ACCESS USER GUIDE AMENDMENT NOTICE NUMBER 073:
WITHDRAWAL OF OCR, 1400 AND NON-BARCODED GLL SERVICES

Date: 15 SEPTEMBER 2023

This notice applies if you hold an **Access Letters Contract (Contract)** with **Royal Mail Group Limited**, a company registered in England and Wales (number 04138203) with its registered address at 185 Farringdon Road, London, EC1A 1AA.

1 Definitions and interpretation

1.1 If a word or expression is defined in this notice, it shall have the meaning given in this notice.

1.2 Any words or expressions which are not defined in this notice, but have an initial capital letter, shall have the meanings given to them in the Contract.

1.3 All of the rules about how to interpret the Contract shall apply to this notice.

2 Changes to the Contract

2.1 Under clause 13.2(a)(iv) of the General Access Terms and Conditions of the Contract we hereby notify you of the following changes to the Access Letters User Guide:

2.1.1 The definition of 'Machinable Item' in Section 1: Definitions and Interpretation shall be deleted;

2.1.2 The definition of 'Manual Item' in Section 1: Definitions and Interpretation shall be amended as follows;

Manual Item	means a Mailing Item that you hand over to us that does not comply with the Royal Mail Mailmark or Royal Mail Manual Mailmark specifications set out in this Contract;

2.1.3 The definition of 'OCR' in Section 1: Definitions and Interpretation shall be deleted;

2.1.4 Section 1 shall be amended to read as stated at Appendix 1 of this User Guide Amendment Notice;

2.1.5 The table at Section 2.1(a) shall be amended as follows:

ACCESS SERVICE	MINIMUM ADDRESS AND POSTCODE ACCURACY REQUIREMENT
Access 70	90%

Business Mail Large Letter	90%
Advertising Mail	90%
Catalogue Mail	90%
Magazine Subscription Mail	90%
Poll Sort	100%
Royal Mail Mailmark	90%
Mailmark Economy	90%
Manual Mailmark	90%
General Large Letter	90%

2.1.6   Section 2.3(a) shall be amended as follows:

a. *Choose your sortation level:*

- *When presenting your Mailing Items you must choose a sortation level to sort the items to. We offer three sortation levels:*

  1. *48-Way Sort: This sortation level is available if you are posting Letters using our Mailmark option. If you choose this sortation level you will be required to sort your Mailing Items to circa 48 selections based on grouped Postcode Areas. Manual Letter Items, and all Large Letters must be sorted to Access 70.*

  2. *Access 70: If you choose this sortation level you will be required to sort your Mailing Items to circa 86 selections based on Postcode Areas.*

  3. *Poll Sort Selections: This sortation option is unique to our Poll Sort Service. You must sort poll cards to approximately 60,000 selections based on delivery walks, using the specified Election Sort Selection File as contained within the Access Selection Files. You must use the current version of the Access Selection Files.*
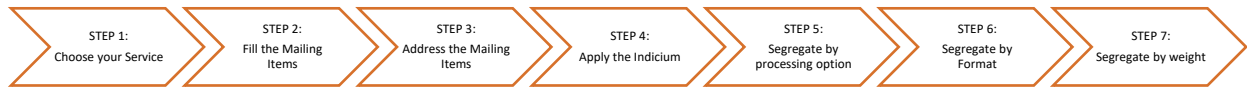
2.1.7   Section 2.4(a) shall be amended as follows:

a. *When using our Mailmark or Manual Mailmark Service please ensure that the items meet our print and design requirements. This includes ensuring the location of the Delivery Address, the return address, Mailmark barcode, and the Indicia are correct and that the print quality meets our required standards.*

2.1.8   The introductory text at Section 3 shall be amended as follows:

3 Preparing your physical Mailing Items

When it comes to preparing your physical Mailing Items you will need to decide the format, weight and processing option for your Mailing Items. You will also need to select the Service you will use to post your Mailing Items.

| STEP 1: Choose your Service | STEP 2: Fill the Mailing Items | STEP 3: Address the Mailing Items | STEP 4: Apply the Indicium | STEP 5: Segregate by processing option | STEP 6: Segregate by Format | STEP 7: Segregate by weight |

2.1.9   Row 8 of the table in Section 3.1(a) shall be amended as follows:

General Large Letter	Our General Large Letters service tends to be used for fulfilment and it is the default service for Large Letters that do not meet the specification of the other Services which can be posted with Large Letters. General Large Letters can be sent using Manual Mailmark only providing the Manual Mailmark specification is met.

