

Royal Mail

---

# User Guide for

## Collections

April 2024

*This a legally binding document forming part of the Agreement between you and Royal Mail*

## Table of Contents

Collection or delivery to the accepting office? .....	3
Collections despatch point .....	3
Posting times .....	4
Forecasting .....	6
Spread of posting.....	7
Deferred delivery postings .....	8
Hold and release arrangements .....	9
Stand loaded trailers .....	10
Storage of mail .....	11

# Collection or delivery to the accepting office?

## Collections

If you are an Advertising Mail, Sustainable Advertising Mail, Publishing Mail, or Business Mail customer (UK mainland customers only), we will collect your mail from your premises.

### Collection criteria

- Postings must be ready for collection from your premises by our published latest posting times
- If you are using Direct and Residue bags or trays must be despatched in separate RSCs

Sorted mail requires a separate collection to unsorted mail. You must not send sorted mail on the same collection as your unsorted mail. If you would like to start sending sorted mailings, then the separate collection can be set up by the on-boarding team if you indicate that you require this on the on-boarding form. Alternatively, please contact your Royal Mail Account team who will be able to give you the contact at your local distribution centre, with whom you can set up the collection directly.

## Deliveries

With our prior agreement, you may also deliver the posting to your Royal Mail accepting office.

# Collections despatch point

For collections, you can designate a despatch area for us to collect your mailbags:

- You will need to load the RSCs onto the rear of our collection vans, and provide the necessary equipment to do this
- Where you have chosen to deliver your work to our premises, with prior agreement, we will provide you with RSCs to take your mail to the local accepting office

# Posting times

## Latest posting times

It is a contractual requirement to have your mail ready for collection by the times specified. For any 1<sup>st</sup> Class posting of all products, collection times are determined by the postcode area from which you're posting. We keep latest postings times under review and over time improve them when we can.

Latest posting times are determined partly by geographic location in order to ensure your mail arrives on time.

Table of latest posting times:

Delivery Speed	Day of collection	Posting time
1 <sup>st</sup> Class*	Monday to Friday Saturday	No later than 3pm No later than 12pm
2 <sup>nd</sup> Class**	Monday to Friday Saturday	No later than 5pm No later than 12pm
Economy**	Monday to Friday	No later than 5pm

\*earlier times will apply for some selections depending on where the posting takes place and where it is going. These are available from your account handler or on our website at [www.royalmailtechnical.com](http://www.royalmailtechnical.com)

\*\*within Northern Ireland and Scotland, 2<sup>nd</sup> Class mail and Economy mail must be made available for collection by 3pm (with the exception of DD1-2, EH, FK, G, KA1-7,ML, PA1-15 and PH1-2 postcode areas, where mail should be available for collection by 5pm)

## Mail with no sortation

Usually, your unsorted mailings must be ready for collection from your premises by 6.00pm at the latest (unless otherwise specified by us). This can move to 6.30pm depending on which postcode area you are posting into. To find out which time is specific to you, please check with a member of your account team or the Royal Mail Sales Centre on 08457 950950.

## Combined postings

If, on any given day, you are posting 1<sup>st</sup> Class mail, as well as 2<sup>nd</sup> Class mail and Economy mail, you must ensure that when providing us with your forecast, you also specify your exact requirements by service speed, in order that we may plan your collection(s).

## **Enhanced latest posting times**

Enhanced postings time is where, depending on the volumes sent, the service speed chosen and the distance from your accepting office you may be able to post later than the standard latest acceptance times.

Enhanced posting times may apply to both local and national Advertising Mail, Sustainable Advertising Mail, Publishing Mail, and, Business Mail.

### Entry criteria for Enhanced latest posting times

To be eligible for enhanced latest posting times:

- The number of items in the mailing must be a minimum of either:
  - 40,000 letters
  - 15,000 large letters
- Mail must be presented in separate RSCs according to the Network segregation codes
- Colour coded and normal cage cards must be affixed to the RSCs

### Sorted 1st Class letter and large letter postings

To be able to access enhanced posting times for national sorted 1<sup>st</sup> Class letter and large letter postings, you must be able to meet the general presentation criteria above, as well as the following criteria:

- You must mail 1<sup>st</sup> Class letters or large letters at least five days a week (four days during Bank Holiday weeks)
- Each individual posting must be in excess of 40,000 letters or 15,000 large letters
- You must pre-segregate the mailing as specified by us. This could vary depending on location and be as many as twenty ways. We may ask you to do the equivalent segregation in Yorks, but use of Yorks for these purposes will only ever be at our request
- You must ensure that the posting is presented as per the requirements for each individual product

### **Please note:**

The actual enhanced latest posting time will depend on the distance from your distribution centre.

