

The new Business Mail Advance process with Royal Mail Mailmark® franking

All you need to know

We are always looking at ways to improve our products and services and following your feedback we have improved the Business Mail Advance (BMA) product via Mailmark franking.

Our investment in Mailmark technology has allowed us to improve the process using the new 2D Mailmark barcode technology, making it easier for you to use BMA with your Mailmark franking machine.

For more information about the updated product details go to royalmailtechnical.com/product_guides.cfm

Your franking machine manufacturer/ independent supplier will update your Mailmark franking machine with the new BMA software.

Here are our responses to some of your questions about the process change:

1. How do I now access the new BMA via my Mailmark franking machine?

You don't need to do anything differently, just select the BMA product in the normal way. Your franking machine manufacturer/ independent supplier will update your Mailmark franking machine with the new BMA software.

2. Do I still have to provide an Online Business Account (OBA) Sales Orders with the new process?

No, you don't need to provide an OBA Sales Order. Your Mailmark franking machine counts the BMA items you frank and this information is passed to us by your franking manufacturer. We use this instead of your OBA Sales Order, saving you time in the mailroom.

3. Why do I need a Mailmark franking machine to use the new BMA process?

The new BMA process requires the 2D Mailmark barcode. Our sorting machines read the barcode to find out the BMA product, date, price paid and the item number. Standard and Smartmeter franking machines do not have this ability.

If you are already a Mailmark franking machine user, you are ready to go!

If not, simply upgrade to a Mailmark franking machine.

Contact your franking machine manufacturer or independent supplier to learn more about the benefits of Mailmark franking technology and how to upgrade.

4. How does the new BMA process benefit me?

The new BMA process means you:

- Don't have to submit Online Business Account (OBA) sales orders for BMA franking
- Frank a lower upfront price with no need to reclaim rebates
- Your price adjustments will be managed directly to your account held by your meter manufacturer
- Receive transparent invoicing

5. Is the price I pay for BMA changing?

No, the actual price you pay for qualifying BMA items will stay the same. The BMA price you frank on your mail (upfront price) will be lower because the new process means the BMA mail you send is already counted by your Mailmark franking machine,

BMA Product	Upfront payment when compared with current BMA process*
1st Class	15% less
2nd Class	20% less

*The total price you pay is not changing for BMA, the total you frank upfront will be lower with Mailmark franking

6. Why am I franking a lower price on my mail with the new process?

The new process means we can charge the BMA product price plus VAT when you frank.
(We round the price to the nearest penny)

7. Why are my rebates smaller than they used to be?

Under the old process the price charged was the full franking 1st or 2nd Class letter price plus VAT. You received rebates on the mail that qualified for BMA.

Under the new process, we will initially assume all your mail qualifies for BMA.

For non-qualifying mail please see Question 9. We calculate the correct price (+VAT), adjusting your account with your franking manufacturer/ independent supplier at the end of each period."

8. I am no longer receiving rebate cheques for BMA?

We have removed rebate cheques with the new process, saving you time with back-office tasks and physical banking.

We give your franking manufacturer/ independent supplier the correct price adjustments for each day you post BMA, this includes the adjustments (+/-) that will be added to your account.

9. Will I still receive a BMA rebate?

You will receive a rebate that combines the following:

1. Your volume related discounts based on the BMA items you have franked and;
2. The small amount (.05p) per item that is required to frank the nearest fully penny (franking machines can only frank full penny amounts)

Mail that does not qualify will be charged at the higher non-BMA price.

Your debits and credits will be managed through your franking account held with your franking manufacturer/ independent supplier."

10. Will my invoice show my account adjustments?

Your new invoice will show you:

- Detailed adjustment (+/-) summaries
- Number of items that didn't qualify for BMA
- The rate of VRD applied based on franked volume by class
- VAT for your business accounting

A negative adjustment on your RM invoice is where you are paying more because your mail as not qualified for BMA. Your franking account with your manufacturer will be adjusted to make the payment to RM – you don't have to do anything.

A positive adjustment on your RM invoice means you will be receiving a rebate to your franking account held by your manufacturer.

