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Welcome to our UK Parcel services

User Guide

Thank you for choosing Royal Mail. We've created this guide to help you make the most of our UK Parcel services.

Inside you'll find all the information you need to choose the best product for every situation, including our flexible delivery options. We also provide details on what is required to send parcels with Royal Mail, including restricted items.

This is a legally binding document forming part of the Agreement between you and Royal Mail.



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Our UK Parcel services





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UK parcel services

Special Delivery Guaranteed

Tracked

Standard

Returns

Our UK Parcel services at a glance



Royal Mail Special Delivery Guaranteed by 9am® or 1pm

Guaranteed next day timed
delivery for your urgent
or valuable items.



Royal Mail Tracked 24® and 48

Tracked delivery allows
your customers to
self-serve for extra
peace of mind.



Royal Mail 24® and 48

Great value next
day or two day
delivery for your
everyday parcels.



Royal Mail Returns

Next day by 1pm with
Special Delivery Guaranteed
Returns or Tracked next
day or two day Returns.



Royal Mail App

Download the Royal Mail
App to track or send an
item on the go. Download
the app on the Apple or
Google Play Store.

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UK parcel services

Special Delivery Guaranteed

Tracked

Standard

Returns

Compare our UK services

	Guaranteed By 9am or 1pm	Tracked 24/48 delivery speeds	Standard 24/48 delivery speeds	Returns 24/48 return speeds
Online Tracking	✓	✓	✗	✓
Signature [#]	✓	✓ (For an additional fee) [†]	✓ (For an additional fee)	✓ (Special Delivery Guaranteed Returns)
Customer Notifications	✓	✓	✗	✗
Delivery Confirmation	✓	✓	✓	✓
Timed Delivery	✓	✗	✗	✓ (Special Delivery Guaranteed Returns)
Management Information	✓	✓	✗	✓
Age Verification Service	Age Verification available	Age Verification available	✗	✗
ID Verification Service	ID Verification available	✗	✗	✗
Inclusive Compensation	£750	£100	✗	£100 Tracked* £750 Guaranteed
Enhanced compensation available	✓	✗	✗	✓ (Special Delivery Guaranteed Returns)
Weight	Max. 2kg (9am) Max. 10kg (1pm)	Max. 30kg (30kg is not available for items sent via Local Collect)	Max. 20kg (Royal Mail 24 [®]) Max. 2kg (Royal Mail 48 [®])	Max. 20kg (Tracked Returns 24 and 48)* Max. 10kg (Special Delivery Guaranteed Returns)
Size	Up to 61cm x 46cm x 46cm**	Up to 61cm x 46cm x 46cm**	Up to 61cm x 46cm x 46cm**	Up to 61cm x 46cm x 46cm**

[#] Signature items addressed to Jersey, Guernsey and Isle of Man including Special Delivery Guaranteed may be delivered to the local equivalent of a Safeplace or neighbour.

[†] Safe place option not available where you have chosen signature capture.

* Product codes TSS and TSN only. Older Tracked Returns product variants PT1 and PT2 offer up to £50 compensation and PT2 is limited to 5kg.

** For tube-shaped items, the length of the item plus twice the diameter must not exceed 104cm, with the greatest dimension being no more than 90cm.

Royal Mail Special Delivery Guaranteed

Providing a guaranteed next day service for the delivery of your urgent or valuable items.



Overview

- This product provides full tracking, compensation and proof of delivery with the option to request Saturday delivery for an additional fee.
- This product is available with a choice of guaranteed delivery times i.e. by 9am or 1pm on the next working day and you also have the option of purchasing additional compensation with this product.
- Next day delivery is not always operationally possible on a Saturday, but you can purchase guaranteed Saturday delivery for an additional fee.*

Benefits

- You can trust Special Delivery Guaranteed to deliver your valuable or urgent items when they just have to be there.
- Inclusive £750 compensation with the option of increasing it to £2,500, with money back guarantee if we don't deliver on time.

There are some postcode areas where we cannot guarantee delivery by 9am or 1pm, these are exempt from any claims for refunds. See [royalmail.com](https://www.royalmail.com) for details.

** If you have chosen this product, all items despatched to us on a Friday will be deemed to require a Saturday guaranteed delivery.*

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Royal Mail Special Delivery Guaranteed

Features and options



Royal Mail Special Delivery Guaranteed by 9am[®] and by 1pm offer timed delivery next day with inclusive tracking and signature on delivery. You can track the status of items sent at royalmail.com/track-your-item



Notifications are included, telling recipients their item is on its way.



The 9am and 1pm service provide £750 inclusive compensation. This can be enhanced up to £2,500 and consequential loss coverage of up to £10,000 is available too.

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Royal Mail Special Delivery Guaranteed

Features and options



Age Verification services are available to help you deliver with confidence to recipients aged 18 or over. Age Verification will also be available with our Local Collect service and will follow the principles of 'Challenge 25'.



Our ID Verification service is available where you wish to restrict delivery of an item to the addressee only. A signature is required before the item is handed over. This service is also available with our Local Collect service.



Local Collect is also free of charge with Royal Mail Special Delivery Guaranteed services.

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UK parcel services

Special Delivery Guaranteed

Tracked

Standard

Returns

Royal Mail Tracked 24[®] and 48

UK-wide delivery services with online tracking, so you and your customers can keep tabs on your parcel's progress.



Overview

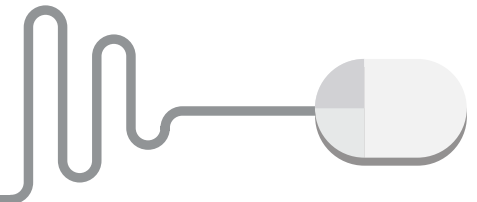
- Track your parcels from the point that they are despatched through to delivery at your customer's doorstep with Royal Mail Tracked 24[®] and Royal Mail Tracked 48[®].
- Your customers will receive notifications the day before and on the day of delivery with an estimated delivery window from 2 hours.

Benefits

- Increase your first time delivery rates by letting customers request an alternative delivery location such as a safe place, neighbour or Local Collect.

67%

of shoppers feel more confident ordering online when they're able to track their delivery, making them more likely to click 'buy'.*



Royal Mail Tracked 24[®] and 48

Features and options



Tracked 24 and 48 aim to deliver the next working day or within 2 days respectively.



