



28 May 2020

Royal Mail Wholesale

4th Floor
185 Farringdon Road
London
EC1A 1AA

Update on Wholesale activity impacted by Covid-19

Dear Customer,

I wrote to you in April regarding several Wholesale activities and services which had been impacted by Covid-19. We continue to monitor the rapidly changing nature of the pandemic, and the impact it is having on Wholesale customers and Royal Mail.

I now write to you to provide a further update on those Wholesale activities and services, and how we plan to deal with these through the next 2 months.

Quality of Service measurement

Due to the Government travel restrictions, and to ensure the safety and well-being of their operations staff, the independent research company we use to measure Quality of Service suspended the surveys until further notice. We have been working with the supplier to find safe ways to reinstate quality of service surveys as quickly as possible. We are pleased to confirm that they are planning to restart their work on 1 June 2020. We will of course let you know if this date changes.

We expect our service levels to continue to be adversely impacted by higher than normal levels of absence caused by Covid-19. In the interests of keeping both our customers and our people safe, we have introduced ways of working to ensure that we adhere to new health and safety requirements. Our teams are working very hard to provide the best service possible during these challenging times.

Advertising Mail seed check adjustments

As a default, customers should continue to comply with their contractual obligation to provide a seed on the same date as the mailing being posted.

Non-Mailmark Advertising Mail and Partially Addressed Mail seeds

We suspended adjustments for non-receipt of seeds for non-Mailmark Advertising Mail and Partially Addressed Mail, until a provisional date of 31 May 2020, due to our inability to carry out physical checks of seeds for those services. We continue to be unable to carry out such physical checks, therefore, we are extending the period of suspension to 31 July 2020.

We will keep this end date of 31 July 2020 under review.

Mailmark Advertising Mail seeds

We will, however, continue to check receipt of Advertising Mail seeds posted using the Mailmark service via the weekly Advertising Mail seed check report and will continue to apply adjustments for non-receipt of seeds.

To make things easier for customers, where you have not sent us a seed at the time of the Advertising Mail posting, and we subsequently request you to send us a seed within 2 weeks, you should email only a PDF copy of the posted pack to dsacc@royalmail.com, to enable us to verify compliance. The PDF should include a copy of the front, back and insert (if applicable) of the mail piece.

Contract change notices

Appreciating that Wholesale customer representatives are working from home, or away from their registered company office, we sought your consent to temporarily waive our obligation under the Access Letters Contract and Wholesale Parcels Contract that requires us to send contract change notices in hard copy format. The waiver is initially applicable to 31 May 2020.

Whilst customer representatives continue to work remotely, I now ask for your further consent to extend this waiver until 31 July 2020. During this time, we are happy, by exception, to issue a hard copy of any emailed contract change notice if requested by the Commercial Contact within your business.

Please let us know within 7 days if you object to this extended waiver, otherwise we shall assume your consent.

Supporting Wholesale customers through Covid-19

We feel very proud of how we have collectively worked as an industry through the past two months, continuing to meet the needs of mailing brands, and thank you for your role in that. The Wholesale team will continue to work collaboratively with our customers to provide the best delivery service for you and your customers, whilst protecting the health and wellbeing of all our people. We are keeping our ways of working under continuous review and will update you accordingly.

Royal Mail Group have developed some useful resources and updates which you can find at www.royalmail.com/coronavirus including an opt in to service updates. Additionally, if you have any queries regarding this letter or the impact of Covid-19 on our services, please contact your Account Director.

Yours sincerely,



Tim Cable
Wholesale Products Director
Royal Mail Letters