

Royal Mail

Parcels user guide

This guide applies to the following Royal Mail parcel products:

Royal Mail 24TM and Royal Mail 48TM

Royal Mail Tracked 24TM and Tracked 48TM

Royal Mail Tracked Returns 24TM and Tracked Returns 48TM

Special Delivery Guaranteed By 9amTM and Special Delivery Guaranteed By 1pmTM

Special Delivery Guaranteed ReturnsTM

1st Class and 2nd Class Account Mail (Parcels)

Use this guide in conjunction with the Royal Mail Specific Terms for Parcels version 1 April 2013.

Version: 2 April 2013

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Section A

Royal Mail's parcel products



Section A

This user guide is intended to help customers use our parcel products and provide additional information about the products.

1. What is Royal Mail 24™ and Royal Mail 48™?

These are our standard parcels products that you can use to send low value parcels to your customers.

Compensation and tracking is not available for these products.

If you can pre-sort your parcels in line with our instructions you may be eligible for a discount. Details of this discount will be set out in your price confirmation letter.

2. What is Royal Mail Tracked 24™ and Royal Mail Tracked 48™?

If you regularly send large volumes of parcels to your customers, you can now track them from the point that they are despatched through to delivery at your customers' doorstep with our two Royal Mail Tracked products- Royal Mail Tracked 24 and Royal Mail Tracked 48.

3. What is Royal Mail Tracked Returns 24™ and Royal Mail Tracked Returns 48™?

This product enables your customers to return unwanted, damaged or exchanged goods to you. You can provide your customers with return labels that enable them to return items via the 11,000 Post Office® branches nationwide free of charge. We will charge you for items we deliver back to you.

We provide status information regarding the delivery status of your items on the track and trace website that you your customer can view. We may, if we choose to do so, provide you with further management information regarding the delivery of your items subject to terms and conditions of this product. We may withdraw this additional information at any time if we choose to do so.

4. What is Royal Mail Special Delivery Guaranteed by 9am™ and Special Delivery Guaranteed by 1pm™?

This product provides a guaranteed next day service for the delivery of your urgent or valuable items. The product provides full tracking, compensation and proof of delivery with the option to request Saturday delivery for an additional fee. This product is available with a choice of guaranteed delivery times i.e.: by 9am¹ or by 1pm the next working day (or on a Saturday if you choose Saturday Guaranteed delivery). You also have the option of purchasing additional compensation with this product.

5. What is Royal Mail Special Delivery Guaranteed Returns™?

This product provides a guaranteed next day service for the delivery of urgent or valuable return items. It provides full tracking, compensation and proof of delivery.

6. What is Royal Mail 1st and 2nd Class Account Mail (Parcels)?

For customers who post small volumes of low value parcels, this provides a reliable standard service. Compensation and tracking is not available with this product.

¹Where we know from previous experience that a recipient is unlikely to be available to receive an item before 9am, then we may deliver the item by 9:30am

Section B

How do I use Royal Mail's parcel products?



7. What despatch management software is required?

If you wish to use Royal Mail's despatch management software, DMO your Account Manager or Sales Centre will organise this for you. For more information see the Royal Mail Online Services Terms and Conditions as amended from time to time and set out at www.royalmail.com/apply-now (or such replacement URLs).

What if I prefer to use my own despatch management system?

If you use your own despatch management software, your Royal Mail Account Manager or Customer Services Advisor will arrange for a IT Solutions Consultant to contact you to discuss systems integration requirements. This is important because it ensures that where it is a requirement of the relevant product compatible electronic pre-advice files are sent daily to us, that parcel labels are printed in the required format and suitable customer manifest documents are provided with each posting, as set out in the relevant technical specifications (available at <http://www.royalmail.com> (or such replacement URLs)).

We can arrange for a suitable printer to be supplied to you. Contact your Royal Mail Account Manager or call Customer Services on **08457 950 950** if you wish to purchase a printer. If we arrange for our supplier to provide you with a printer we will provide you with a copy of the terms and conditions that will apply to your purchase.

8. What is the parcel label format?

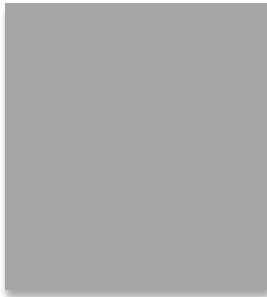
Label designs and Printed Postage Impressions (PPIs) must comply with our PPI design notes and the standards set out in the clear addressing guide (available at http://www.royalmail.com/sites/default/files/Guide_for_clear_addressing_August2012.pdf (or such replacement URLs).

In addition, the following parcel products must comply with the requirements set out in the following documents (as updated from time to time and available at <http://www.royalmail.com>):

Product	Document showing Parcel Label Format
Royal Mail Tracked 24TM and Royal Mail Tracked 48TM	<ul style="list-style-type: none"> • Royal Mail Tracked Standard COSS Specification (Dec 2012) • Royal Mail Tracked COSS Specification (Dec 2012) • Royal Mail Tracked Next Day COSS Specification (Dec 2012)
Royal Mail Tracked Returns 24TM and Royal Mail Tracked Returns 48TM	<ul style="list-style-type: none"> • Royal Mail Tracked Returns and MOR Address Label Specification Update 13th Feb 2013
Royal Mail Special Delivery Guaranteed by 9amTM and Royal Mail Special Delivery Guaranteed by 1pmTM	<ul style="list-style-type: none"> • Royal Mail Special Delivery, Signed For, Airsure[®] and International Signed For COSS specification (December 2012)
Royal Mail Special Delivery Guaranteed ReturnsTM	<ul style="list-style-type: none"> • Response Services User Guide • Royal Mail Special Delivery, Signed For, Airsure[®] and International Signed For COSS specification 20 December 2012

Royal Mail Signed For™ Option

If you choose to add the Signed For option to one of our products as set out in Section E of this guide, and you print labels using your own despatch management systems, you **must** apply the appropriate "orange flash labels" to your Signed For items. This is so the Signed For option is easily identifiable by us.



Royal Mail Tracked 24™ and Royal Mail Tracked 48™

With Royal Mail's despatch management software the label format is automatically setup in the software. If you use your own despatch management system, the label format, PPI and details of the physical size of the label will be provided by our IT Solutions Consultant as part of the set up.

If we have agreed to provide you with our Safeplace option, the nominated location must be stated along with the recipient's name on the address label (in a form agreed with us in advance of posting) and attached to the item.

For customers posting over 300,000 Royal Mail Tracked 48 parcels per annum, an alphanumeric routing sortcode (eg L123) in a text and barcode format is required. It is based on a sort list provided by us initially and with at least yearly updates. We will provide you with samples of label designs and 3 months notice of any sort code changes.

Where we cannot scan the barcode on the label we will return the parcels to you.

9. What equipment, bags or York labels do I need?

Your local Royal Mail Centre will provide you with suitable equipment, that may include mail bags, trays, ties and Yorks as appropriate. In the case of Royal Mail 24 and Royal Mail 48 products, you may also use your own property provided that it complies with any standards and safety requirements which we may specify.

