

Access Letters User Guide for Inward Mail Centres

Document History				
Date	Author	Version No.	Document Title and Rational for Revision	Revision Summary
Jan 2013	Charlotte Marshall	1	RMW_ Access Letters User Guide	New User Guide –Access Services
July 2013	Charlotte Marshall	2	RMW_ Access Letters User Guide Inclusion of changes as notified in UGA 26.	Update on some terminology and specification enhancements.
Nov 13	Charlotte Marshall	3	RMW_ Access Letters User Guide, Inclusion of published UGA. Amendments relevant to Tariff 2014. Royal Mail Mailmark® deployment	UGA 27 & 28 & 29 relating to H&S and updates as published in Tariff 2014. Mailmark™
Aug 14	Charlotte Marshall	4	RMW_ Access Letters User Guide. Inclusion of published UGA. Royal Mail Mailmark® updates System changes	UGA 30 & 31 Royal Mail Mailmark® adjustment framework Epro to DocketHUB migration.

Document History.....	2
Table of figures	5
Access Services for Inward Mail Centres.....	8
1 Overview of Access Services.....	9
1.1 Access 70 OCR and CBC and Mailmark™.....	9
2 Key features and requirements.....	10
2.1 Service Standard.....	10
2.2 Access Service Summary.....	10
2.3 System Requirements	10
2.4 Pricing options	10
2.5 Addressing Standards.....	11
2.6 Address and Postcode Accuracy	11
2.7 OCR, CBC or Mailmark™.....	11
3 Indicum for Access.....	13
3.1 Indicum for Access.....	13
3.2 Indicum Size	15
3.3 Stamp-like indicium	15
3.4 Return Addresses and Undeliverable Mail.....	16
4 Enquiries & Complaints	18
5 Preparing Mailing Items	19
5.1 Step 1: Format Segregation	19
5.2 Step 2: OCR/CBC/ Mailmark™/Machinable/Manual Split.....	19
5.3 Step 3: Weight Band Segregation.....	21
6 Sortation & Presentation	22
6.1 Minimum Container Fills (Tray, Bags, ALPS).....	22
6.2 Under Volume Containers (Bags, Trays, ALPS)	22
6.3 Sortation.....	23
6.4 Presenting your Mailing Items in Bags.....	23
6.5 Presenting your Mailing Items in Trays.....	25

6.6	Presenting your Mailing Items ALPS.....	26
6.7	Unwrapped Bundle Postings	27
6.8	Unbagged Bundle Postings	27
6.9	Unwrapped and Unbagged Bundle Posting.....	27
6.10	Presentation of Responsible Mail™ and Advertising Mail™ Mailing Items	27
6.11	Presenting Mixed Weight.....	28
6.12	Business Mail Large Letter	31
7	Customer Final Labelling Requirements (CFL).....	32
7.1	Label Positioning Guide.....	32
7.2	Customer defined information field	33
7.3	Royal Mail defined information field	33
7.4	Size Guide.....	35
7.5	Producing CFL.....	36
7.6	The different labelling methods explained.....	37
7.7	Contingency plan.....	37
7.8	Chosen Labelling method	37
7.9	Data formats	37
8	Equipment for Postings.....	39
8.1	Blank Labels and Bag Ties	39
8.2	Bags	39
8.3	Trays.....	39
8.4	Yorks/Auto Level Packet Sleeved (ALPS)	39
8.5	Tray Dollies	40
8.6	Property.....	40
9	Posting Dockets.....	41
9.1	Contingency arrangements	41
9.2	Calculating Access Charges	41
9.3	Manifests	41
9.4	Agreeing the Client Report.....	47
9.5	Agency Overlay Report	47
9.6	Early Release Schedule	48
9.7	Waybill documentation	48
9.8	York card documentation.....	49
9.9	Segregation by Format Schedule York card documentation.....	50
9.10	York Manifest.....	51
10	Calculating the Postage.....	52
10.1	Postage for Mailing Items with a constant price.....	52
10.2	Postage for Mailing Items in weight bands using a pricing formula	52
11	Despatching the Posting	53
11.1	Pre - Notification of Posting	53
11.2	7 Working Day Rolling Forecast	53
11.3	24 hour Pre-notification.....	53
11.4	06:30am Posting Docket and Manifests	53
11.5	Forecast for Key National Postings.....	53
12	Access Times	55
12.1	Access Windows	55
12.2	Access Slots	55
12.3	Access Slot Change Request Process.....	55
12.4	Ad-hoc & Additional Access Slot Booking Process.....	55
12.5	Multiple Vehicles per Access Slot	56
13	Handover.....	57
13.1	Security Procedures	57
13.2	Health and Safety	57

13.3	Dock Allocation.....	57
13.4	Unloading & Handover	57
13.5	Amalgamation of Daily Postings in Yorks.....	58
13.6	Exiting the Site.....	58
13.7	Contingency	58
14	Revenue Protection.....	59
15	Procedures for Handling Non-compliant Postings	59
15.1	Pre-notification and Pre –Advice	60
15.2	Arrival	61
15.3	Documentation	62
15.4	Indicia.....	63
15.5	Addressing Standards.....	64
15.6	Mail Presentation.....	64
15.7	Health and Safety	72
Appendix A: Addressing Mailing Items		73
Appendix B: Quality Assurance (QA) Process.....		76
Appendix C: Access Selection Files.....		78
Appendix D: Large Letter Using Optical Character Recognition (OCR).....		79
Appendix E: Unwrapped Specification.....		98
Appendix F: Strapped Bundle/Un-bagged Specification		99
Appendix G: Using Optical Character Recognition (OCR).....		102
Appendix H: Using Customer Bar Coding (CBC)		120
Appendix I: Key National Posting (KNP).....		140
Appendix J: Zonal Option.....		144
Appendix K: Definitions and Interpretation		147
Appendix L: Prohibited Items, Restricted Items and Valuables.....		151
Appendix M: Royal Mail Mailmark™		152

Table of figures¹

Figure 1: Access Services	10
Figure 2: Additional Information	12
Figure 3: Indicia large	14
Figure 4: Indicia small	14
Figure 5: Royal Mail Access Indicator	15
Figure 6: return address - back	16
Figure 7: return address - front	16
Figure 8: format split	19
Figure 9: format + service split	20
Figure 10: format + service + weight band split	21
Figure 11: Format and containers	22
Figure 12: Tray fill cross Section (front and side)	25
Figure 13: Tray fill (landscape and portrait)	26
Figure 14: Plimsoll line fill	26
Figure 15: Mixed weight bag label	29
Figure 16: Mixed weight york label	29
Figure 17: enhanced Manifest for Mixed Weight Postings	30
Figure 18: CFL	32
Figure 19: Bag label positioning guide	32
Figure 20: Tray label positioning guide	32
Figure 21: Bag label National and Zonal options	33
Figure 22: Tray labels National and Zonal options	33
Figure 23: CFL bag size guide	35
Figure 24: CFL tray size guide	35
Figure 25: Manifest	43
Figure 26: Summary Manifest	44
Figure 27: Multi customer	45
Figure 28: Summary Vehicle Manifest	46
Figure 29: Agency overlay National and Zonal	47
Figure 30: Waybill	49
Figure 31: York card	50
Figure 32: Segregation by Format York card	51
Figure 33: York Manifest	51
Figure 34: Access Slots	55
Figure 35: Zonal Indicator positioning	75
Figure 36: Spatial distortion	80
Figure 37: Paper envelopes – content movement	81
Figure 38: Polymer envelopes – content movement	81
Figure 39: Rigidity and stiffness	82
Figure 40: Large Letter separation	83
Figure 41: Paper sealing tolerance	84
Figure 42: Polymer sealing tolerance	84
Figure 43: Poly wrapped sealing tolerances	85
Figure 44: Delivery Address Block	86
Figure 45: Trayed landscape paper	89
Figure 46: Trayed landscape poly	90
Figure 47: Trayed landscape poly	90
Figure 48: Trayed portrait paper	91
Figure 49: Trayed portrait poly	91
Figure 50: Trayed portrait poly	92

¹ Figures are not to scale.

Figure 51: Un trayed landscape paper.....	92
Figure 52: Un trayed landscape poly.....	92
Figure 53: Un trayed portrait paper.....	93
Figure 54: Untrayed portrait poly.....	93
Figure 55: Delivery Address Block clear zones	94
Figure 56: Delivery Address Block clear zones	95
Figure 57: Return address positioning.....	96
Figure 58: CFL requirements.....	100
Figure 59: Return address positioning.....	101
Figure 60: OCR J tool.....	102
Figure 61: format.....	104
Figure 62: Flexibility test - pass	105
Figure 63: Flexibility test - fail.....	106
Figure 64: Lateral movement.....	106
Figure 65: Delivery Address Block.....	108
Figure 66: Delivery Address Block clear zones	109
Figure 67: Delivery Address Block clear zones	110
Figure 68: Sealing for mail in trays.....	114
Figure 69: Sealing for mail in bags	115
Figure 70: Perforation elements.....	116
Figure 71: Zip tie orientation.....	116
Figure 72: Zip tie envelope flap	117
Figure 73: Zip tie dimensions.....	117
Figure 74: Perforation dimensions.....	118
Figure 75: Pressure seal envelopes	119
Figure 76: CBC J tool.....	120
Figure 77: format.....	122
Figure 78: Flexibility - pass	123
Figure 79: Flexibility - fail.....	124
Figure 80: Lateral movement.....	124
Figure 81: CBC elements.....	128
Figure 82: CBC breakdown.....	128
Figure 83: Length and density.....	129
Figure 84: Clear zones.....	129
Figure 85: CBC bar size.....	130
Figure 86: Vertical alignment.....	130
Figure 87: Sealing for Mailing Items in trays.....	134
Figure 88: Sealing for mail in bags	135
Figure 89: Perforations.....	135
Figure 90: Zip tie orientation.....	136
Figure 91: Zip tie orientation.....	136
Figure 92: Zip tie envelope.....	136
Figure 93: Zip tie dimensions.....	136
Figure 94: Perforation dimensions.....	137
Figure 95: Pressure seal envelopes	138
Figure 96: Annex A - KNP criteria.....	141
Figure 97: Annex B - KNP timeline.....	142
Figure 98: Annex C - KNP FTE.....	143
Figure 99: Zone definitions.....	144
Figure 100: Zonal Indicator positioning	144
Figure 101: Zonal Manifest	145
Figure 102: Address Block	157
Figure 103: Clear zones	159

Figure 104: Delivery Address and Mailmark Block.....	160
Figure 105: Insert clear zones	161
Figure 106: Sealing tolerances - tray	162
Figure 107: Sealing tolerances - bags.....	163
Figure 108: Perforations.....	164
Figure 109: Perforation sizes.....	165
Figure 110: Perforation positioning and tear direction	166
Figure 111: Perforation positioning.....	167
Figure 112: Zip tie dimensions.....	167
Figure 113: Flexibility	168
Figure 114: Logo positioning.....	169
Figure 115: Spatial distortion	170
Figure 116: Insert movement paper.....	170
Figure 117: Insert movement polymer.....	171
Figure 118: Rigidity.....	172
Figure 119: Separation.....	172
Figure 120: Sealing tolerances paper.....	173
Figure 121: Sealing tolerances polymer	174
Figure 122: Sealing poly.....	175
Figure 123: trayed landscape paper.....	177
Figure 124: trayed landscape poly.....	177
Figure 125: trayed poly C5 162mmx229mm landscape.....	178
Figure 126: trayed portrait paper.....	178
Figure 127: trayed portrait poly	179
Figure 128: trayed portrait poly C5 162mmx229mm.....	179
Figure 129: untrayed landscape paper.....	179
Figure 130: untrayed landscape poly.....	180
Figure 131: untrayed portrait paper.....	180
Figure 132: untrayed portrait poly	181
Figure 133: Example of a 2D data matrix Type 7 barcode	182
Figure 134: Example of a 2D data matrix Type 9 barcode.....	182
Figure 135: Example of a 2D data matrix Type 29 barcode.....	182
Figure 136 Example of a 4-state barcode L 4-state barcode C.....	182
Figure 137 Royal Mail 4-state Mailmark barcode dimensions.....	188
Figure 138 Vertical alignment.....	188

Access Services for Inward Mail Centres

Explanation of Key Terms

This Access Letters User Guide (User Guide) is for the Access Letters Contract (Contract) and forms part of the Contract under which Royal Mail Group Limited ('we' or 'us') will provide access to Postal Operators and other users of postal services ('you') to our Inward Mail Centres.

If you have a current signed Contract with us, this User Guide confirms the basis on which your Mailing Items may be handed over and priced.

The Contract offers a number of different sortation services. This User Guide details the presentation requirements and the specifications of all Services available under the Contract.

The Contract offers a national pricing option, an averaged pricing option or a zonal pricing option ("Price Plan") as detailed in Schedule 3 of the Contract.

Definitions

Capitalised words in this User Guide have a particular meaning, either as defined in Schedule 1 of your Contract, a truncated copy of which is appended to this User Guide at [Appendix K](#), or as defined in the paragraph of this User Guide where it first appears.

1 Overview of Access Services

This User Guide must be read in conjunction with the relevant Contract. Together these documents govern the terms on which you may obtain access to our Inward Mail Centres. Our Services enable you to hand over Letter and Large Letter Mailing Items to an Inward Mail Centre which serves the Postcodes carried by those Mailing Items and which are sorted to either:

- **Access 1400** - Mailing Items sorted to c.1525 selections based on Postcode Districts
- **Access 70** - Mailing Items sorted to c.86 selections based on Postcode Areas

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

1.1 Access 70 OCR and CBC and Mailmark™

Under the Access 70 sortation, we have three machinable Services which will offer additional price savings if your Letters or Large Letters meet the Optical Character Recognition (OCR) specification or the Mailmark™ specification or if your Letters meet the Customer Barcode (CBC) specification.

Trays

Additional price savings can also be made if you present your Mailing Items in trays for those Services that permit use of trays for handover.

Royal Mail Responsible Mail® and Royal Mail Advertising Mail®

Provided you have signed an appropriate Contract, you may use these Services to take advantage of additional price savings, provided your Mailing Items meet the Responsible Mail and/or the Advertising Mail specifications.

Business Mail Large Letter™.

Provided you have signed up to the Business Mail Large Letter Schedule, certain Large Letters may be sent via the Business Mail Large Letter service. Eligibility for this service will be conditional on the contents of the Large Letter and the outer wrapping material used. All other Large Letter Mailing Items may continue to be sent via the relevant services.

2 Key features and requirements

2.1 Service Standard

We aim to deliver or attempt to deliver Mailing Items on the next Working Day after handover to and acceptance by us.

2.2 Access Service Summary

Each Service requires you to sort, segregate and present your Mailing Items at Inward Mail Centres in accordance with the Contract and this User Guide. The maximum weight for an individual Mailing Item is:

- 100g for Letters
- 750g for Large Letters

A summary of Services is shown in Figure 1. Please see [Sections 5](#) and [6](#) for further information on how to sort and present your Mailing Items

Figure 1: Access Services

Format	Letters	Large Letters	Mail Sortation Required	Minimum Address and Postcode Accuracy Required
Weight Band	0-100g	101-250g	251-750g	
Service				
Access 1400	♦	♦	c.1525	90%
Access 70	♦	♦	c.88	90%
Access 70 OCR	♦	♦	c.88	90%
Access 70 CBC	♦	♦	c.88	90%
Access 70 Mailmark	♦	♦	c.88	90%
Responsible Mail (Entry)	♦	♦	sortation to any of the above services	90% *
Responsible Mail (Intermediate)	♦	♦		95% *
Advertising Mail	♦	♦		90% *
Mixed Weight	♦	♦		Must match that of the service used
Business Mail	♦	♦		

2.3 System Requirements

It is a requirement of Access that the DocketHub (or any successor electronic billing system) system is used. DocketHub enables you to:

- upload your Posting Dockets- please see [Section 9](#);
- provide Traffic Forecasting - please see [Section 11](#);
- make Access Slot Booking - please see [Section 12](#); and,
- book Driver and Vehicle Registration - please see [Section 13](#)

It is recommended that approved Access software be used to sort Mailing Items to the appropriate services. A list of all approved Access Software Suppliers can be found at www.royalmailwholesale.com

2.4 Pricing options

There are three pricing options in the Contract:

National Price Plan One (SSC's)

A uniform Price Plan for meeting a posting profile equivalent to ours as measured by the geographic spread and urban density of your Mailing Items to our Standard Selection Codes (SSC).

Averaged Price Plan Two (Zones)

A uniform Price Plan for meeting a posting profile equivalent to ours as measured by the geographic spread of your Mailing Items to our Zones.

Zonal Price Plan

Your Daily Postings are priced individually according to the number of Mailing Items for delivery in each pricing Zone.

Price Plans must be chosen by you and agreed by us before you enter into your Contract and you will then be given separate account numbers which you will need to use to identify whether your Mailings Items are being declared under the National Price Plan One (SSC's), the Averaged Price Plan Two (Zones) or the Zonal Price Plan.

2.5 Addressing Standards

You must ensure that the addressing standards set out in [Appendix A](#) are met. [Appendix A](#) provides information on what information must be included in the address as a minimum and the address layout requirements. Please see [Section 3](#) of this User Guide for the correct positioning of the Access Indicum and Return Address on a Mailing Item.

You must also ensure that each Mailing Item is addressed to its recipient so that the address is visible and legible at all times. For Zonal Postings there is an additional requirement to include the Zonal Indicator – please refer to [Appendix J](#).

2.6 Address and Postcode Accuracy

You must ensure that at least 90% of all Mailing Items are fully and accurately addressed and Postcoded in accordance with our Postcode Address File (PAF®).

For Zonal Postings, any Mailing Items on the address list that are not fully and accurately addressed and Postcoded will be charged at the prevailing Zone C price, except for those Mailing Items for destinations to the London Zone which will be charged as Zone D. You are responsible for uploading each Mailing Item to the correct Zone. The minimum Postcode accuracy for each UCID Posting or Consolidated Posting must be provided to us electronically via DocketHub or such other format as agreed by us. The Postcode must be consistent with the address stated according to PAF®.

2.7 OCR, CBC or Mailmark™

Mailing Items posted as OCR, CBC or Mailmark™ Services must meet the physical properties of the relevant Service specification.

The OCR Service requires certain type faces only to be used in the Delivery Address to ensure our machines can read and process Mailing Items at a certain efficiency rate. Specific parts of the envelope or outer must be kept free of text and artwork so that we can print and recover route and tag codes as Mailing Items are machine sorted.

The CBC Service requires Mailing Items to have full and accurate address, Postcode and corresponding barcode to a minimum 90% accuracy per UCID Posting or Consolidated Posting to enable us to process Mailing Items more efficiently. In order to accept this minimum requirement for CBC, we must be provided with information that explains how Mailing Items with a full and accurate address and Postcode but no barcode would be created within the production process.

The Mailmark™ Service requires each Mailing Items to have a Mailmark™ visible on it. The performance of your mailing consignment is optimised when each Mailing Item is well designed, the address and Postcode on the Mailing Item is consistent with the Postcode and DPS contained within the Mailmark™ on the Mailing Item and corresponds with the eManifest, and all address, Postcode and DPS elements match the correct record held in PAF®.

Mailing Items meeting the required OCR Letter and Large Letter format specifications and CBC Letter specification must have accreditation as set out in [Appendix B](#).

Please refer to the following Appendices for the full service specification requirements:

- OCR Large Letter specification – [Appendix D](#)

- OCR Letter specification – [Appendix G](#)
- CBC Letter specification – [Appendix H](#)
- Mailmark™ Letter and Large Letter specification – [Appendix M](#)

Figure 2: Additional Information

Additional information	Links / Source of information	User Guide Reference.
The latest Access Selection Files for sorting national and zonal postings	Available from our Website www.royalmailwholesale.com	Appendix C
Downstream Access Customer Final Labelling (DSA CFL). This database is needed to create Access routing labels	Available from our Website www.royalmailwholesale.com The database includes routing information i.e. Inward Mail Centre addresses and latest Standard Selection Codes (SSC)	Section 7
DocketHub - Documentation & upload specification for posting Docket and Manifest, forecasting, vehicle details and Access Slots	Available from the Systems section on our Website www.DocketHub.com	Section 9
Approved Access Software Suppliers	Available from our Website www.royalmailwholesale.com which lists the software companies that have been approved for Access mail sortation.	Website
Mailmark guidelines and technical documents	Available from the Mailmark page on our Website www.royalmailwholesale.com	Website

3 Indicium for Access

Mailing Items will only be accepted at an Inward Mail Centre if they bear an Access Indicium approved by us. The Indicium cannot be used to access retail end-to-end services or for any other purpose than as set out in the Contract and User Guide.

3.1 Indicium for Access

All Mailing Items must carry an approved Indicium which has been agreed by us and you. The Indicium comprises:

The approved Customer Access Indicator (optional) - This must clearly and uniquely identify you or your carrier (where you use a carrier to hand over Mailing Items to us at Inward Mail Centres) for example by including either:

- your legal entity name, or the legal entity name of your carrier; or
- a design registered by you or your carrier; or
- a trade mark design registered to you or your carrier; and the Royal Mail Access Indicator, see figure 5.

The Royal Mail Access Indicator – this must be used on any Mailing Item handed over under your Contract. The Royal Mail Access Indicator comprises the:

- Royal Mail cruciform accompanied by the words 'Delivered by', and
- your unique Access Licence Number, which we will assign to you once a Credit Account has been set up for your Contract;

An example of the Indicium template to be used can be found at Figures 3 & 4. A copy of the actual Indicium template, which you must comply with, will be available to you (once your Credit Account has been set up) to download from the Website. You must get our written approval for all designs and subsequent design changes. We require at least two months' written notice of design proposals prior to any requested implementation date. You may not use any designs before we have given you our written approval. This notice period allow us to carry out technical testing and other approval procedures.

In order for us to manage the operation of Access in a liberalised marketplace with many customers you will be limited to a maximum of 5 different designs for your Customer Access Indicator, which can be used under your Contract, unless we agree otherwise. Negative versions (i.e. a reverse image e.g. white on black) of current approved positive images of Access Indicia are not classed as additional Access Indicia designs, and are included within the maximum 5 designs allowed. These negative images must be tested and agreed as acceptable in writing by us before they can be accepted on Access Mailing Items.

Figure 3: Indicia large

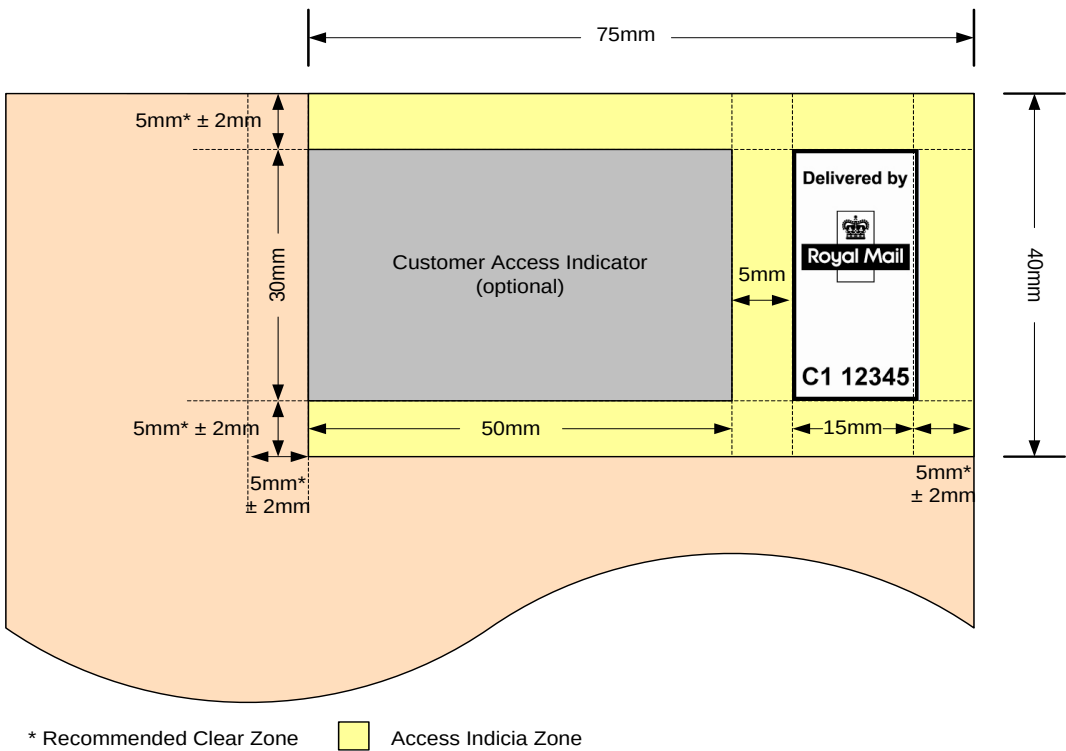
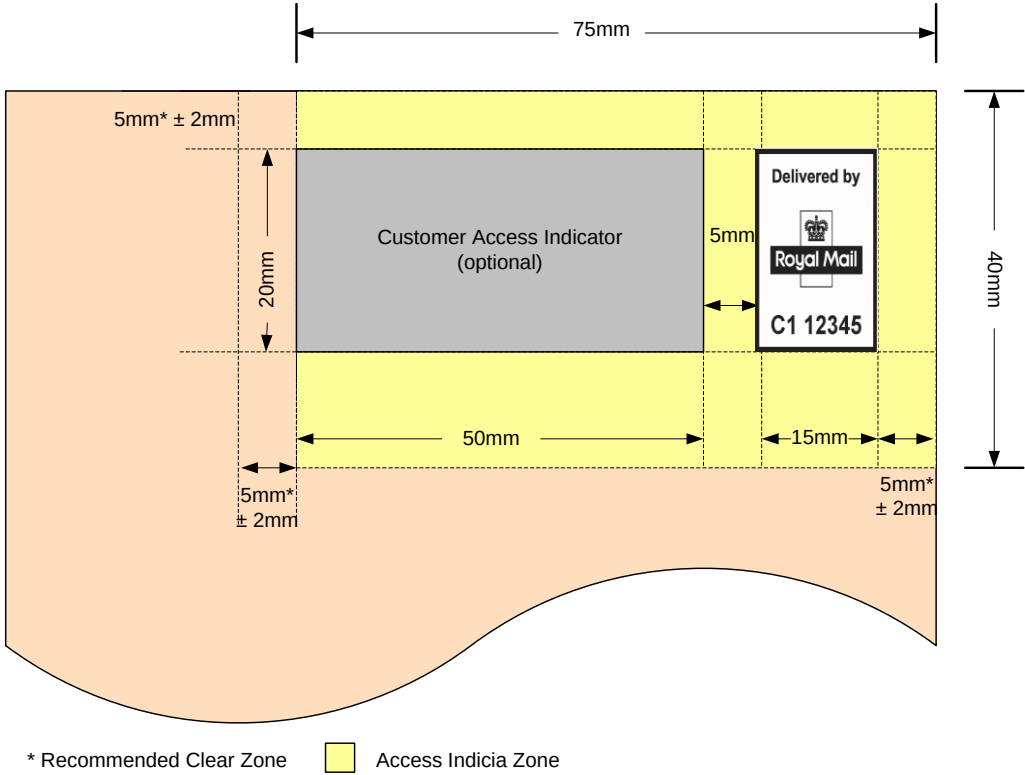


Figure 4: Indicia small



The top and right hand edge of the Indicum zone (as set out in Figures 3 and 4) must be aligned exactly to the top and right hand edges of the address face of a Mailing Item. The preferred clear zone round the Access Indicum is 5mm². There is no minimum clear zone.

For irregular shaped Mailing Items please contact your Access Account Director for preferred Indicum positioning.

Upon setting up a Credit Account we will issue you with a unique Access Licence Number for your use on all Mailing Items (except when setting up a Credit Account as an Customer in which case the Agency Customer shall use the unique Access Licence Number of its Agent, as described in the Agency Schedule (Schedule 17) of the Access Contract. This unique Access Licence Number will be incorporated within the Access Indicator for your use. We will not accept a Posting unless all Mailing Items include and clearly display your unique Access Licence Number. Mailing Items carrying any other Indicum (for example Pre Printed Impressions for Retail services) or the Indicum of another Customer may not be posted under your Contract.

The Indicum must be printed in accordance with the design specifications as detailed in the templates in Figures 3 and 4.

3.2 Indicum Size

Royal Mail Access Indicator

You may choose either of the specified sizes for the Royal Mail Access Indicator to use for your Mailing Item.

Figure 5: Royal Mail Access Indicator

Large	Small
30mm tall & 15mm wide	20mm tall & 15 mm wide

Customer Access Indicator

- Large Customer Indicator - Maximum area available is 30mm tall x 50mm wide
- Small Customer Indicator - Maximum area available is 20mm tall x 50mm wide

There is no minimum size for the Customer Access Indicator but it needs to be visible and any words used within the indicator box need to be in a font that is at least 10 points. You must have the right to use the Intellectual Property rights in any design that you seek to have approved by us for use under the terms of this Contract.

Any variation in size or design from that submitted to us by you will need to be checked through our sorting machinery before use.

3.3 Stamp-like indicium

Included as one of your 5 approved designs, you also have the option of creating a Stamp-like Indicum which may be printed as an image on to the Mailing Item or can be applied as a self- adhesive label. The Stamp-like Indicum must include the Royal Mail Access Indicator as shown in Figure 5 and be

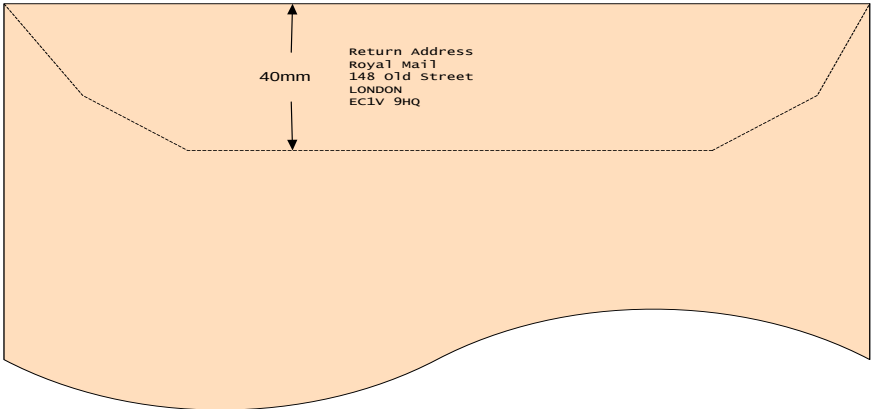
² We will allow a tolerance of +2mm movement within the 5mm to account for print processes

approved by us before we accept it. Full details of the Stamp-like Indicium specification can be found on our Website www.royalmailwholesale.com and your Access Account Director will be able to provide further information.

3.4 Return Addresses and Undeliverable Mail

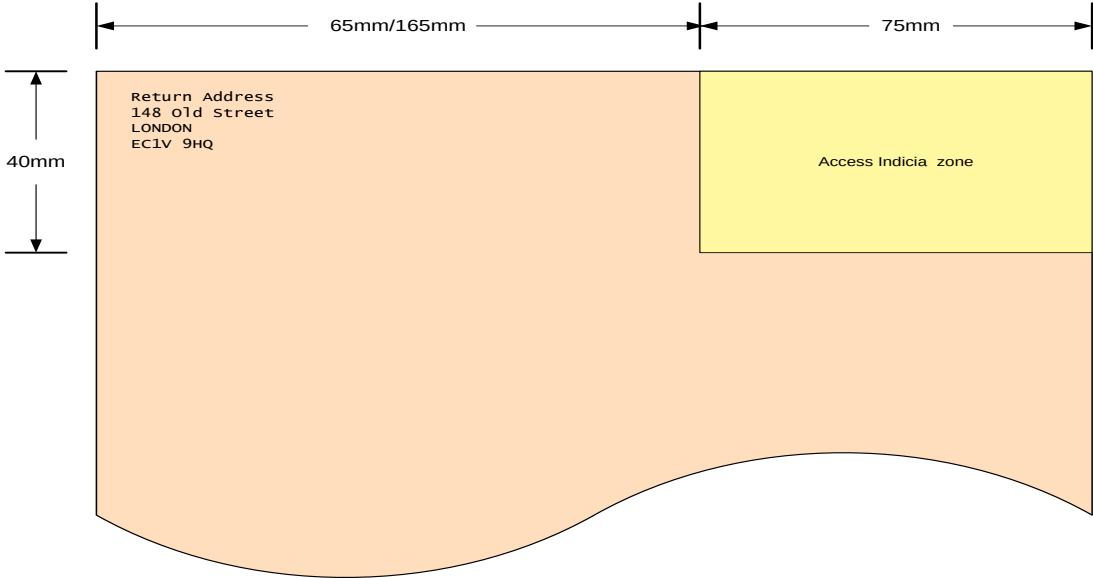
You shall ensure that every Mailing Item is clearly marked on the reverse with a United Kingdom³ return to sender address (please refer to [Appendix A](#) for more information on addressing standards). Figure 6 shows the recommended format and positioning of the Return Address for all Mailing Items. This should be left justified and should be preceded with the words 'Return Address'.

Figure 6: return address - back



The positioning of the return to sender address on the reverse of a Mailing Item is to minimise confusion with the Delivery Address. Where it is not possible to print the return to sender address on the reverse (e.g. the Indicium is printed by a meter machine, a consolidation machine, on a polywrap envelope, self- adhesive label or postcard, the return to sender address may be printed in accordance with Figure 7.

Figure 7: return address - front



³ For the avoidance of doubt, the Channel Islands or the Isle of Man are not part of the United Kingdom, and there is no obligation by Royal Mail to repatriate mailing items to non-United Kingdom addresses. Therefore Royal Mail Wholesale does not accept the use of addresses based in these islands for the purposes of the return address requirements of the Access Contract

Any undeliverable Mailing Items may be returned to the United Kingdom return to sender address provided on the Mailing Item. Also see [Return Addresses](#) – Supplementary Guidelines on our Website <https://www.royalmailwholesale.com/>.

Please see [Appendix D](#) for specific requirements for OCR Large Letter mail and [Appendix G](#) for specific requirements for OCR Letters.

The use of a PO Box within the return to sender address is optional. If you choose to use a PO Box you can apply for a PO Box on the Royal Mail Website (please note that charges apply): www.royalmail.com.

As the designated Universal Service Provider, our obligation is to deliver to every United Kingdom address each Working Day (Monday to Saturday). This obligation does not extend to providing a breakdown of Mailing Items by chosen identifiers including, departments, teams, floors at the Delivery Address so that it is ready for internal delivery at that address. If you require returned mail to be pre-sorted for example by department, you can apply for a Select a Post Service from Royal Mail (please note that charges apply.)

It is your responsibility to make sure that you comply with our return to sender address format and position on the envelope.

4 Enquiries & Complaints

Should we receive enquiries/complaints from recipients of Mailing Items (the addressee) sent under your Contract, the addressee will be advised to contact the originating sender (except where the issue concerns delivery procedures e.g. mis-delivery when we will deal directly with the recipient).

Should we receive enquiries/complaints from the Originating Customer of Mailing Items sent under your Contract, the Originating Customer will be advised to contact their chosen Operator.

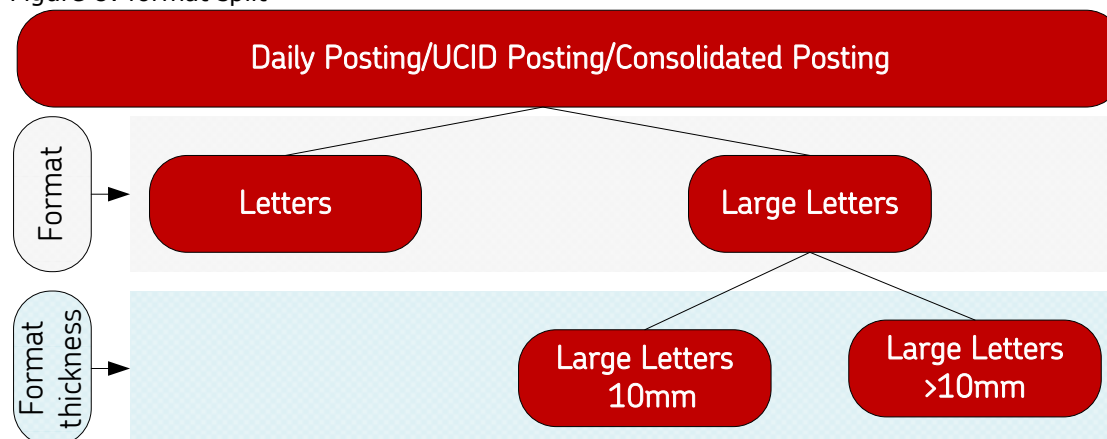
Any issue that you wish to discuss in relation to your Contract should be raised in the first instance with your Access Account Director as notified to you by us, unless otherwise specified in the Contract. Any complaint about service or operational issues should be raised in the first instance with DSACC.
(DSACC@royalmail.com)

5 Preparing Mailing Items

5.1 Step 1: Format Segregation

Each Daily Posting and UCID Posting or Consolidated Posting must be segregated into Letters and Large Letters as shown in Figure 8. Each Mailing Item must comply with a range of physical parameters or any other series of formats as may be specified by us from time to time.

Figure 8: format split

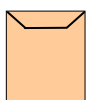


What is a Letter or Large Letter?



Letter format is no larger than C5+

- Maximum size 240mm x 165mm
- Minimum size is 100mm x 70mm
- Maximum thickness 5mm
- Maximum weight 100g



Large Letter format is not a Letter and which is

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

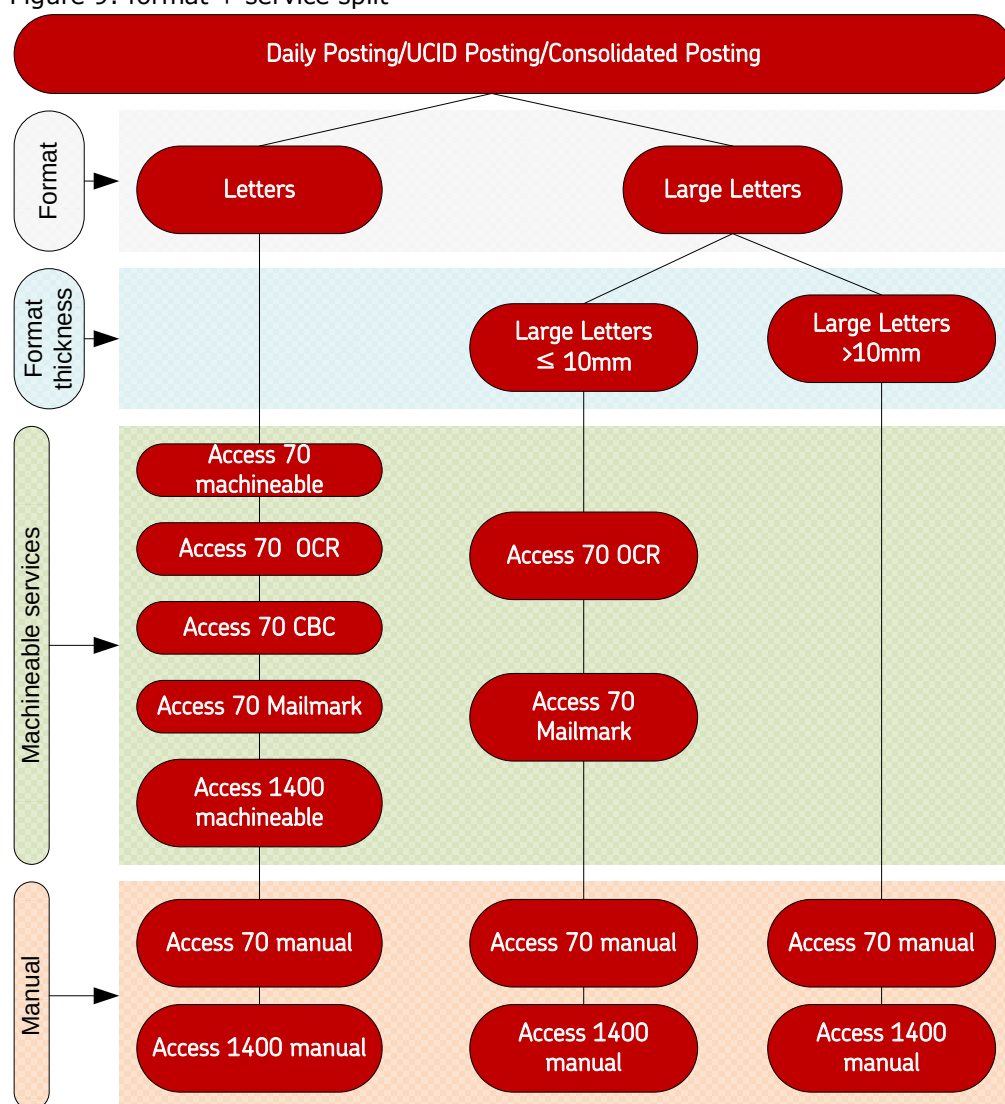
Please note: For Letter services and Large Letter format Mailing Items posted as Advertising Mail, Responsible Mail or Business Mail Large Letters, the size definition for length and width for Mailing Items excludes plastic outer covers, provided that they are flimsy and easily folded, in which case the outer covers will not count towards the length and width dimensions of the Mailing Item for pricing purposes.

5.2 Step 2: OCR/CBC/ Mailmark™/Machinable/Manual Split

Mailing Items within a Daily Posting and UCID Posting or Consolidated Posting must be split by Service between OCR, CBC, Mailmark™, Machinable Items and those described as Manual Items.

Where your Postings are segregated and labelled according to whether they are Machinable Items or Manual Items (in accordance with the relevant specification), you shall maintain that segregation and labelling and present the Postings in that way to us.

Figure 9: format + service split



Machinable Letter Specification

A Mailing Item is Machinable if it complies with the following requirements:

- A Mailing Item must be no larger than 240mm x 165mm (C5+) and no smaller than 140mm x 110mm
- It must weigh no more than 100g
- It must be no thicker than 5mm and no thinner than 0.25mm
- It must be capable of meeting the flexibility test along its longest edge (see Appendices G & H)
- It must be sealed firmly on all sides
- Polythene or plastic envelopes or wrapping cannot be used
- All Mailing Items must meet our Addressing Standards (please see [Section 2](#) & [Appendix A](#))
- Inflexible objects such as coins, keys, pens and thick card coupons must not be enclosed.

Machinable Large Letter Specification

We offer two Services for Machinable Large Letters – these are Access 70 OCR (please see [Appendix D](#)) and Access 70 Mailmark™ (please see [Appendix M](#)).

Manual Item Specification

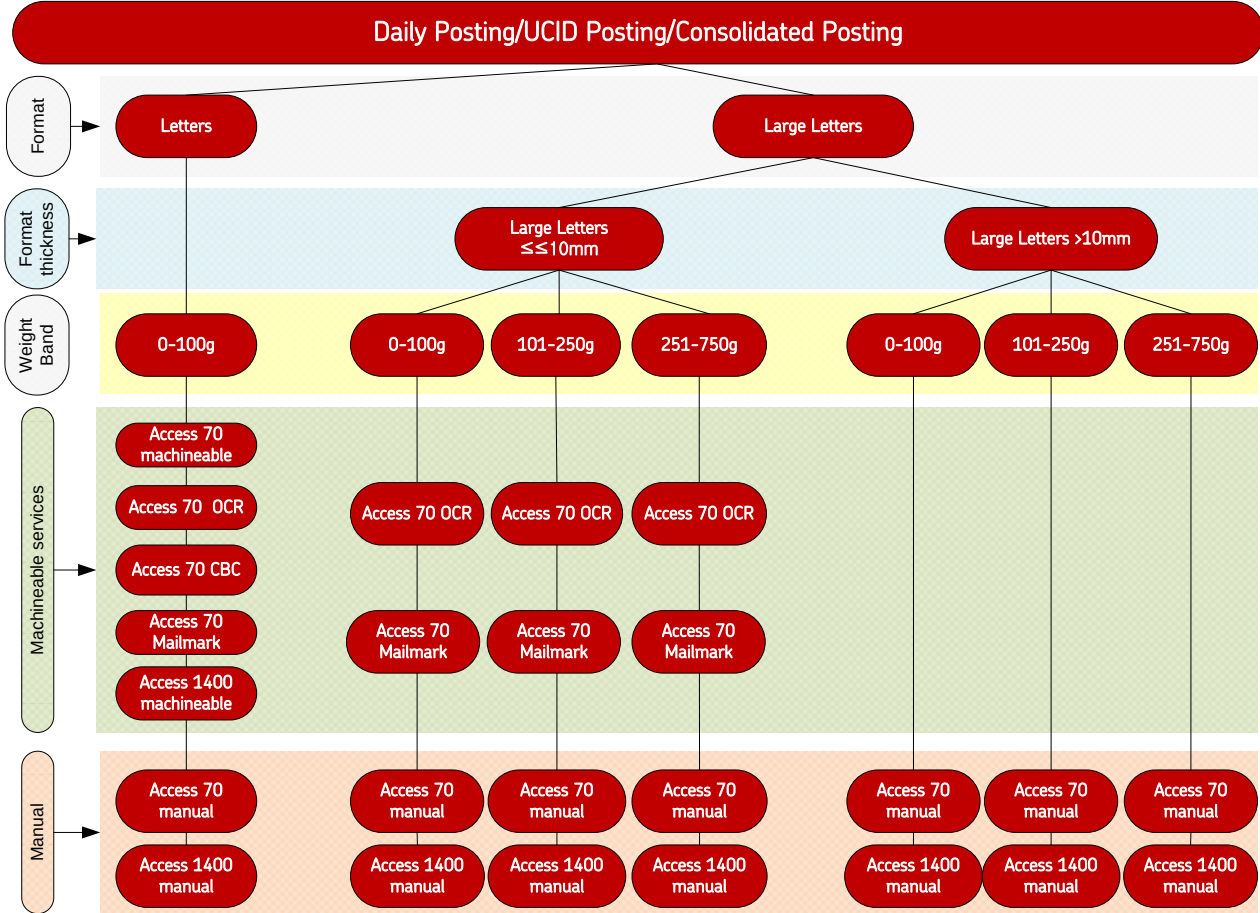
Any Mailing Item that does not meet the Machinable Letter or Large Letter Specifications above, but meets the Letter or Large Letter format specification is deemed to be a Manual Item.

Note: Labelling Mailing Items as Manual Items does not preclude us from processing such Mailing Items on our machines, if we so choose.

5.3 Step 3: Weight Band Segregation

All Machinable Items and Manual Items must be sorted by format into weight bands as shown in Figure 10.

Figure 10: format + service + weight band split



6 Sortation & Presentation

You must present Mailing Items in an approved Container. The choice and type of Containers permitted for mail presentation are:

- Tray
- Bag
- Auto Level Packet Sleeve (ALPS). These must be used in-conjunction with Yorks and you must sign both a York and ALPS Schedule prior to use.

The choice of Container is restricted by the Mailing Item format as illustrated in Figure 11.

Figure 11: Format and containers

Format	Container		
	Tray*	Bag	ALPS
Letters	♦	♦	
Large Letters 10mm	♦	♦	
Large Letters > 10mm and less than 240mm x 165mm	♦	♦	♦
Large Letters > 10mm and larger than 240mm x 165mm		♦	♦

Please note: Lower prices are available for Mailing Items when presented in trays and for Large Letters >10mm thick when presented in ALPS as these Container types enhance mail hygiene and are the lowest cost and most efficient Containers for these formats. Please see our prices at www.royalmailwholesale.com.

6.1 Minimum Container Fills (Tray, Bags, ALPS)

Minimum Container Fills - Each Container shall only contain all Letters or all Large Letters.

In the case of Letters, each tray or bag shall contain at least:

- 25 Letters each weighing no more than 100g; and

In the case of Large Letters, each tray, bag or ALPS shall contain at least:

- 5 Large Letters each weighing no more than 100g; or
- 5 Large Letters each weighing more than 100g up to 250g; or
- 5 Large Letters each weighing more than 250g up to 750g; and

6.2 Under Volume Containers (Bags, Trays, ALPS)

An Under Volume Container is a Container that does not contain the minimum number of Mailing Items in each weight step as defined in section 6.1.

6.2.1 Unique Customer Identifier (UCID) Postings

You have the option of using a Unique Customer Identifier (UCID) on your Container Labels. This is an identifying number (maximum 15 characters) created and assigned by you that uniquely identifies each of your discrete Customer Entities, Posting Entities and Originating Customers which allows you to associate Mailing Items relating to each separate entity/customer. The numbering methodology for UCIDs must be submitted and approved by us before use. If you wish to use UCIDs you must complete Schedule 5 of your Contract to submit your proposed UCID numbering methodology for approval by us.

Where a UCID is assigned to a Customer Entity, Posting Entity or Originating Customer, each time you hand over Mailing Items for a particular entity/Customer, the same unique UCID must be used. It is mandatory for that UCID to remain unchanged throughout the life of the Contract, except if you have our approval to make changes.

Where a valid UCID is used, we will restrict the corrective actions we may take under Schedule 2 of the Contract and [section 15](#) of this User Guide against any Mailing Items we find during Revenue Protection which do not comply with the terms of your Contract and this User Guide to those Mailing Items bearing the same UCID.

If you fail to use a UCID in accordance with the terms of your Contract and this User Guide, you will lose the right for your UCID to be recognised for the purposes of Revenue Protection. Where you present a UCID Posting in accordance with Schedule 2 of your Contract and this User Guide then one Under Volume Container per Standard Selection Code (SSC) per UCID per Service used per day will be charged at the Access Charges relevant for that Service. This is subject to all other terms and conditions being met.

Any additional Under Volume Container will be charged as follows,

- Letters - First Class Business Mail High Sort direct
- Large Letters- First Class Business Mail High Sort residue

Where we have agreed to your numbering methodology for UCID Postings and UCID numbers are being used, each UCID number must be visible on the Container label within the Customer ID field (see [Section 7](#)) and correspond with the UCID number on the Manifest.

6.2.2 Selecting the Under Volume Container to be charged at the Access Charge.

Where more than one Under Volume Container is produced, DocketHub (or other systems we may develop and make available) will select the Under Volume Container per SSC per Service that will be charged at the relevant Access Charge on the basis of the following:

- The Under Volume Container per SSC with the greatest number of Mailing Items; or
- Where two or more Under Volume Containers have the same number of Mailing Items, the Container with the highest average item weight.

All additional Under Volume Containers are to be charged as detailed in this and must be declared as such on the Manifest and Posting Docket.

You shall ensure that the Container fill per Selection is maximised subject to the need to meet the requirement that each Container of Mailing Items presented must have the item contents accurately recorded on the Manifest and correspond to the Container's UCID.

6.3 Sortation

You must sort each Mailing Item within a Posting according to one of the Services as stated in [Section 1](#) by using the current Version of the Access Selection Files (see [Appendix C](#)). We will provide at least one month's prior notice of any changes to the Access Selection Files coming into effect.

- Access 1400

Mailing Items are sorted to the level of Postcode Districts – these are called the Selections. The Access Selection Files contain around 1525 of these Selections.

Where you are producing an Access 1400 Posting and there are insufficient Mailing Items to meet the minimum Container fill requirements (i.e. more than one Under Volume Container is being produced) you should consider bringing the mail together at an Access 70 sortation level in order to achieve minimum Container fill or use software to dynamically fill each Container.

- Access 70

Mailing Items are sorted to a level which is based on Postcode Areas – these are called the Selections. The Access Selection Files contain around 86 of these Selections.

6.4 Presenting your Mailing Items in Bags

6.4.1 Bundling Mailing Items

Mailing Items of a similar weight, shape or size must be bundled securely within bags. The number of Mailing Items in each bundle will depend on the nature of the Mailing Items which will normally be determined by their size and thickness. Each Selection may consist of a number of bundles. Each individual Mailing Item must be securely sealed.

There is no required minimum number of Mailing Items in a bundle as long as the segregation criteria has been met as set out above, but as many Mailing Items as possible must be included within each bundle (subject to the maximum Container weight).

There is no maximum limit to the number of Mailing Items included in a bundle provided they do not exceed the maximum weight limit of the Container in which the bundle is then placed, and the thickness of the bundle does not exceed that which can be held in one hand (approximately 15cm).

All bundles must be tied with the Mailing Items facing the same way, using sufficient strapping or rubber bands, so that they do not burst open in the bag, given reasonable handling conditions. If Mailing Items are 'wedge-shaped', they should be counter-stacked with the top half facing the opposite way to the bottom half.

Once the tie or strapping have been removed the Mailing Items must be capable of being handled individually and must not be stuck to one another for any reason, including any stuck together due to the use of any adhesive in the mail production process.

Mailing Items should be bundled in such a way as to not damage the individual Mailing Items. Bundles that become insecure as a result of inadequate strapping or other material used will be subject to Surcharges⁴.

6.4.2 Bagging Mail

Once the Mailing Items are bundled, they must be bagged. The maximum bag weight we will accept is 11kg, including the weight of the bag, bag tie and label. Depending on the volume of the Posting, more than one bag for a Selection may be needed. To make sure the bag weight will not exceed 11kg, it is usual practice to mark the bag breaks on the Mailing Items.

You must make sure that all Mailing Items for a single Selection are included in one bag unless the maximum weight is exceeded. Where possible all Mailing Items within each bag should be of a similar weight, shape or size. You must make sure that more than one bag is used if the weight of a bag, bag tie and label exceeds 11kg. The bag neck should be securely tied/strapped with a bag tie provided by us. Bags must not be tied through the 'D' rings.

The minimum number of Mailing Items accepted in a bag is 25 Letters or 5 Large Letters (as set out in [Section 6.1](#)). In general, however, bag fill must be maximised and filled to capacity within the Selection, subject to meeting accurate bag fill.

To determine when a new bag must be started and a new label provided, you will need to distinguish where the Mailing Items for one Selection ends and a new Selection begins. There are a variety of ways to do this e.g. Print the Access Standard Selection Code (SSC) near the address; this determines that it is time for new bag when the code changes. Software can be set up to print a distinguishing mark (e.g. three asterisks) on the last item for each bag in each Selection, or work through the printout of its sorted mailing list and mark it by hand. You can produce a blank label as a Selection break indicator between each Selection.

It is recommended that the long tail ends and loose ends of bag ties are tucked and wrapped in to the band formed by the bag tie to prevent it sticking out and causing injury to anyone handling the bags.

⁴ When sending Large Letter format Mailing Items the requirement to bundle as described in this section 6.4 only applies to Responsible Mail, Advertising Mail and Business Mail Large Letters. General Large Letters of a physical size and/or shape which prevents them from being securely bundled can be loose within bags.

6.5 Presenting your Mailing Items in Trays

If you have entered into a separate Tray Schedule with us, trays may be used for the purpose of handing over your Mailing Items to us as listed in Figure 11.

Each tray shall contain only Mailing Items of the same format for a single Selection. (Selections must not be mixed in trays). Trays weigh 1kg, the tray and contents must not weigh more than 10kgs. Efficient use of trays is mandatory, a requirement that is to the benefit of both the carrier and us. Consequently, for any single selection, a tray must be full before another tray is used unless the maximum tray weight is exceeded.

6.5.1 Tray Presentation by Format

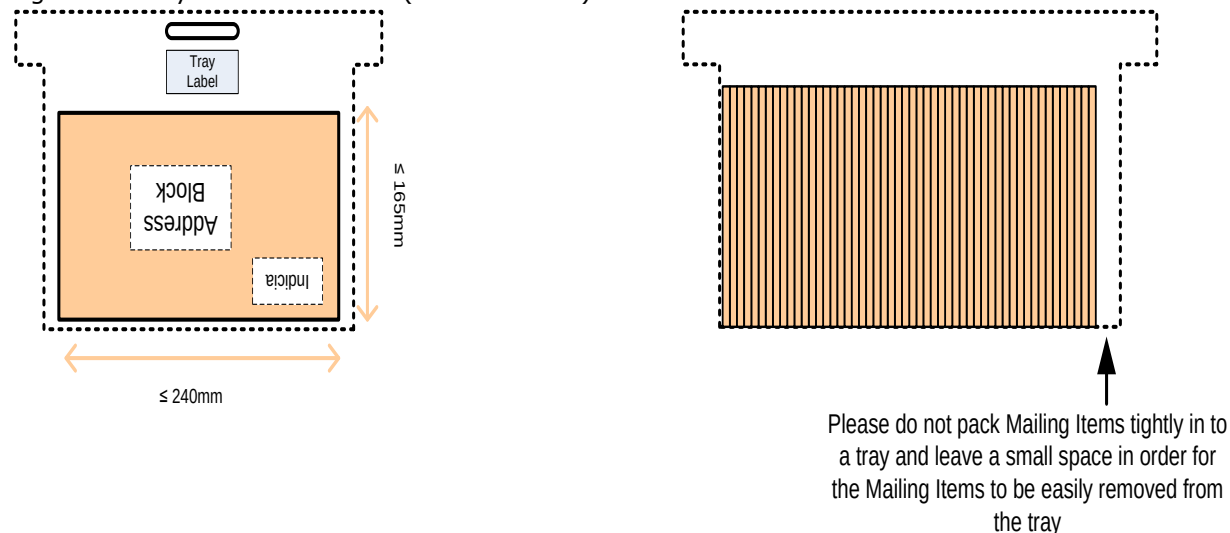
Letters

- Letters must be presented in trays in the following way:
- Letters must be stacked vertically
- Letters must be inserted upside down with the Access Indicum facing the tray label. Figure 12
- Letters must be loose loaded in trays
- Letters must not be packed tightly into trays. Figure 12
- Letters must not be bundled

Large Letters

- The dimensions of a Large Letter determine how it must be presented in a tray:
- Large Letters $\leq 240\text{mm} \times 165\text{mm}$
- Large Letters must be stacked vertically
- Large Letters must be inserted upside down with the Access Indicia facing the tray label Figure 12
- Large Letters must be loose loaded in trays
- Large Letters must not be packed tightly into trays Figure 12
- Large Letters must not be bundled

Figure 12:Tray fill cross Section (front and side)



Large Letters $\leq 10\text{mm} > \text{than } 240\text{mm} \times 165\text{mm}$

- Landscape - the address and Access Indicum uppermost in the tray, face up, and with the Access Indicum away from the tray front and label. Figure 13
- Portrait - the address and Access Indicum uppermost in the tray, face up, and with the Access Indicum adjacent to the tray front and label. Figure 13

Large Letters must be laid horizontal and placed as high as the opening used to carry the trays – this allows the trays to be carried and lifted. However, it is permitted that the Large Letters can be level with the 'Plimsoll line' inside the container rim. Figure 14. Large Letters must not be bundled.

Figure 13: Tray fill (landscape and portrait)

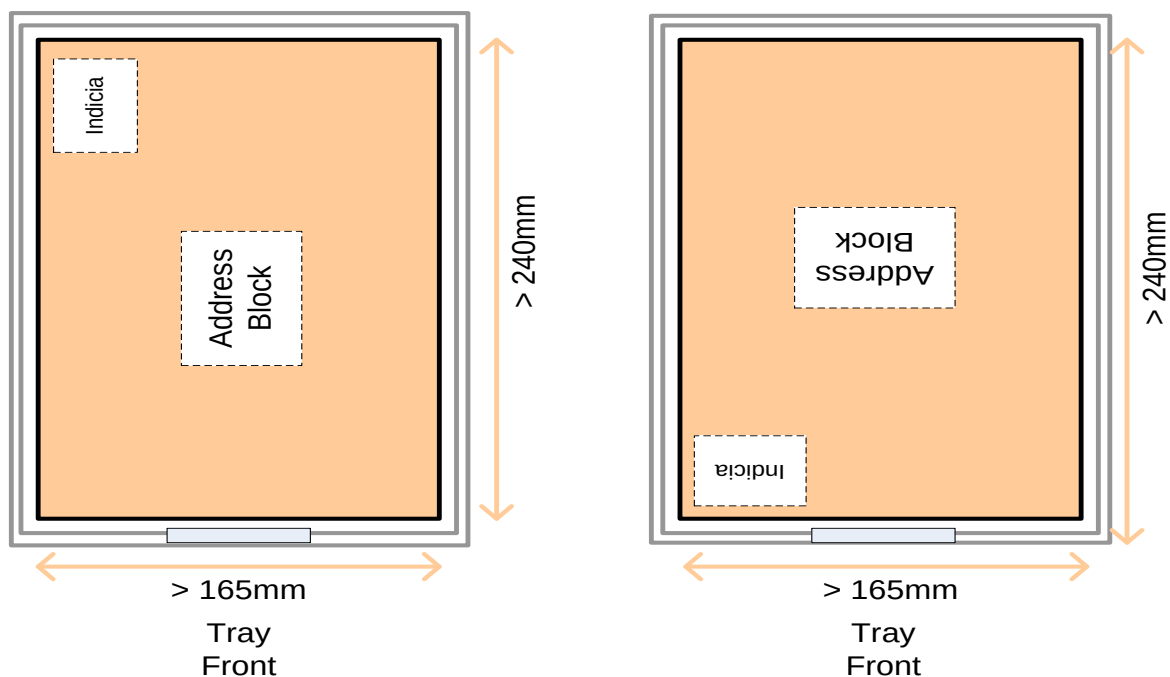
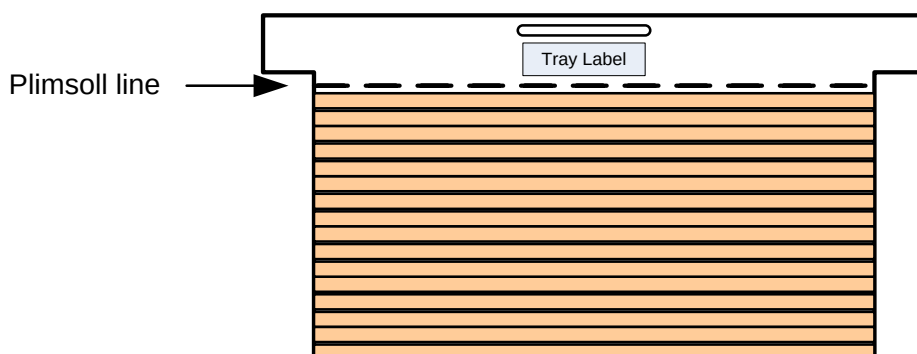


Figure 14: Plimsoll line fill



Please note: Mailing Items to Jersey (JE) and Guernsey (GY), are excluded from being presented in trays for security and handling safety and must be presented in bags in accordance with [Section 6.4](#).

