

# Customer User Guide

DOWNSTREAM ACCESS  
UNSORTED MAIL SERVICES

Part of



**UKMail**  
we deliver

## DEFINITIONS

**Terms in this User Guide have the same meaning as set out in the UK Mail Terms & Conditions as provided to the Customer. The following additional terms are used in this User Guide:**

**Collection Time** means the time for a Collection as set out in the Mailing Profile, or as the Customer otherwise agrees in writing with UK Mail;

**Mailing** means the Mailing Items which the Customer hands over to UK Mail for conveyance and delivery to the relevant addresses;

**Posting Docket** means the certificate containing details of the Mailing Items being posted, the use of which is specified in this User Guide;

**Royal Mail User Guides** means the Access Letters User Guide for Inward Mail Centres and the Wholesale Parcels Services User Guide for Inward Mail Centres, as published by Royal Mail and amended from time to time

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# 1. OVERVIEW

In addition to its Mail Services, Mail Distribution Services and Agency Services for downstream access Mailings, UK Mail also provides services for unsorted mail.

This User Guide should be read in conjunction with the relevant Mail Services User Guide, Mail Distribution Services User Guide or Agency Services User Guide as appropriate for the Customer.

UK Mail's Unsorted Mail Services are provided using the DHL Parcel (UK) Ltd collection and overnight distribution network to route Mailing Items from Collection Location to one of its Sortation Centres. After sortation, the Mailing Items are again routed through the UK Mail network to be handed over at Royal Mail's Inward Mail Centres for local sortation and delivery by Royal Mail.

In this way, UK Mail provides customers with a 'Business Class' or an 'Economy Class' delivery of Mailing Items from acceptance by UK Mail to final delivery by Royal Mail to the relevant destination address anywhere within the United Kingdom (and the Isle of Man, Guernsey and Jersey).

The UK Mail Business Class and Economy Class Unsorted Mail services can be used only for Mailing Items that originate in the United Kingdom and are for conveyance and delivery within the United Kingdom or the Isle of Man, Guernsey or Jersey.

Unsorted Mail Services will be provided only for Mailing Items presented by the Customer in accordance with the Agreement (including this User Guide and any documents to which it refers) and accepted by UK Mail.

Price is dependent on factors including (but not restricted to) the compliance of the Mailing Items with requirements for machine sortation, the level of sortation required, the containers used and the number, weight and format of the Mailing Items.

**This User Guide must, at all times, be read in conjunction with the current Royal Mail User Guides, (as amended from time to time). Where there is a conflict between the Royal Mail User Guides and this User Guide, the Royal Mail User Guides will take precedence.**

The current Royal Mail User Guides can be found at [www.royalmailwholesale.com](http://www.royalmailwholesale.com) in the User Guides section.

Large format Mailing Items previously termed for access services as Packets are now termed as Parcels by Royal Mail. However, UK Mail Group operate express parcel services which have different product requirements and terms & conditions to those of the Royal Mail access services. To avoid confusion between the UK Mail services for its customers, UK Mail has retained the term Packets for large format Mailing Items for access services using Royal Mail. Therefore wherever the term Packet is used within this User Guide the Customer should equate this to a Royal Mail Parcel and the use of that term in the Royal Mail User Guide.

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## 1.1 SERVICE LEVEL

The Business Class Unsorted Mail service aims to deliver Mailing Items on the second Working Day after collection from the Customer and acceptance by UK Mail.

The Economy Class Unsorted Mail service aims to deliver Mailing Items on the third Working Day after collection from the Customer and acceptance by UK Mail.

Mail for handover at Royal Mail's Belfast Inward Mail Centre may incur an additional 24hrs in transit.

The maximum weight for Mailing Items sent using Business Class Unsorted Mail service is 100g for Letters and 750g for Large Letters; the items must qualify as machineable mail.

The maximum weight for Mailing Items sent using the Economy Class Unsorted Mail service is 100g for Letters, 750g for Large Letters and 2kg for Packets.

These delivery aims apply to Mailing Items collected from the Customer and accepted by UK Mail in accordance with the Agreement (including this User Guide) and with a delivery address within the UK only and not in the Isle of Man, Guernsey or Jersey.

**Note: For the purposes of Unsorted Mail Services, a Working Day is any day other than a Saturday, Sunday, or bank or public holiday.**

As with other non-guaranteed mail services, UK Mail shall not be liable to the Customer or to any other person for failure to deliver within this timescale. However, please see section 1.3 below regarding compensation.

## 1.2 UK MAIL SORTATION OF MAIL FOR PRESENTATION TO ROYAL MAIL

Following acceptance of the Mailing Items from the Customer, they will be carried by UK Mail to one of UK Mail's sortation centres. At the sortation centre the mail will be prepared for carriage to Royal Mail's Inward Mail Centre for presentation to Royal Mail. Following acceptance of the Mailing Items by Royal Mail, Royal Mail will conduct local sortation and final delivery of the items to the destination addresses.

The typical process from collection from the Customer to final delivery is summarised below:

### Business Class Two-day service

<b>Day 0</b>	Mail collected, labels scanned and entered into UK Mail network for dispatch to a UK Mail Sortation Centre, the same day. Where agreed by UK Mail, the UK Mail Indicia and/or the return address is applied to the Mailing Items. Mail is then sorted to Royal Mail selection requirements and bagged or trayed for dispatch. Bags / trays are scanned and entered into the UK Mail network for distribution to sites across the UK.
<b>Day 1</b>	UK Mail delivery units transfer the mail to Royal Mail Inward Mail Centres. Royal Mail performs mail compliance and revenue protection checks and enters the mail to the Royal Mail delivery network.
<b>Day 2</b>	Royal Mail delivers mail to recipient

### Economy Class Three-day Service

<b>Day 0</b>	Mail collected, labels scanned and entered into UK Mail network for distribution to a UK Mail Sortation Centre
<b>Day 1</b>	Where agreed by UK Mail, the UK Mail Indicia and/or the return address is applied to the Mailing Items. Mail is then sorted to Royal Mail selection requirements and bagged or trayed for dispatch. Bags / trays are scanned and entered into the UK Mail network for distribution to sites across the UK.
<b>Day 2</b>	UK Mail delivery units transfer the mail to Royal Mail Inward Mail Centres. Royal Mail performs mail compliance and revenue protection checks and enters the mail to the Royal Mail delivery network.
<b>Day 3</b>	Royal Mail delivers mail to recipient

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### **1.3. COMPENSATION**

The Customer acknowledges that UK Mail is required to use Royal Mail for the final delivery, and accordingly is not able to offer any assurance as to the actual delivery day of any Mailing Item and that no compensation will be paid in respect of the actual delivery day of any Mailing Item.