Our Customer Services team will send you an initial supply of appropriate thermal parcel labels (if using our despatch management software), bag labels and York cards. Further stocks of parcel labels, bag labels and York cards can be ordered free of charge by calling Royal Mail stationery and stores department on **08457 950 950** or visiting our online mail supplies page at <http://www.royalmail.com/packet-despatch-medium/online-mail-supplies> (or such replacement URLs).

For all shipments the following weight restrictions apply:

- Maximum gross weight for a mail bag presented to Royal Mail is 11kg
- Maximum gross weight for a tray presented to Royal Mail is 10kg
- Maximum gross weight for a York* presented to Royal Mail is 250kg.

* York is a Royal Mail term for a wheeled container

10. What paperwork do I need to generate for items being sent?

Summary of paperwork required for using parcel products

Paperwork requirement	Royal Mail 24/48™	Royal Mail Tracked 24/48™	Royal Mail Tracked Returns 24/48™	Royal Mail Special Delivery Guaranteed by 9am™ and Special Delivery Guaranteed by 1pm™	Royal Mail Special Delivery Guaranteed Returns™	1st Class & 2nd Class Account Mail (Parcels)
Confirmed Sales Order/Customer Collection Receipt ⁵	Yes	Yes	No	Yes	No	Yes
Posting Cheque ⁶	Yes	No	No	Yes	No	Yes
Electronic pre advice	No	Yes	No	No	No	No
Line listing ⁷	Yes	No	No	No	No	No
Despatch book	No	No	No	Yes	No	No

⁵Customer Collection Receipt is required when more than one collection by Royal Mail is provided during the day. This must be used to accompany any mail that travels with Royal Mail collections that are provided prior to the final collection on which a confirmed sales order must be provided with the mail.

⁶A posting cheque can be used where provided by Royal Mail. The preference is for customers to use a confirmed sales order generated from OBA.

⁷Only required when using the pre sort options for Royal Mail 24/48

Royal Mail Special Delivery Guaranteed by 9am™ , Royal Mail Special Delivery Guaranteed by 1pm™ , Royal Mail Tracked 24 and Royal Mail Tracked 48™

For each shipment you need:

- A barcoded label on each item
- A paper collection manifest
- OBA order summary report (only required for RMDMO customers)
- Electronic pre-advice (only applicable to Tracked products).

If you use Royal Mail RMDMO software it automatically transfers sales order information from RMDMO to our Online Business Account (OBA) system. This happens when you print off the **'Collection Manifest'** on RMDMO.

OBA is a web-based system and you will therefore need an internet-ready PC with Internet Explorer 7 or Firefox 3 or higher and a printer. If you use RMDMO the printer is needed to generate the **'OBA order summary report'** that must accompany each shipment and be given to the collection driver.

If you use your own despatch management system or Royal Mail Despatch Manager Online (RMDMO) items are billed automatically based upon parcels we have accepted and scanned so entries are not needed on OBA. In any event, you will need access to Royal Mail's Sales Ordering System and our OBA system to view Royal Mail Tracked 24 and Royal Mail Tracked 48 sales orders raised. Our OBA sales ordering system is free and our representative will contact you to explain how to operate the system.

**Royal Mail Special Delivery Guaranteed by 9am™ ,
Royal Mail Special Delivery Guaranteed by 1pm™ ,
Royal Mail Special Delivery Guaranteed Returns™**

You must apply the correct Royal Mail Special Delivery Guaranteed label to each item. If you need help please contact your Account Manager or Customer Services on **08457 950 950**.

**Royal Mail Special Delivery Guaranteed by 9am™ ,
Royal Mail Special Delivery Guaranteed by 1pm™ ,
Royal Mail 24™ Royal Mail 48™ Sort8 option**

You or your agent must make sure that each posting (other than postings of Royal Mail 24 and Royal Mail 48 Presorted) is sent through your OBA, or with a filled-in posting cheque or through your online billing account and presented to us in line with the general terms.

Royal Mail 24™ and Royal Mail 48™ and 1st and 2nd Class Account Mail (Parcels)

These parcel products keep paperwork down to a bare minimum by allowing your entire daily posting to be sent out with just one OBA sales order. If you have more than one collection a day then you may need to provide additional paperwork as laid out in terms of our Customer Collection service, and the General Terms and Conditions.

Royal Mail 24™ and Royal Mail 48™ High Sort option

For each posting of Royal Mail 24 and Royal Mail 48 Presort options (where we have agreed that you will sort your items into more than 8 selections), you must give us a line listing in the form we tell you, setting out the amount of parcels or large letters for each selection. We will only process your posting if you keep to these requirements.

11. What do I need to do when I despatch parcels?

Summary of Despatch Requirements when using parcel products

Despatch requirements	Royal Mail 24/48™	Royal Mail Tracked 24/48™	Royal Mail Tracked Returns 24/48™	Royal Mail Special Delivery Guaranteed by 9am™ and Royal Mail Special Delivery Guaranteed by 1pm™	Special Delivery Guaranteed Returns™	1st & 2nd Class Account Mail (Parcels)
Correct destination address on each item	Yes	Yes	Yes	Yes	Yes	Yes
Return address on each item	Yes	Yes	Yes	Yes	Yes	Yes
Bar code on each item	No	Yes	No	Yes	Yes	No
Separate items by delivery speed	Yes	Yes	N/A	No	No	Yes
Separate items by format	Yes	No	N/A	No	No	Yes
Weigh each item	No	No	No	Yes	No	Yes
Weigh consignment	Yes	No	No	No	No	No
Separate items by weight ranges as per tariff table	No	No	No	No	No	Yes
Complete sales order/Posting Cheque	Yes	Yes	No	Yes	No	Yes
Place items by delivery speed into separate containers	Yes	Yes	No	No	No	Yes
Place items by format and delivery speed into separate containers	Yes	N/A	No	N/A	No	Yes
Seal bags	No	No	N/A	Yes	N/A	N/A

Royal Mail 24™ and Royal Mail 48™

What you need to do:

- Gather your items.
- Add a Printed Postage Impression (PPI)
- Divide your items into Royal Mail 24 and Royal Mail 48 items
- Establish the average weight of each format of posting and delivery speed (Daily Rate only)
- Count and bag/containerise items (separate bags/containers for Royal Mail 24 and Royal Mail 48 mail). If you wish to pay separately for large letters and parcels, you will need to separate bags/containers for each format and class of mail
- Label your bags and containers, ticking the relevant content box to indicate large letters or parcel
- Complete an OBA sales order.

We collect your mailing so we can sort your items.

Royal Mail Tracked 24™ and Royal Mail Tracked 48™

There are a few basic activities you need to perform for each shipment to use **Royal Mail's parcel products:**

- Correctly address the parcels – i.e. provide a full postal address and postcode. Your address database must be cleansed and maintained to achieve a minimum of 95% accuracy of the current Postal Address File (**PAF**)
- Create suitable parcel labels as detailed previously
- Where presenting parcels in bags and/or Yorks, attach our relevant bag labels and bag ties on the mail bags and relevant York cards on the slot in the Yorks. These will be provided to you by us
- Provide a collection manifest and pre-advice file to Royal Mail prior to the last shipment collection
- Present your postings as detailed below.

