



ACCESS USER GUIDE AMENDMENT NOTICE NUMBER 068:  
EARLIER ACCESS SLOTS

Date: 20 MARCH 2023

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.

**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(a)(i) of the General Access Terms and Conditions of the Contract we hereby notify you of the following changes to the Access Letters User Guide:

- 2.1.1 The following definitions shall be added to the 'Definitions and Interpretation' section within the 'Introduction' as follows:

***Early Access Slot*** *has the meaning given at Section 8.1(d) of this User Guide;*

***Vehicle Declaration*** *has the meaning given at Section 6.2(c) of this User Guide;*

- 2.1.2 Section 6.1(b) shall be amended as follows:

***b. How to supply a Posting Docket to us:***

- Posting Dockets and supporting data to enable the creation of Manifests must be submitted electronically to us using our DocketHUB system (or other system that we may develop and make available),*
- The Posting Docket must be confirmed and received by DSACC on the Handover Day of the Mailing Items to which the Posting Docket refers, no later than:*

- 1. 06:00am if you are using an Earlier Access Slot (see Section 8.1(b) below); or*

2. 06:30am if you are only using Access Slots which start at 07:30 or later.

- Our [Web-services technical specifications](#) provides useful guidelines and detailed specifications as to how to use DocketHUB.

2.1.3 Section 6.2(b) shall be amended as follows:

***b. How to supply a Manifest to us:***

- You must submit your data that creates each Manifest electronically via DocketHUB to DSACC.
- The Manifest must be confirmed and submitted no later than:
  1. 06:00am on the Handover Day if you are using an Earlier Access Slot at one or more Inward Mail Centres (see Section 8.1(b) below); or
  2. 06:30am on the Handover Day if you are only using Access Slots which start at 07:30 or later
- In addition, two physical copies of either the Summary Manifest (see Figure 17 and 18) or the Manifest (see Figure 16 above) must accompany Postings handed over at an Inward Mail Centre.

2.1.4 Section 6.2(c) shall be amended as follows:

***c. Procedure if you have signed up to Acceptance by Vehicle:***

- If you have agreed to Schedule 5, Part 3: Acceptance By Vehicle of the Contract, in addition to the Manifest, you are required to each Working Day:
  1. accurately declare to us via DocketHub the number of vehicles due to arrive at each Inward Mail Centre for each Access Slot (**Vehicle Declaration**). For Access Slots prior to 09:00, you must upload your Vehicle Declaration no later than half an hour before your due Access Slot, and for Access Slots from 09:00 onwards, you must upload your Vehicle Declaration by 08:30.

*If you fail to provide, or provide us with an inaccurate Vehicle Declaration, we may not be able to accept your vehicle(s). If it is operationally practical for us to do so, we shall accept the vehicle(s) but we reserve the right to charge you an administrative charge; and*

2. upload a Vehicle Manifest in to DocketHUB at least 30 minutes before your due Access Slot and provide two physical copies of the Summary Vehicle Manifest (see Figure 19) when you hand over the Mailing Items at an Inward

*Mail Centre. This Summary Vehicle Manifest is in place of the Summary Manifest.*

- *If you do not supply a Vehicle Manifest in line with the above, you must inform DSACC immediately. We shall refuse access to any vehicle that arrives at an Inward Mail Centre without having notified us in advance of its consignment by submitting a Vehicle Manifest.*

2.1.5 Section 8.1(a) shall be amended as follows:

**a. What is an Access Slot?**

- *Postings must be handed over at Inward Mail Centres during the Access Window.*
- *You must book an Access Slot for handover of Mailing Items at each Inward Mail Centre. The Access Slot is a 30-minute time period within the Access Window, during which you must begin handover. You must use reasonable endeavours to complete unloading your vehicle within 30 minutes of the time at which you began. We may refuse to accept Mailing Items if you do not begin hand over during your Access Slot or if you have not used reasonable efforts to complete hand over within a reasonable period of time. The table below shows the Access Slots which you can choose from at each Inward Mail Centre if they are available.*
- *Some Earlier Access Mail Centres offer Access Slots from 06:30 to 12:00 but some Earlier Access Mail Centres only offer Access Slots from 07:00 to 12:00. All other Inward Mail Centres offer Access Slots from 07:30 to 12:00.*

<i>Access Slots</i>	<i>Access Slots</i>	<i>Access Slots</i>
<i>06:30 – 07:00*</i>	<i>09:00 – 09:30</i>	<i>11:30 – 12:00</i>
<i>06:45 – 07:15*</i>	<i>09:15 – 09:45</i>	
<i>07:00 – 07:30**</i>	<i>09:30 – 10:00</i>	
<i>07:15 – 07:45**</i>	<i>09:45 – 10:15</i>	
<i>07:30 – 08:00</i>	<i>10:00 – 10:30</i>	
<i>07:45 – 08:15</i>	<i>10:15 – 10:45</i>	
<i>08:00 – 08:30</i>	<i>10:30 – 11:00</i>	
<i>08:15 – 08:45</i>	<i>10:45 – 11:15</i>	
<i>08:30 – 09:00</i>	<i>11:00 – 11:30</i>	
<i>08:45 – 09:15</i>	<i>11:15 – 11:45</i>	

*\*Only applicable to Earlier Access Mail Centres with an Earlier Access Window between 06:30 and 07:30.*

*\*\*Only applicable to Earlier Access Mail Centres with an Earlier Access Window between 06:30 and 07:30 or between 07:00 and 07:30.*

