



8 September 2023

**Royal Mail Wholesale**  
185 Farringdon Road  
London  
EC1A 1AA

### INTRODUCTION OF DEFAULT POSTCODE OPTION FOR MAILMARK

Dear Customer,

I am pleased to announce that from January 2024, we are introducing a supplementary Default Postcode option for our lowest priced Mailmark service.

The existing Mailmark specification requires customers to add the postcode of the item address into the barcode. If a customer is unable to identify the declared postcode they may instead populate the barcode with blank spaces. If more than 10% of mailing items have blank spaces in the barcode string, or if the postcode used is inaccurate, Royal Mail may raise a Postcode Accuracy adjustment charge.

The Default Postcode solution is being introduced to enable customers to minimise the charges incurred where they are unable to identify the actual postcode for an item. This change to our Mailmark service will enable customers to optionally enter a non-geographic postcode in the Mailmark barcode (i.e. a default postcode) for a supplementary charge (which from 2 January will be 1.50 pence per Letter or Large Letter and 25.00 pence per General Large Letter).

The appended contract change notice details the amendments we are making to the Access Letters User Guide in accordance with clause 13.2(b)(ii) of the Access Letters Contract. The changes will come into effect from 2 January 2024.

We have updated the Barcode Definition document which sets out the technical requirements for Default Postcodes, as well as created a useful FAQ. Both documents can be found at [www.royalmailwholesale.com/royal-mail-mailmark](http://www.royalmailwholesale.com/royal-mail-mailmark).

If you have any queries please contact your Account Director.

Yours sincerely,

Tim Cable  
Wholesale Products Director  
Royal Mail Wholesale



**ACCESS USER GUIDE AMENDMENT NOTICE NUMBER 072:  
DEFAULT POSTCODE OPTION FOR MAILMARK**

**Date: 8 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(b)(ii) 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 Section 6 of Appendix M (Royal Mail Mailmark) shall be amended as follows:

***6 Mailmark Barcode requirements***

*6.1 You must ensure each Mailing Item within a Mailmark Mailing:*

- a. has a Mailmark Barcode printed on it in addition to any other marks that are required for the Access 70 Mailing Item in question;*
- b. has a Mailmark Barcode printed on it in a manner and location and in accordance with the specifications, as set out in the Mailmark Letters and Large Letters specification below; and*
- c. has, added to the postcode field in the Mailmark Barcode and the eManifest, either:*
  - i. the Postcode which the Mailing Item is destined for; or*
  - ii. a default postcode (see Paragraph 15 (Default Postcode option) below).*

2.1.2 Section 11.3(c) of Appendix M shall be amended as follows:

- c. you complete the mandatory fields within the eManifest which are:

**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 (whilst the full address is recommended, only the postcode and DPS are required. Recipient details must not be included. NOTE: The postcode declared in the eManifest must match the postcode declared in the Mailmark Barcode, for example if you are using the Default Postcode options (see Section 6 above) then the Default Postcode must be declared in the eManifest and Mailmark Barcode)
4. Product attributes (format, weight etc.)

- 2.1.3 A new Section 5 shall be added to Appendix M (Royal Mail Mailmark) as follows:

**15 Default postcode option**

- 15.1 *The default postcode allows customers to use a default postcode value of XY99 1AA in the Mailmark Barcode and eManifest. This default postcode option should be used where a Postcode or DPS cannot be captured but the Mailing Item otherwise meets the Mailmark specifications. The non-geographic postcode is recognised by Royal Mail systems so that the existing Mailmark Adjustment for incorrect postcode will not be applied. Instead a supplementary service charge will apply for all Mailing Items which exceed the 10% Postcode accuracy tolerance level (see Section 2.1 of this User Guide).*

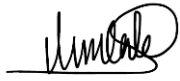
- 2.1.4 A new Section 8 shall be added to Appendix O (Royal Mail Manual Mailmark) as follows:

**8 Default postcode option**

- 8.1 *The default postcode allows customers to use a default postcode value of XY99 1AA in the Mailmark Barcode and eManifest. This default postcode option should be used where a Postcode or DPS cannot be captured but the Mailing Item otherwise meets the Manual Mailmark specifications. The non-geographic postcode is recognised by Royal Mail systems so that the existing Mailmark Adjustment for incorrect postcode will not be applied. Instead a supplementary service charge will apply for all Mailing Items which exceed the 10% Postcode accuracy tolerance level (see Section 2.1 of this User Guide).*

- 2.2 The changes detailed in paragraph 2.1 will take effect from 2 January 2024.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Tim Cable', with a large circular flourish at the end.

Tim Cable  
Wholesale Products Director  
Royal Mail Wholesale