6.6 Presenting your Mailing Items ALPS

If you have entered into a separate ALPS Schedule with us, ALPS may be used for the purpose of posting only Large Letters as listed in Figure 11. and as particularly described in the ALPS Schedule.

6.6.1 Presenting Large Letters in ALPS

Large Letters must be placed loose in to each ALPS because we acknowledge that the physical dimensions and weight of the individual Large Letter may mean it is not suited to being bundled. Each Large Letter must be securely sealed.

6.6.2 ALPS presentation

Like bags and trays, an ALPS is a primary Container. Therefore the same requirements for sortation, labelling and maximising fill (i.e. accurate number of Mailing Items/Under Volume charges), will apply as for bags and trays. Please see [Section 6.1](#). Each ALPS Container shall contain only Large Letters for a

single selection. Selections must not be mixed within an ALPS Container. Efficient use of ALPS Containers is a requirement that is to the benefit of both the carrier and us. Consequently, for any single selection, an ALPS Container must be full before another ALPS Container is used for the same selection unless the maximum York weight of 250kg is exceeded. ALPS Containers must be fully zipped up and secured when presented at the Inward Mail Centre.

6.6.3 Labelling Requirements

For Large Letters posted in ALPS Containers, a bag Customer Final Label, (CFL) as defined in [Section 7](#), or if Mixed Weight in [Section 6.11](#), must be securely attached to a blank York card, which is secured in the York label holder.

6.7 Unwrapped Bundle Postings

Some Mailing Items may be presented in trays, bags or ALPS as unwrapped. Please refer to [Appendix E](#): Unwrapped specification for full details.

6.8 Unbagged Bundle Postings

Some Mailing Items may be presented as unbagged bundles. Please see [Appendix F](#) for full details relating to this specification.

6.9 Unwrapped and Unbagged Bundle Posting

Some Mailing Items may be presented as unwrapped and unbagged. Please see Appendix E and Appendix F for full details relating to Mailing Items presented in this way.

Please note: Mailing Items to Jersey (JE), Guernsey (GY), Isle Of Man (IM) are excluded from being presented in ALPS for security and safety and must be presented in bags in accordance with [Section 6.4](#). A Mailing Item for Jersey, Guernsey or Isle of Man that cannot fit into a standard Royal Mail bag due to its physical dimensions must be presented and labelled as an individual Container.

6.10 Presentation of Responsible Mail™ and Advertising Mail™ Mailing Items

In addition to the Responsible Mail and Advertising Mail requirements as detailed in the respective Responsible Mail and Advertising Mail Schedules, the following presentational requirements also apply:

- each Container you use to hand over Mailing Items to us under the Contract must contain only Responsible Mail Entry Level, only Responsible Mail Intermediate Level, (i.e. the levels must not be mixed), or only Advertising Mail;
- and
- each Container containing exclusively Responsible Mail or Advertising Mail that is presented by you must be labelled by you using the labels we provide which clearly indicate that the contents are Responsible Mail Entry Level, Responsible Mail Intermediate Level or Advertising Mail. Please see [Section 7](#) for more information on labelling requirements.

General information:

We want to provide you with the best possible service when using Advertising Mail, so mailings are received by customers in great condition. However, mail is a physical medium and occasionally indentations or marking of mail may occur as it passes through machinery. This applies particularly with unwrapped mail (i.e. of Postcard type design) that has been produced through digital print technology. To minimise issues we recommend that digitally printed mail items are wrapped, or an ultra violet (UV) or water based gloss coating applied to the non-address side of the finished piece. These coatings enhance wear resistance. Mail produced on lithograph presses is less susceptible to this type of marking.

6.10.1 Seed/sample Mailing Items

For each Responsible Mail or Advertising Mail Posting you must provide us with a sample of the Mailing Item to be used prior to posting or include us as a seed in the Posting to verify it meets the Responsible Mail or Advertising Mail specification. The seed/sample must be an exact reproduction of the Mailing Items to be posted in terms of both envelopes used and contents enclosed. The sample/seed must be sent to the following address:

RM Sample
Royal Mail Wholesale *[immediately followed by the relevant UCID number, e.g. 12345]*
PO Box 72662
London
E1W 9LD

You must also provide us with a current UCID list that details the originating posting Customer name/trading name for all Responsible Mail or Advertising Mail Postings. You must maintain this list, adding each new UCID that is introduced, and informing us of all updates at the time the new UCID is posted. Or, as an alternative, you may instead print the relevant UCID clearly on the seed/sample Mailing Item. We will only use the details from this UCID list for the sole purpose of checking that each Responsible Mail or Advertising Mail Posting meets the Responsible Mail or Advertising Mail specification as detailed in the separate Responsible Mail and Advertising Mail Schedules. For full details on the compliance checks made, please refer to the 'Advertising Mail and Responsible Mail seed checks - customer guidelines' at www.royalmailwholesale.com

6.11 Presenting Mixed Weight

Mixed Weight is a presentation option for Large Letters only. You may use this presentation option if you have signed a Mixed Weight Schedule and completed the implementation timeline with us successfully. Your Access Account Director will be able to advise of the timescales involved. Mixed Weight allows you to hand over Large Letters of different weight bands within a Container at an Inward Mail Centre.

Large Letters must be sorted by you to the Access 70 or Access 1400 Services. As is the case for all other Services, Mixed Weight may not be used for handing over different formats in any one Container. You are required to submit a separate Posting Docket to us for each Mixed Weight Daily Posting via the web service DocketHub (or any successor). You must test the upload of your Mixed Weight data via DocketHub prior to your first Mixed Weight Daily Posting. The Service Standard and other Service criteria are as already specified within the main body and relevant Appendices of this User Guide.

6.11.1 Mixing Weight Bands

Where all of the individual Large Letter weights in a Container comprise a mix of weight bands ('Mixed Weight') you must declare on the Manifest the total number of Large Letters by weight band, and the Zone if applicable (please refer to [Appendix J](#) for more information on Zonal Postings). Please see Figure 17.

The weight band indicators to be used on the Manifest are as follows:

- WB1 (weight band 1) items weighing no more than 100g. All items falling within this weight band will be priced accordingly.
- WB2 (weight band 2) - items weighing more than 100g up to 250g. All items falling within this weight band will be priced accordingly.
- WB3 (weight band 3) - items weighing more than 250g up to 750g are priced in 1g increments at the average weight of all the items falling within this weight band.

Where all the Large Letter weights in a Container fall within a single weight band the Mailing Items must be declared as such on the Manifest and will be priced accordingly. Where an entire Daily Posting does not contain any Mixed Weight Containers, you must declare and upload the Daily Posting using your non-Mixed Weight account in the usual way

6.11.2 Labelling Requirements

For the Mixed Weight presentation there is a requirement to include an additional identifier (MW) on the Container CFL. This identifies to the accepting Inward Mail Centres that the Posting is Mixed Weight. Please see figure 15.

If your Mailing Items arrive in York Containers, there is also a requirement to include 'Mixed Weight' on the York cards. Please see Figure 16.

You are required to provide a shortened version of the unique Container ID when sending Mixed Weight Postings. The standard Access unique Container ID is up to 14 characters but for Mixed Weight Postings, the Container ID must be a maximum of 12 characters in length. This enables DocketHub to create 'pseudo' Container IDs for each weight band within a single Container DocketHub will break down a Container ID into the relevant number of weight bands and add a 2 character weight band identifier to the end of the Container ID e.g. AB0000056789W1, AB0000056789W2 and AB0000056789W3. All other labelling requirements are as [Section 7](#) of this User Guide.

Figure 15: Mixed weight bag label

The diagram shows a bag label with the following fields:

- Customer Barcode
- Customer Routing Information
- Customer Name
- ANY MC
- POSTTOWN AA1
- MW 12345 (in red)
- LGE LETTER
- 12345678901234 (on the left side)
- 1234567 (bottom right)
- DSA (bottom right)

Figure 16: Mixed weight york label

The diagram shows a York label with the following fields:

- Postal Operator Field
- ANY MC
- DOWNSTREAM ACCESS (standard)
- Contract Name and Contract Type
- PPI Number
- MIXED WEIGHT (in red)
- Via Carrier Name
- Date of handover – dd/mm/yy
- Number of bags / bundles in York

6.11.3 Documentation

For Mixed Weight Postings, your Manifest must be uploaded electronically to DocketHub, and received no later than 06:30am on the Handover Day of the Large Letters to which the Manifest refers. You will be issued with a separate discrete account number for use of Manifest uploads to DocketHub.

You will be required to use an enhanced Manifest which enables you to declare both Mixed Weight and non-Mixed Weight Containers. An example of the enhanced Manifest is shown in Figure 17.

The Manifest enables you to declare Mixed Weight Containers and non-Mixed Weight Containers within a Mixed Weight Daily Posting. In addition, two physical copies of either the Summary Manifest or the Manifest must accompany Mixed Weight Postings handed over at an Inward Mail Centre. The Manifest data for each Mixed Weight Container must declare the number of Large Letters within each weight band; show the average weight of the Large Letters in WB3 and the total weight of all Large Letters in the Container.

For Mailing Items posted under National Price Plan One (SSC's) or Averaged Price Plan Two (Zones), the data must be populated with the volume of Mailing Items under the 'National' column (NAT) for each weight band (an example is shown in blue text on the Manifest at Figure 17). For a non-Mixed Weight Container within a Mixed Weight Daily Posting, you must declare the number of Mailing Items by weight band and show the total weight of the Large Letters in the Container and the average item weight (an example is shown in black text on the Manifest at Figure 17.)

For Mailing Items posted under Zonal Price Plan e, the data must also include the number of Mailing Items by Zone within each weight band. (An example is shown in red text on the Manifest at Figure 17). For a non-Mixed Weight Container within a Mixed Weight Daily Posting, you must declare the number of Mailing Items by weight band and show the total weight of the Large Letters in the Container and the average item weight, and also declare on the Manifest the number of items by Zone within a weight band. (An example is shown in green text on the Manifest at Figure 17.)

6.11.4 Manifest for Averaged Price Plan Two (Zones) – measure of Accurate Posting Profile

If you are on Averaged Price Plan Two (Zones) and only where you have entered in to providing us with an accurate upload detailing the zones you are posting to in order for us to assess your Actual Posting Profile you are required to upload your data using the enhanced Manifest via DocketHub to declare your Mixed Weight Postings.

You must complete and upload your Manifest detailing the number of Mailing Items by weight and by Zone for each Container at each Inward Mail Centre in each Daily Posting. Where the address on a Mailing Item does not have the Postcode in sufficient detail to identify a Zone, you must declare such Mailing Items as Zone Z, except for those Mailing Items for destination to the London zone which you must declare as Zone D. It is your responsibility to upload the Mailing Items to the correct Zone. We accept the upload of Mailing Items with insufficient Postcode details to Zone Z or D as the purpose of the enhanced Manifest declaration is to purely identify your Mailing Items by Zone in order to assess your Actual Posting Profile, the uniform price for each Mailing Item is maintained. (An example is shown in orange text on the Manifest in figure 17).

For a non-Mixed Weight Container within a Mixed Weight Daily Posting, you must declare the number of Mailing Items by weight band and by zone for each Container and show the total weight of the Large Letters in the Container and the average item weight. (An example is shown in purple text on the Manifest at Figure 17.)

6.11.5 Pricing

Each Mixed Weight Daily Posting is priced according to the number of Large Letters within each weight band. For Large Letters in WB3 prices are calculated according to the number of Large Letters at the average weight.

Figure 17: enhanced Manifest for Mixed Weight Postings

IMC IMC Address:: Job reference:	Date of handover to Royal Mail dd/mm/yy Account number: Posting Docket number: Sheet X of X
--	--

Individual Bag Identification																										
Container ID no.	Originating Customer No.	SSC	Postcode Area	No. Items WB1					No. Items WB2					No. Items WB3					Ave Weight WB3	Actual Total Weight (kg)	Average Weight of Mailing Items (g)	Total Mailing Items (units)	Format	Service	Sortation	
				N A T	A	B	C	D	Z	N A T	A	B	C	D	Z	N A T	A	B								C
12345678	ABCDEG	123	XX	x																	X	X	X	Large Letters	Manual	70
12345679	ABCDEG	123	XX	x						x										x	X	X	X	Large Letters	Manual	1400
12345670	ABCDEH	123	XX		x	x	x	x			x	x	x	x							X	X	X	Large Letters	Manual	1400
12345678	ABCDEF	123	XX		x	x	x	x													X	X	X	Large Letters	Manual	1400
12345678	ABCDEF	123	XX		x	x	x	x	x		x	x	x	x	x						X	X	X	Large Letters	Manual	1400
12345678	ABCDEF	123	XX		x	x	x	x	x												X	X	X	Large Letters	Manual	1400
		Total No. of Containers	Totals																							
Delivery note: This delivery note does not constitute that the above details are correct, as these details will be subject to Royal Mail revenue protection checks. For the avoidance of doubt, this document only acknowledges the handover of Large Letters on a time and date specified.																										
For customer use only																										

6.12 Business Mail Large Letter

In addition to the Business Mail Large Letter requirements as detailed in the Business Mail Large Letter Schedule, the following presentational requirements also apply:

- each Container you use to hand over Business Mail Large Letter Mailing Items to us under the Contract must contain only Business Mail Large Letters, and;
- each Container containing exclusively Business Mail Large Letters that is presented by you must be labelled using the labels we provide to clearly indicate that the contents are Business Mail Large Letter. Please see Section 7 for more information on labelling requirements.

7 Customer Final Labelling Requirements (CFL)

Containers must be labelled with Customer Final Labels (CFL), which indicate the destination and contents of the Container and include the information as specified by us. We will provide blank labels to you; only these labels may be used to produce final labels and these final labels may only be used for the final containerisation, labelling and sealing of Containers prior to handover to us (rough labelling will not be accepted). Yellow labels must be used for all Mailing Items declared as a Machineable Service only manual mail must use white labels.

The following table details which CFL file to use for which Service and with which colour Container label:

Figure 18:CFL

Service	Format		CFL Data File
	Letters	Large Letters	
	Container Label Colour		
Access 1400/70 - Manual	White	White	DSAMAN.DAT
Access 1400/70 Machinable	Yellow		DSAMAN.DAT
Access 70 OCR/CBC/Mailmark™	Yellow		DSAMEC.DAT
Access 70 OCR/Mailmark™		Yellow	DSAMAN.DAT

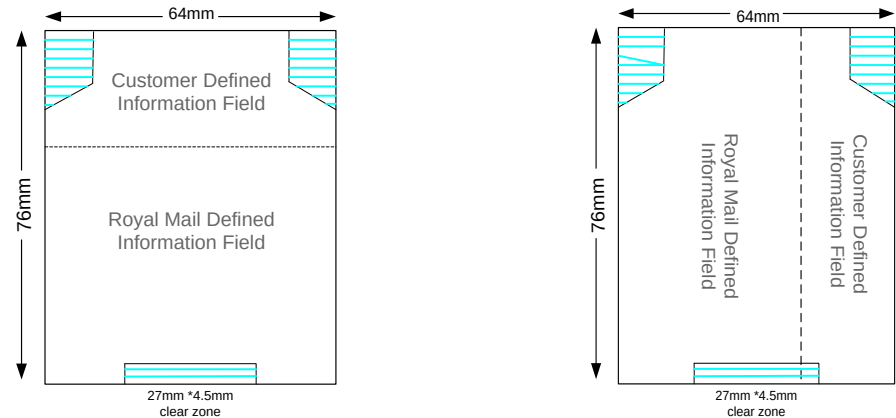
7.1 Label Positioning Guide

Figures 19 and 20 show the dimensions of our bag and tray labels. Both show the area for use by you and the area of the label for use by us.

Figure 19: Bag label positioning guide



Figure 20:Tray label positioning guide



7.2 Customer defined information field

The customer defined information field within the CFL is for your routing or other required information. The label design and any subsequent changes to the defined customer defined information field require two months' prior written notice for approval from us before use. This is to avoid the potential for operational confusion. You must send hard copy proofs to your Account Manager for approval prior to use.

7.3 Royal Mail defined information field

The Royal Mail defined information field is where you must include all the relevant information we require in order for you to route and handover the Container to the correct IMC.

Figures 21 and 22 are examples of what a Container label looks like, including specifications for field size, fonts and formatting. Please note all fields are aligned left, unless otherwise stated. Where you have entered into a separate ALPS Schedule for Mailing Items posted in ALPS Containers, you must label each ALPS by securing the CFL to a blank York card, which is secured in the York label holder.

Figure 21: Bag label National and Zonal options

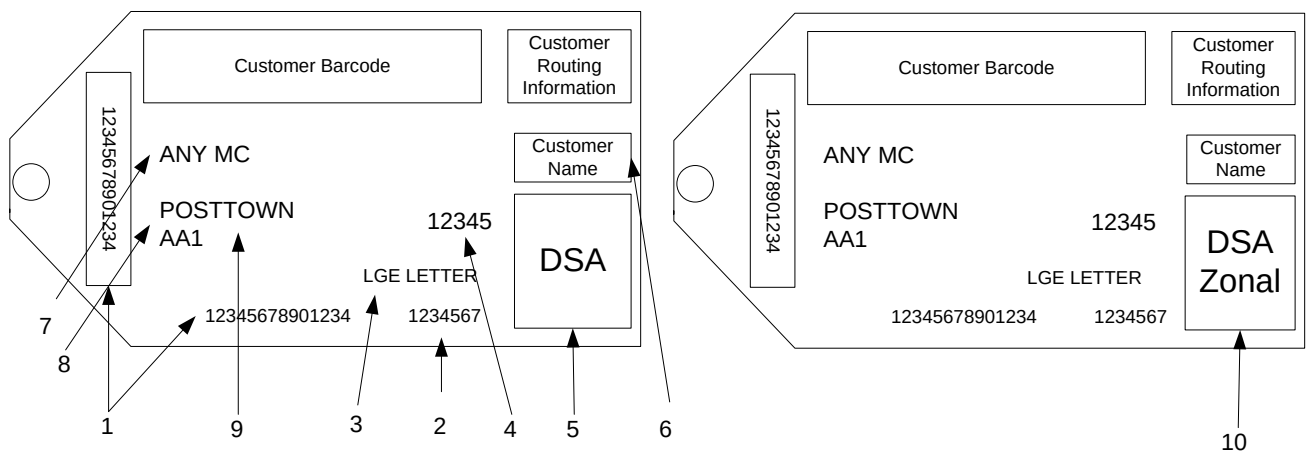
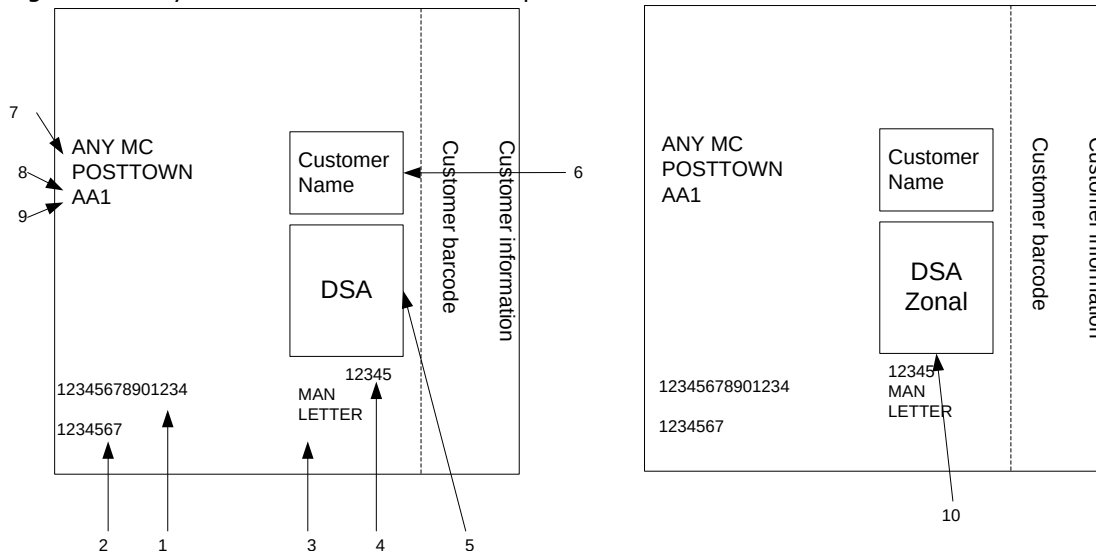


Figure 22: Tray labels National and Zonal options



- 1. Unique Container Identification Number** - This is an identifying number unique to that Container (maximum of 14 characters). The same unique number is to be printed on the

Manifest against the description of that Container's contents. It is optional whether you want to repeat the unique Container ID on the vertical axis as illustrated in Figure 21 and 22.

2. Unique Customer Identification Number (UCID) - Use is subject to our approval of your numbering methodology via the inclusion of Schedule 5 to your Contract. This is an optional identifying number (maximum 15 characters) assigned by you to each of your discrete Posting Entities, Customer Entities or Originating Customers. Where a UCID is assigned, each time you hand over Mailing Items for the same Posting Entity, Customer Entity or Originating Customer, the same unique UCID number must be used.

3. Format – This indicates the type of Mailing Item within the Container. All formats shall be identified in the manner set out below and shall always be in uppercase:

• Large Letters - Manual Item	LGE LETTERS
• Large Letters – OCR	OCR LGE LETTERS
• Machinable Letters	MECH LTR
• Manual Letters	MAN LTR
• OCR Letters	OCR
• CBC Letters	BAR-CODED
• Mailmark™ Letters	MAILMARK
• Mailmark™ Large Letters	LL MAILMARK

4. Standard Selection Code – The SSC for the Selection name as per the Access Selection Files.

5. Customer type indicator – This is optional - it indicates the type of Customer you are:

- DSA for Access by operators (where you are the carrier for another operator who uses their own Contract, it is optional for 'DSA' to be followed by the last 3 digits of their Access Licence Number)
- CDA for customer direct access (CDA is then followed by the last 3 digits of your Access Licence Number)
- AGY for Large Agency Customers. (AGY is then followed by 3 digits as provided by us which discretely relate to each of the Large Agency Customers detailed in Schedule 17 of the Contract.

In addition when any of the following services are used it is a requirement to identify the service level achieved. This must be indicated above the Customer Type within the Customer Type Indicator box, using the correct abbreviation as stated below.

Service	Abbreviation
Advertising Mail	ADVM
Responsible Mail Entry level; or,	Resp E
Responsible Mail Intermediate level; or,	Resp I
Business Mail Large Letter.	BMLL

6. Customer Name – The name of the Customer or their Access Licence Number.

7. Destination Office - The destination office is the Inward Mail Centre at which the Container is to be handed over.

8. Selection Name –The name of the Selection as listed in the Access Selection Files. This is only applicable for Access 1400.

9. Selection Description - This field defines the Postcode group or plan number within the Container and this information can be obtained from the Access Customer Final Labelling (CFL) database:

- For Access 1400 Selections – this is Postcode District (or Sector)
- For Access 70 Selections - this is the Postcode Area (or District) followed by the word 'RESIDUE' or 'RES'

- For Access OCR Letters, CBC and Mailmark™ Selections – this is the word PLAN followed by the Plan number
- For Access OCR and Mailmark™ Large Letters – this is the Postcode Area (or District) followed by the word 'RESIDUE' or 'RES'

10. Zonal option Identification – The indicator 'ZONAL' must be included on the CFL. The recommended positioning is to place this Zonal Indicator to the right of the CFL. It is mandatory for the wording on the label to be clear and legible and a minimum point size of 10.

7.4 Size Guide

The following two tables provide a guide as to the font size and relative font width of the CFL characteristics.

Figure 23:CFL bag size guide

BAGS			
Characteristic	Font Size (Helvetica and Ariel are both acceptable)	Font height	Maximum no of characters
Unique Bag Identification Number	11pt Arial Bold	3mm	14
Unique Originating Customer/Customer Identification Number	11pt Arial Bold	3mm	15
Format	13pt Arial Bold	4mm	15
Customer Name	11pt Arial Bold	3mm	
Customer Type indicator	28pt Arial Bold (DSA or AGY) 21 Arial Bold (DSA/XXX or AGY/XXX) 21 Arial Bold (CDA/XXX) 8pt Arial Resp E, Resp I or ADV M min 8pt	12mm (DSA or AGY) 6mm DSA/XXX or AGY/XXX 6mm (CDA/XXX) 3mm	(DSA or AGY) 3+3 DSA/XXX or AGY/XXX 3+3 (CDA/XXX) 6
Destination Office	17pt Arial Bold	7mm	25
Selection Name	14pt Arial Bold	5mm	25
Standard Selection Code	14pt Arial Bold	5mm	5
Selection Description	14pt Arial Bold	5mm	14
Database Version Indicator (optional)	10 pt Helvetica Bold Oriented 90 degrees	3mm	3
Zonal option Indicator	Minimum 10pt Arial	3mm	5
Mixed Weight Identifier	17pt Arial Bold	7mm	2

Figure 24:CFL tray size guide

TRAYS			
Characteristic	Font Size (Helvetica and Ariel are both acceptable)	Font height	Maximum no of characters
Unique Tray Identification	10pt Helvetica Bold	3mm	14

Number			
Unique Originating Customer/Customer Identification Number	10pt Helvetica Bold	3mm	15
Format	12pt Helvetica Bold	4mm	15
Customer Name	8pt Helvetica	3mm	
Customer Type Indicator	28pt Helvetica Bold (DSA or AGY) 18pt Helvetica Bold (DSA/XXX or AGY/XXX) 18pt Helvetica Bold (CDA/XXX) 8pt Helvetica Resp E, Resp I or ADVN min 8pt	12mm DSA or AGY) 6mm (DSA/XXX or AGY/XXX) 6 mm (CDA/XXX) 3mm	(DSA or AGY) 3+3 (DSA/XXX or AGY/XXX) 3+3 (CDA/XXX) 6
Destination Office	16pt Helvetica Bold	7mm	25
Selection Name	14 pt Helvetica Bold	5mm	25
Standard Selection Code	14pt Helvetica Bold	5mm	5
Selection Description	14pt Helvetica Bold	5mm	14
Database Version Indicator (optional)	10 pt Helvetica Bold Oriented 90 degrees	3mm	3
Zonal option Indicator	Minimum 10pt Helvetica	3mm	5
Mixed Weight Identifier	16pt Helvetica Bold	7mm	2

Customer Defined Information Field:

- Dimensions – See label positioning guide Figures 19 and 20
- Defined Information Field – For the Customer's routing or other required information.

The label design and any subsequent changes to the defined Customer information field require two months' prior written notice for approval from us before use. This is to avoid the potential for operational confusion. You must send hard copy proofs to your Access Account Director for approval.

7.5 Producing CFL

There are two methods you can use to carry out Customer final labelling.

7.5.1 Using label printers

If you are a large business, you may wish to use a label printer similar to those used in our sorting offices. You could use a label printer in one of the following two ways:

- **On Demand** - this allows you to generate your own labels according to your specific needs, by keying in the relevant Standard Selection Code (SSC)
- **Batch File Processing** – label printing machines can also be used in a batch processing mode by either, manually keying in label requirements in advance from a printed list or computer disk or driving the printer directly from your computer system.

7.5.2 Database method

We provide you with a label database containing the necessary geographic routing information to enable accurate labelling. You will, however, need to purchase or develop your own software to access this database.

7.6 The different labelling methods explained

There are a number of ways to perform your labelling operations. This Section takes each method in turn and examines the areas you need to take into account, to ensure the whole process runs smoothly.

7.6.1 Final label printers

This is probably the most efficient option for larger-scale labelling operations. If this is the method you decide to use, you first need to decide whether to run the machine on-line or off-line. This will depend on a number of factors:

- The number of production lines in use at any one time
- The type of mailing
- The type of environment (both the computer and printer will operate more efficiently in a clean environment)

However, to operate it off-line, in batch mode, you will first need to decide whether to key each batch of Standard Selection Codes (SSCs) manually via an electronic process, or directly from your computer system.

7.6.2 Database method

There are two main areas you need to consider if implementing this method: your production process and computer systems.

Production process - we will supply you with blank labels and plastic ties to tie your bags.

Computer systems - we will provide you with test data and implementation guidelines (available from your Access Account Director). You will then need to perform the programming required to provide access to the Access labelling database, and the capability of the printer to produce labels meeting our specifications.

7.7 Contingency plan

Whichever method you choose, you should draft an appropriate contingency plan to implement in case the main system should fail.

7.8 Chosen Labelling method

Once you've decided on which labelling method you might want to use, the first thing to do is to contact your Access Account Director, who will help you to work out your specific requirements.

If you choose the database option, you'll also need to produce a set of test labels for us to validate before we can fully implement Access labelling.

7.9 Data formats

Each file contains a record for each SSC, please use the correct CFL file as detailed in Figure 11. The latest CFL file is obtainable via the www.royalmailwholesale.com. It is a requirement to use the correct and current CFL database.

File layout

DSAMANFL.DAT and DSAMECFL.DAT File layouts

Each file contains a record for each SSC, laid out as follows:

Field	Size	Type	Comments
Database Version ID	3	Numeric	1 st digit represents version 2 nd / 3 rd digit represents release
Destination Office ID	3	Numeric	Unique identifier for each Mail Centre
Standard Selection	5	Numeric	Unique identifier for sortation selections

Code			
Destination Office	30	Alphabetic	Mail Centre Name
Selection Name	30	Alphabetic	Only applicable for Access 1400 selections. (Delivery Office Name)
Selection Description	30	Alphanumeric	Access 1400 Postcode District (or Sector) Access 70 Postcode Area (or District) followed by the word 'RESIDUE' or 'RES'. Access 70 OCR Letter, Access 70 CBC and Access 70 Mailmark™- The word PLAN followed by the Plan number Access 70 OCR and Access 70 Mailmark™ Large Letter - Postcode Area (or District) followed by the word 'RESIDUE' or 'RES'
Total	101		Record Length

DSA Destination Office DSADESTN.DAT File layout

Contains a record for each Destination Office, together with address details, laid out as follows:

Field	Size	Type	Comments
Database Version ID	3	Numeric	1st digit represents version 2nd/3rd digit represents release
Destination Office ID	3	Numeric	Unique identifier for each Mail Centre
Destination Office Name	30	Alphabetic	Mail Centre Name
Address Line1	40	Alphabetic	1st line of the Mail Centre address
Address Line2	40	Alphabetic	2nd line of the Mail Centre address
Address Town	40	Alphabetic	Mail Centre Post Town
Postcode	8	Alphanumeric	Mail Centre Postcode
Total	204		Record Length

8 Equipment for Postings

8.1 Blank Labels and Bag Ties

We will make available and supply blank CFL's and bag ties to you as you may reasonably require via a scheduled monthly supply based on your average monthly Container use. This volume will be reviewed regularly to track the average monthly usage. Where additional ad-hoc consumables are required you must give DSACC (DSACC@royalmail.com) 5 Working Days' notice of your requirements and we will use reasonable efforts to provide your required amounts within the notice period. We provide blank labels and bag ties which must be used for final containerisation, labelling and sealing prior to handover to us. You shall only order blank labels and bag ties from DSACC and these will be delivered to your nominated address as detailed in the L.O.R. Consumables will be supplied in multiples of the appropriate box fills. We will not provide any other consumable items, such as rubber bands and bundle ties.

8.2 Bags

We will make available and supply to you as you may reasonably require mailbags from Inward Mail Centres on a daily basis using a pre agreed site/volume schedule. The schedule will be reviewed regularly, tracking the average monthly bag usage and availability of bags in the Inward Mail Centres. Where additional bags are required you must provide at least 5 Working Days' notice to DSACC of the required amounts. For requests for more than 100,000 bags a week at least 10 Working Days' notice must be given to DSACC. Ad-hoc bags will be collected by you from wherever the bags can be obtained from within the notice period. Our bags must only be used for the final bagging process prior to handover to the Inward Mail Centre. Empty bags must be collected from our specified site(s) at a time agreed by you and DSACC.

We do not supply Yorks for the transportation of empty bags; if you require bags supplied in Yorks, you must provide enough of your own Yorks for the bags required. Alternatively, you can loose load the bags. It is your responsibility to load the vehicle. Should you wish to introduce your own, wheeled, braked container that can be nested for the purpose of bag collection, we will need to carry out a national risk assessment on the container followed by a local risk assessment and we will need to be trained in its use. You must provide a container and details of Safe Systems of Work for the container type. The purpose of the assessments is to determine if the container is acceptable for the safe collection of bags and the associated processes.

8.3 Trays

By request and where mutually beneficial, we will make available and supply you with an agreed volume of our trays. The supply will be in a ratio appropriate to your daily requirement which is determined using an agreed weekly process. In order to facilitate efficient procedures in the supply chain no other tray design is permissible. You need to allow an appropriate lead time for the supply of trays, which will vary according to various factors, including the time of year. It is therefore important that you liaise with us to ensure that supply is available prior to the commencement of your first Posting and with DSACC for on-going abnormal demand situations like Key National Postings (KNPs). You are required to sign a 'Tray Loan Schedule' prior to first handover of trays; this is available to download from our Website www.royalmailwholesale.com.

To allow for work in progress (i.e. the trays in transit and being filled and transported), typically trays are required in a ratio of 3:1 for their peak volumes.

We operate a one-for-one exchange of trays with you at the point of handover, or with your carrier on your behalf, at each Inward Mail Centre at which you hand over Mailing Items. This process must be supported by an accurate waybill for audit trail purposes.

You must notify additional requests for our trays to DSACC as soon as possible but no less than seven Working Days prior to the Posting for which they are required in conjunction with the pre-notification process (please see [Section 11.](#))

8.4 Yorks/Auto Level Packet Sleeved (ALPS)

We will not supply York and or ALPS Containers to you unless it is operationally mutually beneficial to do so. You may purchase Yorks and ALPS from our preferred suppliers, provided that each proposed purchase is notified in advance to us via the signing of the relevant York Exchange Schedule or ALPS Schedule. Alternative arrangements can be made to hire our Yorks on a short term ad-hoc basis via

signing the York Hire Schedule. Whether supplied or purchased, York and ALPS Containers must only be used in accordance with the relevant York Exchange or Hire Schedule or ALPS Schedule (available to download from www.royalmailwholesale.com)

Once such arrangements have been completed, we operate a one-for-one exchange of Yorks and ALPS with you, or your carrier on your behalf, at each Inward Mail Centre at which you hand over Mailing Items. This process must be supported by an accurate waybill for audit trail purposes. To allow for work in progress (i.e. the Containers in transit and Containers being filled), you will typically need to purchase Yorks/ALPS in a ratio of 3:1 for your peak volume usage.

If you use your own containers, you must unload all Mailing Items from your containers at the point of handover to us unless the container is the approved Tray Dolly (and you have entered into the terms of the Tray Dolly Schedule, details can be found on the Website, www.royalmailwholesale.com). We will supply suitable Containers at the point of handover for you to place Mailing Items into.

All requests for Yorks or ALPS should be notified to DSACC as soon as possible but no less than seven Working Days prior to the Posting for which they are required in conjunction with the pre-notification process (please see [Section 11.](#))

8.5 Tray Dollys

You may purchase Tray Dollys from our preferred supplier via the signing of the Tray Dolly Schedule. Each subsequent proposed purchase must be notified in advance to us.

Once such arrangements have been completed we operate a one for one exchange of Tray Dollys with you, or your carrier on your behalf, at each Inward Mail Centre at which you hand over Mailing Items. This process must be supported by an accurate waybill for audit trail purposes. To allow for work in progress (i.e. Containers in transit and Containers being filled), will typically need to purchase Tray Dollys in a ratio of 3:1 to cover your peak volume usage.

It is necessary for each Tray Dolly to have clearly and visibly displayed a York card (please see [Section 8.5](#)). The information contained within the York card enables the accurate and efficient handling of your Posting. For further details on the use of Tray Dollys please contact your Access Account Handler.

8.6 Property

Blank CFIs, bag ties, mail bags, trays, Yorks, ALPS and Tray Dollys (and any other such property we may introduce from time to time) shall remain our property at all times.

When handing over Mailing Items to us you shall only use property supplied by us in accordance with this User Guide and the Contract. You shall return all property to us upon termination of your Contract or otherwise as we may reasonably request. You shall keep the property in the safe custody and in reasonably good condition allowing for reasonable wear and tear.

Property referred to in this section shall not be used by you or any 3rd party suppliers for any other purpose than carrying out your obligations of this User Guide and your Contract and property must only be used to enable the handover of Mailing Items to one of our Inward Mail Centres.

We shall be entitled to inspect such property referred to in this section at any reasonable time and in the case of misuse of the property by you, your customers or 3rd party suppliers may repossess such property acting reasonably.

9 Posting Dockets

You must supply a Posting Docket in respect of each Daily Posting. The Posting Docket is used to calculate the Access Charges that will be invoiced to you and it must accurately record the Daily Posting.

Where you present a Large Agency Customer Posting in accordance with Schedule 17 of the Contract, it is mandatory for a separate Posting Docket to be uploaded using the Agency Customer account number specific to that Agency Customer. Posting Dockets and supporting data to enable the creation of Manifests must be submitted electronically to DSACC (DSACC@royalmail.com) using our DocketHub system (or other system that we may develop and make available), and, after processing by DocketHub, confirmed and received by DSACC no later than 06:30am on the Handover Day of the Mailing Items to which the Posting Docket refers.

To enable you to use DocketHub, please refer to the External Webservice technical specification document which is available for download in PDF format from the Website www.royalmailwholesale.com.

Should additional information be required, please contact DSACC in the first instance.

The Posting Docket must represent the sum of the information provided in the Manifests, and will be automatically generated by DocketHub. A Manifest is required for each Inward Mail Centre accessed for each Posting and may be produced by manual input into DocketHub, or by electronic interface with mailing software.

In the unlikely event that problems arise and you are unable to submit a Posting Docket electronically, then with the prior agreement of DSACC alternative arrangements for the submission of Posting Dockets and Manifests will be made.

9.1 Contingency arrangements

In the unlikely event you are unable to produce a Posting Docket electronically, we will accept as an interim contingency arrangement a submission via an alternative system solution approved by us, providing prior agreement with DSACC has been agreed

9.2 Calculating Access Charges

DocketHub will automatically calculate the indicative Access Charges for the Posting Docket with the final values confirmed via our invoice. This is because DocketHub holds the Access Charges to a different decimal place level to our invoicing system which creates small discrepancies due to rounding up.

Where an alternative systems solution approved by us is being used, you shall calculate the Postage in accordance with Schedule 3 of the Contract and, where applicable, the Responsible Mail Schedule and/or Advertising Mail Schedule, on the occasion of each Daily Posting and you shall provide full and accurate details of that calculation and Daily Posting in the Manifests to us in accordance with this User Guide.

9.3 Manifests

A Manifest (see Figure 25) is your declaration of the details of the Posting to be handed over by you to us at each Inward Mail Centre. Please see [Appendix I](#) for Key National Posting (KNP) Manifest requirements. Your data that creates each Manifest must be submitted and confirmed by you electronically via DocketHub to DSACC no later than 06:30am on the Handover Day to the Inward Mail Centres. In addition, two physical copies of either the Summary Manifest (please see Figure 26) or the Manifest (please see Figure 25) must accompany Postings handed over at an Inward Mail Centre.

During exceptional circumstances and with the prior agreement of DSACC, alternative arrangements for submission of Manifest information to DSACC may be made.

If you have Schedule 18: Acceptance By Vehicle included in your Contract, in addition to the Manifest, you are required to upload a Vehicle Manifest in to DocketHub and provide two physical copies of the

Summary Vehicle Manifest (please see Figure 28) when you hand over the Mailing Items at an Inward Mail Centre. This Summary Vehicle Manifest is in place of the Summary Manifest.

The Manifest will:

- Allow us to verify that Mailing Items have been presented in accordance with your obligations under the Contract and that the Posting Docket's details reflect the Postings and/or Daily Posting; and
- Provide confirmation that some Mailing Items were handed over to an Inward Mail Centre. Two copies of the Summary Manifest will be signed, timed and dated by us after your vehicle is unloaded. One copy will be retained by you as a delivery note, and the other, by the Inward Mail Centre.

The handover of Mailing Items and the signing of the Manifest does not constitute acceptance of the Mailing Items by us. Acceptance of a Posting by us only occurs after Revenue Protection has taken place and any issues have been resolved in accordance with the provisions of [Section 15](#) of this User Guide and Schedule 2 of the Contract. A Posting will be deemed to have been accepted by us within one Working Day from handover by you unless we have raised any issues about the Posting with you.

The Manifest must accurately represent the contents of each Container and must contain the following information:

1. Account name
2. The Access Site (Inward Mail Centre being accessed)
3. The Access Site address
4. The Handover date
5. Your Account number
6. Your Posting Docket number
7. Your Access Licence Number
8. Details of each INDIVIDUAL CONTAINER must be listed on a single line including:
 - A unique Container identification number – that corresponds to the same number on the Container label
 - e Manifest ID (only for when posting Mailmark™ Mailing Items)
 - Supply Chain ID (SCID – only for when posting Mailmark™ Mailing Items)
 - A UCID – if relevant that corresponds to the same number on the CFL
 - Standard Selection Code – The SSC within the current Access Selection File for the relevant selection.
 - Postcode Area – The first alpha character(s) of the Postcode - i.e. G for Glasgow Postcodes
 - Product Details
 - Zone – For postings on a National Price Plan this will be 'NAT'
 - Number of Mailing Items in each Container
 - Average Mailing Item weight
 - Total weight of Mailing Items – Excluding the weight of the Container, label and bag tie
 - Declared Container weight
 - Declared Container Items

Figure 25: Manifest

Site Manifest / Delivery Note

2. Access Site: _____

3. Address: _____

Job Reference: _____

4. Handover Date to Royal Mail: _____

5. Account Number: _____

1. Account Name: _____

6. Docket Number: _____

7. Licence Number: _____

8.

Container Id	e Manifest Id	Supply Chain Id	UCID	SSC	Post Code Area	Product Details	Zone	Items	Avg Weight (g)	Total Weight (Kg)	Declared Container Weight (Kg)	Declared Container Items
9065895481			23D4X	34439	B	1400 Letters Rsp Ent Man Bags	NAT	39	24	0.936	0.936	39
Manifest totals for 1 Containers											0.936	39

Please Note: This Delivery note does not constitute acceptance that the above details are correct, as these details will be subject to Royal Mail revenue protection and mails verification checks. For the avoidance of doubt, this document only acknowledges the handover of mail items on the time and date specified.

Royal Mail (Please print name) _____

Royal Mail Signature _____

For Royal Mail Use Only

Handover Date to Royal Mail _____

Arrival Time at Royal Mail _____

9.3.1 Manifest for Averaged Price Plan Two (Zones) – measure of Accurate Posting Profile

If you are on Averaged Price Plan Two (Zones) and only where you have entered in to providing us with an accurate upload detailing the zones you are posting to in order for us to assess your Actual Posting Profile you are required to upload your data using an enhanced Manifest via DocketHub.

You must complete and upload your Manifest detailing the number of Mailing Items by weight and by Zone for each Container at each Inward Mail Centre in each Daily Posting. Where the address on a Mailing Item does not have the Postcode in sufficient detail to identify a Zone, you must declare such Mailing Items as Zone Z, except for those Mailing Items for destination to the London zone which you must declare as Zone D. It is your responsibility to upload the Mailing Items to the correct Zone. We accept the upload of Mailing Items with insufficient Postcode details to Zone Z or D as the purpose of the enhanced Manifest declaration is to purely identify your Mailing Items by Zone in order to assess your Actual Posting Profile, the uniform price for each Mailing Item is maintained. (An example is shown in purple text on the Manifest in figure 17)

9.3.2 Manifest for Zonal Price Plan

Where a Zonal Posting is being made, the Manifest must also include the numbers of Mailing Items at each Zone contained within each Container (See [Appendix J](#) for more information).

Figure 26: Summary Manifest
Single Customer

Customer Name: _____

Site Manifest / Delivery Note

IMC: Inward Mail Centre Date of Handover to Royal Mail: _____

IMC: _____ Account Number: _____

IMC Address: _____ Posting Docket: _____

_____ Licence Number _____

Job Ref: _____ Sheet: _____ of _____

Total Bags (Declarations + Exceptions)		Total Trays* (Declarations + Exceptions)		Total ALPS* (Declarations + Exceptions)	
1	Number of bags on the system upload	4	Number of trays on the system upload	7	Total number of ALPS on the system upload
2	Number of exceptions – bag removal from system upload	5	Number of exceptions – trays removal from system upload	8	Number of exceptions - ALPS removal from system upload
3	Number of exceptions – bag additions to system upload	6	Number of exceptions – tray additions to system upload	9	Number of exceptions - ALPS additions to system upload
	Total number of bags presented (Total =1-2+3)		Total number of trays presented 1 for 1 swaps (Total =4-5+6)		Total number of ALPS presented for 1 for 1 swaps (Total = 7-8+9)

Total Yorks* (total handed over 1 for 1 swaps)		Total Tray Dolly* (total handed over 1 for 1 swaps)	
	Total number of Yorks presented for 1 for 1 swaps		Total number of Tray Dollys presented for 1 for 1 swaps

*To be populated only when customer has signed appropriate Container Agreement.

Delivery Note:
This delivery note does **not** constitute acceptance that the above details are correct as these details will be subject to Royal Mail revenue protection and mails verification checks. For the avoidance of doubt this document only acknowledges the handover of Mailing Items on the time and date specified.

Royal Mail – please print name

Royal Mail – signature

For Royal Mail use only
Date of handover to Royal Mail
Arrival time at Royal Mail

Customer use only:

Figure 27: Multi customer

Carrier name: Inward Mail Centre					Handover date to Royal Mail: Sheet: of:				
The following Postings are handed over today:									
Name of Contract Holder	Customer A	Customer B	Customer C						
Account Number									
Posting Docket:									
Licence number									
Total number of trays Including net effect of + and - exceptions									
Total number of bags Including net effect of + and - exceptions									
Total number of ALPS Including net effect of + and - exceptions									
Total number of bags, trays ALPS Including net effect of + and - exceptions									
This delivery note does not constitute acceptance that the above details are correct, as these detail will be subject to Royal Mail revenue protection and mails verification checks. For the avoidance of doubt this document only acknowledges the handover of Mailing Items on the time and date specified.									
Signature of Royal Mail _____				For Royal Mail use only			Date of handover to Royal Mail _____		
Please print name _____							Arrival time at Royal Mail _____		
Signature Carrier _____				Customer use only:					
Please print name _____									

Figure 28: Summary Vehicle Manifest

Carriers name	Mail centre ID.....	Handover date.....
Vehicle registration.....	Vehicle ID.....	Sheet.....of.....

The following Postings are handed over today:

Name of contract holder	Customer A	Customer B	Customer C						
Account number									
Docket number									
PPI licence number									
BAGS*									
STRAPPED BUNDLES*									
TRAYS*									
ALPS*									
YORKS*									
TRAY DOLLYS*									

Container total	
Hanover	Returned
Bags	
Bundles	
Tray	
ALPS	
Yorks	
Tray Dollys	

* including net effect of +/- exceptions

This delivery note does not constitute acceptance that the above details are correct as these details will be subject to Royal Mail revenue protection checks. For the avoidance of doubt this document acknowledges the handover of Mailing items on the time and date specified.

Signature Royal Mail.....	For Royal Mail use only	
Please print name.....		
Signature Carrier.....	For customer use only Customer defined information field	
Please print name.....		

9.4 Agreeing the Client Report

Each day DSACC will generate an email message to inform you that your Client Report is available to view. The Client Report enables us and you to agree the adjustments made to the Posting Docket. The Posting Docket cannot be approved until agreement is received from you and you must do this promptly and in any case within 2 hours of receipt of the Client Report. The Client Report comprises of a summary report and other supporting information, e.g. Under Volume Containers and missorts. Once the Client Report is approved, the Daily Posting is released for processing. The exceptions to this arrangement are:

- (i) when there are no adjustments to your declared Daily Posting, we will automatically release the Mailing Items for processing rather than wait for you to approve the Client Report; or
- (ii) if you have agreed to the Early Release Schedule as part of your Contract.

9.5 Agency Overlay Report

In order for us to produce an invoice for each of your Agency Customers' Daily Postings posted under your Contract you must provide via DocketHub (or its successor) to DSACC by 18:00 each Handover Day of Agency Customer Postings, information in the form of an Agency Overlay Report (please see Figure 29). The daily Agency Overlay Report must detail the total number of Mailing Items posted by format and weight (including by weight band for Large Letters) for each Service. The Agency Overlay Report must accurately record the Daily Posting of each Agency Customer by use of the unique Agency Customer account number assigned to each Agency Customer (as provided to you by us as part of the Agency Customer account set up process).

Figure 29: Agency overlay National and Zonal

Electronic Docket Submission Docket Adjustment – Agency Overlay

Docket Number: Z12345678

Overlay date: dd/mm/yyyy

Customer:

Account: 123456789

Description	Items	Average Weight(g)
Customer (Agreement Type) (account)		
01 – IMC\70__\Lrg Ltr Advmail\Man Bag	0	0
01 – IMC\70__\Letters\CBC Tray	0	0
01 – IMC\70__\Letters Rsp Ent\Man Tray	0	0
Sub Total	0	0
Customer (Agreement Type) (account)		
01 – IMC\70__\Lrg Ltr Advmail\Man Bags	0	0
01 – IMC\70__\Letters\CBC Tray	0	0
01 – IMC\70__\Letters Rsp Ent\Man Tray	0	0
Sub Total	0	0
Grand Total	0	

Electronic Docket Submission

Docket Adjustment – Agency Overlay

Docket Number: Z12345678

Overlay date: dd/mm/yyyy

Customer:

Account: 123456789

Description	Items	Average Weight(g)
Customer (Agreement Type) (account)		
01 – IMC\70__\Lrg Ltr Advmail\Man Tray\ A	0	0
01 - IMC\70__\Lrg Ltr Advmail\Man Bags \ B	0	0
01 – IMC\70__\Lrg Ltr Advmail\Man Bags\ C	0	0
01 – IMC\70__\Letters Rsp Ent\CBC Tray\ A	0	0
01 – IMC\70__\Letters Rsp Ent\CBC Tray\ B	0	0
01 – IMC\70__\Letters Rsp Ent\CBC Bags\ C	0	0
01 – IMC\70__\Letters\Man Bags\ A	0	0
01 – IMC\70__\Letters\Man Tray\ B	0	0
01 – IMC\70__\Letters\Man Bags\ C	0	0
Sub Total		
Customer (Agreement Type) (account)		
01 – IMC\70__\Lrg Ltr Advmail\Man Tray\ A	0	0
01 - IMC\70__\Lrg Ltr Advmail\Man Bags \ B	0	0
01 – IMC\70__\Lrg Ltr Advmail\Man Bags\ C	0	0
01 – IMC\70__\Letters Rsp Ent\CBC Tray\ A	0	0
01 – IMC\70__\Letters Rsp Ent\CBC Tray\ B	0	0
01 – IMC\70__\Letters Rsp Ent\CBC Bags\ C	0	0
01 – IMC\70__\Letters\Man Bags\ A	0	0
01 – IMC\70__\Letters\Man Tray\ B	0	0
01 – IMC\70__\Letters\Man Bags\ C	0	0
Sub Total	0	0
Grand Total	0	

9.6 Early Release Schedule

This Schedule allows us automatically to release your Mailing Items once Revenue Protection has been completed rather than wait for the Client Report to be sent to you. This enables earlier processing of your Mailing Items. For full details speak to your Access Account Director or download the Early Release Schedule from our Website www.royalmailwholesale.com.

9.7 Waybill documentation

Where an appropriate Yorks or ALPS Schedule has been agreed as part of your Contract which allows you to use these Containers for the handover of Mailing Items, it is necessary for a waybill to be provided. The waybill controls the volume of Containers in use, and supports the one for one exchange of Containers in line with the relevant Schedule. An example of a waybill can be found in Figure 30

If you have Schedule 18: Acceptance By Vehicle included in your Contract, you do not need to provide us with a separate waybill as it is incorporated in to your Summary Vehicle Manifest

Figure 30: Waybill

Downstream Access Container Waybill

Customer Name

Mail Centre Name:

Container Type	Handover	Returned	Balance
Yorks (1)			
Trays			
Bags (2)			
ALPS			
Tray Dollys			

(1) Ensure Yorks used to return Trays or ALPS are included in York returned figure – should not exceed handover figure

(2) For a UK Mail Red cage or TNT Magnum use an average fill of **250** bags

RM Name

RM Signature

Date

Driver Name

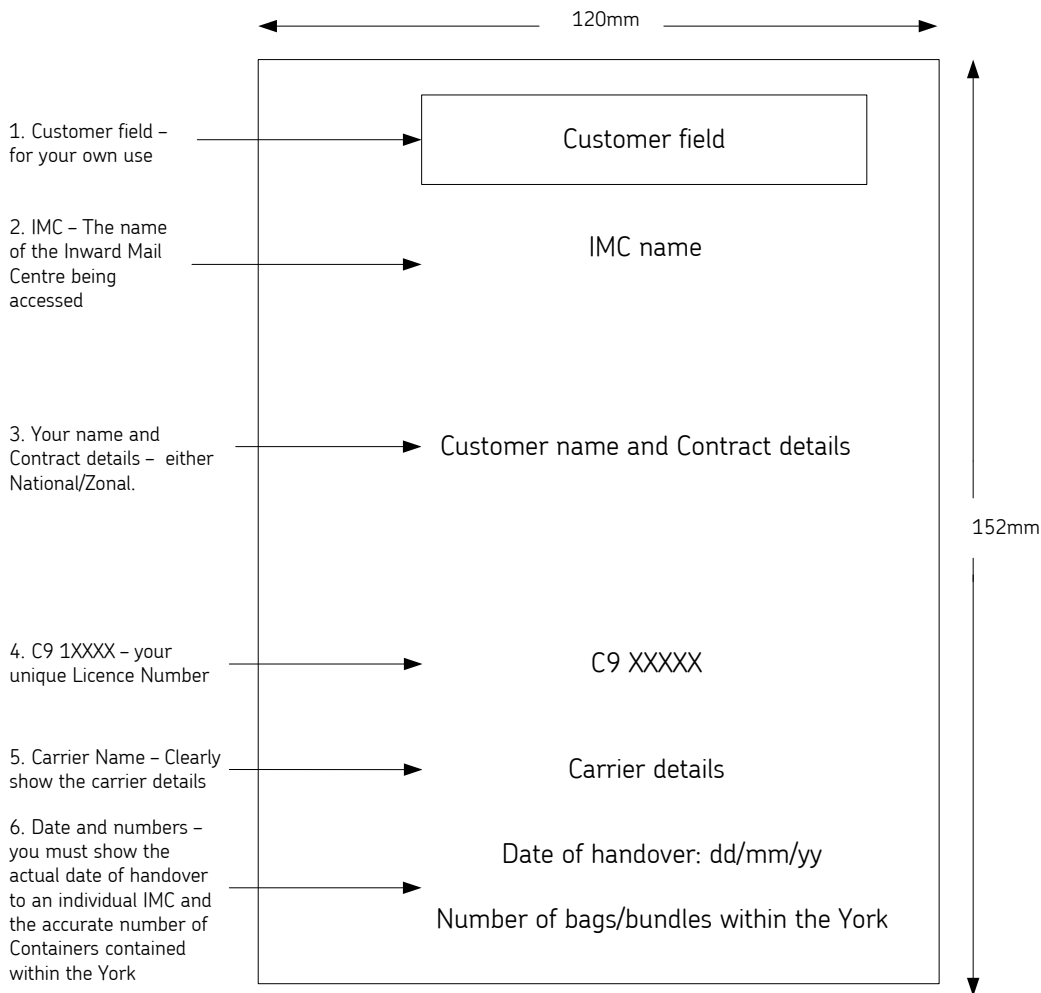
Driver Signature

Date

9.8 York card documentation

Where an appropriate York Exchange or Hire Schedule has been signed to allow the use of Yorks for the handover of Containers, it is necessary for each York to have clearly and visibly displayed a York card. The information contained within the York card enables the accurate and efficient handling of your Daily Posting. An example of a York card can be found in Figure 31.

Figure 31: York card



9.9 Segregation by Format Schedule York card documentation

If you have agreed to the 'Segregation By Format' Schedule as part of your Contract (details can be found on our Website www.royalmailwholesale.com) and are required under the terms of that Schedule to submit an accurate York Manifest (please see [Section 9.11](#)), it is necessary for each York to have clearly and visibly displayed the following information on a York card:

Figure 32: Segregation by Format York card

1. York ID → York ID

2. Carrier name - → Carrier Name

3. IMC – name of the IMC being accessed → Mail Centre Name

4. Either A3 Parcel/
Parcel → Mail Format

5. List all your customers contained within the York, by customer name, Contract type and number of Containers

- NAT – National
- ZON – Zonal
- MIXN – Mixed Weight National
- MIXZ – Mixed Weight Zonal

Customer	Contract Type	No of Bags/Trays	Customer	Contract Type	No of Bags/Trays
AN other	NAT	X	AN other	MIXZ	X
AN other	NAT	X	AN other	MIXZ	X
AN other	NAT	X	AN other	MIXZ	X
AN other	ZON	X	AN other	MIXN	X
AN other	ZON	X	AN other	MIXN	X
AN other	ZON	X	AN other	MIXN	X

6. Date and numbers – you must show the actual date of handover to an individual IMC and the accurate number of Containers contained within the York

Date of Handover:

Total No. of Bags / Bundles

9.10 York Manifest

If you have agreed to a 'Segregation By Format' Schedule' as part of your Contract and are required under the terms of that Schedule to submit an accurate York Manifest, Figure 33 illustrates the minimum information that is required on the York Manifest.

The York Manifest must be presented in a CSV file format, or such other format as specified by us from time to time, and must be sent electronically to us by no later than 08:00am on each Handover Day. If Exceptions have been uploaded by you, creating a possible error to the 08:00 York Manifest, a second and final accurate York Manifest must be sent electronically to us by no later than 10:15am on each Handover Day.

Figure 33: York Manifest

Mail Centre (DSADE STN)	UCID	Customer Name	Account Number	Contract Type	Format	York ID	No of Containers

10 Calculating the Postage

This Section provides an overview for the process for calculating the Access Charges for Postings segregated in accordance with [Section 5](#).

10.1 Postage for Mailing Items with a constant price

Price Weight Bands			
Format	WB1 0-100g	WB 2 101-250g	
Letter	☐		constant price
Large Letter	☐	☐	constant price

The Postage for such Mailing Items within a Posting is calculated by multiplying the total number of such Mailing Items by the relevant per Mailing Item Access Charge according to the format, and Service.

Postage = Total number of Mailing Items x per Mailing Item Access Charge for the format at the relevant Service.

