



25th September 2009

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**CONDITION 7 NOTIFICATION:
Enhancements to Royal Mail's automation specifications**

Dear Philip,

I am writing to notify you formally, under Condition 7 of Royal Mail's Licence, that on 1st January 2010 Royal Mail will introduce enhancements to the automation specification for machineable 'letter' format products. Some of these enhancements have been developed and tested during the recent 'Perforations & Tear-off Strips' trial that ended on 27th August 2009. In providing these enhancements Royal Mail is responding to customer demand for access to its products to be as easy as possible.

Product enhancements

These enhancements are in addition to our current machineable letter specifications and will apply to the following products:

- Mailsort 120 OCR & CBC;
- Mailsort 700 CBC;
- Cleanmail OCR & CBC;
- Cleanmail Plus OCR & CBC;
- Mailsort Light OCR & CBC and
- International Bulk Mail Letters.

Royal Mail anticipates that these changes will, next year, also apply to the machineable variants of the Response Service product; these will form part of a package of changes.

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The changes can be classified into 4 areas. From 1st January 2010 Royal Mail will:

1. Allow a tolerance relating to how envelope flaps must be gummed and sealed on the right and left edges. Currently customers are required to ensure that all gummed edges of envelopes, including the envelope flap, are completely and fully sealed. For customer production purposes we will allow a tolerance so that the envelope flap does not have to be sealed in the areas that are 25mm from the edge of the envelope. The central remainder of the gummed flap and all other edges of the envelope must be fully sealed as currently required.
2. Permit 'one-piece mailers' to be sent using OCR product variants,
3. Allow a circular window to appear on the reverse of envelopes,
4. Permit perforations and 'tear-off' to be used in envelope design.

The technical specification relating to each of these can be found in the five appendices to this letter.

1. Appendix 1 – Sealing tolerance (page 3)
2. Appendix 2 – One Piece Mailer (page 4)
3. Appendix 3 – Reverse Windows (page 5)
4. Appendix 4a – Roulette Perforations (page 8)
5. Appendix 4b – Zip Tie perforations (page 11)

All other term and non-price terms will remain as they are.

A copy of this letter has been sent to Consumer Focus and will be published on Royal Mail's website within four working days. Changes will be made to all relevant publications prior to deployment.

Yours sincerely,

A handwritten signature in black ink that reads "M Waples". The signature is written in a cursive, slightly slanted style.

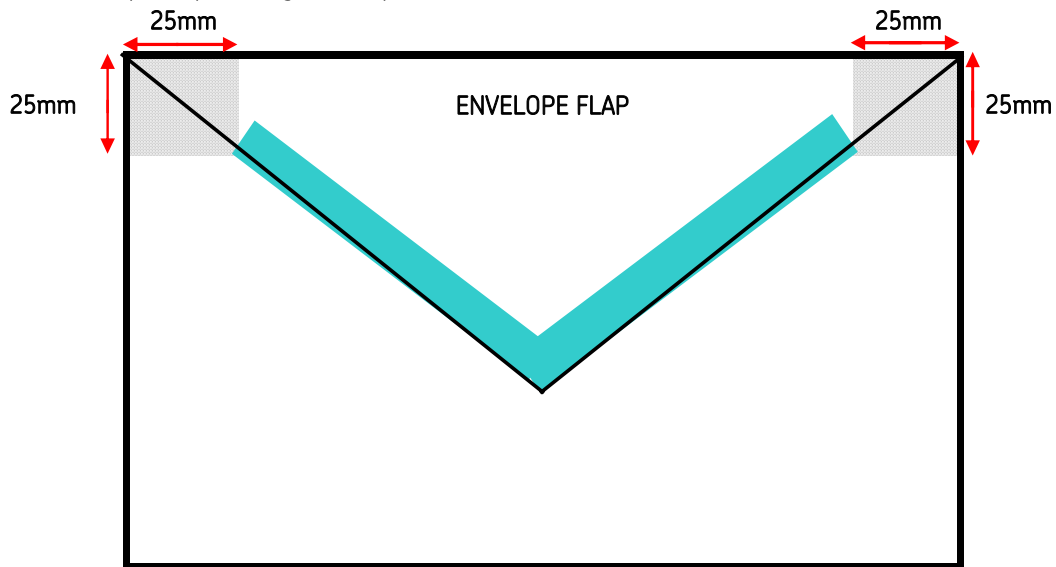
Mark Waples
Head of Regulation and Compliance