### **Further information**

Please contact a member of your Royal Mail account team for details of the precise conditions, segregation requirements and posting times in your area.

# Forecasting

If you want to hand over more than 4,000 letters or 1,000 large letters, you must give us adequate notice of posting, including an accurate forecast of items and RSCs.

We recommend you schedule regular planning meetings with the relevant member of your Royal Mail account team, so that we can identify the resources needed for the week or month ahead.

## Forecasting process

- You must provide your local accepting office with a rolling accurate forecast of the daily, weekly or monthly postings
- Forecasts must be accurate for the week and month ahead and supplied to us by 3pm the working day before posting
- If the posting is scheduled for a day which is not a working day, forecasts must be supplied to us by 3pm on the Thursday before that day
- If you wish to make an exceptional posting, as defined in your Royal Mail General Terms and Conditions, you must tell us at least four weeks before the posting date
- If using a computer, you should aim to provide a computer planning report and line listing with your forecast. We appreciate that some of the details of this report may change prior to actual posting
- For those who are manually sorting their mailings, the computer planning report must be provided either at the time of giving us your forecast or no later than the first collection on the day of posting

# Spread of posting

For items with no sortation, all items per mailing must be sent on the same day, and must be a minimum of either:

- 250 large letters, or
- 500 letters (1,000 letters for Advertising Mail unsorted)

## Spreading your posting

As it is not always practical to complete an entire posting in one day, by prior arrangement with us you can spread it over a number of days.

When you wish to spread a posting over a number of days, early notification is important. A confirmed sales order and, for Royal Mail Mailmark® option mailings an eManifest, is required for each day's mailing.

### Entry criteria

- Except on the last day of posting when this requirement is waived, on days on which part of a mailing is made, in all cases including when posting abroad using the International High Volume services, you must send no less than:
  - 1,000 large letters
  - 4,000 letters
- Postings containing up to 250,000 items may be made over a maximum period of five consecutive working days
- Postings containing more than 250,000 items may be made over a maximum period of twenty consecutive working days, depending on the total posting volume
- The maximum number of working days permissible for postings of more than 250,000 items should be calculated by dividing the total number of items by 50,000

### Please note:

Any solus Publishing Mail mailing made up of less than 1,000 items will be charged the price for 1,000 items at the standard rate for Publishing Mail and no further discount will be applicable. Customers are required to enter 1,000 items within OBA as a minimum volume regardless of whether there are fewer items than 1,000. Failure to do so may entail a £25.00 administration charge.

# Deferred delivery postings

A deferred delivery posting is a posting where you may choose to send mail in early for us to hold pending its release into our mail network within a five working day period. It is available with Economy delivery only.

## Deferred delivery criteria

- The complete posting must be lodged with us not more than twenty eight or less than seven calendar days before the 'commence delivery' date
- The entire posting must be handed over to us within a twenty working day period
- We will complete delivery of your posting within four working days after the commence delivery date
- Mailbags or trays must be labelled to show the 'commence delivery' date
- Items handed over less than seven calendar days before the specified 'commence delivery' date will be despatched as standard Economy mail

### Please note:

A deferred delivery posting must have a single commence delivery date.

## Sales order and eManifest process for deferred mailings

- You will be charged the rate that was in force on each day of acceptance. Mailings that fall either side of a tariff change will naturally incur two different prices
- We will check your collection against the confirmed sales order and amend it if it is incorrect, as part of our acceptance processes. The date on the sales order must be the date the mail was collected and the confirmed sales orders must not be blocked (i.e. put on hold on the system)
- Deferred Mailmark option mailings must be included in an eManifest two working days before the 'commence delivery' date

## Volume related discounts

Where you choose to spread the collection of the posting over a number of days please be aware that you may not qualify for volume related discounts beyond those that are applicable to each individual day's mailing. Therefore, it is advisable that you manage the posting volumes to optimise volume related discounts.



