



## ACCESS USER GUIDE AMENDMENT NOTICE NUMBER 075: CHANGES TO MAILMARK SPECIFICATION

Date: 22 January 2024

This notice applies 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.

We notify you under clause 13.2(b)(ii) of the Access Letters Contract that we are changing the Access Letters User Guide to introduce changes to the Mailmark specification for Letters and Large Letters. We also notify you under clause 13.3(c) that we are introducing a Do Not Redirect specification for Letters.

### 1. Changes

- 1.1 The Mailmark Letters specification document which is hyperlinked within Section 7 of Appendix M will be amended. The revised specification document can be found [here](#).
- 1.2 The Mailmark Large Letters specification document which is hyperlinked within Section 8 of Appendix M will be amended. The revised specification document can be found [here](#).
- 1.3 A new Appendix T: Do Not Redirect Letters will be added as follows:

## Appendix T: Do Not Redirect Letters

### 1. Do Not Redirect Letters

This appendix provides the Do Not Redirect (DNR) design requirements for Business Letter products (including Mailmark). The Do Not Redirect service is provided for use by local authorities when posting correspondence regarding Housing Benefit and Council Tax Benefit. It is not intended or permitted for any other type of mailing.

The appendix provides the Letter design specification for the DNR chevrons, mark and text. The aim being to make these Letters clearly identifiable to RM staff undertaking Return to Sender mail processing. As such, the intention is to apply as many whole chevrons as possible subject to the particular indicia and clear zone requirements that apply. As such, separate designs are provided for each indicia type.

**Do Not Redirect requirements are mandatory.** Requirements in this appendix for Letter size and indicia type take precedence over the core Letter format specification requirements.

### 2. DNR – General Requirements

There are requirements for Letter Size and Return Address, and DNR design elements including Chevrons, a DNR trademark and DNR text (as illustrated in Figure 60). These are defined in the following table below and specific design requirements for the various payment channels are provided in section 2.

All requirements are mandatory unless stated otherwise.

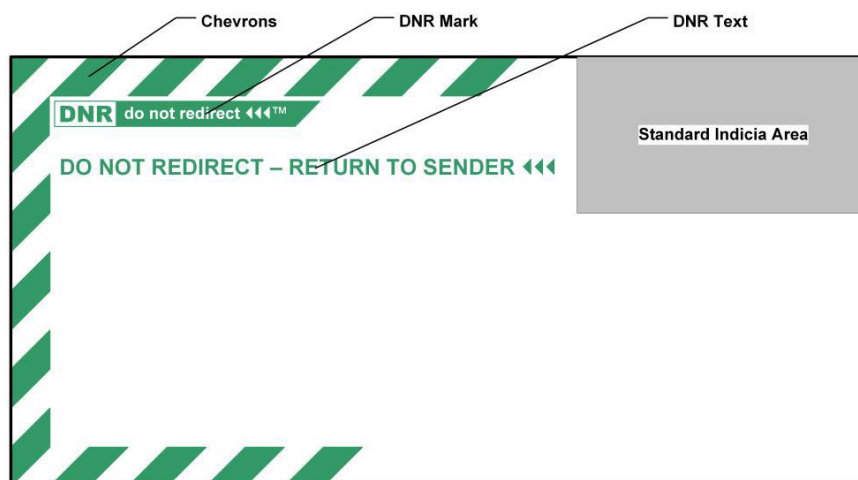


Figure 60 – Do Not Redirect Elements (Not to Scale)

Component		Value
Size (L & H)		<ul style="list-style-type: none"> <li>Minimum - 218mm long x 108mm</li> <li>Maximum - 240mm long and 165mm high <sup>1 2</sup></li> </ul>
Indicia Type		Access PPI only.
Return Address	Location	This must be on the back of the envelope and meet standard location and formatting <sup>3</sup> requirements. See Figure 63 and Figure 64.
	Prefix	'If undelivered or subject to Redirection, please return to:' See Figure 63 and Figure 64.
	Content	Full Postal Address File (PAF®) Address <sup>4</sup> (Prefixed by the Local Authority Duty or Department reference).

