

# Customer User Guide

Downstream Access  
Mail Services

September 2022



# Definitions

Terms in this User Guide have the same meaning as set out in the UK Mail Terms & Conditions as provided to the Customer. The following additional terms are used in this User Guide:

**Collection Time** means the time for a Collection as set out in the Mailing Profile, or as the Customer otherwise agrees in writing with UK Mail;

**Mailing** means the Mailing Items which the Customer hands over to UK Mail for conveyance and delivery to the relevant addresses;

**Posting Docket** means the certificate containing details of Collections, the use of which is specified in this User Guide;

Royal Mail User Guides means the Access Letters User Guide for Inward Mail Centres and the Wholesale Parcels Services User Guide for Inward Mail Centres, as published by Royal Mail and amended from time to time.

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# 1. Overview

UK Mail's services are provided using the DHL eCommerce UK Ltd collection and overnight distribution network to link with local sortation and delivery by Royal Mail. This is known as 'downstream access'. The services provide customers with a two-day delivery of pre-sorted mail and track-tracing of mail bags and trays to the point of hand over to Royal Mail for final sortation and delivery.

Price is dependent on factors including (but not restricted to) the level of sortation, the container used and the number, weight and format of the Mailing Items.

UK Mail shall convey and deliver to the relevant addresses anywhere within the United Kingdom (and to the Isle of Man, Guernsey and Jersey) all Mailing Items collected by UK Mail from the Customer and accepted by UK Mail in accordance with the Customer Agreement (which Agreement includes this User Guide and any documents to which it refers).

This User Guide forms part of the Customer Agreement between the Customer and UK Mail. It provides information on the requirements for the Customer to use these UK Mail services.

**This User Guide must, at all times, be read in conjunction with the current Royal Mail User Guides (as amended from time to time). Where there is a conflict between the Royal Mail User Guides and this User Guide, the Royal Mail User Guides will take precedence.**

The current Royal Mail User Guides can be found at [www.royalmailwholesale.com](http://www.royalmailwholesale.com) in the User Guides section.

Large format Mailing Items previously termed for access services as Packets are now termed as Parcels by Royal Mail. However, UK Mail is a registered trading name and is part of DHL eCommerce UK Ltd, which operate express parcel services which have different product requirements and terms & conditions to those of the Royal Mail access services. To avoid confusion between the UK Mail services for its customers, UK Mail has retained the term Packets for large format Mailing Items for access services using Royal Mail. Therefore wherever the term Packet is used within this User Guide the Customer should equate this to a Royal Mail Parcel and the use of that term in the Royal Mail User Guide.

## 1.1 Service Level

UK Mail shall use reasonable endeavours to deliver any Mailing Item collected from the Customer and accepted by UK Mail in accordance with the Agreement (including this User Guide) and with a delivery address within the UK (but not for this purpose including the Isle of Man, Guernsey and Jersey) on the second Working Day\* after collection from the Customer and acceptance by UK Mail (subject to the relevant Mailing Items being in accordance with the Agreement).

\* Mail for handover at Royal Mail's Belfast Inward Mail Centre may incur an additional 24hrs in transit.

As with other pre-sorted bulk mail services, UK Mail shall not be liable to the Customer or to any other person for failure to deliver within this timescale. However, please see section 1.2 below regarding compensation.

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## 1.2 Compensation

The Customer acknowledges that UK Mail is required to use Royal Mail for final delivery, and accordingly is not able to offer any assurance as to the actual delivery day of any Mailing Item and that no compensation will be paid by UKMail in respect of the actual delivery day of any Mailing Item.

However, UK Mail will at its reasonable discretion share with the Customer in common with all its other customers any compensation received from Royal Mail for Royal Mail's failure to comply with the service standards established in UK Mail's contract with Royal Mail. Any such payment will be credited against any future Charges whether under the Agreement or any other similar agreement or, if requested by the Customer, will be made by cheque.

## 2. General Requirements

The Customer will need to refer to the Royal Mail User Guides for the entry qualifications and acceptance requirements relevant to the service it will be using e.g. minimum posting volumes, preparation of mail and presentation and sortation of Mailing Items.

For example (but not limited to) sections 2, 5, 6 and 8 of the Royal Mail User Guide and Appendices A, G and M of the Royal Mail User Guide (which provide guidance on addressing standards and OCR and Mailmark specifications).

### 2.1 Mail Preference Service

The Mail Preference Service (MPS) is a consumer service operated by the Direct Marketing Association (DMA) on behalf of the Advertising Standards Authority. The MPS is a free service to enable consumers to have their names and home addresses in the UK removed from lists used by the direct marketing industry. It is actively supported by postal operators and relevant trade associations; it is fully supported by The Information Commissioners Office.