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Appendix 1 - Sealing Tolerance

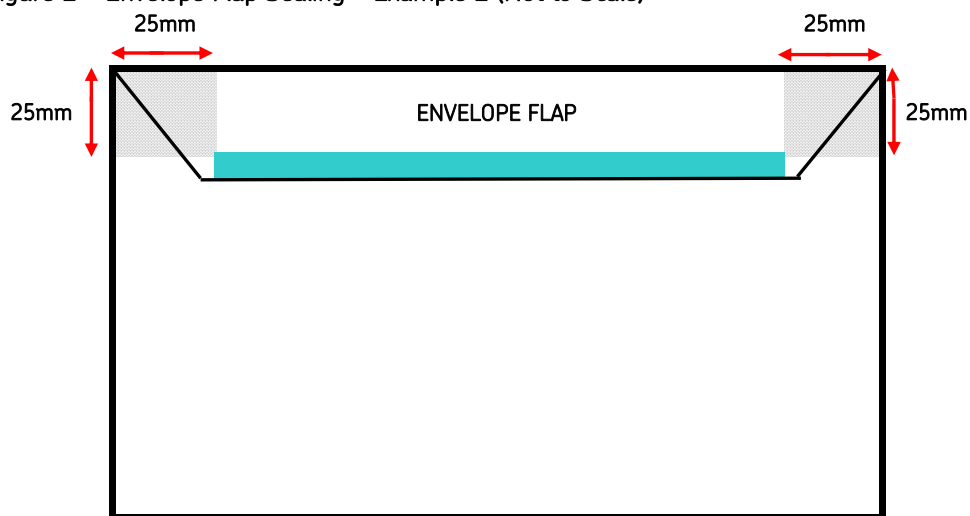
The envelope flap must be gummed and sealed as far along the edge as possible; however there will be tolerance of up to 25mm of the envelope top and sides (as illustrated in Figure 1 and Figure 2) where the envelope flap does not have to be gummed or sealed. All other edges must be fully sealed

Figure 1 - Envelope Flap Sealing - Example 1 (Not to Scale)



- area where the flap edge is unsealed and / or has no glue
- gum seal - the glue on the flap and the subsequent sealing must extend as far along as possible
- tolerance of 25mm - max tolerance permitted for the flap

Figure 2 - Envelope Flap Sealing - Example 2 (Not to Scale)



- area where the flap edge is unsealed and / or has no glue
- gum seal - the glue on the flap and the subsequent sealing must extend as far along as possible
- tolerance of 25mm - max tolerance permitted for the flap

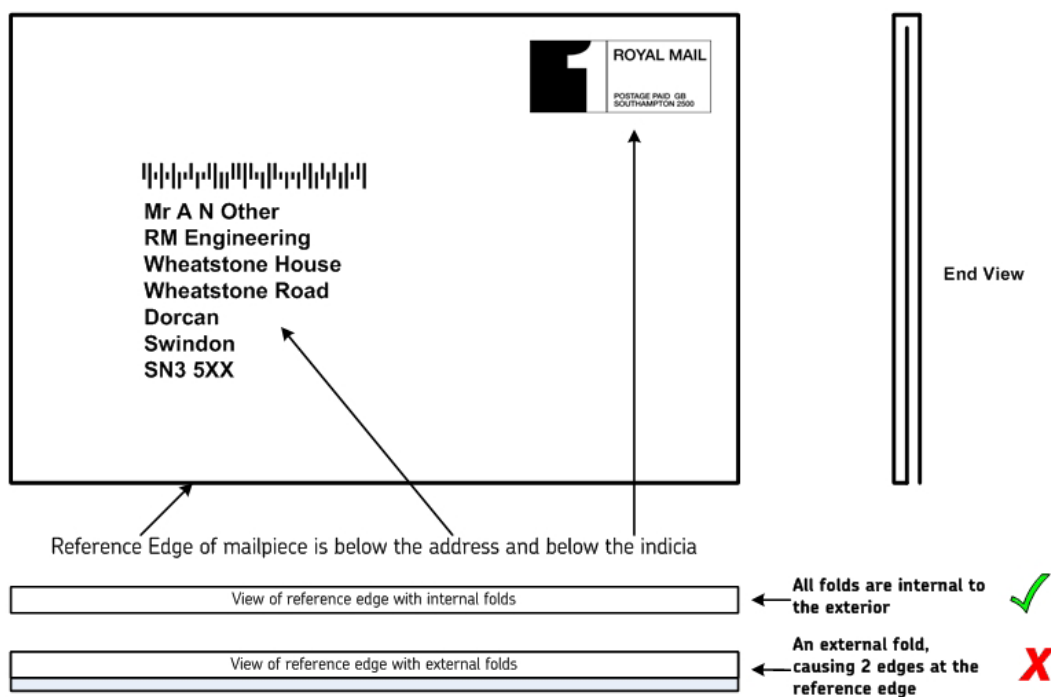
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Appendix 2 - One Piece Letter Mailer