### 3. DNR – Specific Attributes

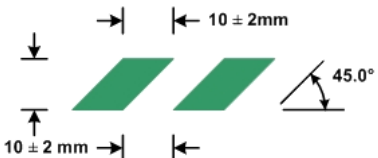

Specific attributes for Do Not Redirect include Chevrons, a trademark and text. These are defined in the following table and illustrated in Figure 61 to Figure 64.

<sup>1</sup> Maximum size is Letter format.

<sup>2</sup> Do Not Redirect is not available for Large Letters.

<sup>3</sup> The Return Address may be printed using Pantone 334 Green

<sup>4</sup> This could be the Local Authority address or the address of an authorised agent of the Local Authority.

Component		Value
Chevrons	Dimensions & Colour	 <ul style="list-style-type: none"> <li>The chevrons must be 10mm plus or minus 2mm in length, height, &amp; spacing, and must be set at an angle of 45°.</li> <li>The chevrons must be printed using Pantone 334 Green (Coated or Uncoated).</li> <li>Only full chevrons must be printed.</li> </ul>
	Front Chevrons	<ul style="list-style-type: none"> <li><b>Top Edge</b> – Chevrons must be printed from the top left corner to 75mm in from the right edge. i.e. the chevrons must not extend into the Indicia area.</li> <li><b>Left Edge</b> – Chevrons must be printed from the bottom left corner to the top left corner.</li> <li><b>Bottom Edge</b> – Chevrons must be printed from the bottom left corner to the Route Codemark Clear Zone. i.e. stopping 130mm from the bottom right corner.</li> </ul>
	Letter Back Chevrons	<ul style="list-style-type: none"> <li><b>Top Edge</b> – No Chevrons are required</li> <li><b>Left Edge</b> – Chevrons must be printed from the bottom left corner to the top left corner.</li> <li><b>Bottom</b> – Chevrons must be printed from the bottom left corner to the bottom right corner.</li> </ul>
DNR Mark	Trademark Design	 <ul style="list-style-type: none"> <li>The overall length of DNR Mark must be 68mm along its top edge and 61.5mm along on its bottom edge, and be 6.5mm high.</li> <li>The 'DNR' Box at the beginning of the Mark must be 16mm long.</li> </ul>
	Formatting	<ul style="list-style-type: none"> <li>The 'DNR text' must be printed using 16.5pt Arial font.</li> <li>The 'do not redirect' text must be printed using 12pt Arial Bold font.</li> <li>The chevron symbols must be printed using Wingdings 3 (◀ - character 124) 12pt bold.</li> <li>The final element is superscript 'TM' characters that must be printed using 12pt Arial Bold font.</li> <li>The mark must be printed using Pantone 334 Green (Coated or Uncoated).</li> </ul>
	Front Location	<ul style="list-style-type: none"> <li>DL Envelope – The mark must be in the top left corner and inset by 1mm from the top and left chevrons (see Figure 61).</li> <li>C5 Envelope – The mark must be in the top left corner and inset by 1mm from the bottom and left chevrons (see Figure 62).</li> </ul>
	Back Location	The mark must be in the bottom left corner and inset by 1mm from the bottom and left chevrons (See Figure 63 & Figure 64)
DNR	Content	<ul style="list-style-type: none"> <li>DO NOT REDIRECT – RETURN TO SENDER ◀◀◀</li> </ul>

Component		Value
	Structure & Format	<ul style="list-style-type: none"> <li>This DNR text must be printed as a single line of text.</li> <li>The text must be printed using Arial 16pt Bold, CAPITALS that are left justified.</li> <li>The symbols must be printed using Wingdings 3 (◀ - character 124).</li> <li>The text must be printed on 1 line.</li> <li>The text must be printed using Pantone 334 Green (Coated or Uncoated).</li> </ul>
	Location	The text must be located beneath the DNR Mark, above the Delivery Address block and left justified as illustrated Figure 60 & Figure .

