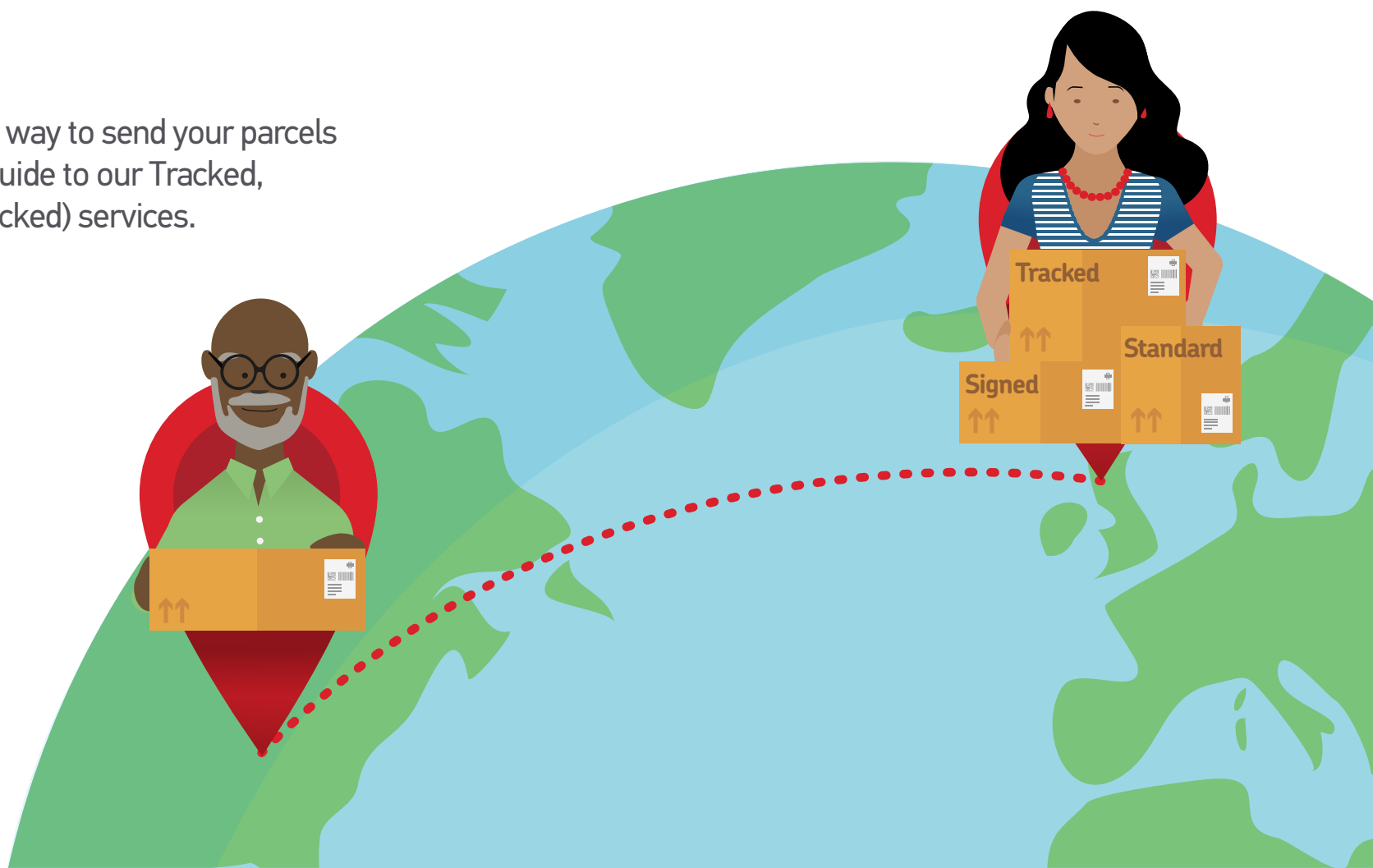




# International Business Parcels

## User Guide

The simple and economical way to send your parcels abroad. A comprehensive guide to our Tracked, Signed and Standard (untracked) services.



# Contents

<b>International Business Parcels.....</b>	<b>3</b>	<b>Service specific information – International Standard.....</b>	<b>27</b>
<b>Step-by-step guide.....</b>	<b>5</b>	What is International Business Standard?.....	28
Step 1: Getting ready.....	6	Zero Sort and Zone Sort.....	32
Step 2: Addressing your parcels.....	9	Zero Sort Low and High Volume.....	34
Step 3: Bagging your parcels or using sleeved yorks.....	13	Max Sort.....	41
Step 4: The paperwork.....	13	Print Direct.....	44
Step 5: Despatch.....	14	<b>Bulk postings – when notification is required in advance..</b>	<b>46</b>
<b>Service specific information – International Tracked.....</b>	<b>15</b>	<b>Compensation.....</b>	<b>48</b>
What is International Business Tracked?.....	16	<b>Help, tips and FAQs.....</b>	<b>51</b>
International Business Tracked – Preparing and bundling.....	18	<b>Addressing your parcels correctly.....</b>	<b>53</b>
International Business Tracked only information.....	20	<b>Appendices.....</b>	<b>56</b>
International Business Tracked with Signature information.....	21	Appendix A: Product codes.....	57
<b>Service specific information – International Signed.....</b>	<b>22</b>	Appendix B: Service availability by country.....	58
What is International Business Signed?.....	23	Appendix C: Service availability map.....	68
International Business Signed – Preparing and bundling.....	24	Appendix D: OCR specification for Parcels.....	69
International Business Signed information.....	26	Appendix E: Max Sort Mixed Format Option.....	71
		Appendix F: Limited Quantities of Dangerous items – Label and Design Requirements.....	73



# International Business Parcels

**Our International Business Parcels offering is made up of three services:**

International Business Tracked  
International Business Signed  
International Business Standard

## **What is International Business Tracked?**

International Business Tracked is a fully tracked service from posting to delivery overseas. To most countries there is also the option of a signature on delivery. However, to some places a signature will be included as part of the service.

## **What is International Business Signed?**

International Business Signed is a signed for service where a signature is taken when the item is delivered overseas. All items are tracked until they leave the UK.

## **What is International Business Standard?**

International Business Standard is an untracked service with a choice of delivery speeds.

## **What are the qualifying criteria?**

To qualify to use International Business Tracked and International Business Signed you must either:

- Spend a minimum of £5,000 each year across the International Business Services portfolio *or*
- Send a minimum of 1,000 items per year across any combination of Royal Mail Tracked 24<sup>®</sup>, Royal Mail Tracked 48<sup>®</sup>, Royal Mail Tracked Returns<sup>®</sup>, International Business Tracked, International Business Signed and International Tracked Returns.

To qualify to access the International Business Standard option you will need to spend more than £5,000 (or £10,000 for Max Sort) per annum across the International Business Services portfolio.

Further details are set out in the Specific Terms for International Business Services.

This User Guide shows how International Business Parcels work, but if you have any questions we'll be glad to help. Just call **03457 950 950** (local rate). Or you can find out more at our website at [royalmail.com/internationalbusinessparcels](https://royalmail.com/internationalbusinessparcels)

This User Guide forms part of the operational terms referred to in the Royal Mail General Terms and Conditions.

# International Business Parcels

A table summarising our Parcels services is shown below:

Service name	Tracked	Signed	Standard
No. of Destinations	79	157	231
Tracking	Full	Part (receipt and left UK)	No
Signature	*Option to 48 countries	Yes	No
Max Weight	2kg**	2kg	2kg
Size	L+W+H <=90cm, no one side longer than 60cm	L+W+H <=90cm, no one side longer than 60cm	L+W+H <=90cm, no one side longer than 60cm
Compensation	£100 (standard) Option up to £300	£50 (standard) Option up to £250	No
Europe Delivery Speed (working days)	2 - 4 (Western) 3 - 5 (Rest of Europe)	3 - 5	3 - 5 (Priority), 10 - 15 (Economy)
Worldwide Delivery Speed (working days)	5 - 7	5 - 7	6 - 7 (Priority), 2 - 12 weeks (Economy)
Returns	1	No	28 countries
Delivery Notifications	Yes	No	No

\* For the remaining 31 destinations we will either provide a tracked only service or a Tracked with Signature service. Please refer to Appendix B, page 58 for details of which options are available.

\*\* Parcels up to 5kg in weight will be accepted via the Tracked with Signature option to: Austria, Bulgaria, Czech Republic, Germany, Greece, Hungary, Luxembourg, Poland, Portugal, Romania, Slovakia (Slovak Republic), Slovenia and Thailand. Parcels up to 5kg in weight also accepted on our Tracked only service to Austria, Israel, Taiwan and Thailand. For all other countries the weight limit is 2kg unless otherwise stated in this document

Delivery speed where stated in days are based on working days (Monday-Friday) and exclude the day of posting, Saturdays, Sundays and Bank Holidays in the UK and overseas. Our delivery aims also assume that items are not held in customs.

# Step-by-step guide



# Step-by-step guide

## Everything you need to know, from addressing your parcels to despatching them.

Regardless of which option you choose, the following pages detail the steps you need to take in order for us to get your parcels where you want them, when you want them there.

### STEP 1

#### Getting ready

Check what you're sending. International Business Parcels can be used to send any personalised parcels or items of commercial value as well as non-personalised direct marketing communications like catalogues and directories.

#### Prohibited and restricted items

There are certain prohibited items which you must **not** send and restricted items which may have conditions attached to their sending.

What is prohibited or restricted varies from country to country and can sometimes include apparently ordinary things. If you are unsure about anything, please contact your local Royal Mail Sales Centre on **03457 950 950**, visit our website at [royalmail.com/countriesAtoZ](https://royalmail.com/countriesAtoZ) or refer to the provisions of the Royal Mail General Terms & Conditions that cover prohibited materials and restricted materials.

## Dangerous items and substances

You must **not** send dangerous items and substances by any Royal Mail international service. Dangerous substances include explosive fireworks, gases, flammable liquids, toxic substances, corrosive chemicals etc.

Classifications of dangerous items and substances may change so please check with your local Royal Mail Sales Centre on **03457 950 950**, or visit our website at [royalmail.com/prohibitions](https://royalmail.com/prohibitions)

### Dangerous items - Exemptions to the rules

We can accept the following dangerous items provided:

1. you only post such items via the International Business Tracked with signature option;
2. you do not exceed the limited quantities per Item as set out below (Limited Quantities);

Dangerous items	Limited Quantities per Item
UN1950 - Aerosols for toiletry or medicinal	No more than two 500ml aerosols per Item
UN1263 - Nail Varnish, Polish or Gel	No more than four 30ml bottles per Item
UN1266 - Perfumes and Aftershaves	No more than four 150ml bottles per Item

# Step-by-step guide

3. they are being sent to one of the following European countries; and:

Austria	Bulgaria	Czech Republic	Germany
Hungary	Luxembourg	Poland	Portugal
Romania	Slovakia	Slovenia	

4. your posting location and returns address for undeliverable items must be in one of the postcode areas listed below:

AL – St. Albans	DL – Darlington	LL – Llandudno	SA – Swansea	WD – Watford
B – Birmingham	DT – Dorchester	LN – Lincoln	SE – South East London	WF – Wakefield
BA – Bath	DY – Dudley	LS – Leeds	SG – Stevenage	WN – Wigan
BB – Blackburn	E – East London	LU – Luton	SK – Stockport	WR – Worcester
BD – Bradford	EC – Eastern Central London	M – Manchester	SL – Slough	WS – Walsall
BH – Bournemouth	EN – Enfield	ME – Maidstone	SM – Sutton	WV – Wolverhampton
BL – Bolton	EX – Exeter	MK – Milton Keynes	SN – Swindon	YO – York
BN – Brighton	FY – Blackpool	N – North London	SO – Southampton	
BR – Bromley	GL – Gloucester	NE – Newcastle upon Tyne	SP – Salisbury	
BS – Bristol	GU – Guildford	NG – Nottingham	SR – Sunderland	
CA – Carlisle	HA – Harrow	NN – Northampton	SS – Southend-on-Sea	
CB – Cambridge	HD – Huddersfield	NP – Newport	ST – Stoke-on-Trent	
CF – Cardiff	HG – Harrogate	NR – Norwich	SW – South West London	
CH – Chester	HP – Hemel Hempstead	NW – North West London	SY – Shrewsbury	
CM – Chelmsford	HR – Hereford	OL – Oldham	TA – Taunton	
CO – Colchester	HU – Hull	OX – Oxford	TF – Telford	
CR – Croydon	HX – Halifax	PE – Peterborough	TN – Tonbridge	
CT – Canterbury	IG – Ilford	PL – Plymouth	TR – Truro	
CV – Coventry	IP – Ipswich	PO – Portsmouth <small>(excluding the Isle of Wight P030 – P041)</small>	TS – Cleveland	
DA – Dartford	KT – Kingston upon Thames	PR – Preston	TW – Twickenham	
CW – Crewe	L – Liverpool	RG – Reading	UB – Greenford	
DE – Derby	LA – Lancaster	RH – Redhill	W – West London	
DH – Durham	LD – Llandrindod	RM – Romford	WA – Warrington	
DN – Doncaster	LE – Leicester	S – Sheffield	WC – Western Central London	

# Step-by-step guide

5. you must follow the mail preparation instructions in Appendix F on page 73

## What are 'Parcels'?

A Parcel is anything that is:

- Not a Letter or a Large Letter
- The length plus the width plus the height must not exceed 900mm and no single dimension may exceed 600mm
- For tubular or rolled packages:  
the length plus twice the diameter must not exceed 1040mm but must be at least 170mm  
the greatest single dimension must not exceed 900mm but must be at least 100mm
- No parcel can be heavier than 2kg unless it either contains printed matter or is sent to selected countries via the Tracked with Signature option where the weight limit is increased to 5kg, see page 8

## The other formats that we have are Letters and Large Letters:

### What are 'Letters'?

A Letter is considered as anything that is:

- Over the size of 140mm x 90mm
- Under the size of 245mm x 165mm
- No more than 5mm thick
- Less than 100g in weight.