12. How do I present my postings?

Checklist of presentation requirements for handing to Royal Mail when using parcel products:

Despatch requirements	Royal Mail 24/48™	Royal Mail Tracked 24/48™	Royal Mail Tracked Returns 24/48™	Royal Mail Special Delivery Guaranteed by 9am™ and Royal Mail Special Delivery Guaranteed 1pm™	Royal Mail Special Delivery Guaranteed Returns™	1st & 2nd Class Account Mail (Parcels)
Parcels are in separate containers and labelled by product (sealed or unsealed)	Yes	Yes	N/A	Yes	N/A	Yes
Parcels are in separate containers and labelled by product and speed (sealed or unsealed)	Yes	Yes	N/A	No	N/A	Yes
Parcels are in separate containers and labelled by product, speed and format (sealed or unsealed)	Yes	No	N/A	No	N/A	Yes
Completed Confirmed Sales Order/Posting Cheque is handed to driver	Yes	Yes	N/A	Yes	N/A	Yes
Despatch book in completed and ready	No	No	N/A	Yes	N/A	No

Royal Mail Special Delivery Guaranteed by 9am™ , Royal Mail Special Delivery Guaranteed by 1pm™

Royal Mail Special Delivery Guaranteed items must be contained within a sealed pouch or bag, and kept separate from other collection traffic.

The number of pouches/bags being collected must correspond with the entry made on their Collection List (P4555). The Collection Driver will then sign the documentation to acknowledge receipt and provide proof of posting.

If the mail is presented with an OBA Sales Order, a printed version of the Despatch Document must also be provided.

If the mail is presented with a Posting Cheque then the blue copy from the Royal Mail Special Delivery Guaranteed receipt book should also be provided.

The shipment must be accompanied by '**Collection Manifest**' document from the despatch management system and, if using RMDMO, an 'OBA order summary report' printed from Royal Mail's OBA system.

The packaging requirements for Special Delivery Guaranteed by 9am and 1pm are set out in the Response Services user guide set out at www.royalmail.com (or such replacement URLs).

Royal Mail Tracked 24™ and Royal Mail Tracked 48™

The **Royal Mail Tracked 24** and **Royal Mail Tracked 48** shipments need to be presented separately from all other mail streams, in the correct agreed equipment (e.g. bags and sleeved Yorks supplied by us) and appropriate **Royal Mail Tracked 24** or **Royal Mail Tracked 48** label tied onto the bag or card placed in the slot of the York. This will ensure the correct handling and scanning. It is not permissible to have mixed bags or Yorks of **Royal Mail Tracked 24** or **Royal Mail Tracked 48** parcels.

The shipment must be accompanied by a '**Collection Manifest**' document from the despatch management system and, if using RMDMO, an '**OBA order summary report**' printed from Royal Mail's OBA system.

If you are using your own despatch management system the required customer manifest format will be provided by our IT Solutions Consultants. The customer manifest will detail volumes, in that posting, the account name, number and address, and the date and the range of barcodes despatched.

Parcels are either collected by us or can be delivered into our agreed local Mail Centre or regional Distribution Centre. Parcels **cannot** be delivered into a Delivery Office or Post Office[®].

Customers who ship more than **300,000 parcels a year using Royal Mail Tracked 48™** can present their shipments loose loaded on to vehicles (trailers) or in Yorks (not mail bags).

Section C

Sorting your parcels



13. What does it apply to?

If you are a Royal Mail 24 or Royal Mail 48 customer, we may agree with you that you may sort your items into selections. If we do so, you must sort your items in line with the instructions provided to you by your local Mail Centre. There are two sorting options available:

- Presorted (where items are sorted into more than eight selections)
- Sort8 option (where items are sorted into eight or less selections)

14. Why should I sort?

The benefit of sorting your items is that not only will your items be dealt with quicker but you could also earn a discount on the Royal Mail 24 and Royal Mail 48 price for your items. The benefits of sorting for each sorting option ("Presort" and "Sort 8") are set out below.

Presorted items

If you send more than 1,000 items a day then you will get the most out of your outgoing mail by choosing the Presort option.

You can choose to sort your mail above the basic 8 ways (the actual number of ways shall be agreed between you and us), and you earn increased discounts on postage costs for the extra work you do. We'll work directly with you to agree how best to sort your parcels/large letters and how many selections to use. This tailored approach means your items will not only be dealt with quicker, you could also earn a discount on the Royal Mail 24 and Royal Mail 48 price for your items. Each solution is personally tailored to your ability to sort and the benefits we can share.

For more information visit <http://www.royalmail.com> (or such replacement URLs) or contact Royal Mail's sales advisors for more details.

If we allow you the maximum number of selections available for our Presorted option, you can (if necessary) make those Royal Mail 24 or Royal Mail 48 presort postings available for handover at a later time which we set. This later handover will not form part of our business collection service.

You must make sure that each Royal Mail 24 or Royal Mail 48 presort posting that you will hand over at a later time will be ready for collection at the time and handover point that we tell you.

Sort 8 items

You can choose to sort your mail into 8 or less selections you could also earn a discount on the Royal Mail 24 and Royal Mail 48 price for your items.

15. How do I sort?

It's simple to sort

We'll provide the local Mail Centre sortation database to help you to quickly allocate each item to one of the postcode areas.

Then you sort your parcels/large letters in mailbags, trays or containers which we supply.

You or your agent must:

- sort items in each Royal Mail 24 or Royal Mail 48 posting into the correct selection in line with clause 4.10 of the Specific Terms for Parcels; and
- sort items in line with an updated customer sortation database within one month of the date you receive that update.

How to use our sortation database

Each of our Mail Centres has a unique sortation database. We'll supply it electronically for you or your agent to install and link with your own software. We will also supply you with any updates to the customer sortation database. You'll need to accurately address at least 90% of your parcels or large letters with a full postcode*.

*In line with the information set out in the Postal Address File (PAF).

What you need to do

- Gather your items
- Include at least 250 parcels or large letters in each posting
- Add a Printed Postage Impression (PPI)
- Divide your items into Royal Mail 24 and Royal Mail 48 mail
- Count and bag items (separate bags/containers for Royal Mail 24 and Royal Mail 48 mail). If you wish to pay separately for large letters and parcels, you will need to separate bags/containers for each format and class of mail
- Sort your items into journey order – eight geographical areas
- Place items in trays, bags or containers (use one tray, bag or container per geographical area)
- Label your mailing with labels advised or supplied by the local Mail Centre
- Complete the Online Business Account sales order
- We collect your mailing.

How do I present my sorted postings?