The MPS Suppression File is a list of names and addresses of consumers who have told the MPS they wish to limit the amount of direct mail they receive. The MPS will prevent the receipt of unsolicited direct mailings sent from member companies of the Direct Marketing Association.

Companies undertaking direct mail marketing should check that the consumers to whom they intend to send mail are not registered with the MPS and remove any such names from the mailing list.

Before presenting mail to UK Mail, the Customer must ensure that the Mail Preference Service's Suppression File is applied to all relevant Mailing Items.

## 2.2 Advertising Standards Board of Finance Levy

The Advertising Standards Board of Finance (ASBoF) provides the funding for the activities of the Advertising Standards Authority in relation to direct marketing, including assessing complaints about direct marketing and the operation of the Mail Preference Service. UK Mail supports this work by the Advertising Standards Authority.

Funds for ASBoF are generated from a levy on all direct marketing mail. The levy is collected for ASBoF by Royal Mail as an amount in addition to Royal Mail's postal charges, including Royal Mail's charges for downstream access. This levy is charged to UK Mail by Royal Mail, and so is charged on to the Customer by UK Mail. UK Mail's prices for mail posted using a specification which requires the Mailing Items to be direct marketing therefore include the ASBoF levy.

The ASBoF levy is charged to Customers using the Advertising Mail or Responsible Mail or Advertising Catalogue specifications. Details of the current ASBOF levy rates are included in the statement of UK Mail Charges agreed with the Customer and updated from time to time.

## 2.3 Advertising Mail, Responsible Mail, Business Mail Large Letters and Trial Services (e.g. Partially Addressed Mail)

If the Customer wishes to use UK Mail's Downstream Access Mail Services for Mailing Items to be presented as Advertising Mail or Responsible Mail or Business Mail Large Letters, UK Mail requires a specific undertaking to be made by the Customer before such Mailings are to be presented. This is to confirm acceptance of the Royal Mail requirements relating to these types of Mailing Items.

Additionally Royal Mail may apply additional terms or requirements, or apply variations to standard terms, to services offered on a trial basis. In such instances UK Mail will require specific undertakings to be made by the Customer in acceptance of these terms or requirements before such Mailings are to be presented.

UK Mail will provide further information on request and the Royal Mail requirements for such Mailings are given in the Royal Mail User Guides.

# 3. UK Mail Indicator

Mailing Items will only be accepted if they bear an Indicator as provided by UK Mail.

Use by the Customer of the Indicator must be in accordance with the Customer Agreement.

The Indicator cannot be used to access any postal service provided by any other mail operator (including any Royal Mail service) or for any other purpose than as set out in the Customer Agreement and this User Guide.

### 3.1 Indicator for UK Mail Business Class

Illustrations of the available Indicators are given below: [N.B. shown for illustration only; not at true size]

a)



b)



c)



d)



- a) UK Mail Indicator 30mm x 20mm; Royal Mail Indicator 15mm x 20mm
- b) UK Mail Indicator 36.5mm x 20mm; Royal Mail Indicator 15mm x 20mm
- c) UK Mail Indicator 50mm X 30mm; Royal Mail Indicator 15mm x 30mm
- d) UK Mail Indicator 36.5mm x 20mm; Royal Mail Indicator 15mm x 20mm

All have 5mm gap between UK Mail Indicator and Royal Mail Indicator

The Indicator may be printed in any single, solid colour provided there is strong contrast between the Indicator and the background envelope.

'White out of black' versions of Indicators a), b) and c) may be used.

N.B. These are not true negatives of the standard versions; the Royal Mail cruciform logo is not reversed:-

Standard



'White out of black'



[N.B. not shown at true size]

Where the 'white out of black' version of an Indicator is used to show a white Indicator against a solid, dark background envelope the Royal Mail Indicator must have a white line surround and the UK Mail Indicator must have white lines above and below.

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### “Stamp-like Indicator”

Indicator d) is a ‘Stamp-like’ Indicator, where the customer may use its own logo or artwork within the blank area surrounded by the ‘perforations’ (or the ‘perforations’ may surround the entire design).

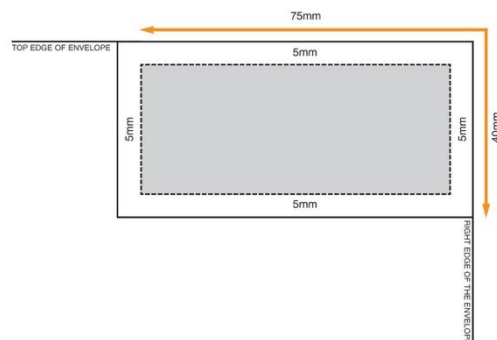
Specific requirements apply to the use of a ‘Stamp-like’ Indicator and the Customer must discuss potential designs with UK Mail before use.

