User Guide for

Containerisation

April 2024

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

CONTENTS

1. Presentation

- **Presentation of sorted postings**

FORMAT	METHOD OF PRESENTATION
Letters	trays* bags segregated bundles
large letters – up to 10mm in thickness	trays* bags segregated bundles trays are permitted for machine readable C5 poly wrapped items (240mm x 165mm)
large letters – more than 10mm in thickness	bags segregated bundles ALPs**

*must have an average of at least 100 letters or 25 large letters per selection across the mailing. If you cannot meet this requirement then you must use bags or present your mail as segregated bundles.
**ALPs only available where there are than 200 items per selection. Please contact your account handler for more information.

- **Presentation of machine-readable with no sortation postings**

FORMAT	METHOD OF PRESENTATION
Letters	trays
large letters – up to 10mm in thickness	Trays Trays are permitted for machine readable C5 poly wrapped items (240mm x 165mm)
large letters – more than 10mm in thickness	bags ALPs

Please note: Machine Readable Advanced is a <u>tray only option</u>, including for meter customers. We may make a charge if Machine Readable Advanced is posted in bags or pouches.

- **Presentation of no sortation postings**

FORMAT	METHOD OF PRESENTATION
Letters	trays bags
large letters – up to 10mm in thickness	trays bags
large letters – more than 10mm in thickness	trays bags ALPs

2. Trays

- **Presentation of items in trays**

  - one selection (SSC) only per tray when sorted options are used
  - items must not be packed tightly into trays - as a guide you should be able to fit a hand between the mail and the tray end
  - items must be loose loaded with no bundling
  - items must not be loaded above the Plimsoll line. The Plimsoll line is 172mm from the internal base

Letters
Letters must be placed in trays upside down with the PPI facing the tray label (for Barcode variants, portrait items should be placed in the tray with the longest edge closest to the PPI at the bottom)

Large Letters
Low Sort – presentation will vary depending on the size of the item. Unwrapped Low Sort items have specific presentation requirements detailed in the 'Unwrapped' section of this guide.

Some Large Letters may be of Letter length and height (up to 240mm x 165mm) but are Large Letter format postings because they are not paper enveloped, or because they exceed Letter thickness (5mm), stiffness, or weight (100g). These Large Letters can be presented in trays in the same way as Letters i.e. placed in trays upside down with the PPI facing the tray label.

Low Sort and large letters with no sortation

For polywrapped items, C5 size (162mm x 229mm), or which fall within letter format, items must be placed in trays with the PPI facing the tray label landscape items must be upright, upside down, with the indicia facing the tray label and the barcode on the front of the tray

Portrait items must be placed with the indicia towards the bottom of the tray facing

the tray label and the barcode on the front of the tray

For items >162mm x 229mm and square items of a minimum size of 229mm x 229mm: landscape items must be facing upwards, with the address and PPI uppermost in the tray, and with the indicia away from the tray barcode and label (**figures 1 and 3**)

Portrait items must be facing upwards, with the address and PPI uppermost in the tray, and with the indicia adjacent to the barcode and label (**figures 2 and 3**)

Items >162mm x 229 and square items of a minimum size of 229mm x 229mm: should be laid flat and should not be loaded above the Plimsoll line. The Plimsoll line is 172mm from the internal base
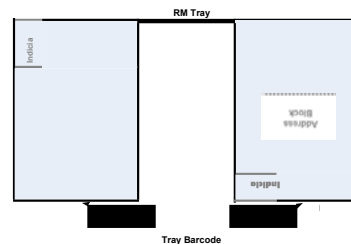
Figure 1   **Figure 2**   **Figure 3**

- **Labelling of trays**

  Tray labels must be applied to each tray
  Low Sort and non-sorted machine-readable items – yellow labels must be used

- **Tray weights**

  Maximum gross tray weight must be 10Kg (an empty tray weighs approximately 1Kg)

- **Loading trays**

  Trays must be presented in standard RSCs supplied by us
  Secondary containers such as Yorks may be used, but only with our prior agreement

Please note:
1. The posting must be pre-segregated in accordance with standard Royal Mail pre-segregation requirements (segregation codes presented in separate RSCs). Computer planning report summaries and line listings must report the estimated number of trays rather than the estimated number of bags, based on the maximum weight of mail in a tray.
2. Royal Mail's operation uses mainly trays, and mail which arrives in bags or bundles must be converted to trays as it passes through our mail centres. Trays protect mail and it is less likely to be damaged, giving better processing speeds for sorting equipment.

- **When trays cannot be used:**

Jersey, and Guernsey

Items for Jersey (JE), Guernsey (GY) must always be presented in bags
Low Sort machine-readable large letters Items above 10mm in thickness

3. Bags

- **Bundling of bagged items**

Large letters (over 10mm thick and larger than 240mm x 165mm) which are wrapped and which have been pre-sorted but have ≤ 200 average items per selection must be presented loose in bags.

All other items to be bagged must first be bundled:
- each selection may consist of a number of bundles individual bundles and bags must only contain items for a single Direct or Residue selection
- the tension of the banding must be such that there is no damage to the items and that the edges of the items are not damaged in any way when the banding is removed i.e. the edges of the items are not torn or turned up
- it is recommended to cross-strap items to ensure that they do not come loose in transit
- once the bundling material is removed, the items must be capable of being individually handled and must not be stuck to one another for any reason, e.g. due to the use of adhesive in the mail production process
- periodicals or other bulky items that are not of a single uniform thickness across the whole width and length of the item must be bundled in such a way that the bundle is level and squared off at the ends, e.g. 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. Addresses must still all be facing upwards.
- postings using the unwrapped/segregated bundles specification must conform to the additional bundling and bundle weight requirements as set out in the unwrapped paragraph of this section

For items of the same shape, size and weight:
- bundled mail must be arranged so that the addresses face and are orientated the same way
- items up to 10mm thick must be securely bundled with the bundles to be approximately 150mm thick
- items over 10mm thick which are presented in bags (ALPs are the preferred option if arranged with your account manager) do not need to be bundled
- large letters (over 10mm thick and larger than 240mm x 165mm and which have which have been pre-sorted but have ≤200 average items per selection must be presented loose in bags

For items which are not of uniform thickness or are wedge shaped, they must:
- be arranged so that the addresses face and are orientated the same way be bundled in such a way that the bundle is level and squared off at the ends, e.g. 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.
- If these items are over 10mm thick they do not need to be bundled and can be presented loose in bags

- **Bagging**

Presentation of items in bags;
- you must place each selection in a separate bag
- Directs and Residues must never be mixed within the same bag
- a bag for a single selection must be filled to capacity, thereby maximising bag fill, before another bag for the same selection is used
- if the weight comes to more than 11kg use more than 1 bag once full then you must tie/strappex the bag neck closed
- non sorted machine-readable letters are not permitted to be placed in bags

Low Sort & large letters with no sortation;
- items must be arranged so that the addresses face the same direction
- items must be securely bundled so the bundles are approximately 150mm thick

Bag weight
Maximum gross bag weight must be 11kg.