However, UK Mail will at its reasonable discretion share with the Customer in common with all its other customers any compensation received from Royal Mail for Royal Mail's failure to comply with the service standards established in UK Mail's contract with Royal Mail. Any such payment will be credited against any future Charges whether under the Agreement or any other similar agreement or, if requested by the Customer, will be made by cheque.

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## **2. GENERAL REQUIREMENTS**

The Customer will need to refer to the Royal Mail User Guides for the acceptance requirements relevant to the service it will be using e.g. preparation of mail and presentation and sortation of Mailing Items.

For example (but not limited to) sections 2, 5, 6 and 8 of the Royal Mail User Guide and Appendices A, and G of the Royal Mail User Guide (which provide guidance on addressing standards and OCR specifications).

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### **2.1 MAIL PREFERENCE SERVICE**

The Mail Preference Service (MPS) is a consumer service operated by the Direct Marketing Association (DMA) on behalf of the Advertising Standards Authority. The MPS is a free service to enable consumers to have their names and home addresses in the UK removed from lists used by the direct marketing industry. It is actively supported by postal operators and relevant trade associations; it is fully supported by The Information Commissioners Office.

The MPS Suppression File is a list of names and addresses of consumers who have told the MPS they wish to limit the amount of direct mail they receive. The MPS will prevent the receipt of unsolicited direct mailings sent from member companies of the Direct Marketing Association.

Companies undertaking direct mail marketing should check that the consumers to whom they intend to send mail are not registered with the MPS and remove any such names from the mailing list.

Before presenting mail to UK Mail, the Customer must ensure that the Mail Preference Service's Suppression File is applied to all relevant Mailing Items.

# 3. UK MAIL INDICATOR

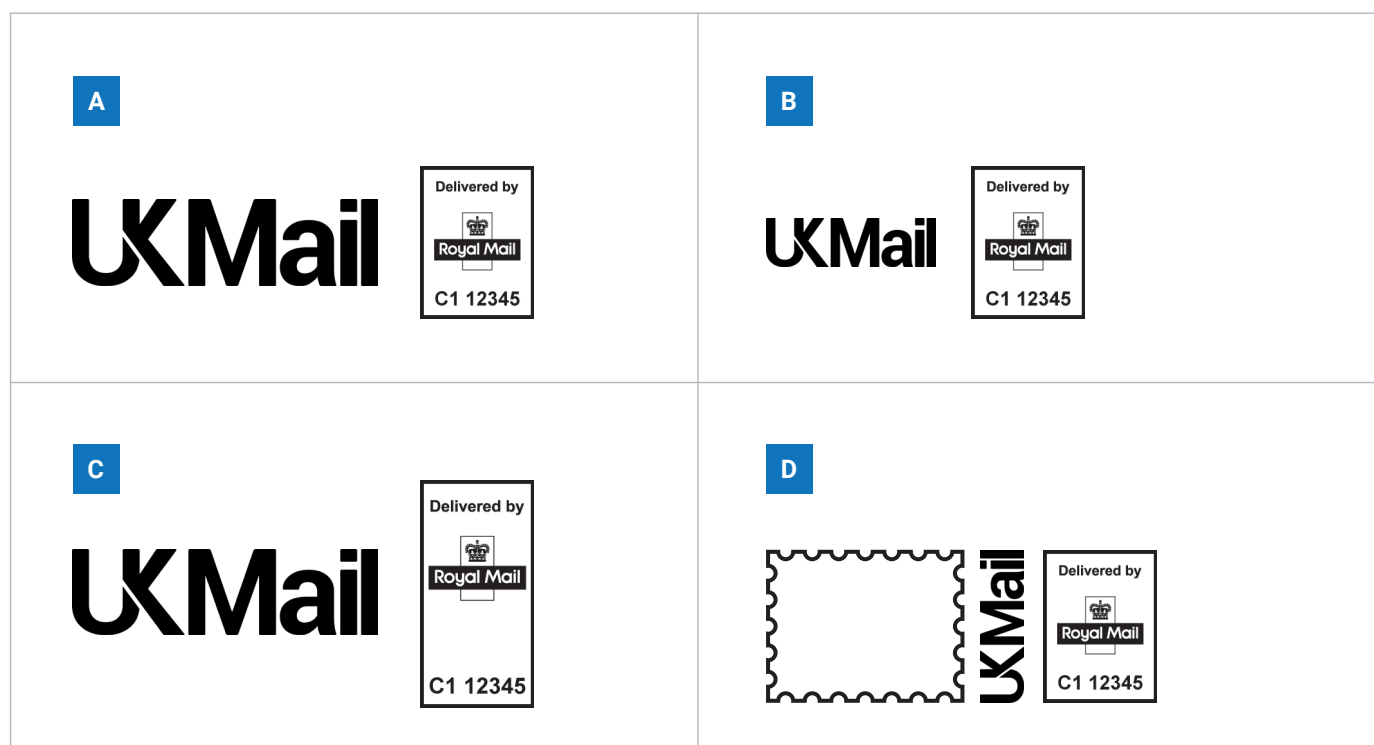
Mailing Items will only be accepted if they bear an Indicator as provided by UK Mail and use by the Customer of the Indicator must be in accordance with the Customer Agreement.

The Indicator cannot be used to access any postal service provided by any other mail operator (including any Royal Mail service) or for any other purpose than as set out in the Customer Agreement and this User Guide.

Note: UK Mail may agree with the Customer that, for certain types of Mailing Items, UK Mail will apply the Indicator and/or the return address. An additional Charge will be made for doing so. Please see sections 3.3 and 3.4 below.

