



20 March 2023

Royal Mail Wholesale
185 Farringdon Road
London
EC1A 1AA

ROLL OUT OF THE EARLY ACCESS SLOTS TRIAL

Dear Customer,

On 28 March 2022, we commenced a trial for carriers to book an earlier Access slot, in addition to or in place of an existing Access slot. The trial was initially held at Swindon Inward Mail Centre only, and we subsequently widened the trial so that *all* carriers (i.e. to include those who are not signed up to the Acceptance by Vehicle schedules) could take the opportunity across a number of other Mail Centres.

We are delighted to announce we are rolling out the trial into a permanent state effective from 26 September 2023.

To effect the roll out, we are amending the Access Letters Contract and Wholesale Parcels Contract. The appended contract change notices detail the changes we are making to the respective contracts.

Customers who are currently participating in the trial and wish to make it a permanent change to their contract may continue on the trial until 26 September 2023, when the roll out becomes effective. If you are not currently participating in the trial, and you wish to do so before 26 September 2023, or if you have any queries regarding the trial, please contact your Account Director.

Yours sincerely,

Tim Cable
Wholesale Products Director
Royal Mail Wholesale



ACCESS LETTERS CONTRACT CHANGE NOTICE: NUMBER 095

DATED: 20 MARCH 2023

This notice applies to you 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 185 Farringdon Road, London, EC1A 1AA.

1 Definitions and interpretation

- 1.1 If a word or expression is defined in this notice, it shall have the meaning given in this notice.
- 1.2 Any words or expressions which are not defined in this notice, but have an initial capital letter, shall have the meanings given to them in the Contract.
- 1.3 All of the rules about how to interpret the Contract shall apply to this notice.

2 Changes to the Contract

- 2.1 Under Clause 13.2(a)(i) of the General Terms and Conditions of the Contract, we hereby notify you of the following changes to the Contract:

- 2.1.1 The following definitions within Schedule 1 shall be amended as follows:

<i>Access Window</i>	<i>means (a) the hours between 07.30am and 12 noon on any Working Day; or (b) in respect of Earlier Access Mail Centres, the time period beginning at the start of the Earlier Access Window and ending at 12 noon on any Working Day;</i>
<i>Dual Access Slots</i>	<i>two Access Slots, at least one of which must be (i) an Early Access Slot; or (ii) if the Dual Slot Mail Centre is an Earlier Access Mail Centre, an Early Access Slot or an Earlier Access Slot;</i>
<i>Tri-Access Slots</i>	<i>three Access Slots, at least two of which must be (i) Early Access Slots; or (ii) if the Tri-Slot Mail Centre is an Earlier Access Mail Centre, Early Access Slots, or Earlier Access Slots, or an Early Access Slot and an Earlier Access Slot;</i>

- 2.1.2 The following definitions shall be added to Schedule 1:

<i>Earlier Access Mail Centre</i>	<i>means an Inward Mail Centre at which Earlier Access Slots are available as detailed on our Website;</i>
<i>Earlier Access Slot</i>	<i>means, in respect of each Earlier Access Mail Centre, a 30-minute period which commences during the Earlier Access</i>

Window allocated to you by us in accordance with the User Guide;

Earlier Access Window

means the time period applicable to each Earlier Access Mail Centre as detailed on our Website.

2.2 The changes detailed in paragraph 2.1 above will take effect from 26 September 2023.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Tim Cable', with a stylized flourish at the end.

Tim Cable
Wholesale Products Director
Royal Mail Wholesale



WHOLESALE PARCELS CONTRACT CHANGE NOTICE: NUMBER 042

DATED: 20 MARCH 2023

This notice applies to you if you hold a **Wholesale Parcels Contract (Contract)** with **Royal Mail Group Limited**, a company registered in England and Wales (number 04138203) with its registered address at 185 Farringdon Road, London, EC1A 1AA.

1. Definitions and interpretation

- 1.1 If a word or expression is defined in this notice, it shall have the meaning given in this notice.
- 1.2 Any words or expressions which are not defined in this notice, but have an initial capital letter, shall have the meanings given to them in the Contract.
- 1.3 All of the rules about how to interpret the Contract shall apply to this notice.