These services can be followed from sending to delivery, supported by online reporting. You can track the status of items sent using our tracked products at royalmail.com/track-your-item



With inclusive notifications and tracking, recipients can self-serve to stay up to date each step of the way.



Age Verification services are available to help you fulfil goods with confidence to recipients aged 18 or over. If you opt for this service, we will follow the principles of 'Challenge 25' upon delivery. Age Verification is also available with our Local Collect service.



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Royal Mail Tracked 24[®] and 48

Features and options



For peace of mind, you can opt for a signature on delivery and all tracked products provide up to £100 compensation as standard.



We automatically deliver to neighbours when recipients aren't home but you can also pass on your customer's suggested safe place to leave items if they're not in.



Use our free Local Collect service to provide Click & Collect locations to your customers at 10,000 Post Offices and 1,200 Royal Mail Customer Service Points.



We offer to collect your parcels free of charge from your premise.

Royal Mail Tracked 24[®] and 48

We know that getting parcels into the hands of your customers quickly can make all the difference, so why not take advantage of the flexible delivery options and pro-active notifications?



79% of online shoppers consider it important to receive information on the progress of their delivery*.

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Royal Mail 24[®] and Royal Mail 48[®]

Our standard products are ideal for sending low value parcels to your customers.



Overview

- Free online Delivery Confirmation is available for customers who have barcoded their parcels.
- If you can pre-sort your parcels in line with our instructions you may be eligible for a discount. Details of this discount will be set out in your price confirmation letter.

Benefits

- If you send high volumes or pre-sort your parcels, price rewards are available to save you money when sending low value items.



We remain the most trusted delivery company for online shoppers year on year.*

Royal Mail 24[®] and Royal Mail 48[®]

Features and options



Royal Mail 24[®] and 48 aim to deliver the next working day and within 2-3 days respectively.



For an additional fee you can request a signature on delivery.



These services offer great everyday value for money and if you are barcode ready they now include free online Delivery Confirmation.

Delivery Confirmation:

- You can find out when your customer's parcel was delivered by entering a unique parcel ID number online at royalmail.com/confirmed
- You can reduce fraud and meet new marketplace seller standards for 'on-time' shipping to protect your seller rating.
- You can let customers know if their parcel has been delivered to their address or a neighbour or is awaiting collection at their Royal Mail Customer Service Point/Delivery Office.

For tracking, compensation and notifications you can consider Tracked and Special Delivery Guaranteed.



47% of online shoppers always expect delivery to be free*



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1st and 2nd Class Account Parcels

For customers who do not meet the minimum sending criteria (1000 parcels per annum).



There are no
minimum entry levels.



The maximum weights
are 20kg on both classes.



Separate your items
by class, 1st and 2nd.



This service can be accessed
through Click & Drop®.

Click the links below to visit our website for more information

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Royal Mail Special Delivery Guaranteed Returns[®]

Providing a guaranteed next day service for the return of urgent or valuable items.



Overview

- It provides full tracking, compensation and proof of delivery.
- Our returns service is only available with the guaranteed delivery time of 1pm.

Benefits

- Special Delivery Guaranteed Returns offer you the same peace of mind as our outbound services, so your valuable items are always secure.

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Royal Mail Special Delivery Guaranteed Returns[®]

Features and options



Special Delivery Guaranteed Returns by 1pm offer guaranteed delivery next day with a money-back guarantee.



Items are tracked from sending at over 11,500 Post Office[®] branches - back to you, including a signature on delivery as standard.



Special Delivery Guaranteed Returns by 1pm has £750 inclusive compensation. This can be enhanced up to £2,500 and consequential loss coverage of up to £10,000 is available too.

Royal Mail Tracked Returns[®] 24 and 48

Making it easy for customers to return or exchange items.



Overview

- You can provide your customers with labels that enable them to return items via the 11,500 Post Office[®] branches, Customer Service Points and Parcel Posting Boxes.
- We offer you and your customers end to end tracking online, just as we do with Royal Mail Tracked delivery services.
- We also provide further reporting and management information regarding the delivery of your items online for you to view on-demand.

Benefits

- A good returns policy helps you attract business and encourage repeat orders. Customers have the convenience of printing their labels at home or by visiting a Post Office[®] or Customer Service Point (Labels to Go)
- Keep tabs on your items being returned via our online reports. You can track the status of items sent at royalmail.com/track-your-item
- Up to £100 inclusive compensation.

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Royal Mail Tracked Returns[®] 24 and 48

Features and options



Tracked Returns 24 and 48 aim to deliver the next working day and within 2-3 days respectively.



These services can be tracked from drop off to delivery, supported by online reporting.



All tracked services offer up to £100 compensation as standard.



With 11,500 Post Office[®] branches to choose from, it's easy for customers to return their items with Royal Mail.



You can offer your customers free returns by including a unique barcoded returns label in every parcel, or letting them print their own label from our online Returns portal.



51%

of online shoppers would be unlikely to shop with a retailer again if they charged for returns*.

You must submit to us your return address labels for design and layout approval before you pay for printing.



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How to access our services



Royal Mail Special Delivery Guaranteed® by 9am or 1pm

These products are available to Special Delivery Guaranteed account holders (i.e. sending a minimum volume of 1 item per year, but special rates are available when sending 5,000 items per annum). Contact your Account Manager for more details.



Royal Mail Tracked 24® and 48

To offer your customers Royal Mail Tracked 24® and 48 you need to send 1,000 items per annum, per site. You can combine volumes to meet this threshold across Tracked 24 and 48, Tracked Returns 24 and 48 and all of the International Tracking and Signature services.



Royal Mail 24® and 48

To access Royal Mail 24® and 48 you need to send 1,000 items per annum, per site.



Royal Mail Special Delivery Guaranteed® Returns by 1pm

These products are available to Special Delivery Guaranteed account holders (i.e. sending a minimum volume of 1 item per year, but special rates are available when sending 5,000 items per year). Contact your Account Manager for more details.



Royal Mail Tracked Returns® 24 and 48

To access Royal Mail Tracked 24® and 48 you need to send 1,000 items per annum, per site. You can combine volumes to meet this threshold across Tracked 24 and 48, Tracked Returns 24 and 48 and all of our International Tracking and Signature services.