10.2 Postage for Mailing Items in weight bands using a pricing formula

Price Weight Bands		
Format	WB3 251-750g	
Large Letter	☐	calculated on average price

Step One

Calculating the average item weight

In order to calculate the Access Charges for such Mailing Items, the average weight per format will first need to be calculated for each Container using the following formula:

$$\frac{\text{Total weight of Mailing Items}}{\text{Total number of Mailing Items}} = \text{Average Weight}$$

Step Two:

The Per Mailing Item Access Charges are calculated by using the relevant pricing formula for the relevant weight step for the format at the relevant Service

Step Three:

The Access Charges for such Mailing Items are calculated by multiplying the total number of such Mailing Items by the Per Mailing Item Access Charges calculated in accordance with steps 1 and 2 above.

11 Despatching the Posting

11.1 Pre - Notification of Posting

There are three stages to advising us of your intention to post a Daily Posting. All stages must be submitted to us via DocketHub. This is designed to enable us to ensure sufficient staff and other resources are to hand to meet the Service Standard. The three stages that you must comply with are:

- Stage 1: 7 day rolling forecast
- Stage 2: 24 hour pre-notification
- Stage 3: 06:30 (on Handover Day) Posting Docket and Manifest(s)

Technical specifications for DocketHub can be found via www.royalmailwholesale.com.

11.2 7 Working Day Rolling Forecast

You must provide DSACC (DSACC@royalmail.com) **by 10:00am** each Working Day with a daily rolling forecast of your posting intentions over the following 7 days. If you do not intend to handover Mailing Items each Working Day then you must populate the rolling forecast on the relevant day(s) with '0'. In the case of a Large Agency Customer's posting intentions you must provide DSACC each Working Day with a discrete daily rolling forecast for that Large Agency Customer over the following 7 days.

Each day's forecast will include your anticipated volume of Mailing Items for handover at each Inward Mail Centre, using reasonable efforts to provide a breakdown of volume by Machinable Items and Manual Items.

11.3 24 hour Pre-notification

You must provide DSACC with pre-notification **by 10:00am** each Working Day of the Postings you intend to hand over on the next Working Day.

The pre-notification must detail as accurately as possible the volume of Mailing Items by format that you expect to hand over to each Inward Mail Centre on the following Working Day including a breakdown by format between Machinable Items and Manual Items.

11.4 06:30am Posting Docket and Manifests

You must provide DSACC with confirmation of the details of the Mailing Items that are actually handed over by you at each Inward Mail Centre on the Handover Day. This consists of a Manifest for each Inward Mail Centre which when totalled make up the Daily Posting and form the content for the Posting Docket. This must be sent electronically via DocketHub and be confirmed by you and received by DSACC no later than **06:30am** on the Handover Day to us.

11.5 Forecast for Key National Postings

Some postings will be of a significant size, weight, shape or geographic bias that it is necessary to apply additional planning so the operational requirements for managing and successfully delivering such a posting are achieved. Where you have identified potential postings of this nature to us, and we have agreed that a particular posting will have an operational impact of some degree, it is classed as a Key National Posting (KNP). The details of what constitutes a Key National Posting (KNP) can be found in Appendix I. Regular meetings with your Account Manager will be used to discuss your future planned posting volumes and help recognise when Mailing Items need to be managed as a KNP.

Where you have a KNP, we will already be aware of the format of the Mailing Items and whether they are Machinable or Manual Mailing Items from the information provided by you at the monthly meetings, but you must provide DSACC with formal notification of each KNP at the following times:

- (i) by 10:00am on 7 Working Days prior to (each) Handover Day, an estimate of the volume of Mailing Items and the breakdown to each Selection;
- (ii) by 10:00am on 24 hours' notice prior to (each) Handover Day, as accurate as possible, the number of Mailing Items and the breakdown to each Selection; and
- (iii) by 06:30am on Handover Day, a Posting Docket and Manifests accurately detailing the volume of Mailing Items to each Selection.

The breakdown you must provide with each of the 7 days' and 24 hours' forecasts, (or sooner if it available) is the fall to earth (FTE) of the Mailing Items and details extra information to the number of Mailing Items for each Selection. The FTE provides invaluable information on the KNP and enables you and us to align resource and / or consumables where necessary to ensure the Service Standard can be achieved. Typically you will be able to provide FTE information using the output data report from the sortation software you use to sort the Mailing Items to the desired Service, known as the line listing. As a minimum the line listing will detail the number of Mailing Items per Container by SSC, destination name and format. Where possible, for Mailing Items sorted to the 70 Service the breakdown of Mailing Items to Postcode Districts should still be provided. The FTE is to be provided to DSACC electronically in EXCEL or other appropriate format as agreed by DSACC, (until such time as we make available an electronic upload facility). The FTE should match the details that you have provided for the 7 Working Day forecast.

12 Access Times

12.1 Access Windows

Daily Postings must be handed over at Inward Mail Centres during the Access Window. The Access Window is 07:30am to 12:00pm on any Working Day.

12.2 Access Slots

You must book an Access Slot for handover of Mailing Items at each Inward Mail Centre. The Access Slot is a 30-minute time period within the Access Window, during which you must begin handover. You must use reasonable endeavours to complete unloading your vehicle within 30 minutes of the time at which you began.

Figure 34: Access Slots

Access Slots	Access Slots	Access Slots
07:30 – 08:00	09:00 – 09:30	10:30 – 11:00
07:45 – 08:15	09:15 – 09:45	10:45 – 11:15
08:00 – 08:30	09:30 – 10:00	11:00 – 11:30
08:15 – 08:45	09:45 – 10:15	11:15 – 11:45
08:30 – 09:00	10:00 – 10:30	11:30 – 12:00
08:45 – 09:15	10:15 – 10:45	

12.3 Access Slot Change Request Process

The aim of this process is to ensure that requests for new or changes to existing Access Slots are managed in a controlled way. All requests and notification of changes to Access Slots are to be made via DocketHub.

Within three months of your Access Start Date we will consider reasonable requests to change your Access Slots. After this initial period you may request a change to the timing of your Access Slots up to 4 times per Inward Mail Centre per annum. Any requests for changes to Access Slots must be made via DocketHub and we may require at least 14 Working Days for change requests to be processed. DSACC will either confirm in writing that the Access Slot is available, or if it is not, offer an alternative where available. Whilst we will use reasonable efforts to meet your requirements, this may not be possible in every instance. The final decision regarding the allocation of Access Slots rests with us.

You must use your existing Access Slot until such time as we have confirmed any Access Slot changes in writing.

In instances of Inward Mail Centre consolidation, we will use reasonable efforts to continue to meet your requirements at the Inward Mail Centre affected by the change but may require you to change your Access Slot or, in cases of multi vehicle use, to accept more than one Access Slot.

12.4 Ad-hoc & Additional Access Slot Booking Process

If you are on the Zonal Price Plan you may book an Ad-hoc Access Slot via DocketHub. An Ad-hoc Access Slot is an Access Slot which is only required for a limited period at any Inward Mail Centre. Similarly if you are on either National Price Plan One (SSC's) or Averaged Price Plan Two (Zones) you may book additional slots at particular Inward Mail Centres should volumes warrant. The process for booking these Ad-hoc or additional Access Slots is as follows:

- You must provide at least 10 Working Days' notice of implementation at a new Inward Mail Centre.
- You must provide at least 2 Working Days' notice of booking an Access Slot for an Inward Mail Centre which you had previously accessed.
- You must notify a request to DSACC (DSACC@royalmail.com) via DocketHub by 12 midday, 2 Working Days before the required Access Slot and be followed by a back-up telephone call to DSACC, which must also be made by 12 midday 2 Working Days before the Access Slot. If for Reasons of operational capacity or capability, we are unable to accommodate such an Ad-hoc Access Slot request, we may refuse your request.
- A 7 Working Days forecast ahead of the requested slot should be entered on to the system

whenever possible.

- This facility is not available for Key National Posting arrangements detailed at [Appendix I](#).
- You must provide a minimum of 2 Working Days' notice of Access Slots and driver and vehicle details and these are to be uploaded into DocketHub. This must also be confirmed by telephone to DSACC.
- You must specify the lifespan for the Ad-hoc or Additional Access Slot from one day up to a maximum of 1 calendar month period. Ad-hoc or additional Access Slots will be booked on a 'first come first served' basis. Once the lifespan of the Access Slot has elapsed the Access Slot will be released for other Customers to use we reserve the right to withdraw the Ad-hoc facility and raise any reasonable charges if we believe you are misusing the facility.
- You must provide volume forecasts, pre-notification and Manifest as per [Section 11](#) and consumable ordering as per [Section 8](#).

12.5 Multiple Vehicles per Access Slot

If you need to use more than one vehicle to bring in your Posting in your pre-booked Access Slot, due to volume of Mailing Items, you must notify DSACC at least 2 Working Days in advance via email stating the number of vehicles you intend to use. For all additional vehicles the current driver and vehicle requirements as detailed in [Section 13](#), must be complied with.

If you need to use double deck trailers, you must notify DSACC and get their agreement before their use is permitted. Not all Inward Mail Centres can accommodate double deck trailers.

13 Handover

You shall co-operate with all reasonable requests by us in relation to security issues.

13.1 Security Procedures

You must supply DSACC (DSACC@royalmail.com) with an up-to-date list of all driver names and vehicle registrations that will visit each Inward Mail Centre. There is a maximum of 15 driver names and 15 vehicles per Inward Mail Centre in order to manage volumes going forward. This information must be supplied and maintained using the web based service provided by us through 'DocketHub'.

On arrival at the Inward Mail Centre, we will check the driver's identity badge (which must carry a photograph) and vehicle registration against the list supplied by you. You or your carrier will be required to provide an example of their photographic identity badge (or that of a chosen third party carrier) to DSACC in electronic format. We will refuse access to any driver or vehicle whose details do not appear on the list, unless contingency arrangements have been agreed by DSACC.

You must ensure that any changes to the list (names, vehicles and effective dates) are actioned through 'DocketHub' no less than 48 hours in advance of the change coming into effect. As a contingency, we will allow access to an Inward Mail Centre for a non-listed driver and/or vehicle subject to you providing DSACC with at least one hour's prior notification by fax or e-mail of the details of the non-listed driver/vehicle. Your driver must carry a letter of authority in a format agreed by us to verify their details.

13.2 Health and Safety

We will provide you with details of our Health and Safety requirements including any site-specific health and safety requirements and you will be required to ensure that all your employees and agents comply with such health and safety requirements.

As a minimum, we will require all drivers to wear toe-protecting safety shoes and high visibility jackets whilst on our premises. All drivers must also comply with all our on-site traffic rules. All drivers will only have access to the areas of the Inward Mail Centre directly related to the handover of Mailing Items. Drivers must not enter any other areas e.g. sorting hall and staff restaurant. All drivers must follow any health and safety instruction given by any of our employees.



RMVHS

Requirements v3.pdf

13.3 Dock Allocation

On arrival at the Inward Mail Centre, one of our employees will direct the driver to the appropriate unloading dock. If the dock area is busy, our employees will ask the driver to wait until the dock has been cleared before the vehicle is unloaded.

13.4 Unloading & Handover

Each Daily Posting is independent of any other Daily Posting. Where you hand over Daily Postings on behalf of other Customers or Large Agency Customers, the Daily Postings must not be mixed and segregation of different Daily Postings must be maintained. Each Daily Posting must be clearly identified by indicating whether it is a National Option or a Zonal Option on the York card (if a York Schedule has been signed).

If you handover Daily Postings for a Large Agency Customer you must ensure that as soon as the average volume of a Daily Posting of a Large Agency Customer over any consecutive three month period:

- Exceeds 75000 Mailing Items, you shall present each subsequent Daily Posting by that Large Agency Customer separately and physically segregated from other UCID Postings and Consolidated Postings in your Daily Posting unless and until the average Daily Posting by that

Large Agency Customer falls below 75000 Mailing Items during a subsequent consecutive three month period (i.e. Daily Posting can share Yorks subject to a cardboard divider) ; and

- Exceeds 400,000 Mailing Items, you shall present each subsequent Daily Posting by that Large Agency Customer separately and physically segregated from your Daily Posting and ensure that the Daily Posting of that Large Agency Customer is not combined with any other Daily Posting in the same York unless and until the average Daily Posting by that Large Agency Customer falls below 400,000 Mailing Items during a subsequent consecutive three month period (i.e. Daily Postings must be in separate Yorks).

For information on unloading a KNP please see [Appendix I](#)

Your driver must unload the Posting into Containers when and where directed by our employees: this will facilitate Revenue Protection against each Posting. Where you use Yorks, your driver is responsible for unloading/reloading the Yorks when and where directed by our employees.

All Postings handed over at an Inward Mail Centre must be accompanied by two hard copies of the Manifest. (Due to the amount of paper used for the printing of a full Manifest it is preferable to use a Summary Manifest format for this purpose.) These Manifests must not be placed inside Containers. At handover, one of our employees will sign, time and date both copies of the Manifest. Note that this procedure does not represent acceptance of the Posting in terms of volume, formats, or contents; it simply acknowledges that a quantity of items has been handed over. We and your driver will each retain one copy of the Manifest.

13.5 Amalgamation of Daily Postings in Yorks

Where you hand over Daily Postings on behalf of other Customers (and Large Agency Customers) and hand over Containers in Yorks and you wish to amalgamate Containers from different Daily Postings in the same York, you may do so provided:

- They are presented in accordance with the requirements of this section.
- Each such York has an attached York card specifying the number of Containers by Customer (and Large Agency Customer) in each York; and
- You undertake all reasonable efforts to ensure that the Containers pertaining to each Customer (and Large Agency Customer) combined in a single York are not unnecessarily mixed i.e. segregation by a layer of cardboard or some other effective means.

13.6 Exiting the Site

Once the vehicle has been unloaded by your driver, your driver must move the vehicle away from the dock as soon as practicable (whilst observing the speed limit) and leave the site as directed by our employees.

13.7 Contingency

In the event of an Inward Mail Centre being inaccessible for any reason, our contingency plans will apply. DSACC will notify you of alternative arrangements and any subsequent change or reversion to normal practice as soon as is practicable.

14 Revenue Protection

We reserve the right to sample Mailing Items received from you to verify that your Postage declaration is accurate and to ensure that you comply with the terms of your Contract and this User Guide.

Incorrect declarations and any other non-compliances will result in us taking action in accordance with the Procedures for Handling Non-compliant Postings, set out in Section 15. Where sampling gives us a statistically valid result by format by Service and where used, by UCID, then we reserve the right to adjust the Postings in line with those results to either the Posting level, or the Daily Posting level.

15 Procedures for Handling Non-compliant Postings

If having sampled your Mailing Items we have identified Mailing Items which fail to comply with the terms of the Contract including this User Guide, 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. Mailing Items deemed to be non-compliant may be automatically excluded from the Service Standard calculation as referred to in Schedule 2 of the Contract. We will hold the Mailing Items pending agreeing a resolution to the issue with you for up to 24 hours. We will invite you to inspect the Mailing Items at the Inward Mail Centres where they have been identified. If following your inspection (or the expiry of the 24 hour period whichever is sooner) we remain satisfied that there has been a non-compliance, we may proceed to implement the procedures within this Section.

We will not undertake any rectification action until such time as the timescales, charges or Surcharges for the rectification of such faults and/or to cover any reasonable costs amending such Posting(s) has been agreed in writing (including, electronically or by fax) with your Operational Contact.

The following table sets out the actions we may take if you do not comply with your Contract including this User Guide. It also sets out the procedures you are required to follow. If you have correctly used a UCID and the non-compliance relates only to that UCID Posting, the actions will only be taken in respect of that UCID Posting. If the non-compliance relates to a Consolidated Posting, i.e. to any part of a Posting which is not a UCID Posting, our actions may be taken in respect of the whole of that Consolidated Posting. In this table we use the term "relevant segment" to mean that part of the Posting or Daily Posting, as the case may be, i.e. UCID Posting or Consolidated Posting to which the non-compliance relates.

If you do not use UCIDs, Mailing Items of the same format and Service will be treated as a Consolidated Posting, and the term 'relevant segment' in this section will mean all Containers relating to the same format and Service in the Daily Posting which do not bear a UCID. In this section, Reference to Containers shall apply to bundles presented as per the Unbagged specification [Appendix F](#).

Where we are entitled to reject any Containers of non-compliant Postings or UCID Postings at an Inward Mail Centre, we may levy a charge to cover the reasonable costs of handling and you are responsible for the collection of the affected Containers. In the event that the Containers have not been collected by you during the following Working Day after notification, we may levy a charge to cover the reasonable costs of storage. In the event that the Containers have not been collected by you within 5 Working Days of notification, we may dispose of the Containers and their contents as we see fit and levy a charge to cover the reasonable costs of disposal.

15.1 Pre-notification and Pre -Advice	
Issue	Corrective Actions
15.1.1 No receipt of 24 hour pre- notification	If the details of the Posting(s) have not been pre-notified due to a failure on your part we may refuse the handover of the Posting(s). If you fail to provide pre-notification by 10:00am on the Working Day prior to Handover Day and you still wish to hand over the Posting(s), you must contact DSACC to agree on arrangements for the handover of the Posting(s). If we have not received pre-notification of the details of the Posting(s) due to a failure on our part we will accept handover of the Posting(s) affected by the failure.
15.1.2 Inaccurate 24 hour pre-notification	If the actual volume of Letters or Large Letters as specific to Machinable Services or Manual Services which you hand over at an individual Inward Mail Centre exceeds the volume forecasted in your 24 hour pre-notification by more than the Tolerance, we may: • refuse the handover of; or • accept the handover of any Mailing Items which exceed the Tolerance of the relevant format (by Machineable or Manual as appropriate). Any Containers of the relevant format we accept will be excluded from the Service Standard measure and will be processed as if they had been received on the following Working Day. If the actual volume of Letters or Large Letters as specific to Machinable Services or Manual Services which you hand over at an individual Inward Mail Centre is less than the volume forecasted in your 24 hour pre-notification by more than the Tolerance, we may levy a charge. This charge is for "Over Forecasting". The charge applied can be found under "Other Charges" in the pricing tables at www.royalmailwholesale.com , as amended from time to time in line with the Contract.
15.1.3 Inaccurate 06:30 Posting Docket and Manifests	On a Handover Day, if you become aware of a variance between the volume of Mailing Items for handover and your Posting Docket and Manifests due to events outside your control you must inform DSACC immediately via DocketHub of any misrouted Containers and of any Exceptions (including additional or fewer Containers) by no later than the following times that Handover Day: • 06:30am for Inward Mail Centres with a handover time up and including 09.30am • 08.30am for Inward Mail Centres with a handover time of up to and including 11.00am; • 10:00am for all other Inward Mail Centres. All agreed Exceptions shall be recorded by you within DocketHub as per the timescales above. Where the actual variance is in excess of the number of Containers declared and we are able to agree to the handover of the Exceptions on that Handover Day, any such Containers will be excluded from the Service Standard measure and will be processed as if they had been received on the following Working Day. We may require all additional Containers reported to DSACC via Exception reports to be handed over separately at the handover point of the relevant Inward Mail Centre.
15.1.4 No Vehicle Declaration provided.	Each Working day, you shall accurately declare to us via DocketHub the number of vehicles due to arrive at each Inward Mail Centre for each Access Slot (Vehicle Declaration). For Access Slots prior to 09:00, you must upload your Vehicle Declaration no later than half an hour before your due Access Slot, and for Access Slots from 09:00 onwards, you must upload your Vehicle Declaration by 08:30. If you fail to provide a Vehicle Declaration at each Inward Mail Centre for each Access Slot by the upload time required we may:

	- Agree to accept the Mailing Items if it is operationally practical for us to do so at each Inward Mail Centre. In such circumstances the accurate number of Containers must have been provided on both the Vehicle Manifest and the Summary Vehicle Manifest. In accepting the Mailing Items we may reasonably raise an administration charge for managing any additional administration work required to accept and confirm the vehicles at handover; - Or If it is not operationally practical for us to do so, we may refuse the Mailing Items until an accurate Vehicle Declaration is provided.
15.1.5 For Mailmark™ Mailing Items, the eManifest has not been received or is incorrect.	If you have not uploaded your posting data to the eManifest Handling Service (eMHS) to create the eManifest: - by 02:00 on the day of handover, for mail you produce via a machine consolidation process; and - by 21:00 on the day before handover, for all other pre-sorted Mailing Items; or if there are errors known by you prior to handover to us relating to the upload of your posting data to the eMHS to create the eManifest, we may: - hold the Mailing Items until you give us complete and accurate documentation; - reject the Mailmark™ Mailing Items; and, - apply a Surcharge to cover our administration costs relating to any actions taken.
15.2 Arrival	
Issue	Corrective Actions
15.2.1 No Access Slot has been booked at DSACC for an Inward Mail Centre	If you arrive at an Inward Mail Centre without booking an Access Slot then we will refuse the handover of the Posting(s). If you fail to book an Access Slot and you still wish to hand over the Posting(s), you must contact DSACC to agree on arrangements for the handover of the Posting(s).
15.2.2 Non-arrival of Posting(s)	Where you have provided us with a pre-notification and you do not inform us on the day before the Handover Day that you wish to cancel a Posting, we may levy a charge. This charge is called "Vehicle No Show". The Posting(s) will be considered void and will be logged by DSACC. If in the unlikely circumstance that you have sent us a Posting Docket and Manifests but you are unable to handover the Posting(s) at any Inward Mail Centre, you must contact DSACC as soon as possible. We will void the Posting(s) and it will be logged by DSACC as a "Vehicle No Show". We may levy a charge for an expected Posting that does not arrive. The charge applied can be found under "Other Charges" in the pricing tables at www.royalmailwholesale.com, as amended from time to time in line with the Contract.
15.2.3 Non adherence to site security	You must comply with the notified site-specific security procedures (including contingency arrangements). Where these are not complied with, we will refuse the driver access or ask him or her to leave. Wherever possible we will provide reasonable notification of changes to security procedures.
15.2.4 Arrival time outside of Access Window	If you are unable to meet the agreed Access Window, we will refuse the handover of the Posting.
15.2.5 Arrivals outside of the	If you are unable to arrive during the agreed Access Slot you must inform DSACC at the earliest opportunity to request an alternative arrival time and agree on arrangements for the handover of the Posting(s).

Access Slots	If you arrive before the Access Slot (but within the Access Window) we may allow handover of the Posting(s) if operationally feasible. If we are unable to accept handover the driver will be asked to wait or leave the premises until your allocated Access Slot or an earlier Access Slot becomes available. If you arrive after the Access Slot (but within the Access Window) we will allow handover of the Posting(s) if operationally feasible for us, subject to you gaining prior approval from DSACC. If the Posting(s) can only be accepted after the Access Slot (but outside the Access Window), your nominated contact may be notified by DSACC that the Posting(s) will be removed from the Service Standard measure and processed as if it had been received on the following Working Day. If you arrive during the agreed Access Slot but you are unable to handover the Posting(s) due to a reason attributable to us, we will allow handover of the Posting(s) in the next available Access Slot. The Posting(s) will be treated (including for the purposes of the Service Standard) as having been handed over during the earlier Access Slot.
15.2.6 No notification provided for multiple vehicles in a pre-booked Access Slot	If you fail to provide the necessary notification of multiple vehicles, you must contact DSACC to agree arrangements for the handover of the Posting(s). If you have not notified DSACC that you will be bringing in multiple vehicles within your agreed Access Slot then we may refuse handover of the Posting(s).
15.2.7 Inaccurate Vehicle Declaration	If you fail to provide an accurate Vehicle Declaration at each Inward Mail Centre for each Access Slot by the upload time required we may: Agree to accept the Mailing Items, if it is operationally practical for us to do so, at each Inward Mail Centre. In such circumstances the accurate number of Containers must have been provided on both the Vehicle Manifest and the Summary Vehicle Manifest. In accepting the Mailing Items we may reasonably raise an administration charge for managing any additional administration work required to adjust and confirm the vehicles hand over; Or If it is not operationally practical for us to do so, we may refuse the Mailing Items until an accurate Vehicle Declaration is provided.
15.3 Documentation	
Issue	Corrective Actions
15.3.1 No Posting Docket(s) or Manifest(s) received at DSACC	If the Posting Docket(s) and Manifest(s) have not been received by DSACC by 06:30am on the Handover Day we will refuse handover of the Posting(s). You must contact DSACC at the earliest opportunity to agree possible arrangements for the handover of the Posting(s).
15.3.2 Hard copy Manifest(s) (including Summary Vehicle Manifest, if applicable) not received at handover at Inward Mail	We may, subject to DSACC's agreement, allow hand over of a Posting in respect of which a hard copy Manifest(s) or Summary Manifest is not provided to us by a driver, subject to the receipt of the Posting Docket and electronic Manifest by 06:30am on the Handover Day. However, the Posting will not be processed until such time as the hard copy Manifest(s) relating to that Posting(s) is received at the Inward Mail Centre and the Posting(s) shall be deemed to have been received on the following Working Day. If the Manifest(s) is not received within 24 hours, we may reject the Posting(s). In this case, the Posting Docket(s) will be

Centres.	adjusted and the Mailing Items must be included on a subsequent and relevant Posting Docket(s). We may refuse handover of any subsequent Postings at the Inward Mail Centre(s) affected until the relevant Manifest(s) has been received.
15.3.3 The number, weight or format of Mailing Items declared on the Manifest(s) does not tally with the number, weight or format of Mailing Items handed over.	If we detect any variance through sampling between the declared number, weight or format of Mailing Items on the Manifest(s) from those actually handed over at the Inward Mail Centre, we will revert your Mailing Items to the correct Postage by amending the Posting Docket(s) and Manifest(s). Where we have statistically significant evidence that the number of Mailing Items declared on the Manifest(s) represents an error across a Posting or relevant segment of a Posting, then we may amend the Posting Docket based upon the statistically significant evidence or, if you have not agreed to Early Release, we may hold the Posting(s) or the relevant segment of the Posting(s), until such time as the changes are agreed. If the changes are not agreed within 24 hours of handover we may reject the Posting(s) or the relevant segment of the Posting(s). For Mailmark™ Mailing Items where discrepancies, are identified through manual and / or in-process reporting, we will correct the volume, weight or format of items and apply the relevant Access Charges to those corrected items. Note: Where this happens, the Posting Docket adjustments may appear on a subsequent invoice. Exception to this remedy for weight variances on Mixed Weight Postings: Due to the Mixed Weight system constraints, if an Under Volume Container is sampled on a Mixed Weight Posting, and the actual weight of the Mailing Items handed over differs from the declared value, we will invoice the declared value only.
15.3.4 Non receipt of Agency Overlay Report by 18:00 on the Handover Day	If the relevant Agency Overlay Report has not been received by DSACC by 18:00 on the Handover Day, we will invoice you as per the approved Client Report for that day. We may levy a charge to you for any adjustments that you require to be made to your invoice once we have issued it to you.
15.3.5 Inaccurate 18:00 Agency Overlay Report for the Daily Posting.	If there is any error in the detail of the Agency Overlay Report, we shall at your request and cost, issue amended invoices and/or credit notes to your Agency Customers, providing we receive such a request within 2 Working Days. Any later request may be refused.
15.4 Indicia	
Issue	Corrective Actions
15.4.1 Mailing Items do not bear an approved Indicum of the Customer or the Royal	If a Posting(s) or a relevant segment of a Posting(s) is found to contain Mailing Items that do not bear an approved clear and legible Access Indicum or bear the approved Indicum of another Customer , we may reject the Posting(s) or relevant segment of the Posting(s).

Mail Access Indicator	
15.4.2 Mailing Items do not bear a UK return address	If a Posting(s) or relevant segment of a Posting(s) is found prior to acceptance to contain Mailing Items that do not bear a UK return address, we may reject the Posting or relevant segment of the Posting. Where a Posting(s) or relevant segment of a Posting(s) is found after acceptance, to contain Mailing Items that do not bear a UK return address, if any such Mailing Items were to be returned to us as undeliverable or not wanted, we are not obligated to return such Mailing Items to you. We may dispose of those Mailing Items that have been returned to us and levy a charge to cover the reasonable costs of handling.
15.5 Addressing Standards	
Issue	Corrective Actions
15.5.1 Mailing Items that fail to meet the Addressing Standards as specified in Section 2 of the User Guide	If a Posting(s) or relevant segment of the Posting(s) fails to meet the Addressing Standards we may reject the Posting(s) or relevant segment of the Posting(s). Or, provided you have handed over the Posting at the correct Inward Mail Centre and if we agree it is operationally feasible to process, you will be charged the prevailing Access Zone C rate relevant to the Mailing Items, unless the Mailing Items are for delivery to the London Zone in which case you will be charged the prevailing Zone D rate relevant to the Posting or relevant segment of the Posting affected. For Mailmark™ Mailing Items that fail to meet the address, Postcode and DPS standards or which may require manual or other intervention in order for us to process them we will: • where possible, rectify the non-compliant Mailmark™ Mailing Items and accept those Mailing Items as rectified provided that you shall pay a Surcharge on those Mailing Items relative to the non-compliance in line with the applicable Mailmark™ Surcharge as published on the Website; or, • reject the Mailmark™ Mailing Items.
15.5.2 Responsible Mail – Intermediate Mailing Items that fail to meet the address and Postcode accuracy as specified in the Responsible Mail Schedule.	If a Posting(s) or relevant segment of the Posting(s) fails to meet the required address and Postcode accuracy, we may reject that Posting(s) or relevant segment of the Posting(s). Or, if you can provide evidence to show that the Posting(s) meets the Responsible Mail Entry Level address and Postcode accuracy requirements, we shall process the Posting(s) and amend the Posting Docket to charge the Posting(s) as Responsible Mail Entry Level. If this evidence cannot be provided, subject to your having handed over the Posting at the correct Inward Mail Centre and our agreement that it is operationally feasible to process, you will be charged the prevailing Access Zone C rate, unless the Mailing Items are for delivery to the London Zone in which case you will be charged the prevailing Access Zone D rate.
15.6 Mail Presentation	
Issue	Corrective Actions

15.6.1 Mailing Items are not sorted in line with the sortation specification (e.g. Mailing Items are declared as 1400 when they are sorted to 70), or are sorted not using either a mandatory Access Selection Files Version or Access Selection Files Release.	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: you must collect the Posting(s) or relevant segment of the Posting(s); Or 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. 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; Or 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; Or 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. 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. 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.
---	--

15.6.2 Mailing Items declared as OCR or CBC fail to meet the relevant Service Specification, including the requirements of accurate DPS.	If a Posting(s) or relevant segment of the Posting(s) fails to meet the OCR or CBC specification we may reject that Posting(s) or relevant segment of the Posting(s) and it will not be processed. You have the option to either: collect the Posting(s) or relevant segment of the Posting(s), or; if we agree it is operationally feasible, to process the Posting(s) or relevant segment of the Posting(s). From the volume of non-compliant Mailing Items detected, we will determine if the operational impact of such a Posting or relevant segment of the Posting is HIGH or LOW and apply the following charges:			
		LOW volume detected = Mailing Items in a single Container at one Inward Mail Centre	MEDIUM volume detected = Mailing Items in two or more Containers at one or two Inward Mail Centres	HIGH volume detected = Mailing Items in two or more Containers at three or more Inward Mail Centres
	HIGH operational impact	All Mailing Items within the Container will be charged at the next applicable service for which the Mailing Items meet the specification	100% of Mailing Items for the Posting(s) or relevant segment of the Posting(s) at the identified Inward Mail Centres will be charged at the next applicable service for which the Mailing Items meet the specification	100% of Mailing Items for the Posting(s) or relevant segment of the Posting(s) will be charged at the next applicable service for which the Mailing Items meet the specification
	LOW operational impact		100% of Mailing Items for the Posting(s) or relevant segment of the Posting(s) at the identified Inward Mail Centres will be charged an additional 1p per item	100% of Mailing Items for the Posting(s) or relevant segment of the Posting(s) will be charged an additional 1p per item
	The exception to the bullet and table immediately above will apply until further notice where we have statistically significant evidence that the failure of a Posting(s) or relevant segment of a Posting(s) is related uniquely to the Posting not meeting the CBC Service requirements for PAF® accurate DPS, and that Posting does not meet the OCR Service requirements. In such circumstances, we shall charge you 0.5p per item Surcharge on all items pertaining to the same UCID number and same Service on the Daily Posting. Please note, since the application of accurate DPS is integrated at data level, we will seek separate presentation of failed 'CBC-DPS' postings from you each time that same UCID is used for CBC Posting(s) until such time that you confirm that the Mailing Items for that UCID number have been adjusted with accurate DPS. (Subject to written confirmation from you, we may waive the requirement for separate presentation on condition that you agree to the 0.5p per item Surcharge being automatically applied to such Postings until such time as you have confirmed that the UCID Posting has been adjusted with accurate DPS).			

15.6.3 Responsible Mail Mailing Items do not meet the declared specification (including	If a Posting(s) or relevant segment of the Posting(s) fails to meet the specific declared Responsible Mail Entry Level specification, the Posting(s) or relevant segment of the Posting(s) will be reverted and charged at the applicable Access Service to which it has been sorted. If a Posting(s) or relevant segment of the Posting(s) fails to meet the declared Responsible Mail Intermediate Level
---	---

the provision of seeds/samples)	specification, the Posting(s) or relevant segment of the Posting(s) may be processed as Responsible Mail Entry Level if it meets the Entry Level specification; or if it also fails to meet the Responsible Mail Entry Level specification, that Posting(s) or relevant segment of the Posting(s) will be charged at the applicable Access Service to which it has been sorted. Where we have statistically significant evidence that the error represents an error across all relevant segments, then we may revert the Mailing Items to the correct Postage by amending the Posting Docket based upon the statistically significant evidence.
15.6.4 Containers of Mailing Items are handed over to the wrong Inward Mail Centre (misrouted Container)	If you hand over Containers of Mailing Items at the wrong Inward Mail Centre (i.e. containing Mailing Items for delivery to Postcodes which are not served by that particular Inward Mail Centre), we may reject those Containers and either: You must collect the Containers wrongly handed over at the relevant Inward Mail Centre. We may levy a charge to cover the reasonable costs of handling these Containers; Or If we agree that it is reasonably practicable, we will process the Containers. In this case we will amend the Posting Docket to reflect that the Mailing Items will be charged at the Missort Processed item rate displayed on our Website www.royalmailwholesale.com/prices.
15.6.5 Missorted Mailing Items are found during the processing of the Posting(s)	If we find missorted Mailing Items at an Inward Mail Centre during the processing of the Posting(s) (i.e. after mail release), we may reject those Mailing Items and either: You must collect the missorted Mailing Items from the relevant Inward Mail Centre and we may levy a charge, the "Missort Return Charge". This Missort Return Charge includes a per item price + a collection charge per Inward Mail Centre collection. Where such charges are levied, we shall refund you for those missorted Mailing Items at the relevant agreed Access refund rate. The charges and the Access refund rate will be set each time we adjust our tariff. The Missort Return Charge and the Access refund rate are displayed on the Website at www.royalmailwholesale.com/prices; Or If we agree that it is reasonably practicable we will process the Mailing Items. In this case we may revert the Mailing Items to the correct Postage by amending the Posting Docket to reflect that the relevant Mailing Items will be charged at the "Missort Processed" rate displayed on our Website www.royalmailwholesale.com/prices. Where such a charge is levied, we shall refund you for those missorted Mailing Items at the relevant agreed Access refund rate. Or Mailmark™ Mailing Items identified as missorts through in-process reporting will not be available for return to you. For Mailmark™ missort items we will process and deliver the Mailing Items and apply item level adjustment charges in line with the applicable Mailmark™ Surcharges as published on the Website
15.6.6 Containers of Mailing Items are presented at	In the event that you fail to label the Container(s) correctly and as a result we are unable to verify whether the Container has been correctly declared on the Posting Docket, we may reject the Container(s).

the Inward Mail Centre without labels or with missing/incorrect information on the labels or have the wrong colour labels relevant to the Service	
15.6.7 You fail to maximise the Container fill for each Selection in a Posting(s) within the maximum weight limit	You must where possible maximise the Container fill for each Selection within the Posting(s) up to the applicable Containers' maximum allowable weight limit, subject to meeting the requirement for accurate Container contents. If we find that the number of Containers of a Posting(s) or relevant segment of a Posting is excessive because Container fill has not been maximised in accordance with Section 6, we may levy a Surcharge for the processing of the Containers.
15.6.8 Letters and Large Letters are mixed in a Container	If you hand over Mailing Items in mixed formats within Containers then we may reject the Posting(s) or relevant segment of the Posting(s). The Posting(s) or relevant segment of the Posting(s) will be held and we will contact you. Either: You must collect the incorrectly segregated Posting(s) or relevant segment of the Posting(s) ; Or If we agree that it is reasonably practicable for us to do so, we will correctly segregate the Posting(s) or relevant segment of the Posting(s) provided you agree to pay a Surcharge; Or If we agree that it is reasonably practicable for us to do so, we will agree to process the Mailing Items and all Mailing Items will be charged at the applicable Large Letter Service.
15.6.9 Mailing Items are not correctly faced and/or bundled in line with the sortation and presentation Specification for the service and/or Container in which they are presented	If you hand over Mailing Items that have not been correctly faced and/or bundled in relation to the Service and Container to which they have been declared, then we may reject the Posting(s) or relevant segment of the Posting(s). The Posting(s) or relevant segment of the Posting(s) will be held and we will contact you. Either: You must collect the incorrectly faced and/or bundled Mailing Items; Or If we agree that it is reasonably practicable we will process the Posting(s) or relevant segment of the Posting(s) provided you agree to pay a Surcharge.
15.6.10 Zonal items do not bear a Zonal Indicator or bear an incorrect	If Mailing Items are presented under a Zonal option and either do not have any Zonal Indicator or do not bear the correct Zonal Indicator on the face of each item, we may reject the Posting(s) or relevant segment of the Posting(s). The Posting(s), or relevant segment of the Posting(s) will be held and we will contact you. Either: on prior arrangement with us, you may upload and pay for those Mailing Items at Zone C, except for those Mailing Items for

Zonal Indicator	destination to the London Zone in which case you may upload and pay for all such Mailing Items as Zone D; Or If we agree that it is reasonably practical, we will process the Posting(s) or relevant segment of the Posting(s) provided you agree to pay for all items as Zone C unless the items are for the London Zone in which case they will be charged as Zone D.
15.6.11 You hand over Mailing Items in poor condition	Our staff will visually check the condition of the Containers of Mailing Items upon hand over. We may refuse the handover of any Posting(s) or relevant segment of the Posting(s) if the Containers are damaged or in a generally poor condition. We may reject any Mailing Items that our staff subsequently discover (prior to acceptance) to be damaged or in generally poor condition. We will contact your nominated contact and you must collect the Mailing Items
15.6.12 You hand over Mailing Items that are stuck together.	If Mailing Items within a Posting(s) or relevant segment of the Posting(s) are stuck together then we may reject the Posting(s) or relevant segment of the Posting(s). The Posting(s) or relevant segment of the Posting(s) will be held and we will contact you. Where we agree that it is practicable to separate the Mailing Items, and you agree to pay a Surcharge, we will process the Mailing Items. If, in our opinion, the Mailing Items cannot be separated without damaging the Mailing Items then you must collect the Mailing Items and we may levy a charge to cover the reasonable costs of handling.
15.6.13 UCID Postings are not clearly identified and/or not segregated as required	If you fail to identify clearly on hand over of the Posting(s) or relevant segment of a Posting, Containers within the Posting(s) or relevant segment of a Posting which relate to a UCID Posting and/or you fail to segregate any such Postings as and when required by us, we will not be able to treat such Containers as separate Postings for Revenue Protection purposes. In such case we may reject the relevant Mailing Items and we will have to assume that any errors found apply across all such Mailing Items which have not been clearly identified as UCID Postings or segregated when requested (as applicable). The relevant Mailing Items will be held and we will contact you. Either: you must collect the Mailing Items that have not been clearly identified or segregated and we may levy a charge to cover the reasonable costs of handling; Or we may assume that any errors identified in such Containers occur across all those Containers that are not clearly identified and will therefore apply the provisions of this Section 15 and Schedule 2 of the Contract to all such Mailing Items.
15.6.14 Postings are not segregated by OCR CBC, Mailmark™ or Machinable or Manual Item characteristics as required	If you fail to segregate Mailing Items within a Posting in accordance with them meeting the relevant Machinable Item or Manual Item specification, or you fail to maintain any such segregation on hand over of the Mailing Items, then we may reject the Posting(s) or relevant segment of the Posting(s). The Posting(s) or relevant segment of the Posting(s) will be held and we will contact you. Either: You must collect the incorrectly faced and/or bundled Mailing Items and we may levy a charge to cover the reasonable costs of handling; Or

	If we agree that it is reasonably practicable to do so we will process the Posting(s) or relevant segment of the Posting(s) provided you agree to pay a Surcharge.
15.6.15 Oversize Mailing Items	We will refuse handover of Mailing Items that exceed the maximum size dimensions as laid down in Section 5 of the User Guide. If you wish to post Mailing Items that exceed these dimensions you should use an alternative service, such as our Standard Parcels service for non-urgent and non-time-critical delivery, or the Parcelforce Worldwide range of guaranteed parcel services.
15.6.16 Discrete Customer Postings are not identifiable due to missing or inaccurate York Card(s).	If one York at an Inward Mail Centre has a York card missing or an inaccurate York card, we may refuse handover of the York and require you to collect the York, or we may accept the York subject to the Discrete Customer Postings within the York agreeing with the Manifest. If more than one York at an Inward Mail Centre has a York card missing or an inaccurate York card, we will refuse handover of the Yorks. In such cases, you must collect the Yorks whose contents have not been clearly identified and we may levy a charge to cover the reasonable costs of handling.
15.6.17 Discrete Customer Postings are not reasonably segregated within a York by cardboard or other effective means	If you have not signed a Segregation by Format Schedule and you fail to reasonably segregate Discrete Customer Postings within a York by cardboard or other effective means, we may reject the York(s) and require you to collect the York(s) and we may levy a charge to cover the reasonable costs of handling.
15.6.18 Discrete Customer Postings are not correctly segregated on handover (e.g. Containers from a Zonal Option are mixed with Containers from a National Option; Containers from a Mixed Weight Posting are mixed with Containers from a non Mixed Weight Posting.)	Where you are handing over Discrete Customer Posting(s) under more than one Contract, if you do not maintain segregation of the Discrete Customer Posting(s) then we may reject them. You must collect the Discrete Customer Posting(s) and we may levy a charge to cover the reasonable costs of handling. This remedial action is not applicable to Customers who have entered into the supplementary agreement for 'Segregation By Format' since the terms of that agreement allow Discrete Customer Postings to share a York container with other Discrete Customer Postings provided that the York container contains an accurate York card and an accurate York Manifest has been provided in accordance with the Segregation By Format Schedule.
15.6.19 Mailing Items are handed over that are not eligible for Access (e.g. International and BFPO addresses)	If we find ineligible Mailing Items at the point of handover or during the processing of the Posting(s) (after handover or acceptance), we may refuse handover or reject the Mailing Items, as applicable. You must collect the ineligible Mailing Items from the relevant Inward Mail Centre and we may levy a charge to cover the reasonable costs of handling. We will refund the Access charges raised against the equivalent volume of ineligible Mailing Items identified. The Access refund rate is displayed on the Website at www.royalmailwholesale.com . We may levy Ineligible item charges for each ineligible Mailing Item found, extracted and returned, at a per item price plus a collection charge per Inward Mail Centre collection. Ineligible item charges are displayed on the Website at www.royalmailwholesale.com

	For Mailmark™ Mailing Items identified by in-process reporting as ineligible Mailing Items we will process and deliver the Mailing Items and apply item level adjustment charges in line with the applicable Mailmark™ Surcharges as published on the Website •
15.6.20 Advertising Mail / Business Mail Mailing Items do not meet the declared specification (including provision of samples and seeds)	If a Posting(s) or relevant segment of the Posting(s) fails to meet the Advertising Mail / Business Mail specification we may reject the Posting(s) or relevant segment of the Posting(s). Either: you must collect the Posting(s) or relevant segment of the Posting(s) and we may levy a Surcharge to cover the reasonable costs of handling; Or if 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 amend the Posting Docket and the Posting(s) or relevant segment of the Posting(s) will be charged at the Postage for the Access Service that the Mailing Items do meet. 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. In either case we may levy a Surcharge to cover the reasonable costs of amending such Posting(s) In the case of failing to provide samples or seeds as specified in the relevant Advertising Mail Schedule, Paragraph 3.3 of that Schedule shall apply.
15.6.21 Mailing Items are not handed over in the correct Container required for the service or format declared, or fails to adhere to the relevant container requirements.	If you hand over Mailing Items in a Container not permitted for the specified service or format or not in adherence to the relevant Container requirements including labelling and sealing as set out in this User Guide we may reject the Posting(s) or relevant segment of the Posting(s) and we may levy a charge to cover the reasonable costs of handling. Or If we agree that it is reasonably practicable to process the Posting(s) or relevant segment of the Posting(s) we shall amend the Posting Docket accordingly and we may levy a Surcharge to cover the reasonable costs of any additional handling that may be incurred in processing the Mailing Items and/or any administration costs.
15.6.22 Mail for Channel Islands is not presented in bags	If you hand over Mailing Items destined for the Channel Islands in trays and you have not signed the 'Tray Decanting Service for Access mail to Channel Islands' Schedule we will reject the Posting at the relevant Inward Mail Centre and require you to return to collect the Posting.
15.6.23 Containers are not presented in Yorks or Tray Dollies as required for Acceptance By	If Containers are not presented in Yorks or Tray Dollies in any vehicle at an Inward Mail Centre, we shall refuse to accept the vehicle.

Vehicle.	
15.6.24 Mailing Items declared as Mailmark™ fail to meet the Mailmark™ specification or require manual or other intervention.	If Mailing Items declared as Mailmark™ fail to meet the Mailmark™ specification or requires manual or other intervention, we may: • where possible, rectify the non-compliant Mailmark™ Mailing Items and accept those Mailing Items as rectified provided that you shall pay a Surcharge on those Mailing Items relative to the non-compliance in line with the applicable Surcharge as published on the Website; • reject the relevant Mailing Items, in which case you will be required to collect the Mailing Items we are unable to process.
15.7 Health and Safety	
Issue	Corrective Actions
15.7.1 The weight of any Royal Mail approved Container exceeds the maximum weight specified for it	If we find that the weight of any Container handed over by you exceeds the maximum weight specified for it we may reject the relevant Container which will be held and we will contact you. Either: You shall collect the overweight Container; Or If we agree that it is reasonably practical to do so, we will levy a Surcharge for breaking down the Posting(s) or relevant segment of the Posting(s) into compliant Container fills, which meet our Health & Safety standards.
15.7.2 Your driver does not adhere to site Health and Safety requirements	Any driver not conforming to all health and safety requirements will be refused access to the Inward Mail Centre or if already on the premises may be asked to leave. This may result in the Posting(s) not being accepted. Any vehicle reasonably deemed not road-worthy by us will not be allowed access to any of our Inward Mail Centres. Any abusive or threatening behaviour (physical or verbal) towards any member of our staff will not be tolerated and access will be refused.

Appendix A: Addressing Mailing Items

You must make all reasonable attempts to ensure all Mailing Items include a full and accurate address and corresponding Postcode. You must ensure that at least 90% of Mailing Items carry a full and accurate address and corresponding Postcode, which has been validated against our Postcode Address File (PAF®).

Cleaning address data should not be a one-off activity, but an on-going process.

The best way for you to ensure you or your Customers maintain the accuracy of your address files is for it to link its databases to PAF® by using one of the large number of available products and services based on PAF® which are available.

PAF® contains over 29 million UK addresses, including 1.4 million business names and 1.8 million UK Postcodes, which we constantly update to maintain its accuracy.

Where to go for more information

For more information or to order Managing Address Data products:

Call Royal Mail on 0845 606 6854

Visit the Royal Mail Website at www.royalmail.com/amu

Order products via the Royal Mail Website shop at www.royalmail.com/shop

Order products online from: address.management@royalmail.com

The Elements of an Address & Address Structure

To meet the required address standards you must ensure that each address includes at least one premises element, one thoroughfare element, one locality element and the Postcode as a minimum. Other elements may be included. If there is no thoroughfare element contained in PAF® this need not be included.

Each element is described here.

PAF Format		Element
Organisation	Royal Mail	Premise
Sub Building		
Building Name	Wheatstone House	
Building Number		
Dependent Thoroughfare		Thoroughfare
Thoroughfare	Wheatstone Road	
Double Dependent Locality		Locality
Dependant Locality	Dorcan	
Post Town	SWINDON	
County		Not required
Postcode	SN3 5XX	Postcode

1. Premises elements

All Mailing Items must include at least one of these four elements, so that a single delivery point is defined. You do not have to include all the premises elements (unless the premises elements used do not sufficiently describe an address), even if they are included in PAF®, but building numbers must be applied on the same line as the dependent thoroughfare or thoroughfare information.

2. Thoroughfare elements

PAF® will give one of three possible combinations:

No thoroughfare: no need to include anything in this part of the address.

A thoroughfare but not a dependent thoroughfare: include the thoroughfare.

Both a dependent thoroughfare and a thoroughfare: include the former. If space allows you can also include the thoroughfare, though it's not compulsory.

3. Locality elements

A Customer must include at least one locality element, it does not have to include them all, even if they are included in PAF®. The initial letter(s) of the post town must always be in capital letters, for example Milton Keynes. Alternatively the whole of the post town may be in capital letters, for example: BIRMINGHAM on a line on its own, as indeed can the whole of the Delivery Address.

4. Postcode

The address must contain the full and accurate Postcode. The Postcode must be able to generate an address from PAF® which can be matched to the minimum requirements above (at least one premise element, one thoroughfare element and one locality element). The Postcode must always appear in capital letters and, unless with the exception of examples 5a), 5b) and 5c) below, on its own as the last line of the address.

Do not include any punctuation or underline it. Please put one or two character spaces between the two parts of the Postcode. The first part (i.e. SN3) is the outward code; the second (i.e. 5XX) is the inward code.

5. Address Structure

Each address element must be on a separate line with the Postcode included as the last line of the address.

Royal Mail
Wheatstone House
Wheatstone Road
Dorcan
SWINDON
SN3 5XX

a) Where the address complies with PAF® and there is no other text or information on the face of the Mailing Item that could be construed as an address, then the following exceptions apply:

The Postcode may be preceded by a county on the last line of the address, provided that the space between the county and the Postcode is one or two characters.

Royal Mail
Wheatstone House
Wheatstone Road
Dorcan
SWINDON
Wiltshire SN3 5XX

b) The post town may be followed by a county on the penultimate line of the address, provided that the space between the post town and county is one or two characters and that the Postcode is on the last line of the address.

Royal Mail
Wheatstone House
Wheatstone Road
Dorcan
SWINDON Wiltshire
SN3 5XX

c) The post town and Postcode may be jointly on the last line of the address, provided that the post town precedes the Postcode and the space between the two elements is one or two characters.

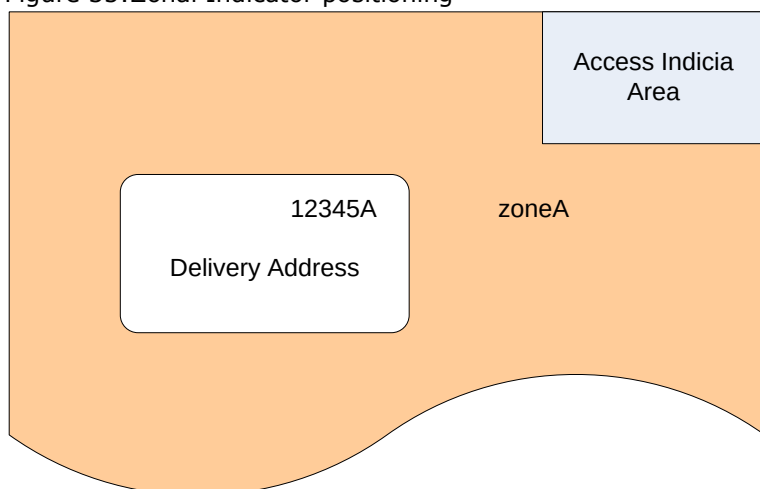
Royal Mail
Wheatstone House
Wheatstone Road
Dorcan
SWINDON SN3 5XX

The County, although not required, may be included as the penultimate line of the address, with the exception of example b) illustrated above.

6. Zonal Addressing

Zonal Postings must include the Zonal Indicator. There are two options relating to the position of the Zonal Indicator (please see Figure 35), positioned within the top right hand area of the address window immediately following the standard selection code (Zone A,B,C or D) e.g. 53200 A, or preceded by the word 'Zone' and be in a minimum font size of 10 point (e.g. Zone A).

Figure 35: Zonal Indicator positioning



Please note: Both these options need to be positioned outside of any clear zones, please see [Appendix D](#) (OCR Large Letter), [Appendix G](#) (OCR Letter) or [Appendix H](#) (CBC) for clear zone specifications. A clear zone is defined as an area, which may be amended from time to time, which is free from print graphics or patterning,

The simplest way to ensure an address is correct is to check that the minimum address elements in the appropriate PAF® records are present.

General advice for print quality & finishing

Digital printing processes apply a pigment layer that adheres to the surface of the paper. The layer does not soak into the paper and is softer than standard inks.

Consequently, when used for mail, the pigment may rub off, transfer to adjacent surfaces (inserts and the envelope), crack, and become marked both during the manual and automated handling process.

The application of an ultra violet (UV) cured varnish has been found to reduce wear to digitally printed Mailing Items. This provides a protective coating over the pigment. It should only be applied to the non-addressed side of the Letter as the characteristics of the varnish may make the Mailing Items unmachinable if applied to both sides (they may have 'window-like characteristics' that reduce mechanical handling capability, increase static cling, and compromise code mark printing)

The pressure exerted on the Letter during automated processing may cause colour offset on digitally printed items. Therefore, it is recommended that there should be no off-set of print or colour transfer when the items are exposed to a pressure of 3.43kPa (35g per cm²). This equates to a weight of 8.g/kg spread over the surface of a DL envelope, and 13.5kg for C5 envelopes.

Appendix B: Quality Assurance (QA) Process

To gain maximum benefit from the machinable Access services, you need to ensure the quality of your mailpiece, printed barcode (for CBC), address management and mail presentation systems are all maintained to a consistently high level.

To help you achieve this, we have developed a Quality Assurance (QA) process to check all these elements against a benchmark standard. If you meet these standards, Mailing Items can benefit from the lower Access prices available. Full details of the Accreditation process can be found on the Website: www.royalmailwholesale.com.

What Access services require a Quality Assurance check?

- OCR Letter services
- CBC services

It is important to remember that although the QA process gives an 'up front' accreditation you must continue to maintain these standards in order to be eligible for machinable Access Charges on an on-going basis.

There are two ways for you to be assessed under our QA process; an interim assessment and a full accreditation.

Interim Assessment

This allows you to access elements of the QA process before applying for full accreditation. An interim assessment does not count towards full accreditation and is intended as a guide only:

Full Accreditation

Full accreditation entails comprehensive checks on:

- Mailpiece design
- Barcode printing
- Address management

The following Section provides a brief outline of these testing criteria. For full details, application forms and a list of accredited service providers, please contact your Access Account Director.

Address Management

You can achieve Address Management accreditation in one of two ways. If you use our recognised address management software supplier to process your address lists on a regular basis, you can receive automatic accreditation or if applying on your own behalf, a '1 in n' sample* of 5,000 addresses is supplied to us electronically together with 'Quality Assurance Form A'. The sample must be supplied in a certain format, details of which are provided to you with 'Form A'.

*This involves dividing the number of records in the address database by 5,000 (the sample size required) e.g. a database of 100,000 would be divided by 5,000 (sample size) resulting in a sampling frequency of 20 ($100,000 / 5,000 = 20$). Therefore record numbers 1,21,41,61 and so on would be extracted for the sample.

These checks are designed to ensure that:

Your mailing list contains a minimum of 90% full and accurate addresses and Postcodes. Where a full and accurate address and Postcode exists, a unique Delivery Point Suffix (DPS) can be allocated. A minimum of 90% of addresses must carry an accurate DPS the rest may be allocated a default DPS see, [Appendix H](#) for further information.

Although this forms part of the mandatory QA accreditation process, you can use it to conduct an address 'health check', or interim assessment. It can be accessed at two levels:

Postcode validation – designed to check your (or your service provider's) ability to validate, check and maintain Postcode levels.

DPS allocation – designed to check your (or your service provider's) ability to apply a correct and valid DPS to an address list, which has already been checked for Postcode accuracy.

Mailpiece design and barcode printing/OCR addressing

This element is designed to ensure that physical mailpiece parameters meet the specification so that we can process them by machine, and that the barcode is in a form that can be quickly and accurately read by our machines. It is available for both the interim assessment and full accreditation. There are different testing criteria depending on the level assessment required.

Interim assessment – to test suitability on parameters such as size, clear zones and barcode density (where applicable), a sample of ten Mailing Items per type to be mailed should be sent to us for assessment. This is normally done at the design stage.

Full accreditation – this involves a comprehensive examination of 210 representative samples of every mailpiece and its suitability for our automated processing of Mailing Items.

For all CBC samples, all Mailing Items should have the full barcode (including Start and Stop bars and Checksum) and include any inserts, booklets etc. You should use live addresses (i.e. the same as you would use on your mailing) and include examples of 5, 6 and 7 character Postcodes.

For each additional printer that you intend to use, you should supply a further 10 sample mailpieces, bundled separately with a description of the printer make, model and serial number.

When you apply for mailpiece accreditation, you will need to state which service you are applying for and present mailpieces to meet the service specification i.e. OCR or CBC. If you require OCR and CBC accreditation then mailpieces meeting each specification must be provided.

Both interim assessments and full accreditation applications should be accompanied by a completed copy of Quality Assurance 'Form B'.

On-going Quality Assurance Testing

Once you start using Access services we will sample all your Postings when we receive them to ensure all contractual requirements are being met. Failure to meet the required standards may result in us refusing to process the Postings.

Consolidation Machine Accreditation

If you plan to consolidate mailings via a consolidation machine and present as CBC or OCR then you can have your consolidation machines sortation output accredited, and must have your mailpieces accredited. Consolidation machine accreditation is in two parts:

Part 1 – Mail sortation output accreditation

Part 2 – Mailpiece accreditation.

For more information and where to download the accreditation forms for mail sorting machine output and mailpiece accreditation please go to www.royalmailwholesale.com

Appendix C: Access Selection Files

Obtaining a copy of the Access Selection Files

Access Selections are derived from our Access Selection Files which are available free of charge in a number of computer formats from the Access Technical Helpline on 0207 371 3727. It can also be downloaded from 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 the sortation levels. 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 at www.royalmailwholesale.com

Mailing Items are split into different sortation levels: Access 70 and Access 1400. Access 70 sortation level has additional machine-readable options – OCR and CBC. Full guidance on OCR and CBC options can be found in [Appendix D](#) (OCR Large Letter) [Appendix G](#) (OCR Letter) [Appendix H](#) (CBC)

What are Access 1400 Selections?

Mailing Items need to be sorted into Selections based on Postcode Districts. The Access Selection Files contain around 1525 of these Selections.

What are Access 70 Selections?

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

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 it 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.

Appendix D: Large Letter Using Optical Character Recognition (OCR)

Technical requirements for the design and presentation for Large Letter Postings

This technical specification defines the features of a Large Letter eligible for the OCR service. Any feature of a mailpiece design that is not detailed within this specification is not permitted unless it has been tested and approved by us prior to posting

1. Introduction

This specification enables you to reduce the cost of your Large Letter mailings by making them machineable. Mailing Items must be sorted to Access 70 using our latest Access Selection Files and must meet the OCR specification as detailed in this Appendix.

These requirements cover both paper based and polymer envelopes and polywrapped items.

During the design printing and enclosing production stages, you must take into account the various tolerances associated with these processes to ensure that every mail piece adheres to the Large Letter OCR requirements.



Large Letter
Instructions MISC131

2. What kind of Mailing Items can be sent?

Size

Mailing Items must be within the Large Letter format, be rectangular (oblong) or square. All four sides must be straight. The inter Section of each side must be 90 degrees. Both landscape and portrait Large Letters are permitted.

Rectangular Large Letters

Height:

Minimum: 162mm

Maximum: 245mm

Length:

Minimum: 229mm

Maximum: 345mm

Square Large Letters

Minimum 229mm x 229mm

Maximum 245mm x 245mm

Weight

Minimum 10g

Maximum 750g

Thickness

Minimum 1mm

Maximum 10mm

These dimensions apply to the finished mail piece i.e. the outer covering and including the contents

3. Technical Requirements

For ease of use, this element of the Appendix has been separated into general requirements which cover paper and polymer envelopes and polywrapped Large Letters, then requirements specific to the three outer covering options are listed.

