

Delivery Services



Helping you choose the most appropriate way to distribute to and from your customers

How do you send out documents and packages to customers – and how do they respond to you?

How do you make sure that important items are delivered safely, securely and on time?

Our flagship delivery services – Special Delivery™, First Class, Second Class and International –

will help you interact with customers almost anywhere in the world.

These services have been specially designed to help you choose the cost and speed of service that really meets your business needs.

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Delivery Options – UK

From our market-leading Special Delivery™ service to economical parcel delivery, our range of products will help you benefit from the right balance of speed, security and cost.

This section includes details on the following services:

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Special Delivery™

Fast, guaranteed delivery by either 9.00am or 1.00pm the next working day, including Saturday

Special Delivery™ provides a market-leading service for urgent next day deliveries by 9.00am or 1.00pm. It delivers items speedily and securely – and is frequently the preferred choice for businesses sending products to customers or looking for a better value service than a courier company.

Is it for me?

Special Delivery™ is a cost-effective choice for your business if you:

- need items delivered either by 9.00am or 1.00pm six days a week, Monday to Saturday
- are concerned about the security of your items
- are keen to achieve better value than you currently get from your existing courier service
- want a money-back guarantee and peace of mind that a signature has been obtained on delivery.

How will it help me?

Unbeatable reliability

If you definitely need an item to be delivered the next day, then Special Delivery™ is the best service in the UK to rely on. 99% of Special Delivery™ packages are delivered on time*.

Unbeatable value

Special Delivery™ gets items to your customers on time, with unbeatable reliability and at great value. Special Delivery™ 9.00am costs from just £8.95 and Special Delivery™ Next Day from just £4.10 – and don't forget that you get your money back if we don't deliver on time.

Unbeatable care

We understand how important your items are – and we take great care to make sure that your business reputation, as well as your goods, remain in perfect condition. According to the latest research, the Special Delivery™ 9.00am service was unbeaten by other next day couriers that deliver by 9.30am when it comes to delivering your item undamaged**.

The Special Delivery™ Next Day service is just as careful. It was also unbeaten by other next day couriers' lunchtime services***.

Clear and honest pricing

This means:

- one price across the UK
- a full refund if we break our delivery promise
- no surcharges for rural areas
- no limits or surcharges on the percentage of residential areas you want to mail to
- no surcharges for returns if your recipient isn't there – free returns is built into the price.

We publish our quality of service information. And for those areas of the UK that are more difficult to reach, we'll provide you with up-front guidance on the best time to post your item to make sure it gets there on time.

* For the full year April 2005 to March 2006 Royal Mail Special Delivery™ 9.00am delivered 99% on time. Source: RMGTT (Royal Mail Generic Track and Trace System).

** 2005 Courier Challenge. Research carried out by Research International in February/March 2005. Sample size: 100 poster and 75 receiver business panelists. No damage to packaging – average % of undamaged items for 9.00am (Royal Mail Special Delivery™, TNT, Initial CityLink and Business Post)/9.30am (Interlink Express) services. The number of items sent = RM 517, TNT 191, Initial CityLink 140, Business Post 208, Interlink Express 197.

*** 2005 Courier Challenge. Research carried out by Research International in February/March 2005. Sample size: 75 poster and 75 receiver business panelists. No damage to packaging – average % of undamaged items for 12.00pm (DHL, Business Post, Initial CityLink and TNT) /1.00pm (Royal Mail Special Delivery™) services. The number of items sent = RM 387, 166 TNT, 60 Initial CityLink, 111 Business Post, 145 DHL.

Special Delivery™ continued

If you have a business collection you can have your Special Delivery™ items collected at the same time. Just order labels and posting cheques through your account.

Greater savings for frequent users

If you send more than 5,000 Special Delivery™ items per year, you could qualify for an account which will give you access to even greater value through our Contract Pricing scheme, together with simpler documentation.

If you're likely to send more than 25-50 Special Delivery™ packages every day then we have a range of systems to make using the service easy – from labelling systems to providing you with easy access to information on our delivery performance.

Flexibility

With Special Delivery™, you choose which delivery option best suits your needs – by 9.00am or by 1.00pm. It's easy to monitor the delivery process. You can simply call for confirmation of delivery or receive confirmation and view a copy of the signature online at www.royalmail.com/trackandtrace

Simplicity

Any size of company can use Special Delivery™.

You can purchase through:

- your existing Royal Mail account
- your franking machine
- SmartStamp® or Online Postage
- pre-paid stationery from our online shop www.royalmail.com/shop
- your local Post Office®.

We also offer differing levels of compensation – and you can buy consequential loss cover for added peace of mind.

In addition, Special Delivery™ is much easier for your customers:

- you can now buy guaranteed Saturday delivery so you can fulfil your customers' valuable and urgent items six days a week
- we have an excellent 'first time delivery' rate and will re-deliver if this is more convenient
- if packages can't be signed for we hold them securely at our network of local delivery offices.

You can also use Local Collect® with Special Delivery™. So recipients can collect items from their local Post Office® if that's more convenient (see page 28 for more information on Local Collect®).

What do I do next?

For more information:

Call 08457 950 950 to contact one
of our sales advisors

Visit www.royalmail.com/specialdelivery
to download a user guide and price guide

Royal Mail Sameday

The nationwide same day service that delivers peace of mind

From a single document going to a single address to a multi-pallet of goods for different addresses, our Royal Mail Sameday service will provide urgent and assured delivery.

Is it for me?

Royal Mail Sameday is a cost-effective choice for your business if you:

- have an ad hoc delivery or just-in-time requirement that needs same day service
- want complete confidence in your courier
- need a service that's tailored to your needs.

How will it help me?

Peace of mind

Get a quotation and book your delivery online. 98% of items are collected within one hour. Then track your items online in real time, from collection through to delivery. We'll email confirmation to you within ten seconds of delivery.

Flexibility

Royal Mail Sameday offers three service options:

- 'On Demand' is for one-off requirements
- 'Scheduled' provides a dedicated collection and delivery service, set up to run at regular times each day or week
- 'Multi-drop' is for the regular collection of a large volume of items, with delivery to different addresses.

Payment options

You can pay by credit or debit card. If you're a regular customer you may benefit from opening a Royal Mail credit account. If you already have an account, you can use Royal Mail Sameday on your account once you have signed up to the terms and conditions.

Reassurance

Royal Mail Sameday includes free compensation cover for loss or damage up to £2,500. For an additional fee, this amount can be increased. Please note that this service is not suitable for sending valuables such as money, jewellery or antiques. Prohibited and Restricted Goods conditions also apply – see the user guide for details.