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Flexible delivery options



Local Collect[®]

Your customers want to be able to collect their deliveries when it suits them.



With Local Collect[®] they can choose to pick up their items at a convenient local Post Office[®] or Royal Mail Customer Service Point/Delivery Office.

This service is available for Special Delivery Guaranteed by 9am and Special Delivery Guaranteed by 1pm, Royal Mail Tracked 24[®] and Royal Mail Tracked 48[®].



Local Collect[®] is not just convenient for your customers; it also reassures them you've made delivery of their items and their needs a priority.

If you use a tracked service, we will also inform the customer via notifications when their parcel has arrived at the Post Office[®] or Customer Service Point/Delivery Office and is ready for collection.

All the customer needs to do is collect their parcel from the selected Post Office[®] branch or Customer Service Point/Delivery Office with an acceptable form of ID and, if the parcel is sent via a tracked service, the parcel tracking number.



And of course they won't be charged for the collection. The Post Office[®] or Customer Service Point/Delivery Office will hold on to the parcel for up to 18 days.

If you choose to use the service in conjunction with Royal Mail Tracked or Royal Mail Special Delivery Guaranteed, Royal Mail will also make it as easy as possible for you to set up and manage your use of the Local Collect[®] service.

We will provide you with the ability via an API (Application Programme Interface) or Local Collect[®] Widget to access a database of Post Office[®] branches or Customer Service Points/Delivery Office which you can integrate with your website, allowing your customers to choose a Post Office[®] branch or Customer Service Point/Delivery Office convenient to them when placing an order with you.



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Local Collect[®]

Setup

Start by contacting your Royal Mail Account Manager or Customer Services on **08457 950 950** to set up the Local Collect[®] service.

We provide you with the following:

- ➔ Access to a database of Post Office[®] branch and Customer Service Point/Delivery Office address details including opening and closing times via the API (Application Programme Interface).
- ➔ Label design specifications for using Local Collect[®] with Royal Mail Tracked and Special Delivery Guaranteed services.

All you have to do is take the order as normal from your customer, but with the addition of handy delivery options – their home address or a Local Collect[®] location that they specify.



Local Collect[®]

When your customer selects the Local Collect[®] option and indicates which Post Office[®] branch or Customer Service Point/Delivery Office they want the parcel delivered to, you need to:

- Put the Post Office[®] branch address (or Customer Service Point/Delivery Office) on the parcel together with the name of the customer in line with the specifications that we provide you.
- Despatch the Local Collect[®] parcels with your other parcels. They then travel through the normal Royal Mail network, and the Local Collect[®] parcels will be delivered to the Post Office[®] branch or Customer Service Point/Delivery Office as addressed on the parcel.
- We will send the customer a notification when the parcel is delivered to the Post Office[®] branch or Royal Mail Customer Service Point/ Delivery Office, if you provide the recipients mobile number and/or email address in the pre-advice.

Royal Mail will support you through your development and integration of the API (Application Programme Interface).

[Find out more](#)

If we agree to provide you with this service you must comply with the requirements set out in the Local Collect[®] Terms and Conditions. We will handle all Local Collect[®] Business items in line with such Terms and Conditions.



71%

of all online shoppers would trust the Post Office[®] as an alternate location for delivery*.

Safeplace

This is an additional delivery option available with Royal Mail Tracked 24[®], Royal Mail Tracked 48[®] and barcoded Royal Mail 24[®], Royal Mail 48[®] standard products only, allowing your customers to nominate a safe place for us to leave their items when they aren't at home. Only mail items which do not fit through a letterbox and which do not require a signature may be delivered using Royal Mail Safeplace.**

If you'd like to take advantage of this option, you need to get your customer to provide their nominated location. They can specify the following which you'll need to add to the special instruction section of the label:



A specific secure area at their property – this cannot simply state 'a safe place' or similar.*



A specific neighbour. We do deliver to neighbours as standard but if they have a suggested neighbour, we can try this first. This should be within 2 doors either side or opposite.

Regardless of the options above, we always start by attempting to deliver as normal. If nobody is at home and the item won't fit through their letterbox, we will then carry out the Safeplace instructions and post a card through the door to advise them accordingly.

If you take advantage of notifications, we'll also send them a message advising them that the item has been left in their nominated Safeplace[†].

In a minority of cases we won't be able to follow the instruction. These could include:

- If it would be dangerous for us to access the nominated point.
- If the nominated point is clearly insecure, such as an easily viewed doorstep.
- If the parcel would be exposed to bad weather.

In these cases we will return the item to the local Customer Service Point for safekeeping and will still leave a 'Something for you' delivery card pending the recipient's instructions. They can then either collect the item or arrange for it to be redelivered free of charge, or have it delivered to their local Post Office[®] branch for a small fee.

* If we agree to provide you with the Safeplace option you must comply with the requirements set out in the Specific Terms for Parcels.

Safeplace is not available with signature on delivery items. Please note that signature items addressed to Jersey, Guernsey and Isle of Man including Special Delivery Guaranteed may be delivered to the local equivalent of a Safeplace or neighbour.

** Mail items that do not fit through a letter box are items which are generally larger than 250mm by 38mm. † Only available with Tracked items.

Need a signature on delivery?



Royal Mail Special Delivery Guaranteed offers a signature on delivery and inclusive compensation up to £750.



Royal Mail Tracked includes the option of a signature on delivery and provides up to £100 inclusive compensation.



Age Verification, available on Special Delivery Guaranteed and Tracked services provides a signature on delivery.



ID Verification available on Special Delivery Guaranteed services only. All items sent on this service provide a signature on delivery.

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Notifications

With Royal Mail Tracked and Special Delivery Guaranteed we offer free notifications to keep shoppers informed of when they can expect their delivery.

You will need to capture the recipient's mobile number and/or email address and include this in the pre-advice that you provide to us.

Notification	Royal Mail Special Delivery Guaranteed® Notification	Royal Mail Tracked Notification
Your Royal Mail item is on its way	✓	✓
Royal Mail item ready for delivery	✓	✓
Royal Mail delivery information	✓	✓
Please collect your Royal Mail item	✓	✓
Royal Mail item returned to sender	✓	✓



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Parcel shipping solutions

Free Royal Mail Shipping Solutions

Royal Mail has a range of Parcel Shipping Solutions, offered for free, which streamline your order management, fulfilment and despatch processes. All our solutions produce 2D barcoded labels and automate billing and generation of pre-advice. We offer simple web-based options, as well as API solutions, to give you instant access to our latest UK and International parcel services.