## 3.1 INDICATOR FOR UK MAIL BUSINESS CLASS

Illustrations of the available Indicators are given below: [N.B. shown for illustration only; not at true size]



**A** UK Mail Indicator 36.5mm

**B** UK Mail Indicator 30mm

**C** UK Mail Indicator 50mm

**D** UK Mail Indicator 36.5mm Stamplike

White out of black' versions of Indicators a), b) and c) may be used.

N.B. These are not true negatives of the standard versions; the Royal Mail cruciform logo is not reversed:-

Standard

'White out of black'



Where the 'white out of black' version of an Indicator is used to show a white Indicator against a solid, dark background envelope the Royal Mail Indicator must have a white line surround and the UK Mail Indicator must have white lines above and below.

### **"Stamp-like Indicator"**

Indicator d) is a 'Stamp-like' Indicator, where the customer may use its own logo or artwork within the blank area surrounded by the 'perforations' (or the 'perforations' may surround the entire design).

Specific requirements apply to the use of a 'Stamp-like' Indicator and the Customer must discuss potential designs with UK Mail before use.

For full details (including indicia positioning) or the correct indicia design please refer to the "UK Mail Indicia Guide"

**UK Mail will provide the Customer with artwork files of the selected Indicator on request.**

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## **3.2 PRINTING OF INDICATOR BY UK MAIL**

Only for Mailing Items complying with the requirements for machineable mail, UK Mail is optionally able to print the UK Mail Indicator onto Mailing Items for the Customer. The indicia will be as shown at a) above, or changed to another approved design as determined from time to time.

Only mail meeting the definition of machineable mail set out in this document can be over printed in this way. Indicator printing is not available for Large Letters or Packets and these must be presented with the correct indicia already in place.

Printing of the Indicator by UK Mail may incur an additional Charge.

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## **3.3 INDICATOR LABELLING BY UK MAIL**

For Mailing Items that do not comply with the requirements for machineable mail, including Large Letters and Packets, UK Mail is optionally able to apply labels to Mailing Items labels showing the required Indicator.

Applying labels in this way is at an additional Charge.

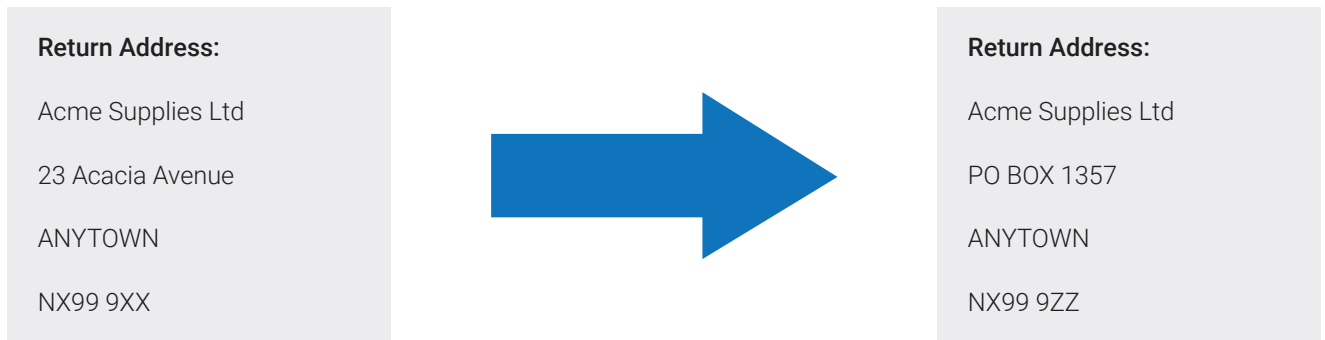
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### 3.4 RETURN ADDRESSES AND UNDELIVERABLE MAIL

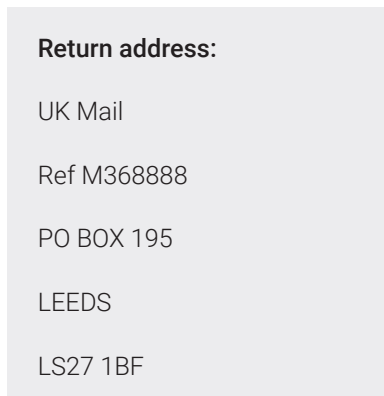
Once the Customer has set up an account with UK Mail and agreed a Mailing Profile with UK Mail, the Customer will be issued with a customer identifier number (UCID) for each account the Customer has with UK Mail.

The correct customer identifier number must be used when notifying UK Mail of Mailing Items for Collection, in the necessary documentation and on bag and tray labels.

The Customer must ensure that every Mailing Item is clearly marked on the reverse with a return address. This address will normally be the customer's usual address for receiving returned mail and must start with "Return Address", e.g;



If especially requested, the return address can be the UK Mail PO Box address, in which case the correct customer identification number **must** be included, e.g. for customer with reference number M368888):





If this address is used then wording to the effect of “For return of undeliverable letters only-not for correspondence” must be used adjacent to the return address, to avoid this address being used by recipients for correspondence to the Customer.

Please see the Royal Mail User Guide for requirements on positioning of the return address.

Any Mailing Item that cannot be delivered by Royal Mail to the UK address shown on the Mailing Item will be returned to the Customer, either

- a) directly to the customer by Royal Mail, or
- b) by Royal Mail to the UK Mail PO Box and then by UK Mail to the Customer (either to the Customer at the Customer’s address or to the Collection Location on the Mailing Profile, as agreed in the Mailing Profile)

- provided the Mailing Item is clearly marked as described in this section.

**NOTE: Items to addresses in the Channel Islands or Isle of Man will not be returned by Royal Mail. Royal Mail may make a charge for returning Mailing Items by either a) or b). If so, UK Mail will recover from the Customer any charge made by Royal Mail.**

Where **b)** is used UK Mail will make no additional charge to the Customer for returning the Mailing Items provided that:

- The Customer has marked all Mailing Items in this way; and
- The level of returns is less than 5% of the Mailing Items in a Collection; and
- UK Mail is able to return the Mailing Items at reasonable cost to UK Mail,

If these conditions are not met, UK Mail reserves the right to make a charge for returning the Mailing Items and/or to refuse to accept further Mailing Items from the Customer.