This section defines the specific construction characteristics of One-Piece Mailers. All other requirements remain as standard.

- a. The mailer must have at least one fold.
- b. Where multiple folds are used, these must be internal to the exterior (see Figure 1) and meet the gluing requirements specified in f, g, h, i, j, k, l, and m in this section.
- c. The reference edge (the edge that is to the bottom of the mailer below the address block) of the mailpiece must ensure that there is only one edge that can be detected. If multiple folds are required, these must be tucked inside such that there is only one detectable edge on the reference edge.
- d. If a Flap is present, it may fold either to the back or front of the mailpiece, if it folds to the front, it must not interfere with the Codemark clear zones. The flap must be securely sealed and have ≥ 30 mm contact on the mailpiece, the same rules for glue application apply to the flap as apply to the edges of the one piece mailing.
- e. The Paper weight must be ≥ 100 gsm.
- f. Where spot-weld glue application is used, the distance between the centres of the spots must not exceed 10mm, and the spot size must be ≥ 5 mm in diameter. The maximum distance from the edge of the mailpiece for the glue application is ≤ 5 mm.
- g. Where continuous weld glue application is used, the maximum distance from the edge of the mailpiece for the glue application is ≤ 5 mm.
- h. The glue must not run out onto the outside of the mail item or produce protruding mounds on the mail item.
- i. The glue must be fully cured prior to presentation of the mailing to Royal Mail. The tensile strength of the glue must be ≥ 4.5 N and fibre tear must be exhibited on separation.

Figure 1 - Letter - One piece Mailing Fold Position (Not to Scale)



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Appendix 3 - Letters with Front & Back Windows

This section defines the specific characteristics of a Letter mailpiece with front and back windows. All other automation requirements as per the machineable letter specifications remain as standard.

Physical Properties		Values
a	Landscape & Portrait Letters	Landscape Only
b		The mail must always be presented faced.
c	<i>Height</i>	110-165mm
d	<i>Length</i>	212-240mm
e	Thickness & Spatial Distortion	≤ 1mm
f	Inserts	Paper only
g	Weight	≤ 20g

Window Properties			Values
h	No. of Windows		1 on each side
i	Size & Shape	Front – OCR Products	The window must be rectangular, ≤ 90mm long & ≤ 45mm high.
j		Front – CBC Products	The window must be rectangular, ≤ 174mm long and ≤ 45mm high
k		Back	Circular ≤ 48mm diameter
l	Position	Front	19 ± 1mm from the bottom of the envelope & 19 ± 1mm from the right edge
m		Back	The perimeter of the window must be 31 ± 1mm from the bottom of the envelope and centred along the long edge.

These requirements are illustrated in Figure 1, Figure 2 and Figure 3.

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Figure 1 – Letter with Front & Back Windows – Front View – RM Codemarks (Not to Scale)