### What are 'Large Letters'?

A Large Letter (formally known as Flats) for the purposes of our Tracking and Signature Services is considered as anything that is:

- Over the size of 140mm x 90mm
- Under the size of 381mm x 305mm
- No more than 20mm thick
- Less than 500g in weight.

Our Tracked and Signed services offer pricing for smaller sized items such as Letters and Large Letters and further details on these services are in this guide.

For details on our untracked services for Letters and Large Letters then please refer to our International Business Mail User guide found at [royalmail.com/internationalbusinessmail](https://royalmail.com/internationalbusinessmail)



# Step-by-step guide

**Please note** that where the term ‘Letter’, ‘Large Letter’ or ‘Parcel’ is used in this User Guide, the meaning above applies and not the meaning of ‘Letter’, ‘Large Letter’ or ‘Parcel’ as set out in the Royal Mail General Terms and Conditions.

## Individual item weights

The maximum weight for an individual item is 2kg. However, you can send books and pamphlets, i.e. any papers ‘bound’ together, up to 5kg.

Items between 2kg and 5kg in weight which contain books or pamphlets must be marked ‘Printed Papers’ in the top left hand corner on the front of the item. You must not include personal correspondence with these items.

## Weight exceptions to the information above:

- Ireland – only books can be above 2kg up to the limit of 5kg
- Cambodia – no items above 2kg
- Canada – no items above 2kg
- You may also send via the Tracked with Signature option parcels with any contents (but not Restricted or Prohibited items) up to 5kg in weight to: Austria, Bulgaria, Czech Republic, Germany, Greece, Hungary, Luxembourg, Poland, Portugal, Romania, Slovakia and Slovenia
- You may also send via the Tracked only option parcels with any contents up to 5kg to Austria, Israel, Taiwan and Thailand.

Items that exceed these weight limits may be sent by Parcelforce Worldwide which is a separate service not covered by this agreement.

Parcelforce Worldwide can be contacted via their enquiry centre on **0344 800 4466** or at [parcelforce.com](https://www.parcelforce.com) for more information.

## STEP 2

### Addressing your parcels

To automate the address label production and to ensure that all the elements that we require are shown we recommend using Click & Drop®, as this can save time and streamline the mailing operation by:

- Producing barcoded address labels (where required) complete with S10 barcode, PPI, Airmail Indicator and Return Address
- Eliminating the need to complete lots of paperwork as the system will produce it automatically. E.g. the manifest (a manifest is list of barcodes and service details), the Sales Order and the Customer Collection Receipt
- Producing the appropriate customs label when required
- Providing a searchable record of despatches and issuing automatic software updates
- Providing an automated link to Royal Mail’s electronic billing system.

Alternatively you can access our Shipping API or you may undertake your own system development by following our Customer Own Shipping Solution (COSS) specifications.

If you are interested either in Click & Drop® or our API please visit [royalmail.com/clickanddrop](https://royalmail.com/clickanddrop)

# Step-by-step guide

If you are interested in creating your own Shipping Solution then details can be found at [royalmail.com/coss](https://royalmail.com/coss)

If you would like to discuss which shipping system is best for you then please call **03457 950 950**

**Otherwise you must follow the guidelines below:**

## Addressing your parcels

Please address your parcels as clearly as possible, ensuring they are suitably wrapped. Royal Mail cannot accept unwrapped items of mail. Pages 53 and 54 show sample addresses for most European countries and many others too. There are also a few basic rules to follow to help us get your parcels to their destination safely:

- Addresses must be applied on one of the largest sides of the parcel
- Addresses should be printed using one of our machine readable fonts as detailed in Appendix D on page 69
- All parcels must have a valid country on the last line of the address
- This must be in English and not abbreviated (although USA is acceptable)
- There must be nothing else on the last line of the address apart from the country name
- The town and country should be in capital letters
- Many countries operate a postcode system. A valid postcode should be included in the address for these countries.

There should be a 'clear zone' of 5mm around the address, with no other information contained within the clear zone. If a window envelope is used, the address should be 5mm clear all round from the edge of the window.

For up to date information on acceptable address formats, visit [www.upu.int](https://www.upu.int)

## Return address

If you would like your undeliverable parcels returned, please put your UK return address on each item (ideally at the edge of the parcel at a right angle to the delivery address) and ensure there is a company identifier (i.e. a logo or company name).

We do recommend that you apply a UK return address to the outside of every item as your mail may experience delays if you fail to apply a UK return address.

If you send over 1,500 items in a posting to a single country or over 5,000 items in any 2 week period to a single country, you must include a complete UK return address on the outside of each such item with a company identifier e.g. Company name or logo.

**Each item must only display one delivery address and, if applied, one UK return address.**

# Step-by-step guide

## Do I need a customs form?

If you are sending an item to a destination outside the European Union, it will need a customs form if it is either:

- An item of value
- Mail with a fulfilment or enclosure (item of commercial value).

For parcels up to and including a value of £270, attach a signed, completed CN 22 form (shown on the next page) to the front of the item. For parcels with a value over £270 use a CN 23 form in a plastic wallet (stock item code: SP 301).

On both forms you will need to sign to certify that the item does not contain any dangerous articles, prohibited by postal regulations (you are responsible for checking this)\*.

## Electronic Customs Data

If you are sending an item that needs a CN 22 or CN 23, the item will also need to be accompanied with the following electronic information:

- Sender details (name, address, and if available, telephone number);
- Recipient details (name, address including destination country, and if available, telephone number and e-mail);
- Item details (an accurate and concise description of goods, quantity, weight and value – with each commodity shown as a separate line entry);

- Harmonised System (HS) Trade Tariff code;
- Country of origin of contents, which refers to where the goods were produced or assembled and
- The amount of postage paid and, separately, any other charges (such as insurance costs)

Please visit **[royalmail.com/international-data](https://royalmail.com/international-data)** or contact your Royal Mail Account Manager for any queries or, if your query relates to shipping platform specifications in particular, contact **[shippingsupport@royalmail.com](mailto:shippingsupport@royalmail.com)**

We have updated our shipping system – Click & Drop® – and the specifications in our Customer Own Shipping Solutions (COSS) guide to help you provide this data electronically to us.

## S10 Barcode and tracked export goods

All items containing goods, including for EU destinations, also need a Universal Postal Union (UPU) compliant S10 barcode so that electronic customs data can be linked to the exported goods. For tracked export goods, you will also need a 2D barcode. Please note that a label produced via a RM Shipping Solution or COSS, will contain all necessary compliant barcodes.

For further details, visit **[royalmail.com/customs](https://royalmail.com/customs)**

Example CN 22 – For use with items up to a value of £270

# Step-by-step guide

Example CN 22 – For use with items up to a value of £270

Example CN 23 – For use with items over a value of £270

Customs declarations can be ordered by contacting Royal Mail on **03457 950 950** or you can download templates from [royalmail.com/customs](https://www.royalmail.com/customs)

## Who pays customs duty?

Customs charges are the responsibility of the recipient. For current rates and categories, please contact the Department For Business, Innovation and Skills on **0207 215 5000**.

## Printed Postage Impression (PPI) and Airmail indicators

All items sent under the Business Parcels Services must bear a PPI. Please note that a label produced via a RM Shipping Solution or COSS, will contain all necessary elements listed below.

## Printed Postage Impression (PPI)

You must print or stamp the PPI onto the envelope or label in the top right hand corner.

Each PPI design has its own design specification that has to be followed and is made up of two elements:

- The delivery speed indicator
- The 'Delivered by Royal Mail' mark.

You can choose not to include the 'Delivered by Royal Mail' mark within the PPI, but you must have a delivery speed indicator and the initials 'GB'.

Full details (including artwork) on PPIs are available at [royalmail.com/ppi](https://www.royalmail.com/ppi)

## Airmail indicator

All items must display an Airmail indicator or display the words 'Par Avion' or 'Prioritaire'. This should be positioned as close as possible to the top left-hand corner on the front of the item. Failure to include a Priority Airmail indicator may result in your items being delayed. Airmail indicator images are available at: [royalmail.com/internationalbusiness](https://www.royalmail.com/internationalbusiness)

Please note that Royal Mail barcode labels include an Airmail indicator, and do not need an additional Airmail indicator.



# Step-by-step guide

## STEP 3

### Bagging your parcels or using sleeved Yorks

The standard method of despatching parcels is to use mail bags. However, depending on volumes and operational capability, it may be possible to use sleeved Yorks.

#### When using mail bags

Make sure all bags are sealed around the neck with a bag tie and that they are securely tied with a fully complete label (or labels) attached. For more detail please refer to the section with further information on your required option.

Your parcels, as a minimum, need to be sorted by service speed and placed in separate bags.

Finally, a mail bag including all its contents must not weigh more than 11kg. Bags which are heavier than this will increase the risk of our staff suffering injury.

#### When using sleeved Yorks

Sleeved Yorks can be used for high volume parcel traffic without the need for bags (apart from the Max Sort and Print Direct sorting options found in the Standard service). This saves you time in preparation and despatch.

When using a sleeved York, you must affix a fully completed label by tying a normal bag tie through or around the fastening device on the York (this may be a zip or a clip).

Your parcels, as a minimum, need to be sorted by service speed and placed in separate Yorks. For more details please refer to the appropriate section within this guide.

## STEP 4

### The paperwork

Royal Mail provides a shipping solution to despatch your items. If you're not using a shipping solution, once you have prepared and labelled your parcels, you must create and print a sales order from the Online Business Account (OBA) system.

You do not need to follow these steps if you have automated the production of the paperwork by either using Click & Drop® or our Shipping API or a COSS system.

If you have any questions about completing your paperwork, or would like to understand which option is best for you, contact us on **03457 950 950**.

### Online Business Account

Online Business Account (OBA) is a customer ordering facility available to all our account customers. OBA allows you to create sales orders electronically, and holds your mailing history so you can retrieve reports and export information to perform further analysis.

#### Benefits of OBA include:

- Streamlined ordering and online payment
- Easy yet secure access to your records
- Fast and easy account management, all in one place.

For further information visit: [royalmail.com/oba](https://royalmail.com/oba)

# Step-by-step guide

When using the Standard Parcels Zero Sort and Zone Sort sorting options (further information on these options appears in the Standard section on page 27) you will need to select the sorting option and zone (if applicable), and input the number of items and the average weight.

When using the Zero Sort High Volume sorting option you must input into OBA the number of items and their average weight, for each country you are sending to, as this sorting option offers country specific pricing. We have created an OBA Data Generator which you can use to facilitate a quick and easy 'mail file upload' process. This is available for download from [internationalmailtechnical.com](http://internationalmailtechnical.com)

Alternatively, you can develop your own software to provide an electronic data transfer mechanism to the OBA Interface. Testing and accreditation for the electronic link will be undertaken separately by our OBA technical support team.

## Work out the costs using the Rate Card

To calculate the cost of your mailing, please refer to the International Business Parcels Rate Card. This can be downloaded from the document library at [royalmail.com/internationalbusinessparcels](http://royalmail.com/internationalbusinessparcels) where there is also a pricing calculator.

For details of all our International Business Parcels service codes, refer to Appendix A on page 57.

## STEP 5

### Despatch

#### Collection

If you have a local daily collection of mail then all your international parcels can be collected at the same time.

The only exception being the Standard Zero Sort High Volume option which is collected by our Regional Distribution Centre network.

If you require a collection, please contact the Royal Mail Sales Centre on **03457 950 950** to arrange this.

#### Order more supplies

Once you've completed your mailing, you may need additional stocks of bags/Yorks, ties, labels and customs forms ready for your next mailing. Please contact us on **03457 950 950** for more supplies and allow 72 hours for the delivery of stock. Alternatively you can order your mail supplies when you log into the Online Business Account System or visit [royalmail.com/ailsupplies](http://royalmail.com/ailsupplies)

# Service specific information – International Business Tracked



# What is International Business Tracked?

International Business Tracked is a fully tracked service from posting to delivery overseas.

Items are scanned at point of acceptance into our network, when items leave the UK, on arrival overseas and on delivery.

A signature on delivery\* is an option to the majority of countries. However, to some countries it will be part of the service specification. We also have a small number of destinations where a tracked only service is available.

To see which options exist to which countries see Appendix B, page 58.

*\* Note that not all Postal Operators in a destination country obtain a signature on delivery. In some instances, the Postal Operator will either obtain a signature or a similar proof of delivery such as a suitable form of identification.*

## Our delivery aims, in days\*, for this service are:

Western Europe	Eastern Europe	Rest of World
2-4	3-5	5-7

If the signature option is selected to Western Europe then please allow up to an additional working day.

*\* Days refer to working days (Monday-Friday) and exclude the day of posting, Saturdays, Sundays and Bank Holidays in the UK and overseas. Our delivery aims also assume that items are not held in customs.*

**For the purposes of our delivery aims we class the following countries as being in Europe:**

Western Europe			
Austria	France (including Andorra)	Italy (including Vatican City and San Marino)	Spain (including Canary Islands)
Belgium	Germany	Luxembourg	Sweden
Denmark	Ireland	Netherlands	Switzerland
Finland (inc Aland Islands)	Iceland	Portugal	

Eastern Europe			
Albania	Estonia	Lithuania	Slovak Republic
Andorra	Georgia	Macedonia	Slovenia
Armenia	Gibraltar	Malta	Tajikistan
Azerbaijan	Greece	Moldova	Turkey
Belarus	Hungary	Montenegro	Turkmenistan
Bosnia & Herzegovina	Kazakhstan	Norway (inc Spitzbergen)	Ukraine
Bulgaria	Kosovo	Poland	Uzbekistan
Croatia	Latvia	Romania	
Cyprus	Kyrgyzstan	Serbia	
Czech Republic	Liechtenstein	Russian Federation	



# What is International Business Tracked and International Business Tracked with Signature?

## International Business Tracked

International Business Tracked is a fully tracked service. It is available to selected destinations only. Please see Appendix B for a list of destinations.

