# Royal Mail Mailmark®
Letter template guide

(MISC1462)

Drafted : 23rd November 2023
Effective from : December 2023
Version – 6.0

The purpose of this document is to provide a guide on the visual checks for both mandatory and recommended requirements which can be undertaken on machineable letters sent using the Royal Mail Mailmark specification.
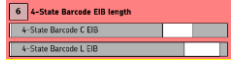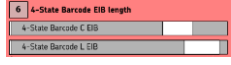
To make it as easy as possible to use, please refer to the Guide Feature list in this document to show the checks required and then follow the checks.
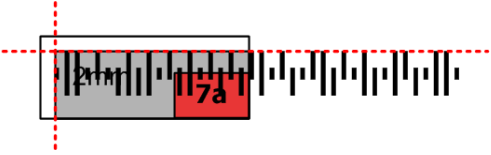
Full product specifications are available in the technical specification user guides.
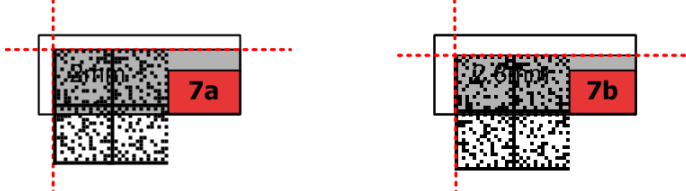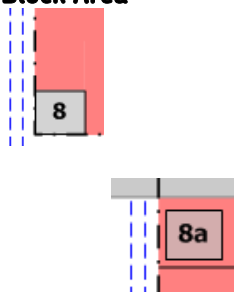
This guide is intended to be used with the plastic mailing guide – Royal Mail Mailmark Letter Guide (MISC1462) V1.3.

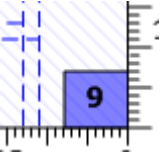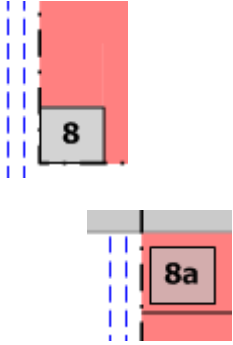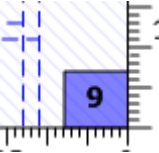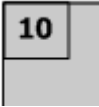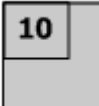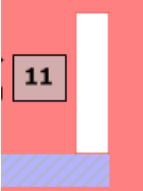| Check No.	'Requirement Specification' Checks
1. **Letter Size** **Min & Max**	**CHECKING THE MINIMUM & MAXIMUM LETTER SIZE** Place the bottom left corner of the letter in the bottom left corner [red 1] and check: a) the minimum size – that the letter must touch or cover the lines at 1a / 1b. b) the maximum size – that the letter does not exceed the dimensions of the template i.e. top right corner [yellow 3].
2. **Maximum Thickness (5mm)**	**CHECKING THE LETTER IS NO THICKER THAN 5MM** Either place the guide on a desk so that the slot [grey 2] just overhangs the edge of the desk [1] or hold the guide as rigidly as possible, a) slide the letter though the slot. If it passes through, even with a little pull/push and is not damaged in any way (i.e. buckled window, torn or the address print removed), then the item has not exceeded the maximum thickness and meets specification. Mail that is over 5mm will not fit through the slot [2]. NB. If there is any doubt use the rigid PIP template MISC814.
3. **Indicia Area**	**CHECKING THE INDICIA IS IN THE CORRECT AREA** With the letter in landscape or portrait orientation, place the top right corner of the letter into the top right [yellow 3] corner and check: a) that the whole of the Indicia (e.g. PPI) falls within the yellow indicia area. b) that there are no print, graphics, patterning, window material or any other marks within 5mm of the indicia. Please note, this is an indicia design requirement rather than a product specification requirement. NB. The Extended Area [yellow 3a] is provided for Retail PPI indicia designs 3 & 4).
4. **Mailmark / Window Area**	**CHECKING THE WINDOW AREA ON THE FRONT IS CORRECTLY POSITIONED** You are checking that window material does not go into the 'frame' around the template. The Landscape orientation Letters this 'frame' is 15mm from top, right and left, and *18mm from the bottom*. The Portrait Letters this 'frame' is 15mm from top, bottom, and right, and *18mm from the left*. The two checks that are necessary are provided below, with the Letter being placed in all four corners of the template: 1. Place the bottom left corner of the Letter in the bottom left corner [red 1] and check. 2. Place the bottom right corner of the Letter into the bottom right [blue 9] and check. 3. Place the top right corner of the Letter into the top right corner [yellow 3] and check. 4. Place the top left corner of the Letter into the top left corner [grey 10] and check. **Check** a) The window does not extend into the border 'frame' defined by [grey 4]. b) The window does not extend into the shaded Tag Codemark clear zone or the Route codemark clear zone [blue 9].