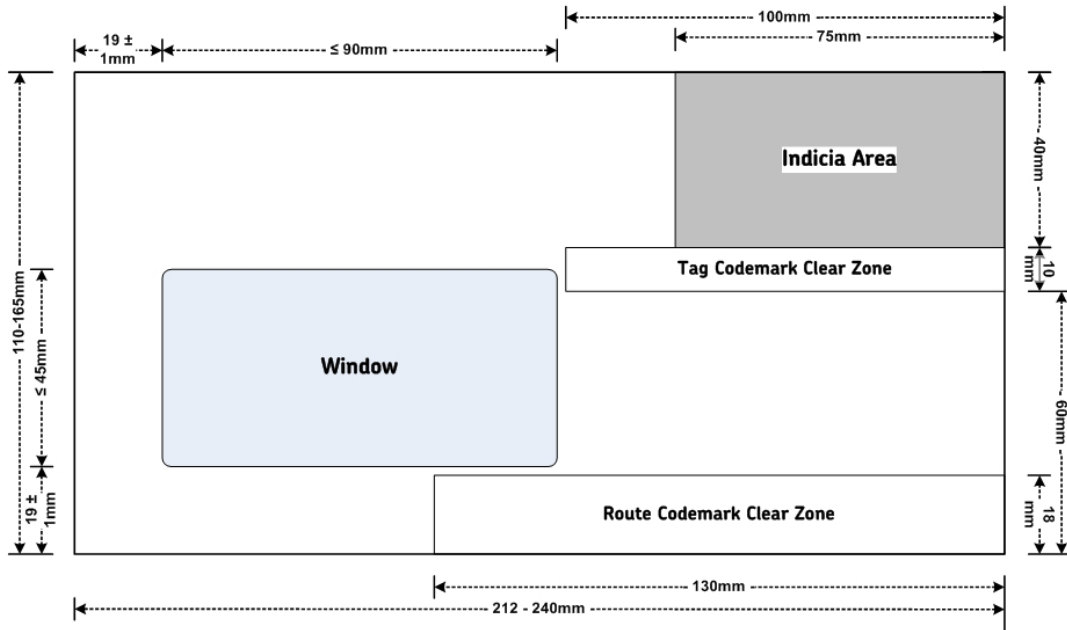
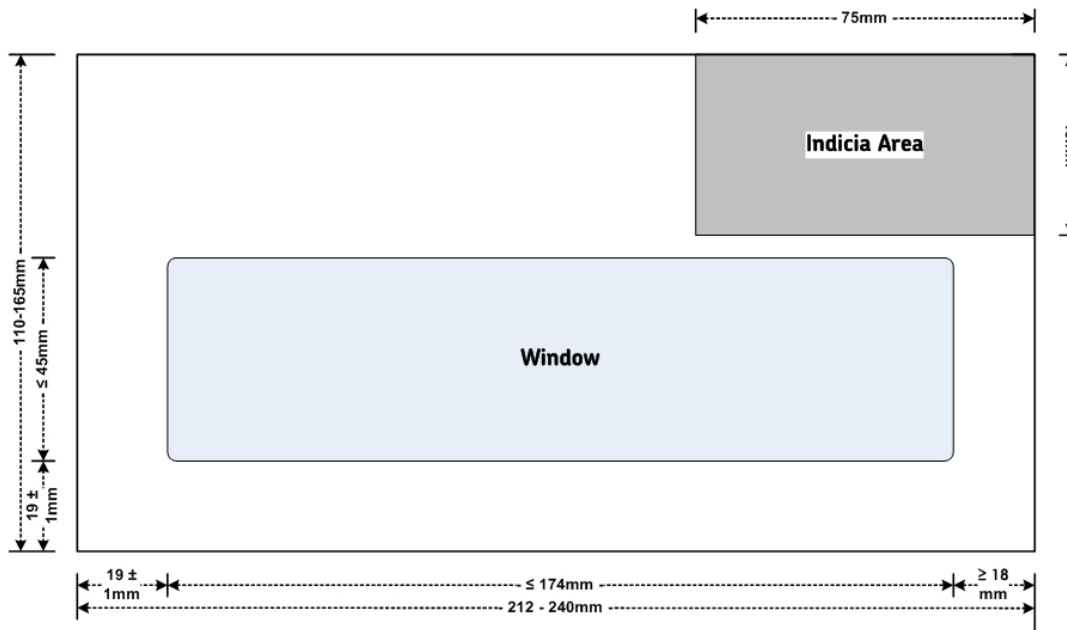
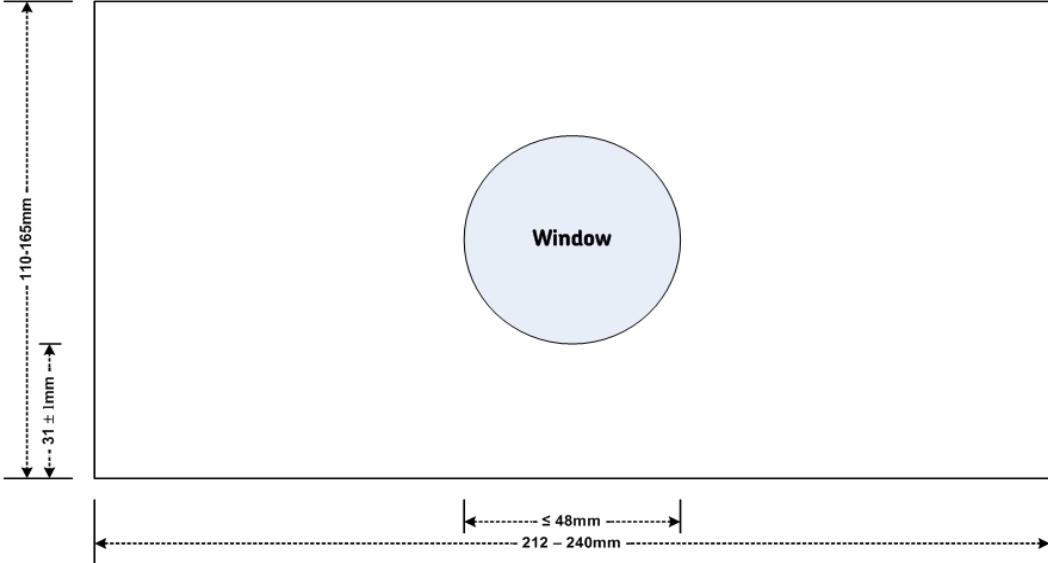