### It's tracked

You'll be able to see where your package is every step of the way, from arrival in the local UK Mail Centre, despatch from the UK, arrival overseas and final delivery to the end customer (or delivery attempt, if the customer is not at home). To track the progress of an item visit [royalmail.com/trackdetails](https://royalmail.com/trackdetails)

### It saves you money

International Business Tracked is offered to large volume international business customers at a discounted rate.

### It offers compensation

It offers standard compensation up to £100 and an option to buy extra compensation up to £300.

### Return of undelivered items

If your item cannot be delivered, it will be returned free of charge, tracked right back to your local delivery office (providing you include a return address on your item).

## International Business Tracked with Signature

International Business Tracked with Signature is a fully tracked service with a signature taken at the time of delivery. It is available to selected destinations only. Please see Appendix B for a list of destinations.

### It's tracked

You'll be able to see where your package is every step of the way, from arrival in the local UK Mail Centre, despatch from the UK, arrival overseas and final delivery to the end customer (or delivery attempt, if the customer is not at home). To track the progress of an item sent using this service visit [royalmail.com/trackdetails](https://royalmail.com/trackdetails)

### It saves you money

International Business Tracked with Signature is offered to large volume international business customers at a discounted rate.

### It offers compensation

It offers standard compensation up to £100 and an option to buy extra compensation up to £300.

### Return of undelivered items

If your item cannot be delivered, it will be returned free of charge, tracked right back to your local delivery office (providing you include a return address on your item).

**NOTE:** We cannot deliver to PO Boxes or to military establishments located in the following countries:

**Tracked:** Austria

**Tracked with Signature:** Austria, Bulgaria, Czech Republic, Germany, Greece, Hungary, Luxembourg, Poland, Portugal, including 'Apartados', Romania, Slovakia and Slovenia.

# International Business Tracked – Preparing and bundling

## PREPARING YOUR MAIL

### Separating your items

Firstly, items need to be separated between EU and non-EU and by service type e.g. Tracked only/Tracked & Signed or Signed only.

#### EU countries are:

Austria	Ireland
Belgium	Italy (except Vatican City)
Bulgaria	Latvia
Croatia	Lithuania
Cyprus	Luxembourg
Czech Republic	Malta
Denmark (except Faroe Islands and Greenland)	Netherlands
Estonia	Poland
Finland (except Aland Islands)	Portugal
France	Romania
Germany	Slovak Republic
Greece	Slovenia
Hungary	Spain (except the Canary Islands)
	Sweden

Other destinations that sit within Europe but are VAT exempt and therefore can be sent as a Rest of World selection include:

Andorra Gibraltar San Marino

For a comprehensive list of VAT exempt countries please visit:

[hmrc.gov.uk/vat/managing/international](https://hmrc.gov.uk/vat/managing/international)

## BUNDLING YOUR ITEMS

Once you have separated your items into EU and the Rest of World and into Tracked and Tracked with Signature groups you must then bundle any Letters and Large Letters separately as the tracked services are priced by item category.

### Despatch

Our Tracked items must be posted either via a Priority Service pouch or via mail bags.

If using the Priority Service pouch (stock item: SS950), you must secure it with a blue tamper-proof seal (SS956).

If using our mail bags, they need to be secured with a standard black bag tie (LN2).

Make sure all bags are tied around the neck with the fully completed bag label (P6668C) shown below affixed and fully completed.

The image shows a blue bag label for Royal Mail International Business Services. It is titled 'Royal Mail International Business Services' and 'International Signed/tracked/tracked with signature'. Below the title, it says 'Please tick boxes as appropriate'. The label is divided into two main sections: 'Product' and 'Zone'. The 'Product' section has three rows: 'Tracked with signature' with a checkbox, 'Tracked' with a checkbox, and 'Signed' with a checkbox. Below these is a 'Date posted' field with a date format ' / /'. The 'Zone' section has two rows: 'EU' with a checkbox and 'Rest of World' with a checkbox. Below these is a 'Bag No.' field with a format ' of '. On the right side of the label, there is a vertical red line with the text 'OPEN AT MAIL CENTRE PS LOCKER'. The label number 'P6668C' is printed at the bottom left.

# International Business Tracked – Preparing and bundling

## Despatch continued

You must use a different mail bag for your EU items and a different mail bag for your Rest of World items. However, each bag may contain a mixture of item formats (Letters, Large Letters and Parcels).

Please remember to bundle your Letters and Large Letters. Each bag may also contain a mix of: Tracked only items, Tracked with Signature items and Signed items unless the mailing is a higher volume mailing, as detailed below. Please note, if you send parcels directly into our international Mail Centre (HWDC), you must use separate green bags for the three services.

For higher volume mailings, e.g. where there is more than one mail bag to EU or one mailbag to the Rest of World, then items must also be sorted by service for the zone where there is more than one mail bag. For example, a customer with two bags of Letters, Large Letters and Parcels, being sent to the EU, with a mix of International Business Tracked, International Signed and International Business Tracked with Signature items should split their items into three bags – one for International Business Tracked, one for International Business Signed and one for International Business Tracked with Signature.

A mail bag – including all its contents – must not weigh more than 11kg. Bags which are heavier than this will increase the risk of our staff suffering injury.

# International Business Tracked only information

## Checklist for manual postings

1. Apply Tracked barcode label (P6522) to each item.
2. Place all your Tracked items in either a Priority Service pouch or mail bag. If using a mail bag use one for EU items and another bag for Rest of World.
3. Complete Despatch Receipt (P6565) and place an upper copy in the Priority Service pouch (SS950) or mail bag. Ensure that the despatch receipt matches the items in the bag/pouch. The collection driver signs the customer copy as a proof of posting.
4. Seal either the Priority Service pouch using a blue tamper-proof seal (SS956) or tie the mail bag with a black bag tie (LN2) and bag label (P6668C) fully completed and affixed.
5. If using OBA, complete the OBA sales order and hand over to the driver together with your mail.



In the event that the OBA sales order is not available, a Customer Collections Receipt (CCR) must be completed and given to the driver and OBA emergency posting process followed, available at [royalmail.com/oba-emergency-posting](https://royalmail.com/oba-emergency-posting)

In the event you hand over your mail to the Post Office directly, repeat the steps 1-3 above but **do not seal the bag**.

## Click & Drop® checklist

1. Click & Drop® will produce a barcode label with all the information needed (barcode, PPI, return address and relevant international mailing indicators).
2. Print off and complete a collections manifest, along with a confirmed sales order.
3. Place the signed collections manifest in the priority service pouch or mail bag and hand over to the driver.
4. Seal either the Priority Service pouch using a blue tamper-proof seal (SS956) or tie the mail bag with a black bag tie (LN2) with the bag label (P6668C) fully completed and affixed.

# International Business Tracked with Signature information

## Checklist for manual postings

1. Apply an International Business Tracked with Signature barcode label (P6696) to each item.
2. Place all your International Business Tracked with Signature items in either a priority service pouch or mail bag. If using a mail bag, use one for EU items and another bag for Rest of World.
3. Complete the despatch receipt (P6565), to be signed by the driver, and place the upper copy in the priority service pouch (SS950) or mail bag. You must ensure that the despatch receipt matches the items in the priority service pouch or mail bag.
4. Seal either the Priority Service pouch, using a blue tamper-proof seal (SS956) or tie the mail bag with a black bag tie (LN2) and bag label (P6668C) fully completed and affixed.
5. If using OBA, complete the sales order and hand over to the driver together with your mail.



In the event that the OBA sales order is not available, a Customer Collections Receipt (CCR) must be completed and given to the driver and OBA emergency posting process followed, available at

[royalmail.com/oba-emergency-posting](http://royalmail.com/oba-emergency-posting)

In the event you hand over your mail to the Post Office directly, repeat steps 1-3 but **do not seal the bag**.

## Click & Drop® checklist

1. Click & Drop® will produce a barcode label with all the information needed (barcode, PPI, return address and relevant international mailing indicators).
2. Print off and complete a collections manifest, along with a confirmed sales order.
3. Place the signed collections manifest in the priority service pouch or mail bag and hand over to the driver.
4. Seal either the Priority Service pouch using a blue tamper-proof seal (SS956) or tie the mail bag with a black bag tie (LN2) with the bag label (P6668C) fully completed and affixed.

# Service specific information – International Business Signed



# What is International Business Signed?

## International Business Signed

International Business Signed is a priority service available to all countries which are not covered by our International Business Tracked with Signature option. Items are tracked until they leave the UK and on delivery the item is not handed over until it is signed for.

### It's a signed service\*

On delivery, the item is only handed over once it has been signed for (although, please note that we do not currently provide a copy of the signature as part of this service).

### It's easy

International Business Signed offers an easier ordering process via Online Business Account (OBA) and Click & Drop®.

### It saves you money

International Business Signed is offered to large volume international business customers at a discounted rate.

### It offers compensation

It offers standard compensation up to £50 and an option to buy extra compensation up to £250.

### Return of undelivered items

If your item cannot be delivered, it will be returned free of charge, tracked from arrival back in the UK right back to your local delivery office (providing you include a return address on your item).

\* Note that not all Postal Operators in a destination country obtain a signature on delivery. In some instances, the Postal Operator will either obtain a signature or a similar proof of delivery such as a suitable form of identification.

## Our delivery aims, in days\*, for this service are:

Europe	Rest of World
3–5 days	5–7 days

\* Days refer to working days (Monday-Friday) and exclude the day of posting, Saturdays, Sundays and Bank Holidays in the UK and overseas. Our delivery aims also assume that items are not held in customs.

## Countries classed as Europe are:

Europe			
Albania	Estonia	Kyrgyzstan	Russian Federation
Andorra	Finland (inc Aland Islands)	Latvia	Serbia
Armenia	France (inc Monaco)	Liechtenstein	Slovak Republic
Austria	Georgia	Lithuania	Slovenia
Azerbaijan	Germany	Luxembourg	Spain (inc Canary Islands)
Belarus	Gibraltar	Macedonia	Sweden
Belgium	Greece	Malta	Switzerland
Bosnia & Herzegovina	Hungary	Moldova	Tajikistan
Bulgaria	Iceland	Montenegro	The Netherlands
Croatia	Ireland (Rep of)	Norway (inc Spitzbergen)	Turkey
Cyprus	Italy (inc San Marino and Vatican City)	Poland	Turkmenistan
Czech Republic	Kazakhstan	Portugal (inc Azores and Madeira)	Ukraine
Denmark (inc Faroe Islands and Greenland)	Kosovo	Romania	Uzbekistan

# International Business Signed – Preparing and bundling

## PREPARING YOUR MAIL

### Separating your items

Firstly, you will need to separate and present your items destined for the EU from your other items destined for the Rest of World and your tracked only items from those either requiring a signature or that obtain a signature as part of the tracked service.

### EU countries are:

Austria	Ireland
Belgium	Italy (except Vatican City)
Bulgaria	Latvia
Croatia	Lithuania
Cyprus	Luxembourg
Czech Republic	Malta
Denmark (except Faroe Islands and Greenland)	Netherlands
Estonia	Poland
Finland (except Aland Islands)	Portugal
France	Romania
Germany	Slovak Republic
Greece	Slovenia
Hungary	Spain (except the Canary Islands)
	Sweden

Other destinations that sit within Europe but are VAT exempt and therefore can be sent as a Rest of World selection include:

Andorra Gibraltar San Marino

For a comprehensive list of VAT exempt countries please visit:

[hmrc.gov.uk/vat/managing/international](https://hmrc.gov.uk/vat/managing/international)

### Bundling your items

Once you have separated your items into EU and the Rest of World, you must then bundle any Letters and Large Letters separately as the Signed service is priced by item category.

### Despatch

Signed items must be posted either via a Priority Service pouch or via mail bags.

If using the Priority Service pouch (stock item: SS950), you must secure it with a blue tamper-proof seal (SS956).

If using our mail bags, they need to be secured with a standard black bag tie (LN2).

Make sure all bags are tied around the neck with the fully completed bag label (P6668C) shown above affixed and fully completed.

Royal Mail International Business Services	
International Signed/Tracked/Tracked with signature	
Please tick boxes as appropriate	
<b>Product</b>	<b>Zone</b>
Tracked with signature <input type="checkbox"/>	EU <input type="checkbox"/>
Tracked <input type="checkbox"/>	Rest of World <input type="checkbox"/>
Signed <input type="checkbox"/>	
Date posted / /	Bag No. <input type="text"/> of <input type="text"/>

P6668C

OPEN AT MAIL CENTRE PS LOCKER



# International Business Signed – Preparing and bundling

You must use a different mail bag for your EU items and a different mail bag for your Rest of World items. However, each bag may contain a mixture of item formats (Letters, Large Letters and Parcels). Please remember to bundle your Letters and Large Letters.

Each bag may also contain a mix of: Tracked only items, Tracked with Signature items and Signed items unless the mailing is a higher volume mailing, as detailed below. Please note, if you send parcels directly into our international Mail Centre (HWDC), you must use separate green bags for the three services.