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## 4. ENQUIRIES & COMPLAINTS

Should UK Mail get an enquiry or complaint from the recipient (the addressee) of a Mailing Item sent under the Customer Agreement, the recipient will be advised to contact the Customer (except where the issue concerns conveyance or delivery procedures, e.g. mis-delivery by Royal Mail, when Royal Mail or UK Mail will deal directly with the recipient as appropriate).

Any issue that the Customer wishes to discuss in relation to the Customer Agreement or UK Mail services should be raised in the first instance with **UK Mail Customer Concerns**, by telephone on

**03452 30 50 50** or by email at [customerconcerns@ukmail.com](mailto:customerconcerns@ukmail.com)

For independent guidance on raising your concern, you can contact the Citizen’s Advice Consumer Service, which provides free, confidential and impartial advice on consumer issues.

**Telephone : 03454 04 05 06**

**Email : [www.adviceguide.org.uk](http://www.adviceguide.org.uk)**

# 5. LABELLING REQUIREMENTS

UK Mail will provide blank labels to the Customer. Only these labels can be used and they may only be used for the final labelling of tubs, bags or trays prior to collection by UK Mail.

Depending on whether the mail items are being supplied in tubs, bags or trays, then the requirements for final labelling are as below.

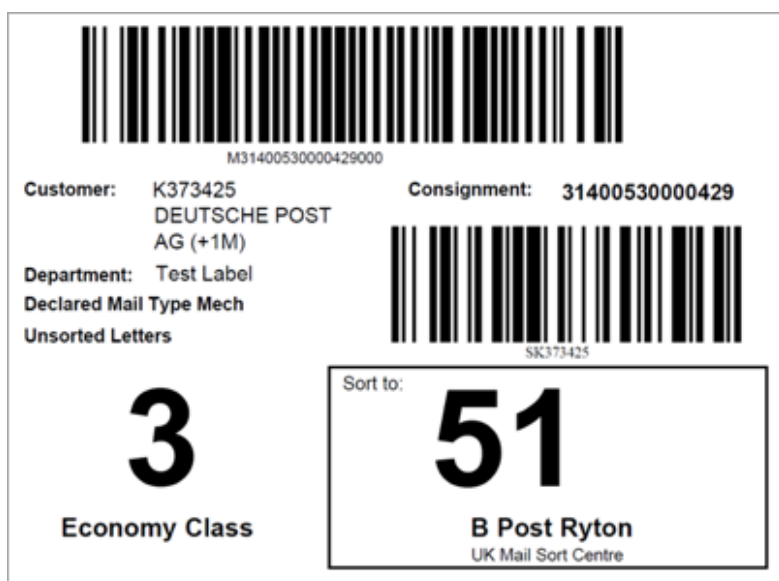
## 5.1 LABELLING FOR TUBS

UK Mail will provide pre-printed labels for the Customer to use. Only these labels can be used and they may only be used for the final labelling of UK Mail tubs prior to collection by UK Mail. Tubs without a UK supplied pre-printed label will not be collected.

The tub label includes the following elements:

- **Barcode** - this barcode is unique to each tub of mail and is used by UK Mail to track the progress of the tub; the barcode must be undamaged and unmarked on presentation to UK Mail
- **Sort To** - this indicates the routing for the tub through UK Mail's network
- **Customer** - this is an identifying number allocated to the Customer.
- **Department** – this is an identifier specified by the Customer to aid itemised billing
- **Consignment Number** - this number is unique to each tub of mail and is used by UK Mail to track the progress of the tub (it is the human readable version of the barcode)
- **Mail Format** – Unsorted Letters, Unsorted Large Letters or Unsorted Packets.
- **Declared Mail Type** – this indicates the address quality of the mail being handed over. Declared Mail Types are CBC, OCR, Mech, Handsort or Mixed.
- **Service Indicator** – Business Class service is shown as '2' and Economy Class is shown as '3'.

Example UK Mail tub label:



## 5.2 LABELLING FOR BAGS OR TRAYS

**NOTE:** see 6.2 regarding prior agreement needed before presenting Mailing Items in bags

Each bag or tray must be identified with a label that indicates the contents of the bag or tray. The label must include the information as specified by UK Mail and set out below:

- **Barcode** - this barcode is unique to each bag/tray of mail and is used by UK Mail to track the progress of the bag/tray; the barcode must be undamaged and unmarked on presentation to UK Mail
- **UK Mail Routing Code** - this indicates the routing for the bag/tray through UK Mail's network
- **Declared Mail Type** – this indicates the address quality of the mail being handed over. Declared Mail Types are CBC, OCR, Mech, Handsort or Mixed.
- **Destination Office** - the destination office is the UK Mail Sortation Centre at which the bag/tray will be received for the items to be sorted by UK Mail for presentation to Royal Mail.
- **UK Mail** - this identifies UK Mail as the carrier
- **Service indicator "STL"** - this indicates the level of service required
- **Unique Bag Identification Number** - this is an identifying number unique to the bag/tray. The same unique number is to be included in the Electronic Docket against the description of the bag's or tray's contents.
- **Format Indicator** – STL - Letters, STL - Large Letters or STL - Packets
- **Customer Identification Number** - this is an identifying number allocated to the Customer.

