



12<sup>th</sup> September 2011

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**CONDITION 7 NOTIFICATION:  
Improvements to the bulk mail letter specification.  
Improvements to the accreditation process**

Dear Philip,

I am writing to formally notify you under Condition 7 of our Licence of a change to the current specification for Mailsort 700 and Sustainable Mail 700 which will take effect on 12th December 2011.

Currently customers posting Mailsort 700 or Sustainable Mail 700 items to Direct selections (as defined by the Mailsort Database) must ensure that 100% of these items have a PAF accurate delivery address, postcode and Delivery Point Suffix (DPS) contained in the Customer Barcode (CBC). For items sorted to Mailsort 700 or Sustainable Mail 700 Entry level Residue selections, the requirement is that a minimum of 90% of items must contain a PAF accurate delivery address, postcode and Delivery Point Suffix (DPS) within the CBC. For Sustainable Mail 700 Intermediate level the requirement for Residue selection items is 95%.

We are changing the specification for Mailsort 700 and Sustainable Mail 700 Entry level so that the requirement for an accurate DPS within the CBC is a minimum of 90% for either Direct or Residue selections. For Sustainable Mail Intermediate level, the DPS requirement will be a minimum of 95% for either Direct or Residue selections. This change therefore will bring the DPS requirement for Mailsort 700 and Sustainable Mail 700 Direct selection items into alignment with those for Mailsort 700 and Sustainable Mail 700 Residue selection items and the other Mailsort machineable letter variants (Mailsort, Advertising Mail and Sustainable Mail CBC 70 & 120).

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100% of items sorted to Mailsort 700 or Sustainable Mail 700 Direct selections will still require a PAF accurate address and postcode to be present in the CBC.

This change to the DPS requirement for items sorted to Mailsort 700 or Sustainable Mail 700 Direct selections is beneficial to customers and simplifies the product offer.

A copy of this letter has been sent to Consumer Focus and will be published on Royal Mail's website within four working days. Full information and details will be available on [www.mailsorttechnical.com](http://www.mailsorttechnical.com) in due course.

Yours sincerely,

A handwritten signature in black ink that reads "Simon Oates". The signature is written in a cursive, flowing style.

Simon Oates, Director of Regulatory Strategy



12<sup>th</sup> September 2011

## Appendix A

CURRENT	CHANGE	PRODUCTS AFFECTED
<p><b>UNWRAPPED (AND / OR UNBAGGED)</b> All pages of each item in the posting must be the same size and be fixed together by staples or other means; loose inserts are not allowed.</p>	<ul style="list-style-type: none"> <li>➤ All pages of the item must be fixed together by staples or other means and no loose inserts are allowed (current)</li> <li>➤ The facing cover of the items may be a smaller size – e.g. either half the length or the width of the item. This is providing that               <ul style="list-style-type: none"> <li>• It is securely affixed to spine of the item</li> <li>• The address and PPI layout meets specification</li> <li>• Where bag label information has been printed on, this meets the current requirements in terms of layout and design</li> <li>• The address and PPI are clearly visible</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Advertising Mail™ 1400</li> <li>• Mailsort® 1400</li> <li>• Sustainable Mail® (when used with the products above)</li> <li>• Walksort®</li> <li>• Presstream®</li> <li>• Presstream Walksort®</li> <li>• mailmedia® creative</li> </ul>
<p><b>MACHINEABLE LETTERS</b></p> <ul style="list-style-type: none"> <li>➤ A single perforation is permitted on each short side of the mailpiece</li> <li>➤ A single perforation is permitted along one of the long edges</li> </ul>	<p><b>PRESSURE SEAL ENVELOPE</b> <u>Description:</u> A Pressure Seal Envelope is a single sheet of paper which has been folded either two or three times to make a DL or C5 size mailpiece. The short sides need to be sealed and are opened by means of a standard perforation. One long side has to be a fold, the other will be sealed and have effectively a ‘double’ perforation to allow the item to be fully opened. The short sides have perforations through all layers of the letter (there will be 3 layers of paper for DL or 2 layers of paper for C5 size mailpieces) The long side has a Roulette perforation that does not go through to the front of the mailpiece. The item is opened by removing the short edge perforated strips first and then tearing back the tear</p>	<ul style="list-style-type: none"> <li>• Advertising Mail™ 70 OCR &amp; CBC</li> <li>• Advertising Mail™ 120 OCR &amp; CBC <i>including Sustainable® Mail</i></li> <li>• Mailsort® 70 OCR &amp; CBC,</li> <li>• Mailsort® 120 OCR &amp; CBC <i>including Sustainable® Mail</i></li> <li>• Mailsort® 700 CBC <i>including Sustainable® Mail</i></li> <li>• mailmedia® &amp; mailmedia® Plus</li> <li>• Advertising Mail™ Light (previously known as Mailsort® Light)</li> </ul>

