



**ACCESS USER GUIDE AMENDMENT NOTICE NUMBER 064:
MANUAL MAILMARK UNMANIFESTED CHARGES**

DATE: 23 JULY 2021

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 Changes

1.1 We notify you under paragraph 8.1 of Schedule 31: Royal Mail Manual Mailmark of the Access Letters Contract that we are changing the Access Letters User Guide to amend the applicable unmanifested charges for the Manual Mailmark Service with effect from 4 October 2021. We are making the following changes per the red text:

i. Amend Section 15.1.6 to read as follows:

<p>For Manual Mailmark Mail the eManifest has not been received or is incorrect.</p>	<p>If you have not uploaded your posting data to the eManifest Handling Service (eMHS) to create the eManifest:</p> <p>i. by 02:00 on the day of handover, for mail you produce via a machine consolidation process; and ii. 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:</p> <ul style="list-style-type: none"> - hold the Mailing Items until you give us complete and accurate documentation; - reject the Manual Mailmark Mailing Items; and, - apply a Surcharge to cover our administration costs relating to any actions taken. <p>The Surcharges are applied using the following criteria:</p>																							
	<table border="1"> <thead> <tr> <th>Number of unmanifested items per SCID posting per day</th> <th>Apply Access 70 Manual Mailmark GLL postage price for the Manual Mailmark Mailing Items</th> <th>Apply fixed admin fee</th> <th>Apply per item unmanifested adjustment charge</th> <th>Apply per item non-compliance charges (e.g. DPS/Postcode Inaccuracy /Missorts)</th> </tr> </thead> <tbody> <tr> <td>Less than 500</td> <td>No</td> <td>No</td> <td>No</td> <td>Yes</td> </tr> <tr> <td>Between 500 - 6000</td> <td>Yes</td> <td>Yes</td> <td>No</td> <td>Yes</td> </tr> <tr> <td>More than 6000</td> <td>Yes</td> <td>No</td> <td>Yes</td> <td>Yes</td> </tr> </tbody> </table>	Number of unmanifested items per SCID posting per day	Apply Access 70 Manual Mailmark GLL postage price for the Manual Mailmark Mailing Items	Apply fixed admin fee	Apply per item unmanifested adjustment charge	Apply per item non-compliance charges (e.g. DPS/Postcode Inaccuracy /Missorts)	Less than 500	No	No	No	Yes	Between 500 - 6000	Yes	Yes	No	Yes	More than 6000	Yes	No	Yes	Yes			
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Yours sincerely,

Tim Cable
Wholesale Products Director
Royal Mail Letters