For higher volume mailings, e.g. where there is more than one mail bag to EU and Rest of World, then items must be sorted by service. For example, a customer with two bags of Letters, Large Letters and Parcels, being sent to the EU, with a mix of International Business Tracked, International Signed and International Business Tracked with Signature items should split their items into three bags – one for International Business Tracked, one for International Business Signed and one for International Business Tracked with Signature.

A mail bag – including all its contents – must not weigh more than 11kg. Bags which are heavier than this will increase the risk of our staff suffering injury.

# International Business Signed information

## Checklist for manual postings

1. Apply an International Signed barcode label (P4723) to each item.
2. Place all your International Signed items in either a Priority Service pouch or mail bag. If using a mail bag use one for EU items and another bag for Rest of World.
3. Complete the despatch receipt (P6565), to be signed by the driver, and place the upper copy in the Priority Service pouch (SS950) or mail bag. You must make sure that the despatch receipt matches the items in the Priority Service pouch or mail bag.
4. Seal either the Priority Service pouch using a blue tamper-proof seal (SS956) or tie the mail bag with a black bag tie (LN2) and bag label (P6668C) fully completed and affixed.
5. Where using OBA, complete the OBA sales order and hand over to the driver together with your mail.

In the event that the OBA sales order is not available, a Customer Collections Receipt (CCR) must be completed and given to the driver and OBA emergency posting process followed, available at [royalmail.com/oba-emergency-posting](https://royalmail.com/oba-emergency-posting)

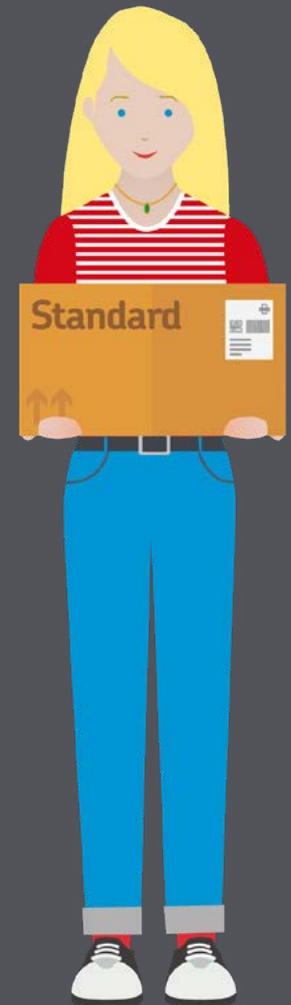
In the event you hand over your mail to the Post Office directly, repeat the steps 1-3 above but **do not seal the bag**.



## Click & Drop® checklist

1. Click & Drop® will produce an item barcode label with all the information needed (barcode, PPI, return address and relevant international mailing indicators).
2. Print off and complete a collections manifest, along with a confirmed sales order.
3. Place the signed collections manifest in the priority service pouch or mail bag and hand over to the driver.
4. Seal either the Priority Service pouch using a blue tamper-proof seal (SS956) or tie the mail bag with a black bag tie (LN2) with the bag label (P6668C) fully completed and affixed.

# Service specific information – International Business Standard



# What is International Business Standard?

International Business Standard is an untracked parcel service offering a choice of delivery speeds and various options for presenting your parcels. These range from handing over a bag or a 'York' container of items and letting us do everything else, to sorting your parcels into different destinations. Here are your choices:

## Zone Sort

To benefit from Zone Sort, you need to separate your mail into two selections: European Union and Rest of World. The purpose of this is that VAT will only be levied on EU traffic. You also need to separate your parcels within those two categories into service speeds (either Priority or Economy).

For details of which countries fall within the European Union, please refer to page 30.

## Zero Sort

All you need to do is separate your parcels by service speed – we'll do the rest. You need to provide us with details about your daily mail by counting and weighing that day's mail and completing the necessary documentation.

## Zero Sort Low Volume

This option offers country specific pricing. No minimum volume per posting. Items must be generated by a Royal Mail Shipping Solution, presented in bags (or in yorks with prior approval).

## Zero Sort High Volume

This option also offers country specific pricing.

This is an option for customers sending bulk postings of 1,000 items or more per mailing overseas. If you are using our UK sorted mail services, you can combine your UK and International mail volumes, to reach the requirement for 1,000 or more items in total. This applies to UK Advertising Mail™, Publishing Mail or Business Mail. In this scenario, the minimum quantity of parcels you must send internationally to use the International Business Parcels service for Zero Sort High Volume, per service speed (Priority or Economy), is five parcels.

## Scenario 1

Total posting of 1,200 international parcels – qualifies for Zero Sort High Volume. If different service speeds (either Priority or Economy) are selected, the minimum number of parcels that can be sent per speed is five.

## Scenario 2

Total posting of 950 international parcels and no UK sorted mail volume – does not qualify for Zero Sort High Volume. You should select either Zero Sort or Zone Sort instead.

## Scenario 3

Total posting of 750 international parcels and 500 UK sorted items – qualifies for Zero Sort High Volume.

If you are using our UK Parcels services then you may access the Zero Sort High Volume service at the same time if posting either via our Tracked High Volume service or our pre-sort parcels services that are collected and processed by our Regional Distribution Centres (RDCs). The minimum number of export parcels to be posted is 5 per service speed.

# What is International Business Standard?

## **Max Sort**

This sorting option offers a cost saving for customers who sort their parcels by destination. A destination is the location in a country where we hand your mail over to the domestic postal authority. For many countries this is a single point but for some countries there are multiple destinations. You need to have a minimum bag weight of 1.5kg of parcels per destination to use this option.

To some countries it is possible to send parcels mixed with Letters and Large Letter formats within the same mail bag. See Appendix E for further details.

## **Print Direct**

Print Direct can be used if you're sending printed matter items (e.g. newspapers, periodicals, books, etc) to the same address worldwide.

With the exception of Canada, Print Direct can also be used to send non-personalised magnetic media items (e.g. CDs and videotapes) and other items that do not incur duty (e.g. commercial samples, disks etc.), that relate to the printed matter and have been attached to it by the manufacturer or distributor.

With the exception of New Zealand, Print Direct cannot be used for any form of personalised correspondence (e.g. letters, statements, invoices etc.) or for mail containing any enclosures of commercial value (other than permitted printed matter).

# What is International Business Standard?

## Delivery speed options

There are generally two options available for International Business Parcels: Priority and Economy (except when either the Max Sort sorting option or the Print Direct option is used – see the 'Max Sort' and 'Print Direct' service specific sections of this User Guide for further details).

### Our delivery aims are:

	Europe	Rest of world
Priority	3 - 5 days	6 - 7 days
Standard (Max Sort and Print Direct only)	N/A	14 - 21 days
Economy	10 - 15 days	6 - 12 weeks

*Days refer to working days (Monday-Friday) and exclude the day of posting, Saturdays, Sundays and Bank Holidays in the UK and overseas. Delivery aims also assume that items are not held in customs.*

**To identify which countries we classify as Europe for delivery speed purposes, please see the table below.**

Any countries not mentioned are classed as Rest of World.

Europe			
Albania	Estonia	Kyrgyzstan	Russian Federation
Andorra	Finland (inc Aland Islands)	Latvia	Serbia
Armenia	France (inc Monaco)	Liechtenstein	Slovak Republic
Austria	Georgia	Lithuania	Slovenia
Azerbaijan	Germany	Luxembourg	Spain (inc Canary Islands)
Belarus	Gibraltar	Macedonia	Sweden
Belgium	Greece	Malta	Switzerland
Bosnia & Herzegovina	Hungary	Moldova	Tajikistan
Bulgaria	Iceland	Montenegro	The Netherlands
Croatia	Ireland (Rep of)	Norway (inc Spitzbergen)	Turkey
Cyprus	Italy (inc San Marino and Vatican City)	Poland	Turkmenistan
Czech Republic	Kazakhstan	Portugal (inc Azores and Madeira)	Ukraine
Denmark (inc Faroe Islands and Greenland)	Kosovo	Romania	Uzbekistan

# What is International Business Standard?

Here is a summary of the options for sending parcels (Print Direct not included):

Sorting options	Delivery speed	Sorting required	VAT applied	Documentation required	Machinable	Min volume per posting
Zero Sort	Priority	None	Worldwide	Sales Order	Optional	None
	Economy	None	Worldwide	Sales Order	Optional	None
Zone Sort	Priority	EU/Rest of World	EU	Sales Order	Optional	None
	Economy	EU/Rest of World	EU	Sales Order	Optional	None
Zero Sort Low Volume	Priority	None	EU	Sales Order	Compulsory	None
	Economy	None	EU	Sales Order	Compulsory	None
Zero Sort High Volume	Priority	None	EU	Sales Order	Compulsory	1,000*
	Economy	None	EU	Sales Order	Compulsory	1,000*
Max Sort	Priority	Bagged and Sorted to mail handover point	EU	Sales Order	Optional	Min bag weight 1.5kg, per handover point
	Standard		EU	Sales Order	Optional	
	Economy		EU	Sales Order	Optional	

\* Unless combined with a UK sorted bulk mail posting or a domestic parcels service as detailed on page 28 in this User Guide.

# Further details on Zero Sort and Zone Sort

A few things to remember about Zero Sort and Zone Sort:

- All items must have a Printed Postage Impression
- All items sent Priority must have an Airmail indicator or label applied
- Economy parcels must not have an Airmail indicator or label
- Zone Sort Mail must be sorted separately into EU and Rest of World (see below):

## **EU countries are:**

Austria	Ireland
Belgium	Italy (except Vatican City)
Bulgaria	Latvia
Croatia	Lithuania
Cyprus	Luxembourg
Czech Republic	Malta
Denmark (except Faroe Islands and Greenland)	Netherlands
Estonia	Poland
Finland (except Aland Islands)	Portugal
France	Romania
Germany	Slovak Republic
Greece	Slovenia
Hungary	Spain (except Canary Islands)
	Sweden



# Zero Sort and Zone Sort

Other destinations that sit within Europe but are VAT exempt and therefore can be sent as a Rest of World selection include:

**Andorra**  
**Gibraltar**  
**San Marino**

For a comprehensive list please visit:  
[hmrc.gov.uk/vat/managing/international](http://hmrc.gov.uk/vat/managing/international)

## Labels

All bags must be sealed with a bag tie of stock option type LN2. Shown below are the labels which are required to be fully completed and attached to a mail bag or york for all postings:

### Priority (P5627C)

Royal Mail International		
<b>PRIORITY</b> Business Mail/ Parcels Services		
Please complete/tick boxes as appropriate		
Product	Sort	Machineable
Mixed <input type="checkbox"/>	Zero sort <input type="checkbox"/>	<input type="checkbox"/>
Letters <input type="checkbox"/>	Country sort <input type="checkbox"/>	
Large Letters <input type="checkbox"/>	Zone sort* <input type="checkbox"/>	
Parcels <input type="checkbox"/>	Zone* EU <input type="checkbox"/> ROW <input type="checkbox"/>	
Date posted / /		Bag No. <input type="checkbox"/> of <input type="checkbox"/>

P5627C

OPEN AT MAIL CENTRE

### Economy (P5629C)

Royal Mail International		
<b>ECONOMY</b> Business Mail/ Parcels Services		
Please complete/tick boxes as appropriate		
Product	Sort	Machineable
Mixed <input type="checkbox"/>	Zero sort <input type="checkbox"/>	<input type="checkbox"/>
Letters <input type="checkbox"/>	Country sort <input type="checkbox"/>	
Large Letters <input type="checkbox"/>	Zone sort* <input type="checkbox"/>	
Parcels <input type="checkbox"/>	Zone* EU <input type="checkbox"/> ROW <input type="checkbox"/>	
Date posted / /		Bag No. <input type="checkbox"/> of <input type="checkbox"/>

P5629C

FORWARD UNOPENED TO HWDC

# Zero Sort Low and High Volume

## Zero Sort Low Volume

As a reminder this option offers specific country pricing with no minimum volume per posting. Items must be generated by a Royal Mail Shipping Solution, presented in bags (or in yorks with prior approval).

## Zero Sort High Volume

This option has minimum entry criteria of:

1,000 parcels if the posting is purely international across the two service speeds, or when combined with a UK sorted bulk mailing then the international element must consist of at least five parcels per service speed.

If your mailing consists of both international and domestic elements, the total must reach the minimum of 1,000 parcels. For example, a mailing of 750 domestic parcels and 250 international parcels would qualify for the Zero Sort High Volume option.

If you are using our UK Parcels services then you may also access the Zero Sort High Volume service at the same time if posting either via our Tracked High Volume service or our pre-sort parcels services that are collected and processed by our Regional Distribution Centres (RDCs). Again, the international element must contain a minimum of 5 items per service speed.

## There are also additional mail piece requirements:

In addition to the addressing requirements already mentioned in the section titled 'Addressing your parcels' on page 9, the parcels must have a machine readable font. This is detailed in Appendix D on page 69 and the address needs to be on one of the largest sides of the parcel.

## Mailing data required at time of posting

As already mentioned, a sales order from OBA is required at the time of posting. Two additional pieces of paperwork are also required:

- A Computer Planning Report
- A Line Listing.

Production of these can be easily facilitated by the OBA Data Generator.

Note: You can provide the Computer Planning Report and Line Listing in hard copy or electronic formats.

# Zero Sort High Volume

## Computer Planning Report

The Computer Planning Report summarises your mailing, including information such as customer details, overall volume, item weight, item format, job reference number, and the split between selections for Zero Sort High Volume Priority and Economy. If you are using this service in conjunction with UK sorted bulk mail services, you can find more details on Computer Planning Reports in the respective User Guide. To download a copy visit [royalmailtechnical.com](https://royalmailtechnical.com)

The report can be tailored to suit your needs. However, for mailings which contain both international and domestic elements, the Computer Planning Report must contain the information listed below. Mandatory information for Zero Sort High Volume mailings is highlighted in bold:

- Name and address of the poster (agreement holder)
- **Posting date**
- **Account number**
- Service required – including the international service speeds
- Minimum selection size
- The format of the item – Parcels
- Number of selections, the maximum is two selections for overseas (for domestic sorted bulk mail services, the number of direct and residue selections are required)

→ **Number of International Bags** (for domestic sorted bulk mail products, the number of direct and residue bags)

→ **Total items**

→ **Total weight**

→ Job reference number

→ Percentage of mail fully and accurately postcoded for the UK.

