

Condition 9 Access Services for Inward Mail Centres
(Standard and Premium)

~~Standard~~ User Guide V87.0

ROYAL MAIL WHOLESALE

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Date	Author	Issue No.	Document Title & Rational for Revision	Revisions
10/02 2004	Sophie Davidson	N/A	DSA User Guide (Access Standard) FINAL. PDF UK Mail specific User Guide	None
12/02 2004	Sophie Davidson	N/A	DSA User Guide (Access Standard) FINAL Generic 12 02 04.pdf. Generic version produced for other interested customers	All specific references to UK Mail removed and replaced with references to 'Customer'.
15/06 2004	Sophie Davidson	N/A	DSA User Guide (Access Standard) FINAL - 10 June after variances.doc New Version incorporates agreed contract variations	Section 2 – Working days 3 – Amended indicia 7 – Amended Bag labels 8 – Bag collection arrangements 9 – Manifest deadlines 15 – Update to inaccurate pre-advice
15/04 2004	Sophie Davidson	N/A	DSA User Guide (Access Standard) FINAL - generic 10 June after variances.doc	All specific references to UK Mail removed and replaced with references to 'Customer'.
24/09 2004	Sophie Davidson	V1.3	DRAFT User Guide (Access Standard) incorporating OCR, CBC - Updated on 24 09 04.doc	OCR specification, CBC specification, 700 specification Labels, Indicia, Manifest,
20/10/ 2004	Sophie Davidson	V2	User Guide (Access Standard) V2 inc OCR, CBC 20 10 04.doc	Incorporating feedback on V1.3
June 2005	Sophie Davidson	V3	Condition 9 Access User Guide V3 inc Walksort 020605.doc	Inclusion of Access Walksort Amendments due to DocketHub Manifest example amended. See summary document for more information.
Oct 2005	Sophie Davidson	V3.1	Condition 9 Access User Guide V3.1 inc Walksort 300905.doc	Inclusion of Appendix L: Zonal Access Option
June 2006	Charlotte Marshall	V4	Condition 9 Access User Guide V4.doc. PiP update	PIP changes Addition of Appendix M – KNP Technical specification updates to Appendix G Summary Manifest New Glossary
Sept. 2006	Charlotte Marshall	V4.1	Condition 9 Access User Guide v4.1.doc Includes new entry criteria and PiP format presentation	2.1 Entry criteria 6.1 Update on mail separation
March 2007	Paul Bates	V4.2	Condition 9 User Guide V4.2 including Access Agency requirements for Agency Access Agreement	3.1 Indicia, 6.2.1.3 Undersize bags, 7 Labelling, 9 Documentation, 11.2 and 11.3 Forecasts, 13.4 Handover, 15 non-compliance, Appendix I Glossary of Terms, Appendix J Labelling
Sept 2007	Charlotte Marshall	V4.3	Condition 9 User Guide v4.3 Services specification update	2.1 Update definition, 2.3 Unsequenced & Sequenced options, 3 new Access Indicia, 5.2 OCR specification, 6 Tray presentation requirements, 9.2 & 10.4 Unsequenced & Sequenced options, 12 Addition of and booking of ad-hoc Access Slots, Appendix A Unsequenced & Sequenced options, Appendix F; G; H update specification, Appendix L Unsequenced & Sequenced options
Nov 2007	Charlotte Marshall	V4.3.1	Condition 9 User Guide v4.3.1 OCR/CBC J tool	Appendix G and Appendix H inclusion of new J tool (issue 9)
Nov 2008	Charlotte Marshall	V5.0	Condition 9 User Guide v5.0 MAEB and RME OCR/CBC review	3.Access Indicia revised requirements 3.3 Revised Return address positioning and images 6.2 Update of undersized bag charges 7 & Appendix. J Inclusion of agreed zonal label wording Inclusion of relevant information from Making Access Even Better – MAEB Inclusion of UGA1 & 2 & 3 for OCR/CBC requirements Addition Appendix E – Unwrapped Addition Appendix N – Responsible Mail
Jan 2010	Charlotte Marshall	V6.0	Condition 9 User Guide v6.0	Removal of Unsequenced presentation requirements Inclusion of UGA5 Inclusion of agreed UGA8 Inclusion of agreed UGA9 Section 9 – added documentation text & diagrams Appendix J amalgamation in to Section 7 Appendix N removal (contents now within main body)

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April 2010	Charlotte Marshall	V7.0	Condition 9 User Guide v6.0. New version incorporates new service option specifications & GZones. New version incorporating increased maximum accepted weight limit for Packets (Mixed Weight)	Inclusion 6.7 Mixed Weight requirements Appendix F – update to Unbagged specification Appendix J – update to the KNP process Inclusion of Appendix M – Advertising Mail Appendix L updated for new GZones April 2010 Inclusions for entry criteria, presentation and handover requirements for Packets (Mixed Weight)
	Charlotte Marshall	V8.0	Inclusion of Premium User Guide v4.1	Inclusion of Premium requirements – new Appendix N

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Condition 9 Access Services for Inward Mail Centres - Explanation of Key Terms

This User Guide is for Standard and Premium Access and forms part of the terms and conditions of a C9 Access Agreement under which Royal Mail will agree to provide access to postal operators and other users of postal services ("Customer").

Customers must have a current signed Standard and/or Premium Access Agreement with Royal Mail that confirms the basis on which each Customer's Mailing Items may be handed over and priced. All available Access Agreements can be found on the Royal Mail Wholesale website, www.royalmailwholesale.co.uk. Each Access Agreement is a discrete agreement which means that customers who have signed more than one Access Agreement must present the Mailing Item of each Agreement separate from the Mailing Items on another Agreement and in accordance with the relevant terms of each Agreement.

Your Access Agreement offers a number of different sortation services, many of which are common to both Standard and Premium Access. This User Guide details the presentation requirements for the specifications of all Access services. Premium Access customers will find Premium specific Access requirements, where they are different from the Standard requirement, detailed in Appendix N.

A glossary of terms is included in Appendix I. For Premium Access Services, please refer to the Premium Access User Guide which can be found on the Royal Mail Wholesale website www.royalmailwholesale.co.uk

~~This User Guide sets out the requirements for a Customer wishing to obtain access to Royal Mail's Postal Facilities under Condition 9 of the Licence.~~ Each eligible Customer may obtain access at a price and on terms based on its ability to post under the National Access Option and/or the Zonal Access Option.

1 National Access Option

A uniform Access Charge for a national average profile of mail – This is suitable for Customers with a mail profile that is consistent with the typical Royal Mail national mix of mail, as per Schedule 4 of the Access Agreement. This profile is equivalent to that currently received by Royal Mail for distribution throughout the UK and so does not have a disproportionate amount of mail for geographic areas with a high cost to serve, or a disproportionate amount of mail being generated locally for local delivery. The Customer would be charged a uniformly averaged Access Charge against this national mail profile.

2 Zonal Access Option

A non-uniform Access Charge based on the specific mail profile of each Daily Posting from a Customer – If a Customer cannot meet the national average mail profile, they can pay a Zonal pPrice that reflects the actual cost of delivering its mail. Royal Mail ~~has the systems capability~~ will to price each Daily Posting on a daily basis according to the proportion of Mailing Items falling into each Zone. Further details on presentation criteria and pricing information on Zonal Access, can be found at Appendix L and at www.royalmailwholesale.com.

3 Operator Access Customer

An intermediary who processes and/or transports mail on behalf of third parties and/or is authorised by licence to carry letters from one place to another in the United Kingdom subject to various conditions, and who has entered into an Access Agreement. An Operator Access Customer typically consolidates mail of business customers and hands over that mail to Inward Mail Centres.

4 Customer Direct Access (CDA)

Alternatively, a business customer may wish to enter into a direct relationship with Royal Mail. In this case, the Direct Access Customer may choose to distribute its mail to Inward Mail Centres itself or to subcontract the distribution to a third party carrier.

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5 Agency Customer

A Customer who has entered into an Agency Customer Agreement with an Agency Operator.

6 Downstream Access Central Control (DSACC)

Royal Mail's Downstream Access Central Control manages the day-to-day operation of this User Guide with all Customers. Some Customers may wish to sub-contract responsibility for communication with DSACC to third parties (where relevant.) Details of subcontracting responsibilities are recorded in the Letter of Responsibility (L.O.R)

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1. Overview of Condition 9 Access Services

This User Guide must be read in conjunction with the relevant Access Agreement. Together these documents govern the terms on which a Customer obtains access to Royal Mail's Postal Facilities.

Royal Mail's Condition 9 Access services enable the Customer to hand over Mailing Items at an Inward Mail Centre which are sorted by the customer to either:

- Access 1400 (Primary)
 - Letters, Large Letters, A3 Packets or Packets sorted to c.1400 selections based on Postcode Districts
- Access 120 (Default)
 - Letters, Large Letters, A3 Packets or Packets sorted to c.120 selections based on Postcode Areas
- Access 120 OCR
 - Machineable Letters meeting the OCR specification sorted to c.120 selections based on Postcode Areas
- Access 120 CBC
 - Machineable Letters meeting the CBC specification sorted to c.120 selections based on Postcode Areas
- Access 700 CBC
 - Machineable Letters meeting the CBC specification sorted to c.700 selections based on Inward Mail Centre machine-sorting plans
- Access Walksort
 - Letters, Large Letters, or A3 Packets, sorted to selections according to Royal Mail's postal delivery walks. To qualify for Access Walksort, Mailing Items must be sent to at least one in ten (10%) of all the households within the coverage area.

These services offer different prices in return for different levels of sortation, and are available to send Mailing Items anywhere within the United Kingdom.

- Royal Mail Responsible Mail™ & Royal Mail Advertising Mail™
 - In conjunction with any one of the above Access services additional price savings can be made if your Mailing Items meet the Responsible Mail™ and, or the Advertising Mail specifications. Please see the Royal Mail Wholesale website, www.royalmailwholesale.com for more information.

1.1. Service Standard

The Access Service Standard from Inward Mail Centres aims to deliver or attempt to deliver Mailing Items on the next Working Day after handover to and acceptance by Royal Mail. A Working Day means any day, which is not a Sunday, bank holiday, public holiday or Royal Mail 'non-service' day. (Bank holidays vary throughout the UK depending on region).

1.2. Access Service Summary

Each Service requires the Customer to sort, segregate and present its Mailing Items at Inward Mail Centres in accordance with the Access Agreement and this User Guide. The maximum weight for Mailing Items is 100g for Letters, 750g for Large Letters, 750g for A3 Packets, and 2kg for Packets unless a Condition 9 Access Agreement for Packets (Mixed Weight) has been signed in which case Customers may handover Packets from 0-5kg. A summary of services is shown in Figure 1. See Section 6 for further information on sortation.

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Figure 1: Summary of Access Services

Service	Format				Weight Band					Mail Sortation Required	Accreditation Required	Minimum Postcode Penetration Required
	Letters (less than 5mm thick)	Large Letters (less than 25mm thick)	A3 Packets (less than 25mm thick)	Packets (more than 25mm thick)	0-100g	101-250g	251-750g	751g-2KG	0-5KG			
Access 1400	✓	✓	✓	✓	✓	✓	✓	✓	✓	1400 selections		90%
Access 1400 Packets (Mixed Weight)				✓					✓	1400 selections		90%
Access 120	✓	✓	✓	✓	✓	✓	✓	✓		120 selections		90%
Access 120 OCR	✓				✓					120 selections	✓	90%
Access 120 CBC	✓				✓					120 selections	✓	90%
Access 700	✓				✓					700 selections	✓	100%
Access Walksort	✓	✓	✓		✓	✓	✓			walksort		100% postcode penetration & 10% delivery walk penetration
Responsible Mail™ Entry	✓	✓			✓	✓	✓			sortation to any of the above services	✓	90%*
Responsible Mail™ Intermediate	✓	✓			✓	✓	✓			sortation to any of the above services	✓	95%*
Advertising Mail	✓				✓					sortation to any of the above services	✓	Must match that of the service used

* For Responsible Mail™ postings using the sortation service of Access 700 or Access Walksort, the minimum % Address and Postcode accuracy required is 100%.

1.3 System Requirements

It is a pre-requisite of Access that the following systems are used:

- E*Pro for Posting Dockets (or any successor electronic billing system) – see Section 9 for further information.
- DocketHub – for Traffic Forecasting see Section 11; Access Slot Booking, see Section 12; and Driver and Vehicle Registration see Section 13.

It is recommended that approved Access software be used to sort mail to the appropriate services. A list of all approved Access Software Suppliers can be found on the Royal Mail Wholesale website www.royalmailwholesale.com.

2. Entry Qualifications

2.1. Minimum Entry Requirements

In the case of a Condition 9 Access Agreement for Packets (Mixed Weight), the Customer must hand over to Royal Mail, on at least 5 Working Days (Monday – Saturday), a Daily Posting in respect of which the postage amounts to not less than £7,000.

In the case of other standard Access Agreements, each week the Customer must hand over to Royal Mail on at least 5 Working Days (Monday to Saturday):

- A Daily Posting that totals at least 25,000 Mailing Items or a Daily Posting in respect of which the Postage amounts to not less than £5,000; or

Each week the Customer must hand over to Royal Mail:

- Daily Postings that total in aggregate at least 250,000 Mailing Items a week or the number of Mailing Items in respect of which the Postage amounts to not less than £50,000; or

Each month the Customer must hand over to Royal Mail:

- In aggregate each month at least 1 million Mailing Items during each of at least 10 months in each year; or
- In aggregate each month at least 2 million Mailing Items during each of at least 6 months in each year.

Within a Daily Posting each Originating Customer Posting/Customer Entity Posting must comprise at least 4,000 Mailing Items per service, per day, and in the case of Access 700 CBC of at least 10,000 Mailing Items per day.

Each Consolidated posting must comprise of at least 4,000 Mailing Items per service per day, and in the case of Access 700 CBC of at least 10,000 Mailing Items per day.

2.2. Postcode Area Coverage

There are two pricing options for Customers in the Access Agreement:

National Access Option

For every Daily Posting the Customer must hand over to Royal Mail Mailing Items for delivery to at least 60 Postcode Areas – including all those marked as mandatory in the Annex to Schedule 4 of the Access Agreement.

Zonal Access Option

For every Daily Posting, the Customer must hand over to Royal Mail Mailing Items for delivery in line with the minimum entry criteria above and the Posting must be presented in accordance with Appendix L: Zonal Access Option.

2.3. Addressing Standards

The Customer must ensure that the addressing standards set out in Appendix A are met. Appendix A provides information on Royal Mail Mailing Item specifications and includes information on envelope and addressing layouts. Section 3 of this User Guide, illustrates the correct positioning of the Access Indicia and Return Address on a Mailing Item.

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The Customer must also ensure that each Mailing Item is addressed to its recipient so that the address is visible at all times and legible. For Zonal Postings there is an additional requirement to include the zonal identifier – see Appendix L for additional information.

Postcode Penetration

The Customer must ensure that at least 90% of Mailing Items are fully and accurately addressed and Postcoded in accordance with Royal Mail's Postcode Address File (PAF®).

For Access 700 CBC 100% Postcode accuracy and barcode penetration is required and for Access Walksort 100% Postcode accuracy is required. Where the Zonal Access option is applicable, any items on the address list that are not fully Postcoded will be charged at STL rates. The Postcode penetration for each posting must be provided to Royal Mail electronically via DocketHub or such other format as agreed by Royal Mail. The Postcode must be consistent with the address stated according to PAF®.

OCR or CBC

Mailing Items sorted to Access 120 OCR, Access 120 CBC and Access 700 CBC must have accreditation as set out in Appendix B. If you opt to apply an OCR font you must keep certain parts of the envelope or outer free of text and artwork (see Appendices G and H) so that Royal Mail can print and recover route codes, as your mail is machine sorted. CBC items must have a full and accurate address, Postcode and corresponding barcode on 100% of Access 700 CBC Mailing Items and at least 90% of Access 120 CBC Mailing Items to enable Royal Mail to process this mail more effectively. In order to accept this minimum requirement for Access 120 CBC the customer must provide information that explains how Mailing Items with a full and accurate address and Postcode but no barcode would be created within their process.

Applying an OCR font

Full guidance on designing your items and meeting Royal Mail's OCR specifications is provided in Appendix G.

Applying a Customer Barcode

Full guidance on designing your items and meeting Royal Mail's CBC specifications is provided in Appendix H.

Zonal Presentation

The front of each Mailing Item must include the correct zonal identifier; see Appendix L for more information.

Supporting material & links to relevant websites – As well as this User Guide you will need:

Additional information required	Links / Source of information	User Guide Ref.
National Access Option – The latest Access/Walksort Database	Available from our website www.royalmailwholesale.com	Appendix C
Zonal Access Option – The latest Access/Walksort Database	Available from our website www.royalmailwholesale.com	Appendix L
Downstream Access Customer Final Labelling (DSA CFL) . This database is needed to create Access routing labels	Available from our website www.royalmailwholesale.com The database includes routing information i.e. Inward Mail Centre addresses and appropriate selection codes.	Section 7
E*Pro – documentation and upload specification for Posting docket and Manifest	Available from the Systems section on our website, http://www.royalmailwholesale.com	Section 9
DocketHub documentation & upload specification for forecasting, vehicle details and Access Slots.	http://www.DocketHub.com	Appendix D & Sections 11,12 &13
Approved Access Software Suppliers	Available from our website www.royalmailwholesale.com which lists the software companies that have been approved for Access mail sortation	

3. Indicia for Access

Mailing Items will only be accepted at an Inward Mail Centre if they bear an Access Indicia approved by Royal Mail. The Indicia cannot be used to access retail end-to-end services (such as Mailsort) or for any other purpose than as set out in the relevant Access Agreement and User Guide.

3.1. Indicia for Access

All Mailing Items must carry a Royal Mail approved Indicia as agreed with the Customer. The Indicia comprises of:

- The approved Customer Access Indicator – This must clearly and uniquely identify the Customer or its carrier (where the Customer uses a carrier to handover Mailing Items to Royal Mail at Inward Mail Centres) for example by including either:
 - The Customer's contract holder/carrier's legal entity name; or
 - A registered design of the contract holder/carrier; or
 - A trade mark design of the contract holder/carrier; and
- The Royal Mail Access Indicator, see Figure 4. The Royal Mail Access Indicator must not be used on any Mailing Items except in accordance with the Access Agreement. The Royal Mail Access Indicator comprises:
 - A service indicator ('S');
 - The words 'Postage Paid';
 - The unique Licence Number, relevant to the agreement which will be provided once a Credit Account has been set up;
 - The letters 'GB'; and
 - Royal Mail's letter fan device (a registered trademark).

An example of the Indicia template to be used can be found at Figures 2 & 3. A copy of the actual Indicia template, which the Customer will be required to comply with, will be available to the Customer (once a Credit Account has been set up) to download from the website www.royalmailwholesale.com. Prior written approval must be sought for all designs and subsequent design changes. Royal Mail requires at least two months' written notice of design proposals prior to any requested implementation date. No designs may be used before Royal Mail has given written approval. This notice period allows for technical testing and other approvals to be conducted.

In order for Royal Mail to manage the operation of Access in a liberalised marketplace with many Customers there is a maximum number of 5 different designs for the Customer Access Indicator, which can be used for the Access Agreement(s), unless otherwise agreed by Royal Mail. Negative versions (i.e. a reverse image e.g. white on black) of current approved positive images of Access Indicia are not classed as additional Access Indicia designs, and are included within the maximum 5 designs allowed. These negative images must be tested and agreed as acceptable in writing by Royal Mail Wholesale before they can be accepted on Access Mailing Items.

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Figure 2: Indicia Positioning Template Large Design

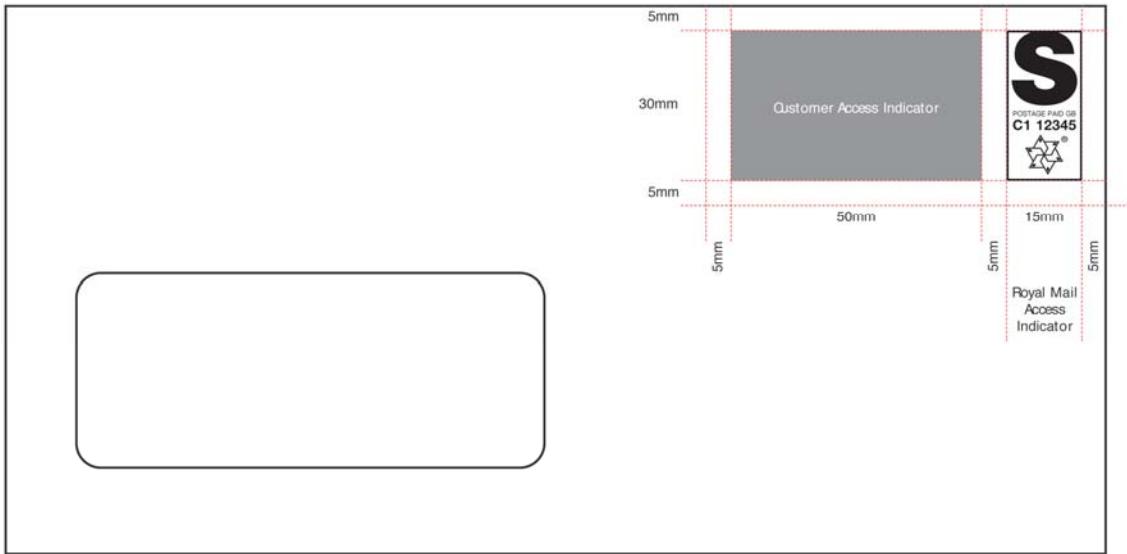
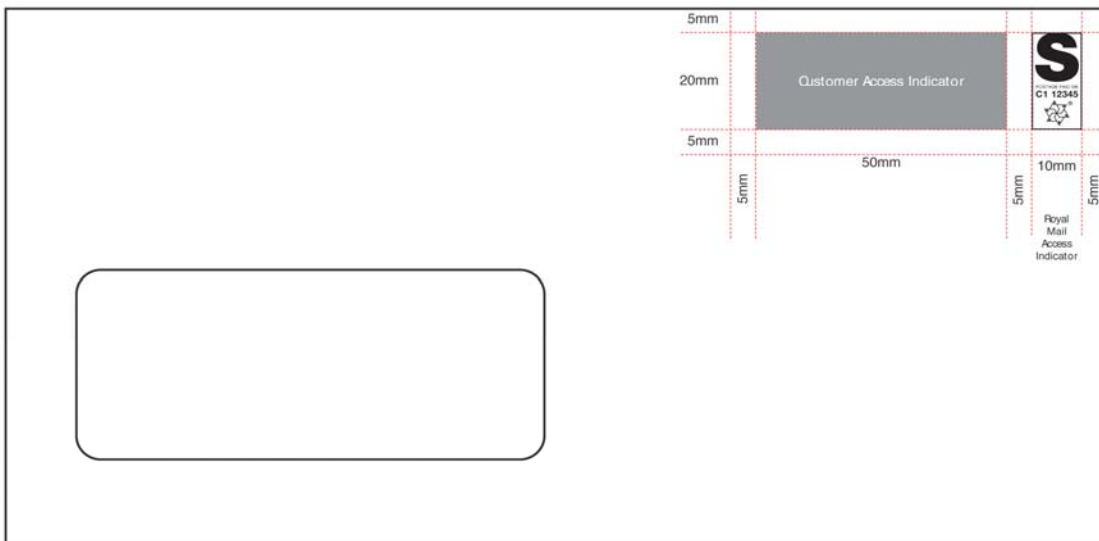


Figure 3: Indicia Positioning Template Small Design



The top and right hand edge of the indicia zone (as set out in the above Indicia templates) must be aligned exactly to the top and right hand edges of the envelope. The preferred clear zone round the Access Indicia is 5mm, there is no minimum clear zone, however the entire indicia must be displayed on the envelope i.e. anything less than 100% of the indicia design on the envelope will constitute non-compliance. The Indicia must be printed within the indicia zone (75mm across by 40mm deep.)

For irregular shaped Mailing items please contact your Access Account Manager for preferred Indicia positioning.

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Upon setting up a Credit Account the Customer will be issued with a unique licence number for use on all Mailing Items (except when setting up a Credit Account as an Agency Customer in which case the Agency Customer shall use the unique licence number of its Operator, as described in the Condition 9 Access Agency Operator Agreement. This unique licence number will be incorporated within the Royal Mail Access Indicator for use by the Customer. Postings will not be accepted unless all Mailing Items include the appropriate licence number.

Mailing Items carrying any other Royal Mail indicia (for example Mailsort 1/2/3, Presstream) or the indicia of another Customer shall not be posted under the Access Agreement.



The Indicia must be printed in accordance with the Indicia template in Figures 2 and 3.

3.2. Indicia Size

Royal Mail Access Indicator

The Customer can choose either of the specified sizes for the Royal Mail Access Indicator to use for its envelopes.

Figure 4: Royal Mail Access Indicator Sizes

Large	Small
30mm tall & 15mm wide	20mm tall & 10 mm wide
	

Customer Access Indicator

- Large Customer Indicator - Maximum area available is 30mm tall x 50mm wide
- Small Customer Indicator - Maximum area available is 20mm tall x 50mm wide

There is no minimum size for the Customer Access Indicator but it needs to be visible and any words used to clearly and uniquely identify the Customer needs to be in a font that is at least 10 points.

Any variation in size or design from that submitted by the Customer will need to be checked through Royal Mail sorting machinery before use.

3.3 Stamp-like indicia

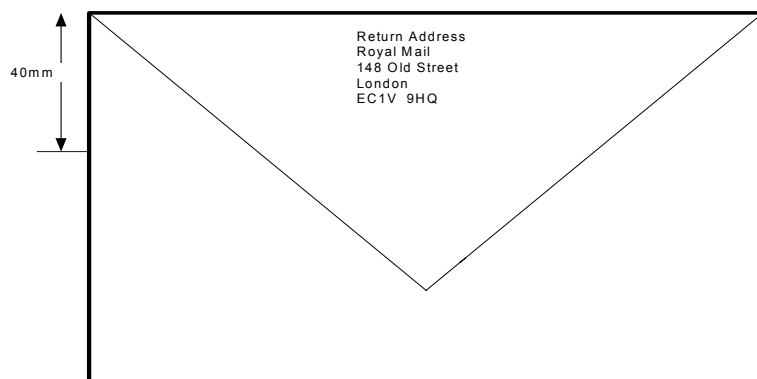
Included as one of the 5 approved Access Indicia, Customers also have the option of creating a Stamp-like indicia which may be printed as an image on to the mailpiece or can be applied as a self adhesive label. The Stamp-like indicia must include the Royal Mail Access Indicator as shown in Figure 4 and be approved prior to being accepted. Full details of the Stamp-like indicia specification can be found on the Royal Mail Wholesale website www.royalmailwholesale.com and your Access Account Manager will be able to provide further information.

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3.4 Return Addresses and Undeliverable Mail

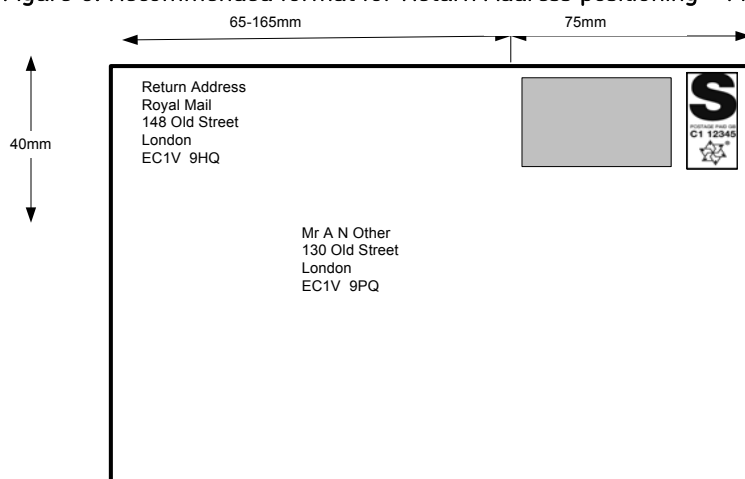
The Customer shall ensure that every Mailing Item is clearly marked on the reverse with a UK return to sender address (please refer to Appendix A for more information on addressing standards). Figure 5 shows the recommended format and positioning of the Return Address for all Mailing Items. This should be left justified and should be preceded with the words 'Return Address'.

Figure 5: Recommended format for Return Address positioning - Back



The recommended position for a return to sender address is on the reverse of a Mailing Item, in order to minimise confusion with the delivery address. Where it is not possible to print the return to sender address on the reverse e.g. the Indicia is printed by a meter machine, a consolidation machine, or on a polywrap envelope, packet label or postcard, the return to sender address may be printed in accordance with Figure 6.

Figure 6: Recommended format for Return Address positioning - Front



Any undeliverable Mailing Item will be returned to the UK return to sender address provided on the Mailing Item. Also see Return Addresses – Supplementary Guidelines on the Royal Mail Wholesale website. Please see Appendix G for additional requirements for OCR mail.

The use of a PO Box within the return to sender address is optional. If you choose to use a PO Box you can apply for a PO Box on the Royal Mail website (please note that charges apply): www.royalmail.com

In accordance with the Postal Services Act 2000 and Condition 2 of its Licence, Royal Mail's obligation is to deliver to every UK address each Working Day (Monday to Saturday). This obligation does not extend to

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providing a breakdown of mail by chosen identifiers including, departments, teams, floors at the delivery address so that it is ready for internal delivery at that address. If the Customer requires return mail to be pre-sorted for example by department, Royal Mail may provide a Selectapost service, at standard rates, which enables the Customer to have its mail pre-sorted to chosen identifiers prior to delivery. This service, however, is subject to local operational capability.

It is the responsibility of the Customer to ensure that it complies with Royal Mail's return to sender address format and position on the envelope.

4. Enquiries & Complaints

Should Royal Mail receive enquiries/complaints from recipients of Mailing Items (the addressee) sent under an Access Agreement, the addressee will be advised to contact the originating sender (except where the issue concerns delivery procedures e.g. mis-delivery when Royal Mail will deal directly with the recipient).

Any issue that the Customer wishes to discuss in relation to the Access Agreement should be raised in the first instance with its Access Account Manager as notified by Royal Mail, unless otherwise specified in the Agreement. Any service or operational issues should be raised in the first instance with DSACC.

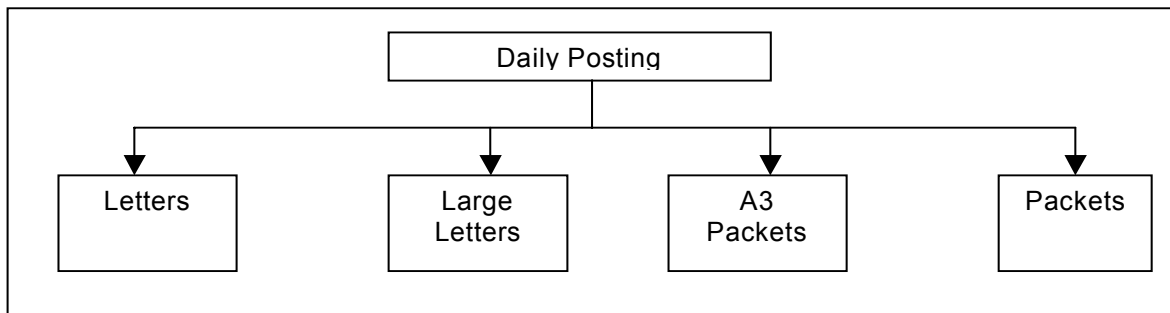
5. Preparing Mail

5.1. Step 1: Format Separation

Each Daily Posting must be segregated into Letters, Large Letters, A3 Packets and Packets as shown in Figure 7.

Figure 7: Format separation

Each Mailing Item must comply with a range of physical parameters or any other series of formats as may be specified by Royal Mail from time to time. Dimensions are stated width x height.



What is a Letter, Large Letter, A3 Packet or Packet?

- **'Letter'** format is no larger than C5+
 - Maximum size 240mmx165mm
 - Minimum size is 100mmx70mm (For OCR the minimum size is 140mmx110mm, and for CBC140mmx90mm)
 - Maximum thickness 5mm
 - Maximum weight 100g.
- **Large Letter** format is not a Letter and which is
 - Maximum size 353mmx250mm
 - Maximum thickness 25mm
 - Maximum weight 750g.
- **A3 Packet** format is not a Letter nor Large Letter and which is
 - Maximum size 420mmx297mm
 - Maximum thickness 25mm.
 - Maximum weight 750g.
- **Packet** format is not a Letter or Large Letter or A3 Packet, and the dimensions of which exceed one of the following:
 - Dimensions exceed 420mmx297mm,
 - Thicker than 25mm
 - Heavier than 750g.
 - The maximum dimensions, if rectangular, are no larger than 610mmx460mmx460mm and, if cylindrical, has a maximum length of 900mm and the item's length when added to twice the diameter does not exceed 1040mm. Packets must weigh no more than 2kg.
 - Packets presented under the Condition 9 Access Agreement for Packets (Mixed Weight) must weigh no more than 5kg.

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Please note:

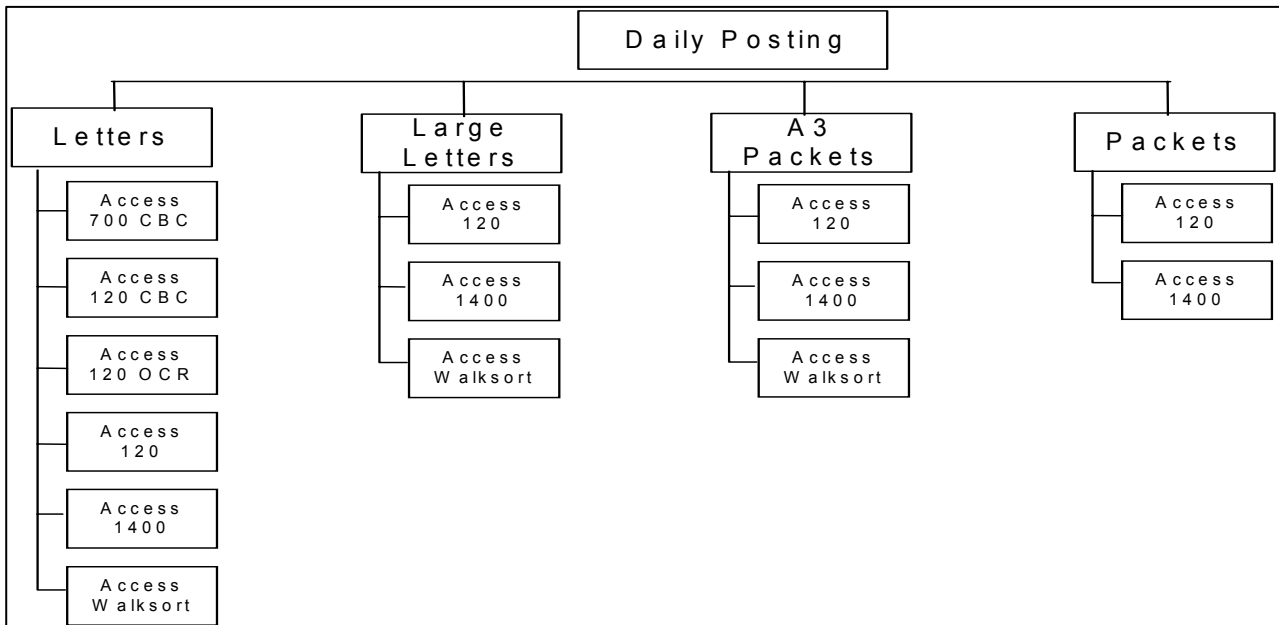
The size definition for length and width for Letters, Large Letters, A3 Packets and Packets excludes plastic outer covers, provided that they are flimsy and easily folded, in which case the outer covers will not count towards the length and width dimensions of the mailpiece for pricing purposes.

5.2. Step 2: CBC/OCR/Machineable/Manual Split

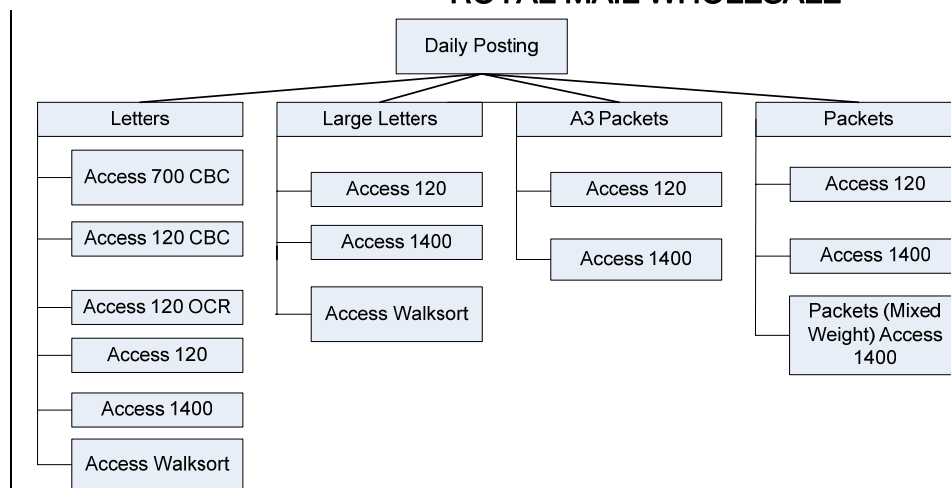
Letters within a Posting must be split between CBC, OCR, machineable and those requiring manual sorting. For the full specification for OCR and CBC mail please see Appendices G and H respectively.

Where Originating Customer Postings are segregated and labelled according to whether they are machineable or non-machineable (in accordance with the definitions below), the Customer shall maintain that segregation and labelling and present the Originating Customer Postings in that way to Royal Mail. Where the Customer is presenting a Consolidated Posting to Royal Mail the Letters within the Posting must be segregated into machineable and manual Selections as set out in Figure 8 if the Customer's customer has segregated and labelled the Mailing Items in that way when providing them to the Customer.

Figure 8: Machineable and manual separation



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Optical Character Recognition – OCR

Using OCR enables a customer to print its addresses in a typeface that our sorting machines are able to read. Mailing Items declared as Access 120 OCR must meet the full specification as at Appendix G.

Customer Bar-coding – CBC

Mailing Items declared as Access 120 CBC and Access 700 CBC must meet the full CBC specification as at Appendix H. A barcode must be printed on the Mailing Item, as well as the address and Postcode. The barcode gives our machines the exact information they need to sort the item for delivery. Mailing Items with a correctly prepared and printed barcode pass swiftly through our machines, and as there are fewer ‘reading’ problems they are therefore rarely rejected and defaulted to manual sorting.

Machineable Letter Specification

A Mailing Item is machineable if it complies with the following requirements:

- A Mailing Item must be no larger than 240mmx165mm (C5+) and no smaller than 140mmx110mm
- It must weigh no more than 100g
- It must be no thicker than 5mm and no thinner than 0.25mm
- It must be capable of meeting the flexibility test along its longest edge (see Appendices G & H)
- It must be sealed firmly on all sides
- Polythene or plastic envelopes or wrapping cannot be used
- All Mailing Items must meet Royal Mail Addressing Standards (see Section 2.3)
- Inflexible objects such as coins, keys, pens and thick card coupons must not be enclosed.

Manual Letter Specification

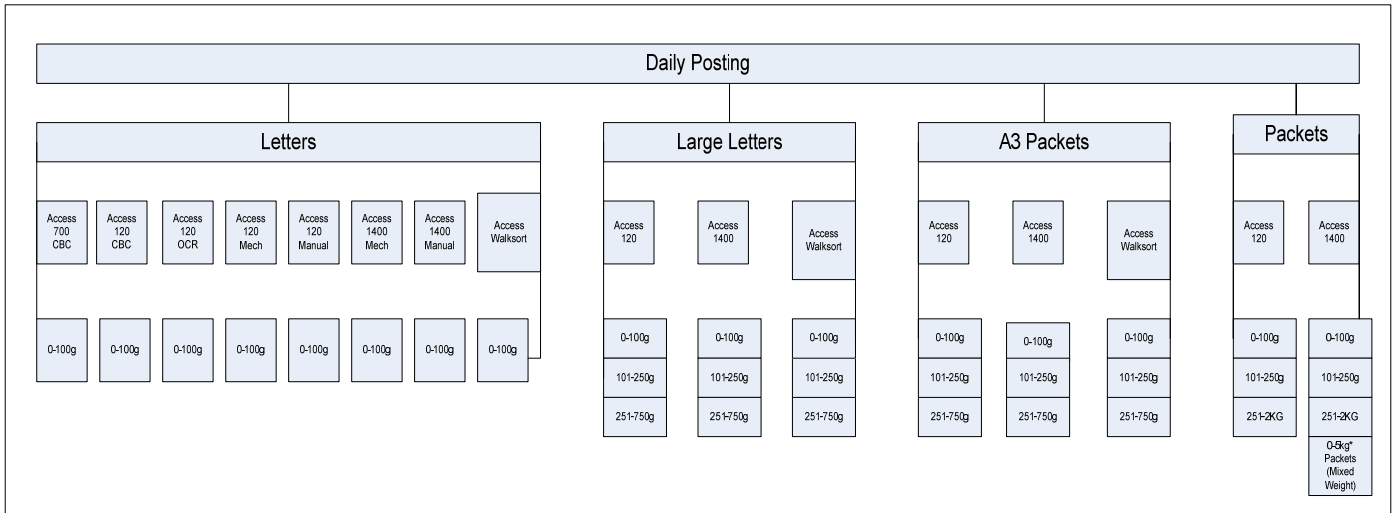
Any Mailing Item that does not meet the Machineable Letter Specification above, but meets the Letter specification is deemed to be a manual Letter. Manual Mailing Items may still be processed by Royal Mail automation.

5.3. Step 3: Weight Band Separation

All machineable and manual Mailing Items must be sorted by format into weight batches as shown in Figure 9.

Figure 9: Weight band separation.

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6. Sortation & Presentation

6.1. Minimum Container Fills

6.1.1 Minimum Bag Fill

Each bag shall only contain either, all Letters, Large Letters, A3 Packets or all Packets and shall:

In the case of Letters, contain at least:

- 25 Letters each weighing no more than 100g; and

In the case of Large Letters, contain at least:

- 5 Large Letters each weighing no more than 100g; or
- 5 Large Letters each weighing more than 100g up to 250g; or
- 5 Large Letters each weighing more than 250g up to 750g; and

In the case of A3 Packets, contain at least:

- 5 A3 Packets each weighing no more than 100g; or
- 5 A3 Packets each weighing more than 100g up to 250g; or
- 5 A3 Packets each weighing more than 250g up to 750g; and

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In the case of Packets, contain at least:

- 5 Packets each weighing no more than 100g; or
- 5 Packets each weighing more than 100g up to 250g; or
- 5 Packets each weighing more than 250g up to 2KG.