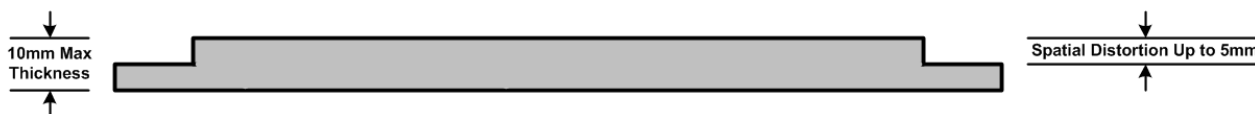
4. Design of Logos or Advertising

To reduce any potential for Address Interpretation errors, these must not look like an address, geographical location, country or a Royal Mail bag or bundle label and they must not be printed in the Delivery Address Block, the clear zone around it or the Royal Mail Access Indicia area. Slogans that contain the words 'Return', 'Address' and 'Undelivered' should be avoided.

5. Inserts

- All inserts other than paper contents, must be securely fixed in position so they do not move around within the Large Letter. Glue or self-adhesive tabs can be applied to fix any inserts. Metal objects e.g. coins or keys are permitted
- Paperclips with a maximum size of 23mm in length or staples with a maximum size of 24mm x 6mm are permitted.
- When inserts are included, please be aware that where this creates a 'step changes' in the thickness of the Large Letter the spatial distortion (see Figure 36) i.e. variation in the thickness of the contents, cannot be more than 50% of the thickness of the item up to the maximum thickness of 10mm and the address must be on the 'flat side of any item, it cannot be placed on any irregular or convex shaped sides.

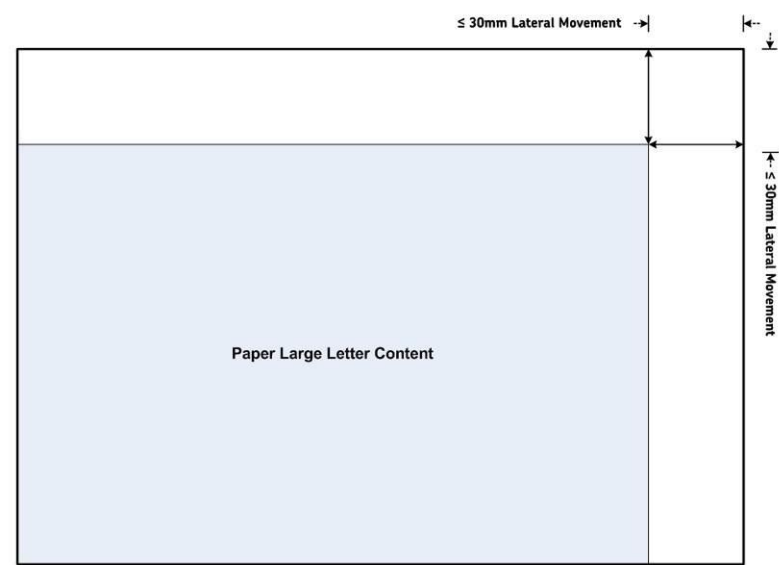
Figure 36: Spatial distortion



For paper envelopes - depending on the thickness of the Large Letter to prevent damage to it and other mail pieces there are limitations on how much 'empty' envelope is permitted i.e. the thicker the Large Letter the less 'empty' envelope permitted. (See Figure 37). The following applies to the movement of the largest paper insert:

- If your Large Letter is up to 2mm thick then there is no restriction on the lateral movement of the largest paper insert up to the maximum envelope size of 345mm.
- However, for any Large Letter which has a thickness of 2mm or more than the lateral movement of the insert within the letter can be 30mm or less.

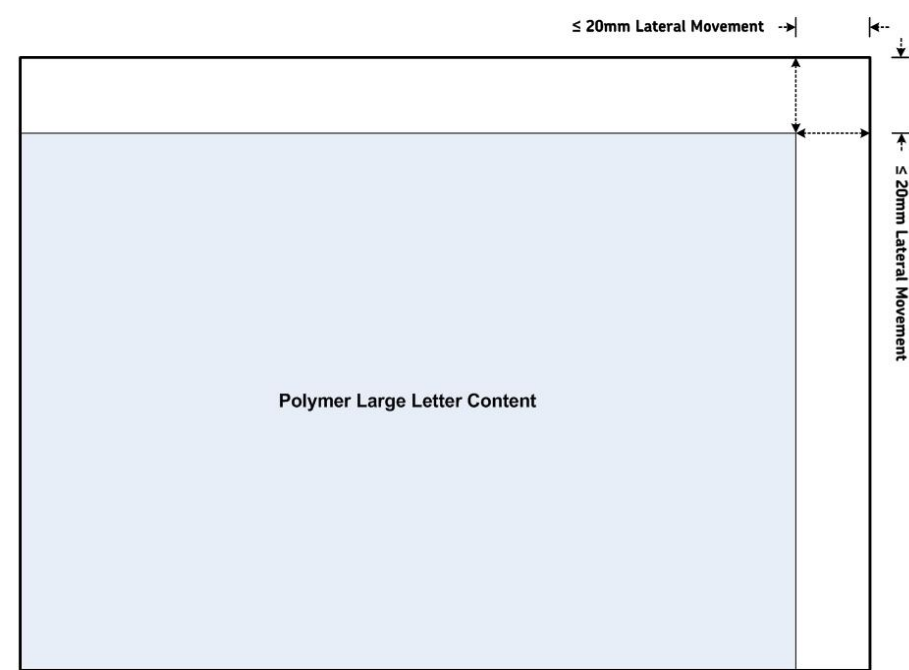
Figure 37:Paper envelopes – content movement



For polymer envelopes or polywrapped Large Letters – where the polymer is transparent only the largest insert must be visible to the front of the Large Letter and the lateral movement is < 20mm (see Figure 38). There is no requirement for the content to be referenced to the bottom left corner, you just need to ensure that there is no more than 20mm along the long edges and no more than 20mm along the short edges.

Please note:
For polymer envelopes or polywrapped Large Letters you will need to allow for any lateral movement when defining the Delivery Address Block. The assumption must be made that the polymer may fold during processing and, should this happen it is still required to have a defined clear area from the edge to ensure the Delivery Address can be read.

Figure 38:Polymer envelopes – content movement



6. Material – Construction

6.1. Paper envelopes:

- Must be paper based and no perforations are permitted
- Envelope paper weight = 70gsm minimum
- Single piece (folded & sealed) = 100gsm minimum
- Large Letter sized postcards = 200gsm minimum

6.2. Polymer envelopes and polywrap:

- Must be made of polymer film e.g. polyethylene
- Materials produced from polymer fibres that are randomly distributed and non-directional (laid as a web) and bonded together by heat and pressure are not acceptable e.g. Tyvek.

6.3. Material – General:

- Absorbency: (paper based envelopes): 15 – 35 gsm of water in 1 minute (BS EN 20535 - Paper and board. (Determination of water absorptiveness)).
- Glue: Any adhesives used in the production of envelopes must not leak onto the open surface of the envelope and must be dry when the mail is presented to us. In no instance should Mailing Items be stuck together. When polymer envelopes are used, the glue must be stronger than the polymer and must not produce protruding mounds on the Mailing Item.
- Opacity: $\geq 85\%$ (BS ISO 2471 - Paper and board. Determination of opacity (paper backing))
- Porosity: < 700 ml/minute (BS 6538-2 - Air permeance of paper and board)

Rigidity / Stiffness:

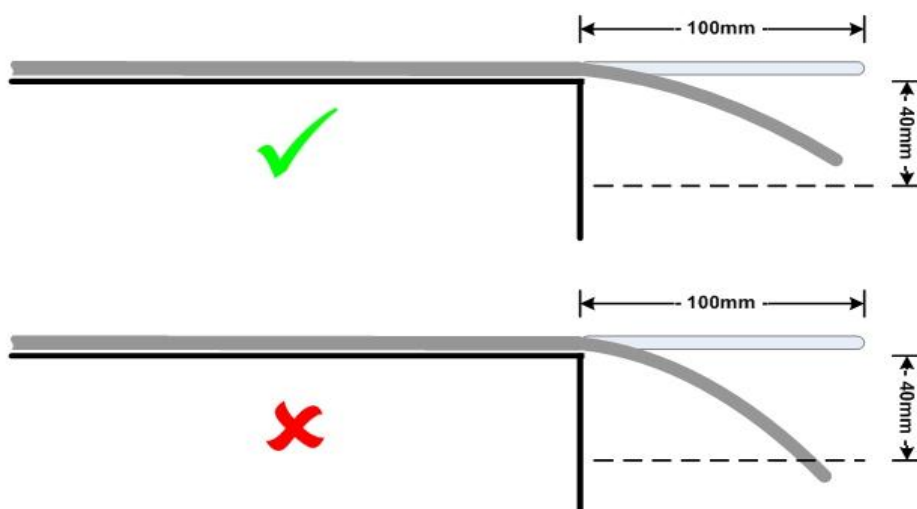
The acceptable rigidity / stiffness is $\geq 8\text{N.mm}$. There is no upper limit on mail piece stiffness. This can be measured as follows (see Figure 39):

A single Large Letter should be placed on a flat surface with the shortest edge of the Large Letter overhanging a straight edge of a flat surface by a horizontal distance of 100mm.

The leading edge of the Large Letter is then released and allowed to bend down under its own weight.

If the leading edge drops to 40mm or more, then the stiffness is less than 8N.mm and the Large Letter is unmachineable.

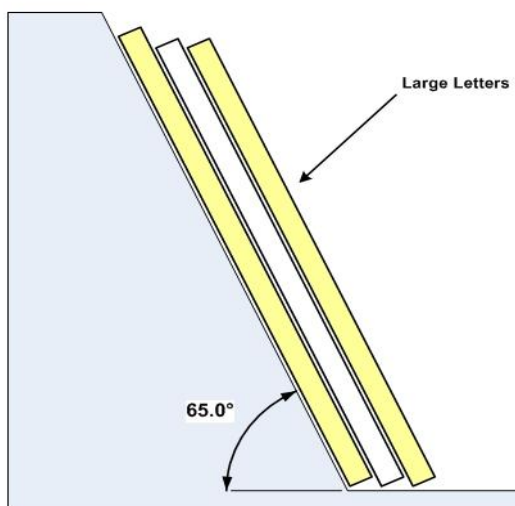
Figure 39: Rigidity and stiffness



6.4. Separation:

The Large Letters must not be stuck together and must be capable of separating to allow them to be effectively processed. When placed on a slope of 65° to the horizontal, the items must be capable of separating, by sliding one from another, under the force of gravity (see Figure 40).

Figure 40: Large Letter separation



6.5. Shape:

Large Letters can be rectangular or square within the permitted dimensions and can be laid out (address and payment indicia) in landscape or portrait format.

6.6. Polywrap outer:

- The film must be intact, undamaged and must not be punctured or torn.
- Perforations are not acceptable.
- The film must be sufficiently strong enough to tolerate handling without tearing or splitting at the seals
- The film must be > 15 µm (15 microns) thick when measured at any point on the Large Letter other than the seal.
- Any overprinted text must adhere to the film and must not break up or wear during processing.
- There must only be a single layer of film covering the Delivery Address Block.

7. Print contrast:

- Required Print Contrast Ratio for addresses printed on envelopes ≥ 50 %
- Required Print Contrast Ratio for addresses printed on window inserts ≥ 55 %
- Required Minimum Reflective Difference ≥ 30 %
- Required Minimum Background Reflectance ≥ 35 %
- Inverse printing i.e. negative contrast is not permitted (i.e. Delivery Address Block lighter than background)

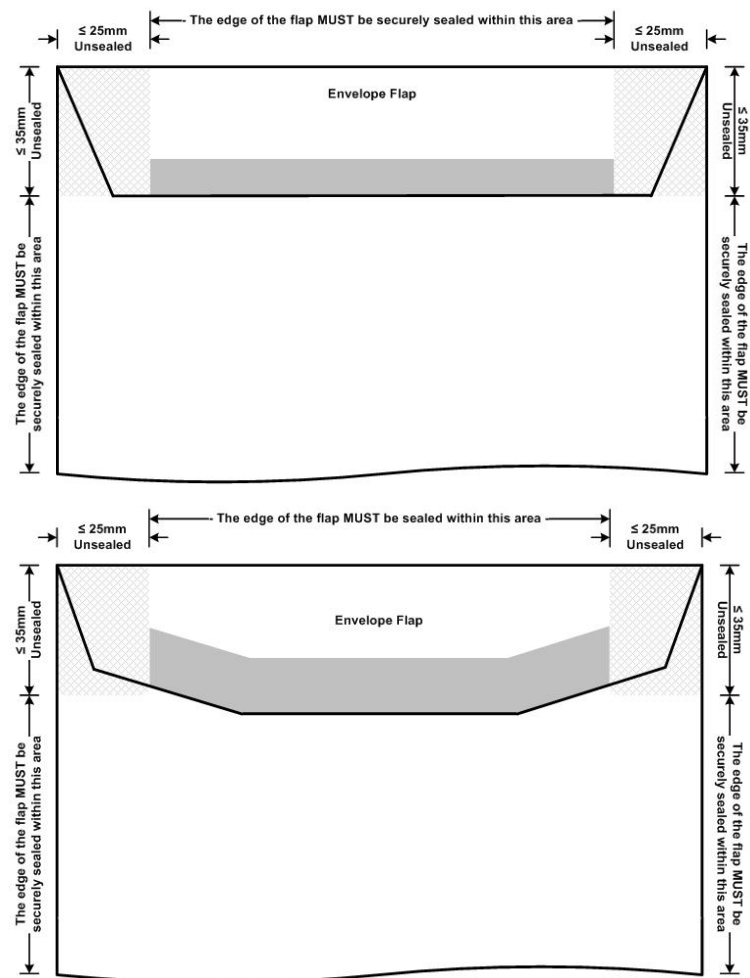
8. Sealing

This Section is divided into the paper and polymer / polywrap requirements as they are different.

8.1. Paper

Paper envelopes must be sealed securely on the back, front and edges. A tolerance of 35mm x 25mm is permitted on the opening flap. Regardless of whether the opening flap is placed on the front or reverse of the Mailing Item (the front being where the Delivery Address Block and the Access Indicia are located) it must be sealed to within 35mm from the fold of the envelope and 25mm from the envelope side. (see Figure 41)

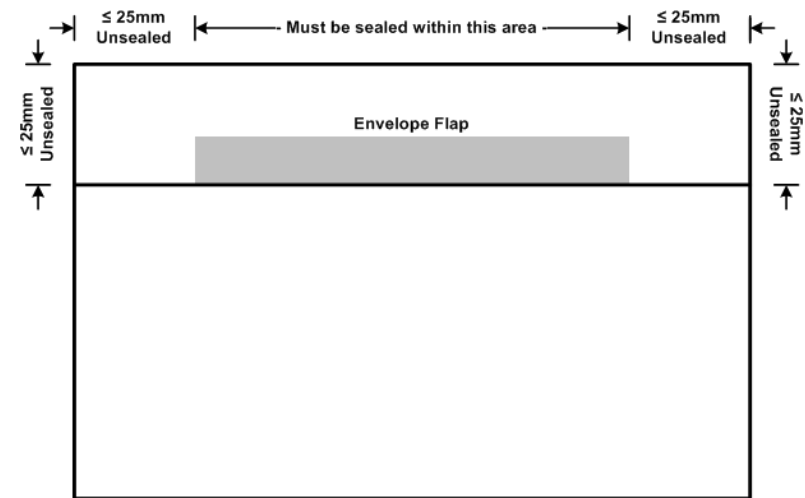
Figure 41: Paper sealing tolerance



8.2. Polymer

Polymer envelopes must be sealed along all the edges and have the opening flap on the back. The opening flap has to be sealed to within a minimum of 25mm from the fold of the envelope flap and 25mm from the sides of the envelope (see Figure 42).

Figure 42: Polymer sealing tolerance



8.3. Poly wrapped

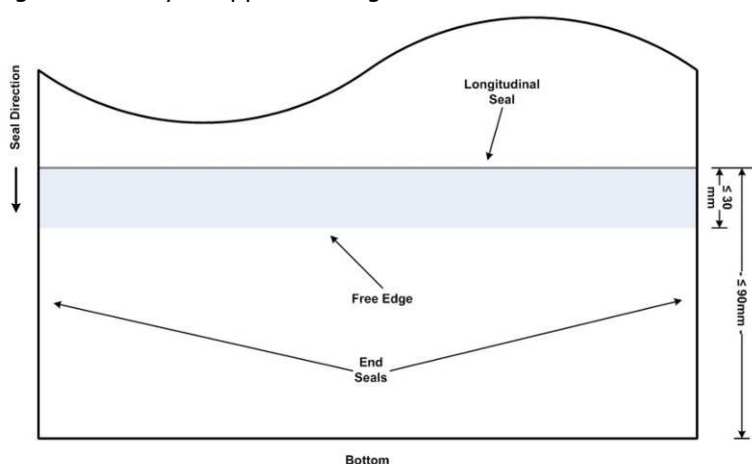
For those items which are poly wrapped they must be securely sealed on the front, back and side edges. The requirements for any seal which runs along the length, or width, of the item are as follows:

- This seal must be sealed at each end along the full length of the seal
- The free edge of the seal must be less than 30mm deep.
- The preferred location for the seal is the back of the Large Letter
- Due to the requirements for the seal when placed on the front, it cannot be across the width of the mail piece but if on the reverse it can.

If you have chosen not to have the seal on the reverse and have placed it on the front then please ensure you also meet the following requirements:

- The seal must not be over the Delivery Address Block
- The seal must be towards the bottom of the Large Letter and be no more than 90mm from the bottom edge (see Figure 43)

Figure 43: Poly wrapped sealing tolerances



8.4. Windows (paper envelopes)

Although only one window is allowed on a Large Letter you do have the option of using this window for either the Delivery Address or for advertising information. Please ensure that the window is not an open space i.e. there must be a transparent film covering the aperture and that it is square or rectangular (circular windows are not permitted). If the window is used for the Delivery Address, you must ensure all clear zones are being adhered to.

Options are available when it comes to designing or purchasing window envelopes, as there are no specific requirements for the strength of the window but you do need to ensure that at the point of handover to us:

- the window film is not flimsy i.e. must be sufficient strength & quality that it is not visibly creased or crumpled.
- that it is flat and securely and evenly sealed to the inside of the envelope, this includes the requirement that the corners of the aperture are curved rather than straight as this will help prevent damage occurring when the items are going through the final machine sortation stage.
- that it does not take up more than 25% of the surface area on the side where it is found.
- the window area where it is used for an address must fall within the specified Delivery Address Block Area. Figures 45,48,51 and 53

Gloss (window and poly film):

The gloss value must be ≤ 150 (American standards of testing and materials (ASTM) 2457 Measured at 60 degrees)

Haze (window and poly film):

The haze value must be $\leq 75\%$ (ASTM D1003-00 Procedure A (Hazemeter))

9. Addressing Requirements

This Section explains the Large Letter addressing standards

9.1. Address

Please refer to [Appendix A](#) of this User Guide for the structure and format of each address.

9.2. Address layout:

- The county, although not required, may be included as the penultimate line of the address
- The phrases "England", "Great Britain" or "United Kingdom" must not be used for addresses to and within England, Wales, Scotland or the outlying islands. This information is not included in PAF®.
- Each line of the Delivery Address Block must be left justified, including the Mailer Defined Information (MDI) if included.
- The Post Town should have the first character(s) in capitals for example: Coventry, Milton Keynes, Ross on Wye, on a single line.
- The Postcode must always appear in capital letters on the last line of the address and there must be one or two character spaces between the two parts of the Postcode.
- Excessively skewed addresses cannot be read. The Delivery Address Block must not skew more than 5 degrees plus or minus from the horizontal
- Blank lines within the Delivery Address Block are not permitted and you must note that if the line spacing between the Mailer Defined Information and the Delivery Address is not the same then the Mailer Defined Information may encroach into the required clear zones.

9.3. Delivery Address Block structure and layout

The Delivery Address Block is defined as an imaginary rectangular box which surrounds the address, as illustrated in Figure 44 and touches the extremities of the text on each side. An address may consist of up to two elements, all of which are classed as the 'Delivery Address Block'.

Mailer Defined information (MDI) – reference information which may be printed as part of the Delivery Address Block

The Delivery Address - must be included and comprise of the following:

- Addressee details
- Geographical address and Postcode

Figure 44: Delivery Address Block



There must only be one Delivery Address Block on the Large Letter and it must be on the same side as the Access Indicum used.

In addition, to ensure there are no issues when identifying the elements of the address any separation between elements of the MDI must not exceed one space and the line spacing must be consistent with the Delivery Address.

For the MDI a different font which is of a different size to the other text of the Delivery Address may be used. The MDI must be in typeface and may comprise of letters, numerals, punctuation marks, ideograms and symbols, Barcodes are not acceptable.

When the Delivery Address Block is on an insert, the Mailer Defined Information (MDI) may tap out to the right and to the top of the window as long as it falls out/falls back in totally and completely, the mail piece will fail specification if it falls out/falls in partially when the Delivery Address Block clear zones are checked.

No other part of the Delivery Address Block may tap out of the window on a paper envelope or the 'clear' window area on a polymer envelope or polywrapped item.

When printing the Delivery Address the maximum characters per line is 64 and please ensure that the content of one address line is not wrapped onto a second line i.e. Team Valley Trading Estate must be printed on the same line and not spread over two. You are asked to use one of the recommended fonts and sizes and ensure that each line of the address has characters which are the same font and point size and that the spacing between the words is less than 5mm.

9.4. Polymer and polywrap envelopes

The address may be printed on the polymer or may show through the polymer on an insert. Any overprinted text must adhere to the film and must not break up or wear during processing

The Delivery Address Block cannot be located in the following areas; Figures 46,47,49,50,52 and 54

10. Font Types

It is important to get the fonts right, in the first instance please ensure that you do not use italic or bold fonts and the size of the font must be the same size or larger than that used in any Return Address information.

A list of recommended fonts is provided, and you are asked not use serif or handwritten fonts in any instance. If you wish to use an alternative font, the character pitch must be 10-12 characters per 25.4mm with clear vertical gaps of at least 0.25mm between the extremities of the adjacent characters.

10.1. Print Quality:

- Preferred colour is black. If this cannot be achieved then adequate print contrast must be achieved at all times
- Mandatory for black to be used when printed directly onto the polywrap or polymer envelopes, when the address is printed on an insert in a polywrapped item or when the address is printed on the polywrap outer.
- Negative contrast is not allowed
- The characters must not be blurred, smudged, deformed or incomplete
- No splashing or ink spatter around characters
- The following should be avoided
- Characters with incorrect proportions



Quality of characters – which are poorly printed or defined, either because they have been printed by low quality printers or low resolution dot matrix printers, or because the printer needs maintenance (worn ribbon, low on toner/ink etc.).



Characters with poor outlines – fuzzy or blurred, or strokes which are incomplete, broken or smeared, for any of the above reasons.

Close character spacing – characters which touch adjacent characters, whether on the same line or those from above or below:



Space - the spacing between words must be less than 5mm. Proportionally or unevenly spaced text – characters or words which have too much



Typeface styles – italic, inclined graphic, pseudo-script or handwriting imitations. Typefaces with excessive serifs, which touch or overlap adjacent characters or serifs.



Generally, sans-serif fonts are preferable to serif fonts.

Printing white type on a black background or similar, or combinations of colours such as black print on a strong red background. When printing on polymer, the address block should not be distorted or broken text as shown below. The characters must not be blurred, smudged, deformed or incomplete. If using dot matrix printing, particularly on polymer, there must be no gaps between the dots. The print / dot matrix must meet the required contrast ratio.



11. Delivery Address Block positioning.

Figures 45-54 shown are separated into paper and poly, trayed and untrayed and include 240mm x 165mm format because of the smaller area, due to the Access Indicia and Return Address area permitted for the Delivery Address Block.

11.1. Paper envelopes:

- The Access Indicia area (40mm from the top of the envelope x 75mm from the right)
- The Return Address Block Area (40mm down from the top and no less than 75mm from the right)
- The 'Tag Code Zone' (referenced on the longest edge of the Large Letter, 33mm up from the bottom right corner and covering an area 30mm high and 150mm long).
- A 'frame' around the item (15mm around the perimeter i.e. the bottom, left and right edges)
- Over the edge of the envelope flap

11.2. Polymer envelopes or polywrapped items:

- The Access Indicia area (40mm from the top of the envelope x 75mm from the right)
- The Return Address Block Area (40mm down from the top and no less than 75mm from the right)

- The 'Tag Code Zone' (referenced on the longest edge of the Large Letter, 33mm up from the bottom right corner and covering an area 30mm high and 150mm long – this must include the lateral movement i.e. the excess poly of which 20mm is the maximum permitted).*
- A 'frame' around the perimeter of the item (up to 35mm i.e. a mandatory 15mm and the remaining clear area is the excess poly of which 20mm is the maximum permitted. Therefore, if for example, the Large Letters only had 10mm excess polywrap then you would be expected to leave 25mm clear).*
- Over the edge of the envelope flap

*Please note:

For polymer envelopes or polywrapped items you will need to allow for any lateral movement when defining the Delivery Address Block location. The assumption must be made that the poly may fold during processing and, should this happen we still need a defined clear area from the edge to ensure the Delivery Address Block can be read.

Figure 45: Trayed landscape paper

(not to scale) This Figure illustrates for landscape Large Letters presented in trays then any code marks would be applied in the bottom right corner.

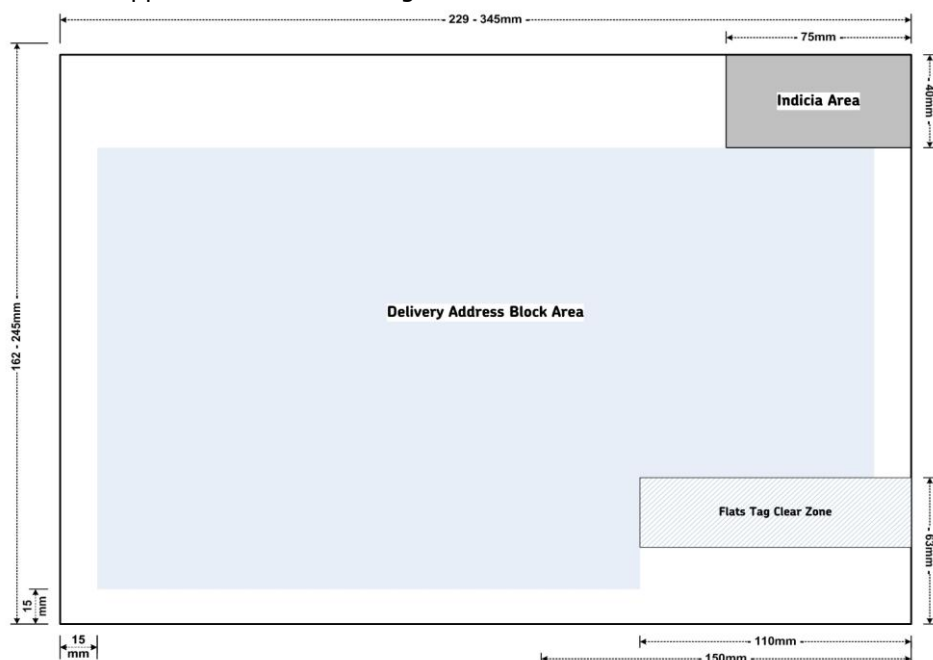


Figure 46: Trayed landscape poly
(not to scale) This Figure illustrates for landscape Large Letters presented in trays then any adhesive label and code marks would be applied in the bottom right corner.

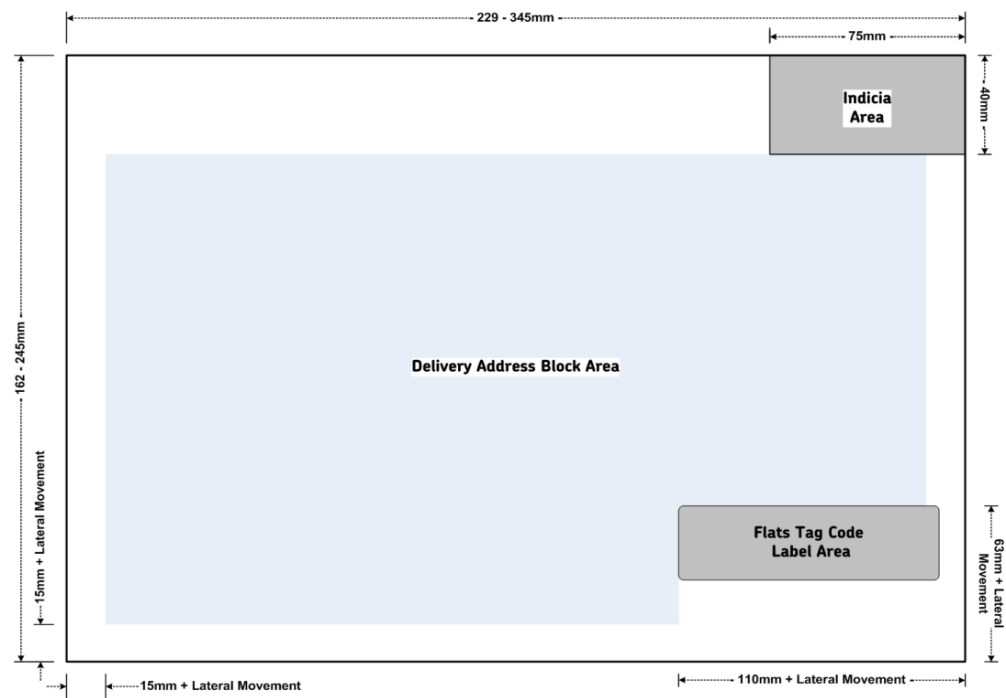


Figure 47: Trayed landscape poly
(not to scale) This Figure illustrates for landscape Large Letters presented in trays then any adhesive label and code marks would be applied in the bottom right corner.

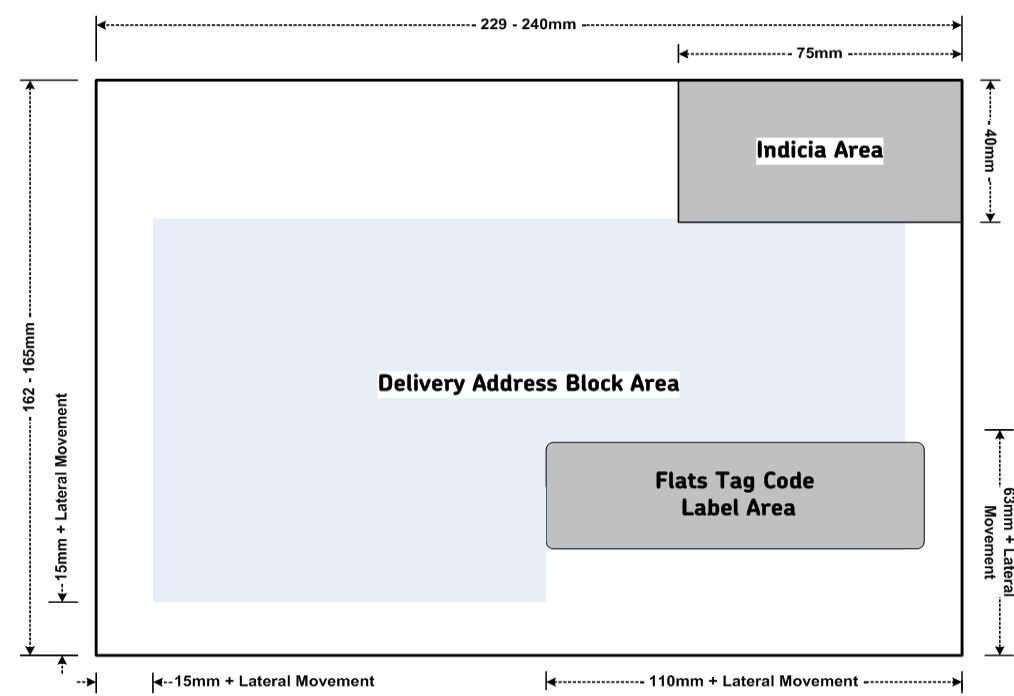


Figure 48: Trayed portrait paper
(not to scale) This Figure illustrates for portrait Large Letters presented in trays then any code marks would be applied in the bottom left corner if the Access Indicia was in the top right

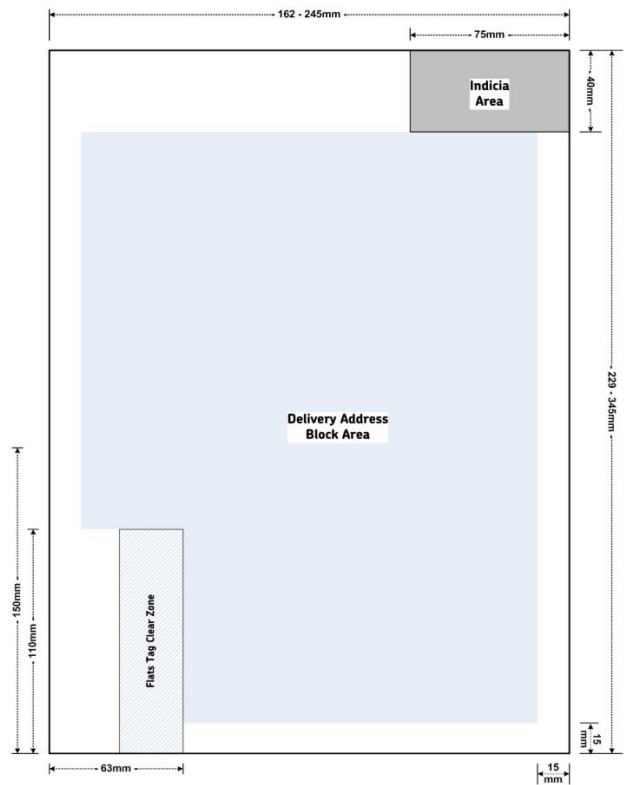


Figure 49: Trayed portrait poly
(not to scale) This Figure illustrates for portrait Large Letters presented in trays then any label and code marks would be applied in the bottom left corner if the Access Indicium was in the top right corner.

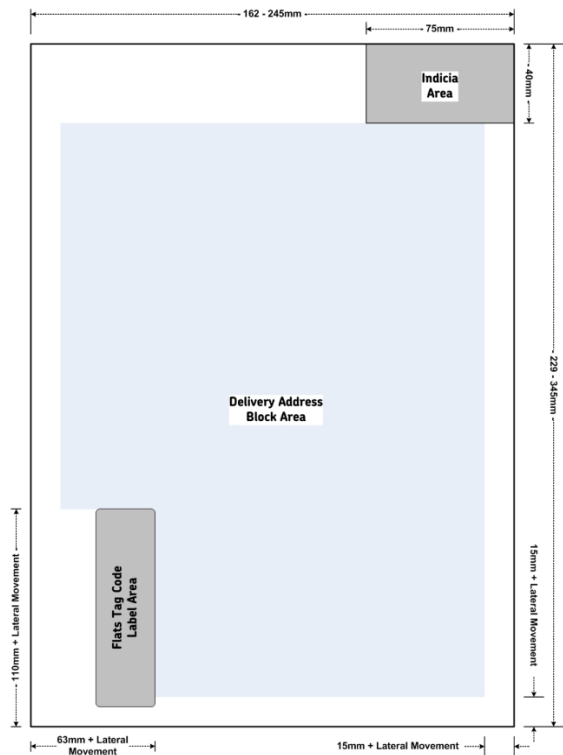


Figure 50: Trayed portrait poly
(not to scale) This Figure illustrates for portrait Large Letters presented in trays then any code marks would be applied in the bottom left corner if the Access Indicum was in the top right corner.

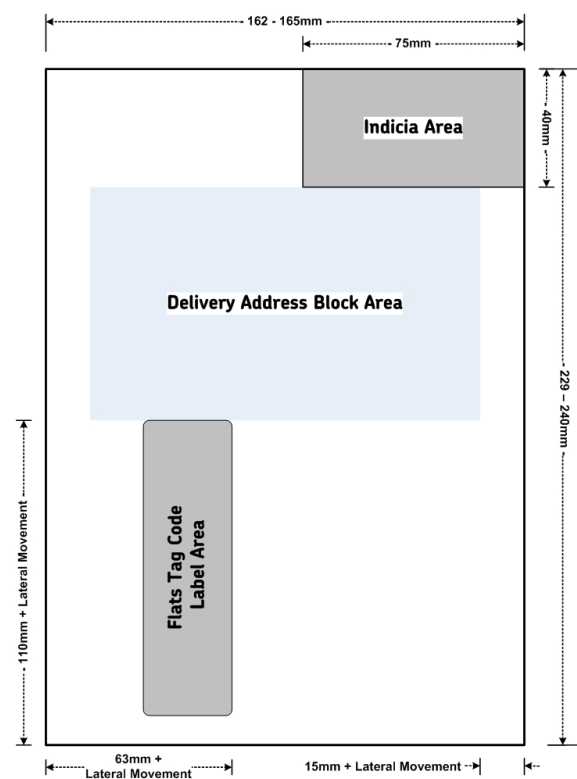


Figure 51: Un trayed landscape paper
(not to scale) This Figure illustrates for landscape Large Letters presented untrayed there would be two possible areas a code mark would be applied, bottom right and top left.

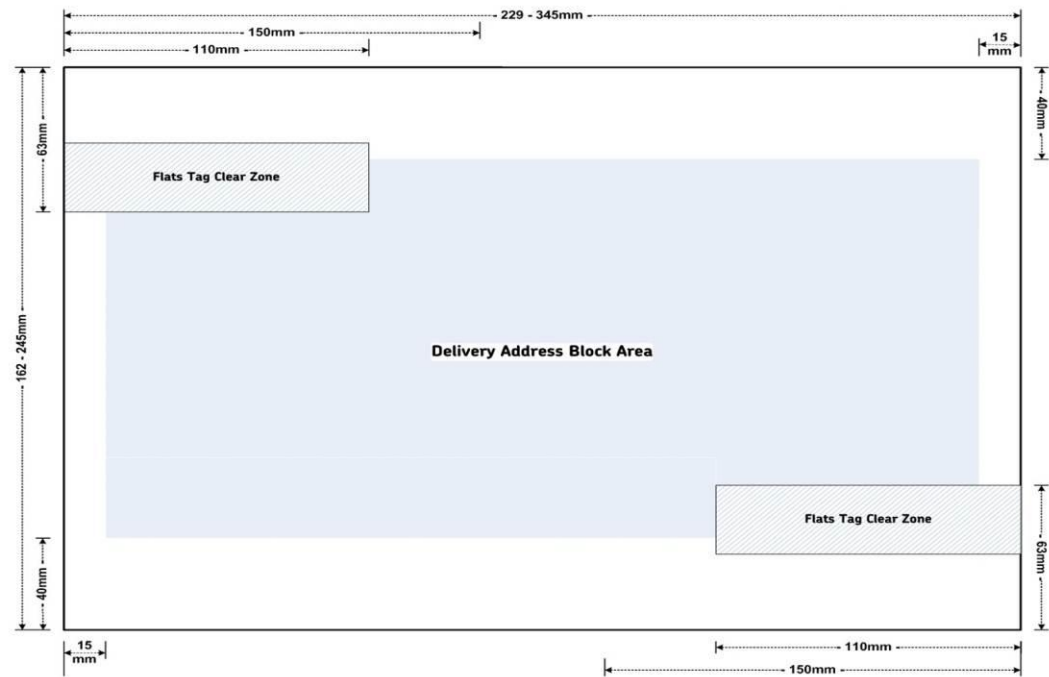


Figure 52: Un trayed landscape poly

(not to scale) This Figure illustrates for landscape Large Letters presented untrayed then there would be two possible areas a label and code mark would be applied, bottom right and top left.

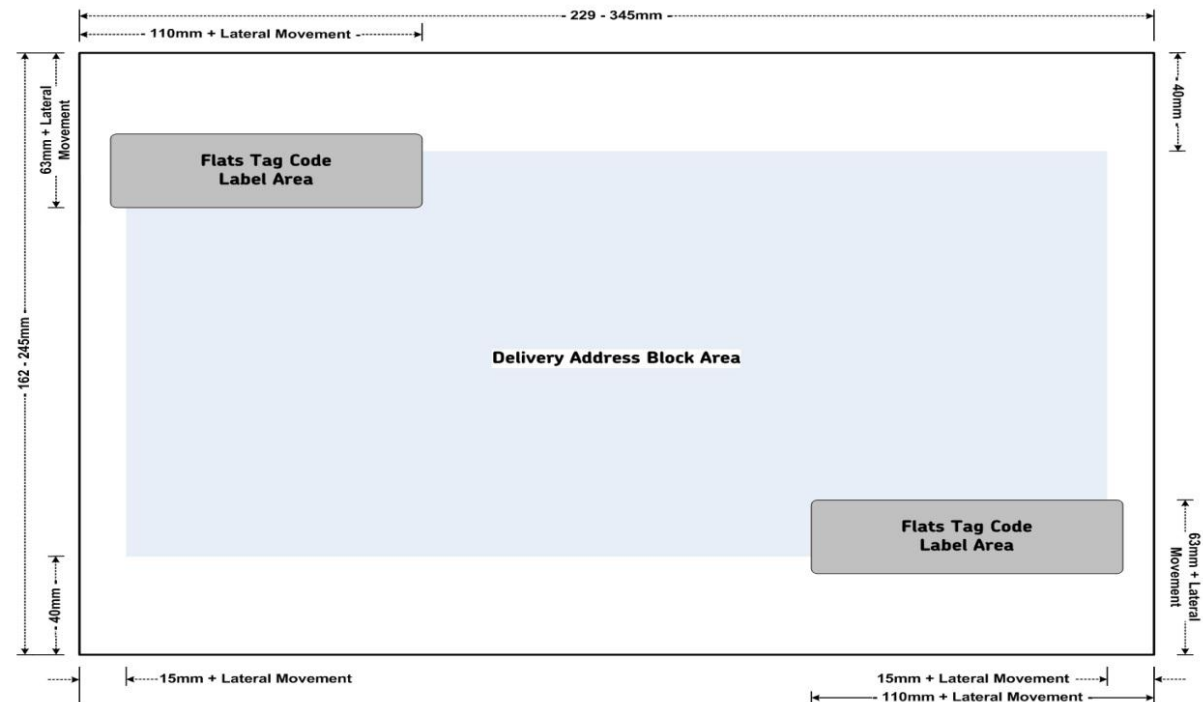


Figure 53: Un trayed portrait paper
(not to scale) This Figure illustrates for portrait Large Letter presented untrayed then there would be two possible areas a code mark would be applied, bottom right and top left, if the Access Indicium was in the top right corner.

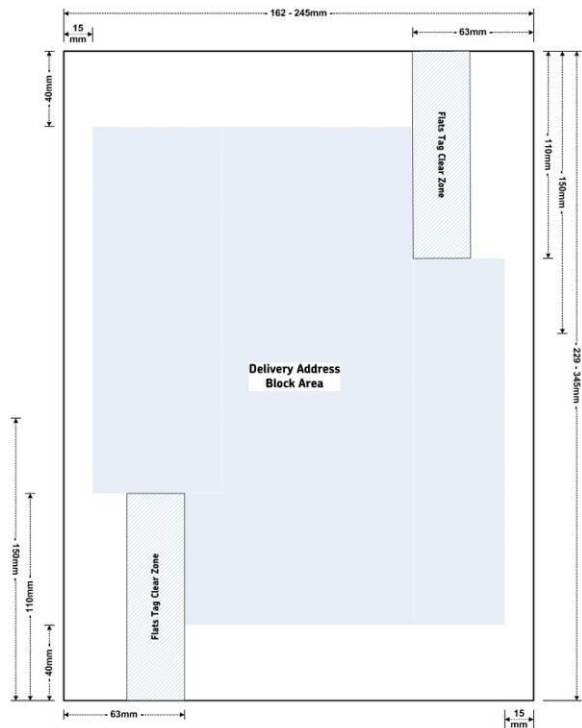
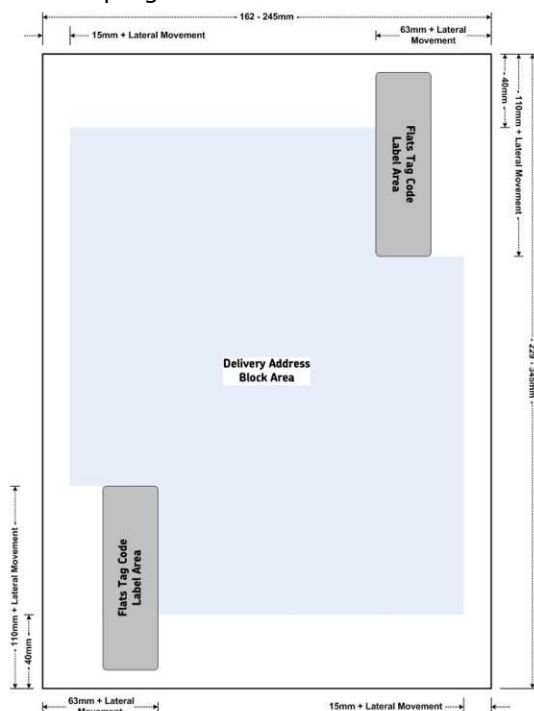


Figure 54: Untrayed portrait poly

(not to scale) This Figure illustrates for portrait Large Letter presented untrayed then there would be two possible areas a code mark would be applied, bottom right and top left, if the Access Indicum was in the top right corner.



12. Delivery Address Block Clear zone

There is a minimum requirement for a clear area of 5mm or more (see Figure 55) to be around the extremities of the full Delivery Address Block. Clear is defined as clear of print; patterning, graphics or any text including, when the Large Letter is tapped to induce maximum movement in turn on each of the four sides.

Figure 55: Delivery Address Block clear zones



When the Delivery Address Block is behind a window or viewed through polymer the total clearance around the Delivery Address Block remains unchanged at $\geq 5\text{mm}$. However, this may consist of clear zones both within the window and on the envelope.

The gap within the window must be $\geq 2\text{mm}$ to the left, right, and bottom of the address.

No clear zone is required within the window above the Delivery Address Block, but the Delivery Address must always be visible. The remaining clear zone requirements are met through the provision of clear zones on the envelope. i.e. a minimum of a further clear zone of $\geq 3\text{mm}$ to the left, right, and bottom of the Delivery Address Block (ensuring that there is 5mm clear in total); and a $\geq 5\text{mm}$ clear zone on the envelope above the address (see Figure 56).

No other text/information that could be construed as a Delivery Address may be included on the front of the Large Letter. This includes any areas of an insert which may appear in the window of the Mailing Item arising from insert movement.

Figure 56: Delivery Address Block clear zones



13. Punctuation

Please do not underline any part of the address or postcode.

Punctuation and non-alpha numeric symbols can only be used where it appears in the corresponding PAF® record. It can also be used in the recipient's name or in the Mailer Defined Information (MDI) above the address within the Delivery Address Block. There must be no punctuation used to separate address elements or components within an address element.

Punctuation is permitted within the addressee's name and title / department.

Alternatively, you may remove all punctuation from the address, even if it is contained in the corresponding PAF® record

For full details on allowable punctuation within a PAF® record please see PAF® Digest, available from www.royalmail.com.

Punctuation and graphical symbols may be used within any 'Mailer Defined Information' and addressee elements.

14. Return Address

There can only be one Return Address on the Large Letter.

14.1. Content:

The content of any Return Address must follow the structure as shown for the Delivery Address but most importantly it has to have the words 'Return Address' as the single prefix on the top line of the block of text and must be printed using either the 'Lucida Console' or 'Letter Gothic' fonts of 6-14pt (8pt recommended) This is an example of the layout in Lucinda Console, 8pt font.

Return Address
148 Old Street
LONDON
EC1V 9HQ

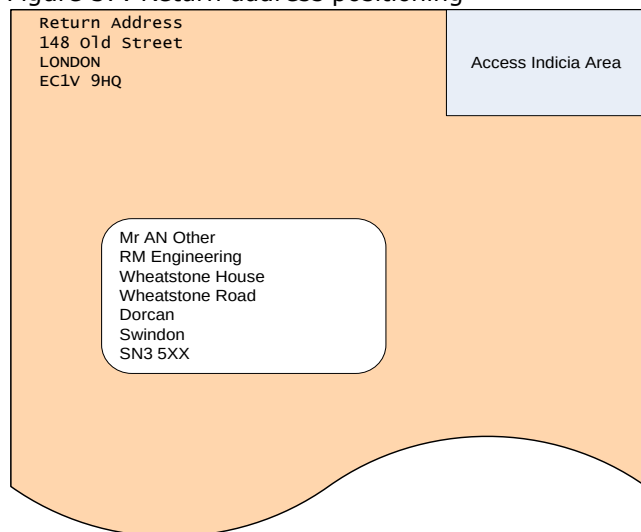
14.2. Location:

There must be only one Return Address Block on the Large Letter and if the size of the finished mail piece is equal to or smaller than 229mm x 162mm then it must be placed on the reverse of the mail piece. This ensures incidences are reduced where the incorrect address will be read, possibly resulting in poor quality of service. When on the reverse, it must be within an area within 40mm zone from the top of the mail piece.

For items greater than 240mm x 165mm it is recommended that the Return Address Block be on the reverse.

When on the front, it must be in the top left corner, no more than 75mm from the right edge and cannot extend to lower than 40mm from the top edge of the letter and cannot be closer than 12mm to the Delivery Address Block (see Figure 57).

Figure 57: Return address positioning



15. Label and barcode application area

The information within this Section will allow you to make an informed decision when it comes to designing a creative or Direct Mail.

Please be aware that when presenting Mailing Items in trays there will fewer areas where the barcode or label with a barcode could be applied. This is because the mail will then only be presented to the machine in one of two ways. However, when mail is bagged it has to then be tipped and trayed at the receiving office and this increases the likelihood of the barcode or label and barcode being applied to any one of four areas.

In general, if the Large Letter has a plain paper outer envelope then a barcode will be sprayed directly onto the Mailing Item and if the Large Letter has a very creative mail piece or if it is polywrapped or in a poly envelope then a label will be applied and a barcode sprayed onto the label.

Please note: These defined areas relate to how the Mailing Items are presented to the machines, so there may be instances where a label could be applied a little higher or slightly more towards the left than indicated. This applies to polywrapped items specifically and is purely because the excess poly around the insert may fold.

Please note that 'the bottom edge' of a mailpiece is always the longest edge on which the mailpiece will be 'fed' through and presented to the machine. Items are always processed in 'landscape format', trayed square items are processed with the Delivery Address Block and Access Indicia uppermost with the Access Indicia to the top right.

15.1. Trayed

When trayed Large Letters are presented to the machines as follows the Delivery Address Block and Access indicia will be located accordingly:

- landscape – Large Letters (Figure 45, 46, 47, 51 and 52) the address will be upright and the payment indicia in the top right hand corner
- portrait – Large Letters (Figure 48, 49, 50, 53 and 54) the item will be rotated to lie on one of the longest edges so that the Access Indicia is vertical in the top left hand corner and the Delivery Address Block in a vertical position

15.1.1. Paper envelope, polymer envelope & polywrap items

When you tray Large Letters, because the orientation of the mail piece within the tray affect how it is 'fed' through the machine there will be one possible area where the machines will apply a label if necessary and spray a 'tag code' mark – please note that Customers must include the 'excess poly' to the area below (i.e. add a maximum of 20mm to the right and 20mm to the bottom)

Starts from the right hand edge and 33mm from the bottom edge

The code application area is 110mm long and 30mm high

15.2. Unbagged, bagged or in ALPS

When the items are in bags or ALPS, then the Large Letters are presented i.e. in landscape orientation. Large Letters are only presented to the machine along one of their longest edges therefore code marks could be applied in one of two areas.

15.2.1. Paper envelope, polymer envelope & polywrap items

When you do not present Large Letters in trays, because the orientation of the mail piece is not pre-defined there will be two possible areas where we will apply a label if necessary and spray a 'tag code' mark - please note that Customers must include the 'excess poly' to the area below (i.e. add a maximum of 20mm to each edge)

1a. Starts in from the bottom right hand edge and 33mm up from the bottom edge

1b. Is 110mm long and 30mm high.

and

2a. Starts from the top left hand edge and 33mm down from the top left edge

2b. Is 110mm long and 30mm deep.

See Figures 50 -53

Appendix E: Unwrapped Specification

1. Introduction

It is possible for us sometimes to accept Access 1400 Mailing Items (including when used in conjunction with Responsible Mail and Advertising Mail) without wrapping or envelopes. This option is not available for any other Access service

2. Presentation requirements

The conditions which apply to acceptance of mail, presented in this way are stated here.

Your Access Account Director will ensure that you are aware of the additional presentation requirements.

All unwrapped Mailing Items must be included in the 7 day and 24 hour pre-notifications and in the 06:30am docket upload as per [Section 11:](#)

- You must apply the correct final bag label to each bag or bundle
- Large Letters must be bundled when presented in bags
- Large Letters must be loose when presented in ALPS
- If the mail is presented in bundles without bags the bundles must be crossed strapped or alternatively wrapped in polywrap of 30 microns and the posting must also meet the requirements outlined in [Appendix F](#) 'Strapped Bundle/Un-Bagged.
- For bundles held together by polywrap the bundle label must comprise of a white adhesive label of comparable size to the normal bag label (12cm x 5cm), and be applied to the outside of the polywrap. The label must be applied in such a position that it obscures the Delivery Address of the item beneath the wrapping to avoid the bundle being perceived as a single item of mail.
- The minimum number of Mailing Items required per Container is as detailed in [Section 6.1.1](#)
- No item in a posting may be more than 324mm x 458mm or less than 125mm x 176mm in size
- Mailing Items will be priced according to format as detailed in [Section 5](#)
- Each Mailing Item is to be pre-addressed on the cover, in a position to be agreed with their Access Account Director
- Each Mailing Items must have an approved Access Indicia as a method of postage payment. (Please see [Section 3](#) for more detail)
- The address area on each Mailing Item should, only include the Delivery Address and may also include the Return Address, be white, buff or of pale colour and at least 76mm x 127mm
- All pages of each mailing item in the unwrapped Posting must be of the same size and fixed together by staples or other means; loose inserts are not allowed. The exception to this is the fact that the facing cover of the item may be a smaller size – e.g. either half the length or the width of the rest of the item. This is providing that:
 - It is securely affixed to spine of the item
 - The address and Indicia layout meets specification
- Where bag label information has been printed on, the item it must meets the current requirements in terms of layout and design:
 - The address and Access Indicia are clearly visible
- We will destroy any Mailing Items that are undeliverable through lack of address particulars or because the address covers have become torn in transit.
- We cannot give any assurance on redirected unwrapped Mailing Items
- We cannot accept responsibility for damage in transit for these unwrapped postings and any recipient complaints will be referred to the sender.

Appendix F: Strapped Bundle/Un-bagged Specification

1. Presentation

You must post at least 4,000 Mailing Items to present Mailing Items as strapped bundled/unbagged. Your Access Account Director will make sure you are aware of the presentation requirements.

All strapped bundled Mailing Items must be included in the 7 Working Day rolling and 24 hour pre-notifications and in the 06:30am docket upload as per [section 11](#).

2. Presentational Requirements

The dimensions of the Mailing Item must fall between 125mm x 176mm and 324mm x 458mm

Mailing Items will be priced according to format as detailed in [Section 5](#).

The number of Mailing Items within each bundle must be maximised and comply with maximum bundle weight limits. An Under Volume bundle is a bundle that does not contain the minimum number of Mailing Items in each weight step as defined in [Section 6](#). Under Volume bundles will be charged in accordance with [Section 6](#).

Bundles must be either:

- Securely double strapped i.e. each bundle must be cross strapped, both lengthways and widthways. This additional strapping serves the same purpose as bags and helps protect the bundles whilst in transit
- Wrapped with polywrap (30 microns).

Postings that include bundles that are not strapped securely will be returned or subject to price adjustment. It is your responsibility to safeguard the hygiene of mail presented for posting – e.g. mail is free of moisture, clean and undamaged. The tension of any strapping applied to bundles should be such that there is no damage to the mailpiece and that the edges of the mailpiece are not damaged in any way when the strapping is removed and the edges of the mailpiece are not torn or turned up.

When items are of a single uniform thickness across the whole width and length of the item, they must be faced and bundled the same direction.

Where bulky Mailing Items are not of a single uniform thickness across the whole width and length, items must be bundled in such a way that the bundle is level and squared off at the ends. If an item is thicker at one end, the items should be counter stacked with the top half of the bundle turned the opposite way to the bottom half. Address must still be facing upwards.

Elastic bands must not be used for holding bundles together. You are required to present bundles either brick stacked or column stacked in Containers.

3. Weight Limits

Bundles must not exceed the following weights:

- 6.4kg. each bundle must be stacked safely and securely in each York container.
- Individual Mailing Items with a weight up to 100gms, or flimsy in construction, must have a bundle height of at least 15cm to maintain rigidity and efficiency when being handled
- The volume of items in each bundle must be maximised to ensure the minimum total number of bundles are presented for a single mailing, subject to sortation requirements, e.g. it is not acceptable to present 2 bundles for the same SSC each weighing 3KG, in this instance a single bundle of 6KG should be presented.

4. Labelling

Each bundle must be labelled as follows:

- unique bundle ID number
- UCID
- format
- your name or Access Licence Number

- customer type – DSA for operator access and CDA for customer direct access Customers, and AGY for Large Agency Customers
- destination Office – Mail Centre name
- selection Name – name of the Selection as listed in the Access Selection Files
- Access Selection Files SSC

For bundles held together with strapping, the label may comprise a simple carrier on top of the bundle and held in place by the strapping. You or your Customer will provide these labels, which should be placed in the top right corner of the bundle and which may correspond to the dimensions of the items being posted, but must be at least 125mm x 176mm , and the text will be large enough to be highly visible (recommended 18 point or above).

Where strappex has been used to hold the bundle together it is preferred that the Delivery Address is fully obscured on the top Mailing Item. This allows the bundle label to be applied through or across the strappex if desired.

For bundles held together with polywrap the label should comprise a white adhesive label, of comparable size to the normal bag label (12cm x 5cm), applied to the outside of the polywrap. The label should be applied in such a position that it obscures the Delivery Address of the item beneath the wrapping to avoid the bundle being perceived as a single Mailing Item.

Standard bag labels may only be used if they can be affixed securely to the top of the bundle and it can be assured that the label will remain on the top of the bundle during transport. (Attaching labels to the strapping with bag ties is NOT acceptable for Health and Safety reasons unless the loose end of the bag tie has been clipped.) It is not allowed to place loose labels under strapping.

5. Printing labels onto items for unbagged mailings

Where you wish to print labels directly onto items, or the top item of a bundle the following requirements apply to Mailing Items of the following sizes:

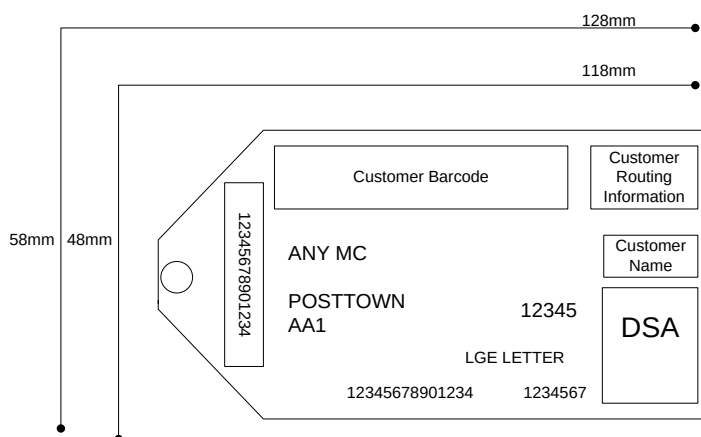
- Letters: minimum size of 229mm long, 165mm high and 1mm thick. i.e. C5 envelope format
- Large Letters: maximum size of 353mm x 250mm x 25mm thick.

The label content must meet the standard labelling requirements in all aspects i.e. size, content, element positioning, and formatting. The only difference from the standard requirements is that it is permitted to print the label details on the item or item enclosure.

A label outline border must not be printed around the label.

A 5mm clear zone must be provided around the 'label area'. Consequently, an area of 128mm by 58mm is required for the label and its clear zone as illustrated.

