the Indicium is recommended to be inset and be 12 ± 1mm on 2 sides. This limits the area available for your Indicium to a maximum of 64mm by 29mm;
- no other colour is visible through the perforations in the Tag and Route Clear Zones;
- the perforated edges are securely sealed all round from the perforation to the letter edges;
- the glue does not run out onto the outside of or produce protruding mounds on the Mailing Item;
- the glue is fully cured before you handover your mailing to us; and
- the tensile strength of the glue is recommended to be ≥0.4N and fibre tear must be exhibited on separation.

Figure 91111: Perforation sizes

Vertical Perforation   **Horizontal Perforation**
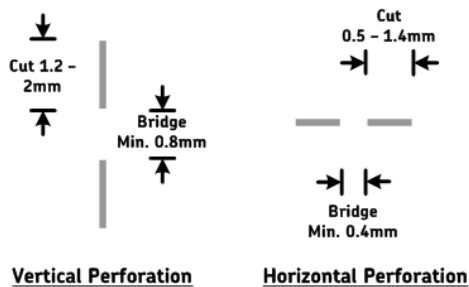
12.5.2 Pressure seal envelope

A pressure seal envelope is a single sheet of paper which has been folded either two or three times to make a DL or C5 size Mailing Item. The short sides need to be sealed and are opened by means of a standard perforation. One long side has to be a fold, the other will be sealed and have effectively a 'double' perforation to allow the item to be fully opened.

It is recommended that:
- the short sides have perforations through all layers of the Letter (there will be 3 layers of paper for DL or 2 layers of paper for C5 size Mailing Items); and
- the long side has a roulette perforation that does not go through to the front of the Mailing Item. The Mailing Item is opened by removing the short edge perforated strips first and then tearing back the tear off strip on the reverse.

Design and general requirements for pressure seal envelopes:
- the Mailing Item is produced from a single sheet of paper;
- inserts are not permitted;
- DL design must be ≥ 100gsm (3 ply);
- C5 design must be ≥ 150gsm (2 ply);
- landscape or portrait are permitted;
- Mailing Items must not be square;
- perforations to be on both short sides;
- the roulette tear strip must be on the back of the Letter; and
- the longest edge from the Indicium must be a fold (bottom edge for landscape, left side for portrait).

Perforated strip (short edges):

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It is recommended that:
- the Roulette Perforation specification is followed
- the cut of the perforated strip perforations is set at 1.3mm – 2mm and with a bridge of ≥ 0.8mm; and
- the cuts are rectangular in shape and have a width of ≤ 0.1mm.

**Perforated strip (long edge on reverse):**
It is recommended that:
- only one roulette tear strip is on each Letter;
- is the strip be die cut into the Letter;
- is the strip be placed on the back of the Letter (i.e. the side which does not have the Delivery Address and Indicium) and should run parallel to the long edge;
- is the strip be >10mm from the long edge of the Letter and should be >10mm wide;
- the cut is set at <3.3mm and with a bridge of >0.6mm;
- each cut is of uniform size;
- each bridge is of uniform size;
- the cuts are rectangular in shape and have a width of <0.1mm;
- if the 'long' perforation extends into the 'short' side perforations, it is securely sealed i.e. the strips are totally sealed along their length;
- the edge between the tear strip and the edge of the Letter is securely sealed along its entire length;
- sealing adhesive is < 80 microns thick;
- the glue does not run outside of or produce protruding mounds on the Mailing Item;
- the glue is fully cured before you handover your mailing to us; and
- the tensile strength of the glue is ≥0.4N and fibre tear should be exhibited upon separation.

12.5.3 Zip Tie Perforations

Recommendations:
- the Mailing Items may be presented in both landscape and portrait orientation;
- the zip tie should be die cut into the Mailing Item;
- the paper weight for the Mailing Item should be ≥150gsm;
- the zip tie should always be placed on the back of the Mailing Items;
- the zip tie may be positioned either horizontally or vertically, but the 'tear' direction of the tie is dependent upon the orientation of the Mailing Item. Figure 112 illustrates the back of the landscape and portrait oriented Mailing Items, the orientation, and 'Tear' directional requirements (the relative position of the Indicium on the front of the Mailing Item being illustrated).

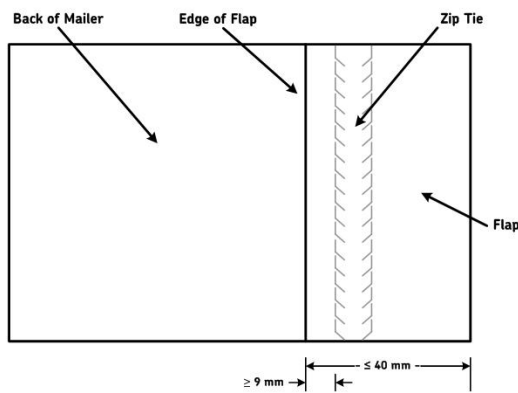**Figure 92112: Perforation positioning and tear direction**
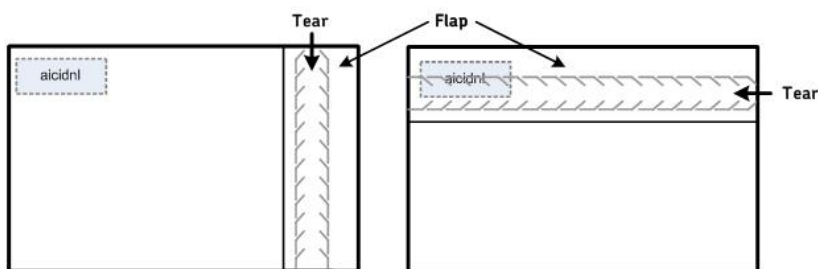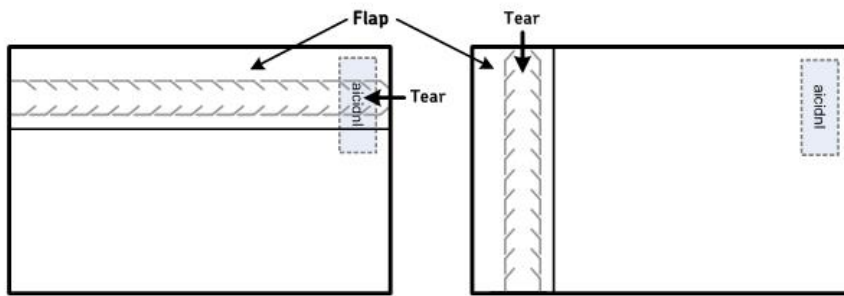
It is recommended that:
- the zip tie is located on a flap that is ≤40mm wide, as illustrated in Figure 113 and
- the zip tie is positioned ≥9mm from the edge of the flap, as illustrated in Figure 113.

Figure 93113: Perforation positioning

The dimensional for the cut of the zip tie are provided in Figure 114.

**Figure 94114: Zip tie dimensions**
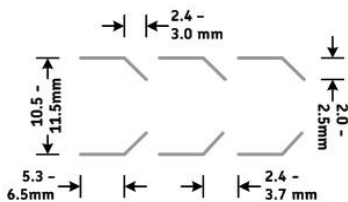
It is recommended that:
- all cuts and bridges are of uniform size;
- the cuts are rectangular in shape and have a width of ≤0.1mm;
- the glue used to seal the flap does not run out onto the outside of or produce protruding mounds on the Mailing Item;
- the glue is fully cured before you handover your mailing to us; and
- the tensile strength of the glue must be ≥ 0.4N and fibre tear should be exhibited on separation.

