



26 June 2020

Royal Mail Wholesale

4th Floor
185 Farringdon Road
London
EC1A 1AA

Access Service Development and Improvement

Dear Customer,

We are pleased to announce the launch of our new Mailmark Economy Service and an extension to the scope of our Magazine Subscription Service, to take effect from 4 January 2021. Additionally, from 7 September 2020, we are making improvements to our Mailmark specifications to assist customers with using the service more effectively and helping them to achieve the best price possible.

Full details of all the changes are provided in this letter.

Mailmark Economy Service

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

We have spent time listening to customers to understand what they believe the mail market needs from this new service. The key features are:

- **Lower price than standard Access services:** The new service will be set at a lower price than our standard Mailmark service, creating a choice between two services for customers. The new service is letter format only and will launch on 4 January 2021. We are currently unable to confirm the VAT treatment of the service since this will depend on the regulatory status of the service. We are in ongoing discussions with Ofcom regarding this and will update you further at the earliest opportunity.
- **Estimated 45% of postings delivered by D+2:** The new service is designed for customers to defer delivery of their non-critical letters. The aim under the service is to deliver letters within four working days of handover to Royal Mail, however it is estimated that up to 45% of your Mailmark Economy posting is likely to be delivered the day after handover to us. The table below provides an illustration of the key delivery differences between the Mailmark Economy Service and our standard Access services:

DSA day		D	D+1	D+2	D+3	D+4	D+5
Product	Access Mailmark Economy Service	Customer hands posting over to carrier	Carrier hands posting over to Royal Mail	Royal Mail delivers mail or defers delivery	Royal Mail delivers mail or defers delivery	Royal Mail delivers mail or defers delivery	Royal Mail delivers remainder of posting to specification
	Standard Access service	Customer hands posting over to carrier	Carrier hands posting over to Royal Mail	Royal Mail delivers posting to specification			

- **Performance measurement:** Customers will be able to monitor the performance of their mailing items and work with suppliers to identify opportunities to improve performance, whilst using our lower priced Mailmark service;
- **Standard presentation requirements:** To make things easier for customers, we have kept the presentation requirements in line with our standard Access services. Customers will just need to ensure that Mailmark Economy Service mail is handed over in separate bags or trays to standard Access mail.

To effect the introduction of the Mailmark Economy Service from 4 January 2021, we are introducing a new Schedule 30: Mailmark Economy to the Access Letters Contract. We have also made changes to the Access User Guide. The appended change notice (number 060) and User Guide amendment notice (number 057) detail the changes to the Access Letters Contract.

Extending our Magazine Subscription Service

Following feedback from publishers, we are widening the scope of our Magazine Subscription Service so that customers will be able to use the service to send large letters which fall outside of the current Mailmark size specification.

From 4 January 2021, customers can use the Magazine Subscription Service to post large letters up to 25mm thickness as manual items. The Access 70 Mailmark service, which is the lowest priced option of posting under our Magazine Subscription Service, can continue to be used for large letters up to 10mm thickness.

To effect these changes to the Magazine Subscription Service from 4 January 2021, we are amending Schedule 24: Magazine Subscription Mail of the Access Letters Contract. We have also made changes to the Access User Guide. The appended change notice (number 061) and user guide amendment notice (number 058) detail the changes to the Access Letters Contract.

Product Codes

We are currently working on uploading the product codes for the Mailmark Economy Service and the extended Magazine Subscription Service into Dockethub, where you will be able to access them in the Royal Mail Service List. In the interim you can find the product codes on the Royal Mail Wholesale website at www.royalmailwholesale.com/download-user-guides.

Additionally, we continue to explore options to enable incentive credits to be applied at the point of sale and have created a set of incentive product codes, which you may choose to incorporate into any internal system amends you are already making to implement the above changes to our Access services. You can find the incentive product codes at www.royalmailwholesale.com/download-user-guides. We will continue to work with customers to find the best solution to manage incentive credit payments.

