



19 January 2024

**Royal Mail Wholesale**  
185 Farringdon Road  
London  
EC1A 1AA

## PRICE CHANGES FOR THE ACCESS LETTERS CONTRACT AND WHOLESALE PARCELS CONTRACT

Dear Customer,

We would like to inform you of price changes that will come into effect from **2 April 2024** for our Parcels services, under the Wholesale Parcels Contract, and for our General Large Letter (GLL) services, under the Access Letters Contract.

We have summarised the key price changes for you below and enclosed the formal change notice. You can find all the new prices at [www.royalmailwholesale.com/pricing](http://www.royalmailwholesale.com/pricing).

### **Introducing a green charge**

Royal Mail has an ambition to reach Net Zero by 2040 (find out more [here](#)). As part of this plan, in November 2023, our Retail division introduced a new green charge applicable to some products for its account customers, which will contribute towards funding decarbonisation measures in our network. To align with this, Royal Mail Wholesale is introducing an equivalent green charge (at 2p per item) which will apply as an add-on to GLL and Parcel prices from 2 April 2024.

The new charge will appear on customer invoices as an additional line item against the Access product charges you would normally see.

### **Manual Mailmark GLL service price changes**

Manual Mailmark GLLs between 101 and 250g, posted on a national price plan, will increase by 12.7%, costing 101.934p (inclusive of the green charge).

### **Parcel price changes**

Manual Mailmark Parcels between 0 and 1000g, posted on a national price plan, will increase by 10.8%, costing 222.248p (inclusive of the green charge).

### **Zonal prices**

We are also changing the zonal prices for Parcels and General Large Letters in line with the actual cost of serving the different zones. For illustrative purposes, the table below shows the Zonal prices for Access Parcels from 0 to 1000g valid from 2 April 2024:

	Zonal Price Plan Charges for Access Parcels up to 1kg			
	Urban	Suburban	Rural	London
Manual Mailmark Access 70 Parcels	204.153	218.030p	260.679p	225.286p

### **Change to Compensation Rates**

Today, we are also publishing increased Compensation Rates for the Access Letters Contract that will come into effect from 2 April 2024.

The changes to the Compensation Rates are to reflect the Magazine Subscription Mail price changes which became effective from 2 January 2024. The Band 1 Compensation Rate is increasing from 1.574p to 1.579p, and the Band 2 Compensation Rate is increasing from 3.372p to 3.382p. The new rates shall apply to any eligible Performance Rebates Amounts payable for Quarter 1 of 2024/25.

You can find the new Compensation Rates at [www.royalmailwholesale.com/pricing](http://www.royalmailwholesale.com/pricing). The enclosed formal change notice gives effect to the changes.

### **Withdrawal of OCR, Access 1400 and non-barcoded GLLs**

As we have previously communicated, from 1 April 2024, the following services are being withdrawn from the Access Letters Contract - OCR and Access 1400 services for Letters and Large Letters, the Access 70 Mech service for Letters, and non-barcoded GLL services. From 1 April 2024 we will no longer be able to accept mailings which are uploaded against these withdrawn services' product codes and we wish to remind you of the need to ensure all mailings are uploaded against a relevant 'live' product code from 1 April 2024.

### **Our commitment to you**

Finally, I would like to take this opportunity to thank you for your business. Our operational teams are working hard to provide a great service to you and your customers.

Your Account Director will be in touch to discuss the any queries you may have in relation to the price changes.

Yours sincerely,



Tim Cable  
Wholesale Products Director  
Royal Mail Wholesale



**Royal Mail**

**ACCESS LETTERS CONTRACT CHANGE NOTICE: NUMBER 103  
CHANGES AFFECTING ALL PRICE PLANS**

**DATE: 19 JANUARY 2024**

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 We hereby give you notice under clause 13.2(d) of the General Access Terms and Conditions to change the Access Charges for **General Large Letters** with effect from **2 April 2024**, details of which can be found on our Website, [www.royalmailwholesale.com/pricing](http://www.royalmailwholesale.com/pricing).

Yours sincerely,

Tim Cable  
Wholesale Products Director  
Royal Mail Wholesale



WHOLESALE PARCELS CONTRACT CHANGE NOTICE: NUMBER 044  
CHANGES AFFECTING ALL PRICE PLANS

DATED: 19 JANUARY 2024

This notice applies to you if you hold a **Wholesale Parcels 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 We hereby give you notice under clause 13.2.3 of the Parcels General Terms and Conditions to change the Charges with effect from **2 April 2024**. Full details of the amended Charges for all Price Plans are included on our Website, [www.royalmailwholesale.com/pricing](http://www.royalmailwholesale.com/pricing).

Yours sincerely,

Tim Cable  
Wholesale Products Director  
Royal Mail Wholesale



ACCESS LETTERS CONTRACT CHANGE NOTICE: NUMBER 104  
CHANGES TO THE COMPENSATION RATES

DATE: 19 JANUARY 2024

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 We hereby give you notice under clause 13.2(d)(iv) of the General Access Terms and Conditions to change the Compensation Rates with effect from **2 April 2024**, details of which can be found on our Website at [www.royalmailwholesale.com/pricing](http://www.royalmailwholesale.com/pricing).

Yours sincerely,

Tim Cable  
Wholesale Products Director  
Royal Mail Wholesale