12.6   Flexibility
It is recommended that Mailing Items are flexible enough to be capable of being processed in our sorting machines without damage to the machine, the Mailing Item, or other Mailing Items. Each Mailing Item should therefore be capable of being transported around a pulley with a radius of 140mm

with a maximum force of 26 Newtons. Items that are too stiff will not be able to meet this recommendation, as illustrated in Figure 115.

Figure 95115: Flexibility
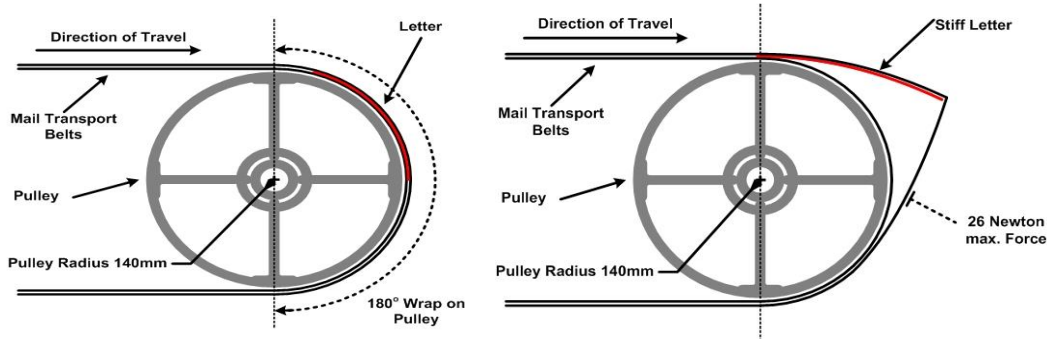
12.7   Window envelopes – general
It is recommended that:
- **gloss** –the maximum gloss value of the window material is 150 when measured at 60º in accordance with ASTM 2457 'Standard Test Method for Specular Gloss of Plastic Films';
- **haze** –the window haze should not exceed 75% in accordance with ASTM D1003 'Standard Test Method for Haze of Plastic Films;'
- **strength** – the window is robust enough not to become deformed. It should be fixed to the envelope evenly across the surface area it is in contact with; and
- **location** – it is recommended that only one window (two at maximum) appears on the front of the Mailing Item and that the window(s) do(es) not take up more than 50% of the surface area of the surface area.

12.7.1 Windows on the reverse

For Letter format Mailing Items only, a maximum of one window is permitted on each face i.e. one on the front and one on the back.

Window dimensions:
- front window dimensions: the shape must be rectangular, <174mm long and <45mm high; and
- back window dimensions: the shape must be circular, <48mm diameter.

Window position:
If a window is on the back face of the Mailing Item the perimeter of the window must be 31mm ± 2mm from the bottom of the envelope and centred along the long edge.

12.8   Clear zones
Clear zones are the areas on your Mailing Items that you must leave free of any text or markings. They are used by our machines to identify the Delivery Address Block, Delivery Address and Mailmark Block and Mailmark barcode and enable us to print and read tag and route codes.

You are recommended to leave a clear zone on each Mailing Item where we can apply a unique tag code. For landscape Mailing Items this area starts 60mm from the bottom edge up to 10mm high, stretching 100mm from the right hand edge. Portrait Mailing Items should be rotated to be landscape with the Indicium in the top left hand corner and the tag code clear zone is as set out for landscape Mailing Items.

We also recommend that you leave a clear zone that starts from the bottom edge up to 18mm high, stretching to 130mm from the right edge.

13. Mailmark Large Letter requirements

The recommendations and requirements set out in this sections 13 are additional to the recommendations and requirements already set out in sections 1 – 11 and section 14 but are specific to Large Letter format Mailing Items. You should prepare your Mailmark Large Letter format Mailing Items in line with sections 1 – 12 and section 14.

Getting started with the Large Letter format

In addition to Mailing Items with dimensions that fall within the Large Letter size criteria, any Letter format Mailing Items that are polywrapped must also be presented, declared and paid for as Large Letters.

13.1 Large Letter dimensions

| Format	Size	Weight	Thickness	Shape
Large Letter	<u>Rectangle:</u> Max: 245mm x 345mm Min: 95mm x 145mm <u>If square:</u> Max: 245mm x 245mm Min: 145mm x 145mm	Max: 750gms Min: 10gms	Max: 10mm Min: 0.5mm	Each corner to be 90 °. Portrait, landscape or square

13.2   Technical recommendations and requirements

This section covers general recommendations and requirements for paper and polymer envelopes; polywrapped; and Unwrapped Mailing Items.

13.3   Position of Logos or Advertising

To reduce any potential for address interpretation errors, any logo or advertising slogan printed on the Mailing Item are not recommended to look like an address, geographical location, country or a Royal Mail bag or bundle label, and they must not be printed in the Delivery Address Block, over the Mailmark barcode, in any clear zones around either the Delivery Address Block and/or the Mailmark barcode, or in the Indicium area. Slogans where the company name contains the words 'Return', 'Address' and 'Undelivered' are not recommended.

Please note: You must maintain a clear zone of at least 2mm around the indicum

Figure 96116: Logo positioning
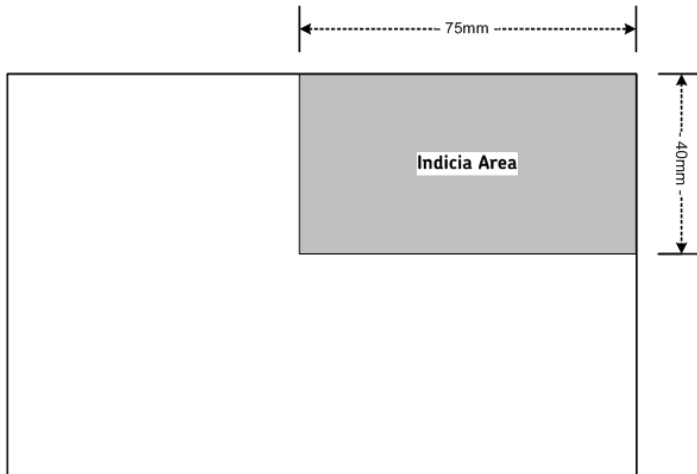
13.4 Inserts

- For Unwrapped Mailing Items loose inserts are not permitted, and all pages must be secured to the binding.

It is recommended that:

- for any insert other than the paper contents, they are fixed in position so they don't move around during processing. You can use glue or self-adhesive tabs to fix any inserts;
- inserts, other than paper that are placed in an envelope, are fixed in position and attached to the insert, so that they cannot move around during the processing of the Mailing Item. The inserts may include small metal objects such as keys, coins, and badges; and
- if you do choose to have any inserts, where you have 'step changes' in the thickness of the Mailing Item, the spatial distortion (i.e. variation in the thickness of the contents - see figure 117) should not be more than 50% of the thickness of the Mailing Item up to a maximum of 10mm, and the address should be on the 'flat side of any Mailing Item. It cannot be placed on any irregular or convex shaped sides.

