



19<sup>th</sup> June 2008

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**CONDITION 7 NOTIFICATION:**

- 1. Address Block Specification**
- 2. Permitted Punctuation**

Dear Philip,

I am writing to formally notify you, under Condition 7 of Royal Mail's licence that on 19<sup>th</sup> September 2008 changes to presentational requirements for customers using Royal Mail Workshare Products will come into effect. These changes are beneficial, and have been made in order to make our specification easier for customers to use and to more accurately reflect our operational and automation requirements going forward. Royal Mail would like to make these changes earlier than 19<sup>th</sup> September 2008 as they are beneficial and provide clarity to customers but acknowledge that Royal Mail's Licence, specifically Condition 7 requires a pre-deployment period of 3 months.

Details of these changes can be found overleaf.

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## 1. Address Block Specification

The following changes apply to all OCR products (except Cleanmail Advance – please see last paragraph in this section) – Mailsort 1400 when used for Mailsort Light, Mailsort 120 OCR (including when used for Mailsort Light mailings), Cleanmail OCR, Cleanmail Plus OCR, Mailmedia, Royal Mail International Bulk Mail, Automated Standard Tariff Large Letter and any others, current or future, that require an OCR font.

The Address Block will be defined as consisting of two elements: the Delivery Address, which includes the addressee's name, as one element, and an optional single line immediately above the Delivery Address element for Mailer Defined Information. The Delivery Address element must be printed in only one type and size of font, as is currently the case.

The Mailer Defined Information may be printed in different font or typeface and a different size from that used in the Delivery Address element. All spacing between all lines within the address block must be the same. All elements within the address block, including the Mailer Defined Information, must be left justified. A 5mm clear zone will still be required around this complete Address Block which must be free of other printing and graphics. This clarifies the existing requirements and simplifies the usage of the product.

For the 'tap test' (which measures the level of obstruction caused to the Address Block by the envelope window when the item moves within the envelope as the envelope is passed through Royal Mail's sorting machines) the Address Block must remain fully visible through the window at all times. Regarding the 5mm clear zone, for the left, right and lower edges of the block, at least 2mm of the 5mm zone must be on the item within the window as is currently the case. However, now the 5mm clear zone above the Address Block, as defined above, can be wholly on the envelope, adjacent to the window. This means that there is no longer a requirement for 2mm clearance between the top edge of the Address Block and the top edge of the window, as long as there is 5mm clear area on the envelope adjacent to the top of the Address Block.

This is a beneficial change for our customers as it relaxes current obligations. As such it is not a mandatory change. Customers will have the option to abide by this less onerous specification if they wish.

Cleanmail Advance customers are encouraged to also meet this specification as it will improve the chances of their mail pieces being machine-read and so qualifying for the Cleanmail Advance discount.

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## 2 Permitted Punctuation

With regard to OCR products as listed in the section above, Royal Mail clarifies that punctuation within the Postal Address File (PAF) elements of the "Delivery Address" remain restricted to the punctuation that appears within the delivery address element of the corresponding PAF file. There are no constraints on punctuation in the Mailer Defined Information, or in the addressee's name or the addressee's title other than in the case of a business address where punctuation specifically appears in the corresponding PAF record. All punctuation may be omitted from all parts of the Delivery Address if this is preferred.

Alternatively, all forms of punctuation may be omitted from all parts of the address.

For all other workshare products (Mailsort 1400 (excluding when used for Mailsort Light), Walksort, Mailsort 700 (including when used for Mailsort Light), Mailsort 120 CBC (including when used for Mailsort Light), Cleanmail CBC, Cleanmail Plus CBC, Mailmedia Plus, Mailmedia Creative, Presstream, Presstream Walksort, Big Book, Royal Mail Heavyweight or any other product current or future which does not rely on an OCR font), punctuation will be allowable in any part of the delivery address, regardless of its presence or absence within the relevant Postcode Address File record. On the 19<sup>th</sup> September, we will therefore formally allow punctuation to be optionally used in all elements of the Address Block for these products, even if it does not appear in the corresponding PAF record.

The Royal Mail Address Management Centre has undertaken a review of punctuation used in PAF. As a result, punctuation used in many PAF records has been altered. These changes are reflected in PAF updates available from this month (June 2008) onwards.

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Royal Mail would also like to take this opportunity to clarify that lateral movement, as referred to in the Mailsort User Guide and other literature, relates only to the single largest item within the envelope and not to *all* items or the item that has an address printed upon it. The largest item should not be able to move laterally more than 20mm.

Communications will be made to affected customers in due course and all relevant publications (such as the Mailsort User Guide) will be amended to encapsulate these adjustments, prior to them being deployed. Any customer who presents mail, prior to 19<sup>th</sup> September, according to the future specification will not be surcharged.

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

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Yours sincerely,

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

Mark Waples  
Regulation & Commercial Policy Manager