Royal Mail Wholesale

<u>CONSULTATION DECISION ON RENAMING OUR ACCESS PRODUCTS</u>

On 1st May as part of the next stage of the journey for our Access products we consulted on our proposals to:

i)   rename our products to add the explicit reference of the container type;
ii) remove duplicate products;
iii) apply a consistent approach to the naming of products within our systems; and
iv) remove redundant Walksort codes.

The approach we have taken minimises the impact on our customers as much as possible ensuring that from a systems perspective there will be no changes to product codes or the products they map to; it is only the product names that are changing. We advised that the proposed changes would come in to effect in October 2012,

We asked customers to provide responses to 3 main questions; shown below along with the feedback received from respondents:

1) How do the proposed product name changes affect you and are there any issues we need to be aware of?

   All respondents replied to say they found the new product names acceptable and believed that the name changes are a sensible approach to help avoid confusion.

2) Do you have any suggestions as to how the naming convention could be simplified? If yes please provide the rationale.

   No alternative suggestions were provided.

3) How much notice do you need of the final list of product names for implementation in October?

   The general view of respondents is that the final proposal should be sent out as early as possible and not less than 3 months before deployment to give customers sufficient time to make their required systems changes.

Next Steps

Royal Mail will make the proposed product name changes on 22nd October 2012. The final list of product names and the current products they map to is the same as the original consultation and is attached at annex A. For further details of how the product name change will impact on our customers please see annex B.

Should you have any enquiries please contact your Account Director.

Annex A – Product Renaming Guide

Access product
renaming guide v1.xls

Annex B – Impact On Customers

1. Forecasting data provision – no changes required. However customers are requested to align forecasting with the relevant products. For further information please see the documentation available under the help page in the download section under Traffic Forecasts in DocketHUB.

2. Line Listing upload – the removal of duplicated codes for Access 700 and some Premium product codes will require remapping to equivalent alternative products e.g. Access 700 CBC will map to Access 70 CBC in bags (see the Product Decommissioning list within the document at Annex A for further details);

3. Exceptions upload – as above, the remapping of a handful of Access 700 and Premium products codes;

4. Client report – users will need to be aware of the changes to the product names when viewing client reports (see the E*pro list within the document at Annex A for details); and

5. Invoices – users will need to be made aware of the changes to the product names when viewing invoices (see the SAP list within the document at Annex A for details).