



1st September 2010

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CONDITION 7 NOTIFICATION:

Changes to presentation requirements for unbagged and unwrapped mailings

Dear Philip,

I am writing to notify you formally, under Condition 7 of Royal Mail's Licence, that from 1st December 2010 we will be making some changes to the presentation requirements for unbagged and unwrapped mailings. These changes apply to all customers who use the Mailsort[®] 1400, Presstream[®], Walksort[®] and Presstream Walksort[®] products. A summary of these changes is provided below; full details will be shown in Chapter 2 of the Mailsort User Guide in due course. Royal Mail would like to make these optional/beneficial changes as soon as possible but is mindful of its obligations under Condition 7.

Changes

- Unbagged and unwrapped options will be permitted for mailmedia[®] Creative.
- We will remove the requirement for customers to give four weeks advance notice of unwrapped or unbagged postings. Please note that mailmedia[®] postings still need to be booked as per the current requirements.
- Customers will no longer need to gain our prior agreement to send an unbagged or unwrapped posting however, forecasting requirements as per our T's & C's will remain.
- Clarification that the weight criteria is 'tonne' and not 'ton'. Currently both terms are used.
- Items in an unwrapped or unbagged posting will no longer have to be of uniform size.
- The minimum size for unbagged or unwrapped items will be reduced to B6 (125mm x 176mm)
- The maximum size for unbagged and unwrapped items will be increased to C3 (324mm x 458mm)

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- Bundles of unwrapped or unbagged mail must remain cross strapped, but the strappex will be able to be applied to the bundle in either direction first.
- Bundles comprising of lightweight items (items up to 100gms) will be able to benefit from a minimum bundle height of 15cm to aid mail production.
- Carrier sheets will not have to be the same size as the item but will be able to be a minimum size of B6 as long as the mandatory information is included.
- Customers will be able to either brick stack bundles or stack the bundles in columns.
- Stamps and meters (although very rarely used for these services) will be permitted for unwrapped and unbagged services as long as the specifications for using with the standard product are abided by.
- The address area is clarified as comprising the delivery and return address. The PPI design and location must meet the PPI specification.
- Where strappex is used on bundles, the delivery address of the top item will no longer have to be fully obscured.

For unwrapped mailings we state that this option is only available for direct selections. We wish to clarify that the entire posting does not have to consist of direct items. Customers may opt to post residues as part of the same mailing however should they wish to do so then they must be wrapped as only directs can be presented unwrapped.

All other terms will remain as they are. All other design requirements for the products mentioned remain as per the published specifications.

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 "Mark Waples". The signature is written in a cursive style with a large, stylized 'M'.

Mark Waples
Head of Regulation and Compliance