



Parcels User Guide Amendment notice number 050 (UGA050): Manual Mailmark Parcel Service

Date: 25 September 2020

Dear Customer,

We notify you under clause 13.3.1 of the Parcels Contract that we are changing the Parcels User Guide to introduce the specification for the Manual Mailmark Parcel 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 Parcel Service

Provided you have signed up to and meet the specifications and requirements of the Schedule 14: Royal Mail Manual Mailmark Parcel and Appendix I, you may use the Manual Mailmark Parcel Service to take advantage of additional price savings.

2. Amend Figure 1 in Section 2.2: Parcel Services Summary

Format	A3 Parcels		Parcel	Mail Sortation Required	Minimum Address and Postcode Accuracy Required
	0-750g	0-1kg			
Weight Band					
Service					
Access 1400	♦	♦	♦	c.1529	90%
Access 70	♦	♦	♦	c.86	90%
Access 1400 Manual Mailmark Parcel*		♦	♦	c.1529	90%
Access 70 Manual Mailmark Parcel*		♦	♦	c.86	90%
Mixed Weight	♦		♦	Must match service used	
* If you are signed up to Schedule 14: Royal Mail Manual Mailmark Parcel of the Parcels Contract you may post Parcels using the Manual Mailmark Parcel Service, in which case you must follow the service specification at Appendix I.					

3. Insert Appendix I: Manual Mailmark Parcel:

Introduction

This specification contains the requirements that must be adhered to by customers when posting Parcels using the Manual Mailmark Parcel Service (as defined in Schedule 14: Royal Mail Manual Mailmark Parcel).

Eligibility

To post Manual Mailmark Parcel Mail you must adhere to the specification requirements specified in Schedule 14: Royal Mail Manual Mailmark Parcel and this Appendix I.

Services and formats available with the Manual Mailmark Parcel Service

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

Sortation level options:	Access 70 Access 1400
Dimensions:	If rectangular, maximum of 610mm x 460mm x 460mm; If cylindrical, a maximum length of 900mm and the Parcel length, when added to twice the diameter does not exceed 1040mm.
Weight:	Maximum – 2kg

Additional Mailmark Barcode

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

Product Codes

You must use the Manual Mailmark Parcel Service product codes when posting Manual Mailmark Parcel 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.

Addressing layout and standards

Please refer to our [Manual Mailmark Parcel Service Technical Guide](#) which provides the address layout and address standard requirements you must comply with when using the Manual Mailmark Parcel Service.

Presentation

The choice of Container you can use to post Manual Mailmark Parcel Mail is as follows:

	Bags	Trays	ALPS
Manual Mailmark Parcel Parcels	Yes	No	No

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

Container Labels

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

4. Insert a new Section 15.1.5 to read as follows:

<p>For Manual Mailmark Parcel 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 Parcel 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 1400 Parcels or 70 Parcels (as applicable) postage price for the Manual Mailmark Parcel 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. 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 this 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>Or, 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.</p> <p>For Manual Mailmark Parcel 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 Parcel Mail.
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6. Insert a new Section 15.6.19 to read as follows:

<p>Manual Mailmark Parcel Postings are not segregated in separate Containers as required under Appendix I</p>	<p>If you fail to segregate Mailing Items within a Posting in accordance with Appendix I, 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>
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7. Insert a new Section 15.6.20 to read as follows:

<p>Mailing Items declared as Manual Mailmark Parcel option fail to meet the Manual Mailmark Parcel specification or require manual or other intervention.</p>	<p>If Mailing Items declared as Manual Mailmark Parcel option fail to meet the Manual Mailmark Parcel 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 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.
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Yours sincerely,



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