What do I do next?

For more information:
Call 08457 950 950 to contact one
of our sales advisors

Visit www.royalmail.com/sameday for
a quote or to download our Royal Mail
Sameday user guide and Terms
and Conditions

First Class

The first choice for cost-effective, next day delivery

One of the most popular postal services, First Class mail aims to deliver your letter or packet the next working day, including Saturday. It costs just 32p for letters weighing up to 100g and no more than 5mm thick and C5 in size.

Is it for me?

First Class is a cost-effective choice for your business if you:

- need reliable, good value, next day delivery
- want the simplicity and convenience of a proven mail service.

How will it help me?

Speed

First Class is fast, good value for money – and proven. We aim to deliver the next working day and back our promise with a free, optional compensation service.

Peace of mind

Just keep your free Certificate of Posting, which is available from your local Post Office® and you'll be eligible for compensation of up to £32 for any loss or damage. Please note that delivery to outlying areas does take us a little longer.

Convenience

Buy your First Class stamps in book format from the Post Office® or in sheets of 100 or rolls of up to 10,000 from our online shop at www.royalmail.com/shop

You can now print your postage directly onto the envelope by using our online postage service. All you need is a computer and a printer.

Visit www.royalmail.com/onlinepostage for details.

Simplicity

From 21st August 2006, our prices changed to take into account size as well as weight.

If your mail is C5 or under, up to 100g in weight and is less than 5mm thick, use a First Class Letter stamp costing just 32p.

For mail which is B4 or under but larger than C5, weighs up to 750g and is less than 25mm thick use a First Class Large Letter stamp, costing from just 44p. For any items over A4 or 25mm thick, send the item as a Packet.

What do I do next?

For more information:

Call 08457 950 950 to contact one of our sales advisors

Visit www.royalmail.com

Second Class

For cost-effective delivery in three days

Second Class mail aims to deliver your letter or packet by the third working day after posting, including Saturday. It costs just 23p for letters weighing up to 100g that are no more than 5mm thick and C5 in size.

Is it for me?

Second Class is a cost-effective choice for your business if you:

- don't require urgent delivery
- want to save money on postage
- want the simplicity and convenience of a proven mail service.

How will it help me?

Cost-effectiveness

Second Class offers excellent value for money. We aim to deliver by the third working day after posting.

Peace of mind

We back our reliability with free, optional compensation. Just keep your free Certificate of Posting, which is available from your local Post Office®, and you'll be eligible for compensation of up to £32 for any loss or damage. Please note that delivery to outlying areas does take us a little longer.

Convenience

Buy your Second Class stamps in book format from the Post Office® or in sheets of 100, or rolls of up to 10,000 from our online shop at www.royalmail.com/shop

You can now print your postage directly onto the envelope by using our online postage service. All you need is a computer and a printer.

Visit www.royalmail.com/onlinepostage for details.

Simplicity

From 21st August 2006, our prices changed to take into account size as well as weight.

If your mail is C5 or under, up to 100g in weight and is less than 5mm thick, use a Second Class Letter stamp costing just 23p. For mail which is B4 or under, weighs up to 750g and is less than 25mm thick use a Second Class Large Letter stamp, costing from just 37p. For any items over A4 or 25mm thick, send the item as a Packet.

If your item weighs more than 1kg, our First Class or Standard Parcel services will be more appropriate. See pages 8 and 10 for details.

What do I do next?

For more information:
Call 08457 950 950 to contact one
of our sales advisors

Visit www.royalmail.com

Standard Parcels

Save money on sending heavy or non-urgent items

If you send heavy or non-urgent parcels within the UK, Standard Parcels will help you save money. With its free Certificate of Posting, Standard Parcels is a popular service with users of eBay and other online auctions.

Is it for me?

Standard Parcels is a cost-effective choice for your business if you:

- want to cut costs on mailing heavy or non-urgent items
- sell products via online auctions such as eBay
- need a free Certificate of Posting and automatic compensation for loss or damage
- want a reliable, easy-to-use service.

How will it help me?

Improved cost-effectiveness

With Standard Parcels, you can send an item weighing 1kg for just £3.85. An item weighing 20kg costs only £12.46. We aim to deliver your parcel within three to five working days after you post it. If you need faster delivery, choose our First Class service or, for valuable items, Special Delivery™.

Peace of mind

You can request a free Certificate of Posting from your local Post Office®. Standard Parcels also includes automatic compensation for loss or damage of up to £32. Extra compensation cover of up to £500 is available for your more valuable packages.

Flexibility

Standard Parcels is ideal for items up to 1.5m long and 20kg in weight, provided the combined length and girth doesn't exceed 3m. We can collect parcels from your office as part of your regular Business Collection.

What do I do next?

For more information:

Call 08457 950 950 to contact one of our sales advisors

Visit www.royalmail.com/standardparcels
for a full list of prices

Summary

	Special Delivery™	Royal Mail Sameday	First Class	Second Class	Standard Parcels
Next day before 9.00am	■				
Next day before 1.00pm	■				
Same day		■			
Next day			■		
3 working days				■	
3-5 working days					■
Signature on delivery	■	■			
Online tracking	■	■			
Email confirmation		■			
Certificate of Posting	■	■	■	■	■
Money back guarantee	■	■			
Up to £32 compensation included			■	■	■
Up to £50 compensation included		■ 9.00am only			
Up to £500 compensation included		■ Next Day only		■ *	
Up to £1,000 compensation available	■			■	
Up to £2,500 compensation available	■	■			
UK only	■	■	■	■	■

* Available for an additional fee.



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Delivery Options – International

Need to build or maintain profitable business relationships with overseas customers or suppliers? Our International services will help you achieve the optimum balance of speed, security and cost.

This section includes details on the following services:

Airmail	14
the fast, most cost-effective way to send items worldwide	
Airsure®	15
the fast, assured service to 28 destinations worldwide	
International Signed For™	16
extra reassurance that your important item has been delivered to its overseas destination	
Surface Mail	17
the easy, most affordable way to send items worldwide	
HM Forces Mail	18
the fast, cost-effective way to mail Forces personnel	

For details on the savings you can make on our international bulk mail services, see the international section in Discounts and Payment on page 126.

Airmail

The fast, most cost-effective way to send items worldwide

Economical, easy to use and fast, Airmail gives you the power to reach people anywhere in the world.

Is it for me?