In the case of Packets posted under the Condition 9 Access Agreement for Packets (Mixed Weight)

- 5 Packets each weighing no more than 5kg

6.1.2 Minimum Tray Fill

Each tray shall only contain either all Letters or Large Letters, and shall:

In the case of Letters, contain at least:

- 25 Letters each weighing no more than 100g; and

In the case of Large Letters, contain at least:

- 5 Large Letters each weighing no more than 100g; or
- 5 Large Letters each weighing more than 100g up to 250g; or
- 5 Large Letters each weighing more than 250g up to 750g

6.2 Under volume Containers

An under volume bag is a bag that does not contain at least 25 Letters or 5 Large Letters or 5 A3 Packets or 5 Packets for each weight step (as defined in 6.1)

An under volume tray is a tray that does not contain at least 25 Letters or 5 Large Letters

6.2.1. Operator Access

6.2.1.1 Originating Customer Postings

Where the Customer is presenting an Originating Customer Posting and the Originating Customer has been identified via a unique Customer ID on the Manifest in accordance with the Access Agreement then one under volume bag/tray per Selection code per unique Customer ID per service used per day will be charged at the Access Charge relevant for that service. This is subject to all other terms and conditions being met.

An Originating Customer Mailing is the total amount of Mailing Items, (minimum of 4000 Mailing Items per service or 10,000 Mailing Items for Access 700 CBC) which the Customer receives from one of its customers and which the Customer hands over on any single Working Day to Royal Mail for conveyance and delivery by Royal Mail to the relevant addresses.

Any additional under volume bags/trays will be charged at, MS1 1400 direct for Letters; MS1 1400 residue for Large Letters/A3 Packets/Packets 0-2kg. For prices for under volume bags presented under the Condition 9 Access Agreement for Packets (Mixed Weight), please see Schedule 2 of the Agreement.

6.2.1.2 Consolidated Postings

Where the Customer is presenting a Consolidated Posting in accordance with the Access Agreement, one under volume bag/tray per Customer ID, per Selection code per service used per day will be charged at the Access Charge relevant for that service. This is subject to all other terms and conditions being met.

Any additional under volume bags/trays will be charged at, MS1 1400 direct for Letters; MS1 1400 residue for Large Letters/A3 Packets/Packets 0-2kg. For prices for under volume bags presented under the Condition 9 Access Agreement for Packets (Mixed Weight), please see Schedule 2 of the Agreement.

6.2.1.3 Agency Customer Postings

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- (i) For each pre-sorted, segregated Agency Customer Posting – as specified in schedule 6/7 of the Condition 9 Access Agreement Agency Version – Section 6.2.1.1 will apply to under volume bags/trays.
- (ii) Where an Originating Customer Mailing is identified as an Agency Customer Posting Section 6.2.1.1 will apply to under volume bags/trays
- (iii) And where a Consolidated Posting is identified Section 6.2.1.2 will apply to under volume bags/trays

6.2.2 Customer Direct Access

Royal Mail may agree that the Customer comprises a number of identifiable entities. A Daily Posting for an identified Customer Entity must comprise of a minimum of 4000 Mailing Items per service (or 10,000 Mailing Items for Access 700 CBC), which the Customer hands over on any single Working Day to Royal Mail for conveyance and delivery by Royal Mail to the relevant addresses. Where Royal Mail has agreed that a Customer comprises one or more such entities a Customer may present one under volume bag/tray per entity per Selection code per service used per day, which will be charged at the Access Charge relevant for that service. This is subject to all other terms and conditions being met. Where Customer Entities have been agreed then these must be identified separately by use of the 'unique customer id' field on both the bag/tray label and within the data transmission to E*Pro for those bags/trays.

Any additional under volume bags/trays will be charged at, MS1 1400 direct for Letters; MS1 1400 residue for Large Letters/A3 Packets/Packets.

6.2.3 Selecting the under volume bags/trays/bundles to be charged at the Access Charge.

Where more than one under volume bag/tray is produced, E*Pro (or other systems Royal Mail may develop and make available) will select the under volume bag/tray per Selection code per service that will be charged at the relevant Access Charge on the basis of the following:

- The under volume bag/tray per Selection with the greatest number of Mailing Items; or
- Where two or more under volume bags/trays have the same number of Mailing Items, the bag/tray with the highest average item weight.

All additional under volume bags/trays are to be charged as detailed in this section 6.2 and must be declared as such on the Manifest and Posting Docket.

The Customer shall ensure that the bag/tray fill per Selection is maximised subject to the need to meet the requirement that each bag/tray of mail presented must have the item contents accurately recorded on the Manifest and correspond to the bag's/tray's unique bag/tray ID.

6.3 Sortation

Each Mailing Item within a Posting must be sorted according to one of the following services: Access 1400, Access 120 or Access 700 CBC or Access Walksort, in accordance with this User Guide and the latest version of the Access Database provided (see Appendix C). The Customer must use the current version of the Access Database. Royal Mail will provide at least one month's prior notice of any changes to the Access Database coming into effect.

Access 1400

Mailing Items are sorted to the level of Postcode Districts – these are called the Selections. The Access Database contains around 1400 of these Selections.

Where an Access 1400 Posting is being produced and there are insufficient Mailing Items to meet the Access 1400 minimum bag/tray fill requirements (i.e. more than one under volume bag/tray is being produced) the Customer should consider bringing the mail together at an Access 120 sortation level in order to achieve

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minimum bag/tray fill or use software to dynamically bag/tray fill. This is not applicable to Access 1400 postings presented under the Condition 9 Access Agreement for Packets (Mixed Weight).

Access 120 OCR (Only available for machineable Letters)

Mailing Items are sorted to the level of Postcode Areas – these are called the Selections. The Database contains around 120 of these Selections. Access 120 OCR Selections must conform to the specification as at Appendix G.

Where an Access 120 OCR Posting is being produced and there are insufficient Mailing Items to meet the minimum bag/tray fill requirements (as above) (i.e. more than one under volume bag/tray is being produced) the Customer should consider bringing the mail together at an Access 120 sortation level in order to achieve minimum bag/tray fill or use software to dynamically bag/tray fill.

Access 120 CBC (Only available for machineable Letters)

Mailing Items are sorted to the level of Postcode Areas – these are called the Selections. The Access Database contains around 120 of these Selections. Access 120 CBC Selections must conform to the specification as at Appendix H.

Where an Access 120 CBC Posting is being produced and there are insufficient Mailing Items to meet the minimum bag/tray fill requirements (i.e. more than one under volume bag/tray is being produced), you should consider bringing the mail together at an Access 120 sortation level in order to achieve minimum bag/tray fill or use software to dynamically bag/tray fill.

Access 700 CBC (only available for machineable Letters)

Mailing Items are sorted to Inward Machine sorting plans – these are called the Selections. The Access Database contains around 700 of these Selections. CBC Selections must conform to the specifications as at Appendix H.

Where an Access 700 CBC Posting is being produced and there are insufficient Mailing Items to meet the bag/tray fill requirements (as above) an Access 120 CBC Selection should be made (i.e. more than one under volume bag/tray is being produced) you should also consider bringing the mail together at an Access 120 sortation level in order to achieve minimum bag/tray fill or use software to dynamically bag/tray fill. Non- or partially Postcoded Mailing Items, or those Mailing Items without a barcode must be declared as Access 120 Selections.

Access 120

Mailing Items are sorted to the level of Postcode Areas – these are called the Selections. The Access Database contains around 120 of these selections.

Where the Customer (or its customers) present multiple Access Services during one day (e.g. Access 1400, Access 120 OCR/Access 120 CBC or Access 700 CBC) and the restrictions on minimum bag/tray fill and sortation have resulted in multiple under volume Access 120 Selection bags/tray per customer per day, only one under volume bag/tray will be allowed at the Access 120 Access Charge per standard selection code; all other bags/trays will be charged at MS1 1400 direct for Letters and MS1 1400 residue for Large Letters/A3 Packets/Packets.

Access Walksort

Mailing Items are sorted to the level of Postal Walks – these are called the Selections. The Walksort Database contains around 80,000 of these Selections.

Where an Access Walksort Posting is being produced and there are insufficient Mailing Items to meet the bag fill requirements (i.e. more than one under volume bag is being produced) the Customer should consider

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bringing the mail together at an Access 120 sortation level in order to achieve minimum bag fill or use software to dynamically bag fill.

6.4 Presenting your Mailing Items in Bags

Bundling Mailing Items

- The Customer must ensure where possible that Mailing Items of a similar weight, shape or size are securely bundled within bags. The number of Mailing Items in each bundle will depend on the nature of the Mailing Items. This will normally be determined by their size and thickness. Each Selection may consist of a number of bundles.
- There is no required minimum number of Mailing Items in a bundle as long as the segregation criteria have been met as set out above, but as many Mailing Items as possible must be included within each bundle (subject to the maximum Container weight).
- There is no maximum limit to the number of Mailing Items included in a bundle provided they do not exceed the maximum weight limit of the Container in which the bundle is then placed, and the thickness of the bundle does not exceed that which can be held in one hand (approximately 15cm).
- All bundles must be tied with the Mailing Items facing the same way, using sufficient strapping or rubber bands, so that they do not burst open in the bag, given reasonable handling conditions. If Mailing Items are 'wedge-shaped', they should be counter-stacked with the top half facing the opposite way to the bottom half.
- Once the ties or strapping have been removed the Mailing Items must be capable of being handled individually and must not be stuck to one another for any reason, including any stuck together due to the use of any adhesive in the mail production process.
- Mailing Items should be bundled in such a way as to not damage the individual Mailing Items.
- Bundles that become insecure as a result of inadequate strapping or other material used will be subject to re-work charges.

Bagging Mail

- Once the Mailing Items are bundled, they must be bagged. The maximum bag weight accepted by Royal Mail is 11kg, including the weight of the bag, bag tie and label. Depending on the volume of the Customer posting, you may need more than one bag for a Selection. To make sure the posting will not exceed 11kg, it is usual practice to mark the bag breaks on the Mailing Items.
- The Customer must ensure that all Mailing Items for a single Selection are included in one bag unless the maximum weight is exceeded. Walksort Postings must be bagged at the 1400 sortation level (For more information see Appendix K: Access Walksort.) Where possible all Mailing Items within each bag should be of a similar weight, shape or size. The Customer must ensure that more than one bag is used if the weight of a bag, bag tie and label would exceed 11kg. The bag neck should be securely tied/strapped with a Royal Mail provided bag tie. Bags must not be tied through the 'D' rings. The minimum number of Mailing Items accepted in a bag is 25 Letters or 5 Large Letters, 5 A3 Packets or 5 Packets (as set out in Section 6.2). In general, however, bags must be filled to capacity within the Selection, subject to meeting accurate bag fill.
- To determine when a new bag must be started and a new label provided, the Customer will need to distinguish where the Mailing Items for one Selection ends and a new Selection begins. There are a variety of ways to do this e.g.
 - Print the Access Standard Selection Code (SSC) near the address; you know that it is time for new bag when the code changes.
 - The Customer can have its software set up to print a distinguishing mark (e.g. three asterisks) on the last item for each bag in each Selection, or work through the printout of its sorted mailing list and mark it by hand.
 - The Customer can produce a blank label as a Selection break indicator between each Selection.

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Royal Mail recommends that the loose end of bag ties must either be clipped off or tucked in to prevent injury to both the Customer and Royal Mail employees.

Unbagged Bundle Postings

Some postings may be presented as an unbagged bundle mailing. Refer to Appendix F to see whether your posting complies with the specification.

6.5 Presenting your Mailing Items in Trays

Where Customers have entered into a separate Tray Agreement with Royal Mail, trays may be used for the purpose of posting Letters and Large Letters. A3 Packets and Packets may not be presented in trays and must be presented in bags as per section 6.4 of this User Guide.

Each tray shall contain only Letters or Large Letters for a single Selection (selections must not be mixed in trays). Efficient use of trays is mandatory (a requirement that is to the benefit of both the carrier and Royal Mail.) Consequently, for any single selection, a tray must be full before another tray is used unless the maximum tray weight of 10kg is exceeded. A tray of Letters is full at the point where a hand can be fitted between the mail and the tray end (see Figure 10). A tray of Large Letters must not be loaded above the Load Line (also known as the Plimsoll Line). The Load Line is a visual delimiter for the height of a Large Letter to avoid interference with trays stacked above. The Load line is the 0.5mm stepped area on both long sides of the tray at a height of 172mm from the internal base of the tray.

All Letters must be inserted upside down and facing the front of the tray and Large Letters must be placed in the trays with the indicia and Address Block facing the same way, and facing upwards (see Figure 11). It is also a requirement that Mailing Items are not bundled or tied in any way (i.e. there must be no use of rubber bands or other types of strapping).

Figure 10: Letters



Figure 11: Large Letters



Walksort has been excluded from presentation in trays as it is anticipated that the inefficiencies relating to tray fill will outweigh any efficiency gains. If a Customer believes this is not the case for a particular posting, and they wish to use trays for a posting, then they must contact their Access Account Manager to agree the use of trays sufficiently prior to production of the posting to enable a decision to be agreed with Royal Mail.

Please note: Mailing Items to Jersey (JE), Guernsey (GY), Isle Of Man (IOM) are excluded from being presented in trays for security and handling safety and must be presented in bags in accordance with 6.4 of this User Guide

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6.6 Presentation of Responsible Mail™ Mailing Items

The following additional presentational requirements will apply to all Responsible Mail™:

- each Container that is used by the Customer to hand over Mailing Items to Royal Mail under the Access Agreement must contain only Responsible Mail™ Entry Level or only Responsible Mail™ Intermediate Level (i.e. the levels must not be mixed)

and

- each Container containing exclusively Responsible Mail™ that is presented by the Customer to Royal Mail under the Access Agreement must be labelled by the Customer using the labels provided by Royal Mail which clearly indicate that the contents are Responsible Mail™ Entry Level or Responsible Mail™ Intermediate Level. Please see Section 7 for more information on labelling requirements.

6.7 Presenting Mixed Weight

For Customers who are presenting Packets under the Condition 9 Access Agreement for Packets (Mixed Weight), it is mandatory to present all containers as Mixed Weight as detailed in this section.

The Mixed Weight option enables the Customer handing over Large Letters, A3 Packets or Packets at an Inward Mail Centre to combine, within a single format, Mailing Items of different weight bands within a Container. Mailing Items must be sorted by the Customer to the Access 120, Access 1400 or Access Walksort services. As is the case for all other services, Mixed Weight may not be used for handing over different formats in any Container.

The Service Standard and other service criteria are as already specified within the main body and Appendices of this User Guide.

6.7.1 Mixing Weight Bands

Where all of the individual Mailing Item weights (within a single format) in a Container comprise a mix of weight bands ('Mixed Weight') the Customer must declare on the Manifest the total number of Mailing Items by weight band, and the zone if applicable (see Appendix L for more information on Zonal Postings). See Figure 14

The weight band indicators to be used on the Manifest are as follows:

- WB1 (weight band 1) - items weighing no more than 100g. All items falling within this weight band will be priced accordingly.
- WB2 (weight band 2) - items weighing more than 100g up to 250g. All items falling within this weight band will be priced accordingly.
- WB3 (weight band 3) - items weighing more than 250g are priced in 1g increments at the average weight of all the items falling within this weight band.

Where all the Mailing Item weights in a Container fall within a single weight band the mail must be declared as such on the Manifest (see paragraph 6.7.3 below) and will be priced accordingly.

Where an entire Daily Posting does not contain any Mixed Weight Containers, the Customer must declare and upload the Daily Posting using their non-Mixed Weight account via E*Pro in the usual way.

6.7.2 Labelling Requirements

For the Mixed Weight solution, there will be a requirement to include an additional identifier (MW) on the Container label, which enables identification at the Inward Mail Centres. For details of this additional requirement please refer to Figure 12.

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For Customers whose mail arrives in York Containers, there is also a requirement to include 'Mixed Weight' on the York cards, an example of which can be found at Figure 13.

The Customer is required to provide a shortened version of the unique Container ID when sending Mixed Weight postings. The standard Access unique Container ID is up to 14 characters but for Mixed Weight Postings, the Container ID must be shortened to be no longer than 12 characters in length. This enables DocketHub to create 'pseudo' Container IDs for each weight band within a single Container, before passing the data into E*Pro for pricing; DocketHub will break down a Container ID into three parts, one for each weight band, by adding a 2 character weight band identifier to the end of the ID e.g. AB0000056789W1, AB0000056789W2, AB0000056789W3. All other labelling requirements are as Section 7 of this User Guide.

Figure 12 - Bag Label Example

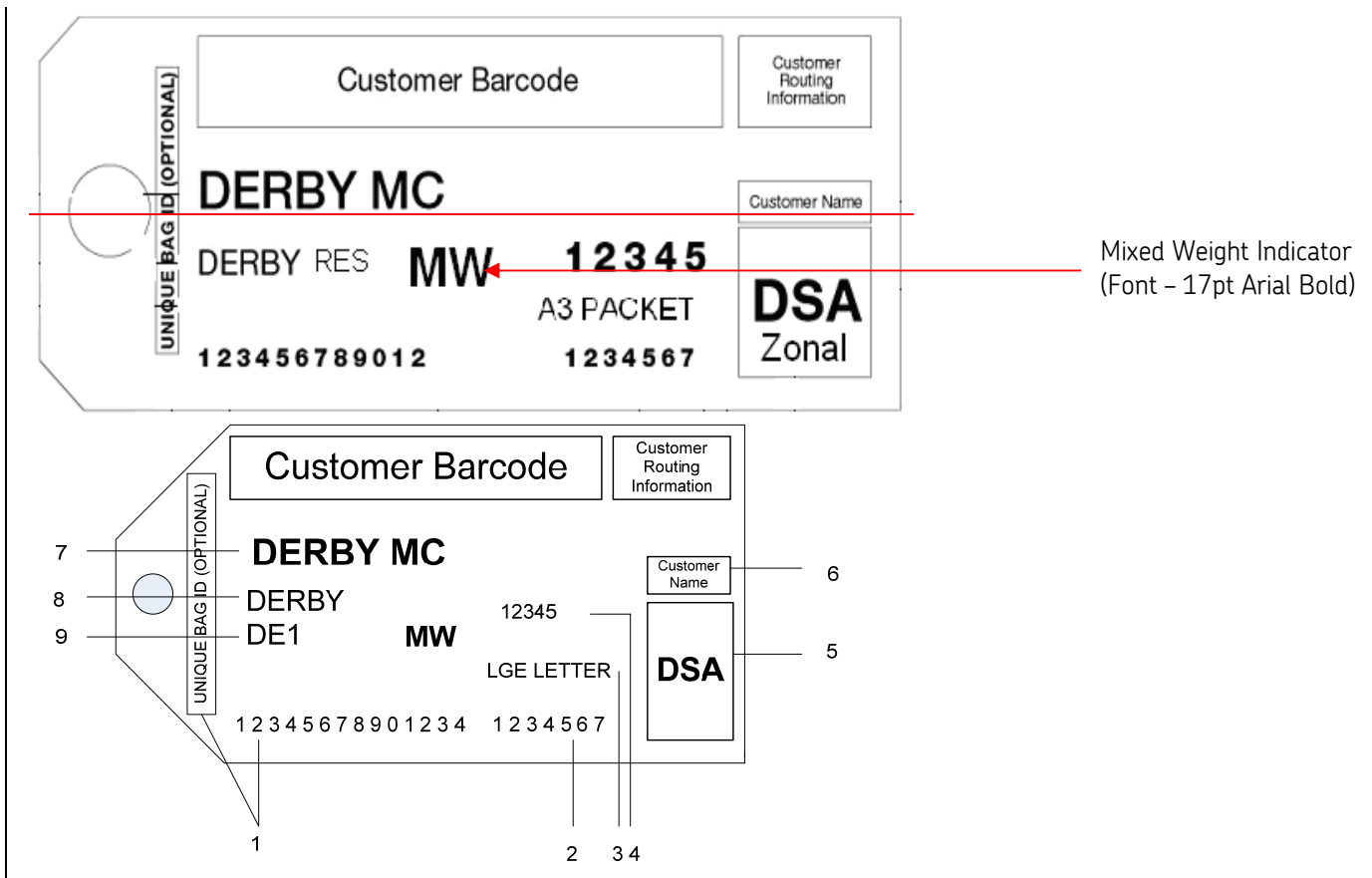
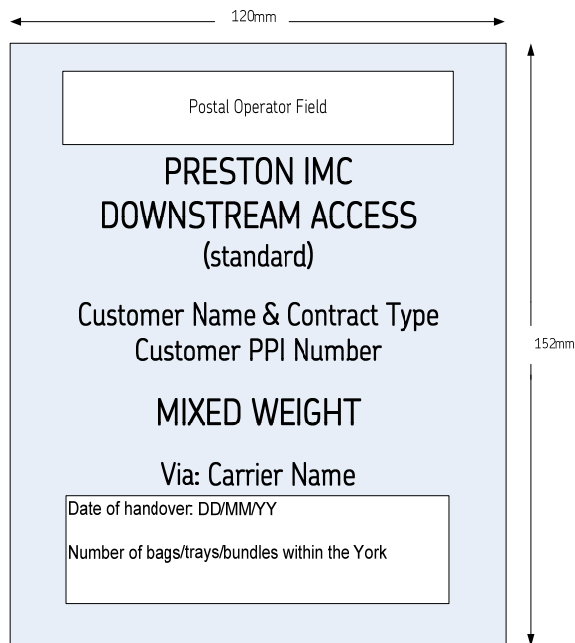


Figure 13 - York Card Example

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6.7.3 Documentation

For Mixed Weight Postings, the Customer does not need to supply an electronic Posting Docket to E*Pro; Royal Mail will be able to create the Docket from the Customer's Manifest, which must be uploaded electronically to DocketHub, and received no later than 06:30am on the day of handover of the Mailing Items to which the Manifest refers. The Customer will be issued with a separate discrete account number for use of Manifest uploads to DocketHub.

The Customer will be required to use the new Mixed Weight Manifest. There is one Manifest design, to be used for National or Zonal Postings. (An example is provided at Figure 14)

The Manifest enables the Customer to declare Mixed Weight Containers (for a single format) and non-Mixed Weight Containers within a Mixed Weight Daily Posting. In addition, two physical copies of either the Summary Manifest or the Manifest must accompany Mixed Weight Postings handed over at an Inward Mail Centre. The Manifest data for a Mixed Weight Container must declare the number of items within each weight band and show the average weight of the items for WB3, >250g weight band, and the total weight of the Mailing Items in the Container. For National Postings the data must be populated with the volume of items under the 'National' column (NAT) for each weight band (an example is shown in blue text on the Manifest at Figure 14 below.) For Zonal Postings, the data must also include the number of items by zone within each weight band. (An example declaring Zonal Mixed Weights is shown in red text on the Manifest at Figure 14 below.) For a non-Mixed Weight Container within a Mixed Weight Daily Posting, the Customer must declare the number of items by weight band and show the total weight of the Mailing Items in the Container and the average item weight, and for Zonal Postings, the Customer must also declare on the Manifest the number of items by zone within a weight band. (An example declaring a non-Mixed Weight Container for a Zonal Posting is shown in black text on the Manifest at Figure 14.)

6.7.4 Pricing.

Each Mixed Weight Daily Posting is priced according to the number of Mailing Items within each weight band for each format. Items in weight band 3 are priced according to the number of Mailing Items at the average weight.

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Figure 14 – Example Mixed Weight Manifest

(This example demonstrates how the manifest is to be populated; for clarity, customers must submit separate manifests for each Access Agreement that they hold)

Customer Name:

Site Manifest / Delivery Note

Access Point: Inward Mail Centre

Date of Handover to Royal Mail: dd/mm/yy

Access Site: Derby Mail Centre

Account Number: _____

IMC Address: Midland Road

Posting Docket No: _____

Derby DE1 1AA

Licence No: _____

Sheet _____ of _____

Job Reference:

Individual Bag Identification

Bag ID No.	Orig Cust No.	SSC	PC Area	No. Items WB1 Up to 100g						No. Items WB2 More than 100g up to 250g						No. Items WB3 More than 250g						Ave weight >250g	Actual Total weight (kg)	Average weight of mail Items (g)	Total items units	Format	Mech/man OCR/CBC	Sort level
				N	A	B	C	D	Z	N	A	B	C	D	Z	N	A	B	C	D	Z							
1234567	4567	647	DE	2	5	1	1			6	8	6	5			1	3	1			400	850	-	45	Packet	Man	120	
1234568	4567	64714	DE							5	9	3	1								-	3.97	189g	21	L Letter	Man	1400	
2345678	5678	647	DE	5						6						7					356	6.93	-	18	A3 Pkt	Man	120	
2	Total no of containers		Totals	2	5	1	1			11	17	9	6			1	3	1				12.47		66	Totals			

Delivery Note -		
This delivery note does not constitute acceptance that the above details are correct, as these details will be subject to Royal Mail revenue protection and mail verification checks. For the avoidance of doubt, this document only acknowledges the handover of Mailing Items on a time and date specified.		
		For Royal Mail Use Only
		Date of Handover to Royal mail
Royal Mail - Please print name		Arrival Time at Royal Mail
Royal Mail - Signature:		
For Customer Use only		
Customer Defined Information field		

7. Final Labelling Requirements

Containers must be labelled with final labels, which indicate the destination and contents of the Container and include the information as specified by Royal Mail as set below.

Royal Mail will provide blank labels to the Customer; only these labels may be used to produce final labels and these final labels may only be used for the final Containerisation, labelling and sealing of Containers prior to handover to Royal Mail (rough labelling will not be accepted). White labels must be used for Access 1400, Access 120 and Access Walksort: yellow labels must be used for Access 120 OCR, Access 120 CBC and Access 700 CBC.

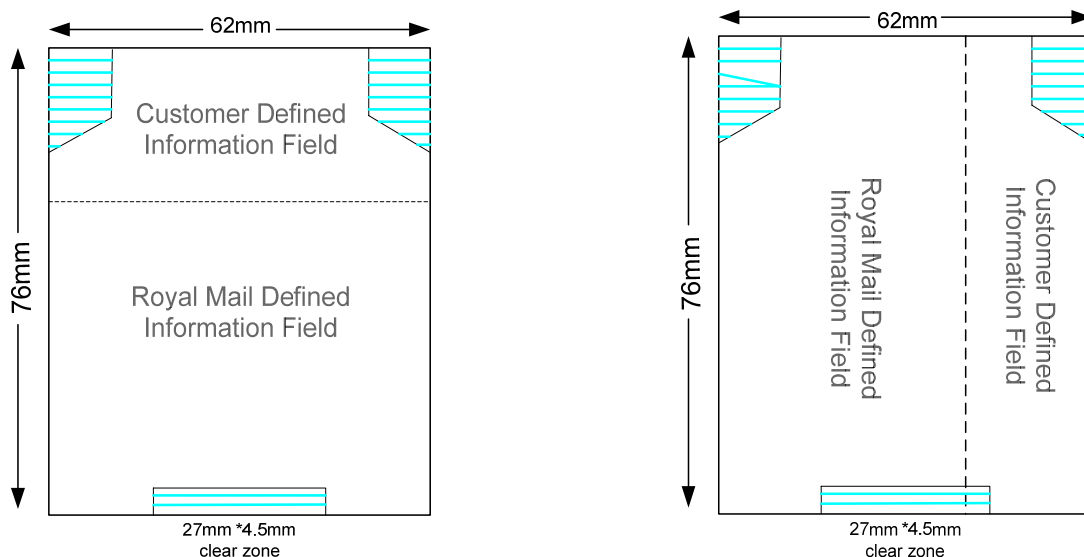
7.1 Label Positioning Guide

Figures 15 and 16 show the dimensions of Royal Mail’s bag and tray labels. Both show the area for use by the customer and the area of the label for use by Royal Mail.

Figure 15: Bag Label Positioning Guide



Figure 16: Tray Label Positioning Guide



Figures 17, 18, 19 & 20 are examples of what an Access Container label looks like, including specifications for field size, fonts and formatting. Please note all fields are aligned left, unless otherwise stated.

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Figure 17: Bag Label National Agreement

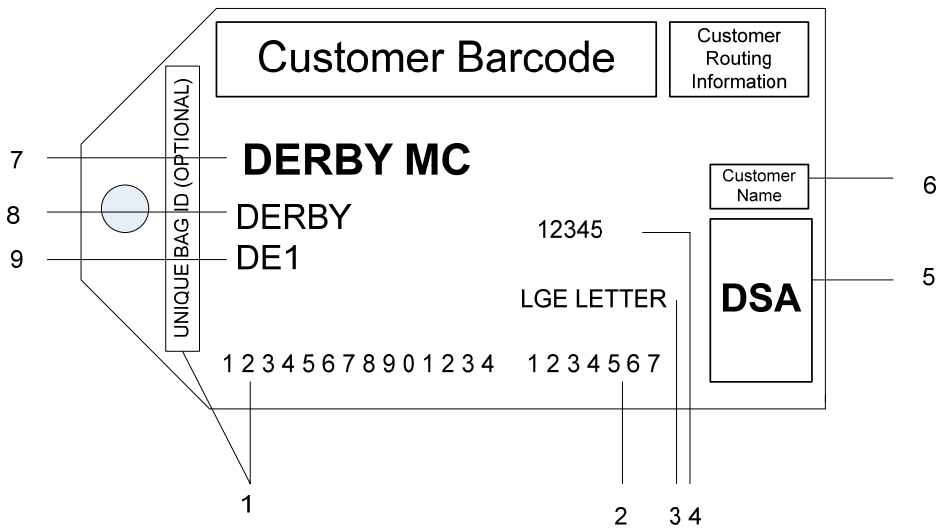
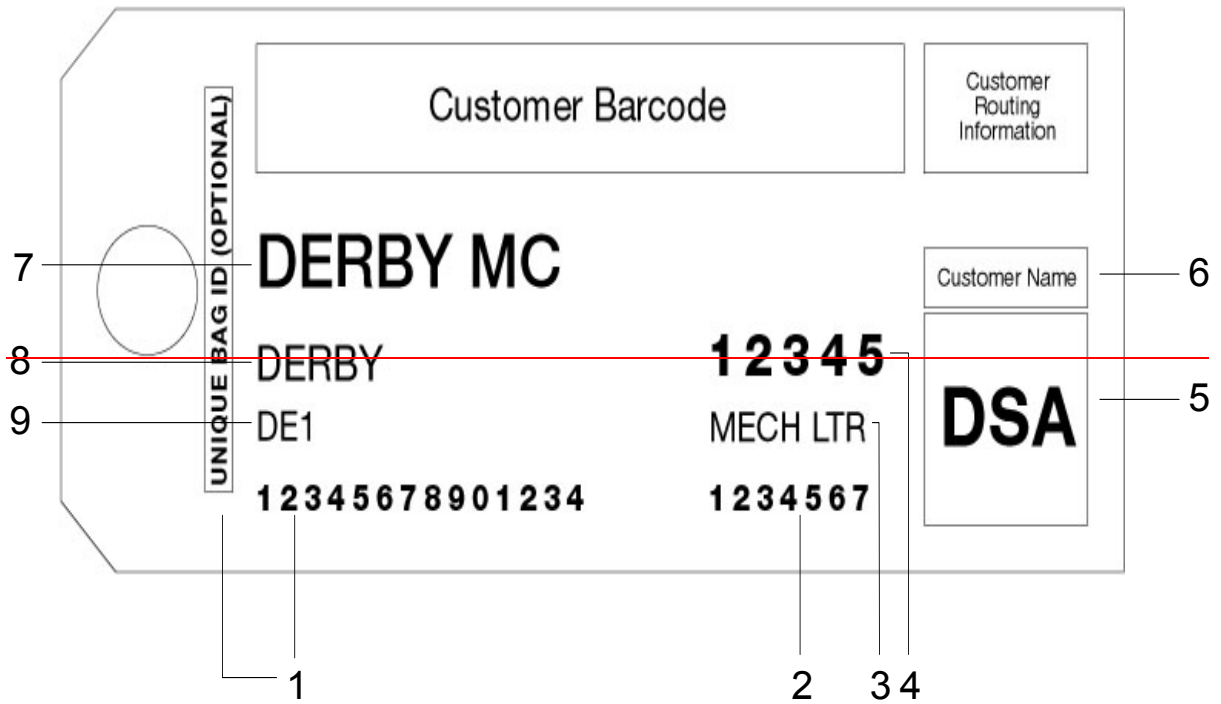


Figure 18: Bag Label Zonal Agreement

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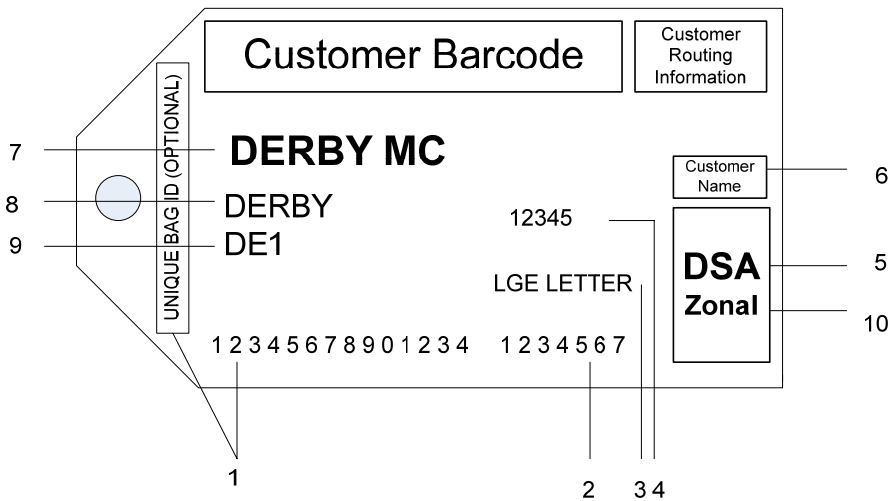
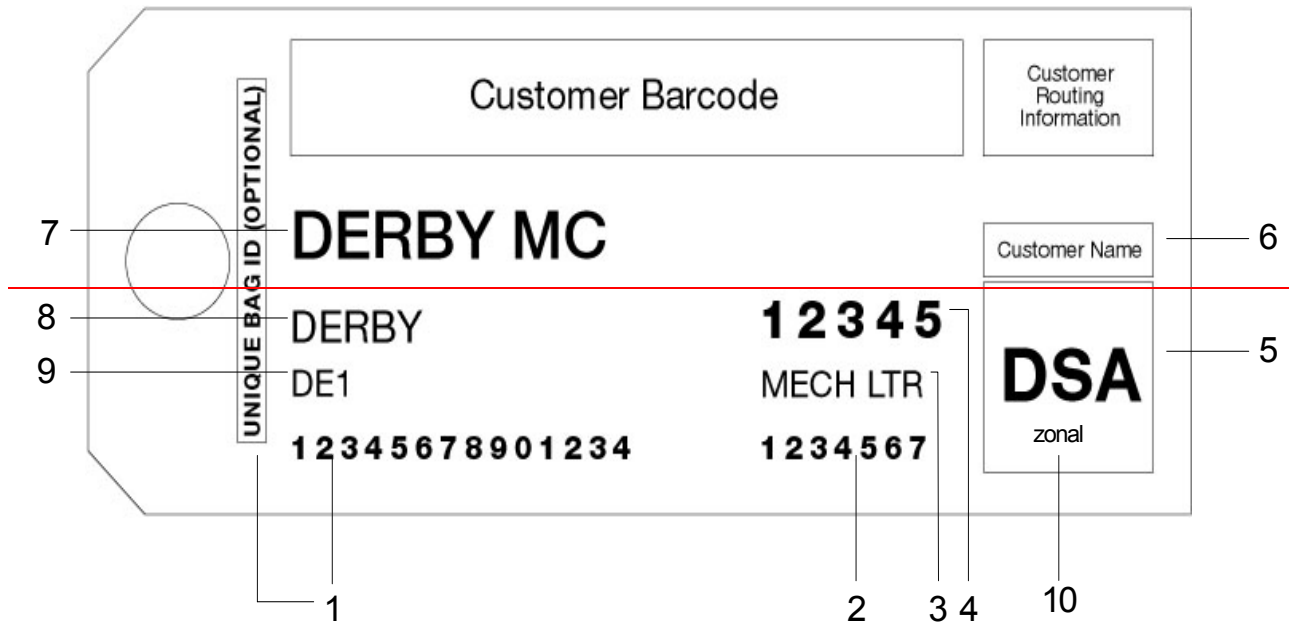


Figure 19: Tray Label National Agreement

Figure 20: Tray Label Zonal Agreement

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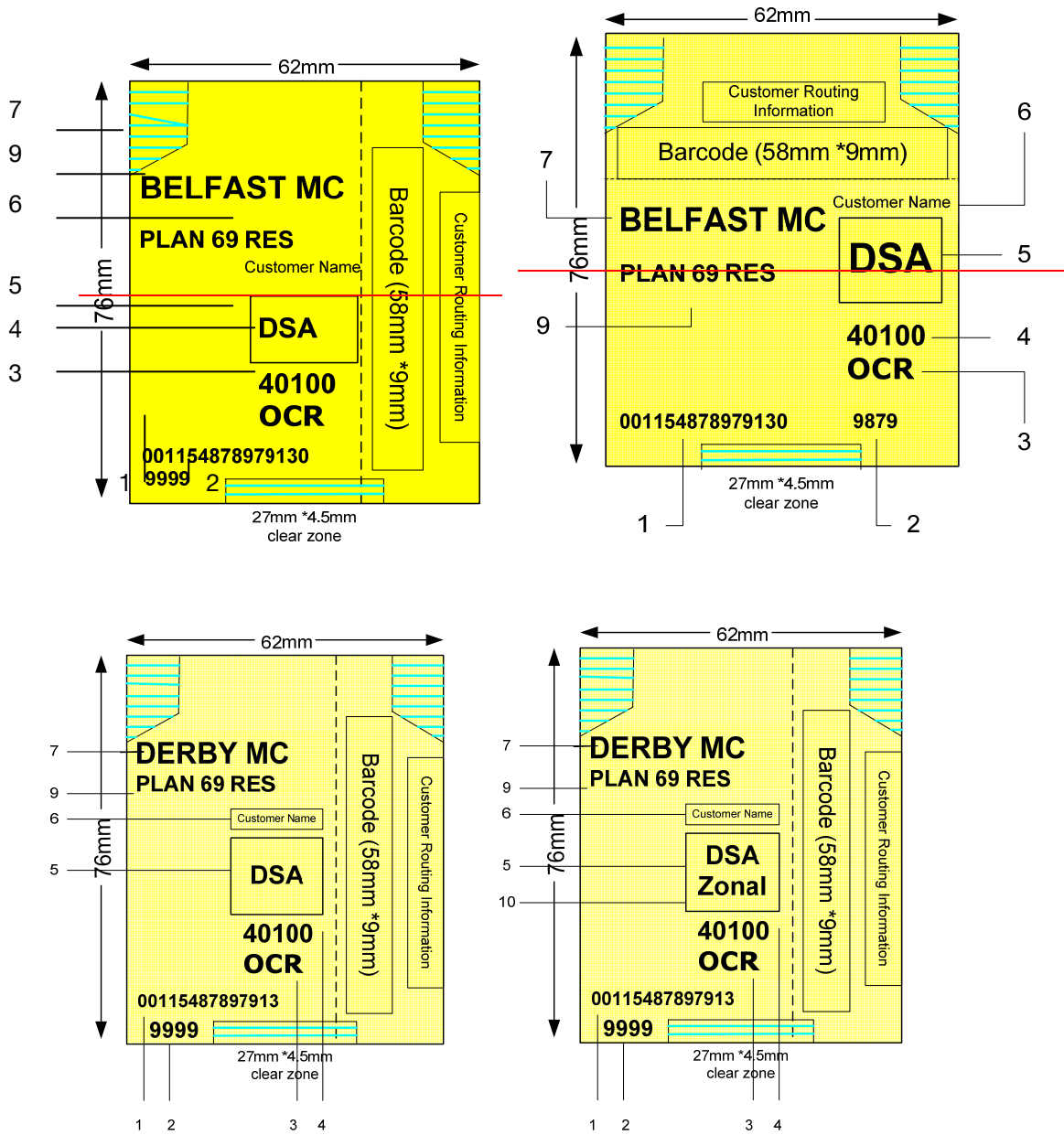
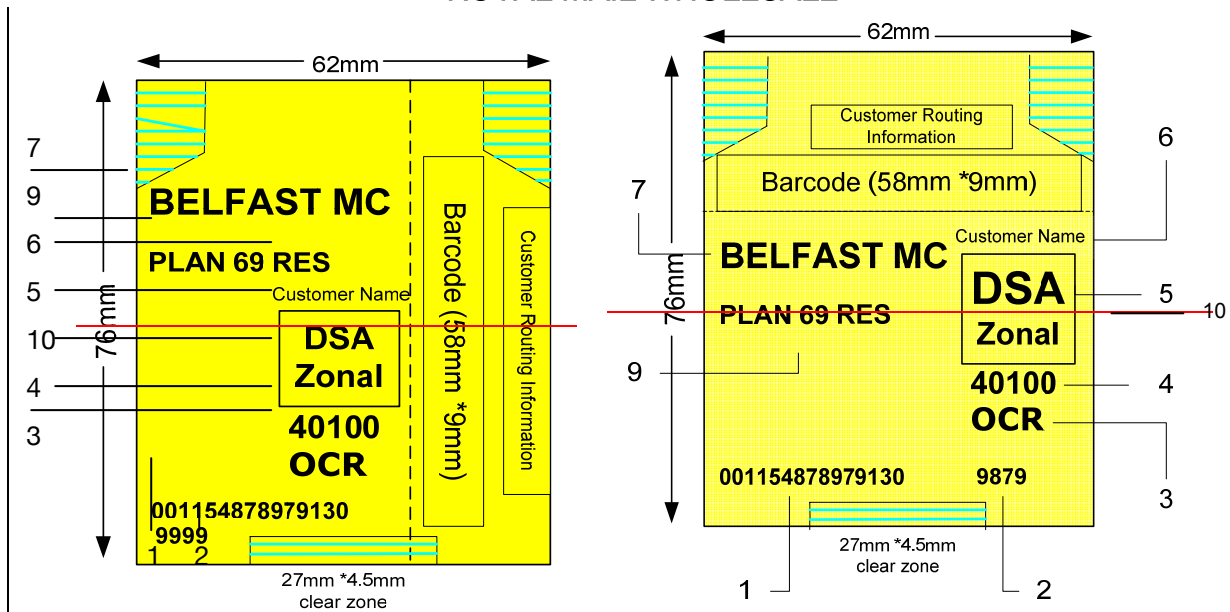


Figure 20: Tray Label Zonal Agreement

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1. Unique Container Identification Number - This is an identifying number unique to that Container (maximum of 14 characters). The same unique number is to be printed on the Manifest against the description of that Container's contents. It is optional whether you want to repeat the unique Container ID on the vertical axis as illustrated in Figure 17 and 18.

