



13 March 2018

Royal Mail Wholesale

4th Floor
185 Farringdon Road
London
EC1A 1AA

eMANIFEST BILLING TRIAL

Dear customer,

We are pleased to invite you to take part in a forthcoming trial of a new electronic billing process. The new process will use your eManifest, rather than posting docket, to generate your invoices with your Access charges.

The trial will provide the opportunity for both of us to test the new billing mechanism with a view to streamlining the billing process for customers and to simplify the upload process of documents required for your daily postings. We realise that implementing the new billing process will require both customers and us to make changes to internal systems and procedures, therefore we have decided to approach the trial in phases. This gives us the ability to test and make changes to the process and systems in a manner which reduces the risk of error and avoids disruption to customers as we move along each phase.

We invite you to take part in Phase One of the trial if you meet the qualifying criteria outlined further below in this letter.

What are the potential benefits of the new process?

- The new process paves the way for web services as we move to a single data source.
- The new process simplifies the upload of documents which you provide prior to the handover of your mail to an Inward Mail Centre.

What are the qualifying criteria?

To take part in Phase One of the trial you must:

- a. post all of your mail using the Mailmark service;
- b. post letters only, and not large letters;
- c. submit your own eManifest and Vehicle Manifest;
- d. handover all mail to no more than one Inward Mail Centre; and
- e. not hand over any mail on behalf of any other entity.

What if we do not meet the qualifying criteria for Phase One?

As we develop the new billing system, we will be adding further phases to the trial to test the system against other qualifying criteria. This will enable other customers to participate in the trial.

What will be different in the new process?

The table and process charts at appendix A to this letter summarise the key differences between the current and new process.

What changes will we need to make?

You will need to instruct your software provider to make some changes to your software to enable the upload of the Vehicle Manifest and eManifest as required by Royal Mail. You should make enquiries directly with your supplier about how to implement the change.

Will our invoices look different?

No they will not. All that is changing is the way in which we generate your billing and the invoice. Your invoices will still identify your postage charges and any adjustments we have had to make for incorrect declarations or non-compliances.

When will the Phase One trial commence?

Phase 1 of the trial will be available for you to participate in from 19 March 2018 and you must commence your participation before 8 May 2018. Phase 1 of the trial will continue for a period of 6 months from the date you commence.

Will you share the results of the trial?

Yes, we will share the results of the trial with customers at the end of the trial.

If you meet the qualifying criteria and wish to participate in the trial please contact your Account Director. You will be required to agree to the trial terms and conditions before you commence the trial.

