



25 April 2019

Royal Mail Wholesale

4th Floor
185 Farringdon Road
London
EC1A 1AA

Access Letters Contract Amendment: Minimum Dimensions for Poll Sort

Dear Customer,

To ensure that poll cards sent using the manual Royal Mail Poll Sort service can be processed and delivered efficiently by Royal Mail, we have worked with the Cabinet Office to introduce the following new specification requirements:

- a minimum thickness for poll cards of 0.2mm;
- a minimum size requirement for poll cards of 140mm x 110mm; and
- a minimum paper weight for poll cards of 170gsm.

Appended to this letter is a User Guide Amendment Notice (number 052) which provides full details of the changes to Appendix P of the Access User Guide. In line with clause 13.3.3 of the Access Letters Contract, the changes will come into effect from 5 July 2019. However, customers who wish to produce their items in accordance with the changes from the date of this letter, may do so and we shall accept and process such items accordingly.

If you have any queries regarding this change please contact your Account Director.

Yours sincerely,

Tim Cable
Wholesale Products Director
Royal Mail Letters

**Access User Guide Amendment notice number 052 (UGA52):
Minimum Dimensions for Poll Sort**

Date: 25 April 2019

We notify you under clause 13.3.3 of the Access Letters Contract that we are changing the Access Letters User Guide to introduce changes to the way you present poll cards using the Royal Mail Poll Sort service.

1. Changes

We are making the following changes to Appendix P: Poll card services per the red text:

1.1 Section 4.3 will be amended to read as follows:

4.3 Presentation

The following presentational requirements are mandatory for poll cards sent using the Poll Sort service:

- Maximum weight of each poll card is 20g;
- ~~Poll cards must all be the same and weight, up to 240mm in length, 165mm in width and no thicker than 5mm;~~
- **Minimum size of each poll card must be 140mm in length, 110mm in width and 0.2mm thickness;**
- **Maximum size of each poll card must be 240mm in length, 165mm in width and 5mm thickness;**
- **Minimum paper weight of each poll card must be 170gsm;**
- Each item must clearly show the Access indicia and the wording 'Delivered by Royal Mail'. This must be printed in the top right hand corner of the front face of the items in either 12 or 14 point font;
- Items must be 100% fully addressed and post coded;
- Items in a bundle must be facing same way and facing up;
- Items for a single delivery walk must be bundled separately, labelled according to walk name, and must not contain anything other than poll cards;
- Bundles must be banded using elastic or paper bands;
- Poll cards should be bundled (ideally in bundles of 100) but each bundle must not exceed that which can be held in one hand (approximately 15cm);
- Bundles with less than 10 items must be single banded;
- Poll cards must be handed over to RM in Trays only
- Each Tray may contain multiple walks;
- Trays must be clearly labelled detailing the Delivery Office name.

2. Timescales

2.1 In line with clause 13.3.3 of the Access Letters Contract, the changes described in this UGA052 will come into effect from 5 July 2019. Please note, however, for customers who wish to process items in accordance with the changes from the date of this notice, you may do so and we shall accept and process such items accordingly.

Yours sincerely,



Tim Cable
Wholesale Products Director
Royal Mail Letters