

from 7th April 2008

price guide
business
mail services

2008

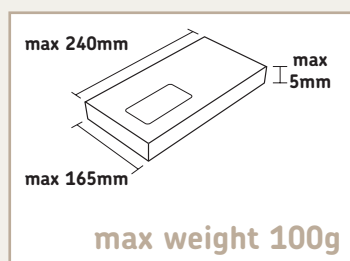


Know your formats

Depending on the weight and measurements of your postal items, they will be defined as one of three main formats: 'Letter', 'Large Letter' or 'Packet'. Each of these formats carries a different cost – and the prices are shown throughout this brochure.

Letter format

**C5+ or under. Up to 100g.
Less than 5mm thick.**

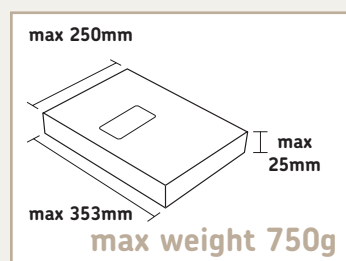


For example:

- Most letters
- Postcards
- Bills and statements
- Some brochures and catalogues
- Most greetings cards

Large Letter format

**B4 or under. Up to 750g.
Less than 25mm thick.**

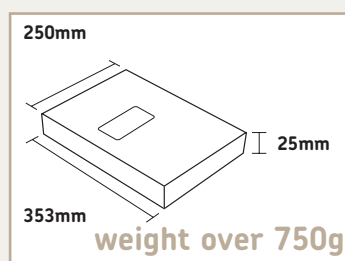
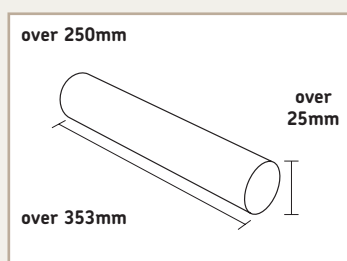
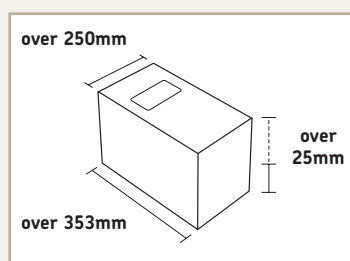


For example:

- Letters containing unfolded A4 paper
- Most brochures
- CDs
- DVDs
- Catalogues and company reports

Packet format

More than 353mm long or more than 250mm wide or more than 25mm thick. If one of the dimensions exceeds this, or the weight exceeds 750g, the item is classed as a Packet. The maximum weight will depend on the service you choose.



Maximum dimensions for a Packet:

Rectangular: maximum = 610mm x 460mm x 460mm

Rolled: maximum length 900mm, maximum dimension of length plus twice diameter 1040mm

See the Standard Parcels services for items over these dimensions

For example:

- Most books
- VHS cassettes
- Parts and samples
- Most cylindrical packages

Want to know more?

For more information on how to present your mail visit www.royalmail.com/size

Your guide to Royal Mail's new postal prices

from 7th April 2008

What's changed?

We've listened to your feedback and as a result we've changed the format of our price guides so you can easily find the information that's relevant to the products and services you use.

So this price guide is now one of three separate guides:

- **Business mail services**
- Marketing and bulk mail services
(e.g. Door to Door, Mailsort[®], Walksort[®] and Presstream[®])
- International contract services
(e.g. International Zone Sort, No Sort, Destination Sort and International Response Services)

You can download any of these guides at www.royalmail.com/priceguides

Of course, if you have any questions about our prices or services, or need advice on which services may be best for your business, just call us on **08457 950 950** between 8.00am and 7.00pm, Monday to Friday.

And let us know what you think of your new price guide(s) – drop an email to replytomark@royalmail.com – so we can continue to improve the way you receive this information.

Your payment options

There are a number of payment options available to you. Just choose the one that's right for your business.

Credit Account

If you frequently send large amounts of mail then a Credit Account will save you time and money. Offering payment terms of up to 30 days, a Credit Account will help to ease cash flow and improve your budgeting. You can choose from either our **Standard Account** or our **Credit Balance Account**. With a Standard Account, you pay retrospectively for postage. With a Credit Balance Account, you pay in advance. If you want more information or would like to set up a Credit Account, visit www.royalmail.com/account or call us on **08457 950 950**.

Franking

With a franking machine, you can send any amount of UK or international postage whenever you need to. So you won't have to worry about running out of stamps again. You simply top up your postage credit by phone, online, or via your account with your franking supplier. Franking can also save you money on your postage costs. For more information visit www.royalmail.com/franking

Post Office®

You'll find a range of stamp products at your local Post Office® branch and staff can also give you help and advice on the most cost-effective solutions to meet your needs. For further details or to find your nearest Post Office® branch visit www.postoffice.co.uk

SmartStamp®

SmartStamp® allows you to print out any quantity of stamps directly from your PC onto your envelopes and add your company logo or a message. It's easy to use and will help your business look even more professional too. For more information visit www.royalmail.com/smartstamp

Online Postage

Online Postage is for occasional mail users, requiring just one or two stamps each time. If you have a PC and a printer, you can save time and hassle by buying postage online and printing direct onto your envelopes and labels. Online Postage is easy and convenient – and it means you never need to worry about running out of stamps. For more information visit www.royalmail.com/onlinepostage

Royal Mail Direct

Our convenient mail order service is designed to save you time. You can order from our full range of stamps, stamp rolls, pre-paid envelopes, Special Delivery™ stationery and International packaging. For more information or to make an order please go to www.royalmail.com/shop or call us on **08457 782 677**.