2.1.10   Bullet point 4 in Section 3.3(a) shall be amended as follows:

- *Appendix M (Royal Mail Mailmark) provides specific details of the minimum information, positioning and layout requirements for addresses for the Mailmark option.*

2.1.11   Bullet point 2 in Section 3.4(d) shall be amended as follows:

- *Appendix M (Royal Mail Mailmark) provides full details of the positioning and layout requirements for Indicium for the Mailmark option.*

2.1.12   Section 3.5 shall be amended as follows:

3.5   STEP 5: Segregate your Mailing Items by processing option

a. *There are three options to choose from – Mailmark, Manual Mailmark or Manual Item:*

1. **Mailmark** *requires you to apply a barcode to each of your Mailing Items to enable our sortation and sequencing machines to read them. Adding a Mailmark barcode to each mailing item provides you with performance reporting of your Mailing Items when they are machine processed. This enables you to predict delivery and identify performance improvement opportunities. Appendix M provides full details of the specification requirements for you to meet when using the Mailmark option; and*

2. **Manual Mailmark** *can be used for General Large Letters only subject to those General Large Letters meeting the specification requirements at Appendix O.*

3. **The Manual Item option** should be used for your Mailing Items that do not meet the Mailmark or Manual Mailmark specifications.

   b. **Segregate your Mailing Items by processing option:**

   - Mailing Items within a Posting, UCID Posting or Consolidated Posting must be split into Containers and presented to us by Mailmark, Manual Mailmark or Manual Items.

2.1.13   Section 3.6(a) shall be amended as follows:

   a. **Are you posting a Letter or Large Letter?**

   - When posting Manual Items, each Letter or Large Letter must comply with the following range of physical parameters:

	LETTER	LARGE LETTER
Dimensions	Minimum – 100mm x 70mm Maximum – 240mm x 165mm	Maximum – 353mm x 250mm
Thickness	Maximum - 5mm	Maximum - 25mm
Weight	Maximum – 100g	Maximum – 750g

   - If you are posting using the Mailmark or Manual Mailmark options, Appendix M (Royal Mail Mailmark) and Appendix O (Royal Mail Manual Mailmark) respectively provide full details of the physical parameters which each Format must meet for each of these options.

   - For Mailing Items which have an outer cover, and are posted as a Manual Item or using Manual Mailmark, we will exclude the outer cover, provided it is flimsy and easily folded, for the purposes of calculating the length and width size parameters of the Mailing Items.

   - For Mailing Items which have an outer cover, and are posted using Mailmark we will include the outer cover, for the purposes of calculating the length and width size parameters of the Mailing Items.

   - We also have specific dimensions design requirements which you must comply with when posting poll cards. See Appendix P of this User Guide.

2.1.14   Point 1 under bullet point 4 in Section 4.3(d) shall be amended as follows:

   1. You may post only using Mailmark. Note: Unwrapped Letters can be sent using Mailmark or Manual Mailmark, provided such items comply with the Large Letter unwrapped specification and will be priced as Large Letter format.

2.1.15 Point 3(a) under bullet point 4 in Section 4.3(d) shall be amended as follows:

    a.   *You must meet the existing rigidity and stiffness requirements as specified in Appendix M (Royal Mail Mailmark) of this User Guide;*

2.1.16 Section 4.4(a) shall be amended as follows:

    a.   *Yellow labels are required for machineable products and white labels are required for Manual Items.*

2.1.17 Bullet point 3 in Section 4.5(b) shall be deleted.

2.1.18 Section 5.1(b) shall be amended as follows:

    b.   Use the correct coloured labels:

- *Depending on the processability of your Mailing Items, you will need to use either white or yellow labels as illustrated in Figure 8 below. Figure 8 also shows the two data file options available – DSAMAN.DAT (for Manual, Mailmark Large Letter and Manual Mailmark) or DSAMEC.DAT (Mailmark Letter).*

Access Service and processing option	Format		CFL Data File
	Letters	Large Letters	
	Container Label Colour		
Access 70 Manual	White	White	DSAMAN.DAT
Access 70 (inc 48-Way Sort) Mailmark Letter	Yellow		DSAMEC.DAT
Access 70 Mailmark Large Letter		Yellow	DSAMAN.DAT
Access 70 Manual Mailmark		White	DSAMAN.DAT

Figure 8: Label colour and data file options

2.1.19 The table in section 5.1(c) shall be amended 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 Inward Mail Centre
Standard Selection Code	5	Numeric	Unique identifier for sortation selections linked to a specific Inward Mail Centre or delivery office
Destination Office	30	Alphabetic	Inward Mail Centre or delivery office name
Standard Selection Code Description	30	Alphanumeric	A summary description of the sortation level and Service chosen
			Access 70 Postcode Area (or District) followed the by relevant Postcode grouping
			Access 70 Mailmark Letter – The word PLAN followed by the Plan number
			Access 70 Mailmark Large Letter – Postcode Area (or District) followed the by relevant Postcode grouping
Total	101		Record Length

2.1.20   The table in section 5.2(c) shall be amended as follows:

LABEL INDICATOR NO.	ROYAL MAIL DEFINED INFORMATION	DETAILS	
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 when using bags on the vertical axis as illustrated in Figure 11.	
2	Unique Customer Identification Number (UCID)	See Section 4.5(b) for more information about UCIDs and how you must use them.	
3	Format	This indicates whether there are Letters or Large Letters in the Container. Any references to Large Letters below includes General Large Letters. All formats shall be identified in the manner set out below and shall always be in uppercase:	
		Large Letters – Manual Item	LGE LTR
		Manual Letters	MAN LTR
		Mailmark Letters	MAILMARK
		Mailmark Large Letters	LL MAILMARK
4	Standard Selection Code (SSC)	The SSC as per the Access Selection Files.	

5	Customer type indicator (Optional)	This is optional – it indicates the type of customer you are: • **DSA** for Access by operators (where you are the carrier for another operator who uses their own Contract, it is optional for 'DSA' to be followed by the last 3 digits of their Access Licence Number); • **CDA** for customer direct access customers (CDA is then followed by the last 3 digits of your Access Licence Number); **Service Indicator** 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: <table><tr><td>Advertising Mail</td><td>ADVM</td></tr><tr><td>Business Mail Large Letter</td><td>BMLL</td></tr><tr><td>Magazine Subscription Mail</td><td>Mag Sub</td></tr></table>
6	Customer name	The name of the Customer or their Access Licence Number.
7	Destination office	The destination office is the Inward Mail Centre at which the Container is to be handed over.
8	Standard Selection Code description	This field defines the Postcode group or plan number within the Container and this information can be obtained from the CFL database: • For Manual and Manual Mailmark – this is the Postcode Area (or District) followed the by relevant Postcode grouping; • For Mailmark Letters – this is the word PLAN followed by the plan number, which relates to the Inward Mail Centre sorting plan the Container is going to. • For Mailmark Large Letters – this is the Postcode Area (or District) followed the by relevant Postcode grouping.
9	Zonal indicator	The indicator 'ZONAL' must be included on the CFL. The recommended positioning is to place this Zonal Indicator to the right of the CFL. It is mandatory for the wording on the label to be clear and legible and a minimum point size of 10.