[Click & Drop®](#)[View](#)[Pro Shipping](#)[View](#)[API Shipping*](#)[View](#)[Third Party Integrators](#)[View](#)

What if I prefer to use my own despatch management system or a Third Party Integrator?

You can use alternative systems either through a software supplier or even by developing your own solution to print barcoded labels, paper collection manifests and electronic pre-advice files to send to Royal Mail.

In order for us to consider integrating your own systems, you must be posting large volumes of mail and you will need to follow the guidance set out in the Bespoke Shipping (COSS) specification documentation: both to comply with the relevant technical specifications and to comply with software updates as instructed by us.

Your Account Manager or Customer Services Advisor will be able to arrange for an IT Solutions Consultant to contact you to share the requirements, including our label design guidelines and our printing and design requirements. They'll then work with you to ensure that each element of the solution is approved before you post.

Daily pre-advice files for example are necessary in order for us to unlock the features of some of our products, such as recipient notifications and your personal reporting. We also need this to ensure that our operation can not only accept your items, but process and deliver them effectively.

If you use your own despatch management system, you must submit a number of sample printed labels for our approval before handing over your first posting.

*Must meet minimum posting criteria of 100 items per day.

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Click & Drop[®]

A great all round despatch solution

Click & Drop service that allows you to pay on account and scale up your parcel despatch to multiple workstations as well as incorporating multiple trading names.

You can save time by setting up an automatic upload of your website orders and connect directly with your marketplace accounts to track your items and pull through new orders ready for despatch onto barcoded labels containing your logo.

Visit parcel.royalmail.com to get started right away.

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Click & Drop[®]

Benefits

- ✓ Ability to scale up despatch by adding multiple workstations across multiple locations
 - ✓ Speeds up despatch with the option to directly connect marketplace seller accounts to pull orders through ready to be despatched
 - ✓ Automate the importing of files with a Desktop integration
 - ✓ Imports your website orders
 - ✓ Saves time by printing labels automatically with a range of label templates to work with different package sizes
- ✓ Option to set up and manage multiple trading names to meet the needs of growing businesses
 - ✓ Automates the processing of electronic customs details
 - ✓ Tells you how much you've spent on postage each day
 - ✓ Automated end of day submission to Royal Mail and printing of collection paperwork
 - ✓ Free label stock for thermal printers



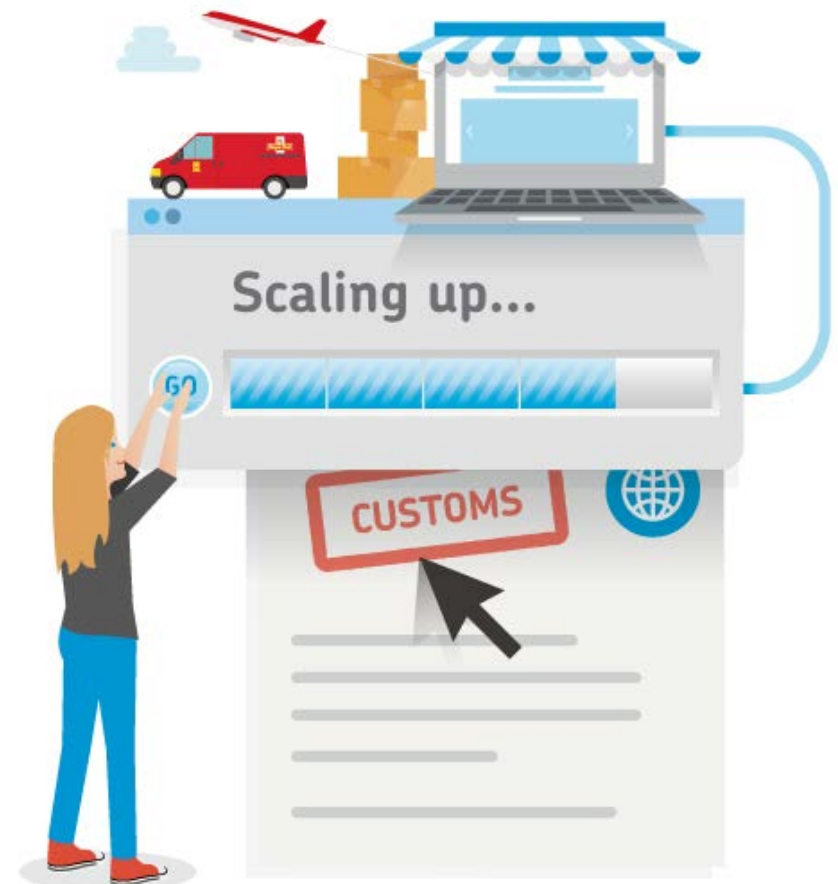
Click and Drop[®] enables you to offer delivery with Royal Mail Tracked, which provides real time information so shoppers can self-serve. This helps you meet new marketplace standards and improve your customer service.

Pro Shipping

Ideal for larger contract customers wanting a more 'hands on' despatch system with complex needs.

Pro Shipping gives customers the ability to scale up despatch by adding as many workstations as required across multiple locations and trading names.

It automates label printing, electronic customs creation and end of day reports to save time and streamline processes.



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Pro Shipping

Benefits

- ✓ Fast branded label generation and option to print on any number of networked workstations
 - ✓ Flexible range of file templates to upload shipment information in bulk using a drag and drop interface (Complex Batch Import)
 - ✓ Access for multiple users with a range of permissions/restrictions across multiple locations
 - ✓ Uploads pre-configured end of day reports to your systems or 3rd party platforms to support tracking
 - ✓ Supports Royal Mail's average weight products
- ✓ Allows you to use a web-based application, API or mix of both to suit your needs
 - ✓ Automates the creation of electronic customs details
 - ✓ Avoids duplication of effort by enabling users to share file templates across the same account
 - ✓ Automates end of day processes
 - ✓ Ability to scale up despatch by adding as many workstations as required across multiple locations and trading names

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API Shipping

Good for web savvy customers who are comfortable using APIs and want the flexibility to process their shipments their way.*

Customers wanting the flexibility to process shipments in a way that suits them can connect to our API.