Airmail is a cost-effective choice for your business if you:

- need to get your message delivered at speed, to anybody, almost anywhere in the world
- want a simple process of mailing items weighing up to 2kg (books and pamphlets can weigh up to 5kg)
- would like compensation for loss or damage.

How will it help me?

Speed and reliability

We aim to deliver to European destinations within three working days and worldwide within five. If for any reason your mail can't be delivered we'll return it free of charge.

Global reach

You can use Airmail to mail items anywhere in the world.

Cost-effectiveness

For just 44p you can send a letter weighing up to 20g anywhere in Europe and anywhere in the world for 72p.

Reassurance

If you require compensation cover, ask for a Certificate of Posting at the Post Office® and you'll be eligible for up to £32 in compensation for loss or damage.

Easy to use

You can send Airmail from any of our 14,000 Post Office® branches and from 100,000 post boxes, using stamps. Or you can choose to send Airmail with your usual business collection, via a franking machine or Royal Mail credit account. If you are posting goods outside the EU you will also need to apply a customs label.

What do I do next?

For more information:

Call 08457 950 950 to contact one of our sales advisors

Visit www.royalmail.com/international for a price guide and Terms and Conditions

Airsure®

The fast service to 28 destinations worldwide with confirmation of delivery

With Airsure®, your item receives priority handling at home and overseas, together with an online tracking facility so you can check its progress.

Is it for me?

Airsure® is a cost-effective choice for your business if you:

- want speedy and secure delivery of an item weighing 2kg or less
- would like compensation for loss or damage
- need the reassurance of online tracking
- need to send the item to selected destinations worldwide –

Europe: Andorra, Austria, Azores, Balearic Islands, Belgium, Canary Islands, Corsica, Denmark, Faroe Islands, Finland, France, Germany, Iceland, Liechtenstein, Madeira, Monaco, Netherlands, Portugal,

Republic of Ireland, Slovak Republic, Spain, Spitzbergen, Sweden and Switzerland.

World Zone 1: USA

World Zone 2: New Zealand.

If you need reassurance of delivery to any other country worldwide you should use International Signed For™, see page 16 for details. New destination countries are regularly added to the Airsure® network so please check with us for more details.

How will it help me?

Speed

We endeavour to ensure that Airsure® items always leave the UK on the first available flight.

Value for money

Airsure® costs just £4.20 plus the Airmail postage price.

Peace of mind

All Airsure® items go through our secure network and we track all items until they leave the UK. You can view the status of your item online, up until it's handed to the destination country's postal service as a priority item. In most circumstances, you will also be able to get electronic confirmation of delivery.

Reassurance

Airsure® includes up to £32 compensation for loss or damage. If you're sending valuable items, you can get additional cover of up to £500 for just £1.50 extra per item.

Easy to use

You can send Airsure® from any of our 14,000 Post Office® branches, or you can choose to send Airsure® with your usual business collection, via a franking machine or Royal Mail credit account. Contact one of our sales advisors for more details on how to post. You will need to apply an Airsure® barcoded label, and if you are posting goods outside the EU you will also need to apply a customs label.

To order Airsure® labels and all other Royal Mail stationary contact us on the phone number below.

What do I do next?

For more information:

Call 08457 950 950 to contact one of our sales advisors

Visit www.royalmail.com/international for a price guide and Terms and Conditions

International Signed For™

Extra reassurance that your important item has been delivered to its overseas destination

With International Signed For™, you have added reassurance that your important document or package has been delivered to its overseas destination. The service also includes online tracking to departure from the UK, so you can check progress.

Is it for me?

International Signed For™ is a cost-effective choice for your business if you:

- want secure, cost-effective delivery of an item weighing 2kg or less, with a signature taken at the destination address
- would like compensation for loss or damage
- need to send the item to almost anywhere in the world.

How will it help me?

Peace of mind

All International Signed For™ items are tracked until they leave the UK – and in some cases on arrival in the destination country. You can check the progress of your item online, up until the time when it's handed to the destination country's postal service as a regular registered item.

Reassurance

International Signed For™ includes up to £32 compensation for loss or damage. If you're sending valuable items, you can get additional cover of up to £250 or £500, depending on the destination for an extra £1.50 per item.

Global reach

You can use the service to send items to almost any country in the world.

Value for money

International Signed For™ costs just £3.50 plus the Airmail or Surface Mail postage price. The exact price will depend on where the item is going (the geographic postal zone) and the type of mail item you're sending (letters, small packets or printed papers).

Easy to use

You can send International Signed For™ from any of our 14,000 Post Office® branches, or you can choose to send International Signed For™ with your usual business collection, via a franking machine or Royal Mail credit account. Contact one of our sales advisors for more details on how to post. You will need to apply an International Signed For™ barcoded label, and if you are posting goods outside the EU you will also need to apply a customs label.

What do I do next?

For more information:

Call 08457 950 950 to contact one of our sales advisors

Visit www.royalmail.com/international for a price guide and Terms and Conditions

Surface Mail

The easy, most affordable way to send items worldwide

Surface Mail is an economical way to keep in touch with people anywhere in the world.

Is it for me?

Surface Mail is a cost-effective choice for your business if you:

- aren't in a hurry for delivery – for example, if you're mailing bulky items such as books or magazines
- would like compensation for loss or damage.

How will it help me?

Cost-effectiveness

Surface Mail costs from just 42p for a 20g letter or postcard.

Global reach

You can use Surface Mail to mail letters anywhere in the world outside Europe, or printed papers and small packets anywhere, including Europe.

Reliable delivery

Delivery times are likely to be:

- Western Europe – up to two weeks from date of posting
- Eastern Europe – up to five weeks
- North America – up to six weeks
- South America, Africa and Asia – up to eight weeks
- Australasia – up to 12 weeks

If you need faster delivery, see Airmail on page 14. If you need proof of delivery, see Airsure® on page 15.

Postage includes compensation cover of up to £32 for loss or damage. If you need to mail more valuable items, use International Signed For™ (see details on page 16).

Easy to use

You can send Surface Mail from any of our 14,000 Post Office® branches and from 10,000 post boxes using stamps. Or you can choose to send Surface Mail with your usual business collection, via a franking machine or Royal Mail credit account. If you are posting goods outside the EU you will also need to apply a customs label.

HM Forces Mail

The fast, cost-effective way to mail Forces personnel

With HM Forces Mail, you can reach members of the Forces serving in any location using their British Forces Post Office® (BFPO) address. You can also use the service to mail the dependents and families of Forces personnel as well as any UK-based civilians and their families attached to HM Forces with a BFPO address.

Is it for me?

