Royal Mail Wholesale

C9 Access Customers.

24/6/2011

Access User Guide - UGA15

Access Packets 2-5kg - Access 120 and Access 1400

Purpose of this communication
This amendment notice is to notify you of weight enhancements to Access 120 and Access 1400, whereby Packets can now be posted up to a maximum weight of 5kg from 1st August 2011[1].

The following amendments will apply from 1st August 2011 and will be incorporated into the next version of the Condition 9 Access User Guide.

Condition 9 Access User Guide v9.0

1.2   Access Service Summary

Each Service requires the Customer to sort, segregate and present its Mailing Items at Inward Mail Centres in accordance with the Access Agreements and this User Guide. The maximum weight for Mailing Items is 100g for Letters, 750g for Large Letters, 750g for A3 Packets and 2kg for Packets. Customers are able to send Packets weighing up to 5kg if they have signed the relevant Access Packets Agreement.

Figure 1 *will be updated to reflect the enhanced weight allowance.*

5.1   Step 1: Format Separation

Packet format is not a Letter or Large Letter or A3 Packet, and the dimensions of which exceed one of the following:
- Dimensions exceed 420mmx297mm,
- Thicker than 25mm
- Heavier than 750g.
- The maximum dimensions, if rectangular, are no larger than 610mmx460mmx460mm and, if cylindrical, has a maximum length of 900mm and the item's length when added to twice the diameter does not exceed 1040mm. Packets must weigh no more than 2kg.
- Customers are able to send Packets weighing more than 2kg and up to 5kg if they have signed the relevant Access Packets Agreement.

Figure 9 *will be updated to reflect the enhanced weight allowance*

6.1   Minimum Container Fills (Bags, Trays, ALPS)

In the case of Packets, each Container to contain at least:
- 5 Packets each weighing no more than 100g; or
- 5 Packets each weighing more than 100g up to 250g; or
- 5 Packets each weighing more than 250g up to 2kg; or
- 5 Packets each weighing more than 2kg up to 5kg where Customers have signed the relevant Access Packets Agreement.

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[1] Customer must sign the Access Packets 2-5kg Agreement prior to posting Packets over 2kg up to 5kg.

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6.2   Under Volume Containers (Bags,Trays,ALPS)

The following sentence will be added to 6.2.1.1, 6.2.1.2 and 6.2.2

For prices for under volume Containers presented under the 0-5kg Packets Agreement or the 2-5kg Packets Agreement, please see the terms of each Agreement.

6.6   Presenting your Mail Items in Auto Level Packet Sleeves (ALPS) Containers

Only Packets sorted to Access 120 or Access 1400 can be presented in individual ALPS. Each ALPS Container shall contain only Packets for a single selection (selections must not be mixed within an ALPS Container). Efficient use of ALPS Containers is mandatory (a requirement that is to the benefit of both the carrier and Royal Mail). Consequently, for any single selection, an ALPS Container must be full before another ALPS Container is used for the same selection unless the maximum York weight of 250kg is exceeded. ALPS Containers must be fully zipped up and secured when presented at the IMC. Under no circumstance can Bags be presented in ALPS.

6.8   Presenting Mixed Weight

6.8.1
The weight band indicators to be used on the Manifest are as follows:
- WB1 (weight band 1) - items weighing no more than 100g. All items falling within this weight band will be priced accordingly.
- WB2 (weight band 2) - items weighing more than 100g up to 250g. All items falling within this weight band will be priced accordingly.
- WB3 (weight band 3) - items weighing more than 250g up to 2kg. All items are priced in 1g increments at the average weight of all the items falling within this weight band.
- WB4 (weight band 4) - items weighing more than 2kg up to 5kg. All items are priced in 1g increments at the average weight of all the items falling within this weight band. *[Footnote to be added: Only customers who have signed the relevant Access Packets Agreement may post items in this weight band.]*

6.8.2
This enables DocketHub to create 'pseudo' Container IDs for each weight band within a single Container, before passing the data into E*Pro for pricing; DocketHub will break down a Container ID into four parts, one for each weight band, by adding a 2 character weight band identifier to the end of the ID e.g. AB0000056789W1, AB0000056789W2, AB0000056789W3 & AB0000056789W4.

6.8.3
The Manifest data for a Mixed Weight Container must declare the number of items within each weight band and show the average weight of the items for WB3 & WB4 weight bands, and the total weight of the Mailing Items in the Container.

6.8.4 Pricing
Each Mixed Weight Daily Posting is priced according to the number of Mailing Items within each weight band for each format. Items in weight band 3 & 4 are priced according to the number of Mailing Items at the average weight.

Figure 14 *will be updated to reflect the enhanced weight allowance*

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Section 15

The following Issue and Corrective Action will be added to Section 15.

15.6.23	If a customer fails to handover over Packets in ALPS in accordance with the ALPS Agreement and sections 6.6 or 8.4 of the Access User Guide, Royal Mail may: • Reject the relevant Mailing Items, Bags or ALPS or • If Royal Mail agrees that it is reasonably practical for it to do so, Royal Mail will allow hand over of the relevant Mailing Items, Bags or ALPS upon the Customer agreeing to pay Royal Mail's prevailing, applicable First Class Packetpost tariff in respect of those Mailing Items.

Kind regards

Charlotte Marshall
Access Contract Manager

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