Our new API shipping service provides a faster response time to API calls with an improved infrastructure and audit logging process to ensure customers' journeys are monitored.

For customers wanting to make manual changes to shipments they can use Pro Shipping alongside.

*Minimum entry criteria of 100 items per day.

API Shipping

Benefits

- ✓ Provides the flexibility to efficiently process shipments through an existing system by connecting to our API
 - ✓ Unlimited access with 24 hour self-serve access, 7 days a week
 - ✓ Create shipments across Royal Mail UK and International services
 - ✓ The ability to update shipment details more easily and cancel shipments to ensure customers are billed correctly
 - ✓ Automates the processing of electronic customs details
 - ✓ Improved API handling reduces call time to generate labels
- ✓ New downloadable label formats
 - ✓ Ability to use either a GUI or APIs to manage shipping – or mix the interfaces to suit the customer's workflow
 - ✓ Customer can scale up despatch by adding unlimited workstations
 - ✓ Keeps development costs and future maintenance to a minimum
 - ✓ Options to operate in an offline mode



With total control comes greater responsibility. You need to meet the label specifications so that we're able to scan and process your items. If we can't do this then we'll have to return the items to you to re-label and resubmit them, adding delays to your services.

Third Party Integrators

Benefits

There is a list of Royal Mail approved Third Party Integrators at royalmail.com/business/services/shipping/third-party-partners

If you use a third party integrator that isn't on the list you will be unable to access Royal Mail services unless you utilise file import through our Click & Drop solution.



Despatch through a selection of carriers to produce barcoded delivery and return labels.



Shopfront setup for startups.



End-to-end e-commerce solutions.



Multi-channel platforms to connect to marketplaces.



Integration with digital marketing channels, shopping comparison and social media sites.



Outsourcing solutions including warehousing and fulfilment.

Third Party Integrators

How is a Third Party solution different to our Parcel Shipping Solutions?

- Third Party Integrators typically charge to produce barcoded labels for deliveries and returns.
- Some Third Party Integrators offer customers a range of carriers.
- Some Third Party Integrators offer Shipping Solutions as part of a larger software package.



There are lots of Third Party Integrators to choose from. But not all of them are ready to offer 2D barcoding for your Royal Mail parcels – so start with the ones that are ready now.

Labels

Help your parcels get quickly and reliably delivered by printing good quality barcoded labels on a thermal printer.

What we offer

- Royal Mail can supply paper labels for all of its barcoded domestic delivery and return solutions.

What isn't available


- Royal Mail will not provide the paper labels for non-barcoded items as this is no longer a recognised solution.

You can print your own

- If you choose to do this your labels will need to be produced by recognised software. You can get confirmation of this via your Account Manager or Customer Services Advisor.

All of the domestic and International label designs are available from the IT Solutions Consultant. Your Account Manager or Customer Services Advisor will arrange this for you.

We may provide you with barcodes and if we do you must use one of these barcodes on each item that you post. You must use each barcode for one item only. Your reproduction and use of such barcodes must comply with our barcoded services guide.



Tracking reference number
– eye readable version of the 1D barcode, just in case

1D and 2D barcodes
– necessary for all tracking

Special Instructions
– can include details of a neighbour who's normally home when recipients aren't, or Safeplace instructions

Service and speed indicators
– so that we can easily identify the service and handle your items appropriately

Return address
– to ensure any items not delivered or collected can get back to you

Customer reference area
– a good spot for your order number in case your internal processes need this or your customer has any queries

Label printing



We recommend printing your labels on a thermal printer for better quality print.

We can arrange a suitable thermal label printer to be supplied to you.

Contact your Royal Mail Account Manager or call Customer Services on **08457 950 950** if you wish to purchase a printer.

If we arrange for our supplier to provide you with a printer we will provide you with a copy of the terms and conditions that will apply to your purchase.

Packaging requirements

Packaging your items appropriately is really important to make sure your parcels don't get damaged during the despatch process.

We want to deliver your items as effectively and efficiently as possible.

Document wallets, tape, string or strapping shouldn't be used (unless this has been specifically agreed with us in advance) as many items go through our sorting machines.

Do not place sticky tape over any part of the label as this will result in the print quality being effected and we may not be able to scan or deliver your item.

Ensure that we can scan and understand everything you send with us by applying labels:

- Without damage
- With clear, legible details
- On a flat surface with no creases or folds (if your items are small, ensure that the barcodes and address information isn't wrapped around edges).

All products require:

- A barcode on each item.
- The correct destination address including postcode.
- A UK returns address. Without a UK returns address we may not process the item, we may return it to you or you may be required to collect it from us at your own cost.
- All shipments must be accompanied by an end of day manifest or sales order summary with supporting despatch documentation.
- Documentation must be eye readable, printed on A4 paper and contain a barcode printed to a high quality for readability by our scanning equipment.
- Presentation must be in separate containers using correct bag or tray labels. Maximum bag weight 11kg. Maximum tray weight 10kg. This is to ensure your items are handled by the right part of the network and in the right way. Bags must be sealed with black ties.

For returns services, you need to abide by the relevant guidance above so that we can handle your items properly.

Surcharges or adjustment fees could apply if items have not been presented correctly or rework is required. For more information go to **royalmail.com/surcharges**

If you need to order more labels, bags, etc, please visit **royalmail.com/onlineemailsupplies**



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Preparing and despatching

Below is a checklist table of despatch requirements for all of our parcel products.

Despatch requirements	Royal Mail 24/48	Tracked 24 and 48	Special Delivery Guaranteed	1st and 2nd Class Account Parcels
Separate by product	✓	✓	✓	✓
Separate items by service speed into separate containers	✓	✓	✗	✓
Separate items by format into separate containers	✓	✗	✗	✓
Weigh each item	✗	✗	✓	✓
Count items and weigh consignment*	✓	✗	✗	✗
Seal bags	✗	✗	✓	✗

Ensure that your posting contains only parcels and large letters.

You or your agent must load all bags or containers into our vehicles in line with our policies and procedures for working safely, which we notify to you if we are collecting your items.

We may decide to help you load or unload, but we do not have to.

If you store filled bags temporarily for collection in containers or cages, you must fill up the containers or cages before filling a new one.