2. Unique Originating Customer/Customer Identification Number -

This is an optional identifying number unique to the Customer or the Customer's Originating Customer (maximum of 15 characters), or Customer Entity. Where a unique Customer ID is used, it is mandatory for that unique number to remain unchanged throughout the life of the Agreement. Where an identifying number is used, the Customer must ensure that it and its Originating Customers use unique ID numbers so that numbers are not duplicated within a Daily Posting.

3. Format - This indicates the type of Mailing Item within the Container. All formats shall be identified in the manner set out below and shall always be in uppercase:

- Large Letters LGE LETTERS
- Packet PACKETS
- Mech Letters MECH LTR
- Manual Letters MAN LTR
- OCR Letters OCR
- CBC Letters BAR-CODED
- Walksorted Letters WALKSORT
- A3 Packets A3 PKTS

4. Standard Selection Code - The Standard Selection Code for the Selection name as per the Access Database.

5. Customer type indicator - This indicates the type of customer:

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- DSA for Access by Operators
- CDA for Customer Direct Access (CDA is then followed by the last 3 digits of the Customer's Condition 9 Access PPI number.)
- AGY for Schedule 7 (Agency National) and Schedule 6 (Agency Zonal) named Customers. (AGY is then followed by 3 digits as provided by Royal Mail which discretely relate to each of the Agency Customers detailed in the Schedules 6 or 7 of the relevant C9 Access Agency Agreement).

In addition, when a Responsible Mail™ posting is being made then it is a requirement to identify the Responsible Mail™ service level achieved. This must be either Responsible Mail™ Entry Level or Responsible Mail™ Intermediate Level, and this must be indicated above the Customer Type within the Customer Type Indicator box, using the correct abbreviation: Responsible Mail™.

- **Resp E** Responsible Mail™ Entry Level
- Or
- **Resp I** Responsible Mail™ Intermediate Level

6. Customer Name – The name of the Customer.

7. Destination Office – The destination office is the Inward Mail Centre at which the Container is to be handed over.

8. Selection Name –The name of the Selection as listed in the Access database (e.g. Paisley). This is only applicable for Access 1400 and Access Walksort.

9. Selection Description– This field defines the Postcode group or plan number within the Container and this information can be obtained from the Access Customer Final Labelling (CFL) database:

- For Access 1400 Selections – this is Postcode District (or Sector)
- For Access 120 Selections – this is the Postcode Area (or District) followed by the word 'RESIDUE' or 'RES'
- For Access 700 CBC Selections – this is the word PLAN followed by the Plan number
- For Access 120 CBC/OCR – this is the word PLAN followed by the Plan number and the additional characters 'RES'
- For Access Walksort – this is the Postcode District (or Sector)

10. Zonal Agreement Identification – When posting using any one of the Zonal Agreements an identifier ZONAL must be included on the Container label. The recommended positioning is to place this to the right of the label as per Figure 18 & 20. It is mandatory for the wording on the label to be clear and legible and a minimum point size of 10.

7.2 Size Guide

The table below defines the font size and relative font width of the label characteristics.

BAGS			
Characteristic	Font Size (Helvetica and Ariel are both acceptable)	Font height	Maximum no of characters
Unique Bag Identification Number	11pt Arial Bold	3mm	14
Unique Originating Customer/Customer Identification Number	11pt Arial Bold	3mm	15
Format	13pt Arial Bold	4mm	8
Customer Name	11pt Arial Bold	3mm	
Customer Type indicator	28pt Arial Bold (DSA or AGY) 21 Arial Bold (CDA/XXX) Resp E/Resp I min 8pt	12mm (DSA or AGY) 6mm (CDA/XXX) 3mm	3 (DSA or AGY) 3+3 (CDA/XXX) 6

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	Or ADVM min 8pt	3mm	6
Destination Office	17pt Arial Bold	7mm	25
Selection Name	14pt Arial Bold	5mm	25
Standard Selection Code	14pt Arial Bold	5mm	5
Selection Description	14pt Arial Bold	5mm	14
Database Version Indicator (optional)	10 pt Helvetica Bold Oriented 90 degrees	3mm	3
Zonal Agreement Identifier	Minimum 10pt Arial	3mm	5
Mixed Weight Identifier	17pt Arial Bold	7mm	2

TRAYS			
Characteristic	Font Size (Helvetica and Ariel are both acceptable)	Font height	Maximum no of characters
Unique Tray Identification Number	10pt Helvetica Bold	3mm	14
Unique Originating Customer/Customer Identification Number	10pt Helvetica Bold	3mm	15
Format	14pt Helvetica Bold	4mm	8
Customer Name	8pt Helvetica	3mm	
Customer Type Indicator	28pt Helvetica Bold (DSA or AGY) 18pt Helvetica Bold (CDA/XXX) Resp E/Resp I min 8pt Or ADVM min 8pt	11mm DSA or AGY) 6 mm (CDA/XXX) 3mm 3mm	3 (DSA or AGY) 3+3 (CDA/XXX) 6 6
Destination Office	18pt Helvetica Bold	7mm	25
Selection Name	14 pt Helvetica Bold	5mm	25
Standard Selection Code	14pt Helvetica Bold	5mm	5
Selection Description	14pt Helvetica Bold	5mm	14
Database Version Indicator (optional)	10 pt Helvetica Bold Oriented 90 degrees	3mm	3
Zonal Agreement Identifier	Minimum 10pt Helvetica	3mm	5
Mixed Weight Identifier	18pt Helvetica Bold	7mm	2

Customer Defined Information Field

- **Dimensions** – See label positioning guide Figures 15 & 16
- **Defined Information Field** – For the Customer's routing or other required information.

The label design and any subsequent changes to the defined Customer information field require two months' prior written notice for approval from Royal Mail before use. This is to avoid the potential for operational confusion. The Customer must send hard copy proofs to its Access Account Manager for approval.

If you would like information showing the details on each and every type of DSA label, this is available as a separate document from the RMW website: www.royalmailwholesale.com.

7.3 Producing Customer Final Labels

There are two methods you can use to carry out customer final labelling

1. Using label printers

If you are a large business, you may wish to use a label printer similar to those used in Royal Mail sorting offices. You could then use it in one of the two following ways:

- **On Demand** -, this allows you to generate your own labels according to your specific needs, by keying in the relevant Standard Selection Code (SSC)
- **Batch File Processing** – label printing machines can also be used in a batch processing mode by either:
 - manually keying in label requirements in advance from a printed list or computer disk,
 - or*
 - driving the printer directly from your computer system.

2. Database method

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Royal Mail can provide you with a database containing the necessary geographic routing information for you to carry out your labelling accurately. You will, however, need to purchase or develop your own software to access this database.

7.4 The different Labelling methods explained

As shown above, there are a number of ways to perform your labelling operations. This section takes each method in turn and examines the areas you need to take into account, to ensure the whole process runs smoothly.

Final label printers

This is probably the most efficient option for larger-scale labelling operations. If this is the method you decide to use, you first need to decide whether to run the machine on-line or off-line. This will depend on a number of factors:

- The number of production lines in use at any one time
- The type of mailing
- The type of environment (both the computer and printer will operate more efficiently in a clean environment)

However, to operate it off-line, in batch mode, you will first need to decide whether to key each batch of Standard Selection Codes (SSCs) manually via floppy disk, or directly from your computer system.

Database method

There are two main areas you need to consider if implementing this method: your production process and computer systems.

- **Production process** - Royal Mail will supply you with blank labels and plastic ties or to tie your bags.
- **Computer systems** - Royal Mail will provide you with test data and implementation guidelines (available from your nominated Access Account Manager). You will then need to perform the programming required to provide access to the Access labelling database, and the capability of the printer to produce labels meeting Royal Mail specifications.

Contingency plan

Whichever method you choose, you should draft an appropriate contingency plan to implement in case the main system should fail.

7.5 Chosen Labelling Method

Once you've decided on which labelling method you might want to use, the first thing to do is to contact your Access Account Manager, who will help you to work out your specific requirements.

If you choose the database option, you'll also need to produce a set of test labels for us to validate before we can fully implement Access labelling. If you don't know how, we can also help with training for you or your staff.

7.6. Data formats

DSAMANFL.DAT/DSAMECFL.DAT File layouts

Contains a record for each Residue and Direct selection code SSC, laid out as follows:

Field	Size	Type	Comments
Database Version ID	3	Numeric	1st digit represents <i>version</i> 2 nd /3rd digit represents <i>release</i>

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Destination Office ID	3	Numeric	Unique identifier for each Mail Centre
Standard Selection Code	5	Numeric	Unique identifier for sortation selections
Destination Office	30	Alphabetic	Mail Centre Name
Selection Name	30	Alphabetic	Only applicable to DSA for Access 1400 selections. (Delivery Office Name)
Selection Description	30	Alphanumeric	<ul style="list-style-type: none"> • Access 1400 -Postcode District (or Sector) • Access 120 - Postcode Area (or District) followed by the word 'RESIDUE' or 'RES'. • Access 700 CBC - The word PLAN followed by the Plan number • Access 120 CBC/OCR - The word PLAN followed by the Plan number and with additional characters 'RES' • Access Walksort -Postcode District (or Sector)
Total	101		Record Length

A typical record

703	018	45821	DERBY MC	DERBY	DE 21
-----	-----	-------	----------	-------	-------

Important

DSAMANFL.DAT files for your Access 1400, Access 120 and Access Walksort final labelling and the DSAMECFL.DAT file for Access 700 CBC Postings and Access 120 OCR or Access 120 CBC Postings are obtainable via the www.royalmailwholesale.com website. Use of the correct labelling database is mandatory

DSA Destination Office DSADESTN.DAT File layout

Contains a record for each Destination Office, together with address details, laid out as follows:

Field	Size	Type	Comments
Database Version ID	3	Numeric	1st digit represents <i>version</i> 2 nd /3rd digit represents <i>release</i>
Destination Office ID	3	Numeric	Unique identifier for each Mail Centre
Destination Office Name	30	Alphabetic	Mail Centre Name
Address Line1	40	Alphabetic	1 st line of the Mail Centre address
Address Line2	40	Alphabetic	2 nd line of the Mail Centre address
Address Town	40	Alphabetic	Mail Centre Post Town
Postcode	8	Alphanumeric	Mail Centre Postcode
Total	204		Record Length

A typical record

703	018	DERBY MAIL CENTRE	MIDLAND ROAD	XXXXX	DERBY	DE1 1AA
-----	-----	-------------------	--------------	-------	-------	---------

8. Equipment for Postings

8.1. Blank Labels and Bag Ties

Royal Mail will supply blank Container labels and bag ties to the Customer. The Customer will provide DSACC with 5 Working Days' notice of its requirements and Royal Mail will endeavour to provide the Customer's required amounts within the notice period. Royal Mail provided blank labels and bag ties shall only be used for final Containerisation, labelling and sealing prior to handover to Royal Mail. The Customer shall only order blank labels and bag ties from DSACC and these will be delivered to the nominated Customer's Hub. Bag ties should be ordered in lots of 200; Blank bag labels in lots of 2000 and Blank tray labels in lots of 10,000.

Royal Mail will not provide any other consumable items, such as rubber bands and bundle ties.

8.2. Bags

Royal Mail will supply the Customer with mailbags in lots of 1000 when provided with at least 5 Working Days' notice to DSACC of required amounts up to a maximum of 100,000 a week per Customer. For requests for more than 100,000 bags a week per Customer at least 10 Working Days' notice must be given to DSACC. Royal Mail provided bags must only be used for the final bagging process prior to the handover to Royal Mail. The Customer will collect empty mailbags from the Royal Mail specified site(s) at a time agreed by the Customer and DSACC.

Royal Mail does not supply Containers for the transportation of empty bags; if the Customer requires bags supplied in Containers, the Customer must provide enough of its own Containers for the bags required and agree with DSACC whether the Containers are compatible as the handover procedures with the bag depot or DSACC as required. Alternatively, the Customer can loose load the bags. It is the Customer's responsibility to load the vehicle.

All non Royal Mail Containers will require local risk assessment and Royal Mail staff will need to be trained in their use. This normally takes two weeks to arrange. The Customer must provide a Container and details of Safe Systems of Work for the Container type.

8.3 Trays

By request, Royal Mail will supply Royal Mail trays. In order to facilitate efficient procedures in the supply chain no other tray design is permissible. Customers need to allow an appropriate lead time for the supply of trays, which will vary according to various factors, including the time of year. It is therefore important that customers liaise with the Royal Mail Wholesale Contracts team to ensure that supply is available prior to the commencement of their first posting and with DSACC for on-going abnormal demand situations like Key National Postings (KNPs). The Customer is required to sign a 'Tray Loan Agreement' prior to first handover of trays; this is available to download from www.royalmailwholesale.com.

If they so wish, Customers may purchase trays from Royal Mail's preferred suppliers, providing each proposed purchase is notified in advance to Royal Mail Wholesale via the signing of a 'Tray Agreement'. To allow for work in progress (i.e. the trays in transit and being filled and transported), the Customer will typically need to purchase trays in a ratio of 3:1 for their peak volumes.

In both options for supply, Royal Mail operates a one-for-one exchange of trays with the Customer at the point of handover, or with the Customer's carrier on its behalf, at each Inward Mail Centre at which the Customer hands over Access Mailing Items

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8.4 Yorks/Auto Level Packet Sleeved (ALPS)

Royal Mail will not supply York and, or ALPS Containers to the Customer unless it is operationally mutually beneficial and/or the appropriate purchase and York Exchange Agreement and, or ALPS Agreement has been signed. Where supplied, York and, or ALPS Containers must only be used in accordance with the York Container Exchange Agreement and, or ALPS Agreement (available to download from www.royalmailwholesale.com)

Once such arrangements have been completed Royal Mail operates a one for one exchange of Yorks and, or ALPS with the Customer or the Customer's carrier on its behalf, at each Inward Mail Centre at which the Customer hands over Access Mailing Items. To allow for work in progress (i.e. the Containers in transit and being filled), the Customer typically will need to purchase Containers in a ratio of 3:1 for their peak volumes.

If the Customer uses its own Containers, the Customer must unload all Mailing Items from its Containers at the point of handover to Royal Mail. Royal Mail will supply suitable Containers for the Customer to place Mailing Items into.

All Customer requests for Royal Mail Containers should be notified to DSACC as soon as possible but no less than seven Working Days prior to the posting for which they are required in conjunction with the pre-notification process see Section 11.

9. Documentation

9.1. Posting Dockets

Dockets

The Customer must supply an electronic Posting Docket in respect of each Daily Posting. The electronic Posting Docket is used to calculate the Access Charges, which will be invoiced to the Customer and it must accurately record the Daily Posting.

Where the Customer presents a Pre-sorted Agency Posting in accordance with clause 3.4 of the Condition 9 Access Agreement - Agency Version, it is mandatory for a separate Posting Docket to be uploaded using the Agency account number specific to that Agency Customer.

Electronic Posting Dockets

Posting Dockets and supporting data to enable the creation of Manifests must be submitted electronically to DSACC using Royal Mail's E*Pro system (or other system that Royal Mail may develop and make available), and, after processing by E*Pro, confirmed and received by Royal Mail no later than 06:30 on the day of handover of the Mailing Items to which the Posting Docket refers.

To enable the Customer to use E*Pro, Royal Mail will make available the following documents:

- E*Pro – Customer Downstream Access User Guide
- E*Pro – Agency Customer Downstream Access User Guide.

Should additional information be required, please contact DSACC in the first instance.

The two documents referred above are available for download in PDF format from the Systems section at www.royalmailwholesale.com;

The Posting Docket(s) generated electronically must represent the sum of the information provided in the Manifests, and will be automatically generated by E*Pro. A Manifest or a summary manifest, is required for each Inward Mail Centre accessed for each Posting and may be produced by manual input into E*Pro, or by electronic interface with mailing software.

In the unlikely event that problems arise and the Customer is unable to submit a Posting Docket electronically, then with the prior agreement of DSACC alternative arrangements for the submission of Posting Dockets and Manifests will be made.

Submitting Dockets in a contingency situation

If the Customer is unable to produce a Posting Docket electronically, Royal Mail will accept as an interim contingency arrangement a submission via DocketHub or an alternative Royal Mail approved systems solution.

9.2. Calculating Access Charges

E*Pro will automatically calculate the indicative Access Charges for the Posting Dockets in accordance with Schedules 1 and 2 of the Access Agreement and in addition where appropriate the Responsible Mail™ Schedule with the final values confirmed via the Royal Mail Sales Ledger. E*Pro and the Sales Ledger hold the Access Charges to a different decimal place level and therefore there are small discrepancies due to rounding up.

Where an alternative Royal Mail approved systems solution is being used, the Customer shall calculate the Postage in accordance with Schedules 1 and 2 of the Access Agreement and, where applicable, the Responsible Mail™ Schedule, on the occasion of each Posting or Daily Posting and shall provide full and

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accurate details of that calculation and Posting or Daily Posting in the Manifests to Royal Mail in accordance with this User Guide.

9.3. Manifests

A Manifest (see Figure 21) is the Customer's declaration of the details of the Posting to be handed over by the Customer to Royal Mail at each Inward Mail Centre. Please see appendix J for Key National Posting (KNP)/Exceptional and Large Posting (ELP) Manifest requirements. The Customer's data that creates a separate Manifest per Posting must be submitted and confirmed by the Customer electronically via E*Pro to DSACC no later than 06:30 on the day of handover to Royal Mail. In addition, two physical copies of either the Summary Manifest (see Figure 22) or the Manifest (see Figure 21) must accompany Postings handed over at an Inward Mail Centre.

During exceptional circumstances and with the prior agreement of DSACC, alternative arrangements for submission of Manifest information to DSACC may be made.

The Manifest will:

- Allow Royal Mail to verify that Mailing Items have been presented in accordance with the Customer's obligations under the Access Agreement and that the Posting Docket(s) details reflect the Postings and/or Daily Posting; and
- Provide confirmation that some Mailing Items were handed over to an Inward Mail Centre. Two copies of the Manifest will be signed, timed and dated by a Royal Mail employee after the Customer vehicle is unloaded. One copy will be retained by the Customer as a delivery note, and the other, by the Inward Mail Centre.

The handover of Mailing Items and the signing of the Manifest does not constitute acceptance of the Mailing Items by Royal Mail. Acceptance of a Posting by Royal Mail only occurs after revenue protection and mails verification checks have taken place and any issues resolved with the Customer. A Posting will be deemed to have been accepted by Royal Mail within one Working Day from handover by the Customer unless Royal Mail has raised any issues about the Posting with the Customer.

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Figure 21: Example of a Manifest - National

①	Customer Name: _____									
②	Site Manifest/Delivery Note									
③	Access Point: _____		Access Site: <u>Derby Mail Centre</u>		Delivery of handover to Royal Mail _____		Account Number: _____			
	IMC Address: _____		_____		Posting Docket: ⑦ _____		_____			
	_____		_____		Licence No: _____		_____			
	_____		_____		Sheet <input style="width: 50px;" type="text"/>		of <input style="width: 50px;" type="text"/>			
④	Job Reference: _____									
⑤	Individual Container Identification									
	Bag Identification no.	Originating Customer Identification No.	Selection Code	Postcode Area	No of Mailing Items	Total weight of Mailing Items (KGs)	Average weight of Mailing Items (g)	Format	Mech/Manual/OCR/CBC	Sortation Level (STL/1400/120/700/Walksort)
	12345678911234	1234567	12345	DE	26	2.29	88	LGE Letter	Manual	1400
	12345678911235	1234567	12300	DE	30	2.85	95	Letters	OCR	120
	12345678911238	1234567	12300	DE	16	0.78	49	Letters	CBC	120
	12345678911239	1234567	12300	DE	15	0.66	44	Letters	Manual	STL
	12345678911242	1234567	12345	DE	39	2	51	Letters	Mech	1400
	12345678911243	1234567	12340	DE	33	1.8	55	Letters	CBC	700
	12345678911246	1234567	12347	DE	30	4.3	143	Packets	Manual	1400
	12345678911247	1234567	12300	DE	25	3.7	148	Packets	Manual	120
	12345678911250	1234567	12345	DE	45	2.3	51	LGE Letter	Manual	Walksort
	12345678911251	1234567	12300	DE	29	1.5	52	LGE Letter	Manual	120
	10	Total no. of bags			288	22.18	Totals			
<p>Delivery Note: This delivery not does not constitute acceptance that the above details are correct, as these details will be subject to Royal Mail revenue protection and mails verification checks. For the avoidance of doubt, this document only acknowledges the handover of Mailing Items on a time and date specified.</p>										
Royal Mail - Please print name _____							Date of handover to Royal Mail			
Royal Mail - Signature _____							Arrival Time at Royal Mail			
⑩	For Customer use only									

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The Manifest must accurately represent the contents of each Container and contain the following information (where the information is optional this has been highlighted):

1. Customer name
2. The Royal Mail Inward Mail Centre being accessed
3. The address of the Inward Mail Centre
4. A job reference number (optional - if required by the Customer, this may be Posting Docket number)
5. The date of the handover to Royal Mail
6. The relevant Credit Account number
7. The Posting Docket number
8. The Customer's licence number
9. Details of each **INDIVIDUAL CONTAINER** must be listed on a single line including:
 - **A unique Container identification number** – that corresponds to the same number on the Container label
 - **A unique Originating Customer identification number** – if relevant that corresponds to the same number on the Container label
 - **Selection codes** – The Selection codes within the current Access Database for the relevant selection.
 - **Postcode Area** – The first alpha character(s) of the Postcode – i.e. G for Glasgow Postcodes and PO for Portsmouth Postcodes.
 - **Number of Mailing Items in each Container**
 - **Total weight of Mailing Items** – Excluding the weight of the Container, label and bag tie
 - **Average Mailing Item weight**
 - **Format of the Mailing Items** – Letters, Large Letters, A3 Packets, or Packets.
 - **Machineable or manual or OCR or CBC** – i.e. whether the Mailing Items meet the OCR/CBC or Machineable specification – where not known the default is manual.
 - **Sortation level** – i.e. Access 1400, Access 120 or Access 700 CBC or Access Walksort or Responsible Mail™.
10. Defined Customer Information Field – for the Customer's routing or other required information

Where a Zonal Posting is being made, the Manifest must also include the numbers of items at each zone contained within that Container (See Appendix L for more information).

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Figure 22: Examples of the two Summary Manifest options

Customer Name:

Site Manifest / Delivery Note

Access Point: Inward Mail Centre **Date of Handover to Royal Mail:** dd/mm/yy

Access Site: Derby Mail Centre **Account Number:**

IMC Address: Midland Road **Posting Docket No.:**

Derby DE1 1AA **Licence No.:**

Job Reference: _____ **Sheet** **of**

**Total Bags
(E*pro Declaration + Exceptions)**

① Number of Bags on the E*pro Upload	409
② Number of exceptional bags to be removed from E*pro upload	9
③ Number of Additional exceptional bags to be added to E*pro upload	15
Total Number of Bags presented (Total = 1-2+3)	415

**Total Trays*
(E*pro Declaration + Exceptions)**

④ Number of Trays on the E*pro Upload	200
⑤ Number of exceptional trays to be removed from E*pro upload	9
⑥ Number of Additional exceptional trays to be added to E*pro upload	10
Total Number of Trays presented for 1 for 1 swap (Total = 4-5+6)	210

**Total Yorks*
(Total handed over for 1 for 1 swap)**

Total Number of Yorks Presented for 1 for 1 swap	9
--	---

* To be populated only when Customer has signed the appropriate Container Agreement

Delivery Note -

This delivery note does **not** constitute acceptance that the above details are correct, as these details will be subject to Royal Mail revenue protection and mails verification checks. For the avoidance of doubt, this document only acknowledges the handover of Mailing Items on a time and date specified.

Royal Mail - Please print name _____

Royal Mail - Signature: _____

For Royal Mail Use Only

Date of Handover to Royal Mail

Arrival Time at Royal Mail

For Customer Use only

Customer Defined Information Field

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Summary Manifest example:

Carrier Name: ...ACME Mail.....

Handover Date:.....

Inward Mail Centre:.....

Sheet.....of.....

The following Postings are handed over today:

Name of Contract Holder	Customer Name A	Customer Name B	Customer Name C etc						
Account number	1234								
Docket number	UJ999								
PPI Licence number	00024								
Total number of trays Including net effect of + and - Exceptions	80								
Total number of bags Including net effect of + and - Exceptions	100								
Total bags and trays Including net effect of + and - Exceptions	180								
			9						

This delivery note does **not** constitute acceptance that the above details are correct, as these details will be subject to Royal Mail revenue protection and mails verification checks. For the avoidance of doubt, this document only acknowledges the handover of Mailing Items on a time and date specified.

Signature Royal Mail.....

For Royal Mail Use Only:

Date of handover to Royal Mail:
Arrival time at Royal Mail:

Please Print Name.....

Signature Carrier

Please Print Name.....

For Customer Use Only
Customer Defined Information Field

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9.4 Agreeing the Client Report

Each day DSACC will generate an email message to inform the Customer that their Client Report (see Figure 23) is available to view. The Client Report enables the Customer and Royal Mail to agree the adjustments made to the Daily Posting docket. The docket cannot be approved until agreement is received from the Customer. The Client Report is comprised of a summary report and other supporting information, e.g. under volume bags and missorts. Once the Client Report is approved, the Daily Posting is released for processing by Royal Mail. The exception to this arrangement is that when there are no adjustments to the Customers' declared Daily Posting, Royal Mail will automatically release the mail for processing rather than wait for the Customer to approve the Client Report.

Figure 23: Client Report

E*Pro – Electronic Docket Submission

Client Report

Docket Number: Z05001111

Date:dd/mm/yyyy

Sortation Level	Variation in DSA items actually received versus E*Pro	Under volume bag items	Amendment to E*Pro docket due to adjustments
		Items in under-volume bags removed from the DSA rate and charged at under volume bag rate	Increase/decrease in items to be charged at relevant DSA rate
GRAND TOTAL		0	0

Uploaded DSA items	<input type="checkbox"/>	<i>All items at the DSA rates uploaded by customer to E*Pro before 06:30</i>
Uploaded STL items	<input type="checkbox"/>	<i>All items at the STL rates uploaded by customer to E*Pro before 06:30</i>
Total uploaded to E*Pro docket	<input type="checkbox"/>	<i>Total items uploaded by customer to E*Pro before 06:30</i>
Amendment to E*Pro docket	<input type="checkbox"/>	<i>Increase/decrease in items to be charged at the relevant DSA rate</i>
Final DSA items after adjustment	<input type="checkbox"/>	<i>Total items on docket to be charged at relevant DSA rate</i>
Final STL items after adjustment	<input type="checkbox"/>	<i>Total items on docket to be charged at relevant STL rate due to non-compliance</i>

<input type="checkbox"/> Under volume bag items at under volume bag rate	<input type="checkbox"/>	Number of under volume bags	<input type="checkbox"/>
<input type="checkbox"/> Under volume bag items at Access Rate	<input type="checkbox"/>	Number of under volume bags	<input type="checkbox"/>
<input type="checkbox"/> Under volume bag items from Authorised Additional Exception Reports at under volume bag rate	<input type="checkbox"/>	Number of under volume bags	<input type="checkbox"/>
<input type="checkbox"/> Under volume bag items from Authorised Additional Exception Reports at Access Rate	<input type="checkbox"/>	Number of under volume bags	<input type="checkbox"/>
<input type="checkbox"/> Adjustments			
<input type="checkbox"/> Non-Compliance			

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9.5 Agency Overlay Report

In order for Royal Mail to produce an invoice for each Agency Customer's Daily Posting on its Operators account, the Operator must provide to DSACC by 18:00 each day, information in the form of an Agency Overlay Report (see Figures 24 & 25). The Agency Overlay Report must detail the total number of Mailing Items posted by format and weight for each service (including by weight band for Access 120, 1400 and Walksort services) in accordance with Schedule 1, paragraph 9.9 of the Access Agreement - Agency Version. The Agency Overlay Report must also discretely identify each Agency Customer by use of the Royal Mail generated unique Customer account number (as provided by Royal Mail Wholesale as part of the account set up process). The Agency Overlay Report comprises the elements of each Agency Customers Postings within each day's agreed Client Report.

Figure 24: Example Agency Overlay - National

E*Pro – Electronic Docket Submission		
Docket Adjustment – Agency Overlay		
Docket Number: Z05001111	Overlay Date: dd/mm/yyyy	
Customer: A.B Sample Ltd	Account: 123456789	
Description	Items	Average Weight (g)
A.B Sample – Agency Customer A (000000001)		
01 – IMC\120\Letters\Manual	400	50
01 – IMC\120\Packets\Manual	100	50
01 – IMC\1400\Letters\Manual	210	50
01 – IMC\700\Letters\CBC	110	50
Sub Total	820	
A.B Sample – Agency Customer B (000000002)		
01 – IMC\120\Letters\Manual	100	50
01 – IMC\120\Packets\Manual	10199	50
01 – IMC\1400\Letters\Manual	400	50
01 – IMC\700\Letters\CBC	300	50
Sub Total	10999	
A.B Sample – Agency Customer C (000000003)		
01 – IMC\120\Letters\Manual	200	50
01 – IMC\120\Packets\Manual	100	199
01 – IMC\1400\Letters\Manual	200	50
01 – IMC\700\Letters\CBC	300	50
Sub Total	800	
Grand Total	12619	

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Figure 25: Example Agency Overlay - Zonal

E*Pro - Electronic Docket Submission

Docket Adjustment - Agency Overlay		
Docket Number: Z05001111	Overlay Date: dd/mm/yyyy	
Customer: A.B Sample Ltd	Account: 123456789	
Description	Items	Average Weight (g)
A.B Sample - Agency Customer A (000000001)		
01 - IMC\120\Letters\Manual\ZoneA	50	50
01 - IMC\120\Letters\Manual\ZoneB	50	50
01 - IMC\120\Letters\Manual\ZoneC	50	50
01 - IMC\120\Letters\Manual\ZoneD	50	50
01 - IMC\1400\Letters\Manual\ZoneA	20	20
01 - IMC\1400\Letters\Manual\ZoneB	20	20
IMC\1400\Letters\Manual\ZoneC	20	20
01 - IMC\1400\Letters\Manual\ZoneD	20	20
01 - IMC\700\Letters\CBC\ZoneA	10	10
01 - IMC\700\Letters\CBC\ZoneB	10	10
IMC\700\Letters\CBC\ZoneC	10	10
IMC\700\Letters\CBC\ZoneD	10	10
Sub Total	320	
Grand Total	320	

9.6 Early Release Agreement

This Agreement allows Royal Mail Wholesale automatically to release mail once Revenue Protection checks are completed rather than wait for the Client Report to be sent to the Customer. This enables earlier processing of their mail. For full details (speak to your Access Account Manager or) please download the Early Release Agreement on www.royalmailwholesale.com.

9.7 Waybill documentation

Where an appropriate Container agreement has been signed to allow the use of Containers for the handover of mail, it is necessary for a waybill to be provided. The waybill controls the volume of Containers in use, in line with the Container agreement and supports the one for one exchange of Containers. Example of a waybill can be found in Figure 26

Figure 26: Waybill

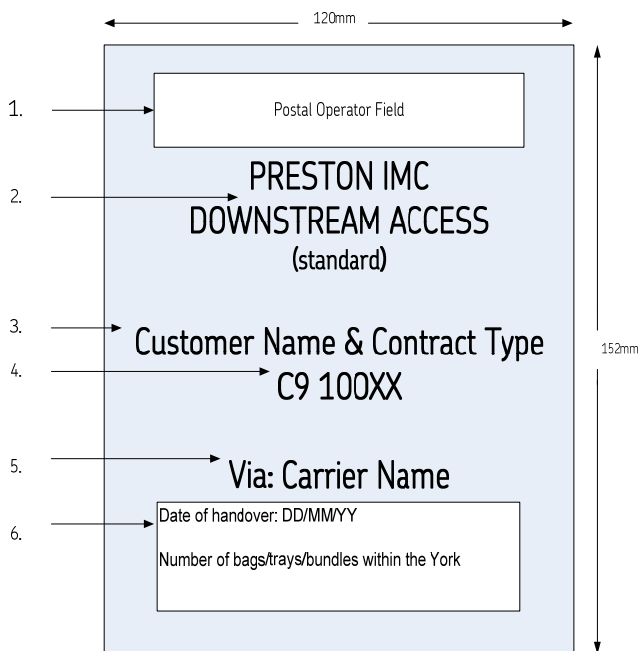
Downstream Access Container Waybill			
Customer Name			
Mail Centre Name:			
Container Type	Handover	Returned	Balance
Yorks (1)			
Trays			
Bags (2)			
ALPS			
<small>(1) Ensure Yorks used to return Trays or ALPS are included in York returned figure—should not exceed handover figure (2) For a UK Mail Red cage or TNT Magnum use an average fill of 250 bags</small>			
RM Name		Driver Name	
RM Signature		Driver Signature	
Date		Date	

9.8 York card documentation

Where an appropriate Container agreement has been signed to allow the use of Yorks for the handover of mail, it is necessary for each York to have clearly and visibly displayed a York card. The information contained within the York card enables the accurate and efficient handling of your Daily Posting.

Example of a York card can be found in Figure 27. (Please see Figure 13 for Mixed Weight York card)

Figure 27: York card



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- 1) Postal Operator Field – For your own use
- 2) IMC – The name of the IMC being accessed
- 3) Customer Name & Contract Type – Name of the Agreement holder and either National/Zonal. (Please contact your Account Manager to discuss required details for an Agency Customer listed in Schedule 6/7)
- 4) C9 100XX – Unique C9 number of the Agreement holder
- 5) Carrier Name – Clearly show the carrier details
- 6) Date & Numbers – Must show the actual date of handover to an individual IMC & the accurate number of bags/trays/bundles contained within the York.

10. Calculating the Postage

This section details the process for calculating the Access Charges for Postings segregated in accordance with Section 5 of this User Guide.

10.1. Calculating the Postage for Mailing Items weighing up to & including 100g

(a) Postage for Letters/Large Letters/A3 Packets and Packets weighing up to and including 100g in weight

The Postage for such Mailing Items within a Posting is calculated by multiplying the total number of such Mailing Items by the relevant per Mailing Item Access Charge according to the format and the relevant sortation level (Access 1400, Access 120, Access 120 OCR, Access 120 CBC, Access 700 CBC or Access Walksort).

Postage = Total number of Mailing Items x per Mailing Item Access Charge for the format at the relevant sortation level.

(b) Prices for First Class STL Mailing Items with weights up to and including 100g

In those limited cases where First Class STL rates are payable, the charges are calculated by multiplying the total number of Mailing Items by the prevailing 0-100g First Class STL rate for that format.

10.2. Calculating the Postage for Mailing Items weighing over 100g & up to & including 250g

(c) Postage for Large Letters/A3 Packets and Packets weighing over 100g and up to and including 250g in weight

The Postage for such Mailing Items within a Posting is calculated by multiplying the total number of such Mailing Items by the relevant per Mailing Item Access Charges according to the format and the relevant sortation level (e.g. Access 1400, Access 120 or Access Walksort)

Postage = Total number of Mailing Items x per Mailing Item Access Charge for the format at the relevant sortation level.

(d) Prices for First Class STL Mailing Items weighing over 100g and up to and including 250g in weight

In those limited cases where First Class STL rates are payable, the charges are calculated by multiplying the total number of Mailing by the prevailing 100g to 250g First Class STL rate for that format.

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10.3. Calculating the Postage for Mailing Items weighing over 250g

Step One: Calculating the average item weight

In order to calculate the Access Charges for such Mailing Items, the average weight per format will first need to be calculated for each bag using the following formula:

$$\frac{\text{Total weight of Mailing Items weighing over 250g}}{\text{Total number of Mailing Items weighing over 250g}} = \text{Average Weight}$$

Step Two: The Per Mailing Item Access Charges are calculated by using the relevant pricing formula for the relevant weight step for the format at the relevant sortation level (Access 1400 or Access 120 or Access Walksort).

Step Three: The Access Charges for such Mailing Items are calculated by multiplying the total number of such Mailing Items by the Per Mailing Item Access Charges calculated in accordance with steps 1 and 2 above.

(e) Prices for STL Packets with weights of over 250g

- The Average Weight is determined in accordance with Step One of above. The prevailing First Class STL rate for that format is calculated for that Average Weight.
- The total charges for such Mailing Items within a Posting are calculated by multiplying the total number of such Mailing Items by the relevant price for that format at the Average Weight as determined above.

10.4. Calculating the Postage for Responsible Mail™ Mailing Items

In conjunction with any one of the above sortation levels additional price savings can be made if your Mailing Items meet the Responsible Mail™ specification. Please refer to the Responsible Mail™ Schedule for the current price discounts. www.royalmailwholesale.com

11. Despatching the Posting

11.1. Pre - Notification of Posting

There are three stages to advising Royal Mail of the Customer's intention to post a Daily Posting. Stages 1 and 2 must be submitted to Royal Mail via the web service provided by Royal Mail 'DocketHub' with Stage 3 submitted via E*Pro. This is designed to enable Royal Mail to ensure sufficient staff and other resources are to hand to meet the Service Standard. The three stages that the Customer must comply with are:

- Stage 1: 7 day rolling forecast
- Stage 2: 24 hour pre-notification
- Stage 3: 06:30 (on day of handover) Posting Docket and Manifest(s)

Technical specifications for E*Pro can be found via <http://www.royalmailwholesale.com>. Technical specifications for DocketHub are to be found at <http://www.DocketHub.com>, or via a link at www.royalmailwholesale.com

11.2. 7 Day Rolling Forecast

The Customer must provide DSACC by 10:00 each Working Day with a daily rolling forecast of its posting intentions.

In the case of each Pre-sorted Agency Posting the Customer must provide DSACC each Working Day with a discrete daily rolling forecast of the Posting intentions of each relevant Agency Customer.

The forecast will include anticipated volume of Mailing Items at each Inward Mail Centre and the Customer shall use reasonable endeavours to provide a breakdown of the format by service of Mailing Items expected to be handed over on each of the next 7 Working Days. This forecast must be sent electronically via the web service provided by Royal Mail 'DocketHub' or other systems as Royal Mail may make available and in the format specified in Appendix D and in the technical specifications on the DocketHub website at <http://www.DocketHub.com> or via a link at www.royalmailwholesale.com

11.3. 24 hour Pre-notification

Within the 7 day rolling forecast, (and for Pre-Sorted Postings presented by Agency Customers, listed in Schedule 6/7 of the Access Agreement – Agency Version) the Customer must provide DSACC with pre-notification by 10:00 of each Working Day of the Postings it intends to hand over the next Working Day.

The pre-notification will include the volume format and service breakdown for the Posting for the following Working Day to be handed over at each Inward Mail Centre. This forecast must be sent electronically via the web service provided by Royal Mail 'DocketHub' or other systems as Royal Mail may make available and in a format specified in Appendix D and in the technical specifications on the DocketHub website at <http://www.DocketHub.com> or via a link at www.royalmailwholesale.com.

11.4. 06:30 Posting Docket and Manifests

The Customer must provide DSACC with confirmation of the details of the Postings to be handed over by the Customer at each Inward Mail Centre during that Working Day's Access Slot. This consists of a Posting Docket per Daily Posting and Manifests for each Inward Mail Centre. This must be sent electronically via E-pro and be confirmed by the Customer and received by DSACC after processing by E*Pro no later than 06:30 on the day of handover to Royal Mail.

12. Access Times

12.1. Access Windows

Daily Postings must be handed over at Inward Mail Centres during the Access Window. The Access Window is Monday to Saturday 07:30 to 12:00.

12.2. Access Slots

The Customer 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. Agreed Access Slots will be allocated to the Customer prior to the Commencement Date. Access Slots will be booked on a 'first come first served' basis.

Access Slots are available as follows:

Access Slots	Access Slots	Access Slots
07:30 – 08:00	09:00 – 09:30	10:30 – 11:00
07:45 – 08:15	09:15 – 09:45	10:45 – 11:15
08:00 – 08:30	09:30 – 10:00	11:00 – 11:30
08:15 – 08:45	09:45 – 10:15	11:15 – 11:45
08:30 – 09:00	10:00 – 10:30	11:30 – 12:00
08:45 – 09:15	10:15 – 10:45	

The Customer is required to arrive at the Inward Mail Centre within the agreed Access Slot for that Inward Mail Centre.

12.3. Access Slot Change Request Process

The aim of this process is to ensure that requests for new or changes to existing Access Slots are managed in a controlled way. All requests and notification of changes to Access Slots are to be made via DocketHub.

Within three months of the Commencement Date Royal Mail will consider reasonable requests to change the Customer's Access Slots. After this initial period the Customer may request a change to the timing of the Customer's Access Slots up to 4 times per Inward Mail Centre per annum. Any requests for changes to Access Slots must be made via DocketHub and Royal Mail may require at least 14 Working Days for change requests to be processed. DSACC will either confirm in writing that the Access Slot is available, or if it is not, offer an alternative where available. Whilst Royal Mail will endeavour to meet the Customer's requirements, this may not be possible in every instance. The final decision regarding the allocation of Access Slots rests with Royal Mail.

The Customer must use its existing Access Slot until such time as Royal Mail has confirmed any Access Slot changes in writing. Royal Mail may notify changes to the Access Slots in line with the Agreement.

12.4. Ad-hoc & Additional Access Slot Booking Process

Customers who have opted for the Zonal Access Option may book an Ad-hoc Access Slot via DocketHub. An Ad-hoc Access Slot is an Access Slot which is only required for a limited period at any Mail Centre. Similarly Customers with a National Access Option may book additional slots at particular Mail Centres should volumes warrant. The process for booking these Ad-hoc or additional Access Slots is as follows:

- The Customer must provide at least 10 Working Days notice of implementation at a new Inward Mail Centre.
- The Customer must provide at least 2 Working Days notice of booking an Access Slot for an Inward Mail Centre which a customer had previously accessed. The Customer must notify a request to

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DSACC via DocketHub by 12 midday, 2 Working Days before the required slot and be followed by a back-up telephone call to DSACC, which must also be made by 12 midday 2 Working Days before the slot. If for reasons of operational capacity or capability, Royal Mail is unable to accommodate such an Ad-hoc Access Slot request, it may refuse such a request. A 7 Working Days forecast ahead of the requested slot should be entered on to the system whenever possible. This facility is not available for Key National Posting/Exceptional and Large Posting (KNP/ELP) arrangements detailed at Appendix J.

- The Customer must provide a minimum of 2 Working Days' notice of Access Slots and driver and vehicle details and these are to be uploaded into DocketHub. This must also be confirmed by telephone to DSACC.
- The Customer must specify the lifespan for the Ad-hoc or Additional Access Slot from one day up to a maximum of 1 calendar month period.
- Ad-hoc or additional Access Slots will be booked on a 'first come first served' basis.
- Once the lifespan of the Access Slot has elapsed the Access Slot will be released for other Customers to use.