Figure 97117: Spatial distortion
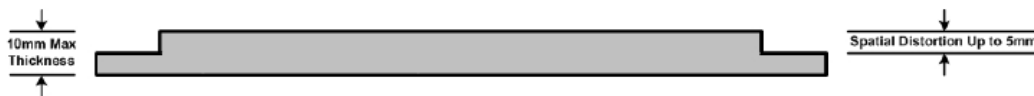
Inserts Paper envelopes

For paper envelopes, depending on the thickness of your Mailing Item, to prevent damage to your Mailing Item and other Mailing Items there are limitations on how much 'empty' envelope you are recommended to have i.e. the thicker the item, the less 'empty' envelope you are recommended to have (see figure 118).

The following applies to the movement of the largest paper insert:

- if your Mailing Item is ≤ 2mm thick there is no restriction on the lateral movement of the largest paper insert up to the maximum envelope size of 345mm ; and
- for any Mailing Item which has a thickness of >2mm then the lateral movement of the largest insert within the Mailing Item is recommended to be ≤20mm or less.

Inserts Polymer envelopes

For polymer envelopes or polywrapped Mailing Items, where the polymer is transparent only the largest insert must be visible to the front of the Large Letter and the lateral movement is recommended to be <30mm (see figure 109). There is no requirement for the content to be referenced to the bottom left corner, but you should ensure that there is no more than 30mm along the long edges and no more than 30mm along the short edges.

Figure 98118: Insert movement

≤ 30mm Lateral Movement

≤ 30mm Lateral Movement

Large Letter Content
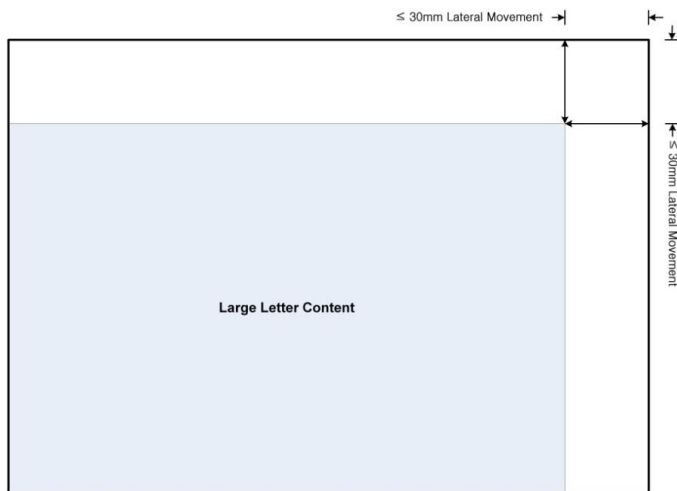
13.5   Material - Construction

13.5.1 Paper envelopes
It is recommended that:
- the envelope paper weight is no less than 70gsm;
- the paper weight for single piece (folded and sealed) Mailing Items is no less than 100gsm;
- the paper weight for Large Letter sized postcards is no less than 200gsm; and
- the Mailing Items do not have perforations.

13.5.2 Polymer envelopes and polywrap
- polymer envelopes must be made of polymer film e.g. polyethylene; and
- materials produced from polymer fibres that are randomly distributed and non-directional (laid as a web) and bonded together by heat and pressure are not acceptable e.g. Tyvek.

13.5.3 Unwrapped
- The cover of the Mail Item must have a paper weight of ≥ 50gsm.
- The pages of the booklet must have a paper weight of ≥ 50gsm.
- All pages (including the cover) must be of equal size.
- All pages must be secured to the binding, and loose inserts are not permitted
- The spine must always be on a long edge.
- The spine must be glued or stapled. (Punch & bind bindings are not permitted).
- Onserts must not be attached to the mail. e.g. Pens or product samples

13.5.4   Material - general recommendations and requirements
- **Absorbency -** (paper based envelopes) 15–35g of water in 1 minute (BS EN 20535 - Paper and board. Determination of water absorptiveness);
- **Glue -** Any adhesives used in the production of envelopes are recommended not to leak onto the open surface of the envelope and produce protruding mounds and is recommended to be fully cured when the mail is presented to Royal Mail. It is a requirement that Mailing Items are not stuck together as we may not be able to read items that are and your Appe will appear incomplete. When polymer envelopes are used, the glue is recommended to be stronger than the polymer and is recommended not to produce protruding mounds on the mail item;
- **Opacity -** ≥85 % (BS ISO 2471 - Paper and board. Determination of opacity (paper backing));
- **Porosity -** <700 ml/minute (BS 6538-2 - Air permeance of paper and board);

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- **Rigidity / Stiffness -** The acceptable rigidity / stiffness are recommended to be ≥8N.mm. There is no upper limit on Mailing Item stiffness. This can be measured as follows (see figure 119):
    - o a single Large Letter should be placed on a flat surface with the shortest edge of the Large Letter overhanging a straight edge of a flat surface by a horizontal distance of 100mm;
    - o the leading edge of the large letter is then released and allowed to bend down under its own weight; and
    - o if the leading edge drops to 40mm or more, then the stiffness is less than 8N.mm and the Large Letter not Machinable.

Figure 99119: Rigidity
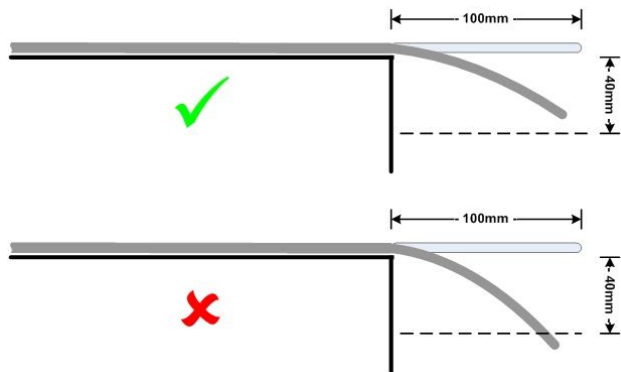
- **Separation -** The Mailing Items must not be stuck together and it is recommended that they are capable of separating to allow them to be effectively processed. When placed on a slope of 65º to the horizontal, the Mailing Items are recommended to be capable of separating, by sliding one from another, under the force of gravity (see figure 120); and

Figure 100120: Separation
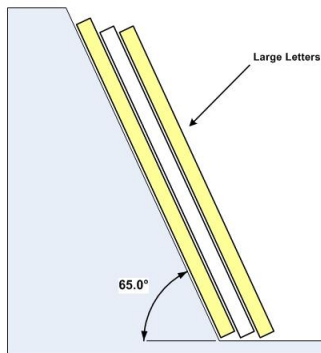
- **Shape –** Mailing items are required to be rectangular or square within the permitted dimensions and can be laid out in landscape or portrait format. We do require you to ensure that the four sides are all straight lines and intersected by a 90º angled corner.

13.5.5 Polywrap outer
- the film is required to be intact, undamaged and must not be punctured or torn apart from perforations(although perforations are not recommended)?;
- the film must be > 15 µm (15 microns) thick when measured at any point on the large letter other than the seal;

- it is recommended that any Mailmark barcode printed on the film must adhere to the film and must not break up or wear during processing;
- it is recommended that any text printed on the film adheres to the film and must not break up or wear during processing;
- only be a single layer of film must cover the Delivery Address Block and Mailmark barcode ; and
- it is recommended that the film is sufficiently strong enough to tolerate handling without tearing or splitting at the seals.

13.5.6 Print contrast recommendations
- Print Contrast Ratio for addresses printed on envelopes should be ≥50 %;
- Print Contrast Ratio for addresses printed on window inserts should be ≥55 %;
- Minimum Reflective Difference should be ≥30 %; and
- Minimum Background Reflectance should be ≥35 %.