Online Business Account

Online Business Account is our online ordering and invoicing system. It allows you, and any user you've registered to order mail services and manage your Royal Mail invoices quickly and simply in one place – www.royalmail.com/oba

N.B. Orders made from 7th April 2008 using paper posting cheques will be subject to a Minimum Order Value of £20. For more information visit www.royalmail.com/minimumorder

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Sending mail in the UK

First Class

Simple, effective and one of our most popular postal services. First Class is our fast UK service for items that don't require a signature. We aim to deliver all First Class mail the next working day, including Saturday, anywhere in the UK.

Second Class

An even more cost-effective postal service used by millions across the country. We aim to deliver Second Class mail by the third working day after posting.

First Class			Second Class	
	Stamps or SmartStamp	Franking or Account	Stamps or SmartStamp	Franking or Account
Weight	Price	Price	Price	Price
Letter				
0-100g	36p	34p	27p	24p
Large letter				
0-100g	52p	46p	42p	37p
101-250g	78p	69p	66p	56p
251-500g	108p	99p	90p	81p
501-750g	157p	144p	131p	117p
Packet				
0-100g	114p	106p	95p	90p
101-250g	145p	134p	124p	115p
251-500g	194p	168p	163p	141p
501-750g	251p	213p	208p	176p
751-1000g	308p	261p	249p	211p
1001-1250g	430p	365p	Not applicable Please note items heavier than 1000g cannot be sent Second Class	
1251-1500g	500p	427p		
1501-1750g	570p	489p		
1751-2000g	640p	551p		
2001-4000g	822p	739p		
Each additional 2kg or part thereof add	280p	252p		

Customers paying for postage via a Royal Mail Account should deduct the relevant Volume Related Discount shown on page 7.

Want to know more?

Did you know that First and Second Class stamps that do not show a value on them are still valid for use after 7th April? You don't need to purchase additional postage – just ensure that you use the correct class of Letter or Large Letter stamp depending on the size or weight of your item.

Volume Related Discounts

From 7th April 2008 if you pay for your postage via a Royal Mail Account, you could benefit from our new Volume Related Discounts.

If your mailing reaches the volumes shown in the table below, you'll automatically receive a discount on your postage. There is no need to claim the discount as it will automatically appear on your Royal Mail invoice. The discount will be calculated by service, class and format for each mailing that we collect from you per site/location. So now the more you post, the greater the discount.

Volume Related Discounts will be applied to the following services when paid for via a Royal Mail Account:

- First and Second Class
- Automated Standard Tariff Large Letter
- Cleanmail, Cleanmail Plus and Cleanmail Advance
- Packetpost, Packetsort and Packetsort Plus

Volume Related Discounts					
Volume bands					
	Band 1	Band 2	Band 3	Band 4	Band 5
Letter	0-999	1,000-2,499	2,500-7,499	7,500-19,999	20,000+
Large Letter	0-249	250-749	750-1,999	2,000-4,999	5,000+
Packet	0-99	100-249	250-749	750-1,999	2,000+
Discounts	0.0%	1.5%	3.0%	4.5%	5.5%

Discounts awarded to customers paying for the applicable service via a Royal Mail Account only. Discount is applicable per mailing. Service, class, format and mail from different sites/locations cannot be combined towards the discount.

Want to know more?

Stamps are available in sheets of 100 or rolls of up to 10,000 from our online shop www.royalmail.com/shop

Save money on postage costs by using a franking machine or opening a Royal Mail Account. See page 4 for more details.

You can calculate stamp and SmartStamp prices online at www.royalmail.com/pricfinder

Download our useful pricing wallcharts at www.royalmail.com/priceguides

Recorded Signed For™

If you have an important item to deliver, our Recorded Signed For service gives you peace of mind with proof of posting and the recipient's name and signature available online.

Recorded Signed For fee

Price	72p	Plus the relevant First or Second Class postage
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Volume Related Discounts will be applied to the postage element only, and not the Recorded Signed For fee. See page 7 for Volume Related Discounts.

Standard Parcels

Save money on mailing heavy, non-urgent items across the UK. We aim to deliver Standard Parcels within 3–5 working days.

With its free certificate of posting and optional enhanced compensation for loss or damage, our reliable, easy-to-use Standard Parcels service is popular with businesses who sell through eBay and other online auctions. Your item can be up to 1.5m long and weigh up to 20kg (the combined length and girth must not exceed 3m).

Standard Parcels

Not over	2kg	4kg	6kg	8kg	10kg	20kg
Price	£4.20	£6.85	£9.30	£11.40	£12.24	£14.26

In the unlikely event of loss or damage, compensation of £36 is included in the price. However you may opt for extra compensation cover.

Compensation per Parcel

Level	Compensation	Price
1	£100	£1.00
2	£250	£2.25
3	£500	£3.50

Want to know more?

For guaranteed next day delivery, fully trackable services or for valuable items (e.g. cash, jewellery, tickets and vouchers), see page 15 for Special Delivery 9.00am or Special Delivery Next Day.

