



## Access User Guide Amend 33 (UGA 33): 24 Hour Pre-notifications

Date: 9 January 2015

This UGA notice provides details of the changes to the following User Guides (the User Guides) in line with the associated contract as shown in the table below.

User Guide	Associated Contract Type	Contract notice
Access Letters User Guide v4.0	Access Letters Contract	13.3.3 Changes
Wholesale Parcels User Guide v4.0	Wholesale Parcels Contract	13.3.3 Changes
Access (Condition 9) User Guide Standard/Premium v14.0	All Condition 9 Agreements	13.2 Changes

### Change

Over the past 12 months, we have been working with some customers on testing alternative forecast upload times to see if changing the time could improve the accuracy of their 24 hour Pre-Notification the day before handover. As you know, you are required to provide us with a forecast on the day before handover of the number of items by format and by machineable / non-machineable specification and that it must be within +/- 15% accuracy of the actual number of items handed over. We measure the accuracy of your 24 hour Pre-Notification by comparing it against the actual volume declared on the day of handover. The tests concluded that, on the whole, the later 'reforecast' upload of the 24 hour Pre-Notification did result in some improvement in accuracy.

Hence, we are pleased to confirm that, in addition to the 24 hour Pre-Notification upload by 1000hrs on the day before handover, we are able to accept a reforecast of this Pre-Notification provided that it is uploaded onto DocketHub by no later than 1600hrs the day before handover. Where you do submit a 1000hrs Pre-Notification and a 1600hrs reforecast of the Pre-Notification, we shall measure and use the accuracy of the 1600hrs reforecast upload for performance measurement purposes against the contractual requirements. Where no reforecast is supplied accuracy will continue to be measured using the 1000hrs Pre-Notification.

To reflect the change discussed above, the following changes will be made:

1. In the Access Letters User Guide and the Parcels User Guide, we will change the name of the **24 Hour Pre-notification** to **Pre-notification**. This change will apply to sections 11.1, 11.3, 15.1.1, 15.1.2, and specific sections of the Letters User Guide at Appendix E in section 2, Appendix F in section 1 and Figure 97, and specific sections of the Parcels User Guide at Appendix C in section 2, Appendix D in section 1 and Figure 30,
2. In each of the User Guides, a new paragraph will be added to the end of section 11.3 and will read as follows:

*"For those customers who have developed processes that generate a more accurate version of their 10:00 Pre-notification, you may provide us with an additional Pre-notification by no later than 16:00 each Working Day of the Postings you intend to hand over on the next Working Day. For*

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*clarity, any reforecast Pre-notification you provide us by 16:00 will be accepted as fulfilling the contractual requirement that you provide us a Pre-notification before Handover Day. Where you provide us with a later (i.e. by 16:00) Pre-notification, we shall measure and use the accuracy of the later Pre-notification for performance measurement purposes against the contract requirement for accuracy. Where no later (by 16:00) reforecast Pre-notification is supplied, accuracy will continue to be measured using the 10:00 Pre-notification."*

### **Timescales**

The changes detailed in this UGA 33 shall take effect from **Monday 9 February 2015** and will be incorporated into the next version of each of the User Guides.

**Signed by**

A handwritten signature in black ink that reads "Luisa Fulci". The signature is written in a cursive style with a distinct loop at the end of the name.

**Luisa Fulci**

Duly authorised for and on behalf of  
**Royal Mail Group Limited**