Royal Mail reserves the right to withdraw the Ad-hoc facility and raise any reasonable charges if it believes a Customer is misusing the facility.

The Customer must provide volume forecasts, pre-notification and Manifest as per Section 11 and consumable ordering as per Section 8.

12.5 Multiple Vehicles per Access Slot

If a Customer needs to use more than one vehicle to bring in their Posting in their pre-booked Access Slot, due to volume, the Customer must notify DSACC at least 2 Working Days in advance via email stating the number of vehicles they intend to use. For all additional vehicles the current driver and vehicle requirements as detailed in Section 13, must be complied with.

If there is a requirement to use double deck trailers, agreement and notification must be confirmed with DSACC before their use is permitted.

13. Handover

13.1. Security Procedures

The Customer must supply DSACC with an up-to-date list of all driver names and vehicle registrations that will visit each Inward Mail Centre. There is a maximum of 15 driver names and 15 vehicles per Inward Mail Centre in order to manage access volumes going forward. This information must be supplied and maintained using the web based service provided by Royal Mail through 'DocketHub'.

On arrival at the Inward Mail Centre, Royal Mail will check the driver's identity badge (which must carry a photograph) and vehicle registration against the list supplied by the Customer. The Customer or their carrier will be required to provide an example of their photographic identity badge to DSACC in electronic format. Royal Mail will refuse access to any driver or vehicle whose details do not appear on the list, unless contingency arrangements have been agreed by DSACC.

The Customer must ensure that any changes to the list (names, vehicles and effective dates) are actioned through 'DocketHub' no less than 48 hours in advance of the change coming into effect. As a contingency, Royal Mail will allow access to an Inward Mail Centre for a non-listed driver and/or vehicle subject to the Customer providing DSACC with at least one hour's prior notification by fax or e-mail of the details of the non-listed driver/vehicle. The Customer's driver must carry a letter of authority in a format agreed by Royal Mail to verify their details.

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13.2. Health and Safety

Royal Mail will provide the Customer with details of any site-specific health and safety requirements and the Customer will be required to ensure that all the Customer's employees and agents comply with such Health and safety requirements.

As a minimum, Royal Mail will require all drivers to wear toe-protecting safety shoes and high visibility jackets whilst on Royal Mail premises. All drivers must also comply with all Royal Mail on-site traffic rules. All drivers will only have access to the areas of the Inward Mail Centre directly related to the handover of Mailing Items. Drivers must not enter any other areas e.g. sorting hall and staff restaurant.

All drivers must follow any health and safety instruction given by any Royal Mail employee.

13.3. Dock Allocation

On arrival at the Inward Mail Centre, a Royal Mail employee will direct the driver to the appropriate unloading dock. If the dock area is busy, Royal Mail employees will ask the driver to wait until the dock has been cleared before the vehicle is unloaded.

13.4. Unloading & Handover

Each Condition 9 Agreement is a self-contained Agreement, independent of any other Condition 9 Agreement and the terms and conditions of each must be met discretely. Where the carrier is handing over Daily Postings for one or more Condition 9 Agreements, Postings on each Condition 9 Agreement must not be mixed and must be clearly identified by indicating whether National or Zonal on the York card (if a York Agreement has been signed).

- Where a carrier is presenting mail on behalf of more than one Access contract holder, each Posting must be presented separately.
- The carrier shall ensure that as soon as the average volume of a Daily Posting by an Agency Customer (if listed in Schedule 6/7 of the Agency Agreement) over any consecutive three month period:
 - Exceeds 500 bags/trays it shall present each subsequent Posting by that Agency Customer separately and physically segregated from Non-Agency Postings and other Agency Postings unless and until the average Daily Posting by that Agency Customer falls below 500 bags/trays during a subsequent consecutive three month period; and
 - Exceeds 3000 bags/trays, it shall present each subsequent posting by that Agency Customer separately and physically segregated from Non-Agency Postings and other Agency Postings and ensure that the Posting is not combined with any other Posting in the same York unless and until the average Daily Posting by that Agency Customer falls below 3000 bags/trays during a subsequent consecutive three month period.
- For information on unloading a KNP/ELP please see appendix J
- The driver must unload the Posting into Royal Mail Containers when and where directed by a Royal Mail employee.
- Each separate Posting must be unloaded into separate Containers when and where directed by a Royal Mail employee; this will facilitate the revenue protection checks against each Posting.
- Where the Customer has been provided with Royal Mail Yorks, the driver is responsible for unloading/reloading the Yorks when and where directed by a Royal Mail employee.

All Postings handed over to an Inward Mail Centre must be accompanied by two hard copies of the Manifest or preferably the Summary Manifest. These Manifests must not be placed inside bags/trays. At handover, the Royal Mail employee will sign, time and date both copies of the Manifest. Note that this procedure does not represent acceptance of the Posting in terms of volume, formats, or contents; it simply acknowledges that a

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quantity of items has been handed over. Royal Mail and the Customer's driver will each retain one copy of the Manifest.

Amalgamation of discrete Customer Postings in Yorks

Where the carrier is handing over Containers in Yorks and where the carrier wishes to amalgamate its customers' Containers in the same York, the carrier may do so provided:

- They are presented in accordance with the requirements of this section 13.4
- Each such York has an attached cage card specifying the number of Containers by customer in each York; and
- Undertakes all reasonable efforts to ensure that the Postings combined in a single York are not unnecessarily mixed i.e. separation by a layer of cardboard or some other effective means.

13.5. Exiting the Site

Once the vehicle has been unloaded the Customer's driver or the driver of its carrier will move away from the dock as soon as practicable (whilst observing the speed limit) and leave the site as directed by Royal Mail employees.

13.6. Contingency

In the event of a Royal Mail Inward Mail Centre being inaccessible for any reason, Royal Mail contingency plans will apply. DSACC will notify the Customer of alternative arrangements and any subsequent change or reversion to normal practice as soon as is practicable.

14. Revenue Protection

Royal Mail reserves the right to sample Postings received from the Customer to ensure compliance with the Access Agreement. Failure to meet required standards will result in Royal Mail taking action in accordance with the Procedures for Handling Non-compliant Postings, set out in Section 15. Where sampling gives a statistically valid result then Royal Mail reserves the right to adjust the whole Posting(s) in line with those results.

15. Procedures for Handling Non-compliant Postings

Royal Mail will carry out checks on all Postings to ensure they are compliant with the terms and conditions of the Access Agreement (including this User Guide).

If after Revenue Protection checks Royal Mail has identified that Postings fail to comply with the Access Agreement, Royal Mail shall notify the Customer (including by telephone or electronically) as soon as is reasonably practicable after identifying the error but no later than within 24 hours after notification and will hold the Mailing Items pending agreeing a resolution to the issue with the Customer. If following the Customer's inspection (or the expiry of the 24 hour period) Royal Mail remains satisfied that there has been an error, Royal Mail may proceed to implement the procedures within this Section.

Royal Mail will not undertake any rectification action until such time as the timescales, charges or surcharges for the rectification of such faults has been agreed in writing (including, electronically or by fax) with the Customer's nominated contact.

The following table details the actions Royal Mail may take in the event of non-compliance. In this table, "**relevant segment of the Posting**" means that part of the Posting(s), which relates to an individual Posting(s) in relation to which the non-compliance has been identified. In this Section reference to Containers shall apply to bundles as presented as per the Unbagged specification Appendix F.

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15.1. Pre-notification and Pre-advice	
Issue	Corrective Actions
<p>15.1.1 No receipt of 24/<u>36</u> Hour pre- notification</p>	<ul style="list-style-type: none"> • If the details of the Posting(s) have not been pre-notified Royal Mail shall be entitled to refuse handover of the Posting(s). • If the Customer fails to provide pre-notification by: <ul style="list-style-type: none"> I. <u>Standard Access - 10:00 on the Working Day prior to day of handover</u> II. <u>Premium Access - 10:00 on the Working Day preceding the Handover Day, or on the Friday when the Handover day in on a Sunday.</u> <p>and the Customer still wishes to hand over the Posting(s), the Customer must contact DSACC to agree on arrangements for the handover of the Posting(s).</p>
<p>15.1.2 Inaccurate 24/<u>36</u>-hour pre-notification</p>	<p>If the actual number of Letters, Large Letters A3 Packets or Packets handed over at an individual Inward Mail Centre is more than the volume forecasted and the variation from the 24 <u>and/or the 36</u> hour pre-notification is more than 15% or 1000 Mailing Items (whichever is the greater):</p> <ul style="list-style-type: none"> • Royal Mail shall be entitled to refuse to allow the hand over of the relevant segment of the Posting(s) (which means the format(s) that are outside of this tolerance). • If Royal Mail is able to agree to the handover of the relevant segment of the Posting(s) that is outside of this tolerance on that day then the Customer's nominated contact will be notified and the Posting Docket and Manifests will be amended to reflect the fact that the relevant Mailing Items will be processed as if they had been received on the following Working Day. Royal Mail reserves the right to pass on any reasonable additional staff costs that may be incurred in processing the additional volumes. • If the actual number of Letters, Larger Letters, A3 Packets, or Packets handed over at an individual Inward Mail Centre is less than the volume forecasted and the variation from the 24/<u>and or the 36</u> hour pre-notification is more than 15% or 1000 Mailing Items (whichever is the greater) Royal Mail reserves the right to charge all reasonable staff costs that have been incurred as a result of aligning and bringing in resource to deal with the forecast submitted.

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15.1.3 Inaccurate 06:30 <u>and/or, 21:30 (06:30 on Sundays)</u> Posting Docket and Manifests	If the Customer becomes aware of a variance to the Posting Docket(s) and Manifests advised by 06:30 due to events outside its control the Customer must inform DSACC immediately via DocketHub of any misrouted Containers and of any exceptions (including additional Containers) no later than the following times that Working Day:	
	Standard Access – inaccurate 06:30 Posting Docket and Manifest	Premium Access – inaccurate 21:30 (06:30 on Sundays) Posting Docket and Manifest
	<u>I. 06:30 for IMCs with a handover time up and including 09:30</u>	<u>I. 22:00 on that Working Day (or 07:00 on Sundays)</u>
	<u>II. 08:30 for IMCs with a handover time of up to and including 11:00;</u>	
	<u>III. 10:00 for all other IMCs.</u>	
<ul style="list-style-type: none"> • 06:30 for IMCs with a handover time up and including 09:30 • 08:30 for IMCs with a handover time of up to and including 11:00; and • 10:00 for all other IMCs. • If the number of Letters, Large Letters, A3 Packets or Packets varies from the 06:30 <u>or 21:30 (06:30 on Sundays)</u> Manifests Royal Mail may refuse to allow the hand over of exceptional Containers and Royal Mail will amend each relevant Manifest and Posting Docket accordingly. • All agreed exceptions shall be recorded by the Customer within DocketHub as per the timescales above. • Where the actual variance is in excess of the number of items or Containers declared and Royal Mail is able to agree to the handover of the exceptions on that Day, Royal Mail will notify the Customer’s nominated contact and the Posting Docket(s) and Manifest(s) will be amended to reflect the fact that the relevant Mailing Items will be processed as if they had been received in the following Working Day. Royal Mail may require all additional Containers reported to DSACC via exception reports to be handed over separately at the handover point of the relevant IMC. 		

15.2. Arrival	
Issue	Corrective Actions
15.2.1 No Access Slot has been booked at DSACC for an Inward Mail Centre	<ul style="list-style-type: none"> • If the Customer arrives at an Inward Mail Centre without booking an Access Slot then Royal Mail will not allow the handover of the Posting(s). • If the Customer fails to book an Access Slot and the Customer still wishes to hand over the Posting(s), the Customer must contact DSACC to agree on arrangements for the handover of the Posting(s).
15.2.2 Non-arrival of Posting(s)	<ul style="list-style-type: none"> • If a pre-notified Posting(s) does not arrive on the due day that Posting(s) will be considered void and will be logged by DSACC. • Royal Mail reserves the right to levy a charge to cover reasonable costs against the Customer if an expected Posting(s) does not arrive.

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15.2.3 Non adherence to site security	<ul style="list-style-type: none"> • The Customer must comply with the notified site-specific security procedures (including contingency arrangements). Where these are not complied with, Royal Mail will refuse the driver access or ask him or her to leave. • Wherever possible Royal Mail will provide reasonable notification of changes to security procedures.
15.2.4 Arrival time outside of Access Window	<ul style="list-style-type: none"> • If the Customer is unable to meet the agreed Access Window, Royal Mail will not accept the handover of the Posting.
15.2.5 Arrivals outside of the Access Slots	<ul style="list-style-type: none"> • If the Customer is unable to arrive during the agreed Access Slot they must inform DSACC at the earliest opportunity to request an alternative arrival time and agree on arrangements for the handover of the Posting(s). • If the Customer arrives before the Access Slot (but within the Access Window) Royal Mail may allow the Customer to hand over the Posting(s) if operationally feasible. If Royal Mail is unable to accept handover the driver will be asked to wait or leave the premises until the Customer's allocated Access Slot or an earlier Access Slot becomes available. • If the Customer arrives after the Access Slot (but within the Access Window) the Posting(s) will be handed over if operationally feasible for Royal Mail, subject to the Customer gaining prior approval from DSACC. If the Posting(s) can only be accepted after the Access Slot (but within the Access Window), the Customer's nominated contact may be notified by DSACC that the Manifest has been altered to reflect the fact that the Posting(s) has been deemed to have been received on the following Working Day, subject to workload constraints imposed by the disruption to expected workflows.
15.2.6 No notification provided for multiple vehicles in a pre-booked Access Slot	<ul style="list-style-type: none"> • If the Customer fails to provide the necessary notification of multiple vehicles and still wishes hand over the Posting(s), the Customer must contact DSACC to agree arrangements for the handover of the Posting(s). If the Customer has not notified DSACC that they will be bringing in multiple vehicles within their pre-booked Access Slot then Royal Mail may not allow the handover of the Posting(s).
15.2.7 <u>Premium Access - Failure to leave dock by 00:45 (10:15 on Sundays)</u>	<ul style="list-style-type: none"> • <u>If the Customer's driver has not finished unloading by 00:45 (10:15 on Sundays), he shall be required to leave the dock having reloaded any unloaded Mailing Items on to the vehicle.</u>

15.3. Documentation	
Issue	Corrective Actions

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<p>15.3.1 No Posting Docket(s) or Manifest(s) received at DSACC</p>	<ul style="list-style-type: none"> • If the relevant Posting Docket(s) and Manifest(s) have not been received by DSACC by: <ul style="list-style-type: none"> <u>I. Standard Access - 06:30</u> <u>II. Premium Access - 21:30 (06:30 on Sundays)</u> <p>on the day of handover Royal Mail will not accept the Posting(s).</p> <ul style="list-style-type: none"> • The Customer must contact DSACC at the earliest opportunity to agree possible arrangements for the handover of the Posting(s).
<p>15.3.2 Hard copy Manifest(s) not received at handover at Inward Mail Centres.</p>	<ul style="list-style-type: none"> • Royal Mail will in some circumstances allow hand over of Mailing Items in respect of which a hard copy Manifest(s) has not been received. Providing that the 06:30 <u>or 21:30 (06:30 on Sundays)</u> Daily Posting Docket has been received, the Customer will be allowed to hand over the Posting(s) in respect of which a hard copy Manifest(s) has not been received. However, it will not be processed until such time as the hard copy Manifest(s) relating to that Posting(s) is received at the Inward Mail Centre and the Mailing Items in question shall be deemed to have been received on the following Working Day. If the Manifest(s) is not received within 24 hours, Royal Mail may request the Customer to collect the Posting(s) and Royal Mail reserves the right to levy a charge for the reasonable costs of handling the Posting(s). In this case, the Posting Docket(s) will be adjusted and the Mailing Items must be included on a subsequent and relevant Posting Docket(s). • <u>Collections of Premium Mailing Items must take place either during that day's Premium Access Window or during the next day's Standard Access Window</u> • Royal Mail reserves the right to refuse any subsequent Postings at the Inward Mail Centre from the Customer until the relevant Manifest(s) has been received. • In the event that the Posting(s) has not been collected by the Customer during the following Working Day Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. • In the event that the Posting(s) has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of a relevant segment of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling

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<p>15.3.3 The number of Mailing Items declared on the Manifest(s) does not tally with the number of Mailing Items handed over.</p>	<ul style="list-style-type: none">• Any variance detected through sampling between the numbers of Mailing Items declared on the Manifest(s) from those actually handed over at the Inward Mail Centre, will be used to amend the Posting Docket(s) and Manifest(s).• Where Royal Mail has statistically significant evidence that the number of Mailing Items declared on the Manifest(s) represents an error across all relevant segments, then Royal Mail reserves the right to amend the total posting based upon the statistically significant evidence.<ul style="list-style-type: none"><u>I. Standard Access</u><ul style="list-style-type: none">• Royal Mail reserves the right to hold the relevant segment of the Posting(s), either in part or in total, until such time as the changes are agreed.• The Customer may collect the relevant segment of the Posting(s) and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. In the event that the relevant segment of the Posting(s) is not collected within 5 Working Days, Royal Mail reserves the right to dispose of the relevant segment of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs incurred in handling.<u>II. Premium Access</u><ul style="list-style-type: none">• <u>In reliance on the Customer's agreement not to dispute the rectification action the relevant segment of the Posting(s) will be processed</u> <p>Exception to this remedy:</p> <ul style="list-style-type: none">• Due to the Mixed Weight system constraints, if an Under Volume Bag is sampled on a Mixed Weight posting, and the actual number of Mailing Items handed over differs from the declared value, Royal Mail will invoice the declared value only.
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<p>15.3.4 The weight of the Mailing Items declared on the Manifest(s) does not tally with the weight of the Mailing Items handed over.</p>	<ul style="list-style-type: none"> • Any variance detected through sampling between the weights declared on the Manifest(s) from the actual weight of Mailing Items handed over at the Inward Mail Centre will be used to amend the Posting Docket and Manifests. • Where Royal Mail has statistically significant evidence that the weight variance declared on the Manifest(s) represents an error across all relevant segments, then Royal Mail reserves the right to amend the Posting(s) based upon the statistically significant evidence. <p><u>I. Standard Access</u></p> <ul style="list-style-type: none"> • The relevant segment of the Posting(s) will only be processed subject to reaching agreement with the Customer on the rectification of the Manifest(s). • Royal Mail reserves the right to hold the relevant segment of the Posting(s), either in part or in total, until such time as the changes are agreed. • The Customer may collect the relevant segment of the Posting(s) and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. In the event that the relevant segment of the Posting(s) is not collected within 5 Working Days, Royal Mail reserves the right to dispose of the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs incurred in handling. <p><u>II. Premium Access</u></p> <ul style="list-style-type: none"> • <u>In reliance on the Customer's agreement not to dispute the rectification action the relevant segment of the Posting(s) will be processed</u> <p>Exception to this remedy:</p> <ul style="list-style-type: none"> • Due to the Mixed Weight system constraints, if an Under Volume Bag is sampled on a Mixed Weight posting, and the actual weight of the Mailing Items handed over differs from the declared value, Royal Mail will invoice the declared value only.
<p>15.3.5 The format of the Mailing Items declared on the Manifest(s) does not tally with the format of the Mailing Items handed over</p>	<ul style="list-style-type: none"> • Any variance detected through sampling between the format declared on the Manifest(s) and the actual format of the Mailing Items handed over at the Inward Mail Centre will be used to amend the Posting Docket and Manifests. • Where Royal Mail has statistically significant evidence that the variance declared on the Manifest(s) represents an error across all relevant segments, then Royal Mail reserves the right to amend the Posting(s) based upon the statistically significant evidence. • The relevant segment of the Posting(s) will only be processed subject to reaching agreement with the Customer on the rectification of the Manifest(s). • Royal Mail reserves the right to hold the relevant segment of the Posting(s), either in part or in total, until such time as the changes are agreed. • The Customer may collect the relevant segment of the Posting(s) and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. In the event that the relevant segment of the Posting(s) is not collected within 5 Working Days, Royal Mail reserves the right to dispose of the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs incurred in handling. <p>Exception to this remedy:</p> <ul style="list-style-type: none"> • Due to the Mixed Weight system constraints, if an Under Volume Bag is sampled on a Mixed Weight posting, and the actual format of the Mailing Items handed over differs from the declared format, Royal Mail will invoice at the declared format only.

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<p>15.3.6 Non receipt of Agency Overlay Report by 18:00 on the day of handover <u>and/or 12:00 (midday) the day after the Handover Day.</u></p>	<ul style="list-style-type: none"> If the relevant Agency Overlay Report has not been received by DSACC by 18:00 on the day of handover, Royal Mail will invoice the Customer as per the approved Client Report for that day: <ul style="list-style-type: none"> <u>I. Standard Access - 18:00 on the day of handover</u> <u>II. Premium Access - 12:00 (midday) on the day after Handover Day.</u>
<p>15.3.7 Inaccurate 18:00 <u>and /or 12:00 (midday)</u> Agency Overlay Report for the Daily Posting.</p>	<ul style="list-style-type: none"> If there is any error in the detail of the Agency Overlay Report, Royal Mail shall at the Operators request and cost, issue amended invoices and/or credit notes to the Agency Customers, providing Royal Mail receives such a request within 2 Working Days. Where an Agency Customer disputes the Operator's Agency Overlay Report and that dispute results in additional costs to Royal Mail, Royal Mail may invoice the Operator for its reasonable costs in respect of such an error.

15.4. Indicia	
Issue	Corrective Actions
<p>15.4.1 Mailing Items do not bear an approved Access Indicia of the Customer or the Access Indicia of Agency Customer's Operator, as appropriate</p>	<ul style="list-style-type: none"> If a Posting(s) or a relevant segment of a Posting(s) is found to contain Mailing Items that do not bear an approved clear and legible Access Indicia or carry the Indicia of another customer or any other Royal Mail indicia (e.g.. First Class PPI, Mailsort etc) the Posting(s) or relevant segment of the Posting(s) will NOT be processed. The Customer or the Customer's Operator must collect the Posting(s) or relevant segment of the Posting(s) and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. <u>Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window</u> In the event that the Customer or the Customer's Operator has not collected the Posting(s) or relevant segment of the Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. In the event that the Posting(s) or relevant segment of the Posting(s) has not been collected by the Customer or the Customer's Operator within 5 Working Days, Royal Mail reserves the right to dispose of the Posting(s) or relevant segment of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling.

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<p>15.4.2 Mailing Items do not bear a UK return address</p>	<p>If a Posting(s) or relevant segment of a Posting(s) is found prior to acceptance to contain Mailing Items that do not bear a UK return address, the Posting or relevant segment of the Posting will NOT be processed.</p> <ul style="list-style-type: none"> • The Customer or the Customer’s Operator must collect the Posting(s) or relevant segment of the Posting(s) and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. • <u>Collections of Premium Mailing Items shall take place either during that day’s Premium Access Window or during the next day’s Standard Access Window</u> • In the event that the Customer or the Customer’s Operator has not collected the Posting(s) or relevant segment of the Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. • In the event that the Posting(s) or relevant segment of the Posting(s) has not been collected by the Customer or the Customer’s Operator within 5 Working Days, Royal Mail reserves the right to dispose of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling. • If a Posting(s) or relevant segment of a Posting(s) is found after acceptance, to contain Mailing Items that do not bear a UK return address, Royal Mail may dispose of those Mailing Items, which cannot be delivered at its discretion (in line with Section 8 of the Inland Letter Post Scheme.)
<p>15.4.3 Advertising Mail Mailing Items do not bear the correct Contents Identifier in the Royal Mail Access Indicator area</p>	<p>If a Posting(s) or a relevant segment of a Posting(s) is found to contain Mailing Items that do not bear an approved Contents Identifier:</p> <ul style="list-style-type: none"> • the Customer must collect the Posting(s) or relevant segment of the Posting(s) and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling; • in the event that the Customer has not collected the Posting(s) or relevant segment of the Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage; • in the event that the Posting(s) or relevant segment of the Posting(s) has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Posting(s) or relevant segment of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling; <p>or</p> <ul style="list-style-type: none"> • if Royal Mail agrees that it is reasonably practicable for it to do so, Royal Mail will process the Posting(s) or relevant segment of the Posting(s); • where Royal Mail has statistically significant evidence that the error declared on the Manifest represents an error across all relevant segments, then Royal Mail reserves the right to amend the Posting(s) based upon the statistically significant evidence. <p>Advertising Mail Mailing Items that bear an approved Access indicator but an incorrect Contents Identifier are not be eligible for the Advertising Mail service and the discount will be removed, and that Posting(s) or relevant segment of the Posting(s) will be charged at the relevant applicable Access sortation service.</p>

15.5. Addressing Standards

Issue	Corrective Actions
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<p>15.5.1 Mailing Items that fail to meet the Addressing Standards as specified in Section 2.3 of the User Guide</p>	<ul style="list-style-type: none"> • If a Posting(s) or relevant segment of the Posting(s) fails to meet the Addressing Standards that Posting(s) or relevant segment of the Posting(s); <ul style="list-style-type: none"> I. Standard Access <ul style="list-style-type: none"> • will not be processed. The Customer has the option to either collect the Posting(s) or relevant segment of the Posting(s) (see below) or, if Royal Mail agrees it is operationally feasible to process, the Customer will be charged the prevailing STL for the Posting(s) or relevant segment of the Posting(s) and such Mailing Items will be treated as First Class mail. • If the Customer collects the Posting(s) or relevant segment of a Posting(s), Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. II. Premium Access <ul style="list-style-type: none"> • <u>where Royal Mail and the Customer agree it is operationally feasible to process, the Customer will be charged the prevailing STL rate for the Posting (s) or relevant segment of the Posting(s).</u> • <u>Royal Mail will contact the Customer to agree this course of action before submitting the Client Report. In reliance on the Customer's agreement not to dispute the rectification action the relevant segment of the Posting(s) will be processed as First Class mail.</u> • Where Royal mail is unable to process the Mailing Items, that Posting(s) or relevant segment of the Posting(s) will not be processed. The Customer must collect the Posting(s) or relevant segment of a Posting(s), Royal Mail reserves the right to levy a charge to cover reasonable costs of handling. • <u>Collections of Premium Mailing Items shall take place either during that days Premium Access Window or during the next days Standard Access Window</u> • In the event that the Customer has not collected the Posting(s) or relevant segment of a Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. • In the event that the Posting(s) or relevant segment of a Posting(s) has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Posting or relevant segment of a Posting as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling.
<p>15.5.2 Responsible Mail™ – Intermediate Mailing Items that fail to meet the address and Postcode accuracy as specified in the Responsible Mail™ Schedule.</p>	<ul style="list-style-type: none"> • If a Posting(s) or relevant segment of the Posting(s) fails to meet the address and Postcode accuracy that Posting(s) or relevant segment of the Posting(s) will not be processed at Intermediate Level. • The Customer has the option to either collect the Posting(s) or relevant segment of the Posting(s) or, provide evidence to show that Responsible Mail™ Entry Level address and Postcode accuracy has been met for Royal Mail to treat as Responsible Mail™ Entry Level • If this cannot be provided and if Royal Mail agrees it is operationally feasible to process, the Customer will be charged the prevailing STL for the Posting(s) or relevant segment of the Posting(s) and such Mailing Items will be treated as First Class mail.

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<p>15.5.3 Mailing Items declared as OCR or CBC fail to meet relevant specification</p>	<ul style="list-style-type: none"> • If a Posting(s) or relevant segment of the Posting(s) fails to meet the OCR or CBC specification that Posting(s) or relevant segment of the Posting(s) will not be processed. The Customer has the option to either collect the Posting(s) or relevant segment of the Posting(s) (see below) or, if Royal Mail agrees it is operationally feasible to process, the Customer will be charged the prevailing Access Charge for the relevant Access 120 Service for the Posting(s) or relevant segment of the Posting(s) • Where Royal Mail has statistically significant evidence that the error declared on the Manifest(s) represents an error across all relevant segments, then Royal Mail reserves the right to amend the total posting based upon the statistically significant evidence. • If the Customer collects the Posting(s) or relevant segment of a Posting(s), Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. • In the event that the Customer has not collected the Posting(s) or relevant segment of a Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. • In the event that the Posting(s) or relevant segment of a Posting(s) has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Posting(s) or relevant segment of a Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling. • <u>Collections shall take place either during that day's Premium Access Window or during the next day's Standard Access Window.</u>
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15.6. Mail Presentation	
Issue	Corrective Actions

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<p>15.6.1 Mailing Items are not sorted in line with the Sortation Specification (e.g. Mailing Items are declared as 1400 when they are sorted to 120), or are sorted not using either a mandatory Access Database Version or Access Database Release.</p>	<p>If a Posting(s) or a relevant segment of a Posting(s) is found to contain Mailing Items that are not sorted in line with the correct Sortation Specification, that Posting(s) or relevant segment of the Posting(s) will NOT be processed. The Customer may either:</p> <ul style="list-style-type: none"> • Collect the Posting(s) or relevant segment of the Posting(s), Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. • In the event that the Customer has not collected a Posting(s) or relevant segment of the Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. • In the event that the Posting(s) or relevant segment of the Posting(s) has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Posting(s) or relevant segment of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling. <p>Or</p> <ul style="list-style-type: none"> • If the sortation service declared is incorrect to the actual sortation service used, and Royal Mail agrees that it is reasonably practicable for it to do so, Royal Mail will process the Posting(s) or relevant segment of the Posting(s). • In this case Royal Mail will amend the Posting Docket to reflect that all Mailing Items will be charged at the applicable Access service level to which they have been sorted. For Packets posted under the Condition 9 Access Agreement for Packets (Mixed Weight) the Packets will be charged at the prevailing First Class Packetpost tariff. • Where Royal Mail has statistically significant evidence that the error declared on the Manifest represents an error across all relevant segments, then Royal Mail reserves the right to amend the Posting(s) based upon the statistically significant evidence. <p>Or</p> <ul style="list-style-type: none"> • If a mandatory Access Database Version has not been used, and Royal Mail agrees that it is reasonably practicable for it to do so, Royal Mail will process the Posting(s) or relevant segment of the Posting(s). • In this case Royal Mail will amend the Posting Docket to reflect that all Mailing Items will be charged at the First Class Standard Tariff rate for the format and weight of the Mailing Items handed over. For Packets posted under the Condition 9 Access Agreement for Packets (Mixed Weight) the Packets will be charged at the prevailing First Class Packetpost tariff. • Where Royal Mail has statistically significant evidence that the error declared on the Manifest represents an error across all relevant segments, then Royal Mail reserves the right to amend the Posting(s) based upon the statistically significant evidence. <p>Or</p> <ul style="list-style-type: none"> • If a mandatory Access Database Version Release has not been used, and Royal Mail agrees that it is reasonably practicable for it to do so, Royal Mail will process the Posting(s) or relevant segment of the Posting(s). • In this case Royal Mail will amend the Posting Docket to reflect that all Mailing Items will be charged at the relevant Access Zone D rate for the format and weight of the Mailing Items handed over. • Where Royal Mail has statistically significant evidence that the error declared on the Manifest represents an error across all relevant segments, then Royal Mail reserves the right to amend the Posting(s) based upon the statistically significant evidence.
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<p>15.6.2 Responsible Mail™ Mailing Items do not meet the declared specification</p>	<ul style="list-style-type: none"> • If a Posting(s) or relevant segment of the Posting(s) fails to meet the specific declared Responsible Mail™ Entry Level specification the additional Responsible Mail™ Entry level discount will be removed and that Posting(s) or relevant segment of the Posting(s) will be charged at the declared Access service rate only. • If a Posting(s) or relevant segment of the Posting(s) fails to meet the declared Responsible Mail™ Intermediate Level specification the additional Responsible Mail™ Intermediate level discount will be removed and either: <ul style="list-style-type: none"> • that Posting(s) or relevant segment of the Posting(s) may be processed as Responsible Mail™ Entry Level if it meets the full Entry Level specification; or • if it also fails to meet the Responsible Mail™ Entry Level that Posting(s) or relevant segment of the posting will be will be charged at the declared Access service rate only. • Where Royal Mail has statistically significant evidence that the error declared on the Manifest(s) represents an error across all relevant segments, then Royal Mail reserves the right to amend the total posting based upon the statistically significant evidence. • If the Customer collects the Posting(s) or relevant segment of a Posting(s), Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. • <u>Collections shall take place either during that day's Premium Access Window or during the next day's Standard Access Window.</u> • In the event that the Customer has not collected the Posting(s) or relevant segment of a Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. • In the event that the Posting(s) or relevant segment of a Posting(s) has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Posting(s) or relevant segment of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling.
<p>15.6.3 Containers of Mailing Items are handed over to the wrong Inward Mail Centre (Misrouted Container)</p>	<p>If the Customer hands over Containers of Mailing Items at the wrong Inward Mail Centre (i.e.. containing Mailing Items not post coded to Postcodes served by that particular Inward Mail Centre), the Customer may either:</p> <ul style="list-style-type: none"> • Collect the Container wrongly handed over at the relevant Inward Mail Centre and receive a refund for that Container although Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling these Containers. • <u>Collections shall take place either during that day's Premium Access Window or during the next day's Standard Access Window.</u> • In the event that the Customer has not collected these Containers during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. • In the event that the relevant Containers have not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Mailing Items within these Containers as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling. <p>Or</p> <ul style="list-style-type: none"> • If Royal Mail agrees that it is reasonably practicable, Royal Mail will process the Mailing Items. • In this case Royal Mail will amend the Posting Docket to reflect that the relevant Mailing Items will be charged at the STL rate and such Mailing Items will be treated as First Class mail. For Packets posted under the Condition 9 Access Agreement for Packets (Mixed Weight) the Packets will be charged at the prevailing First Class Packetpost tariff.

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<p>15.6.4 Missorted Mailing Items are found during the processing of the Posting(s)</p>	<p>If Royal Mail finds missorted Mailing Items during the processing of the Posting(s) (after hand over or acceptance), the Customer may either:</p> <ul style="list-style-type: none"> • Collect the missorted Mailing Items from the relevant Inward Mail Centre and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. This Missorted Mailing Item charge includes a per item price + a collection charge per Mail Centre collection. Where such a charge is levied, Royal Mail shall refund the Customer for those missorted Mailing Items at the relevant agreed Access refund rate. The charge and the national average Access refund rate will be set each time Royal Mail adjusts its tariff. Missorted Mailing Item charges and the national average Access refund rate are displayed on the website at www.royalmailwholesale.com/prices. • In the event that the Customer has not collected these Mailing Items during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. • In the event that the relevant Mailing Items have not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling. <p>Or</p> <ul style="list-style-type: none"> • If Royal Mail agrees that it is reasonably practicable Royal Mail will process the Mailing Items. • In this case Royal Mail will amend the Posting Docket to reflect that the relevant Mailing Items will be charged at the First Class STL rate and the Customer will receive a refund for the same items at the agreed Access refund rate. For Packets posted under the Condition 9 Access Agreement for Packets (Mixed Weight) the Packets will be charged at the prevailing First Class Packetpost tariff.
<p>15.6.5 Containers of Mailing Items are presented at the Inward Mail Centre without labels or with missing/incorrect information on the labels</p>	<p>In the event that the Customer fails to label the Container correctly and as a result Royal Mail is unable to revenue protect the Posting(s) or relevant segment of the Posting(s) then the Customer must:</p> <ul style="list-style-type: none"> • Collect the Mailing or relevant segment of the Posting(s) and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. • <u>Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window</u> • In the event that the Customer has not collected the Posting(s) or relevant segment of the Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. • In the event that the Posting(s) or relevant segment of the Posting(s) has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Posting(s) or relevant segment of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling.
<p>15.6.6 The Customer fails to maximise the Container fill for each Selection in a Posting(s) within the maximum weight limit</p>	<ul style="list-style-type: none"> • The Customer must where possible maximise the Container fill for each Selection within the Posting(s) up to the Containers maximum allowable weight limit subject to meeting the requirement for accurate Container contents • If Royal Mail finds that the number of Containers is excessive because Container fill has not been maximized in accordance with Section 6, Royal Mail may levy a Surcharge for the processing of the Containers.

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<p>15.6.7 A Container of Mailing Items is presented at the Inward Mail Centre with the wrong colour label for the service declared (e.g. white label for OCR)</p>	<p>In the event that the Customer fails to label the Container correctly and as a result Royal Mail is unable to revenue protect the Posting(s) or relevant segment of the Posting(s) then the Customer must:</p> <ul style="list-style-type: none"> • Collect the Mailing or relevant segment of the Posting(s) and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. • <u>Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window</u> • In the event that the Customer has not collected the Posting(s) or relevant segment of the Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. • In the event that the Posting(s) or relevant segment of the Posting(s) has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Posting(s) or relevant segment of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling.
<p>15.6.8 Letters, Large Letters, A3 Packets, and Packets are not presented in separate Containers as specified in Section 5 of this User Guide</p>	<p>If the Customer hands over Mailing Items in mixed formats within Containers then the Posting(s) or relevant segment of the Posting(s) will be held and Royal Mail will contact the Customer. The Customer may either:</p> <ul style="list-style-type: none"> • Collect the incorrectly segregated Posting(s) or relevant segment of the Posting(s); Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. • <u>Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window</u> • In the event that the Customer has not collected the Posting(s) or relevant segment of the Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. • In the event that the Posting(s) or relevant segment of the Posting(s) has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Posting(s) or relevant segment of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling. <p>Or</p> <ul style="list-style-type: none"> • If Royal Mail agrees that it is reasonably practicable for it to do so, it will correctly segregate the Posting(s) or relevant segment of the Posting(s) provided the Customer agrees to pay a Surcharge. <p>Or</p> <ul style="list-style-type: none"> • If Royal Mail agrees that it is reasonably practical for it to do so, it will agree to process the Mailing Items and all Mailing Items will be charged at the largest format submitted

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<p>15.6.9 Mailing Items are not correctly faced and/or bundled in line with the sortation and presentation specification.</p>	<p>If the Customer hands over Mailing Items that have not been correctly faced and/or bundled then the Posting(s) or relevant segment of the Posting(s) will be held and Royal Mail will contact the Customer. The Customer may either:</p> <ul style="list-style-type: none"> • Collect the incorrectly faced and/or bundled Mailing Items and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. • <u>Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window</u> • In the event that the Customer has not collected the Posting(s) or Relevant Segment of the Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. • In the event that the Posting(s) or relevant segment of the Posting(s) has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Posting(s) or relevant segment of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling. <p>Or</p> <ul style="list-style-type: none"> • If Royal Mail agrees that it is reasonably practicable it will process the Posting(s) or relevant segment of the Posting(s) provided the Customer agrees to pay a Surcharge.
<p>15.6.10 Zonal items do not bear a Zonal Indicator or bear an incorrect Zonal indicator</p>	<p>If Mailing Items are presented under a Zonal Access Agreement and either do not have or do not bear the correct Zonal Indicator on the face of each item, the Posting(s), or relevant segment of the Posting(s), will be held and Royal Mail will contact the Customer. The Customer may either:</p> <ul style="list-style-type: none"> • Collect the non-complaint Mailing Items and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. • <u>Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window</u> • In the event that the Customer has not collected the Posting(s) or Relevant Segment of the Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. • In the event that the Posting(s) or relevant segment of the Posting(s) has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Posting(s) or relevant segment of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling. <p>Or</p> <ul style="list-style-type: none"> • If Royal Mail agrees that it is reasonably practicable it will process the Posting(s) or relevant segment of the Posting(s) provided the Customer agrees to pay for all items at Zone D.

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<p>15.6.11 The Customer hands over Mailing Items in poor condition</p>	<ul style="list-style-type: none"> • Royal Mail staff will visually check the condition of the Containers of Mailing Items upon hand over. Any Posting(s) or relevant segment of the Posting(s) obviously damaged or in a generally poor condition will not be accepted by Royal Mail. • Any Mailing Items that Royal Mail employee's subsequently discover (prior to acceptance) to be damaged or in generally poor condition will not be processed. Royal Mail will contact the Customer's nominated contact and The Customer may: <ul style="list-style-type: none"> • Collect the Mailing Items and receive a refund although Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling the Mailing Items. • <u>Collections of Premium of Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window</u> • In the event that the Customer has not collected the Mailing Items during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. • In the event that the Mailing Items have not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling the Mailing Items.
<p>15.6.12 The Customer hands over Mailing Items that are stuck together.</p>	<p>If Mailing Items within a Posting(s) or relevant segment of the Posting(s) are stuck together then the Posting(s) or relevant segment of the Posting(s) will not be processed and Royal Mail will contact the Customer. Where Royal Mail agrees that is practicable to separate the Mailing Items, Royal Mail will do so and levy a Surcharge. If, in the opinion of Royal Mail, the Mailing Items cannot be separated without damaging the Mailing Items then the Customer must:</p> <ul style="list-style-type: none"> • Collect the Mailing Items and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. (Royal Mail will refund the Customer for such Mailing Items that have been collected.) • <u>Collections of Premium of Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window</u> • In the event that the Customer has not collected the Mailing Items during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. • In the event that the Mailing Items have not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling.