Figure 2 – Letter with Front & Back Windows – Front View – CBC processing (Not to Scale)



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Figure 3 – Letter with Front & Back Windows – Back View (Not to scale)



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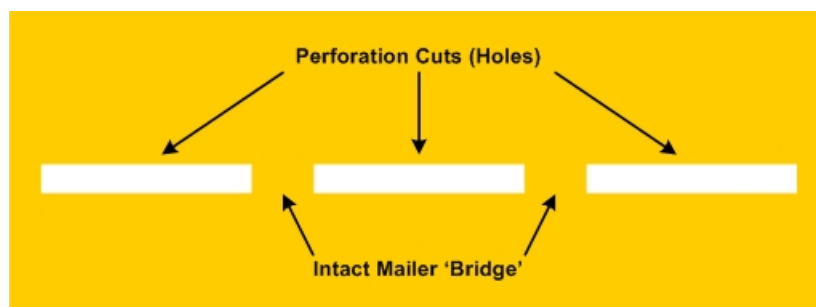
Appendix 4a - Roulette Perforations

Perforations are defined as a series of holes in a mailer to make opening easy.

The cut being the hole, and the bridge being the paper that is left intact and subsequently torn when the mailpiece is opened.

The elements of a perforation are defined in figure 1 below:

Figure 1 - Perforation Elements



Roulette and Zip Tie perforations are acceptable, and requirements for Roulette perforation types are provided in this section.