2.1.6 A new Section 8.1(b) shall be added as follows (and the existing Section 8.1(b) shall become Section 8.1(c)):

***b. Earlier Access Slots:***

- *If we allocate you an Earlier Access Slot, then:*
  1. *if you have agreed to Schedule 5, Part 3: Acceptance by Vehicle of the Contract, you must either:*
    - a. *replace a pre-10:00am Access Slot, which you have already been allocated at an Earlier Access Mail Centre, with the Earlier Access Slot; or*
    - b. *replace your post-10:00am Access Slot with the Earlier Access Slot; and*
  2. *in all other cases, the Earlier Access Slot will be instead of, and will replace, any Access Slot which you have previously been allocated under the Contract at the relevant Earlier Access Mail Centre.*

2.1.7 Section 8.1(c) shall become Section 8.1(d) and shall be amended as follows:

***d. Using multiple vehicles per Access Slot on a regular basis***

- *If you have agreed to Schedule 5, Part 3: Acceptance by Vehicle of the Contract, you should follow the process requirements set out in this section in addition to complying with the requirements set out in Schedule 5, Part 3: Acceptance by Vehicle.*
- *The Acceptance by Vehicle process involves a Carrier who uses or shall use more than one vehicle in one Access Slot to handover Mailing Items to an Inward Mail Centre, and intends to use two Access Slots (Dual Slots) or three Access Slots (Tri Slots) handover Mailing Items to an Inward Mail Centre. For clarity, the term "one vehicle" includes double decker vehicles and draw-bar vehicles.*
- *You agree to book with us, acting reasonably, and use:*
  1. *in respect of Dual Slot Mail Centres, at least (i) one Early Access Slot; or (ii) if the Dual Slot Mail Centre is an Earlier Access Mail Centre, one Early Access Slot or one Earlier Access Slot; and*
  2. *in respect of Tri-Slot Mail Centres, at least (i) two Early Access Slots; or (ii) if the Tri-Slot Mail Centre is an Earlier Access Mail Centre, two Early Access Slots, or two Earlier Access Slots, or one Early Access Slot and one Earlier Access Slot,*

*at those Multiple Slot Mail Centres where the daily volume of Mailing Items you hand over regularly requires you to use more than one vehicle in one Access Slot.*

An **Early Access Slot** is an Access Slot between 07:30 and 10:00 on any Working Day. As mentioned above, some **Earlier Access Mail Centres** offer Access Slots from 06:30 to 12:00 but some Earlier Access Mail Centres only offer Access Slots from 07:00 to 12:00.


- You agree that, over each Contract Year, on average a minimum of 50% of your annual volume of Mailing Items due for hand over at each Multiple Slot Mail Centres shall be handed over in your Early Access Slots and/or Earlier Access Slots (as applicable) at each of those Multiple Slot Mail Centres.
- See Section 6.1(c) of this User Guide in regards to Vehicle Declaration and Vehicle Manifest requirements when using Acceptance by Vehicle, and note the time for submitting a Vehicle Declaration when you are using an Earlier Access Slot.
- If you have uploaded a Vehicle Manifest but the vehicle fails to arrive during the Access Slot, you must inform DSACC immediately. DSACC shall decide whether the vehicle will be cancelled or may have later access to the Inward Mail Centre. If the vehicle is cancelled, you must confirm to us the identity of the vehicle to be cancelled so that the correct Vehicle Manifest is cancelled.
- See Section 9.3(a) of this User Guide for more information about what your driver is required to do when he or she arrives at the Inward Mail Centre and Acceptance by Vehicle is being used.
- If you wish to stop using an **Early Access Slot** or an **Earlier Access Slot** at a Tri-Slot Mail Centre you shall formally notify us on at least 60 days' written notice, except where we have given notice in line with clause 13.3(b) of the Contract which affects a Tri-Slot Mail Centre, in which case you may have 2 Working Days after the date of such notice to give us notice to stop using the Early Access Slot or Earlier Access Slot (as applicable) at that Tri-Slot Mail Centre and the effective date of your notice and ours will coincide. Should we subsequently change the effective date of our notice given in line with clause 13.3(b), you shall also be able to change the effective date of your notice to stop using the Early Access Slot or Earlier Access Slot (as applicable), such that the effective dates still coincide. At the end of this notice period, you will revert to two booked Access Slots at the former Tri-Slot Mail Centre, making it a Dual Slot Mail Centre. If you wish to stop using all Early Access Slots and Earlier Access Slots (as applicable) at a Tri-Slot Mail Centre then the following point shall apply.
- If you wish to stop using **all Early Access Slots and Earlier Access Slots** at a Multiple Slot Mail Centre you shall formally notify us on at least 60 days' written notice, except where we have given notice in line with clause 13.3(b) of the Contract which affects a Multiple Slot Mail Centre, in which case you may have 2 Working Days after the date of such notice to give us notice to stop using the Early Access Slots and Earlier Access Slots at that Multiple Slot Mail Centre and the effective date of your notice and ours will coincide. Should we subsequently

*change the effective date of our notice given in line with clause 13.3(b), you shall also be able to change the effective date of your notice to stop using the Early Access Slots and Earlier Access Slots, such that the effective dates still coincide. At the end of this notice period, you will revert to one booked Access Slot at the former Multiple Slot Mail Centre.*

2.1.8 Section 8.1(d) and Section 8.1(e) shall become Section 8.1(e) and Section 8.1(f) respectively.

2.2 The changes detailed in paragraph 2.1 will take effect from 26 September 2023.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Tim Cable', with a large circular flourish at the end.

Tim Cable  
Wholesale Products Director  
Royal Mail Wholesale