



PARCELS USER GUIDE AMENDMENT NOTICE NUMBER 053:  
WITHDRAWAL OF 1400 MANUAL MAILMARK PARCELS

Date: 9 MARCH 2023

This notice applies if you hold a **Wholesale Parcels 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 13.2.1(d) of the Parcels General Terms and Conditions of the Contract we hereby notify you of the following changes to the Parcels User Guide:

- 2.1.1 Section 1 shall be amended as follows:

**1 Overview of Parcels Services**

*This User Guide must be read in conjunction with your Contract. Together these documents govern the terms on which you may obtain access to our Inward Mail Centres. Our Parcels Services enable you to hand over Mailing Items at an Inward Mail Centre which serves the Postcode carried by those Parcels and which are sorted by you to c.86 selections based on Postcode Areas*

*Our Services offer different prices (referred to as "Charges") according to the machinability of your Mailing Items. All Services enable you hand over Mailing Items for delivery anywhere within the United Kingdom.*

- 2.1.2 Figure 1 in Section 2.2: Parcels Services Summary shall be amended as follows:

Format	Parcel	Mail Sortation Required	Minimum Address and Postcode Accuracy Required
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Weight Band	0-1kg	>1kg-2kg		
Service				
Access 70 Manual Mailmark Parcel*	♦	c.86	90%	
Mixed Weight	♦	Must match service used		
* To post Access 70 Manual Mailmark Parcels you must be signed up to Schedule 14: Royal Mail Mailmark Parcel of the Parcels Contract and you must follow the service specification at Appendix I.				

2.1.3 The second and third paragraphs of Section 5.2, and the heading “Sortation to – 1400”, shall be deleted in their entirety.

2.1.4 Figure 10: ‘Format + service split’ in Section 5.2 shall be deleted in its entirety.

2.1.5 Section 5.3 shall be amended as follows:

### **5.3 Step 3: Weight Band Segregation**

*If you post Mailing Items of varying weights, Mailing Items must also be sorted into the correct weight band – either 0-1kg or >1kg-2kg.*

2.1.6 Figure 11: ‘Format + service + weight band split’ in Section 5.3 shall be deleted in its entirety.

2.1.7 Bullet point number ‘8’ at Section 7.3 shall be deleted in its entirety.

2.1.8 Bullet point number ‘9’ at Section 7.3 shall be amended as follows:

**8 Selection Description** – *This field defines the Postcode group within the Container and this information can be obtained from the CFL database.*

2.1.9 The first of the two tables which appear at Section 7.9 shall be deleted and replaced with the following;

Field	Size	Type	Comments
Database Version ID	3	Numeric	1 <sup>st</sup> digit represents version 2 <sup>nd</sup> /3 <sup>rd</sup> digit represents release
Destination Office ID	3	Numeric	Unique identifier for each Mail Centre
Standard Selection Code	5	Numeric	Unique identifier for sortation selections
Destination Office	30	Alphabetic	Mail Centre Name
Selection Description	30	Alphanumeric	70 Postcode Area (or District) followed by the word ‘RESIDUE’ or ‘RES’. followed by the word ‘RESIDUE’ or ‘RES’
Total	101		Record Length