HM Forces Mail is a cost-effective choice for your business if you:

- need to send products and services weighing up to 2kg to Forces personnel or their families
- want to send letters, postcards, packets or HM Forces Airletters to any HM destination including HM Ships.

How will it help me?

Improved targeting

Many businesses use HM Forces Mail to target their products and services at Forces personnel. Home shopping and financial services companies are just two of the sectors that currently use this service to good effect.

Cost-effectiveness

Letters sent via HM Forces Airmail will be charged from 32p for an item weighing up to 100g.

Peace of mind

If you need a signature on delivery you can use HM Forces Recorded (Signed For). For added security and compensation for loss or damage, choose the HM Forces Special Delivery™ option.

Easy to use

Seal the edges of large letters and packages with good quality adhesive tape and use the special BFPO form of address. For security reasons, please don't write the country of destination for BFPO addresses. Take your items to your local Post Office® for posting or speak to one of our sales advisors on how to despatch items.

What do I do next?

For more information:
Call 08457 950 950 to contact one
of our sales advisors

Visit www.royalmail.com/bfpo

Summary

	Airmail	Airsure®	International Signed For™	Surface Mail	HM Forces Mail
2-3 working days		■			
3-5 working days	■				
Signature on delivery			■		■ **
Online tracking*		■	■		
Email confirmation	■				
Up to £32 compensation included	■	■	■	■	■
Up to £500 cover available		■	■		
Up to 2kg***	■	■	■		■

* Only tracked to point of departure from UK.

** With Special Delivery™ or signed for services.

*** Books and pamphlets up to 5kg may be sent to most destinations.



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Added Peace of Mind

Whether you're sending chequebooks or diagnostic specimens, or if you just want to know for sure that an important item has been delivered, we can help.

This section includes details on the following services:

Recorded Signed For 22
extra reassurance that your important item has been delivered

Business Mail Secure 23
the cost-effective service with additional security

Safebox 24
the safe way to send medical and veterinary specimens through the post

Recorded Signed For

Extra reassurance that your important item has been delivered

With Recorded Signed For you have peace of mind that your important document or package has been delivered. The service also includes proof of posting and online tracking so you'll always know exactly where your mail is in the delivery process.

Is it for me?

Recorded Signed For is a cost-effective choice for your business if you:

- need proof of exactly when the item was delivered
- need urgent delivery.

How will it help me?

Peace of mind

Using our online Track and Trace facility, you can see the time and date of delivery together with a copy of the signature that was taken as receipt of delivery.

Fast delivery

Most First Class Recorded items arrive the next working day. Second Class Recorded items are usually delivered within three days. For items that need guaranteed next day delivery or for valuable items, please use Special Delivery™ 9.00am or Next Day. See page 5 for details.

Excellent value

Recorded Signed For costs just 68p plus First or Second Class postage. Prices for First Class start at 32p and Second Class at 23p. Cost of postage over 100g varies according to size and weight.

Easy to use

Simply request Recorded Signed For at the Post Office® when you buy your First or Second Class postage. Account customers can order labels in advance and we will collect from your office along with the rest of your mail.

Compensation

Compensation of up to £32 is available in the unlikely event of loss or damage. Please note that jewellery and cash are not eligible for compensation. If you need additional compensation of up to £2,500 use our Special Delivery™ service. See page 5 for more details.

What do I do next?

For more information:
Call 08457 950 950 to contact one
of our sales advisors

Visit www.royalmail.com/recordeddelivery

Business Mail Secure

The cost-effective service with additional security

Against a background of increasing fraud in the financial services market, Business Mail Secure is a cost-effective and secure way to deliver items such as credit cards and chequebooks to your customers.

Is it for me?

Business Mail Secure is a cost-effective choice for your business if you:

- need to send important mail on a regular basis
- use it to mail at least 200,000 items per year to locations within the M25 (and some other metropolitan areas)
- mail machinable items, in an envelope no larger than C5 and maximum thickness 10mm
- send your items Second Class
- can provide a manifest for the items that you send.

How will it help me?

Peace of mind

Batch-tracking technology allows easy reconciliation and provides assurance throughout an item's journey.

Reduced fraud costs

The use of a secure network reduces the risk of financial fraud that can arise from items such as payment cards and chequebooks falling into the wrong hands.

Excellent value

Business Mail Secure provides the benefits you need, at the most competitive price. You can also obtain discounts for volume mailings.

Improved customer relationships

We'll help you fulfil the promises that you make to your customers and therefore enhance your business relationships.

By reducing the risk of theft, Business Mail Secure gives you the confidence that your customers' requirements are being met in full and on time.

Easy to use

Simply present your items to us in clearly labelled bags and we'll take care of the rest.

What do I do next?

For more information:
Call 08457 950 950 to contact one
of our sales advisors

Visit www.royalmail.com/secure

Safebox

The safe way to send medical and veterinary specimens through the post

Working closely with medical, veterinary and pharmaceutical laboratories, we designed Safebox specifically for sending and receiving diagnostic specimens through the post.

Is it for me?

Safebox is a cost-effective choice for your business if you:

- need to post diagnostic specimens safely and securely.

How will it help me?

Peace of mind

Safebox incorporates a tamper evident seal which eliminates any risk to users. Tough, resilient and designed to make leakage almost impossible, Safebox is fully compliant with both Packaging Instruction 650 and the requirements of UN3373. It has also met all the performance tests of Packaging Instruction 602.

Flexibility

Safebox enables you to send a variety of sample containers, holding up to 50ml per pack, together with any related documents. The specimens and documentation are held in separate compartments.

Convenience

Postage is prepaid, so simply secure your Safebox and take it to any post box or Post Office®. If you require Special Delivery™, a receipt of posting is required from a Post Office® or from the driver if you have a business collection. Order today and your Safeboxes will be delivered to you free of charge within 24 hours.

What do I do next?