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[1] This reduces the potential for the guide to flex and potentially widen the slot.
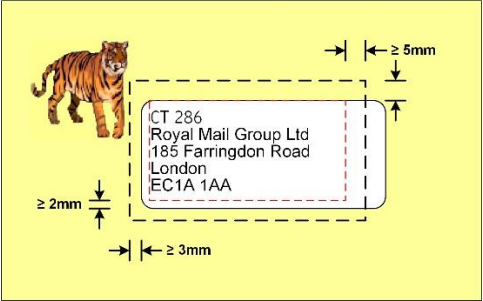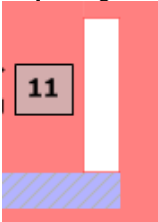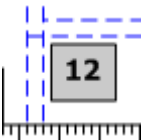
Check No.	'Requirement Specification' Checks

5.
2D Data Matrix Mailmark Size
 	
	CHECKING THAT THE 2D DATA MATRIX Mailmark IS THE CORRECT SIZE
	You are checking to confirm that the 2D Data Matrix does not exceed the minimum and maximum acceptable sizes.
	1. Select the relevant one of the three possible boxes for the 2D Data Matrix used (Choose from Type 29, Type 7, or Type 9).
	2. Position the 2D Data Matrix on the item in the bottom left corner of the appropriate 2D Data Matrix box.
	Check
	  a) that the code is either the same size as or extends beyond the inner box. This confirms that it is NOT below the minimum size allowed.
	  b) that the code is the same size as or does not extend beyond the outer box. This confirms that it is NOT above the maximum size allowed.

6a.
4-State Barcode Mailmark Length
 	
	CHECKING THE BARCODE LENGTH IS ACCEPTABLE
	1. If using a 4-State barcode C Mailmark (Contains 66 bars and used only by Network Access customers), place the first bar in the thin white gap in (marked 'first bar position') in the 4-State barcode C Mailmark box and use this as an 'anchor' for the barcode.
	  a) Check to see if final bar falls within the white area of the box.
	2. If using a 4-State barcode L Mailmark (78 bars and can be used by Retail & Network Access customers), place the first bar in the thin white gap in (marked 'first bar position') in the 4-State barcode L Mailmark box and use this as an 'anchor' for the barcode.
	  a) Check to see if final bar falls within the white area of the box.
	NB: If the final bar falls on the line between the grey and white area (on either side) for either code this will be acceptable. But if the final bar falls within the grey area on either side of the white area, the barcode length is incorrect.

6b. **4-State Barcode Mailmark Height** 	**CHECKING THE BARCODE HEIGHT IS ACCEPTABLE** Place the first bar in the thin white gap in (marked 'first bar position') in the 4-State Barcode C or L Mailmark box as appropriate and ensure that the descender bars are aligned to the bottom line of the box. a) The top of the ascender bars should not extend beyond the top line of the box. **NB:** If the bars fall outside of the box, the bars are too high, and the barcode is NOT acceptable.

Check No.	'Requirement Specification' Checks
7a. **Mailmark Clear** **Zone –** **4-State Mailmark** 2mm 7a	**CHECKING THERE IS 2MM CLEAR ZONE AROUND THE 4-STATE MAILMARK CODE** 1. Where the 4-State Code is printed on the insert and viewed through a window, tap the envelope on its *top and left sides* to move the insert to the **top left** corner. Place the envelope on a desk with the *indicia top right* (whilst ensuring that the insert remains in the **top left** corner). Place the left bar of the Barcode inside the inner frame of the Mailmark Code Clear Zone box **[red 7a]** and then move the barcode so it is aligned to the left inner line (illustrated by the crossed red lines in the example below) and the top inner line of the grey box as illustrated below. a) Check there is no text, graphics, window edge or print of any kind within the left and top of the required clear border area. Ignore anything to the right of the Barcode and below the barcode. 2. Where the 4-State Code is printed on the insert and viewed through a window, tap the envelope on its *bottom and right sides* to move the insert to the **bottom right** corner. Place the envelope on a desk with the *indicia bottom left* (whilst ensuring that the insert remains in the **bottom right** corner) Place the left bar of the Barcode inside the inner frame of the Mailmark Code Clear Zone box **[red 7a]** and then move the barcode so it is aligned to the left inner line (illustrated by the crossed red lines in the example above) and the top inner line of the grey box as illustrated above. a) Check there is no text, graphics, window edge or print of any kind within the right and bottom of the required border clear area. Ignore anything to the left of the barcode and above the barcode.

