

April 2012

2012 Price guide

Delivery and
collection services



Helping your business thrive and prosper

Royal Mail is a driving force for helping all individuals and businesses communicate and trade with each other to thrive and prosper.

We focus on not just delivering to schedule, but on helping you with your wider needs around communication and trade with individuals and businesses locally, across the UK and worldwide – helping you do things you didn't think possible.

All delivered by Royal Mail.

This price guide is one of two separate brochures:

- Delivery and collection services
- Business contract services

You can download either of these guides at: www.royalmail.com/prices2012

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 our Business Customer Helpline on: **08457 950 950** between 8.00am and 6.00pm – Monday to Friday.

This price guide replaces last year's – so now you no longer need your 2011 guide. When you throw it away you can be assured that it's made of 100% recyclable paper.



Although correct at the time this tariff guide was produced (April 2012), postal fees and other conditions are subject to revision from time to time and services may need to be added or withdrawn.

Up-to-date information may be obtained by visiting www.royalmail.com or by calling Royal Mail Sales on **08457 950 950**.

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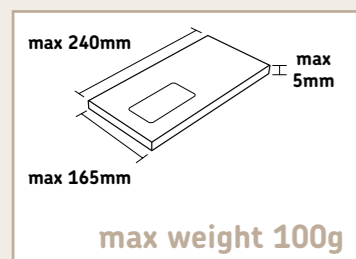
Know your formats

2

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

Up to 100g
Up to 5mm thick

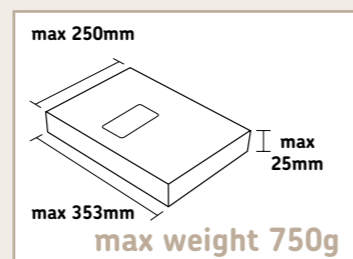


For example:

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

Large Letter format

Up to 750g
Up to 25mm thick



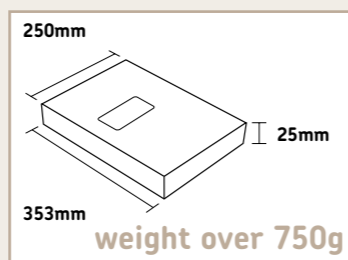
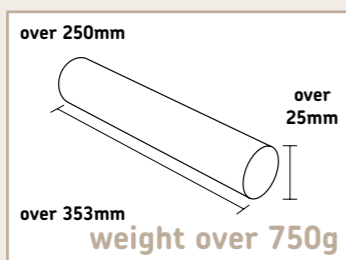
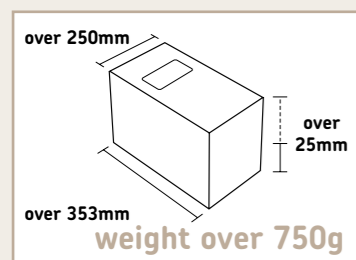
For example:

- 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
- 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 payment options

3

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

Franking

With a franking machine, you can pay for any amount of UK or international mail 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

SmartStamp®

The SmartStamp service includes a free software download that enables you to print out any quantity of stamps straight from your PC and add your company logo or a message. It's easy to use and will help your business look even more professional. For more information visit www.royalmail.com/smartstamp

Online Postage

Online Postage lets you print your postage through the Royal Mail website. You don't need new software, just a computer and printer. Log on, select the right service, add the address then buy, print and send your item. There's an online price finder tool to help you select the right postage. You can save time by using the Fast Drop service at selected Post Office® branches. To find out more, 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 place an order please go to www.royalmail.com/shop or call us on **08457 782 677**.

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

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**.

To find out more about the services you can use with a Credit Account visit:

www.royalmail.com/prices2012 and download the PDF of Business contract services.

1st Class – is a cost-effective, next-day delivery service.

The right choice for your business if you:

- need reliable, good-value and next-day delivery
- want the simplicity and convenience of a proven mail service
- need Proof of Posting (only available in Post Office® branches)

2nd Class – is a cost-effective service with delivery within three working days after posting.