[UK Mail will provide the Customer with artwork files of the selected Indicator on request.](#)

## 3.2 Positioning of Indicator

The Indicator must be in the top right hand corner of the Mailing Item and the edges of the Indicator must be parallel to the top and right hand edges of the envelope.

The Indicator must be positioned within the area shown in grey opposite:



The Indicator must be printed as shown in this User Guide and the Indicia for Access section of the Royal Mail User Guide. As Mailing Items will be handed over to Royal Mail for final sortation and delivery, use of the Indicator must also comply with “A guide for letter envelope design and clear addressing”, which is available on the Royal Mail web site at: [www.royalmail.com](http://www.royalmail.com).

The Customer may wish to provide UK Mail with a pdf proof of any new envelope design using a UK Mail Indicator. Please note that although UK Mail is able to provide a view on whether the pdf provided would be likely to meet the Royal Mail requirements, UK Mail is not authorised by Royal Mail to provide approval of any envelope design on behalf of Royal Mail.

## 3.3 Return Addresses and Undeliverable Mail

Once the Customer has set up an account with UK Mail and agreed a Mailing Profile with UK Mail, the Customer will be issued with a customer identifier number (UCID) for each account the Customer has with UK Mail.

The correct customer identifier number must be used when notifying UK Mail of Mailing Items for Collection, in the necessary documentation and on bag and tray labels.



The Customer must ensure that every Mailing Item is clearly marked with a return address. This address will normally be the customer's usual address for receiving returned mail and must start with "Return Address", e.g:

**Return Address:**  
Acme Supplies Ltd  
23 Acacia Avenue  
ANYTOWN  
NX99 9XX

or

**Return Address:**  
Acme Supplies Ltd  
PO BOX 1357  
ANYTOWN  
NX99 9ZZ

If especially requested, the return address can be the UK Mail PO Box address, in which case the correct customer identification number must be included, e.g. for customer with reference number M368888):

**Return address:**  
UK Mail  
Ref M368888  
PO BOX 195  
LEEDS  
LS27 1BF

If this address is used then wording to the effect of "For return of undeliverable letters only-not for correspondence" must be used adjacent to the return address, to avoid this address being used by recipients for correspondence to the Customer]

Please see the Royal Mail User Guide for requirements on positioning of the return address.

Any Mailing Item that cannot be delivered by Royal Mail to a UK address shown on the Mailing Item will be returned to the Customer, either

- a) directly to the customer by Royal Mail, or
- b) by Royal Mail to the UK Mail PO Box and then by UK Mail to the Customer (either to the Customer at the Customer's address or to the Collection Location on the Mailing Profile, as agreed in the Mailing Profile)

- provided the Mailing Item is clearly marked as described in this section.

**Note:** Items to addresses in the Channel Islands or Isle of Man will not be returned by Royal Mail. Royal Mail may make a charge for returning Mailing Items by either a) or b). If so, UK Mail will recover from the Customer any charge made by Royal Mail.

Where b) is used UK Mail will make no additional charge to the Customer for returning the Mailing Items provided that:

- the Customer has marked all Mailing Items in this way; and
- the level of returns is less than 5% of the Mailing Items in a Collection; and
- UK Mail is able to return the Mailing Items at reasonable cost to UK Mail,

If these conditions are not met, UK Mail reserves the right to make a charge for returning the Mailing Items and/or to refuse to accept further Mailing Items from the Customer.

## 4. Enquiries & Complaints

Should UK Mail get an enquiry or complaint from the recipient (the addressee) of a Mailing Item sent under the Customer Agreement, the recipient will be advised to contact the Customer (except where the issue concerns conveyance or delivery procedures, e.g. mis-delivery by Royal Mail, when Royal Mail or UK Mail will deal directly with the recipient as appropriate).

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Any issue that the Customer wishes to discuss in relation to the Customer Agreement or UK Mail services should be raised in the first instance with UK Mail Customer Concerns, by telephone on 02477 711908 or by email at [customerconcerns@ukmail.com](mailto:customerconcerns@ukmail.com).

For independent guidance on raising your concern, you can contact the Citizen's Advice Consumer Service, which provides free, confidential and impartial advice on consumer issues.

Telephone: 03454 04 05 06

email [www.adviceguide.org.uk](http://www.adviceguide.org.uk)



## 5. Final Labelling Requirements

UK Mail will provide blank labels to the Customer. Only these labels can be used and they may only be used for the final labelling of bags or trays prior to collection by UK Mail.

