



13 July 2023

Royal Mail Wholesale
185 Farringdon Road
London
EC1A 1AA

CHANGE TO THE POSTAL SCHEMES AND IMPACT ON THE ACCESS LETTERS CONTRACT

Dear Customer,

On 2 May 2023, Royal Mail launched a consultation on changes to the Postal Schemes 2023. The Postal Schemes are the documents that set out the key terms on which we provide the Universal Service.

Prior to consultation, we worked with Jersey Post and identified an opportunity to remove a daily flight between the UK and Jersey which would have a positive impact both in terms of cost, and carbon emissions. In our consultation, we proposed to change the definition of 'Due Date' in the UK Post Scheme to reflect the fact that mail travelling from the UK to Jersey could take an additional day in transit

Royal Mail communicated its consultation decision on 6 July 2023, with part of that decision being to proceed with withdrawing the daily flight between the UK and Jersey. The full decision document can be read [here](#).

As a result of this decision, we are making a change to the Access Letters Contract and User Guide to reflect that mailing items destined for Jersey can now be handed over in trays. For the avoidance of doubt, mailing items destined for Guernsey must continue to be handed over in bags unless you are signed up to our Tray Decanting service.

The appended contract change notices detail the amendments we are making to the Access Letters Contract and User Guide. In line with clause 13.2(a)(i) of the Access Letters Contract, the changes will come into effect from 22 January 2024. However, customers who wish to handover their items in accordance with the changes may do so from 7 August 2023.

Yours sincerely,

Tim Cable
Wholesale Products Director
Royal Mail Wholesale



ACCESS LETTERS CONTRACT CHANGE NOTICE: NUMBER 097

DATED: 13 JULY 2023

This notice applies to you if you hold an **Access Letters Contract (Contract)** with **Royal Mail Group Limited**, a company registered in England and Wales (number 04138203) with its registered address at 185 Farringdon Road, London, EC1A 1AA.

1 Definitions and interpretation

- 1.1 If a word or expression is defined in this notice, it shall have the meaning given in this notice.
- 1.2 Any words or expressions which are not defined in this notice, but have an initial capital letter, shall have the meanings given to them in the Contract.
- 1.3 All of the rules about how to interpret the Contract shall apply to this notice.

2 Changes to the Contract

- 2.1 Under Clause 13.2(a)(i) of the General Terms and Conditions of the Contract, we hereby notify you of the following changes to the Contract:

- 2.1.1 The definition of 'Tray Decanting' within Schedule 1 shall be amended as follows:

***Tray Decanting** means the Service described in Part 2 of Schedule 5 (Operational Presentation Facilities);*

- 2.1.2 Paragraph 1.1 of Part 2 (Tray Decanting) of Schedule 5 shall be amended as follows:

1.1 This Part 2 sets out the terms on which we agree to process Mailing Items for Guernsey where those Mailing Items are presented to an Inward Mail Centre in Trays.

- 2.1.3 Paragraph 2.2 of Part 2 (Tray Decanting) of Schedule 5 shall be amended as follows:

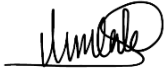
2.2 We agree that the terms of the User Guide, stating that Mailing Items destined for Guernsey must not be presented in Trays, shall not apply to the extent that those terms conflict with the terms of this Part 2.

- 2.1.4 Paragraph 2.3 of Part 2 (Tray Decanting) of Schedule 5 shall be amended as follows:

2.3 Subject to paragraph 2.1, you may present your Mailing Items that are destined for Guernsey in Trays and we will decant the Mailing Items from Trays into bags at the designated Inward Mail Centre in respect of Mailing Items destined for Guernsey.

2.2 The changes detailed in paragraph 2.1 above will take effect from 22 January 2024. Please note, however, for customers who wish to handover their items in accordance with the changes may do so from 7 August 2023.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Tim Cable', with a circular flourish at the end.

Tim Cable
Wholesale Products Director
Royal Mail Wholesale



**ACCESS USER GUIDE AMENDMENT NOTICE NUMBER 070:
PROHIBITION OF TRAYS FOR GUERNSEY ONLY**

Date: 13 JULY 2023

This notice applies if you hold an **Access Letters Contract (Contract)** with **Royal Mail Group Limited**, a company registered in England and Wales (number 04138203) with its registered address at 185 Farringdon Road, London, EC1A 1AA.

1 Definitions and interpretation

- 1.1 If a word or expression is defined in this notice, it shall have the meaning given in this notice.
- 1.2 Any words or expressions which are not defined in this notice, but have an initial capital letter, shall have the meanings given to them in the Contract.
- 1.3 All of the rules about how to interpret the Contract shall apply to this notice.

2 Changes to the Contract

- 2.1 Under clause 13.2(a)(i) of the General Access Terms and Conditions of the Contract we hereby notify you of the following changes to the Access Letters User Guide:

2.1.1 Bullet point 5 at Section 4.3(b) shall be amended as follows:

- *Mailing Items to Guernsey (GY), are excluded from being presented in Trays for security and handling safety and must be presented in bags in accordance with Section 4.3a, unless you have agreed to Schedule 5, Part 2: Tray Decanting of the Contract in which case you can present such Mailing Items in Trays.*

2.1.2 Bullet point 6 at Section 4.3(c) shall be amended as follows:

- *Mailing Items to Guernsey (GY) are excluded from being presented in ALPS for security and safety and must be presented in bags in accordance with Section 4.3(a). A Mailing Item for Guernsey that cannot fit into a standard Royal Mail bag due to its physical dimensions must be presented and labelled as an individual Container.*

2.1.3 Bullet point 14 at Section 4.3(e) shall be amended as follows:

- *Mailing Items to Guernsey (GY), are excluded from being presented as strapped bundles for security and handling safety and must be presented in bags in accordance with Section 4.3a.*

2.1.4 Section 10.2.1(b) shall be amended as follows:

<i>b. Mail for Guernsey is handed over in Trays instead of bags, and you have not agreed to Schedule 5, Part 2: Tray Decanting as part of the Contract.</i>	<i>We may reject the Posting or relevant segment of the Posting.</i>
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2.2 The changes detailed in paragraph 2.1 will take effect from 22 January 2024. Please note, however, for customers who wish to handover their items in accordance with the changes may do so from 7 August 2023.

Yours sincerely,



Tim Cable
Wholesale Products Director
Royal Mail Wholesale