

# User Guide for

## Contacts & General Information

2<sup>nd</sup> January 2018

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



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# Introduction

If you have any specific questions which are not included in this user guide, please contact your Royal Mail account manager, or call your local Sales Centre on **08457 950 950**. Alternatively please visit the Royal Mail technical website at [www.royalmailtechnical.com](http://www.royalmailtechnical.com).

If you have any specific questions which are not included in this user guide relating to Mailmark™ option mailings or would like to suggest ways to improve this user guide please contact [www.royalmail.com/mailmark](http://www.royalmail.com/mailmark).

# General contacts

## Royal Mail general contact numbers

	Number/email	General areas of expertise
Royal Mail Sales Centre	08457 950 950	Requests for publications, brochures, leaflets etc
		Information on Royal Mail products and services
		Information on/requests for PPIs
		Information about our Online Business Account (OBA)
Royal Mail Technical Helpline	020 7371 6957	Requests for Royal Mail Selection Files on CD
		Technical queries about Advertising Mail, Sustainable Advertising Mail, Business Mail 1 <sup>st</sup> Class, Business Mail, Parcels, barcoding, etc.
		Information on purchasing or writing software
		Sortation software testing
		Requests for manual sort plans
		National selections, etc.
		Pricing calculators
Royal Mail Mailmark™ Team	<a href="mailto:mailmark@royalmail.com">mailmark@royalmail.com</a>	Mailmark™ option implementation
		Mailmark™ option reporting

# Accredited envelope manufacturers, printers and mailing houses

There are a number of companies who have undergone the accreditation process required to prepare machine-readable letters to our OCR specification. Please note that there is no accreditation process for the Mailmark™ option.

For customers using our OCR sorted product options only, if they are using one of the accredited companies listed then they are not required to submit sample mail pieces for testing but do have to undergo the other elements of the process.

For envelope manufacturers, printers and mailing houses wishing to undergo the accreditation process and be added to the list of approved companies, full details of the process are available on our website at [www.royalmailtechnical.com](http://www.royalmailtechnical.com).

For any OCR queries please email the [quality.assurance.coordinator@royalmail.com](mailto:quality.assurance.coordinator@royalmail.com) or contact the Royal Mail Technical Helpline on 020 7371 6957, or visit our website at [www.royalmailtechnical.com](http://www.royalmailtechnical.com)

For the Mailmark™ option there is the ability for you, should you wish, to submit mail pieces with a Mailmark™ barcode applied so we can check that you have applied the Mailmark™ barcode correctly. We also offer the ability to conduct a test mailing which will include the upload of an eManifest and processing of items through our machines. This will allow us to check that the items on your eManifest match the items we read on our machines. For details please contact [mailmark@royalmail.com](mailto:mailmark@royalmail.com).

## Address accuracy

To help you check and improve the address accuracy of your database, we have created Clear Prospects®. It is a fast and easy to use online tool which can improve the accuracy of your data in just a few minutes.

Visit our website at [www.royalmail.com/clearprospects](http://www.royalmail.com/clearprospects) to sign up and get a FREE audit of your data.

# Postcoding

For help with post coding, or queries specifically about postcodes, please visit our website at [www.royalmail.com](http://www.royalmail.com) under the section 'Mail Advice' and 'Postcodes and addresses explained'.

Alternatively you can or call us on **08456 066 854**, or write to use at the following address:

Address Management Unit  
Royal Mail  
Admiral House  
2 Admiral Way  
Doxford International Business Park  
SUNDERLAND  
SR3 3XW

Address management guide or CD

To purchase an address management guide or CD please or call us on **08456 039 038**, or write to us at the following address:

Royal Mail  
Sales & Customer Services  
Address Management Centre  
2 Admiral Way  
Doxford International Business Park  
SUNDERLAND  
SR3 3XW

# Printed maps of postcode boundaries

Printed maps of postcode boundaries can be purchased from any of the following companies:

<b>Map Marketing Ltd</b> 92-104 Carnwath Road LONDON SW6 3HW Tel: <b>08705 862 013</b>	<b>Geoplan</b> Bilton Court HARROGATE HG3 1GP Tel: <b>01423 569 538</b>	<b>Polymaps</b> 22 Grants Walk ST AUSTELL Cornwall PL25 5AA Tel: <b>01726 66666</b>
<b>Gormans</b> 173 Shirley Road SOUTHAMPTON Hampshire SO15 3FG Tel: <b>02380 221 488</b>	<b>HarperCollins Publishers Ltd</b> Cash Sales Dept Westerhill Road Bishopbriggs GLASGOW G64 2QT Tel: <b>0141 306 3296</b>	

There are a number of companies offering address management solutions to suit individual customer requirements. For a list of suppliers who have been validated by us, please contact the Royal Mail Technical Helpline on **020 7371 6957**, or visit our website at [www.royalmailtechnical.com](http://www.royalmailtechnical.com).

