



7 April 2020

Royal Mail Wholesale

4th Floor
185 Farringdon Road
London
EC1A 1AA

Supporting Wholesale customers through Covid-19

Dear Customer,

Royal Mail Wholesale is actively monitoring the rapidly evolving Covid-19 situation which continues to impact businesses across the United Kingdom. We fully appreciate that Wholesale customers are facing extraordinarily challenging times and we will continue to support you through this period. We would like to take this opportunity to thank our Access Customers for all they are doing to support our industry and supply chain during these unprecedented times

We are committed to continuing to provide the best delivery service for you and your customers, whilst also protecting the health and safety of our people. In line with Public Health England guidance, we have provided updates to our people to help prevent the spread of the virus and made a series of adjustments to our letter and parcel handling procedures. We are keeping our ways of working under continuous review.

I write to provide an update on key Wholesale activities and services which are being impacted by Covid-19 and how we are dealing with these.

Advertising Mail seed check adjustments

We understand that some customers who post Advertising Mail may have some concerns around the impact of Covid-19 on our Advertising Mail seed check process and attributed adjustments.

We would ask that Customers continue to comply with their contractual obligation to provide a seed for all Advertising Mail and Partially Addressed mail on the date of posting to help ensure a level playing field for all in the letters postal market.

Mailmark Advertising Mail seeds

Currently, we can 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 both customers and Royal Mail Wholesale, 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, please email a PDF copy of the posted pack to dsacc@royalmail.com, to enable us to verify receipt and compliance. The PDF should include a copy of the front, back and insert (if applicable) of the mail piece.

Non-Mailmark Advertising Mail and Partially Addressed Mail seeds

We are currently unable to check receipt of seeds for non-Mailmark Advertising Mail items and Partially Addressed items. Therefore we are suspending adjustments for non-receipt of seeds for non-Mailmark Advertising Mail and Partially Addressed Mail until 31 May 2020.

We will keep this end date of 31 May 2020 under review and will let our customers know as soon as practically possible, if this date needs to be extended.

Monitoring price plan conformance

We understand that some customers who are subject to price plan profile commitments under their Access Letters Contract and/or Parcels Contract may have concerns around the impact of Covid-19 on your ability to meet the commitments for financial year 2020/21.

We are continuing to review customer volumes during the affected period, to assess any adverse implications Covid-19 may be having on your ability to meet the profile commitments.

We will of course contact affected customers should anything change.

Magazine Subscription Service Samples

Publishers have told us that they are having difficulty in sending to us hard copy samples for the Magazine Subscription Service due to resource restraints within their own businesses and their mail producers. Therefore, we are simplifying the pre-approval process to enable customers to submit Magazine Subscription samples in PDF format in place of hard copy samples.

Appended to this letter is User Guide Amendment Notice (number 056) which provides full details of the changes. In line with clause 13.3.3 of the Access Letters Contract, the changes will come into effect from 17 June 2020. However, given the current Covid-19 situation, customers who wish to submit samples in PDF format from the date of this letter, may do so and we shall assess such samples to ensure they meet the Magazine Subscription Service specification accordingly. PDF samples should be emailed to dsacc@royalmail.com.

Quality of Service measurement

Using an independent research company, we measure Quality of Service from handover to Royal Mail at our Inward Mail Centre through to the final delivery address.


Due to the Government travel restrictions, and to ensure the safety and well-being of their operations staff, the independent research company is suspending the Quality of Service surveys until further notice. This suspension does not affect the results for 2019/20, and we have been assured that monitoring will resume as soon as is considered practical in 2020/21.

Since there can be no valid measurement of Royal Mail's Quality of Service during this period of suspension, any mailing items posted during this period shall not count towards the calculation of our performance of the Service Standard under Paragraph 2 of Schedule 2 in the Access Letters Contract and the Parcels Contract.

The postal service is a key part of the UK's infrastructure. The Wholesale team will continue to work collaboratively with our customers to provide the best delivery service for you, your customers and the British public, and to protect the health of your people and our own.

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 Letter

**Access User Guide Amendment notice number 056 (UGA56):
Change to Magazine Subscription Service**

Date: 7 April 2020

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 pre-approval process for the Magazine Subscription Service. We are making the following changes per the red text.

1. Changes: Amending Section 6.1.11 - Sample Magazine Subscription Mailing Items

Before you handover Magazine Subscription Mail to us you must:

- register each Title with us by completing the application form on the Website including, the name of the Title which is to be sent as Magazine Subscription Mail, the name of the Title's publisher and the Supply Chain ID you will use for each Mailmark Mailing; and
- provide us with a sample of the Title in accordance with this section below. The sample must be an exact reproduction of the Title to be posted in terms of both outers used, front covers and contents enclosed.

The registration form and sample must be sent **in PDF format via email to dsacc@royalmail.com (referencing 'Sample Magazine Subscription Mail' in the subject line) or in hard copy format** to the following address:

RM Sample (Magazine Subscription Mail)
Royal Mail Wholesale [immediately followed by the relevant Mailmark SCID number],
PO Box 72662
London
E1W 9LD

We will confirm in writing to you whether the Title is eligible for the Magazine Subscription Service and you may commence your Magazine Subscription Mail Postings of that Title from the date of our notification.

2. Timescales

In line with clause 13.3.3 of the Access Letters Contract, the changes described in this UGA056 will come into effect from 17 June 2020. Please note, however, for customers who wish to submit samples in PDF format from the date of this notice, may do so and we shall assess such samples to ensure they meet the Magazine Subscription Service specification accordingly.

Yours sincerely,



Tim Cable
Wholesale Products Director
Royal Mail Letters