13.5.7 Print contrast recommendations
Inverse printing i.e. negative contrast is not permitted (i.e. Address Block lighter than background).

13.6 Flaps and sealing
This section is divided into paper and polymer/polywrap recommendations and requirements as they are different.

Paper envelopes
- it is recommended that the paper envelopes are sealed securely on the back, front and edges;
- a tolerance of 35mm x 25mm is permitted on the opening flap. Regardless of whether the opening flap is placed on the front or reverse of the Mailing Item (the front being where the Delivery Address Block and the Indicium are located) it is recommended to be sealed to within 35mm from the fold of the envelope and 25mm from the envelope side.

Figure 101121: Sealing tolerances paper
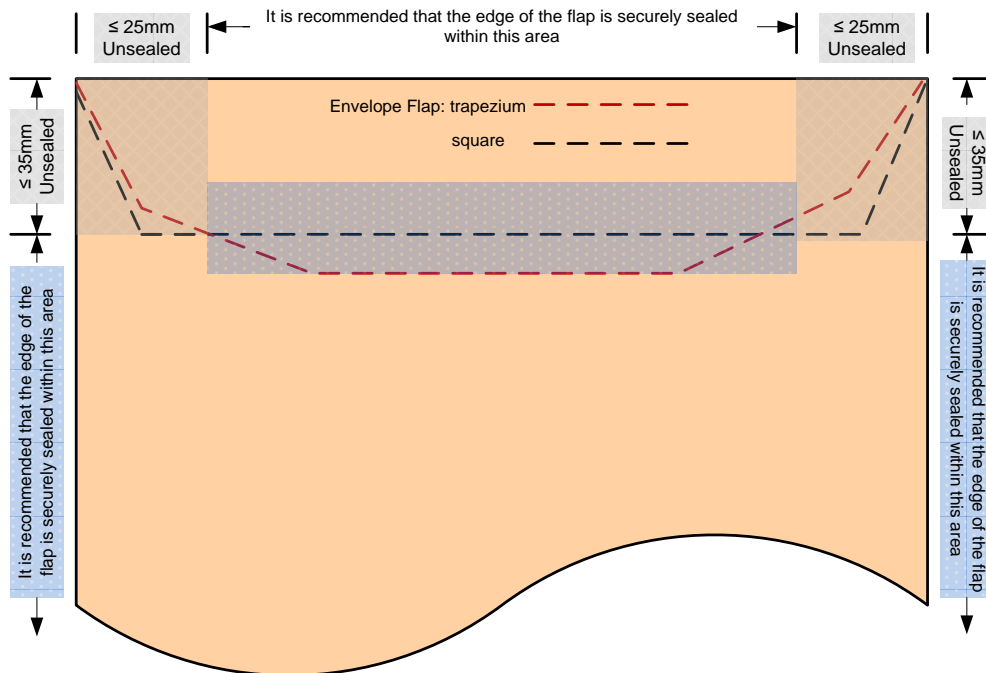
Polymer envelopes

It is recommended that:

- Polymer envelopes are sealed along all the edges and have the opening flap on the back; and
- the opening flap is sealed to within a minimum of 25mm from the fold of the envelope flap and 25mm from the sides of the envelope (see figure 122).

Figure 102<s>122</s>: Sealing tolerances polymer
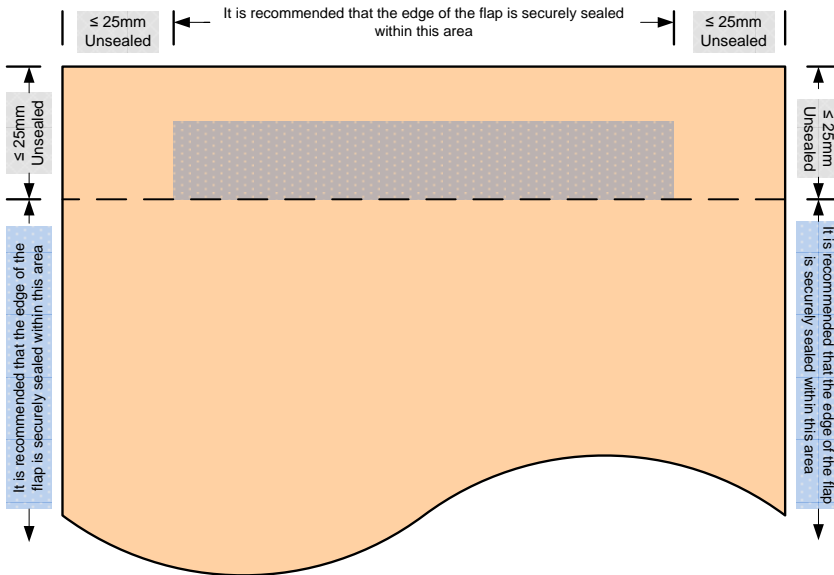
Poly wrapped Mailing Items

Mailing Items which are poly wrapped must be securely sealed on the front, back and side edges.

The preferred location for the poly wrapped seal is the back of the Large Letter.

We recommend that if the seal runs along the length or width of the Mailing Item that the free edge of the seal is less than 30mm deep.

Additionally if the poly wrapped seal is on the front of the Mailing Item it is a requirement that:

- the seal must not be over the Delivery Address Block or Mailmark barcode; and
- the seal must not be across the width of the Mailing Item.

Figure 103123: Sealing poly

Seal Direction

Longitudinal
Seal

≤ 30 mm

Free Edge

End
Seals

Bottom
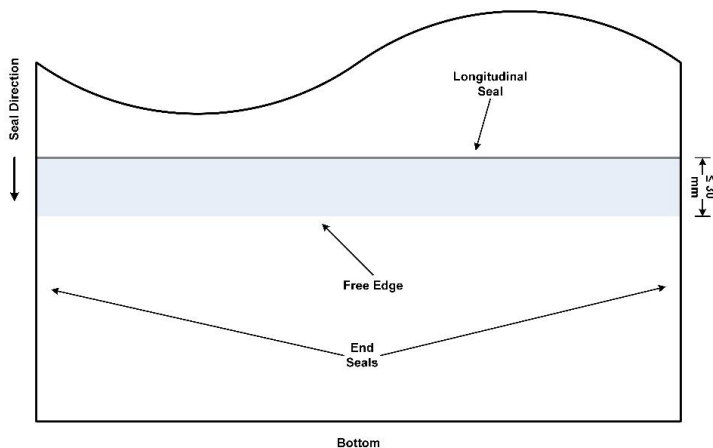
13.7 Windows (paper envelopes)

Although you are only permitted one window on your Mailing Item, you do have the option of using this window for either the Delivery Address Block or for advertising information. You do need to ensure that the window is not an open space i.e. there must be a transparent film covering the aperture and that it is square or rectangular (circular windows are not permitted).

As we do not wish to limit your options when it comes to designing or purchasing window envelopes, we do not have any specific requirements for the strength of the window but we do recommend that when we do receive the Mailing Items from you:

- the window film is not flimsy i.e. should be sufficient strength and quality that it is not visibly creased or crumpled;
- it is flat and securely and evenly sealed to the inside of the envelope, with corners of the aperture that are curved rather than straight as this will help prevent damage occurring when the Mailing Items are going through the final machine sortation stage;
- it does not take up more than 25% of the surface area on the side where it is found;
- the window area where it is used for an address should fall within the Delivery Address Block area – please see figures, 124 and 125
- **Gloss** - (window and poly film): The gloss value should be ≤ 150 (American standards of testing and materials (ASTM) 2457 Measured at 60 degrees); and
- **Haze** - (window and poly film): The haze value should be ≤ 75 % (ASTM D1003-00 Procedure A (Hazemeter)).