Labelling of bags
- Bag labels must be applied to each bag
- Low Sort items – yellow labels must be used

Please note:
For certain selections, a bag might contain only one bundle because it is either a small Residue or the result of a minimum Direct selection e.g. you only have 50 letters for that selection (see also Undersized Directs in this section of the user guide)

4. Segregated Bundles postings

It is possible to present the following sorted products, options and formats as segregated bundles postings (bundles in RSCs):

PRODUCT	OPTION	FORMAT
Advertising Mail	Low Sort Mailmark	large letters
Advertising Mail	Low Sort Manual	letters, large letters
Publishing Mail	Low Sort Mailmark	large letters
Publishing Mail	Low Sort Manual	large letters
Business Mail	Low Sort Mailmark	large letters
Business Mail	Low Sort Manual	letters, large letters

Please speak to a member of your Royal Mail account team if you would like to use the segregated bundles option so they can fully explain the presentational requirements.

- **Entry criteria**

    - Items must be a minimum of 125mm x 176mm (B6) and a maximum of 324mm x 458mm (C3)
    - Your total mailing must be in excess of 4 tonnes (40,000 items at 100g.)

Please note: The items will be priced according to the largest format.

- **Pre-segregation of segregated bundles postings**

You must use separate RSCs to segregate the posting according to our standard network segregation, and these must be identified by means of an alpha segregation code. The member of the account team at the receiving Royal Mail centre will provide up to date details of the areas to be included in each segregation:

- a coloured day card or sticker representing the day of mailing must be attached to each RSC indicating the appropriate alpha segregation code:

  - Monday – white
  - Tuesday – yellow
  - Wednesday – green
  - Thursday – orange
  - Friday – blue
  - Saturday – white, printed with 'SAW N'

- Items for different alpha segregation codes must not be mixed within a single RSC. All items (within an individual mailing) for each individual alpha segregation must be presented in the minimum number of RSCs possible, with each RSC filled before another is started
- Where Residue selections are produced and presented separately to Direct selections, they must either be presented in the same single set of segregated RSCs, or separately, unsegregated in bags. In the latter case, the total mail presented as segregated bundles must meet the entry criteria of 4 tonnes.
- Residues unsegregated in bags must be presented by the standard latest posting time on the day of posting and will not benefit from any enhanced posting times available for the segregated element of the mailing.
- Residues presented after the standard latest posting time will be treated as the following day's posting and will need a separate sales order and should meet daily minimum volumes for the product
- Mailings of large bulky, lightweight mail pieces of uniform size and thickness may also qualify to use the segregated bundles variation without the need to meet the minimum 4 tonnes criteria. To qualify for this alternative entry criteria:
  1. the items should be of such dimension that no more than 2 or less items or bundles would not fit into a standard Royal Mail bag
  2. each segregated RSC must be at least three quarters full

  In this instance you must get authorisation from your account handler prior to mailing.

- **Bundling of segregated bundles postings**

Bundles must be either Securely double-strapped: cross strapped, both lengthways and width ways, as per the selections on the Royal Mail Selection Files, or securely wrapped with polywrap (30 microns). Please note this is not applicable to Sustainable Advertising Mail items

You must ensure that the tension of any strapping applied to bundles should be such that there is no damage to the mail piece and that the edges of the mail piece are not damaged in any way when the strapping is removed and the edges of the mail piece are not torn or turned up Elastic bands must not be used for holding bundles together. Whichever method is used, the bundles must be securely tied. We do not provide the material for bundling

Where items are of a single uniform thickness across the whole width and length of the item, they must be faced and oriented in the same direction

Where bulky mail 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 must be counter stacked with the top half of the bundle turned the opposite way to the bottom half. Addresses must still all be facing upwards

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 and segregation requirements. For example:

- It is not acceptable to present 2 bundles for the same selection code, each weighing 3kg. In this instance a single bundle of 6kg should be presented
- If the mail for a selection weighs 8 kg you may present two bundles of any weight less than 6.4kg, such as two bundles of 4kg each.

Please note: Mailings that include bundles that are not strapped securely will be returned or subject to loss of discount

- **Presentation of segregated bundles postings**

If the items are flimsy and less than 100gms, they can be presented in bundles of a minimum height of 15cm. Where the remaining items for a single selection do not meet the 15cm bundle height, these items must be bundled and labelled, then secured with polywrap or cross strapped to a larger bundle for the same selection Bundles must be solid and secure so they remain intact whilst we process them.

Formats must not be mixed in the same bundle. If the posting consists of wedge shaped items, they can be counter-stacked, in alternate orientation, providing that the addressee details are facing upwards.

Bundles must be stacked in columns to enable the RSC to be unloaded from the front and worked through to the rear without having to step on contents or stretch to reach the bundles. Alternatively, the bundles can be brick stacked. An example of brick stacking follows:

Layer 1: Top View: Layer bundled items in same direction (start either way)
Layer 2: Top View : Alternate the orientation of the bundles for the next layer, again with items all in same direction. Repeat as required
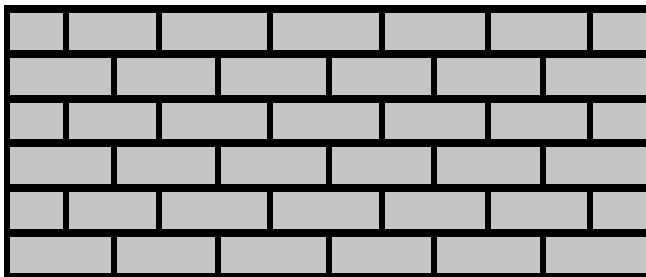
LAYER ONE TOP VIEW
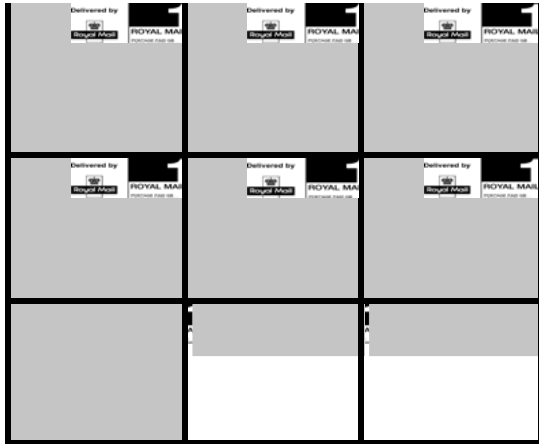
LAYER TWO TOP VIEW
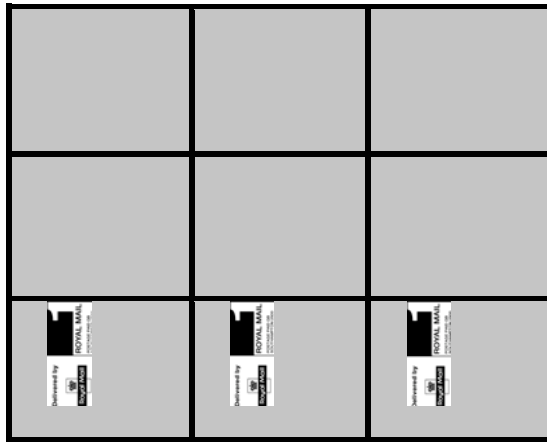
SIDE VIEW OF 'BRICK STACKED' LAYERS

- items must be presented in RSCs
- bundles must not exceed 6.4kg under any circumstances
- bundles must not be stacked above the top of the RSC
- the maximum gross weight must be equal to or less than 750kg

5. Unwrapped mail

It is possible for us to accept the following products and options without wrapping or envelopes:

PRODUCT	OPTION	FORMAT
Advertising Mail	Low Sort Mailmark	large letters
Advertising Mail	Low Sort Manual	letters, large letters
Sustainable Advertising Mail	Low Sort (Entry or Intermediate Level)	large letters
Publishing Mail	Low Sort Mailmark	large letters
Publishing Mail	Low Sort Manual	Letters, large letters
Business Mail	Low Sort Mailmark	large letters
Business Mail	Low Sort Manual	letters, large letters

A member of your Royal Mail account team will ensure that you are aware of any presentational requirements in addition to the following:

•   **Entry criteria**

 Residue items can be sent as part of the same posting but must be wrapped.

•   **Presentation of Low Sort unwrapped postings**

Unwrapped (Open) mail is defined as unwrapped magazine or booklet mailpiece that is NOT enclosed in an envelope or in a polymer wrap. The unbound sides of the mailpiece are not tabbed and the mailpiece may be opened and its content viewed.

Unwrapped (Open) Large Letters in Trays

a. Unwrapped (Open) Low Sort Large Letter mail must always be presented in trays to preserve mail hygiene and optimise mail processing.

b. Standard Large Letter traying requirements apply for Unwrapped (Open) mail that is > 165 x 240mm size Note that the spine of the mailpiece will always be to the right of the tray as illustrated below.

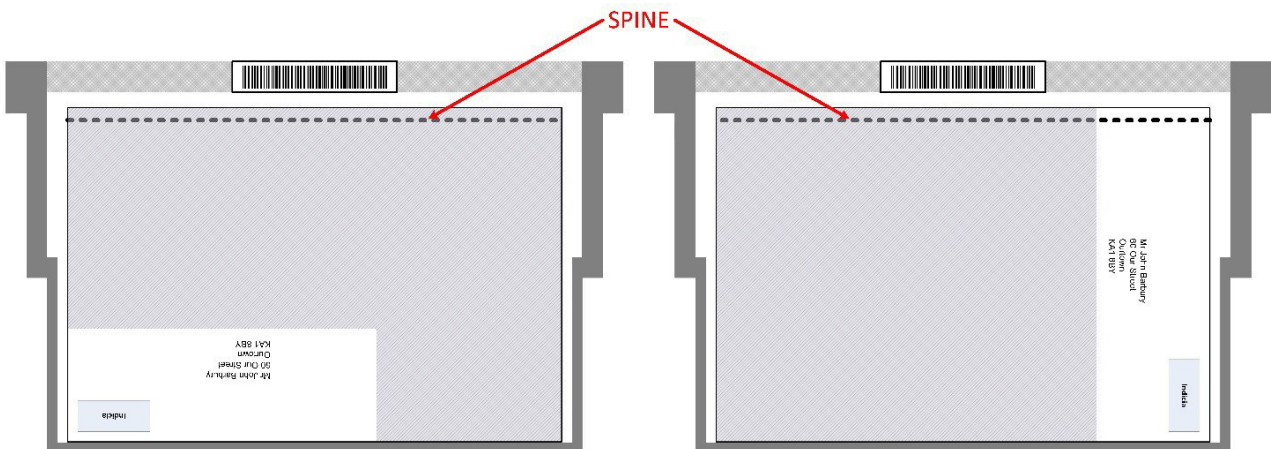c. Unwrapped (Open) mail up to 240mm x 165mm in size must be presented with the spine towards the top of the tray as illustrated below