# Hold and release arrangements

Where we anticipate that your posting could have a negative impact on our ability to fulfil our universal service obligation to you, or to work efficiently, we may work with you to manage your posting under a hold and release arrangement, under which we may ask you, without obligation, for your agreement for us to collect elements of your posting early.

## **Please note:**

You are not under any obligation to accept a hold and release arrangement and are within your rights to ask for mail to be collected on the correct day.

Hold and release Mailmark option mailings must be included in an eManifest two working days before the 'commence delivery' date.

## **Compensation**

If a deferred economy mailing or a hold and release mailing is released early as a result of our negligence, and if you have stated the correct release date and presented your mail in accordance with our procedures, we will consider a compensation payment. This payment will be an agreed percentage (not exceeding 25%) of the postage (less the discount) due on that posting. Claims should be submitted in the standard manner.

## **Sales order process**

- A confirmed sales order is required each day we collect.
- We will check your collection against the confirmed sales order and amend it if it is incorrect, as part of our acceptance processes. The date on the sales order must be the date the mail was collected and the confirmed sales orders must not be blocked (i.e. put on hold on the system).

## **Volume related discounts**

You must try to ensure that each collection contains the maximum number of items so that you are not disadvantaged and are able to optimise your volume related discounts.

## Risks

Please take note of the following risks of entering into a hold and release arrangement, so that you may make an informed decision:

- If the posting is collected over several days, you may receive sales orders for the mailings which have been presented over a number of days on different invoices
- In extreme circumstances, you may be invoiced before the chosen posting date, and you will be expected to pay invoices within normal payment terms
- You may pay a higher price if you are mailing during a tariff change period
- Your mail may be released early if there is a confirmed sales order but the release date is not clearly stated
- If you do not include hold and release Mailmark option mailings in an eManifest two working days before the release date your Mailmark reports may not be as complete as they would have been if included in the correct eManifest

## Stand loaded trailers

If the size of your posting is sufficiently large, it is sometimes possible for a trailer to be left on your premises to be loaded in advance of the collection.

### Reasons for requiring a stand loaded trailer?

- You may have limited space on site and require a stand loaded trailer as additional storage
- You wish to make the full use of your Latest Posting Time (i.e. the final time of the day by when a collection can be made), and by using a stand loaded trailer production cut-off can be later, as the loading of the trailer can take place alongside production
- You may wish to have a stand loaded trailer left on site so that you can unload it at your own convenience

### Charges

- A stand loaded trailer will be provided free of charge for the first twenty four hour period, and stand loaded trailers which are swapped over every twenty four hours will, therefore, also be provided free of charge
- For periods of longer than twenty four hours, a fee of £150 will be charged for each twenty four hour period, or part thereof.
- We will not charge you where we ask to leave a stand loaded trailer on your premises in order to improve efficiency or reduce operating costs

### Please note:

You are under no obligation to accept a stand loaded trailer if we ask you to do so.

## Health & safety

You must load trailers in such a way that they comply with our safety policy:

- The site where the stand loaded trailer is to be left must be assessed and deemed safe from a health and safety perspective by a Royal Mail representative, your Royal Mail contact can arrange this
- All personnel responsible for the attaching and detaching of stand loaded trailers must be fully trained to do so
- All training of personnel must be recorded
- The stand loaded trailer must be secured in such a manner that it will not tip over
- The site where the stand loaded trailer is to be left must be assessed and deemed to be suitably secure by a Royal Mail representative, your Royal Mail contact can arrange this

## Storage of mail

### Storage

Some sites may be able to provide storage facilities for your 1<sup>st</sup> Class, 2<sup>nd</sup> Class or Economy (not deferred Economy) mail, subject to availability.

### Warehousing

If you are unable to present your complete posting on the booking date (i.e. by a date agreed for those products which require either pre-booking or collection/delivery within a certain period of dates), we can provide warehousing on request, subject to availability.

### Charges

- Storage on a Royal Mail site is currently charged at 25 pence per RSC per day
- Should we increase this charge you will be made aware of what price you will pay upon enquiring about this service

To enquire about our storage facilities please speak to a member of your Royal Mail account team.