- Make sure that each bag, tray or container that you use for a posting has a filled in label on it, including the Royal Mail Centre the relevant selection is being sent to (we will provide these labels to you).
- Make sure that each container and tray you use for a Royal Mail 24 or Royal Mail 48 posting is clearly labelled to show:
 - that it contains either Sort8 or Presorted items;
 - the delivery speed you have used (Royal Mail 24 or Royal Mail 48); and
 - the selection of the parcels or large letters in that container or tray
- Clearly identify on any container you use for a Royal Mail 24 or Royal Mail 48 posting, whether that container contains parcels or large letters of more than one selection

- Make sure that all Large Letters are securely placed in trays and that all the trays and parcels are securely placed in the containers we give you. You can use a mailbag if items for one or more selections would more appropriately fit into a mailbag for each selection
- If you use containers, you must fill each container with one selection before you use another container
- If you use sleeved containers, you must make sure that:
 - all items in a Royal Mail 24 or Royal Mail 48 posting are placed in the containers so that the addresses of the items are all facing the same direction; and
 - if possible, the large letters in each tray are in outward postcode order within each of the selections (in other words, all items of a specific postcode should be together). If you or your agent only fill part of a tray with one postcode, you or they can place the next postcode in the same tray, as long as it is part of the same selection.

Can I hand over extra 'unsorted' postings?

You can give us extra 'unsorted' Royal Mail 24 or Royal Mail 48 postings, in which you can place items which you have not been able to sort into selections. You must make a note of this selection on the posting cheque and you must pay postage on it at the standard public tariff that applies (or at the appropriate Royal Mail 24 or Royal Mail 48 rate for the average weight of the items if the selection qualifies for it). These items will not count towards the 250 parcels or large letters referred to in the "What you need to do" section above.

Section D

Restrictions on what I can send



16. What can't I send?

For legal and safety reasons, there are some items which we cannot allow to be sent by post. We call these prohibited goods. A list of these items can be found on our website - <http://www.royalmail.com/prohibitedgoods> (or such replacement URLs)

17. How can I send the restricted goods that I can post?

There are some items that can only be sent by post when certain requirements/restrictions are met, including in relation to quantity, volume, packaging and labelling. We call these restricted goods. A list of these items can be found on our website - <http://www.royalmail.com/restrictedgoods> (or such replacement URLs)

There are some restricted goods that can only be sent using some of our Royal Mail Parcel Products and not others. See our website for details - <http://www.royalmail.com/restrictedgoods> (or such replacement URLs)

The following restricted goods can only be sent using **Royal Mail Special Delivery Guaranteed by 9am, Royal Mail Special Delivery Guaranteed by 1pm, Royal Mail Tracked 24 and Royal Mail Tracked 48:**

- aerosols for personal grooming or medicinal purposes;
- alcoholic beverages with an alcohol content less than 70% ABV but greater than 24% ABV;
- perfumes and aftershaves;
- nail varnish and nail polish;
- lithium ion and lithium polymer or lithium metal and lithium alloy batteries when sent in and with equipment;
- electronic items including lithium batteries of any kind when the batteries are sent with or installed in the electronic item; and
- prescription medicines and drugs sent for scientific or medical purposes.

provided always that the restrictions and requirements set out in <http://www.royalmail.com/restrictedgoods> and specified in our terms and conditions are met. A summary of these conditions and packaging requirements is attached at Appendix 1.

In addition, you may send:

- lithium ion and lithium polymer or lithium metal and lithium alloy batteries when sent in equipment; and
- electronic items including lithium batteries of any kind when the batteries are sent installed in the electronic item,

using **Royal Mail Tracked Returns 24** and **Royal Mail Tracked Returns 48** but only at a Post Office[®] counter. You shall ensure that the conditions and packaging requirements set out in <http://www.royalmail.com/restrictedgoods> and specified in our terms and conditions are met. Please see a summary of these conditions and packaging requirements attached at Appendix 1.

Section E

Additional options



The following additional options are available:

1. **Safeplace™** – This is a Royal Mail delivery option available for Royal Mail Tracked 24 and Royal Mail Tracked 48 products only that enables your customers to nominate a safe place for alternative delivery of items
2. **Local Collect Business™** – Your customers want to be able to collect their deliveries when it suits them. With Local Collect Business, they can choose the time they want to pick up their items at a convenient local Post Office®. This service is available for Special Delivery Guaranteed by 9am and Special Delivery Guaranteed by 1pm, Royal Mail Tracked 24 and Royal Mail Tracked 48 and Royal Mail 24 and Royal Mail 48 and 1st Class and 2nd Class Account Mail (Parcels)
3. **Signed For™ option** – This option is available with Royal Mail 24 and Royal Mail 48, Tracked Returns 24 and Tracked Returns 48 and 1st and 2nd Class Account Mail
4. **Notification options** – For added peace of mind you can offer your customers the option of text or email notification. This service is available on Royal Mail Tracked 24 and Royal Mail Tracked 48 and is currently in development for Special Delivery Guaranteed by 9am, Special Delivery Guaranteed by 1pm and Special Delivery Guaranteed Returns
5. **Proof of delivery (signature)** – This service is available with Royal Mail Tracked 24 and Royal Mail Tracked 48, as an add-on and is included in Special Delivery Guaranteed by 9am, Special Delivery Guaranteed by 1pm and Special Delivery Guaranteed Returns.

18. How do I use Safeplace™, Local Collect Business and Signed For™?

If you ask us to provide you with a Safeplace option, when your customers order from you online or by phone, they will be offered the chance to nominate their Safeplace location. They can specify a secure area at their premises, or a 'near neighbour' as an alternative delivery point. A Safeplace item has instructions shown on the parcels label. The instruction may be up to 30 characters long. If we agree to provide you with the Safeplace option you must comply with the requirements set out in the Specific Terms for Parcels. Safeplace is not available in conjunction with signature option. At the time of buying online customers are guided to choose either:

- Somewhere specified safe and weather-proof on their property
- If they don't have such a place, they can nominate a specified near neighbour.

We will then carry out the Safeplace instructions:

- Firstly we need to try and deliver the parcel in the normal way, if the customer is in or it can fit through the letter box, it's a normal delivery
- If no one is home, or the item cannot fit through the letter box, we use the alternative delivery point instruction, as far as possible we will follow the customer's instruction. We will also leave a 'Something for you' delivery card detailing where we left your parcel.

However, in a minority of cases we won't be able to follow the instruction. These could include:

- If it would be dangerous for us to access the nominated point
- If the nominated point is clearly insecure, such as an easily viewed doorstep
- If the parcel would be exposed to bad weather.

In these cases we will leave a 'Something for you' delivery card. This means you are kept fully informed, and the parcel is returned to our nearest local office for safekeeping and to await your instructions.

For more information visit www.royalmail.com (or such replacement URLs)

Local Collect Business™

Local Collect Business allows you to have your parcels delivered directly to a Post Office® rather than your home address.

