



ACCESS USER GUIDE AMENDMENT NOTICE NUMBER 057: MAILMARK ECONOMY SERVICE

Date: 26 June 2020

This notice applies if you hold an **Access Letters Contract (Contract)** with **Royal Mail Group Limited**, a company registered in England and Wales (number 04138203) with its registered address at 100 Victoria Embankment, London, EC4Y 0HQ.

1 Changes

We notify you under clause 13.2.1 of the Access Letters Contract that we are changing the Access Letters User Guide to introduce the specification for the Mailmark Economy Service with effect from 4 January 2021. We are making the following changes per the red text:

1.1 Insert the following wording at Section 1:

Royal Mail Mailmark Economy Service

Provided you have signed up to and meet the specifications and requirements of the Schedule 30: Royal Mail Mailmark Economy and Appendix R, you may use the Mailmark Economy Service to take advantage of additional price savings.

1.2 Amend Section 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, **unless you are posting Letters using the Mailmark Economy Service in which case we aim to deliver or attempt to deliver those Letters within 4 Working Days after handover to and acceptance by us.**

1.3 Amend Figure 1 in Section 2.2: Access Services:

| Format | Letters | | Large Letters | | Mail Sortation Required | Minimum Address and Postcode Accuracy Required |
|-----------------------------------|---------|--------|---------------|----------|--|--|
| | 0-100g | 0-100g | 101-250g | 251-750g | | |
| Weight Band | | | | | | |
| Service | | | | | | |
| Access 1400 | ♦ | ♦ | | | c.1529 | 90% |
| Access 70 | ♦ | ♦ | | | c.86 | 90% |
| Access 70 OCR | ♦ | ♦ | | | c.86 | 90% |
| Access 70 Mailmark | ♦ | ♦ | | | c.86 | 90% |
| Access 70 Mailmark Economy | ♦ | | | | c.86 | 90% |
| Responsible Mail (Entry) | ♦ | ♦ | | | sortation to any of the above services | 90% |
| Responsible Mail (Intermediate) | ♦ | ♦ | | | | 95% |
| Advertising Mail* | ♦ | ♦ | | | | 90% |
| Partially Addressed Mail*** | ♦ | ♦ | | | | 90% |
| Business Mail | | ♦ | | | | 90% |
| Magazine Subscription Mail | | ♦ | | | c.86 | 90% |
| Poll Sort | ♦ | | | | c.70,000 | 100% |
| General Large Letters** | | ♦ | | | c.1529 or c.86 | 90% |

* Mailing Items posted as Catalogues under the Advertising Mail Service must follow the service specification at Section 2.8, Appendix N and Schedule 6: Royal Mail Advertising Mail® of the Access Letters Contract.
 ** General Large Letters is the default Large Letter service used when none of the other Large Letter services have been chosen.
 *** To post Partially Addressed Mail you must use Royal Mail Mailmark®, unless your Mailing Items are postcards, in which case you must sort to Access 1400.

1.4 Insert Appendix R: Mailmark Economy Service:

Introduction

This specification contains the requirements that must be adhered to by customers when posting Letters using the Mailmark Economy Service (as defined in Schedule 30: Royal Mail Mailmark Economy).

Eligibility

To post Letters using the Mailmark Economy Service you must adhere to the specification requirements specified in Schedule 30: Royal Mail Mailmark Economy and this Appendix R.

Services and formats available with the Mailmark Economy Service

The Mailmark Economy Service can be used with the following sortation, formats and Access Service options:

Sortation level: Access 70

Format: Letter (including postcards, provided that such postcards meet the requirements set out below.)

Access Service options: Advertising Mail;
Responsible Mail Entry;
Responsible Mail Intermediate;
Partially Addressed Mail;
Business Mail.

You must ensure to meet the specifications and requirements of Royal Mail Mailmark and the Access Service you are declaring the Letter items as.

Postcards

If sending postcards using the Mailmark Economy Service, you must ensure that you comply with the machineable postcard specification set out in section 6 of our [Mailmark Letters specification](#).

Additional Mailmark Barcode and eManifest Requirements

To use the Mailmark Economy Service you will need to change the Mailmark barcode and eManifest to denote the Economy service as specified in our [Mailmark Economy Service Technical Guide](#).

Product Codes

You must use the Mailmark Economy Service product codes when declaring Letters using the Mailmark Economy Service, as specified in the Royal Mail Service List which lists all Access Services and their corresponding DocketHUB and SAP codes.

You can access the Service List via Dockethub in the 'Reports' section under the 'Service Status List' category.

Presentation

Each bag or tray you use to hand over Mailmark Economy Mail to us under the Contract must contain only Mailmark Economy Mail. Additionally, you must not mix Letters posted using different Access Service options, for example Advertising Mail and Business Mail, in each bag or tray.

Yorks which you hand over to us may include a mix of bags and/or trays comprising Mailmark Economy Mail with bags and/or trays which do not comprise Mailmark Economy Mail.

Container Labels

Each bag and/or tray you use to hand over Mailmark Economy Mail must be labelled in accordance with normal requirements as specified in Section 7 of this User Guide.

We do not require the bag and/or tray labels to indicate that the bag and/or trays contain Mailmark Economy Mail. However if you require the labels to indicate the bags and/or trays contain Mailmark Economy Mail for your own operational purposes, you can choose to make such an indication within the Customer Type Indicator box of the label, as long as you continue to meet all other labelling requirements as specified in Section 7 of this User Guide.

Yours sincerely,



Tim Cable
Wholesale Products Director
Royal Mail Letters