13.8 Delivery Address Block and the Mailmark barcode

When printing the Delivery Address the recommended maximum characters per line of the Address Block is 64 and please ensure that the content of one address line is not wrapped onto a second line i.e. Team Valley Trading Estate must be printed on the same line and not spread over two.

We recommend that you use one of the fonts and sizes detailed in section 7 of this Appendix M and ensure that each line of the address has characters which are the same font and point size and that the spacing between the words is less then 5mm.

13.9 The Delivery Address Block and the Mailmark barcode positioning

The Delivery Address Block and the Mailmark barcode position is dependent on the orientation of the mail piece; details are shown in Figures 124 and 125.

The Delivery Address Block and the Mailmark barcode cannot be located in the following areas:

- A frame around the envelope 40mm from the top and 15mm around the rest of the perimeter i.e. the bottom, left and right edges;

- the 'Route Code Zone' (referenced that starts from the bottom edge up to 18mm high, stretching to 130mm in from the right hand edge of your mail piece); and
- over the edge of the envelope flap.

Please note:

For polymer envelopes or polywrapped Mailing Items you will need to allow for any lateral movement when defining the Delivery Address Block location. The assumption must be made that the poly may fold during processing and, should this happen we still need a defined clear area from the edge to ensure the Delivery Address can be read. See Figures 125 and 125.

Figure 104124: Landscape Delivery Address Block
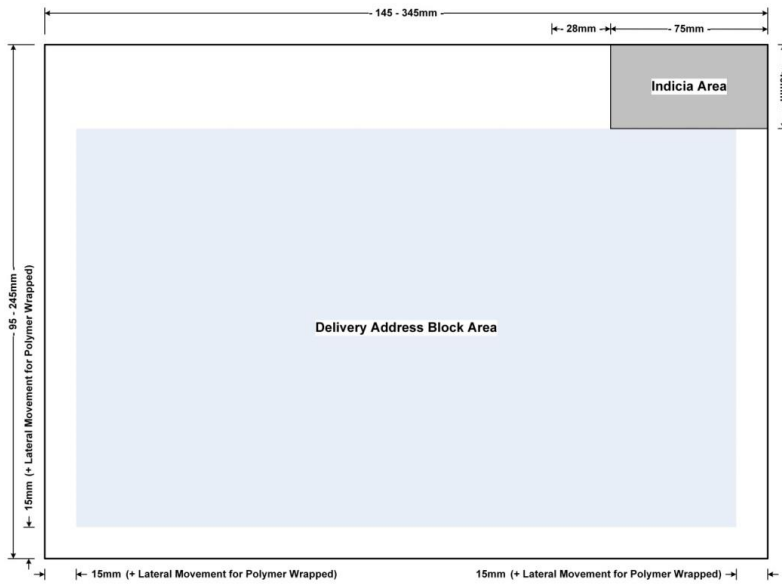
Figure 105125: Portrait Delivery Address Block
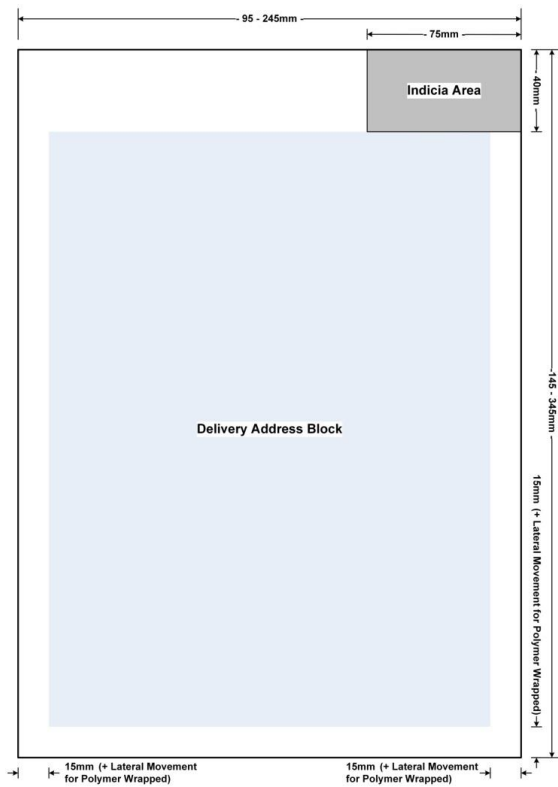
14 Mailmark barcode specification

Please note that all specifications set out in this section are requirements unless stated otherwise.

A Mailmark barcodes can be either a:
- 2D data matrix barcode; or
- 4-state barcode.

2D data matrix Mailmark barcodes

There are three types of 2D data matrix barcodes:
- Type 7   24 x 24 modules
- Type 9   32 x 32 modules
- Type 29   16 x 48 modules

2D data matrix barcodes vary in size and shape and they contain different quantities of spare space. 2D data matrix barcodes are made up of black & white square modules. Each module must be printed with minimum size of 0.5mm x 0.5mm and a maximum size of 0.7mm x 0.7mm. Modules must always be square so it is not acceptable to print with a module size of 0.5mm x 0.6mm or 0.7mm.

Figure 106126: Example of a 2D data matrix Type 7 barcode

- Minimum size 12mm x 12mm when printed with 0.5mm x 0.5mm module size.
- Maximum size 16.8mm x 16.8mm when printed with 0.7mm x 0.7mm module size.
- Total of 51 characters.
- 6 spare characters.

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Figure 107~~127~~: Example of a 2D data matrix Type 9 barcode
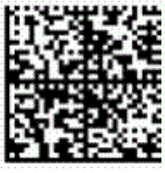
- Minimum size 16mm x 16mm when printed with 0.5mm x 0.5mm module size.
- Maximum 22.4mm 22.4mm when printed with 0.7mm x 0.7mm module size.
- Total of 90 characters.
- 45 spare characters.
- Identified by a cross within box.

Figure 108~~128~~: Example of a 2D data matrix Type 29 barcode

- Minimum size 8mm x 24mm when printed with 0.5mm x 0.5mm module size.
- Maximum size 11.2mm x 33.6mm when printed with 0.7mm modules
- Total of 70 characters.
- 25 spare characters.

Important note:
No information (confidential or otherwise classified) should be placed in the spare space within the 2D data matrix Mailmark barcode that could or would place anyone in danger of breaching their or our data protection obligations.