Roulette Perforations

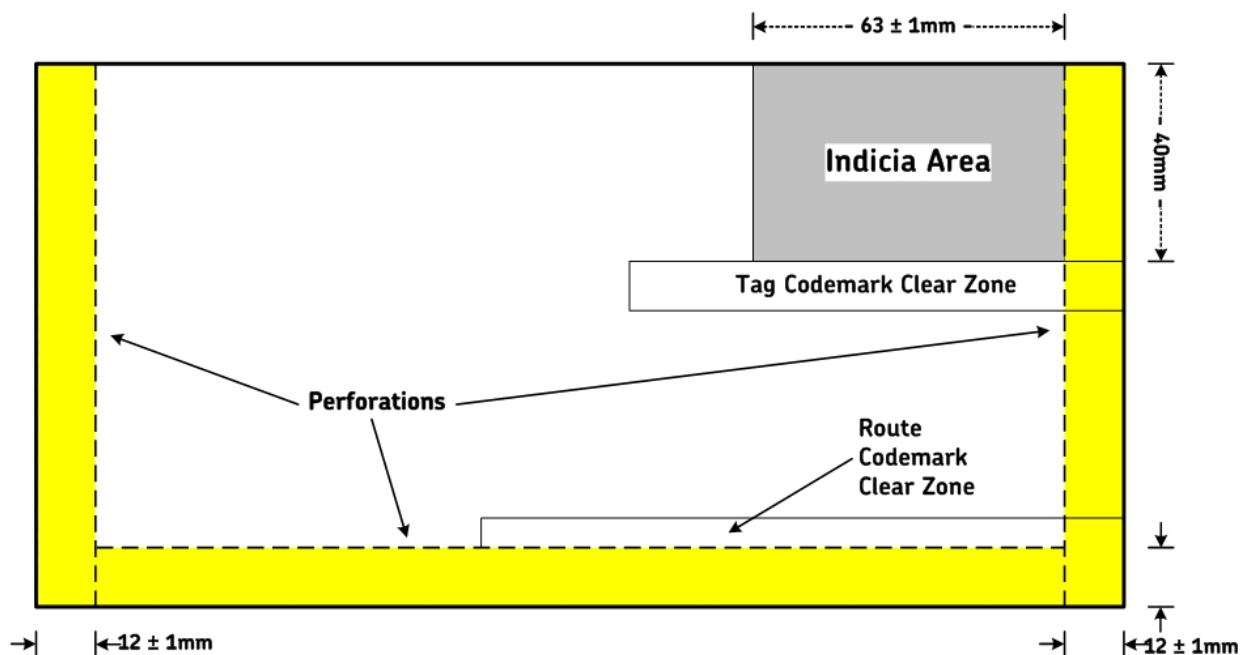
The requirements for roulette perforations are as follows:

- a. The perforations must be die cut into the mailer.
- b. The paper weight for the mailer must be $\geq 100\text{gsm}$.
- c. The mailer must be in landscape orientation only.
- d. The perforations may be punched into the left, right and bottom sides of the mailer. The top side of the mailer must not be perforated as illustrated in Figure 2.
- e. The perforations must be inset from the edge of the mailpiece by $12 \pm 1\text{mm}$ as illustrated in Figure 2.
- f. The cut of the left and right side (vertical) perforations must be set at $1.3 - 2\text{mm}$ and with a bridge of $\geq 0.8\text{mm}$ as illustrated in Figure 3.
- g. The cut of the bottom side (horizontal) perforations must be set at $0.5 - 1.4\text{mm}$ and with a bridge of $\geq 0.4\text{mm}$ as illustrated in Figure 3.
- h. All cuts and bridges must be of uniform size.
- i. The cuts must be rectangular in shape and have a width of $\leq 0.1\text{mm}$.
- j. The Left and Right side (vertical) perforations must extend from the Top to the Bottom of the envelope as illustrated in Figure 2.

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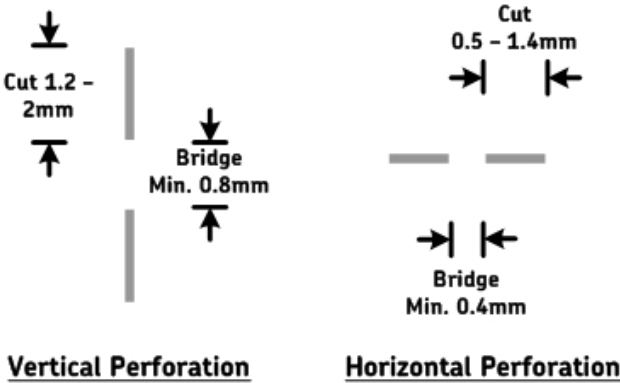
- k. The bottom side (horizontal) perforations must not extend beyond the left and right side (vertical) perforations as illustrated in Figure 2.
- l. The indicia must not be printed over the perforations (as illustrated in Figure 2). i.e. It must be inset and be $12 \pm 1\text{mm}$ from the edge of the mailpiece. This effectively reduces the available indicia area.
- m. No other colour must be visible through the perforations in the Tag and Route Codemark Clear Zones.
- n. The perforated edges must be securely sealed all round from the perforation to the letter edges.
- o. The glue must not run out onto the outside of the mail item or produce protruding mounds on the mail item.
- p. The glue must be fully cured prior to presentation of the mailing to Royal Mail.
- q. The tensile strength of the glue must be $\geq 4.5\text{N}$ and fibre tear must be exhibited on separation.

Figure 2 - Perforated Mailer - (Not to Scale)



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Figure 3 - Perforation Dimensions (Not to Scale)



Cont...