2. Changes to the Contract

- 2.1 Under Clause 13.2.1(a) of the Parcels General Terms and Conditions of the Contract, we hereby notify you of the following changes to the Contract:

- 2.1.1 The definition of “Access Window” within Schedule 1 shall be amended as follows:

<i>Access Window</i>	<i>means (a) the hours between 07.30am and 12 noon on any Working Day; or (b) in respect of Earlier Access Mail Centres, the time period beginning at the start of the Earlier Access Window and ending at 12 noon on any Working Day;</i>
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- 2.1.2 The following definitions shall be added to Schedule 1:

<i>Earlier Access Mail Centre</i>	<i>means an Inward Mail Centre at which Earlier Access Slots are available as detailed on our Website;</i>
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<i>Earlier Access Slot</i>	<i>means, in respect of each Earlier Access Mail Centre, a 30-minute period which commences during the Earlier Access Window allocated to you by us in accordance with the Parcels User Guide;</i>
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<i>Earlier Access Window</i>	<i>means the time period applicable to each Earlier Access Mail Centre as detailed on our Website;</i>
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- 2.1.3 Paragraph 11.1 of Schedule 2 shall be amended as follows:

<i>11.1</i>	<i>The hours between 07.30 a.m. and 12.00 noon on any Working Day shall (unless otherwise agreed) be the Access Window, save in respect of Earlier Access Mail</i>
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Centres, in which case the Access Window shall be the time period beginning at the start of the Earlier Access Window and ending at 12 noon on any Working Day.

2.1.4 Schedule 12: Acceptance By Vehicle of the Contract shall be amended as follows:

2.1.4.1 The following definitions within paragraph 2.2 shall be amended as follows:

<i>DSACC</i>	<i>has the meaning set out in the Parcels User Guide;</i>
<i>Dual Access Slots</i>	<i>two Access Slots, at least one of which must be (i) an Early Access Slot; or (ii) if the Dual Slot Mail Centre is an Earlier Access Mail Centre, an Early Access Slot or an Earlier Access Slot;</i>
<i>Early Access Slot</i>	<i>an Access Slot between 07:30am and 10:00am on any Working Day;</i>
<i>Exceptions Process</i>	<i>the Procedures for Handling non-Compliant Postings set out in paragraph 15 of the Parcels User Guide;</i>
<i>Handover Day</i>	<i>has the meaning set out in the Parcels User Guide;</i>
<i>Tri-Access Slots</i>	<i>three Access Slots, at least two of which must be (i) Early Access Slots; or (ii) if the Tri-Slot Mail Centre is an Earlier Access Mail Centre, Early Access Slots, or Earlier Access Slots, or an Early Access Slot and an Earlier Access Slot;</i>

(b) Paragraph 3.2 shall be amended as follows:

3.2 *The terms of this Schedule shall continue to have effect until the date it is terminated under this Contract or paragraph 7 of this Schedule.*

(c) Paragraph 4.3 shall be amended as follows:

4.3 *Unless expressly changed by this Schedule you shall continue to comply with the terms of the Contract, including the Parcels User Guide and the Segregation by Format Schedule.*

(d) Paragraph 5.3 shall be amended as follows:

5.3 *For clarity, you and we agree that the terms of sections 9.1, 9.4, 9.7, 9.10 and 13.4 of the Parcels User Guide and the terms of paragraphs 2.3 and 2.5 of the Annex to the Segregation by Format Schedule shall not apply between you and us to the extent that those terms directly conflict with the terms of this Schedule.*

(e) Paragraph 9.2 shall be amended as follows:

9.2 *We may accept or deny any request submitted pursuant to paragraph 9.1 at our absolute discretion, taking into account the operational resources available at the relevant Inward Mail Centre at the time of the request.*

(f) Paragraph 9.3 shall be amended as follows:

9.3 *If, at any time, we reasonably decide that due to operational reasons:*

9.3.1 *we will not be able to keep an Inward Mail Centre designated as a Tri-Slot Mail Centre; and / or*

9.3.2 *we will no longer be able to fulfil a request for Tri-Access Slots at any Inward Mail Centre designated as a Tri-Slot Mail Centre,*

we may immediately, by giving you notice, withdraw your right to book Tri-Access Slots at the relevant Tri-Slot Mail Centre and the relevant Inward Mail Centre shall revert to the type of mail centre that it was designated as immediately prior to it being designated as a Tri-Slot Mail Centre.