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<p>15.6.13 Individual Originating Customer Postings or Consolidated Postings or Pre-sorted Agency Postings are not clearly identified and/or not segregated as required</p>	<p>If the Customer fails to identify clearly individual Originating Customer Postings or Consolidated Postings or Pre-sorted Agency Postings in accordance with the Agreement and/or fails to segregate such Postings as and when required by Royal Mail (acting reasonably), Royal Mail will not be able to treat such Postings on an individual basis for revenue protection purposes and will have to assume that any errors found apply across all such Mailing Items as have not been clearly identified as individual Postings or segregated (as applicable). In such circumstances, the relevant Mailing Items will be held and Royal Mail will contact the Customer. Either:</p> <ul style="list-style-type: none"> • The Customer will collect the Mailing Items that have not been clearly identified or segregated and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. • <u>Collections of Premium of Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window</u> • In the event that the Customer has not collected Mailing Items during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. • In the event that the Mailing Items have not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling. <p>Or</p> <ul style="list-style-type: none"> • Royal Mail shall be entitled to assume that any errors identified occur across all those Mailing Items and will therefore apply the provisions of this section 15 across all such Mailing Items.
<p>15.6.14 Oversize Mailing Items</p>	<p>Items that exceed the maximum size dimensions as laid down in Section 5 of the User Guide will be refused. Customers who wish to post Mailing Items that exceed these dimensions should use an alternative service, such as Royal Mail's Standard Parcels service for non-urgent and non-time-critical delivery, or Parcelforce Worldwide range of guaranteed parcel services.</p> <p><u>For the Mailing Items that have been refused the Customer shall:</u></p> <ul style="list-style-type: none"> • <u>Collect the Mailing Items and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling the Mailing Items.</u> • <u>Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window.</u> • <u>In the event that the Customer has not collected the Mailing Items during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage.</u> <p><u>In the event that the Mailing Items have not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling the Mailing Items.</u></p>

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<p>15.6.15 Amalgamation of discrete customer Postings. Missing York card(s) identifying the number of Containers by customer.</p>	<p>If one York at each IMC has a card missing Royal Mail reserves the right to refuse the Posting(s) and require the Customer to collect the York, or Royal Mail may accept the Posting(s) subject to the Postings within the York agreeing with the Manifests. If more than one York at each IMC has a card missing to identify the discrete element of the Posting, then the Posting(s) will be refused and the Customer will be required to collect the Posting(s) and:</p> <ul style="list-style-type: none"> • the Customer will collect the Yorks the contents of which have not been clearly identified and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. • Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window • In the event that the Customer has not collected Yorks during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. • In the event that the Yorks have not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling.
<p>15.6.16 A York card is inaccurate in identifying the amalgamation of discrete customer Postings</p>	<p>If one York at each IMC has an inaccurate card Royal Mail reserves the right to refuse the Posting(s) and require the Customer to collect the York or Royal Mail may accept the Posting(s) subject to the Postings within the York agreeing with the Manifest(s). If more than one York at each IMC has an inaccurate card to identify the discrete elements of the Posting(s), then the Posting(s) will be refused and the Customer will be required to collect the Posting(s) and:</p> <ul style="list-style-type: none"> • the Customer will collect the Yorks the contents of which have not been clearly identified or segregated and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. • Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window • In the event that the Customer has not collected Yorks during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. • In the event that the Yorks have not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling.
<p>15.6.17 Discrete customer postings are not reasonably separated within a York by cardboard or other effective means</p>	<p>If the Customer fails to reasonably separate by cardboard or other effective means discrete Customer Postings, Royal Mail will refuse the Postings and:</p> <ul style="list-style-type: none"> • the Customer will collect the Mailing Items that have not been reasonably separated and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. • Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window • In the event that the Customer has not collected relevant Yorks during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. • In the event that the relevant Yorks have not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling.

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<p>15.6.18 Discrete Daily Postings are not correctly separated on handover (e.g. Containers from a Zonal Agreement are mixed with Containers from a National Agreement; Containers from a Mixed Weight Posting are mixed with Containers from a non Mixed Weight Posting.)</p>	<p>If the Carrier does not maintain separation of Condition 9 Agreements when handing over a Posting at the IMC then Royal Mail will refuse the Postings and:</p> <ul style="list-style-type: none"> • the Customer will collect the Mailing Items that have not been separated and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. • <u>Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window</u> • In the event that the Customer has not collected relevant Posting(s) Items during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. • In the event that the relevant Posting(s) Items have not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling.
<p>15.6.19 Mailing Items are handed over that are not eligible for Access (e.g. International and BFPO addresses)</p>	<p>If Royal Mail finds ineligible Mailing Items at the point of handover or during the processing of the Posting(s) (after handover or acceptance), the Customer must collect the ineligible Mailing Items from the relevant Inward Mail Centre and Royal Mail will:</p> <ul style="list-style-type: none"> • refund the Access charges raised against the equivalent volume of ineligible Mailing Items identified. The Access refund rate will be equivalent to the unit price of the Access overall average unit price for each discrete format of the overall Access postings based on the previous April to December period plus RPI (national average Access refund rate). The national average Access refund rate is displayed on the website at www.royalmailwholesale.com/prices • charge each ineligible Mailing Item found, extracted and returned, at a per item price + a collection charge per Mail Centre collection. Ineligible Mailing Item charges are displayed on the website at www.royalmailwholesale.com/prices • The national average Access refund rates and the ineligible Mailing Item charges will be set each time Royal Mail adjusts its tariff. • In the event that the Customer has not collected these Mailing Items during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. • In the event that the relevant Mailing Items have not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose the Mailing Items as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling.

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<p>15.6.20 Advertising Mail Mailing Items do not meet the declared specification (including provision of samples and seeds)</p>	<p>If a Posting(s) or relevant segment of the Posting(s) fails to meet the Advertising Mail specification:</p> <ul style="list-style-type: none"> • the Customer must collect the Posting(s) or relevant segment of the Posting(s) and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling; • <u>Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window</u> • in the event that the Customer has not collected the Posting(s) or relevant segment of the Posting(s) during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage; • in the event that the Posting(s) or relevant segment of the Posting(s) has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Posting(s) or relevant segment of the Posting(s) as it sees fit and levy a charge against the Customer to cover the reasonable costs of handling; <p>or</p> <ul style="list-style-type: none"> • if Royal Mail agrees that it is reasonably practicable for it to do so, Royal Mail will process the Posting(s) or relevant segment of the Posting(s); • in this case Royal Mail will amend the Posting Docket and the Advertising Mail discount will be removed and that Posting(s) or relevant segment of the Posting(s) will be charged at the relevant applicable Access sortation service; • where Royal Mail has statistically significant evidence that the error declared on the Manifest represents an error across all relevant segments, then Royal Mail reserves the right to amend the Posting(s) based upon the statistically significant evidence. <p>In the case of failing to provide samples or seeds as specified in the relevant Advertising Mail Schedule, Paragraph 3.3 of that Schedule shall apply.</p>
<p>15.6.21 Advertising Mail Posting is handed over on a Friday</p>	<p>If a Customer hands over an Advertising Mail Posting on:</p> <ul style="list-style-type: none"> i. <u>Standard Access – any one of the available Friday Access Slots,</u> ii. <u>Premium Access – Friday 22:30 – Saturday 00:30 Access Slot</u> <p>a Friday. Or the nearest Working Day before a Saturday, RMW will amend the Docket by removing the Advertising Mail discount. The adjustment may take place either at the Client Report stage or retrospectively after the Posting Client Report has been agreed.</p>

15.7. Health and Safety

Issue	Corrective Actions
<p>15.7.1 The weight of any Royal Mail approved Container exceeds the maximum weight specified for it</p>	<p>The relevant Container will be held and Royal Mail will contact the Customer. Either:</p> <ul style="list-style-type: none"> • The Customer shall collect the overweight Container and Royal Mail reserves the right to levy a charge to cover the reasonable costs of handling. • <u>Collections of Premium Mailing Items shall take place either during that day's Premium Access Window or during the next day's Standard Access Window.</u> • If the Customer has not collected the Container during the following Working Day, Royal Mail shall be entitled to levy a charge to cover the reasonable costs of storage. • If the Container has not been collected by the Customer within 5 Working Days, Royal Mail reserves the right to dispose of the Mailing Items as it sees

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	<p style="text-align: center;">fit and levy a charge against the Customer to cover the reasonable costs of handling.</p> <p>Or</p> <ul style="list-style-type: none"> • If Royal Mail agrees that it is reasonably practical to do so, Royal Mail will levy a Surcharge for breaking down the Posting(s) or relevant segment of the Posting(s) into compliant Container fills, which meet Royal Mail Health & Safety standards.
<p>15.7.2 The Customer driver does not adhere to site Health and Safety requirements</p>	<ul style="list-style-type: none"> • Any driver not conforming to all health and safety requirements will be refused access to the Inward Mail Centre or if already on the premises may be asked to leave. This may result in the Posting(s) not being accepted • Any vehicle reasonably deemed not road-worthy by Royal Mail will not be allowed access to any Royal Mail Inward Mail Centre. • Any abusive or threatening behaviour (physical or verbal) towards any member of Royal Mail will not be tolerated and access will be refused.

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Appendix A: Addressing Mailing Items

The Customer must make all reasonable attempts to ensure all Mailing Items include a full and accurate Postcode. The Customer must ensure that at least 90% of Mailing Items (100% for Access 700 CBC and Access Walksort) carry a full and accurate Postcode, which has been validated against the Royal Mail Postcode Address File (PAF®).

The Customer shall ensure where possible that its customers take into account changes to Postcodes and other address information over time and ensure that new records are accurate (e.g. quarterly updates). Cleaning address data should not be a one-off activity, but an ongoing process.

The best way for a Customer to ensure it or its customers maintain the accuracy of its address files is for it to link its databases to PAF® by using one of the large number of available products and services based on PAF® which are available.

PAF® contains over 27 million UK addresses, including 1.7 million business addresses and 1.7 million Postcodes, which Royal Mail constantly updates to maintain its accuracy.

Where to go for more information

For more information or to order Managing Address Data products:

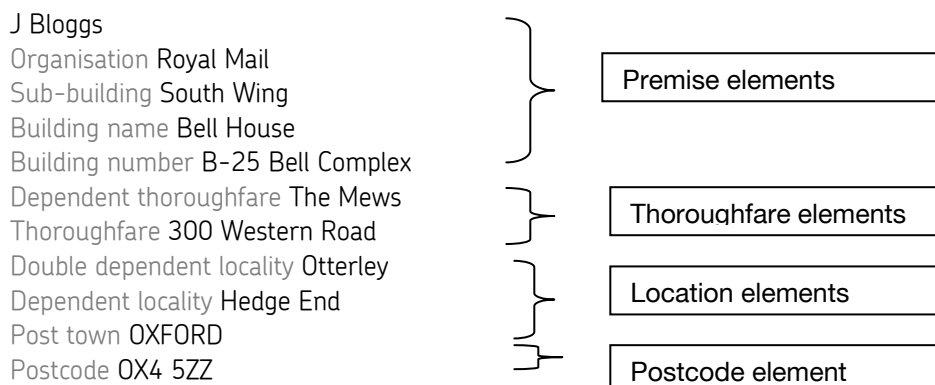
- Call Royal Mail on 08456 039038
- Visit the Royal Mail website at www.royalmail.com/atwork/amc
- Order products via the Royal Mail website shop at www.royalmail.com/shop
- Order products from:

Royal Mail
Address Management Products
FREEPOST SC05731
EDINBURGH
EH12 9PG

The Elements of an Address & Address Structure

To meet the required address standards the Customer must ensure that each address includes one premise element, one thoroughfare element, one locality element and the Postcode as a minimum. Other elements may be included. If there is no thoroughfare element contained in PAF® this need not be included.

Each element is described here.



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1 Premise Elements

All Mailing Items must include at least one of these four elements, so that a single delivery point is defined. A Customer does not have to include all the premise elements (unless the premise elements used do not sufficiently describe an address), even if they are included in PAF®.

2 Thoroughfare Elements

PAF® will give one of three possible combinations:

- No thoroughfare: no need to include anything in this part of the address.
- A thoroughfare but not a dependent thoroughfare: include the thoroughfare.
- Both a dependent thoroughfare *and* a thoroughfare: include the former. If space allows you can also include the thoroughfare, though it's not compulsory.

3 Locality Elements

A Customer must include at least one locality element, it does not have to include them all, even if they are included in PAF®. The initial letter(s) of the post town must always be in capital letters, for example Milton Keynes. Alternatively the whole of the post town may be in capital letters, for example: BIRMINGHAM on a line on its own, as indeed can the whole of the delivery address.

4 Postcode

The address must contain the full and accurate Postcode. The Postcode must be able to generate an address from PAF® which can be matched to the minimum requirements above (at least one premise element, one thoroughfare element and one locality element). The Postcode must always appear in capital letters and, unless with the exception of examples a) and c) below, on its own as the last line of the address.

Do not include any punctuation. Please put one or two character spaces between the two parts of the Postcode. The first part (i.e. OX4) is the outward code, the second (i.e. 5ZZ) in the inward code.

5 Address Structure

Each address element must be on a separate line with the Postcode included as the last line of the address.

**Mr AN Other
47 Polmaise Crescent
Fallin
STIRLING
FK7 7EE**

Where the address complies with PAF® and there is no other text or information on the face of the Mailing Item that could be construed as an address, then the following exceptions apply:

- a) The Postcode may be preceded by a county on the last line of the address, provided that the space between the county and the Postcode is one or two characters.

**Mr AN Other
47 Polmaise Crescent
Fallin
STIRLING
Stirlingshire FK7 7EE**

- b) The post town may be followed by a county on the penultimate line of the address, provided that the space between the post town and county is one or two characters and that the Postcode is on the last line of the address.

**Mr AN Other
47 Polmaise Crescent
Fallin
STIRLING Stirlingshire
FK7 7EE**

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c) The post town and Postcode may be jointly on the last line of the address, provided that the post town precedes the Postcode and the space between the two elements is one or two characters.

**Mr AN Other
47 Polmaise Crescent
Fallin
STIRLING FK7 7EE**

The County, although not required, may be included as the penultimate line of the address, with the exception of example b) illustrated above.

6 Zonal Addressing

Zonal Postings must include the zonal indicator. There are two options relating to the position of the zonal indicator (see Figure 28):

- positioned within the top right hand area of the address window immediately following the standard selection code (zone A,B,C,D or Z for items without a zone) e.g. **53200 A**

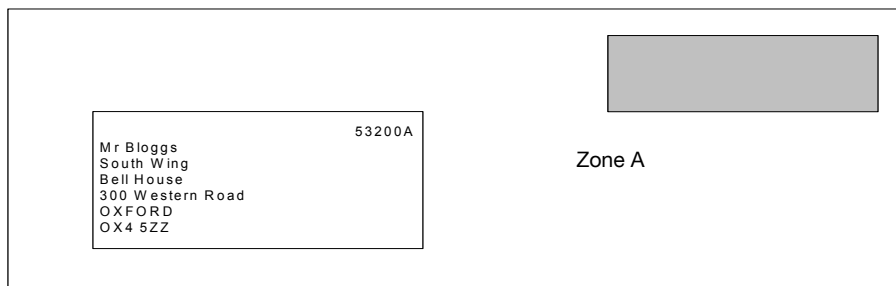
Or

- preceded by the word 'Zone' and be in a minimum font size of 10 point (e.g. Zone A).

Please note:

Both these options need to be positioned outside of any Clear Zones, please see appendices G (OCR) and H (CBC) for Clear Zone specifications. A clear zone is defined as an area, which may be amended from time to time, which is free from print graphics or patterning.

Figure 28: Zonal indicator positioning



Help point

The simplest way to ensure an address is correct is to check that the minimum address elements in the appropriate PAF® records are present.

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Appendix B: Quality Assurance (QA) Process

To gain maximum benefit from the machineable Access services, you need to ensure the quality of your mailpiece; printed barcode (for CBC), address management and mail presentation systems are all maintained to a consistently high level.

To help you achieve this, Royal Mail has developed a Quality Assurance (QA) process to check all these elements against a benchmark standard. If you meet these standards, you can make machineable downstream access mailings and benefit from the access prices available. Full details of the Wholesale Accreditation process can be found on the website: www.royalmailwholesale.com

What Access services require a Quality Assurance check?

Access 120 OCR
Access 120 CBC
Access 700 CBC

It is important to remember that although the QA process gives an 'up front' accreditation you must continue to maintain these standards in order to be eligible for Access Charges on an ongoing basis.

There are two ways for you to be assessed under our QA process; an interim assessment and a full accreditation.

Interim Assessment

This allows you to access elements of the QA process before applying for full accreditation. An interim assessment does not count towards full accreditation and is intended as a guide only.

Full Accreditation

Full accreditation entails comprehensive checks on:

- Mailpiece design
- Barcode printing
- Address management
- Reduced sortation (Access 700 CBC only)

The following section provides a brief outline of these testing criteria. For full details, application forms and a list of accredited service providers, please contact your Access Account Manager.

Address Management

You can achieve Address Management accreditation in one of two ways.

- If you use a Royal Mail recognised address management software supplier to process your address lists on a regular basis, you can receive automatic accreditation or
- If applying on your own behalf, a '1 in n' sample* of 5,000 addresses is supplied to Royal Mail electronically together with 'Quality Assurance Form A'. The sample must be supplied in a certain format, details of which are provided to you with 'Form A'.

**This involves dividing the number of records in the address database by 5,000 (the sample size required) e.g. a database of 100,000 would be divided by 5,000 (sample size) resulting in a sampling frequency of 20 (100,000 / 5,000 =20). Therefore record numbers 1,21,41,61 and so on would be extracted for the sample.*

These checks are designed to ensure that:

- Your mailing list contains a minimum of 90% full and accurate addresses and Postcodes (100% is required for Access 700 CBC and Access Walksort).
- Where a full and accurate Postcode exists, all are allocated a Delivery Point Suffix (DPS). A minimum of 80% are allocated an accurate DPS, the rest are allocated an Access 120 DPS see, Appendix H for further information

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Although this forms part of the mandatory QA accreditation process, you can use it to conduct an address 'health check', or interim assessment. It can be accessed at two levels:

- Postcode validation – designed to check your (or your service provider's) ability to validate, check and maintain Postcode levels.
- DPS allocation – designed to check your (or your service provider's) ability to apply a correct and valid DPS to an address list, which has already been checked for Postcode accuracy.

Mailpiece design and barcode printing/OCR addressing

This element is designed to ensure that physical mailpiece parameters meet the specification so that Royal Mail can process them by machine, and that the barcode is in a form that can be quickly and accurately read by our machines. It is available for both the interim assessment and full accreditation. There are different testing criteria depending on the level assessment required.

- Interim assessment – to test suitability on parameters such as size, clear zones and barcode density (where applicable), a sample of ten Mailing Items per type to be mailed should be sent to us for assessment. This is normally done at the design stage.
- Full accreditation – this involves a comprehensive examination of 210 representative samples of every mailpiece and its suitability for Royal Mail automated mail processing.

For Access 120 CBC and Access 700 CBC samples, all Mailing Items should have the full barcode (including Start and Stop bars and Checksum) and include any inserts, booklets etc. You should use live addresses (i.e. the same as you would use on your mailing) and include examples of 5, 6 and 7 character Postcodes.

For each additional printer that you intend to use, you should supply a further 10 sample mailpieces, bundled separately with a description of the printer make, model and serial number.

When you apply for mailpiece accreditation, you will need to state which service you are applying for and present mailpieces to meet the service specification i.e. OCR or CBC. If you require OCR and CBC accreditation then mailpieces meeting each specification must be provided.

Both interim assessments and full accreditation applications should be accompanied by a completed copy of Quality Assurance 'Form B'.

Reduced Sortation – for Access 700 CBC only.

This module checks that your sortation software meets the reduced sortation requirements, and only programs that have been accredited by Royal Mail can be used.

You can gain accreditation in one of two ways.

- You can use a Royal Mail approved software package or supplier to sort the mailing. You can obtain a list of software packages, which have been tested by Royal Mail from www.royalmail.com/mailsort or www.royalmailwholesale.com. You must supply details of your package/supplier to Royal Mail. You must also ensure details of the package/supplier you intend using are forwarded to Royal Mail using the Quality Assurance 'Form C'.
- You may wish to write your own program and apply to have it approved by Royal Mail. This is done by using Quality Assurance 'Form C' to request the necessary Access Database data files and a dummy address list of 29,000 addresses. The dummy address list is then sorted by you using your software program; you should then send the resulting Line Listing and Computer Planning Report back to Royal Mail for checking.

To obtain accreditation for Access 700 CBC, you must pass this element of the Quality Assurance process; however, you can also choose our interim assessment option to assess your sortation software in isolation.

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Ongoing Quality Assurance Testing

Once you start using Access services Royal Mail will sample all your Postings when it receives them to ensure all contractual requirements are being met. Failure to meet the required standards may result in Royal Mail refusing to process the Postings.

Consolidation Machine Accreditation

If you plan to consolidate mailings via a consolidation machine and present as CBC or OCR then you can have your consolidation machines sortation output accredited, and must have your mailpieces accredited.

Consolidation machine accreditation is in two parts

- Part 1 – Mail sortation output accreditation
- Part 2 – Mailpiece accreditation.

For more information and where to download the accreditation forms for mail sorting machine output and mailpiece accreditation please go to www.royalmailwholesale.com

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Appendix C: Access Database

Obtaining a copy of the Access Database

Access Selections are derived from the Access Database. The Access Database is available free of charge in a number of computer formats from the Access Technical Helpline on 0207 371 3727. It can also be downloaded from the Internet at www.royalmailwholesale.com. In the Access Agreement the following different terms are used:

Mailsort Database	Access Agreement
Direct Selection	Access 1400 Selection
Residue Selection	Access 120 Selection
120 OCR Selection	Access 120 OCR Selection
120 CBC Selection	Access 120 CBC Selection
700 Selection	Access 700 Selection
Walksort Selection	Access Walksort Selection

Using the Access Database

The Access Database provides the key data to enable you to sort your Mailing Items into the sortation levels. The Access Database is data only and not software. You will need to write some software to sort your mailings, or purchase a tailor-made product from a software supplier. A list of suppliers can be found on the Royal Mail Wholesale website at www.royalmailwholesale.com

Mailings are split into four sortation levels: **Access 1400** and **Access 120** and **Access 700 CBC** and **Access Walksort**. The **Access 120** and **700** sortation levels have additional machine-readable options – **Access 120 OCR** and **Access 120 CBC** and **Access 700 CBC**. Full guidance on the machine-readable options can be found in Appendix G and H respectively.

What are Access 1400 Selections?

Access 1400 requires Mailing Items to be sorted into Selections according to Postcode Districts. The Access Database contains around 1,400 of these Selections.

What are Access 120 Selections?

Access 120 requires Mailing Items to be sorted into Selections according to Postcode Areas. The Access Database contains around 120 of these Selections.

What are Access 700 Selections?

Access 700 Sortation requires Mailing Items to be sorted into Selections according to Inward Mail Centre machine sorting plans. The Access Database contains around 700 Access 700 CBC Selections.

What are Access Walksort Selections?

Access Walksort Sortation requires Mailing Items to be sorted into Selections according to Delivery Walks. In order to sort to Access Walksort the Customer must use the Walksort database that contains around 80,000 Access Walksort Selections.

Standard Selection Codes (SSC)

Each Selection in the Access Database is allocated a unique numeric code – the Standard Selection Code (SSC). The main purpose of the SSC is to identify Access 1400 and Access 120 and Access 700 CBC Selection for computer sorting and for Container label identification. An Access 1400 Selection Code has a five-digit SSC. An Access 120 Selection Code has a three-digit SSC (followed by two zeros). For Access 700 CBC a number of Access 1400 Selections are combined, reflecting the fact that a mechanised process sorts mail. This level of sorting is abbreviated to the term 'Mech Direct Selections' within the Access Database. Only the first four digits of the Access 1400 SSC are used to define the Mech Direct Selection code and only addresses with a complete barcode can be assigned to a Mech Direct Sortation Selection. Appendix K provides more information on Access Walksort sortation and Selection codes.

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Access 1400

Mailing Items needs to be sorted to the Access 1400 Selections (i.e. the five digit SSC).

Access 120

Mailing Items needs to be sorted to the Access 120 Selections (i.e. the first three digits of the SSC).

Access 700 CBC

Mailing Items needs to be sorted to the Access 700 CBC Selections (i.e. reduced sortation to the first four digits of the SSC).

Updating the Access Database

The Access Database is updated periodically to reflect any Postcode changes. By downloading the Access Database from the Royal Mail Wholesale website the Customer will be automatically added to a circulation list informing it of changes. The Customer will be advised of changes and the arrangements for implementing updates. It is the Customer's responsibility to ensure that it and its customers implement these changes and that the current version of the Access Database is used.

Appendix D: DocketHub pre-notification.

10	105	1	1	06/06/2006	Date	Test Poster																				
30	Forecast	IMC	OCR	CBC	DSA 120	Mech	Manual	Flats	Packets	A3	DSA 700	Mech	Manual	Flats	Packets	A3	Reserved	Walksort	Flats	Packets	A3	Total	Business	Trays/Bags	Cages	
30	Date				Mech						CBC							Man				Items	Response			
40	Aberdeen MC																									
40	Belfast MC																									
40	Birmingham MC																									
40	Bolton MC																									
40	Bradford MC																									
40	Bristol MC																									
40	Cambridge MC																									
40	Canterbury MC																									
40	Cardiff MC																									
40	Carlisle MC																									
40	Chelmsford MC																									
40	Chester MC																									
40	Coventry MC																									
40	Crewe MC																									
40	Croydon MC																									
40	Darlington MC																									
40	Dartford MC																									
40	Derby MC																									
40	Doncaster MC																									
40	Dorset MC																									
40	Exeter MC																									
40	Edinburgh MC																									
40	Farnborough MC																									
40	Gatwick MC																									
40	Glasgow MC																									
40	Gloucester MC																									
40	Greenford MC																									
40	Hemel Hempstead MC																									
40	Hull MC																									
40	Ipswich MC																									
40	Jubilee MC																									
40	Leeds MC																									
40	Leicester MC																									
40	Liverpool MC																									
40	London Central MC																									
40	London East MC																									
40	London South MC																									
40	Maidstone MC																									
40	Manchester MC																									
40	Milton Keynes MC																									
40	Northampton MC																									
40	North West Midlands MC																									
40	Norwich MC																									
40	Nottingham MC																									
40	Peterborough MC																									
40	Plymouth MC																									
40	Portsmouth MC																									
40	Preston MC																									
40	Romford MC																									
40	Sheffield MC																									
40	Shrewsbury MC																									
40	Southampton MC																									
40	Southend-on-sea MC																									
40	Stevenage MC																									
40	Swansea MC																									
40	Swindon MC																									
40	Teesside MC																									
40	Tonbridge MC																									
40	Truro MC																									
40	Tyneside MC																									
40	Watford MC																									
40	Worcester MC																									
40	York MC																									
99	63																									

Appendix E: Unwrapped Specification

Variations to the Access Standard Specification.

1. Introduction

It is possible for us sometimes to accept Access 1400 and Access Walksort Mailing Items without wrapping or envelopes. This option is **not** available for Access 120 OCR, Access 120 CBC or Access 700 CBC services.

2 Presentation requirements

The conditions which apply to acceptance of mail, presented in this way are stated here.

This service is only offered to customers by prior agreement from Access Account Manager who will ensure that you are aware of the additional presentation requirements. Four weeks should be provided of your intention to present an unwrapped Posting.

- This option is only available to primary selection (Access 1400 and Walksort)
- You must apply the correct final bag label to each bundle or bag
- If the mail is presented in bundles without bags the bundles must be crossed strapped or alternatively wrapped in polywrap of 30 microns and the Posting must also meet the requirements outlined in Appendix F 'Strapped Bundle/Un-Bagged.
- For bundles held together by polywrap the bundle label must comprise of a white adhesive label of comparable size to the normal bag label (12cmx5cm), and be applied to the outside of the polywrap. The label must be applied in such a position that it obscures the delivery address of the item beneath the wrapping to avoid the bundle being perceived as a single item of mail.
- There is a minimum requirement per bundle/bag of 25 Mailing Items for Letters and 5 Mailing Items for Large Letter, A3 Packets and Packets
- Each item in a posting may not be more than A4 or less than A5 in size (210mmx297mm and 210mmx148mm)
- Mailing Items will be priced according to format as detailed in Section 5 of this User Guide.
- Each Mailing Item is to be preaddressed on the cover, in a position to be agreed with their Access Account Manager
- Each Mailing Items must have an approved Access Indicia as a method of postage payment. (see Section 3 for more detail)
- The address area on each Mailing Item should be white and at least 127mmx76mm
- All pages of each mailing item in the unwrapped Posting must be of the same size and fixed together by staples or other means; loose inserts are not allowed
- Royal Mail will destroy any Mailing Items that are undeliverable though lack of address particulars or because the address covers has become torn in transit.
- Royal Mail cannot give any assurance on redirected unwrapped Mailing Items
- Royal Mail cannot accept responsibility for damage in transit for these unwrapped postings and any recipient complaints will be referred to the sender.

Appendix F: Strapped Bundle/Un-bagged Specification

Variations to the Access Standard Specification.

1. Presentation

The entry level to this service is that the mailing must meet the Access Entry criteria of at least 4000 Mailing Items. The Customer must notify your Access Account Manager in advance of your intention to handover an unbagged Posting. Your Access Account Manager will make sure you are aware of the presentation requirements.

2. Presentational Requirements

This option is only available for items of uniform size.

- The dimensions of the item of mail must fall between 148mmx198mm and 297mmx420mm (A3)

Please note: Mailing Items will be priced according to format as detailed in Section 5 of this User Guide

-

Bundles must be either:

- Securely double strapped i.e. each bundle must be cross strapped, both lengthways and widthways. This additional strapping serves the same purpose as bags and helps protect the bundles whilst in transit

or

- Wrapped with polywrap (30 microns).

Postings that include bundles that are not strapped securely will be returned or subject to price adjustment. It is the Customer's responsibility to safeguard the hygiene of mail presented for posting – e.g. mail is free of moisture, clean and undamaged. The tension of any strapping applied to bundles should be such that there is no damage to the mailpiece and that the edges of the mailpiece are not damaged in any way when the strapping is removed and the edges of the mailpiece are not torn or turned up.

When items are of a single uniform thickness across the whole width and length of the item, they must be faced and bundled the same direction.

Where bulky Mailing Items are not of a single uniform thickness across the whole width and length, items must be bundled in such a way that the bundle is level and squared off at the ends. If an item is thicker at one end, the items should be counter stacked with the top half of the bundle turned the opposite way to the bottom half. Address must still be facing upwards.

For Access Walksort Postings each bundle must comprise a single walk selection (Walk Bundle). Walk bundles for the same Access 1400 selection must be bundled together (subject to maximum bundle widths) to make a larger bundle (Access 1400 bundle), as long as all of the walk bundles within the Access 1400 bundle are for that Access 1400 selection. Each of the Walk Bundles should continue to be individually labelled as per Appendix K: Access Walksort. Each of the Access 1400 bundles should be labelled with the appropriate Access 1400 bag label with "WALKSORT" used in the bag identifier field

Elastic bands must not be used for holding bundles together.

3. Weight Limits

Bundles must not exceed the following weights: -

- 6.4kg if the bundles are stacked in columns to enable the York Container to be unloaded from the front and worked through to the rear without having to step on contents or stretch to reach the bundles at the rear of the York Container;

The volume of items in each bundle must be maximised to ensure the minimum total number of bundles are presented for a single mailing, subject to sortation requirements. E.g. it is not acceptable to present 2 bundles for the same SSC each weighing 3KG, in this instance a single bundle of 6KG should be presented.

4. Labelling

Each bundle must be labelled as follows:

- Unique Bundle ID Number – for Access Walksort this is a unique bundle ID number for the Access 1400 bundle
- Unique Originating Customer ID number
- Format
- Customer Name
- Service Indicator – DSA for Operator Access and CDA for Customer Direct Access Customers – AGY for an Agency Schedule 6/7 Customer Posting.
- Destination Office – Mail Centre name
- Selection Name – name of the Selection as listed in the Access Database
- Access Database Standard Selection code
- If the mail is presented, as an Access Walksort posting the Labelling must clearly denote “WALKSORT”. Alternatively, the identifier “WALKSORT” can be shown on each envelope or on the strapping itself. In all cases it must be clear that the mail is Access Walksorted.

For bundles held together with strapping, the label may comprise a simple carrier on top of the bundle and held in place by the strapping. The mailer will provide these labels, which should be placed in the top right corner of the bundle and which should correspond to the dimensions of the items being posted, and the text will be large enough to be highly visible (18 point or above).

For bundles held together with polywrap the label should comprise a white adhesive label, of comparable size to the normal bag label (12cmsx5cms), applied to the outside of the polywrap. The label should be applied in such a position that it obscures the delivery address of the item beneath the wrapping to avoid the bundle being perceived as a single item of mail.

Standard bag labels may only be used if they can be affixed securely to the top of the bundle and it can be assured that the label will remain on the top of the bundle during transport. (Attaching labels to the strapping with bag ties is NOT acceptable for Health and Safety reasons unless the loose end of the bag tie has been clipped.) It is not allowed to place loose labels under strapping.

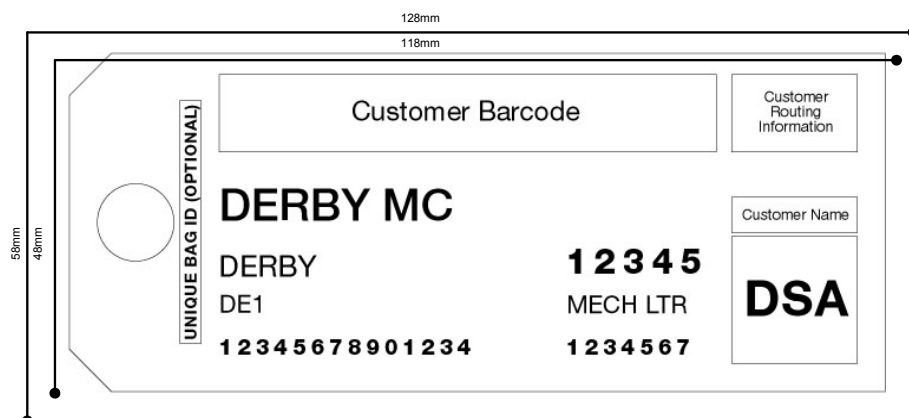
Printing labels onto items for unbagged mailings

Where customers wish to print labels directly onto items, or the top item of a bundle the following requirements apply to Mailing Items of the following sizes:-

- Letters: minimum size of 229mm long, 162mm high and 1mm thick. i.e. C5 envelope format
- Large Letters: maximum size of 353mm x 250mm x 25mm thick.
- A3 packets: maximum dimensions are 297mm x 420mm x 25mm thick.

1. The label content must meet the standard labelling requirements in all aspects apart from it being printed onto a mail piece enclosure i.e. Size, content, element positioning, and formatting.

2. A label outline border must not be printed around the label.
3. A 5mm clear zone must be provided around the 'label area'. Consequently, an area of 128mm by 58mm is required for the label and its clear zone as illustrated.



4. The 'label' must be printed on a white background and in an area free from other printing.
5. The 'label' must be positioned
 - above and to the left of the Delivery Address Block and,
 - where the return address is on the front of the item, below the Return Address Block.
6. Where the bundles of a mailing are polywrapped, the current requirement to obscure the delivery address of the top Mailing Item with a carrier sheet / adhesive label over it remains. This is to ensure that the bundle is split before delivery and that all items do not go to a single address. However, where bundles have been strapped, it is not mandatory to cover the top delivery address providing that the above labelling requirements are met.
7. it is preferred that only the Access Indicia, Delivery Address Block, Return Address Block and the 'Label' should be visible on the face of the mailpiece but this is not a mandatory requirement.

Appendix G: Using Optical Character Recognition (OCR)

Introduction

These guidelines are in essence the standards for 'normal' paper, and – unless you use an unusual type of paper – your items will probably comply. Issues such as colour, design and layout of items are covered later in this Appendix. During design, printing and enclosing, you should take into account the various tolerances associated with these processes to ensure that every mailpiece within your mailing adheres to these requirements.

For Mailing Items to comply with OCR, each mailpiece must comply with a range of physical parameters.

1. What kind of items you can send

Size

Mailing Items must be rectangular (oblong) or square. All four sides must be straight. The intersection of each side must be 90 degrees, and the vertical edge must be equal to or shorter than the horizontal edge. Items printed in a 'portrait' format are not allowed.

Rectangular Items

- Maximum size 240mmx165mm (C5+)
- Minimum size 140mmx110mm

Square Items

- Maximum size 165mmx165mm
- Minimum size 140mmx140mm

Weight

- Each item must not weigh more than 100g.

Thickness

- Maximum thickness 5mm
- Minimum thickness 0.25mm

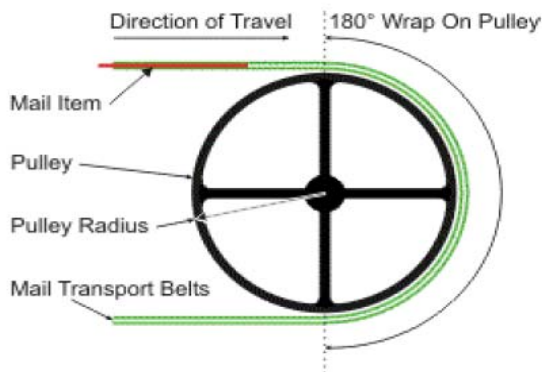
Paperweight – grammes square meter (gsm)

- Envelopes: 70gsm minimum.
- Postcards: 200gsm minimum with a minimum thickness of 0.25mm thick.

Flexibility

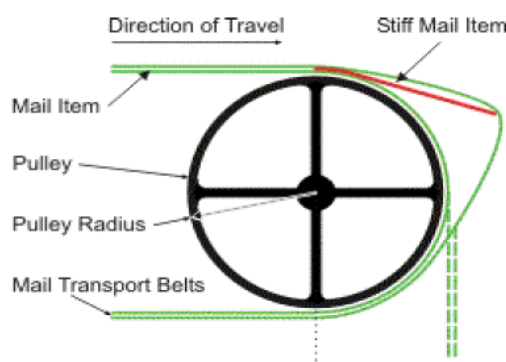
Mailing Items must be flexible enough to be capable of being processed in our sorting machines without damage to the machine, the Mail Item or other Mailing Items. Each Mail Item must, therefore, be capable of being transported around a pulley with a radius of 140mm with a maximum force of 26 Newtons.

Figure 296: Flexibility test – pass



Items that are too stiff will not be able to meet this requirement, as shown in Figure 30.

Figure 30: Flexibility test - fail.



Inserts

Items such as pens, keys gifts etc. that are inserted in envelopes must not alter the properties of the Mailing Items such that the Mailing Items falls outside of the OCR automation requirements. Typically the significant factors affected are stiffness, thickness, and insert movement.

- Inserts that are placed in an envelope must be fixed in a position such that they cannot move around during the processing of the Mailing Items.
- No metallic items should be contained within the mailpiece with the following exceptions:
 - staples maximum size 24mm by 6mm
 - paper clips maximum size of 23mm length
- The maximum amount of lateral movement of the largest insert within the envelope must not exceed 20mm
- Where the overall total mailpiece thickness does not exceed 2mm, the maximum allowable largest insert movement is 30mm

Material

Envelopes must be paper based; you **cannot** use polythene, plastic or transparent items, or aperture envelopes (i.e. windows envelopes without a film)

Sealing

All items must be securely sealed on all sides, taking care to avoid too much gum. Envelope flaps may fold either to the back or front of the mailpiece. If the flap folds to the front (address side) of the mailpiece, the edge of the flap must not fall within the clear zones required for route and tag codes.

- You must not use metal clips or staples
- The items must be sealed on all sides securely and continuously

One Piece Mailers are permitted, please contact your Access Account Manager for the full specification.

Sealing Tolerances

Opening Flaps must be gummed and sealed as far along the edge as possible. All remaining edges must be sealed. There is a maximum tolerance of up to 25mm of the envelope top and sides (as illustrated in Figure 31 and Figure 32) where the flaps do not have to be gummed or sealed.

Figure 31 - Envelope Flap Sealing

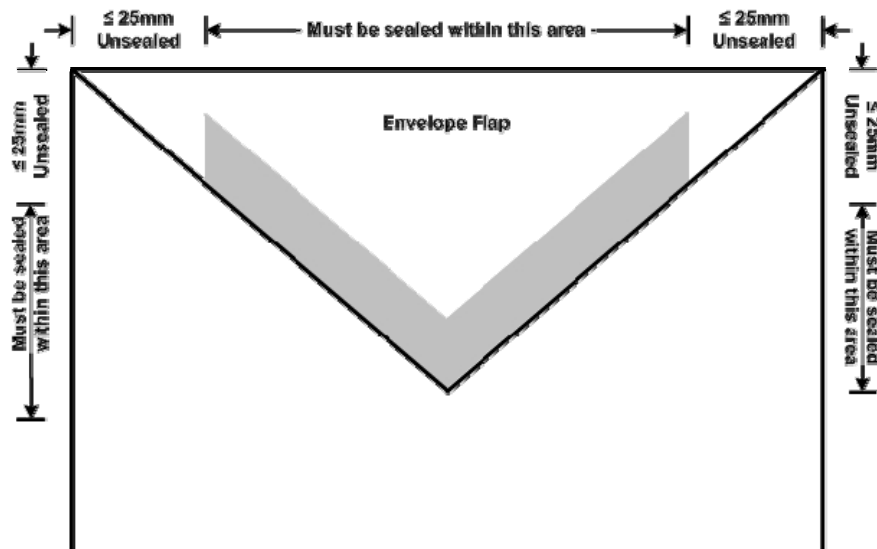
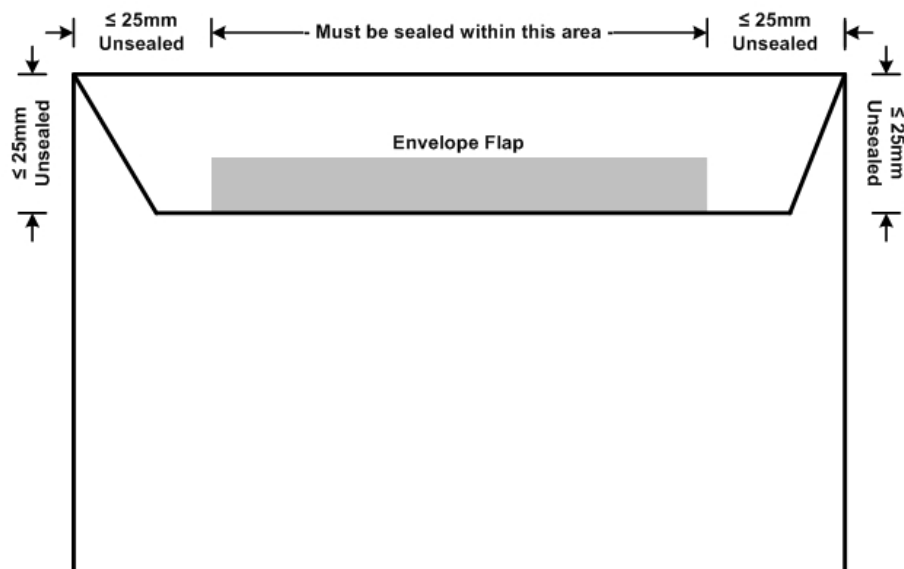


Figure 32 - Envelope Flap Sealing



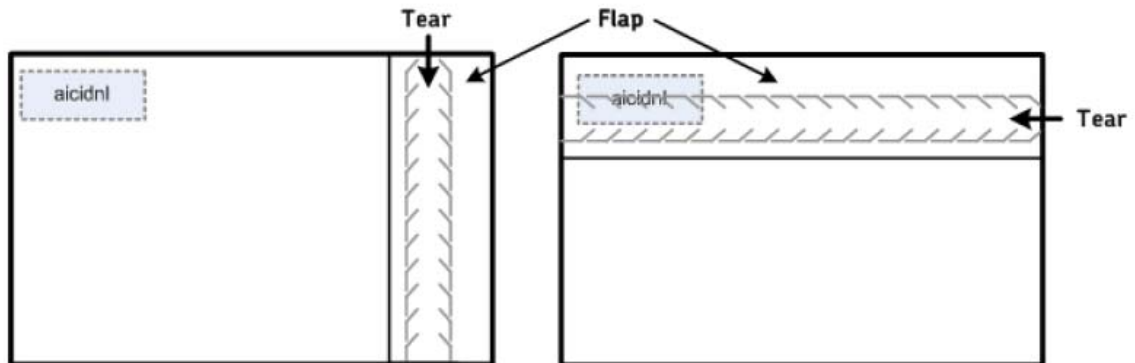
Zip Tie Perforations

Zip Tie perforations are defined as a series of holes in a mailpiece to make opening easy. The “cut” is the hole and the “bridge” is the paper that is left intact and subsequently torn when the mailpiece is opened.