Use our Track & Trace facility at www.royalmail.com/recordeddeldelivery to confirm delivery of your Recorded Signed For items.

Visit www.royalmail.com/standardparcels for more information.

Cleanmail® and Cleanmail® Plus

If you send at least 1,000 items per class, per mailing and per site/location and can prepare some of your mail so our machines can read it, we can offer you substantial savings. You can make further savings by using Cleanmail Plus which rewards greater address accuracy.

Prices are determined by whether your items are addressed using an Optical Character Recognition (OCR) font or Customer Barcode (CBC).

Cleanmail				
First Class			Second Class	
	Cleanmail OCR	Cleanmail CBC	Cleanmail OCR	Cleanmail CBC
Weight	Price	Price	Price	Price
Letter*				
0-100g	31.6p	30.9p	22.3p	21.8p

*Envelope size: maximum C5 Plus (240mm x 165mm), minimum 140mm x 90mm, maximum item weight 100g, maximum item thickness 5mm and minimum 0.25mm.

Cleanmail Plus				
First Class			Second Class	
	Cleanmail Plus OCR	Cleanmail Plus CBC	Cleanmail Plus OCR	Cleanmail Plus CBC
Weight	Price	Price	Price	Price
Letter*				
0-100g	30.6p	29.9p	21.6p	21.1p

*Envelope size: maximum C5 Plus (240mm x 165mm), minimum 140mm x 90mm, maximum item weight 100g, maximum item thickness 5mm and minimum 0.25mm.

Volume Related Discounts for Cleanmail and Cleanmail Plus					
Volume bands					
	Band 1	Band 2	Band 3	Band 4	Band 5
Letter	0-999	1,000-2,499	2,500-7,499	7,500-19,999	20,000+
Discounts	0.0%	1.5%	3.0%	4.5%	5.5%

Discounts awarded to customers paying for the applicable service via a Royal Mail Account only. Discount is applicable per mailing. Service, class, format and mail from different sites/locations cannot be combined towards the discount.

Cleanmail® Advance

Cleanmail Advance gives you a discount if you send more than 1,000 letters per class, per mailing and per site/location, and can print a licence number on each item so that the addresses can be read by our machines.

Cleanmail Advance		
	First Class	Second Class
Weight	Price*	Price*
Letter		
0-100g	29.9p	21.1p

*Items that do not meet the Cleanmail Advance specification will be charged at full STL account rate. Envelope size: maximum C5 Plus (240mm x 165mm), minimum 140mm x 90mm, maximum item weight 100g, maximum item thickness 5mm and minimum 0.25mm.

Volume Related Discounts for Cleanmail Advance					
Volume bands					
	Band 1	Band 2	Band 3	Band 4	Band 5
Letter					
	0-999	1,000-2,499	2,500-7,499	7,500-19,999	20,000+
Discounts					
	0.0%	1.5%	3.0%	4.5%	5.5%

Discounts awarded to customers paying for the applicable service via a Royal Mail Account only. Discount is applicable per mailing. Service, class, format and mail from different sites/locations cannot be combined towards the discount.

Want to know more?

We'll give you all the help and support you need to set up and make the most of Cleanmail, Cleanmail Plus and Cleanmail Advance. To find out more and to download our user guides, visit www.royalmail.com/cleanmail and www.royalmail.com/cleanmailadvance

If you need help maintaining and 'cleaning' your address database, ListCleaner™ can give your customer records more accuracy. Visit www.royalmail.com/listcleaner for more details.

Automated Standard Tariff Large Letter (ASTLL)

If you send at least 250 Large Letters per class, per mailing, per site/location but can't sort your mail, you could still get a discount. Simply use an Optical Character Recognition (OCR) font and ensure that your mailing addresses and postcodes are at least 95% accurate.

Automated Standard Tariff Large Letter		
	First Class	Second Class
Weight	Price	Price
Large Letter*		
50-100g	40p	32p
101-250g	59p	48p
251-500g	85p	69p
501-750g	123p	100p

*Envelope size: maximum 324mm x 229mm, minimum 229mm x 162mm, maximum weight 750g, minimum 50g, maximum item thickness 10mm and minimum 1mm.

Volume Related Discounts for ASTLL					
	Volume bands				
	Band 1	Band 2	Band 3	Band 4	Band 5
Large Letter					
	0-249	250-749	750-1,999	2,000-4,999	5,000+
Discounts	0.0%	1.5%	3.0%	4.5%	5.5%

Discounts awarded to customers paying for the applicable service via a Royal Mail Account only. Discount is applicable per mailing. Service, class, format and mail from different sites/locations cannot be combined towards the discount.

Want to know more?

Find out more and download a user guide at www.royalmail.com/autostll

Packetpost™

You can earn a discount if you are sending more than 5,000 Large Letters or Packets per year.

Our prices are based on the average weight and format of all the items you send. This means you don't have to weigh each item individually, saving you time and money.