Your franking manufacturer will give you your account statement which will show all adjustments to your account.

See Annex 1 below for an example of how your new invoice will look.

11. How do I cancel my OBA franking account?

Your franking supplier will give you an OBA exit form when you start using the new BMA process with your Mailmark franking machine, fill in the form and return it to the address listed. The form tells us to close your OBA franking account (note: if you use Royal Mail Account services these will remain in place).

12. Where is the alpha-numeric BMA code on my mail?

Our systems use the 2D Mailmark barcode to identify your BMA mail. We no longer need the old alpha-numeric BMA number printed on your mail.

13. Do I have to do anything differently?

No, once your manufacturer/ independent supplier has updated your Mailmark franking machine, just select BMA 1st or 2nd Class and simply frank your mail.

Remember to present your mail correctly in trays (with labels on each tray) or pouches, go to royalmail.com/franking for more information.

14. Will anyone take me through the new process and what this means for me and my business?

Your franking machine manufacturer/ Independent supplier will explain the new process and its benefits with you.

15. What happens if I do not have a Mailmark franking machine?

You continue with the same processes including completing an OBA sales order.

We do recommend you look to switch to the new process by upgrading to a Mailmark franking machine.

16. I have some more questions about the new process, who can I contact?

Please send an email to bma.enquiries@royalmail.com



Sample Customer
Sample House
23-27 High Street
Sample Town
AA1 9XY

Invoice number

Invoice date (tax point)

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BMA VAT INVOICE

for franked mail

Franking ID Number: NE9999999

Franking Account No: C0999999

Date Seen	Service	VRD	Qty	Net Amount	VAT %	VAT
1 Apr 2016	2nd Class - Rebate		929	£3.60	20%	£0.72
4 Apr 2016	2nd Class - Rebate	1.5%	1213	£9.66	20%	£1.93
5 Apr 2016	2nd Class - Rebate	%	2402	£17.62	20%	£3.52
6 Apr 2016	2nd Class - Rebate	%	3945	£56.33	20%	£11.27
7 Apr 2016	2nd Class - Rebate		840	£3.45	20%	£0.69
8 Apr 2016	2nd Class - Rebate		830	£2.73	20%	£0.55
11 Apr 2016	2nd Class - Rebate	1.5%	1421	£11.84	20%	£2.37
12 Apr 2016	2nd Class - Rebate	3.5%	2511	£32.91	20%	£6.58
13 Apr 2016	2nd Class - Rebate		781	£3.38	20%	£0.68
14 Apr 2016	2nd Class - Rebate		568	£1.64	20%	£0.33
15 Apr 2016	2nd Class - Corrected Price		680	£-3.28	20%	£-0.66
18 Apr 2016	2nd Class - Rebate	1.5%	1432	£12.76	20%	£2.55
19 Apr 2016	2nd Class - Rebate	3.5%	2835	£36.72	20%	£7.34
20 Apr 2016	2nd Class - Rebate	1.5%	1268	£11.36	20%	£2.27
21 Apr 2016	1st Class - Rebate	1.5%	1183	£5.78	20%	£1.16
21 Apr 2016	2nd Class - Rebate	1.5%	1104	£9.59	20%	£1.92
22 Apr 2016	2nd Class - Rebate		675	£1.20	20%	£0.24
25 Apr 2016	1st Class - Corrected Price		48	£-2.88	20%	£-0.58
25 Apr 2016	2nd Class - Rebate	1.5%	1284	£10.70	20%	£2.14
26 Apr 2016	2nd Class - Rebate	3.5%		20	20%	£7.04
27 Apr 2016	2nd Class - Rebate	1.5%		82	20%	£1.96
28 Apr 2016	2nd Class - Corrected Price			28		
29 Apr 2016	2nd Class - Rebate			55		
Total Number of Items			31334			
Total Net Amount (excluding VAT)				£270.40		
Total VAT						£54.07

This amount will be adjusted to your Franking account.
You do not need to pay this invoice.

TOTAL REBATE

Total (inc VAT)
£324.50