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	<p>off strip on the reverse.</p> <p><b>Design &amp; general requirements:</b></p> <ol style="list-style-type: none"><li>1. The item is produced from a single sheet of paper</li><li>2. Inserts are not permitted</li><li>3. DL design must be <math>\geq 100\text{gsm}</math> (3 ply)</li><li>4. C5 design must be <math>\geq 150\text{gsm}</math> (2 ply)</li><li>5. Landscape or portrait not square</li><li>6. Perforations to be on both short sides</li><li>7. The Roulette Tear strip to be on the back of the letter</li><li>8. The longest edge from the indicia must be a fold (bottom edge for Landscape, left side for portrait)</li></ol> <p><b>Perforated strip (short edges):</b></p> <ol style="list-style-type: none"><li>1. <i>As per current in the User Guides – Roulette Perforations</i></li><li>2. The cut of the Perforated Strip perforations must be set at 1.3mm – 2mm and with a bridge of <math>\geq 0.8\text{mm}</math></li><li>3. The cuts must be rectangular in shape and have a width of <math>\leq 0.1\text{mm}</math>.</li></ol> <p><b>Perforated strip (long edge on reverse):</b></p> <ol style="list-style-type: none"><li>1. Only one Roulette Tear strip is permitted on each letter</li><li>2. It must be die cut into the letter</li><li>3. It must be placed on the back of the letter (i.e. the side which does not have the Delivery Address and PPI) and must run parallel to the long edge</li><li>4. It must be <math>\geq 10\text{mm}</math> from the long edge of the letter &amp; must be <math>\geq 10\text{mm}</math> wide</li><li>5. The cut must be set at <math>\leq 3.3\text{mm}</math> and with a bridge of <math>\geq 0.6\text{mm}</math> as illustrated in Figure 3 below.</li><li>6. Each cut must be of uniform size</li><li>7. Each bridge must be of uniform size</li></ol>	<ul style="list-style-type: none"><li>• Cleanmail<sup>®</sup> OCR &amp; CBC</li><li>• Cleanmail Plus<sup>™</sup> OCR &amp; CBC</li><li>• Cleanmail<sup>®</sup> Advance</li><li>• Country Sort High Volume letters</li></ul>
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	<ol style="list-style-type: none"> <li>8. The cuts must be rectangular in shape and have a width of <math>\leq</math> 0.1mm.</li> <li>9. The 'long' perforation may extend into the 'short' side perforations. If this occurs, it must be securely sealed i.e. the strips totally sealed along their length.</li> <li>10. The edge between the tear strip and the edge of the letter must be securely sealed along its entire length</li> <li>11. Sealing adhesive to be <math>\leq</math> 80 microns thick</li> <li>12. The glue must not run outside the mail item or produce protruding mounds</li> <li>13. Glue to be fully cured before the mail is presented to Royal Mail</li> <li>14. Tensile strength of the glue must be <math>\geq</math> 4.5N and fibre tear must be exhibited upon separation</li> </ol>	
<p><b>ACCREDITATION PROCESS</b></p> <ol style="list-style-type: none"> <li>1. <b>Form A – Address Quality:</b> All customers must complete a form which gives them three options, either to state which approved address management company or software package <i>or</i> send in an extract of their address data. For Cleanmail Advance it is mandatory to send in an extract of their data.</li> <li>2. <b>Form B – Mailpiece Design:</b> All customers must send in 210 samples for CBC or OCR mailpieces. This does not apply to CMA customers. <ul style="list-style-type: none"> <li>➤ <i>Customers do have the option to send in additional samples of the same product type (10 items) at this time if they are using</i></li> </ul> </li> </ol>	<p><b>The Accreditation process will be as follows:</b></p> <p><b>Form A:</b></p> <ul style="list-style-type: none"> <li>➤ Providing sample address data or advising that an approved Address Management company software package is being used only needs to be done by Pre-Sort product customers. Delivery Point Suffix (DPS) accuracy will be checked when address files are submitted and the minimum standard must be achieved.</li> </ul> <p><b>Form B:</b></p> <ul style="list-style-type: none"> <li>➤ The 210 mailpiece check must be done by new Cleanmail / Cleanmail Plus customers to cover off the address management requirements. Also, this must be done by customers not using an 'accredited' Mailing House, Printer or Envelope Manufacturer. Delivery Point Suffix (DPS) accuracy will be checked when address files are submitted and the minimum standard must be achieved.</li> </ul>	<ul style="list-style-type: none"> <li>• Advertising Mail™ 70 OCR &amp; CBC</li> <li>• Advertising Mail™ 120 OCR &amp; CBC <i>including Sustainable® Mail</i></li> <li>• Mailsort® 70 OCR &amp; CBC</li> <li>• Mailsort® 120 OCR &amp; CBC <i>including Sustainable® Mail</i></li> <li>• Mailsort® 700 CBC <i>including Sustainable® Mail</i></li> <li>• mailmedia® &amp; mailmedia® Plus</li> <li>• Advertising Mail™ Light (previously known as Mailsort® Light)</li> <li>• Cleanmail® OCR &amp; CBC</li> <li>• Cleanmail Plus™ OCR &amp; CBC</li> <li>• Cleanmail® Advance</li> </ul>