### 5.1 Label Information

Each bag or tray must be identified with a label that indicates the destination and contents of the bag or tray. The label must include the information as specified by UK Mail and set out below:

- **Barcode** - this barcode is unique to each bag or tray of mail and is used by UK Mail to track the progress of the bag or tray; the barcode must be undamaged and unmarked on presentation to UK Mail
- **UK Mail Routing Code** - this indicates the routing for the bag or tray through the UK Mail network
- **Destination Office** - the destination office is the Royal Mail Inward Mail Centre at which the bag or tray will be handed over.
- **Standard Selection Code** - is the Standard Selection Code for the selection name as per the Access Sortation database.
- **Postcode group / Plan details** - this field defines the Postcode group or sortation plan for the Mailing Items within the bag or tray.
- **Format** - this indicates the type of Mailing Item contained within the bag or tray. All formats shall be identified in the manner set out below and shall always be in uppercase, e.g.:
  - Large Letters - Manual Item LGE LETTERS
  - Large Letters - OCR OCR LGE LETTERS
  - Large Letters - Mailmark LL MAILMARK
  - Machinable Letters MECH LTR
  - Manual Letters MAN LTR
  - Poll Sort POLL SORT
  - OCR Letters OCR
  - Mailmark Letters MAILMARK
  - Packets PARCELS
  - A3 Packets A3 PRCL
- **UK Mail** - this identifies UK Mail as the carrier for hand over to Royal Mail

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- **Customer Type Indicator “DSA”**- this indicates to Royal Mail the nature of the mail being handed over
- **Unique Bag/Tray Identification Number** - this is an identifying number unique to the bag or tray. The same unique number is to be included in the Posting Docket against the description of the bag or tray’s contents.
- **Customer Identification Number** - this is an identifying number allocated to the Customer.

Yellow labels must be used for Business Class 70 OCR, Mailmark or machinable Mailing Items. White labels must be used for all other Mailing Items

In addition, when a Responsible Mail or Advertising Mail, Advertising Catalogue or Magazine Subscription posting is being made then the Customer must also identify the Responsible Mail service level achieved or Advertising Mail or Advertising Catalogue or Magazine Subscription as appropriate.

This must be indicated by adding at the top (or vertically down the side) of the Customer Type Indicator box the correct abbreviation:

- Resp E      for Responsible Mail Entry Level, or
- Resp I      for Responsible Mail Intermediate Level, or
- ADVM      for Advertising Mail
- CAT      for Advertising Catalogue Mail
- Mag Sub      for magazine Subscription Mail

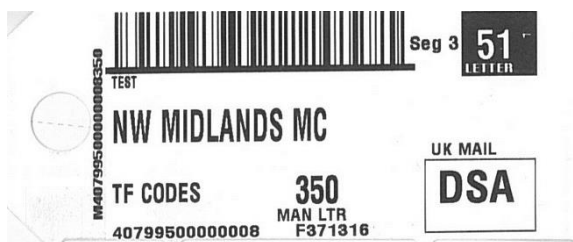
Also, if a Business Mail Large Letter posting is being made then the Customer must identify the use of that service by adding at the top (or vertically down the side) of the Customer Type Indicator box the service abbreviation ‘BMLL’.

Although labelling guidance is provided above, the Customer should also refer to Section 7 of the Royal Mail User Guides for further guidance. However please note that where the Royal Mail User Guide refers to “6. Customer Name”, this should be UK Mail.

Examples of UK Mail labels and routing information are shown below/overleaf;

## 5.2 Label Examples

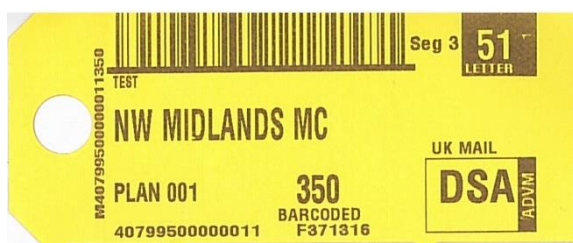
A bag label for standard Letter services:



A bag label for Business Mail Large Letter services:



A bag label for Advertising Mail Letter services:



A tray label for Advertising Mail Letter services:



## 6. Presentation of Mail

The Customer must at all times present Mailing Items to UK Mail in accordance with the requirements set out in the Royal Mail User Guides, including but not limited to Sections 5 and 6 of those guides.

The Customer is at all times liable for any costs incurred by UK Mail, including but not limited to any surcharges applied to UK Mail by Royal Mail because of the Customer's failure to comply and any costs necessarily and reasonably incurred by UK Mail in dealing with the Customers failure to comply.