4-state Mailmark barcodes
There are two types of 4-state barcodes:
- Barcode L (long). Length up to 89mm. No spare space
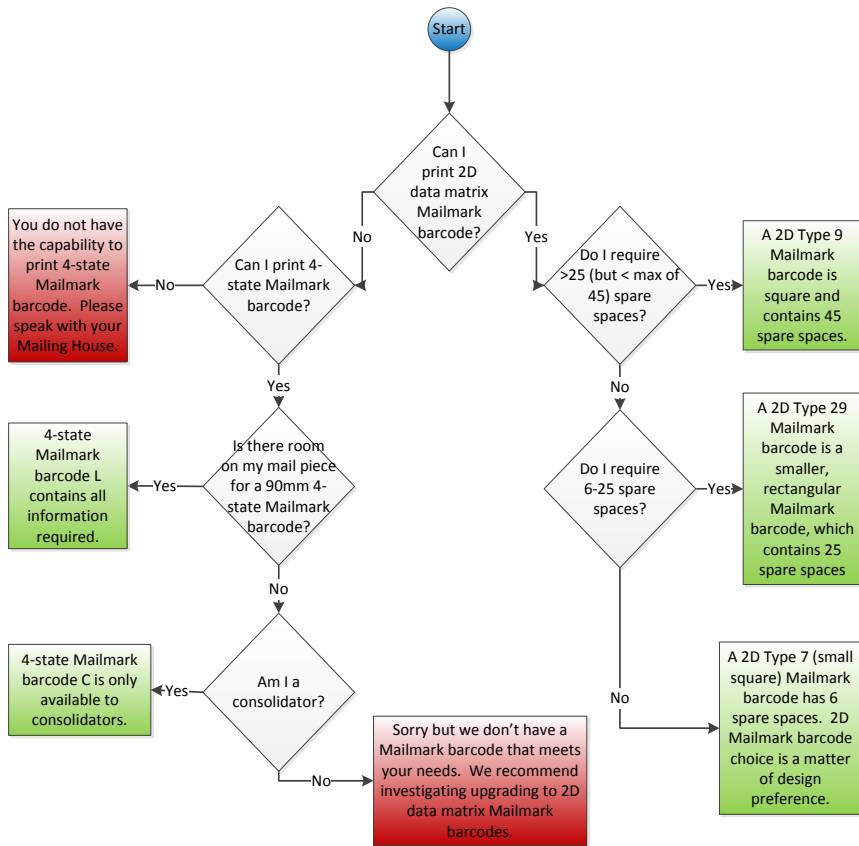- Barcode C (consolidated). Length up to 76.2mm. No spare space

Figure 109~~129~~:Example of a 4-state barcode L   **Figure 110~~130~~:Example of a 4-state barcode C**

The following diagram helps you work out which Mailmark barcode will best suit your needs.

Which Mailmark^{TM} barcode is right for me?

Start

Can I print 2D data matrix Mailmark barcode?

No → Can I print 4-state Mailmark barcode?

No → You do not have the capability to print 4-state Mailmark barcode. Please speak with your Mailing House.

Yes → Is there room on my mail piece for a 90mm 4-state Mailmark barcode?

Yes → 4-state Mailmark barcode L contains all information required.

No → Am I a consolidator?

Yes → 4-state Mailmark barcode C is only available to consolidators.

No → Sorry but we don't have a Mailmark barcode that meets your needs. We recommend investigating upgrading to 2D data matrix Mailmark barcodes.

Yes → Do I require >25 (but < max of 45) spare spaces?

Yes → A 2D Type 9 Mailmark barcode is square and contains 45 spare spaces.

No → Do I require 6-25 spare spaces?

Yes → A 2D Type 29 Mailmark barcode is a smaller, rectangular Mailmark barcode, which contains 25 spare spaces

No → A 2D Type 7 (small square) Mailmark barcode has 6 spare spaces. 2D Mailmark barcode choice is a matter of design preference.

4-state Mailmark barcode L Approx. 90mm at 22bpi

4-state Mailmark barcode C Approx. 76.2mm at 22bpi

(**CBC**. Approx 48.5mm at 22bpi)

2D Type 9 Mailmark barcode
16mm x 16mm at 0.5mm module size.
Contains 45 spare spaces.

2D Type 29 Mailmark barcode (horizontal).
24mm x 8mm at 0.5mm module size.
Contains 25 spare spaces.

2D Type 29 Mailmark barcode (vertical).
8mm x 24mm at 0.5mm module size.
Contains 25 spare spaces.

2D Type 7 Mailmark barcode
12mm x 12mm at 0.5mm module size.
Contains 6 spare spaces

14.1   Background Reflectance (BR) and Reflective Difference (RD)
Royal Mail 4-state Mailmark barcode only
In order to provide sufficient reflectance from the Mailing Item material that allows sufficient light to be reflected back, a BR value of a minimum of 35% is required. Mailing items not meeting this requirement will appear as a block of dark grey or even black, making it impossible to identify the Mailmark barcode on the Mailing Item.

In order to provide sufficient contrast between the Mailing Item material and the printed Mailmark barcode, the RD between the Mailing Item background and the BR must be a minimum of 30%. Mailing items not meeting this requirement will appear as black making it extremely difficult to distinguish the Mailmark barcode from the Mailing Item material.

14.2 2D data matrix Mailmark barcode
A 2D data matrix Mailmark barcode is a specified format of a Data Matrix type ECC200 code complying with the international standard ISO/IEC 16022 whose data content matches a configurable set of characters for the first 6 characters of the data. The supported formats from ISO/IEC 16022 and the data content are as specified within the separate document - Mailmark Barcode Definition Document.

2D data matrix Mailmark barcodes must be printed according to the international standard.

14.3 Characteristics of 2D Mailmark barcode
- a 2D data matrix Mailmark barcode is a Data Matrix type ECC200 code complying with the international standard ISO/IEC 16022. Version of ISO specification is ISO/IEC 16022:2006;
- a 2D Mailmark can be any of the following formats of Data Matrix type ECC200 as defined in ISO/IEC 16022:
    - 24x24 modules (Also known as Format 7);
    - 32x32 modules (Also known as Format 9); and
    - 16x48 modules (Also known as Format 29);
- 2D data matrix Mailmark barcodes must have a module size in the range of 0.50 – 0.70mm;
- the 2D data matrix Mailmark barcode must not appear within 15mm of the short edges of the Mailing Item, within 18mm of the long edge furthest from the Indicium (for landscape items this is the bottom edge) or in an area that must be kept clear of text or graphics as set out elsewhere in this appendix;
- the 2D data matrix Mailmark barcode must be printed on a background that is of consistent contrast by design, with a positive contrast for the symbol (dark on a light background). Note: Certain recycled paper does give an inconsistent background, but this is acceptable so long as the print quality criteria are achieved. Note the codes are always positive contrast.
- there must always be a clear zone of at least 4 times the module size around any 2D Mailmark barcode. For example if printed with a 0.5mm module size the clear zone must be at least 2mm. With a 0.7mm module size the clear zone must be at least 2.8mm;
- the 2D data matrix Mailmark barcode can be orientated vertically or horizontally but are required to have edges that are parallel with the edges of the Mailing Item;
- the 2D data matrix Mailmark barcode is differentiated from other Data Matrix symbols that may be present on the Mailing Item by a defined string of 6 characters in the first part of the data within the code. All systems that are required to read and extract data from the 2D data matrix Mailmark barcode shall have a configurable file that can contain up to 100 different 6 character strings to identify a 2D data matrix Mailmark barcode type from other Data Matrix codes. The configurable file shall, for each of the 2D data matrix Mailmark barcode types defined by the 6 character string:
    - assign the precedence of each 2D Mailmark barcode string where more than one 2D Mailmark barcode exists on a Mailing Item; and
    - set the threshold limit for the minimum amount of unused error correction by the ECC algorithm that is allowed before rejecting the code read.
  The representation of the 6 character string within the configuration file shall comprise of characters A – Z, 0 – 9, or Space. No wild cards will be used;
- the 2D data matrix Mailmark barcode is differentiated from other Data Matrix symbols by a defined string of 6 characters in the first part of the data within the code. Each of the Royal Mail products that use the 2D data matrix Mailmark barcode has the following data strings in the first part of the data content:
    - UPU identifier – 1 Characters (J);
    - Royal Mail identifier assigned by the UPU – 3 Characters (e.g. GBA, or GB<SPACE>);
    - Information (Product) type ID – 1 Character; and
    - Information type ID version number – 1 Character;