Call 08450 762 000 for our dedicated Safebox order line and more information
Visit www.royalmail.com/safebox to see an interactive demonstration of Safebox and a step-by-step user guide

Summary

	Special Delivery™	Recorded Signed For	Business Mail Secure	Safebox
Next day before 9.00am	<input type="checkbox"/>			
Next day before 1.00pm	<input type="checkbox"/>			
Next day		<input type="checkbox"/>		
2 working days			<input type="checkbox"/>	
Signature on delivery	<input type="checkbox"/>	<input type="checkbox"/>		
Online tracking	<input type="checkbox"/>	<input type="checkbox"/>		
Certificate of Posting	<input type="checkbox"/>			<input type="checkbox"/>
Up to £32 compensation included		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to £2,500 compensation available	<input type="checkbox"/>			
UK only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Limited geographic cover				<input type="checkbox"/>

Collection Services – Outbound

If you need help managing your outbound mail, we have the following services to help you:

Business Collections 27

saving time by collecting all your outbound mail from your premises every day at the same time

Local Collect® 28

gives your customers the choice to have their packages sent to their local Post Office® rather than their home or work address

Mail Collect 29

enabling you to collect mail at a time that suits your business

Business Collections

Saving time by collecting all your outbound mail from your premises every day at the same time

We can save you the time and hassle of sending business mail. With Business Collections, we'll visit your office and collect all your mail.

Is it for me?

Business Collections is a cost-effective choice for your business if you:

- don't have the time to take your mail to a post box or Post Office®
- need a daily pick-up at a convenient time – in which case our Regular service is ideal
- need a pick-up urgently or on an ad hoc basis – in which case our One-off service is most suitable
- spend over £15,000 a year and want your outgoing mail collected free

How will it help me?

Greater convenience

With both the Regular and One-off Collection services, we'll collect your letters, small packages and international post – including Recorded Signed For and Special Delivery™ items – from a designated collection point in your workplace, and at a pre-arranged time.

Daily reliability with our Regular service

Choose the Regular service and we'll collect at the same time each working day. You can even arrange to share the cost with other businesses in the same building.

Flexible reliability with our One-off service

Choose the One-off service and we'll collect at a pre-arranged time, as and when your company needs us. For example, you may need an ad hoc collection for a new catalogue. Although we need 24 hours notice for a One-off collection, we can also help with urgent items that require same day pick-up, please call us before 12 noon and we'll do our best to collect it that day.

Cost-effective

It costs from just £260 a year for a daily Business Collection, but if you spend over £15,000 a year with us, you'll get your Business Collection for free.

What do I do next?

For more information:

Call 08457 950 950 to contact one of our sales advisors

Visit www.royalmail.com/collections
for a price guide and to apply for a
Business Collection

Local Collect®

Gives your customers the choice to have their packages sent to their local Post Office® rather than their home or work address

For some customers, it's difficult to be available when the post is delivered. Our Local Collect® service means that they can choose to pick up the package at their local Post Office® – so you don't lose important sales.

Is it for me?

Local Collect® is a cost-effective choice for your business if you:

- want to offer your customers a greater choice of delivery options
- need to be reassured that the package has been delivered to the right person.

How will it help me?

Customer loyalty

Customers are more likely to buy from you if they know they don't have to worry about being at home to take delivery.

Greater convenience

Your customer simply chooses which participating Post Office® to collect from – and we do the rest. It's simple and efficient. All you pay is £300 per annum and we will notify you when the item has arrived at the Post Office®, enabling you to inform your customer that their item is available for collection.

Security

We only release the package with correct identification. So you know that delivery is to the right person, every time.

What do I do next?

For more information:

Call 08457 950 950 to contact one of our sales advisors

Visit www.royalmail.com/localcollect to download an application form

Mail Collect

Enabling you to collect mail at a time that suits your business

Mail Collect is a free service that allows you to pick up your mail from us, at a time that suits your business needs.

Is it for me?

Mail Collect is a great choice for your business if you:

- are concerned about the safety of your mail – for example, if you share premises
- need the convenience of picking up mail from your local Delivery Office, at any time from 8.30am until closing time.

How will it help me?

Totally free

Mail Collect is provided without charge – you simply agree a contract period of a minimum of four weeks.

Peace of mind

With Mail Collect, you know exactly where your mail is, and you can have complete confidence that unauthorised people will not have access to your mail.

Simple service

Mail Collect is simple to arrange. You complete an application form, naming individuals for whom we should hold mail at the Delivery Office. The rest of your mail will be delivered as usual. If a named individual receives an item which requires a signature, such as Recorded or Special Delivery™, we'll notify you at your regular address. Please note that we'll deliver mail if it remains uncollected after six days.

What do I do next?

For more information:
Call 08457 950 950 to contact one
of our sales advisors

Visit www.royalmail.com/mailcollect

Summary

	Business Collections	Local Collect®	Mail Collect
Specific time delivery	<input checked="" type="checkbox"/>		
Added security		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
We collect	<input checked="" type="checkbox"/>		
You collect		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Pre-paid	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Regular and One-off collections	<input checked="" type="checkbox"/>		
Free of charge			<input checked="" type="checkbox"/>



Collection Services – Inbound

If you need help managing your inbound mail,
we have the following services to help you:

PO Box® providing you with a convenient, professional address	33
Selectapost™ saving time by delivering mail ready-sorted by department or categories	34
Diversion making sure you continue to receive mail, when part of the business relocates	35
Redirection making sure you still receive mail when you move premises	36
Keepsafe™ keeping your mail safe when your premises are temporarily closed	37
Timed Delivery enabling you to receive mail at a time that suits your business	38

PO Box®

Providing you with a convenient, professional address

It's not always possible or beneficial to receive mail at your regular address. With our PO Box® service, your mail will be delivered to a rented box at your local delivery office.

Is it for me?

A PO Box® is a cost-effective choice for your business if you:

- want an alternative address to receive letters and packets
- would benefit from having certain types of mail separated from your normal mail – for example, responses to a competition
- need to project a professional image with a memorable address.

How will it help me?

Greater professionalism

A PO Box® address gives you and your company a prestigious address that's totally separate from your home and from any other businesses you may operate.

Improved mail management

A PO Box® gives you the freedom to manage incoming mail more effectively. Many customers use their PO Box® address for items that need processing in a particular way, such as competition entries.

More flexibility

There are three ways to receive your PO Box® mail: by collecting it from our office; by having it delivered with your regular mail; or by having your regular mail placed into your PO Box® for collection.

Better customer response

A PO Box® address is distinctive, snappy and takes up minimum space in advertising. Customers will find it easier to remember your contact details – and therefore be more likely to respond.

What do I do next?

For more information:

Call 08457 950 950 to contact one of our sales advisors

Visit www.royalmail.com/pobox to download an application form and Terms and Conditions

Selectapost™

Saving time by delivering mail ready-sorted by department or categories

Many businesses waste valuable time sorting thousands of letters for internal delivery to different destinations. With Selectapost™, you receive your mail ready-sorted into as many as 25 different departments or categories – so post is on the right desks without delay.

Is it for me?