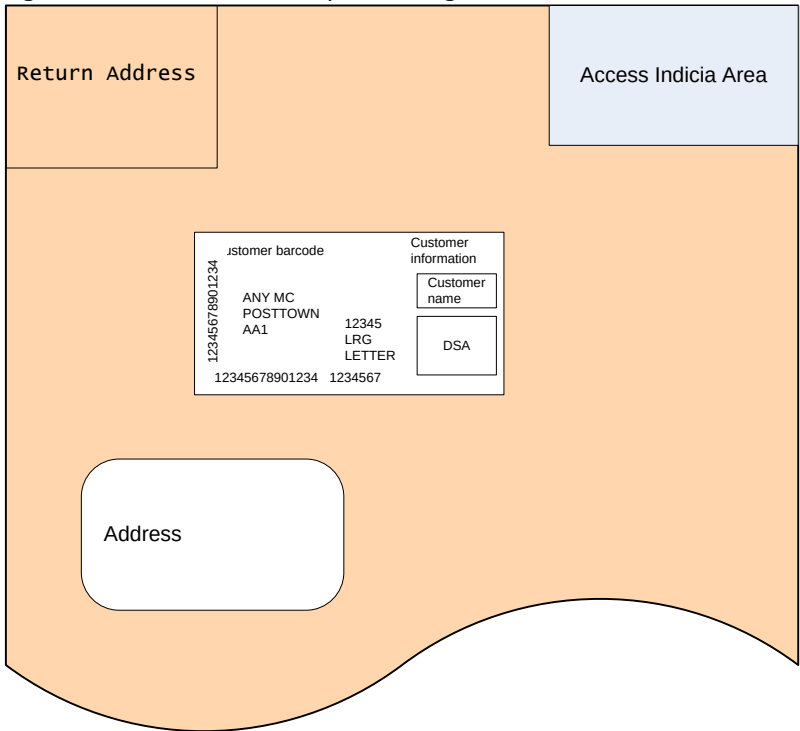
Figure 58: CFL requirements



The 'label' must be printed on a white background and in an area free from other printing.

The label must be positioned above and to the left of the Delivery Address Block and, where the Return Address is on the front of the item, below the Return Address Block, please see Figure 59.

Figure 59: Return address positioning



Where the bundles of a mailing are polywrapped, the current requirement to obscure the Delivery Address of the top Mailing Item with a carrier sheet/adhesive label over it remains. This is to ensure that the bundle is split before delivery and that all items do not go to a single address. However, where bundles have been strapped, it is not mandatory to cover the top Delivery Address providing that the above labelling requirements are met.

It is preferred that only the Access Indicum, Delivery Address Block, Return Address Block and the label should be visible on the face of the mailpiece but this is not a mandatory requirement.

Please note: Mailing Items to Jersey (JE) and Guernsey (GY), are excluded from being presented as strapped bundles for security and handling safety and must be presented in bags in accordance with [Section 6.4](#)

Appendix G: Using Optical Character Recognition (OCR)

1. Introduction

This technical specification defines the features of a mail piece eligible for the OCR service. Any feature of a mail piece design that does not comply with this specification is not permitted unless it has been tested and approved by us prior to posting.

This specification is in essence the standard for 'normal' paper, and – unless you use an unusual type of paper – your items will probably comply. Issues such as colour, design and layout of items are covered later in this Appendix. During design, printing and enclosing, you should take into account the various tolerances associated with these processes to ensure that every mail piece within your mailing adheres to these requirements.

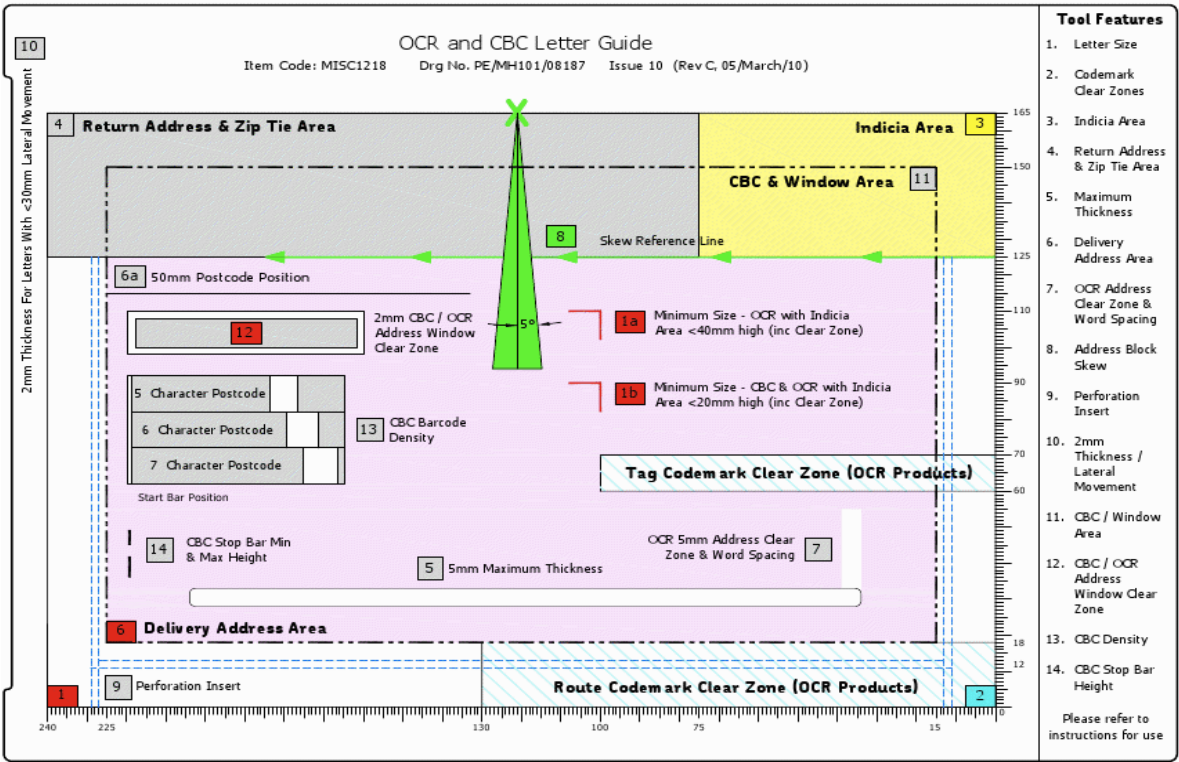
OCR mail is processed by machines which operate at high speeds. These machines integrate stacker feeder systems, belts and pulleys to process and sort the mail through its journey prior to delivery. The sorting process requires mail pieces to be presented and processed through different machines on several occasions (as many as five or six times) so it is necessary that each mail piece is within the physical and material parameters of the specification so it achieves efficient processing with no damage to the machine or mail piece.

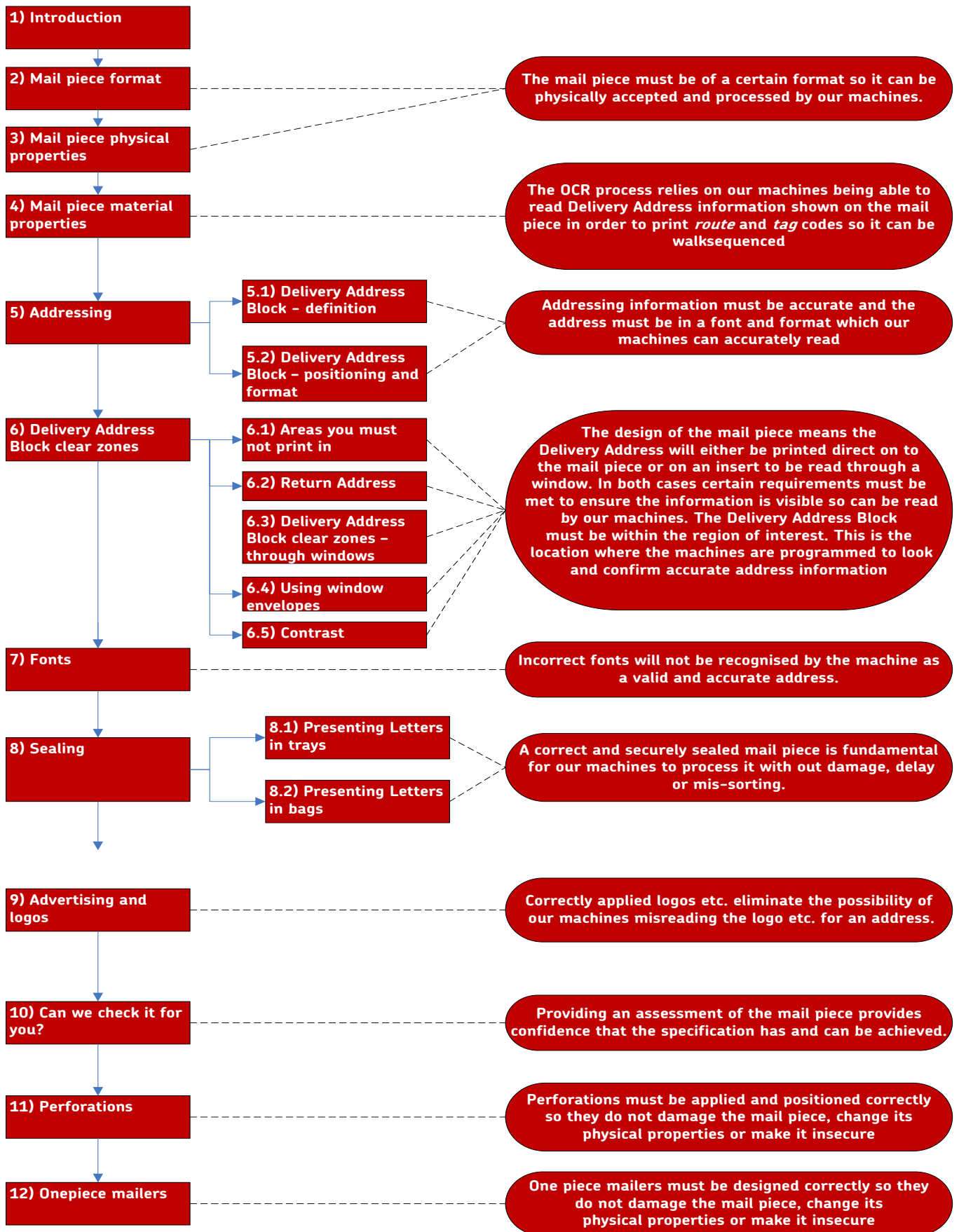
This Appendix has been broken in to Sections representing the key stages of mail piece creation with each Section setting out the specification requirements. The flow chart on the next page is designed to provide a high level summary of order and content of these processes with additional explanatory information to help understand why specific attributes are required.

J tools and supporting guidelines are provided free of charge and should be used to quality check mail pieces through design and production stages.



Figure 60: OCR J tool



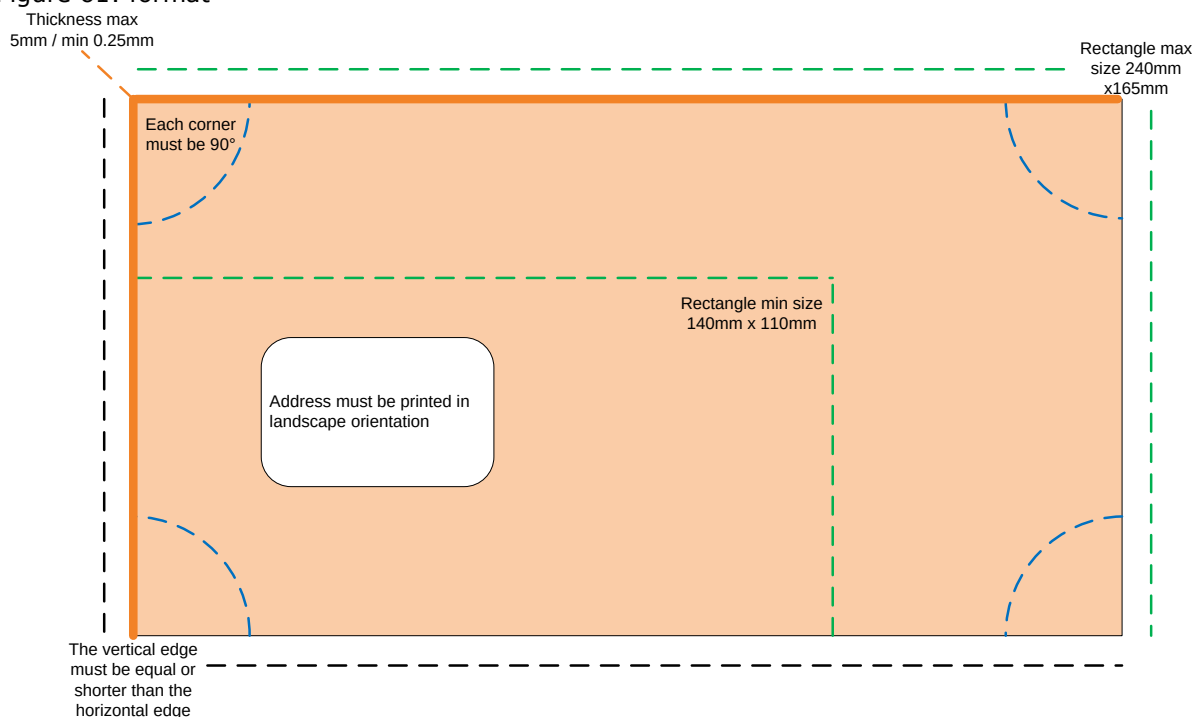


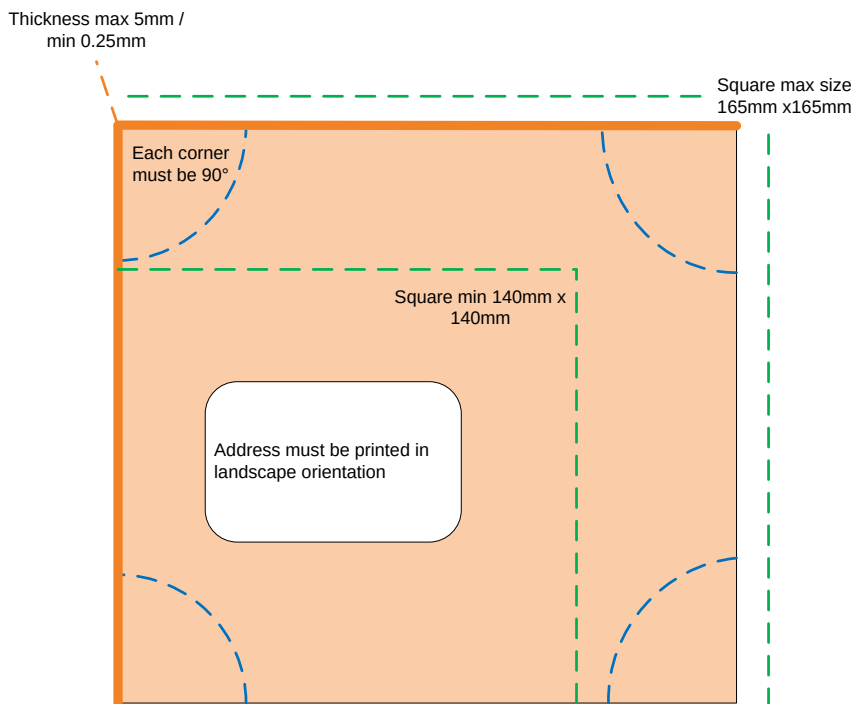
2. Mail piece format

What kind of items you can send? For Mailing Items to comply with OCR, each mail piece must comply with a range of physical parameters.

Mail piece format	Physical requirements
Size	Rectangular items: - Maximum size 240mm x 165mm (C5+) - Minimum size 140mm x 110mm Square items: - Maximum size 165mm x 165mm - Minimum size 140mm x 140mm
Weight	Maximum 100g
Thickness	- Maximum 5mm - Minimum 0.25mm
Shape	- Rectangular (oblong) or square - All four sides must be straight - Each corner must be 90° - The vertical edge must be equal to or shorter than the horizontal edge - Items printed in 'portrait' format are not allowed

Figure 61: format





3. Mail piece physical properties

3.1. Flexibility

Mailing Items must be flexible enough to be capable of being processed in our sorting machines without damage to the machine, the Mail Item or other Mailing Items. Each Mailing Item must, therefore, be capable of being transported around a pulley with a radius of 140mm with a maximum force of 26 Newtons. Items that are too stiff will not be able to meet this requirement, as shown in Figure 63.

Figure 62: Flexibility test - pass

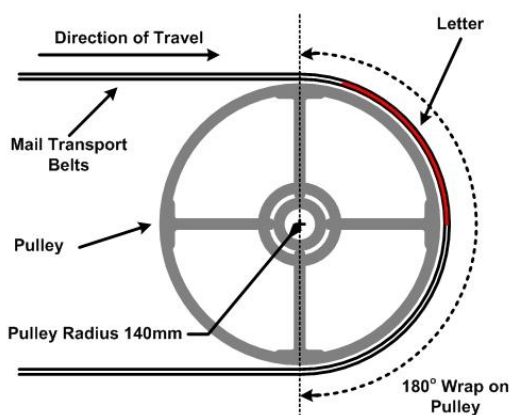
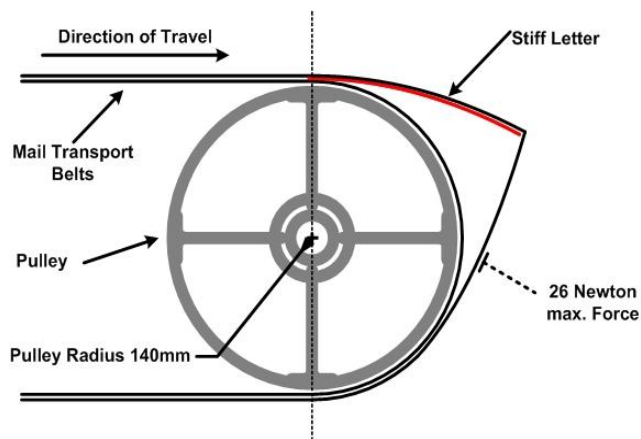


Figure 63: Flexibility test - fail



3.2. Inserts

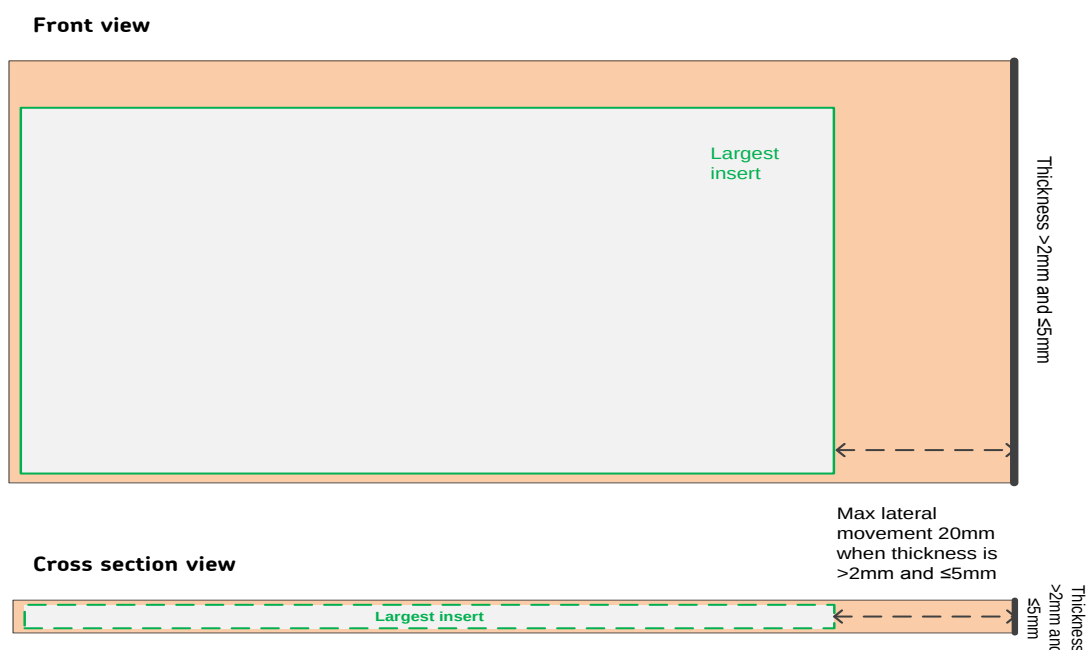
An insert is defined as anything that is inserted or enclosed into a mail piece. Items such as pens, keys gifts etc. that are inserted in mail pieces must not alter the properties of the mail piece such that the mail piece falls outside of the OCR automation requirements. Typically the significant factors affected are stiffness, thickness, and insert movement.

For any insert other than paper contents, you must make sure they are fixed in position so they do not move around during processing. You can use glue or self- adhesive tabs to fix any inserts
 No metallic items should be contained within the mail piece with the following exceptions:
 staples maximum size 24mm by 6mm
 paper clips maximum size of 23mm length

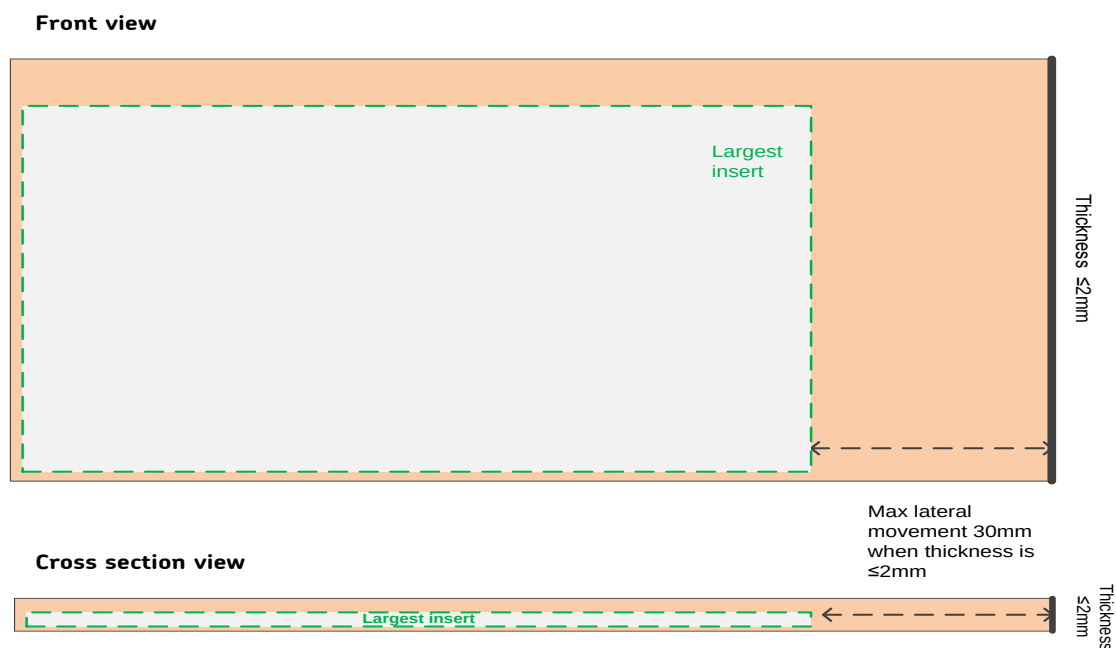
3.3. Lateral movement

The maximum amount of lateral movement of the largest insert within the envelope must not exceed 20mm.

Figure 64: Lateral movement



Where the overall total mail piece thickness does not exceed 2mm, the maximum allowable largest insert movement is 30mm.



4. Mail piece material properties

Paperweight – grammes square meter (gsm)

Envelopes: 70gsm minimum.

Postcards: 200gsm minimum with a minimum thickness of 0.25mm thick

Material

Envelopes must be paper based; you must not use polythene, plastic or transparent items, or aperture envelopes (i.e. windows envelopes without a film)

Opacity

The paper on which the address is printed on must be equal to or more than 85% opaque to prevent any character on the reverse side showing through.

Porosity

Porosity value less than 700ml/minute.

Absorbency

Absorbency value required 15-35gsm of water in one minute.

Paper colour

The most suitable colours for your mail pieces are white, cream or buff. Other colours are possible so long as they are light or pastel shades and contrast by at least 50% (55% where the address is read through a window) in tone with the address. Use of red or dark colours is not allowed, as it makes it difficult for our machines to read the address or codes.

Background Reflectance (BR) and Reflective Difference (RD)

In order to provide sufficient reflectance from the mail piece material that allows sufficient light to be reflected back, a BR value of a minimum of 35% in the red region (600nm) is required. Mail pieces not meeting this requirement will appear as a block of dark grey or even black, making it impossible to identify the address on the mail item.

In order to provide sufficient contrast between the mail piece material and the printed address, the Reflective Difference between the mail piece background and the printing reflectance (PR) must be a minimum of 30%. Mail pieces not meeting this requirement will appear as block making it extremely difficult to distinguish the address from the mail piece material.

5. Addressing

5.1. Delivery Address Block – definition

The Delivery Address Block is defined as an imaginary rectangular box which surrounds the address, as illustrated in Figure 65, and touches the extremities of the text on each side. It may consist of up to 2 elements:-

1. Mailer Defined Information (MDI)⁵ reference information. This is optional and if used must be in the line immediately above the addressee.
2. The Delivery Address must be included and is comprised of the following:
 - Addressee Elements – This may include the relevant punctuation
 - Geographic address – The information in the address must correspond with the information in PAF®. Only punctuation that appears in the corresponding PAF® record may be included.

The Delivery Address element must be printed in only one type and size of font.

Figure 65: Delivery Address Block



Mailer Defined Information.

If you wish to print the MDI as part of the Delivery Address Block you may print it in a different font and different size from that used in the Delivery Address element. The data must be in a type face and may comprise of letters, numerals, punctuation marks, ideograms and symbols. Barcodes are not permitted. All spaces between all lines within the Delivery Address Block including the MDI must be the same.

5.2. Delivery Address Block – positioning and format

- All lines of the Delivery Address Block must be justified left.
- The address can appear anywhere in the pink shaded area as shown in Figure 60. It must be at least 15mm from the top, left and right edges and at least 18mm from the bottom edge.
- The extremities of the Delivery Address Block must be at least 2mm away from the edge of the label or window.
- Additionally, there must be 5mm clear zone around the Delivery Address Block that is free from text, graphics or patterns.
- Excessively skewed addresses cannot be read. OCR can only tolerate a maximum skew of plus or minus 5 degrees from the horizontal.
- All punctuation may be omitted from all parts of the Delivery Address.

⁵ The MDI does not have to be part of the Delivery Address Block; it is preferred to be elsewhere on the mail piece outside of any clear zones

- Punctuation, if included within the Delivery Address, must remain restricted to the punctuation that appears within the corresponding PAF® record. Do not use punctuation in abbreviations such as 'St' for 'Street' or 'Rd' for 'Road'.
- Punctuation may be used in the Mailer Defined Information (MDI) and/or the addressee's name or the addressee's title. For full details on allowable punctuation within a PAF® record please see PAF® Digest available from www.royalmail.com, or your Access Account Director.
- The preferred address format is where each line of the address element is on a separate line and the Postcode must be on the last line of the address. Please see [Appendix A](#), Addressing Mailing Items, for 'Elements of Address and Address Structure'. Please note that the requirement for "no other text/information on the face of the mail item that could be construed as an address" includes any areas of an insert which may appear in the window of the mail item arising from the insert movement.
- The Country name (United Kingdom, Great Britain, England, etc.) must not be used.
- The Postcode must be in capital letters and contain either one or two spaces between the two parts

6. Delivery Address Block clear zones

6.1. Areas you must not print in

You must leave the following areas clear of any markings. These areas are called 'clear zones', and are used by our machines to print and read codes on Mailing Items and locate the address. You must leave clear zones in the following areas.

- 5mm around the Delivery Address Block.
- 18mm from the bottom edge and 130 mm from the right edge. This is for Royal Mail route code marking.
- A zone 100mm from the right hand edge and 10mm high, with the zone's top edge starting 70mm from the bottom edge of the item. This is for Royal Mail tag code marking.
- The address may appear anywhere within the pink shaded Delivery Address Block Area (shown on the OCR template at Figure 60)
- No part of the address may fall within 40mm of the top of the mailpiece. However, if you cannot meet this requirement, then as long as there is no other print or graphic on the envelope that could be construed as an address, and providing the address conforms to PAF®, the Delivery Address Block may encroach in to the 40mm, clear zone as long as the last line of the Delivery Address Block is no nearer than 50mm from the top of the mailpiece.

The clear zone around the Delivery Address Block must be at least 5mm as shown in Figure 66. The Delivery Address Block must be at least 5mm away from any print or graphics. The left, right and bottom edges of the Delivery Address Block must be at least 2mm away from the window edge. Additionally, there must be 5mm clear zone between the left, right, top and bottom edges of the Delivery Address Block and any print, graphics or patterning on the envelope or any other surrounding material.

Figure 66: Delivery Address Block clear zones



6.2. Return Address

- Each Mailing Item must bear a UK Return Address
- A Return Address should go on the reverse of the Mailing Item and it must be wholly in an

area no more than 40mm from the top of the mail piece.

- It is preferred that it is positioned central from either side and be structured as left justified.
- In exceptional cases if a Return Address is on the front of the Mailing Item it must be wholly in an area no lower than 40mm from the top of the Mailing Item and no less than 75mm from the right hand edge of the envelope. This will prevent our automation equipment from sorting the mail item to the return address
- The Return Address must be identified as a Return Address and it is recommended that the
- Return Address be preceded by the words 'Return Address';
- The Return Address must be a valid PAF® address; and
- It is recommended that the font and point size used are either 'Lucida Console' or 'Letter Gothic' fonts of 10-12pt

6.3. Delivery Address Block clear zones – through windows

When window envelopes are used, the total clearance around the Delivery Address Block remains unchanged at or more than 5mm, but this may consist of clear zones both within the window and on the envelope. Figure 67 shows how the 5mm zone can be constructed.

Figure 67: Delivery Address Block clear zones



There must be a minimum of at least 2mm between the left, right, and bottom edge of the Delivery Address Block and window edge. No clear zone is required within the window above the Delivery Address Block, but the Delivery Address, must always be visible.

We recommend the addressee details remain in view but we will accept the addressee details tapping right up to the edge of the window or they can tap out partially or wholly to the top of the right providing that the remainder of the Delivery Address remains wholly visible.

Where a MDI is printed as the top line of the Delivery Address Block the MDI may tap cleanly and completely out of the window providing that the remainder of the Delivery Address Block remains completely visible. These requirements apply at all times including after the Mailing Item is tapped on any of its four edges to induce maximum insert movement.

The remaining clear zone requirements may be met through the provision of clear zones on the envelope i.e. a clear zone which is free of print, graphics or patterning of at least 3mm to the left, right, and bottom of the Delivery Address Block; and a clear zone of at least 5mm on the envelope above the Delivery Address Block.

6.4. Using window envelopes

Windows may be included on envelopes for a variety of reasons so it is necessary to ensure that the inclusion of a window(s) does not physically impact the mail piece in such a way that may prevent our machines from processing it. The following window options only are permitted:

Option to have a window on the front	Option to have a window on the back	Example of use	Requirements
✓		The address is read through the window	See Section 6.4.1
	✓	The address is printed on the front of the envelope and the window on the back is used for non-address information.	See Section 6.4.2
✓	✓	The address is read through the window on the front and the window on the back is used for non-address information	See Section 6.4.3

The front face is defined as the side containing the indicia and the Delivery Address

6.4.1. Address is read through a window

If you intend your address to be read through a window, please follow these requirements:

- Windows must be rectangular in shape, and each corner of the aperture must be radiused
- The window must not interfere with the clear zones for our route and tag codes. (Please see Figure 60)
- The window position must be at least 15mm from the top, left and right edges of the envelope, and at least 18mm from its bottom edge.
- The maximum gloss value of the window material must be equal to or less than 150 when measured at 60° in accordance with ASTM 2457 Standard test method for specula gloss of plastic films.
- The window haze should be equal to or less than 75% in accordance with ASTM D1003-00 Standard test method for haze of plastic films.
- The window envelope material must be robust enough not to become deformed and fixed to the envelope evenly across the surface area it is in contact with.
- The item inside the envelope must fit securely, and not move around. The Delivery Address must always be fully visible with a 5mm clear zone around the Delivery Address Block at all times which is free from text, graphics or patterning.
- The number of windows on a single mail item must not exceed two.
- The windows must not exceed 50% of the surface area for one face of the mail item and must appear on the front of the mail item (the same side as the address). The windows must not infringe on any of the clear zones on the Mailing Item (Please see Figure 60 OCR template)

6.4.2. Addresses printed direct on to the mail piece

If you intend your address to be printed on the front of the envelope and include a window on the reverse for non-address information please follow these requirements:

- Only one window is permitted.
- The window must not exceed 50% of the surface area
- The window envelope material must be robust enough not to become deformed and fixed to the envelope evenly across the surface area it is in contact with.

6.4.3. Windows on front and back of envelopes

Envelopes with a window on each side, one on the front and one on the back can only be used if the following requirements are met:

Mail piece Physical Properties:

- Minimum mail piece length is 212mm (maximum is 240mm)
- Maximum thickness 1mm
- Paper inserts only
- Maximum weight 20g

Window Properties

- The window on the front face must be rectangular with a maximum size of 90mm length and 45mm height. It must be positioned so it does not interfere with any required route and tag clear zone. The window on the back must be circular with a maximum diameter of 48mm. The perimeter of the window must be 31mm ± 2mm from the bottom of the envelope and centred along the long edge.

6.5. Contrast

Printing

The address must be darker than the paper. For example don't print the address in white ink on dark paper. Please do not print text behind the address, as our machines cannot read against it. There must be a minimum of 50% contrast ratio (55% for addresses behind windows) between the print of the address and the background.

Background

Printing or embossing of security backgrounds, if essential, should be faint, of uniform consistency and be on the inside of the envelope. The contrast factor must not be greater than 10%.

7. Fonts - which Typeface to Use?

Using Optical Character Recognition – OCR – enables you to print your addresses in a typeface that our sorting machines are able to read, by breaking each line down into separate characters or words and looking for vertical white paths between them.

However, in order for OCR to function properly, only certain fonts can be used and print quality must be of a certain standard. For example, using typefaces that are more unevenly spaced than others (or printing labels on a printer where the ink is running low) may cause the item to be rejected and may mean it is sorted manually– which can cause delay and how much you are charged.

There are a variety of fonts you can use, though we would recommend using one from the list shown wherever possible. We would also recommend you regularly check the quality of your print output for clarity. If you have any doubts on either of these requirements, please contact your Access Account Director.

Fonts	
Addressing in title case is preferred (with the Postcode always in capitals) The ampersand character may be used All fonts can be in 10pt-12pt	
Acceptable Non-Proportionally Spaced Fonts	Acceptable Proportionally Spaced Fonts
Courier	Arial
Courier New	Avant Garde
Letter Gothic	Calibri
Lucida Console	Estrangelo Edessa
Lucida Sans Typewriter	Eurostile
OCR B	Frankfurt Gothic
Word Gothic	Franklin Gothic (Book)
	Gautami
	Geneva
	Gill Sans
	Helvetica
	Latha
	Lucida Sans

	Mangal
	News Gothic MT
	Univers
	Optima
	Ravi
	Shruti
	Trebuchet MS
	Tunga
	Univers
	Verdana

Typefaces with the following characteristics are also suitable:

Size – Height: 2mm min - 7mm max. Width: 7mm max.

Dimension – minimum ratio of lower case height (b) to upper case height (a) of between 2:3 and 3:4.

A ratio of width (c) to height (a) of approximately 2:3.



Consistency – each and every line of the Delivery Address (including the addressee's name) must be in the same typeface and point size.

Quality – characters must be complete, clear, uniform and of high resolution, with individual stroke thickness of between 8% and 16% of the height of the character.

Contrast – there should be a contrast between the characters and the background on which they are printed of at least 50% (55% if it is to be read through a window).

Character spacing – there should be a fixed pitch of between 10 and 12 characters per inch (or between 15 and 10 point size), with clear vertical gaps of at least 0.25mm between the extremities of adjacent characters. If you are using proportionally spaced text, please ensure you keep spacing of at least +0.75, as this significantly improves the rate at which addresses can be read.

Line spacing – allow uniform spacing between all lines of the address, of between 1mm and 4mm (measured from descender to ascender). There should be no blank lines.

Please note; OCR machines can read anything up to 64 characters per line (including spaces). OCR cannot recognise computer zero (Ø). Script type or italic typefaces also cannot be read.

Things to avoid

The following are typical problems, which can prevent your mail from being processed by an OCR machine.

Characters with incorrect proportions



Quality of characters – which are poorly printed or defined, either because they have been printed by low quality printers or low resolution dot matrix printers, or because the printer needs maintenance (e.g. worn ribbon, low on toner/ink etc.).



Characters with poor outlines – fuzzy or blurred, or strokes which are incomplete, broken or smeared, for any of the above reasons.

Close character spacing – characters which touch adjacent characters, whether on the same line or those from above or below.



Proportionally or unevenly spaced text – characters or words that have too much space between them the spacing between words must be less than 5mm.



Typeface styles – bold, italic, inclined graphic, pseudo-script or handwriting limitations. Typefaces with excessive serifs, which touch or overlap adjacent characters or serifs. Generally, sans-serif fonts are preferable to serif fonts.



Print contrast – printing white type on a black background or similar, or combinations of colours such as black print on a strong red background

8. Sealing

All items must be securely sealed on all sides, taking care to avoid too much gum. Envelope flaps may fold either to the back or front of the mailpiece. If the flap folds to the front (address side) of the mailpiece, the edge of the flap must not fall within the clear zones required for route and tag codes.

- You must not use metal clips or staples.
- The items must be sealed on all sides securely and continuously

One Piece Mailers are permitted, please contact your Access Account Director for the full specification.

8.1. Sealing Tolerances

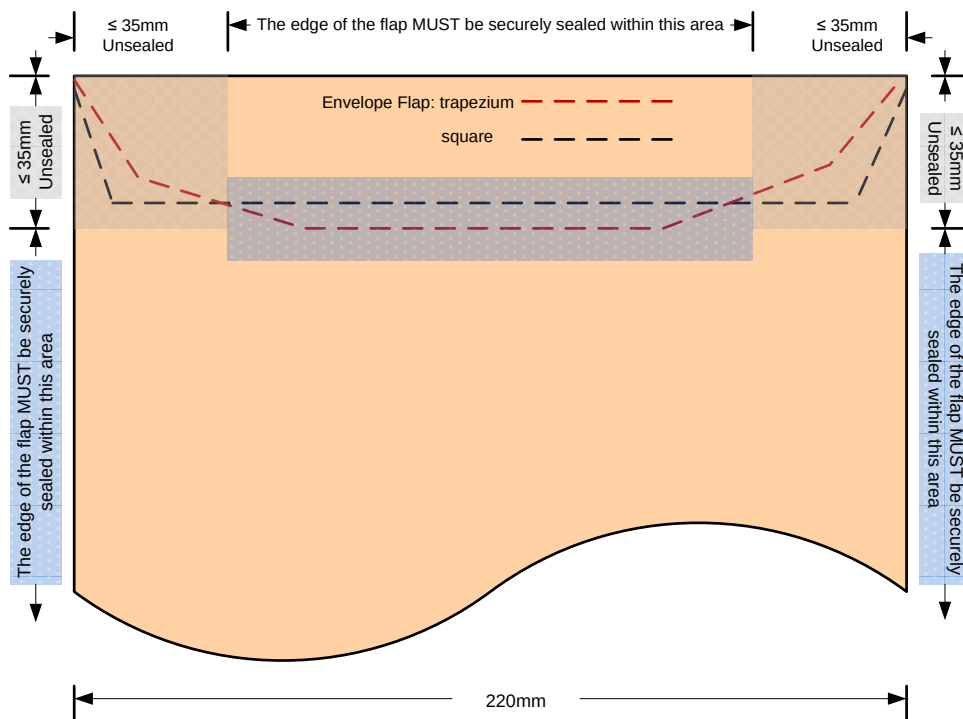
Opening Flaps must be sealed as far along the edge as possible. All remaining edges must be sealed.

8.1.1. Letters presented in trays

For DL and C5 Letters with rectangular or trapezium shaped opening flaps presented in trays only, there is a maximum tolerance of up to 35mm from the left and right edges and 35mm from the top edge (as illustrated in Figure 68) where the flaps do not have to be sealed⁶

Figure 68: Sealing for mail in trays

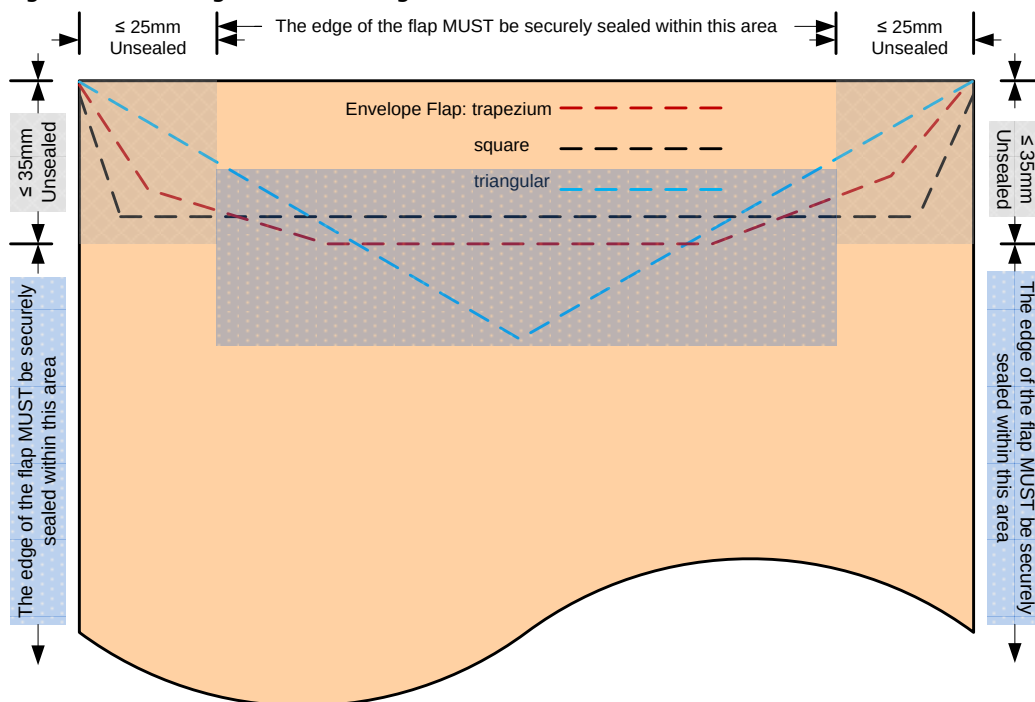
⁶ An envelope manufacturing tolerance of 2mm is permitted i.e. the minimum Letter length here is 218mm



8.1.2. Letters presented in bags

For all other Letter sizes there is a maximum tolerance of up to 25mm from the left and right edges and 35mm from the top edge (as illustrated in Figure 69) where the flaps do not have to be sealed.

Figure 69: Sealing for mail in bags



9. Advertising, logos and other devices

These can be used so long as they do not fall into any of the clear zones. They must not look like an address or a barcode

10. Can we check it for you?

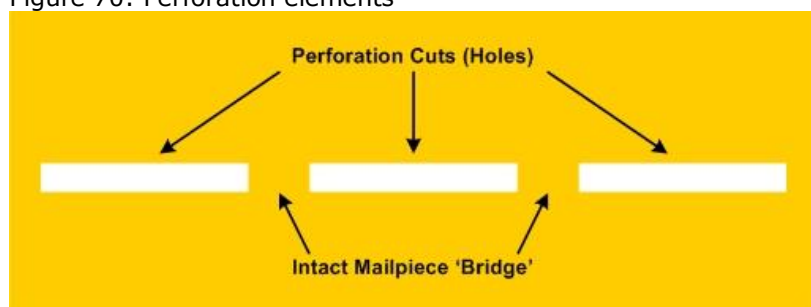
Once you have passed the Quality Assurance process, if you are unsure whether a particular mailpiece complies with all the conditions, why not send us a sample in advance. We will advise you of any problems, and suggest ways of redesigning it. Please contact your Access Account Director.

11. Perforations

Perforations are defined as a series of holes in a mailpiece to make opening easy. The “cut” is the hole and the “bridge” is the paper that is left intact and subsequently torn when the mailpiece is opened

Roulette and Zip Tie perforations are acceptable, and requirements for these perforations types are provided in the following Section. Please see Figure 70 for elements of a perforation.

Figure 70: Perforation elements

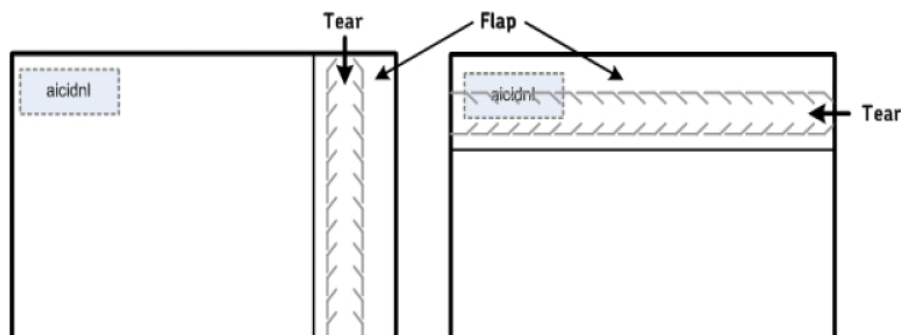


11.1. Zip Tie Perforations

Zip Tie perforations are acceptable subject to the following requirements:

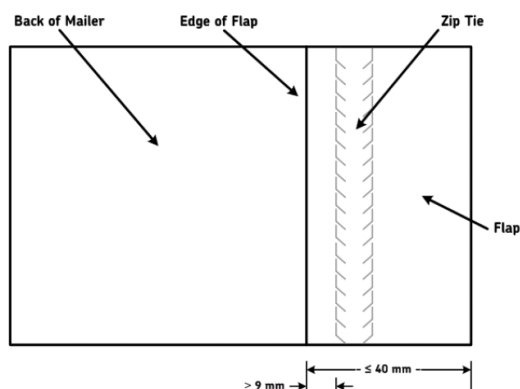
- Only one Zip Tie is permitted on each mailpiece
- The Zip Tie must be die cut into the mailpiece;
- The paper weight for the mailpiece must be ≥ 150 gsm;
- The mailpiece must be presented in landscape orientation only;
- The Zip Tie must always be placed on the back of the mailpiece;
- The Zip Tie may be positioned either horizontally or vertically, but the 'Tear' direction of the Tie is dependent upon the orientation of the mailer. Figure 71 illustrates the back of a landscape orientation mailpiece, the orientation and 'Tear' directional requirements (the relative position of the Access Indicia on the front of the mailpiece being illustrated);

Figure 71: Zip tie orientation



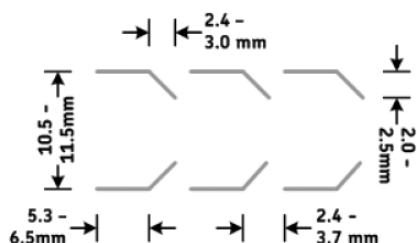
- The Zip Tie must be located on a flap that is ≤ 40 mm wide as illustrated in Figure 72;
- The Zip Tie must be positioned ≥ 9 mm from the edge of the flap as illustrated in Figure 72;

Figure 72: Zip tie envelope flap



- The dimensional requirements for the cut of the Zip Tie are provided in Figure 73 below;

Figure 73: Zip tie dimensions



- All cuts and bridges must be of uniform size;
- The cuts must be rectangular in shape and have a width of $\leq 0.1 \text{ mm}$;
- The glue used to seal the flap must not run out onto the outside of the mail item or produce protruding mounds on the mail item;
- The glue must be fully cured prior to presentation to us;
- The tensile strength of the glue must be $\geq 4.5 \text{ N}$ and fibre tear must be exhibited on separation.

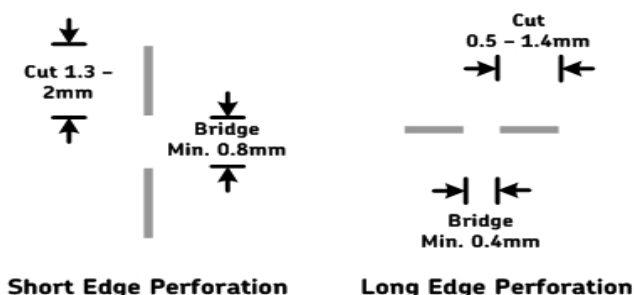
11.2. Roulette Perforations

Acceptable requirements for Roulette perforations are as follows:

- The perforations must be die cut into the mailpiece;
- The minimum paper weight must be $\geq 100 \text{ gsm}$;
- The mailpiece must be in landscape orientation only;
- Perforations can only be present on any 3 sides, with only one of those sides being either of the longest sides;
- The perforations must be inset from the edge of the mailpiece by $12 \pm 1 \text{ mm}$;
- The cut of the short side perforations must be set at 1.3– 2mm and with a bridge of $\geq 0.8 \text{ mm}$ as illustrated in Figure 74. All cuts and bridges must be of uniform size;
- The cut of the long side perforations must be set at 0.5 – 1.4mm and with a bridge of $\geq 0.4 \text{ mm}$ as illustrated in Figure 74. All cuts and bridges must be of uniform size;
- The cuts must be rectangular in shape and have a width of $\leq 0.1 \text{ mm}$;
- The short side perforations must extend from the edge of the envelope;
- The long side perforations must not extend beyond the short side perforations;
- The indicia must not be printed over the perforations;
- No other colour must be visible through the perforations in the Tag and Route Codemark Clear Zones;
- The perforated edges must be securely sealed all round from the perforation to the letter edges;
- The glue must not run out onto the outside of the mail item or produce protruding mounds on the mail item;
- The glue must be fully cured prior to presentation of the mailing to us;

- The tensile strength of the glue must be $\geq 4.5\text{N}$ and fibre tear must be exhibited on separation.

Figure 74: Perforation dimensions



11.3. Pressure seal envelopes incorporating Roulette Perforations

A Pressure Seal Envelope is a single sheet of paper which has been folded either two or three times to make a DL or C5 size mailpiece. The short sides need to be sealed and are opened by means of a standard perforation. One long side has to be a fold, the other will be sealed and have effectively a 'double' perforation to allow the item to be fully opened. The short sides have perforations through all layers of the letter (there will be 3 layers of paper for DL or 2 layers of paper for C5 size mailpieces). The long side has a Roulette perforation that does not go through to the front of the mailpiece. The item is opened by removing the short edge perforated strips first and then tearing back the tear off strip on the reverse.

Design & general requirements:

- The item is produced from a single sheet of paper
- Inserts are not permitted
- DL design must be $> 100\text{gsm}$ (3 ply)
- C5 design must be $> 150\text{gsm}$ (2 ply)
- Landscape permitted
- Perforations to be on both short sides
- The Roulette Tear strip to be on the back of the letter
- The longest edge from the indicia must be a fold (bottom edge for Landscape, left side for portrait)

Perforated strip (short edges):

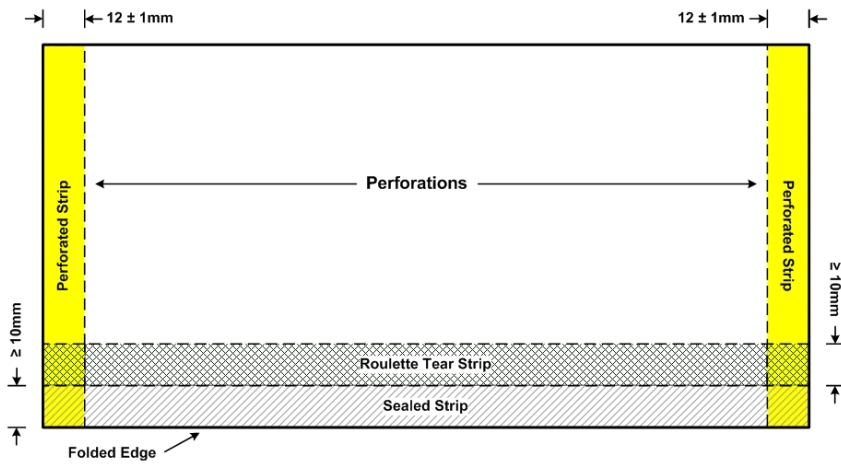
- The cut of the Perforated Strip perforations must be set at 1.3mm – 2mm and with a bridge of $\geq 0.8\text{mm}$
- The cuts must be rectangular in shape and have a width of $\leq 0.1\text{mm}$.

Perforated strip (long edge on reverse):

- Only one Roulette Tear strip is permitted on each letter
- It must be die cut into the letter
- It must be placed on the back of the letter (i.e. the side which does not have the Delivery Address and PPI) and must run parallel to the long edge
- It must be $> 10\text{mm}$ from the long edge of the letter & must be $> 10\text{mm}$ wide
- The cut must be set at $< 3.3\text{mm}$ and with a bridge of $> 0.6\text{mm}$ as illustrated in Figure 75 below.
- Each cut must be of uniform size
- Each bridge must be of uniform size
- The cuts must be rectangular in shape and have a width of $< 0.1\text{mm}$.
- The 'long' perforation may extend into the 'short' side perforations. If this occurs, it must be securely sealed i.e. the strips totally sealed along their length.
- The edge between the tear strip and the edge of the letter must be securely sealed along its entire length
- Sealing adhesive to be < 80 microns thick
- The glue must not run outside the mail item or produce protruding mounds
- Glue to be fully cured before the mail is presented to us

- Tensile strength of the glue must be $> 4.5\text{N}$ and fibre tear must be exhibited upon separation

Figure 75: Pressure seal envelopes



12. Single sheet mailer

Please contact your Access Account Director to discuss the design and construction requirements for mailers created from a single sheet of paper.

Appendix H: Using Customer Bar Coding (CBC)

1. Introduction

This technical specification defines the features of a mail piece eligible for the CBC service. Any feature of a mail piece design that does not comply with this specification is not permitted unless it has been tested and approved by us prior to posting.

This specification is in essence the standard for 'normal' paper, and – unless you use an unusual type of paper – your items will probably comply. Issues such as colour, design and layout of items are covered later in this Appendix. During design, printing and enclosing, you should take into account the various tolerances associated with these processes to ensure that every mail piece within your mailing adheres to these requirements.

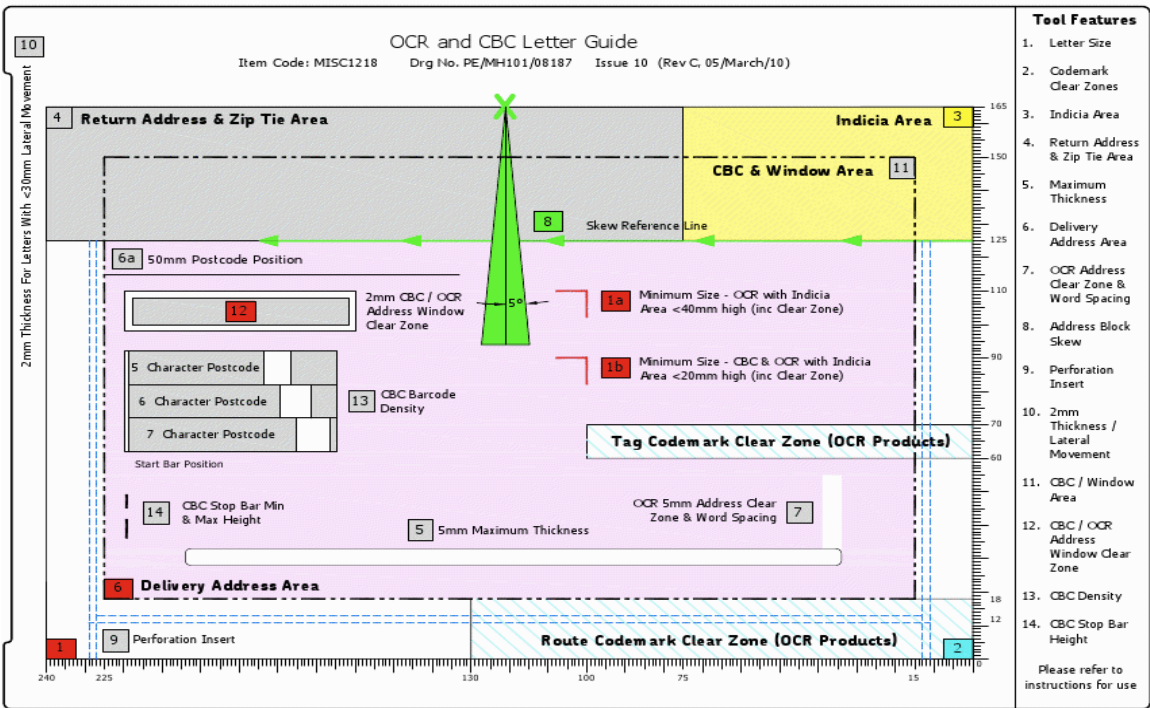
CBC mail is processed by machines which operate at high speeds. These machines integrate stacker feeder systems, belts and pulleys to process and sort the mail through its journey prior to delivery. The sorting process requires mail pieces to be presented and processed through different machines on several occasions (as many as five or six times) so it is necessary that each mail piece is within the physical and material parameters of the specification so it achieves efficient processing with no damage to the machine or mail piece.

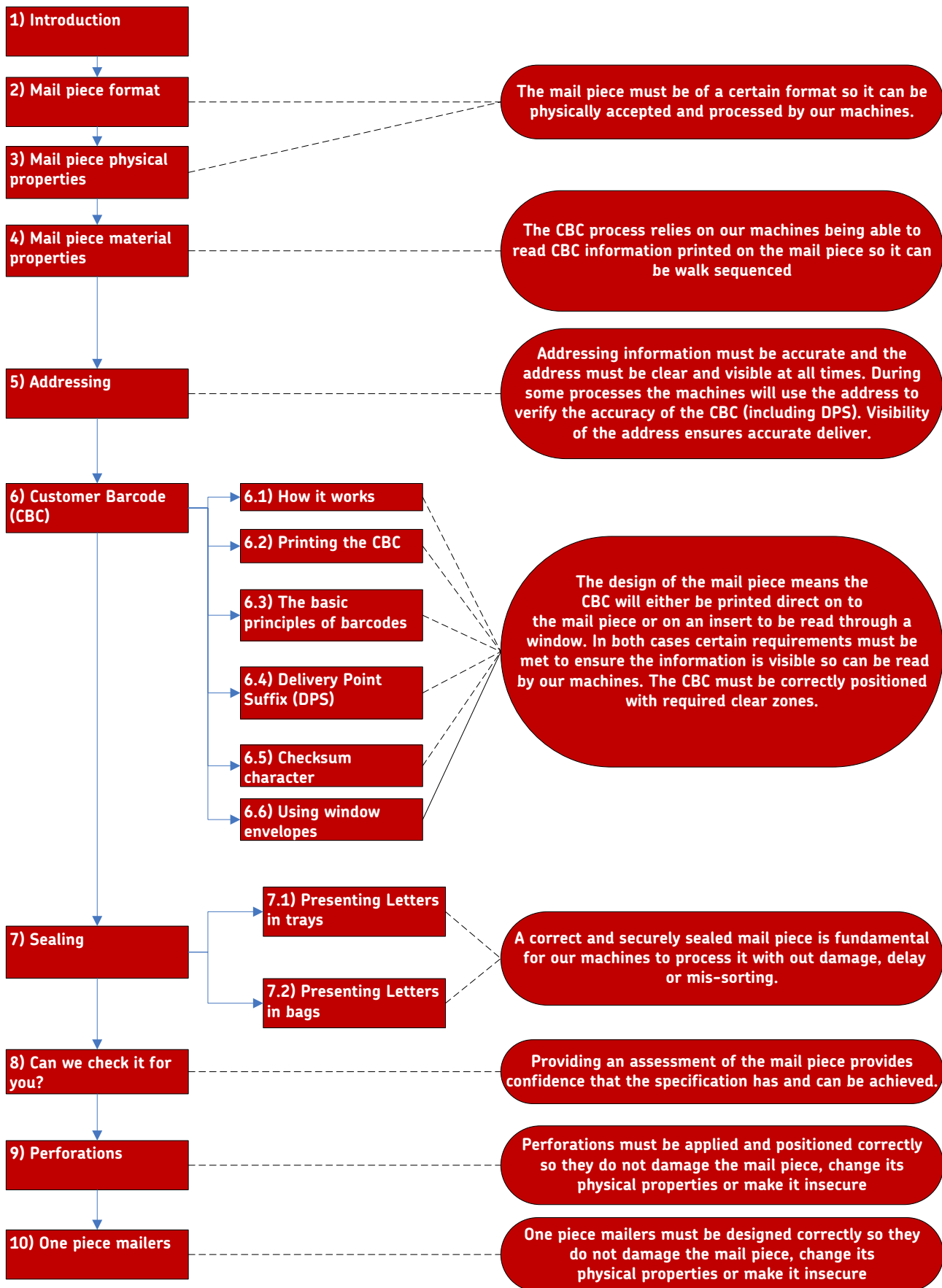
This Appendix has been broken in to Sections representing the key stages for mail piece creation with each Section setting out the specification requirements. The following flow chart is designed to provide a high level summary of order and content of these processes with additional explanatory information to help understand why specific attributes are required.

