



ACCESS LETTERS CONTRACT CHANGE NOTICE: NUMBER 080

Date: 18 AUGUST 2021

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, 4th Floor, 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 13.2.1(a) of the General Access Terms and Conditions, we hereby notify you of the following changes to Schedule 18 (Acceptance by Vehicle):

- 2.1.1 All references to 'Tray Dollys' shall be deleted along with the definition of 'Tray Dollys'.
- 2.1.2 In line with the amendment set out at 2.1.1 above, paragraph 1.1 shall be amended to read as follows:
 - 1.1 This Schedule sets out the terms on which we agree to process Mailing Items:
 - 1.1.1 that have been presented at an Inward Mail Centre in line with the terms of the Contract and the Segregation by Format Schedule;
 - 1.1.2 which are presented in Yorks (and, for clarity, this does not include Mailing Items which are loose loaded upon arrival at an Inward Mailing Centre and which are then transferred into Yorks); and
 - 1.1.3 the details of which have been reported to us by the vehicle on which they arrived, in line with the terms of this Schedule.

For clarity, the terms of your Contract and the Segregation by Format Schedule will continue to apply to Mailing Items that you hand over at an Inward Mail Centre which you do not present for processing under the provisions of this Schedule.

2.1.3 Paragraph 2.2 shall be amended to read as follows:

2.2 In addition, some words and phrases used specifically in this Schedule are defined below:

ABV Implementation Timeline	the implementation timeline set out in Annex B to this Schedule;
Carrier	has the meaning set out in paragraph 1.2 of this Schedule;
DSACC	has the meaning set out in the User Guide;
Dual Access Slots	two Access Slots, at least one of which must be an Early Access Slot;
Dual Slot Mail Centre	an Inward Mail Centre at which Dual Access Slots have been agreed between you and us, as set out in the ABV Implementation Timeline (or as subsequently agreed between us);
Early Access Slot	an Access Slot before 10:00am on any Working Day;
Exceptions Process	the Procedures for Handling non-Compliant Postings set out in paragraph 15 of the User Guide;
Handover Day	has the meaning set out in the User Guide;
Multiple Access Slots	the Dual Access Slots and the Tri-Access Slots;
Multiple Slot Mail Centres	the Dual Slot Mail Centres and the Tri-Slot Mail Centres;
Segregation by Format Schedule	the terms of Schedule 16: Segregation by Format;
Summary Vehicle Manifest	has the meaning set out in paragraph 2.8 of Annex A to this Schedule;
Tri-Access Slots	three Access Slots, at least two of which must be Early Access Slots;
Tri-Slot Mail Centres	an Inward Mail Centre at which Tri-Access Slots have been agreed between you and us (or as subsequently agreed between us);
Vehicle Declaration	has the meaning set out in paragraph 2.2 of Annex A to this Schedule; and
Vehicle Manifest	has the meaning set out in paragraph 2.3 of Annex A to this Schedule.

2.1.4 In line with the amendment set out at 2.1.1 above, paragraph 6.1 shall be amended to read as follows:

6.1 Regardless of any other term of this Schedule, the terms of this Schedule shall only apply:

6.1.1 where the Segregation by Format Schedule forms part of your Contract with us; and

- 6.1.2 to Mailing Items which are presented in Yorks.
- 2.1.2 In line with the amendment set out at 2.1.1 above, paragraph 2.9 of Annex A shall be amended to read as follows:
- 2.9 After the Mailing Items have been unloaded from a vehicle, if we identify that the number of Yorks is not consistent with the number stated on the Vehicle Manifest, or that the Yorks are not labelled in line with the Segregation by Format Agreement, we shall not process the Mailing Items until you have remedied the discrepancy. If you cannot do this, we may refuse the Mailing Items of that vehicle and you shall reload the Mailing Items onto your vehicle and remove them from the relevant Inward Mail Centre. We may require you to pay an administrative charge in these circumstances.
- 2.1.5 Paragraph 8.2 shall be amended to read as follows:
- 8.2 You and we agree that the Acceptance by Vehicle process will be introduced in phases to be agreed between you and us acting reasonably and in line with the activities of the ABV Implementation Timeline.
- 2.1.3 Paragraph 9 shall be added as follows:
9. **Tri-Slot Mail Centres**
- 9.1 You must submit a request to us in the form available on our Website in order to:
- 9.1.1 designate an Inward Mail Centre as a Tri-Slot Mail Centre; and/or
- 9.1.2 book Tri-Access Slots at a Tri-Slot Mail Centre.
- 9.2 RMG may accept or deny any request submitted pursuant to paragraph 9.1 at its absolute discretion, taking into account the operational resources available at the relevant Inward Mail Centre at the time of the request.
- 9.2 If, at any time, RMG reasonably decides that due to operational reasons:
- 9.2.1 it will not be able to keep an Inward Mail Centre designated as a Tri-Slot Mail Centre; and / or
- 9.2.2 it will no longer be able to fulfil a request for Tri-Access Slots at any Inward Mail Centre designated as a Tri-Slot Mail Centre,
- RMG may immediately, by giving you notice, withdraw your right to book Tri-Access Slots at the relevant Tri-Slot Mail Centre and the relevant Inward Mail Centre shall revert to the type of mail centre that it was designated as immediately prior to it being designated as a Tri-Slot Mail Centre.
- 2.1.4 Paragraphs 1.2 to 1.5 of Annex A shall be amended to read as follows:
- 1.2 By entering into this Schedule, you agree to book with us, acting reasonably, and use:
- 1.2.1 in respect of Dual Slot Mail Centres, at least one Early Access Slot; and
- 1.2.2 in respect of Tri-Slot Mail Centres, at least two Early Access Slots,

