



5 March 2007

Derek Sibley
Postcomm
Hercules House
6 Hercules Road
London
SE1 7DB

Copied for information to:
Rashidat Familusi
Postwatch
28-30 Grosvenor Gdns
London
SW1W 0TT

Mark Waples
Regulation & Commercial Policy Manager
3rd Floor
Royal Mail House
148 Old Street
LONDON
EC1V 9HQ
Tel: 020 7250 2945

mark.waples@royalmail.com

**CONDITION 7 NOTIFICATION:
Introduction of documentation with every collection of PPI mail**

Dear Derek,

Further to Lorna Clarkson's email to Peter Swattridge of the 1st Feb 2007 and in accordance with Condition 21 3 (b) Royal Mail gives formal notice that with effect on or after 1st October 2007 Royal Mail will:

- a. Enforce Terms & Conditions to require customers to provide the appropriate paperwork (see below) to support each collection of PPI Mail.
- b. PPI customers will be required to provide for every collection either: -
 - i. An original posting cheque for each manually completed order; or
 - ii. A Customer Collection Receipt (CCR) or a paper copy of an electronic sales order for an electronically generated order, with a minimum requirement of one electronic sales order per day

The documentation will need to be given to the collection driver on each occasion a collection is made.

This will enable Royal Mail to provide a consistent collection service to PPI customers and to reduce a significant source of revenue loss. The changes will affect all those PPI customers using Mail Centres who have more than one collection per day who currently do not provide paperwork with every collection, and any customer using posting cheques via a Distribution Centre. As customers may be required to change their mail preparation processes, early and clear communication of the new processes will be made to customers in order to give them time to make any necessary adjustments within their operation.

Cont...

The proposed change will not affect those customers who receive only one collection per day, nor will it affect those customers completing an electronic sales order who have their postings processed at Distribution Centres, and who have more than one collection per day. These customers will not be affected by the changes to Terms and Conditions relating to the documentation to be provided for each collection.

This notification will be published on the Royal Mail website within the next four working days. Revised Terms & Conditions, for the products affected, will be issued and communicated, and implementation date confirmed, in due course.

A copy of this letter has been sent to Postwatch.

Yours sincerely,

A handwritten signature in black ink, reading "M Waples". The signature is written in a cursive style with a large, stylized 'M'.

Mark Waples
Regulation & Commercial Policy Manager