(g) Paragraph 1.2 to paragraph 1.6 of Annex A shall be amended as follows:

1.2 *By entering into this Schedule, you agree to book with us, acting reasonably, and use:*

1.2.1 *in respect of Dual Slot Mail Centres, at least (i) one Early Access Slot; or (ii) if the Dual Slot Mail Centre is an Earlier Access Mail Centre, one Early Access Slot or one Earlier Access Slot; and*

1.2.2 *in respect of Tri-Slot Mail Centres, at least (i) two Early Access Slots; or (ii) if the Tri-Slot Mail Centre is an Earlier Access Mail Centre, two Early Access Slots, or two Earlier Access Slots, or one Early Access Slot and one Earlier Access Slot,*

at those Multiple Slot Mail Centres where the daily volume of Mailing Items you hand over regularly requires you to use more than one vehicle in one Access Slot.

1.3 *You may change your existing Access Slot(s) with our agreement and in line with the Access Slot change request process set out in the Parcels User Guide, however you must continue to comply with paragraphs 1.2.1 and 1.2.2 above. All of our Access Slots are subject to availability and may only be booked with our agreement.*

1.4 *By entering into this Schedule, you agree that, over each Contract Year, on average a minimum of 50% of your annual volume of Mailing Items due for hand over at Multiple Slot Mail Centres shall be handed over in your Early Access Slots and/or Earlier Access Slots (as applicable).*

1.5 *If you wish to stop using an Early Access Slot or an Earlier Access Slot at a Tri-Slot Mail Centre you shall formally notify us on at least 60 days' written notice, except where we have given notice in line with clause 13.3.2 of the Contract which affects a Tri-Slot Mail Centre, in which case you may have 2 Working Days after the date of such notice to give us notice to stop using the Early Access Slot or Earlier Access Slot (as applicable) at that Tri-Slot Mail Centre and the effective date of your notice and ours will coincide. Should we subsequently change the effective date of our notice given in line with clause 13.3.2, you shall also be able to change the effective date of your notice to stop using the Early Access Slot or Earlier Access Slot (as applicable), such that the effective dates still coincide. At the end of this notice period, you will revert to two booked Access Slots at the former Tri-Slot Mail Centre, making it a Dual Slot Mail Centre. If you wish to stop using both Early Access Slots or the Early Access Slot and Earlier Access Slot (as applicable) at a Tri-Slot Mail Centre then paragraph 1.6 below shall apply.*

1.6 *If you wish to stop using all Early Access Slots and Earlier Access Slots at a Multiple Slot Mail Centre you shall formally notify us on at least 60 days' written notice, except where we have given notice in line with clause 13.3.2 of the Contract which affects a Multiple Slot Mail Centre, in which case you may have 2 Working Days after the date of such notice to give us notice to stop using the Early Access Slots and Earlier Access Slots at that Multiple Slot Mail Centre and the effective date of your notice and ours will coincide. Should we subsequently change the effective date of our notice given in line with clause 13.3.2, you shall also be able to change the effective date of your notice to stop using the Early Access Slots and Earlier Access Slots, such that the effective dates still coincide. At the end of this notice period, you will revert to one booked Access Slot at the former Multiple Slot Mail Centre.*

(h) Paragraph 2.1 of Annex A shall be amended as follows:

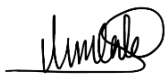
2.1 *You shall supply your Daily Posting Docket(s) for each Posting electronically to the DocketHub system by (i) 06:00am of the day of each Posting if you are using an Earlier Access Slot; or (ii) 06:30am of the day of each Posting if you are not using an Earlier Access Slot.*

(i) Paragraph 2.8 of Annex A shall be amended as follows:

2.8 *When a vehicle arrives at an Inward Mail Centre, your driver must carry two copies of a manifest for that vehicle which set out the number of Containers by Container type carried on the vehicle for each Posting (**Summary Vehicle Manifest**). The Summary Vehicle Manifest shall be used in place of the "Summary Manifest" referred to in sections 9.4 and 13.4 of the Parcels User Guide and the "Waybill" as referred to in section 9.8 of the Parcels User Guide. Two copies of the Summary Vehicle Manifest will be signed, timed and dated by one of our employees after the vehicle is unloaded. One copy will be retained by your driver as a delivery note, and the other by the Inward Mail Centre. For clarity, the handover of Mailing Items and the signing of the Summary Vehicle Manifest shall not constitute our acceptance of the Mailing Items. Our acceptance of a Posting only occurs after we carry out revenue protection checks and any issues have been resolved with you to our satisfaction.*

2.2 The changes detailed in paragraph 2.1 above will take effect from 26 September 2023.

Yours sincerely,



Tim Cable
Wholesale Products Director
Royal Mail Wholesale



ACCESS USER GUIDE AMENDMENT NOTICE NUMBER 068:
EARLIER ACCESS SLOTS

Date: 20 MARCH 2023

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 185 Farringdon Road, London, EC1A 1AA.

1 **Definitions and interpretation**

- 1.1 If a word or expression is defined in this notice, it shall have the meaning given in this notice.
- 1.2 Any words or expressions which are not defined in this notice, but have an initial capital letter, shall have the meanings given to them in the Contract.
- 1.3 All of the rules about how to interpret the Contract shall apply to this notice.

2 **Changes to the Contract**

- 2.1 Under clause 13.2(a)(i) of the General Access Terms and Conditions of the Contract we hereby notify you of the following changes to the Access Letters User Guide:

- 2.1.1 The following definitions shall be added to the 'Definitions and Interpretation' section within the 'Introduction' as follows:

Early Access Slot *has the meaning given at Section 8.1(d) of this User Guide;*

Vehicle Declaration *has the meaning given at Section 6.2(c) of this User Guide;*

- 2.1.2 Section 6.1(b) shall be amended as follows:

b. How to supply a Posting Docket to us:

- Posting Dockets and supporting data to enable the creation of Manifests must be submitted electronically to us using our DocketHUB system (or other system that we may develop and make available),*
- The Posting Docket must be confirmed and received by DSACC on the Handover Day of the Mailing Items to which the Posting Docket refers, no later than:*

- 1. 06:00am if you are using an Earlier Access Slot (see Section 8.1(b) below); or*

2. 06:30am if you are only using Access Slots which start at 07:30 or later.

- Our [Web-services technical specifications](#) provides useful guidelines and detailed specifications as to how to use DocketHUB.

2.1.3 Section 6.2(b) shall be amended as follows:

b. How to supply a Manifest to us:

- You must submit your data that creates each Manifest electronically via DocketHUB to DSACC.
- The Manifest must be confirmed and submitted no later than:
 1. 06:00am on the Handover Day if you are using an Earlier Access Slot at one or more Inward Mail Centres (see Section 8.1(b) below); or
 2. 06:30am on the Handover Day if you are only using Access Slots which start at 07:30 or later
- In addition, two physical copies of either the Summary Manifest (see Figure 17 and 18) or the Manifest (see Figure 16 above) must accompany Postings handed over at an Inward Mail Centre.

2.1.4 Section 6.2(c) shall be amended as follows:

c. Procedure if you have signed up to Acceptance by Vehicle:

- If you have agreed to Schedule 5, Part 3: Acceptance By Vehicle of the Contract, in addition to the Manifest, you are required to each Working Day:
 1. 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, or provide us with an inaccurate Vehicle Declaration, we may not be able to accept your vehicle(s). If it is operationally practical for us to do so, we shall accept the vehicle(s) but we reserve the right to charge you an administrative charge; and

2. upload a Vehicle Manifest in to DocketHUB at least 30 minutes before your due Access Slot and provide two physical copies of the Summary Vehicle Manifest (see Figure 19) when you hand over the Mailing Items at an Inward

Mail Centre. This Summary Vehicle Manifest is in place of the Summary Manifest.

- If you do not supply a Vehicle Manifest in line with the above, you must inform DSACC immediately. We shall refuse access to any vehicle that arrives at an Inward Mail Centre without having notified us in advance of its consignment by submitting a Vehicle Manifest.*

2.1.5 Section 8.1(a) shall be amended as follows:

a. What is an Access Slot?