at those Multiple Slot Mail Centres where the daily volume of Mailing Items you hand over regularly requires you to use more than one vehicle in one Access Slot.

- 1.3 You may change your existing Access Slot(s) with our agreement and in line with the Access Slot change request process set out in the User Guide, however you must continue to comply with paragraphs 1.2.1 and 1.2.2 above. All of our Access Slots are subject to availability and may only be booked with our agreement.
- 1.4 By entering into this Schedule, you agree that, over each Contract Year, on average a minimum of 50% of your annual volume of Mailing Items due for hand over at Multiple Slot Mail Centres shall be handed over in your Early Access Slots.
- 1.5 If you wish to stop using an Early Access Slot at a Tri-Slot Mail Centre you shall formally notify us on at least 60 days' written notice, except where we have given notice in line with clause 13.3.2 of the Contract which affects a Tri-Slot Mail Centre, in which case you may have 2 Working Days after the date of such notice to give us notice to stop using the Early Access Slot at that Tri-Slot Mail Centre and the effective date of your notice and ours will coincide. Should we subsequently change the effective date of our notice given in line with clause 13.3.2, you shall also be able to change the effective date of your notice to stop using the Early Access Slot, such that the effective dates still coincide. At the end of this notice period, you will revert to two booked Access Slots at the former Tri-Slot Mail Centre, making it a Dual Slot Mail Centre. If you wish to stop using both Early Access Slots at a Tri-Slot Mail Centre then paragraph 1.6 below shall apply.

2.1.5 Paragraph 1.6 of Annex A shall be added as follows:

- 1.6 If you wish to stop using all Early Access Slots at a Multiple Slot Mail Centre you shall formally notify us on at least 60 days' written notice, except where we have given notice in line with clause 13.3.2 of the Contract which affects a Multiple Slot Mail Centre, in which case you may have 2 Working Days after the date of such notice to give us notice to stop using the Early Access Slots at that Multiple Slot Mail Centre and the effective date of your notice and ours will coincide. Should we subsequently change the effective date of our notice given in line with clause 13.3.2, you shall also be able to change the effective date of your notice to stop using the Early Access Slots, such that the effective dates still coincide. At the end of this notice period, you will revert to one booked Access Slot at the former Multiple Slot Mail Centre.

2.1.6 The table in Annex B shall be amended as set out in the Appendix to this Change Notice.

2.1.7 The table titled 'Table: Dual Slot Mail Centres' shall be deleted in its entirety.

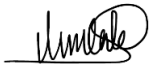
2.2 The changes detailed in paragraph 2.1 above will take effect from 25 February 2022.

APPENDIX

Activity	Typical time before launch date	Guideline	Date expected	Update at [date]	Date completed
You and we walkthrough requirements of Schedule 18: Acceptance by Vehicle and changes to processes required	- 6 weeks				
We share our systems specification for you to develop your systems accordingly	- 6 weeks				
You and we formally agree list of Multiple Slot Mail Centre sites from the list of potential Multiple Slot Mail Centres in the table available on the Website	- 4 weeks				
You request a preferred 'go live' date for each Inward Mail Centre and we confirm our ability to meet each date (Roll Out Plan)	- 4 weeks				
You and we agree Access Slots for relevant Multiple Slot Mail Centres	- 3 weeks				
You provide us with your Vehicle Declaration identification methodology	- 3 weeks				
You conduct systems interface testing and obtain our systems sign off	- 2 weeks				

You provide to us an example of your Vehicle Manifest	- 2 weeks				
You and we agree to add Schedule 18: Acceptance by Vehicle to your Access Letters Contract	- 2 weeks				
You and we agree Roll Out Plan and first start date	- 2 weeks				
Go Live					

Yours sincerely,



Tim Cable
Wholesale Products Director
Royal Mail Letters