J tools and supporting guidelines are provided free of charge and should be used to quality check mail pieces through design and production stages.



Figure 76: CBC J tool



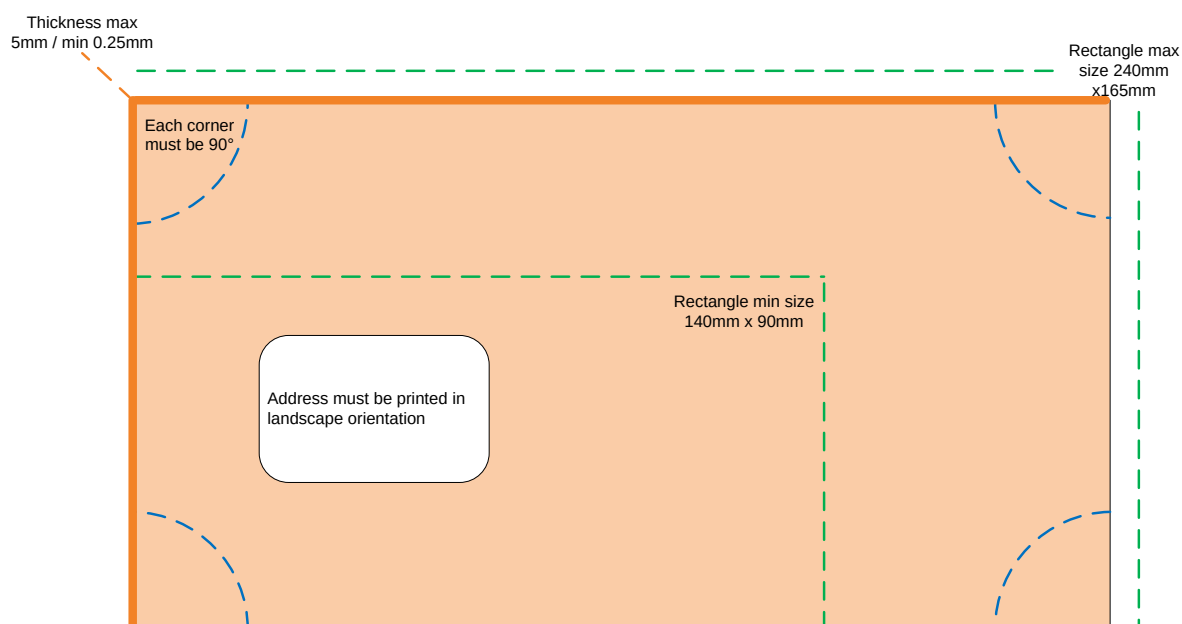


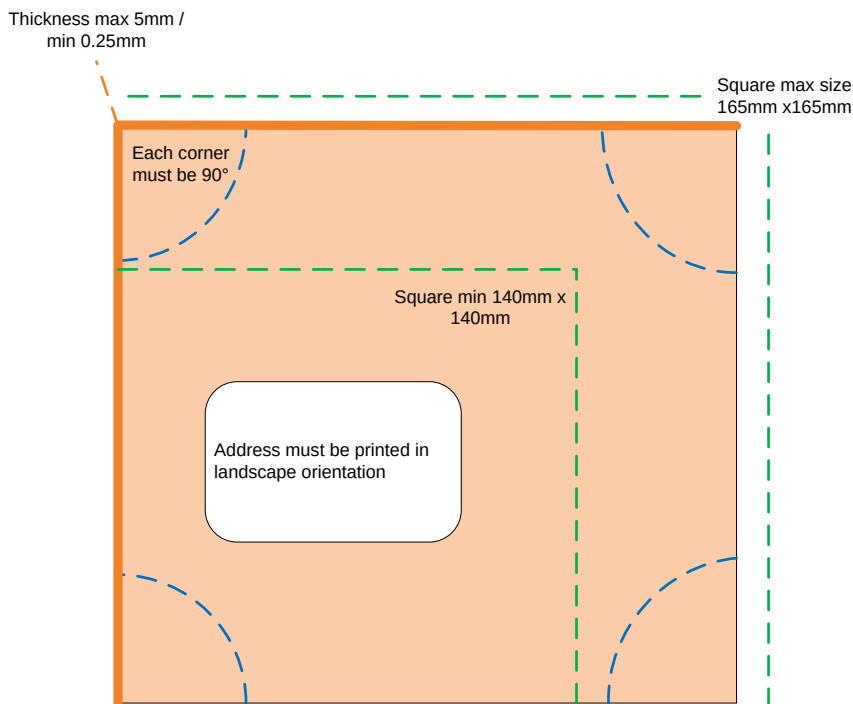
2. Mail piece format

What kind of items you can send? For Mailing Items to comply with CBC, each mail piece must comply with a range of physical parameters

Mail piece format	Physical requirements
Size	Rectangular items: - Maximum size 240mm x 165mm (C5+) - Minimum size 140mm x 90mm Square items: - Maximum size 165mm x 165mm - Minimum size 140mm x 140mm
Weight	Maximum 100g
Thickness	- Maximum 5mm - Minimum 0.25mm
Shape	- Rectangular (oblong) or square - All four sides must be straight - Each corner must be 90° - Items may be presented landscape or portrait orientation (subject to the correct positioning of the barcode)

Figure 77: format





3. Mail piece physical properties

3.1. Flexibility

Mailing Items must be flexible enough to be capable of being processed in our sorting machines without damage to the machine, the Mail Item or other Mailing Items. Each Mailing Item must, therefore, be capable of being transported around a pulley with a radius of 140mm with a maximum force of 26 Newtons. Items that are too stiff will not be able to meet this requirement, as shown in Figure 79.

Figure 78: Flexibility – pass

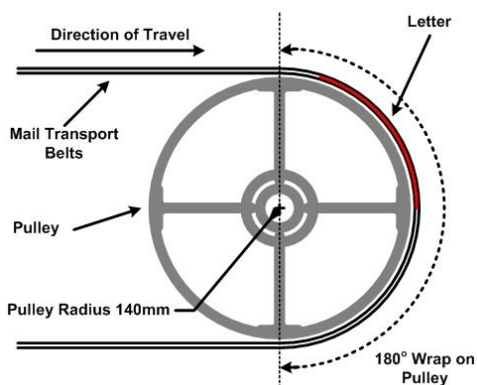
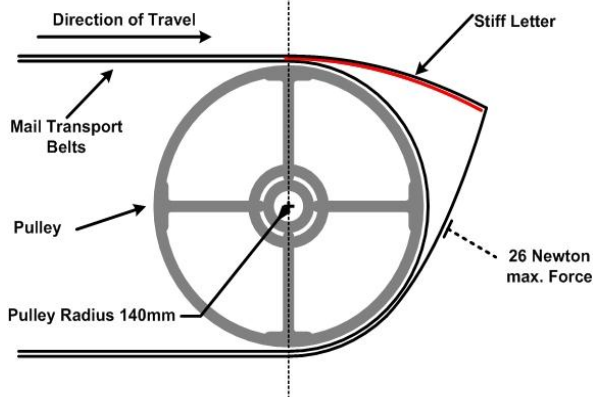


Figure 79: Flexibility - fail



3.2. Inserts

An insert is defined as anything that is inserted or enclosed into a mail piece. Items such as pens, keys gifts etc. that are inserted in to mail pieces must not alter the properties of the mail piece such that the mail piece falls outside of the CBC automation requirements. Typically the significant factors affected are stiffness, thickness, and insert movement.

For any insert other than paper contents, you must make sure they are fixed in position so they do not move around during processing. You can use glue or self- adhesive tabs to fix any inserts

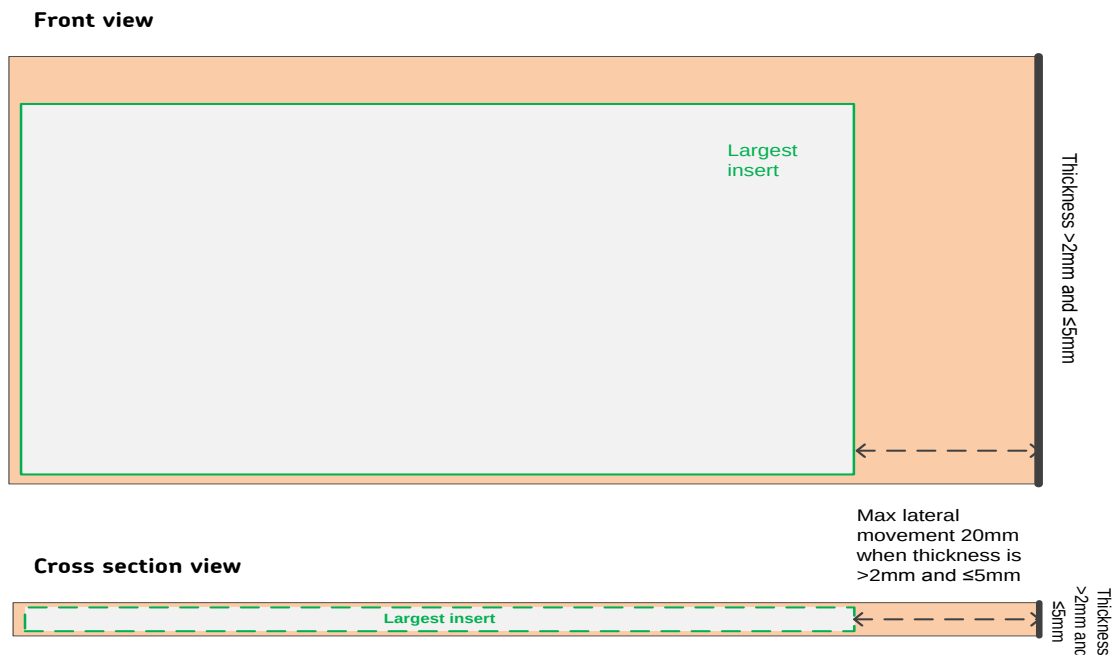
No metallic items should be contained within the mail piece with the following exceptions:

- staples maximum size 24mm by 6mm
- paper clips maximum size of 23mm length

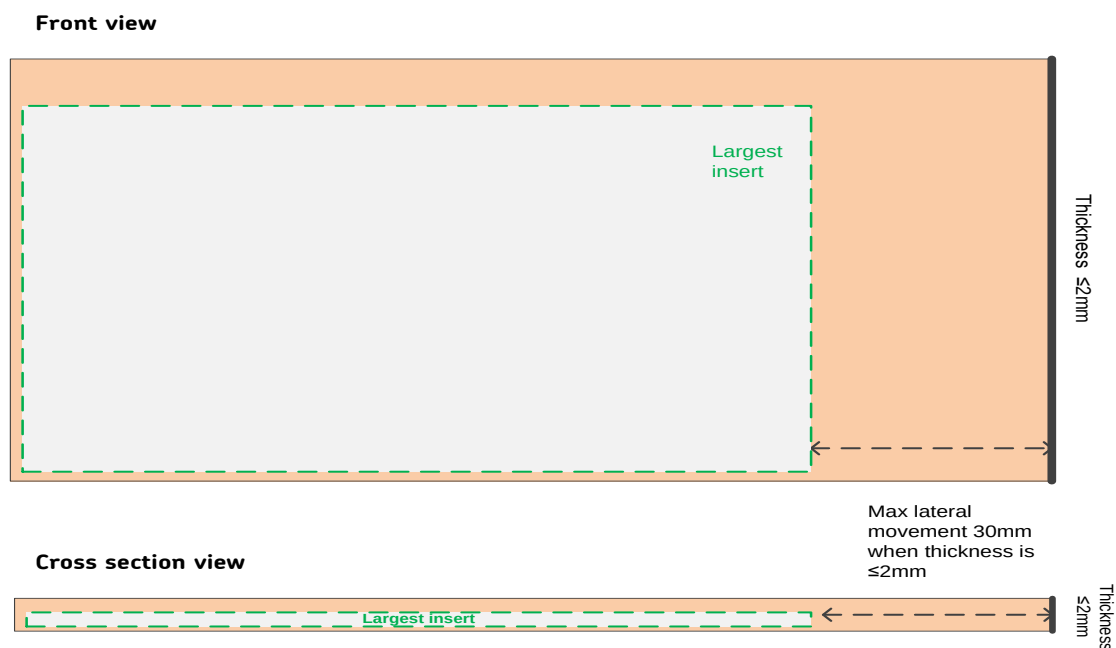
3.3. Lateral movement

The maximum amount of lateral movement of the largest insert within the envelope must not exceed 20mm.

Figure 80: Lateral movement



Where the overall total mail piece thickness does not exceed 2mm, the maximum allowable largest insert movement is 30mm.



4. Mail piece material properties

Paperweight – grammes square meter (gsm)

Envelopes: 70gsm minimum.

Postcards: 200gsm minimum with a minimum thickness of 0.25mm.

Material

Envelopes must be paper based. You cannot use polythene, plastic or transparent items, or aperture envelopes (i.e. window envelopes without a plastic film).

Opacity

The paper on which the address is printed on must be equal to or more than 85% opaque to prevent any character on the reverse side showing through.

Porosity

Porosity value less than 700ml/minute.

Absorbency

Absorbency value required 15-35gsm of water in one minute.

Using colour and logos

As well as gaining a lower price a benefit of adding a barcode is greater creative flexibility in mail piece design. You can use a greater range of colours and fonts for the Delivery Address and you do not need to leave certain areas of the mail piece clear of print and colour.

Paper colour

Please do not use a red, green, black, or dark coloured background, for the CBC as our machines cannot see a barcode printed upon them. You must ensure a Print Contrast Ratio of at least 40%, a Reflective Difference of at least 30% and a Background Reflectance at least 35% for the barcode on CBC items.

Design

If you need to print a separate barcode (including a four state barcode) for your own use on the front of the envelope, you must contact your Access Account Director for advice on format and positioning to ensure that this does not affect our ability to read the Royal Mail barcode - CBC.

5. Addressing

The preferred address format is where each line of the address element is on a separate line. The Postcode must be on the last line of the address. Please see [Appendix A](#), 'Addressing Mailing Items' for 'Elements of Address and Address Structure'. Please note that the requirement for "no other text/information on the face of the mail item that could be construed as an address" includes any areas of an insert which may appear in the window of the mail item arising from the insert movement. The Country name (United Kingdom, Great Britain, England, etc.) must not be used. The Postcode must be in capital letters and contain either one or two spaces between the two parts.

Designing your items for CBC

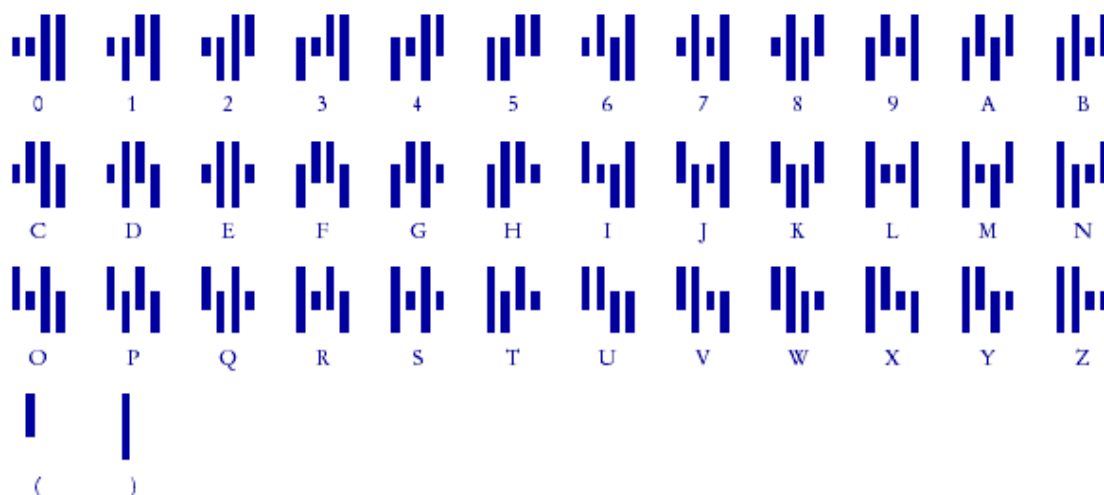
Before proceeding, please make sure that you have read [Appendix A](#): Addressing Mailing Items.

6. Customer Barcode (CBC)

6.1. How it works

CBC – Customer Bar-Coding – CBC services require Mailing Items to have full and accurate address, Postcode and corresponding barcode to a minimum 90% accuracy per mailing.

The barcode gives our machines the exact information they need to sort the item for delivery. Mailing Items with a correctly prepared and printed barcode passes swiftly through our machines, and as there are fewer 'reading' problems, are rarely rejected and defaulted to Manual Item sorting.



6.2. Printing the CBC

Please use the CBC J tool to check the following requirements.

The barcode must be printed on the front face of the mail piece within the shaded area as illustrated in CBC J tool (for landscape items). No part of the barcode may impinge on the un-shaded area.

For portrait items the bottom edge is whichever of the longer edges to which the barcode is nearest, and the barcode must not fall within 18mm of this edge or 15mm of any of the other three edges.

For square items the barcode must not fall within 18mm of the bottom edge or 15mm of any other edge when viewed with the address upright.

The barcode must not be printed on the edge of the flap of an envelope if the flap falls to the front of the Mailing Item.

Printing

The barcode must be darker than the paper. For example please don't print the barcode in white ink on dark paper.

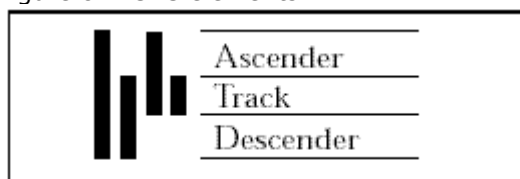
Background

The background to the CBC, together with the 2mm surrounding clear zone, must consist of a background with constant reflectance

6.3. The basic principles of barcodes

We've developed a unique bar-coding system for our mail sorting machines. It is capable of containing large amounts of data, and can be produced by all types of printing systems. Each 'character' consists of four bars. Two of these have ascenders and two have descender. There is also a track element in all bars.

Figure 81: CBC elements



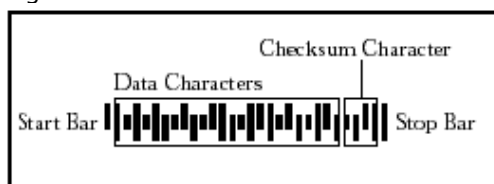
There are 38 valid characters:
numbers 0-9
letters A-Z
open and close brackets (-).

A typical complete barcode

- A complete Customer barcode must consist of:
- A start bar, positioned at the normal left hand end, next to the first significant data character.
- A set of 'characters' (each consisting of distinct bars and spaces) which give the Postcode (outward code then inward code)
- Two characters (a number plus a letter) which give the Delivery Point Suffix (DPS).
- A checksum character. This helps us spot errors and is explained below.
- A stop bar, at the normal right hand end of the complete code next to the checksum character.

See the illustration below. These elements must only be printed in barcode format and are in addition to the normal correct address and Postcode.

Figure 82: CBC breakdown



Printing the barcode

We can supply you with a True Type Barcode font for common software applications that produce barcodes. Or we can provide a list of third parties who can carry out barcode printing on your behalf. If our font is not compatible with your printing software you will need to purchase the font from your printer supplier.

Position

The exact positioning of your barcode is given below. In practice, it's very straightforward to get the positioning right because we can provide you with the relevant template to overlay on top of your sample barcode, please see Figure 76 CBC template.

The barcode must appear:

- On the front of your item
- At least 18mm from the bottom edge, and no more than 125mm from the bottom edge
- At least 15mm from the top edge
- At least 15mm from the right and left edges

Barcode orientation

The barcode can be printed in any of the following orientations with reference to the bottom edge of the mail item:

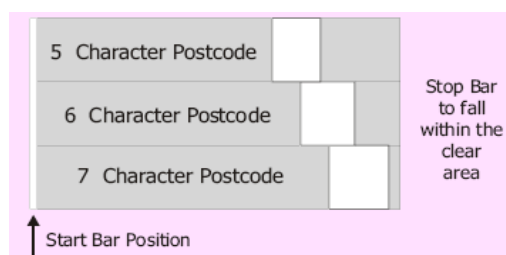
- Normal horizontal
- Inverted horizontal
- Normal vertical

Length

The barcode must be a continuous string of characters, without gaps or space characters. You must set it at between 20 to 24 bars per 25.4mm and this must be consistent throughout the length of code.

The characters must be equally spaced. The length of the barcode will vary depending on the number of characters in the Postcode. The minimum possible length is 35.98mm – for a five character Postcode at 24 bars per inch (per 25.4mm). The maximum is 53.34 – for a seven character Postcode at 20 bars per inch (per 25.4mm). We can provide you with simple overlays (please see Figure 76 CBC template), which shows if you have the correct length and density of the barcode.

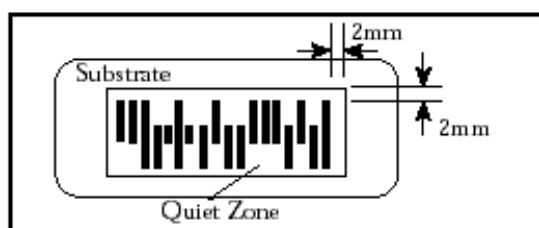
Figure 83: Length and density



Clear zone

Please print the barcode plus an additional 2mm clear zone around it on a background with a constant reflectance.

Figure 84: Clear zones



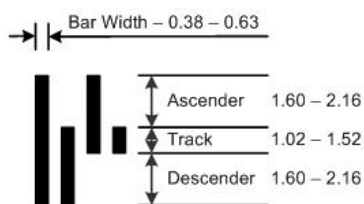
Print Quality of bars

Each bar within a barcode must be sharp and clearly defined. This helps eliminate misreading. The print quality must be consistent throughout the barcode and if the barcode is ink jet produced there must be no gaps between the printed dots.

Size of bars

The range of sizes is:

Figure 85: CBC bar size

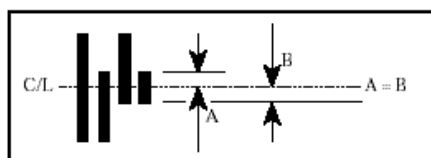


The width requirements apply throughout the whole bar i.e. no part of the bar can be less than 0.38mm wide or greater than 0.63mm wide.

Vertical alignment

The track element of the bars must be symmetrical to the centre line (C/L):

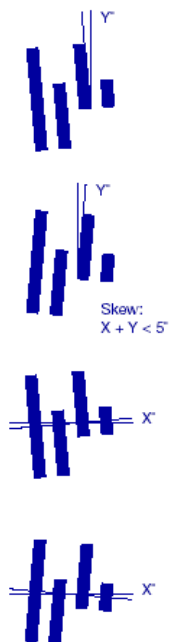
Figure 86: Vertical alignment



Skew

The skew of each bar in the code must be less than 5°, in either clockwise or anti-clockwise rotation, as illustrated by the angles marked 'Y' in the diagram.

Additionally, the sum of overall code skew and bar skew must be less than 5° in total, as illustrated below. The angle 'X' must be referenced to a line parallel with the longest edge of the mail piece, as shown in the diagram below.



Optical specification

Please print your barcode so it contrasts with the underlying colour – for example black bars on a white background. You must ensure a Print Contrast Ratio of at least 40%, a Reflective Difference of at least 30% and a Background Reflectance at least 35% for the barcode on CBC items. Print quality should be consistent throughout the code. You'll need to take into account the print process you're using and the material onto which you're printing.

6.4. Delivery Point Suffix

A Postcode is not always sufficient to uniquely identify each Delivery Point in the UK – for example, in shared buildings. Some Postcodes relate to only one delivery point, while others may cover up to a hundred. The average is 15.

For that reason a Delivery Point Suffix (DPS) has been developed. The DPS is a two-character code (a number and a letter) which enables each Delivery Point to be identified. The steps in finding the correct DPS for an address are explained below.

The DPS should be included in the data converted into and printed as a barcode on all your CBC Mailing Items. All barcodes must include a DPS. The DPS should never be printed or written on the items except as part of the encoded barcode.

Delivery Point Suffix Requirements

For CBC services, a minimum of 90% of the Mailing Items must contain a CBC with an accurate DPS. The remaining Mailing Items (up to 10%) may contain a CBC with a default DPS.

Creating the Delivery Point Suffix

The DPS will be extracted from PAF® (or the Postcode Information File (PIF®)), using the Postcode for that address together with the house number or name. The numbers used can be 1-9; it cannot be a 0. The letter can be any letter of the alphabet except for C,I,K,M,O or V. Some addresses do not have a specific DPS. In such cases you should use a default DPS, either, 9U, 9W, 9X, 9Y or 9Z. Whichever of these default DPS' you use is up to you and the same one can be used for all such addresses

There are a number of ways you can obtain the correct DPS:
Purchase PAF® from us.

The DPS will be included with PAF® if you take this in either compressed standard or main file format. However, if you take the information in any other format, you'll need to access the DPS through (PIF®). Purchase a PAF® Address Management package from a Value Added Reseller
You will need to talk to your supplier to arrange access to the Postcode Information File (PIF®).

If you get address information from a bureau the bureau can hard code their customer lists on an agency basis – much the same way as you may already have your lists Postcoded. They can add the DPS to your lists at the same time.

Hard coding lists

Once a Postcode and DPS are allocated to an address, it is unlikely the address will change, although this may be necessary from time to time. It can therefore be beneficial to 'hard code' address lists with at least the DPS. This makes it easier to access the information needed for the barcode for the addition of just two bytes per record (one kbyte per 500 records).

The checksum digit could also be hard coded, or could be allocated automatically at the time of printing through the use of a programme.

Postcode Information File (PIF®)

We offer a file which enables you to identify the exact Delivery Address when, for example, the Postcode is shared by several addresses, and match it to the correct DPS and checksum character.

The file gives the Postcode, DPS and checksum character, plus an extra field for Delivery Point Data (DPD) that uniquely identifies the address for example:

Postcode	DPS	Checksum character	Delivery Point Data
SO31 6XY	1A	S	1
SO31 6XY	1B	T	Sea Breeze
SO31 6XY	1D	V	3
SO31 6XY	1E	W	Rose Cottage
SO31 6XY	1F	X	5

At its most simple, the DPD will be the house number. For properties without a number, it will be a house name. For flats, the relevant information from the PAF® will appear. You should link this file either to PIF® or to an address list that has a high level of postcoding.

PIF® file size

The sizes for the various elements in PIF® are:

Delivery Point Information	50 bytes
Postcode	7 bytes
Delivery Point Suffix	2 bytes
Checksum character	1 byte
Total size per record	60 bytes

With 27.5 million records, the total size of the file is 1.5 gigabytes.

Format

PAF® is available on, DAT or Compact Disc, and you can choose between the following three file formats:

1. **Main File:** The PAF® Main File is a relational raw data product (this means that it contains grouped or related address data, as well as Mailsort codes and Delivery Point Suffix data) It is the master database containing complete Postcode and address information for over 28 million UK addresses. Main File contains no software and the raw data within it must be processed for use within IT applications.
2. **Compressed Standard File:** An expanded form of the Main File with approximately 28 million addresses in sequential order, as well as Delivery Point Suffix data.
3. **Ranges File:** A similar format to the Compressed Standard File, but takes up less space by ranging numbered properties on the same Postcode together in one record.

6.5. Checksum character

If you don't use proprietary software from PIF or one of our approved co-suppliers then you'll need to work out the checksum character yourself.

This involves using an algorithm, as described below. The checksum character is used as a means of error detection to ensure that the rest of the barcode is correct.

Working out the checksum character

Checksum characters can be automatically produced through the software available from co-suppliers. They are also available on the PIF®. They can however also be calculated by following these steps:

- **Step one**

Use the table to find row and column references for the characters in the Postcode and DPS. Note that the sixth row/column is numbered 0 not 6.

For example the letter S is in row 5 and column 5. Write these down in a grid like this (we've used an example Postcode of SN3 4RD and DPS of 1A), then add them up.

- **Step two**

Divide the totals by six (it is always six, no matter how many characters are in the Postcode), and note the amount left over. In this example:

22 goes into 22 three times with 4 left over

6 goes into 27 four times with 3 left over.

- **Step three**

Refer these 'left over' Figures back to the table, finding the character where they intersect. For example, row 4 and column 3 gives the checksum character K.

Even if your 'left over' character is zero (i.e. 6 into 24 goes four times with zero left over), this will relate to a row or column on the grid.

6.6. Using window envelopes

Windows may be included on envelopes for a variety of reasons so it is necessary to ensure that the inclusion of a window(s) does not physically impact the mail piece in such a way that may prevent our machines from processing it. The following window options only are permitted:

Option to have a window on the front	Option to have a window on the back	Example of use	Requirements
✓		The barcode and address is read through the window	See section 6.6.1
	✓	The barcode and address is printed on the front of the envelope and the window on the back is used for non-address information.	See section 6.6.2
✓	✓	The barcode and address is read through one window on the front and the window on the back is used for non-address information	See section 6.6.3

The front face is defined as the side containing the indicia and the Delivery Address.

6.6.1. Barcode is read through a window

If you intend your barcode to be read through a window, please follow these requirements:

- The window position must be at least 15mm from the top, left and right edges of the envelope, and be at least 18mm from its bottom edge.
- The maximum gloss value of the window material should be equal to or less than 150 when measured at 60° in accordance with ASTM 2457 Standard test method for specula gloss of plastic films.
- The window haze must be equal to or less than 75% in accordance with ASTM D1003-00 Standard test method for haze of plastic films.
- The window envelope material must be robust enough not to become deformed, and fixed to the envelope evenly across the surface area it is in contact with.
- Any items placed inside the envelope must fit securely and not move around.
- The barcode must always be fully visible, with at least a 2mm clear zone around it. It must never skew more than 5° relative to the edge of the envelope..
- The recipient's name may be tapped out above and to the right of the window, providing that the remainder of the address is fully visible at all times, and that the recipient's name taps back into the window.
- The number of windows on a single Mailing Item must not exceed two.
- The windows must not exceed 50% of the surface area for one face of the Mailing Item. The windows should not infringe any of the clear zones on the Mailing Item (please see Figure 76 CBC template).

6.6.2. Address and barcode are printed

If you intend your address and barcode to be printed on the front of the envelope and include a window on the reverse for non-address information please follow these requirements:

- Only one window is permitted.
- The window must not exceed 50% of the surface area
- The window envelope material must be robust enough not to become deformed and fixed to the envelope evenly across the surface area it is in contact with

6.6.3. Windows on front and back of envelopes

Envelopes with a window on each side, one on the front and one on the back can only be used if the following requirements are met:

Mailpiece Properties

- Minimum mail piece length is 212mm (maximum is 240mm)
- Maximum thickness 1mm

- Paper inserts only
- Maximum weight 20g

Window Properties

- The window on the front face must be rectangular with a maximum size of 174mm length and 45mm height. It must be positioned so it does not interfere with any required clear zone. The window on the back must be circular with a maximum diameter of 48mm. The perimeter of the window must be 31mm $\pm$ 2mm from the bottom of the envelope and centred along the long edge.

7. Sealing

All Mailing Items must be securely sealed on all sides, taking care to avoid too much gum. Envelope flaps may fold either to the back or front of the mailpiece. If the flap folds to the front (address side) of the mailpiece, the edge of the flap must not fall within the clear zones required for route and tag codes:

- You must not use metal clips or staples.
- The items must be sealed on all sides securely and continuously

One Piece Mailers are permitted, please contact your Access Account Director for the full specification.

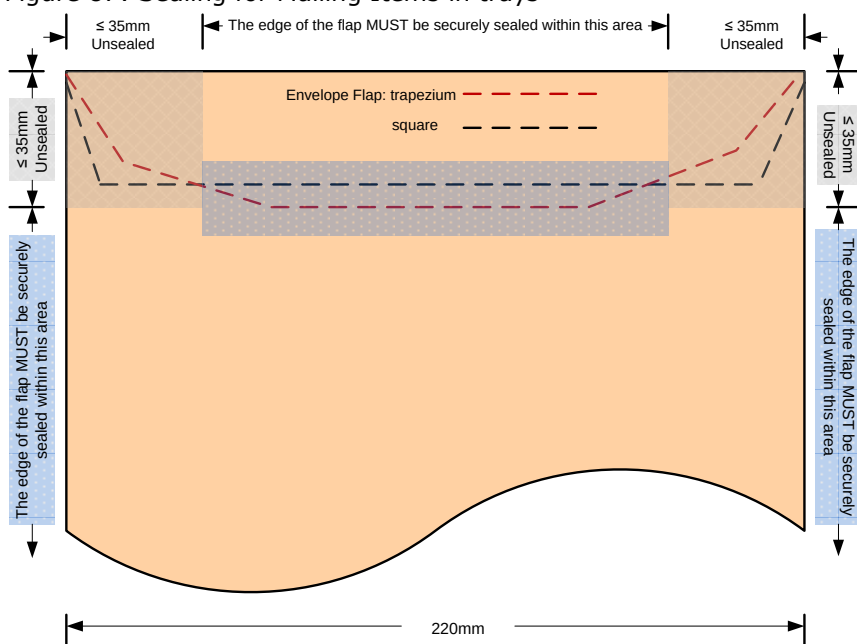
7.1. Sealing Tolerances

Opening Flaps must be sealed as far along the edge as possible. All remaining edges must be sealed.

7.1.1. Letters presented in trays

For DL and C5 Letters with rectangular or trapezium shaped opening flaps presented in trays only, there is a maximum tolerance of up to 35mm from the left and right edges and 35mm from the top edge (as illustrated in Figure 87) where the flaps do not have to be sealed⁷

Figure 87: Sealing for Mailing Items in trays

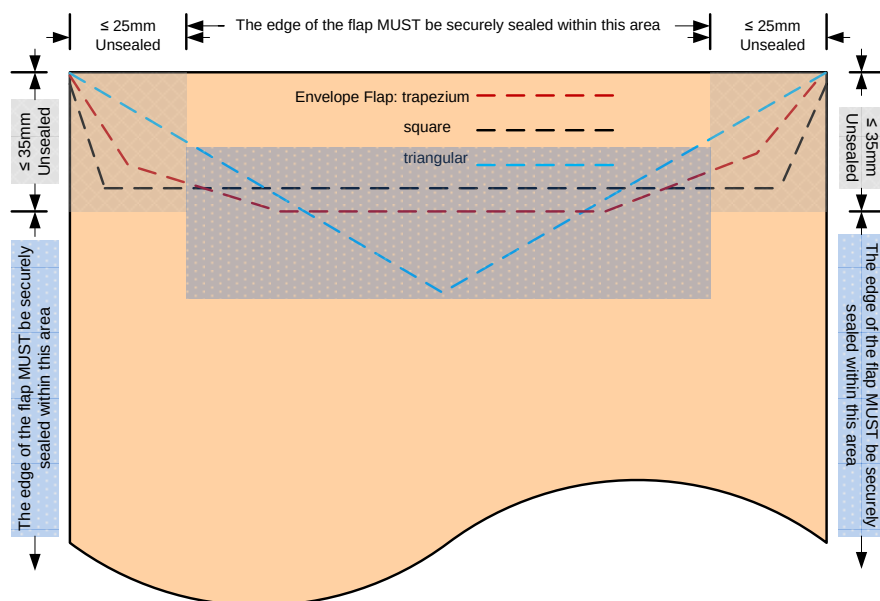


7.1.2. Letters presented in bags

For all other Letter sizes there is a maximum tolerance of up to 25mm from the left and right edges and 35mm from the top edge (as illustrated in Figure 87-88 where the flaps do not have to be sealed

⁷ An envelope manufacturing tolerance of 2mm is permitted i.e. the minimum Letter length here is 218mm.

Figure 88: Sealing for mail in bags



8. Can we check it for you?

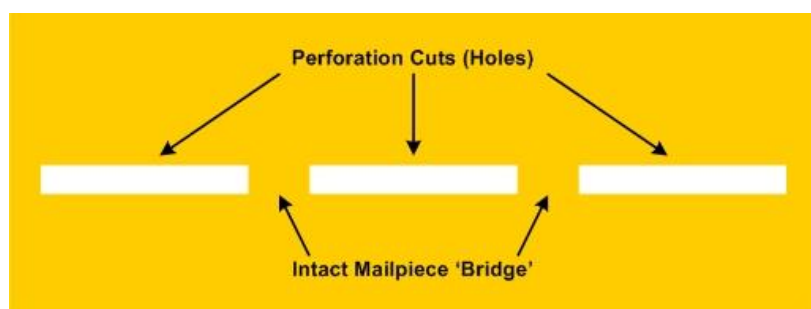
Once you have passed the Quality Assurance process, if you are unsure whether a particular mailpiece complies with all the conditions, why not send us a sample in advance. We will advise you of any problems, and suggest ways of redesigning it. Please contact your Access Account Director

9. Perforations

Perforations are defined as a series of holes in a mailpiece to make opening easy. The "cut" is the hole and the "bridge" is the paper that is left intact and subsequently torn when the mailpiece is opened.

Roulette and Zip Tie perforations are acceptable, and requirements for these perforations types are provided in the following Section. Please see Figure 89 for elements of a perforation.

Figure 89: Perforations



9.1. Zip Tie Perforations

Zip Tie perforations are acceptable subject to the following requirements:

- Only one Zip Tie is permitted on each mailpiece
- The Zip Tie must be die cut into the mailpiece;
- The paper weight for the mailpiece must be ≥ 150 gsm;
- The mailpiece may be presented in both Landscape and Portrait orientation;
- The Zip Tie must always be placed on the back of the mailpiece;
- The Zip Tie may be positioned either horizontally or vertically, but the 'Tear' direction of the Tie is dependent upon the orientation of the mailpiece. Figure 90 and 91 below illustrate the back of

a landscape and portrait orientation mailpiece, the orientation and 'Tear' directional requirements (the relative position of the Access Indicia on the front of the mailpiece being illustrated).

Figure 90: Zip tie orientation

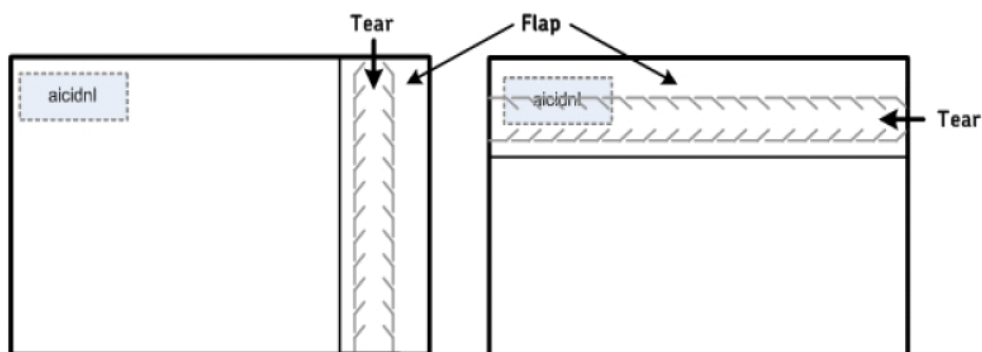
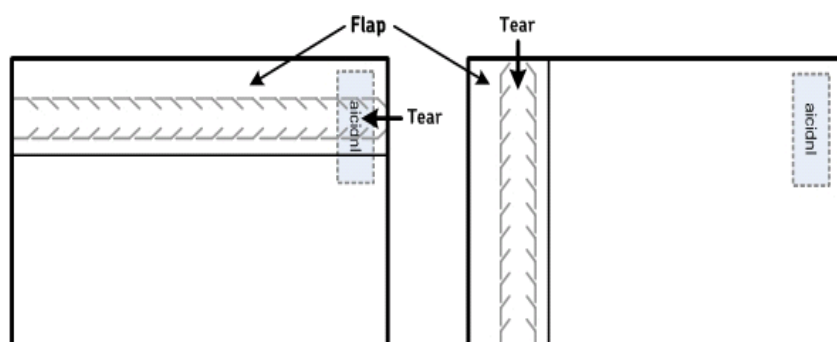
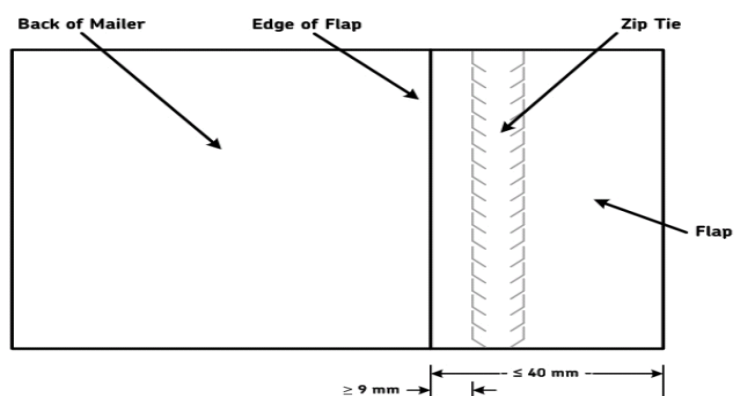


Figure 91: Zip tie orientation



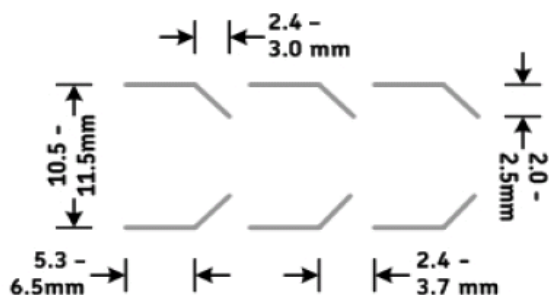
- The Zip Tie must be located on a flap that is $\leq 40\text{mm}$ wide as illustrated in Figure 92;
- The Zip Tie must be positioned $\geq 9\text{mm}$ from the edge of the flap as illustrated in Figure 92;

Figure 92: Zip tie envelope



- The dimensional requirements for the cut of the Zip Tie are provided in Figure 93

Figure 93: Zip tie dimensions



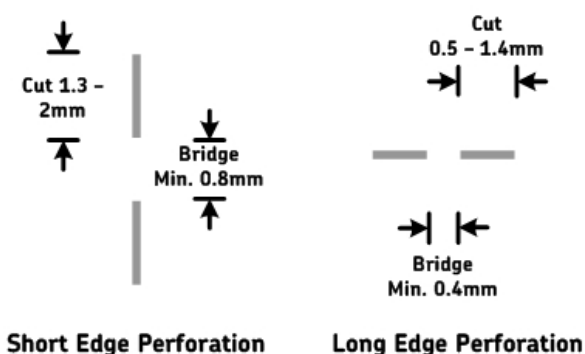
- All cuts and bridges must be of uniform size;
- The cuts must be rectangular in shape and have a width of $\leq 0.1\text{mm}$;
- The glue used to seal the flap must not run out onto the outside of the mail item or produce protruding mounds on the mail item;
- The glue must be fully cured prior to presentation to us;
- The tensile strength of the glue must be $\geq 4.5\text{N}$ and fibre tear must be exhibited on separation.

9.2. Roulette Perforations

The requirements for Roulette perforations are as follows:

- The perforations must be die cut into the mailpiece;
- The minimum paper weight must be $\geq 100\text{gsm}$;
- The mailpiece may be in either landscape or portrait orientation;
- Perforations can only be present on any 3 sides, with only one of those sides being either of the longest sides;
- The perforations must be inset from the edge of the mailpiece by $12 \pm 1\text{mm}$;
- The cut of the short side perforations must be set at $1.3 - 2\text{mm}$ and with a bridge of $\geq 0.8\text{mm}$ as illustrated in Figure 94. All cuts and bridges must be of uniform size;
- The cut of the long side perforations must be set at $0.5 - 1.4\text{mm}$ and with a bridge of $\geq 0.4\text{mm}$ as illustrated in Figure 94. All cuts and bridges must be of uniform size;
- The cuts must be rectangular in shape and have a width of $\leq 0.1\text{mm}$;
- The short side perforations must extend from the edge of the envelope;
- The long side perforations must not extend beyond the short side perforations;
- The indicia must not be printed over the perforations;
- The perforated edges must be securely sealed all round from the perforation to the letter edges;
- The glue must not run out onto the outside of the mail item or produce protruding mounds on the mail item;
- The glue must be fully cured prior to presentation to us;
- The tensile strength of the glue must be $\geq 4.5\text{N}$ and fibre tear must be exhibited on separation.

Figure 94: Perforation dimensions



9.3. Pressure seal envelopes incorporating Roulette Perforations

A Pressure Seal Envelope is a single sheet of paper which has been folded either two or three times to make a DL or C5 size mailpiece. The short sides need to be sealed and are opened by means of a standard perforation. One long side has to be a fold, the other will be sealed and have effectively a

'double' perforation to allow the item to be fully opened. The short sides have perforations through all layers of the letter (there will be 3 layers of paper for DL or 2 layers of paper for C5 size mailpieces) The long side has a Roulette perforation that does not go through to the front of the mailpiece. The item is opened by removing the short edge perforated strips first and then tearing back the tear off strip on the reverse:

- Design & general requirements:
- The item is produced from a single sheet of paper
- Inserts are not permitted
- DL design must be > 100gsm (3 ply)
- C5 design must be > 150gsm (2 ply)
- Landscape or portrait permitted, not square [portrait mail pieces are not eligible for OCR]
- Perforations to be on both short sides
- The Roulette Tear strip to be on the back of the letter
- The longest edge from the indicia must be a fold (bottom edge for Landscape, left side for portrait)

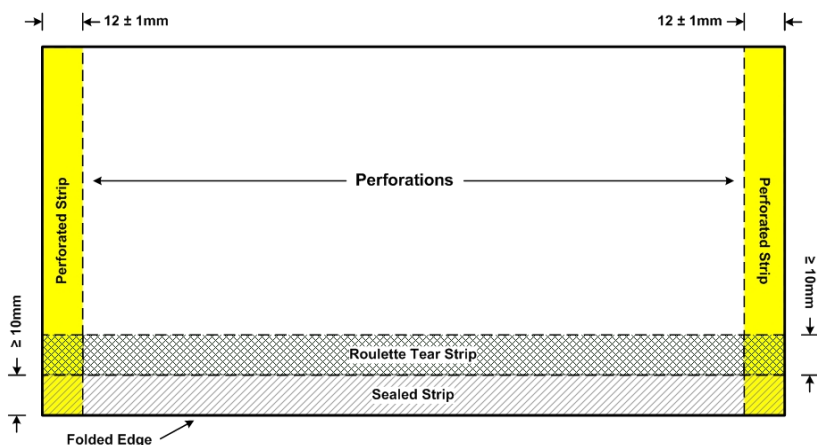
Perforated strip (short edges):

- The cut of the Perforated Strip perforations must be set at 1.3mm – 2mm and with a bridge of $\geq 0.8\text{mm}$
- The cuts must be rectangular in shape and have a width of $\leq 0.1\text{mm}$.

Perforated strip (long edge on reverse):

- Only one Roulette Tear strip is permitted on each letter
- It must be die cut into the letter
- It must be placed on the back of the letter (i.e. the side which does not have the Delivery Address and PPI) and must run parallel to the long edge
- It must be > 10mm from the long edge of the letter & must be > 10mm wide
- The cut must be set at < 3.3mm and with a bridge of > 0.6mm as illustrated in Figure 95 below.
- Each cut must be of uniform size
- Each bridge must be of uniform size
- The cuts must be rectangular in shape and have a width of < 0.1mm.
- The 'long' perforation may extend into the 'short' side perforations. If this occurs, it must be securely sealed i.e. the strips totally sealed along their length.
- The edge between the tear strip and the edge of the letter must be securely sealed along its entire length
- Sealing adhesive to be < 80 microns thick
- The glue must not run outside the Mailing Item or produce protruding mounds
- Glue to be fully cured before the mail is presented to us
- Tensile strength of the glue must be > 4.5N and fibre tear must be exhibited upon separation

Figure 95: Pressure seal envelopes



10. Single sheet mailer

Please contact your Access Account Director to discuss the design and construction requirements for mailers created from a single sheet of paper.

Appendix I: Key National Posting (KNP)

1. Introduction

The information in this document is designed to define the process for managing 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 Access Services offered and this is in addition to and does not replace any existing processes for handling Access Postings as described in the User Guide. The effectiveness of a KNP is largely dependent on the timeliness of the exchange of key information between, you and us.

2. Background

The KNP process is designed to ensure advance notice is provided for all Postings that require additional planning and management because they are exceptional to the norm or because of their volume, size, shape or geographical bias.

The KNP process is used to raise the awareness of particular Postings to ensure these Postings are planned, communicated & executed to meet the product specification and Quality of Service in an efficient & cost effective manner to the benefit of all concerned.

Failure to provide the necessary information may result in Mailing Items not being delivered within the expected timescales, and we may manage the handling and delivery of Mailing Items to ensure excessive costs are not incurred.

3. Definition

A KNP is any Posting, which may cause operational challenges or difficulties and may not be successful or meet quality of service unless it is planned discretely from 'business as usual' postings and the plans implemented.

It should be noted that individual Postings may not in themselves cause operational difficulties, but may contribute to such concerns when combined with other such postings, or planned at specific seasonal times of the year. Therefore, if any Posting fits any of the criteria described at Annex A (Please see Figure 96) of this Appendix, the KNP process must be followed. We maintain the right to manage any posting as a KNP if it is deemed to have an operational impact, or be exceptional due to its size, weight, or geographical delivery bias.

4. KNP process

A KNP must be communicated and raised at the earliest possible opportunity via the appropriate Customer/Royal Mail Wholesale or Operator/Royal Mail Wholesale meeting. Annex B (Please see Figure 97). The timeline will then be implemented by both parties, and the exchange of information progressed to deliver an effective and efficient posting.

5. Entry Level

Volume is not the only determining factor; the issue for us (and other operators) is one of workload and capacity. A common sense approach is applied to Postings that may reasonably be considered to be exceptional because of their volume, size, shape or geographical bias and/or show a significant spike in the normal posting pattern of the Customer. Annex B (Please see Figure 97) provides the Timeline, and additional support is provided using the KNP Impact Chart contained in Annex A. (Please see Figure 96)

6. Documentation

In order to be able to manage the KNP effectively and efficiently you may be required to produce a separate docket for the KNP in the same format as the standard Access Posting Docket. If this is required, you must also produce a separate manifest for the KNP in the same format as the standard Manifest or agreed Summary Manifest. These requirements will ensure the KNP is given discrete attention and that any changes in 'business as usual' Postings do not impact on the planning and management of KNP.

For all KNP Postings, you must submit a fall to earth (FTE) of the mailing profile on at least 7 Working Days’ notice prior to the Posting being handed over to us. The format of the fall to earth is shown in Annex C (Please see Figure 98). Any changes to the FTE must be notified immediately to us.

7. Access Slots

If additional Access Slots are required, then you or your carrier must inform your Access Account Director and must apply for these at least 10 Working Days prior to the KNP being handed over to us at the specific Inward Mail Centre. [Section 12.4](#) of the User Guide provides more information on booking ad-hoc/additional Access Slots.

8. Handover

If necessary we will allow the use of letters of authority for KNP and they must be presented and handed over separately to our Inward Mail Centres.

Annex A – Condition 9 Access KNP Criteria

Mailing Items which you plan to handover that meet the criteria below must be notified to us a minimum of 28 days before the first date of handover to enable detailed operational planning to take place. (28 days has been specified as it is reasonable to expect that the details of the Posting to be known at that point).

We will discuss and advise you if the Posting requires the KNP process to be followed. A potential KNP needs to be raised at the earliest possible opportunity. If you fail to notify us of a KNP Posting in accordance with the timeline at Figure 98 we may handle the Posting over a number of days; the number of days to be determined by us.

Figure 96: Annex A - KNP criteria

Key Criteria

In addition to the total volume of Mailing Items being posted, other criteria may also determine if a Posting is to be managed as a KNP, such as:

- Mailing Items of an unusual size/shape or weight;
- Mailing Items that do not fit through the average sized letter box as defined by the European Standards Commission (this can be obtained on request);
- When a Business Reply Envelope (BRE) item is included in the outward Postingand there is an anticipated response level of more than 10,000 items for 5 consecutive days;
- A Posting with a geographical bias can apply to any Access Service, therefore, the operational impact of a Posting with this profile will nearly always be considered for KNP status. This may include National Postings that may have a geographical bias as aresult of the production order and handover of the Posting

Volume	Impact grid to be used as a guide for all Access Services					
>1m						
750k-1m						
500k-750k						
250k-500k						
125k-250k						
0-125k						
format	Letter			Large Letter		
Impact	Geographical Bias	Unusual format	National	Geographical Bias	Unusual format	National
Access Sortation	1400 or 70	1400 or 70	1400 or 70	1400 or 70	1400 or 70	1400 or 70
Access Service	Machinable or Manual	Manual	Machinable or Manual	Machinable or Manual	Manual	Machinable or Manual

Key:

Red = KNP

Amber = Possible operational impact, therefore, KNP status considered. Please discuss with your Account Handler

Green = Not considered a KNP

Figure 97: Annex B - KNP timeline

Activity	Time before posting date	Date expected	Clarification of information required	Date complete
Commencement date of Posting	- 28 days		Date to be confirmed - will be first handover at RM Inward Mail Centres	
Format and sortation of Mailing Items	- 28 days		Item format, weight & sortation level to be confirmed	
Volume of Mailing Items other criteria (see App. A above)	- 28 days		Total volume and estimated volumes other criteria by Handover Day	
Item weight and description	- 21 days		Example mailpiece (if available) and exact weight of item to be provided.	
Response item	- 21 days		Is a response item contained within mail item	
Return address	- 21 days		UK returns to sender address to be supplied.	
Fall to earth for each day of handover (in Excel format) This must match the forecast provided.	- 14 days		Information required see Annex C	
Presentation and containerisation of Mailing Items	14 days		Containers & presentation of Mailing Items to be confirmed	
Book additional Access Slots	14 days		Carrier to book any additional Access Slots via DocketHub	
Ensure drivers and vehicles are on DocketHub	14 days		Carrier to upload to DocketHub	
Formal confirmation of posting dates	14 days		Confirm dates, format & item weights to us	
Order additional supply bag ties and bag labels	14 days		Carrier to order	
Order additional supply of containers	14 days		Carrier to order	
Include KNP in 7 day forecast	-7 Working Days		Upload into DocketHub	
Include KNP in 24 hour pre-notification	- 24 hours		Upload into DocketHub	
Upload KNP in separate 06:30 upload to DocketHub	By 06:30 am on day of handover		Upload into DocketHub.	
Begin KNP Posting and review	0			

You must provide detailed fall to earth in the format detailed below in EXCEL two weeks in advance. The total Daily Posting volume of Mailing Items handed over must be detailed by format, number of items, number of Containers, sortation level, SSC, Postcode Delivery Office and Inward Mail Centre.

Figure 98: Annex C - KNP FTE

Date of handover	Format	No of items	No of Containers	Sortation level	SSC	Postcodes	Delivery Office	Inward Mail Centre
dd/mm/yy	Mailing Items	XX	XXX	1400	12345	XX1A	XXXXX	XXXXX

Appendix J: Zonal Option

1. Introduction

If you have opted for a Zonal Price Plan with your Contract you are required to meet certain additional presentation requirements. The following Sections provide the detail of those requirements, the additional software that is available to aid those requirements and the detailed pricing formula values.

2. What is a Zone?

We have analysed the c.11000 Postcode Sectors in the United Kingdom and have allocated each of these to a Zone according to the criteria as per the table below.

Figure 99: Zone definitions

Zone	Definition Where DPD = Delivery Point density and BD = Business Density
A (Urban)	(BD > 10% and DPD >500) or DPD >1000
B (Suburban)	DPD <1000 >100
C (Rural)	DPD <100
D (London)	M25 Where the relevant 3 digit Standard Selection Code3 (SSC) is defined as "having more than 50% of their postal delivery volumes going to an area within the M25 boundary"

A full list of Postcode selections and Zones can be found within the Access Selection Files at www.royalmailwholesale.com

3. What is a Zonal Posting?

Zonal Postings are those where the fall-to-earth of the Mailing Items is not expected to meet the posting profile requirements of the National Price Plan One (SSC's) or Averaged Price Plan Two (Zones). In order to price Zonal Postings we have developed Zonal Charges for each of the Services available.

Zonal Postings are priced on any given day not only by the Mailing Item weight (dependant on the band) format and Service, but also by the number of Mailing Items at each Zone, pertaining to the former criteria.

You are required to analyse each Container at this level of detail and present it to us via DocketHub (see Figure 101 Zonal Manifest). We will summarise this data for pricing purposes as presented on the Posting Docket and Invoice.

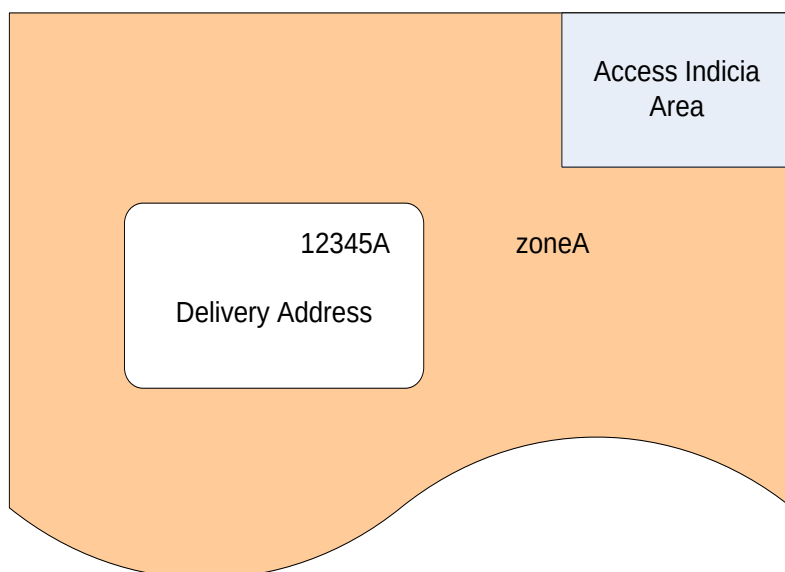
4. Mail Presentation

It is a requirement that all Mailing Items for a Zonal Posting carry the Zonal Indicator relevant to the Postcode sector of the corresponding address.

There are two options relating to the positioning of the Zonal Indicator on your Mailing Items; it may be positioned within the top right hand area of the address window immediately following the standard selection code (Zone A,B,C or D) e.g. 53200 A: or it may be preceded by the word "Zone" and be in a minimum font size of 10 point (e.g. Zone A). (See Figure 100).

Both options need to be positioned outside of any Clear Zones.

Figure 100: Zonal Indicator positioning



To facilitate this we have developed the Access Selection Files, which are available to download via www.royalmailwholesale.com, which incorporate the Zonal Indicator and which will be updated monthly for new Postcode sectors. All other functionality remains as per the existing Access Selection Files.

The Access Selection Files are maintained by us and linked to our Delivery and Postcode databases in order to ensure the most up to date Postcode sector analysis is available for customers to price Zonal Postings. We will notify registered users automatically when updates are available. It is mandatory to use the most up to date Version of the Access Selection Files. It is highly recommended, unless specifically requested as a mandatory update, that the most up to date Access Selection Files Release be used, to ensure mailing lists are priced correctly.

We conduct an annual review of Postcode sectors, to Zones which will be affected by publication of a new Release of the Access Selection Files. Use of this specific Release of these Access Selection Files is mandatory for all Zonal Postings.

For more information on these Access Selection Files, please refer to our Website at www.royalmailwholesale.com which includes a technical helpline number.

5. Bundles

Mail shall be bundled as per [Section 6](#)

6. CFL

All mail presented under the Zonal option must have the word 'zonal' clearly visible and legible on the Container label. For more details, please see [Section 7](#).

7. Data Requirements

DocketHub

In addition to the standard data requirements for the DocketHub interface, the volume of Mailing Items at each Zone per Container will also be required. The DocketHub technical specification and User Guide can be found at www.royalmailwholesale.com and includes the specific additional coding requirements for the Zonal Option. This upload will generate a Zonal Access Manifest per Figure 101.