## Royal Mail Selection Files

If you wish to download a copy of these files, please visit [www.royalmailtechnical.com](http://www.royalmailtechnical.com) or contact the Royal Mail Technical Helpline on **020 7371 6957** to order a copy on CD. Alternatively you can download and/or print a copy in booklet format from our website at [www.royalmailtechnical.com](http://www.royalmailtechnical.com).

# Software suppliers list (sortation)

There are a number of companies offering suitable address sorting software packages. For a list of approved suppliers whose software been checked by us for accuracy, please contact the Royal Mail Technical Helpline on **020 7371 6957**, or visit our website at [www.royalmailtechnical.com](http://www.royalmailtechnical.com)

## Product literature

To obtain copies of our product literature, please visit the product specific sections on our website at [www.royalmail.com](http://www.royalmail.com) or look on [www.royalmailtechnical.com](http://www.royalmailtechnical.com). For product literature relating to Mailmark™ option mailings please visit [www.royalmail.com/mailmark](http://www.royalmail.com/mailmark).

Product literature includes:

- Rate cards for the following products:
  - Advertising Mail
  - Sustainable Advertising Mail
  - Publishing Mail
  - Business Mail
- All our user guides which provide details on how to access, prepare and present your chosen product
- Postal services guides

## Printed Postage Impressions (PPIs)

The PPI licence can be viewed at, and PPI designs can be downloaded from our website at [www.royalmail.com/ppi](http://www.royalmail.com/ppi).



# Mailroom operation machinery

If you want help on mailroom equipment, including addressing, inserting, forms handling, bag handling and label printing, please contact the Trade Association for Mailing Equipment Providers at the following address:

INTELLECT  
10-12 Russell Square  
LONDON  
WC1B 5EE

Tel: 020 7331 2000

# Sustainable Advertising Mail contacts

Visit our website at [www.royalmail.com/sustainable-advertising-mail](http://www.royalmail.com/sustainable-advertising-mail) for more information on Sustainable Advertising Mail, including frequently asked questions (FAQs).

For further information regarding increasing the recyclability of your mail, you can contact any of the following companies or organisations:

## **BSI British Standards**

Further information concerning PAS 2020 can be obtained from the BSI at:

BSI British Standards  
389 Chiswick High Road  
London  
W4 4AL  
Tel: 020 8996 9001  
Web: [www.bsigroup.co.uk](http://www.bsigroup.co.uk)

## **WRAP (Waste & Resources Action Programme)**

WRAP helps individuals, businesses and local authorities to reduce waste and recycle more, making better use of resources and helping to tackle climate change. Contact WRAP at:

WRAP  
The Old Academy  
21 Horse Fair  
Banbury  
OX16 0AH  
Helpline: 0808 100 2040  
Web: [www.wrap.org.uk](http://www.wrap.org.uk)

# Trade Associations

## **The Direct Marketing Association**

Europe's largest trade association in the marketing and communications sector. As one of the partners involved in PAS 2020, the DMA can be contacted at:

The Direct Marketing Association  
DMA House  
70 Margaret Street  
London  
W1W 8SS  
Tel: 020 7291 3300  
Web: [www.dma.org.uk](http://www.dma.org.uk)

## **Envelope Manufacturers and Suppliers Association (EMSA)**

The EMSA can be contacted at:

EMSA  
500 Montgomery Street  
Suite 550  
Alexandria  
Virginia 22314-1565  
USA  
Tel: +1 703-739-2200  
Kim Moses Executive Director [kmoses@envelope.org](mailto:kmoses@envelope.org)

**Mail Order Traders' Association (MOTA)**

MOTA can be contacted at:

Mail Order Traders' Association  
PO Box 51909 London  
SW99 0WZ  
Tel: **020 7735 3410**

**For Mailing Preference Service (MPS) customer registrations:**

For Mailing Preference Service (MPS) customer registrations, contact:

Freepost LON 20771  
LONDON  
W1E 0ZT

**Professional Publishers Association (PPA)**

The PPA can be contacted at:

Professional Publishers Association  
Queens House  
28 Kingsway  
LONDON  
WC2B  
6JR  
Tel: **020 7404 4166**