Royal Mail Tray

SPINE

Tray Barcode
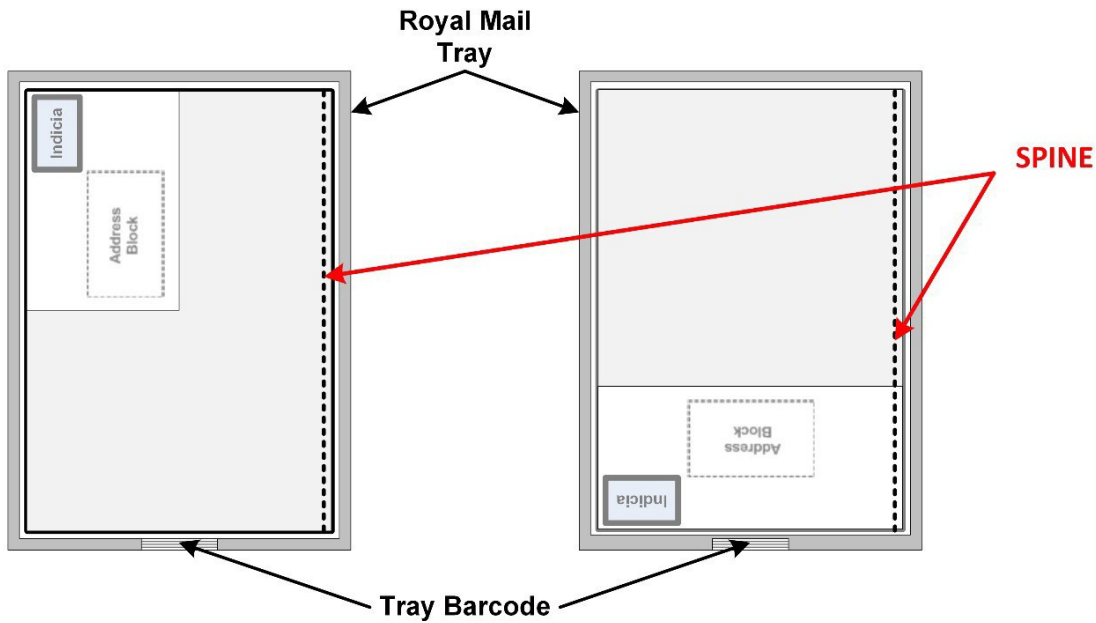
> 165 x 240mm in Trays (Not to Scale)

SPINE

Up to 240mm x 165mm in Trays (Not to Scale)

Unwrapped (Open) Large Letter – Mail Construction

The full specification for unwrapped Large letters can be found within the machine-readable chapter of the user guide, but please note that standard physical requirements for Paper Large Letters apply with the addition of the following:

a. The spine must always be on a long edge.
b. The spine must be glued or stapled. (Punch & bind bindings are not permitted).
c. All pages must be secured to the binding, and loose inserts are not permitted.

d. Onserts must not be attached to the mail. e.g. Pens or product samples
e. The cover of the mail must have a paper weight of ≥ 50gsm.
f. The pages of the booklet must have a paper weight of ≥ 50gsm.
g. All pages (including the cover) must be of equal size.

We want to provide you with the best possible service when using our Large Letter machineable options (Mailmark), so mailings are received by customers in great condition. However, mail is a physical medium and occasionally indentations or marking of mail may occur as it passes through machinery. Our machinery can safely handle a very wide range of unwrapped Large Letter items which include most catalogues and magazines. It is possible there could be some damage if the paper is particularly flimsy or the binding is insufficiently secure. To minimise issues we recommend that the paper is of good quality and the binding is robust. If there is any doubt then we recommend mailing a small quantity initially, or asking your usual Royal Mail contact to arrange a test.

6. Presentation in RSCs, Yorks or ALPs

6.1 Rigid Stackable Containers – (RSCs)

Weight; Maximum gross weight of 750kg

Loading RSCs
When loading trays in Royal Mail supplied RSCs it is advisable to follow the instructions below, which will ensure that the trays are loaded in a manner that minimises health and safety handling issues and ensures ease of loading / unloading the RSC:
  • trays should not be stacked higher than the RSC
  • trays should be loaded in accordance with the layout shown in figure 4, so that trays shown as '1' are placed in the RSC first, followed by positions '2', '3' etc. Trays should be loaded in a stack facing the same way round, to enable them to be stacked on top of each other
  • trays should be loaded at the back of the RSC first. This should be done by walking into the RSC
  • where possible, please ensure that the trays at the top of each stack are full trays should be slid into place in accordance with figure 5
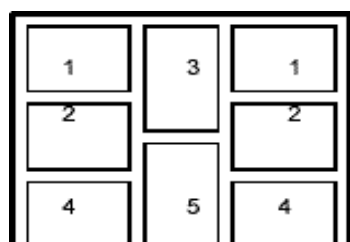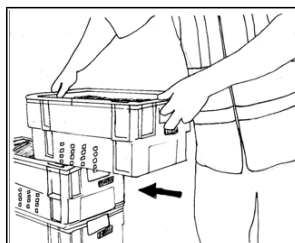
Figure 4   **Figure 5**

Front of RSC

6.2 Yorks

Weight
Maximum gross weight of 250kg

Loading the Yorks
If you are presenting no sortation items, or Low Sort items with our prior agreement, into Yorks, please ensure that you adhere to the following safety guidelines:
- apply brakes when stationary
- fasten straps before moving
- do not fork lift or tow without ancillary equipment
- do not fill above side walls
- do not shrink wrap containers
- no more than 28 trays on a York:
    1. place the first tray at the front of the York - using one hand; slide the tray to the back corner of the container. (figures 6 & 7)
    2. once the first layer has been loaded, place the first tray of the second layer slide the tray to the back corner of the container. (figure 8)
    3. make sure each tray is placed with label facing forward and that each tray placed on top of a tray below sits securely in the on the tray below. (If it does not the stack can become unstable) (figure 9)
    4. secure the restraining straps and fasten the clips from the bottom upwards. Make sure that the top trays are covered by the securing strap.

- Where possible, the trays stacked at the top of the York should be full

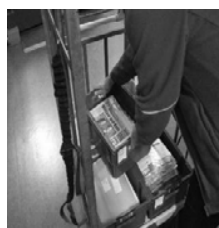**Figure 6**   **Figure 7**   **Figure 8**   **Figure 9**

6.3 ALPs or Auto Levelling Packet Sleeved York Containers

If you are contemplating sending a posting in ALPs please discuss this with your account handler, as you will need approval from Royal Mail in advance.

Weight
Maximum gross weight of 250kg

Loading the ALPs
If you are presenting no sortation items, or Low Sort items with our prior agreement, into ALPs, please ensure that you adhere to the following guidelines:

- where possible, the items should be neatly stacked with the address information uppermost. In no circumstances should the items be bundled within the ALP. They must be loose
- brake must be applied when stationery or before loading
- place heavier items at the base of the stack
- do not exceed the maximum gross weight
- no container to be filled above the top
- ensure the ALP is fully secured with the two Velcro straps
- ALPs should be closed to retain the contents before the container is moved (DO NOT use for single items over 7.5kg, bags or trays)
- If the return mechanism is not working, as a short term measure trays can be placed, upside down, under the base of the sleeve when sorting to an ALP the container should be positioned to minimise twisting when unloading. Working from alternate sides also helps to reduce the effects of twisting
- when moving containers by vehicle an appropriate vehicle restraint system should be used
- containers must be in a safe condition including wheels, brakes, handles and restraints working properly
- ALPs must have no protrusions or jagged edges and be correctly assembled

7. On approved pallets for Direct Entry

For those customers who, either due to the product chosen or because the mail has been prepared overseas and shipped into the UK for direct delivery to one of our Distribution Centres, are permitted to use pallets:

- the only acceptable pallet is the standard two-way Euro pallet (1200mm x 800mm)
- the total weight of the pallet and its contents must be no greater than 750kg and must have the normal routing details
- pallets can only be used for mailings originating outside the UK
- pallets must be shrink wrapped or have card on the outside so that they are sturdy. Also, the pallets must have the same cards on that a RSC would etc.