Packetpost		
	First Class	Second Class
Weight	Price	Price
Letter		
0-100g	n/a	n/a
Large Letter		
0-100g	43.7p	35.2p
101-250g	65.6p	53.2p
251-500g	89.6p	73.7p
501-750g	130.3p	106.5p
Packet		
0-100g	99.6p	84.6p
101-250g	126.0p	108.1p
251-500g	152.0p	127.6p
501-750g	192.8p	159.3p
751-1000g	236.2p	191.0p
1001-1250g	270.0p	215.0p
1251-1500g	307.0p	245.0p
1501-1750g	344.0p	275.0p
1751-2000g	381.0p	305.0p
2001-20000g	For each additional 250g add 28.0p	n/a

Packetsort Plus™

Earn up to a 9.1% discount if you sort and send over 1,000 Packets or Large Letters per mailing. If you think this service is for you please call us on **08457 950 950**.

Want to know more?

Find out more and download our user guides at www.royalmail.com/packets, www.royalmail.com/packetsort and www.royalmail.com/packetsortplus

Find out how to make it easier for your customers to return items to you. See page 27 for prices and details for Packetpost Returns.

Packetsort™

Save up to 4% by pre-sorting your mail. The minimum annual volume is 5,000 items per year, with a required minimum daily mailing of 250 items.

Packetsort		
	First Class	Second Class
Weight	Price	Price
Letter		
0-100g	n/a	n/a
Large Letter		
0-100g	42.0p	33.8p
101-250g	63.0p	51.1p
251-500g	86.0p	70.8p
501-750g	125.1p	102.2p
Packet		
0-100g	95.6p	81.2p
101-250g	121.0p	103.8p
251-500g	145.9p	122.5p
501-750g	185.1p	152.9p
751-1000g	226.8p	183.4p
1001-1250g	259.2p	206.4p
1251-1500g	294.8p	235.2p
1501-1750g	330.4p	264.0p
1751-2000g	366.0p	292.8p
2001-20000g	For each additional 250g add 26.9p	n/a

Volume Related Discounts for Packetpost, Packetsort and Packetsort Plus

Volume bands					
	Band 1	Band 2	Band 3	Band 4	Band 5
Large Letter					
	0-249	250-749	750-1,999	2,000-4,999	5,000+
Packet					
	0-99	100-249	250-749	750-1,999	2,000+
Discounts					
	0.0%	1.5%	3.0%	4.5%	5.5%

Discounts awarded to customers paying for the applicable service via a Royal Mail Account only. Discount is applicable per mailing. Service, class, format and mail from different sites/locations cannot be combined towards the discount.

Royal Mail Tracked™

If you send at least 5,000 Packets a year, using Royal Mail Tracked means you can tell your customers where their orders are, just by looking online. We aim to deliver your Packets within 2–3 days, anywhere in the UK. Your customers can also nominate a Safeplace™ that we'll deliver to if they're out, which will improve your first-time deliveries. Or, if they'd prefer, they can choose Local Collect™ and have their item delivered to a Post Office® branch of their choice.

Want to know more?

Find out how Royal Mail Tracked can help your business and view the pricing calculator at www.royalmail.com/tracked

Courier services

Special Delivery™

Sending an urgent or valuable item that absolutely has to arrive on time? Our overnight courier service guarantees to deliver your urgent item the next working day – or your money back*. We'll deliver before 9.00am (when you choose Special Delivery 9.00am) or before 1pm (if you choose Special Delivery Next Day).

*Restrictions apply – find out more at www.royalmail.com/specialdelivery

Special Delivery 9.00am

Stamps or SmartStamp				Franking or Account		
Compensation for loss or damage				Compensation for loss or damage		
Weight not over	Up to £50	Up to £1000	Up to £2500	Up to £50	Up to £1000	Up to £2500
100g	£10.30	£11.55	£12.65	£10.10	£11.35	£12.45
500g	£12.00	£13.25	£14.35	£11.80	£13.05	£14.15
1kg	£14.00	£15.25	£16.35	£13.60	£14.85	£15.95
2kg	£17.40	£18.65	£19.75	£16.90	£18.15	£19.25

Special Delivery Next Day

Stamps or SmartStamp				Franking or Account		
Compensation for loss or damage				Compensation for loss or damage		
Weight not over	Up to £500	Up to £1000	Up to £2500	Up to £500	Up to £1000	Up to £2500
100g	£4.60	£5.35	£6.45	£4.45	£5.20	£6.30
500g	£5.05	£5.80	£6.90	£4.85	£5.60	£6.70
1kg	£6.40	£7.15	£8.25	£6.05	£6.80	£7.90
2kg	£8.25	£9.00	£10.10	£7.75	£8.50	£9.60
10kg	£20.70	£21.45	£22.55	£19.70	£20.45	£21.55

Please see overleaf for consequential loss compensation and Special Delivery Saturday Guarantee.

Want to know more?

For more information visit www.royalmail.com/specialdelivery

Buy Special Delivery pre-printed envelopes online at www.royalmail.com/shop

You can also pay an additional amount to cover any consequential loss to you/your business in the unlikely event of the late or non-arrival of your item.

Consequential Loss fees for Special Delivery 9.00am and Next Day (optional additional cover)	
Compensation	Price
£1,000	£1.45
£2,500	£1.90
£5,000	£2.50
£7,500	£3.10
£10,000	£3.75

Special Delivery Saturday Guarantee	
	Price
Stamp, SmartStamp or Franking additional price per item	£2.00

Royal Mail Sameday™

If you need important packages delivered the same day, this courier service guarantees delivery to almost anywhere in the UK. It's available 24/7, 365 days a year and covers 99.5% of all UK business addresses. And you have the flexibility to either set up a Royal Mail Sameday contract or just use the service when you need it.