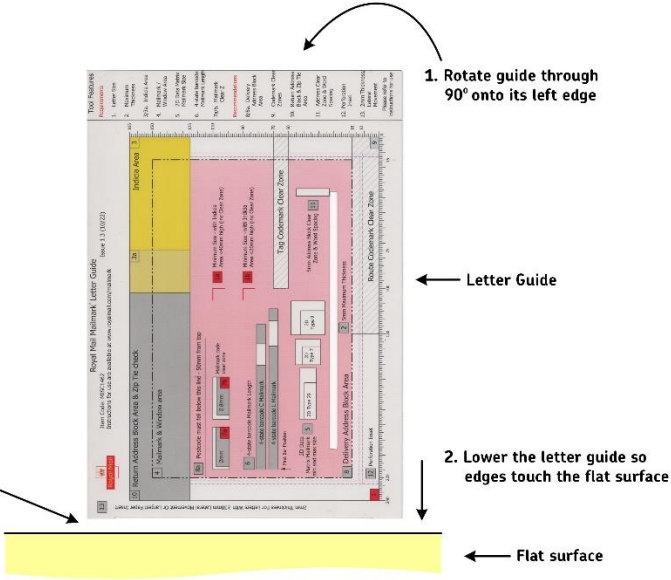| Check No.	'Requirement Specification' Checks

7a/b.
Mailmark Clear Zone –
2D Data Matrix Mailmark
 	
	CHECKING THERE IS A MINIMUM CLEAR ZONE AROUND THE 2D MAILMARK CODE
	Having identified the 2D Mailmark type size in Check 5, this check confirms that the appropriate clear zone has been provided (at least 2mm for the minimum size and at least 2.8mm for the maximum size).
	
	1. Where the 2D Code is printed on the insert and viewed through a window, tap the envelope on its *top and left sides* to move the insert to the **top left** corner.
	
	Place the envelope on a desk with the *indicia top right* (whilst ensuring that the insert remains in the **top left** corner).
	
	Place the top left corner of the code inside the inner frame of the Mailmark Code Clear Zone box **[red 7a or 7b** as appropriate] and then move the code so it is aligned to the left inner line (illustrated by the crossed red lines in the example below) and the top inner line of the grey box as illustrated below.
	
	   a. Check there is no text, graphics, window edge or print of any kind within the left and top of the required clear border area. Ignore anything to the right of the 2D Data Matrix code and below the 2D Data Matrix code.
	
	2. Where the 2D Code is printed on the insert and viewed through a window, tap the envelope on its *bottom and right sides* to move the insert to the **bottom right** corner.
	
	Place the envelope on a desk with the *indicia bottom left* (whilst ensuring that the insert remains in the **bottom right** corner).
	
	Place the top left corner of the code inside the inner frame of the Mailmark Code Clear Zone box **[red 7a or 7b** as appropriate] and then move the barcode so it is aligned to the left inner line (illustrated by the crossed red lines in the example above) and the top inner line of the grey box as illustrated above.
	
	   a. Check there is no text, graphics, window edge or print of any kind within the right and bottom of the required border clear area. Ignore anything to the left of the barcode and above the barcode.

8 / 8a.
Delivery Address Block Area
 	
	CHECKING THE MAILMARK BARCODE IS CORRECTLY POSITIONED
	Place the letter into the bottom left **[red 1]** corner (tapping the insert into the corner) and check:
	   a) that the Mailmark barcode is entirely within the pink Delivery Address Block Area **[grey 8]**.
	   b) Repeat the procedure by placing the letter (and tapping the insert) into the bottom right **[blue 9]** corner and check the same.
	   c) Repeat the procedure by placing the letter (and tapping the insert) into the top right corner **[yellow 3]** and check the same.
	   d) Repeat the procedure by placing the letter (and tapping the insert) into the top left corner **[grey 10]** and check the same.

