



**Access User Guide Amendment notice number 050 (UGA50):
Change to Presentation Specification of Poll Cards**

Date: 19 October 2018

We notify you under clause 13.3.3 of the Access Letters Contract that we are changing the Access Letters User Guide to introduce changes to the way you present poll cards.

1. Changes

We are making the following changes to Appendix P: Poll card services per the red text:

1.1 Section 4.3 will be amended to read as follows:

4.3 Presentation

The following presentational requirements are mandatory for poll cards sent using the Poll Sort service:

- Maximum weight of each poll card is 20g;
- Poll cards must all be the same and weight, up to 240mm in length, 165mm in width and no thicker than 5mm;
- Each item must clearly show the Access indicia and the wording 'Delivered by Royal Mail'. This must be printed in the top right hand corner of the front face of the items in either 12 or 14 point font;
- Items must be 100% fully addressed and post coded;
- Items in a bundle must be facing same way and facing up;
- Items for a single delivery walk must be bundled separately, labelled according to walk name, and must not contain anything other than poll cards;
- Bundles must be banded using elastic or paper bands;
- ~~Maximum 100 items in each bundle~~ **Poll cards should be bundled (ideally in bundles of 100) but each bundle must not exceed that which can be held in one hand (approximately 15cm);**
- Bundles with less than 10 items must be single banded;
- Poll cards must be handed over to RM in Trays only
- Each Tray may contain multiple walks;
- Trays must be clearly labelled detailing the Delivery Office name.

1.2 Section 4.4 will be amended to read as follows:

4.4 Labelling

Standard Manual **White** labelling requirements apply with the addition of the following:

- use a bundle label that identifies an individual walk **OR print the walk name on each item at least 5mm above the first line of the address block;**
- Tray Labels and York cards must clearly be identified as Poll Sort. Examples of labels are shown below in Figures 112 to 115.

Timescales

In line with clause 13.3.3 of the Access Letters Contract, the changes described in this UGA050 will come into effect from 31 December 2018. Please note, however, for customers who wish to process items in accordance with the changes from the date of this notice, you may do so and we shall accept and process such items accordingly.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Luisa Fulci". The signature is written in a cursive style with a large initial 'L'.

Luisa Fulci
Regulated Products Director
Consumer and Network Access