



3 April 2007

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### **CONDITION 7 NOTIFICATION: Launch of Royal Mail Heavyweight™**

Dear Derek,

In accordance with Condition 7 of Royal Mail's licence I am writing to formally notify you that, from 3rd July 2007, Royal Mail will provide a new product called Royal Mail Heavyweight™. The product has been developed in response to a market demand from business customers (who are PPI licence holders) for a packet service that has the capability to carry non-letterboxable packets up to 3kg.

#### **Product Features**

- Advanced pre-booking and scheduling service. Customers must book via the website or booking team a maximum of one year and a minimum of four weeks in advance of the delivery date.
- The mailings will be processed during a fixed two week networking and delivery period. Week 1 for collecting and networking the mail and week 2 for delivery of the mail.
- Improved 1<sup>st</sup> time delivery using the new Alternative Delivery Specification (ADS). Description provided below.
- Undeliverable items with a valid, visible return address will be returned free of charge, as per any PPI item with return address.

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## **Alternative Delivery Specification (ADS)**

The Alternative Delivery Specification (ADS) has been developed in order to aid first time delivery of these packets. The sender will attach standard delivery guidance instructions, as to where a non-letterboxable item should be left, to every Royal Mail Heavyweight item in order to minimise the need for recipients to visit a Delivery Office to collect these items.

Upon delivery, any non-letterboxable items will be checked for an ADS instruction sticker and when one is found and the instruction clearly recognisable, then the item will be left in a suitable place and a 'P739 card<sup>1</sup>' will be placed through the letterbox to draw attention to the location of the item. In the event that items either do not show an instruction that is recognisable, if there is no ADS or if the ADS is unsuitable, the item will be returned to the Delivery Office and treated as per any other undeliverable item.

An Alternative Delivery Point sticker will show the following wording;

"If not at home leave out of public view in a safe place, sheltered from the weather and notify customer via P739. If no suitable place, use standard P739 procedures and return to Delivery Unit"

Alternative Delivery Point differs from Safeplace. The former will be applied to all items within a mailing and is chosen by the posting customer whilst the latter is a specific location chosen by the receiving customer and therefore will only apply to a selection of items within a Royal Mail Tracked™ mailing.

## **Access criteria for use of the service**

- Available to account customers only posting items no larger than 353mm by 250mm with an unlimited thickness. The minimum weight of an item is 751g and the maximum weight of an item is 3 Kg.
- Customers will need to book their mailing no more than one year and no less than four weeks in advance of the delivery date.
- The minimum volume that customers must post in order to be eligible for Royal Mail Heavyweight™ is 12,000 items per mailing.
- Customers are required to present their mail unbagged in rigid stackable container and presorted in accordance with the Mailsort 1400 sortation, The mailing must also be segregated according to the 18-way segmentation as specified by Royal Mail and identified by the application of Royal Mail Heavyweight™ labels to bundles and cages.
- Suitable PPI Indicia must be applied to all Royal Mail Heavyweight™ mail items

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<sup>1</sup> The card that is left by the Royal Mail's delivery persons to alert the occupier to an undeliverable item

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- 90% of all items within a mailing must contain a full and accurate address according to the current Postal Address File (PAF) data.
- The maximum total volume that Royal Mail can accept, from all customers combined, is 500,000 items per week<sup>2</sup>. Once this limit is reached customers will be offered alternative delivery dates.

## Pricing

The pricing is calculated according to the item weight and the mailing volume and prices are as follows.

Items	Weight (kg)								
	0.751 - 1.000	1.001 - 1.250	1.251 - 1.500	1.501 - 1.750	1.751 - 2.000	2.001 - 2.250	2.251 - 2.500	2.501 - 2.750	2.751 - 3.000
<b>12,000 - 250,000</b>	143.0	161.0	175.0	193.0	212.0	233.0	254.0	276.0	296.0
<b>250,001 - 500,000</b>	139.0	157.0	170.0	187.0	206.0	227.0	247.0	268.0	287.0

All prices are in pence (p)

## Compensation

Royal Mail Heavyweight™ does not feature enhanced compensation rates.

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Full details of this product, including Terms & Conditions will be published on Royal Mail's website prior to launch. This notification will be published on the Royal Mail website.

A copy of this letter has been sent to Postwatch.

Yours sincerely,



Mark Waples  
Regulation & Commercial Policy Manager

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<sup>2</sup> For operational reasons Royal Mail Heavyweight™ will not be available during December. Additionally, again out of operational necessity, in certain 'Restricted' weeks, the total number of Big Book and Royal Mail Heavyweight items combined cannot exceed 3 million and will be offered on a first come, first served basis.