Example UK Mail bag label:



Example UK Mail tray label:



# 6. PRESENTATION OF MAIL

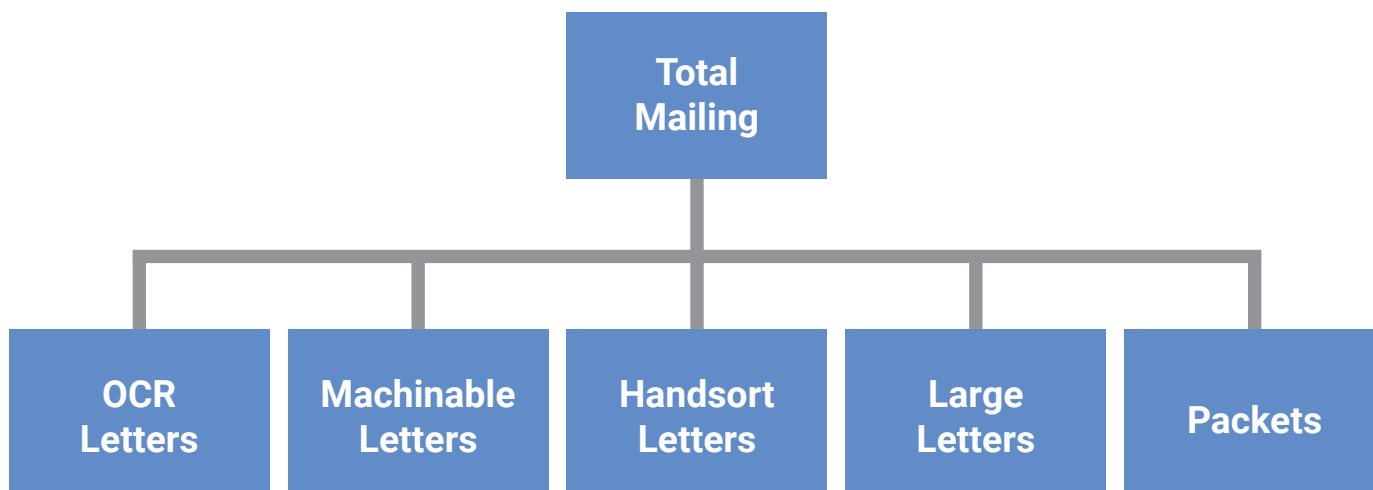
The Customer must at all times present Mailing Items to UK Mail in accordance with the requirements set out in the Royal Mail User Guide, including but not limited to Sections 5 and 6 of those guides.

The Customer is at all times liable for any costs incurred by UK Mail, including but not limited to any surcharges applied to UK Mail by Royal Mail because of the Customer's failure to comply and any costs necessarily and reasonably incurred by UK Mail in dealing with the Customers failure to comply.

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## 6.1 FORMAT SEPARATION

Mailing Items must be segregated into CBC compliant Letters, OCR compliant Letters, machineable (Mech) Letters, Handsort Letters and/or Large Letters and Packets. The Customer must label each tub, tray or bag with a label containing the appropriate Format Indicator and Declared Mail Type for the Mailing Items within each container.



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## 6.2 PRESENTING MAILING ITEMS TO UK MAIL IN TUBS AND TRAYS

For the UK Mail Unsorted Mail service mail should preferably be presented in trays or red UK Mail tubs. These should be used for all machineable mail (including CBC and OCR compliant mail) and ideally all Letter mail. Large Letters and Packets may optionally be presented in bags.

All machineable items and all Letters that the Customer presents for collection by UK Mail must be contained in dedicated UK Mail tubs or trays (or, where agreed by UK Mail with the Customer, Handsort Letters may be supplied in bags).

When supplying mail in tubs or trays, all items must be placed upright and faced within the container towards the label (with all the addresses in the same orientation, facing the same way). They should not be bundled and the container should not be over filled. Large Letters and Packets may be placed flat, address upwards.

A UK Mail tub or tray will hold an average of 300 DL or C5 items.

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## 6.3 PRESENTING MAILING ITEMS TO UK MAIL IN BAGS

Mail being presented to UK Mail for an Unsorted service must not be presented in bags without prior agreement with UK Mail. The following requirements apply where such agreement has been given prior to the Mailing Items being presented for collection.

### [Bundling Mailing Items](#)

- The Customer must ensure where possible that Mailing Items of a similar weight, shape or size are securely bundling within bags. The number of Mailing Items in each bundle will depend on the nature of the Mailing Items. This will normally be determined by their size and thickness. Each bag may consist of a number of bundles.
- There is no required minimum number of Mailing Items in a bundle but as many Mailing Items as possible must be included within each bundle. For DL and C5 items this is approximately 50 items and for C4 is approximately 25 items.
- There is no maximum limit to the number of Mailing Items included in a bundle provided they do not exceed the maximum weight limit of the container in which the bundle is then placed, and the thickness of the bundle does not exceed that which can be held in one hand (approximately 15cm).
- All bundles must be tied with the Mailing Items facing the same way, using sufficient strapping or rubber bands, so that they do not burst open in the bag, given reasonable handling conditions. If Mailing Items are 'wedge-shaped', they should be counter-stacked with the top half facing the opposite way to the bottom half.
- Once the ties or strapping have been removed the Mailing Items must be capable of being handled individually and must not be stuck to one another for any reason, including any stuck together due to the use of any adhesive in the mail production process.

### [Bagging Mail](#)

- Once the Mailing Items are bundled, they must be bagged. The maximum bag weight is 11kg including the weight of the bag, bag tie and label.
- Where possible all Mailing Items within each bag should be of a similar weight, shape or size. The Customer must ensure that more than one bag is used if the weight of the contents within a bag would exceed 10.8kg.
- The bag neck should be securely tied/strapped with one of the bag ties provided by UK Mail. Where bags with 'D' rings are being used, the bags must not be tied through the 'D' rings.
- The loose end of bag ties must either be clipped off or tucked in to prevent injury.

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# 7. EQUIPMENT FOR MAILINGS

**NOTE:** see 6.2 regarding prior agreement needed before presenting Mailing Items in bags

## 7.1 PRE-PRINTED LABELS, BLANK LABELS AND BAG TIES

The consumable items that UK Mail will supply are pre-printed tub or tray labels or blank bag labels and bag ties. UK Mail provided blank labels and bag ties shall only be used for the labelling and sealing of mailbags, prior to collection by UK Mail.

The Customer shall order all labels and bag ties from UK Mail Communications Centre (UKMCC) on **02477 711908** or at [containers@ukmail.com](mailto:containers@ukmail.com) and they will be delivered to the Customer at the agreed Collection Location. UK Mail will not provide any other consumable items such as rubber bands and bundle ties.