An example of a well-designed computer planning report for a UK sorted posting, containing Country Sort High Volume mail with all the mandatory information, is shown on the next page.

# Zero Sort High Volume

<b>Company Name</b>	<b>[Insert sorted service name] and International High Volume Parcels</b>			
<b>Account Number</b>				
<b>Address Line 1</b>				
<b>Address Line 2</b>				
<b>Town</b>				
<b>Postcode</b>	<b>Date:</b>			
<b>(Insert service name*)</b>				
Minimum Selection Size				
Weight of item*				
Format*				
Job Reference Number*				
<b>Royal Mail International Business Parcels Zero Sort</b>				
<b>Pre-sortation Statistics</b>				
Address records processed				
Postcodes matched				
Post towns matched				
Number suitable for Mailsort				
<b>Postcode Statistics</b>				
<b>(% of address records processed)</b>				
Full Postcode				
Outward Postcodes only				
Postcode level				
No Postcode				
<b>Sortation Statistics</b>	<b>Number</b>	<b>Items*</b>	<b>% Match</b>	<b>Bags*</b>

# Zero Sort High Volume

<b>Company Name</b>	<b>[Insert sorted service name] and International High Volume Parcels</b>			
<b>Account Number</b>				
<b>Address Line 1</b>				
<b>Address Line 2</b>				
<b>Town</b>				
<b>Postcode</b>	<b>Date:</b>			
Direct selections				
Residue selections				
Royal Mail International Country Sort Letters				
Totals				
<b>Cost &amp; Discounts</b>				
Number of Mailsort items				
Item weight (g)				
Postal rate (p)	p			
Straight line item cost	p			
Straight line item cost	£			
Direct selection discount				
(10551 items at XX%)	(£)			
Residue selection discount				
(10117 items at XX%)	(£)			
Mailsort Discounted cost	£			
<b>TOTAL DISCOUNTED COST</b>	<b>£</b>			

\* Indicates all mandatory information.

# Zero Sort High Volume

If sending a purely international mailing, the Computer Planning Report should contain the following information. Mandatory information is shown in bold:

- Name and address of the poster (business holder)
- **Date posted**
- **Account number**
- Service required – Priority or Economy
- The format of the item – Parcels
- **Total number of items**
- **Total weight of mail**
- **Total number of bags**
- Job reference number.

**An example of a well-designed Zero Sort High Volume computer planning report is shown below:**

<b>Company Name</b>	<b>International Business Parcels Zero Sort</b>		
<b>Account Number</b>			
<b>Address Line 1</b>			
<b>Address Line 2</b>			
<b>Town</b>			
<b>Postcode</b>	<b>Date:</b>		
International Business Parcels Zero Sort			
Minimum Selection Size 5			
Format* Parcel			
Service Speed: Items Weight (kg) Bags	Items	Weight (kg)	Bags
Priority			
Economy			

*\* Indicates mandatory information.*

# Zero Sort High Volume

## Line Listing

In addition to the Computer Planning Report, you must provide a Line Listing and this must either precede the mailing or accompany it on its first collection. You may find it useful to have more than one copy – you can keep one for your own records and use another to help you spot section breaks during production of the mailing.

The Line Listing should contain the following information.  
Items shown in bold must be included:

- Poster's company name
- **The date of the mailing**
- **Account number**
- Service speed
- **Selection code: Priority is 99891 and Economy 99895**
- Selection name: International Priority / International Economy
- **Total items, weight and bags split by service speed – Priority and Economy for international mail**
- A cumulative total on each line for items and bags
- A subtotal for each five digit selection code.

## How many copies do you need?

We recommend you produce three copies:

- One for your own records
- One for use on the production line, which may be written on and thrown away once the job, is complete
- One to hand to us at the time of the first collection of the mailing, or beforehand where possible.

# Zero Sort High Volume

## Standard Line Listing

Date:

Company Name

Account Number

International Zero Sort High Volume Parcels

SSC*	Selection Name	Total Items*	Total Bags*	Total Weight*	Cumulative Items*	Cumulative Bags
99891	Priority					
99895	Economy					
Total						

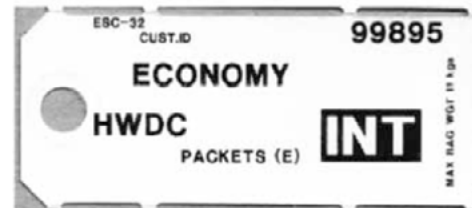
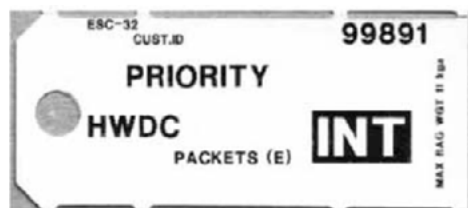
*\* Indicates all mandatory information.*

## Despatch of mail

Once the mailing is ready to be despatched, your parcels can be handed over to us either in bags or sleeved Yorks, subject to operational agreement.

All bags are to be sealed and a bag label as shown below attached to the neck of the bag – not the loops.

The next step is to load the bags into RSCs (Rigid Stackable Containers) (some areas of our network may offer Yorks – which are containers on wheels – as an alternative to RSCs).





# Max Sort

## Max Sort

By sorting and bagging your mail before handing it over to us you can qualify for our most competitive international rates.

Unlike the other International Business Parcels sorting options, this option offers three speeds of delivery – Priority, Standard and Economy – (see Appendix B).

To qualify for Max Sort you will need to spend a minimum of £10,000 per annum across the Royal Mail International Business Services portfolio. See the Royal Mail Specific Terms for International Business Services for further details.

## Goods classification

To some countries you may mix Letters and Large Letters together and to others you may mix Letters, Large Letters and Parcels together. See Appendix E for further details. You then need to sort your mail by destination and by service speed. If your Letters or Large Letters contain 'Goods' they must be sent as a Parcel, regardless of the item's size and weight. An item will be classed as 'Goods' if it is an item consisting of any tangible and movable object other than money, including objects of merchandise.

Examples being: Clothes, computer or tablet, electrical equipment, event tickets, footwear, mobile phone accessories. CDs storing commercial music or software, and DVDs storing commercial movies or software, will be also classed as 'Goods' as will magazines with items such as CD/DVDs or samples enclosed with the publication. Items such as books, magazines and personal data on CD or DVD i.e. personal photos or home videos

can still be sent as either a Letter or a Large Letter format. Photos or DVDs procured and fulfilled from a business must be sent as 'Goods'.

The countries where this criteria applies are:

Australia	Japan	South Africa
Brazil	Malaysia	South Korea
Canada	Mexico	Taiwan
Chile	New Zealand	Thailand
China	Russia	Turkey
Hong Kong	Saudi Arabia	United Arab Emirates
Israel	Singapore	USA

## What you need to do

First, you need to separate your parcels from your other mail items. Then you need to sort your parcels by destination and by service speed.

To some countries it is possible to send parcels mixed with Letters and Large Letter formats within the same mail bag. See Appendix E for further details.

## Using the Sorting List

Once you have decided which delivery speed you want to send your mail by, you need to sort all items by their 'destination'. The 'destination' is the location where we hand your mail over to the domestic postal authority.

To do this, please refer to the International Max Sort Sorting Lists available at [royalmail.com/internationalbusinessparcels](https://royalmail.com/internationalbusinessparcels)

# Max Sort

The sorting lists are divided into Priority, Standard and Economy sections, and then into regional zones (e.g. Western Europe, Africa & Asia). Countries are listed alphabetically within each zone.

The Sorting List tells you which areas or postcodes need to be sorted to a particular destination and which bag labels you need for that destination. Most countries have one handover point however, larger countries, such as USA have several 'destinations' based on the postcode/location on the item.

## **International Max Sort database**

If you plan to sort your parcels electronically you can ensure the accuracy of your parcel sorting and increase the efficiency of your preparation by using the International Max Sort database.

Visit [internationalmailtechnical.com](http://internationalmailtechnical.com) for more information.

## **Bagging your mail**

Once sorted, all parcels to each destination need to go into a separate bag.

It is important you use the correct bag for the delivery speed you are using:

### **Priority**

Use a blue airmail bag, marked MB 4GB.

### **Standard**

Use a grey surface bag, marked MB8 or opaque MB10.

### **Economy**

Use a grey surface bag, marked MB8 or opaque MB10.

# Max Sort

## How much (and how little) can go in a Max Sort bag

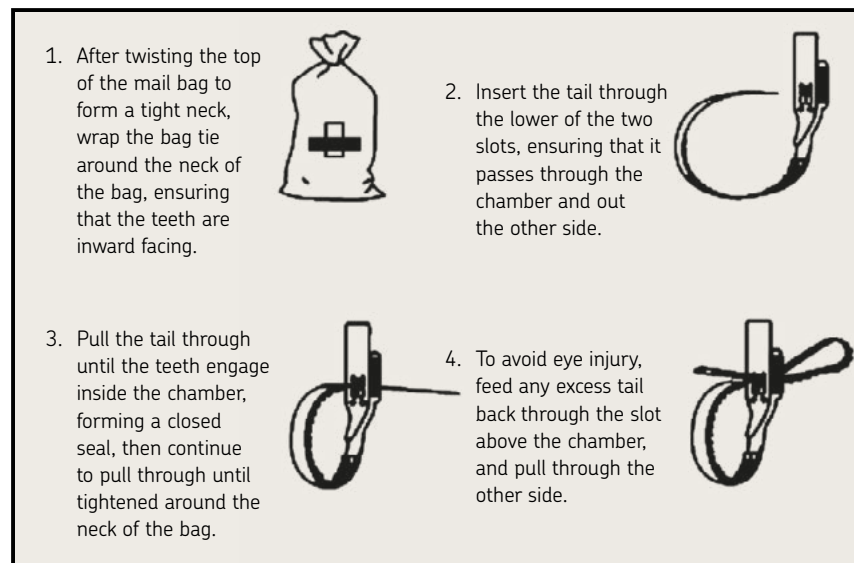
You can put as many items in a bag as will fit. The bag, labels, ties and its contents:

- Must weigh at least 1.5kg
- Must not weigh more than 11kg inclusive of bag, ties and labels
- And must still be securely sealed.

Then use black tamper-proof post grip bag ties (IDC01) to seal the bag.

Please be careful not to use our standard black bag ties.

All bags are to be sealed and a bag label as shown below attached to the neck of the bag – not the loops.



## Labelling your mail

### Destination labels

Please look in the Max Sort Sorting List for details of which destination label to attach to each mail bag.

It is essential that you use the correct destination label – they vary by service.

### Max Sort label supplies

To order your mail supplies for Max Sort, please visit [royalmail.com/internationalbusinessparcels](http://royalmail.com/internationalbusinessparcels) and download the Max Sort / Print Direct order form.

### Example of a Max Sort bag label



# Print Direct

If you are using Print Direct then you must put the items together in the bag and attach a Print Direct address label. The bags are not opened until they reach their final destination. This reduces sorting and handling costs and results in lower prices.

## **What you need to do:**

1. Address your bags correctly and clearly.
2. Place all items which are going to the same address inside a mail bag.
3. Bundle loose items together.
4. Select the delivery speed.
5. Affix the appropriate address label and routing label to the mail bag.

## **Address your items correctly**

We recommend that all items inside each mail bag are labelled to the destination address and carry a PPI and a UK return address. Please do not use Click & Drop or any other Shipping Solution to produce those labels as this may cause incorrect billing. This is to ensure that, in the unlikely event of bags being opened, all items will be delivered with minimal delay. When sending an item via Print Direct on a Shipping Solution, the bag is classed as a single item with a total weight (with a maximum of 11 kgs). The Shipping Solution will produce one address label which you apply to the OE1050C (Print Direct Address & Customs Label).

Note that you will only be charged for the Print Direct bag and not for the individual items within.

## **Bagging your Print Direct parcels**

**Once sorted, it is important you use the correct bag for the delivery speed you are using:**

1. Priority Print Direct - use a blue airmail bag, marked MB 4GB.
2. Standard Print Direct - use a white 'one-trip' bag, marked MBX.
3. Economy Print Direct - use a white 'one-trip' bag, marked MBX.

## **Bundle loose items together**

To ensure that loose items arrive in the best possible condition, please ensure they are bundled together.

## **Select the delivery speed**

There are three delivery speeds you can use: Priority, Standard and Economy (see Appendix B).

# Print Direct

## **Affix an address label and routing label to the mail bag**

- Once you have placed your items into the Print Direct bag, you need to seal the bag, following the instructions for Max Sort (see page 41)
- Whilst sealing your bag, you need to apply the Print Direct bag label – stock item OE1050C – on which you place your recipient's address label
- Bags with a destination outside the EU must have a CN 22 customs form (found on the back of the Print Direct label). If the value of the mail bag is over £270, then you must affix a CN 23 customs form over the CN 22 label
- You also need to apply a Print Direct routing label, which can be obtained by using the Max Sort sorting list.

## **How much (and how little) can go in a Print Direct bag**

You can put as many items in a bag as will fit. The bag, labels, ties and its contents:

- Must weigh at least 1.5kg
- Must not weigh more than 11kg inclusive of bag, ties and labels
- And must still be securely sealed.

Then use black tamper-proof post grip bag ties (IDC01) to seal the bag.