#### 4. DNR - Figures

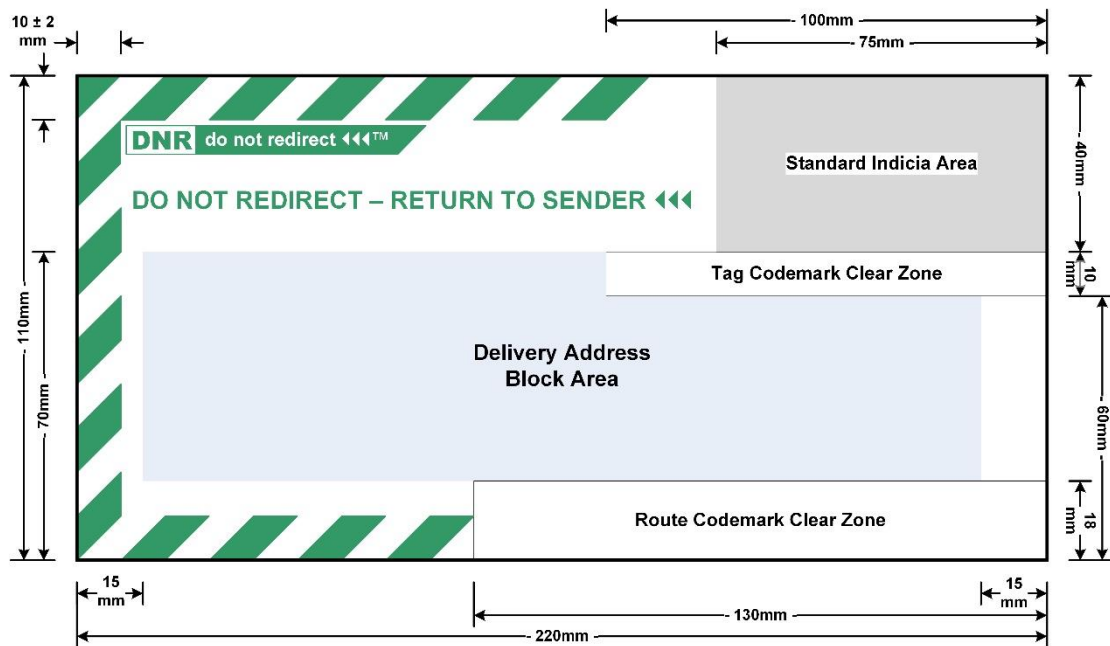


Figure 61 - DNR - DSA DL Letter front (not to scale)