You can get a quote and book a Royal Mail Sameday delivery online. You can also track your items online and an electronic signature is available within seconds of the item being delivered.

Want to know more?

Get a quote for Royal Mail Sameday or make a booking at www.royalmail.com/sameday

Sending mail overseas

Where is it going?

Europe				
Albania	Croatia	Hungary (EU)	Malta (EU)	Slovenia (EU)
Andorra	Cyprus (EU)	Iceland	Moldova	Spain (EU)
Armenia	Czech Republic (EU)	Irish Republic (EU)	Monaco (EU)	Spitzbergen
Austria (EU)	Denmark (EU)	Italy (EU)	Montenegro	Sweden (EU)
Azerbaijan	Estonia (EU)	Kazakhstan	Netherlands (EU)	Switzerland
Azores (EU)	Faroe Islands	Kosovo	Norway	Tajikistan
Balearic Islands (EU)	Finland (EU)	Kyrgyzstan	Poland (EU)	Turkey
Belarus	France (EU)	Latvia (EU)	Portugal (EU)	Turkmenistan
Belgium (EU)	Georgia	Liechtenstein	Romania (EU)	Ukraine
Bosnia Herzegovina	Germany (EU)	Lithuania (EU)	Russia	Uzbekistan
Bulgaria (EU)	Gibraltar (EU)	Luxembourg (EU)	San Marino	Vatican City State
Canary Islands	Greece (EU)	Macedonia	Serbia	
Corsica (EU)	Greenland	Madeira (EU)	Slovakia (EU)	

Items containing goods sent to non-EU countries will require a CN22 or CN23 Customs declaration form. World Zones 1 and 2 are now combined so all other countries are categorised as Rest of World.

International size limits

The maximum dimensions for international items are smaller than those for our UK services.

The length plus width plus height must be no greater than 90cm with no single dimension greater than 60cm.

For items sent as a roll, the length plus two times the diameter must be no greater than 104cm with a length of no more than 90cm.

Want to know more?

Check www.royalmail.com/international for any restrictions, prohibitions or international incidents that could affect postal services overseas.

Download Customs declaration forms at www.royalmail.com/international

Airmail Letters

Our fast, effective way to send items worldwide. Airmail gives you the power to reach people anywhere in the world.

We aim to deliver to European destinations within three working days and worldwide within five working days. Don't forget that Airmail items (except those posted in Northern Ireland for the Irish Republic) need an Airmail sticker, or write 'BY AIRMAIL – PAR AVION' in the top left corner on the front of the item.

Airmail Letters (Europe)		
	Stamps or SmartStamp	Franking or Account
Weight not over	Price	Price
10g	£0.50	£0.49
20g	£0.50	£0.49
40g	£0.72	£0.71
60g	£0.94	£0.92
80g	£1.14	£1.12
100g	£1.36	£1.33
120g	£1.58	£1.55
140g	£1.80	£1.76
160g	£2.02	£1.98
180g	£2.24	£2.20
200g	£2.44	£2.39
220g	£2.64	£2.59
240g	£2.85	£2.79
260g	£3.06	£3.00
280g	£3.26	£3.19
300g	£3.47	£3.40
Every extra 20g up to 500g add	£0.19	£0.19
Every extra 20g up to 1kg add	£0.15	£0.15
Every extra 20g above 1kg add	£0.13	£0.13

The maximum weight for Airmail Letters is 2000g.

Airmail Letters (Rest of World)		
	Stamps or SmartStamp	Franking or Account
Weight not over	Price	Price
Postcard	£0.56	£0.55
10g	£0.56	£0.55
20g	£0.81	£0.79
40g	£1.22	£1.20
60g	£1.64	£1.61
80g	£2.08	£2.04
100g	£2.52	£2.47
120g	£2.94	£2.88
140g	£3.38	£3.31
160g	£3.81	£3.73
180g	£4.24	£4.16
200g	£4.68	£4.59
220g	£5.09	£4.99
240g	£5.49	£5.38
260g	£5.90	£5.78
280g	£6.29	£6.16
300g	£6.70	£6.57
Every extra 20g up to 500g add	£0.38	£0.38
Every extra 20g up to 1kg add	£0.28	£0.28
Every extra 20g above 1kg add	£0.25	£0.25

Want to know more?

If you need a faster service or need confirmation that your item has been delivered see Airsure on page 21.

You can download a handy wallchart of these Airmail prices at www.royalmail.com/priceguides

Airmail Printed Papers

With the Airmail Printed Papers service, you can get a cheaper rate when sending books, magazines, newspapers, leaflets and pamphlets abroad. You can include a letter relating to the contents, but no other personalised correspondence. When using this service, please write 'PRINTED PAPERS' in the top left corner on the front of the item you are sending.

