



**ACCESS USER GUIDE AMENDMENT NOTICE NUMBER 081:  
NHS BARCODE SOLUTION**

**Date: 23 APRIL 2025**

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(b)(ii) 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 Section 6.1(d) shall be added to Appendix M (Royal Mail Mailmark) as follows:

- d. *if you are using an NHS class identifier (see Paragraph 16 (NHS Class Identifiers) below) in your Mailmark Barcode you must register the class identifier by following the steps set out in Paragraph 16 below.*

2.1.2 A new Section 16 shall be added to Appendix M (Royal Mail Mailmark) as follows:

***16 Using NHS Class identifiers.***

*16.1 If you post NHS mail you can opt to use an NHS class identifier in the Mailmark Barcode and the eManifest on Business Mail Mailing Items, which indicates whether the items are being posted as Priority Mailing Items or Standard Mailing Items. Where Royal Mail's internal reporting shows that we are not meeting expected Service Standards at either a national or local level, the NHS class identifier enables Royal Mail to identify NHS mail and automate its extraction from Royal Mail sorting machines, so that we may discretely handle the mail through to delivery to the recipient.*

*16.2 If you choose to use the NHS class identifier, you will be required to add the identifier to the class field in the Mailmark barcode and eManifest. The Mailmark Barcode Definition Document and eManifest Handling System Implementation Guidelines, which can be found at [www.royalmailwholesale.com/royal-mail-mailmark](http://www.royalmailwholesale.com/royal-mail-mailmark), set out the technical requirements you must meet when using the NHS class identifier.*

16.3 Before you handover NHS mail to us with an NHS class identifier you must email to [dsacc@royalmail.com](mailto:dsacc@royalmail.com):

- a. a completed registration form (available on our Website) which includes your Supply Chain ID you will use for each Mailmark Mailing containing the NHS mail, and details about the type of NHS mail you are posting (for example appointment letters, test results etc); and
- b. provide supporting evidence to our satisfaction that you are producing mail on behalf of the NHS.

We will confirm in writing to you whether you are eligible to use the NHS class identifier and you may commence posting with the class identifier from the date of our confirmation.

2.2 The changes detailed in paragraph 2.1 will take effect from the Variation Date, as defined in [Access Letters Contract Change Notice 114](#).

Yours sincerely,



Tim Cable  
Wholesale Products Director  
Royal Mail Wholesale