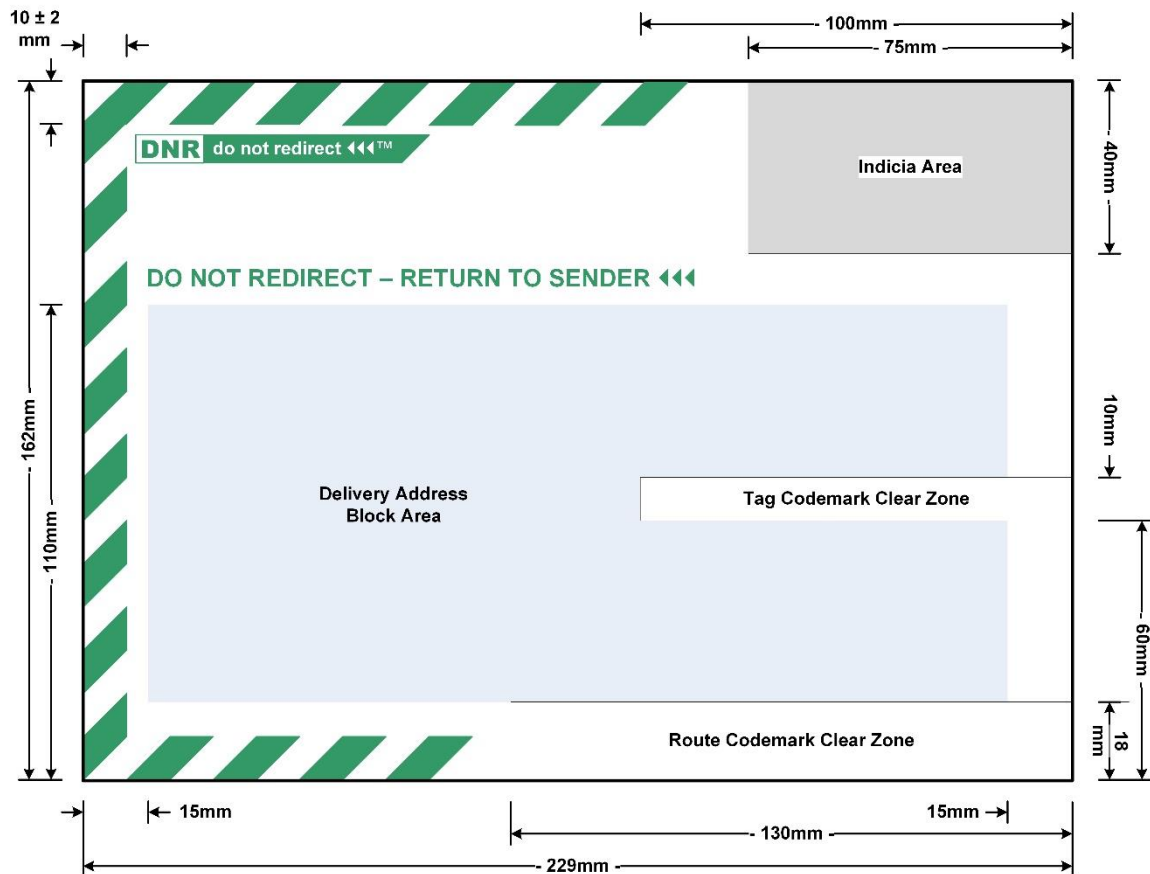


Figure 62 – DNR – DSA C5 Letter front (not to scale)

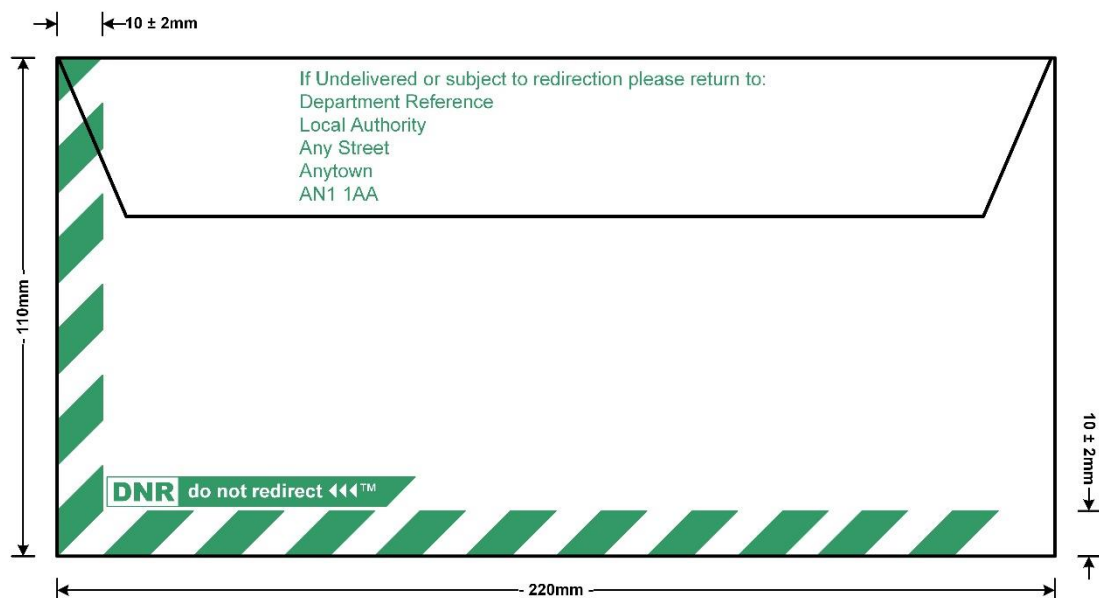


Figure 63 – DNR – DL Letter back (not to scale)

