



18 May 2007

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#### CONDITION 7 NOTIFICATION:

#### Further changes to Royal Mail's automation specification for OCR & CBC including a move to 90% and 95% DPS Accuracy

Dear Caroline,

Further to my letter of 23<sup>rd</sup> April regarding the beneficial changes that would be made to Royal Mail's automation specification and Lorna Clarkson's email to Peter Swattridge of 12 April 2007, I am now writing to formally notify you, under Condition 7 of Royal Mail's Licence, that Royal Mail will be making the following changes to the automation specification for OCR and CBC as allowed under Licence Condition 21 (3).

1. Raise the requirement for customers who use the Customer Barcode (CBC) automated letter service options to ensure that the percentage of items within a mailing contain a full and accurate Delivery Point Suffix (DPS) matches the percentage that require a full and accurate address and postcode. For Mailsort® 120 CBC, Mailsort® 700, mailmedia® 700, mailmedia® Clean, Mailsort® Light and Cleanmail® CBC this will be 90% (raised from 80%). For Cleanmail Plus™ this will be 95% (raised from 80%). This will take effect from 1<sup>st</sup> May 2008.

Royal Mail has already provided customers with 12 month's notice of our intention to re-introduce the requirement for 80% if items to include an accurate DPS on mailings as provided for by existing product literature. Further customer communications will be made in due course.

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2. Reduce the length of the OCR Tag code clear zone by 15mm to 100mm.
3. Increase the length of the OCR Route code clear zone by 15mm to 130mm.
4. Increase the minimum OCR mailpiece height by 20mm to 110mm.
5. Clarify that windows on mailpieces should only appear on the front of the mailpiece, that the windows should not take up more than 50% of the surface area and that clear zones should not be obstructed.
6. Increase the size of the address block area for OCR mail that can be in a rectangular area to within 18mm of the bottom of the mailpiece and 15mm from the left and right edges of the mailpiece. The address block must still not be within the tag code area as specified and cannot be within 40mm of the top of the mailpiece unless the whole of the Postcode is more than 50mm from the top of the envelope. This is an additional beneficial change.

Changes 2 to 6 will come into effect in October 2007. Whilst the actual date is to be finalised if Royal Mail receives authority under C21 (3) to make the changes proposed to the Packet Terms & Conditions then all changes will take effect on the 29<sup>th</sup> October 2007.

Customers who use the following Royal Mail services are affected by the changes above.

- Cleanmail® OCR
- Cleanmail® CBC
- **mailmedia**® 700
- Mailsort® Light
- Mailsort® 120 OCR
- Mailsort® 700
- Cleanmail Plus™ OCR
- Cleanmail Plus™ CBC
- **mailmedia**® Clean
- International Bulk Mail™
- Mailsort® 120 CBC

All Royal Mail customers who use the above named services will receive a letter by during July 2007 to inform them of these changes and the dates on which they become effective.

All product literature will be updated to reflect these changes.

A copy of this letter has been sent to Postwatch and will be published on Royal Mail's website within 4 working days.

Yours sincerely,



Mark Waples  
Regulation & Commercial Policy Manager