



Access User Guide Amendment notice number 061 (UGA061): Manual Mailmark Service

Date: 25 September 2020

Dear Customer,

We notify you under clause 13.3.1 of the Access Letters Contract that we are changing the Access Letters User Guide to introduce the specification for the Manual Mailmark Service with effect from 5 April 2021. We are making the following changes per the red text:

1. Insert the following wording at Section 1:

Royal Mail Manual Mailmark Service

Provided you have signed up to and meet the specifications and requirements of the Schedule 31: Royal Mail Manual Mailmark and Appendix S, you may use the Manual Mailmark Service to take advantage of additional price savings.

2. 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. If you are signed up to Schedule 31: Royal Mail Manual Mailmark (GLL) of the Access Letters Contract you may post General Large Letters using the Manual Mailmark Service, in which case you must follow the service specification at Appendix S.

*** 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.

3. Insert Appendix S: Manual Mailmark:

Introduction

This specification contains the requirements that must be adhered to by customers when posting General Large Letters using the Manual Mailmark Service (as defined in Schedule 31: Royal Mail Manual Mailmark).

Eligibility

To post Manual Mailmark Mail you must adhere to the specification requirements specified in Schedule 31: Royal Mail Manual Mailmark and this Appendix S.

Services and formats available with the Manual Mailmark Service

The Manual Mailmark Service can be used with the following sortation, formats and dimensions:

Sortation level options:	Access 70 Access 1400
Access Service:	General Large Letters
Dimensions:	Maximum 353mm x 250mm
Thickness:	Maximum 25mm
Weight:	Minimum – 10g, Maximum – 750g

Additional Mailmark Barcode

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

Product Codes

You must use the Manual Mailmark Service product codes when posting Manual Mailmark Mail, 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

The choice of Container you can use to post Manual Mailmark Mail depends on the thickness of the items:

	Bags	Trays	ALPS
General Large Letters less than 10mm thickness	Yes	Yes	No
General Large Letters more than 10mm thickness	Yes	No	Yes

Each Container you use to hand over Manual Mailmark Mail to us under the Contract must contain only Manual Mailmark Mail.

Container Labels

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

4. Insert a new 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>			
<p>Number of unmanifested items per SCID posting per day</p>	<p>Apply Access 70 Business Mail Large Letter or Access 1400 Business Mail Large Letter (as applicable) postage price for the Manual Mailmark Mailing Items</p>	<p>Apply fixed admin fee</p>	<p>Apply per item unmanifested adjustment charge</p>	<p>Apply per item non-compliance charges (e.g. DPS/Postcode Inaccuracy /Missorts)</p>
<p>Less than 500</p>	<p>No</p>	<p>No</p>	<p>No</p>	<p>Yes</p>
<p>Between 500 - 6000</p>	<p>Yes</p>	<p>Yes</p>	<p>No</p>	<p>Yes</p>
<p>More than 6000</p>	<p>Yes</p>	<p>No</p>	<p>Yes</p>	<p>Yes</p>

5. Amend Section 15.5.1 to read as follows:

<p>Mailing Items that fail to meet the Addressing Standards as specified in Section 2 of the User Guide</p>	<p>If a Posting or relevant segment of the Posting fails to meet the Addressing Standards, we may reject the Posting or relevant segment of the Posting.</p> <p>If it is a Zonal Price Plan Posting, provided you have handed over the Posting at the correct Inward Mail Centre and if we agree it is operationally feasible to process you will be charged the prevailing Access Zone C rate relevant to the Mailing Items, unless the Mailing Items are for delivery to the London Zone in which case you will be charged the prevailing Zone D rate relevant to the Posting or relevant segment of the Posting affected.</p> <p>For Mailmark Mailing Items that fail to meet the address, Postcode and DPS standards or which may require manual or other intervention in order for us to process them we will:</p> <ul style="list-style-type: none"> - where possible, rectify the non-compliant Mailmark Mailing Items and accept those Mailing Items as rectified provided that you shall pay a Surcharge on those Mailing Items relative to the non-compliance in line with the applicable Mailmark Surcharge as published on the Website; or - reject the Mailmark Mailing Items. <p>For Manual Mailmark Mail that fail to meet the address and Postcode standards or which may require other intervention in order for us to process them we will:</p> <ul style="list-style-type: none"> - where possible, rectify the non-compliant Postings and accept those Mailing Items as rectified provided that you shall pay a Surcharge on those Mailing Items relative to the non-compliance in line with the applicable surcharge as published on the Website; or - reject the Manual Mailmark Mail.
---	---

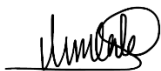
6. Amend Section 15.6.14 to read as follows:

<p>Postings are not segregated by OCR, Mailmark option, Manual Mailmark option or Machinable or Manual Item characteristics as required</p>	<p>If you fail to segregate Mailing Items within a Posting in accordance with them meeting the relevant Machinable Item or Manual Item specification, or you fail to maintain any such segregation on hand over of the Mailing Items, then we may reject the Posting(s) or relevant segment of the Posting(s). The Posting(s) or relevant segment of the Posting(s) will be held and we will contact you. Either:</p> <p>You must collect the Mailing Items and we may levy a charge to cover the reasonable costs of handling;</p> <p>Or</p> <p>If we agree that it is reasonably practicable to do so we will process the Posting(s) or relevant segment of the Posting(s) provided you agree to pay a Surcharge.</p>
--	---

7. Insert a new Section 15.6.28 to read as follows:

<p>Mailing Items declared as Manual Mailmark option fail to meet the Manual Mailmark specification or require manual or other intervention.</p>	<p>If Mailing Items declared as Manual Mailmark option fail to meet the Manual Mailmark specification or requires manual or other intervention, we may:</p> <ul style="list-style-type: none">- where possible, rectify the non-compliant Mailmark Mailing Items and accept those Mailing Items as rectified provided that you shall pay a Surcharge on those Mailing Items relative to the non-compliance in line with the applicable Surcharge as published on the Website; or- allow you to hand over the Mailmark Mailing Items but charge you the applicable Access Charges for the Access service specification that those Mailing Items actually meet; or- reject the relevant Mailing Items, in which case you will be required to collect the Mailing Items we are unable to process.
---	--

Yours sincerely,



Tim Cable
Wholesale Products Director
Royal Mail Wholesale
Tim.cable@royalmail.com