



**PARCELS USER GUIDE AMENDMENT NOTICE NUMBER 052:
WITHDRAWAL OF NON-BARCODED SERVICES**

Date: 23 SEPTEMBER 2022

This notice applies if you hold a **Wholesale Parcels 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 Under clause 13.2.1(d) of the Parcels General Terms and Conditions of the Contract we hereby notify you of the following changes to the Parcels User Guide:

2.1.1 Section 1 shall be amended as follows:

This User Guide must be read in conjunction with your Contract. Together these documents govern the terms on which you may obtain access to our Inward Mail Centres. Our Parcels Services enable you to hand over Mailing Items at an Inward Mail Centre which serves the Postcode carried by those Parcels and which are sorted by you to either:

- **1400 Manual Mailmark** - Mailing Items sorted to c.1529 selections based on Postcode Districts
- **70 Manual Mailmark** - Mailing Items sorted to c.86 selections based on Postcode Areas

Our Services offer different prices (referred to as "Charges") according to the sortation level and the machinability of your Mailing Items. All Services enable you hand over Mailing Items for delivery anywhere within the United Kingdom.

2.1.2 Figure 1 in Section 2.2: Parcels Services Summary shall be amended as follows:

Format	Parcel		Mail Sortation Required	Minimum Address and Postcode Accuracy Required
Weight Band	0-1kg	>1kg-2kg		
Service				
Access 1400 Manual Mailmark Parcel*	◆		c.1529	90%

Access 70 Manual Mailmark Parcel*	◆	c.86	90%
Mixed Weight	◆	Must match service used	
* To post Access 1400 or Access 70 Manual Mailmark Parcels you must be signed up to Schedule 14: Royal Mail Mailmark Parcels of the Parcels Contract and you must follow the service specification at Appendix I.			

2.1.3 Section 5.3 shall be amended as follows:

Mailing Items within a Daily Posting and UCID Posting or Consolidated Posting may be split between Parcels and Service (Access 70 Manual Mailmark and Access 1400 Manual Mailmark as defined in section 2.2). In addition, if you post Mailing Items of varying weights, Mailing Items must also be sorted into the correct weight band depending on the format and Service of the Mailing Item.

2.1.4 Figures 10 and 11 shall be amended such that references to 70 and 1400 Parcels should read 70 Manual Mailmark and 1400 Manual Mailmark respectively.

2.1.5 Paragraph 3 of Section 11.5 shall be amended as follows:

The breakdown you must provide with each of the 7 days' and 24 hours' forecasts, (or sooner if it available) is the fall to earth (FTE) of the Mailing Items and details extra information to the number of Mailing Items for each Selection. The FTE provides invaluable information on the KNP and enables you and us to align resource and / or consumables where necessary to ensure the Service Standard can be achieved. Typically you will be able to provide FTE information using the output data report from the sortation software you use to sort the Mailing Items to the desired Service, known as the line listing. As a minimum the line listing will detail the number of Mailing Items per Container by SSC, destination name and format. Where possible, for Mailing Items sorted to the Access 70 Manual Mailmark Service the breakdown of Mailing Items to Postcode District should still be provided. The FTE is to be provided to DSACC electronically in EXCEL or other appropriate format as agreed by DSACC, (until such time as we make available an electronic upload facility). The FTE should match the details that you have provided for the 7 Working Day forecast.

2.1.6 Paragraph 1 of Appendix E (Key National Posting (KNP)) shall be amended as follows:

1. Introduction

The information in this document is designed to define the process for managing together KNP; it describes the communication channels, the flow of information and the actions required by each link within the process.

This process applies to all Mailing Items posted using the 1400 or 70 Manual Mailmark Parcels Services and is in addition to and does not replace any existing processes for handling Mailing Items as described in this User Guide. The effectiveness of a KNP is largely dependent on the timeliness of the exchange of key information between, you and us.

2.2 The changes detailed in paragraph 2.1 will take effect from 3 April 2023.

Yours sincerely,



Tim Cable
Wholesale Products Director
Royal Mail Wholesale