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<p><i>different designs / envelopes.</i></p> <p>All customers must pass the elements of both Form A and Form B for OCR and for CBC.</p> <p>3. <b>Form C – Sortation:</b> Customers posting MS700 have to prove they can sort mail 700 ways.</p> <p>4. <b>Form D – DPS Accuracy:</b> Customers can optionally choose to have their Delivery Point Suffix information accuracy checked.</p>	<p>➤ the 210 mailpiece check does not need to be done by customers using Pre-Sort products if they use an ‘accredited’ Mailing House, Printer or Envelope Manufacturer on an approved list.</p> <p><b>Form C:</b></p> <p>➤ Remains as is for MS700.</p> <p><b>Form D:</b></p> <p>➤ Remains optional.</p> <p><b>Summary</b></p> <p>➤ Mailing Houses, Printers and Envelope Manufacturers may now become ‘approved’ suppliers providing they go through the current Accreditation Process and pass the Address and mailpiece design requirements (Form A and Form B).</p> <p>➤ If a new customer wishing to post Pre-Sort machineable letter products uses an approved supplier (i.e. an accredited Mailing House, Printer, Envelope Manufacturer) - no need to produce mail piece sample but will still need to prove address accuracy.</p> <p>➤ New Pre-Sort machineable letter customers not using an approved supplier, as noted above, need to supply 210 mail pieces &amp; prove address accuracy.</p> <p>➤ Cleanmail &amp; Cleanmail Plus customers do not need to complete Form A but do need to send in 210 samples.</p> <p>➤ Minimum DPS accuracy does need to be met when data and/or samples are submitted for testing</p>	<ul style="list-style-type: none"><li>• Country Sort High Volume Letters</li></ul>
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