Preparing and despatching

In some cases each product may have a range of different processes when sending parcels using each service. These are outlined below:



Royal Mail 24[®] and Royal Mail 48[®]

→ Divide by speed (24/48).

Sorting information

→ Establish the average weight of each format of posting and delivery speed (Daily Rate only).

→ You will need to separate bags/containers for each format and class of mail. Count items and separate Royal Mail 24[®] and Royal Mail 48[®] mail and large letters and parcels. If you don't separate your large letters you will pay parcel rates for these items.

→ Label your bags and containers, ticking the relevant content box to indicate large letters or parcel.

→ If you use a Royal Mail Shipping Solution, print off an end of day Manifest to handover with your mail. If you use your own Bespoke shipping solution, provide a printed Sales Order Summary document. Details on the design layout and what information needs to be included can be found in the Bespoke Shipping Solutions specifications. For more information go to **royalmail.com/bespoke-shipping**

→ If you have multiple collections a Customer Collection Receipt (CCR) must be completed for each collection, but your end of day Manifest or Sales Order Summary must reflect the details of your entire daily posting.

→ Hand over the completed confirmed paperwork to the collection driver.

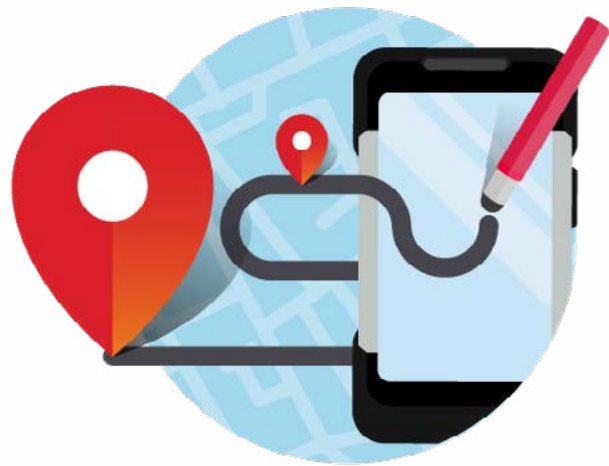
Preparing and despatching

Royal Mail Tracked 24[®] and Royal Mail Tracked 48[®]



- Correctly address the parcels – i.e. provide a full postal address and postcode. Your address database must be cleansed and maintained to achieve a minimum of 95% accuracy of the current Postal Address File (PAF).
- Divide by speed (24/48). We need to be able to identify the next day products in order to process them straight away; otherwise they may be treated as economy services.
- Load into the correct agreed equipment (e.g. bags and sleeved Yorks supplied by us).
- Affix appropriate Tracked 24 or Tracked 48 bag labels tied onto the bags or cards placed in the slot of the York. These will be provided by Royal Mail. If you send high volumes, we may agree for you to loose-load into vehicles in advance of posting.
- Provide a pre-advice file to Royal Mail prior to the last shipment collection.
- Print an end of day Manifest document from the shipping solution system you are using. If you use your own solution, you will have agreed a format for this with your Royal Mail IT Solution Consultant.
- Hand over to the collection driver – items are not permitted for handover at Post Office[®] branches.

Preparing and despatching



Special Delivery Guaranteed By 9am[®] and Special Delivery Guaranteed by 1pm[®]

- Special Delivery items must be contained within a sealed pouch or labelled bag, and kept separate from other collection traffic.
- The collection driver will complete his collection list and ask you to sign to confirm accuracy.
- The shipment must be accompanied by the end of day manifest document from the shipping solution you are using.

Sorting

Royal Mail 24[®] and Royal Mail 48[®]

If you are a Royal Mail 24[®] or Royal Mail 48[®] customer, we may have agreed with you to sort your items into selections. If we do so, you must sort your items in line with the instructions provided to you by your local Mail Centre.

There are 2 sorting options available:

- **Sort8** (where items are sorted into 8 or less selections, with a minimum of 250 items a day, per service per format, per posting site.)
- **Presorted** (where items are sorted into more than 8 selections, with 1,000 items per day, per service, per format, per posting site).

Benefits

- By sorting items yourself they will be dealt with quicker and you could also earn a discount on the Royal Mail 24[®] and Royal Mail 48[®] price.
- The benefits of sorting for each sorting option (“Presorted” and “Sort8”) are set out on the next page.



Sorting

Presort items

- If you send more than 1,000 items a day then you will get the most out of your outgoing mail by choosing the Presort option.
- You can choose to sort your mail above the basic 8 ways (the actual number of ways will be agreed between you and us) and earn increased discounts on postage costs for the extra work you do.
- We'll work directly with you to agree how best to sort your parcels/ large letters and how many selections to use. This tailored approach means your items will not only be dealt with quicker, you could also earn a discount on the Royal Mail 24[®] and Royal Mail 48[®] price for your items.
- Each solution is personally tailored to your ability to sort and the benefits we can share.
- For more information visit royalmail.com (or such URL as may be notified to you from time to time by your Account Manager) (or such replacement URLs) or contact Royal Mail's sales advisors for more details.

- If we allow you the maximum number of selections available for our Presort option, you can (if necessary) make those Royal Mail 24[®] or Royal Mail 48[®] Presort postings available for handover at a later time we set. This later handover will not form part of our business collection service. You must make sure that each Royal Mail 24[®] or Royal Mail 48[®] Presort posting that you will hand over at a later time will be ready for collection at the time and handover point that we tell you.

Sort8 items

- You can choose to sort your mail into 8 or less selections and could also earn a discount on the Royal Mail 24[®] and Royal Mail 48[®] price for your items.

Sorting



Best practice

We'll provide the local Mail Centre sortation database to help you to quickly allocate each item to one of the postcode areas.

Then you sort your parcels/large letters in mailbags, trays or containers which we supply.

You or your agent must:

- Sort items in each Royal Mail 24[®] or Royal Mail 48[®] posting into the correct selection in line with clause 4.10 of the Specific Terms for Parcels; and
- Sort items in line with an updated customer sortation database within one month of the date you receive that update.



How to use our sortation database

Each of our Mail Centres has a unique sortation database. We'll supply it electronically for you or your agent to install and link with your own software. We will also supply you with any updates to the customer sortation database. You'll need to accurately address at least 90% of your parcels or large letters with a full postcode*.