- Postings must be handed over at Inward Mail Centres during the Access Window.*
- 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. We may refuse to accept Mailing Items if you do not begin hand over during your Access Slot or if you have not used reasonable efforts to complete hand over within a reasonable period of time. The table below shows the Access Slots which you can choose from at each Inward Mail Centre if they are available.*
- Some Earlier Access Mail Centres offer Access Slots from 06:30 to 12:00 but some Earlier Access Mail Centres only offer Access Slots from 07:00 to 12:00. All other Inward Mail Centres offer Access Slots from 07:30 to 12:00.*

<i>Access Slots</i>	<i>Access Slots</i>	<i>Access Slots</i>
<i>06:30 – 07:00*</i>	<i>09:00 – 09:30</i>	<i>11:30 – 12:00</i>
<i>06:45 – 07:15*</i>	<i>09:15 – 09:45</i>	
<i>07:00 – 07:30**</i>	<i>09:30 – 10:00</i>	
<i>07:15 – 07:45**</i>	<i>09:45 – 10:15</i>	
<i>07:30 – 08:00</i>	<i>10:00 – 10:30</i>	
<i>07:45 – 08:15</i>	<i>10:15 – 10:45</i>	
<i>08:00 – 08:30</i>	<i>10:30 – 11:00</i>	
<i>08:15 – 08:45</i>	<i>10:45 – 11:15</i>	
<i>08:30 – 09:00</i>	<i>11:00 – 11:30</i>	
<i>08:45 – 09:15</i>	<i>11:15 – 11:45</i>	

**Only applicable to Earlier Access Mail Centres with an Earlier Access Window between 06:30 and 07:30.*

***Only applicable to Earlier Access Mail Centres with an Earlier Access Window between 06:30 and 07:30 or between 07:00 and 07:30.*

2.1.6 A new Section 8.1(b) shall be added as follows (and the existing Section 8.1(b) shall become Section 8.1(c)):

b. Earlier Access Slots:

- *If we allocate you an Earlier Access Slot, then:*
 1. *if you have agreed to Schedule 5, Part 3: Acceptance by Vehicle of the Contract, you must either:*
 - a. *replace a pre-10:00am Access Slot, which you have already been allocated at an Earlier Access Mail Centre, with the Earlier Access Slot; or*
 - b. *replace your post-10:00am Access Slot with the Earlier Access Slot; and*
 2. *in all other cases, the Earlier Access Slot will be instead of, and will replace, any Access Slot which you have previously been allocated under the Contract at the relevant Earlier Access Mail Centre.*

2.1.7 Section 8.1(c) shall become Section 8.1(d) and shall be amended as follows:

d. Using multiple vehicles per Access Slot on a regular basis

- *If you have agreed to Schedule 5, Part 3: Acceptance by Vehicle of the Contract, you should follow the process requirements set out in this section in addition to complying with the requirements set out in Schedule 5, Part 3: Acceptance by Vehicle.*
- *The Acceptance by Vehicle process involves a Carrier who uses or shall use more than one vehicle in one Access Slot to handover Mailing Items to an Inward Mail Centre, and intends to use two Access Slots (Dual Slots) or three Access Slots (Tri Slots) handover Mailing Items to an Inward Mail Centre. For clarity, the term "one vehicle" includes double decker vehicles and draw-bar vehicles.*
- *You agree to book with us, acting reasonably, and use:*
 1. *in respect of Dual Slot Mail Centres, at least (i) one Early Access Slot; or (ii) if the Dual Slot Mail Centre is an Earlier Access Mail Centre, one Early Access Slot or one Earlier Access Slot; and*
 2. *in respect of Tri-Slot Mail Centres, at least (i) two Early Access Slots; or (ii) if the Tri-Slot Mail Centre is an Earlier Access Mail Centre, two Early Access Slots, or two Earlier Access Slots, or one Early Access Slot and one Earlier Access Slot,*

at those Multiple Slot Mail Centres where the daily volume of Mailing Items you hand over regularly requires you to use more than one vehicle in one Access Slot.

An **Early Access Slot** is an Access Slot between 07:30 and 10:00 on any Working Day. As mentioned above, some **Earlier Access Mail Centres** offer Access Slots from 06:30 to 12:00 but some Earlier Access Mail Centres only offer Access Slots from 07:00 to 12:00.