Yours sincerely,

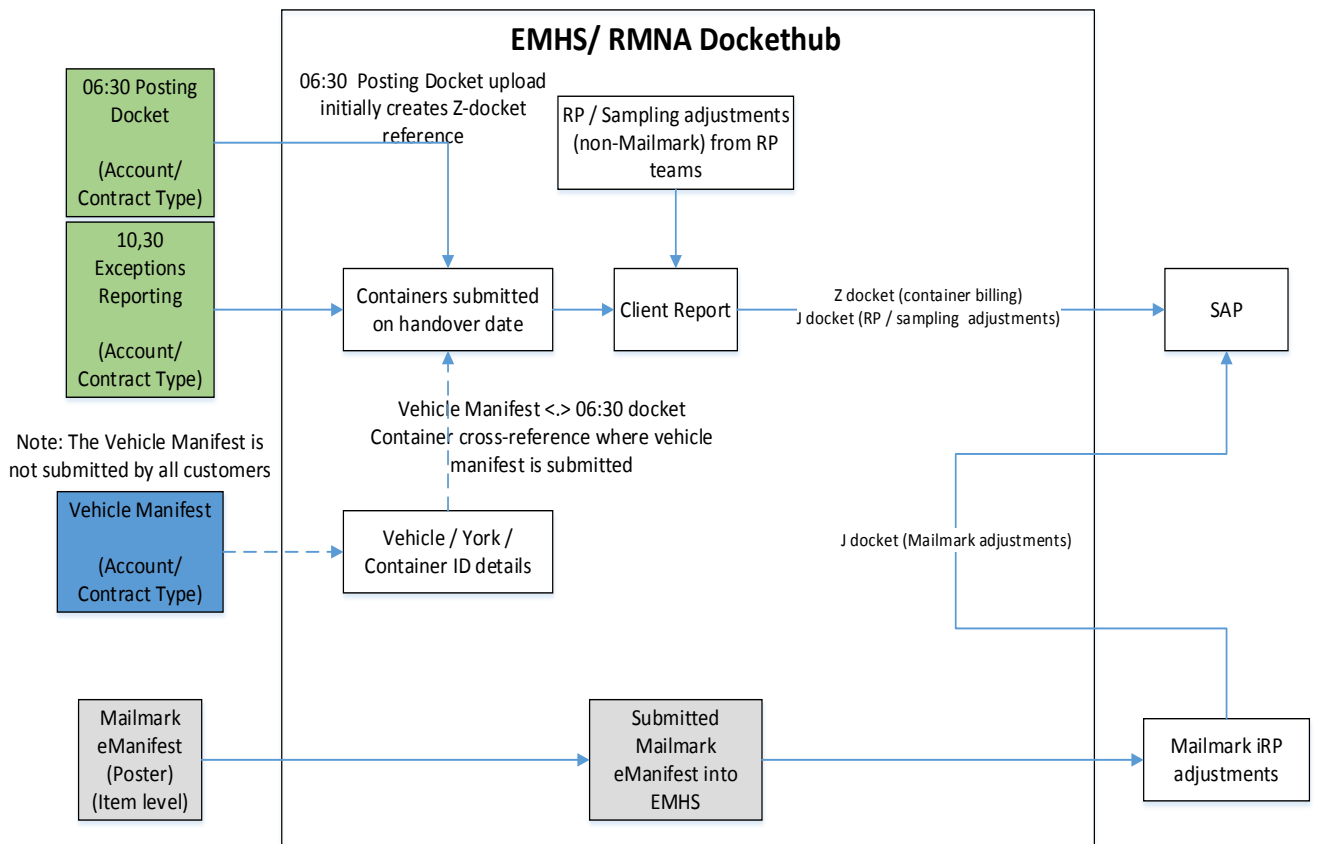


Luisa Fulci
Regulated Products Director
Consumer and Network Access

APPENDIX A

Current Process	New Process
<p>You upload a Posting Docket via Dockethub by 06:30am on the day of handover of your mail.</p> <p>You also upload an eManifest to the EHMS by 11:30am. Once you upload the eManifest, you have 5 days to hand over your mail associated with that eManifest.</p>	<p>You will no longer be required to upload a Posting Docket.</p> <p>Instead you upload a Vehicle Manifest to Dockethub by 08:00am on the day of handover of your mail and your driver hands over two hard copies of the Summary Vehicle Manifest to us upon arrival at the Inward Mail Centre.</p> <p>You continue to upload an eManifest to the EHMS system by 11:30am. You must include container IDs in spare field 10 and ensure that the weight field is accurately populated in the eManifest.</p>
<p>You may upload an Exceptions report with changes you have made subsequent to submission of the Posting Docket and prior to handover. You must upload this via Dockethub by 10:30am on the day of handover of your mail.</p>	<p>You will no longer be required to upload an Exceptions report.</p> <p>Once you have uploaded an eManifest, you will have up to 5 days to hand over your mail associated with that eManifest. If, after uploading the eManifest, you identify containers which you are not going to hand over within the 5 day period you must inform DSACC.</p>
<p>Royal Mail generates an invoice from the Posting Docket. This includes changes to the order following reconciliation with the eManifest and any non-compliance adjustments.</p>	<p>Royal Mail generates an invoice directly from the eManifest which you upload. The invoice will include any adjustment charges.</p> <p>We will continue to provide invoices weekly, but we will also provide customers a daily auto billing report. This report shows on a daily basis the accepted eManifest items that we will bill.</p>
<p>Royal Mail issues a Client Report which identifies your Access charges and the adjustments made to the Posting Docket.</p>	<p>Royal Mail will still issue a Client Report however this is for reporting purposes only and will include the same data as the eManifest.</p>

Current Process



eManifest Billing Trial Process for customers who:

- post 100% of your Mailing Items using Mailmark;
- post Letters only, and not Large Letters;
- submit an eManifest and Vehicle Manifest for your own Mailing Items;
- handover all Mailing Items to no more than one Inward Mail Centre; and
- not handover any Mailing Items on behalf of any other entity, including an Agency Customer.