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## **7.2 TUBS, TRAYS AND BAGS**

UK Mail will supply the Customer with tubs, trays and bags according to the terms of the Customer Agreement (including this User Guide) and under UK Mail's usual terms and conditions for such provision.

All Customer requests for pre-printed labels, blank labels, bag ties, bags and other containers should be notified to UKMCC as soon as possible but no less than seven Working Days prior to the Mailing for which they are required in conjunction with the pre-notification process (see Section 9). UK Mail will deliver these items to the Customer at the agreed Collection Location.

Sufficient bags, blank labels and bag ties will be provided to meet the reasonable needs of the Customer. UK Mail will not supply containers other than tubs to the Customer unless it is operationally mutually beneficial.

Bags provided by UK Mail shall only be used for the final bagging process prior to collection of Mailing Items by UK Mail. Where supplied, other containers may be used to present bags for collection by UK Mail.

Any tubs, bags or other containers provided by UK Mail must not be used for moving Mailing Items within the Customers' site or any other non-UK Mail site.

When handing over Mailing Items to UK Mail, Customer shall only use property supplied by UK Mail.

All tubs, bags and other containers provided to the Customer by UK Mail remain the property of UK Mail or its suppliers (for example where appropriate, Royal Mail) at all times.

**NOTE: Please also see clause 4 of the uk mail terms and conditions for further conditions on the use of bags, trays and other containers supplied by UK Mail.**

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# **8. INFORMATION REQUIREMENTS**

## **8.1 ELECTRONIC DOCKET**

Where the Customer (or their mailing house) generate their own labels, the Customer must provide UK Mail with label data produced from Consignor Live in respect of each bag/tray created. This data is the Electronic Docket.

If electronic data transfer to UK Mail is not successful, the Customer should contact UK Mail's IT Helpdesk on **02476 937773** for support in retrieving the data and transmitting it to UK Mail.

The Customer will be provided with Consignor Live, or software and printer, in order to print labels and create the Electronic Docket.

[Consignor Live will accept the following methods of data feeds from the Customer's \(or their agent's\) mail sortation and production system:](#)

- |                          |   |
|--------------------------|---|
| <b>1)</b> Bag Level File | <b>2)</b> Item Level File                     |
| <b>3)</b> Manual Input   | <b>4)</b> Web Service API (Self Label Option) |

[A description of these input methods can be found in the following documents:](#)

- a) UKMail Consignor Live Integration - Web Service Interface.pdf
- b) UKMail Consignor Live Integration Extended.pdf

These are available from the UK Mail sales representative or Customer General Manager.

[UK Mail personnel shall be entitled to:](#)

- a) check the accuracy of the Electronic Docket as to the information required to be indicated on the bag/label contents including a reconciliation against the details provided in the Preceding Day 24 hour forecast; and
- b) following any such check, notify the Customer of any discrepancies; and
- c) make any corrections to the Electronic Docket which are reasonably necessary.

The customer (or their agent) must provide UKMail with e-manifest data in respect to Mailmark postings where a pre-printed barcode appears on their items, within 5 days of collection.

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## **8.2 COLLECTION RECORD**

UK Mail requires the Customer's production site (the site where the collection is being made, which may be a mailing house) to sign for collection and receipt of containers and or mail. This will be documented on a UK Mail collection record document for bulk collections. An electronic (Excel) version is available for use by mailrooms and smaller collection sites.

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# **9. FORECASTING OF MAILING ITEM VOLUMES**

## **9.1 PRE-NOTIFICATION OF MAILINGS**

Royal Mail requires UK Mail to provide forecast information in advance of handing over Mailing Items for final delivery, as part of UK Mail's contract with Royal Mail, and can refuse to process items or apply a surcharge if the information is absent or inaccurate. UK Mail hence requires the Customer to provide the necessary forecast information to UK Mail in order to comply with its obligations to Royal Mail.

**UK Mail is reliant on the forecast information provided by the Customer for the accuracy of the forecast UK Mail submits to Royal Mail.**

**Therefore, UK Mail accepts no liability for the accuracy of its forecast to Royal Mail and the Customer is at all times liable for any costs incurred by UK Mail, including but not limited to any surcharges applied to UK Mail by Royal Mail and any costs necessarily and reasonably incurred by UK Mail in dealing with Royal Mail, because of inaccuracy in the forecast information the Customer provides to UK Mail.**

**In the event that Royal Mail applies a surcharge on UK Mail because of inaccurate forecasting, UK Mail will recover the surcharge from those Customers whose forecast to UK Mail was inaccurate.**

The provision of the forecast information also enables UK Mail to ensure sufficient staff and other resources are available to convey the mail in line with the service level.

The three stages of pre-notification required by Royal Mail and for which the Customer must provide information to UK Mail are:

[7-Day Forecast:](#)

- The number of Mailing Items expected to be handed over for each of the next 7 Working Days split by machinable or manual;

[Daily Update:](#)

- A daily update of the 7 day forecast to adjust the forecast provided.

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## **9.2 CUSTOMER FORECASTING TO UK MAIL**

UK Mail recognises that many Customers may find it difficult to provide an accurate split by Inward Mail Centre on the day before the Collection, which is necessary to provide Royal Mail with the required forecast by Inward Mail Centre by 10:00am on the day of the Collection.

However, it is not possible for UK Mail to provide the required forecast to Royal Mail if Customers provide only a total volume of Mailing Items for each format for each day, i.e. no split by Inward Mail Centre, and UK Mail cannot accept such forecasting from Customers.

To assist Customers, UK Mail has been working with Royal Mail and other industry representatives to develop a methodology that would enable submission of forecasts up to 24 hours later than had previously been required from Customers.

**Customers (or their mailing houses) can now send forecasts to UK Mail up to 2:00pm on the day of the Collection**, by which time most Customers will have already have processed the data for the majority of that day's production.

Under the new methodology, the file a Customer or their mailing house needs to send to UK Mail is in an XML format, making it easier to automate the generation of the forecast file alongside the processing of mailing data. Where mailers are unable to automate the generation of this file, or require an alternative process whilst this is being developed, UK Mail have developed a forecasting tool that works in Microsoft Excel to support generating the file through a manual process.