## 7. Equipment for Mailings

### 7.1 Blank Labels and Bag Ties

The consumable items that UK Mail will supply are blank bag or tray labels and bag ties. Blank labels and bag ties provided by UK Mail shall only be used for the labelling and sealing of mailbags or the labelling of trays prior to collection by UK Mail.

The Customer shall order blank labels and bag ties from the UK Mail Communications Centre (UKMCC) on 02477 711908 or at [ukmcc@ukmail.com](mailto:ukmcc@ukmail.com). They will be delivered to the Customer at the agreed Collection Location.

UK Mail will not provide any other consumable items such as rubber bands and bundle ties.

### 7.2 Bags and Other Containers

UK Mail will supply the Customer with bags, trays and other containers according to the terms of the Customer Agreement (including this User Guide) and under UK Mail's usual terms and conditions for such provision.

All Customer requests for blank labels, bag ties, bags, trays and other containers should be notified to UKMCC as soon as possible but no less than seven Working Days prior to the Mailing for which they are required in conjunction with the Forecasting process (see Section 9). UK Mail will deliver these items to the Customer at the agreed Collection Location.

Sufficient bags, trays, blank labels and bag ties will be provided to meet the reasonable needs of the Customer.

UK Mail will not supply any containers other than bags to the Customer unless it is operationally mutually beneficial and by specific agreement with the Customer. The Customer must be aware that UK Mail at its sole discretion may apply a charge for the supply of containers other than bags or may apply a different postage Charge for Mailing Items presented other than in bags.

Bags and trays provided by UK Mail shall only be used for the final preparation process prior to collection of Mailing Items by UK Mail. Where supplied, other containers may be used to present bags or trays for collection by UK Mail.

Any bags, trays or other containers provided by UK Mail must not be used for moving Mailing Items within the Collection Location.

When handing over Mailing Items to UK Mail, the Customer shall only use property supplied by UK Mail. UK Mail reserves the right to collect only bags or trays presented in property supplied by UK Mail.

All bags, trays and other containers provided to the Customer by UK Mail remain the property of UK Mail or its suppliers (for example where appropriate, Royal Mail) at all times.

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Note: Please also see Clause 4 of the UK Mail Terms and Conditions for further conditions on the use of bags, trays and other containers supplied by UK Mail.

## 8. Information Requirements

### 8.1 Electronic Docket

The Customer (or their agent) must provide UK Mail with label data produced from Consignor Live or API in respect of each bag/tray created. This data is the Electronic Docket.

If electronic data transfer to UK Mail is not successful, the Customer should contact UK Mail's IT Helpdesk on **02476 937 773** for support in retrieving the data and transmitting it to UK Mail.

The Customer will be provided with Consignor Live software and a printer, in order to print labels and create the Electronic Docket.

Consignor Live will accept the following methods of data feeds from the Customer's (or their agent's) mail sortation and production system:

- 1) Bag Level File
- 2) Item Level File
- 3) Manual Input
- 4) Web Service API (Self Label Option)

A description of these input methods can be found in the following documents:

- a) [UK Mail Consignor Live Integration - Web Service Interface.pdf](#)
- b) [UK Mail Consignor Live Integration Extended.pdf](#)

These are available from the UK Mail sales representative or Client Production Manager.

UK Mail personnel shall be entitled to:

- (a) check the accuracy of the Electronic Docket as to the information required to be indicated on the bag/label contents including a reconciliation against the details provided in the forecast submitted to UK Mail; and
- (b) following any such check, notify the Customer of any discrepancies; and
- (c) make any corrections to the Electronic Docket which are reasonably necessary.

The customer (or their agent) must provide UKMail with e-manifest data in respect to Mailmark postings within 5 days of collection

## 8.2 Collection Record

UK Mail requires the Customer's production site (the site where the Collection is being made, which may be a mailing house) to sign for collection and receipt of containers and or mail. This will be documented on a UK Mail collection record document for bulk collections. An electronic (Excel) version is available for use by mailrooms and smaller collection sites.

# 9. Forecasting of Mailing Item Volumes

## 9.1 Pre-Notification of Mailings

Royal Mail requires UK Mail to provide forecast information in advance of handing over Mailing Items for final delivery, as part of UK Mail's contract with Royal Mail, and can refuse to process items or apply a surcharge if the information is absent or inaccurate. UK Mail hence requires the Customer to provide the necessary forecast information to UK Mail in order to comply with its obligations to Royal Mail.

UK Mail is reliant on the forecast information provided by the Customer for the accuracy of the forecast UK Mail submits to Royal Mail.