Selectapost™ is a cost-effective choice for your business if you:

- need to have mail on desks in the quickest possible time
- receive up to 6,000 incoming items a day for up to 25 different departments.

How will it help me?

Save time

Selectapost™ frees-up time and office space because mail is delivered in separate bags or bundles, ready for fast internal delivery.

Greater convenience

Selectapost™ is simple and effective. You provide us with a list of up to 25 different internal categories, which could be departments or even individual offices. You then make sure that people use these categories in the address when they write to you. We deliver mail ready-sorted into your chosen categories.

Flexibility

There's no minimum amount of mail that can benefit from Selectapost™. You're billed according to the amount of mail you receive, the number of categories it's sorted into and the number of locations these are delivered to – which could be a single office or across several sites. If you receive more than 6,000 items, need over 25 categories or receive a large proportion of packets, please talk to one of our sales advisors about alternative services or see our range of Mail Management services on page 108.

What do I do next?

For more information:

Call 08457 950 950 to contact one
of our sales advisors

Visit www.royalmail.com/selectapost
to download an application form

Diversion

Making sure you continue to receive mail, when part of the business relocates

If part of your business moves to a new location, it's important to make sure that mail for that department is delivered to the new address. Our Diversion service is a simple way to maintain business continuity during the relocation process.

Is it for me?

Diversion is a cost-effective choice for your business if you:

- are relocating part of your business
- wish to have your mail delivered to a different address – for example, to a new administration centre or a head office.

How will it help me?

Business continuity

With Diversion, mail for the relocated department will be delivered to the new address.

Flexibility

As your business evolves, Diversion can make sure that your mail service matches your new needs. For example, you could choose to improve efficiency by diverting mail from branches to a central processing site.

What do I do next?

For more information:

Call 08457 950 950 to contact one of our sales advisors

Visit www.royalmail.com/diversion to download an application form

Redirection

Making sure you still receive mail when you move premises

A new address doesn't have to mean losing out on established business. Our Redirection service is the best value way to ensure that mail addressed to your former premises is redirected to your new location.

Is it for me?

Redirection is a cost-effective choice for your business if you:

- are moving premises but want to continue to receive mail sent to your former address.

How will it help me?

Business continuity

With Redirection, your mail will follow you to your new address, even if the move is only temporary.

Flexibility

We can redirect your mail from any UK address to any address here or overseas. You can choose to redirect for one, three, six or twelve months and can then renew for up to a total of two years. You can use our Diversion service (see page 35) if only part of your business is re-locating.

What do I do next?

For more information:

Call 08457 950 950 to contact one of our sales advisors

Visit www.royalmail.com/redirections to download an application form or visit your local Post Office®

Keepsafe™

Keeping your mail safe when your premises are temporarily closed

If you need to close your premises for a while, there's no need to worry about your mail. With Keepsafe™, we'll hold your mail and deliver it once you're open again.

Is it for me?

Keepsafe™ is a cost-effective choice for your business if you:

- need to close your premises for up to two months.

How will it help me?

Peace of mind

A pile of unopened mail in the lobby is a clear sign that your business is unattended, which can be an invitation to theft. With Keepsafe™, we'll keep your mail safe and secure – and deliver it to you in the next available delivery once you re-open your premises.

What do I do next?

For more information:

Call 08457 950 950 to contact one of our sales advisors

Visit www.royalmail.com/receivingmail to download an application form

Timed Delivery

Enabling you to receive mail at a time that suits your business

Regular mail deliveries don't always take place at times that are best for your business. Our Timed Delivery service allows you to specify delivery times – and you'll be eligible for a refund if we fail to deliver within 7.5 minutes of the agreed time.

Is it for me?

Timed Delivery is a cost-effective choice for your business if you:

- need to process mail at a particular time of day, such as early morning
- want to be totally confident of exactly when mail will be delivered
- are located within ten miles of a delivery office.

How will it help me?

Greater convenience

We can deliver at whatever time best suits your business, from 6.00am onwards. You can also choose to have mail delivered on a particular day per week or even per month – whatever meets your business needs. Mail sorted after your Timed Delivery will be delivered with the normal post round.

Peace of mind

In most cases, we promise to deliver within 15 minutes of the specified time (7.5 minutes either side). The exception is if you're based in London, in which case we'll deliver within 30 minutes (15 minutes either side). If mail isn't delivered on time, you can ask for a refund of that day's fee.

Flexibility

There are no minimum quantities of mail for Timed Delivery and you can even use the service with Priority and Response® Services. The only condition is that you're located within ten miles of a delivery office and that you need mail no earlier than 6.00am. However, if you don't meet these conditions, we may still be able to help.

What do I do next?

For more information:

Call 08457 950 950 to contact one of our sales advisors

Visit www.royalmail.com/timed to download an application form and Terms and Conditions

Summary

	PO Box®	Selectapost™	Diversion	Redirection	Keepsafe™	Timed Delivery
Specific time delivery						■
Added security					■	
We deliver	■	■	■	■		■
You collect	■				■	
Pre-paid	■	■	■	■	■	■

Returning Mail and Goods in the UK

With any direct marketing activity, response is everything. Our Response® Services make it as easy as possible for customers to respond to your marketing initiatives.

This section includes details on the following services:

Business Reply Plus 41
the best value way to increase response rates from your business customers

Freepost™ Plus 42
the best value way to increase response rates from your consumer mailings

Business Reply Standard 43
the flexible, creative way to increase response rates

Freepost™ Standard 44
the simple and flexible way to encourage a response

Special Delivery™ with Response® 45
the safest way to encourage your customers to respond

Business Reply Plus

The best value way to increase response rates from your business customers

In direct marketing, customer response is everything. Our benchmark, best value response product, Business Reply Plus makes it simple and convenient for your customers to reply to your mailings for free.

Is it for me?

Business Reply Plus is a cost-effective choice for your business if you:

- want to increase response rates, sales and speed of payment
- need responses back as soon as possible
- recognise that more two-way customer communication can lead to more business
- can ensure that your response items follow our required envelope format and that your items will be no larger than our standard Letter format (up to C5+ in size and no more than 5mm thick).

How will it help me?

Increased business

Business Reply Plus gives customers an extra incentive to reply to your communications. They can post replies to you in the envelope you have provided in any post box, at any time of day. It's fast, simple and convenient, so you can expect an increase in your response rates.

Increased cost-effectiveness

Business Reply Plus is our best value response service – it's the most inexpensive way to encourage customers to respond.

A more professional image

Business Reply Plus gives you and your company a professional image – you'll be recognised as a company which cares for and values its customers.