- You agree that, over each Contract Year, on average a minimum of 50% of your annual volume of Mailing Items due for hand over at each Multiple Slot Mail Centres shall be handed over in your Early Access Slots and/or Earlier Access Slots (as applicable) at each of those Multiple Slot Mail Centres.
- See Section 6.1(c) of this User Guide in regards to Vehicle Declaration and Vehicle Manifest requirements when using Acceptance by Vehicle, and note the time for submitting a Vehicle Declaration when you are using an Earlier Access Slot.
- If you have uploaded a Vehicle Manifest but the vehicle fails to arrive during the Access Slot, you must inform DSACC immediately. DSACC shall decide whether the vehicle will be cancelled or may have later access to the Inward Mail Centre. If the vehicle is cancelled, you must confirm to us the identity of the vehicle to be cancelled so that the correct Vehicle Manifest is cancelled.
- See Section 9.3(a) of this User Guide for more information about what your driver is required to do when he or she arrives at the Inward Mail Centre and Acceptance by Vehicle is being used.
- If you wish to stop using an **Early Access Slot** or an Earlier Access Slot at a Tri-Slot Mail Centre you shall formally notify us on at least 60 days' written notice, except where we have given notice in line with clause 13.3(b) of the Contract which affects a Tri-Slot Mail Centre, in which case you may have 2 Working Days after the date of such notice to give us notice to stop using the Early Access Slot or Earlier Access Slot (as applicable) at that Tri-Slot Mail Centre and the effective date of your notice and ours will coincide. Should we subsequently change the effective date of our notice given in line with clause 13.3(b), you shall also be able to change the effective date of your notice to stop using the Early Access Slot or Earlier Access Slot (as applicable), such that the effective dates still coincide. At the end of this notice period, you will revert to two booked Access Slots at the former Tri-Slot Mail Centre, making it a Dual Slot Mail Centre. If you wish to stop using all Early Access Slots and Earlier Access Slots (as applicable) at a Tri-Slot Mail Centre then the following point shall apply.
- If you wish to stop using **all Early Access Slots and Earlier Access Slots** at a Multiple Slot Mail Centre you shall formally notify us on at least 60 days' written notice, except where we have given notice in line with clause 13.3(b) of the Contract which affects a Multiple Slot Mail Centre, in which case you may have 2 Working Days after the date of such notice to give us notice to stop using the Early Access Slots and Earlier Access Slots at that Multiple Slot Mail Centre and the effective date of your notice and ours will coincide. Should we subsequently

change the effective date of our notice given in line with clause 13.3(b), you shall also be able to change the effective date of your notice to stop using the Early Access Slots and Earlier Access Slots, such that the effective dates still coincide. At the end of this notice period, you will revert to one booked Access Slot at the former Multiple Slot Mail Centre.

2.1.8 Section 8.1(d) and Section 8.1(e) shall become Section 8.1(e) and Section 8.1(f) respectively.

2.2 The changes detailed in paragraph 2.1 will take effect from 26 September 2023.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Tim Cable', with a stylized flourish at the end.

Tim Cable
Wholesale Products Director
Royal Mail Wholesale



**PARCELS USER GUIDE AMENDMENT NOTICE NUMBER 054:
EARLIER ACCESS SLOTS**

Date: 20 MARCH 2023

This notice applies if you hold a **Wholesale Parcels Contract (Contract)** with **Royal Mail Group Limited**, a company registered in England and Wales (number 04138203) with its registered address at 185 Farringdon Road, London, EC1A 1AA.

1 Definitions and interpretation

- 1.1 If a word or expression is defined in this notice, it shall have the meaning given in this notice.
- 1.2 Any words or expressions which are not defined in this notice, but have an initial capital letter, shall have the meanings given to them in the Contract.
- 1.3 All of the rules about how to interpret the Contract shall apply to this notice.

2 Changes to the Contract

- 2.1 Under clause 13.2.1(a) of the Parcels General Terms and Conditions of the Contract we hereby notify you of the following changes to the Parcels User Guide:

- 2.1.1 Section 9.1 shall be amended as follows:

9.1 Posting Dockets

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

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:

- 1. 06:00am on the Handover Day if you are using an Earlier Access Slot (see Section 12.2 below); or*
- 2. 06:30am on the Handover Day if you are only using Access Slots which start at 07:30 or later.*

To enable you to use DocketHub, please refer to the External Webservice technical specification document which is available for download in PDF format on our 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.