- each attribute within any 2D data matrix Mailmark barcode is of a fixed and defined length. This is to ensure that any individual attribute can be located by specifying the start character of the attribute with reference to the start of the character string;
- the information within the 2D data matrix Mailmark barcode shall comply with the C40 encodation scheme (Character set) as described within ISO 16022. All data that is within the code shall comply with the C40 Basic Character set (Uppercase Alphas, Numerals and SPACE only);
- the data within the barcode will not comply with optional message structures that are referenced from ISO 16022, such as ISO 15434 or 15418. The data will be a single continuous string of data with no header, footer or data identifiers included;
- for 2D data matrix Mailmark barcode, the information contained in the barcode is not sensitive as much of it can be found within human readable information on the Mailing Item and the 2D data matrix Mailmark Supply Chain ID is not relevant to any other Royal Mail or customer account information. Therefore, there is no requirement for encryption;
- all of the attributes must start at a defined point in the data string, so any missing or optional attributes must be filled with the SPACE character unless otherwise stated in the barcode definition. The one exception to this rule is the customer data space that is available in some codes. Any unused data space shall not be filled with space characters as this maximises the amount of error correction employed in the 2D data matrix Mailmark barcode; and
- where space characters have been inserted into the code for the purposes of padding out the code as outlined above, these padding characters will not be included in the data fields after the parsing of the barcode information following barcode reading.

14.4   Royal Mail 4-state Mailmark barcode
4-state Mailmark barcodes ~~look like the existing Royal Mail 4-state barcodes that are used for CBC mailings. However they differ from the existing barcodes as they are made up of encoded content, and the bars within the 4-state Mailmark barcode do not combine to represent alphanumeric characters.~~

~~The~~ encoded content will be output as a string of text that consists of 4 characters:

1. D for Descender bar;
2. A for Ascender bar;
3. F for Full bar; and
4. T for Track bar.

The DAFT text strings when presented in the Royal Mail 4-state font form the Royal Mail 4-state Mailmark barcode. Figure 130 shows a Full bar followed by a Descender bar, an Ascender bar and a Track bar.

All systems that are required to read and extract data from Barcode C and L Mailmark shall have a configurable file that can contain up to 100 different 2 character strings to identify different data fields within the code. The configurable file shall for each of the Barcode C/L Mailmark defined by the 2 character string:
- assign the precedence of each Barcode C/L Mailmark string where more than one Barcode C/L Mailmark exists on a Mailing Item;
- set the threshold limit for the amount of error correction by the ECC algorithm that is allowed before rejecting the code read;

The representation of the 2 character string within the configuration file shall comprise of characters 0 – 9 only. No wild cards will be used.

14.5   Optical specification for all Royal Mail 4-state barcode Mailmark
The Mailmark barcode must be printed so that it contrasts with the background, typically black bars on a white background, and the print quality shall be consistent throughout the code.
The optical characteristics of the printed Mailmark barcode characters can vary substantially, depending on the varied print processes used to produce them, and the quality of the substrate onto which they are printed. Please make sure that the reflectance and print quality characteristics are maintained within acceptable limits, to ensure the reading process is reliable.

14.6   Print Contrast Ratio (PCR) for all Royal Mail 4-state Mailmark barcodes
The PCR is an indication of how well the printed Mailmark barcode on the Mailing Item stands out from the background. For Mailmark barcode mail this must be a minimum of 40%. Positive Contrast or Inverse Printing (Barcode lighter than the Background) is not permitted.

14.7 Symbology, dimensions and tolerances measurement for the Royal Mail 4-state Mailmark barcode

When Mailmark barcodes are magnified, their edges may not always be clearly defined, making accurate measurement more difficult. In order to ensure that measurements are within required specifications, it is necessary to define the edges between each light and dark element of the Barcode. The edge of a bar is defined as:

"the position where the apparent reflectance is exactly halfway between the minimum and maximum reflectance values of the adjacent bar and space, when viewed using a circular sample aperture of less than 0.6X, where X is defined as the nominal width of the bars in the code"

Dimensions for a Royal Mail 4-state Mailmark barcode
Barcode C contains approximately 66 bars
Barcode L contains approximately 78 bars

The Royal Mail 4-state Mailmark barcode has been developed for use with most common printing systems. However, as many of these systems might not be able to match ideal requirements, we have also incorporated systems that read imperfect Royal Mail 4-state Mailmark barcodes to the extent those practical algorithms will allow. The dimensions shown below represent the maximum tolerances that are required when using the Royal Mail 4-state Mailmark barcodes.

Dimension recommendations:
- bar width is set at 0.54mm (with width tolerance of +/- 0.05mm);
- the Ascender and Descender height is set at 1.9mm;
- the track bar is 1.4 times module size high (with height tolerances of+/- 0.1mm); and
- the pitch is 21.2 (+/- 0.2) bars per inch (25.4mm).

Dimension requirements:
- 4-state Mailmark barcode edges must be sharp and clearly defined to help eliminate misreading. For clarification, to ensure that this form of code can be read:
  - the width requirements apply throughout the whole bar i.e. no part of the bar can be less than 0.38mm wide or greater than 0.64 times module size wide; and
  - the print quality must be consistent throughout the code and there must be no gaps between the printed dots within a bar;
- there must be between 20 and 24 bars per 25.4mm which must be equally spaced; and
- the 4-state Mailmark barcode must be a continuous string of characters and must not include gaps or space characters.
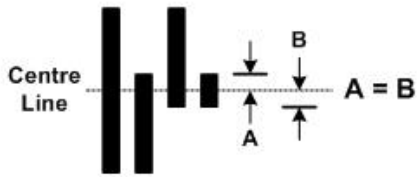
Figure 111~~131~~ Royal Mail 4-state Mailmark barcode dimensions
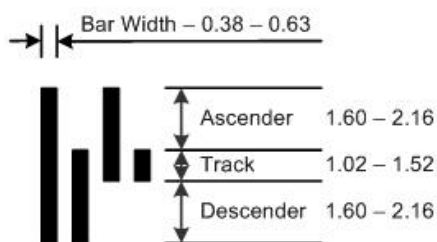
Vertical alignment
The track element of the bars must be symmetrical about the centre line of the code +/- 10% of the height of the centre line.

Figure 112132 Vertical alignment

14.8 Clear Zone for all Mailmark barcodes

The Clear Zone is the area where the Mailmark barcode is placed in addition to a square or rectangular border of at least 2mm for Royal Mail 4-state Mailmark barcodes on all sides and at least 4 times module size for 2D data matrix Mailmark barcodes on all sides. It consists of a background with constant reflectance, to comply with the optical specification in this appendix for Royal Mail 4-state Mailmark barcode and in the ISO specification for 2D data matrix Mailmark barcode.