Airmail Printed Papers (Europe)		
Weight not over	Stamps or SmartStamp Price	Franking or Account Price
10g	£1.07	£1.05
20g	£1.07	£1.05
40g	£1.07	£1.05
60g	£1.07	£1.05
80g	£1.07	£1.05
100g	£1.07	£1.05
120g	£1.16	£1.14
140g	£1.28	£1.25
160g	£1.39	£1.36
180g	£1.50	£1.47
200g	£1.61	£1.58
220g	£1.73	£1.70
240g	£1.82	£1.78
260g	£1.93	£1.89
280g	£2.04	£2.00
300g	£2.16	£2.12
Every extra 20g up to 500g add	£0.11	£0.11
Every extra 20g up to 1kg add	£0.10	£0.10
Every extra 20g above 1kg add	£0.10	£0.10

Airmail Printed Papers (Rest of World)		
Weight not over	Stamps or SmartStamp Price	Franking or Account Price
10g	£1.56	£1.53
20g	£1.56	£1.53
40g	£1.56	£1.53
60g	£1.56	£1.53
80g	£1.56	£1.53
100g	£1.56	£1.53
120g	£1.79	£1.75
140g	£2.03	£1.99
160g	£2.26	£2.21
180g	£2.50	£2.45
200g	£2.72	£2.67
220g	£2.94	£2.88
240g	£3.16	£3.10
260g	£3.37	£3.30
280g	£3.59	£3.52
300g	£3.81	£3.73
Every extra 20g up to 500g add	£0.22	£0.22
Every extra 20g up to 1kg add	£0.20	£0.20
Every extra 20g above 1kg add	£0.20	£0.20

Up to 5000g for books and pamphlets. Books only up to 5000g can be sent to the Republic of Ireland. Maximum weight of 2000g to Canada – includes books and pamphlets.

Airmail Small Packets

This Airmail service offers you a cheaper rate if you're sending gifts, goods or commercial samples. When using this service, please write 'SMALL PACKET' in the top left corner on the front of the item you are sending. You can include a letter relating to the contents, but no other personalised correspondence. Customs declaration forms are also required for items going outside the EU.

Airmail Small Packets (Europe)		
Weight not over	Stamps or SmartStamp Price	Franking or Account Price
10g	£1.24	£1.22
20g	£1.24	£1.22
40g	£1.24	£1.22
60g	£1.24	£1.22
80g	£1.24	£1.22
100g	£1.24	£1.22
120g	£1.36	£1.33
140g	£1.50	£1.47
160g	£1.63	£1.60
180g	£1.77	£1.73
200g	£1.90	£1.86
220g	£2.03	£1.99
240g	£2.15	£2.11
260g	£2.28	£2.23
280g	£2.39	£2.34
300g	£2.51	£2.46
Every extra 20g up to 500g add	£0.11	£0.11
Every extra 20g up to 1kg add	£0.10	£0.10
Every extra 20g above 1kg add	£0.10	£0.10

Airmail Small Packets (Rest of World)		
Weight not over	Stamps or SmartStamp Price	Franking or Account Price
10g	£1.64	£1.61
20g	£1.64	£1.61
40g	£1.64	£1.61
60g	£1.64	£1.61
80g	£1.64	£1.61
100g	£1.64	£1.61
120g	£1.87	£1.83
140g	£2.10	£2.06
160g	£2.33	£2.28
180g	£2.56	£2.51
200g	£2.80	£2.74
220g	£3.01	£2.95
240g	£3.22	£3.16
260g	£3.43	£3.36
280g	£3.65	£3.58
300g	£3.87	£3.79
Every extra 20g up to 500g add	£0.22	£0.22
Every extra 20g up to 1kg add	£0.20	£0.20
Every extra 20g above 1kg add	£0.20	£0.20

The maximum weight for Airmail Small Packets is 2000g.

Want to know more?

For more information on our Airmail services see www.royalmail.com/international

Airsure®

Use Airsure to send your mail quickly and safely to selected destinations. Your item will receive priority handling at home and overseas, and benefits from an online tracking facility so you can check your mail's progress along the way. Up to £36 compensation is included for loss or damage and if you are sending valuable items, you can get additional cover of up to £500 for an additional fee.

International Signed For™

Get added reassurance that your important document or package has been delivered to its overseas destination. All items are tracked until they leave the UK – and in some cases on arrival in the destination country.

When you use International Signed For you can send your item via Airmail or Surface Mail to just about anywhere in the world. And you'll get the extra reassurance that a signature will be obtained for you on delivery. Up to £36 compensation for loss or damage is included. If you're sending valuable items, you can get additional cover of up to £250 or £500, depending on the destination.

Product	Standard Rate	Additional Compensation up to £500
Airsure	£4.20	£2.20
International Signed For	£3.50	£2.20

Prices are in addition to the standard Airmail Letter, Printed Paper or Small Packet postage price for your item.

Please note that the maximum compensation for cash and money sent via International Signed For and Airsure is £100 and that cash cannot be sent at all to a number of countries – please check with us on **08457 950 950** for details. Also additional cover is not available for mobile telephones, so the maximum compensation for mobile telephones sent via these services is £36.

Want to know more?

Check the destinations available and any restrictions at www.royalmail.com/airsure and www.royalmail.com/internationalsignedfor

Surface Mail

Surface Mail is our easy and affordable way to send your items to destinations overseas.

If you have mail to send overseas that doesn't need to arrive in a hurry, Surface Mail offers a safe, affordable and easy way to keep in contact. It's especially useful if you're sending heavier or bulkier items such as books or magazines.