What you need to do

- Gather your items.
- Include at least 250 parcels or large letters in each posting.
- Add a Printed Postage Impression (PPI) or barcoded label.
- Divide your items into Royal Mail 24[®] and Royal Mail 48[®] mail.
- Count and bag items (separate bags/containers for Royal Mail 24[®] and Royal Mail 48[®] mail). If you wish to pay separately for large letters and parcels, you will need to separate bags/containers for each format and class of mail.
- Sort your items into journey order – eight geographical areas.
- Place items in trays, bags or containers (use one tray, bag or container per geographical area).
- Label your mailing with labels advised or supplied by the local Mail Centre.
- Complete the Online Business Account sales order.
- We collect your mailing.

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Sorting



Online Marketplaces

- You may consolidate Sales Orders relating to any online market places (e.g. Amazon and eBay) items and Sales Orders relating to any other items you want to send simultaneously provided that:
 - the combined Sales Orders reconcile with the total consignment; and
 - you must still adhere to all other segregation requirements.
- In the event that we are unable to reconcile the combined Sales Orders with the total consignment then we will not be able to segregate online market place items from any other items. Under these circumstances we reserve the right to, acting in good faith, amend the combined Sales Orders to reflect what you have actually sent or alternatively we may choose to allow you to collect your items for re-work and re-presentation.
- In these circumstances we will invoice you for an administration fee in accordance with our General Terms & Conditions.

Sorting



How do I present my sorted postings?

- Make sure that each bag, tray or container that you use for a posting has a filled-in label on it, including the Mail Centre the relevant selection is being sent to (we will provide these labels to you).
- Make sure that each container and tray you use for a Royal Mail 24® or Royal Mail 48® posting is clearly labelled to show:
 - That it contains either Sort8 or Presort items;
 - The delivery speed you have used (Royal Mail 24® or Royal Mail 48®);
 - The selection of the parcels or large letters in that container or tray.
- Clearly identify on any container you use for a Royal Mail 24® or Royal Mail 48® posting, whether that container contains parcels or large letters of more than one selection.
- Make sure that all large letters are securely placed in trays and that all the trays and parcels are securely placed in the containers we give you. You can use a mailbag if items for one or more selections would more appropriately fit into a mailbag for each selection.
- If you use containers, you must fill each container with one selection before you use another container. If you use sleeved containers, you must make sure that:

- All items in a Royal Mail 24® or Royal Mail 48® posting are placed in the containers so that the addresses of the items are all facing the same direction; and
- If possible, the large letters in each tray are in outward postcode order within each of the selections (in other words, all items of a specific postcode should be together). If you or your agent only fill part of a tray with one postcode, you or they can place the next postcode in the same tray, as long as it is part of the same selection.



Can I hand over extra 'unsorted' postings?

- You can give us extra 'unsorted' Royal Mail 24® or Royal Mail 48® postings, in which you can place items which you have not been able to sort into selections.
- You must make a note of this selection on the posting cheque and you must pay postage on it at the standard public tariff that applies (or at the appropriate Royal Mail 24® or Royal Mail 48® rate for the average weight of the items if the selection qualifies for it).
- These items will not count towards the 250 parcels or large letters referred to in the "What you need to do" section above.



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Restricted and prohibited goods



Restrictions and prohibited goods

You are responsible for checking whether or not an item is prohibited or restricted.*
Find guidance on our prohibited and restricted goods list via the links below.



Prohibited goods

For legal and safety reasons, there are some items which we cannot allow to be sent by post. We call these prohibited goods. A list of these items can be found in the business help pages online or via this link.



Restricted goods**

There are some items that can only be sent by post when certain requirements/restrictions are met, including in relation to quantity, volume, packaging and labelling. We call these restricted goods. A list of these items can be found in the business help pages online or via this link.

Don't forget you can ONLY use these products to send restricted goods:



Royal Mail Tracked 24[®] and 48



Royal Mail Tracked Returns 24[®] and 48 (enhanced)



Special Delivery Guaranteed by 9am



Special Deliver Guaranteed by 1pm and
Special Delivery Guaranteed Returns by 1pm



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Where do I go for more help?



Or visit the help pages
on our website



For more information on our
products or services, please
contact your Account Manager,
or call us on **08457 950 950**.

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Appendix A: Delivery speeds

The table below sets out the delivery speeds that will apply to each of the parcel products:

Product	Delivery Speed	Main exclusions
Royal Mail 24®	Aim to deliver the next working day	
Royal Mail 48®	Aim to deliver the majority of your items within 2 working days, with a small minority within 3 working days	
Royal Mail Tracked 24®	Aim to deliver the next working day	GY, HS, IM, JE, KW15-17, PA49, PA60-PA75, PA78, PH30, PH41-PH44, ZE2-ZE3 postcodes
Royal Mail Tracked 48®	Aim to deliver within 2 working days	BT, GY, HS, IM, JE, KW, PA60-75, PA78, PH30, PH41-44, ZE2 & ZE3 postcodes
Royal Mail Tracked Returns® 24	Aim to deliver the next working day	
Royal Mail Tracked Returns® 48	Aim to deliver the majority of your items within 2 working days, with a small minority within 3 working days	
Royal Mail Special Delivery Guaranteed by 9am®	Delivery by 9am* the next working day or on a Saturday if you chose Saturday guaranteed delivery (*Where we know from previous experience that a recipient is unlikely to be available to receive an item before 9am, then we may deliver the item by 9.30am.)	<p>Unavailable for delivery to Jersey, Herm, Sark, Alderney and addresses in Isle of Man outside the IM1 postcode area. As we are unable to deliver by 9am in the following postcode areas, please refer to the Special Delivery Guaranteed by 1pm section in this table for postcodes to: AB30-39, AB41-45, AB51, AB53-56, AB52, BD23-BD24, BT35, BT44, BT47,BT51,BT53-54, BT70-71, BT76-77, BT81, BT92-94, DG7-9, GY1 3, GY9, GY10, HG3, HS1-6, HS7-8, HS9 Castlebay-Barra, IM2-9, IM86-87, IM99, IV (except IV1), JE1-4, KA27-28, KW, LA18, LA20, LD1-4, LD6, LN4-6, LN10, PA20-49, PA60-75, PA76-78, KW15 (Kirkwall Town), KV16 (Stromness Town only), PH 15 - 29, PH30 - 40, PH45 -50, PH42-44, PH30-41, PL3, PL29, SY25, TR12-13, TR17-20, TR21-26, YO41, YO43, YO51, YO60, YO61, YO62, ZE1-3 and FK17-21</p> <p>If postings for a delivery on a Saturday exceed the Agreed Percentage then: (1) you will be liable for extra charges (2) we may chose not to deliver these items. Please see the Specific Terms for Parcels which sets out additional rights that we will have in that situation.</p>