2.1.21 Bullet point 2 in Section 8.2(a) shall be amended as follows:

• *Each Working Day's forecast will include your anticipated volume of Mailing Items for handover at each Inward Mail Centre, using reasonable efforts to provide a breakdown of volume by Format, and by processing option – Mailmark or Manual Item (including Manual Mailmark).*

2.1.22 Bullet point 2 in Section 8.3(a) shall be amended as follows:

- *The forecast must detail, as accurately as possible, the volume of Mailing Items by Format, and by processing option (i.e. Mailmark or Manual Item) that you expect to hand over to each Inward Mail Centre on the following Working Day.*

2.1.23   Under Section 10 (Handling non-compliant Mailing Items and Postings) the paragraph headed "Mailmark Adjustments" shall be amended as follows:

If you choose to use our Mailmark option, our [Mailmark Adjustments Explained document](#) provides a breakdown of the Mailmark Adjustments and how we apply them to different non-compliance events.

2.1.24   Section 10.1 shall be amended as follows:

10.1   The basics and preparing your physical Mailing Items
Sections 2 and 3 of this User Guide sets out the requirements for the physical attributes of your Mailing Items, including meeting the Service specifications, complying with our addressing standards, applying Indicium, and segregating mailing items by processing option, Format and weight.

2.1.25   Section 10.1.1(a) shall be amended as follows:

a. Mailing Items, that are posted as Manual Items, and that fail to meet the addressing standards as specified in Section 2, Section 3 and Appendix A of the User Guide.	We may reject the Posting or relevant segment of the Posting. Or, if it is a Zonal Posting, provided you have handed over the Posting at the correct Inward Mail Centre and if we agree it is operationally feasible to process, you 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 relevant to the Posting or relevant segment of the Posting affected.

2.1.26   Section 10.1.2(a) shall be amended as follows:

a. Mailing Items are declared as the incorrect sortation level actually used to hand over those Mailing Items as specified in Section 2.3 of this User Guide (for example, Large Letter Mailing	We may: 1. reject that Posting or relevant segment of the Posting; or 2. if we believe it is reasonably practicable for us to do so, we will process the Posting or relevant segment of the Posting. In this

Items are declared as Access 70 but actually sorted as 48-way).	case we will revert the Mailing Items to the correct Postage by amending the Posting Docket to reflect that all Mailing Items will be charged at the applicable Access Service and sortation level to which they have been sorted. Where we have statistically significant evidence that the error declared on the Manifest represents an error across all relevant segments, then we may amend the Postings based upon the statistically significant evidence.

2.1.27   The heading used in Section 10.1.6 shall be amended as follows:

10.1.6 Meeting processing requirements and segregating your Mailing Items by processing option

2.1.28   Section 10.1.6(a) shall be amended as follows:

a.	Mailing Items within a Posting, UCID Posting or Consolidated are not segregated by Mailmark, Manual or Manual Mailmark Item.	We may: 1. reject the Posting or relevant segment of the Posting; or 2. if we believe it is reasonably practicable for us to do so, process the Mailing Items provided that you shall pay the applicable Adjustment.

2.1.29   Section 10.1.6(b) shall be deleted.

2.1.30   Section 10.3.1(h) shall be amended as follows:

h.	The number, weight or Format of Manual Items declared on the Manifest(s) does not align with the number, weight or Format of Mailing Items handed over.	We will revert your Mailing Items to the correct Postage by amending the Posting Docket(s) and Manifest(s). Where we have statistically significant evidence that the number of Mailing Items declared on the Manifest(s) represents an error across a Posting or relevant segment of a Posting, then we may amend the Posting Docket based upon the statistically significant evidence.

2.1.31   Section 10.4.2(b) shall be amended as follows:

b.	Inaccurate 7-day or 1-day forecast.	If the actual volume of Mailing Items broken down by Format and processing

	option (i.e. Mailmark Letter, Mailmark Large Letter, Manual Letter, Manual Large Letter), which you hand over at an individual Inward Mail Centre exceeds the number notified under Section 8.3(a) by more than the Tolerance ("under forecasting"), we may:
	1. refuse the handover of; or
	2. accept the handover of any Mailing Items that are in excess of the Tolerance. We shall use reasonable efforts, subject to Clause 3 of the Contract, to allow handover or to accept the Mailing Items.
	Where we accept Mailing Items in line with the above, the number of Mailing Items in excess of the Tolerance shall not form part of the Service Standard measurement for the purposes of Paragraph 2 of Part 1 of Schedule 2: Service Standard and General Service Obligations, and will be processed as if they had been received on the following Working Day.
	If the actual volume of Mailing Items, broken down by Format and processing option, that you handover at an Inward Mail Centre is less than the number notified under Section 8.3(a) by more than the Tolerance ("over forecasting"), we may levy an "Over-forecasting" charge.
	For the purpose of this section **Tolerance** is the greater of:
	1. 1000 Letters or Large Letters (as appropriate); or
	2. 15% of the number notified in your 1-day forecast or as notified under the Key National Posting (KNP) process specified in Appendix B of this User Guide (as applicable).

