

FAQs: Wholesale Manual Mailmark Access Parcels / General Large Letters.

What Mail can I post with the new Manual Mailmark Parcel and GLL service?

You can post the following products using the new Manual Mailmark service

- Access Parcels
- General Large Letters (GLL)

Why should I change my current method of posting to include Mailmark for my Parcels and General Large Letters?

Choice: The introduction of new Mailmark service options provides further Wholesale product choice.

Price: The new Manual Mailmark services will be RM's best value service when compared with the equivalent non-barcoded service.

Enhanced reporting: The new Manual Mailmark Parcel and GLL services will take advantage of new Parcel-sorting automation to support Mailmark reporting on the new products. This will become available from October 2021.

Ease of use: The Mailmark system is widely used by letters customers and this will allow customers to:

- Use existing, familiar systems and processes to generate Mailmark barcodes;
- Customers can take advantage of the Customer reserved space in the barcode for their own production and processing information (2D barcodes only);
- Add Access Parcel and GLL services to existing Mailmark eManifests.

How will this affect my Billing?

The new Mailmark Parcel and GLL services will be included in the in-Process Revenue Protection (iRP) system from October 2021 which will provide customers with:

- Detailed information on any items that have failed specifications, and
- A simplified and clearer adjustment process based on item level information rather than samples.

Simplified processes: Additionally, the introduction of Parcel and GLL Mailmark services allows the move towards full item level reconciliation using Mailmark data. This should assist customers in tracking parcels through their logistic operation and at points of handover.

What are the 2021 prices for the Mailmark Parcel and General Large Letter service?

Prices will be published in the January 2021 tariff notification.

Will there be a pricing differential between non-barcoded and Manual Mailmark products?

Yes, Manual Mailmark services will be less than non-barcoded products - prices and details will be published in the January 2021 tariff notification.

What are the size and weight of a Mailmark parcel that I can send using this service?

- Up to 2kg,
- the maximum dimensions if rectangular, are no larger than 610mm x 460mm x 460mm, and
- if cylindrical a maximum length of 900mm and the Parcel length when added to twice the diameter does not exceed 1040mm.

What is the maximum size and weight of a Manual Mailmark General Large Letter that I can send using this service?

- Maximum size 353mm x 250mm; and
- Maximum thickness 25mm; and
- Maximum weight 750g

What is the delivery aim for the Mailmark Parcels and General Large Letters?

The Wholesale Manual Mailmark Parcel and GLL is a six working day delivery product (Monday to Saturday). Our aim is to deliver by the next working day after handover and acceptance by Royal Mail, however this is not guaranteed.

What are the system requirements?

As with all our Access services, you must declare Mailmark Service on your Posting Docket using the correct service codes. These service codes will be available in DocketHub in early 2021 but are currently detailed in the Parcel and GLL technical specification which you can find at

<https://www.royalmailwholesale.com/download-user-guides>.

Will I still be able to use SFM codes for the Mail production?

The availability of EPRO SFM product codes is diminishing and will not be issued after January 2021. All new Access products and all changes to existing Access products will be issued using DocketHub SAP product codes only.

Is there a new label identifier for the service?

No. However, each bag or tray container you use to hand over Manual Mailmark Parcels and Manual Mailmark General Large Letters must use the correct label identifier.

You will need to use separate labels for Manual Mailmark Parcels Access 70 and Access 1400. Likewise, Manual Mailmark General Large Letters Access 70 and Access 1400 should be separated and clearly labelled.

Will I be able to mix Manual Mailmark Parcels and General Large Letters in the same container?

No. Each primary container (Tray/ Bag/ ALPS) you use to hand over mail under this service must only contain one Mail Type;

- Manual Mailmark Parcel Access 70; or
- Manual Mailmark Parcel Access 1400; or
- Manual Mailmark General Large Letters Access 70; or
- Manual Mailmark General Large Letters 1400 only.

Am I able to post items that need to be 'signed for' or proof of delivery?

Unfortunately, this Mailmark product does not give the ability to track the delivery of an individual item.

I am an existing Access customer – will I need to change my Wholesale Parcels Contract or Access Letters Contract?

Before you start posting using the new service, existing Access customers will need to agree to add Schedule 14: to their Access Parcels Contract and Schedule 31 to their Access Letters Contract. Please contact your Account Director who will assist you with adding the new schedule to your contract.

When will I be able to test our IT systems ahead of the product launch?

You should be able to start your Customer Acceptance Testing during February and March 2021.

What happens if my mailing does not comply with the agreed specifications?

Your Manual Mailmark DSA mailings will be subject to the normal "inflight" and ad hoc checks as other mailings. If having sampled your mailing items we have identified items which fail to comply with the specification requirements under your contract, we shall notify you (including by telephone or electronically) as soon as is reasonably practicable after identifying the error but no later than within 24 hours.

What would happen if the weight of any of my Royal Mail approved container exceeds the maximum weight specified for it?

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If we find that the weight of any bag or tray handed over by you exceeds the maximum weight specified for it, we may reject the relevant bag or tray which will be held, and we will contact you.

Either you will be asked to collect the overweight bag or tray or If we agree that it is reasonably practical to do so, we will levy an adjustment charge for breaking down the mailing or relevant segment of the mailing into compliant container fills, which meet Royal Mail's Health and Safety standards.

What happened if my barcodes are incorrect?

If you suspect that you have made a mistake in the construction of the barcode, please alert your Account Director at the earliest opportunity who may be able to help. Details will be passed to DSACC.

I'm unable to produce my Posting Docket. What can I do?

Please contact DSACC if you are unable to upload a Posting Docket. They will help in resolving the issue.

Where can I get more information?

Please visit www.royalmailwholesale.com or speak with your Account Manager.