Zip Tie perforations are acceptable subject to the following requirements

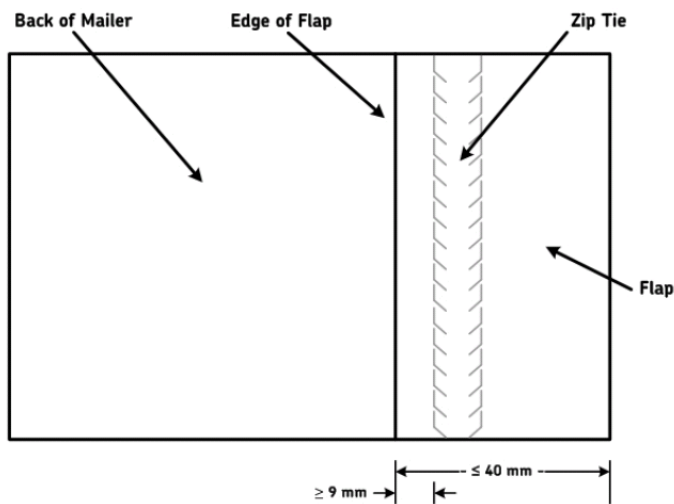
- The Zip Tie must be die cut into the mailpiece;
- The paper weight for the mailpiece must be ≥ 150 gsm;
- The mailpiece must be presented in landscape orientation only;
- The Zip Tie must always be placed on the back of the mailpiece;
- The Zip Tie may be positioned either horizontally or vertically, but the ‘Tear’ direction of the Tie is dependant upon the orientation of the mailer. Figure 33 illustrates the back of a landscape orientation mailpiece, the orientation and ‘Tear’ directional requirements (the relative position of the Access Indicia on the front of the mailpiece being illustrated);

Figure 33 - Zip Tie Orientation - Landscape Mail (Not to Scale)



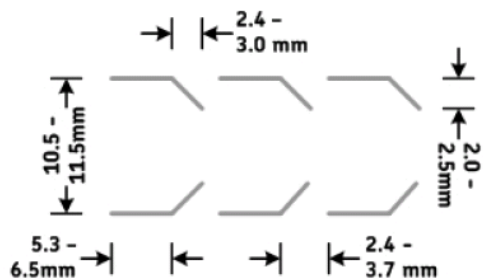
- f. The Zip Tie must be located on a flap that is $\leq 40\text{mm}$ wide as illustrated in Figure 34;
- g. The Zip Tie must be positioned $\geq 9\text{mm}$ from the edge of the flap as illustrated in Figure 34;

Figure 34 - Zip Tie & Envelope Flap (Not to Scale)



- h. The dimensional requirements for the cut of the Zip Tie are provided in Figure 35 below;

Figure 35 - Zip Tie Dimensions (Not to Scale)



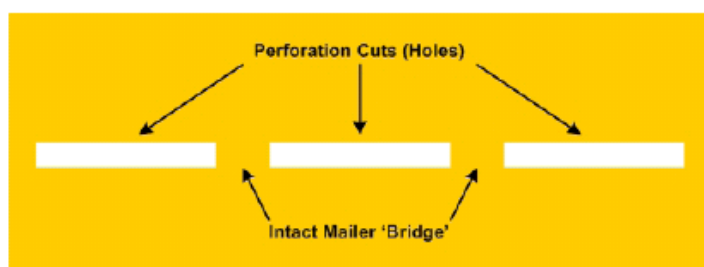
- i. All cuts and bridges must be of uniform size;
- j. The cuts must be rectangular in shape and have a width of $\leq 0.1\text{mm}$;
- k. The glue used to seal the flap must not run out onto the outside of the mail item or produce protruding mounds on the mail item;
- l. The glue must be fully cured prior to presentation to Royal Mail;
- m. The tensile strength of the glue must be $\geq 4.5\text{N}$ and fibre tear must be exhibited on separation.

Roulette Perforations

Roulette perforations are defined as a series of holes in a mailpiece to make opening easy. The “cut” is the hole, and the “bridge” is the paper that is left intact and subsequently torn when the mailpiece is opened.

The elements of a Roulette perforation are defined in Figure 36

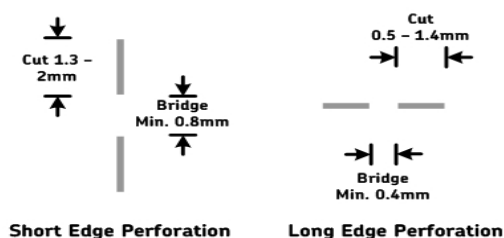
Figure 36 – Roulette Perforation Elements



Acceptable requirements for Roulette perforations are as follows:

- a. The perforations must be die cut into the mailpiece;
- b. The minimum paper weight must be $\geq 100\text{gsm}$;
- c. The mailpiece must be in landscape orientation only;
- d. Perforations can only be present on any 3 sides, with only one of those sides being either of the longest sides;
- e. The perforations must be inset from the edge of the mailpiece by $12 \pm 1\text{mm}$;
- f. The cut of the short side perforations must be set at $1.3\text{--}2\text{mm}$ and with a bridge of $\geq 0.8\text{mm}$ as illustrated in Figure 37. All cuts and bridges must be of uniform size;
- g. The cut of the long side perforations must be set at $0.5\text{--}1.4\text{mm}$ and with a bridge of $\geq 0.4\text{mm}$ as illustrated in Figure 37. All cuts and bridges must be of uniform size;
- h. The cuts must be rectangular in shape and have a width of $\leq 0.1\text{mm}$;
- i. The short side perforations must extend from the edge of the envelope;
- j. The long side perforations must not extend beyond the short side perforations;
- k. The indicia must not be printed over the perforations;
- l. No other colour must be visible through the perforations in the Tag and Route Codemark Clear Zones;
- m. The perforated edges must be securely sealed all round from the perforation to the letter edges;
- n. The glue must not run out onto the outside of the mail item or produce protruding mounds on the mail item;
- o. The glue must be fully cured prior to presentation of the mailing to Royal Mail;
- p. The tensile strength of the glue must be $\geq 4.5\text{N}$ and fibre tear must be exhibited on separation.

Figure 37 - Perforation Dimensions (Not to Scale)



Opacity The paper on which the address is printed on must be equal to or more than 85% opaque to prevent any character on the reverse side showing through.

Porosity

Porosity value less than 700ml/minute

Absorbency

Absorbency value required 15-35gsm of water in one minute.

Background Reflectance

The background reflectance of the material on which the address is printed must be at least 35% in the red region (600nm) when measured by a spectral reflectometer

Using window envelopes

If you intend your address to be read through a window, please follow these requirements:

- The window must not interfere with the clear zones for the Royal Mail route and tag codes. (Figure 43)
- The window **position** must be at least 15mm from the top, left and right edges of the envelope, and at least 18mm from its bottom edge.
- The maximum **gloss** value of the window material must be equal to or less than 150 when measured at 60° in accordance with ASTM 2457 Standard test method for specula gloss of plastic films.
- The window **haze** should be equal to or less than 75% in accordance with ASTM D1003-00 Standard test method for haze of plastic films.
- The window envelope material must be robust enough not to become deformed and fixed to the envelope evenly across the surface area it is in contact with.
- The item inside the envelope must fit securely, and not move around. The address must always be fully visible with a 5mm clear zone around the Address Block at all times which is free from text, graphics or patterning.
- The number of windows on a single mail item must not exceed two.
- The windows must not exceed 50% of the surface area for one face of the mail item and must appear on the front of the mail item (the same side as the address). The windows must not infringe on any of the clear zones on the mail item (see Figure 43 OCR template)

Windows on front and back of envelopes

Envelopes with windows on the back and front can only be used if the following requirements are met;

Mailpiece Physical Properties

- Minimum mailpiece length is 212mm (maximum is 240mm)
- Maximum thickness 1mm
- Paper inserts only
- Maximum weight 20g

Window Properties

- Only one window on each face
- The front face is defined as the side containing the indicia and the delivery address
- The window on the front face must be rectangular with a maximum size of 90mm length and 45mm height. It must be positioned between 18mm and 20mm from the bottom and right edge of the mailpiece
- The window on the back must be circular with a maximum diameter of 48mm. The perimeter of the window must be 31 ± 1 mm from the bottom of the envelope and centred along the long edge.

These requirements are illustrated in Figures 38 and 39.

Figure 38 – Letter with Front & Back Windows – Front View (Not to Scale)

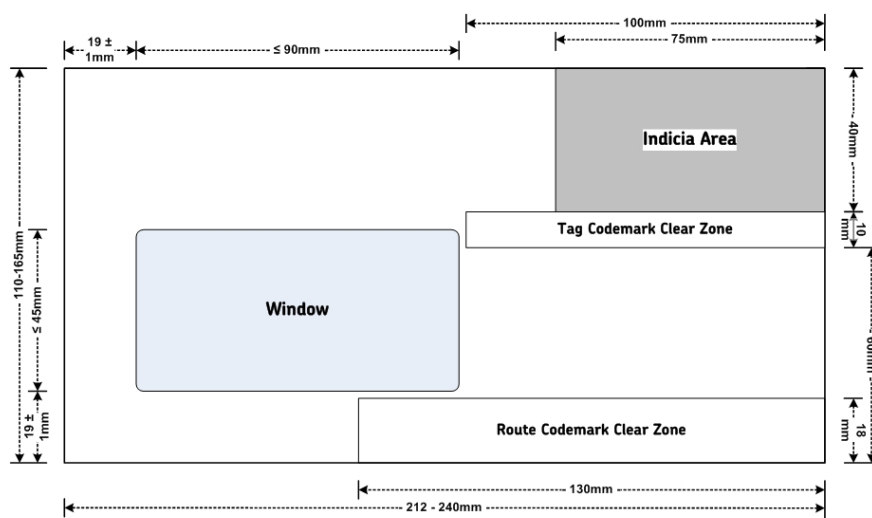
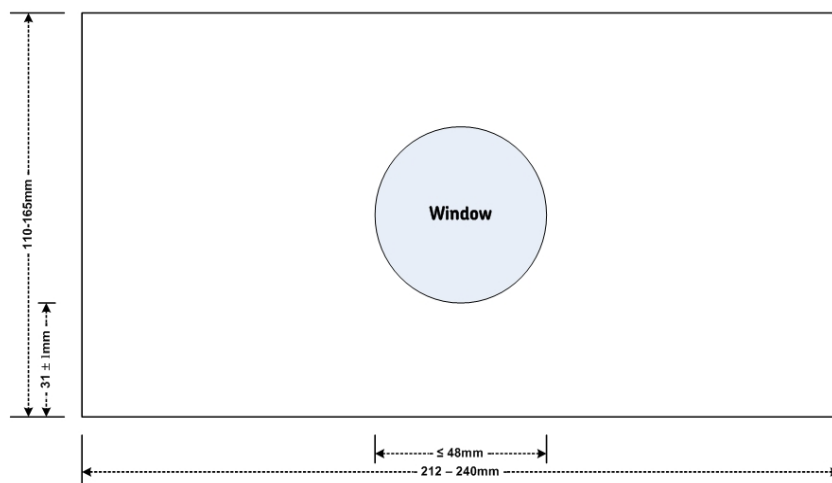


Figure 39 – Letter with Front & Back Windows – Back View (Not to Scale)



2. Using Colour & Logos

Paper colour

If your items are to be delivered in envelopes, the most suitable colours for your envelopes are white, cream or buff. Other colours are possible so long as they are light or pastel shades and contrast by at least 50% (55%

where the address is read through a window) in tone with the address. Use of red or dark coloured envelopes is not allowed, as it makes it difficult for our machines to read the address or codes.

Background Reflectance (BR) and Reflective Difference (RD)

In order to provide sufficient reflectance from the mailpiece material that allows sufficient light to be reflected back, a BR value of a minimum of 35% is required. Mailpieces not meeting this requirement will appear as a block of dark grey or even black, making it impossible to identify the address on the mail item.

In order to provide sufficient contrast between the mailpiece material and the printed address, the Reflective Difference between the mailpiece background and the printing reflectance (PR) must be a minimum of 30%. Mailpieces not meeting this requirement will appear as block making it extremely difficult to distinguish the address from the mailpiece material.

Printing

The address must be darker than the paper. For example don't print the address in white ink on dark paper. Please do not print text behind the address, as our machines cannot read against it. There must be a minimum of 50% contrast ratio (55% for addresses behind windows) between the print of the address and the background.

Background

Printing or embossing of security backgrounds, if essential, should be faint, of uniform consistency and be on the inside of the envelope. The contrast factor must not be greater than 10%.

Advertising, logos and other devices

These can be used on the envelope so long as they do not fall into any of the clear zones. They must not look like an address or a barcode.

3. Address and clear zone requirements.

The Address Block

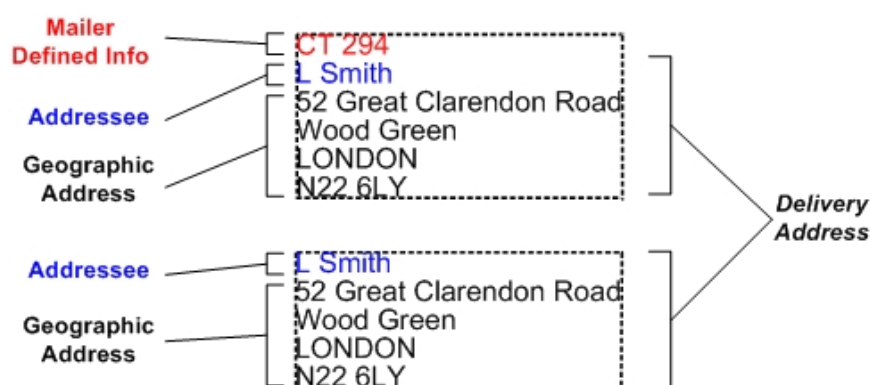
The Address Block is defined as an imaginary rectangular box which surrounds the address, as illustrated in Figure 40, and touches the extremities of the text on each side. It may consist of up to 2 elements:-

1. Mailer Defined Information (MDI)¹ such as a reference code. This is optional and if used must be in the line immediately above the addressee.
2. The Delivery Address must be included and is comprised of the following:
 - Addressee Elements – This may include the relevant punctuation
 - Geographic address – The information in the address must correspond with the information in PAF®. Only punctuation that appears in the corresponding PAF® record may be included.

The Delivery Address element must be printed in only one type and size of font.

¹ The MDI does not have to be part of the Address Block; it is preferred to be elsewhere on the mailpiece outside of any clear zones.

Figure 40-Address Block examples.



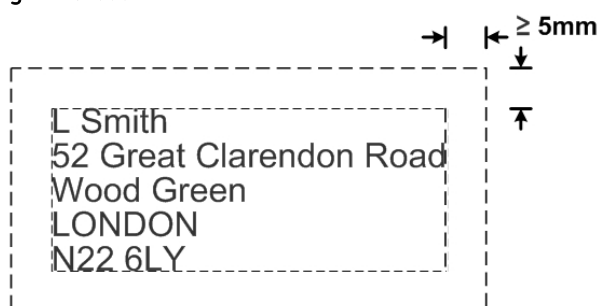
Mailer Defined Information.

Customers wishing to print the MDI as part of the Address Block may print it in a different font and different size from that used in the Delivery Address element. The data must be in a type face and may comprise of letters, numerals, punctuation marks, ideograms and symbols. Barcodes are not permitted. All spaces between all lines within the Address Block including the MDI must be the same.

Address Block clear zones

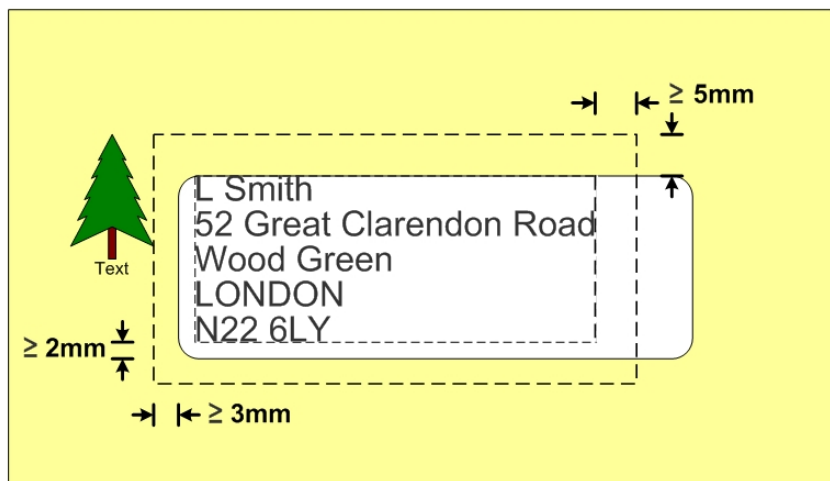
The clear zone around the Address Block must be at least 5mm as shown in Figure 41. The Address Block must be at least 5mm away from any print or graphics. The left, right and bottom edges of the Address Block must be at least 2mm away from the window edge. Additionally, there must be 5mm clear zone between the left, right, top and bottom edges of the Address Block and any print, graphics or patterning on the envelope or any other surrounding material.

Figure 41: Address Block clear zone for non-window envelopes.



When window envelopes are used, the total clearance around the Address Block remains unchanged at or more than 5mm, but this may consist of clear zones both within the window and on the envelope. Figure 42 shows how the 5mm zone can be constructed.

Figure 42: Address Block clear zones for window envelopes



There must be a minimum of at least 2mm between the left, right, and bottom edge of the Address Block and window edge. No clear zone is required within the window above the Address Block, but the Address Block, including the Mailer Defined Information, where printed, must always be visible. These requirements apply at all times including after the Mailing Item is tapped on any of its four edges to induce maximum insert movement.

The remaining clear zone requirements may be met through the provision of clear zones on the envelope i.e. a clear zone which is free of print, graphics or patterning of at least 3mm to the left, right, and bottom of the Address Block; and a clear zone of at least 5mm on the envelope above the Address Block.

The Address

All lines of the Address Block must be justified left.

- The address can appear anywhere in the pink shared area as shown in Figure 43. It must be at least 15mm from the top, left and right edges and at least 18mm from the bottom edge.
- The extremities of the Address Block must be at least 2mm away from the edge of the label or window.
- Additionally, there must be 5mm clear zone around the Address Block that is free from text, graphics or patterns.
- Excessively skewed addresses cannot be read. OCR can only tolerate a maximum skew of plus or minus 5 degrees from the horizontal.
- All punctuation may be omitted from all parts of the Delivery Address.
- Punctuation, if included within the Delivery Address, must remain restricted to the punctuation that appears within the corresponding PAF® record. Do not use punctuation in abbreviations such as 'St' for 'Street' or 'Rd' for 'Road'.
- Punctuation may be used in the Mailer Defined Information (MDI) and/or the addressee's name or the addressee's title. For full details on allowable punctuation within a PAF® record please see PAF® Digest available from www.royalmail.com, or your Access Account Manager.
- The preferred address format is where each line of the address element is on a separate line and the Postcode must be on the last line of the address. Please see Appendix A, Addressing Mailing Items, for 'Elements of Address and Address Structure'. Please note that the requirement for "no other text/information on the face of the mail item that could be construed as an address" includes any areas of an insert which may appear in the window of the mail item arising from the insert movement.
- The Country name (United Kingdom, Great Britain, England, etc.) must not be used.
- The Postcode must be in capital letters and contain either one or two spaces between the two parts.

Areas you must not print in

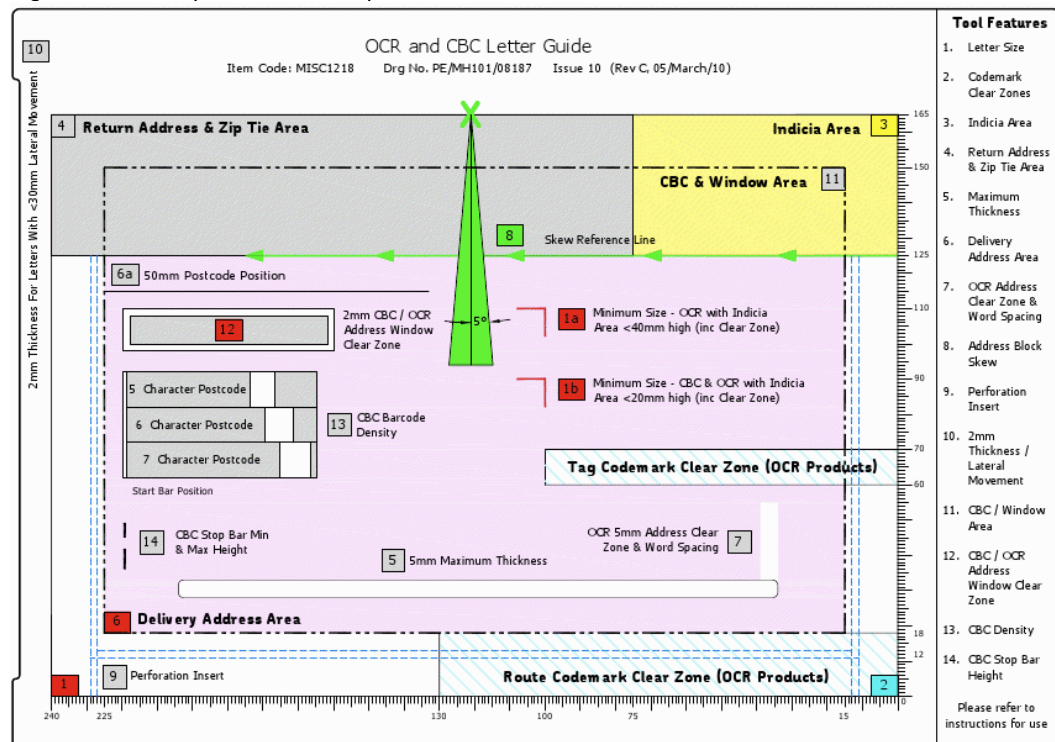
You must leave the following areas clear of any markings. These areas are called 'clear zones', and are used by our machines to print and read codes on Mailing Items and locate the address. You must leave clear zones in the following areas.

- 5mm around the Address Block.
- 18mm from the bottom edge and 130 mm from the right edge. This is for Royal Mail route code marking.
- A zone 100mm from the right hand edge and 10mm high, with the zone's top edge starting 70mm from the bottom edge of the item. This is for Royal Mail tag code marking.
- The address may appear anywhere within the pink shaded Address Zone (shown on the OCR template at Figure 43)
- No part of the address may fall within 40mm of the top of the mailpiece. However, if you cannot meet this requirement, then as long as there is no other print or graphic on the envelope that could be construed as an address, and providing the address conforms to PAF®, the Address Block may encroach in to the 40mm, clear zone as long as the last line of the Address Block is no nearer than 50mm from the top of the mailpiece.
- A return address should go on the reverse of the Mailing Item and it must be wholly in an area no more than 40mm from the top of the mailpiece. In exceptional cases if a return address is on the front of the mail item it must be wholly in an area no lower than 40mm from the top of the mail item and no less than 75mm from the right hand edge of the envelope. This will prevent our automation equipment from sorting the mail item to the return address.

Indicia

Only one indicia is allowed on a mailpiece and it must be in the top right hand corner, in an area 75mm (wide) x 40mm (high) as shown in Figure 43,

Figure 43: Example of OCR Template



Can we check it for you?

Once you have passed the Quality Assurance process, if you are unsure whether a particular mailpiece complies with all the conditions, why not send us a sample in advance. We will advise you of any problems, and suggest ways of redesigning it. Please contact your Access Account Manager.

Sending OCR items - How it works

Using Optical Character Recognition – OCR – enables you to print your addresses in a typeface that our sorting machines are able to read, by breaking each line down into separate characters or words and looking for vertical white paths between them.

However, in order for OCR to function properly, only certain fonts can be used and print quality must be of a certain standard. For example, using typefaces that are more unevenly spaced than others (or printing labels on a printer where the ink is running low) may cause the item to be rejected and us having to resort to manual sorting mode – which can cause delay and affect the Access Charge.

4. Which Typeface to Use?

There are a variety of fonts you can use, though we would recommend using one from the list shown wherever possible. We would also recommend you regularly check the quality of your print output for clarity. If you have any doubts on either of these requirements, please contact your Access Account Manager.

Here is the list of recommend typefaces:

- Arial 10 – 12pt
- Avant Garde 11 – 15pt
- Century Schoolbook 10 – 11pt
- Courier 10 – 15pt
- Courier New 10 – 15pt
- Frankfurt Gothic 10 – 12pt
- Franklin Gothic 11 – 14pt book
- Geneva 10 – 12pt
- Helvetica 10 – 14pt
- Letter Gothic 12pt
- Lucida Console 12pt
- Lucida Sans Typewriter 12pt
- Monaco 12pt
- News Gothic MT 10 – 12pt
- OCR B 12pt
- Univers 10 – 15pt
- Verdana 10 – 12pt

Typefaces with the following characteristics are also suitable:

- **Size** – Height: 2mm min – 7mm max. Width: 7mm max.
- **Dimension** – minimum ratio of lower case height (b) to upper case height (a) of between 2:3 and 3:4. A ratio of width (c) to height (a) of approximately 2:3.



- **Consistency** – each and every line of the delivery address (including the addressee's name) must be in the same typeface and point size.
- **Quality** – characters must be complete, clear, uniform and of high resolution, with individual stroke thickness of between 8% and 16% of the height of the character.

- **Contrast** – there should be a contrast between the characters and the background on which they are printed of at least 50% (55% if it is to be read through a window).
- **Character spacing** – there should be a fixed pitch of between 10 and 12 characters per inch (or between 15 and 10 point size), with clear vertical gaps of at least 0.25mm between the extremities of adjacent characters. If you are using proportionally spaced text, please ensure you keep spacing of at least +0.75, as this significantly improves the rate at which addresses can be read.
- **Line spacing** – allow uniform spacing between all lines of the address, of between 1mm and 4mm (measured from descender to ascender). There should be no blank lines.

Please note

OCR machines can read anything up to 64 characters per line (including spaces). OCR cannot recognise computer zero (Ø) and ampersand (&). Script type or italic typefaces also cannot be read.

Things to avoid

The following are typical problems, which can prevent your mail from being processed by an OCR machine.

- Characters with incorrect proportions



- Quality of characters – which are poorly printed or defined, either because they have been printed by low quality printers or low resolution dot matrix printers, or because the printer needs maintenance (e.g.. worn ribbon, low on toner/ink etc).



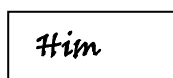
- Characters with poor outlines – fuzzy or blurred, or strokes which are incomplete, broken or smeared, for any of the above reasons.
- Close character spacing – characters which touch adjacent characters, whether on the same line or those from above or below.



- Proportionally or unevenly spaced text – characters or words that have too much space between them (more than four character widths or 10mm in size).



- Typeface styles – bold, italic, inclined graphic, pseudo-script or handwriting limitations. Typefaces with excessive serifs, which touch or overlap adjacent characters or serifs. Generally, sans-serif fonts are preferable to serif fonts.



- Print contrast – printing white type on a black background or similar, or combinations of colours such as black print on a strong red background.

Appendix H: Using Customer Bar Coding (CBC)

What kind of items can you send?

These guidelines are basically the standards for 'normal' paper and – unless you use an unusual type of paper – your items will probably comply. Issues such as colour, design and layout of items are covered later in this Appendix. During design, printing and enclosing, you should take into account the various tolerances associated with these processes to ensure that every mailpiece within your mailing adheres to these requirements.

For Mailing Items to comply with CBC, each mailpiece must comply with a range of physical parameters.

1. CBC mail

Size

Mailing Items must be rectangular (oblong) or square. All four sides must be straight. The intersection of each side must be 90 degrees.

Rectangular Items

- Maximum size 240mm x 165mm (C5+)
- Minimum size 140mm x 90mm
- Items may be presented landscape or portrait orientation (subject to the correct positioning of the barcode)

Square Items

- Maximum size 165mmx165mm
- Minimum size 140mmx140mm

Weight

- Each item must not weigh more than 100g

Thickness

- Maximum thickness 5mm
- Minimum thickness 0.25mm.

Paperweight – grammes square meter (gsm)

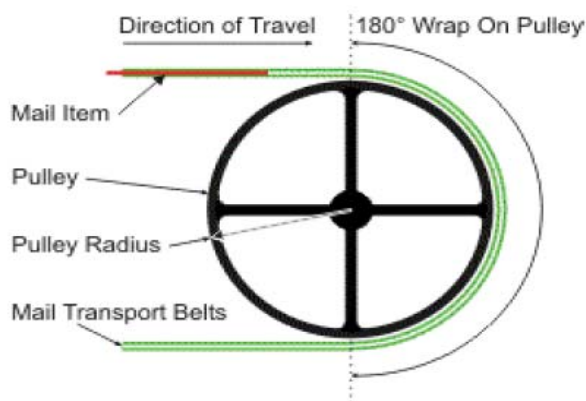
Envelopes: 70gsm minimum.

Postcards: 200gsm minimum with a minimum thickness of 0.25mm.

Flexibility

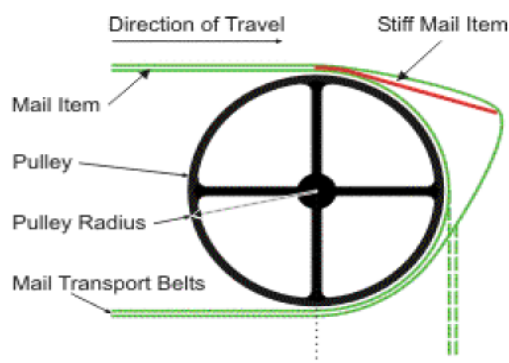
Mailing Items must be flexible enough to be capable of being processed without damage to the machine, the Mail Item, or other Mailing Items. Each Mail Item must, therefore, be capable of being transported around a pulley with a radius of 140mm with a maximum force of 26 Newtons

Figure 44: Flexibility test – pass



Items that are too stiff will not be able to meet this requirement, as shown in Figure 45.

Figure 45: Flexibility test - fail.



Inserts

Items such as pens, keys, gifts, etc. that are inserted in envelopes must not alter the properties of the Mailing Item such that the Mailing Item falls outside of the CBC automation requirements. Typically the significant factors affected are stiffness, thickness, and insert movement.

- Inserts that are placed in an envelope must be fixed in a position such that they cannot move around during the processing of the Mailing Items.
- No metallic items should be contained within the mailpiece with the following exceptions:
 - staples maximum size 24mm by 6mm
 - paper clips maximum size of 23mm length
- The maximum amount of lateral movement of the largest insert within the envelope must not exceed 20mm
- Where the overall total mailpiece thickness does not exceed 2mm, the maximum allowable largest insert movement is 30mm

Material

Envelopes must be paper based. You **cannot** use polythene, plastic or transparent items, or aperture envelopes (i.e. window envelopes without a plastic film).

Design

If you need to print a separate barcode (including a four state barcode) for your own use on the front of the envelope, you must contact your Access Account Manager for advice on format and positioning to ensure that this does not affect our ability to read the Royal Mail barcode - CBC.

Sealing

All items must be securely sealed, on all sides, taking care to avoid too much gum. Envelope flaps may fold either to the back or front of the mailpiece. If the flap folds to the front (address side) of the mailpiece, the edge of the flap must not fall within any required clear zone.

- You must not use metal clips or staples
- The items must be sealed on all sides securely and continuously

One Piece Mailers are permitted, please contact your Access Account Manager for the full specification.

Sealing Tolerances

Opening Flaps must be gummed and sealed as far along the edge as possible. All remaining edges must be sealed. There is a maximum tolerance of up to 25mm of the envelope top and sides (as illustrated in Figure 46 and Figure 47 where the flaps do not have to be gummed or sealed).

Figure 46 - Envelope Flap Sealing

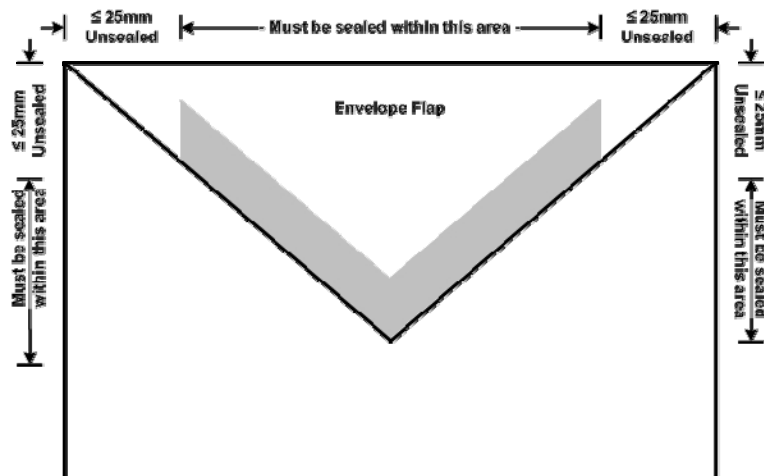
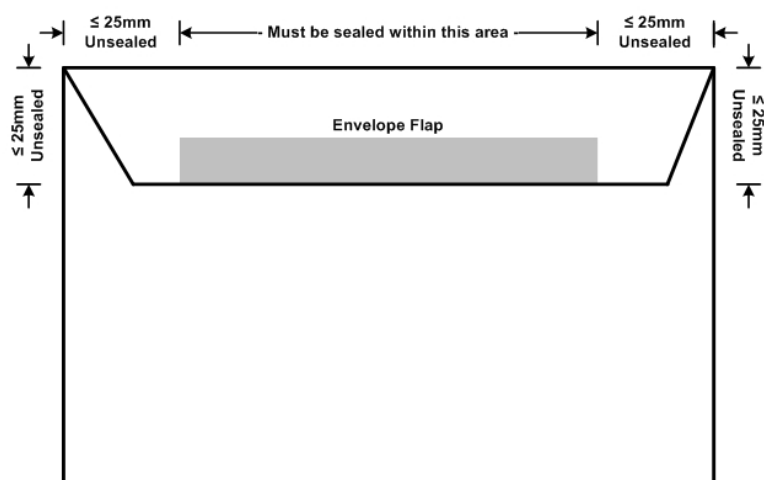


Figure 47 - Envelope Flap Sealing



Zip Tie Perforations

Zip Tie perforations are defined as a series of holes in a mailpiece to make opening easy. The “cut” is the hole and the “bridge” is the paper that is left intact and subsequently torn when the mailpiece is opened.

Zip Tie perforations are acceptable subject to the following requirements;

- The Zip Tie must be die cut into the mailpiece;
- The paper weight for the mailpiece must be ≥ 150 gsm;
- The mailpiece may be presented in both Landscape and Portrait orientation;
- The Zip Tie must always be placed on the back of the mailpiece;
- The Zip Tie may be positioned either horizontally or vertically, but the ‘Tear’ direction of the Tie is dependant upon the orientation of the mailpiece. Figure 48 and Figure 49 below illustrate the back of a landscape and portrait orientation mailpiece, the orientation and ‘Tear’ directional requirements (the relative position of the Access Indicia on the front of the mailpiece being illustrated);

Figure 48 - Zip Tie Orientation - Landscape Mail (Not to Scale)

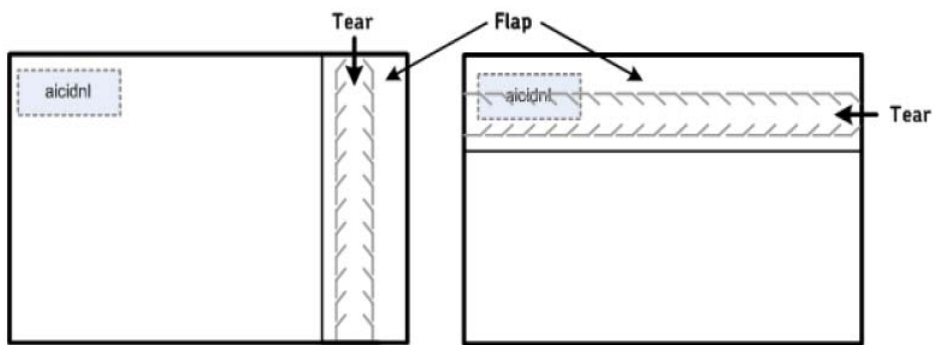
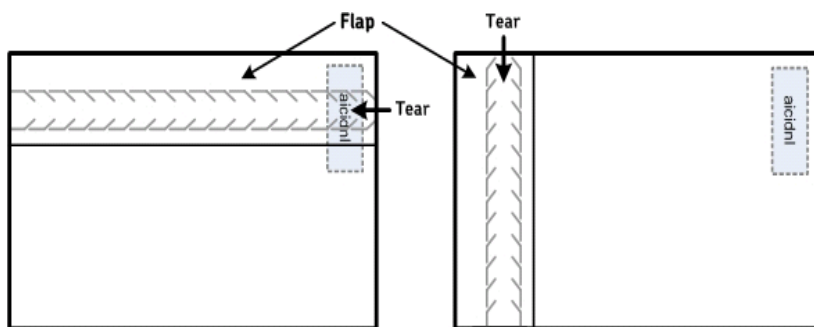
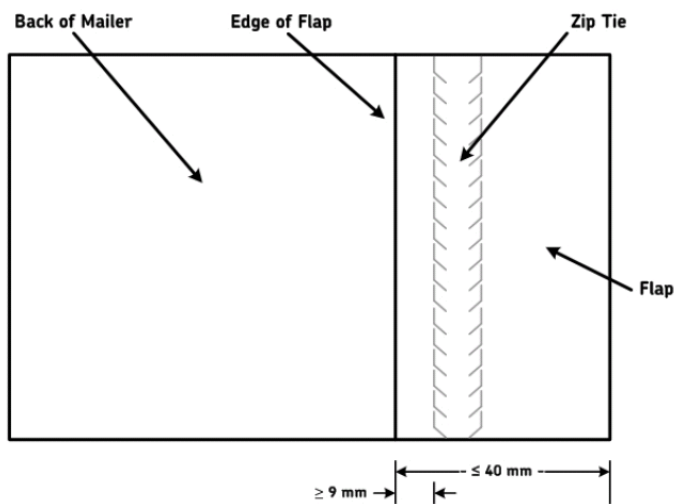


Figure 49 - Zip Tie Orientation - Portrait Mail (Not to Scale)



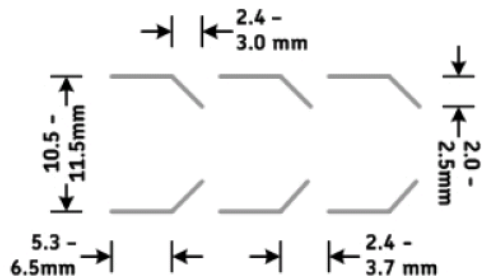
- f. The Zip Tie must be located on a flap that is $\leq 40\text{mm}$ wide as illustrated in Figure 50;
- g. The Zip Tie must be positioned $\geq 9\text{mm}$ from the edge of the flap as illustrated in Figure 50;

Figure 50 - Zip Tie & Envelope Flap (Not to Scale)



h. The dimensional requirements for the cut of the Zip Tie are provided in Figure 51;

Figure 51 - Zip Tie Dimensions (Not to Scale)



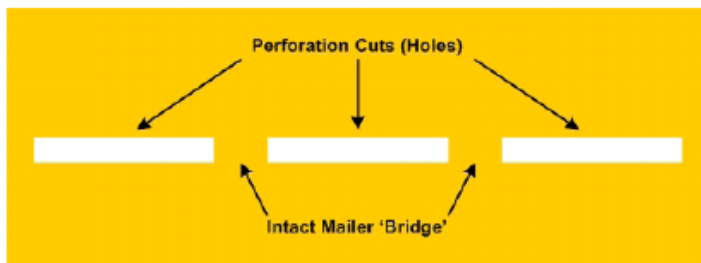
- i. All cuts and bridges must be of uniform size;
- j. The cuts must be rectangular in shape and have a width of $\leq 0.1\text{mm}$;
- k. The glue used to seal the flap must not run out onto the outside of the mail item or produce protruding mounds on the mail item;
- l. The glue must be fully cured prior to presentation to Royal Mail;
- m. The tensile strength of the glue must be $\geq 4.5\text{N}$ and fibre tear must be exhibited on separation.

Roulette Perforations

Roulette perforations are defined as a series of holes in a mailpiece to make opening easy. The “cut” is the hole and the “bridge” is the paper that is left intact and subsequently torn when the mailpiece is opened. Roulette perforations are acceptable, subject to the requirements in this section.

The elements of a Roulette perforation are defined in Figure 52.

Figure 52 – Roulette Perforation Elements

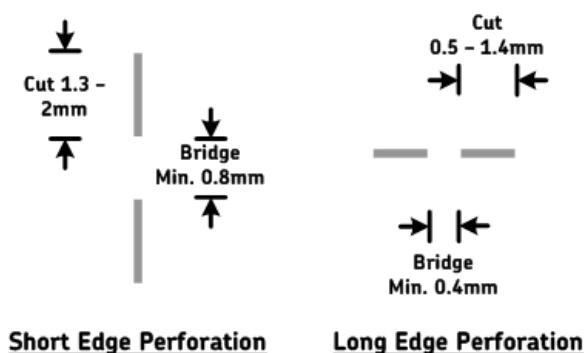


The requirements for Roulette perforations are as follows:

- a. The perforations must be die cut into the mailpiece;
- b. The minimum paper weight must be $\geq 100\text{gsm}$;
- c. The mailpiece may be in either landscape or portrait orientation;
- d. Perforations can only be present on any 3 sides, with only one of those sides being either of the longest sides;
- e. The perforations must be inset from the edge of the mailpiece by $12 \pm 1\text{mm}$;
- f. The cut of the short side perforations must be set at $1.3 - 2\text{mm}$ and with a bridge of $\geq 0.8\text{mm}$ as illustrated in Figure 53. All cuts and bridges must be of uniform size;
- g. The cut of the long side perforations must be set at $0.5 - 1.4\text{mm}$ and with a bridge of $\geq 0.4\text{mm}$ as illustrated in Figure 53. All cuts and bridges must be of uniform size;
- h. The cuts must be rectangular in shape and have a width of $\leq 0.1\text{mm}$;
- i. The short side perforations must extend from the edge of the envelope;
- j. The long side perforations must not extend beyond the short side perforations;

- k. The indicia must not be printed over the perforations;
- l. The perforated edges must be securely sealed all round from the perforation to the letter edges;
- m. The glue must not run out onto the outside of the mail item or produce protruding mounds on the mail item;
- n. The glue must be fully cured prior to presentation to Royal Mail;
- o. The tensile strength of the glue must be $\geq 4.5\text{N}$ and fibre tear must be exhibited on separation.

