

Guidelines for checking the dimensions of Access Large Letters



Purpose

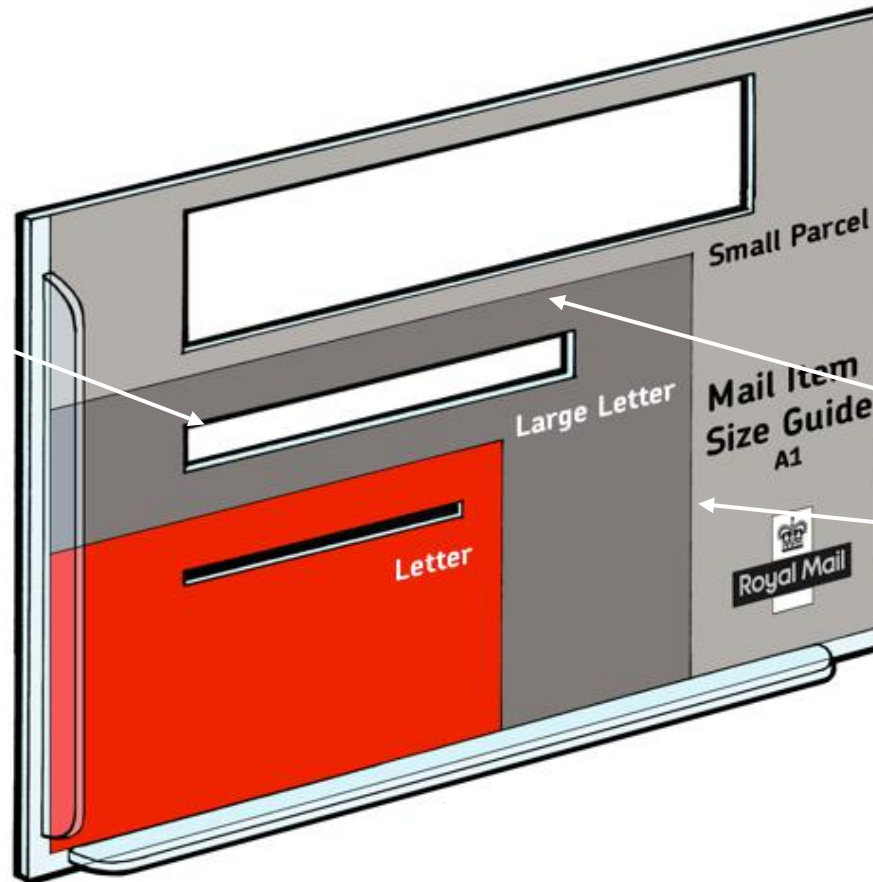
- Royal Mail uses measuring guides to check that Mailing Items meet the correct format as declared by you. If you are sending Large Letters up to the maximum dimensions, format Surcharges for larger items can be expensive when they occur.
- The purpose of this presentation is to give you a clearer understanding of how Royal Mail carries out format checks to help ensure your items are declared as Large Letters correctly.

Agenda

- Explanation of the measuring guide used for checking the Large Letter format
- Demonstration of how the template called a Mail Item Size Guide is used to measure length, width and height dimensions
- Royal Mail guidelines for measuring thickness

Royal Mail 'Mail Item Size Guide'

- Royal Mail uses the Mail Item Size Guide to check the dimensions of Letters, Large Letters and Parcels



Max **height** of a Large Letter = 25mm.

We check items will pass through the 25mm Large Letter slot

Max length of a Large Letter = 353mm and max width = 250mm.

When laid flat on the template we will check that the **length** and **width** of the item falls within the dark grey shaded 'Large Letter' area of the guide

How to check the length and width

1. Dimensions include the outer wrapping such as overhanging polythene or cardboard packaging. Before doing the check we will lightly pull out all 4 corners so that the mailpiece is at its maximum size

NB. Refer to the Access Letters User Guide for Advertising Mail and Business Mail Large Letter poly overhang guidance

2. We lay the mailing item on the Mail Item Size Guide to ensure that the item fits within the dark grey shaded 'Large Letter' area

3. If any edge of the mailing item overlaps the dark grey shaded area the item does not meet the specification for a Large Letter



[Click here - Length & width checks](#)

How to check the thickness

- To check the thickness we slide the Mailing Item through the 25mm high Large Letter slot on the Mail Item Size Guide
- We will attempt to push the Mailing Item through with a little push or pull provided neither the item nor any print, or address label is damaged
- If the Mailing Item doesn't fit through the slot it does not meet the specification for a Large Letter

[Click here - Thickness checks](#)



Checking Guidelines for thickness

- Mailing Items being thicker than 25mm is a common reason for items not meeting the Large Letter format specification
- As demonstrated in the video clips, Royal Mail uses the Mail Item Size Guide to check the thickness. Customers are advised to ensure that Large Letter are no thicker than 25mm so that they can fit freely through the measuring guide without being squeezed, squashed or otherwise compressed
- When we check the thickness we will attempt to push the Mailing Item through with a little push or pull provided neither the item nor any the print, or address label is damaged
- Some Mailing Items can change shape because of content movement after posting e.g. where there is clothing inside the packaging. We will attempt to gently pull items through the slot of the Mail Item Size Guide to see if it meets specification.
- To be certain that your items don't change shape and consequently are not accepted as a Large Letter it is recommended that you package your items tightly to prevent movement in transit.

If you need further information please contact your Access Account Director