Improving our Mailmark specification

With Mailmark postings making up 88% of all Network Access volume, we continue to look at ways to improve the service to support its implementation by customers. We are making the following improvements to the Mailmark specifications to make it easier for customers:

- **One-piece mailers:** In addition to the existing maximum dimensions of 240mm x 165mm x 5mm, we are extending the one-piece mailer specifications so that mailing items with a maximum dimension of 248mm x 165mm x 3mm, and at no more than 70 grams can be posted;
- **Paper-wrap specification:** To support customers looking to migrate from single use polywrap, we have developed a new paper-wrap specification to give customers clear guidance on how to present paper-wrapped large letters, and to provide a wider range of outer wrap options to enclose customer mailings within the pack;

- **Large letter delivery address and barcode location:** To provide greater flexibility to customers we have broadened the location options for the delivery address and barcode on large letters.


Appended to this letter is User Guide Amendment Notice (number 059) which provides further details of the changes to the Mailmark specification. In line with clause 13.3.3 of the Access Letters Contract, the changes will come into effect from 7 September 2020. However, customers who wish to use the amended User Guide and produce their items in accordance with the changes from the date of this letter, may do so and we shall accept and process such items accordingly.

Underpaid charge notifications

We are changing the way we notify you of your Mailmark underpaid charges. From 6 July 2020, you will be notified of your underpaid charges via Dockethub, meaning you can view all your Mailmark adjustments in one place.

We have developed a customer presenter and FAQ document for the new Mailmark Economy Service and the extended Magazine Subscription service which you can find at www.royalmailwholesale.com/download-user-guides. If you have any other queries regarding the new Mailmark Economy service, the extended Magazine Subscription service, or the changes to the Mailmark specification, please contact your Account Director.

Yours sincerely,



Tim Cable
Wholesale Products Director
Royal Mail Letters

ACCESS LETTERS CONTRACT CHANGE NOTICE: NUMBER 060

Date: 26 June 2020

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 100 Victoria Embankment, London, EC4Y 0HQ.

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 General Access Terms and Conditions, we hereby notify you of the addition of Schedule 30: Mailmark Economy to the General Access Terms and Conditions to the Contract.
- 2.2 Schedule 30: Mailmark Economy is published at www.royalmailwholesale.com.
- 2.3 The changes detailed in paragraphs 2.1 and 2.2 will take effect from 4 January 2021.

ACCESS LETTERS CONTRACT CHANGE NOTICE: NUMBER 061

Date: 26 June 2020

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 100 Victoria Embankment, London, EC4Y 0HQ.

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 Paragraph 7.1 of Schedule 24: Magazine Subscription Mail, we hereby notify you of the following changes to Schedule 24: Magazine Subscription Mail to the Contract:

- 2.1.1 Paragraph 2.2 shall be amended to read as follows:

- 2.2 In addition, some words and phrases used specifically in this Schedule are defined below:

Magazine Subscription Mail	Large Letters which are declared by you as Magazine Subscription Mail and which meet the criteria for Magazine Subscription Mail set out in this Contract including the User Guide.
Magazine Subscription Mail Posting	A mailing containing only Large Letters of the same Title.
New Title	A Title which you have not posted before (whether as Magazine Subscription Mail or otherwise).
Title	A specific Magazine Subscription Mail publication.

- 2.1.2 Paragraph 4.3 to paragraph 4.5 shall be added as follows:

- 4.3 You may handover Magazine Subscription Mail Postings which are up to 10mm in thickness either as:

- 4.3.1 Mailmark Mailings; or

- 4.3.2 Manual Items.

- 4.4 Magazine Subscription Mail Postings which are between 10mm and 25mm in thickness must be handed over as a Manual Item.

- 4.5 Each Magazine Subscription Mail Posting you handover as Mailmark Mailings in accordance with paragraph 4.3.1, must comply with the specification requirements set out in Schedule 20 (Royal Mail Mailmark).