2.1.10 Section 15.6.1 shall be amended as follows;

<p>Mailing Items are not sorted in line with the Sortation Specification, or are sorted not using either a mandatory Access Selection File Version or Access Selection File Release.</p>	<p>If a Posting(s) or a relevant segment of a Posting(s) is found to contain Mailing Items that are not sorted in line with the correct sortation specification, we may reject that Posting(s) or relevant segment of the Posting(s). Either:</p> <p>you must collect the Posting(s) or relevant segment of the Posting(s);</p> <p>Or</p> <p>If the sortation service declared is incorrect to the actual sortation Service used, and we agree that it is reasonably practicable for us to do so, we will process the Posting(s) or relevant segment of the Posting(s). In this case we will revert the Mailing Items to the correct Postage by amending the Posting Docket to reflect that all Mailing Items will be charged at the applicable Access service level to which they have been sorted.</p> <p>Where we have statistically significant evidence that the error declared on the Manifest represents an error across all relevant segments, then we may amend the Posting(s) based upon the statistically significant evidence;</p> <p>Or</p> <p>If a mandatory Access Selection File Version has not been used, and we agree that it is reasonably practicable for us to do so, we will process the Posting(s) or relevant segment of the Posting(s). In this case we will revert the Mailing Items to the correct Postage by amending the Posting Docket to reflect that the affected Posting(s) will be charged at the prevailing Access Zone C rate unless the Posting(s) are for delivery to the London Zone in which case you will be charged the prevailing Zone D rate. Where we have statistically significant evidence that the error declared on the Manifest represents an error across all relevant segments, then we may amend the Posting(s) based upon the statistically significant evidence;</p> <p>Or</p> <p>If a mandatory Access Selection File Version Release has not been used, and we agree that it is reasonably practicable for us to do so, we will process the Posting(s) or relevant segment of the Posting(s). Where we have evidence that the Zonal Mailing Items handed over have been incorrectly declared to the new Access Selection File Version Release, we will revert the Mailing Items to the correct Postage by amending the Posting Docket to reflect the correct Zone for those Mailing Items identified and the relevant Zonal charges will apply.</p> <p>Where we have evidence that Zonal Mailing Items handed over have been incorrectly declared to the new Access Selection File Version Release after 14 or more days after mandatory Access Selection File Version Release date has come into effect, we may reject the Mailing Items.</p> <p>Where we have statistically significant evidence that the error declared on the Manifest represents an error across all relevant segments, then we may revert the Mailing Items to the correct Postage by amending the Posting(s) based upon the statistically significant evidence.</p>
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2.1.11 Appendix B: Access Selection Files shall be replaced with the version set out at the Annex to this Change Notice.

2.1.12 Paragraph 1 of Appendix C: Unwrapped Specification shall be amended as follows:

**1. Introduction**

*It is possible for us sometimes to accept Mailing Items without wrapping or envelopes. Typically this method of presentation is suited to magazines or catalogues.*

2.1.13 Paragraph 1 of Appendix E: Key National Posting (KNP) shall be deleted and replaced with the following:

**1. Introduction**

*The information in this document is designed to define the process for managing together KNP; it describes the communication channels, the flow of information and the actions required by each link within the process.*

*This process applies to all Mailing Items and is in addition to and does not replace any existing processes for handling Mailing Items as described in this User Guide. The effectiveness of a KNP is largely dependent on the timeliness of the exchange of key information between you and us.*

2.1.14 Figure 31: Annex C – KNP FTE shall be deleted and replaced with the following:

Date of handover	Format	No of items	No of Containers	Sortation level	SSC	Postcodes	Delivery Office	Inward Mail Centre
dd/mm/yy	Parcel	XX	XXX	70	12345	XX1A	XXXXX	XXXXX

2.1.15 The reference to “Access 1400” in Appendix H: Manual Mailmark Parcels shall be deleted such that the only ‘Sortation level option’ remaining is “Access 70”.

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

Yours sincerely,



Tim Cable  
Wholesale Products Director  
Royal Mail Wholesale

## ANNEX

### Appendix B: Access Selection Files

#### Obtaining a copy of the Access Selection Files

Selections for our Services are derived from our Access Selection Files which are available free of charge in a number of computer formats from the Technical Helpline on 0207 371 3727. It can also be downloaded from our Website [www.royalmailwholesale.com](http://www.royalmailwholesale.com).

#### Using the Access Selection Files

The Access Selection Files provide the key data to enable you to sort your Mailing Items into 70 Selections. The Access Selection Files contain data only and not software. You will need to write some software to sort your Mailing Items, or purchase a tailor-made product from a software supplier. A list of suppliers can be found on our Website [www.royalmailwholesale.com](http://www.royalmailwholesale.com)

#### What are 70 Selections?

70 require Mailing Items to be sorted into Selections based on Postcode Areas. The Access Selection Files contain around 86 of these Selections.

#### Standard Selection Codes (SSC)

Each Selection in the Access Selection Files is allocated a unique numeric code – the Standard Selection Code (SSC). The main purpose of the SSC is to identify service level Selection for computer sorting and for Container label identification. A 70 Selection Code has a three-digit SSC (this may be expressed as a 5 digit SSC with two additional '00')

Mailing Items need to be sorted to the 3 digit Selections contained in the Access Selection Files.

#### Updating the Access Selection Files

The Access Selection Files are updated periodically to reflect any Postcode changes. By downloading the Access Selection Files from our Website you will be automatically added to a circulation list informing you of changes. You will be advised of changes and the arrangements for implementing updates. It is your responsibility to ensure that you implement these changes and that the current version of the Access Selection Files is used.