If we agree to provide you with this service you must comply with the requirements set out in the Local Collect Business Terms and Conditions available at http://www.royalmail.com/sites/default/files/LocalCollectBusiness_Agreement_Jan12.pdf. (or such replacement URLs)

Local Collect Business is not just convenient for your customers; it also reassures them you've made their schedule and their needs your priority. We will also inform you when the parcel has arrived at the Post Office[®], so you can let your customer know.

All the customer needs to do is collect their parcel from the selected Post Office[®] branch with an acceptable form of ID. And of course they won't be charged for the collection. The Post Office[®] will hold on to the package for up to 18 days. Royal Mail will also make it as easy as possible for you to set up and manage Local Collect Business. We will provide you with a full database of participating Post Office[®] branches for your customers to choose from.

For your business, all it takes is to call your Royal Mail Account Manager or Customer Services on **08457 950 950** to set up the Local Collect Business service.

We provide you with the following:

- An address list of participating Post Office[®] branches that accept Local Collect Business including opening and closing times
- Local Collect Business branded labels.

All you have to do is take the order as normal from your customer, but with the addition of handy delivery options – their home address or a Local Collect Business location that they specify.

When your customer selects the Local Collect Business option and indicates which Post Office[®] branch they want the parcel delivered to, you need to:

- Put the Post Office[®] branch address on the parcel together with the name of the customer
- Apply a Local Collect Business label (LC004)
- Despatch the Local Collect Business parcels with your other parcels. They then travel through the normal Royal Mail network, and the Local Collect Business parcels are delivered to the Post Office[®] branch as addressed on the parcel.

You will receive a data file (.txt) to integrate with your systems, enabling you to view which Post Office[®] branches participate with the Local Collect Business service. An updated file will be sent to you electronically by group email on a weekly basis. For more information visit <http://www.royalmail.com/localcollect> (or such replacement URLs).

NB: An individual will be required to show a form of ID at the chosen Post Office[®] in order to collect the item.

Signed For option

Royal Mail Signed For is a service that gives reassurance that an item has been delivered. Confirmation of delivery is available via the Track Trace system and a signature on delivery is captured and available to view online. It is not a fully tracked service, is not suitable for valuables and does not provide a guaranteed delivery time.

Available on the following products:

- **Royal Mail 24[™]**
- **Royal Mail 48[™]**
- **Royal Mail Tracked Returns 24[™]**
- **Royal Mail Tracked Returns 48[™]**
- **1st Class Account Mail (Parcels)**
- **2nd Class Account Mail (Parcels)**

19. How does text and email notification work?

You will need to capture the recipient's mobile number and or email address and include this on the advice posting manifest that you provide to us. When the parcel is scanned within Royal Mail's pipeline, this triggers the sending of the message.

The first message is sent when the parcel is scanned to the Delivery Office to inform the recipient that Royal Mail will deliver the parcel that day.

A second message is sent when delivery is attempted to inform the recipient that we've successfully delivered the parcel. If we were unable to deliver the message will advise the recipient to see the 'Something for you' card to arrange collection or re-delivery.

If the parcel remains uncollected, a further message is sent to remind the customer that we are holding it. If after this time it's still not collected, another message is sent to say that we've returned the parcel to the sender.

Text message/SMS

1. We will deliver today

Royal Mail received your item (No: XXXXXXXXXXXXXXX) from (name of sending customer). We will attempt to deliver it today. Automated message do not reply.

2. Successfully delivered

Royal Mail has today delivered your item (No: XXXXXXXXXXXXXXX) from (name of sending customer). Automated message do not reply.

3. Successfully delivered to your Safeplace

Royal Mail has delivered your parcel (No: XXXXXXXXXXXXXXX) from (name of sending customer) to your nominated Safeplace. Automated message do not reply.

4. Successfully delivered to [Local Collect Business]

Royal Mail has delivered your item (No: XXXXXXXXXXXXXXX) from (name of sending customer) to your nominated Post Office[®]. Automated message do not reply.

5. We were unable to deliver and are holding your item

Royal Mail was unable to deliver your item (No: XXXXXXXXXXXXXXX) from (name of sending customer) today. See card left for details. Automated message do not reply.

6. We are still waiting your instructions

Royal Mail still hold your item (No: XXXXXXXXXXXXXXX) from (name of sending customer). Visit www.royalmail.com (or such replacement URLs) to arrange re-delivery. Automated message do not reply.

7. We have returned the item to the sender

Royal Mail was unable to deliver your item (No. XXXXXXXXXXXXXXX) from (name of sending customer). It has been returned to the sender.
Automated message do not reply.]

8. Royal Mail Special Delivery Guaranteed item confirmation

Royal Mail has been notified that Special Delivery Guaranteed item (No. XXXXXXXXXXXXXXX) from (name of sending customer) will be posted into the Royal Mail network today for delivery on the next working day (exceptions apply – refer to www.royalmail.com (or such replacement URLs)). Automated message do not reply.

Examples of email messages**Email messages****1. Royal Mail item ready for delivery**

Dear Customer,

Royal Mail has received your item from XXXX (No: XXXXXXXXXXXXXXX) at XXX Delivery Office. Your item is now ready for delivery and we will attempt to deliver it today subject to any alternative instructions that you have previously agreed with us.

Regards, Royal Mail

For queries please visit www.royalmail.com (or such replacement URLs) or call 08457 740 740. Please do not reply to this message. This email was sent from a notification-only address that cannot accept incoming email.

2. Royal Mail item delivered

Dear Customer,

Your item from XXXX (No: XXXXXXXXXXXXXXXX) has now been delivered by Royal Mail.

Regards, Royal Mail

For queries please visit www.royalmail.com (or such replacement URLs) or call **08457 740 740**. Please do not reply to this message. This email was sent from a notification-only address that cannot accept incoming email.

3. Royal Mail item delivered to your Safeplace

Dear Customer,

Royal Mail has delivered your item from XXXX (No: XXXXXXXXXXXXXXXX) to your nominated Safeplace.

Regards, Royal Mail

For queries please visit www.royalmail.com (or such replacement URLs) or call **08457 740 740**. Please do not reply to this message. This email was sent from a notification-only address that cannot accept incoming email.

4. Royal Mail item delivered to nominated Post Office[®]

Dear Customer,

Royal Mail has delivered your item from XXXX (No: XXXXXXXXXXXXXXXX) to your nominated Post Office[®] and is now ready for you to collect.

Regards, Royal Mail

For queries please visit www.royalmail.com (or such replacement URLs) or call **08457 740 740**. Please do not reply to this message. This email was sent from a notification-only address that cannot accept incoming email.

5. Royal Mail unable to deliver your item

Dear Customer,

Royal Mail was unable to deliver your item from XXXX (No: XXXXXXXX XXXXXX) today. You can arrange a re-delivery or collection of the item by going to <http://www.royalmail.com/redelivery> (or such replacement URLs) or by calling **0845 740 740**. If collecting the item from the Delivery Office, please bring the 'Something for you' card and identification on with you.

Regards, Royal Mail

For queries please visit www.royalmail.com (or such replacement URLs)] or call **08457 740 740**. Please do not reply to this message. This email was sent from a notification-only address that cannot accept incoming email.