2.1.32 Section 10.6.1(b) shall be amended as follows:

b. Missorted Manual Items are found during the processing of the Posting.	We may reject those Mailing Items and either:
	1. you must collect the missorted Mailing Items from the relevant Inward Mail Centre and we may levy a charge, the "Missort Return Charge". This Missort Return Charge includes a per item price and a collection charge per Inward Mail Centre collection. Where such charges are levied, we shall refund you for those missorted Mailing Items at the relevant agreed Access refund rate. The charges and the Access refund rate will be set each time we adjust our tariff. The Missort Return Charge and the Access refund rate are displayed on the Website; or
	2. if we believe that it is reasonably practicable we will process the Mailing Items. In this case we may revert the Mailing Items to the correct Postage by amending the Posting Docket to reflect that the relevant Mailing Items will be charged at the "Missort Processed" rate displayed on our Website. Where such a charge is levied, we shall refund you for those missorted Mailing Items at the relevant agreed Access refund rate.

2.1.33 Section 10.6.2(b) shall be amended as follows:

b. You have declared items as Access 70 OCR, or Access 1400 both discontinued services.	You will be charged at Access 70 Postage charges.

2.1.34 The impact grid in paragraph 7.3 of Appendix B: Key National Posting (KNP) shall be amended such that all references to "1400" shall be deleted.

2.1.35 Paragraph 7.1 of Appendix C: Zonal Option shall be amended as follows:

7.1 The detailed Manifest data per Container will be summarised for pricing and invoicing purposes at the level of Access Service, Format, processing option, average item weight, and number of items per Zone.

2.1.36 Paragraph 2.2 of Appendix D: Mixed Weight Service shall be amended as follows:

2.2 Large Letters (including General Large Letters) must be sorted by you to the Access 70 sortation option.

2.1.37   Figure 31 in Appendix F: Digital Stamp Indicator shall be amended as follows:
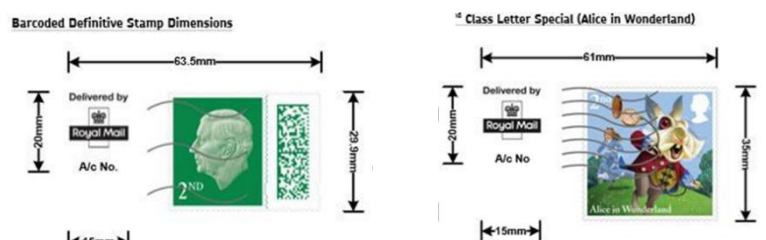
2.1.38   Figure 32 in Appendix F: Digital Stamp Indicator shall be amended as follows:

2.1.39   Paragraph 3.1 of Appendix H: Advertising Mail Catalogue shall be amended as follows:

3.1 The Catalogue option is for items that are sorted to the Access 70 selections.

2.1.40   Paragraph 3.2 of Appendix H: Advertising Mail Catalogue shall be amended as follows:

	max mm	*max mm*	*max mm*	*max g*	*Weight Band*
Format	*Length*	*Width*	*Depth*	*Weight*	
Access 70 Letter	*240*	*165*	*5*	*Up to 100*	*WB1*
Access 70 Letter	*240*	*165*	*5*	*101 – 150*	*WB2*
Access 70 Large Letter	*353*	*250*	*25*	*Up to 100*	*WB1*
Access 70 Large Letter	*353*	*250*	*25*	*101 – 250*	*WB2*
Access 70 Large Letter	*353*	*250*	*25*	*251 – 750*	*WB3*