2.1.3 Paragraph 5 shall be amended to read as follows:

5. Failure to meet the specifications

5.1 If you hand over Mailing Items as Magazine Subscription Mail and we establish to our reasonable satisfaction that the Mailing Items do not comply with any of the specifications and requirements under the Contract, this Schedule and/or the User Guide we may either:

5.1.1 reject the Mailing Items;

5.1.2 accept the Mailing Items but charge you the applicable Access Charges for the Access Service specification that those Mailing Items meet;

5.1.3 take any one or more actions set out in paragraphs 8 and 9 of Schedule 20 (Royal Mail Mailmark) in respect of Mailmark Mailings; or

5.1.4 suspend or terminate your right to post Magazine Subscription Mail under this Schedule immediately on giving written notice to you.

5.2 Without prejudice to any other rights or remedies we may have, if you fail to meet the requirements in paragraph 4.2.1, we may also exercise the applicable remedies for non-compliance set out in paragraph 15.6 of the User Guide.

5.3 We may charge you an additional amount to recover our reasonable costs in undertaking any of the actions referred to in paragraphs 5.1 and/or 5.2.

5.4 We will notify you if we take any of the actions set out in paragraph 5.1 and/or 5.2.

2.2 The changes detailed in paragraph 2.1 will take effect from 4 January 2021.

ACCESS USER GUIDE AMENDMENT NOTICE NUMBER 057: MAILMARK ECONOMY SERVICE

Date: 26 June 2020

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 100 Victoria Embankment, London, EC4Y 0HQ.

1 Changes

We notify you under clause 13.2.1 of the Access Letters Contract that we are changing the Access Letters User Guide to introduce the specification for the Mailmark Economy Service with effect from 4 January 2021. We are making the following changes per the red text:

1.1 Insert the following wording at Section 1:

Royal Mail Mailmark Economy Service

Provided you have signed up to and meet the specifications and requirements of the Schedule 30: Royal Mail Mailmark Economy and Appendix R, you may use the Mailmark Economy Service to take advantage of additional price savings.

1.2 Amend Section 2.1: Service Standard:

We aim to deliver or attempt to deliver Mailing Items on the next Working Day after handover to and acceptance by us, unless you are posting Letters using the Mailmark Economy Service in which case we aim to deliver or attempt to deliver those Letters within 4 Working Days after handover to and acceptance by us.

1.3 Amend Figure 1 in Section 2.2: Access Services:

Format	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.
 *** 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.

1.4 Insert Appendix R: Mailmark Economy Service:

Introduction

This specification contains the requirements that must be adhered to by customers when posting Letters using the Mailmark Economy Service (as defined in Schedule 30: Royal Mail Mailmark Economy).

Eligibility

To post Letters using the Mailmark Economy Service you must adhere to the specification requirements specified in Schedule 30: Royal Mail Mailmark Economy and this Appendix R.

Services and formats available with the Mailmark Economy Service

The Mailmark Economy Service can be used with the following sortation, formats and Access Service options:

Sortation level: Access 70

Format: Letter (including postcards, provided that such postcards meet the requirements set out below.)

Access Service options: Advertising Mail;
Responsible Mail Entry;

Responsible Mail Intermediate;
Partially Addressed Mail;
Business Mail.

You must ensure to meet the specifications and requirements of Royal Mail Mailmark and the Access Service you are declaring the Letter items as.

Postcards

If sending postcards using the Mailmark Economy Service, you must ensure that you comply with the machineable postcard specification set out in section 6 of our [Mailmark Letters specification](#).

Additional Mailmark Barcode and eManifest Requirements

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

Product Codes

You must use the Mailmark Economy Service product codes when declaring Letters using the Mailmark Economy Service, 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

Each bag or tray you use to hand over Mailmark Economy Mail to us under the Contract must contain only Mailmark Economy Mail. Additionally, you must not mix Letters posted using different Access Service options, for example Advertising Mail and Business Mail, in each bag or tray.

Yorks which you hand over to us may include a mix of bags and/or trays comprising Mailmark Economy Mail with bags and/or trays which do not comprise Mailmark Economy Mail.