6. Royal Mail item held in local Delivery Office

Dear Customer,

Royal Mail is still holding your item from XXXX (No: XXXXXXXXXXXXXXXX) in your local Delivery Office.

It is due to be returned to the sender in two days, please arrange a collection or re-delivery by going to [www.royalmail.com/redelivery] (or such replacement URLs) or by calling **0845 740 740**.

Regards, Royal Mail

For queries please visit <http://www.royalmail.com> or call **08457 740 740**. Please do not reply to this message. This email was sent from a notification-only address that cannot accept incoming email.

7. Royal Mail item returned to sender

Dear Customer,

Royal Mail was unable to deliver your item from XXXX (No: XXXXXXXXXXXXXXX) and it has now been returned to the sender. Please contact the company you placed your order with for further guidance.

Regards, Royal Mail

For queries please visit <http://www.royalmail.com> or call **08457 740 740**. Please do not reply to this message. This email was sent from a notification-only address that cannot accept incoming email.

8. Royal Mail Special Delivery Guaranteed™ item

Dear Customer,

Royal Mail has been notified that Special Delivery Guaranteed item (No: XXXXXXXXXXXXXXX) from (name of sending customer) to you will be posted into the Royal Mail network today for delivery on the working day. (exceptions apply – refer to [royalmail.com](http://www.royalmail.com))

Regards, Royal Mail

For queries please visit <http://www.royalmail.com> or call **08457 740 740**. Please do not reply to this message. This email was sent from a notification-only address that cannot accept incoming email.

20. How does proof of delivery (Signature) work?

Proof of delivery is available for the following products:

- Royal Mail Tracked 24 / Royal Mail Tracked 48 option
- Royal Mail Special Guaranteed by 9am and Royal Mail Special Delivery Guaranteed by 1pm
- Royal Mail Special Delivery Guaranteed Returns

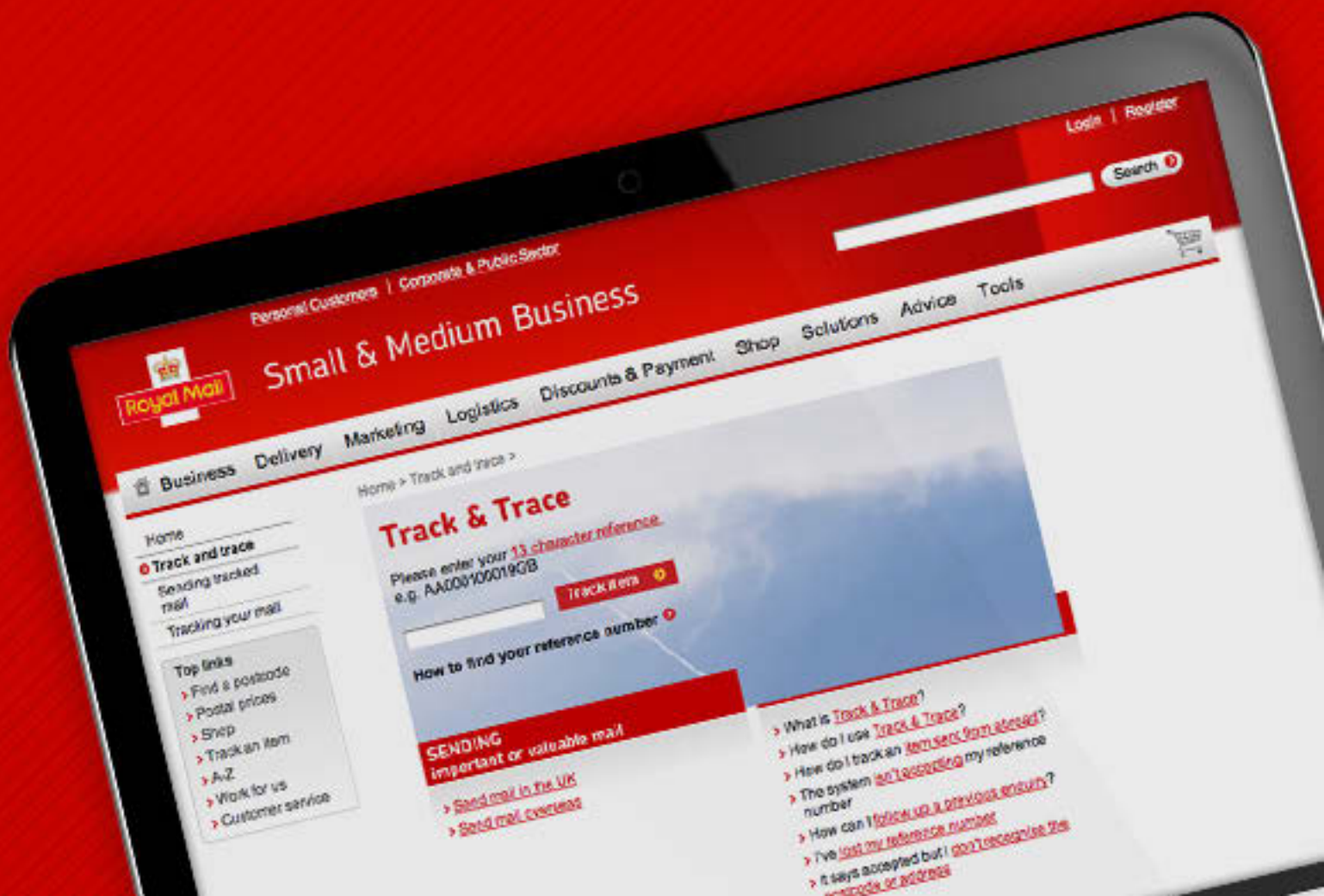
Proof of delivery is when we obtain evidence of receipt from the recipient or their representative when we deliver an item you have sent. You can obtain an electronic copy of this free for change from our website <http://www.royalmail.com> for 12 months after the date of posting.

If you would like a proof of delivery to be taken at the doorstep when Royal Mail delivers your parcel you must generate a label that contains a barcode relating to 'signature required'. With RMDMO, this occurs automatically when you select proof of delivery option. It is not possible to obtain an electronic copy of a proof of delivery using RM DMO; you must do this via website at <http://www.royalmail.com>.

The delivery person will be prompted to ask the customer for a signature when they scan the item at the doorstep. This can then be seen on our Track & Trace system. If the item cannot be delivered, it will be returned to the Delivery Office, ready for re-delivery or customer collection.

Section F

How do I track my parcels?