Figure 101: Zonal Manifest

Site Manifest / Delivery Note

2. Access Site:

4. Handover Date to Royal Mail:

3. Address:

5. Account Number:

1. Account Name:

6. Docket Number:

7. Licence Number:

Job Reference:

Container Id	e Manifest Id	Supply Chain Id	UCID	SSC	Post Code Area	Product Details	Zone	Items	Avg Weight (g)	Total Weight (Kg)	Declared Container Weight (Kg)	Declared Container Items
425G61000000			8RC00	344	B	70 _Letters Rsp Int/CBC Tray	A	731	10	7.310	8.000	800
							B	69	10	0.690		
Manifest totals for 1 Containers											8.000	800

Please Note: This Delivery note does not constitute acceptance that the above details are correct, as these details will be subject to Royal Mail revenue protection and mails verification checks. For the avoidance of doubt, this document only acknowledges the handover of mail items on the time and date specified.

Royal Mail (Please print name)

Royal Mail Signature

For Royal Mail Use Only

Handover Date to Royal Mail

Arrival Time at Royal Mail

8. Pricing

The detailed manifest data per Container will be summarised for pricing and invoicing purposes at the level of access service, format, machinability, average item weight, and number of items per Zone.

The pricing methodology and the current Zonal Charges can be found on our Website which is www.royalmailwholesale.com and within the relevant pricing Schedule of your Contract.

Where the mailing list does not have the Postcode selection in sufficient detail, then Zonal Mailing Items will be priced at the prevailing Access Zone C rate for the relevant format, or in the case of Mailing Items for delivery to London, at the prevailing Zone D rate for the relevant format.

9. Zonal Pricing calculator

In order for Access Customers to estimate the cost of a Zonal Posting, we have developed a pricing calculator that will enable mailing lists to be "priced" in advance of actual mail production. The calculator is available via the Website www.royalmailwholesale.com.

10. Revenue Protection

Where the additional Zonal presentation requirements are not being met, we may refuse those Postings.

Appendix K: Definitions and Interpretation

Access Charge	the charges we may make under this Contract including Postage, Surcharges and Profile Surcharges;
Access Contract	an agreement between us and a Postal Operator or user following a request for access by such Postal Operator or user permitting access to our Inward Mail Centres;
Access Licence Number	the number unique to you which we assign you as an access customer and which must be displayed on the Royal Mail Access Indicator;
Access Selection Files	data files controlled and made available by us which enables the sortation by Postcode of Mailing Items in to groupings which we call Selections, as described in Appendix C to the User Guide;
Access Slot	the period within the Access Window for an Inward Mail Centre agreed by us and you in line with the User Guide;
Access Start Date	has the meaning set out in the Contract Details;
Access Window	the hours between 07.30am and 12 noon on any Working Day;
ALPS	an auto level packet sleeve as more fully described in Schedule 14: ALPS Exchange;
Client Report	the client report generated by us in accordance with section 9 of the User Guide as varied from time to time;
Consolidated Posting	the total number of Mailing Items which you hand over on any single Working Day to us to convey and deliver and which has not been identified by you as a UCID Posting;
Container	a Royal Mail bag, tray, ALPS or any other primary container type approved by us from time to time;
Credit Account	the credit account operated in line with clause Error! Reference source not found. ;
Customer	a holder of this Contract
Customer Access Indicator	your marks, impressions or other devices that may, subject to our prior approval, be shown on each Mailing Item which is to be conveyed and delivered under this Contract. These marks, impressions and devices are initially as set out in Schedule 4 (subject to operational testing) but may be changed by agreement between you and us (acting reasonably);
Customer Entity	a discrete posting unit or third party that you wish to be recognised for the purpose of handing over Mailing Items as UCID Postings in line with this Contract;
Delivery Address	the address to which a Mailing Item is to be delivered and which must consist of an addressee and a geographic address of the UK displayed on the Mailing Item;

Daily Posting	the total amount of Mailing Items handed over by you on any single Working Day to us to deliver under this Contract;
Delivery Point	a postal address (business or residential) to which we deliver Mailing Items;
Discrete Customer Posting	a Daily Posting specific to a Customer's (or Large Agency Customer's) individual Price Plan(s) posted under this Contract;
DSACC	Downstream Access Central Control is our central team who manage the day to day issues and communication of all operational issues relating to this Contract;
Early Release Schedule	the terms of Schedule 15: Early Release;
Exceptions	Variance to the Posting Docket of Mailing Items handed over by you on Handover Day ;
Handover Day	the Working Day on which a Daily Posting is handed over at the Inward Mail Centres;
Indicium	the marks placed on a Mailing Item in line with the User Guide comprising the Royal Mail Access Indicator and if required by you the Customer Access Indicator;
Inward Mail Centre	one of our inward mail centres as detailed on our Website;
Key National Posting (KNP)	a posting of exceptional size, volume, shape or geographical bias which requires specific planning to enable the Service Standard to be met;
Large Letter	a Mailing Item which meets the specification for a large letter in the User Guide;
Letter	a Mailing Item which meets the specification for a letter in the User Guide;
Machinable Item	a Mailing Item that you hand over to us that complies with the requirements of the User Guide for machine processing;
Mailing Item	a Letter or Large Letter;
Manifest	a declaration by you giving details of a Posting, in line with the User Guide;
Manual Item	a Mailing Item that you hand over to us that does not comply with the requirements of the User Guide for machine processing;
Mixed Weight	an optional form of presentation of Mailing Items which allows you to mix different weight bands in the same Container in line with the Mixed Weight Schedule;
National Option	National Price Plan One (SSCs)
Operational Contact	has the meaning set out in clause 4 of the Contract Details;
Originating Customer	a posting customer (including an Agency Customer) for whom an Operator hands over Mailing Items to us;
Postage	the amount payable by you to us for Mailing Items handed over in a Daily Posting;
Postal Operator	a postal operator, as defined in the Act;

Postcode	an alphanumeric code owned and developed by us, and allocated by us, to identify a Delivery Point or group of Delivery Points;
Postcode Area	the first (either one or two) letter(s) of a Postcode, which is used to identify a geographical area for Mailing Items to be delivered;
Postcode Sector	the first three, four or five alphanumeric digits of an outward Postcode, which is used to identify a geographical area for Mailing Items to be delivered;
Posting	the total amount of Mailing Items each day which you hand over to an individual Inward Mail Centre for us to convey and deliver;
Posting Docket	the certificate containing details of Postings (which we need to calculate the Postage), described in the User Guide;
Posting Entity	a posting site or consolidation machine used to prepare Mailing Items for handover to us as a UCID Posting under the terms of this Contract;
Price Plan	the Price Plan which applies to your Contract, set out in Schedule 3 of your Contract;
Revenue Protection	our process of sampling and checking of your Mailing Items on hand over to us
Royal Mail Group	each and any subsidiary or holding company of Royal Mail Group Limited and each and any subsidiary of a holding company of Royal Mail Group Limited;
Services	the services set out in Part A of Schedule 2 of the Contract and in Figure 1 of the User Guide, as varied from time to time in accordance with clause 13 of the General Access Terms and Conditions;
Service Standard	has the meaning set out in Part A of Schedule 2 of the Contract;
Standard Selection Code	The unique numeric code that identifies the selections as used in the Access Selection File
Summary Manifest	is a physical paper summary of the total number of containers by Container type handed over at an Inward Mail Centre;
Tolerance	has the meaning set out in Part C of Schedule 2 of the Contract;
UCID	the optional unique customer identifying number assigned by you to each of your Originating Customers, Customer Entities and Posting Entities and used and displayed as specified in Schedule 2 of the Contract and the User Guide;
UCID Posting	the total amount of Mailing Items which you hand over on any single Working Day to us to deliver which has been identified by the use of a UCID as discrete to an Originating Customer, Customer Entity or Posting Entity;
Under Volume Container	a Container which is not filled with the minimum items by you in line with the requirements set out in the User Guide;

User Guide	the document entitled Access Letters User Guide for Inward Mail Centres which is published by us, as may be changed under clause 13 of the Contract;
Working Day	any day which is not a Sunday, bank holiday, public holiday or a non-service day approved as such by the Regulator;
York	our caged trolley(s) used to move or transport bags of Mailing Items;
Zonal Indicator	the indicator of the Zone to which a Mailing Item is to be delivered under the Zonal Price Plan;
Zonal Option	the Zonal Price Plan as applicable to your Contract;
Zonal Posting	a Posting under the Zonal Price Plan;

Appendix L: Prohibited Items, Restricted Items and Valuables.

1. What can and cannot be contained within an item

There are some items that we cannot carry through our Access postal network for legal or safety reasons. Items that we cannot carry through our Access postal network because they are forbidden further to international conventions and/or UK laws and regulations (illegal in the post, illegal by law or considered environmental waste) are known as **prohibited items**. Some other items can only be carried under certain circumstances detailed in our lists - these are known as **restricted items**. We also limit our liability on **valuable items** and request you do not to send valuables through our Access postal network. This appendix details the current lists of **Prohibited Items, Restricted Items** and **Valuables** and are the same lists that are published on our Website www.royalmailwholesale.com These lists may be amended from time to time in line with legal requirements or safety practises.

Prohibited Goods list:



Prohibited Items
Access July 13 final.p

Restricted Goods list:



Restricted
Items_Access July 13

2. Valuables.

Valuables are items you cannot send in the post and defined as money and jewellery.

1. Any item that Jewellery (including diamonds and precious stones).
2. Watches (the cases of which are made totally or mainly of precious material).
3. Any precious material that has been made to add value to the raw material, including coins used for ornament.
4. Any similar articles (to 1-3 above) with a value other than the value of the workmanship and/or an intrinsic value (when used in relation to the content of an item, means that it has an inherent monetary value relating to its essential nature).
5. Money (including, coins, bank notes, postal orders, cheques; unused postage and revenue stamps and National Insurance stamps; exchequer bills, bills of exchange, promissory notes and credit notes; bonds, coupons and other investment certificates; and coupons, vouchers, tokens, cards, stamps and other documents that can be exchanged for money, goods or services).

Appendix M: Royal Mail Mailmark™

1. Introduction

Royal Mail Mailmark® is about you applying a barcode to each of your Mailing Items to enable our automation processing machines to read them. Adding a Mailmark™ barcode to each Mailing Item enables the performance of your Mailmark Mailing to be monitored and measured whilst being handled in our automation. This provides additional reporting on an item by item basis and so gives you greater transparency with the benefit of providing extensive data analysis on your Mailmark Mailing performance.

This Appendix M sets out the design and technical requirements and recommendations to enable you to meet the Mailmark barcode specifications for Letters and Large Letters. In addition it sets out details of the different types of Mailmark barcodes available for you to use and where to find the technical specification needed to create your Mailmark barcode and access and understand the performance data analysis available to you.

The specification for Royal Mail Mailmark® is designed to enable our automation to process the Mailing Items at high speed as they pass through the machines as many as four or five times before assigned to the final delivery point. Please note that whilst the best performance of your Mailing Items and data analysis reporting will be achieved if all specification attributes are met and incorporated into your Mailing Item design, we have classed some of the attributes as “recommended” which allows you more flexibility of your pack design.

Please note: unless stated as **recommended**, all attributes are **required**.

For clarity, our definitions of **required** and **recommended** are set out here:

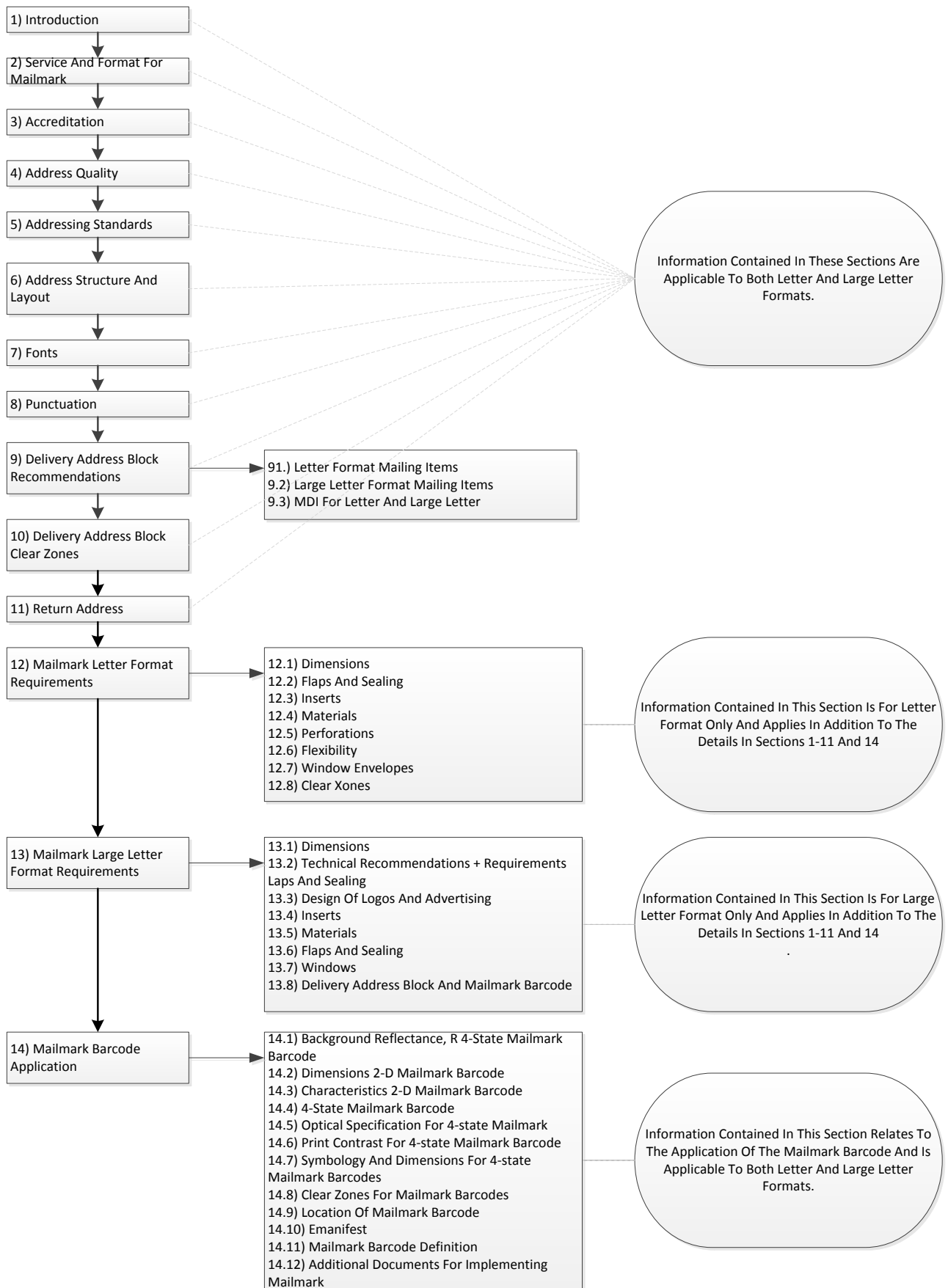
- required attributes are those that you must meet in order to access the Mailmark Option. Failure to do so may lead to a Surcharge or adjustment to the Access Charges irrespective of the Mailing Item's performance; and
- recommended attributes are those that we strongly recommend you comply with but do not need to be strictly abided by. You acknowledge that where you do not apply a recommended attribute and we can link poor machineable performance to that divergence you may be invoiced a Surcharge.

Prior to the first handover of any Mailmark Mailing, you will need to sign the Royal Mail Mailmark® Schedule which details the terms and conditions under which the Mailmark Option is offered, and complete the implementation activities. Our Mailmark Managers will be able to guide you through the Mailmark implementation timeline.

One of the benefits of Mailmark is the provision of data analysis and consignment level performance reporting. To take advantage of this information it is necessary for you to upload your Docket via DocketHub and to also provide additional mailing data onto our Web service, the eManifest Handling System (eMHS) (or an alternative system as otherwise agreed) in the form of an eManifest.

The sections in this Appendix M are compiled for ease of reference in the following way:

- sections 1-11 and section 14 apply to both Letter and Large Letter Mailing Items;
- section 12 applies only to Letter format Mailing Items in addition to the requirements in sections 1-11 and 14;
- section 13 applies only to Large Letter format Mailing Items in addition to the requirements in section 1-11 and 14.



2. Services and formats available with the Mailmark Option

The Mailmark Option can be used with the following sortation, formats and service options provided that the mailing Items meet the machine-readable requirements set out in this appendix:

Sortation level:	Access 70
Format:	Letter; Large Letter.
Additional options:	Advertising Mail; Responsible Mail Entry; Responsible Mail Intermediate; Business Mail Large Letter.

3. Accreditation (Quality Assurance Process)

The Mailmark Option offers the benefit of being able to assess the performance of your Mailing Items. There is therefore no need for an upfront accreditation check of your Mailing Item design or address, Postcode and Delivery Point Suffix (DPS) accuracy. However, if you wish any 'peace of mind' checks done on your physical Mailing Items please contact your Access Account Manager.

You need to be able to create and apply Mailmark barcodes and you must be able to upload eManifests into eMHS. If you would like to check that you can do so successfully please contact your Access Account Manager.

4. Address quality

The performance of your mailing consignment is optimised when each Mailing Item is:

- ✓ well designed;
- ✓ every Mailmark Mailing Item has a full and accurate address and Postcode;
- ✓ the address and Postcode on the Mailing Item is consistent with the Postcode and the DPS contained within the Mailmark barcode on the Mailing Item and the corresponding item record in the eManifest; and
- ✓ the address, Postcode and DPS elements correctly match the record held in PAF®.

Our sorting machines use PAF® as one source of data to successfully sort and sequence your Mailing Items without manual or other intervention.

If poor Mailing Item design or poor address and Postcode accuracy mean that your Mailing Items require manual handling or other intervention then a Surcharge will be payable or appropriate pricing adjustments will be made to the affected Mailing Items.

If address and postcode accuracy drops below 90% (or 95% for Responsible Advertising Mail Intermediate level) when compared to PAF® you may see an invoice adjustment to cover the costs of us conveying poorly addressed Mailing Items.

5. Addressing standards

5.1 Address content

A Delivery Address must be present on every Mailing Item (on the same side as the Indicum) and must contain at least:

1. the addressee name;
2. the geographic address which consists of:
 - one premise element (e.g. house number, house or building name, organisation) (e.g. 34, Bell House, Royal Mail);
 - one thoroughfare element (e.g. The Mews, Western Road); and

- one locality information element (e.g. dependent locality, post town) (e.g. Hedge End, OXFORD). Where there is both a locality and a post town in the corresponding PAF® record it is recommended that both are included; and

3. the Postcode

If there is no thoroughfare element contained in the PAF® this need not be included. The Delivery Address may optionally contain an additional single line immediately above the addressee name to contain your Mailer Defined Information (MDI) - for example, a reference number, or SSC.

mailer defined information*	Optional	e.g. ZW4367
Addressee element	Name Title	D Faydherbe Operations Director
Premise elements	Organisation	Royal Mail
	Sub-building	South Wing
	Building name	Bell House
	Building number	B 25 Bell Complex
Thoroughfare elements	Dependent thoroughfare	The Mews
	Thoroughfare	300 Western Road
Locality elements	Double dependent locality	Otterley
	Dependent locality	Hedge End
	Post Town	OXFORD
Postcode	Postcode	OX4 5ZZ

* see Address structure and layout for details on MDI

To optimise the performance of your Mailmark Mailing we recommend that every Mailing Item has an address set out in a manner that makes it machine readable. We recommend that:

- no element is wrapped over two or more lines;
- where two elements appear on the same line (e.g. premise and thoroughfare elements (e.g. 300 Western Road)) they are only separated by 1 or 2 character spaces;
- no two elements are separated by punctuation;
- no two words are more than 5mm apart;
- there are no blank lines;
- all lines in the Delivery Address are left justified;
- the post town is on a line of its own;
- the Postcode is the last element of the Delivery Address and is on a line of its own;
- the County is not included; and
- the Country is not included.

The recommended layout for the last two lines of a Delivery Address is set out below:

Post Town
POSTCODE

The following layouts are not recommended but are acceptable as long as there is no other text on the front of the Mailing Item or insert that looks like an address:

Post Town County
POSTCODE

County
POSTCODE

Post Town
County POSTCODE

Thoroughfare or Locality element
Post Town POSTCODE

Premise elements

You must include at least one of these 4 elements, so that a single delivery point is defined. You don't have to include all the premise elements, even if they are included in PAF® but building numbers must be applied on the same line as the Dependent thoroughfare or thoroughfare information.

Organisation	Royal Mail
--------------	------------

Sub-building	South Wing
Building name	Bell House
Building number	B 25 Bell Complex

Thoroughfare elements

PAF[®] will give one of 3 possible combinations but please note that:

1. the dependent thoroughfare descriptor (i.e. Avenue, Road, Street, Lane, etc.) must be applied on the same line as the dependent thoroughfare information (e.g. Acacia);
2. the thoroughfare descriptor must be applied on the same line as the thoroughfare information (e.g. Western):
 - no thoroughfare: no need to include anything in this part of the address;
 - a thoroughfare but not a dependent thoroughfare: include the thoroughfare; and
 - both a dependent thoroughfare and a thoroughfare: include the former. If space allows you can also include the thoroughfare, though it's not compulsory; and
3. building numbers must be applied on the same line as the dependant thoroughfare or thoroughfare information.

Dependent thoroughfare	1 Acacia Avenue
Thoroughfare	Western Road

Locality elements

You must include at least one locality element. You don't have to include them all, even if they are included in PAF[®].

To optimise the performance of your Mailmark Mailing Item we recommend that every entire Delivery Address is printed in Title Case with the exception of:

- the Post Town which must be printed in Title Case or UPPER CASE. e.g. Milton Keynes, ROSS-ON-WYE; and
- the Postcode must always be printed in UPPER CASE.

Double dependent locality	Otterley
Dependent locality	Hedge End
Post Town	OXFORD

Postcode

Every Mailmark Mailing Item has a full and accurate address and Postcode. In order to be full and accurate the Postcode must be able to generate an address from PAF[®] which can be matched to the minimum requirements above (at least one premise element, one thoroughfare element and one locality element).

The Postcode must always appear in UPPER CASE letters and numerals on the last line of the Delivery Address.

We recommend that there must be one or two character spaces between the two parts of the Postcode. Typically, the first part (i.e. OX4) is the outward code and this identifies a post town or a district within a post town, the second (i.e. 5ZZ) is the inward code which represents the street information.

Post Town	OXFORD
Postcode	OX4 5ZZ

6. Addressing structure and layout

The Delivery Address Block is comprised of 3 elements:

1. mailer defined information (MDI) – this is an optional line of reference information printed as part of the Delivery Address Block;
2. addressee name;
3. geographical address and Postcode.

Figure 102:Address Block



There must only be one Delivery Address Block on each Mailing Item and it must be on the same side as the Indicium.

7. Fonts

There are a variety of fonts you can use, though to optimise the performance of your Mailmark Mailing Item we recommend you use one from the ‘preferred fonts’ list wherever possible.

We also recommend that:

- you regularly check the quality of your print output for clarity;
- you do not use any serif, handwritten, *italic*, *script*, **bold** or underlined fonts or the computer zero symbol Ø;
- the font is of the same size, type, colour and in the case of Large Letters, larger than that used in any Return Address information; and
- non-proportionally spaced fonts are preferred.

Fonts or Typefaces with the following characteristics are recommended:

- **size** – Height: 2mm min; 7mm max. Width: 7mm max;
- **dimension** – minimum ratio of lower case height (b) to upper case height (a) of between 2:3 and 3:4. A ratio of width (c) to height (a) of approximately 2:3;



- **consistency** –each line of the address should be of the same typeface and size;
- **quality** –characters should be complete, clear, uniform and of high resolution, with individual stroke thickness of between 8% and 16% of the height of the character;
- **material** - the material on which the Delivery Address is printed should be at least 35% in the red region (600nm) when measured by a spectral reflectometer, and should be white, cream, buff or other light or pastel shade that has a minimum reflectance difference of at least 30%;
- **contrast** – there should be a contrast between the characters and the background on which they are printed of at least 50% (55% if it is to be read through a window). Please note that positive contrast or inverse printing (Delivery Address Block lighter than the background) is not permitted;
- **character spacing** – there should be a fixed pitch of between 10 and 12 characters per inch (or between 10 and 12 point size), with clear vertical gaps of at least 0.25mm between the extremities of adjacent characters;
- if you are using **proportionally spaced text**, you should keep spacing of at least +0.75, as this significantly improves the rate at which addresses can be read; and
- **line spacing** – you should have uniform spacing between all lines of the address of at least 1mm - 4mm and there are no blank lines.

Recommended Fonts

Non-Proportionally Spaced Preferred Fonts (7) Size	Acceptable Proportionally Spaced Fonts (22) Size
--	--

10-12pt	10- 12pt	
Courier Courier New Letter Gothic Lucida Console Lucida Sans Typewriter OCR B Word Gothic	Arial Avant Garde Calibri Estrangelo Edessa Eurostile Frankfurt Gothic Franklin Gothic (Book) Gautami Geneva Gill Sans Helvetica	Latha Lucida Sans Mangal News Gothic MT Optima Ravi Shruti Trebuchet MS Tunga Univers Verdana

8. Punctuation

To optimise the performance of your Mailmark Mailing Item we recommend that:

- punctuation and non-alpha numeric symbols are only used in the Delivery Address where it appears in the corresponding PAF® record. For full details on allowable punctuation within a PAF® record please see PAF® Digest, available from www.royalmail.com or ask your Access Account Manager;
- punctuation is only used in the addressee's name, addressee title, department name or in the MDI within the Delivery Address Block; and
- punctuation is not used to separate address elements or components within an address element.

Alternatively, you may remove all punctuation from the address, even if it is contained in the corresponding PAF® record.

9. Delivery Address Block recommendations

The Delivery Address Block is defined by having an imaginary rectangle drawn around the outer extremities of the address including the addressee name and, where included, the MDI.

9.1. Letter format Mailing Items

To optimise the performance of your Mailmark Mailing Item we recommend that the Delivery Address Block:

- is beneath and to the left of the Indicum which must always appear in the top right hand corner of the Mailing Item whether it is landscape or portrait;
- is at least 15mm from the short edges of the Mailing Item;
- is at least 18mm from the long edge of the Mailing Item furthest away from the Indicum;
- is at least 40mm from the long edge nearest the Indicum if there is something else on the Mailing Item which looks like an address;
- when positioned near the top, the Postcode is at least 50mm from the long edge of the Mailing Item nearest to the Indicum; and
- has edges that each are parallel with one of the four edges of the Mailing Item (i.e. it should not be skewed (i.e. squashed or stretched in any direction to form a parallelogram that does not have four 90 degree vertices) or rotated (i.e. it retains four 90 degree corners but no longer has edges that are parallel with the edges of the Mailing Item).

9.2. Large Letter format Mailing Items

To optimise the performance of your Mailmark Mailing Item we recommend that the Delivery Address Block:

- is beneath and to the left of the Indicum which must always appear in the top right hand corner of the Mailing Item whether it is landscape or portrait;
- is at least 40mm from the top edge of the Mailing Item; and
- is at least 15mm from the left and right edges of the Mailing Item.

Please note that we do recommend no more than 20mm of excess poly around the Large Letter Mailing Item.

9.3. MDIs included on Letter and Large Letter format Mailing Items

For Letter and Large Letter formats where you have chosen to have an MDI we recommend that it:

- is in a single line which has no more than 64 characters;
- is above the addressee name;
- is left justified and aligned with the rest of the elements in the Delivery Address Block;
- maintains the same line spacing as the rest of the Delivery Address Block; and
- uses typeface as opposed to pictures or non-typeface graphics.

It is a requirement that you do not include any type of barcode as an MDI above the addressee name. (The 2D Mailmark barcodes have space within them for customer use which could be used for mailer defined type information).

Please note that a Mailmark barcode can appear adjacent to a Delivery Address Block.

10. Delivery Address Block clear zone

Recommendations to optimise the performance of your Mailmark Mailing Item:

- no other text/information that could be construed as a Delivery Address should be included on the front of the Mailing Item. This includes any areas of an insert which may appear in the window of the Mailing Item arising from insert movement; and
- with the exception of the Mailmark barcode (see next point) that there should be a clear zone of 5mm or more to be around the extremities of the full Delivery Address Block. By 'clear', we mean clear of print, patterning, graphics or any text including when the Mailing Item is tapped in turn on each of the four sides.

Figure 103: Clear zones



We anticipate that the most likely position for a Mailmark barcode will be adjacent to the Delivery Address Block.

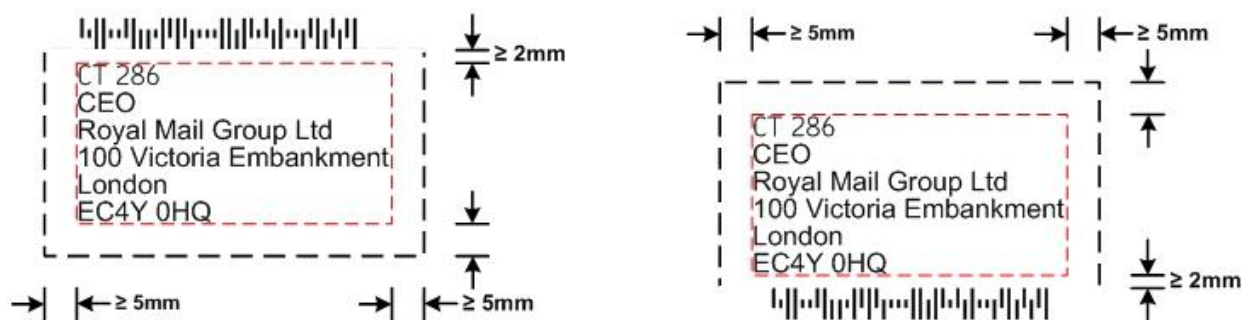
A Mailmark barcode may encroach on the 5mm clear zone which is recommended around the Delivery Address Block but there must always (and, for clarity, this is a requirement, not a recommendation) be a clear zone of:

- at least 2mm between the Delivery Address Block and a Royal Mail 4-State Mailmark barcode (see Figure 104); or
- at least 4 times the size of the modules in the Mailmark barcode between the Delivery Address Block and a 2D data matrix Mailmark barcode. A 2D data matrix is made up of modules and these can vary in size from 0.5mm and 0.7mm. The clear zone must therefore be at least 2mm when printed at 0.5mm and at least 2.8mm when printed at 0.7mm.

If a Mailmark barcode is placed adjacent to the Delivery Address Block then the imaginary rectangle drawn around the outer extremities of the Mailmark barcode and the Delivery Address Block forms the **'Delivery Address and Mailmark Block'**.

The following diagrams show the 2mm clear zone required between a Royal Mail 4-state Mailmark barcode and the Delivery Address Block (not to scale):

Figure 104: Delivery Address and Mailmark Block



Please note that:

- The same principle applies to the gap between a 2D data matrix Mailmark barcode and the Delivery Address Block.
- It is mandatory that the Mailmark barcode and clear zone remains visible at all times.

Labels

The left, right, top and bottom edges of the Delivery Address Block or Delivery Address and Mailmark Block must be at least 2mm away from the edge of any label, and can only be this close if there is a total of 5mm clear area between the left, right, top and bottom edges of the Delivery Address Block and any print, graphics or patterning on the envelope or any other surrounding material.

Please note:

There is a requirement for there always to be a gap of at least 4 times module size between a 2D data matrix Mailmark barcode and the edge of any label and there must always be a gap of 2mm between a Royal Mail 4-state Mailmark barcode and the edge of any label.

Inserts

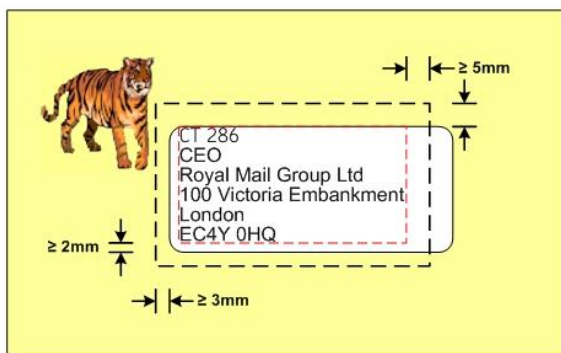
- where the Delivery Address Block or Delivery Address and Mailmark Block is on an insert within a window or viewed through polymer, the Delivery Address Block or Delivery Address and Mailmark Block (with the exception of the MDI (if present), addressee name and title and Organisation name) must be fully visible, with the left, right and bottom edges of the Delivery Address Block or Delivery Address and Mailmark Block (with the exception of the MDI, if present, Addressee's name and title, and Organisation name) at least 2mm away from the window edge (4 times module size between a 2D Mailmark and the edge of a window);
- if the Mailmark barcode appears directly below the Delivery Address Block no clear zone is required within the window above the Delivery Address and Mailmark Block. In this situation some or all of the MDI (if present), the addressee's name and title, and the Organisation name may tap out of the window (to the top or to the right) although it is recommended that they are capable of being tapped back in;
- there remains the recommendation of a 5mm clear zone around the top, bottom, left and right edges of the Delivery Address Block or Delivery Address and Mailmark Block, which is free from text, graphics or patterning. Therefore the clear zone recommendations that are not met within the window can be met through the provision of further clear zones on the envelope;
- please note that the window edge itself is not considered an infringement of the 5mm Address Block clear zone but it is considered an infringement on the Mailmark barcode clear zone; and
- no part of the Delivery Address Block (aside from the MDI, if present, addressee's name and title, and Organisation name) taps out of the window on a paper envelope or the 'clear' window area on a polymer envelope or polywrapped item.

During design, printing and enclosing, you should take into account the various tolerances associated with these processes to ensure that each Mailing Item within your mailing consignment meets these recommendations.

The recommendations and requirements set out in this section apply at all times, including after the Mailing Item is tapped on any of its four edges to induce maximum insert movement.

For clarification, please see Figure 105, which shows a Delivery Address Block with the 2mm and 5mm clear zones represented in a window (not to scale):

Figure 105: Insert clear zones



Please note:

Whilst the window edge within the 5mm zone should be clear of print, graphics or patterning it can be any colour as long as it is clear solid and meets the print contrast ratio recommendations.

Mailmark barcodes may also be positioned above, below, to the left or to the right of the Delivery Address Block and may also be positioned (window size permitting) vertically. It is recommended that they are always parallel with one edge of the Delivery Address Block and with one edge of the Mailing Item.

11. Return Address

Requirements

It is a requirement that each Mailing Item includes a return address on the outside of the Mailing Item in a manner that we can machine read it and the address must be preceded with the words 'Return Address' on its own on the first line (in the position normally taken by the addressee name in a Delivery Address).

We recommend that the return address:

- is entirely within 40mm of the top of the Mailing Item (preferably on the back face of the Mailing Item);
- is entirely at least 75mm from the right hand edge if on the front of the Mailing Item;
- includes all the elements of the geographic address laid out below the 'Return Address' line of text and adheres to the layout recommended for a Delivery Address;
- is, if on the front of the Mailing Item, made up of font that is smaller in size than the font that is used in the Delivery Address;
- is one of the non-proportional fonts detailed in the font list that is recommended for the Delivery Address.

We recommend that the Postcode of the return address is encoded into the Mailmark barcode (if the Mailmark barcode that you have chosen has that data field).

Please note: For mail pieces that are classified as large letters because they are thicker than 5mm, we will only be able to process returned items if the return address is placed on the reverse of the mail piece within 40mm of the top.

12. Mailmark Letter format specifications

The requirements and recommendations set out in this section 12 are additional to the requirements and recommendations already set out in sections 1 – 11 and section 14, but are specific to Letter format Mailing Items. You should prepare your Mailmark Letter format Mailing Items in line with sections 1 – 12 and section 14.

12.1 Letter dimension requirements

Letter format Mailing Items must be rectangular (portrait or landscape) or square, and each Mailing Item must have four straight edges and four right-angled (90°) corners.

The Letter dimension requirements are set out in the table below. These dimensions apply to the finished Mailing Item.

Format:	Size:	Weight:	Thickness:	Shape:
Letter	Rectangle: Max: 165mm x 240mm Min: 110mm x 140mm Square: Max: 165mm x 165mm Min: 140mm x 140mm	Max: 100gms	Max: 5mm Min: 0.25mm	Each corner to be 90°. Portrait, landscape or square.

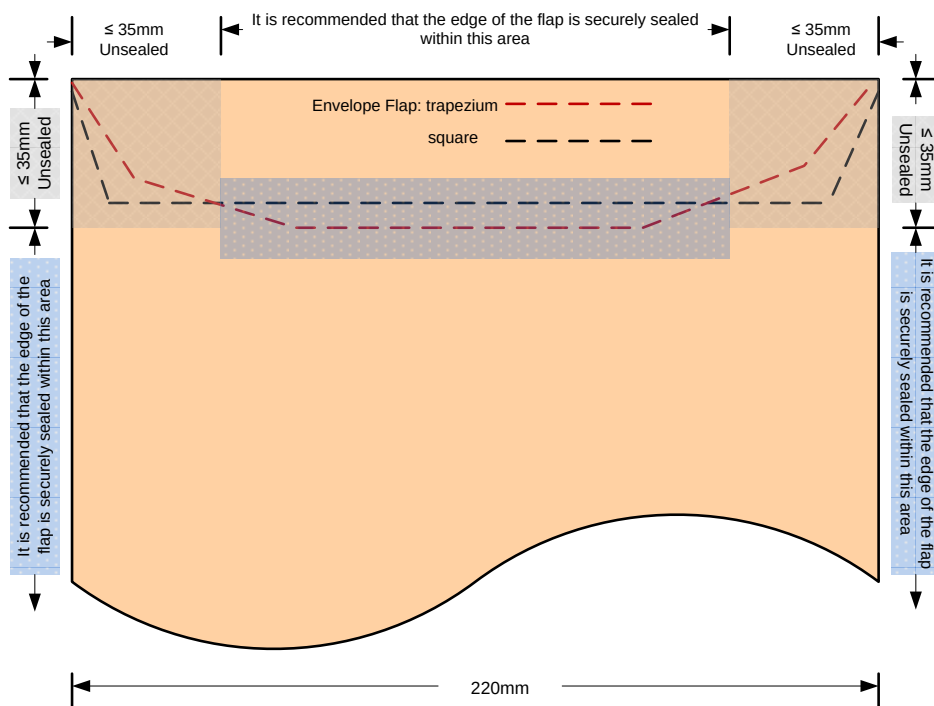
12.2 Flaps and sealing

It is recommended that the opening flaps are gummed and sealed as far along the edge as possible and that the remaining three edges are fully and totally sealed. The sealing recommendations vary depending on whether the Mailing Items are presented in bags or trays.

12.2.1 Sealing Tolerances -Trayed Mail

For DL and C5 sized Letters with rectangular or trapezium shaped opening flaps presented in trays only, there is a recommended tolerance of up to 35mm from the left and right edges and 35mm from the top edge where the flaps do not have to be gummed or sealed.

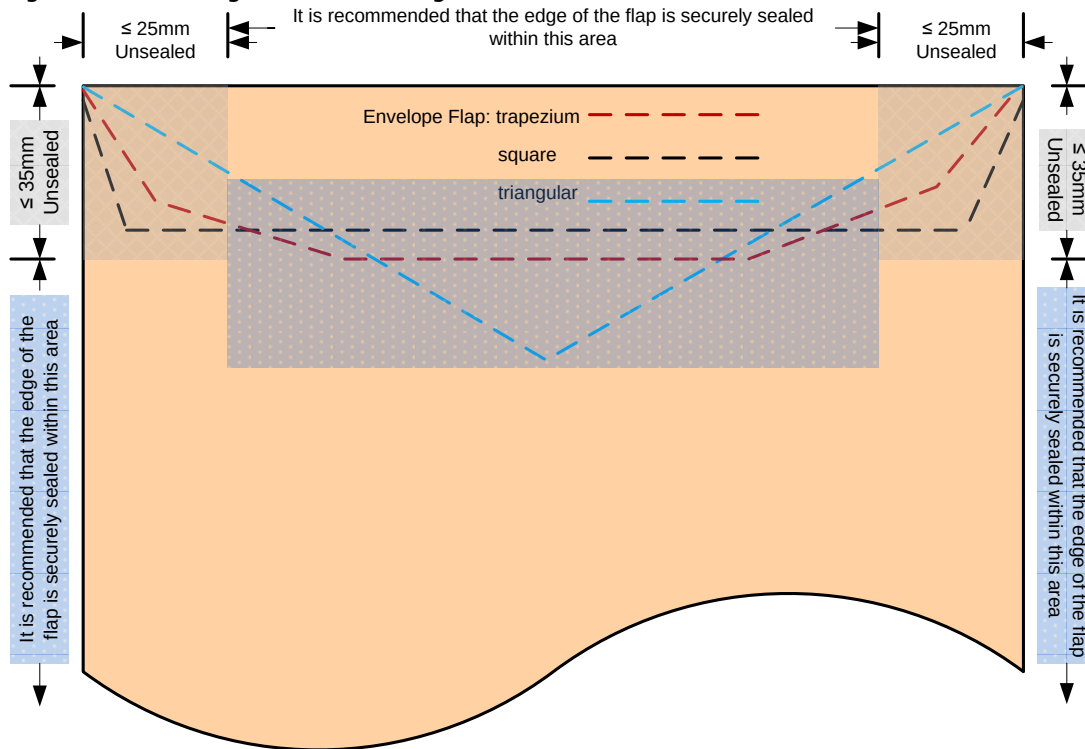
Figure 106: Sealing tolerances - tray



12.2.2 Sealing Tolerances – bagged mail

For all other Letter Mailing Items there is a recommended tolerance of up to 25mm from the right and left edges and 35mm from the top edge where the flaps do not have to be gummed or sealed.

Figure 107: Sealing tolerances - bags



12.2.2 Sealing Advice (for envelope edges, not including the closing flap)

The objective is that the sealed side seams cannot easily be lifted. This is achieved if the glue is close enough to the edge.

The envelope will have a fold and an opening flap. It is recommended that it is sealed continuously and securely on the remaining sides which are not the closing flap i.e. the glue used to seal the sides must be in the form of a continuous seal and placed in such a position that the two elements of unglued paper cannot be easily lifted, separated, folded or torn.

12.3 Inserts

Mailing items must not have contents that burst out of and cause damage to the Mailing Item or that move to such a degree that the Mailing Item buckles as it passes through our machines. It is therefore recommended that the largest paper insert movement is restricted as follows:

- for Letters up to 2mm thick, no more than 30mm within the Mailing Item; and,
- for Letters over 2mm and up to 5mm thick, no more than 20mm within the Mailing Item.

It is recommended that the paper used for the insert has opacity of at least 85% (BS ISO 2471) to prevent any character on the reverse side showing through affecting the read of the Delivery Address or Mailmark barcode.

It is a requirement that the Mailing Items do not include any metal items that are larger than a standard paperclip or staple as our machines will reject these Mailing Items automatically.

12.4 Material

Material requirements

- envelopes must be made out of paper only;
- you cannot use polythene, plastic or transparent materials or envelopes with apertures; and
- if you wish to apply a Mailmark barcode to Letter format Mailing Items that are polywrapped, you can do so provided that you present, declare and pay for the items as Large Letters.

Material recommendations

It is recommended that:

- **Opacity** - the paper used for the envelope and the paper which the address is printed on is more than 85% opaque to prevent any character on the reverse side showing through (BS ISO 2471 paper and board);
- **Porosity** - the paper has porosity of <700 ml/minute;
- **Absorbency** - the paper has absorbency of 15-35gsm of water in one minute; and
- **Density** - the paper has a density no less than 70g per square metre (gsm). Postcards are recommended to be made of paper with a density no less than 200gsm and should be at least 0.25mm thick.

12.5 Perforations

It is recommended that the Mailing Items have perforations or tear-off strips that meet the specifications detailed below in order to ensure they can be processed efficiently and without any damage being caused.

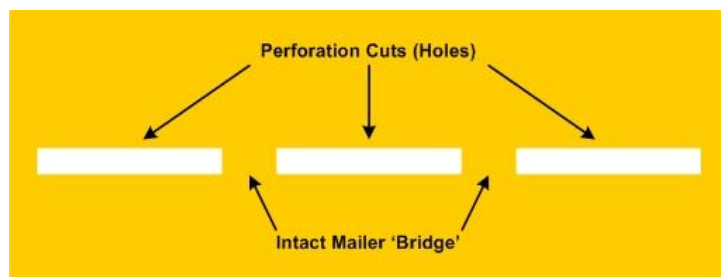
You have the option of using either 'roulette' or 'zip Strip' perforations, or designing a 'pressure seal' envelope which effectively has double roulette perforations on the reverse.

12.5.1 Roulette Perforations

It is recommended that:

- the perforations be die cut into the Mailing Item, the cut being the hole, and the bridge being the paper that is left intact and subsequently torn when the Mailing Item is opened;

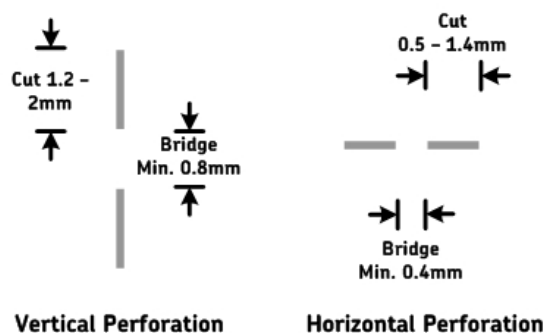
Figure 108: Perforations



- the paper weight for the Mailing Items be $\geq 100\text{gsm}$;
- the perforations be located to both 'short' sides of the Mailing Item, and one of the long sides of the Mailing Item, i.e. only 3 sides should be perforated;
- the perforations are inset from the edge of the Mailing Item by $12 \pm 1\text{mm}$;
- the cut of the short side perforations are set at $1.3 - 2\text{mm}$ and with a bridge of 0.8mm as illustrated in Figure 109. Each cut should be of uniform size and each bridge should be of uniform size;
- the cut of the long side perforation is set at $0.5 - 1.4\text{mm}$ and with a bridge of 0.4mm as illustrated in Figure 109. Each cut should be of uniform size and each bridge should be of uniform size;
- the cuts are rectangular in shape and have a width of 0.1mm ;
- the short side perforations extend from each edge of the envelope;
- the long side perforation do not extend beyond the short side perforations;
- the Indicum is not printed over the perforations. This effectively reduces the area available for your Indicum as follows:
 - in landscape orientation where the Indicum is adjacent to both 'long' edge and 'short' edge perforations the Indicum should be inset and be $12 \pm 1\text{mm}$ on 2 sides. This limits the area available for your Indicum to a maximum of 64mm by 29mm ;

- in landscape orientation where the Indicum is adjacent to just the 'short' edge perforation the Indicum is recommended to be inset on 1 side by 12 ± 1 mm. This limits the area available for your Indicum to a maximum of 64mm by 40mm;
- in portrait orientation where the Indicum is adjacent to just the 'short' edge perforation the Indicum is recommended to be inset on 1 side by 12 ± 1 mm. This limits the area available for your Indicum to a maximum of 75mm by 29mm;
- in portrait orientation where the Indicum is adjacent to both 'long' edge and 'short' edge perforations the Indicum is recommended to be inset and be 12 ± 1 mm on 2 sides. This limits the area available for your Indicum to a maximum of 64mm by 29mm;
- no other colour is visible through the perforations in the Tag and Route Clear Zones;
- the perforated edges are securely sealed all round from the perforation to the letter edges;
- the glue does not run out onto the outside of or produce protruding mounds on the Mailing Item;
- the glue is fully cured before you handover your mailing to us; and
- the tensile strength of the glue is recommended to be ≥ 0.4 N and fibre tear must be exhibited on separation.

Figure 109: Perforation sizes



12.5.2 Pressure seal envelope

A pressure seal envelope is a single sheet of paper which has been folded either two or three times to make a DL or C5 size Mailing Item. The short sides need to be sealed and are opened by means of a standard perforation. One long side has to be a fold, the other will be sealed and have effectively a 'double' perforation to allow the item to be fully opened.

It is recommended that:

- the short sides have perforations through all layers of the Letter (there will be 3 layers of paper for DL or 2 layers of paper for C5 size Mailing Items); and
- the long side has a roulette perforation that does not go through to the front of the Mailing Item. The Mailing Item is opened by removing the short edge perforated strips first and then tearing back the tear off strip on the reverse.

Design and general requirements for pressure seal envelopes:

- the Mailing Item is produced from a single sheet of paper;
- inserts are not permitted;
- DL design must be ≥ 100 gsm (3 ply);
- C5 design must be ≥ 150 gsm (2 ply);
- landscape or portrait are permitted;
- Mailing Items must not be square;
- perforations to be on both short sides;
- the roulette tear strip must be on the back of the Letter; and
- the longest edge from the Indicum must be a fold (bottom edge for landscape, left side for portrait).

Perforated strip (short edges):

It is recommended that:

- the Roulette Perforation specification is followed
- the cut of the perforated strip perforations is set at 1.3mm – 2mm and with a bridge of ≥ 0.8 mm; and
- the cuts are rectangular in shape and have a width of ≤ 0.1 mm.

Perforated strip (long edge on reverse):

It is recommended that:

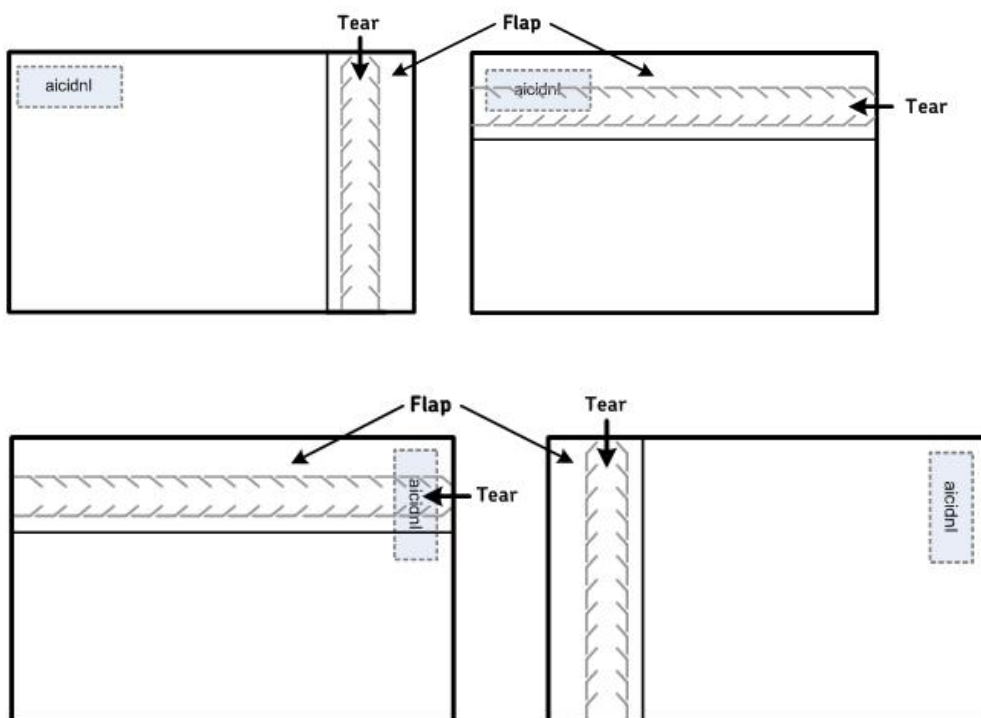
- only one roulette tear strip is on each Letter;
- is the strip be die cut into the Letter;
- is the strip be placed on the back of the Letter (i.e. the side which does not have the Delivery Address and Indicum) and should run parallel to the long edge;
- is the strip be >10mm from the long edge of the Letter and should be >10mm wide;
- the cut is set at <3.3mm and with a bridge of >0.6mm;
- each cut is of uniform size;
- each bridge is of uniform size;
- the cuts are rectangular in shape and have a width of <0.1mm;
- if the 'long' perforation extends into the 'short' side perforations, it is securely sealed i.e. the strips are totally sealed along their length;
- the edge between the tear strip and the edge of the Letter is securely sealed along its entire length;
- sealing adhesive is < 80 microns thick;
- the glue does not run outside of or produce protruding mounds on the Mailing Item;
- the glue is fully cured before you handover your mailing to us; and
- the tensile strength of the glue is $\geq 0.4\text{N}$ and fibre tear should be exhibited upon separation.

12.5.3 Zip Tie Perforations

Recommendations:

- the Mailing Items may be presented in both landscape and portrait orientation;
- the zip tie should be die cut into the Mailing Item;
- the paper weight for the Mailing Item should be $\geq 150\text{gsm}$;
- the zip tie should always be placed on the back of the Mailing Items;
- the zip tie may be positioned either horizontally or vertically, but the 'tear' direction of the tie is dependent upon the orientation of the Mailing Item. Figure 110 illustrates the back of the landscape and portrait oriented Mailing Items, the orientation, and 'Tear' directional requirements (the relative position of the Indicum on the front of the Mailing Item being illustrated).

Figure 110: Perforation positioning and tear direction

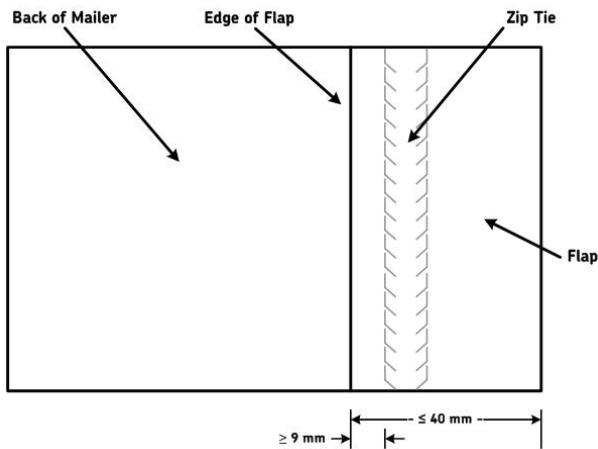


It is recommended that:

- the zip tie is located on a flap that is $\leq 40\text{mm}$ wide, as illustrated in Figure 111 and

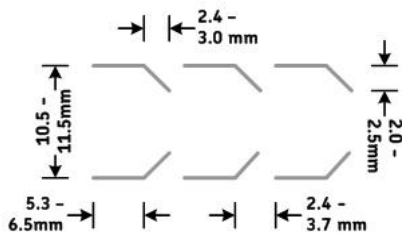
- the zip tie is positioned $\geq 9\text{mm}$ from the edge of the flap, as illustrated in Figure 111.

Figure 111: Perforation positioning



The dimensional for the cut of the zip tie are provided in Figure 112.

Figure 112: Zip tie dimensions



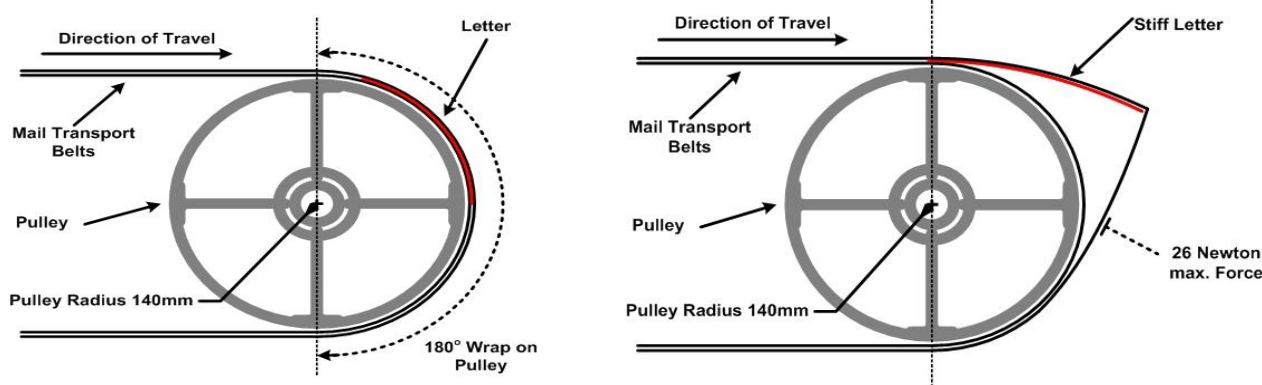
It is recommended that:

- all cuts and bridges are of uniform size;
- the cuts are rectangular in shape and have a width of $\leq 0.1\text{mm}$;
- the glue used to seal the flap does not run out onto the outside of or produce protruding mounds on the Mailing Item;
- the glue is fully cured before you handover your mailing to us; and
- the tensile strength of the glue must be $\geq 0.4\text{N}$ and fibre tear should be exhibited on separation.

12.6 Flexibility

It is recommended that Mailing Items are flexible enough to be capable of being processed in our sorting machines without damage to the machine, the Mailing Item, or other Mailing Items. Each Mailing Item should therefore be capable of being transported around a pulley with a radius of 140mm with a maximum force of 26 Newtons. Items that are too stiff will not be able to meet this recommendation, as illustrated in Figure 113.

Figure 113: Flexibility



12.7 Window envelopes – general

It is recommended that:

- **gloss** –the maximum gloss value of the window material is 150 when measured at 60° in accordance with ASTM 2457 'Standard Test Method for Specular Gloss of Plastic Films';
- **haze** –the window haze should not exceed 75% in accordance with ASTM D1003 'Standard Test Method for Haze of Plastic Films';
- **strength** – the window is robust enough not to become deformed. It should be fixed to the envelope evenly across the surface area it is in contact with; and
- **location** – it is recommended that only one window (two at maximum) appears on the front of the Mailing Item and that the window(s) do(es) not take up more than 50% of the surface area of the surface area.

12.7.1 Windows on the reverse

For Letter format Mailing Items only, a maximum of one window is permitted on each face i.e. one on the front and one on the back.

Window dimensions:

- front window dimensions: the shape must be rectangular, <174mm long and <45mm high; and
- back window dimensions: the shape must be circular, <48mm diameter.

Window position:

If a window is on the back face of the Mailing Item the perimeter of the window must be 31mm ± 2mm from the bottom of the envelope and centred along the long edge.

12.8 Clear zones

Clear zones are the areas on your Mailing Items that you must leave free of any text or markings. They are used by our machines to identify the Delivery Address Block, Delivery Address and Mailmark Block and Mailmark barcode and enable us to print and read tag and route codes.

You are recommended to leave a clear zone on each Mailing Item where we can apply a unique tag code. For landscape Mailing Items this area starts 60mm from the bottom edge up to 10mm high, stretching 100mm from the right hand edge. Portrait Mailing Items should be rotated to be landscape with the Indicum in the top left hand corner and the tag code clear zone is as set out for landscape Mailing Items.

We also recommend that you leave a clear zone that starts from the bottom edge up to 18mm high, stretching to 130mm from the right edge.

13. Mailmark Large Letter requirements

The recommendations and requirements set out in this sections 13 are additional to the recommendations and requirements already set out in sections 1 – 11 and section 14 but are specific to Large Letter format Mailing Items. You should prepare your Mailmark Large Letter format Mailing Items in line with sections 1 – 12 and section 14.

Getting started with the Large Letter format

In addition to Mailing Items with dimensions that fall within the Large Letter size criteria, any Letter format Mailing Items that are polywrapped must also be presented, declared and paid for as Large Letters.

13.1 Large Letter dimensions

Format	Size	Weight	Thickness	Shape
Large Letter	<u>Rectangle:</u> Max: 245mm x 345mm Min: 162mm x 229mm <u>If square:</u> Max: 245mm x 245mm Min: 229mm x 229mm	Max: 750gms Min: 10gms	Max: 10mm Min: 1mm	Each corner to be 90 °. Portrait, landscape or square

13.2 Technical recommendations and requirements

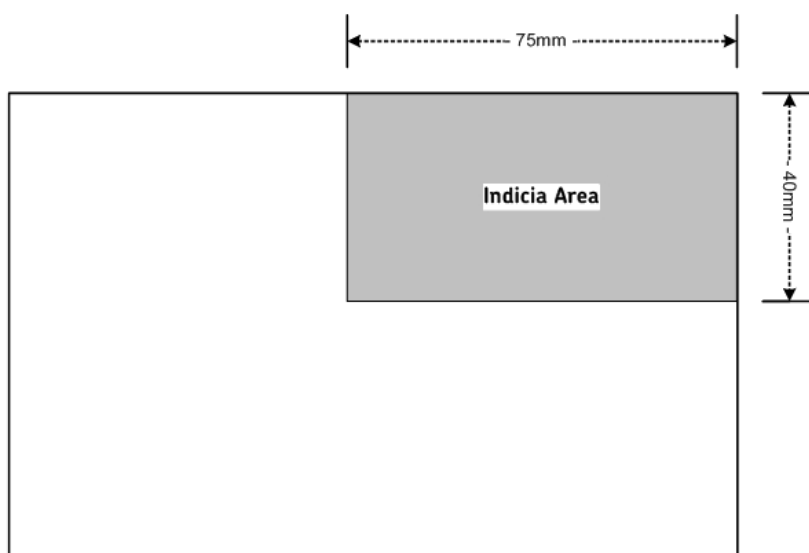
This section covers general recommendations and requirements for paper and polymer envelopes and polywrapped Mailing Items.