Appendix 4b - Zip Tie Perforations

Perforations are defined as a series of holes in a mailer to make opening easy.

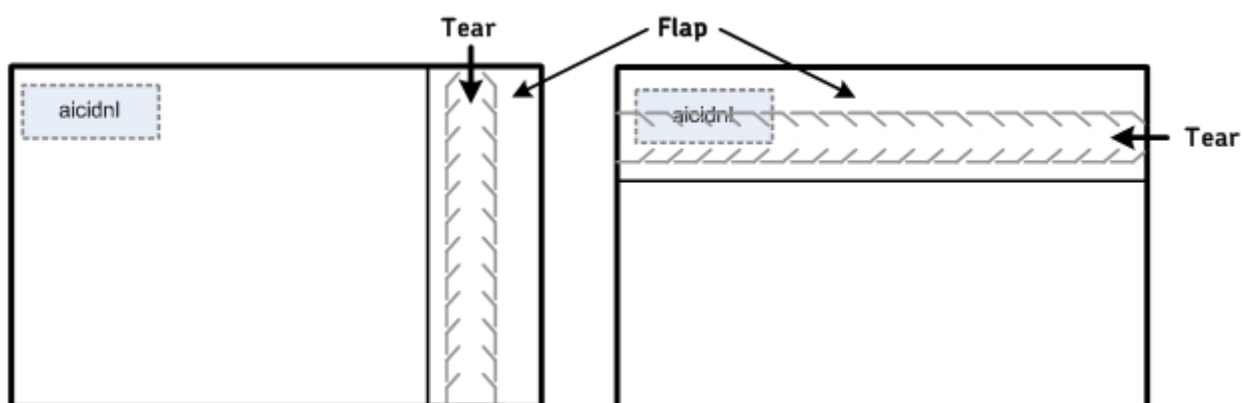
The cut being the hole, and the bridge being the paper that is left intact and subsequently torn when the mailpiece is opened.

Roulette and Zip Tie perforations are acceptable, and requirements for Zip Tie perforation types are provided in this section.

The requirements for Zip Tie perforations are as follows:

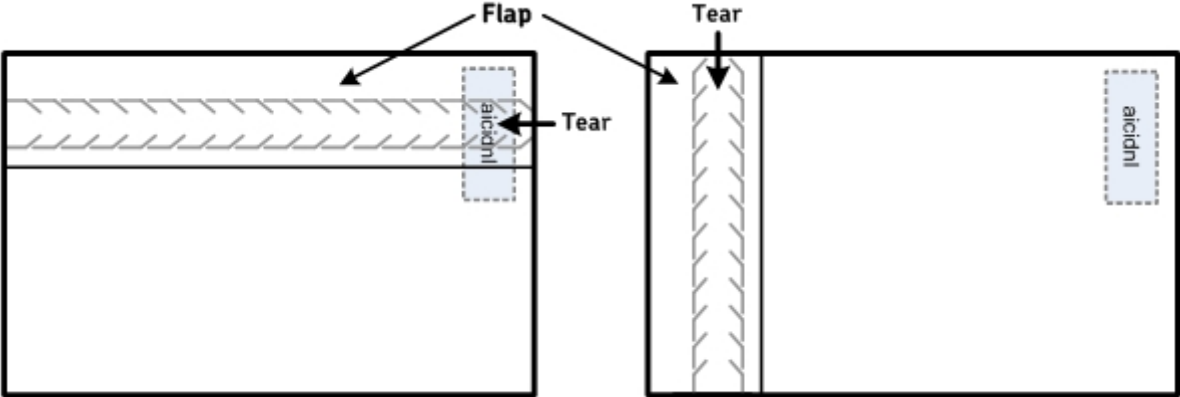
- a. The Zip Tie must be die cut into the mailer.
- b. The paper weight for the mailer must be ≥ 150 gsm.
- c. The mailer may be presented in both Landscape and Portrait orientation.
- d. The Zip Tie must always be placed on the back of the mailer.
- e. The Zip Tie may be positioned either horizontally or vertically, but the 'Tear' direction of the Tie is dependant upon the orientation of the mailer. Figure 1 and Figure 2 below illustrate the back of landscape and portrait orientation mail, the orientation and 'Tear' directional requirements (the relative position of the Indicia on the front of the mailer being illustrated).