21. How does tracking work?

A tracking service is available for the parcel products listed in the table below. To ensure you know the status of your parcel delivery at all key stages, we will provide you with tracking information at the track points set out below:

Royal Mail Service	Customer Pre-Advice	Post Office Counter (if assessed into Royal Mail by POL)	Outward Royal Mail Processing Centre	Destination Local Royal Mail Processing Centre	Royal Mail Delivery Office	Delivery Attempted or Safeplaced (if Royal Mail Tracked 24 or Royal Mail Tracked 48)
Royal Mail Tracked 24	✓		✓	✓	✓	✓
Royal Mail Tracked 24 Signature	✓		✓	✓	✓	✓ + Signature
Royal Mail Tracked 48	✓		✓	✓	✓	✓ + Signature
Royal Mail Tracked 48 Signature	✓		✓	✓	✓	✓
Royal Mail Tracked Returns 24		✓			✓	
Royal Mail Tracked Returns 48		✓			✓	
Royal Mail Special Delivery Guaranteed By 9am		✓	Tracked In and Out	Tracked In and Out	Tracked In and Out	✓
Royal Mail Special Delivery Guaranteed By 1pm		✓	Tracked In and Out	Tracked In and Out	Tracked In and Out	✓
Royal Mail Special Delivery Returns		✓	Tracked In and Out	Tracked In and Out	Tracked In and Out	✓

22. Track & Trace on our website

For peace of mind, you are able to check on the progress of individual parcels by entering your 13 digit reference number on our website

<http://www.royalmail.com/trackandtrace>. (or such replacement URLs)

In the unlikely event of our website being unavailable, phone **08456 038 495** between 9:00am and 5:00pm Monday to Friday.

23. Management reports

There are three types of reports available via the Royal Mail OBA (Online Billing Account) web portal <http://www.royalmail.com/oba>. To ensure these reports are secure access only you will need to have an OBA password issued by your OBA System administrator. These reports are available for:

- **Customer summary reports**

Here you will find reports to help you keep track of your posting both in terms of parcels identified on a manifest as well as those actually received by Royal Mail. The specification for the Tracking Data Files and Tracking Status Reports which we will provide you with to allow you to track your items is available at www.royalmail.com. (or such replacement URLs)

- **Quality of service reports**

Here you can keep an eye on how we are doing by viewing reports on delivery time statistics for your parcels, both by volume and percentage

- **Sales order summary report**

Here you will find an overview of a specific order and contract number.

Section G

Where can I get more help or advice?



24. Where can I get more help or advice?

Simply contact your Royal Mail Account Manager, or the Royal Mail Sales Centre on **08457 950 950**. Alternatively you can visit <http://www.royalmail.com>. (or such replacement URLs)

APPENDIX 1

Requirements relating to the posting of restricted goods?



Item [#]	International	Domestic	Conditions	Packaging
Aerosols for personal grooming or medicinal purposes (including deodorants, body sprays, hair sprays, shaving and hair removal creams and asthma inhalers)	✘	✔ *	*Volume per item must not exceed 350ml. No more than 2 items can be sent in any one package. Can only use 1 st Class or 2 nd Class products paid for via online postage, franking or on account (VAT exempt 1 st and 2 nd Class Account Mail), Royal Mail Sameday [®] , Special Delivery Guaranteed by 9am, Special Delivery Guaranteed by 1pm, Royal Mail Tracked 24 and Royal Mail Tracked 48.	Valves must be protected by a cap or other suitable means to prevent inadvertent release of the contents during transport. Must be tightly packed in strong outer packaging and must be secured or cushioned to prevent any damage to the aerosols. An ID8000 label must be applied. The sender's name and return address must be clearly visible on the outer packaging.
Alcoholic beverages with an alcohol content less than 70% ABV but greater than 24% ABV (e.g. gin, rum, vodka, whiskey)	✘	✔ *	*Volume must not exceed 1 litre per item. No more than 2 items can be sent in any one package. Can only use 1 st Class or 2 nd Class products paid for via online postage, franking or on account (VAT exempt 1 st and 2 nd Class Account Mail), Royal Mail Sameday [®] , Special Delivery Guaranteed by 9am, Special Delivery Guaranteed by 1pm, Royal Mail Tracked 24 and Royal Mail Tracked 48.	The items must be securely closed and placed in a leak-proof liner, such as a sealed polythene bag. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from breakage. Mark as "FRAGILE" when sending glass bottles. The sender's name and return address must be clearly visible on the outer packaging.
Batteries, specifically new and used lithium ion and lithium polymer when sent with equipment (e.g. rechargeable batteries)	✘	✔ *	*The maximum number of batteries allowed in each package is the minimum number required to power the equipment plus two spares. The maximum net quantity of lithium ion/polymer cells or batteries is 5kg. Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. Can only use 1 st Class or 2 nd Class products paid for via online postage, franking or on account (VAT exempt 1 st and 2 nd Class Account Mail), Royal Mail Sameday [®] , Special Delivery Guaranteed by 9am, Special Delivery Guaranteed by 1pm, Royal Mail Tracked 24 and Royal Mail Tracked 48.	Any person preparing or offering cells or batteries with or in equipment for transport must receive adequate instruction on the requirements commensurate with their responsibilities. The consignment must be accompanied with a document with an indication that the package contains lithium ion cells or batteries; that the package must be handled with care and that a flammability hazard exists if the package is damaged; that special procedures must be followed in the event the package is damaged, to include inspection and repacking if necessary; and also a telephone number for additional information. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Cells and batteries must be packed in inner packagings that completely enclose the cell or battery. Cells and batteries must be protected against short circuit, including protection against contact with conductive materials within the same packaging that could lead to a short circuit. The equipment sent with cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. Lithium battery handling label to be applied. The sender's name and return address must be clearly visible on the outer packaging.

Item [#]	International	Domestic	Conditions	Packaging
Batteries, specifically new and used lithium ion and lithium polymer when contained in equipment (e.g. rechargeable batteries)	✓ *	✓ *	*Each package must contain no more than four cells or two batteries installed in equipment. The maximum net quantity of lithium ion/polymer cells or batteries is 5kg. Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. Can only use 1 st Class or 2 nd Class products paid for via online postage, franking or on account (VAT exempt 1 st and 2 nd Class Account Mail), Royal Mail Sameday [®] , Special Delivery Guaranteed by 9am, Special Delivery Guaranteed by 1pm, Royal Mail Tracked 24, Royal Mail Tracked 48, Royal Mail Tracked Returns 24 and Royal Mail Tracked Returns 48.	Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. The equipment containing cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. The sender's name and return address must be clearly visible on the outer packaging.
Batteries, specifically new and used lithium metal and lithium alloy when sent with equipment (e.g. non-rechargeable batteries)	✗	✓ *	*The maximum number of batteries allowed in each package is the minimum number required to power the equipment plus two spares. The maximum net quantity of lithium ion/polymer cells or batteries is 5kg. The lithium content must not be more than 1g per cell or 2g per battery. Can only use 1 st Class or 2 nd Class products paid for via online postage, franking or on account (VAT exempt 1 st and 2 nd Class Account Mail), Royal Mail Sameday [®] , Special Delivery Guaranteed by 9am, Special Delivery Guaranteed by 1pm, Royal Mail Tracked 24 and Royal Mail Tracked 48.	Any person preparing or offering cells or batteries with or in equipment for transport must receive adequate instruction on the requirements commensurate with their responsibilities. The consignment must be accompanied with a document with an indication that the package contains lithium metal cells or batteries; that the package must be handled with care and that a flammability hazard exists if the package is damaged; that special procedures must be followed in the event the package is damaged, to include inspection and repacking if necessary; and also a telephone number for additional information. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Cells and batteries must be packed in inner packagings that completely enclose the cell or battery. Cells and batteries must be protected against short circuit, including protection against contact with conductive materials within the same packaging that could lead to a short circuit. The equipment sent with cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. Lithium battery handling label to be applied. The sender's name and return address must be clearly visible on the outer packaging.