8. CFL or Customer Final Labelling

- **What is CFL?**

CFL enables customers to present bags and trays already displaying the correct final labels and is mandatory for:

    Advertising Mail
    Sustainable Advertising Mail
    Publishing Mail
    Business Mail

Please note:
Regardless of the product used the labels will have the same routing information.

Final label details
Final labels must show details of:

- destination
- the accepting office
- the SCC and any other information relevant to routing and dispatch
- bag contents, including the contents format mail centre selection code
- delivery speed

Types of final labels
    White labels must be used for products with no sortation and no machine-readable options.
    Yellow labels must be used for Low Sort items and machine-readable products with no sortation

- **Methods of CFL**

There are four methods you can use to carry out Customer Final Labelling:
1. Royal Mail Selection Files
2. Bureau service
3. Label boards

Royal Mail Selection Files
We can provide you with the Royal Mail Selection Files containing the necessary geographic and network segregation codes for you to carry out your labelling accurately. This database can be downloaded from www.royalmailtechnical.com. You will, however, need to provide or develop your own software to access this database.

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

Production process
It is important to recognise that the key change to your mailing operation in many instances will be the way bags are tied or tray labels applied. We will supply you with plastic ties to tie your bags.
Computer systems
On the systems side of the process, we will provide you with test data and implementation guidelines (available through our Royal Mail Technical Helpline or www.royalmailtechnical.com). You will then need to perform the programming required to provide access to the CFL database, and ensure the capability of the printer to produce labels meeting Royal Mail specifications

Bureau service
You must provide us with a copy of the postings line listing at least 48 hours in advance of the posting date.
The line listing must detail the number of bags or trays for each selection in the order for them to be produced
You must ensure that the line listing clearly shows the format of your mailing
The line listing information can be provided on a memory stick or disc, via email or in hard copy format
We will then produce all your labels and return them to you in the correct order (we can provide self-adhesive labels for segregated bundles mailings)
When setting up the bureau service, turn-around time for label production will need to be agreed at local level with the relevant member of your business customer team. At the same time, a contingency plan will also need to be drawn up; detailing how many labels you need to store at your premises, should the number of labels required exceed those ordered

Label boards

If space is not a problem, we can provide full sets of final labels, as used in our sorting offices, for you to select and apply. If this is the method you decide to use, you need to decide whether to run the machine on-line or off-line. This will depend on several factors:
- the number of production lines in use at any one time
- the mailing product (e.g. Advertising Mail, Sustainable Advertising Mail, Publishing Mail, Business Mail 1st Class, Business Mail), or 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 SCCs manually, or directly from your computer If this is your preferred option please speak to your account manager to discuss what assistance we can provide with the provision of PCs and printers.

As a guide, you need a maximum of four Royal Mail type carousels to hold one set of labels for each service per item format. Therefore, if you use 1st Class, 2nd Class and Economy for large letters, you will need a maximum of twelve carousels (or more if you also are likely to use Economy deferred)

The most efficient operating method for this system is for you to pre-select labels from a line listing prior to production. This service is similar to a bureau service, except that you need to sequence the labels in the order of the list instead of us doing it for you.

When presenting your mailing in trays, you need a label rack/frame rather than a board. The rack has small boxes which the tray labels can be slotted into.

