15 April 2025

Royal Mail Wholesale

185 Farringdon Road
London
EC1A 1AA

D+2 PRODUCT IMPLEMENTATION FOR USO REFORM

Dear Customer

We wrote to you on 27 March 2025 with detail regarding the implementation of the D+2 Priority product both in the run up and following the Access Condition changes as part of Ofcom's "Future of the universal postal service" decision. This included announcing the launch of the new D+2 Priority product codes on 2 June 2025, as well as a 4-week grace period, commencing from the date the Access Condition changes, before we enforce use of the D+2 Priority "1" class identifier.

Further to this, we appreciate that there are several D+2 Priority specification points on which customers may be seeking clarity as to how Royal Mail will treat non-compliance when the Access Condition changes. To assist a smooth transition, the table annexed to this communication lists out the D+2 Priority specification requirements and the implications of not meeting these from the date we launch the new D+2 product codes on 2 June, and for up to 4 weeks after the date the new USO regulations come into force (the grace period).

Should you have any questions please contact your Account Director.

Yours sincerely

Tim Cable
Wholesale Products Director
Royal Mail Wholesale

Category	Requirement	Detail	Process during 4 week grace period
Pre posting	New Priority D+2 product codes must be used.	**DLM and ZPC** (Business Mail, Mailmark Letters) **DLW and ZPM** (Business Mail Mailmark Large Letters) **DNL, DNM, ZPW and ZPX** (Magazine Subscription Mailmark, Large Letters, Trays and bags)	No change to BAU process eManifests will not upload if incorrect Product Codes are used. The customer undertaking the eMHS upload will receive a notification from support@dockethub providing an error code to enable the error to be correct and the eManifest re-uploaded. Note, the BAU option to use the eMHS test platform will be available.
Pre posting	Mailpiece content	Available for Business Mail and Magazine Subscription Mail.	Advertising content may be sent using D+2 Priority but there are no discounts or specific prices for advertising content.
Presentation	Segregation of Priority D+2 large letters in Yorks	Priority D+2 Mailmark large letters must be presented in separate Yorks to D+3. D+2 Mailmark letters may be included in Yorks which also comprise D+3 Mailmark mailing items and/or Economy D+5 Mailmark mailing items.	Change of process D+2 Priority large letters must be presented separately and clearly labelled with a '1' on the indicia and label for Royal Mail to process them to the correct service specification. During the grace period Royal Mail will not apply charges where a customer has not correctly segregated D+2 large letters. However, failure to segregate Priority D+2 large letters is likely to lead to the D+2 Priority service speed not being met for some items. Please note, following the grace period, Royal Mail may reject or apply charges to incorrectly presented containers. .
Presentation	Labelling D+2 Priority tray and York labels	There must be a '1' indicator on the containers included in the CFL.	Change of process Mailings must be clearly labelled with a '1' on the trays, bags CFL and yorks cards in order for Royal Mail to process them to the correct service specification. During the grace period Royal Mail will not apply charges where a customer has not correctly labelled containers with a 1. However, failure to include the '1' on container labels is likely to lead to the D+2 Priority service speed not being met for some items. Please note, following the grace period, Royal Mail may apply charges for incorrect presentation.
Presentation	Visual identifier on the D+2 Priority items.	There must be a '1' indicia on the front of each item.	Change of process D+2 Priority items must be clearly labelled with a '1' on the indicia to aid Royal Mail in processing them to the correct service specification. The BAU process for requesting new Indicia approval remains. During the grace period Royal Mail will not apply charges where a customer has not correctly labelled items with a 1 in the indicia. However, If an approved '1' indicia is not used then the due service speed may not be met. Please note, following the grace period, Royal Mail may apply charges for incorrect presentation.

Technical	eManifest content	Customers will be required to apply the class identifier '8' within the class section of the eManifest. Customers are required to use the correct class which matches the detail in the barcode and is reflected in the payment.	No change. BAU The upload will fail if the class does not match the selected product code. The customer undertaking the eMHS upload will receive a notification from support@dockethub providing an error code to enable the error to be correct and the eManifest re-uploaded. Note, the BAU option to use the eMHS test platform will be available.
Technical	Mailmark barcode content	Customers will be required to apply the class identifier '8' within the 2D and 4-state barcode formats. Customers are required to use the correct class which matches the detail in the eManifest and is reflected in the payment.	Enhancement to BAU process If customers don't include the correct '8' class identifier for D+2 Priority in the barcode, it is very likely mail will not be delivered to specification. If the customer has uploaded the mailing as Priority D+2 on their posting docket they will be billed at the Priority service rate. Should this occur during the grace period customers can submit, with evidence, a request for a refund of the difference in postage between the Priority D+2 and Standard D+3 tariff. Further, the barcode will not be reconciled against the eManifest if the class is not aligned. This will result in 0% seen against the eManifest and 100% unmanifested for the barcodes read. Customers will have the opportunity to advise Royal Mail of upload or handover issues prior to or on the day of handover and Royal Mail will mitigate charges where applicable. Note, we recommend the use of the BAU option to check barcode content with the Royal Mail QA team
Mailpiece	Barcode Not Seen	This is when a software change or data issue has corrupted the data string, resulting in a 0% read rate.	Enhancement to BAU process Customers have the opportunity to use the current QA process to check their barcodes in advance of posting. If a Priority D+2 barcode data string has been corrupted as a result of a USO reform related software change the customer can appeal charges with evidence (Mailmark Adjustments explained v1.4)
All other aspects of the Mailmark specification must be met regardless of whether sending mail as Priority, Standard or Economy			