**Further information on this forecasting methodology is provided in the UK Mail Forecasting Guide and the Customer should obtain a copy of this guide from their Customer General Manager or their UK Mail sales representative.**

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## **9.3 SUBMITTING MAILING FORECASTS TO UK MAIL**

[A forecast must be submitted by 2:00pm every day \(Mon-Fri\) unless:](#)

- a) No Mailing is to be collected within the next 7 Working Days, AND
- b) No Mailing has been collected on preceding days which is being held by UK Mail on delayed release, AND
- c) No Key National Postings are planned within the next 28 days.



Forecasts for volumes to be handed over to Royal Mail on a Monday (either collected by UK Mail over a weekend or held by UK Mail on delayed release for release on the Monday) must be submitted by 2:00pm on the Friday but with a Collection Date of the Saturday. This forecast must be in addition to the usual Friday forecast.

Where mail is provided to UK Mail for delayed release, the Customer (or their mailing house) must forecast as if the mail were to be collected the Working Day before handover to Royal Mail (2 Working Days prior to the expected delivery date). Delayed release Mailings must be planned and booked in advance through their Customer General Manager.

Where work is subcontracted to another mailing house, the forecast for that Mailing should be submitted by the subcontractor so that consumables can be delivered to the correct location, and Collections organised from the correct location. The Mailing must not be included on the forecast submission of the subcontracting mailing house as this will cause an over-forecast which could result in forecasting surcharges being charged to the Customer.

UK Mail request that where possible, mailing houses also send a forecast submission by 8.30am on the day of a Collection to confirm volumes for that day to assist with scheduling of collections and delivery of consumables.

Forecast updates can be submitted throughout the day if volumes are expected to vary from a previous submission. Each submission should be a complete view of the expected mailing activity and not just the update. Therefore, if a Mailing is included on an earlier submission but not on a later one, this will be interpreted as that Mailing having been cancelled.

Forecasts are calculated based upon the Collection Date shown at the top of the Daily Forecast tab, and not upon the date they are sent to, or received by, UK Mail. Forecasts can therefore be submitted ahead of the Collection Date (or the day prior to handover to Royal Mail if for delayed release mailings) if more convenient.

In the case that a forecast is not received for a specific Collection Date, this will be treated as a cancellation of the Mailings which have previously been forecasted for that date in the Collections & Consumables section of previous forecasts. UK Mail will include zero volume in its forecasts to Royal Mail and may cancel any Collection previously scheduled.

UK Mail submits forecasts to Royal Mail prior to 4:00pm on Mondays to Fridays, and prior to 10:00am for Saturdays. UK Mail will use the latest file received prior to 2:00pm on the day of the Collection (or the day before handover to Royal Mail for delayed release Mailings) to calculate the forecast for submission to Royal Mail. UK Mail will calculate the Saturday forecast based on the last file received with the Saturday Collection Date prior to 2:00pm on Friday.

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## **9.4 FORECASTING COLLECTIONS AND CONSUMABLES**

As stated in section 7.2 above, UK Mail requires advance notice for all Collections and requests for consumables.

UK Mail will endeavour to satisfy all Collections requested at least 48 hours in advance, and will endeavour to provide consumables requested 3-7 days prior to the Collection.

These requests will be established in the first instance by documenting expected Mailings in the Collections and Consumables section of the forecast submission, with specific timing of Collections and deliveries subsequently agreed by the Customer with their Customer General Manager.

Where a Customer has a specific requirement to receive consumables more than 7 days in advance of the Collection, UK Mail will try and accommodate this subject to availability of the appropriate consumables. Requests for advance consumable supply must be made through the Customer General Manager.

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## 9.5 INACCURATE OR MISSING FORECASTS

Royal Mail has the right to surcharge UK Mail in the case that the volume of Mailing Items handed over at each Inward Mail Centre differs from the Preceding Day Notification by more than 15% (or 1,000 Mailing Items if greater).

UK Mail's forecast is generated entirely from the information provided by Customers. If UK Mail is surcharged by Royal Mail for an inaccurate forecast, UK Mail will identify the Customers whose volumes at that Inward Mail Centre differed by more than 15% from the forecast the Customers provided to UK Mail and will recover the surcharge from those Customers.

In the case that Preceding Day Notification UK Mail provides to Royal Mail is less than the actual number of Mailing Items handed over to Royal Mail at an Inward Mail Centre, Royal Mail has the right to hold Mailing Items to a number equal to the amount in excess of the Preceding Day Notification until the following day before processing the held Mailing Items.

If the number of mail tubs, trays or bags which the Customer presents to UK Mail as part of a Collection differs from the number forecast in accordance with 9.3 by more than 10%, UK Mail shall be entitled to refuse to collect or (if collected) to subsequently reject the number of tubs, trays or bags (as appropriate) in excess of the number notified.

# 10. COLLECTION

Mail will not be collected on a Saturday or Sunday without special prior agreement between the Customer and UK Mail. Collection of mail will not be made from the Customer on a bank or public holiday.

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## **10.1 COLLECTION TIMES**

As part of the Mailing Profile, the Customer and UK Mail shall agree the Collection Time and the Collection Location.

The Customer shall ensure that the Mailing Items are available for collection at the Collection Time at the Collection Location agreed in the Mailing Profile and on the date notified in the forecast provided to UK Mail according to **9.4**.

If the Customer is not ready to hand over Mailing Items within 10 minutes of the Collection Time at the Collection Location on that date, then UK Mail is not obliged to wait for the Mailing Items. UK Mail reserves the right not to collect the Mailing Items on that date or (if collected) to amend the Posting Docket to show the Mailing Items as having been collected on the next Working Day and treat them as such.

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## **10.2 HEALTH AND SAFETY**

Unless UK Mail agrees otherwise, the Customer will provide appropriate equipment and labour for loading the Collection.

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## **10.3 SCANNING OF MAIL BAGS AND TRAYS BY UK MAIL**

After collection the mail bags and trays will be taken to the relevant receiving UK Mail Centre and the bar-code on each bag or tray received at the UK Mail Centre will be scanned.