Surface Mail Letters (Outside Europe only)

Weight not over	Price	Weight not over	Price
20g	£0.48	1050g	£9.78
60g	£0.82	1100g	£10.23
100g	£1.16	1150g	£10.68
150g	£1.63	1200g	£11.13
200g	£2.09	1250g	£11.58
250g	£2.55	1300g	£12.03
300g	£3.00	1350g	£12.48
350g	£3.45	1400g	£12.94
400g	£3.91	1450g	£13.39
450g	£4.36	1500g	£13.84
500g	£4.81	1550g	£14.29
550g	£5.26	1600g	£14.74
600g	£5.71	1650g	£15.17
650g	£6.16	1700g	£15.60
700g	£6.62	1750g	£16.03
750g	£7.07	1800g	£16.46
800g	£7.52	1850g	£16.89
850g	£7.97	1900g	£17.32
900g	£8.42	1950g	£17.75
950g	£8.87	2000g	£18.18
1000g	£9.32	Letters over 2000g cannot be sent by Surface Mail	

Surface Mail Printed Papers & Small Packets (Europe and Rest of World)

Weight not over	Price	Weight not over	Price
20g	£0.81	1050g	£6.01
60g	£0.81	1100g	£6.28
100g	£0.81	1150g	£6.55
150g	£1.09	1200g	£6.83
200g	£1.37	1250g	£7.10
250g	£1.64	1300g	£7.37
300g	£1.91	1350g	£7.64
350g	£2.18	1400g	£7.92
400g	£2.46	1450g	£8.19
450g	£2.73	1500g	£8.46
500g	£3.00	1550g	£8.74
550g	£3.28	1600g	£9.01
600g	£3.55	1650g	£9.27
650g	£3.82	1700g	£9.53
700g	£4.10	1750g	£9.79
750g	£4.37	1800g	£10.05
800g	£4.64	1850g	£10.31
850g	£4.91	1900g	£10.57
900g	£5.19	1950g	£10.83
950g	£5.46	2000g	£11.09
1000g	£5.73	Each 50g thereafter up to 5000g add £0.26	
Small Packets over 2000g cannot be sent by Royal Mail International Services			

Want to know more?

For more information on all our international products see www.royalmail.com/international

Helping your customers to respond

UK Licence Fee

To use any of our Response Services, you'll need to sign up for the appropriate annual licence and pay a deposit to cover your initial responses. Once you've signed up you'll only pay postage for the replies you receive.

Licence Fees		
	Annual Licence Fee	Deposit
Business Reply Standard, Freepost Standard, Business Reply Plus and Freepost Plus	£73.40	£43.10
Freepost NAME	£177.90	£57.20
Special Delivery with Business Response Services	£76.65	£114.40

Business Reply Plus and Freepost™ Plus

With Business Reply Plus and Freepost Plus you can give your customers a prepaid or postage paid reply card. This makes it easier and free for them to respond, which means you can increase the response rates for your customer mailings. The response items can be personalised with your company details or logo and, because you only pay postage on the replies you receive, it's cost effective too.

Using our Business Reply Plus and Freepost Plus services means your replies are sorted automatically by our machines so you'll get your replies in the shortest possible time.

Business Reply Plus and Freepost Plus		
	First Class	Second Class
Weight	Price	Price
Letter		
0-100g	33p	23p
Large Letter		
n/a	n/a	n/a
Packet		
n/a	n/a	n/a

Business Reply Standard and Freepost™ Standard

Like Business Reply Plus and Freepost Plus, you only pay for the responses you receive. Additionally, by allowing you to tailor the shape and size of your response devices, these services also give you the freedom to be more creative.

If you would prefer your customers to respond using their own stationery, Freepost Standard has a handwritten option so you can simply provide customers with your Freepost Address.

Business Reply Standard and Freepost Standard		
	First Class	Second Class
Weight	Price	Price
Letter		
0-100g	35.5p	25.5p
Large Letter		
0-100g	47.5p	38.5p
101-250g	70.5p	57.5p
251-500g	100.5p	82.5p
501-750g	145.5p	118.5p
Packet		
0-100g	107.5p	91.5p
101-250g	135.5p	116.5p
251-500g	169.5p	142.5p
501-750g	214.5p	177.5p
751-1000g	262.5p	212.5p
1001-1250g	366.5p	Not applicable Please note items heavier than 1000g cannot be sent Second Class
1251-1500g	428.5p	
1501-1750g	490.5p	
1751-2000g	552.5p	
For each additional 2kg or part thereof add	252p	

Want to know more?

You can download application forms, designs, artwork and terms and conditions for all our response services at www.royalmail.com/response

Freepost™ NAME

This service makes it easier for your customers to respond to you as all they have to remember is your name. With Freepost NAME all they need to write is 'Freepost' and your approved Freepost NAME.

Freepost NAME	First Class
Weight	Price
Letter	
0-100g	44p
Large Letter	
0-100g	56p
101-250g	79p
251-500g	109p
501-750g	154p
Packet	
0-100g	116p
101-250g	144p
251-500g	178p
501-750g	223p
751-1000g	271p
1001-1250g	375p
1251-1500g	437p
1501-1750g	499p
1751-2000g	561p
For each additional 2kg or part thereof add	252p

Special Delivery™ With Response®

Your customers can respond to you using our Special Delivery service.

When you've taken the care to get important or valuable items delivered to your customers, it's good to know they can be returned just as quickly and just as safely, thanks to Special Delivery with Response.

We guarantee to get your mail back to you by 1pm the next working day.

Want to know more?