2.1.2 Section 9.4 shall be amended as follows:

A Manifest (see figure 18) is your declaration of the details of the Posting to be handed over by you to each Inward Mail Centre. Please see [Appendix E](#) 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:

- 3. 06:00am on the Handover Day if you are using an Earlier Access Slot at one or more Inward Mail Centres (see Section 12.2 below); or*
- 4. 06:30am on the Handover Day if you are only using Access Slots which start at 07:30 or later.*

In addition, two physical copies of either the Summary Manifest (please see figure 19) or the Manifest 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 12: 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 when you hand over the Mailing Items at an Inward Mail Centre. This Summary Vehicle Manifest is in place of the Summary Manifest

2.1.3 Section 11.4 shall be amended as follows:

11.4 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 during that Working Day's Access Slot(s). 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 by the timescales set out at Section 9.4 above.

2.1.4 Section 12.1 shall be amended as follows:

12.1 Access Windows

Daily Postings must be handed over at Inward Mail Centres during the Access Window.

2.1.5 Section 12.2 shall be amended as follows:

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 of your vehicle within 30 minutes of the time at which you began.

Some Earlier Access Mail Centres offer Access Slots from 06:30 to 12:00 but some Earlier Access Mail Centres only offer Access Slots from 07:00 to 12:00. All other Inward Mail Centres offer Access Slots from 07:30 to 12:00. The list of Earlier Access Mail Centres and the Earlier Access Windows applicable to those Earlier Access Mail Centres is available at www.royalmailwholesale.com/download-user-guides.

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Figure 1: Access Slots

<i>Access Slots</i>	<i>Access Slots</i>	<i>Access Slots</i>
<i>06:30 – 07:00*</i>	<i>09:00 – 09:30</i>	<i>11:30 – 12:00</i>
<i>06:45 – 07:15*</i>	<i>09:15 – 09:45</i>	
<i>07:00 – 07:30**</i>	<i>09:30 – 10:00</i>	
<i>07:15 – 07:45**</i>	<i>09:45 – 10:15</i>	
<i>07:30 – 08:00</i>	<i>10:00 – 10:30</i>	
<i>07:45 – 08:15</i>	<i>10:15 – 10:45</i>	
<i>08:00 – 08:30</i>	<i>10:30 – 11:00</i>	
<i>08:15 – 08:45</i>	<i>10:45 – 11:15</i>	
<i>08:30 – 09:00</i>	<i>11:00 – 11:30</i>	
<i>08:45 – 09:15</i>	<i>11:15 – 11:45</i>	

**Only applicable to Earlier Access Mail Centres with an Earlier Access Window between 06:30 and 07:30.*

*** Only applicable to Earlier Access Mail Centres with an Earlier Access Window between 06:30 and 07:30 or between 07:00 and 07:30.*

2.1.6 A new Section 12.3 shall be added as follows:

12.3 Earlier Access Slots

If we allocate you an Earlier Access Slot, then:

3. if you have agreed to Schedule 12: Acceptance by Vehicle of the Contract, you must either:

c. replace a pre-10:00am Access Slot, which you have already been allocated at an Earlier Access Mail Centre, with the Earlier Access Slot; or

d. replace your post-10:00am Access Slot with the Earlier Access Slot; and

4. in all other cases, the Earlier Access Slot will be instead of, and will replace, any Access Slot which you have previously been allocated under the Contract at the relevant Earlier Access Mail Centre.

2.1.7 Section 15.1.4 shall be amended as follows:

<i>No Vehicle Declaration provided</i>	<i>If you fail to provide a Vehicle Declaration at each Inward Mail Centre for each Access Slot by the upload time required we may:</i> <ul style="list-style-type: none"><i>• 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;</i> <i>Or</i> <p><i>If it is not operationally practical for us to do so, we may refuse the Mailing Items until an accurate Vehicle Declaration is provided.</i></p>
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2.2 The changes detailed in paragraph 2.1 will take effect from 26 September 2023.

Yours sincerely,



Tim Cable
Wholesale Products Director
Royal Mail Wholesale