Therefore, UK Mail accepts no liability for the accuracy of its forecast to Royal Mail and the Customer is at all times liable for any costs incurred by UK Mail, including but not limited to any surcharges applied to UK Mail by Royal Mail and any costs necessarily and reasonably incurred by UK Mail in dealing with Royal Mail, because of inaccuracy in the forecast information the Customer provides to UK Mail.

In the event that Royal Mail applies a surcharge on UK Mail because of inaccurate forecasting, UK Mail will recover the surcharge from those Customers whose forecast to UK Mail was inaccurate.

The provision of the forecast information also enables UK Mail to ensure sufficient staff and other resources are available to convey the mail in line with the service level.

The three stages of pre-notification required by Royal Mail and for which that the Customer must provide information to UK Mail are:

- **7-Day Forecast:**  
The number of Mailing Items expected to be handed over for each of the next 7 Working Days at each Inward Mail Centre split by machinable or manual. This detail can be provided to us directly or by using our forecasting toll to allow us to calculate an estimate on your behalf.
- **Daily Update;**  
A daily update of the 7 day forecast to adjust the forecast provided for days 2 to 6;
- **Preceding Day Notification;**  
The number of Mailing Items to be handed over the next Working day at each Inward Mail Centre, split by format and by machinable or manual.

### [Trial Product/Service Participation](#)

UK Mail will from time to time, enter into temporary agreements with Royal Mail to offer to its customers specific products/services for a defined trial period. Participation within certain trial product/services offerings may obligate the customer (or their mailing houses) to produce and submit forecast figures for the trial product/service separately during the trial period.

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For clarity and unless notified otherwise, it is a requirement that the customer (or their mailing houses) adopt the following forecasting protocol for any trial product/service participation;

1. Provide separately at the end of the week for the following week; estimated volume for each UCID for that week period, format, item weight and posting date, under each of UKM's account numbers;
2. Add the UCID to the seed sample which is sent into to DSACC;
3. The seed must be provided with the UCID on it.

## 9.2 Customer Forecasting to UK Mail

Customers (or their mailing houses) can send forecasts to UK Mail up to 2:00pm on the day of the Collection, by which time most Customers will have already have processed the data for the majority of that day's production.

Our methodology utilises the bag data produced during the data sortation and bag label production, which is sent to UK Mail as the labels are generated. UK Mail will utilise this data to calculate a more accurate split by Inward Mail Centre by customer account which will be applied to the volumes included in a daily forecasting submission from each Customer (or the Customer's mailing house).

A Customer or their mailing house needs to send a file to UK Mail in an XML format. Where mailers are unable to automate the generation of this file, or require an alternative process whilst this is being developed, UK Mail have developed a forecasting tool that works in Microsoft Excel to support generating the file through a manual process.

[Further information on this forecasting methodology is provided in the UK Mail Forecasting Guide and the Customer should obtain a copy of this guide from their Client Production Manager or their UK Mail sales representative.](#)

## 9.3 Submitting Mailing Forecasts to UK Mail

A forecast must be submitted by 2:00pm every day (Mon-Fri) unless:

- a. No Mailing is to be collected within the next 7 Working Days, AND
- b. No Mailing has been collected on preceding days which is being held by UK Mail on delayed release, AND
- c. No Key National Postings are planned within the next 28 days.

Forecasts for volumes to be handed over to Royal Mail on a Monday (either collected by UK Mail over a weekend or held by UK Mail on delayed release for release on the Monday) must be submitted by 2:00pm on the Friday but with a Collection Date of the Saturday. This forecast must be in addition to the usual Friday forecast.

Where mail is provided to UK Mail for delayed release, the Customer (or their mailing house) must forecast as if the mail were to be collected the working day before handover to Royal Mail (2 Working Days prior to

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the expected delivery date). Delayed release Mailings must be planned and booked in advance through their Customer General Manager.

Where work is subcontracted to another mailing house, the forecast for that Mailing should be submitted by the subcontractor so that consumables can be delivered to the correct location, and Collections organised from the correct location. The Mailing must not be included on the forecast submission of the subcontracting mailing house as this will cause an over-forecast which could result in forecasting surcharges being charged to the Customer.

UK Mail request that where possible, mailing houses also send a forecast submission by 8.30am on the day of a Collection to confirm volumes for that day to assist with scheduling of collections and delivery of consumables.

Forecast updates can be submitted throughout the day if volumes are expected to vary from a previous submission. Each submission should be a complete view of the expected mailing activity and not just the update. Therefore, if a Mailing is included on an earlier submission but not on a later one, this will be interpreted as that Mailing having been cancelled.