Please be careful not to use our standard black bag ties.

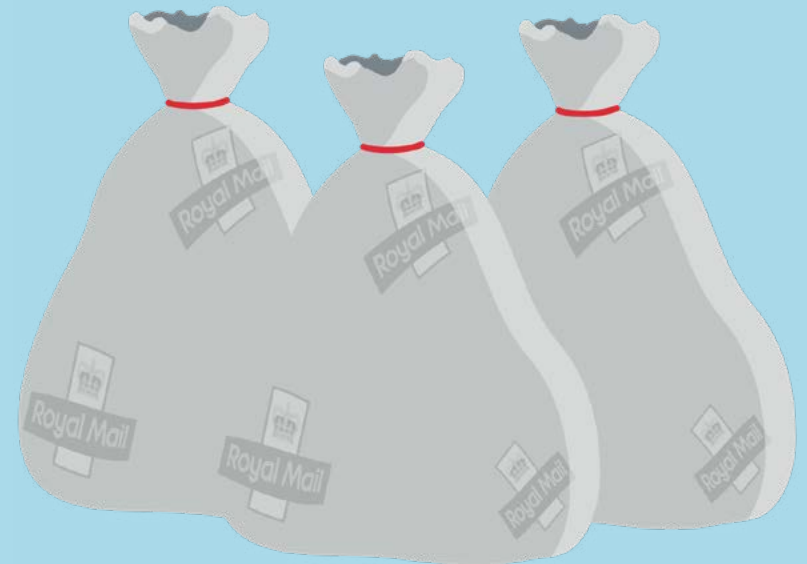
You must then ensure the bag is sealed around its neck and not the loops.

For details on how to tie the bags, please see page 43.

## **Print Direct bag and label supplies**

To order your mail supplies for Print Direct, please visit [royalmail.com/internationalbusinessparcels](https://royalmail.com/internationalbusinessparcels)

# Bulk Postings – when notification is required in advance



# Bulk Postings – when notification is required in advance

You must notify [hwdc.forecast.group@royalmail.com](mailto:hwdc.forecast.group@royalmail.com) 48 hours in advance by email, if in a single posting you are:

- Sending more than 5,000 parcels worldwide
- Sending more than 1,000 parcels to a single country
- Sending more than 500 Print Direct or Max Sort bags to multiple countries
- Sending more than 50 Print Direct or Max Sort bags to a single country.

If you fail to pre-warn us of these quantities, there may be a delay in the delivery of the mail.

# Compensation





# Compensation

## What compensation can I claim?

Compensation can only be claimed in the event of loss or damage on our Tracked and Signed services.

### International Business Tracked

This service offers compensation up to £100 as standard with the option to purchase additional cover up to £300.

The maximum compensation payable even when additional compensation has been purchased for items containing coins, banknotes or currency notes, securities or instruments payable to bearer (e.g. cheques; bankers drafts; travellers cheques) is limited to £50 per item.

### International Business Signed service

This service offers compensation up to £50 as standard with the option to purchase additional cover up to £250.

The maximum compensation payable even when additional compensation has been purchased for items containing coins, banknotes or currency notes, securities or instruments payable to bearer (e.g. cheques; bankers drafts; travellers cheques) is limited to £50 per item.

Additional compensation is not available for electronic devices such as mobile telephones, smartphones, tablets, notebooks. Therefore, the maximum compensation payable for loss or damage to one of these electronic devices is £50.

## How do I make a claim?

Claims for loss and damage must be made by completing the relevant International Claim Form and providing all the required evidence.

A copy of the form can be found at [royalmail.com/business/help-and-support/how-to-make-an-account-mail-claim](https://royalmail.com/business/help-and-support/how-to-make-an-account-mail-claim)

# Compensation

## Can I send my valuable items using the Tracked and Signature Services?

Yes. Valuables must be sent using either International Business Tracked (with signature option available) or International Business Signed.

### International Valuables are:

1. Precious metal that has been manufactured in such a way as to add value to it, including coins used for ornament
2. Diamonds and precious stones
3. Watches the cases of which are made wholly or mainly of precious metal
4. Articles similar to any of those referred to in i)- iii) above with an intrinsic value
5. Coins and bank notes of any currency that are legal tender at the time of posting
6. Postal orders, cheques and dividend warrants uncrossed and payable to bearer
7. Unused postage and revenue stamps and National Insurance stamps
8. Exchequer bills, bills of exchange, promissory notes and credit notes; Bonds, bond coupons and any other investment certificates; and coupons, vouchers, tokens, cards, stamps and other documents that can be exchanged in whole or in part for money, goods or services.

Please check individual country entries to ensure that the particular destination will accept Valuables or any other valuable items you are sending and to check whether there are any other specific requirements for sending Valuables or valuable items to that particular country.

Please visit [royalmail.com/personal/international-delivery/country-guides](https://royalmail.com/personal/international-delivery/country-guides)

# Helps, tips and FAQs



# Help, tips and FAQs

## Do you guarantee delivery?

No. None of the International Business Parcels services are guaranteed with respect to tracking or delivery. Parcelforce Worldwide, which has separate services not covered by this User Guide, offers guaranteed delivery services. They can be contacted via their enquiry centre on **0344 800 4466** or at [parcelforce.com](https://www.parcelforce.com)

## How should I present my parcels?

The standard way of presenting your International Business Parcels is by placing your items into a mail bag.

By arrangement with your local Mail Centre/Regional Distribution Centre it may be possible to present your parcels in sleeved yolk containers rather than using bags.

## Can I send my mail unwrapped?

No. You must ensure that your mail is suitably wrapped, this not only provides your item a degree of protection whilst in transit but also helps prevent damage to the automated processes, through loose parts of your mail potentially becoming entangled.

## Can I send to PO Box addresses?

To most destinations you can send items to PO Box addresses. Where a signature on delivery is required a card is left for the person to then collect and sign for it.

Note though that it is not possible to send Tracked to Austria and Tracked with Signature to: Austria, Bulgaria, Czech Republic, Germany, Greece, Hungary, Luxembourg, Poland, Portugal, Romania, Slovakia and Slovenia.

## How can I reduce the possibility of an item being returned to me as it cannot be delivered?

Increasingly we are seeing many of our delivery partners asking us for the recipient contact details (either mobile number or email address) to be shown on the address label. We therefore recommend that a mobile phone number is shown on the address label.

We recommend you refrain from placing sticky tape over any part of the label as this will result in the print quality being affected and we or our partners may not be able to scan or deliver your package.

## Extra help for you

For further information please visit [royalmail.com/internationalbusinessparcels](https://royalmail.com/internationalbusinessparcels)

# Addressing your parcels correctly



# Addressing your parcels correctly

Here are examples of how you should address your mail, depending on where you are sending it to:

## Western Europe

Herr Franz Huber  
Beethovenstrasse 12  
1010 WIEN  
AUSTRIA

M. Emile Dubois  
Rue du Diamant 215  
4800 Verviers  
BELGIUM

Mr Thor Nielsen  
Tietgensgade 137  
8800 Viborg  
DENMARK

Mr Torben Raldorf  
PO Box 100  
Copenhagen  
1004 Viborg  
DENMARK

Mr Asko Teirila  
PO Box 511  
39140 Akdenmaa  
FINLAND

M. Robert Marin  
Rue de l'Eglise  
Dunes  
82340 Auvillar  
FRANCE

Mme Marie Page  
23 Rue de Grenell  
75700 Paris Cedex  
FRANCE

Mrs F Meier  
Weberstr. 2  
53113 Bonn 1  
GERMANY

Mr P Kunde  
Langestr. 12  
04103 Leipzig  
GERMANY

Mr George Latsis  
Alkamenou 37  
117 80 Athens  
GREECE

Mr Jon Jonsson  
Einimel 80  
107 Reykjavik  
ICELAND

Mr Gerard Carey  
45 O'Connell Street  
Dublin 1  
IRELAND

Ms M Sullivan  
56 Broomfield  
Macroom  
Co. Cork  
T37 F8HK  
IRELAND

Sig. Giovanni Masci  
via Garibaldi 27  
47037 Rimini RN  
ITALY

M. Jaques Muller  
71 Route de Longway  
4750 Petange  
LUXEMBOURG

Mr J van Dieten  
Morsstr 111  
2312 BK Leiden  
THE NETHERLANDS

Herr Hans Hansen  
Svingen 22  
9230 Bekkehaug  
NORWAY

Senhor Carlos Manuel  
Pereira  
Av das A'Augsa Livres  
Monte Trigo  
7220-201 Portel  
PORTUGAL

Rosalina Silva  
R Conde Redondo 80  
1150-006 Lisboa Codex  
PORTUGAL

Sra Ana Jimenez  
Mimbreras 4  
03201 Elche (Alicante)  
SPAIN

Fru Inger Lilja  
Vasavagen 3 4tr  
582 20 Linköping  
SWEDEN

M. Andre Perret  
Schanzenstrasse 7  
3030 Berne  
SWITZERLAND

### Mail to France

When addressing mail to France, write the surname in CAPITAL letters.

### Mail to Germany

Due to Germany's strict conditions for accepting mail, when addressing your items you must:

- Use the five-digit postcode
- Put the postcode before the town name
- Put the house number after the street name.

If the above is not carried out, your mail may be returned with no attempt at delivery.

### Mail to the Republic of Ireland

Ireland now have a post code system which is made of 7 alphanumeric characters below the name of the locality, with a space after the first 3 alphanumeric characters. More information on [www.eircode.ie/](http://www.eircode.ie/)

# Addressing your parcels correctly

## Mail to the Rest of World

Mr J Brownhall  
264 High Street  
ALLAMBIE NSW 2100  
AUSTRALIA

Sr. Ronaldo Ganclaves  
Av Paulista 952, Apto 16  
B VISTA  
01311-300 São Paulo – SP  
BRAZIL

Dr Tzantcho Gantchev  
Dimo Hadjikimov 6  
1606 SOFIA  
BULGARIA

M. Jen Durand  
150 Rue Nepeau App 5  
OTTAWA ON K1P 2P6  
CANADA

Ana Car  
Ilica 25  
41 000 ZAGREB  
CROATIA

M. Miroslav Ondevejka  
Fibichova 92  
125 02 PRAGUE 3  
CZECH REPUBLIC

M. Horvath LASZLO  
Budapest  
Kossuth u.7  
1055  
HUNGARY

Mr G Kaul  
27 Rue Yafo  
91999 JERUSALEM  
ISRAEL

Mr Yushi Morimoto  
504 Kasumigaseki 1 chome,  
Chiyoda-ku  
TOKYO 100  
JAPAN

Mr Hong Kil-Dong  
100 Sejongno, Jongno-gu  
SEOUL 110-050  
REPUBLIC OF KOREA

Mr Joaquim Cepeda  
San Antonio Abad 120 – Piso 4  
06820 CIUDAD DE MEXICO  
MEXICO

Mr B Parker  
64 Waterloo Quay  
WELLINGTON 1  
NEW ZEALAND

Mr Jan Kalinkowski  
ul Cicha 5  
62-806 KALISZ  
POLAND

Mr Gheorghe Petraru  
Bd Golescu 38  
77113 BUCHAREST  
ROMANIA

Ivanova I.S.  
Oulitsa Gagagin 7  
103375 MOSCOW  
RUSSIAN FEDERATION

Mr Stevan Raukovic  
Palmoticeva 2  
11001 BELGRADE  
SERBIA

(Items for the former  
Yugoslavia should be  
addressed to the Republic  
concerned).

Mr Tan Kay Hui  
532 Chai Chee Road  
SINGAPORE 1646  
SINGAPORE

M Jan Kemr  
Olsanka 18  
820 01 BRATISLAVA 1  
SLOVAK REPUBLIC

Mr Sudhorn Yoothong  
13 / 54-26 Chaeng Waltana  
Road  
Bang Kehn  
BANGKOK 10002  
THAILAND

Mr Mazhar Alkan  
Iskele Caddesi 35  
06101 ANKARA  
TURKEY

Mrs L Projivalsky  
252001 KIEV  
Prospect F Skaryna  
UKRAINE

Mr Joe Engle  
1612 Dexter Street  
FORT WAYNE, IN, 46805  
UNITED STATES OF AMERICA

Mr Bill Harrison  
347 L'Enfant Plaza SW  
WASHINGTON, DC,  
20260-6500  
UNITED STATES OF AMERICA

# Appendices





# Appendix A: Product codes

## Service Product Code

Here is a summary of the options for sending Parcels:

Service	Product Code
International Business Parcels Tracked with Signature	MTA
International Business Parcels Tracked with Signature with extra compensation	MTB
International Business Parcels Tracked	MP1
International Business Parcels Tracked with extra compensation	MP4
International Business Parcels Signed	MP5
International Business Parcels Signed with extra compensation	MP6
International Business Mail Tracked with Signature	MTC
International Business Mail Tracked with Signature with extra compensation	MTD
International Business Mail Tracked	MTI
International Business Mail Tracked with extra compensation	MTJ
International Business Mail Signed	MTM
International Business Mail Signed with extra compensation	MTN

Service: International Business Parcels Standard	Product Code
Zero Sort Priority	WE1
Zero Sort Economy	WE3
Zone Sort Priority	IE1
Zone Sort Economy	IE3
Zero Sort High Volume Priority	DE1
Zero Sort High Volume Economy	DE3
Zero Sort Low Volume Priority	DE4
Zero Sort Low Volume Economy	DE6
Max Sort Priority	PS9
Max Sort Standard	PSC
Max Sort Economy	PS0
Print Direct Priority	MB1
Print Direct Standard	MB2
Print Direct Economy	MB3