Figure 53 – Perforation Dimensions (Not to Scale)



Opacity

The paper on which the address is printed on must be equal to or more than 85% opaque to prevent any character on the reverse side showing through.

Porosity

Porosity value less than 700ml/minute

Absorbency

Absorbency value required 15-35gsm of water in one minute.

The Address.

- The preferred address format is where each line of the address element is on a separate line. The Postcode must be on the last line of the address. Please see Appendix A, 'Addressing Mailing Items' for 'Elements of Address and Address Structure'. Please note that the requirement for "no other text/information on the face of the mail item that could be construed as an address" includes any areas of an insert which may appear in the window of the mail item arising from the insert movement.
- The Country name (United Kingdom, Great Britain, England, etc.) must not be used
- The Postcode must be in capital letters and contain either one or two spaces between the two parts.

Using window envelopes

If you intend your barcode to be read through a window, please follow these requirements:

- The window **position** must be at least 15mm from the top, left and right edges of the envelope, and be at least 18mm from its bottom edge.
- The maximum **gloss** value of the window material should be equal to or less than 150 when measured at 60° in accordance with ASTM 2457 Standard test method for specula gloss of plastic films.
- The window **haze** must be equal to or less than 75% in accordance with ASTM D1003-00 Standard test method for haze of plastic films.
- The window envelope material must be robust enough not to become deformed, and fixed to the envelope evenly across the surface area it is in contact with.
- Any items placed inside the envelope must fit securely and not move around.

- The barcode must always be fully visible, with at least a 2mm clear zone around it. It must never skew more than 5° relative to the edge of the envelope. .
- The recipient's name may be tapped out of the window, providing that the remainder of the address is fully visible at all times, and that the recipient's name taps back into the window.
- The number of windows on a single mail item must not exceed two.
- The windows must not exceed 50% of the surface area for one face of the mail item. The windows should not infringe any of the clear zones on the mailpiece (see Figure 56 CBC template).

Windows on front and back of envelopes

Envelopes with windows on the back and front can only be used if the following requirements are met:

Mailpiece Physical Properties

- Minimum mailpiece length is 212mm (maximum is 240mm)
- Maximum thickness 1mm
- Paper inserts only
- Maximum weight 20g

Window Properties

- Only one window on each face
- The front face is defined as the side containing the indicia and the delivery address
- The window on the front face must be rectangular with a maximum size of 174mm length and 45mm height. It must be positioned between 18mm and 20mm from the bottom and right edges of the mailpiece
- The window on the back must be circular with a maximum diameter of 48mm. The perimeter of the window must be 31 ± 1mm from the bottom of the envelope and centred along the long edge.

These requirements are illustrated in Figure 54 and Figure 55.

Figure 54 – Letter with Front & Back Windows – Front View

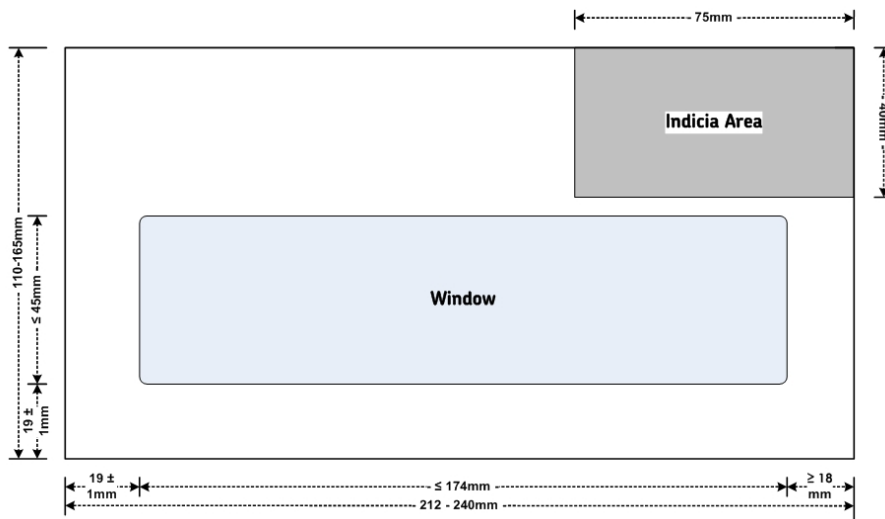
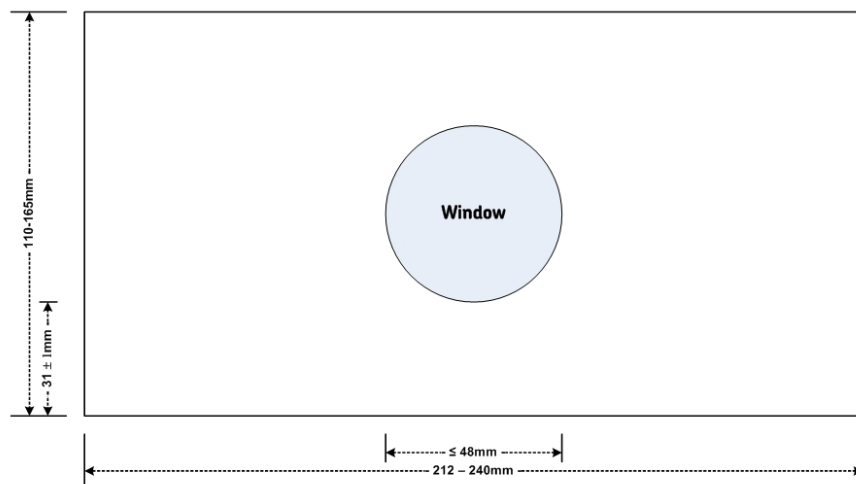


Figure 55 – Letter with Front & Back Windows – Back View (Not to Scale)



Designing your items for CBC

Before proceeding, please make sure that you have read Appendix A: Addressing Mailing Items. When addressing your items please also note the following.

Indicia

Only one indicia is allowed on a mailpiece and it must be in the top right hand corner, in an area 75mm (wide) x 40mm (high) as shown in Figure 54.

CBC items – Including a Delivery Point Suffix

A Postcode is not always sufficient to uniquely identify each Delivery Point in the UK – for example, in shared buildings. Some Postcodes relate to only one delivery point, while others may cover up to a hundred. The average is 15.

For that reason a Delivery Point Suffix (DPS) has been developed. The DPS is a two-character code (a number and a letter) which enables each Delivery Point to be identified. The steps in finding the correct DPS for an address are explained below.

The DPS should be included in the data converted into and printed as a barcode on all your CBC Mailing Items. All barcodes must include a DPS. This can be a default DPS (e.g. 9Z) or the accurate DPS for that address. Default DPS' are explained below. The DPS should never be printed or written on the items except as part of the encoded barcode.

Using colour and logos

As well as gaining a lower price a benefit of adding a barcode is greater creative flexibility in mailpiece design. You can use a greater range of colours and fonts for the delivery address and you do not need to leave certain areas of the mailpiece clear of print and colour.

Paper colour

Please do not use a red, green, black, or dark coloured background, for the CBC as our machines cannot see a barcode printed upon them. You must ensure a Print Contrast Ratio of at least 40%, a Reflective Difference of at least 30% and a Background Reflectance at least 35% for the barcode on CBC items.

Printing

The barcode must be darker than the paper. For example please don't print the barcode in white ink on dark paper.

Background

The background to the CBC, together with the 2mm surrounding clear zone, must consist of a background with constant reflectance

Barcode orientation

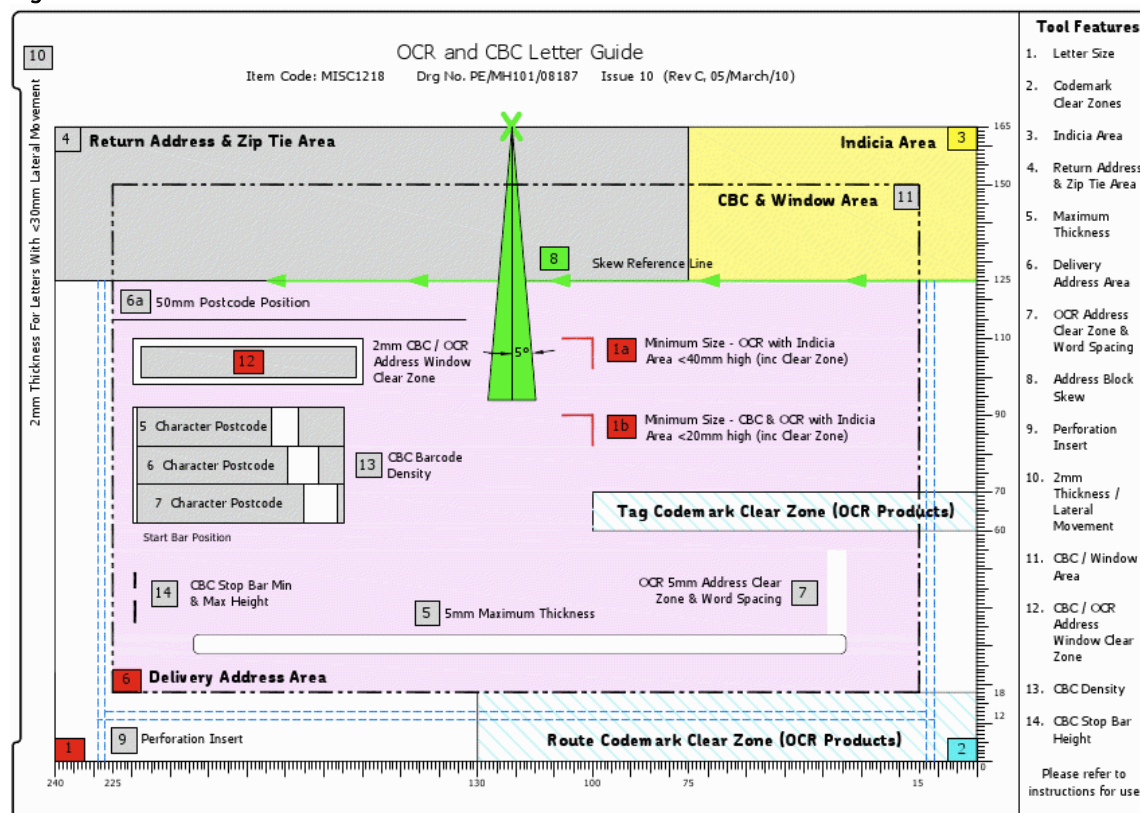
The barcode can be printed in any of the following orientations with reference to the bottom edge of the mail item:

- Normal horizontal
- Inverted horizontal
- Normal vertical
- Inverted vertical.

Printing the barcode

The CBC template illustrates the minimum/maximum mailpiece sizes and the positioning of the CBC that are described in detail within this User Guide.

Figure 56: CBC J tool



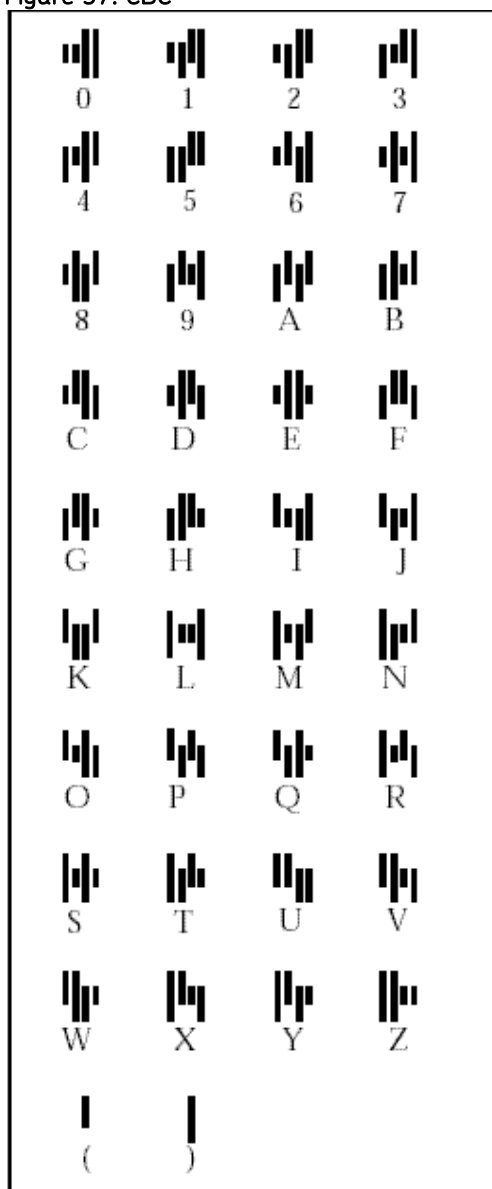
- The barcode must be printed on the front face of the mailing piece within the shaded area as illustrated above (for landscape items). No part of the code may impinge on the un-shaded area, as shown here.
- For portrait items the bottom edge is whichever of the longer edges to which the barcode is nearest, and the barcode must not fall within 18mm of this edge or 15mm of any of the other three edges.
- For square items the barcode must not fall within 18mm of the bottom edge or 15mm of any other edge when viewed with the address upright.
- The barcode must not be printed on the edge of the flap of an envelope if the flap falls to the front of the mail item.

How it works

CBC – Customer Bar-coding – means printing a barcode on the item, as well as the correct address and Postcode. For Access 700 CBC 100% of all Mail Items must have a full and accurate address, Postcode and corresponding CBC. For Access 120 CBC at least 90% of all Mail Items must have a full and accurate address, Postcode and corresponding CBC.

The barcode gives our machines the exact information they need to sort the item for delivery. Mail with a correctly prepared and printed barcode passes swiftly through our machines, and as there are fewer ‘reading’ problems, are rarely rejected and defaulted to manual sorting.

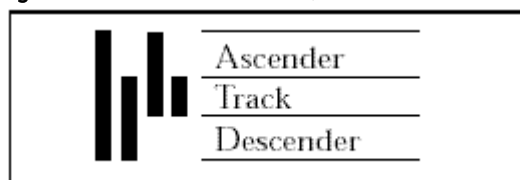
Figure 57: CBC



The basic principles of barcodes

We've developed a unique bar-coding system for our mail sorting machines. It is capable of containing large amounts of data, and can be produced by all types of printing systems. Each 'character' consists of four bars. Two of these have ascenders and two have descender. There is also a track element in all bars.

Figure 58: Ascender/Tracker, descender Bars



There are 38 valid characters:

- numbers 0-9
- letters A-Z
- open and close brackets (-).

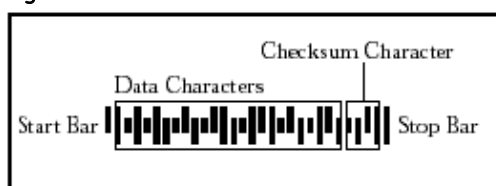
A typical complete barcode

A complete customer barcode must consist of:

- A start bar, positioned at the normal left hand end, next to the first significant data character.
- A set of 'characters' (each consisting of distinct bars and spaces) which give the Postcode (outward code then inward code)
- Two characters (a number plus a letter) which give the Delivery Point Suffix (DPS).
- A checksum character. This helps us spot errors and is explained below.
- A stop bar, at the normal right hand end of the complete code next to the checksum character.

See the illustration below. These elements must only be printed in barcode format and are in addition to the normal correct address and Postcode.

Figure 59: CBC elements



Printing the barcode

Royal Mail can supply you with a True Type Barcode font for common software applications that produce barcodes. Or we can provide a list of third parties who can carry out barcode printing on your behalf. If the Royal Mail font is not compatible with your printing software you will need to purchase the font from your printer supplier.

Position

The exact positioning of your barcode is given below. In practice, it's very straightforward to get the positioning right because we can provide you with the relevant template to overlay on top of your sample barcode, see Figure 56 CBC template. .

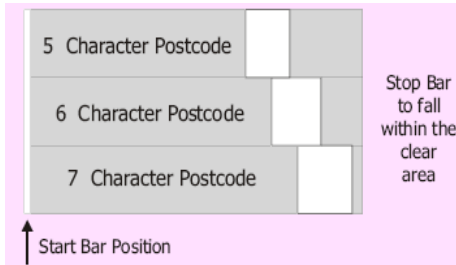
The barcode must appear:

- On the front of your item
- At least 18mm from the bottom edge, and no more than 125mm from the bottom edge
- At least 15mm from the top edge
- At least 15mm from the right and left edges

Length

The barcode must be a continuous string of characters, without gaps or space characters. You must set it at between 20 to 24 bars per 25.4mm and this must be consistent throughout the length of code. The characters must be equally spaced. The length of the barcode will vary depending on the number of characters in the Postcode. The minimum possible length is 35.98mm – for a five character Postcode at 24 bars per inch (per 25.4mm). The maximum is 53.34 – for a seven character Postcode at 20 bars per inch (per 25.4mm).

Figure 60: Length/Density



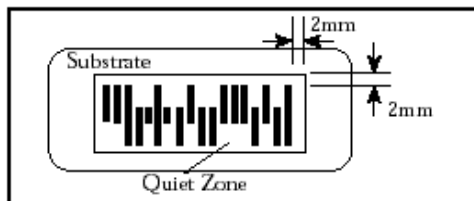
Overlay template

Royal Mail can provide you with simple overlays (see Figure 56 – CBC template), which shows if you have the correct length and density of the barcode.

Clear zone

Please print the barcode plus an additional 2mm clear zone around it on a background with a constant reflectance.

Figure 61: Clear Zone



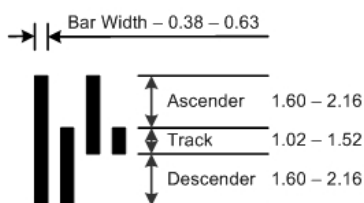
Print Quality of bars

Each bar within a barcode must be sharp and clearly defined. This helps eliminate misreading.

Size of bars

The range of sizes is:

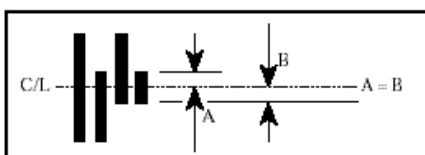
Figure 62: CBC Bar size ranges



Vertical alignment

Figure 63: CBC Alignment

The track element of the bars must be symmetrical to the centre line (C/L):



Skew

Each bar of the code should be perpendicular to the edge of your item as possible, and to other bars. The most you can skew each bar is 5 degrees in either direction.

Optical specification

Please print your barcode so it contrasts with the underlying colour – for example black bars on a white background. You must ensure a Print Contrast Ratio of at least 40%, a Reflective Difference of at least 30% and a Background Reflectance at least 35% for the barcode on CBC items. Print quality should be consistent throughout the code. You'll need to take into account the print process you're using and the material onto which you're printing.

Creating the checksum character

If you don't use proprietary software from PIF or a Royal Mail approved co-supplier then you'll need to work out the checksum character yourself.

This involves using an algorithm, as described below. The checksum character is used as a means of error detection to ensure that the rest of the barcode is correct.

Delivery Point Suffix Requirements

For Access 120 CBC, a minimum of 90% of the Mailing Items must contain a CBC with an accurate DPS. The remaining Mailing Items (up to 10%) may contain a CBC with a default DPS.

For Access 700 CBC, every Mailing Item must contain a CBC with an accurate DPS.

Please note: that the above requirements for an accurate DPS have been suspended until further notice. You may therefore at this time present Access 700 or Access 120 CBC with a default DPS in every CBC. However the requirement to have a CBC on 90% of the Mailing Items at Access 120 CBC and every Mailing Item at Access 700 still applies.

Creating the Delivery Point Suffix

- The DPS will be extracted from PAF® (or the Postcode Information File (PIF®), using the Postcode for that address, together with the house number or name. The numbers used can be 1-9; it cannot be a 0.
- The letter can be any letter of the alphabet **except for C,I,K,M,O or V**.
- Some addresses do not have a specific DPS. In such cases you should use a default DPS, either, 9U, 9W, 9X, 9Y or 9Z. Whichever of these default DPS' you use is up to you and the same one can be used for all such addresses.

There are a number of ways you can obtain the correct DPS:

- Purchase PAF® from Royal Mail.
 - The DPS will be included with PAF® if you take this in either compressed standard or main file format. However, if you take the information in any other format, you'll need to access the DPS through (PIF®).
- Purchase a PAF® Address Management package from a Value Added Reseller
 - You will need to talk to your supplier to arrange access to the Postcode Information File (PIF®).
- If you get address information from a bureau
 - The bureau can hard code their customer lists on an agency basis – much the same way as you may already have your lists Postcoded. They can add the DPS to your lists at the same time.

Hard coding lists

Once a Postcode and DPS are allocated to an address, it is unlikely the address will change, although this may be necessary from time to time. It can therefore be beneficial to 'hard code' address lists with at least the DPS. This makes it easier to access the information needed for the barcode for the addition of just two bytes per record (one kbyte per 500 records).

The checksum digit could also be hard coded, or could be allocated automatically at the time of printing through the use of a programme.

Postcode Information File (PIF®)

We offer a file which enables you to identify the exact delivery address when, for example, the Postcode is shared by several addresses, and match it to the correct DPS and checksum character.

The file gives the Postcode, DPS and checksum character, plus an extra field for Delivery Point Data (DPD) that uniquely identifies the address for example:

Postcode	DPS	Checksum character	Delivery Point Data
SO31 6XY	1A	S	1
SO31 6XY	1B	T	Sea Breeze
SO31 6XY	1D	V	3
SO31 6XY	1E	W	Rose Cottage
SO31 6XY	1F	X	5

At its most simple, the DPD will be the house number. For properties without a number, it will be a house name. For flats, the relevant information from the PAF® will appear.

You should link this file either to PIF® or to an address list that has a high level of postcoding.

PIF® file size

The sizes for the various elements in PIF® are:

Delivery Point Information	50 bytes
Postcode	7 bytes
Delivery Point Suffix	2 bytes
Checksum character	1 byte
Total size per record	60 bytes

With 27.5 million records, the total size of the file is 1.5 gigabytes.

Format

PAF® is available on, DAT or Compact Disc, and you can choose between the following three file formats:

- **Main File:** The PAF® Main File is a relational raw data product (this means that it contains grouped or related address data, as well as Mailsort codes and Delivery Point Suffix data) It is the master database containing complete Postcode and address information for over 28 million UK addresses. Main File contains no software and the raw data within it must be processed for use within IT applications.
- **Compressed Standard File:** An expanded form of the Main File with approximately 28 million addresses in sequential order, as well as Delivery Point Suffix data
- **Ranges File:** A similar format to the Compressed Standard File, but takes up less space by ranging numbered properties on the same Postcode together in one record.

Working out the checksum character

Checksum characters can be automatically produced through the software available from co-suppliers. They are also available on the PIF®. They can however also be calculated by following these steps:

Step one

Use the table to find **row** and **column** references for the characters in the Postcode and DPS. Note that the sixth row/column is numbered 0 not 6.

Row	Column					
	1	2	3	4	5	0
1	0	1	2	3	4	5
2	6	7	8	9	A	B
3	C	D	E	F	G	H
4	I	J	K	L	M	N
5	O	P	Q	R	S	T
0	U	V	W	X	Y	Z

For example the letter S is in row 5 and column 5. Write these down in a grid like this (we've used an example Postcode of SN3 4RD and DPS of 1A), then add them up:

Postcode and DPS	S	N	3	4	R	D	1	A	TOTAL
Row	5	4	1	1	5	3	1	2	22
Column	5	0	4	5	4	2	2	5	27

Step two

Divide the totals by six (it is always six, no matter how many characters are in the Postcode), and note the amount left over. In this example:

- goes into 22 three times **with 4 left over**
- 6 goes into 27 four times **with 3 left over**

Step three

Refer these 'left over' figures back to the table, finding the character where they intersect. For example, row 4 and column 3 gives the checksum character K.

Even if your 'left over' character is zero (i.e. 6 into 24 goes four times with zero left over), this will relate to a row or column on the grid.

Appendix I: Glossary of Terms

Access Agency Operator Agreement	An agreement between Royal Mail and a postal operator (as the term is defined in the Act) following a request by such postal operator under Condition 9 of the Licence which permits access to the Postal Facilities and which permits such operator to act for Agency Customers;
Access 120	The sortation by the Customer of Postings into circa 120 selections according to Postcode Areas;
Access 700	The sortation by the Customer of Postings into circa 700 selections;
Access 1400	The sortation by the Customer of Postings into circa 1400 selections according to Postcode Districts;
Agency Overlay Report	The document on which the Customer submits information on the Daily Posting of each Agency Customer, an example of which is found at section 9.5
ALPS (Auto Level Packet Sleeve)	Auto Level Packet Sleeve as defined in the ALPS Agreement
CBC (Customer Barcode)	In relation to a Letter, a printed barcode capable of being read by Royal Mail's automated mail sorting machine
Container	A Royal Mail bag, tray, or any other Container type approved by Royal Mail from time to time.
CFL (Customer Final Label)	Routing information label attached to each and every Container handed over within a Daily Posting.
Delivery Point Suffix or DPS	A two character (number then letter) code which enables Royal Mail to identify each Delivery Point
DocketHub	Royal Mail's electronic system for the production and submission of forecasts and vehicle details;
DSACC	Royal Mail's Downstream Access Central Control
OCR (Optical Character Recognition)	In relation to a letter, the address of that Letter has been printed such that it is capable of being read by Royal Mail's automated mail sorting machinery;
PAF®	Royal Mail's Postcode Address File;
PIF®	Royal Mail's Postcode Information File;
Postcode Sector	The first two, three, or four alphanumeric digits of an outward Postcode plus the first numeric digit of the inward Postcode, and is used to identify a geographical area for delivery of mail;
STL	Standard Tariff Letter
York Card	A card attached to each York (where a York Agreement has been signed) specifying the number of Containers for each discrete Customer Posting in each York at each IMC

Appendix J: Key National Posting (KNP)/Exceptional and Large Posting (ELP)

1. Introduction

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

This process applies to all Access services offered and this is in addition to and does not replace any existing processes for handling Access Postings as described in the Condition 9 Access User Guide. The effectiveness of a KNP/ELP is largely dependent on the timeliness of the exchange of key information between, the Customer and Royal Mail Wholesale

2. Background

The KNP/ELP process is designed to ensure advance notice is provided for all postings that are considered 'Exceptional' because of their volume, size, shape or geographical bias.

The KNP/ELP process is used to raise the awareness of particular mailings to ensure these postings are planned, communicated & executed to meet the product specification and Quality of Service in an efficient & cost effective manner to the benefit of all concerned.

Failure to provide the necessary information may result in Mailing Items not being delivered within the expected timescales, and Royal Mail reserves the right to manage the handling and delivery of Mailing Items to ensure excessive costs are not incurred.

3. Definition

A KNP/ELP is **any posting**, which may cause operational difficulties and may not be successful or meet quality of service unless it is planned discretely from 'business as usual' postings and the plans implemented.

It should be noted that individual postings may not in themselves cause operational difficulties, but may contribute to such concerns when combined with other such postings, or planned at specific seasonal times of the year. Therefore, if any posting fits **any** of the criteria described at **Annex A** (Figure 64) of this Appendix J, the KNP/ELP process must be followed. Royal Mail Wholesale maintains the right to manage any posting as a KNP/ELP if it is deemed to have an operational impact, due to its size, weight, or geographical delivery bias.

4. KNP/ELP process

A KNP/ELP must be communicated and raised at the earliest possible opportunity via the appropriate customer/Royal Mail Wholesale or operator/Royal Mail Wholesale meeting. **Annex B** (Figure 65). The timeline will then be implemented by both parties, and the exchange of information progressed to deliver an effective and efficient posting.

5. Entry Level

Volume is not the only determining factor; the issue for Royal Mail Wholesale (and other operators) is one of workload and capacity. A common sense approach is applied to postings that may reasonably be considered to be 'Exceptional' because of their volume, size, shape or geographical bias and/or show a significant spike in the normal posting pattern of the Condition 9 contract holder. **Annex B** (Figure 65) provides the Timeline, and additional support is provided using the KNP/ELP Impact Chart contained **Annex A**. (Figure 64)

6. Documentation

In order to be able to manage the KNP/ELP effectively and efficiently the Customer may be required to produce a separate docket for the KNP/ELP in the same format as the standard Condition 9 Access docket. If this is required, the Customer must also produce a separate manifest for the KNP/ELP in the same format as the standard Condition 9 Access Manifest or agreed Summary Manifest. These requirements will ensure the KNP/ELP is given discrete attention and that any changes in 'business as usual' postings do not impact on the planning and management of KNP/ELP.

For all KNP/ELP postings, the Customer must submit a fall to earth (FTE) of the mailing profile on at least 2 weeks notice prior to the posting being handed over to Royal Mail Wholesale. The format of the fall to earth is shown in **Annex C** (Figure 66). Any changes to the FTE must be notified immediately to Royal Mail Wholesale.

7. Access Time/Slots

If additional Access Slots are required, then the Customer or their carrier must inform their Access Account Manager and must apply for these at least 10 Working Days prior to the KNP/ELP being handed over to Royal Mail Wholesale at the specific Inward Mail Centre. Section 12.4 of the Condition 9 Access User Guides provides more information on booking ad-hoc/additional Access Slots

8. Handover

If necessary Royal Mail Wholesale will allow the use of letters of authority for KNP/ELP and they must be presented and handed over separately to Royal Mail Wholesale Inward Mail Centres.

Annex A

Condition 9 Access KNP/ELP Criteria

Postings that meet the criteria below must be notified to Royal Mail Wholesale a minimum of 4 weeks before the first date of handover to enable detailed operational planning to take place. (4 weeks has been specified as it is reasonable to expect that the details of the posting to be known at that point)

Royal Mail Wholesale will discuss and advise the Customer if the posting requires the KNP/ELP process to be followed. A potential KNP/ELP needs to be raised at the earliest possible opportunity. If the Customer fails to notify Royal Mail Wholesale of a KNP/ELP posting in accordance with the timeline at **Figure 65** Royal Mail Wholesale reserves the right to handle the posting over a number of days; the number of days to be determined by Royal Mail Wholesale.

Figure 64

Key Criteria	
In addition to the total volume of Mailing Items being posted, other criteria may also determine if a posting is to be managed as a KNP/ELP, such as:	
<ul style="list-style-type: none"> • Postings containing items of an unusual size/shape or weight; • Items that do not fit through the average sized letter box as defined by the European Standards Commission (this can be obtained on request); • When a Business Reply Envelope (BRE) item is included in the outward posting and there is an anticipated response level of more than 10,000 items for 5 consecutive days; • A posting with a geographical bias can apply to any Access service, therefore, the operational impact of a posting with this profile will nearly always be considered for KNP/ELP status. This may include national postings that may have a geographical bias as a result of the production order and handover of the Posting 	
Guideline Volumes – Please discuss with your Account Manager	
<250,000	Geographical Bias,
>125,000	Packets / Geographical Bias.
> 500,000	Large Letters / A3 Packets
>1,000,000	Letters – Un-machineable
>1,000,000	Letters – Machineable

Volume	To be applied to all Access Services					
>1,000,000						Please discuss volumes with your account handler
750K-1m						
500K-750K						
250K-500K						
125K-250K						
0-125K						
Format & Impact	Geographical Bias	Heavy Weight/ Unusual Format	Packets	Large Letter/ A3 Packets	Manual	Machineable
Access Service	1400 120 manual Walksort 120 OCR/CBC 700 CBC	1400 120 manual Walksort	1400 120 manual Walksort	1400 120 manual Walksort	1400 120 manual Walksort	120 OCR/CBC 700 CBC

Key:

Red = KNP/ELP

Amber = Possible operational impact, therefore, KNP/ELP status considered. Please discuss with your Account Handler

Green = Not considered a KNP/ELP

Annex B Figure 65; Key National Posting (KNP) Exceptional and large Posting (ELP) Timeline

Activity	Time before posting date	Date expected	Clarification of information required	Date complete
Commencement date of posting	- 4 weeks		Date to be confirmed - will be first handover at RM IMCs	
Format and sortation of Mailing Items	- 4 weeks		Item format, weight & sortation level to be confirmed	
Volume of Mailing Items other criteria (see App. A above)	- 4 weeks		Total volume and estimated volumes other criteria by day of handover	
Item weight and description	- 3 weeks		Example mailpiece (if available) and exact weight of item to be provided.	
Response item	- 3 weeks		Is a response item contained within mail item	
Return address	- 3 weeks		UK returns to sender address to be supplied.	
Fall to earth for each day of handover (in Excel format) This must match the forecast provided.	- 2 weeks		Information required see Appendix C	
Fall to earth for each day of handover for Access Walksort Postings - additional data requirements	- 2 weeks		Access Walksort line listing & CPR for each day required	
Presentation and Containerisation of mail	- 2 weeks		Containers & presentation of mail to be confirmed	
Book additional access slots	- 2 weeks		Carrier to book any additional Access Slots via DocketHub	
Ensure drivers and vehicles are on DocketHub	- 2 weeks		Carrier to upload to DocketHub	
Formal confirmation of posting dates	- 2 weeks		Confirm dates, format & item weights to Royal Mail Wholesale	
Order additional supply bag ties and bag labels	- 2 weeks		Carrier to order	
Order additional supply Containers	- 2 weeks		Carrier to order	
Include KNP/ELP in 7 day forecast	-7 Working Days		Upload into DocketHub	
Include KNP/ELP in 24 hour pre-notification	- 24 hours		Upload into DocketHub	
Upload KNP/ELP in separate 06:30 upload to E*Pro	By 06:30 am on day of handover		Upload into E*Pro.	
Begin KNP/ELP posting and review	0			

Annex C (Figure 66) - Condition 9 Access Key National Posting (KNP)/Exceptional and Large Posting (ELP) 'fall to earth' detail

The Customer must provide detailed fall to earth in the format detailed below in EXCEL two weeks in advance. The total Daily Posting volume of Mailing Items handed over must be detailed by format, number of items, number of Containers, sortation level, SSC, Postcode, (Walksort code if applicable), Delivery Office and IMC.

Date of handover	Format	No of items	No of Containers	Sortation level	SSC	Post-codes	Walk (for Access Walksort Postings only)	Delivery Office	Inward Mail Centre
dd/mm/yy	Large Letters	134		1400	12345	NE61		Morpeth	Tyneside
dd/mm/yy	Large Letters	555		1400	12345	NE66		Alnwick	Tyneside

Appendix K: Access Walksort

1. Introduction

Access Walksort is mail sorted to the level of the individual UK postal walk – of which there are approximately 80,000 averaging 375 delivery points each.

Entry qualifications

To qualify for Access Walksort, your Posting must be sent to at least one in ten (10%) of all delivery points within a given coverage area.

Your Access Walksort Posting must consist of at least 4,000 letters

- The maximum weight for an individual item is 750g
- The maximum dimensions are 420mmx297mm
- The maximum thickness of Large Letters and A3 packets is 25mm
- All Mailing Items must be of a similar size and shape to ensure that they can be bundled easily.
- You must ensure that every item in your Posting is addressed in a way that is fully visible and legible to the reader.
- Each Mailing Item (100%) must bear an accurate Postcode that is consistent with the address when compared to the Royal Mail Postal Address File (PAF®).

You will need to first sign an Access Agreement and an Access Walksort licence agreement for the use of our Walksort Database or Zonal Access Walksort database. This is to ensure that you agree to our terms that the database is only used for the purpose described within the agreement – i.e. the sortation of Postings.

2. The Walksort Database

If your Access Agreement includes Access Walksort, Royal Mail will provide you with access to the Walksort Database or the Zonal Access Walksort database, via the Royal Mail Wholesale website, www.royalmailwholesale.com, in electronic format, containing your sorting plan, as well as the coding and label information you will need to link to your address files using Walksort or Zonal Access Walksort software.

Updating the Walksort Database

You should update your sorting system each time a new version of the Access Walksort/Zonal Access Walksort Database is issued by Royal Mail. A new release is made available every month on www.royalmailwholesale.com. You must use a version, which is less than four months old.

Implementing Computer Sorting

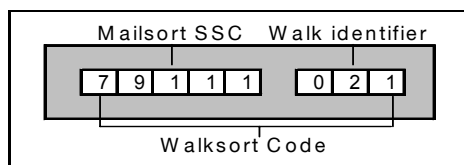
In order to use Access Walksort, you will need to write or purchase a sortation software package – see Appendix C for further details. Alternatively, an external agency can sort your address list for you.

For further information contact your Access Account Manager or visit www.royalmailwholesale.com

3. The Walksort Code

Your database will contain records for every Postcode, each of which will have an eight digit Walksort Code, made up by the five digits Access Direct (Access 1400) Standard Selection Code and a three digit Walk Identifier. Each Access 1400 selection essentially represents a Delivery Office, and each Walk Identifier denotes a specific postal walk within that office's coverage area. The **last** digit of the Walk Identifier also helps to identify which version of the database has been used. Walksort Codes are always numeric.

Figure 67: The composition of a Walksort code



Walksort data files

The Walksort Database consists of two files, called **WALKA** and **WALKB**.

WALKA is a record of each Postcode with an associated Walksort Selection Code.

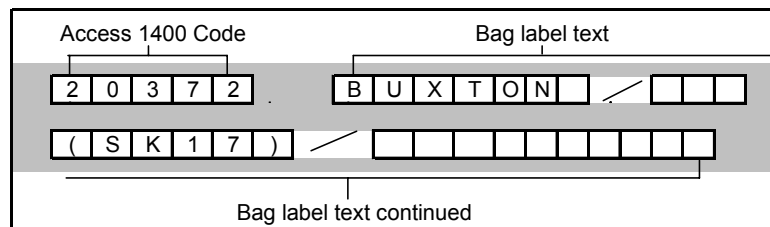
Field	Size	Type	Comments
Postcode District	4	alphanumeric	Aligned left, uppercase only
Inward Postcode	3	alphanumeric	Uppercase only
Walksort Code	8	numeric	Uppercase only
Zone ID	1	alpha	Uppercase only

For example, a typical record within **WALKA** would show:

WALKB, on the other hand, contains most of the information needed to produce bag labels for your Access Walksort bags (you will also need the Access Labelling database as described in the Labelling Section 7). This information is identical to that for Access 1400 bags, because after sorting and bundling, Access Walksort bags are handled in the same way as Access 1400 until they reach a Delivery Office.

Field	Size	Type	Comments
Standard Selection Code	5	numeric	5 digit Access 1400 Standard Selection Code
Label	75	alphanumeric	Bag label text for the Access 1400 selection

For example, a typical record within **WALKB** would show:



Database segmentation

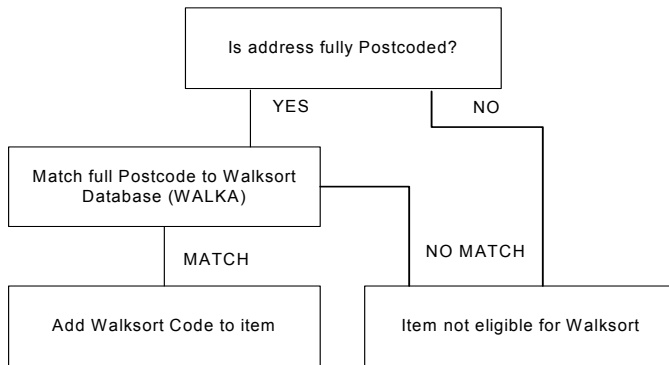
Given the size of the entire UK database – approximately 30Mb – we also hold the Walksort Database in individual Postcode Area segments. This makes it easier to store and easier for you to access and manage. Furthermore, it enables you to hold data only for the areas you need. For further information, please call the **Wholesale Technical Helpline** on **0207 371 3727**

4. Coding and sorting the mail

You can simplify your preparation for Access Walksort by dividing it into two separate processes:

- Allocating your selection codes
- Sorting into the appropriate bundles and bags.

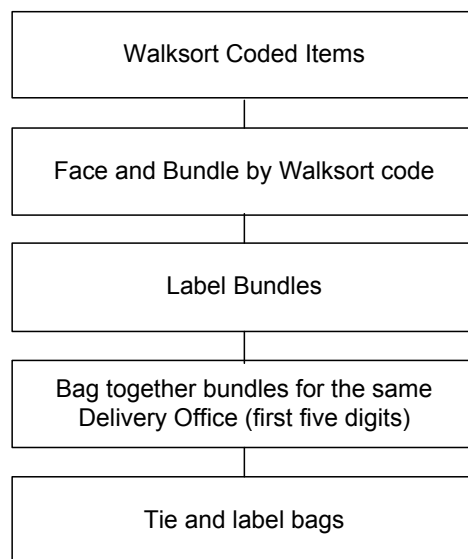
Allocating Selection Codes



A few points to remember on coding and sorting:

- You will need the **WALKA** data file before you can start to allocate your selection codes.
- The selection criterion is that Mailing Items must be destined for an average of at least 10% of delivery points in the postal walks, which make up the Posting. This is known as the Access Walksort penetration level.
- Only Mailing Items with an allocated Walksort selection code are eligible for Access Walksort prices.
- Mailing Items without a Postcode or Walksort Code cannot be posted under Access Walksort. To a limited extent they may be sent via other Access Services (Access 120 or Access 1400 but there is a minimum requirement of 90% full and accurate address and Postcodes for these services) or these can be sent as Standard Tariff mail with an upstream Royal Mail PPI.
- Only once all the items have been Walksort coded, can the sorting and presentation of mail proceed as shown below.

5. Preparing your Access Walksort Posting

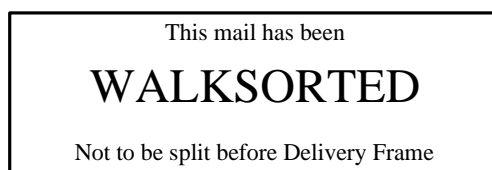


Bundling

When sorting your mail into delivery bundles, please remember that:

- All Mailing Items must be bundled by Walksort Code
- Each bundle must have the correct Walksort Code either on each Mailing Item: address label, through the envelope window, or on the bundle label itself see below.
- Individual walk bundles must be labelled with an Access Walksort bundle label (shown below). These labels are to be ordered in advance from DSACC. Alternatively, you can print this information or the word 'WALKSORT' clearly and visibly on the item itself or on the strapping used to hold the bundle together.

Figure 68: Example of an Access Walksort bundle label



- Delivery bundles must be arranged into their respective selections and bound securely, address side up.
- Bundle thickness should not exceed anything that cannot be comfortably held in one hand (approximately 15cm).
- If the number of Mailing Items to a single walk is larger than one bundle, it can be spread over two or more bundles, but no bundle may contain mail for more than one Access Walksort selection.
- For more information on bundling please see Section 6.