Figure 1 - Zip Tie Orientation - Landscape Mail (Not to Scale)



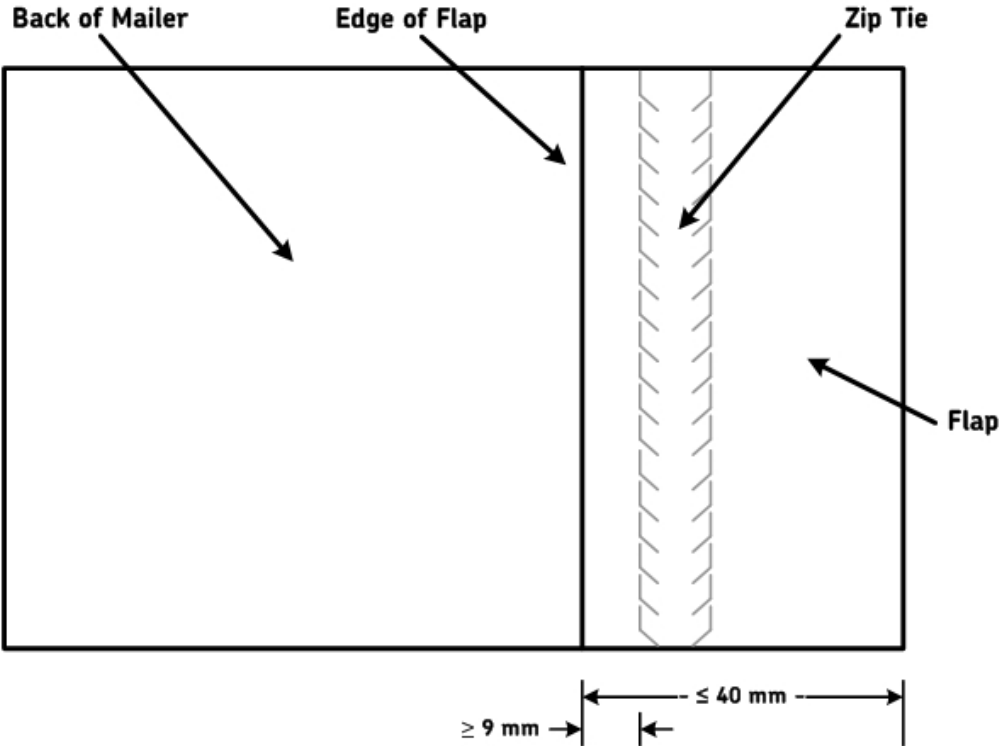
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Figure 2 - Zip Tie Orientation - Portrait Mail (Not to Scale)



- f. The Zip Tie must be located on a flap that is $\leq 40\text{mm}$ wide as illustrated in Figure 3.
- g. The Zip Tie must be positioned $\geq 9\text{mm}$ from the edge of the flap as illustrated in Figure 3.

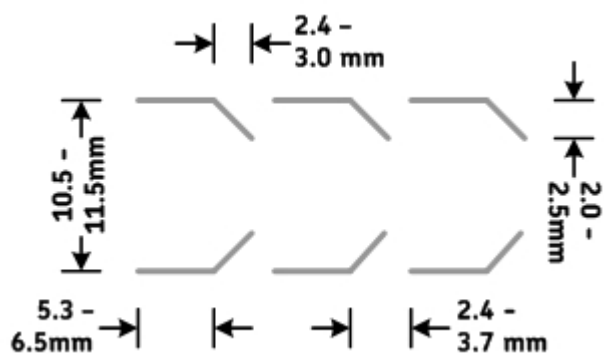
Figure 3 - Zip Tie & Envelope Flap (Not to Scale)



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h. The dimensional requirements for the cut of the Zip Tie are provided in Figure 4:

Figure 4 - Zip Tie Dimensions (Not to Scale)



- i. All cuts and bridges must be of uniform size.
- j. The cuts must be rectangular in shape and have a width of ≤ 0.1 mm.
- k. The glue used to seal the flap must not run out onto the outside of the mail item or produce protruding mounds on the mail item.
- l. The glue must be fully cured prior to presentation of the mailing to Royal Mail.
- m. The tensile strength of the glue must be ≥ 4.5 N and fibre tear must be exhibited on separation.