Contingency plan
Whichever CFL method you choose, you should draft an appropriate contingency plan to implement in case the main system should fail. For example, if you are a company using a label printer which suddenly breaks down, we might suggest you switch to a bureau, or perhaps to hold a small stock of printed labels in SCC order.

```
┌─────────────────────────────────────────────────┐
│   Which labelling option appears to be the      │
│                 most suitable                   │
└─────────────────────────────────────────────────┘
   │          │              │              │
   ▼          ▼              ▼              ▼
┌────────┐ ┌──────────┐ ┌──────────┐ ┌──────────┐
│ Label  │ │ Database │ │  Bureau  │ │  Label   │
│Printer │ │  method  │ │ Service  │ │  boards  │
└────────┘ └──────────┘ └──────────┘ └──────────┘

         ┌────────────────────────────────┐
         │ Contact your Royal Mail Account │
         │    Manager for more details    │
         └────────────────────────────────┘
                        │
                        ▼
         ┌────────────────────────────────┐
         │  Royal Mail agree action points & │
         │      level of contribution      │
         └────────────────────────────────┘
            │                        │
            ▼                        ▼
┌────────────────────────┐  ┌────────────────────────┐
│ Royal Mail to provide   │  │ Where appropriate, produce│
│ training as agreed and  │  │  test labels for approval │
│       required          │  │                          │
└────────────────────────┘  └────────────────────────┘
            │                        │
            ▼                        ▼
         ┌────────────────────────────────┐
         │       Produce final labels      │
         └────────────────────────────────┘
```
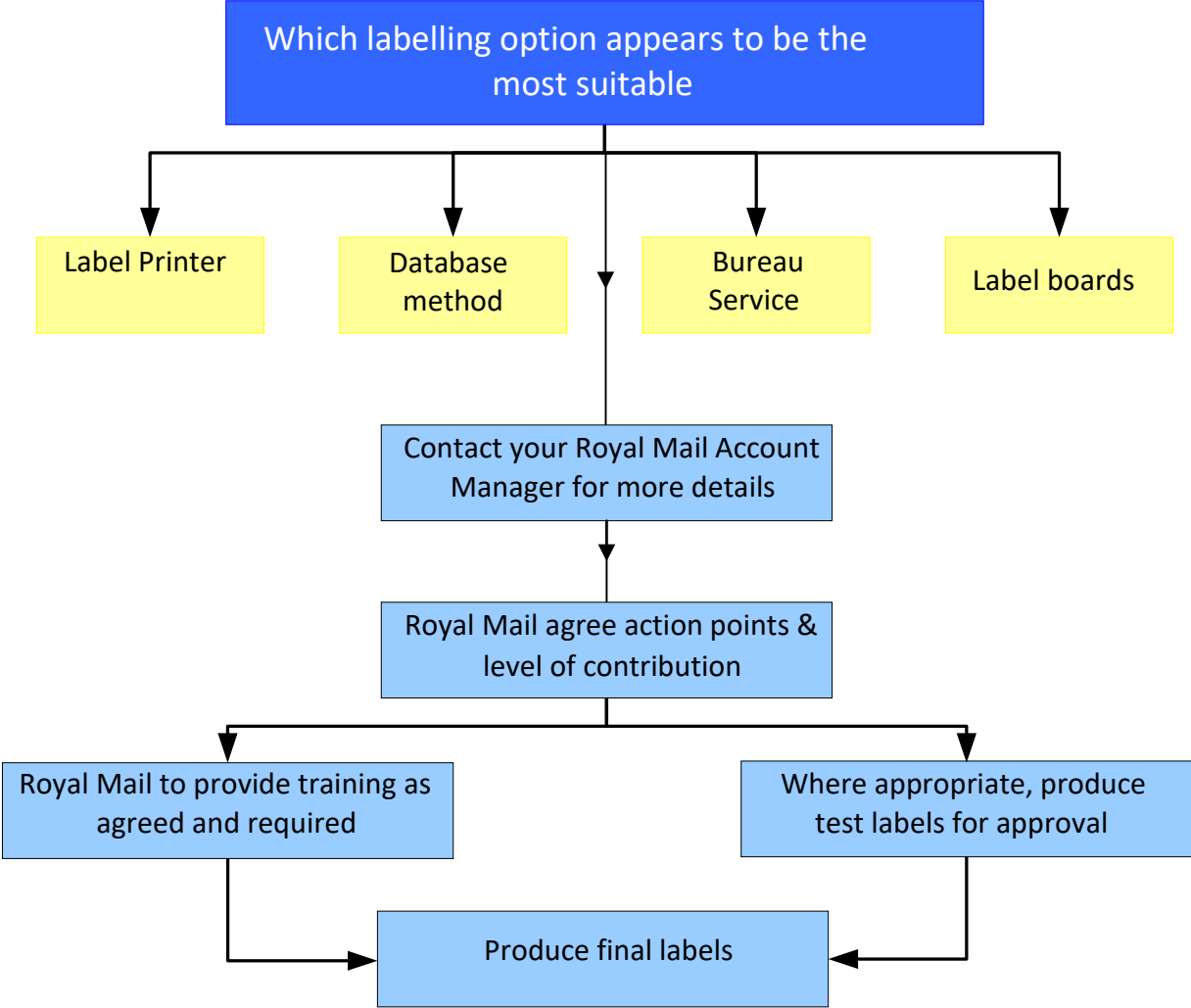
- **Bag and tray labels**

Label Layout
This is what final bag and tray labels look like, including specifications for field size, fonts and formatting. All fields must be aligned left, unless otherwise stated.
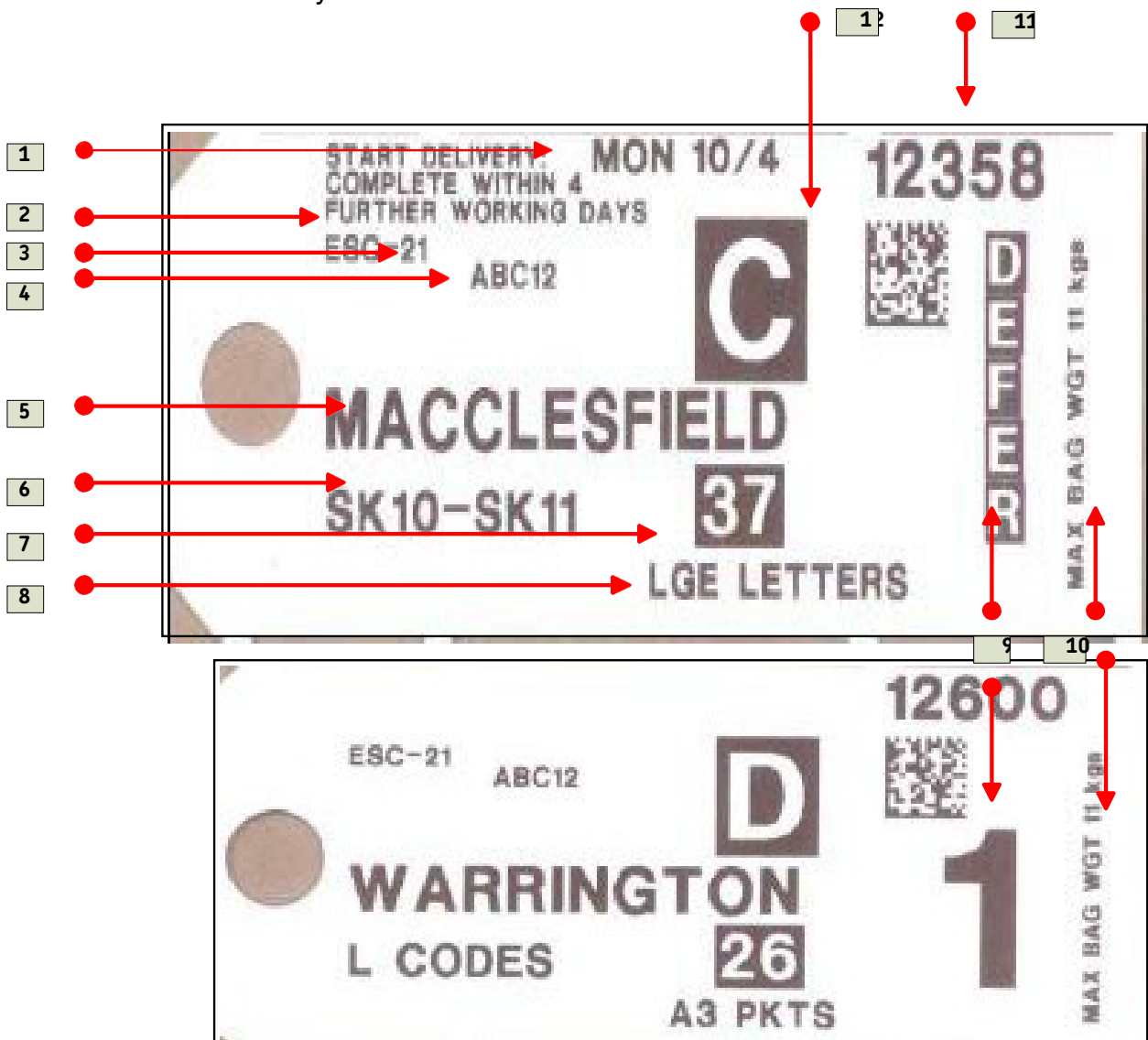
Bag Label
This is what final bag and tray labels look like, including specifications for field size, fonts and formatting. All fields must be aligned left, unless otherwise stated.

