Important information

Notice of changes to services, terms and conditions and a reminder of our product procedures

July 2017
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International services

We are simplifying the naming of our International Business Parcels and Tracking & Signature services

From 3 July 2017, the names of some of our Parcel services will change:

- International Business Tracked & Signed will now be named simply International Business Tracked in line with the existing International Tracked service (with signature available either as an optional feature or as part of the service depending on the destination).
- International untracked parcel services will now be named International Business Standard, where you will still enjoy the same choice of delivery speeds and sorting options as you have today.

These new product names will be reflected within all product documentation including our terms and conditions and on royalmail.com

We are pleased to advise that all product codes will remain the same therefore there will be no change to your sending procedures.

For services with a signature option

Note: Not all Postal Operators in a destination country obtain a signature on delivery. In some instances, the Postal Operator will either obtain a signature or a similar proof of delivery such as a suitable form of identification.

Changes take effect from 3 July 2017

We are changing our administration fee under our Rework charging structure across our International Business Services

From 3 July the £25 administration fee will be increased to £25.40 and applies to our International Business Mail, Parcels, Signed and Tracked services.

Changes take effect from 3 July 2017

You can find the updated terms and conditions at: royalmail.com/termschanges
International services

We are changing our remedial work charges for Max Sort and Print Direct mailbags that weigh less than 1.5kg

From 3 July all Max Sort and Print Direct mailbags that weigh less than the minimum bag weight of 1.5kg, as outlined in our Max Sort and Print Direct terms and conditions, will incur a processing charge of £25.40 per bag in addition to the posting charges.

The options of having the mailbags either reworked by us, collected by you or returned to you, which could sometimes incur a higher, additional charge, will no longer be available.

Changes take effect from 3 July 2017

We will require more information when you are sending parcels abroad from the UK

Over time, if you are posting parcels overseas, you will be required to provide a little more information about the sender, the receiver and the items that you are posting.

This is to ensure that additional security and legislative requirements in the receiving countries are met.

It will also help us provide enhanced tracking and notification services when you are posting items from the UK overseas in the future.

Our Royal Mail systems and specifications for other shipping platforms have been updated to help you provide the correct information.

The requirements are not mandatory immediately and we will be providing more information online and seeking your views over the coming months.

More information
royalmail.com/terms-and-conditions
Letter services

The fee for incorrect licences for our Business Mail Advanced and Response Service products is changing from £25.00 per licence per month to 30p per item

A 12 alpha character licence number and corresponding licence barcode should be present, as detailed in our user guides, on all:

- Response Services:
- Business Reply Standard Letters and Large Letters
- Freepost Standard Letters and Large Letters
- Business Reply Plus and Freepost Plus Letters
- Business Mail Advanced Letters and Large Letters

This has been a requirement since November 2013.

If the licence number and barcode are not present and correct, a fee will be charged. This fee is changing from £25.00 per licence per month to 30p per item for the products itemised above.

This change will align the fee for Business Mail Advanced with the current Bulk Surcharge fee for unsorted mail and use the existing item based Response Specification fee.

The presence of the correct 12 alpha character licence and licence barcode on your mail items will ensure your mail is read quickly by our automation machines and continue onto delivery without delay, meaning you will benefit from the lowest prices and the best service for your mail.

To view the current price guides please visit: royalmail.com/incorrectlicencefee

To view the full specification in the Business Mail Advanced product guide, please visit: royalmail.com/advanceguide

To view the full specification in the Response Services product guide, please visit: royalmail.com/responseguide

Changes take effect from 2 January 2018

We are updating the Franking Operational Requirements document

We will be updating the Franking Operational Requirements document (part of the Royal Mail Scheme for
Letter services

franking Letters and Parcels 2014) with details about the colour of the envelopes and the type of plastic wrapping you should use when franking your mail.

If you use a Mailmark® franking machine you must use white envelopes and labels.

The blue franking indicia creates a clear contrast when it is printed on white envelopes and labels. This allows our machines to read the barcode and process the item correctly.

Our machines have difficulty in reading the barcode on manila envelopes and dark plastic wrapping (black or grey) as the items go through the machines at very high speeds.

Changes take effect from July 2017

Correcting a mistake when using Royal Mail Mailmark® technology for franking

If you make a mistake when franking mail using a Mailmark franking machine, please clearly cross through the incorrectly franked indicia barcode and initial it.

Please re-frank the envelope with the correct amount on the bottom left hand corner of the shorter edge and then post your franked mail in the usual way.

Changes take effect from July 2017

We are making changes to clause 7.4 of the Royal Mail Scheme for Franking Letters and Parcels 2014

We intend to make a change to the Royal Mail Scheme for Franking Letters and Parcels 2014.

This change will mean that any 1st Class mail that is incorrectly segregated and as a result is placed in 2nd Class franking pouches, mail bags or trays, could receive a 2nd Class service.

Please remember to segregate your franked mail by Class to ensure you always benefit from the service you paid for.

The above change to clause 7.4 is intended to go live from September 2017, subject to consultation.
Parcel services

Online Delivery Confirmation* for Royal Mail 1st Class and 2nd Class parcels sent using a franking machine

Online Delivery Confirmation allows businesses and their customers to see when their parcel has been delivered by simply visiting royalmail.com/confirmed and entering their reference number.

We are working closely with the franking manufacturers so that franking customers can simply use their franking account log in and print parcel labels with a barcode through a printer.

Your franking machine manufacturer will contact you to explain how to access online Delivery Confirmation once this goes live.

Changes take effect from June 2017

*Online Delivery confirmation will not be available for Large Letter items, or parcels destined for the Channel Islands, Isle of Man or BFPOs.

More information
royalmail.com/terms-and-conditions