



22 December 2011

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Attn: Chris Rowsell

Copied for information to:
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**CP4 NOTIFICATION:
Changes to Royal Mail's Minimum Order Value
& Paper Posting Cheque handling fee**

Dear Sirs,

I am writing to notify you that from 2nd April 2012 Royal Mail will remove the Minimum Order Value (MOV) that applies to orders for its contract mail products. Currently contract mail products can be ordered via Online Business Account (OBA) or via a Paper Posting Cheque (PPC).

OBA currently attracts a MOV of £5 and PPCs attract a MOV of £20. In addition PPCs attract a handling charge of £1. Royal Mail will remove the MOV from both OBA and PPC orders received on or after 2nd April 2012. This will ensure that Royal Mail continues to abide by HMRC's VAT rules. At the same time Royal Mail will increase the handling fee for each PPC to £10..

All customers who will be impacted by this change will receive a letter at least one month before it takes effect and help will be available to customers from Royal Mail's customer services. Further details will be available on [Royal Mail's](#) website in due course.

This letter has been copied to Consumer Focus and will be published on Royal Mail's website within 4 working days.

Yours faithfully,

Simon Oates
Director of Regulatory Strategy