Prompt responses

Business Reply Plus items are fully machineable – so you can expect replies to be returned to you in the shortest possible time.

The Response Plus Licence (which covers both the Business Reply Plus and Freepost™ Plus services) costs £110 for a licence and deposit, plus a fee of 29p (First Class) or 20p (Second Class) per reply (for Letter format up to 100g).

What do I do next?

For more information:

Call 08457 950 950 to contact one of our sales advisors

Visit www.royalmail.com/response to download the design artwork, application form and Terms and Conditions

Freepost™ Plus

The best value way to increase response rates from your consumer mailings

Our benchmark, best value response product, Freepost™ Plus makes it simple and convenient for your consumer customers to reply to your mailings for free.

Is it for me?

Freepost™ Plus is a cost-effective choice for your business if you:

- want to increase response rates, sales and speed of payment
- need responses back as soon as possible
- recognise that more two-way customer communication can lead to more business
- can ensure that your Response® items follow our required envelope format and that your items will be no larger than our standard Letter format (up to C5+ in size and no more than 5mm thick).

How will it help me?

Increased business

Freepost™ Plus gives customers an extra incentive to reply to your communications. They can post replies to you in any post box, at any time of day. It's fast, simple and convenient, so you can expect an increase in your response rates.

Increased cost-effectiveness

Freepost™ Plus is our best value response service – it's the most inexpensive way to encourage customers to respond.

Prompt responses

Freepost™ Plus items are fully machineable – so you can expect replies to be returned to you in the shortest possible time.

The Response Plus™ Licence (which covers both the Business Reply Plus and Freepost™ Plus services) costs £110 for a licence and deposit plus a fee of 29p (First Class) or 20p (Second Class) per reply (for Letter format up to 100g).

What do I do next?

For more information:

Call 08457 950 950 to contact one of our sales advisors

Visit www.royalmail.com/response to download the design artwork, application form and Terms and Conditions

Business Reply Standard

The flexible, creative way to increase response rates

Creativity can make or break a direct marketing campaign. By offering you greater design freedom than our Business Reply Plus product, Business Reply Standard allows you to use all your creativity in order to encourage customers to reply to your mailings for free.

Is it for me?

Business Reply Standard is a cost-effective choice for your business if you:

- recognise that creativity could boost response rates
- need to use a reply item that is larger than our standard Letter format.

How will it help me?

Increased business

Business Reply Standard gives you the freedom to tailor your response devices in shape and size to drive up response rates even further.

Simple

Business Reply Standard is a fast, simple, way for customers to respond – they can post replies to you in any post box, at any time of day.

Greater flexibility

With Business Reply Standard, you can mail larger or heavier items than with Business Reply Plus – making it perfect for bulkier items, such as DVDs.

Reassurance

Use Special Delivery™ with Response® (see page 45) to ensure that high value or urgent items can be returned to you with even greater security.

The Response Standard Licence (which covers both the Business Reply Standard and Freepost™ Standard services) costs £110 for a licence and deposit plus a fee of 31p (First Class) or 22p (Second Class) per reply (for Letter format up to 100g item). See our checking costs brochure for prices for other formats/weights.

What do I do next?

For more information:

Call 08457 950 950 to contact one of our sales advisors

Visit www.royalmail.com/response to download the design artwork, application form and Terms and Conditions

Freepost™ Standard

The simple and flexible way to encourage a response

Customers are more likely to respond when they can do so for free.

Freepost™ is a trusted, simple service that improves response by making it free for customers to contact you. There are two design options to choose from.

Is it for me?

Freepost™ Standard is a cost-effective choice for your business if you:

- want to make it free for your customers to respond
- want to make it easy for your customers to respond
- recognise that creativity could boost response rates
- want to give customers the opportunity to hand write a response.

How will it help me?

Increased business

Because customers can contact you for free, they're more likely to do so – whether they're placing orders, returning questionnaires or asking for more information.

Flexibility

You can choose from the following options, simply select the one that meets your – and your customers' – needs.

If you prefer to provide pre-printed envelopes or cards

With Freepost™ Standard Pre-printed, you design and supply a separate return device (usually a card, tear-off coupon or envelope) printed with your address. This device is enclosed in the customer mailing. You can specify First or Second Class postage. Please note that although there is some flexibility, all return devices must comply with our design guidelines.

If you prefer customers to write your address on an envelope

With Freepost™ Standard Handwritten, you simply provide the Freepost™ address and the customer writes it on their own envelope or postcard. This could be useful for press or magazine advertising. The Response® Standard Licence (which covers both the Business Reply Standard and Freepost™ Standard services) costs £110 for a licence and deposit, plus a fee of 31p (First Class), or 22p (Second Class) per reply (Letter format up to 100g).

The easiest and most memorable way to encourage a free response

Freepost™ NAME is the easiest form of return address: Freepost™ and your company's name in capital letters – for example, Freepost SMITHSON'S. This memorable address can be pre-printed by you but is normally handwritten by your customers on an envelope or card. Freepost™ NAME is ideal for situations where customers don't have time to write down an address – such as with TV and radio advertising. Customers are more likely to respond and remember your promotion or campaign when you use Freepost™ NAME. Freepost™ NAME promotes brand awareness whilst also making it free and easy for customers to contact you.

The Freepost™ NAME Licence costs £221 for a licence and deposit, plus a fee of 40p per reply (for Letter format up to 100g).

What do I do next?

For more information:

Call 08457 950 950 to contact one of our sales advisors

Visit www.royalmail.com/response to download the design artwork, application form and Terms and Conditions

Special Delivery™ with Response®

The safest way to encourage your customers to respond

When you've taken the care to get important or valuable items delivered to your customers, it's good to know they can be returned just as quickly, and just as safely, with our Special Delivery™ with Response®. We guarantee to get your mail back to you by 1.00pm the next working day, and it won't cost your customers a penny. You can Track and Trace progress, and there's £500 compensation cover for each item, which you can increase to £2,500.

Is it for me?

Special Delivery™ with Response® is a cost-effective choice for your business if you:

- need a service so your customers can return valuable or urgent items to you at no cost to them
- want the security and speed of Special Delivery™ Next Day
- need the flexibility to have items of all sizes and weights returned to you
- want to be able to track the progress of the item online.

How will it help me?

Reassurance

Use Special Delivery™ with Response® to ensure that high value or urgent items can be returned to you with even greater security.

Fast and simple

Special Delivery™ with Response® is a fast, simple way for customers to respond – they can post replies back to you via any Post Office® or have the item collected with their usual business collection. We guarantee it will be returned to you by 1.00pm next working day, or you get your money back.