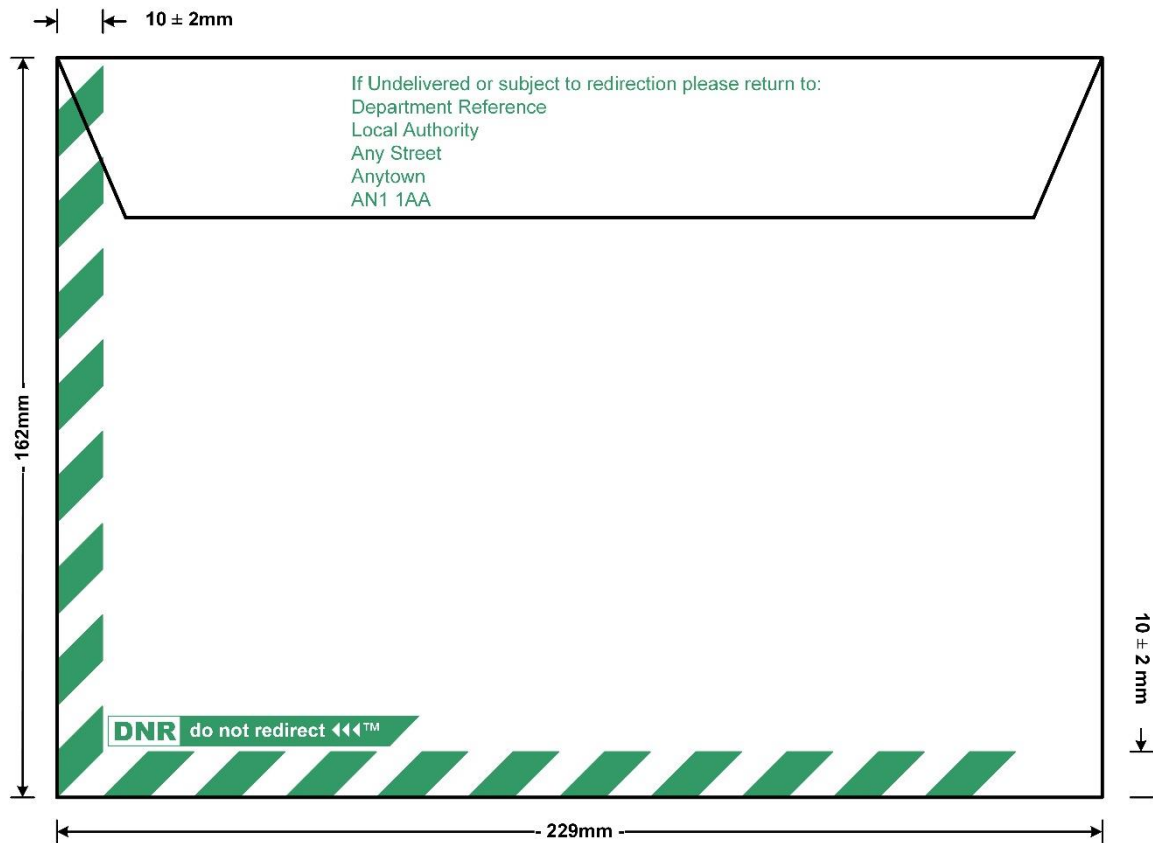


Figure 64 – DNR – C5 Letter back (not to scale)

## 2. Timescales

2.1 The changes described in paragraph 1 above will come into effect from 2 April 2024.

Yours sincerely,

Tim Cable  
 Wholesale Products Director  
 Royal Mail Wholesale