Check No.	'Requirement Specification' Checks
9. **Tag & Route Codemark Clear Zones** 	**CHECKING THE MAILMARK BARCODE IS CORRECTLY POSITIONED** Place the bottom right corner of the letter into the bottom right corner [blue 9] and check that the Mailmark barcode does not fall within the Route Codemark clear zone and the Tag Codemark clear zone. (Portrait items should be orientated to be landscape with the payment indicia in the top left corner and both the Delivery Address and payment indicia in a vertical position.) Note: It is only recommended that no other print, graphics, patterning, window material or other marks appear in the Route Codemark clear zone or Tag Codemark Clear zone.

Check No.	Recommended Checks
8 / 8a. **Delivery Address Block Area**	**CHECKING THE DELIVERY ADDRESS BLOCK IS CORRECTLY POSITIONED** Place the letter into the bottom left [red 1] corner (tapping the insert into the corner) and check: a) that the Delivery Address Block, including any Mailer Defined Information (when included as part of the Delivery Address Block), and the recipient's name are entirely within the pink Delivery Address Block Area [grey 8]. b) Repeat the procedure by placing the letter (and tapping the insert) into the bottom right [blue 9] corner and check the same * c) Repeat the procedure by placing the letter (and tapping the insert) into the top right corner [yellow 3] and check the same * d) Repeat the procedure by placing the letter (and tapping the insert) into the top left corner [grey 10] and check the same * * *If any part of the Delivery Address Block falls within the Return address Area [grey 10] then the line with the postcode has to fall below the 50mm line [grey 8a] as shown on the guide.*
9. **Tag & Route Codemark Clear Zones**	**CHECKING THE CLEAR ZONES FOR THE TAG & ROUTE CODEMARKS** Place the bottom right corner of the letter into the bottom right corner [blue 9] and check: a) that there is no print, graphics, patterning, window material or other marks in the Route Codemark clear zone and the Tag Codemark Clear zone. **Note:** It is a mandatory requirement that the Mailmark code does not fall within the Route Codemark clear zone or the Tag Codemark Clear zone.
10.1 **Return Address Block Area**	**CHECKING THE RETURN ADDRESS, IF ON THE FRONT, IS IN THE CORRECT AREA** Place the top left corner of the letter into the top left corner [grey 10] and check: a) that if the Return Address Block is printed on the front of the envelope it does not fall outside of this Return Address Block / Zip Tie Area *NB. This area is the grey box which extends right to the Indicia area [yellow 3] and down to the top of the Delivery Address Block area [grey 8].*
10.2 **Zip Tie Area**	**CHECKING THE ZIP TIE IS IN THE CORRECT AREA** Turn the letter so that it is face down with address and indicia to the back, align the top left corner of the reverse side of the letter into the top left corner [grey 10] and check a) that the zip tie perforation does not fall outside the Return Address Block / Zip Tie area. *NB. The Zip Tie may extend the full length of the mailpiece so it is possible that it will go into the yellow indicia area, but it is not permitted to be lower than the grey box.*
11.1 **Delivery Address Block Clear Zone**	**CHECKING THERE IS A CLEAR ZONE AROUND THE DELIVERY ADDRESS BLOCK** Use the Address Clear Zone mark [grey 11] and 5mm thickness slot [grey 2] as a guide to check: a) There is 5mm clear on the right and bottom of the Delivery Address Block, b) Then rotate the guide 180° and check there is 5mm clear on the left and top of the Delivery Address Block. *NB. The edge of any window does not constitute an infringement of the 5mm Delivery Address Block clear zone requirement.*

Check No.	Recommended Checks
11.2 **Delivery Address Block clear zone – Window Envelope** 2mm 7a	**CHECKING THERE IS THE REQUIRED CLEAR ZONE WHEN THE DELIVERY ADDRESS BLOCK IS BEHIND A WINDOW** While 5mm clear zone is the recommended minimum requirement around the entire Delivery Address Block, there has to be a minimum of 2mm between the edge of the Delivery Address Block and the edge of the window on the right, left and bottom. To check the mandatory 2mm clear zone please a) Use the Mailmark Code Clear Zone box [red 7a] to check that there is not less than 2mm between the right, left and bottom edges of the Delivery Address Block and the edge of the window. *NB. Please tap each side in turn before checking.* *NB. If the Mailer Defined Information (MDI) is included in the Delivery Address Block, the MDI and the addressee details can be totally visible, partially obscured, or totally obscured by the top edge of the window. The remainder of the Delivery Address Block must remain visible at all times, and the required clear zones must be met.* CT 286 Royal Mail Group Ltd 185 Farringdon Road London EC1A 1AA ≥ 5mm ≥ 2mm ≥ 3mm

