



21 February 2019

## Royal Mail Wholesale

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### ACCESS PRESENTATIONAL REQUIREMENTS: SOME IMPORTANT REMINDERS

Dear Customer

Our operation is reporting an increase in some common errors with Access mail that have potential to cause inefficient processing and potentially delay the items. We would appreciate your attention to review your processes, and as applicable those of your customers, in ensuring adherence to the following requirements:

#### 1. Yellow labels

We have noticed an increase use of white labels on containers of machinable letter and large letter postings. We would like to remind you that for machinable, OCR and Mailmark postings, you must always use yellow labels on the containers. This ensures that we process the mail in the most efficient manner.

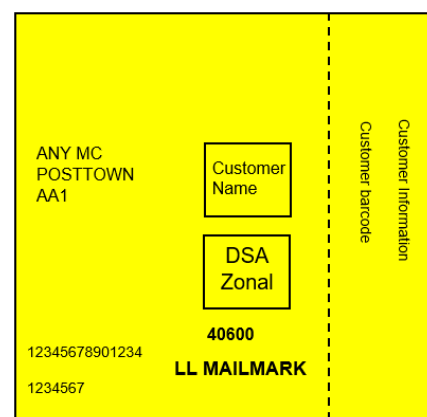
Figure 1: Container label colour

Service	Format		CFL Data File
	Letters	Large Letters	
	Container Label Colour		
Access 1400/70 - Manual	White	White	DSAMAN.DAT
Access 1400/70 Machinable	Yellow		DSAMAN.DAT
Access 70 OCR/Mailmark option	Yellow		DSAMEC.DAT
Access 70 OCR/Mailmark option		Yellow	DSAMAN.DAT

#### 2. Format Description for Mailmark postings

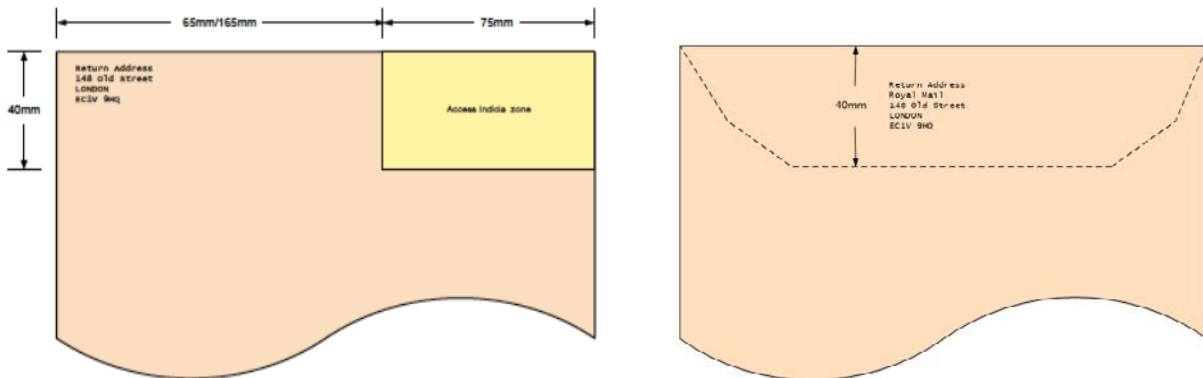
We have also noticed that some customers are still using 'EIB' in the format description name on the container labels. This causes confusion in the mail centres as the term "EIB" is not used in our operations. The correct wording of format description is 'MAILMARK' for Mailmark letters and 'LL MAILMARK' for Mailmark Large Letters.

Please advise your customers and software providers of the correct labelling requirements. Full details can be found in section 7 of the Access User Guide: <https://dms.royalmailwholesale.com/document/1>



### 3. Return Address description and positioning

We are finding increased levels of mis-sorted items due to the items non-adherence to the Return Address specification. Our machines are designed to search for an address and sort to the address. We have designed the software on our machines to ignore addresses that are preceded by the words "Return Address". Items that contain a return address that are not preceded by the words "Return Address" may get mis-sorted because our machines may mistake the return address for the delivery address – this is particularly prevalent with large letters.



Please check your Return Address description and positioning on items before posting. The Return Address specification is detailed in the Access User Guide in section 3.5 <https://dms.royalmailwholesale.com/document/1>.

If you have any queries about the requirements set out in this letter please contact your Account Director.

Yours sincerely,

Luisa Fulci  
Regulated Products Director  
Consumer and Network Access