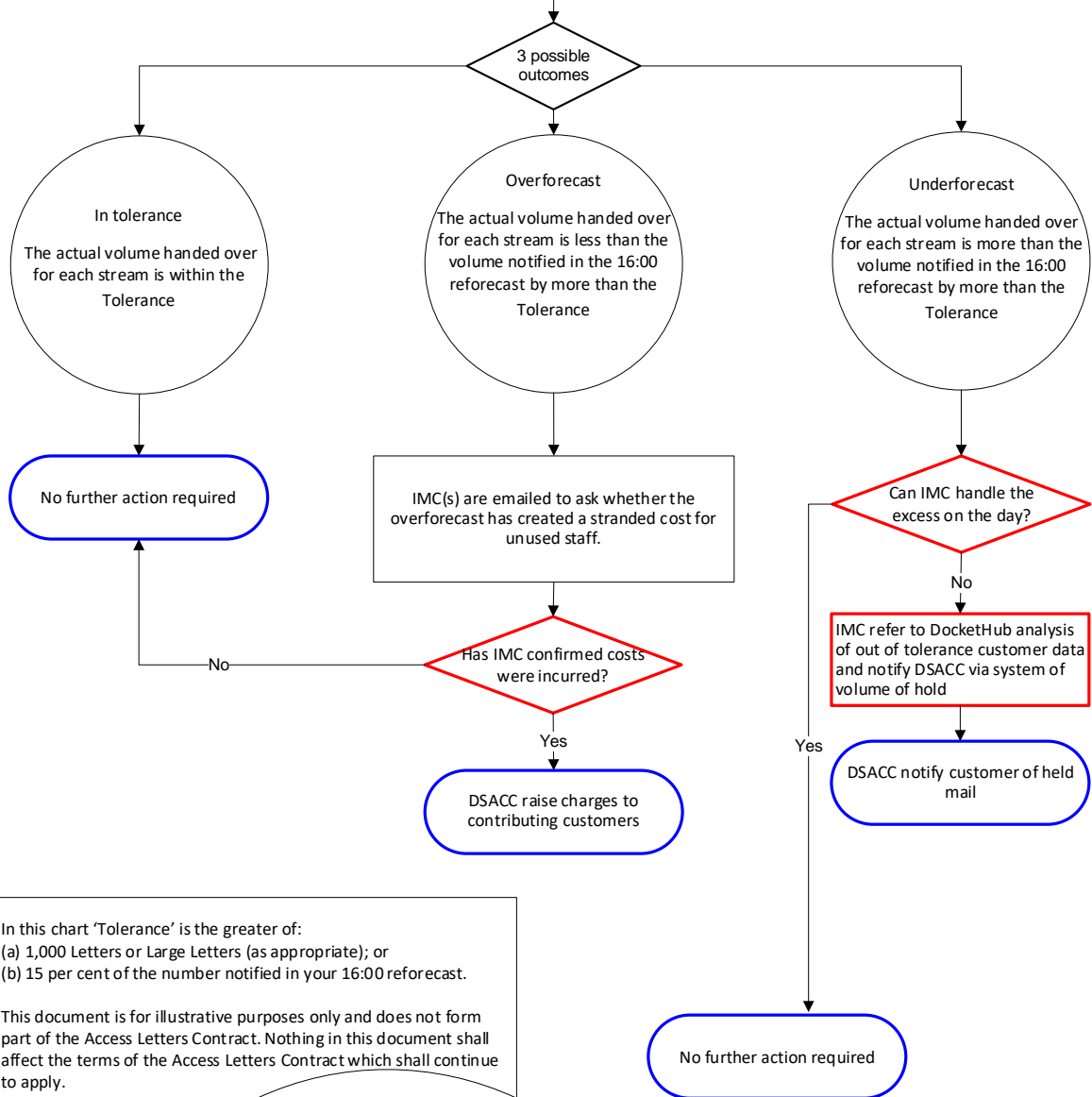


RM Wholesale		
Surekha Khuttan	Customer Forecasting Accuracy	Reviewed 18/10/2021

Red = Mail Centre
Blue = DSACC

At IMC level, a 16:00 reforecast received by each Access customer for each stream (i.e. Manual Letters, Manual Large Letters, Machinable Letters, and Machinable Large Letters) is aggregated to give a total reforecast for that stream for all Access customers.

On the handover day, at IMC level, all actual volumes handed over for each stream are aggregated and compared against the aggregated 16:00 reforecast for that stream.



In this chart 'Tolerance' is the greater of:
 (a) 1,000 Letters or Large Letters (as appropriate); or
 (b) 15 per cent of the number notified in your 16:00 reforecast.

This document is for illustrative purposes only and does not form part of the Access Letters Contract. Nothing in this document shall affect the terms of the Access Letters Contract which shall continue to apply.