Forecasts are calculated based upon the Collection Date shown at the top of the Daily Forecast tab, and not upon the date they are sent to, or received by, UK Mail. Forecasts can therefore be submitted ahead of the Collection Date (or the day prior to handover to Royal Mail if for delayed release mailings) if more convenient.

In the case that a forecast is not received for a specific Collection Date, this will be treated as a cancellation of the Mailings which have previously been forecasted for that date in the Collections & Consumables section of previous forecasts. UK Mail will include zero volume in its forecasts to Royal Mail and may cancel any Collection previously scheduled.

UK Mail submits forecasts to Royal Mail prior to 4:00pm on Mondays to Fridays, and prior to 10:00am for Saturdays. UK Mail will use the latest file received prior to 2:00pm on the day of the Collection (or the day before handover to Royal Mail for delayed release Mailings) to calculate the forecast for submission to Royal Mail. UK Mail will calculate the Saturday forecast based on the last file received with the Saturday Collection Date prior to 2:00pm on Friday.

#### 9.4 Forecasting Collections and Consumables

As stated in section 7.2 above, UK Mail requires advance notice for all Collections and requests for consumables.

UK Mail will endeavour to satisfy all Collections requested at least 48 hours in advance, and will endeavour to provide consumables requested 3-7 days prior to the Collection.

These requests will be established in the first instance by documenting expected Mailings in the Collections and Consumables section of the forecast submission, with specific timing of Collections and deliveries subsequently agreed by the Customer with their Client Production Manager.

Where a Customer has a specific requirement to receive consumables more than 7 days in advance of the Collection, UK Mail will try and accommodate this subject to availability of the appropriate consumables. Requests for advance consumable supply must be made through the Client Production Manager.

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### 9.5 Inaccurate or Missing Forecasts

Royal Mail has the right to surcharge UK Mail in the case that the volume of Mailing Items handed over at each Inward Mail Centre differs from the Preceding Day Notification by more than 15% (or 1,000 Mailing Items if greater).

UK Mail's forecast is generated entirely from the information provided by Customers. If UK Mail is surcharged by Royal Mail for an inaccurate forecast, UK Mail will identify the Customers whose volumes at that Inward Mail Centre differed by more than 15% from the forecast the Customers provided to UK Mail and will recover the surcharge from those Customers.

In the case that Preceding Day Notification UK Mail provides to Royal Mail is less than the actual number of Mailing Items handed over to Royal Mail at an Inward Mail Centre, Royal Mail has the right to hold Mailing Items to a number equal to the amount in excess of the Preceding Day Notification until the following day before processing the held Mailing Items.

If the number of mail trays or bags which the Customer presents to UK Mail as part of a Collection differs from the number forecast in accordance with 9.3 by more than 10%, UK Mail shall be entitled to refuse to collect or (if collected) to subsequently delay processing the number of trays or bags (as appropriate) in excess of the number notified by up to 24 hours or to reject those items.

### 9.6 Business Reply Envelopes

Where the Mailing Items contain a Royal Mail Business Reply Envelope and a national response level of over 10,000 items is anticipated, the Customer must tell UK Mail the postcode being used in the address for those responses

## 10. Collection

Mail will not be collected on a Saturday or Sunday without special prior agreement between the Customer and UK Mail. Collection of mail will not be made from the Customer on a bank or public holiday.

### 10.1 Collection Times

As part of the Mailing Profile (or in the forecast provided to UK Mail according to 9.4), the Customer and UK Mail shall agree the Collection Time and the Collection Location.

The Customer shall ensure that the Mailing Items are available for collection at the Collection Time at the Collection Location agreed in and on the date notified in the forecast provided to UK Mail according to 9.4.

If the Customer is not ready to hand over Mailing Items within 10 minutes of the Collection Time at the Collection Location on that date, then UK Mail is not obliged to wait for the Mailing Items. UK Mail reserves the right not to collect the Mailing Items on that date or (if collected) to amend the Posting Docket to show the Mailing Items as having been collected on the next Working Day and treat them as such.

## 10.2 Health and Safety

Unless UK Mail agrees otherwise, the Customer will provide appropriate equipment and labour for loading the Collection.

## 10.3 Scanning of Mail Bags and Trays by UK Mail

After collection the mail bags and trays will be taken to the relevant receiving UK Mail Centre and the bar-code on each bag or tray received at the UK Mail Centre will be scanned.

UK Mail does not accept any liability for loss or damage for any Mailing Item until the bag or tray containing the Item is scanned by UK Mail at a UK Mail site.

The scanning of a mail bag or tray by UK Mail will constitute hand over to UK Mail of the relevant Mailing Items subject to UK Mail's right to reject Mailing Items under Section 11.