2.1.41   Paragraph 3 of Appendix I: Partially Addressed Mail shall be amended as follows:

3   Sortation, Formats and processing options

3.1 The Partially Addressed Mail Service can be used with the following sortation level, Formats and processing options:

Sortation level	Access 70
Format	Letter or Large Letter
Processing option	Royal Mail Mailmark*

2.1.42   Paragraph 4 of Appendix K: Magazine Subscription Mail shall be amended as follows:

3   Sortation, Formats and processing options

3.1 The Magazine Subscription Mail Service can be used with the following sortation level, Formats and processing options:

Sortation level	Access 70
Format	Large Letter
Processing option	For Magazine Subscription Mailing Items which are up to 10mm thickness you must use Royal Mail Mailmark (and comply with the specification requirements set out in Schedule 8, Part 1: Royal Mail Mailmark), or handover the items as Manual Items; or For Magazine Subscription Mailing Items which are more than 10mm and less than 25mm thickness you must handover the items as Manual Items.

2.1.43   Appendix L: OCR shall be amended as follows:

Appendix L: OCR® (Discontinued)

The OCR service has been discontinued effective from 1 April 2024.

2.1.44   Paragraph 3 of Appendix N: Royal Mail Mailmark® Economy shall be amended as follows:

3   Sortation, Service, Formats and processing options

3.1 The Mailmark Economy Service can be used with the following sortation, Format, processing machineability and Access Service options:

Sortation level	Access 70
Format	Letter (including postcards, provided that such postcards meet the requirements set out below)
Processing option	Royal Mail Mailmark
Access Service option	Advertising Mail Partially Addressed Mail Business Mail

2.1.45   The heading used at paragraph 3 of Appendix O: Royal Mail Manual Mailmark shall be amended to "*Sortation, Service and Format*".

2.1.46   Paragraph 3.2(c) of Appendix P: Poll card service shall be deleted.

2.1.47   Appendix R: Machinable Items shall be amended as follows:

Appendix R: Machinable Items (Discontinued)

The Machinable Items option has been discontinued effective from 1 April 2024.

2.2   The change detailed in paragraph 2.1 will take effect from 1 April 2024.

Yours sincerely,

Tim Cable
Wholesale Products Director
Royal Mail Wholesale

1 Our services

a. Our full range of Access Services are listed in Figure 1 below. The price you pay for each Access Service will differ according to the sortation level, Format, weight and processing option of your Mailing Items, and the price plan you are on as part of your Contract with us.

| ACCESS SERVICE | ATTRIBUTES | | | | | | | | | | | | |
| | PROCESSING | | | FORMAT | | WEIGHT BAND | | | | | SORTATION | | |
	Mailmark	Manual Mailmark	Manual	Letter	Large Letter	1 – 100g	101 – 150g	101 – 250g	251 – 750g	Mixed Weight	48-Way Sort	Access 70	Access 70,000
Access 70	•	•	•	•	•	•	•	•	•	•		•	
Access 70 (48-way sort option)	•			•		•					•		
Business Mail Large Letter	•		•		•	•		•	•	•		•	
Advertising Mail	•		•	•	•	•		•	•	•	•****	•	
Catalogue Mail			•	•	•	•	•	•	•	•		•	
Partially Addressed Mail	•			•	•	•		•	•	•	•****	•	
Magazine Subscription Mail	•		•*		•	•		•	•	•		•	
Royal Mail Mailmark	•			•	•	•		•	•	•	•****	•	
Mailmark Economy	•			•		•					•	•	
Manual Mailmark		•			•**	•		•	•	•		•	
Poll Sort			•	•		•							•
General Large Letter***	•	•			•	•		•	•	•		•	

Figure 1: Access Services

*You may hand over Magazine Subscription Mail Large Letters which are up to 10mm in thickness as either Mailmark Mailings or Manual Items. In all other cases Magazine Subscription Mail Postings must be posted using Royal Mailmark. See Appendix K for details.

**The Manual Mailmark Service is available for General Large Letters only. See Appendix O for details.

***For more information on General Large Letters see Section 3.1(a) of this User Guide.

****Letters only.