

## In Strictest Commercial Confidence

### Frequently Asked Questions: Changes to the Access Large Letter

#### Royal Mail Business Mail Large Letter™

Full details of Business Mail Large Letter™ are included in the contract schedule.

Q1. What can I send as Business Mail Large Letter™?

A. Customers posting against the Business Mail Large Letter option can send items listed in our document called 'BM Large Letter Guidelines' which is available on the User Guide page of the Website and will be updated from time to time. This includes but is not limited to items such as bills/invoices, statements, general correspondence, magazines, newsletters, membership cards. Items sent as a Business Mail Large Letter must be enclosed in flexible material such as paper envelopes or polythene wrapping (unwrapped specification is also available for this service).

Q2. What can't I send as Business Mail Large Letter?

A. Anything which is not general business correspondence. The Business Mail Large Letter service specifically excludes certain mailing items with goods fulfilment content as well as certain packaging commonly associated with goods fulfilment.

Therefore customers cannot send items which comprise of or contain anything which has an intrinsic or resale value (whether or not it has been paid for by the addressee or other recipient), such as:

- goods and articles sent in fulfilment of an order or request made to the sender, seller or supplier;
- gifts and unsolicited goods;
- collectibles; and
- spares and replacement parts

Also customers cannot send items that are packaged in padded envelopes; cardboard; and any other stiff or inflexible packaging that cannot easily be manually folded.

For more guidance on what type of items qualify for Business Mail Large Letter please refer to 'BM Large Letter Guidelines' available on the User Guide page of the Website.

Q3. Why has Royal Mail changed its Large Letter services in this way?

A. We have been seeing an increase in physical goods fulfilment being sent via large letter format. These goods fulfilment items tend to have different physical characteristics to traditional paper based mailing items which are easier for us to handle in our network, can be folded, and are more likely to be delivered first time through the letterbox. The changes we are making will ensure the service features and prices more closely reflect the types of mail that customers send.

Q4. Can I send free gifts/products via Business Mail Large Letter?

A. Free gifts/products are not eligible for Business Mail Large Letter but may qualify to be posted via Advertising Mail Large Letter or General Large Letter products.

Q5. I send subscription magazines; will they qualify for Business Mail Large Letter?

A. Yes, there are certain permitted items which, although considered to be goods fulfilment, are allowed in Business Mail Large Letters. For further guidance on what content is exempted for Business Mail Large Letter please refer to 'BM Large Letter Guidelines' available on the User Guide page of the Website.

Q6. Why is Royal Mail excluding padded envelopes, cardboard and stiff or inflexible packaging from Business Mail Large Letter?

## In Strictest Commercial Confidence

A. These types of packaging are commonly associated with goods fulfilment content and in general this type of packaging is more difficult for Royal Mail to handle than traditional paper based mailing items. The packaging will also provide Royal Mail revenue protection teams with a visual indicator of whether an item meets the Business Mail Large Letter specification.

Q7. I send general correspondence in padded envelopes can I continue to do so?

A. You can still send your business mail in padded envelopes but these will be charged at the General Large Letter rate. For further guidance on what packaging may be sent using Business Mail Large Letter products please see 'BM Large Letter Guidelines' on the User Guide page of the website.

Q8. Will Royal Mail be changing the way it revenue protects goods fulfilment Large Letters?

A. Yes, we have reviewed our approach for Large Letter revenue protection. We have listened to our customers' comments and we take the view that goods fulfilment may be considered differently to traditional paper based mailing items because there is a greater likelihood that they will contain a variety of packaging and items of varying shapes and sizes, compared to paper based Business Mail Large Letter and Advertising Mail postings.

Q9. Will Royal Mail be performing additional revenue protection checks for Business Mail Large Letters?

A. Yes, Business Mail Large Letters revenue protection teams will visually check packaging. If ineligible packaging is found we will reject the items or charge you the applicable rates for the service specification that those Mailing Items meet.

If we have reason to believe Mailing Items in a Business Mail Large Letter posting contain goods fulfilment content (e.g. we identify a catalogue company sending clothing in polythene envelopes) then we will contact the customer to discuss the details of their posting and to consider the relevant service options for future postings. Where Royal Mail contacts the customer for this purpose the processing and delivery of the mailing items in question will not be delayed in the meantime.

Q10. Why is Royal Mail charging a lower rate for Business Mail Large Letters than the rates for the existing Large Letter service?

A. Royal Mail Access charges in the main reflect handling costs. Paper based business correspondence is in general less expensive to handle than thicker less flexible items which cost more to process and deliver.

Q11. Are there any changes planned for the Advertising Mail large letter?

A. No, there are no changes planned for the Advertising Mail large letter specification.

Q12. Why do I have to identify on the Container label that I am using Business Mail Large Letter?

A. The container label is designed to indicate the routing, sortation and services of the physical Mailing Items handed over in a Container. This information is also used to verify that the physical mail presented corresponds to the electronic upload in our system and ultimately that customers are charged the correct price. Including an abbreviation of BMLL (Business Mail Large Letter) on the Container label enables our Revenue Protection teams to perform their checks efficiently and verify that all the required documentation corresponds with the Mailing Items handed over.

Q13. Why are you not introducing new product codes for Business Mail Large Letter?

A. The majority of existing Large Letter mail will be suitable for Business Mail Large Letter, and customers have told us that will be easier to enter in to this new service using the existing product codes as customer system changes will be minimised. New product codes will be introduced for those customers who wish to post General Large Letter items.