

FAQs: Wholesale Mailmark Economy Letters

The new Mailmark Economy Service, launching on 4 January 2021, introduces a lower priced Access letters delivery service which defers the delivery of non-time critical letters by up to three days.

This FAQ provides further information about the new service.

What mail can I post with the new Mailmark Economy service?

You can post Business, Partially Addressed and Advertising Mail using Wholesale Mailmark Economy letters.

What are the 2021 prices for the Mailmark Economy Service?

Prices will be published in October 2020.

When will the Economy service be available?

The Economy service will be launched on 4 January 2021, which is the same day as the 2021 Letters Tariff is introduced.

What is the VAT liability of the Economy service?

At the time of notification, on 26 June 2020, Royal Mail does not have confirmation from Ofcom that the Economy service meets the requirements necessary to qualify as VAT-exempt.

To qualify as VAT-exempt, Access services need to be:

1. mandated;
2. not individually negotiated; and
3. within the margin squeeze price control.

This is subject to ongoing discussions with Ofcom and we will update customers once we know more.

What is the delivery aim for the Mailmark Economy Service?

The Economy Service is a six working day delivery product (Monday to Saturday). Our aim is to deliver by the fourth working day after handover and acceptance by Royal Mail.

Will I be able to find out what days my mail has been delivered on?

We are working with our suppliers to enhance Mailmark reporting so that it will provide Economy Mail delivery information to customers.

Which mail formats can be posted using the Economy Service?

Only Mailmark Letters can be posted using the service. Customers must also use an eManifest and unique Mailmark barcode to post under the service. Details are in the Product Technical Guide.

Why doesn't the specification include large letters?

We are using our letters sorting technologies to deliver the Economy Mail as efficiently as possible within the specification however we do not currently have large letter automation in all Mail Centres that would allow us to extend this service to Large Letters.

Can I send postcards in the Economy service?

Yes, but they must be the 2-3 ply variant as we are using our automation kit to defer the letters. Our letter sorting machines sometimes have difficulty processing single ply/ traditional postcards and therefore are not allowed for this service.

Will the eManifest window be extended for the Economy Service to avoid unmanifested adjustment charges?

The new Economy mailings will be handed over to RM on the same day as the Standard mailings and will be on the same eManifest (as separate batches). As the Economy mail is processed, a decision is made by Royal Mail's Letter Sorting Machines as to whether it should be deferred for delivery. Royal Mail will have the data needed to make a decision on Mailmark Adjustments after the current 5-day window closes so there is no reason for extending the eManifest window for adjustment charges.

What are the system requirements?

As with all our Access services, you must declare Economy Service on your Posting Docket using the correct service codes.

Is there a new label identifier for the service?

No. However, each bag or tray container you use to hand over Economy Mail must use the Yellow Mech Letter label identifier. There is no need for you to use separate labels however you can choose to label mail as Economy within the customer area of the label.

Will I be able to mix Economy with Standard Services in the same container?

No. Each container you use to hand over mail under this service must only contain Economy Mail. However, you can mix economy and standard Letters in the same York container.

Can I sort my mail to 48 selections under the service?

Yes you can, as long as you have signed up to Schedule 23: 48-way sort option of the Access Letters Contract.

Why is the service available for Mailmark items only?

We are using our letters sorting technologies to deliver the Economy Mail as efficiently as possible within the specification. To do this we need to use Mailmark barcodes.

I am an existing Access customer – will I need to change my Access Letters Contract?

Before you start posting using the new service, existing Access customers will need to agree to add Schedule 30: Economy Service to their Access Letters Contract. Please contact your Account Director who will assist you with adding the new schedule to your contract.

Who did Royal Mail Wholesale consult in developing the Economy specification?

We consulted a cross-section of our Wholesale customers along with mail producers to establish a specification that offers a practical and cost-beneficial service for customers.

What happens if I hand over my mail a day late?

The letters will still receive the same level of service i.e. delivered within a 5 working day period from the day the mail is accepted by Royal Mail at our mail centre.

When will I be able to test our IT systems ahead of the service launch?

You should be able to start your Customer Acceptance Testing on October 2020, around the same time as the pricing announcement.

How will Royal Mail measure Quality of Service?

We will measure the Quality of Service for these items in a similar way to our Standard mailings by using a third-party company that uses RFID technology. You will be able to track the performance of your mailing using the Mailmark Reporting on DocketHub

What happens if my mailing does not comply with the agreed specifications?

Your Economy mailing will be subject to the normal "inflight" and ad hoc checks as other Standard mailings. If having sampled your mailing items we have identified items which fail to comply with the specification requirements under your contract, 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.

I would want to use this service to send mailings of small promotional items. Is this the right service for me?

Unfortunately not. Items such as pens, keys gifts etc. that are inserted in mail pieces are likely to alter the properties of the mail piece such that the mail piece falls outside of the automation requirements and can cause damage to our machinery and your mailing.

What would happen if the weight of any of my Royal Mail approved container exceeds the maximum weight specified for it?

If we find that the weight of any bag or tray handed over by you exceeds the maximum weight specified for it we may reject the relevant bag or tray, which will be held, and we will contact you.

Either you will be asked to collect the overweight bag or tray or, if we agree that it is reasonably practical to do so, we will levy an adjustment charge for breaking down the mailing or relevant segment of the mailing into compliant container fills, which meet Royal Mail's Health & Safety standards.

What happened if my barcodes are incorrect?

If you suspect that you have made a mistake in the construction of the barcode, please alert your Account Director at the earliest opportunity who may be able to help. Details will be passed to DSACC.

I'm unable to produce my Posting Docket. What can I do?

Please contact DSACC if you are unable to upload a Posting Docket. They will help in resolving the issue.

I only post a few hundred items a week. Is this right for me?

This service is only available to Wholesale customers posting a minimum of 4,000 Business Mail or Advertising Mail items and customers posting over 10,000 Partially Addresses Letters at a time.

Where can I get more information?

Please visit www.royalmailwholesale.com or speak with your Account Manager.