UK Mail does not accept any liability for loss or damage for any Mailing Item until the bag or tray containing the Item is scanned by UK Mail at a UK Mail site.

The scanning of a mail bag or tray by UK Mail will constitute hand over to UK Mail of the relevant Mailing Items subject to UK Mail's right to reject Mailing Items under **Section 11**.

# 11. MAIL VERIFICATION AND REVENUE PROTECTION

## **11.1 UK MAIL AND ROYAL MAIL INSPECTION OF MAILING ITEMS**

UK Mail is entitled to carry out such sampling and checking of Collections from the Customer as it reasonably considers necessary to identify any readily apparent and consistent failure by the Customer to comply with its obligations under the Customer Agreement (including this User Guide).

Mailing Items are not considered accepted by UK Mail until such time as UK Mail has had the opportunity to carry out this sampling and checking and has done so.

However, the checks made by UK Mail are necessarily restricted to a small number of bags or trays and to assessing whether there is any readily apparent and consistent failure by the Customer to comply with its obligations; for example if the Mailing Items carry no Indicator or there is no visible delivery address or envelopes are unsealed.

Where UK Mail's checking finds a compliance failure, UK Mail will endeavour to contact the Customer (or the Customer's agent e.g. mailing house) to agree the actions to be taken to reach a suitable resolution and maintain service to the Customer wherever possible.

However, this is likely to be after 1900hrs (7:00pm) and it may not be possible to contact the customer; in such cases, the normal procedure will be for UK Mail to take any action it considers reasonable with the aim of ensuring that service is maintained for that Collection.

In addition, Royal Mail will carry out its own sampling ("Mails Verification" and "Revenue Protection") to check Mailings from the Customer when handed over by UK Mail to Royal Mail to ensure compliance with the Access Agreement between UK Mail and Royal Mail.

UK Mail is not authorised by Royal Mail to undertake the detailed compliance which is undertaken by Royal Mail. For this reason, the Customer must be aware that compliance failures may be found by Royal Mail after the Mailing Items have been checked by UK Mail and the Customer remains liable in respect of any compliance failures found by Royal Mail.

Where a Revenue Protection or Mails Verification compliance failure is found by Royal Mail, Royal Mail will inform UK Mail of the action taken in respect of the compliance failure and UK Mail will in turn inform the Customer.

This will normally be within one Working Day of the Mailing Items being handed over by UK Mail to Royal Mail (and therefore within two Working Days of the Mailing Items being collected by UK Mail).

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## **11.2 ACTION IN EVENT OF MAIL VERIFICATION OR REVENUE PROTECTION ERROR**

If, following sampling and checking by UK Mail it is reasonably established that the Customer has not complied with an obligation under the Customer Agreement (including this User Guide) in respect of the whole or any part of a Collection, UK Mail shall (at its option) either:-

- (a) nonetheless accept the Collection, making such corrections to it as is necessary to ensure that in UK Mail's reasonable opinion the Collection complies with the Customer Agreement. In these circumstances, UK Mail can charge the Customer the reasonable costs of making such corrections; or

- (b) reject the relevant Mailing Items and other parts of the same Collection (until such time as they are rectified by or on behalf of the Customer);

Where UK Mail makes corrections as described by a) above, this will not affect the Customer's liability in respect of any action taken by Royal Mail should Royal Mail subsequently find a compliance failure during Royal Mail's own Revenue Protection or Mails Verification checking.

Where UK Mail decides to reject Mailing Items as described in b) above, UK Mail shall:

- 1) offer to the Customer the option of UK Mail returning the Mailing Items to the Customer or of UK Mail securely destroying the Mailing Items; or
- 2) if the Customer does not give UK Mail instructions within 5 Working Days of being offered this option, or if the Customer informs UK Mail that UK Mail may destroy the Mailing Items, UK Mail shall be entitled to securely destroy the Mailing Items

Where UK Mail is entitled to reject Mailing Items as described above, UK Mail shall be entitled nonetheless to be paid the relevant Charges in respect of the Collection (plus its reasonable handling and storage charges) except that UK Mail shall give credit to the Customer for any charges not levied by Royal Mail due to any Mailing Items not being handed over to Royal Mail.

Where UK Mail securely destroys Mailing Items it may recover from the Customer its reasonable costs of doing so

Where Royal Mail rejects Mailing Items or levies additional charges upon UK Mail in relation to mis-sortation or other compliance failures in respect of the whole or any part of a Collection, which may include the additional payment of the prevailing, applicable Royal Mail First Class public tariff postage rate, then UK Mail is entitled to recover these charges from the Customer and to levy upon the Customer its and/or Royal Mail's reasonable handling and storage charges.

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### **11.3 UK MAIL INSPECTION OF MAILING ITEM MACHINABILITY**

As set out in section 6 above, use of UK Mail's unsorted mail services requires the Customer to present Mailings for each Collection such that the mail is separated and labelled to state if the Mailing Items meet the Royal Mail specification for OCR or Machineable mail, or if the items require hand-sorting by UK Mail.

In order to ensure correct presentation of Mailing Items to Royal Mail, after consolidation and sortation of the Customer's items together with items from other UK Mail customers, UK Mail may carry out revenue protection checks prior to sorting the Customer's mail.

If UK Mail reasonably considers the Customer's mail does not meet the requirements for the service for which it has been presented to UK Mail, UK Mail may choose to present the Customer's Mailing Items to Royal Mail on a different service.

In the event that UK Mail does so, UK Mail will charge the Customer according to the service under which the Customer's Mailing Items are presented to Royal Mail. UK Mail will also retain a scanned image of an example non-compliant Mailing Item, which will be provided to the Customer on request, in order to demonstrate the reason for non-compliance.

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## **11.4 CUSTOMER'S RESPONSIBILITY REGARDING COMPLIANCE WITH ROYAL MAIL REQUIREMENTS**

It is the Customer's responsibility to ensure that it complies with the requirements contained in the Royal Mail User Guides in respect of the eligibility, presentation and sortation of mail.

It is the Customer's responsibility to remain aware of any changes that may be made to the Royal Mail User Guides from time to time.