



30 July 2021

Royal Mail Wholesale
4th Floor
185 Farringdon Road
London
EC1A 1AA

FORECASTING ADJUSTMENT CHANGES TO THE ACCESS LETTERS CONTRACT

Dear Customer,

Continually improving the efficiency of our operation to enable us to provide the best possible service to customers is a priority for Royal Mail. Key to this is having a clear understanding of the workload we need to handle such that we can resource accordingly.

Our Access Letters Contract requires customers to provide a forecast by format (Machineable Letter, Machineable Large Letter, Manual Letter, Manual Large Letter) by Mail Centre each day. Customers have a tolerance of either 1000 items, or 15%, whichever is the highest. An adjustment charge can be applied in the event of a customer over forecasting outside of tolerance.

The current charge for this over forecasting is £30.27.

We have reviewed the cost of such over forecasting with customer data from the previous 12 months, looking at the average rate of variation to tolerance, and the current charge is not reflective of the costs incurred. We will, therefore, be amending the charge from 11th October 2021 to £55.00 for each of the four formats.

We are keen work with customers to understand what else can be done to improve forecasting and would welcome suggestions from customers as to how best to progress such engagement. On 16th August we will be meeting with the SMP & Carriers working group as a first step.

If you have any questions about this change, please contact your Account Director

Yours sincerely,

Tim Cable
Wholesale Products Director
Royal Mail Letters



**ACCESS LETTERS CONTRACT CHANGE NOTICE: NUMBER 079
CHANGES TO SURCHARGES FOR OVER FORECASTING**

DATE: 30 July 2021

This notice applies to you if you hold an **Access Letters Contract** (Contract) with **Royal Mail Group Limited**, a company registered in England and Wales (number 04138203) with its registered address at 185 Farringdon Road, London, EC1A 1AA.

1. Definitions and interpretation

- 1.1 If a word or expression is defined in this notice, it shall have the meaning given in this notice.
- 1.2 Any words or expressions which are not defined in this notice, but have an initial capital letter, shall have the meanings given to them in the Contract.
- 1.3 All of the rules about how to interpret the Contract shall apply to this notice.

2. Changes to the Contract

- 2.1 We hereby give you notice under clause 13.2.3 of the General Access Terms and Conditions to increase the Surcharges we may levy on you pursuant to paragraphs 5.2 and 12.6 of Schedule 2 of the Contract with effect from **11 October 2021**, details of which can be found on our Website, www.royalmailwholesale.com/pricing.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Tim Cable".

Tim Cable
Wholesale Products Director
Royal Mail Letters