You can download application forms, designs, artwork and terms and conditions for all our response services at www.royalmail.com/response

Packetpost Returns™

If your customers return more than 2,000 items to your business every year, Packetpost Returns can offer you substantial savings.

Packetpost Returns

First Class		Second Class	
Weight	Price	Weight	Price
0-100g	104.6p	0-100g	89.6p
101-250g	131.0p	101-250g	113.1p
251-500g	157.0p	251-500g	132.6p
501-750g	197.8p	501-750g	164.3p
751-1000g	241.2p	751-1000g	196.0p
1001-1250g	275.0p	1001-1250g	220.0p
1251-1500g	312.0p	1251-1500g	250.0p
1501-1750g	349.0p	1501-1750g	280.0p
1751-2000g	386.0p	1751-2000g	310.0p
2001-20000g	For each additional 250g add 28.0p	2001-20000g	For each additional 250g add 23.0p

Second Class Packetpost Returns items have a maximum weight limit of 5kg.

Want to know more?

Download a Packetpost Returns user guide at www.royalmail.com/returns

Mail collection and delivery options

Collections

We can visit your office and collect all your mail to save you time. We provide single or regular daily collections and can also arrange collections at a specific time to suit your needs.

Collections	
	Price per annum
Spending less than £15,000 per annum on Royal Mail services (per site/location)	
Weekday Collection	£450
Weekday Timed Collection	Additional £750
Saturday Collection	£130
Saturday Timed Collection	Additional £170
Floor Fees*	£100
Spending more than £15,000 per annum on Royal Mail services** (per site/location)	
All Weekday Collections	Free
All Saturday Collections	Free
Floor Fees*	Free

Single Collection	
	Per Collection
Single collection when you need it**	£10

Prices are applicable from 7th April 2008 for all new collection contract applications.

Prices are applicable to customers with existing collection contracts on the date that the contract is renewable.

* Additional fee for each floor, if the collection point is not located on first floor of access.

**All collections times to be mutually agreed with the local collections manager as they are currently.

How to apply

Apply online at www.royalmail.com/businesscollections or call **08457 950 950**.

PO Box®

A PO Box gives you a convenient, professional, easy to remember address that delivers your mail to your local delivery office. A PO Box also means that you can manage your mail, separate items from your normal post, and project the right image with a discreet address on your packaging. You can collect your PO Box mail from the delivery office, have it delivered with your regular mail or even opt to have your regular mail placed into your PO Box.

Duration	PO Boxes
	Price
	Basic Service
6 months	£48.80
1 year	£60.15
	Basic Service plus mail from a box delivered to a street address
6 months	£97.65
1 year	£120.35
	Basic Service plus mail transferred from a street address to a box
6 months	£97.65
1 year	£120.35

Selectapost™

With Selectapost we deliver your mail already sorted into as many as 25 categories that you specify, such as departments or floors.

Selectapost saves you time and resource, makes you more efficient and will help you identify important mail quickly and easily, too.

Selectapost		
	If delivered to a single point	If delivered to multiple points
	Price	Price
Quarterly charge per selection	£27.60	£27.60
Per 1,000 Letters	£17.70	£18.30
Per 1,000 Large Letters	£26.55	£27.15

How to apply

Check out the options and apply for a PO Box online at www.royalmail.com/pobox

For Selectapost, download an application form at www.royalmail.com/selectapost or contact us on **08457 950 950** to discuss our other delivery options.

Pre-Sorted Delivery

If you have more than 6,000 incoming items of mail per day and need it to be sorted into more than 25 selections, then Pre-Sorted Delivery is the service for you. You can also pay for your mail to be prepared and delivered earlier than your usual delivery. For more information on this service please call us on **08457 950 950**.

Business Redirection

Make sure you still receive your mail when you move premises. With a Business Redirection, your mail will follow you to your new address even if the move is only temporary.

Redirection		
Time	Business Inland	Any International
1 month	£14.85	£14.85
3 months	£24.90	£32.30
6 months	£49.80	£49.80
12 months	£74.75	£74.75

Diversion

We can redirect specific mail for you when only part of your company is relocating. So if you don't want all your mail sent to your new address, our Diversion service ensures that your relocated department gets all the right mail.

Business Keepsafe™

We can hold your mail for you if your business has a holiday shut-down or simply takes a break. We'll hold your mail for up to two months while you're away from the office, and then deliver it on a date of your choice.

Business Keepsafe	
	Price
Up to 4 working days at Christmas and Easter	Free
Up to 66 days at any time	£28.00

How to apply

Application forms can be found for our Business Redirection, Business Keepsafe and Diversion services at www.royalmail.com/redirection, www.royalmail.com/receivingmail and www.royalmail.com/diversion

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What to do if you have a complaint about any of our services

The quality of service you receive from us is our top priority. If you feel that we have let you down, please get in touch with us and we'll do our best to sort out any problems as quickly as possible.

Please contact your Royal Mail Account Manager or our Customer Helpline:

call: **08457 950 950**

email: **contactus@royalmail.com**

visit: **www.royalmail.com/contactus**

Other formats

If it would help you to have this booklet in a different format, we can provide it free of charge as:

A large print booklet

An audio tape

An audio CD

A Braille booklet

Simply call us on **08457 950 950**. Or if you are hard of hearing we offer a textphone service on **08456 000 606**.



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