Please note:
In all instances, particularly for the destination office/destination description, a condensed font may be used to accommodate this on the label.

START DELIVERY. **MON 10/4** **12358**
COMPLETE WITHIN 4
FURTHER WORKING DAYS
ESC-21
ABC12
C
MACCLESFIELD
SK10-SK11 **37**
LGE LETTERS
DEFER
MAX BAG WGT 11 kgs

ESC-21 ABC12
D
WARRINGTON
L CODES **26**
A3 PKTS
1
MAX BAG WGT 11 kgs

Key to example label:

1. **Start Delivery Date**
   This is only applicable for Economy deferred mailings. All text should be in 11pt Arial. To show "START DELIVERY: dd/mm COMPLETE W ITHIN 4 FURTHER WORKING DAYS" where dd/mm is the date and month that delivery commences

2. **Accepting Office**
   Contains an abbreviated reference to the Distribution Centre you're posting through. All text must be in 11pt Arial

3. **Version Identifier**
   A two - digit code specifying the version of the Royal Mail CFL Files being used. All text must be 11pt Arial

4. **Customer ID**
   Your company specific reference, no more than five characters in length, agreed beforehand with the relevant member of your business customer team. All text must be in 11pt Arial

5. **Destination Office**
   A) Processing destination office (please see example below)
   Shows the Royal Mail office where the tray will arrive. This field must not exceed 25 characters. It should be printed in 17pt Arial Bold
   B) Owning destination office (please see example below)
   Shows the Royal Mail office where the tray is due i.e. the selections for the postcodes against that SSC. This field must not exceed 20 characters. It should be printed in 14pt Arial Bold

Please Note:
This is only on bags not trays.

6. **Destination Description**
   For Low Sort mailings this field contains either our Automation Plan number or routing information. This field must not exceed 14 characters. It should be printed in 14pt Arial Bold

7. Mail Centre Selection Code
The first two characters specifying Royal Mail routing information for use at the inward mail centre. To be printed in 24.5pt (34pt for tray label) Arial Bold, in yellow for Low Sort products on a black background.

8. Contents Description
Indicates the type of mail contained within the bag or tray. The permitted descriptions are listed below. The field can extend to 20 characters and a condensed font may be used to accommodate this on the label. It should be printed in 14pt Arial Bold and be aligned right

Bag or tray contents codes

Sortation	Format	Option	LABEL TEXT	PRODUCT				
				Advertising Mail	Advertising Sustainable Mail	Business Mail 1st Class	Business Mail	Publishing Mail
Low Sort	Letter							
		Mailmark	MAILMARK	Y	Y	Y	Y	
	large letter							
		Mailmark	LL MAILMARK	Y	Y	Y	Y	Y

If you need help with classifying the contents of your mailbags or trays, see the product descriptions in this user guide. A member of your account team will be happy to help.

9. Class of Mail Indicator
Refers to the delivery class. There are four classes available: 1st Class, 2nd Class, Economy and Deferred. The first three are specified by a single character, printed in 110pt (70pt for tray label) Arial Bold. The last is specified by the characters "DEFER" and should be printed in 20pt Arial Bold, in white on a yellow on a black background for Low Sort.
Examples are shown below

Please note:
Due to space constraints we do not expect the full term 'deferred' to be shown.

10.   Maximum Weight
Indicates the maximum bag weight (11Kg) of a mailbag. For trays, the maximum weight is 10kg. It should be printed vertically in 10pt Arial

11.   Standard Selection Code
The SSC as obtained from the Royal Mail Selection Files defines the postcode range of the mail contained within the bag. This code should be printed in 17pt Arial Bold

12.   Alpha Code
A single character field we use for segregation purposes, to be printed in 45pt Arial Bold, in white) out of a black background

Tray label size specifications
The final size for a single tray label after printing and separation must be 62.0mm by 76.2mm (+/- 0.2mm) to fit into label holder of a tray. The label must be yellow (matching Pantone colour 600U) for our Low Sort options .

Data formats
The label data we supply does not contain the following data:
- the start delivery date
- the accepting office
- the customer ID
- the contents description
- the class of mail indicator
- the maximum bag/tray weight

All these fields need to be defined within the label printing application. You will need to confirm the accepting office and customer ID with the relevant member of your business customer team at your local accepting office.

- **Segregated Bundles mailings**

Labelling segregated bundles mailings
Each bundle must be labelled as follows to enable it to be sorted further down the logistics chain:
- SCC
- destination of contents of bundle
- postcode range covered by contents
- class of mail
- Direct or Residue selection as appropriate
- accepting office - an abbreviated reference to the distribution centre the mail is posted into
- alpha segregation code
- mail centre selection code
- format (letter, large letter, A3 packet, packet)
- Royal Mail Selection File version identifier
- for Economy Deferred mailings, the Commence Delivery date

All the above information is as required on normal Final Labels.

Labelling options for segregated bundles mailings

In all instances, the format or application of the label chosen must have the minimum requirements as noted above:

1. Standard bag labels as provided by Royal Mail 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.)
2. For bundles held together with strapping, the label may comprise a simple carrier on top of the bundle and be held in place by the strapping. You must provide these carrier sheets, which must be a minimum of B6 in size, and we prefer you to obscure the delivery address of the top item of the bundle. The text on the carrier sheet must be large enough to be highly visible (18pt or above)
3. Where strappex has been used to hold the bundle together, we prefer you to fully obscure the delivery address of the top item. This allows you to put the bundle label through or across the strappex if required
4. For bundles held together with polywrap, the label must comprise a white adhesive label, of comparable size to the normal bag label (12cm x 5cm), 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 mail item
5. In certain circumstances, for segregated bundles mailings, you may print labels onto either the top item of a bundle or all items within a bundle. The guidelines are as follows:

Printing labels onto items for segregated bundles mailings

Please note:

This labelling option is not available for machine-readable segregated bundles postings.