# Appendix B: Service availability by country

Country	Tracked		Signed	Standard		
	No Signature	With Signature		Priority	Standard* *Applies to Max Sort & Print Direct	Economy
Afghanistan	X	X	✓	✓	X	✓
Aland Islands	✓	✓	X	✓	X	✓
Albania	X	✓	X	✓	X	✓
Algeria	X	X	✓	✓	X	✓
Andorra	✓	✓	X	✓	X	✓
Angola	X	X	✓	✓	X	✓
Anguilla	X	X	✓	✓	X	✓
Antigua / Barbuda	X	X	✓	✓	X	✓
Argentina	X	✓	X	✓	✓	X
Armenia	X	X	✓	✓	X	✓
Aruba	X	X	✓	✓	X	X
Ascension Island	X	X	✓	✓	X	✓
Australia	✓	X	✓	✓	✓	✓
Austria	✓	✓	X	✓	X	✓
Azerbaijan	X	X	✓	✓	X	✓
Bahamas	X	X	✓	✓	X	✓
Bahrain	X	X	✓	✓	✓	✓
Bangladesh	X	X	✓	✓	X	✓
Barbados	X	✓	X	✓	X	✓
Belarus	X	✓	X	✓	X	✓
Belgium	✓	✓	X	✓	X	✓
Belize	X	✓	X	✓	X	X
Benin	X	X	✓	✓	X	X
Bermuda	X	X	✓	✓	X	✓
Bhutan	X	X	✓	✓	X	✓

## Appendix B: Service availability by country

Country	Tracked		Signed	Standard		
	No Signature	With Signature		Priority	Standard* *Applies to Max Sort & Print Direct	Economy
Bolivia	X	X	✓	✓	X	X
Bonaire	X	X	✓	✓	X	✓
Bosnia & Herzegovina	X	X	✓	✓	X	✓
Botswana	X	X	✓	✓	X	✓
Brazil	✓	X	✓	✓	✓	✓
British Indian Ocean Territory	X	X	✓	✓	X	✓
British Virgin Islands	X	X	✓	✓	X	✓
Brunei	X	X	✓	✓	X	✓
Bulgaria	X	✓	X	✓	X	✓
Burkina Faso	X	X	✓	✓	X	X
Burundi	X	X	✓	✓	X	✓
Cambodia	X	✓	X	✓	X	✓
Cameroon	X	✓	X	✓	X	✓
Canada	✓	X	✓	✓	✓	✓
Canary Islands	✓	✓	X	✓	X	✓
Cape Verde	X	X	✓	✓	X	✓
Cayman Islands	X	✓	X	✓	X	✓
Central African Republic	X	X	✓	✓	X	✓
Ceuta	X	X	✓	X	X	✓
Chad	X	X	✓	✓	X	X
Chile	X	X	✓	✓	✓	✓
Christmas Island (Indian Ocean)	X	X	✓	✓	X	✓
Christmas Island (Pacific Ocean)	X	X	✓	✓	X	✓

## Appendix B: Service availability by country

Country	Tracked		Signed	Standard		
	No Signature	With Signature		Priority	Standard* *Applies to Max Sort & Print Direct	Economy
Colombia	X	X	✓	✓	✓	✓
Comoros Islands	X	X	✓	✓	X	X
Congo ( Dem. Rep of)	X	X	✓	✓	X	✓
Congo ( Rep of)	X	X	✓	✓	X	✓
Cook Islands	X	✓	X	✓	X	✓
Costa Rica	X	X	✓	✓	✓	✓
Ivory Coast (Cote D'Ivoire)	X	X	✓	✓	X	X
Croatia	✓	✓	X	✓	X	✓
Cuba	X	X	✓	✓	X	✓
Curacao	X	X	✓	✓	X	✓
Cyprus	✓	✓	X	✓	X	✓
Czech Republic	✓	✓	X	✓	X	✓
Denmark	✓	✓	X	✓	X	✓
Djibouti	X	X	✓	✓	X	X
Dominica	X	X	✓	✓	X	✓
Dominican Republic	X	X	✓	✓	X	✓
Ecuador	X	✓	X	✓	X	X
Egypt	X	X	✓	✓	✓	✓
El Salvador	X	X	✓	✓	X	✓
Equatorial Guinea	X	X	✓	✓	X	✓
Eritrea	X	X	✓	✓	X	X
Estonia	✓	X	✓	✓	X	✓
Ethiopia	X	X	✓	✓	X	X
Falkland Islands	X	X	✓	✓	X	✓
Faroe Islands	✓	✓	X	✓	X	✓

# Appendix B: Service availability by country

Country	Tracked		Signed	Standard		
	No Signature	With Signature		Priority	Standard* *Applies to Max Sort & Print Direct	Economy
Fiji	X	X	✓	✓	X	✓
Finland	✓	✓	X	✓	X	✓
France	✓	✓	X	✓	X	✓
French Guiana	X	X	✓	✓	X	✓
French Polynesia	X	X	✓	✓	X	✓
French South Antarctic Territory	X	X	✓	✓	X	✓
Gabon	X	X	✓	✓	X	✓
Gambia	X	X	✓	✓	X	✓
Georgia	X	✓	X	✓	X	X
Germany	✓	✓	X	✓	X	✓
Ghana	X	X	✓	✓	✓	✓
Gibraltar	✓	✓	X	✓	X	X
Greece	✓	✓	X	✓	X	✓
Greenland	✓	✓	X	✓	X	✓
Grenada	X	X	✓	✓	X	✓
Guadeloupe	X	X	✓	✓	X	✓
Guatemala	X	X	✓	✓	X	X
Guinea	X	X	✓	✓	X	✓
Guinea-Bissau	X	X	✓	✓	X	✓
Guyana	X	X	✓	✓	X	✓
Haiti	X	X	✓	✓	X	X
Honduras	X	X	✓	✓	X	✓
Hong Kong	✓	✓	X	✓	✓	✓
Hungary	✓	✓	X	✓	X	✓

# Appendix B: Service availability by country

Country	Tracked		Signed	Standard		
	No Signature	With Signature		Priority	Standard* *Applies to Max Sort & Print Direct	Economy
Iceland	✓	✓	✗	✓	✗	✓
India	✓*	✗	✓	✓	✗	✗
Indonesia	✗	✓	✗	✓	✓	✓
Iran (Islamic Republic of)	✗	✗	✓	✓	✓	✗
Iraq	✗	✗	✓	✓	✗	✗
Ireland (Republic of)	✓	✓	✗	✓	✗	✓
Israel	✓	✗	✓	✓	✓	✓
Italy	✓	✓	✗	✓	✗	✓
Jamaica	✗	✗	✓	✓	✗	✓
Japan	✓	✓	✗	✓	✓	✓
Jordan	✗	✓	✗	✓	✓	✓
Kazakhstan	✗	✓	✗	✓	✗	✓
Kenya	✗	✗	✓	✓	✓	✓
Kiribati	✗	✗	✓	✓	✗	✓
Kosovo	✗	✗	✓	✓	✗	✗
Kuwait	✗	✗	✓	✓	✗	✗
Kyrgyzstan	✗	✗	✓	✓	✗	✓
Laos (People's Democratic Republic of)	✗	✗	✓	✓	✗	✓
Latvia	✓	✓	✗	✓	✗	✓
Lebanon	✓	✓	✗	✓	✗	✗
Lesotho	✗	✗	✓	✓	✗	✓
Liberia	✗	✗	✓	✓	✗	✓
Libya	✗	✗	✗	✗	✗	✗
Liechtenstein	✓	✓	✗	✓	✗	✓

\*Please visit the country page for details of service availability.

## Appendix B: Service availability by country

Country	Tracked		Signed	Standard		
	No Signature	With Signature		Priority	Standard* *Applies to Max Sort & Print Direct	Economy
Lithuania	✓	✓	✗	✓	✗	✓
Luxembourg	✓	✓	✗	✓	✗	✓
Macao	✗	✗	✓	✓	✗	✓
Macedonia	✗	✗	✓	✓	✗	✓
Madagascar	✗	✗	✓	✓	✗	✗
Mahore (also known as Mayotte)	✗	✗	✓	✓	✗	✗
Malawi	✗	✗	✓	✓	✓	✓
Malaysia	✓	✓	✗	✓	✓	✓
Maldives	✗	✗	✓	✓	✗	✓
Mali	✗	✗	✓	✓	✗	✓
Malta	✓	✓	✗	✓	✗	✓
Martinique	✗	✗	✓	✓	✗	✓
Mauritania	✗	✗	✓	✓	✗	✗
Mauritius	✗	✗	✓	✓	✗	✓
Melilla	✗	✗	✓	✗	✗	✓
Mexico	✗	✗	✓	✓	✓	✓
Moldova	✗	✓	✗	✓	✗	✓
Mongolia	✗	✗	✓	✓	✗	✓
Montenegro	✗	✗	✓	✓	✗	✓
Montserrat	✗	✗	✓	✓	✗	✓
Morocco	✗	✗	✓	✓	✗	✓
Mozambique	✗	✗	✓	✓	✗	✓
Myanmar	✗	✗	✓	✓	✗	✓
Namibia	✗	✗	✓	✓	✗	✗

## Appendix B: Service availability by country

Country	Tracked		Signed	Standard		
	No Signature	With Signature		Priority	Standard* *Applies to Max Sort & Print Direct	Economy
Nauru Island	X	X	✓	✓	X	✓
Nepal	X	X	✓	✓	X	✓
Netherlands	✓	✓	X	✓	X	✓
New Caledonia	X	X	✓	✓	X	✓
New Zealand	✓	✓	X	✓	✓	✓
Nicaragua	X	X	✓	✓	X	✓
Niger Republic	X	X	✓	✓	X	X
Nigeria	X	X	✓	✓	✓	✓
Niue Island	X	X	✓	✓	X	X
North Korea (People's Democratic Republic of )	X	X	✓	✓	✓	✓
Norway	✓	X	✓	✓	X	✓
Oman	X	X	✓	✓	✓	✓
Pakistan	X	X	✓	✓	✓	X
Palau (known also as Belau)	X	X	✓	✓	X	✓
Panama	X	X	✓	✓	X	✓
Papua New Guinea	X	X	✓	✓	X	✓
Paraguay	X	X	✓	✓	X	✓
China (People's Republic of)	X	✓	X	✓	✓	✓
Peru	X	X	✓	✓	X	✓
Philippines	X	X	✓	✓	✓	✓
Pitcairn Island	X	X	✓	✓	X	✓
Poland	✓	✓	X	✓	X	✓
Portugal	✓	✓	X	✓	X	✓



## Appendix B: Service availability by country

Country	Tracked		Signed	Standard		
	No Signature	With Signature		Priority	Standard* *Applies to Max Sort & Print Direct	Economy
Puerto Rico	X	X	✓	✓	✓	✓
Qatar	X	X	✓	✓	✓	✓
Reunion Island	X	X	✓	✓	X	X
Romania	X	✓	X	✓	X	✓
Russian Federation	✓	✓	X	✓	X	✓
Rwanda	X	X	✓	✓	X	✓
San Marino	✓	✓	X	✓	X	✓
Sao Tome & Principe	X	X	✓	✓	X	✓
Saudi Arabia	X	✓	X	✓	✓	✓
Senegal	X	X	✓	✓	X	✓
Serbia	✓	✓	X	✓	X	✓
Seychelles	X	X	✓	✓	X	✓
Sierra Leone	X	X	✓	✓	X	X
Singapore	✓	✓	X	✓	✓	✓
Slovak Republic	✓	✓	X	✓	X	✓
Slovenia	✓	✓	X	✓	X	✓
Solomon Islands	X	X	✓	✓	X	✓
Somalia	X	X	X	X	X	X
South Africa (Republic of)	X	X	✓	✓	✓	✓
South Korea (Republic of)	✓	✓	X	✓	✓	✓
South Sudan	X	X	✓	✓	X	X
Spain	✓	✓	X	✓	X	✓
Sri Lanka	X	X	✓	✓	X	✓
St Eustatius	X	X	✓	✓	X	✓
St Helena	X	X	✓	✓	X	✓