11.3
Delivery Address Block – Word & Line spacing
 	
11
	CHECKING THE SPACING OF WORDS AND LINES IN THE DELIVERY ADDRESS BLOCK ARE CORRECT
	To check that the spacing between separate words within the Delivery Address Block is always less than the recommended 5mm
	   a) Use the 5mm clear area [grey 2 or 11] and place one edge of this area at the end of a word, the next word has to fall within the clear / cut out area.
	   b) To check the spacing between all the lines of the Delivery Address Block is always less than 4mm, use the 5mm clear area [grey 2 or 11] and place one edge of this area underneath a line, the next line has to fall within the clear / cut out area.

12.
Perforation Inset
 	
12
	CHECKING ANY ROULETTE PERFORATIONS ARE CORRECTLY POSITIONED
	To ensure that the roulette perforations are 12mm (+/-1mm) from the edge of the mailpiece
	   a) Place the corner of the letter where there are perforations into the left corner [red 1] and ensure that any perforations fall within or touch the two blue dotted lines along the left and bottom of the template [grey 12].
	   b) Place the corner of the letter where there are perforations into the right corner [blue 9] and ensure that any perforations fall within or touch the two blue dotted lines along the right and bottom of the template.
	
	NB. If the perforations fall outside of the dotted 'frame' the item does not meet the recommended specification.

Check No.	Recommended Checks

13.
Lateral Movement (2mm thickness)
 	
13
 	
NB. This applies to the movement of the largest insert.
	CHECKING THAT THE MAXIMUM INSERT MOVEMENT IS NOT EXCEEDED
	Inserts in letters up to 5mm thick are permitted 20mm lateral movement. Inserts within letters no more than 2mm thick are permitted 30mm lateral movement.
	
	If there is more than 30mm lateral movement the letter does not meet the recommended specification.
	
	If there is 30mm lateral movement check the letter is no more than 2mm thick by
	  a) positioning the left edge of the guide [grey 13] vertical along a solid flat surface
	  b) check if the letter can pass through the 2mm gap which has been cut out of the template
	
	If it does not pass through then the letter is more than 2mm thick

Royal Mail Mailmark® Letter Guide

Item Code: MISC1462
Issue 1.3 (10/22)
Instructions for use are available at www.royalmail.com/mailmark

13

2mm Thickness For Letters With ≥30mm Lateral Movement Or Largest Paper Insert

10 Return Address Block Area & Zip Tie check

3a

Indicia Area **3**

4 Mailmark & Window area

8a Postcode must fall below this line - 50mm from top

2mm **7a**

2.8mm **7b**

Mailmark code clear zone

1a Minimum Size - with Indicia Area <40mm high (inc Clear Zone)

1b Minimum Size - with Indicia Area <20mm high (inc Clear Zone)

6 4-state barcode Mailmark Length

4-state barcode C Mailmark

4-state barcode L Mailmark

↑ First Bar Position

Tag Codemark Clear Zone

2D Data Matrix Mailmark min and max size **5**

2D Type 29

2D Type 7

2D Type 9

5mm Address Block Clear Zone & Word Spacing **11**

8 Delivery Address Block Area

2 5mm Maximum Thickness

12 Perforation Inset

Route Codemark Clear Zone **9**

1

240   225   130   100   75   15   0

Tool Features

Requirements

1. Letter Size

2. Maximum Thickness

3/3a. Indicia Area

4. Mailmark / Window Area

5. 2D Data Matrix Mailmark Size

6. 4-state barcode Mailmark Length

7a/b. Mailmark Clear Z

Recommendations

8/8a. Delivery Address Block Area

9. Codemark Clear Zones

10. Return Address Block & Zip Tie Area

11. Address Clear Zone & Word Spacing

12. Perforation Inset

13. 2mm Thickness/ Lateral Movement

Please refer to instructions for use