If you wish to print labels directly onto items, or the top item
of a bundle, the following requirements apply, by format:

Format	Size
letters	Minimum 229mm x 162mm x 1mm (i.e. C5 envelope format)
large letters	Maximum 353mm x 250mm x 25mm

i.e. size, content, element positioning, and formatting. The only difference from the standard requirements is that you are permitted to print the label details on the item or item enclosure

1. The label content must meet the standard labelling requirements in all aspects

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 (not to scale)
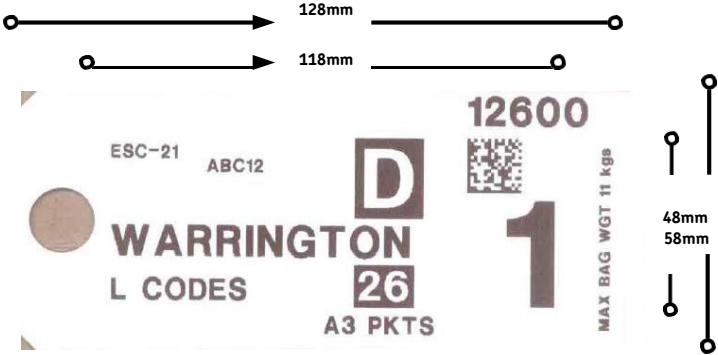
4. The 'label' must be printed on a white background and in an area free from other printing
5. The 'label' must be positioned;
    - above and to the left of the Delivery Address Block and,
    - where the Return Address is on the front of the item, below the Return Address Block
6. Where the bundles of a mailing are polywrapped, the requirement to obscure the delivery address with a carrier sheet / adhesive label on the top item 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 strappexed is it not mandatory to cover the top delivery address providing that the above labelling requirements are met
7. We prefer that only the payment indicia (PPI, digital stamp or meter impression), Delivery Address Block, Return Address Block, and the 'label' are visible on the face of the mail piece We prefer you to put the return address on the reverse but this is not a mandatory requirement for manual products.

- **CFL file layout**

The following table sets out the file layout for both SORTFL.DAT and MECHFL.DAT. It will contain a record for each Residue and Direct selection code.

For Low Sort there will be a mail centre selection code but may have an additional line showing 'xxx via xxx'.

If a particular product format is not applicable in either SORTFL or MECHFL a mail centre selection code of "00" is used.

Labels must show the appropriate Mail Centre selection code from the SORTFL or MECHFL file, depending on the product and the format of the mail piece and must show all the appropriate information from the routing file based upon the SCC, the mail option, the format and the delivery speed

File layout table for SORTFL.DAT and MECHFL.DAT

FIELD	SIZE	TYPE	COMMENTS	FIELD NO	FIELD NAME
Royal Mail CFL Files ID	2	Numeric	1st digit represents "Version" 2nd digit represents "Release"	3	Version identifier
Selection Code	5	Numeric	Unique identifier for Direct and Residue selections	11	Standard Selection Code
Mail Options	10	Alphabetic	Mail options: MANUAL	8	Contents Description
Format	15	Alphabetic	Mail piece formats: LETTERS LARGE_LETTERS	8	Contents Description
Delivery Speed	1	Numeric	Speed indicator where applicable: 0 = Applicable to all 1st Class, 2nd Class and Economy Class 1 = Applicable to 1st Class only 2 = Applicable to 2nd Class only 3 = Applicable to Economy Class only	9	Class of Mail Indicator
Owning Destination Office	20	Alphabetic	Name of owning destination office: applicable to large letters 2nd Class & Economy Class bag labels only.	5B	Owning Destination Office
Processing Destination Office	25	Alphabetic	Name of processing destination office	5A	Processing Destination Office
Destination Description	14	Alphanumeric	Postcode group or Plan number	6	Destination
Alpha Code	1	Alphanumeric	Outward segregation code	12	Alpha Code
Mail Centre Selection Code	2	Numeric	Inward segregation code	7	Mail Centre Selection Code

Please note:

- For the TRAY labels, you need to ignore the 'Owning Destination Office' field. All the other data fields (e.g. 'Processing Destination Office', 'Destination Description', 'Alpha Code' and 'MCSC') will be different where applicable for 2nd Class and Economy
- If the routing varies depending upon the 'Delivery Speed', there will be 1 record for each speed of service (1st Class, 2nd Class, Economy - For Economy deferred, use speed '3').
- the 'Mail Options' is (currently) always MANUAL.

- There will be records for each 'Format'.
- For machine-readable (Low Sort) the 'Mail Options' may be   MAILMARK, and the 'Format' may be LETTERS or LARGE_LETTERS

• Supply of CFL equipment

Bag labels
We supply blank white or yellow labels or pre-printed final labels.

Tray labels
For customers printing labels on site, we supply blank white or yellow labels. For the bureau service, we supply pre-printed final labels. Both can be provided as perforated single-gang, friction-fed thermal labels on rolls, as used on our label printing machines. Alternatively, white or yellow tray labels can be provided perforated and fan-folded, which removes the requirement to rewind rolls.

Directly onto bag labels
We will provide bag label stationery, available as single-gang, friction-fed thermal labels, as used on our label printing machines.

Bureau service
Boxes of printed labels are supplied by us in fan-folded 'strings', in the order of the mailing, as determined by the line listing (or computer disk).

Label board or rack option
Pre-printed bag labels are supplied by us in bulk. You are then responsible for re-ordering labels and re-stocking the label boards as required.

Bag tying
CFL bags are sealed either by plastic bag ties (supplied free by us) or by plastic straps, using a strapping machine, to tie the label around the neck of each bag.

Carousel option
If you decide to use the carousel option, we will provide the appropriate labels and with each selection clearly identified in SSC order free of charge. After that, you will be responsible for re-ordering labels from us.

Routing Selection Files
These will be supplied to you free in a range of computer-based formats. We will also update these files as and when we make alterations to routing data (or to the Royal Mail Selection Files). This will not take place more than twice a year.