## Appendix B: Service availability by country

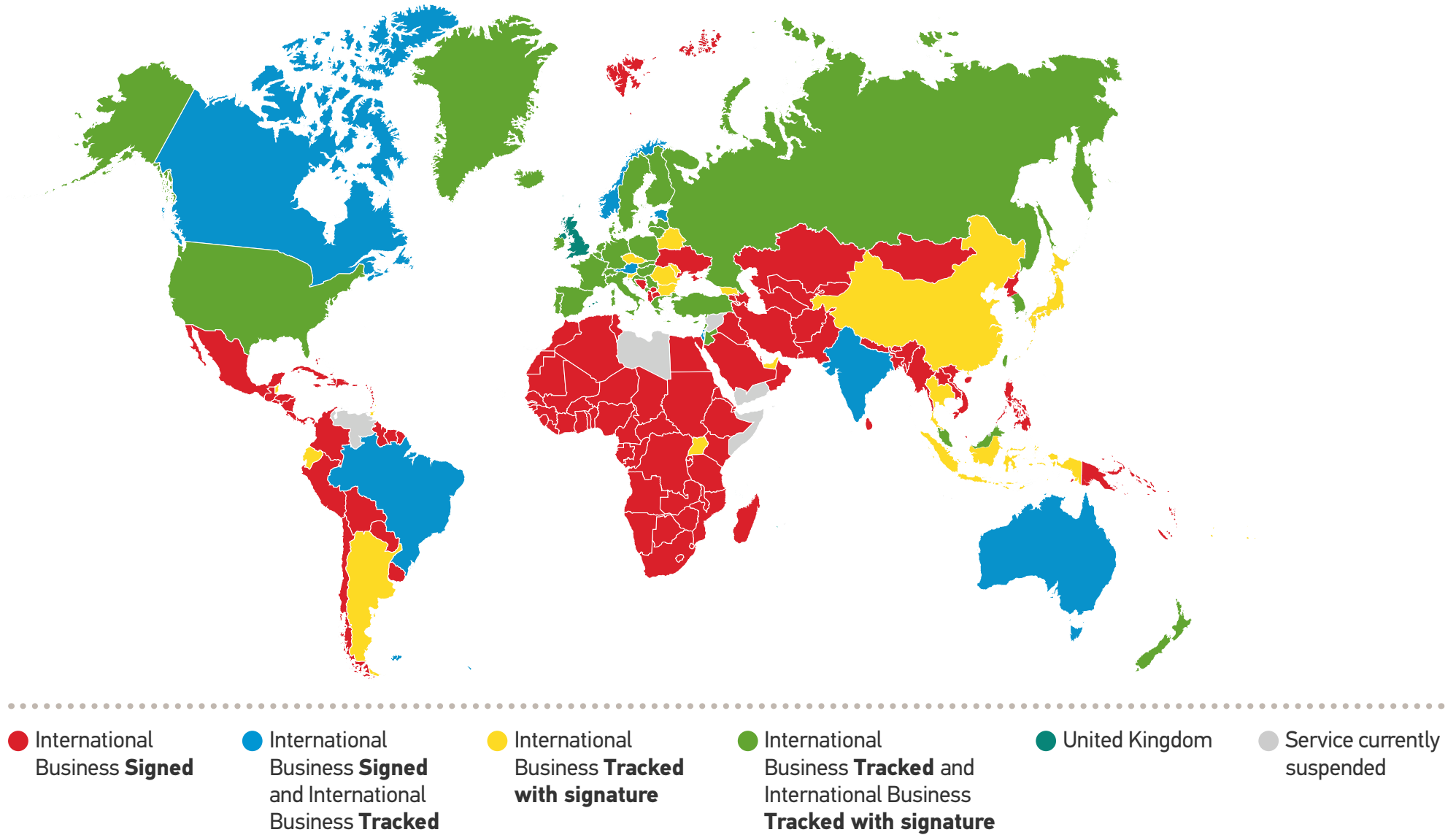
Country	Tracked		Signed	Standard		
	No Signature	With Signature		Priority	Standard* *Applies to Max Sort & Print Direct	Economy
St Kitts & Nevis	X	X	✓	✓	X	✓
St Lucia	X	X	✓	✓	X	✓
St Maarten	X	X	✓	✓	X	✓
St Vincent & The Grenadines	X	X	✓	✓	X	✓
Sudan	X	X	✓	✓	X	✓
Suriname	X	X	✓	✓	X	✓
Swaziland	X	X	✓	✓	✓	✓
Sweden	✓	✓	X	✓	X	✓
Switzerland	✓	✓	X	✓	X	✓
Syria	X	X	X	X	X	X
Taiwan	✓	✓	X	✓	✓	✓
Tajikistan	X	X	✓	✓	X	✓
Tanzania	X	X	✓	✓	✓	✓
Thailand	✓	✓	X	✓	✓	✓
Timor-Leste	X	X	✓	✓	X	✓
Togo	X	X	✓	✓	X	✓
Tokelau Islands	X	X	✓	✓	X	X
Tonga	X	✓	X	✓	X	✓
Trinidad & Tobago	X	✓	X	✓	✓	✓
Tristan de Cunha	X	X	✓	✓	X	✓
Tunisia	X	X	✓	✓	X	✓
Turkey	✓	✓	X	✓	X	✓
Turkmenistan	X	X	✓	✓	X	✓
Turks & Caicos Islands	X	X	✓	✓	X	X

## Appendix B: Service availability by country

Country	Tracked		Signed	Standard		
	No Signature	With Signature		Priority	Standard* *Applies to Max Sort & Print Direct	Economy
Tuvalu	X	X	✓	✓	X	✓
Uganda	X	✓	X	✓	✓	✓
Ukraine	X	X	✓	✓	X	✓
United Arab Emirates	X	✓	X	✓	✓	✓
Uruguay	X	X	✓	✓	X	X
USA	✓	✓	X	✓	✓	✓
Uzbekistan	X	X	✓	✓	X	✓
Vanuatu	X	✓	X	✓	X	✓
Vatican City State	✓	✓	X	✓	X	✓
Venezuela	X	X	X	X	X	X
Vietnam	X	X	✓	✓	X	✓
Wallis & Futuna Islands	X	X	✓	✓	X	✓
Western Sahara	X	X	✓	✓	X	X
Western Samoa	X	X	✓	✓	✓	✓
Yemen, Republic of	X	X	X	X	X	X
Zambia	X	X	✓	✓	✓	X
Zimbabwe	X	X	✓	✓	✓	X

\* See country information at [royalmail.com/personal/international-delivery/country-guides](https://royalmail.com/personal/international-delivery/country-guides) for details of service availability.

## Appendix C: Service availability map



Map is for illustrative purposes only. For the most up-to-date list of services available by country, please visit [royalmail.com/internationalbusiness](https://royalmail.com/internationalbusiness)

# Appendix D: OCR specification for Parcels

The majority of International Business Parcels will be sorted by machine at our Heathrow Worldwide Distribution Centre. All postings must therefore be machine-readable by our Optical Character Recognition (OCR) software.

## How it works

Using Optical Character Recognition (OCR) software requires you to print your addresses in a typeface that our sorting machines are able to read, by breaking each line down into separate characters or words and looking for vertical white paths between them.

However, in order for OCR to function properly, only certain fonts can be used and print quality must be of a certain standard. For example, using typefaces that are more unevenly spaced than others or printing labels on a printer where the ink is running low may cause the item to be rejected and require us to resort to manual sorting mode, which can cause delay and affect your discount level.

There are a variety of fonts you can use, though we recommend you use one from the list below wherever possible. We also recommend you regularly check the quality of your print output for clarity. If you have any doubts on either of these requirements, please contact your account manager.

## Here are examples of recommended typefaces:

Arial 10 – 12pt regular

Avant Garde 11 – 15pt regular

Century Schoolbook 10 – 11pt roman and bold

Courier 10 – 15pt regular and bold

Franklin Gothic 11 – 14pt book

Geneva 10 – 12pt regular

Helvetica 12 – 15pt regular and bold

# Appendix D: OCR specification for Parcels

Typefaces with the following characteristics are also suitable:

- Size – Height: 2mm min; 7mm max. Width: 7mm max
- Dimension – minimum ratio of lower case height (b) to upper case height (a) of between 2:3 and 3:4. A ratio of width (c) to height (a) of approximately 2:3.
- Consistency – each line of the address should be in the same typeface and size
- Quality – characters must be complete, clear, uniform and of high resolution, with individual stroke thickness of between 8% and 16% of the height of the character
- Contrast – there should be a contrast between the characters and the background on which they are printed of at least 50% (55% if it is to be read through a window)
- Positive Contrast or Inverse Printing (address block lighter than the background) is not permitted
- Character spacing – there should be a fixed pitch of between 10 and 12 characters per inch (or between 15 and 10 point size), with clear vertical gaps of at least 0.25mm between the extremities of adjacent characters
- If you are using proportionally spaced text, please ensure you keep spacing of at least +0.75, as this significantly improves the rate at which addresses can be read
- Line spacing – allow uniform spacing between all lines of the address, of at least 1mm – 4mm. There must be no blank lines.

# Appendix E: Max Sort Service Mixed Format Option

**It is possible to send parcels mixed with Letters and Large Letter formats within the same Max Sort mail bag to certain countries.**

The list of countries where this is possible is as follows:

Afghanistan	Bhutan	Christmas Island (Pacific Ocean)	Eritrea	Indonesia	Madagascar
Albania	Bolivia	Colombia	Ethiopia	Iran (Islamic Republic of)	Mahore (also known as Mayotte)
Algeria	Bonaire	Comoros Islands	Fiji	Iraq	Malawi
Angola	Bosnia Herzegovina	Congo (Dem. Rep of)	French Guiana	Ivory Coast (Cote D'Ivoire)	Maldives
Anguilla	Botswana	Congo (Rep of)	French Polynesia	Jamaica	Mali
Antigua / Barbuda	British Indian Ocean Territory	Cook Islands	Gabon	Jordan	Martinique
Argentina	British Virgin Islands	Costa Rica	Gambia	Kazakhstan	Mauritania
Armenia	Brunei	Croatia	Georgia	Kiribati	Mauritius
Aruba	Bulgaria	Cuba	Ghana	Kosovo	Melilla
Ascension Island	Burkina Faso	Curacao	Greenland	Kuwait	Moldova
Azerbaijan	Burundi	Djibouti	Grenada	Kyrgyzstan	Mongolia
Bahamas	Cambodia	Dominica	Guadeloupe	Laos (People's Democratic Republic of)	Montenegro
Bahrain	Cameroon	Dominican Republic	Guatemala	Lebanon	Montserrat
Bangladesh	Cape Verde	Ecuador	Guinea	Lesotho	Morocco
Barbados	Cayman Islands	Egypt	Haiti	Liberia	Mozambique
Belarus	Central African Republic	El Salvador	Honduras	Kenya	Myanmar
Belize	Ceuta	Equatorial Guinea	Guinea-Bissau	Libya	Namibia
Benin	Chad	Eritrea	Guyana	Macao	Nauru Island
Bermuda	Christmas Island (Indian Ocean)	Equatorial Guinea	India	Macedonia	Nepal

# Appendix E: Max Sort Service Mixed Format Option

New Caledonia	Paraguay	Serbia	St Lucia	Tokelau Islands	Uruguay
Nicaragua	Peru	Seychelles	St Maarten	Tonga	Uzbekistan
Niger Republic	Philippines	Sierra Leone	St Vincent & The Grenadines	Trinidad & Tobago	Vanuatu
Nigeria	Pitcairn Island	Slovenia	Sudan	Tristan de Cunha	Venezuela
Niue Island	Puerto Rico	Solomon Islands	Suriname	Tunisia	Vietnam
North Korea (People's Democratic Republic of)	Qatar	Somalia	Swaziland	Turkish Republic of Northern Cyprus	Wallis & Futuna Islands
Oman	Reunion Island	South Sudan	Syria	Turkmenistan	Western Sahara
Pakistan	Romania	Sri Lanka	Tajikistan	Turks & Caicos Islands	Western Samoa
Palau (known also as Belau)	Rwanda	St Eustatius	Tanzania	Tuvalu	Yemen, Republic of
Panama	Sao Tome & Principe	St Helena	Timor-Leste	Uganda	Zambia
Papua New Guinea	Senegal	St Kitts & Nevis	Togo	Ukraine	Zimbabwe

When you are sending a mix of formats in a Max Sort mail bag you may use any format bag label. However, the format on the bag label must match the corresponding Max Sort product code.

E.g: I post 3 bags of mixed format to Vietnam weighing in total 20kg via the Priority speed. All three bags have Priority speed and Large Letter format on the bag labels. I must document this against the Business Mail Large Letters Max Sort Priority product code.

If I had two mixed format bags with Parcel format labels applied and one mixed bag of formats with Large Letters bag label applied then I would need to document the Large Letters labelled bag against the Max Sort Large Letters Priority product code and the two parcels labelled bags against the Max Sort Parcels Priority product code.



# Appendix F: Limited Quantities of Dangerous items- Label and Design Requirements

## Item Presentation:

You are responsible for applying a label indicating the Parcel contains Limited Quantities (LQ) of dangerous items. This label must be applied to the same side as the address label. A returns address must be put on each Item.

You may consign Items containing Limited Quantity dangerous items in the same york or mail bag with other Tracked with signature items.

- These Items must be packed suitably to prevent leakages, so should be placed within inner packaging. This inner packaging must then be placed in suitable outer packaging, the use of inner packaging is not necessary for the carriage of articles such as aerosols; and
- Parcels containing aerosols shall be clearly marked as follows: "UN 1950 AEROSOLS" (this can be written inside the Limited Quantities label)

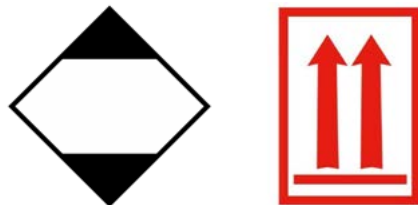
## Labels:

The dimension of the Limited Quantities label must be 100mm x 100mm.

You must apply an International Tracked with signature york card to the back of each york that you send.

Orientation arrows are required for Parcels containing liquids.

An example of the Limited Quantities and orientation arrows label are shown right.



## Design:

You can print your own labels (LQ and orientation arrows) using a thermal printer by downloading artwork from our website [royalmail.com/business/services/sending/parcels-worldwide/international-parcels](https://royalmail.com/business/services/sending/parcels-worldwide/international-parcels)

The orientation arrows shall appear on two opposite vertical sides of the package with the arrows pointing in the correct upright direction. They can be either black or red with a suitable contrasting background.

You can also order self-adhesive Limited Quantities labels from a supplier of your choice.



This is an example of what your Parcel should look like if it contains Limited Quantities of dangerous items.



This is an example of what your Parcel should look like if it contains liquids.



This is an example of what your Parcel should look like if it contains aerosols.

Up to date information is available at  
**[royalmail.com/internationalbusinessparcels](https://royalmail.com/internationalbusinessparcels)**

Although correct at the date this booklet went to print, from time to time services may be added to, changed or withdrawn.

Royal Mail and the cruciform are trade marks of Royal Mail Group Ltd. Royal Mail March 2019 User Guide © Royal Mail Group Ltd 2019.  
All rights reserved. Royal Mail Group Ltd, registered in England and Wales, number 4138203, registered office: 100 Victoria Embankment, London, EC4Y 0HQ.