Item [#]	Internat- ional	Domestic	Conditions	Packaging
Batteries, specifically new and used lithium metal and lithium alloy when contained in equipment (e.g. non-rechargeable batteries)	✓ *	✓ *	*Each package must contain no more than four cells or two batteries installed in equipment. The lithium content must not be more than 1g of per cell or 2g per battery. The maximum net quantity of lithium ion/polymer cells or batteries is 5kg. Can only use 1 st Class or 2 nd Class products paid for via online postage, franking or on account (VAT exempt 1 st and 2 nd Class Account Mail), Royal Mail Sameday [®] , Special Delivery Guaranteed by 9am, Special Delivery Guaranteed by 1pm, Royal Mail Tracked 24 Royal Mail Tracked 48, Royal Mail Tracked Returns 24 and Royal Mail Tracked Returns 48.	Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. The equipment containing cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. The sender's name and return address must be clearly visible on the outer packaging.
Electronic items sent with lithium batteries of any kind (including laptops, mobile phones, digital cameras, MP3 players, portable DVD players and Sat Nav's etc) when not installed in the electronic item	✗	✓ *	*The maximum number of batteries allowed in each package is the minimum number required to power the equipment plus two spares. The maximum net quantity of cells or batteries is 5kg per package. For lithium ion/polymer batteries the Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. For lithium metal/alloy batteries the lithium content must not be more than 1g per cell or 2g per battery. Can only use 1 st Class or 2 nd Class products paid for via online postage, franking or on account (VAT exempt 1 st and 2 nd Class Account Mail), Royal Mail Sameday [®] , Special Delivery Guaranteed by 9am, Special Delivery Guaranteed by 1pm, Royal Mail Tracked 24 and Royal Mail Tracked 48.	Any person preparing or offering cells or batteries with or in equipment for transport must receive adequate instruction on the requirements commensurate with their responsibilities. The consignment must be accompanied with a document with an indication that the package contains lithium ion or lithium metal cells or batteries; that the package must be handled with care and that a flammability hazard exists if the package is damaged; that special procedures must be followed in the event the package is damaged, to include inspection and repacking if necessary; and also a telephone number for additional information. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Cells and batteries must be packed in inner packagings that completely enclose the cell or battery. Cells and batteries must be protected against short circuit, including protection against contact with conductive materials within the same packaging that could lead to a short circuit. The equipment sent with cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. Lithium battery handling label to be applied. The sender's name and return address must be clearly visible on the outer packaging.

Item [#]	International	Domestic	Conditions	Packaging
Electronic items sent with lithium batteries of any kind (including laptops, mobile phones, digital cameras, MP3 players, portable DVD players and Sat Nav's etc) when contained in the electronic item	✓ *	✓ *	*Each package must contain no more than four cells or two batteries installed in equipment. The maximum net quantity of cells or batteries is 5kg per package. For lithium ion/polymer batteries the Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. For lithium metal/alloy batteries the lithium content must not be more than 1g per cell or 2g per battery. Can only use 1 st Class or 2 nd Class products paid for via online postage, franking or on account (VAT exempt 1 st and 2 nd Class Account Mail), Royal Mail Sameday [®] , Special Delivery Guaranteed by 9am, Special Delivery Guaranteed by 1pm, Royal Mail Tracked 24 and Royal Mail Tracked 48, Royal Mail Tracked Returns 24 and Royal Mail Tracked Returns 48	Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. The equipment containing cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. The sender's name and return address must be clearly visible on the outer packaging.
Nail varnish or nail polish	✗	✓ *	*Volume per item must not exceed 30ml. No more than 4 items can be sent in any one package. Can only use 1 st Class or 2 nd Class products paid for via online postage, franking or on account (VAT exempt 1 st and 2 nd Class Account Mail), Royal Mail Sameday [®] , Special Delivery Guaranteed by 9am, Special Delivery Guaranteed by 1pm, Royal Mail Tracked 24 and Royal Mail Tracked 48.	Bottles of nail varnish must be placed in strong outer packaging and be so packed, secured or cushioned in such a way that they cannot break, be punctured or leak their contents into the outer packaging. An ID8000 label must be applied. The sender's name and return address must be clearly visible on the outer packaging.
Perfumes and aftershaves (including eau de parfum and eau de toilette)	✗	✓ *	*Can only be sent boxed in retail packaging. Volume per item must not exceed 150ml. No more than 4 items in any one parcel/package. Can only use 1 st Class or 2 nd Class products paid for via online postage, franking or on account (VAT exempt 1 st and 2 nd Class Account Mail), Royal Mail Sameday [®] , Special Delivery Guaranteed by 9am, Special Delivery Guaranteed by 1pm, Royal Mail Tracked 24 and Royal Mail Tracked 48.	The perfume or aftershave must be within its original retail packaging and then placed in strong outer packaging. The inner packagings must be packed, secured or cushioned to prevent breakage or leakage of their contents into the outer packaging. An ID8000 label must be applied. The sender's name and return address must be clearly visible on the outer packaging.
Prescription medicines and drugs sent for scientific or medical purposes (non-toxic and non-flammable)	✓ *	✓ *	May only be sent by, or at the specific request of, a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or institution. Volume/mass per item must not exceed 50ml/50g.	The medicines must be securely closed and placed in a leak-proof container such as a sealed polythene bag (for liquids) or a sift-proof container (for solids). Must be tightly packed in strong outer packaging and must be secured or cushioned to prevent any damage. The sender's name and return address must be clearly visible on the outer packaging.

Item [#]	International	Domestic	Conditions	Packaging
Prescription medicines and drugs sent for scientific or medical purposes (toxic, flammable or toxic and flammable)	✘	✔ *	* May only be sent by, or at the specific request of, a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or institution. Volume/mass per item must not exceed 50ml/50g. No more than 8 items can be sent in any one packet/parcel. Can only use 1 st Class or 2 nd Class products paid for via online postage, franking or on account (VAT exempt 1 st and 2 nd Class Account Mail), Royal Mail Sameday [®] , Special Delivery Guaranteed by 9am, Special Delivery Guaranteed by 1pm, Royal Mail Tracked 24 and Royal Mail Tracked 48.	The medicines must be securely closed and placed in a leak-proof container such as a sealed polythene bag (for liquids) or a sift-proof container (for solids). Must be tightly packed in strong outer packaging and must be secured or cushioned to prevent any damage. An ID8000 label must be applied. The sender's name and return address must be clearly visible on the outer packaging.