Increased professionalism

You can personalise the packaging for your replies with your company details and the logo, so your customers will find it easier to remember how to contact you.

Greater flexibility

Special Delivery™ with Response® allows you to mail items weighing up to 10kg and choose different levels of compensation depending on the value of the item, from £500 to £2,500.

What do I do next?

For more information:

Call 08457 950 950 to contact one of our sales advisors

Visit www.royalmail.com/response to download the application form and Terms and Conditions

Summary

	Business Reply Standard	Business Reply Plus	Freepost™ Standard	Freepost™ Plus	Special Delivery™ with Response®
You provide the envelopes	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
Free for your customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100g		<input type="checkbox"/>		<input type="checkbox"/>	
Up to 1kg	<input type="checkbox"/>		<input type="checkbox"/>		
Up to 10kg					<input type="checkbox"/>
Added security					<input type="checkbox"/>
Size up to C5 envelope		<input type="checkbox"/>		<input type="checkbox"/>	
UK only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Money back guarantee					<input type="checkbox"/>
Next day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Next day before 1.00pm					<input type="checkbox"/>
3 working days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



Returning Mail and Goods from Overseas

Three different ways to increase response rates from overseas customers

How can you encourage more international customers to respond more often to your campaigns? We've developed three different services that can help you get closer to your overseas customers:

International Business Reply 49
a simple pre-paid return envelope to the UK

International Stamped Response 50
a local PO Box® return address that customers can use for the cost of local postage

International Admail 51
a local PO Box® return address that customers can use free of charge

International Business Reply

A simple pre-paid return envelope to the UK

International Business Reply is a flexible and convenient way to encourage your international customers to reply to your mailings, at no cost to them.

Is it for me?

International Business Reply is a cost-effective choice for your business if you:

- want to allow overseas customers to reply for free, in the most straightforward way possible.

How will it help me?

Increased response

Distance is no object to customers when they don't have to pay the postage. All responses will be returned direct to your UK address without any further work on your part.

Global reach

You can use International Business Reply to encourage responses from customers in 200 countries worldwide.

Flexibility

International Business Reply can be used with a range of response devices including cards, envelopes and labels. Simply download and use the special artwork. You only need one design for all 200 countries.

Cost-effectiveness

You'll need a special International Business Reply Licence for each UK reply address you want to use, but there's no limit to the number of services you can use on one licence. The annual licence fee is £100.

You'll also be charged 45p per item received, up to 50g. For our Enhanced Business Reply service, the charges are 50p per letter up to 50g and £1 for items weighing between 51g and 250g where available.

What do I do next?

For more information:

Call 08457 950 950 to contact one of our sales advisors

Visit www.royalmail.com/responseinternational to download a user guide and application form

International Stamped Response

A local PO Box® return address that customers can use for the cost of local postage

By providing your international customers with a local return address, they are more likely to respond, and with International Stamped Response you keep the postage costs down for them, without paying the full amount yourself.

Is it for me?

International Stamped Response is a cost-effective choice for your business if you:

- want to get closer to your customers through a localised return address
- want to keep the cost of postage down for your customers – but don't want to pay the full amount yourself.

How will it help me?

Increased response

An in-country address can often boost response. Not only is the postage less expensive than international postage, but people also tend to feel more comfortable dealing with companies that have a local presence. With International Stamped Response, your response devices carry an in-country PO Box® address – such as PO Box 123, Paris – with a country-specific look and feel. We simply forward all replies to your UK business address.

Europe-wide service

International Stamped Response is available for letters in the following countries: Austria, Belgium, Denmark, Finland, France, Germany, Republic of Ireland, The Netherlands, Portugal, Spain, Sweden and Switzerland.

You can use International Stamped Response for packets in the following countries: Austria, Belgium, Finland, France, Germany, Republic of Ireland, The Netherlands, Spain, and Switzerland.

Flexibility

International Stamped Response is suitable for either letters or packets. Letters can weigh up to 50g and Packets up to 2kg depending on the country.

Cost-effectiveness

The customer pays the local postage rate – so your costs are kept down. You'll need a special International Response Service Licence for each UK reply address you want to use, but there's no limit to the number of services you can use on one licence. The annual licence fee is £100. You'll also be charged 40p per item up to 50g received (heavier items will be charged at different rates – see the price guide for further information).

What do I do next?

For more information:

Call 08457 950 950 to contact one of our sales advisors

Visit www.royalmail.com/responseinternational to download a user guide and application form

International Admail

A local PO Box® return address that customers can use free of charge

International Admail allows your international customers to reply to your mailings for free, and to a local return address, making them more likely to respond.

Is it for me?

International Admail is a cost-effective choice for your business if you:

- want to get closer to your customers through a localised return address
- want to allow overseas customers to reply for free.

How will it help me?

Increased response

An in-country address can often boost response because people tend to feel more comfortable dealing with companies that have a local presence. With International Admail, your response devices carry an in-country PO Box® address – such as PO Box 123, Paris – with a country-specific look and feel. We simply forward all replies to your UK business address and your customer does not have to pay postage.

Extensive reach

International Admail is available for letters in the USA plus the following European countries: Austria, Belgium, Denmark, Finland, France, Germany, Republic of Ireland, Luxembourg, The Netherlands, Norway, Portugal, Spain, Sweden and Switzerland.

You can use International Admail for packets in the following European countries: Austria, Belgium, Finland, France, Germany, Republic of Ireland, The Netherlands, Spain, and Switzerland.

Flexibility

International Admail is suitable for either letters or packets. Letters can weigh up to 50g and Packets up to 2kg depending on the country. We'll supply you with templates to meet country-specific requirements and save you time.

Cost-effectiveness

You'll need a special International Response Service Licence for each UK reply address you want to use, but there's no limit to the number of services you can use on one licence. The annual licence fee is £100.

What do I do next?

For more information:

Call 08457 950 950 to contact one of our sales advisors

Visit www.royalmail.com/responseinternational to download a user guide and application form

Summary

	International Business Reply	International Stamped Response	International Admail
You provide the envelopes	<input type="checkbox"/>		
Free to your customers	<input type="checkbox"/>		<input type="checkbox"/>
Letters up to 50g	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Letters up to 250g*	<input type="checkbox"/>		
Packets up to 2kg*		<input type="checkbox"/>	<input type="checkbox"/>
Geographic coverage worldwide	<input type="checkbox"/>		
Europe only		<input type="checkbox"/>	

* Depending on destination.



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