Container Labels

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

We do not require the bag and/or tray labels to indicate that the bag and/or trays contain Mailmark Economy Mail. However if you require the labels to indicate the bags and/or trays contain Mailmark Economy Mail for your own operational purposes, you can choose to make such an indication within the Customer Type Indicator box of the label, as long as you continue to meet all other labelling requirements as specified in Section 7 of this User Guide.

ACCESS USER GUIDE AMENDMENT NOTICE NUMBER 058: EXTENDING THE MAGAZINE SUBSCRIPTION SERVICE

Date: 26 June 2020

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 100 Victoria Embankment, London, EC4Y 0HQ.

1 Changes:

We notify you under Paragraph 7.1 of Schedule 24: Magazine Subscription Mail of the Access Letters Contract that we are changing the Access Letters User Guide to extend the specifications of the Magazine Subscription Mail service with effect from 4 January 2021. We are making the following changes per the red text:

1.1 Amend Section 6.11: Presentation of Magazine Subscription Mail Mailing Items:

Magazine Subscription Mail service is for Large Letters only. You may use this service if you have signed the Magazine Subscription Mail Schedule and you have registered the Title with us. In addition to the requirements detailed in the Magazine Subscription Mail Schedule, the presentational requirements set out in this section 6.11 also apply.

Fig 15. Overview of Magazine Subscription Mail service posting options

	0-10mm	10-25mm
Access 70 Manual Magazine Subscription	Yes	Yes
Access 70 Mailmark Magazine Subscription	Yes*	No

*Yellow container labels must be used as per Section 7 of this User Guide

To qualify as Magazine Subscription Mail you must ensure that:

- Mailing Items:
 - comprise at least thirty per cent of editorial content. Editorial content does not include advertising material or data; or any information relating to a product or service, such as pricing information or product descriptions, which relate to either the publisher of the Title, the owner of the Title or a third party;
 - show the Title, **and at least** the date of issue, **or the** issue number on the front cover; and
 - have dimensions that qualify as a Large Letter as set out in this User Guide; and
- you sort each Magazine Subscription Mail Posting using Access 70;
- **you handover Magazine Subscription Mail which is up to 10mm thickness using Royal Mail Mailmark or as Manual Items;**
- **for Magazine Subscription Mail which is more than 10mm thickness but less than 25mm, you handover the Magazine Subscription Mail as Manual Items only;**
- **for Magazine Subscription Mail posted using Royal Mail Mailmark you meet the specifications and requirements of Royal Mail Mailmark;**

- you reference the Title name in the “Campaign Name” field of the Mailmark eManifest each time you submit a Magazine Subscription Mail Posting to us;
- you use the Magazine Subscription Service product codes when declaring Large Letters using the Magazine Subscription Service, 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;
- each Container you use to hand over Magazine Subscription Mail to us under the Contract must contain only Magazine Subscription Mail of the same Title; and
- each Container you use to hand over Magazine Subscription Mail must be labelled as Magazine Subscription Mail using the label identifier we specify in Section 7 of this User Guide.

ACCESS USER GUIDE AMENDMENT NOTICE NUMBER 059: CHANGE TO MAILMARK SPECIFICATION

Date: 26 June 2020

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 100 Victoria Embankment, London, EC4Y 0HQ.

We notify you under clause 13.3.3 of the Access Letters Contract that we are changing the Access Letters User Guide to introduce changes to the Mailmark specification for Letters and Large Letters.

1. Changes

- 1.1 The Mailmark Letters specification document which is hyperlinked within Appendix M.5 will be amended. The full details of the changes are detailed within Appendix M.5.
- 1.2 The Mailmark Letters specification document which is hyperlinked within Appendix M.6 will be amended. The full details of the changes are detailed within Appendix M.6.

2. Timescales

- 2.1 In line with clause 13.3.3 of the Access Letters Contract, the changes described in this UGA059 will come into effect from 7 September 2020. Please note, however, for customers who wish to process items in accordance with the changes from the date of this notice, you may do so and we shall accept and process such items accordingly.