



**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:

1. 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
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 (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.

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:

1. *if you have agreed to Schedule 12: 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 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> <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>
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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