# 11. Mail Verification and Revenue Protection

## 11.1 UK Mail and Royal Mail Inspection of Mailing Items

UK Mail is entitled to carry out such sampling and checking of Collections from the Customer as it reasonably considers necessary to identify any readily apparent and consistent failure by the Customer to comply with its obligations under the Customer Agreement (including this User Guide).

Mailing Items are not considered accepted by UK Mail until such time as UK Mail has had the opportunity to carry out this sampling and checking and has done so.

However, the checks made by UK Mail are necessarily restricted to a small number of bags or trays and to assessing whether there is any readily apparent and consistent failure by the Customer to comply with its obligations; for example if the Mailing Items carry no Indicator or there is no visible delivery address or envelopes are unsealed.

Where UK Mail's checking finds a compliance failure, UK Mail will endeavour to contact the Customer (or the Customer's agent e.g. mailing house) to agree the actions to be taken to reach a suitable resolution and maintain service to the Customer wherever possible.

However, this is likely to be after 1900hrs (7:00pm) and it may not be possible to contact the customer; in such cases, the normal procedure will be for UK Mail to take any action it considers reasonable with the aim of ensuring that service is maintained for that Collection.

In addition, Royal Mail will carry out its own sampling ("Mails Verification" and "Revenue Protection") to check Mailings from the Customer when handed over by UK Mail to Royal Mail to ensure compliance with the Access Agreement between UK Mail and Royal Mail.

UK Mail is not authorised by Royal Mail to undertake the detailed compliance checking which is undertaken by Royal Mail. For this reason, the Customer must be aware that compliance failures may be found by Royal Mail after the Mailing Items have been checked by UK Mail and the Customer remains liable in respect of any compliance failures found by Royal Mail.

Where a Revenue Protection or Mails Verification compliance failure is found by Royal Mail, Royal Mail will inform UK Mail of the action taken in respect of the compliance failure and UK Mail will in turn inform the Customer.

This will normally be within one Working Day of the Mailing Items being handed over by UK Mail to Royal Mail (and therefore within two Working Days of the Mailing Items being collected by UK Mail).

## 11.2 Action in event of Mail Verification or Revenue Protection Error

If, following sampling and checking by UK Mail it is reasonably established that the Customer has not complied with an obligation under the Customer Agreement (including this User Guide) in respect of the whole or any part of a Collection, UK Mail shall (at its option) either:-

- (a) nonetheless accept the Collection, making such corrections to it as is necessary to ensure that in UK Mail's reasonable opinion the Collection complies with the Customer Agreement. In these circumstances, UK Mail can charge the Customer the reasonable costs of making such corrections; or
- (b) reject the relevant Mailing Items and other parts of the same Collection (until such time as they are rectified by or on behalf of the Customer);

Where UK Mail makes corrections as described by a) above, this will not affect the Customer's liability in respect of any action taken by Royal Mail should Royal Mail subsequently find a compliance failure during Royal Mail's own Revenue Protection or Mails Verification checking.

Where UK Mail decides to reject Mailing Items as described in b) above, UK Mail shall:

- 1) offer to the Customer the option of UK Mail returning the Mailing Items to the Customer or of UK Mail securely destroying the Mailing Items; or
- 2) if the Customer does not give UK Mail instructions within 5 Working Days of being offered this option, or if the Customer informs UK Mail that UK Mail may destroy the Mailing Items, UK Mail shall be entitled to securely destroy the Mailing Items.

Where UK Mail is entitled to reject Mailing Items as described above, UK Mail shall be entitled nonetheless to be paid the relevant Charges in respect of the Collection (plus its reasonable handling and storage charges) except that UK Mail shall give credit to the Customer for any charges not levied by Royal Mail due to any Mailing Items not being handed over to Royal Mail.

Where UK Mail securely destroys Mailing Items it may recover from the Customer its reasonable costs of doing so

In the event that Royal Mail rejects Mailing Items or levies additional charges upon UK Mail in relation to mis-sortation or other compliance failures in respect of the whole or any part of a Collection, which may include the additional payment of the prevailing, applicable Royal Mail First Class public tariff postage rate, then UK Mail is entitled to recover these charges from the Customer and to levy upon the Customer its and/or Royal Mail's reasonable handling and storage charges.

### 11.3 Customer's Responsibility Regarding Compliance with Royal Mail Requirements

It is the Customer's responsibility to ensure that it complies with the requirements contained in the Royal Mail User Guides in respect of the eligibility, presentation and sortation of mail.

It is the Customer's responsibility to ensure that it complies with Royal Mail requirements with regards to prohibited goods and presentation of dangerous items.

It is the Customer's responsibility to remain aware of any changes that may be made to the Royal Mail User Guides from time to time.