Labelling and bagging

There are a number of general points on bags and bag contents to bear in mind.

- Walk bundles for the same Access 1400 selection codes must be bagged together subject to maximum bag weights.
- Each of Access 1400 bags must be labelled with the appropriate Access 1400 bag label with "WALKSORT" used in the bag identifier field
- Minimum bag fill criteria as set out in Section 6 of this User Guide applies.
- No bag may weigh more than 11kg.
- Walksorted items cannot be placed in the same bag as other Access services (even if they are destined for the same destination).
- For more information on presenting mail without bags please see Appendix F.

For more information on bag labels please see Section 7 of this User Guide.

6. Documentation

The Customer must supply an electronic Posting Docket in respect of the Daily Posting and Posting Dockets and supporting data to enable the creation of Manifests must be submitted electronically to DSACC using Royal Mail's E*Pro system (or other system that Royal Mail may develop and make available), confirmed and received by Royal Mail no later than 06:30 on the day of handover of the Mailing Items to which the Posting Docket refers. For more detailed information please see Section 9.

In addition to the Manifest and Posting Dockets you will need to provide the following documentation in respect of each Access Walksort Posting:

- A Computer planning report showing the percentage of households in the area.
- An Access Walksort Line Listing - which shows the number of items per walk

Both will be submitted via DocketHub or as otherwise agreed with DSACC.

Figure 69 - Access Walksort Line Listing

Access Walksort Line Listing <Insert Customer Name>				
Volume	9999999 (A)	Date	99/99/99 (B)	
Walksort Selection Code	Total No. of Items	Cumulative No. of Items	Actual Number of Bags	Cumulative No. of Bags
99999999 (C)	99999 (D)	999999 (E)		
99999999 (C)	99999 (D)	999999 (E)		
Summary against Access 1400 selection code				
99999 (F)	999999 (G)	999999 (J)	999999 (H)	999999 (I)
Total Information per Inward Mail Centre				999999 (K)

Explanation of fields used in Access Walksort Line Listing				
Field Name	Format	No of Characters	Comments	
(A) Volume	9999999	6	Total number of items in the mailing	
(B) Date	Short Date Format	6	Date of posting	
(C) Walksort Selection Code	99999999	8	Walksort Selection Code	
(D) Total No. of Items	9999999	6	Number of items for this Walk	
(E) Cumulative No. of Items	9999999	6	Cumulative total for this Walk SSC	
(F) Access 1400 Selection Code	999999	5	Five digit Access 1400 SSC	
(G) Total No. of Items	9999999	6	Total figure for each Access 1400 SSC	
(H) Actual No. of Bags	999999	5	Number of bags for each Access 1400 SSC	
(I) Cumulative No. of Bags	9999999	6	Cumulative total of bags for Access Walksort Posting	
(J) Cumulative No. of items	9999999	6	Cumulative total of items for Access Walksort mailing	
(K) Total Number of Bags	9999999	6	Total number of bags for Access Walksort mailing	

The Computer Planning Report

The Computer Planning Report must show the percentage of households in the area covered by your Posting. This can be calculated by dividing the total size of your Posting by the total number of walks covered (from your Line Listing), multiplied by 375 (average number of delivery points per walk). This report will give Royal Mail an indication of whether your Posting reaches the 10% penetration qualification threshold for Access Walksort. Mailing Items, which do not reach 10% penetration qualification, can be sent using other Access Services or other Royal Mail services. The Computer planning report needs to be submitted to DSACC electronically or as otherwise agreed.

Calculating whether a Posting qualifies for Access Walksort

$$\text{Penetration} = \frac{\text{total size of Access Walksort Mailing}}{\text{total number of walks} \times 375} \times 100$$

Figure 70 - An example of a Computer Planning Report:

XYZ Company 123A Street Town Postcode		Walksort Posting Date dd/mm/yy		
Walksort Parameters				
Walksort Service		2		
Weight of item		45g		
Presortation Statistics				
Address records processed		21482		
Postcodes matched to Walksort code		21053		
Postcodes unmatched		429		
Penetration (% of addresses)				
Total walks in Posting Area		73		
Estimated total addresses (walks *375)		24820		
Walksort mailing penetration		85%		
Sortation Statistics		Number	Items	% Matched
			Bags	

Walksort selection	73	21053	98%	103
--------------------	----	-------	-----	-----

- **Weight of item** indicates the average weight per item.
- **Total walks in posting area** are the number of selections to which mail is sent.
- **Estimated total addresses (walks x 375)**, given that 375 represents the average number of delivery points per postal walk.
- **Access Walksort penetration level** Penetration must be at least 10% of addresses in a given area to qualify for Access Walksort. This can be calculated by dividing the total number of items into the total walks in a posting area x 375 (average number of delivery points per walk).
- **Items** represent the number of addresses that have been allocated to an Access Walksort selection.
- **Bags** are the number of bags, based on the item weight and the maximum permissible bag weight.

Appendix L: Zonal Access Option

1. Introduction

Customers who have opted for the Zonal Access Option are required to meet certain additional presentation requirements. The following sections provide; the detail of those requirements, the additional software that is available to aid those requirements and the detailed pricing formula values.

2. What is a Zone?

Royal Mail has analysed the c.11000 Postcode Sectors in the United Kingdom and have allocated each of these to a zone according to the criteria as per the table below.

Zone	Definition Where DPD = Delivery Point density and BD = Business Density
<i>A (Urban)</i>	<i>(BD > 10% and DPD >500) or DPD >1000</i>
<i>B (Suburban)</i>	<i>DPD <1000 >100</i>
<i>C (Rural)</i>	<i>DPD <100</i>
<i>D (London)</i>	<i>M25</i> Where the relevant 3 digit Standard Selection Code3 (SSC) is defined as "having more than 50% of their postal delivery volumes going to an area within the M25 boundary"

A full list of Postcode selections and zones can be found within the Access Database at www.royalmailwholesale.com

3. What is a Zonal Access Posting?

Zonal Access Postings are those where the fall-to-ground of the Mailing Items is not expected to meet the National Geographic Posting Profile (NGPP). In order to price Postings Royal Mail has developed Zonal Access Charge equivalent prices for each of the Access services available.

Zonal Access Postings are priced on any given day not only by the level of sortation and machinability, format and average item weight but also by the number of items at each zone, pertaining to the former criteria.

Each bag is analysed by the customer at this level of detail and presented to Royal Mail via E*Pro (see Figure 74 Zonal Manifest). Royal Mail will summarise this data for pricing purposes as presented on the Posting Docket and Invoice

4. Mail Presentation

Individual Mailpieces.

It is a requirement that all Mailing Items with a zonal posting carry the relevant zonal indicator relevant to the Postcode sector of the corresponding address.

There are two options relating to the position of the zonal indicator -

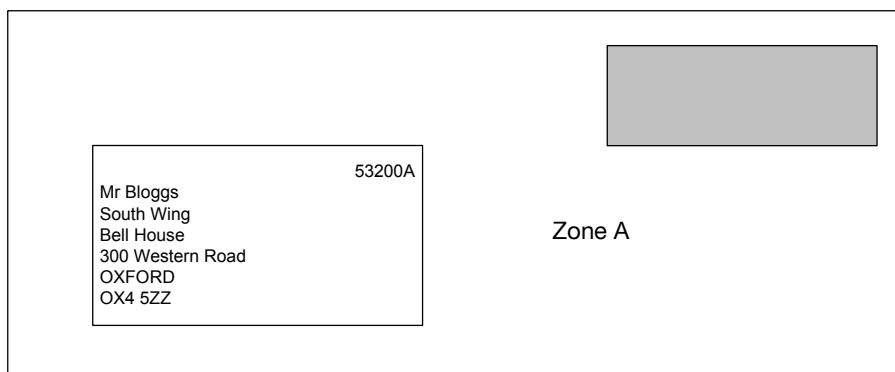
- positioned within the top right hand area of the address window immediately following the standard selection code (zone A,B,C,D or Z for items without a zone) e.g. **53200 A** (see Figure 71):

Or

- preceded by the word “Zone” and be in a minimum font size of 10 point (e.g. Zone A). (see Figure 71).

Both options need to be positioned outside of any Clear Zones.

Figure 71: Zonal Indicator Placement



To facilitate this Royal Mail has developed versions of the Access and Walksort databases, which are available to download via www.royalmailwholesale.com, which incorporate the zonal access indicator and which will be updated monthly for new Postcode sectors. All other functionality of the databases remains as per the existing Access and Walksort databases.

The databases are maintained by Royal Mail Wholesale and linked to Royal Mail’s Delivery and Postcode databases in order to ensure the most up to date Postcode sector analysis is available for customers to price zonal mailings. Royal Mail Wholesale will notify registered users automatically when updates are available. It is mandatory to use the most up to date version of the Access database and the Walksort database which is no more than 4 months old. It is highly recommended, unless specifically requested as a mandatory update, that the most up to date Access database release be used, to ensure mailing lists are priced correctly.

Royal Mail conducts an annual review of Postcode sectors, which will be effected by publication of a new release of the Access Database and the Access Walksort Database. Use of this specific release of these databases is mandatory for all Zonal Postings.

For more information on these databases, please refer to the Royal Mail Wholesale website at www.royalmailwholesale.com which includes a technical helpline number.

5. Bundles

Mail shall be bundled as per Section 6 of the User Guide. NB: Walksort mailings have specific bundle requirements. See Appendix K.

6. Container Labels

All mail presented under the Zonal Agreement must have the word ‘zonal’ clearly visible and legible on the Container label. For more details, please see Section 7 of this User Guide.

Data Requirements

DocketHub

There are no additional requirements for forecasting via DocketHub.

E*Pro

In addition to the standard data requirements for the E*Pro interface, the volume of mail at each zone per bag will also be required. The E*Pro User Guide can be found at <http://www.royalmailwholesale.com> and includes the specific additional coding requirements for the Zonal Access Option. This upload will generate a Zonal Access Manifest per Figure 74.

Figure 72: Example Zonal Manifest

Customer Name: _____													
Site Manifest/Delivery Note													
Access Point: _____				Delivery of handover to Royal Mail _____									
Access Site: Derby Mail Centre				Account Number: _____									
IMC Address: _____				Posting Docket: _____									
_____				Licence No: _____									
Job Reference: _____				Sheet <input type="text"/>					of <input type="text"/>			<input type="text"/>	
Individual Container Identification													
Bag Identification no.	Originating Customer Identification No.	Selection Code	Postcode Area	No of Mailing Items					Total weight of Mailing Items (KGs)	Average weight of Mailing Items (g)	Format	Mech/Manual/OCR/CBC	Sortation Level (STL/1400/120/700/Walksort)
				A	B	C	D	Z					
12345678911234	1234567	45814	DE	6	10	10	0	0	2.29	88	LGE Letter	Manual	1400
12345678911235	1234567	45800	DE	5	10	10	5	0	2.85	95	Letters	OCR	120
12345678911238	1234567	45800	DE	2	8	6	0	0	0.78	49	Letters	CBC	120
12345678911239	1234567	45800	DE	0	10	5	0	0	0.66	44	Letters	Manual	STL
12345678911242	1234567	45882	DE	0	10	0	10	0	2	51	Letters	Mech	1400
12345678911243	1234567	45880	DE	0	3	10	10	0	1.8	55	Letters	CBC	700
12345678911246	1234567	45852	DE	0	5	5	10	3	4.3	143	Packets	Manual	1400
12345678911247	1234567	45800	DE	0	5	5	5	0	3.7	148	Packets	Manual	120
12345678911250	1234567	45872	DE	5	10	10	10	0	2.3	51	LGE Letter	Manual	Walksort
12345678911251	1234567	45800	DE	5	5	5	5	2	1.5	52	LGE Letter	Manual	120
10	Total no. of bags			23	76	66	55	5	22.18	Totals			
Delivery Note: This delivery not does not constitute acceptance that the above details are correct, as these details will be subject to Royal Mail revenue protection and mails verification checks. For the avoidance of doubt, this document only acknowledges the handover of Mailing Items on a time and date specified.													
Royal Mail - Please print name _____										Date of handover to Royal Mail _____			
Royal Mail - Signature _____										Arrival Time at Royal Mail _____			
For Customer use only													

NB. A zonal column "E" may be shown on a zonal manifest. However, this column must not be populated.

7. Pricing

The detailed manifest data per Container will be summarised for pricing and invoicing purposes at the level of access service, format, machineability, average item weight, and number of items per zone.

The pricing methodology and the current prices for the Zonal Access option can be found on our website which is www.royalmailwholesale.com and within the relevant Schedule of the zonal version of the Condition 9 Access Agreement.

Where the mailing list does not have the Postcode selection in sufficient detail, then Zonal items will be priced at 1st class Standard Tariff (Zone Z) for the relevant format.

8. Zonal Pricing calculator

In order for Access customers to estimate the cost of a Zonal posting, Royal Mail has developed a pricing calculator that will enable mailing lists to be “priced” in advance of actual mail production. The calculator is available via the website www.royalmailwholesale.com.

8. Revenue Protection

Where the additional Zonal presentation requirements are not being met, Royal Mail reserves the right to refuse those postings.

Appendix M: Royal Mail Advertising Mail™

1. Service Overview

Advertising Mail is for addressed Direct Mail (DM) Letter Mailing Items comprising a largely uniform message with the purpose of promoting the sale or use of products or services or to encourage, contribute to or support a cause.

Each Advertising Mail Daily Posting must comprise of at least 4,000 Mailing Items per service per day, and in the case of Access 700 CBC of at least 10,000 Mailing Items per day.

Customers must sign the Advertising Mail Schedule and provide a minimum of 4 weeks notification prior to their first Advertising Mail posting. The Advertising Mail Schedule can be found at

www.royalmailwholesale.com

2. Mailing Item Specification

All Mailing Items to qualify as Advertising Mail must:

- be addressed Direct Mail Letter format Mailing Items;
- meet the requirements of the Advertising Mail Schedule including Data Specification, Service Standard, Indicia and Seed Mailing Items detailed below.

3. Data

The following data requirements are mandatory:

- A documented procedure must be in place and used to suppress customer and prospect data against consumer and business files (e.g. Mail Preference Service) and each address list for each Advertising Mail posting shall be run against these files 30 days or less before the posting is prepared.
- An internal suppression file must be kept and maintained to ensure opt-outs are properly logged, and each campaign must be run against these files 30 days or less before the posting is prepared.

4. Service Standard

Advertising Mail is a five Working Day delivery service performed Monday to Friday. Mailing Items cannot be handed over at Inward Mail Centres on a Friday or, if a Friday is not a Working Day, Mailing Items cannot be handed over at Inward Mail Centres on the Working Day immediately preceding a Saturday Working Day.

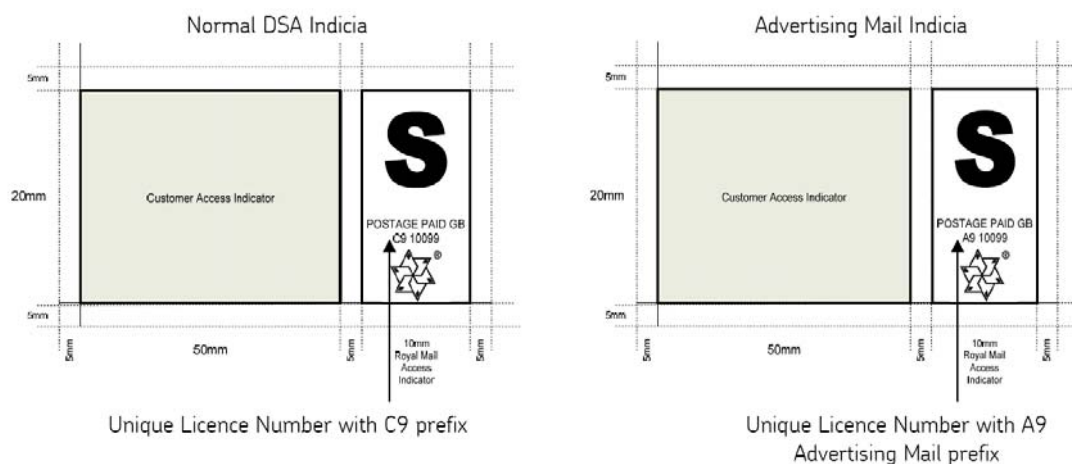
Customers handing over Advertising Mail on a Friday will not receive the Advertising Mail price discount but instead will be charged at the relevant applicable sortation service price. Letters handed over and accepted on a Friday will carry the service delivery aim of the next Working Day.

5. Indicia

The Customer is required to apply the prefix 'A9' (Contents Identifier) on all Advertising Mail Mailing Items before the Customer's unique licence number on the front of the envelope within the Royal Mail Access Indicator. The 'A9' prefix replaces the 'C9' prefix required for non-Advertising Mail Access services. The remaining five digits of the Customer's unique licence number remain unchanged.

The presence of this Contents Identifier within the Royal Mail Access Indicator is required to enable Royal Mail to verify that the Mailing Items meet the service specification.

Figure 73 – Advertising Mail – Royal Mail Access Indicator requirement.



NOTE: For all non-Advertising Mail Access services, the Customer must use the C9 prefix.

6. Seed Mailing Items

For each Posting the Customer must provide Royal Mail with a sample of the Mailing Item to be used prior to posting or include Royal Mail as a seed in the Posting to verify conformance to the Advertising Mail specification. The Customer is required to provide a sample/seed that is an exact reproduction of the Mailing Items posted in terms of both envelopes used and contents enclosed for each Advertising Mail Posting.

The samples/seeds must be sent to the following address:

RM Sample
 Royal Mail Wholesale
 Mail Centre
 Middle Bank
 Doncaster
 DN4 5NE

Royal Mail will check samples and seed items to ensure conformance to the Advertising Mail contents specification. As part of Royal Mail's ongoing audit requirements Customers will be required, on request, to notify Royal Mail of the identity of their Originating Customers submitting samples/seeds and the relevant unique Customer ID where a unique Customer ID has been used.

In the event that samples or seed items have not been provided Royal Mail may take action as outlined in Section 15.

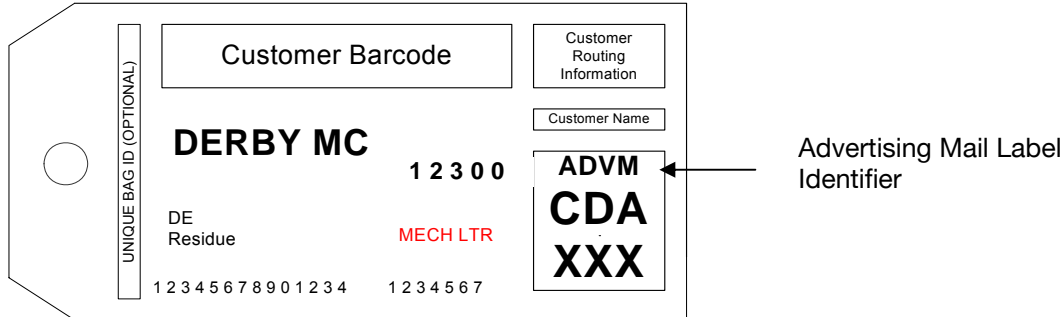
7. Presentation of Mailing Items

In addition to the presentational requirements set out in the Access Agreement between the Customer and Royal Mail, the following additional presentational requirements apply to all Advertising Mail:

- each bag or tray (or similar container approved by Royal Mail from time to time) that is used by the Customer to hand over Mailing Items to Royal Mail under the Access Agreement must contain only Advertising Mail. Mailing Items that are not Advertising Mail may not be mixed in the same bag or tray; and
- each bag or tray (or similar container approved by Royal Mail from time to time) containing exclusively Mailing Items conforming to the Advertising Mail specification that is presented by the

Customer to Royal Mail under the Access Agreement must be labelled by the Customer using the labels provided by Royal Mail which clearly indicate that the contents are Advertising Mail. This identification must be done by inserting the abbreviation 'ADVM' into the 'Customer Type Indicator' field on the bag or tray label (font size minimum 8pt). All other labelling requirements as detailed in Section 7 of this User Guide remain unchanged.

Figure 74 Advertising Mail CFL example



Although Advertising Mail bags or trays may not contain non-Advertising Mail Mailing Items, the contents of Yorks may include both Advertising Mail and non-Advertising Mail Mailing Items, provided that, for the avoidance of doubt, the contents of the Yorks meet the presentational requirements set out in this User Guide.

The Customer shall, for each Daily Posting, provide relevant data to Royal Mail by a time agreed by Royal Mail to enable Royal Mail to create Posting Dockets and a Manifest (see Section 9 of this User Guide for more information).

The Customer shall calculate the Postage of the Advertising Mail Mailing Items in accordance with the prices stated in the Advertising Mail Schedule, which can be found at www.royalmailwholesale.com and in accordance with Schedules 1 and 2 of the Access Agreement and this User Guide.

8. Advertising Mail in conjunction with Responsible Mail™

Responsible Mail™ Letter Postings made Saturday - Thursday may attract the Advertising Mail discount in addition to the relevant Responsible Mail™ discount provided that the Advertising Mail specification for providing seed items is met. This will mean that the Responsible Mail™ and Advertising Mail discounts will be additive on a Saturday - Thursday.

Responsible Mail™ Letter postings made on a Friday will not attract the Advertising Mail discount as the Advertising Mail service does not include Saturday delivery. Consequently, in order to receive the Advertising Mail discount, Mailing Items cannot be handed over at Inward Mail Centres on a Friday.

NOTE: For each Advertising Mail Posting, the Customer must identify discretely each of the below mentioned service options:

- Advertising Mail
- Advertising Mail + Responsible Mail™ Entry
- Advertising Mail + Responsible Mail™ Intermediate

Relevant instructions for uploads to E*Pro are detailed in Annex 1 of this Appendix.

For Responsible Mail™ Entry and Responsible Mail™ Intermediate Postings that are handed over claiming the Advertising Mail discount, the Customer must:

- use the Resp E or Resp I abbreviations, as applicable, on the container label in the 'Customer Type Indicator' field. (See Section 7 of the User Guide for Responsible Mail™ labelling requirements);
- use the C9 prefix, not the A9 prefix, as the Contents Identifier in the Royal Mail Access Indicator area (See Section 3 of the User Guide on Access Indicia);
- provide a sample/seed for each Posting in accordance with this Appendix; and
- meet the Responsible Mail™ specification as detailed in the Responsible Mail™ Schedule and this User Guide in all other respects.

9. Revenue Protection

Please see Section 15 of the User Guide for actions that Royal Mail may take if the Customer fails to comply with any of the requirements of the Advertising Mail service specification as detailed in the Advertising Mail Schedule.

10. Compliance

At any time whilst the Access Agreement is in force, before or after the Customer posts Advertising Mail, Royal Mail reserves the right to audit the Customer's compliance with this specification as stated in the Advertising Mail Schedule.

Annex 1: Advertising Mail Uploads to E*Pro

There are three new services types being introduced for the Advertising Mail service:

- Advertising Mail
- Advertising Mail with Responsible Mail™ Entry
- Advertising Mail with Responsible Mail™ Intermediate

The new services will be identified via the line-listing in E*Pro using the new format specifiers as described in the table below:

Format Specifier	Description	Status
M	Advertising Mail Letter	New from April 2010
J	Advertising Mail + Responsible Mail™ Entry	New from April 2010
K	Advertising Mail + Responsible Mail™ Intermediate	New from April 2010
N	Responsible Mail™ Entry	Existing/unchanged
O	Responsible Mail™ Intermediate	Existing/unchanged

If a container is declared as Advertising Mail or Advertising Mail + Responsible Mail™, and loaded via the line listing during the following times, when these product variants are not accepted i.e. Standard DSA 12:00 am - 12:00 pm on Friday, the following warning message will be sent back to the carrier/customer for the bags/trays containing Advertising Mail:

Message:

'Advertising Mail is invalid at this time for bag <Bag ID>; this bag will be processed but the discount will not apply'

Appendix N: Premium Access

The presentation and handover requirements for Premium Access are as described throughout this User Guide and the relevant Access Agreement, except in the following areas.

Customers must sign the appropriate Premium Access Agreement prior to the first posting being accepted.

1. Service Overview

1.1. Service Standard

The Premium Access Service Standard from Inward Mail Centres aims to deliver, or attempt to deliver, Mailing Items on the next scheduled delivery i.e. on the next Working Day after handover to and acceptance by Royal Mail or, in the case of mail handed over after midnight, on the same Working Day as handover to and acceptance by Royal Mail. There are specified exclusions based on geography - please see the Premium Access Agreement, Schedule 1 for details.

Scheduled deliveries take place on a Working Day, which means any day which is not a Sunday, bank holiday, public holiday or Royal Mail 'non-service' day. (Bank holidays vary throughout the UK depending on region).

1.2. Access Service Summary

Access Premium Services require the Customer to sort, segregate and present its Mailing Items in trays (for Letter and Large Letter formats) or bags (for A3 Packet and Packet formats) at Inward Mail Centres in accordance with the Access Premium Agreement and this User Guide. A summary of services is shown as Figure XX.

Figure XX - Premium Service Summary

	Letters (less than 5mm thick)	Large Letters (less than 25mm thick)	A3 Packets (less than 25mm thick)	Packets (more than 25mm thick)	0-100g	101-250g	251-750g	751g-2KG			
Access 1400	✓	✓	✓	✓	✓	✓	✓	✓	1400 selections		95%
Access 120	✓	✓	✓	✓	✓	✓	✓	✓	120 selections		95%
Access 120 OCR	✓				✓				120 selections	✓	95%
Access 120 CBC	✓				✓				120 selections	✓	95%
Responsible Mail™ Entry	✓	✓			✓	✓	✓		sortation to any of the above services	✓	95%
Responsible Mail™ Intermediate	✓	✓			✓	✓	✓		sortation to any of the above services	✓	95%
Advertising Mail™	✓				✓				sortation to any of the above services	✓	95%

2. Addressing Standards

2.1 Addressing Standards

The Customer must ensure that the addressing standards set out in Appendix A are met and that at least 95% of Mailing Items are fully and accurately addressed and Postcoded in accordance with Royal Mail's Postcode Address File (PAF®).

CBC items must have a full and accurate address, Postcode and corresponding barcode on at least 95% of all Mailing Items.

3. Sortation & Presentation

3.1 Mail Presentation

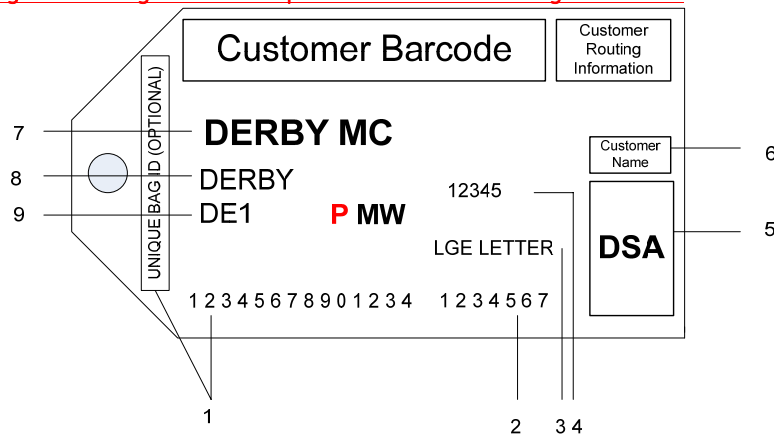
Letters and Large Letters can only be presented in trays, and A3 Packets and Packets can only be presented in bags.

4. Presenting Mixed Weight

4.1 Mixed Weight Labelling

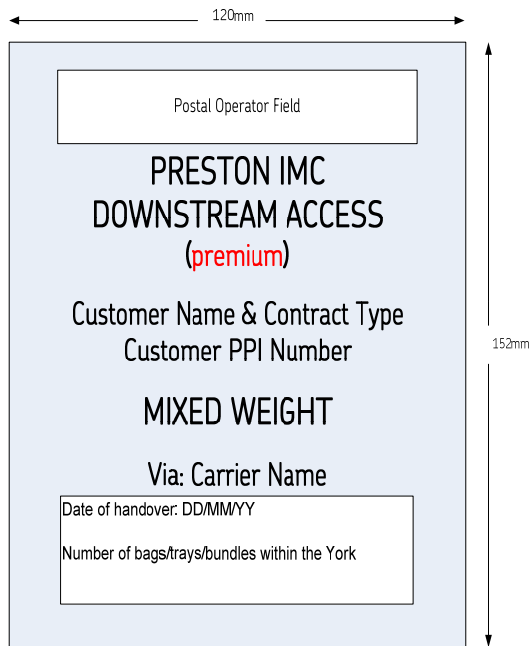
For the Mixed Weight solution, there is a requirement to include an additional Premium identifier 'P' on the Container label, this can be placed next to the 'MW' identifier, which enables identification at the Inward Mail Centres. For details of this additional requirement please refer to Figure XX.

Figure XX: Bag Label Example Premium Mixed Weight National



For Customers whose mail arrives in York Containers, there is also a requirement to identify Premium on the York card. For details please see Figure XX.

Figure XX; York Card Example Premium Mixed Weight



4.2 Mixed Weight Documentation

For Mixed Weight Postings, the Customer does not need to supply an electronic Posting Docket to E*Pro; Royal Mail will be able to create the Docket from the Customer's Manifest, which must be uploaded electronically to DocketHub, and received no later than 21:30 (06:30 on Sundays) of the Mailing Items to which the Manifest refers. The Customer will be issued with a separate discrete account number for use of Manifest uploads to DocketHub.

5. Final Labelling Requirements

5.1 Final Labelling

Customer Final Labels (CFL) for Premium Access must display the Premium service identifier 'P' in a minimum font size of 17pt Arial Bold. See point 11 in Figures XX - XX

Figure XX; Example Bag Label National Agreement

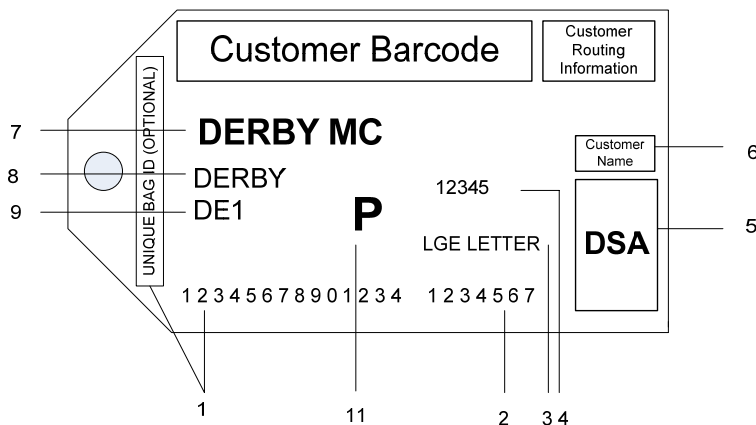


Figure XX; Example Bag Label Zonal Agreement

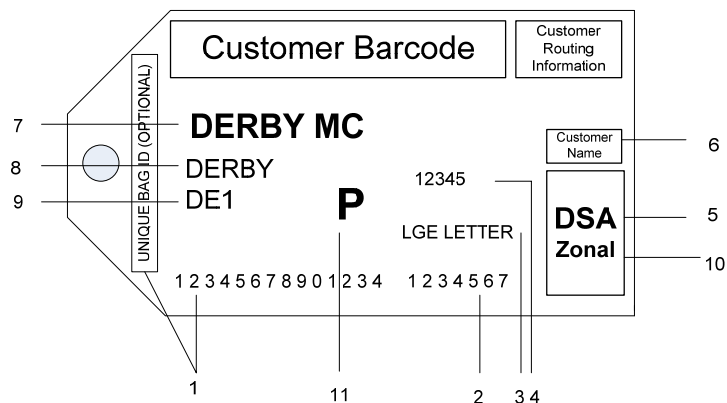
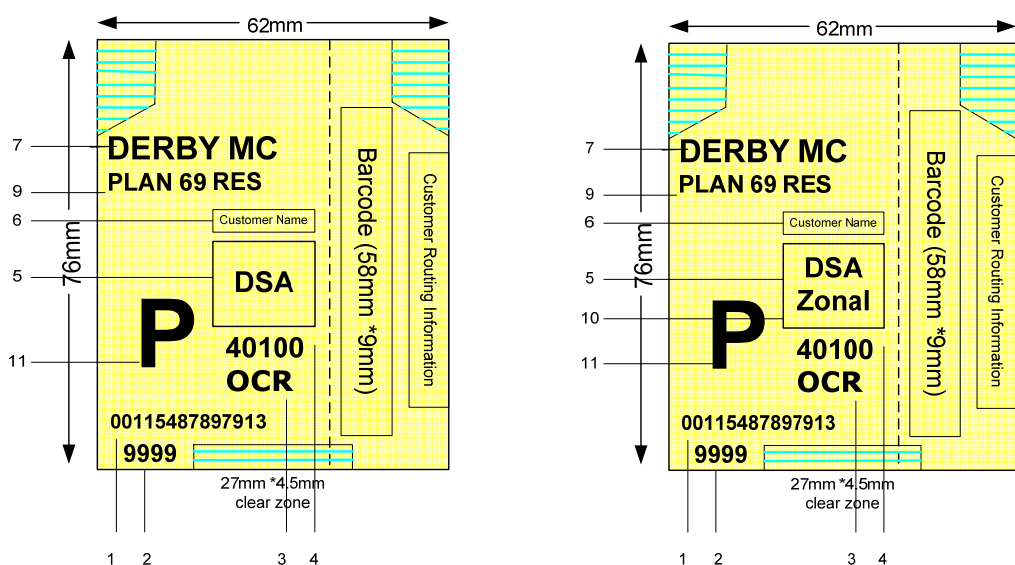


Figure XX: Example Tray Label National Agreement Figure XX: Example Tray Label National Agreement



6. Documentation

6.1 Posting Dockets

Posting Dockets and supporting data to enable the creation of Manifests must be submitted electronically to DSACC using Royal Mail's E*Pro system (or other system that Royal Mail may develop and make available), and, after processing by E*Pro, confirmed and received by Royal Mail as follows:

- on Monday – Friday, no earlier than 20:00 and no later than 21:30 on the Handover Day, (or the day before Handover Day for arrivals between 00:00 – 00:30, of the Mailing Items to which the Posting Docket refers); and
- on Sundays, no earlier than 00:00 and no later than 06:30.

6.2 Manifests

A Manifest (see Figure 21) is the Customer's declaration of the details of the Posting to be handed over by the Customer to Royal Mail at each Inward Mail Centre. The Customer's data that creates a separate Manifest per Posting, per discrete Agreement, must be submitted and confirmed by the Customer electronically via E*Pro

to DSACC no earlier than 20:00 and no later than 21:30 on the Handover Day, or between 00:00 – 06:30 when a Handover Day is a Sunday.

6.4 Agreeing the Client Report

Premium Access (Automatic Acceptance)

Each day Mailing Items are handed over, DSACC will generate an email message by 02:00 Tuesday – Saturday, and by 11:30 on a Sunday, to notify the Customer that their Client Report (see Figure 22) is available to view. The Client Report enables Royal Mail to advise the Customer of any adjustments made to the Daily Posting docket. The Client Report and subsequent Daily Posting Docket are automatically approved and so no additional agreement is required from the Customer. The Client Report is comprised of a summary report and other supporting information, for example under-volume trays and variations in the number of items actually received.

The window within which Premium Mailing Items are processed is necessarily limited; consequently, it is integral to the achievement of the operations work plan and quality of service aims that the Client Report for Premium Mailing Items is agreed by 02:00 (by 11:30 on Sundays). To enable the automatic acceptance of the Client Report and therefore the release of the Mailing Items for processing, the Customer agrees that it will accept any rectification action undertaken by Royal Mail, including (but not limited to) any increase/decrease in Postage payable by the Customer and will automatically accept the Client Report generated by Royal Mail. In reliance on the Customer's agreement not to dispute the rectification action Royal Mail will commence processing of the Customer's Posting(s).

The Customer retains a right of appeal to challenge adjustments that may be made to the Posting Docket. Any appeal made by the Customer will necessarily be in the knowledge that the Mailing Items may have already been processed and delivered. Any appeal will be considered by Royal Mail in light of the evidence available. The Customer's right of appeal for any specific Posting expires 48 hours after notification of a rectified Posting.

E*Pro – Electronic Docket Submission







Client Report

Docket Number: Z05001111

Date:dd/mm/yyyy

Sortation Level	Variation in DSA items actually received versus E*pro	Under volume bag/tray items	Amendment to E*pro docket due to adjustments
		Items in under-volume bags/trays removed from the DSA rate and charged at under volume bag/tray rate	Increase/decrease in items to be charged at relevant DSA rate
GRAND TOTAL	0	0	0

Uploaded DSA items	<input type="checkbox"/>	<i>All items at the DSA rates uploaded by customer to E*pro before 21:30pm</i>
Uploaded STL items	<input type="checkbox"/>	<i>All items at the STL rates uploaded by customer to E*pro before 21:30pm</i>
Total uploaded to E*pro docket	<input type="checkbox"/>	<i>Total items uploaded by customer to E*pro before 21:30pm</i>
Amendment to E*pro docket	<input type="checkbox"/>	<i>Increase/decrease in items to be charged at the relevant DSA rate</i>
Final DSA items after adjustment	<input type="checkbox"/>	<i>Total items on docket to be charged at relevant DSA rate</i>
Final STL items after adjustment	<input type="checkbox"/>	<i>Total items on docket to be charged at relevant STL rate due to non-compliance</i>

 <input type="checkbox"/> Under volume bag/tray items charged at MS1 Direct Rate	<input type="checkbox"/>	Number of under volume bags/trays	<input type="checkbox"/>
 Under volume bag/tray items charged at Access Rate	<input type="checkbox"/>	Number of under volume bags/trays	<input type="checkbox"/>
 Under volume bag/tray items from Authorised Additional Exception Reports charged at MS1 Direct rate	<input type="checkbox"/>	Number of under volume bags/trays	<input type="checkbox"/>
 Under volume bag/tray items from Authorised Additional Exception Reports charged at Access Rate	<input type="checkbox"/>	Number of under volume bags/trays	<input type="checkbox"/>
 Adjustments			
 Non-Compliance			

6.5 Agency Overlay Report

In order for Royal Mail to produce an invoice for each Agency Customer's Daily Posting on its Operators account, the Operator must provide to DSACC by 12:00 (midday) each day following Handover Day, information in the form of an Agency Overlay Report (see Figures 24 & 25).

7 Despatching the Posting

7.1 Pre - Notification of Posting

There are three stages to advising Royal Mail of the Customer's intention to post a Daily Posting. Stages 1 and 2 must be submitted to Royal Mail via the web service provided by Royal Mail's 'DocketHub' with Stage 3

submitted via E*Pro. This is designed to enable Royal Mail to ensure sufficient staff and other resources are to hand to meet the Service Standard. The three stages that the Customer must comply with are:

- Stage 1: 7 day rolling forecast
- Stage 2: 36 hour pre-notification (except Sundays when the Pre-notification for Sunday 08:00-10:00 must be provided to DSACC by 10:00 the preceding Friday.
- Stage 3: no earlier than 20:00 and no later than 21:30 (on the Handover Day) Posting Docket and Manifest(s) (except Sundays when this must be sent no later than 06:30)

8 Access Times

8.1 Access Windows

Daily Postings must be handed over at Inward Mail Centres during the Access Window. The Access Window is Monday – Friday 22:30 – 00:30, and 08:00 – 10:00 on Sunday.

8.2 Access Slots

The Customer 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. Agreed Access Slots will be allocated to the Customer prior to the Commencement Date. Access Slots will be booked on a ‘first come first served’ basis.

Premium Access – Access Slots are available as follows:

<u>Access Slots Mon-Fri</u>	<u>Access Slots Sunday</u>
<u>22:30 – 23:00</u>	<u>08:00 – 08:30</u>
<u>22:45 – 23:15</u>	<u>08:15 – 08:45</u>
<u>23:00 – 23:30</u>	<u>08:30 – 09:00</u>
<u>23:15 – 23:45</u>	<u>08:45 – 09:15</u>
<u>23:30 – 00:00</u>	<u>09:00 – 09:30</u>
<u>23:45 – 00:15</u>	<u>09:15 – 09:45</u>
<u>00:00 – 00:30</u>	<u>09:30 – 10:00</u>

To enable Royal Mail to complete Revenue Protection/Mails Verification procedures, and to complete the Client Report by 02:00 (11:30 on Sundays), the Customer’s vehicle must have unloaded and left the Royal Mail dock by 00:45 (on Sundays by 10:15)

9 Procedures for Handling Non-compliant Postings

9.1 Non-compliance procedures

Premium Access

If, after Revenue Protection checks, Royal Mail has identified that a Posting(s) fails to comply with the Premium Access Agreement, Royal Mail shall undertake such rectification action as it considers appropriate in order for the Customer’s Posting(s) to comply with the Agreement, including amending Posting Dockets as to the number of Mailing Items received and the Postage payable. Royal Mail will ensure that such rectification action conforms to the relevant agreed action set out in Section 15 of this User Guide.

In consideration of the specific differences between Standard and Premium Access as detailed in this Appendix, the non-compliance issues and corrective actions detailed in Section 15 of this User Guide also include those that are specific to Premium Access only

Each day Mailing Items are handed over, by 02:00 (by 11:30 on a Sunday) DSACC will generate an email message to inform the Customer that their Client Report is available to view. The Client Report enables Royal Mail to advise the Customer of any adjustments made to the Daily Posting Docket.

To enable the automatic acceptance of the Client Report and therefore the release of the Mailing Items for processing, the Customer agrees that it will accept any rectification action undertaken by Royal Mail, including (but not limited to) any increase/decrease in Postage payable by the Customer and will automatically accept the Client Report generated by Royal Mail. In reliance on the Customer's agreement not to dispute the rectification action Royal Mail will commence processing of the Customer's Posting.

The Customer retains a right of appeal to challenge adjustments that may be made to the Posting Docket. Any appeal made by the Customer will necessarily be in the knowledge that the mailing items may have already been processed and delivered. Any appeal will be considered by Royal Mail in light of the evidence available. The Customer's right of appeal for any specific Posting expires 48 hours after notification of a rectified Posting.

Royal Mail may at its discretion notify the Customer (including by telephone or electronically) after identifying an error and rectifying it, and in advance of sending the Client Report, if Royal Mail believes the error to be of significant consequence. The responsibility to make available a responsible contact person rests with the Customer.

10: Key National Posting (KNP)/Exceptional and Large Posting (ELP)

10.1 KNP/ELP volumes

Premium postings of more than 50,000 Mailing Items with a geographical bias, may be considered to have a significant operational impact and therefore require handling via the KNP/ELP process. Please see Appendix J for full details.

11: Royal Mail Advertising Mail

11.1 Presentation of Advertising Mail

With the exception of the Premium Service identifier 'P' on the Customer Final Label all other Advertising Mail presentation and service specification requirements remain per Appendix M.