13.3 Position of Logos or Advertising

To reduce any potential for address interpretation errors, any logo or advertising slogan printed on the Mailing Item are not recommended to look like an address, geographical location, country or a Royal Mail bag or bundle label, and they must not be printed in the Delivery Address Block, over the Mailmark barcode, in any clear zones around either the Delivery Address Block and/or the Mailmark barcode, or in the Indicum area. Slogans where the company name contains the words 'Return', 'Address' and 'Undelivered' are not recommended.

Please note: You must maintain a clear zone of at least 2mm around the indicum

Figure 114: Logo positioning

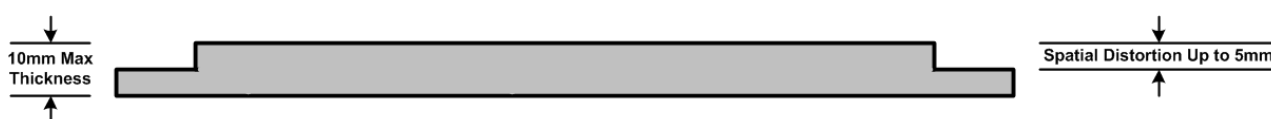


13.4 Inserts

It is recommended that:

- for any insert other than the paper contents, they are fixed in position so they don't move around during processing. You can use glue or self-adhesive tabs to fix any inserts;
- inserts, other than paper that are placed in an envelope, are fixed in position and attached to the insert, so that they cannot move around during the processing of the Mailing Item. The inserts may include small metal objects such as keys, coins, and badges; and
- if you do choose to have any inserts, where you have 'step changes' in the thickness of the Mailing Item, the spatial distortion (i.e. variation in the thickness of the contents - see Figure 115) should not be more than 50% of the thickness of the Mailing Item up to a maximum of 10mm, and the address should be on the 'flat side of any Mailing Item. It cannot be placed on any irregular or convex shaped sides.

Figure 115: Spatial distortion



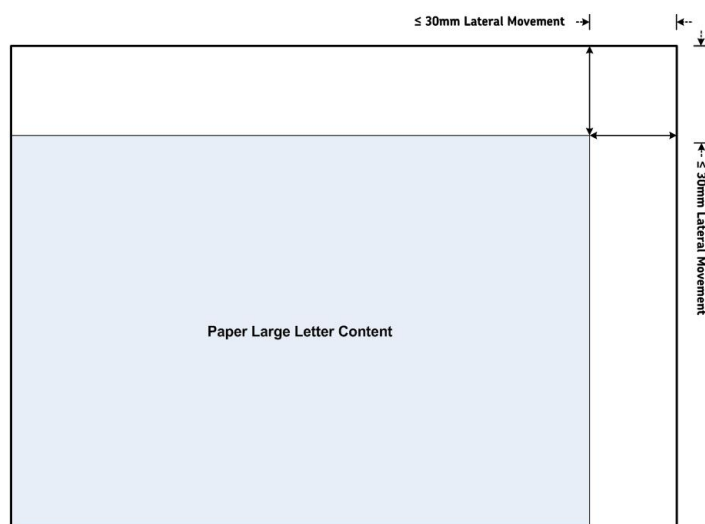
Paper envelopes

For paper envelopes, depending on the thickness of your Mailing Item, to prevent damage to your Mailing Item and other Mailing Items there are limitations on how much 'empty' envelope you are recommended to have i.e. the thicker the item, the less 'empty' envelope you are recommended to have (see figure 116).

The following applies to the movement of the largest paper insert:

- if your Mailing Item is $\leq 2\text{mm}$ thick there is no restriction on the lateral movement of the largest paper insert up to the maximum envelope size of 345mm ; and
- for any Mailing Item which has a thickness of $>2\text{mm}$ then the lateral movement of the largest insert within the Mailing Item is recommended to be $\leq 20\text{mm}$ or less.

Figure 116: Insert movement paper



Polymer envelopes

For polymer envelopes or polywrapped Mailing Items, where the polymer is transparent only the largest insert must be visible to the front of the Large Letter and the lateral movement is recommended to be $<20\text{mm}$ (see figure 117). There is no requirement for the content to be referenced to the bottom left corner, but you should ensure that there is no more than 20mm along the long edges and no more than 20mm along the short edges.

Please note:

For polymer envelopes or polywrapped Mailing Items you will need to allow for any lateral movement when defining the Delivery Address Block location. The assumption must be made that the poly may fold during processing and, should this happen we still need a defined clear area from the edge to ensure the Delivery Address Block can be read.

Figure 117: Insert movement polymer



13.5 Material - Construction

13.5.1 Paper envelopes

It is recommended that:

- the envelope paper weight is no less than 70gsm;
- the paper weight for single piece (folded and sealed) Mailing Items is no less than 100gsm;
- the paper weight for Large Letter sized postcards is no less than 200gsm; and
- the Mailing Items do not have perforations.

13.5.2 Polymer envelopes and polywrap

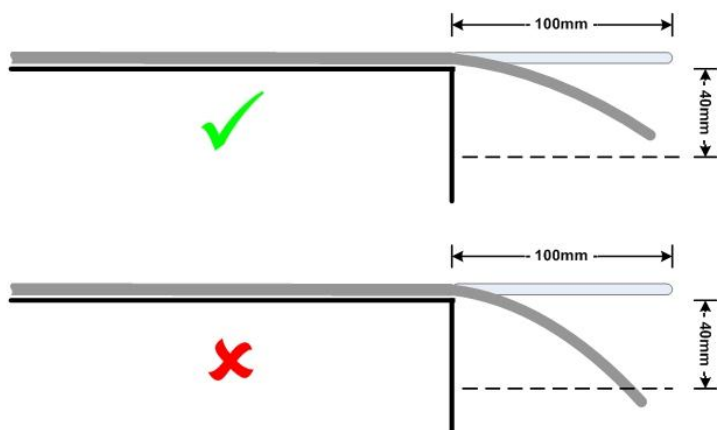
- polymer envelopes must be made of polymer film e.g. polyethylene; and
- materials produced from polymer fibres that are randomly distributed and non-directional (laid as a web) and bonded together by heat and pressure are not acceptable e.g. Tyvek.

13.5.3 Material - general recommendations and requirements

- **Absorbency** - (paper based envelopes) 15–35g of water in 1 minute (BS EN 20535 - Paper and board. Determination of water absorptiveness);
- **Glue** - Any adhesives used in the production of envelopes are recommended not to leak onto the open surface of the envelope and produce protruding mounds and is recommended to be fully cured when the mail is presented to Royal Mail. It is a requirement that Mailing Items are not stuck together as we may not be able to read items that are and your Apper will appear incomplete. When polymer envelopes are used, the glue is recommended to be stronger than the polymer and is recommended not to produce protruding mounds on the mail item;
- **Opacity** - $\geq 85\%$ (BS ISO 2471 - Paper and board. Determination of opacity (paper backing));
- **Porosity** - < 700 ml/minute (BS 6538-2 - Air permeance of paper and board);
- **Rigidity / Stiffness** - The acceptable rigidity / stiffness are recommended to be ≥ 8 N.mm. There is no upper limit on Mailing Item stiffness. This can be measured as follows (see figure 118):
 - a single large letter should be placed on a flat surface with the shortest edge of the large letter overhanging a straight edge of a flat surface by a horizontal distance of 100mm;
 - the leading edge of the large letter is then released and allowed to bend down under its own weight; and

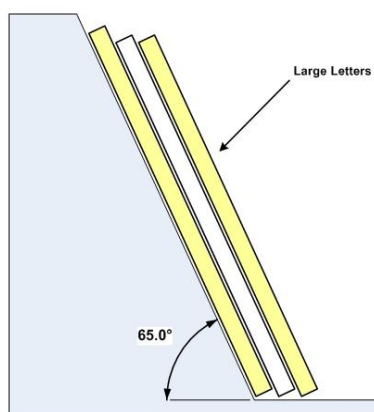
- if the leading edge drops to 40mm or more, then the stiffness is less than 8N.mm and the large letter on machine-readable.

Figure 118: Rigidity



- **Separation** - The Mailing Items must not be stuck together and it is recommended that they are capable of separating to allow them to be effectively processed. When placed on a slope of 65° to the horizontal, the Mailing Items are recommended to be capable of separating, by sliding one from another, under the force of gravity (see figure 119); and

Figure 119: Separation



- **Shape** – Mailing items are required to be rectangular or square within the permitted dimensions and can be laid out in landscape or portrait format. We do require you to ensure that the four sides are all straight lines and intersected by a 90° angled corner.

13.5.4 Polywrap outer

- the film is required to be intact, undamaged and must not be punctured or torn apart from perforations(although perforations are not recommended)?;
- the film must be > 15 µm (15 microns) thick when measured at any point on the large letter other than the seal;
- it is recommended that any Mailmark barcode printed on the film must adhere to the film and must not break up or wear during processing;
- it is recommended that any text printed on the film adheres to the film and must not break up or wear during processing;
- only be a single layer of film must cover the Delivery Address Block and Mailmark barcode ; and
- it is recommended that the film is sufficiently strong enough to tolerate handling without tearing or splitting at the seals.

13.5.5 Print contrast recommendations

- Print Contrast Ratio for addresses printed on envelopes should be ≥ 50 %;
- Print Contrast Ratio for addresses printed on window inserts should be ≥ 55 %;
- Minimum Reflective Difference should be ≥ 30 %; and
- Minimum Background Reflectance should be ≥ 35 %.

13.5.6 Print contrast recommendations

Inverse printing i.e. negative contrast is not permitted (i.e. Address Block lighter than background).

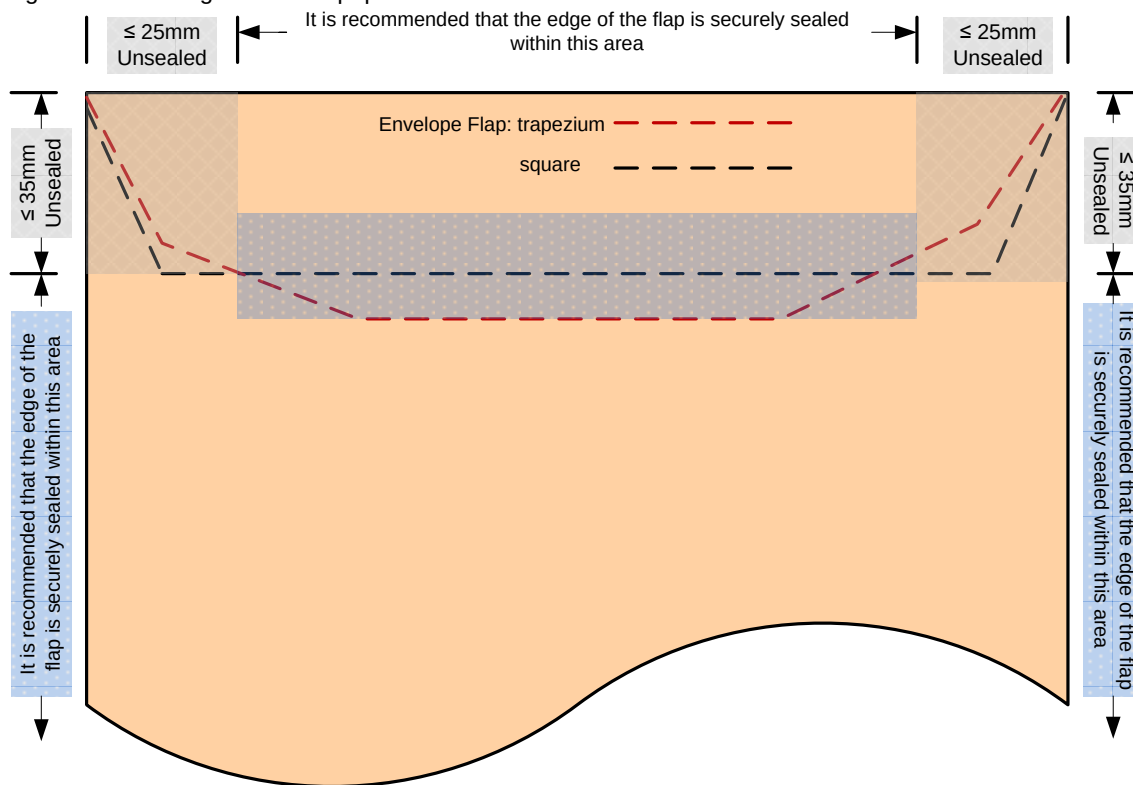
13.6 Flaps and sealing

This section is divided into paper and polymer/polywrap recommendations and requirements as they are different.

Paper envelopes

- it is recommended that the paper envelopes are sealed securely on the back, front and edges;
- a tolerance of 35mm x 25mm is permitted on the opening flap. Regardless of whether the opening flap is placed on the front or reverse of the Mailing Item (the front being where the Delivery Address Block and the Indicum are located) it is recommended to be sealed to within 35mm from the fold of the envelope and 25mm from the envelope side.

Figure 120: Sealing tolerances paper

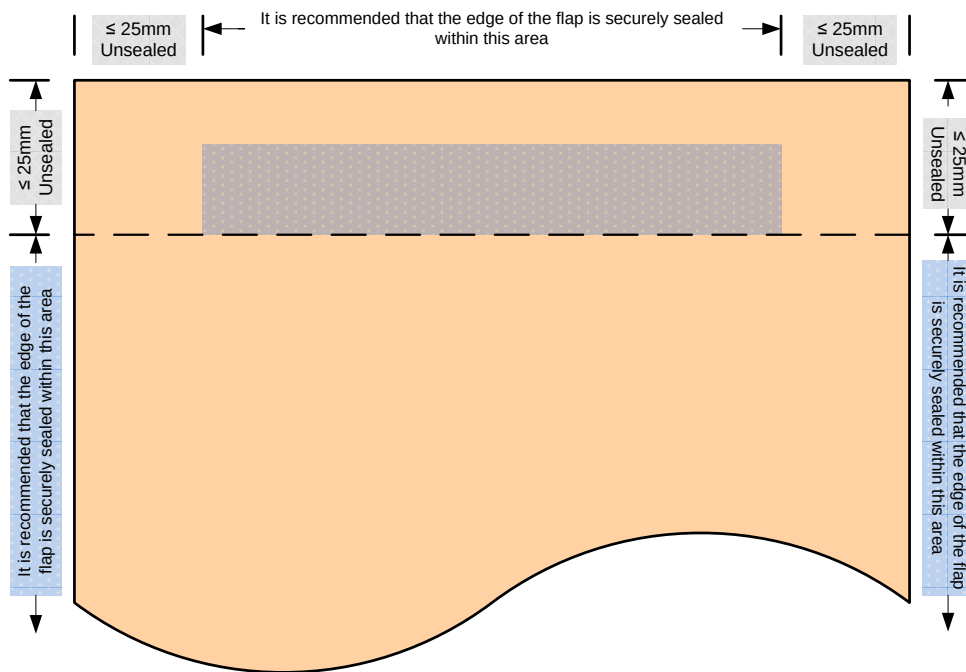


Polymer envelopes

It is recommended that:

- Polymer envelopes are sealed along all the edges and have the opening flap on the back; and
- the opening flap is sealed to within a minimum of 25mm from the fold of the envelope flap and 25mm from the sides of the envelope (see figure 121).

Figure 121: Sealing tolerances polymer



Poly wrapped Mailing Items

Mailing items which are poly wrapped must be securely sealed on the front, back and side edges.

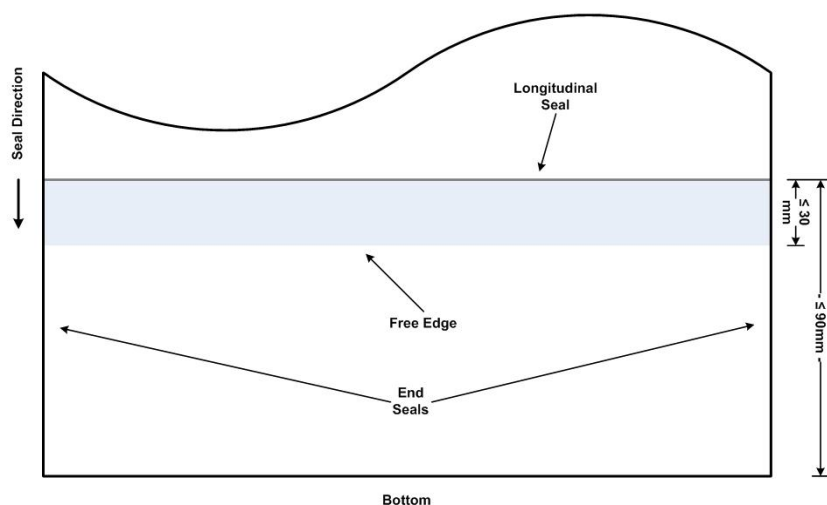
The recommendations for any seal which runs along the length, or width, of the item are as follows:

- this seal should be sealed at each end along the full length of the seal;
- the free edge of the seal should be less than 30mm deep;
- the preferred location for the seal is the back of the Large Letter; and
- due to the recommendations for the seal when placed on the front, it cannot be across the width of the Mailing Item (but if on the reverse it can).

If you have chosen not to have the seal on the reverse and have placed it on the front then please ensure you also meet the following requirements:

- the seal must not be over the Delivery Address Block or over the Mailmark barcode; and
- the seal must be towards the bottom of the Large Letter and be no more than 90mm from the bottom edge (see figure 122).

Figure 122: Sealing poly



13.7 Windows (paper envelopes)

Although you are only permitted one window on your Mailing Item, you do have the option of using this window for either the Delivery Address Block or for advertising information. You do need to ensure that the window is not an open space i.e. there must be a transparent film covering the aperture and that it is square or rectangular (circular windows are not permitted).

As we do not wish to limit your options when it comes to designing or purchasing window envelopes, we do not have any specific requirements for the strength of the window but we do recommend that when we do receive the Mailing Items from you:

- the window film is not flimsy i.e. should be sufficient strength and quality that it is not visibly creased or crumpled;
- it is flat and securely and evenly sealed to the inside of the envelope, with corners of the aperture that are curved rather than straight as this will help prevent damage occurring when the Mailing Items are going through the final machine sortation stage;
- it does not take up more than 25% of the surface area on the side where it is found;
- the window area where it is used for an address should fall within the Delivery Address Block area – please see figures, 123, 126, 129 and 131
- **Gloss** - (window and poly film): The gloss value should be ≤ 150 (American standards of testing and materials (ASTM) 2457 Measured at 60 degrees); and
- **Haze** - (window and poly film): The haze value should be $\leq 75\%$ (ASTM D1003-00 Procedure A (Hazemeter)).

13.8 Delivery Address Block and the Mailmark barcode

When printing the Delivery Address the recommended maximum characters per line of the Address Block is 64 and please ensure that the content of one address line is not wrapped onto a second line i.e. Team Valley Trading Estate must be printed on the same line and not spread over two.

We recommend that you use one of the fonts and sizes detailed in section 7 of this Appendix M and ensure that each line of the address has characters which are the same font and point size and that the spacing between the words is less than 5mm.

Figures 123 - 132 are separated into paper and poly, trayed and untrayed and includes C5 (162mm x 229mm) format because of the smaller area, due to the Indicum and return address area, permitted for the Delivery Address Block.

The Delivery Address Block and the Mailmark barcode cannot be located in the following areas (see also Figures 123 - 132):

on paper envelopes:

- the Indicum area (40mm from the top of the envelope x 75mm from the right);

- the return address area (40mm down from the top and no less than 75mm from the right);
- the 'Tag Code Zone' (referenced on the longest edge of the Large Letter, 33mm up from the bottom right corner and covering an area 30mm high and 110mm long);
- the 'Route Code Zone' (referenced that starts from the bottom edge up to 18mm high, stretching to 130mm in from the right hand edge of your mail piece);
- a 'frame' around the Mailing Item (15mm around the perimeter i.e. the bottom, left and right edges); and
- over the edge of the envelope flap.

on polymer envelopes or polywrapped items:

- the Indicum area (40mm from the top of the envelope x 75mm from the right);
- the return address area (40mm down from the top and no less than 75mm from the right);
- the 'Tag Code Zone' (referenced on the longest edge of the Large Letter, 33mm up from the bottom right corner and covering an area 30mm high and 110mm long – this must include the lateral movement i.e. the excess poly of which 20mm is the maximum permitted);
- the 'Route Code Zone' (referenced that starts from the bottom edge up to 18mm high, stretching to 130mm in from the right hand edge of your mail piece long – this must include the lateral movement i.e. the excess poly of which 20mm is the maximum permitted);
- a 'frame' around the perimeter of the Mailing Item (up to 35mm i.e. a mandatory 15mm and the remaining clear area is the excess poly of which 20mm is the maximum permitted. Therefore, if for example, your Mailing Item only had 10mm excess polywrap then you would be expected to leave 25mm clear); and
- over the edge of the envelope flap.

Label and Tag code application areas

To allow us to give you as creative a specification as possible we have removed any mandatory requirements specific to areas where our Tag codes or labels and Tag codes will be affixed. The information within this Appendix M will allow you to make an informed decision when it comes to designing your pack design.

When you present the Mailing Items in trays, there will be fewer areas where the Mailmark barcode or label with a Mailmark barcode could be applied. This is because the Mailing Items will then only be presented to the machine in one of two ways. However, when mail is bagged it has to then be tipped and trayed at the receiving office and this increases the likelihood of the Tag code or label and Tag code being applied to any one of four areas.

In general, if you have a plain paper outer envelope then a Tag code will be sprayed directly onto the Mailing Item and if you have a very creative Mailing Item or if it is polywrapped or in a poly envelope then a label will be applied and a Tag code sprayed onto the label.

Please note:

- these defined areas relate to how the Mailing Item is presented to the machines, so there may be instances where a label could be applied a little higher or slightly more towards the left than indicated. This applies to polywrapped Mailing Items specifically and is purely because the excess poly around the insert may fold; and
- 'the bottom edge' of a Mailing Item is always the longest edge on which the Mailing Item will be fed through and presented to the machine. Mailing items are always processed in 'landscape format', trayed square Mailing Items are processed with the Delivery Address Block and Indicum uppermost with the Indicum to the top right.

Trayed

Trayed Mailing Items are presented to the machines according to the orientation of the Delivery Address Block and Indicum as follows:

- landscape Mailing Items (Figures 123,124, and 125) - the address will be upright and the Indicum in the top right hand corner; and
- portrait Mailing Items (Figures 126, 127 and 128) - will be rotated to lie on one of the longest edges so that the Indicum is vertical in the top left hand corner and the address in a vertical position.

Paper envelope, polymer envelope and polywrap items

When you tray your Mailing Items, because the orientation of the Mailing Item within the tray affects how it is fed through the machine there will be one possible area where we will apply a label if necessary and spray a 'tag code' mark – you must include the 'excess poly' to the area below (i.e. add a maximum of 20mm to the right and 20mm to the bottom):

- starts from the right hand edge and 33mm from the bottom edge; and
- the code application area is 110mm long and 30mm high.

Unbagged, bagged or in ALPS

When the Mailing Items are in bags or ALPS, then the Mailing Items are presented in landscape orientation. They are only put to the machine along one of their longest edges therefore Tag code marks could be applied in one of two areas for Mailing Items $\geq C5$ (162mm x 229mm), or one of four areas for Mailing Items $\leq C5$.

Paper envelope, polymer envelope and polywrap items

When you do not present your Mailing Items in trays, because the orientation of the Mailing Item is not pre-defined there will be two possible areas where we will apply a label if necessary and spray a 'tag code' mark - you must include the 'excess poly' to the area below (i.e. add a maximum of 20mm to each edge):

- starts in from the bottom right hand edge and 33mm up from the bottom edge, is 110mm long and 30mm high; and
- starts from the top left hand edge and 33mm down from the top left edge, and is 110mm long and 30mm deep.

Please note:

For polymer envelopes or polywrapped Mailing Items you will need to allow for any lateral movement when defining the Delivery Address Block location. The assumption must be made that the poly may fold during processing and, should this happen we still need a defined clear area from the edge to ensure the Delivery Address can be read. See Figures 124, 125, 127, 128, 130 and 132

Figure 123: trayed landscape paper

This indicates that if you were to tray landscape Mailing Items then any code marks would be applied in the bottom right corner. It is required that Mailmark barcodes are only applied to the blue shaded area and recommended that they appear near the Delivery Address Block.

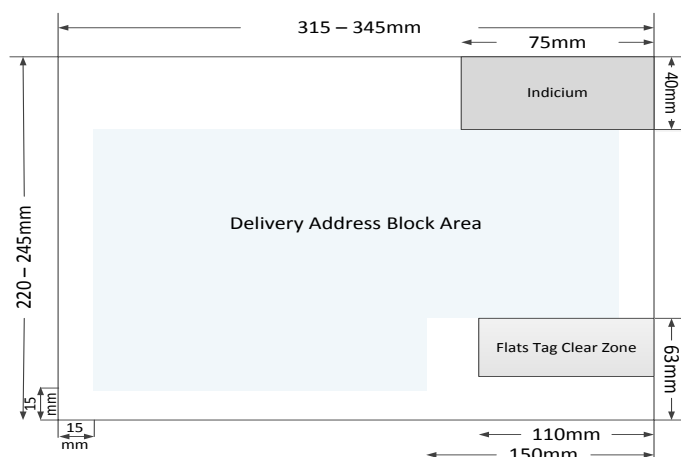


Figure 124: trayed landscape poly

This indicates that if you were to tray landscape Mailing Items then any adhesive label and code marks would be applied in the bottom right corner. It is required that Mailmark barcodes are only applied to the blue shaded area and recommended that they appear near the Delivery Address Block.

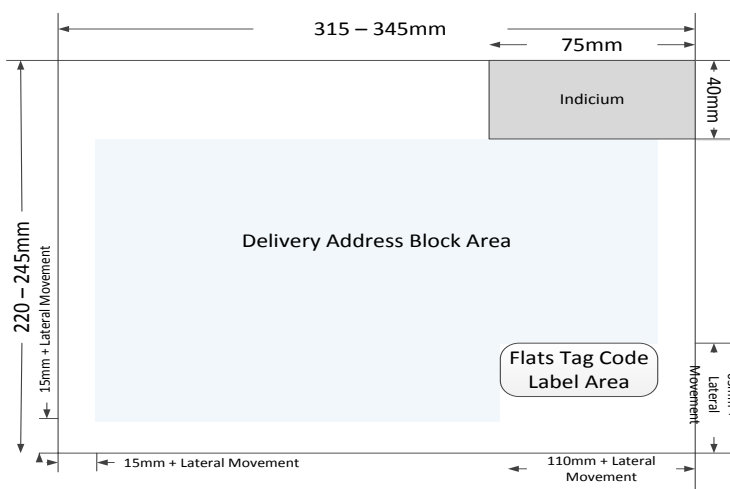


Figure 125: trayed poly C5 162mmx229mm landscape
 This indicates that if you were to tray C5 items then any adhesive label and code marks would be applied in the bottom right corner. It is required that Mailmark barcodes are only applied to the blue shaded area and recommended that they appear near the Delivery Address Block.

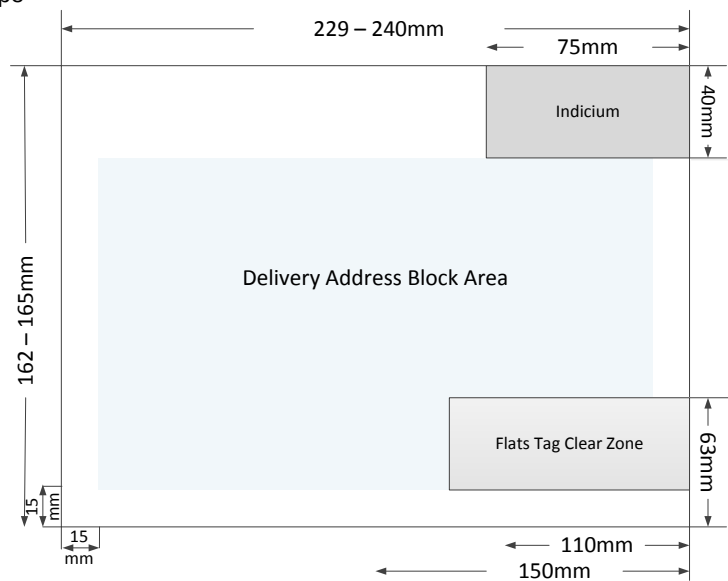


Figure 126: trayed portrait paper
 This indicates that if you were to tray a portrait Mailing Item then any code marks would be applied in the bottom left corner if the Indicium was in the top right corner. It is required that Mailmark barcodes are only applied to the blue shaded area and recommended that they appear near the Delivery Address Block.

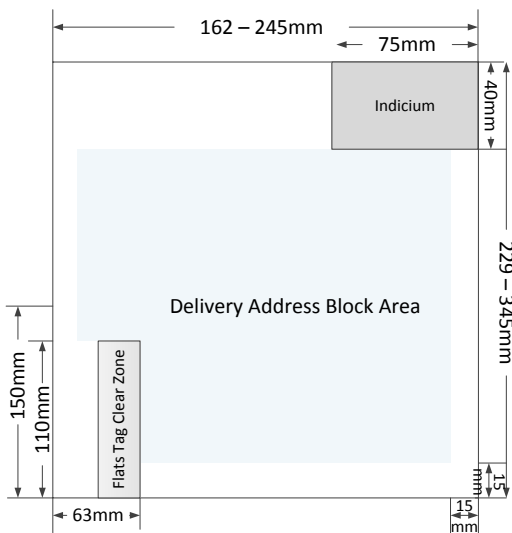


Figure 127: trayed portrait poly

This indicates that if you were to tray a portrait Mailing Item then any label and code marks would be applied in the bottom left corner if the Indicum was in the top right corner. It is required that Mailmark barcodes are only applied to the blue shaded area and recommended that they appear near the Delivery Address Block.

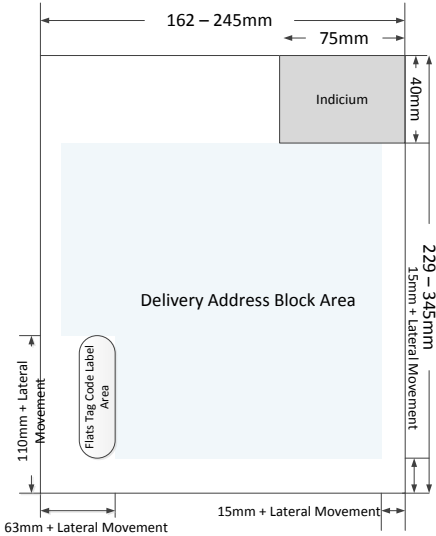


Figure 128: trayed portrait poly C5 162mmx229mm

This indicates that if you were to tray a portrait Mailing Item then any code marks would be applied in the bottom left corner if the Indicum was in the top right corner. It is required that Mailmark barcodes are only applied to the blue shaded area and recommended that they appear near the Delivery Address Block.

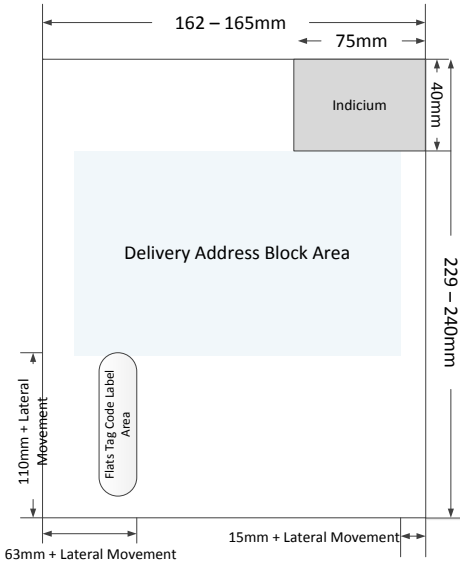


Figure 129: untrayed landscape paper

This indicates that if you were to bag or present a landscape Mailing Item in an ALPS then there would be two possible areas a code mark would be applied, bottom right and top left. It is required that Mailmark barcodes are only applied to the blue shaded area and recommended that they appear near the Delivery Address Block.

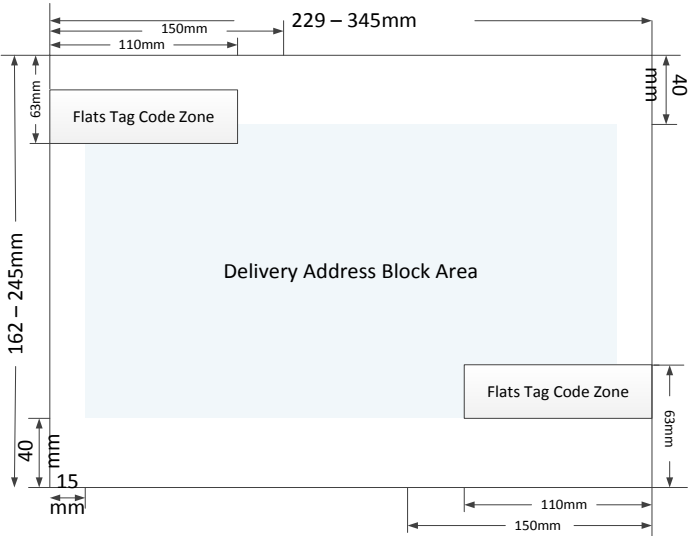


Figure 130: untrayed landscape poly
 This indicates that if you were to bag or present a landscape Mailing Item in an ALPS then there would be two possible areas a label and code mark would be applied, bottom right and top left. It is required that Mailmark barcodes are only applied to the blue shaded area and recommended that they appear near the Delivery Address Block.

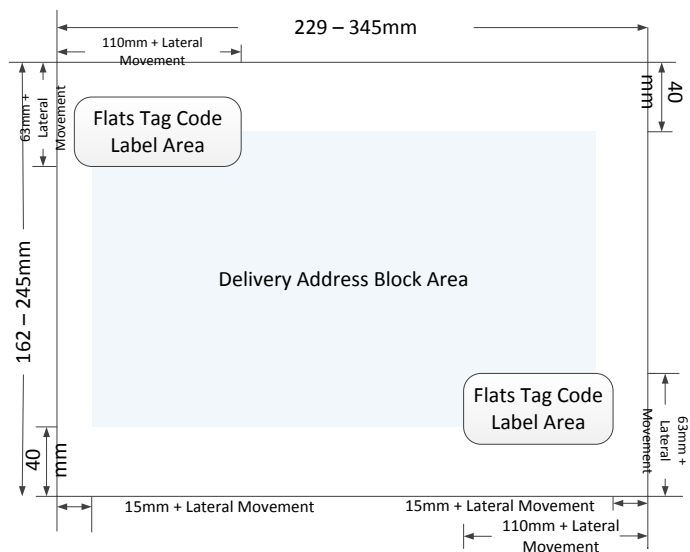


Figure 131: untrayed portrait paper
 This indicates that if you were to bag or present a portrait Mailing Item in an ALP then there would be two possible areas a code mark would be applied, bottom right and top left, if the Indicium were in the top right corner. It is required that Mailmark barcodes are only applied to the blue shaded area and recommended that they appear near the Delivery Address Block.

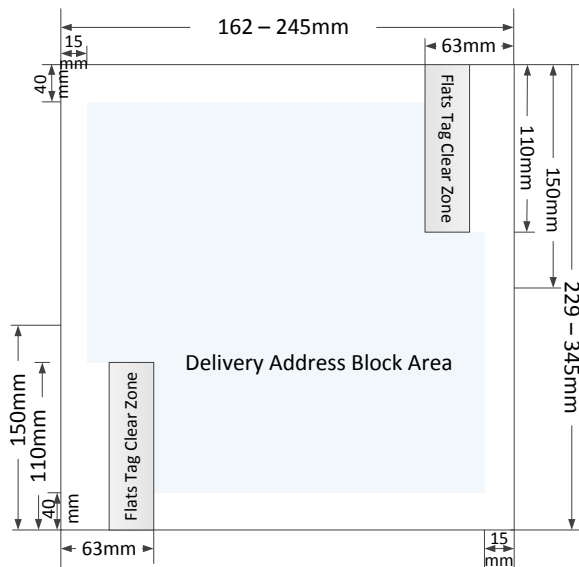
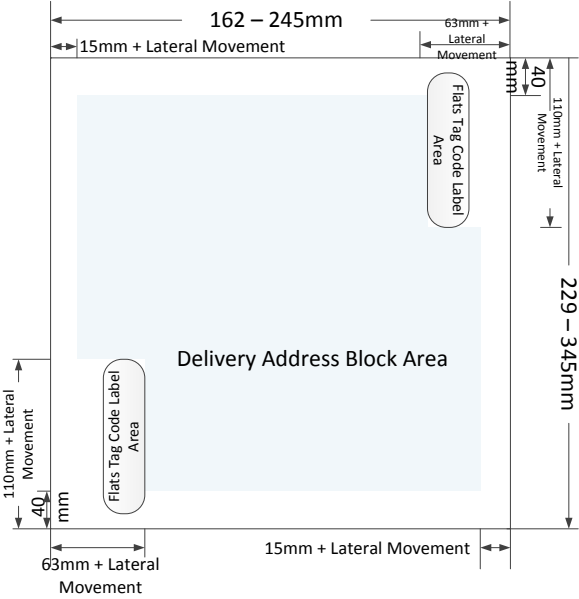


Figure 132: untrayed portrait poly

This indicates that if you were to bag or present a portrait Mailing Item in an ALPS then there would be two possible areas a code mark would be applied, bottom right and top left, if the Indicum are in the top right corner. It is required that Mailmark barcodes are only applied to the blue shaded area and recommended that they appear near the Delivery Address Block.



14. Mailmark barcode specification

Please note that all specifications set out in this section are requirements unless stated otherwise.

A Mailmark barcodes can be either a:

- 2D data matrix barcode; or
- 4-state barcode.

2D data matrix Mailmark barcodes

There are three types of 2D data matrix barcodes:

- Type 7 24 x 24 modules
- Type 9 32 x 32 modules
- Type 29 16 x 48 modules

2D data matrix barcodes vary in size and shape and they contain different quantities of spare space. 2D data matrix barcodes are made up of black & white square modules. Each module must be printed with minimum size of 0.5mm x 0.5mm and a maximum size of 0.7mm x 0.7mm. Modules must always be square so it is not acceptable to print with a module size of 0.5mm x 0.6mm or 0.7mm.

Figure 133: Example of a 2D data matrix Type 7 barcode



- Minimum size 12mm x 12mm when printed with 0.5mm x 0.5mm module size.
- Maximum size 16.8mm x 16.8mm when printed with 0.7mm x 0.7mm module size
- Total of 51 characters
- 6 spare characters.

Figure 134: Example of a 2D data matrix Type 9 barcode



- Minimum size 16mm x 16mm when printed with 0.5mm x 0.5mm module size.
- Maximum 22.4mm x 22.4mm when printed with 0.7mm x 0.7mm module size.
- Total of 90 characters
- 45 spare characters.
- (Identified by a cross within box).

Figure 135: Example of a 2D data matrix Type 29 barcode



- Minimum size 8mm x 24mm when printed with 0.5mm x 0.5mm module size.
- Maximum size 11.2mm x 33.6mm when printed with 0.7mm modules
- Total of 70 characters
- 25 spare characters.

Important note:

No information (confidential or otherwise classified) should be placed in the spare space within the 2D data matrix Mailmark barcode that could or would place anyone in danger of breaching their or our data protection obligations.

4-state Mailmark barcodes

There are two types of 4-state barcodes:

- Barcode L (long). Length up to 89mm. No spare space
- Barcode C (consolidated). Length up to 76.2mm. No spare space

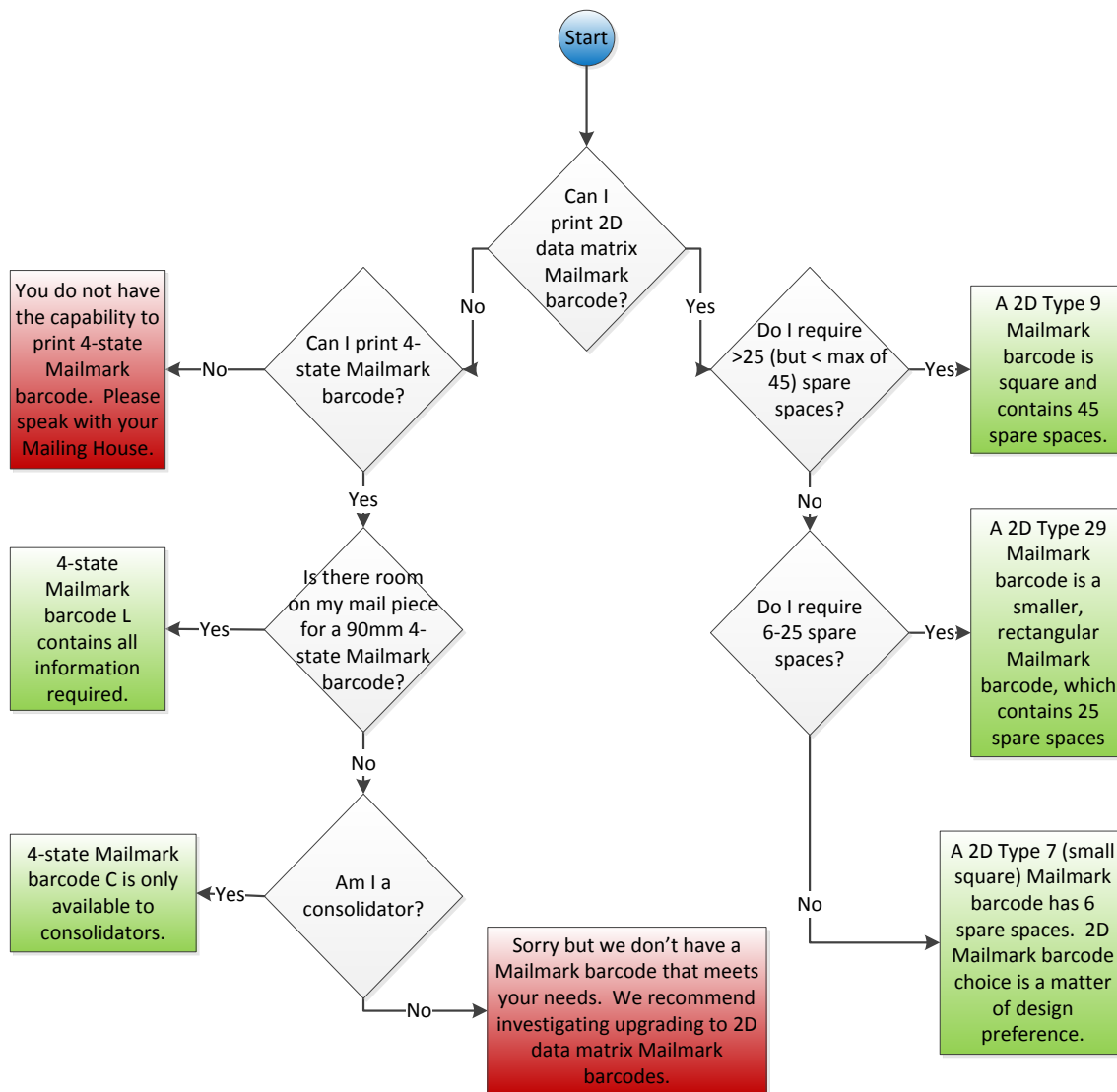
Figure 136 Example of a 4-state barcode L

4-state barcode C



The following diagram helps you work out which Mailmark barcode will best suit your needs.

Which Mailmark™ barcode is right for me?



4-state Mailmark barcode L Approx. 90mm at 22bpi

4-state Mailmark barcode C Approx. 76.2mm at 22bpi

(CBC) Approx 48.5mm at 22bpi

2D Type 9 Mailmark barcode

16mm x 16mm at 0.5mm module size.
Contains 45 spare spaces.



2D Type 29 Mailmark barcode (horizontal).

24mm x 8mm at 0.5mm module size.
Contains 25 spare spaces.



2D Type 29 Mailmark barcode (vertical).

8mm x 24mm at 0.5mm module size.
Contains 25 spare spaces.



2D Type 7 Mailmark barcode

12mm x 12mm at 0.5mm module size.
Contains 6 spare spaces



14.1 Background Reflectance (BR) and Reflective Difference (RD)

Royal Mail 4-state Mailmark barcode only

In order to provide sufficient reflectance from the Mailing Item material that allows sufficient light to be reflected back, a BR value of a minimum of 35% is required. Mailing items not meeting this requirement will appear as a block of dark grey or even black, making it impossible to identify the Mailmark barcode on the Mailing Item.

In order to provide sufficient contrast between the Mailing Item material and the printed Mailmark barcode, the RD between the Mailing Item background and the BR must be a minimum of 30%. Mailing items not meeting this requirement will appear as black making it extremely difficult to distinguish the Mailmark barcode from the Mailing Item material.

14.2 2D data matrix Mailmark barcode

A 2D data matrix Mailmark barcode is a specified format of a Data Matrix type ECC200 code complying with the international standard ISO/IEC 16022 whose data content matches a configurable set of characters for the first 6 characters of the data. The supported formats from ISO/IEC 16022 and the data content are as specified within the separate document - Mailmark Barcode Definition Document.

2D data matrix Mailmark barcodes must be printed according to the international standard.

14.3 Characteristics of 2D Mailmark barcode

- a 2D data matrix Mailmark barcode is a Data Matrix type ECC200 code complying with the international standard ISO/IEC 16022. Version of ISO specification is ISO/IEC 16022:2006;
- a 2D Mailmark can be any of the following formats of Data Matrix type ECC200 as defined in ISO/IEC 16022:
 - 24x24 modules (Also known as Format 7);
 - 32x32 modules (Also known as Format 9); and
 - 16x48 modules (Also known as Format 29);
- 2D data matrix Mailmark barcodes must have a module size in the range of 0.50 – 0.70mm;
- the 2D data matrix Mailmark barcode must not appear within 15mm of the short edges of the Mailing Item, within 18mm of the long edge furthest from the Indicum (for landscape items this is the bottom edge) or in an area that must be kept clear of text or graphics as set out elsewhere in this appendix;
- the 2D data matrix Mailmark barcode must be printed on a background that is of consistent contrast by design, with a positive contrast for the symbol (dark on a light background). Note: Certain recycled paper does give an inconsistent background, but this is acceptable so long as the print quality criteria are achieved. Note the codes are always positive contrast.
- there must always be a clear zone of at least 4 times the module size around any 2D Mailmark barcode. For example if printed with a 0.5mm module size the clear zone must be at least 2mm. With a 0.7mm module size the clear zone must be at least 2.8mm;
- the 2D data matrix Mailmark barcode can be orientated vertically or horizontally but are required to have edges that are parallel with the edges of the Mailing Item;
- the 2D data matrix Mailmark barcode is differentiated from other Data Matrix symbols that may be present on the Mailing Item by a defined string of 6 characters in the first part of the data within the code. All systems that are required to read and extract data from the 2D data matrix Mailmark barcode shall have a configurable file that can contain up to 100 different 6 character strings to identify a 2D data matrix Mailmark barcode type from other Data Matrix codes. The configurable file shall, for each of the 2D data matrix Mailmark barcode types defined by the 6 character string:
 - assign the precedence of each 2D Mailmark barcode string where more than one 2D Mailmark barcode exists on a Mailing Item; and
 - set the threshold limit for the minimum amount of unused error correction by the ECC algorithm that is allowed before rejecting the code read.

The representation of the 6 character string within the configuration file shall comprise of characters A – Z, 0 – 9, or Space. No wild cards will be used;

- the 2D data matrix Mailmark barcode is differentiated from other Data Matrix symbols by a defined string of 6 characters in the first part of the data within the code. Each of the Royal Mail products that use the 2D data matrix Mailmark barcode has the following data strings in the first part of the data content:
 - UPU identifier – 1 Characters (J);
 - Royal Mail identifier assigned by the UPU – 3 Characters (e.g. GBA, or GB<SPACE>);
 - Information (Product) type ID – 1 Character; and
 - Information type ID version number – 1 Character;
- each attribute within any 2D data matrix Mailmark barcode is of a fixed and defined length. This is to ensure that any individual attribute can be located by specifying the start character of the attribute with reference to the start of the character string;
- the information within the 2D data matrix Mailmark barcode shall comply with the C40 encodation scheme (Character set) as described within ISO 16022. All data that is within the code shall comply with the C40 Basic Character set (Uppercase Alphas, Numerals and SPACE only);
- the data within the barcode will not comply with optional message structures that are referenced from ISO 16022, such as ISO 15434 or 15418. The data will be a single continuous string of data with no header, footer or data identifiers included;
- for 2D data matrix Mailmark barcode, the information contained in the barcode is not sensitive as much of it can be found within human readable information on the Mailing Item and the 2D data matrix Mailmark Supply Chain ID is not relevant to any other Royal Mail or customer account information. Therefore, there is no requirement for encryption;
- all of the attributes must start at a defined point in the data string, so any missing or optional attributes must be filled with the SPACE character unless otherwise stated in the barcode definition. The one exception to this rule is the customer data space that is available in some codes. Any unused data space shall not be filled with space characters as this maximises the amount of error correction employed in the 2D data matrix Mailmark barcode; and
- where space characters have been inserted into the code for the purposes of padding out the code as outlined above, these padding characters will not be included in the data fields after the parsing of the barcode information following barcode reading.

14.4 Royal Mail 4-state Mailmark barcode

4-state Mailmark barcodes look like the existing Royal Mail 4-state barcodes that are used for CBC mailings. However they differ from the existing barcodes as they are made up of encoded content, and the bars within the 4-state Mailmark barcode do not combine to represent alphanumeric characters.

The encoded content will be output as a string of text that consists of 4 characters:

1. D for Descender bar;
2. A for Ascender bar;
3. F for Full bar; and
4. T for Track bar.

The DAFT text strings when presented in the Royal Mail 4-state font form the Royal Mail 4-state Mailmark barcode. Figure 137 shows a Full bar followed by a Descender bar, an Ascender bar and a Track bar.

All systems that are required to read and extract data from Barcode C and L Mailmark shall have a configurable file that can contain up to 100 different 2 character strings to identify different data fields within the code. The configurable file shall for each of the Barcode C/L Mailmark defined by the 2 character string:

- assign the precedence of each Barcode C/L Mailmark string where more than one Barcode C/L Mailmark exists on a Mailing Item;
- set the threshold limit for the amount of error correction by the ECC algorithm that is allowed before rejecting the code read;

The representation of the 2 character string within the configuration file shall comprise of characters 0 – 9 only. No wild cards will be used.

14.5 Optical specification for all Royal Mail 4-state barcode Mailmark

The Mailmark barcode must be printed so that it contrasts with the background, typically black bars on a white background, and the print quality shall be consistent throughout the code.

The optical characteristics of the printed Mailmark barcode characters can vary substantially, depending on the varied print processes used to produce them, and the quality of the substrate onto which they are printed. Please make sure that the reflectance and print quality characteristics are maintained within acceptable limits, to ensure the reading process is reliable.

14.6 Print Contrast Ratio (PCR) for all Royal Mail 4-state Mailmark barcodes

The PCR is an indication of how well the printed Mailmark barcode on the Mailing Item stands out from the background. For Mailmark barcode mail this must be a minimum of 40%. Positive Contrast or Inverse Printing (Barcode lighter than the Background) is not permitted.

14.7 Symbolology, dimensions and tolerances measurement for the Royal Mail 4-state Mailmark barcode

When Mailmark barcodes are magnified, their edges may not always be clearly defined, making accurate measurement more difficult. In order to ensure that measurements are within required specifications, it is necessary to define the edges between each light and dark element of the Barcode. The edge of a bar is defined as:

"the position where the apparent reflectance is exactly halfway between the minimum and maximum reflectance values of the adjacent bar and space, when viewed using a circular sample aperture of less than 0.6X, where X is defined as the nominal width of the bars in the code"

Dimensions for a Royal Mail 4-state Mailmark barcode

Barcode C contains approximately 66 bars

Barcode L contains approximately 78 bars

The Royal Mail 4-state Mailmark barcode has been developed for use with most common printing systems. However, as many of these systems might not be able to match ideal requirements, we have also incorporated systems that read imperfect Royal Mail 4-state Mailmark barcodes to the extent those practical algorithms will allow. The dimensions shown below represent the maximum tolerances that are required when using the Royal Mail 4-state Mailmark barcodes.

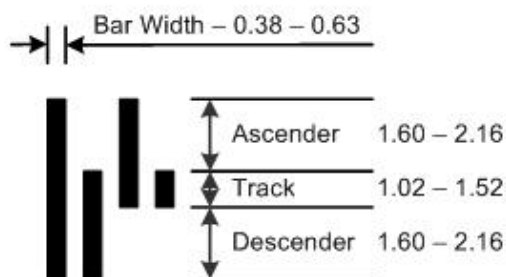
Dimension recommendations:

- bar width is set at 0.54mm (with width tolerance of +/- 0.05mm);
- the Ascender and Descender height is set at 1.9mm;
- the track bar is 1.4 times module size high (with height tolerances of +/- 0.1mm); and
- the pitch is 21.2 (+/- 0.2) bars per inch (25.4mm).

Dimension requirements:

- 4-state Mailmark barcode edges must be sharp and clearly defined to help eliminate misreading. For clarification, to ensure that this form of code can be read:
 - the width requirements apply throughout the whole bar i.e. no part of the bar can be less than 0.38mm wide or greater than 0.64 times module size wide; and
 - the print quality must be consistent throughout the code and there must be no gaps between the printed dots within a bar;
- there must be between 20 and 24 bars per 25.4mm which must be equally spaced; and
- the 4-state Mailmark barcode must be a continuous string of characters and must not include gaps or space characters.

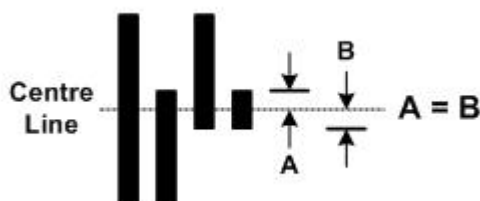
Figure 137 Royal Mail 4-state Mailmark barcode dimensions



Vertical alignment

The track element of the bars must be symmetrical about the centre line of the code +/- 10% of the height of the centre line.

Figure 138 Vertical alignment



14.8 Clear Zone for all Mailmark barcodes

The Clear Zone is the area where the Mailmark barcode is placed in addition to a square or rectangular border of at least 2mm for Royal Mail 4-state Mailmark barcodes on all sides and at least 4 times module size for 2D data matrix Mailmark barcodes on all sides. It consists of a background with constant reflectance, to comply with the optical specification in this appendix for Royal Mail 4-state Mailmark barcode and in the ISO specification for 2D data matrix Mailmark barcode.

It is required that no other text, graphic, picture, window edge, flap, perforations etc. appear in the area taken up by the Mailmark barcode and associated 2mm or at least 4 times module size clear zone. The minimum module size is 0.5mm x 0.5mm; in which case the required clear zone is 2mm. The maximum module size is 0.7mm x 0.7mm; in which case the required clear zone is 2.8mm.

It is a requirement that you do not place a border or lines around the Mailmark barcode or the associated clear zone.

14.9 Location for all Mailmark barcodes

Location requirements:

We require that you place the Mailmark barcode and associated Clear Zone:

- on the same side of the envelope as the Indicum and Delivery Address Block beneath the Indicum;
- is at least 15mm from the short edges of the Mailing Item;
- is at least 18mm from the long edge furthest away from the Indicum (i.e. the bottom edge of a landscape Mailing Item);
- does not infringe on any other Clear Zone set out in this Appendix or other literature (e.g. the clear zone that is required around the Indicum and the route and tag clear zones); and
- has opposite edges that each are parallel with one another (i.e. it should not be skewed (i.e. squashed or stretched in any direction to form a parallelogram that does not have four 90° vertices)).

Location recommendations:

We recommend that the four edges of the Mailmark barcode and the clear zone remain parallel with the four edges of the Mailing Item.

14.10 eManifest

The eManifest is an electronic record of your Mailmark Mailing Items posted against a non-transferrable SCID on each day. The data within the eManifest, together with the machine processing data validated against it, is used for reporting.

eManifest requirements and procedure:

- an eManifest is a requirement for both 4-state barcode Mailmark Mailings Items and 2D data matrix Mailmark Mailings Items and is in addition to a Manifest;
- an eManifest is created via the eMHS and populated with item level data through a software solution or by the Mail Producer's IT systems. It is required for any Mailmark Mailing Item recorded against a SCID;
- one eManifest is required per SCID per day. It is important that you include all Mailing Item data in the eManifest. If you don't we will see those items as we process them and may invoice the Bill Payer for them for them;
- once the eManifest is created, Mailmark Mailings Items are uploaded to each eManifest via the eMHS by the Mail Producer in one or more Batches;
- when a Batch is completed it is closed by being submitted, and once all Batches are submitted the eManifest must be confirmed; and
- each eManifest will have a unique eManifest ID. This eManifest ID and Supply Chain ID (SCID) must be included in the relevant fields on the Manifest.

Please note:

Each Batch must have a minimum volume of 4,000 Mailing Items. It is possible to split Batches and submit more than one Batch to make use of reporting by Batch, providing each Batch contains the minimum volume of Mailing Items required.

When you must submit your eManifest:

- an eManifest is created via the eMHS and must be confirmed within 2 calendar days from the time of creation;
- the eManifest can be confirmed up to two days prior to the mail handover date;
- the deadline for confirming Network Access Item eManifests is configured to 9pm on the handover date specified in the eManifest. At this time, any remaining open Item eManifests will be automatically confirmed and closed to further Batch submissions.

The deadline for confirming Consolidator Item eManifests is configured to 2am on the handover date specified in the eManifest. At this time, any remaining open Item eManifests will be automatically confirmed and closed to further Batch submissions.

Handing over Mailing Items

Mailing Items should be handed over on the day the eManifest is confirmed. Please note that if Mailing Items are handed over five (5) or more working days after the eManifest is confirmed the Bill Payer may be invoiced twice.

Failure to create an eManifest:

If an eManifest is not created we may process your mail and apply error charges. Please note that without an eManifest we cannot provide reporting.

Mandatory fields within an eManifest:

The following information is required:

Header:

1. Supply Chain ID (SCID)
2. Mail Originator
3. Date (the date of the eManifest confirmation and the handover date)
4. eManifest status (open, finalised, test)
5. eManifest ID

Detail:

1. Unique Mailing Item ID
 2. Batch ID
 3. Address (full address is recommended, only postcode and DPS are required. Recipient details must not be included)
 4. Product attributes (format, weight etc.)
- The Mailmark eMHS implementation guidelines contain more information and is available from your Access Account Director.

14.11 Mailmark barcode Definition Document

There is a choice of Mailmark barcode available. At a high level Mailmark barcodes can be either a 2-Dimensional (2D) Complex Mail Data Mark barcode or 4-state Mailmark barcode. There are three types of 2D CMDM Mailmark barcodes

available offering varying space for your non-Royal Mail use. The Mailmark barcode Definition Document provides full details of:

- The specifications for the format and structure of the Mailmark barcode
- The data content of each Mailmark barcode, including the legitimate character sets and ranges of data

14.12 Other useful documents for implementing Mailmark.

We have created the following useful guidelines and technical documents which you will need to refer to as they will provide you with details and instructions on:

- how to create your Mailmark barcode;
- how to ensure your systems correctly interface with the eMHS;
- how to create a 4-state barcode and barcode options; and
- how to encode and decode 4-state barcodes.

For ease we have provided a link to each of the relevant guidelines and technical documents on the Mailmark section of our Website. [Mailmark link.](#)

You are also required to accept the Royal Mail Mailmark Participant Terms and Conditions® (attached below) in order to become a Participant in a Supply Chain, and you acknowledge that before you can use the Mailmark option each of the Mail Originator, Mail Producer, Carrier and Bill Payer in your Supply Chain will need to have accepted the Participant Terms and Conditions to become a Participant.



Access - Participant
Terms and Conditions