It is required that no other text, graphic, picture, window edge, flap, perforations etc. appear in the area taken up by the Mailmark barcode and associated 2mm or at least 4 times module size clear zone.   The minimum module size is 0.5mm x 0.5mm; in which case the required clear zone is 2mm. The maximum module size is 0.7mm x 0.7mm; in which case the required clear zone is 2.8mm.

It is a requirement that you do not place a border or lines around the Mailmark barcode or the associated clear zone.

14.9 Location for all Mailmark barcodes

14.9.1 Location of Mailmark Barcode on Letters
We require that you place the Mailmark barcode:
- on the same side of the envelope as the Indicium and Delivery Address Block;
- at least 15mm from top edge of the Mailing Item;
- at least 15mm from the short edges of the Mailing Item;
- at least 18mm from the long edge furthest away from the Indicium (i.e. the bottom edge of a landscape Mailing Item); and
- so that it does not infringe on any other Clear Zone set out in this Appendix or other literature (e.g. the clear zone that is required around the Indicium and the route and tag clear zones)

14.9.2 Location of Mailmark Barcode on Large Letters
We require that you place the Mailmark barcode:
- on the same side of the envelope as the Indicium and Delivery Address Block;
- at least 40mm from top edge of the Mailing Item;
- at least 15mm from the short edges of the Mailing Item;
- at least 15mm from the long edge furthest away from the Indicium (i.e. the bottom edge of a landscape Mailing Item); and
- so that it does not infringe on any other Clear Zone set out in this Appendix or other literature (e.g. the clear zone that is required around the Indicium and the route and tag clear zones)

Location recommendations:
We recommend that the four edges of the Mailmark barcode and the clear zone remain parallel with the four edges of the Mailing Item.

14.10 eManifest

The eManifest is an electronic record of your Mailmark Mailing Items posted against a non-transferrable SCID on each day. The data within the eManifest, together with the machine processing data validated against it, is used for reporting.

eManifest requirements and procedure:
- an eManifest is a requirement for both 4-state barcode Mailmark Mailings Items and 2D data matrix Mailmark Mailings Items and is in addition to a Manifest;
- an eManifest is created via the eMHS and populated with item level data through a software solution or by the Mail Producer's IT systems. It is required for any Mailmark Mailing Item recorded against a SCID;
- one eManifest is required per SCID per day. It is important that you include all Mailing Item data in the eManifest. If you don't we will see those items as we process them and may invoice the Bill Payer for them for them;
- once the eManifest is created, Mailmark Mailings Items are uploaded to each eManifest via the eMHS by the Mail Producer in one or more Batches;
- when a Batch is completed it is closed by being submitted, and once all Batches are submitted the eManifest must be confirmed; and
- each eManifest will have a unique eManifest ID. This eManifest ID and Supply Chain ID (SCID) must be included in the relevant fields on the Manifest.

Please note:
Each Batch must have a minimum volume of 4,000 Mailing Items. It is possible to split Batches and submit more than one Batch to make use of reporting by Batch, providing each Batch contains the minimum volume of Mailing Items required.

When you must submit your eManifest:
- an eManifest is created via the eMHS and must be confirmed within 2 calendar days from the time of creation;
- the eManifest can be confirmed up to two days prior to the mail handover date;
- the deadline for confirming Network Access Item eManifests is configured to 9pm on the handover date specified in the eManifest. At this time, any remaining open Item eManifests will be automatically confirmed and closed to further Batch submissions.

The deadline for confirming Consolidator Item eManifests is configured to 2am on the handover date specified in the eManifest. At this time, any remaining open Item eManifests will be automatically confirmed and closed to further Batch submissions.

Handing over Mailing Items
Mailing Items should be handed over on the day the eManifest is confirmed. Please note that if Mailing Items are handed over five (5) or more working days after the eManifest is confirmed the Bill Payer may be invoiced twice.

Failure to create an eManifest:
If an eManifest is not created we may process your mail and apply error charges. Please note that without an eManifest we cannot provide reporting.

Mandatory fields within an eManifest:
The following information is required:
Header:
  1. Supply Chain ID (SCID)
  2. Mail Originator
  3. Date (the date of the eManifest confirmation and the handover date)
  4. eManifest status (open, finalised, test)
  5. eManifest ID

Detail:
  1. Unique Mailing Item ID
  2. Batch ID
  3. Address (full address is recommended, only postcode and DPS are required. Recipient details must not be included)
  4. Product attributes (format, weight etc.)

The Mailmark eMHS implementation guidelines contain more information and is available from your Access Account Director.

14.11 Mailmark barcode Definition Document
There is a choice of Mailmark barcode available. At a high level Mailmark barcodes can be either a 2-Dimensional (2D) Complex Mail Data Mark barcode or 4-state Mailmark barcode. There are three types of 2D CMDM Mailmark barcodes available offering varying space for your non-Royal Mail use. The Mailmark barcode Definition Document provides full details of:
 • The specifications for the format and structure of the Mailmark barcode
 • The data content of each Mailmark barcode, including the legitimate character sets and ranges of data

14.12 Other useful documents for implementing Mailmark.
We have created the following useful guidelines and technical documents which you will need to refer to as they will provide you with details and instructions on:
- how to create your Mailmark barcode;
- how to ensure your systems correctly interface with the eMHS;
- how to create a 4-state barcode and barcode options; and
- how to encode and decode 4-state barcodes.

For ease we have provided a link to each of the relevant guidelines and technical documents on the Mailmark section of our Website. Mailmark link.

You are also required to accept the Royal Mail Mailmark Participant Terms and Conditions® (attached below) in order to become a Participant in a Supply Chain, and you acknowledge that before you can use the Mailmark option each of the Mail Originator, Mail Producer, Carrier and Bill Payer in your Supply Chain will need to have accepted the Participant Terms and Conditions to become a Participant.

Access - Participant
Terms and Conditions

Appendix N: Prohibited Items, Restricted Items and Valuables.

1. What can and cannot be contained within an item

There are some items that we cannot carry through our Access postal network for legal or safety reasons. Items that we cannot carry through our Access postal network because they are forbidden further to international conventions and/or UK laws and regulations (illegal in the post, illegal by law or considered environmental waste) are known as **prohibited items**. Some other items can only be carried under certain circumstances detailed in our lists - these are known as **restricted items**. We also limit our liability on **valuable items** and request you do not to send valuables through our Access postal network. This appendix details the current lists of **Prohibited Items, Restricted Items** and **Valuables** and are the same lists that are published on our website, www.royalmailwholesale.com These lists may be amended from time to time in line with legal requirements or safety practises.

Prohibited Goods list: Restricted Goods list:

Prohibited Items   Restricted
Access July 13 final.p   Items_Access July 13

2. Valuables.

Valuables are items you cannot send in the post and defined as money and jewellery.
1. Any item that Jewellery (including diamonds and precious stones).
2. Watches (the cases of which are made totally or mainly of precious material).
3. Any precious material that has been made to add value to the raw material, including coins used for ornament.
4. Any similar articles (to 1-3 above) with a value other than the value of the workmanship and/or an intrinsic value (when used in relation to the content of an item, means that it has an inherent monetary value relating to its essential nature).
5. Money (including, coins, bank notes, postal orders, cheques; unused postage and revenue stamps and National Insurance stamps; exchequer bills, bills of exchange, promissory notes and credit notes; bonds, coupons and other investment certificates; and coupons, vouchers, tokens, cards, stamps and other documents that can be exchanged for money, goods or services)