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Appendix A: Delivery speeds

Product	Delivery Speed	Main exclusions
Royal Mail Special Delivery Guaranteed by 1pm® and Royal Mail Special Delivery Guaranteed Returns® by 1pm	Delivery by 1pm the next working day or on a Saturday if you chose Saturday guaranteed delivery	<p>Delivery by 5.30pm the next working day to postcodes: AB30-56, IV21-28, IV40, IV52, IV54, KW1-14, PA28-38, PH15, 17-26, PH31-40, PH49-50, HS1, HS3-9, IV41-51, IV55-56, KA27-28, PA20 (0-9), PA41-49, PA60, PA77, KW15, KW16 (Stromness Town only), GY9 (Alderney), ZE1 (Lerwick), HS3.</p> <p>Delivery after two working days by 5.30pm for postcodes: GY1 3(Herm), GY10 (Sark), HS2, PA61-75, PA78, ZE2-3.</p> <p>Delivery after 3 working days by 5.30pm on the third working day to postcodes: KW16-17, PH30, PH41-44.</p> <p>Our Saturday guaranteed delivery is not available to GY1 3 (Herm), GY9 (Alderney) GY10 (Sark).</p> <p>If postings for a delivery on a Saturday exceed the Agreed Percentage then: (1) you will be liable for extra charges (2) we may chose not to deliver these items. Please see the Specific Terms for Parcels which sets out additional rights that we will have in that situation.</p>
1st Class Account Mail (Parcels)	Aim to deliver by the next working day across the UK	
2nd Class Account Mail (Parcels)	Aim to deliver within 2/3 working days across the UK	

How we calculate your UK delivery price

The UK is divided into three Zones.

- **Zone 1:** England, Wales and parts of Scotland, excluding Highlands and Islands. The area is made up of all postcodes not mentioned in areas 2 and 3 below.
- **Zone 2:** Highlands & Islands of Scotland – postcodes IV, HS, KA27-28, KW, PA20-49, PA60-78, PH17-26, PH30-44, PH49-50, Isle of Man, Bailiwick of Guernsey and States of Jersey ZE, GY, JE, IM.
- **Zone 3:** Northern Ireland and Isles of Scilly – postcodes BT, TR21-25.

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Appendix B: Forecasting

NOTE to Customers: All Forecasting information **MUST BE** provided in a Microsoft Excel electronic document, or in any other form we ask you for.

TABLE A - All Products Forecasting Requirements

Which Product?	'Trigger Event' which requires you to give us a Forecast	When do you send us the Forecast?	Any further Forecasting details?	Further conditions
All Products	On-going.	You or your agent must notify us of your monthly, weekly and daily posting plans according to the forecasting process we notify to you.	We will let you know on an on-going basis what the Forecasting process is.	None
All Products	If you want to hand over more than 4000 letters or 1000 large letters or parcels .	By 3pm on the working day before the handover (or, if the handover is scheduled for a Sunday or a bank holiday, then we require 48 hours notice).	You or your agent must include the following details: <ul style="list-style-type: none">• Your or your agent's name• Your account number where possible• The handover point• Volumes (by class and format for each product)	None

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Appendix B: Forecasting

TABLE A - All Products Forecasting Requirements

Which Product?	'Trigger Event' which requires you to give us a Forecast	When do you send us the Forecast?	Any further Forecasting details?	Further conditions
All Products	If the number of items you will handover varies by more or less than 5% from the number you gave us in your previous Forecast.	You must notify us by 10am on the day of the handover.	Volumes (by class and format for each product).	NOTE: We do not have to accept any items which vary by more than 5%. None.
All Products	If you or your agent expect to hand over an Exceptional Posting (see below).	You or your agent must notify us at least four weeks before the posting date.	You must provide the following information: <ul style="list-style-type: none">• The format and size of each item contained in the posting.• The average weight of the items in the posting.• The destination the items in the posting are going to.	No

Exceptional Posting

	Sorted Products; Royal Mail 24®; Royal Mail 48®; Royal Mail Tracked 24® and Royal Mail Tracked 48®	All other Products
Letters	1 million Items	250,000 Items
Large Letters	500,000 Items	100,000 Items
Parcels	250,000 Items	60,000 Items
Special Delivery™	Does not apply	20,000 Items

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Appendix B: Forecasting

TABLE B - All Parcels Forecasting Requirements

Which Product?	'Trigger Event' which requires you to give us a Forecast	When do you send us the Forecast?	Any further Forecasting details?	Further conditions
Royal Mail 24® & Royal Mail 48® Sorted items only	On-going.	The start of the Agreement. Every annual anniversary of the date the Agreement began. Whenever there is a change in the number of parcels and large letters you expect to post from each handover point to each separate postcode area .	You or your agent must tell us the number of parcels and large letters you expect to post from each handover point to each separate postcode area .	None
Royal Mail Tracked 24® & Royal Mail Tracked 48®	Every day.	By 3pm of each working day . For Saturday and Sunday collections, you must notify us by 3pm on the preceding Friday .	The number of items you want to handover the following day (including if you do not wish to hand over any items).	NOTE: If the actual number of items you want to hand over in any one day exceeds by more than 10% the Forecast which you or your agent provided to us then: <ul style="list-style-type: none">• we may not be able to process all of your items on the day of collection; and/or• the items may be delivered later than usual.

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Appendix B: Forecasting

TABLE B - All Parcels Forecasting Requirements

Which Product?	'Trigger Event' which requires you to give us a Forecast	When do you send us the Forecast?	Any further Forecasting details?	Further conditions
Special Delivery Guaranteed by 9am & Special Delivery Guaranteed by 1pm	Any posting that will be more than your average daily posting .	48 hours notice before any such posting.	Volumes (by class and format for each product).	We may refuse that posting. If we accept that posting then we will not be liable to make any compensation payment for delay pursuant to paragraphs 6.10 and 6.11 the Specific Terms for Parcels.