The right choice for your business if you:

- don't require urgent delivery
- want to save money on postage
- want the simplicity and convenience of a proven mail service
- need Proof of Posting (only available in Post Office® branches)

To find out more go to www.royalmail.com/1stclass or www.royalmail.com/2ndclass

Stamps, Online and Franking

Format	Weight	1st Class		2nd Class	
		Stamps/Online	Franking	Stamps/Online	Franking
Letter	0–100g	60p	44p	50p	31p
Large Letter	0–100g	90p	66p	69p	53p
	101–250g	£1.20	92p	£1.10	76p
	251–500g	£1.60	£1.24	£1.40	£1.01
	501–750g	£2.30	£1.76	£1.90	£1.43
Packet	0–750g	£2.70	£2.36	£2.20	£1.92
	751–1000g	£4.30	£3.29	£3.50	£2.54
	1001–1250g	£5.60	£4.57	Not applicable, please note items heavier than 1000g cannot be sent 2nd Class	
	1251–1500g	£6.50	£5.38		
	1501–1750g	£7.40	£6.18		
	1751–2000g	£8.30	£6.89		
	2001–4000g	£10.30	£9.00		
Each additional 2000g or part thereof add	£3.50	£3.07			

Prices in this table are exempt from VAT and are effective from 30th April 2012.

1st Class and 2nd Class – continued

Account

Format	Weight	1st Class		2nd Class	
		2nd April 2012 Price	30th April 2012 Price	2nd April 2012 Price	30th April 2012 Price
Letter	0–100g	39p	46p	28p	33p
Large Letter	0–100g	55p	70p	44p	57p
	101–250g	79p	96p	65p	80p
	251–500g	£1.10	£1.28	90p	£1.05
	501–750g	£1.60	£1.80	£1.30	£1.47
Packet	0–100g	£1.36	£2.50	£1.14	£2.05
	101–250g	£1.69	£2.50	£1.48	£2.05
	251–500g	£1.90	£2.50	£1.59	£2.05
	501–750g	£2.36	£2.50	£1.92	£2.05
	751–1000g	£2.86	£3.50	£2.31	£2.70
	1001–1250g	£3.98	£4.90	Not applicable, please note items heavier than 1000g cannot be sent 2nd Class	
	1251–1500g	£4.68	£5.80		
	1501–1750g	£5.37	£6.60		
	1751–2000g	£5.99	£7.40		
	2001–4000g	£7.83	£9.60		
Each additional 2000g or part thereof add	£2.67	£3.30			

Prices in this table are exempt from VAT.

1st Class and 2nd Class – continued

Pre-Paid Envelopes

Pre-Paid Envelopes per 100 items		
Delivery Service	Size	Price
Weight up to	DL size – (110mm x 220mm)	
1st Class up to 100g	100	£68.00
1st Class up to 100g	100 windows	£68.50
2nd Class up to 100g	100	£58.00
2nd Class up to 100g	100 windows	£58.50
	C5 size – (162mm x 229mm)	
1st Class up to 100g	100	£69.50
2nd Class up to 100g	100	£59.50
	C4 size – (228mm x 320mm)	
1st Class up to 100g	100	£96.00
2nd Class up to 100g	100	£77.00

Prices in this table are exempt from VAT and are effective from 30th April 2012.

Standard Parcels – is ideal for sending non-urgent parcels across the UK.

The right choice for your business if you:

- have items up to 1.5m long and up to 20000g in weight (combined length and girth must not exceed 3m)
- need your parcels delivered within 3-5 working days
- need a Proof of Posting (only available in Post Office® branches)

To find out more go to www.royalmail.com/standardparcels

Weight up to	2000g	4000g	6000g	8000g	10000g	20000g
Price	£5.30	£8.80	£12.30	£15.80	£18.80	£21.90

Prices in this table are exempt from VAT and are effective from 30th April 2012.

Recorded Signed For™ – provides you extra reassurance that your item has been delivered.

The right choice for your business if you:

- need proof of exactly when the item is delivered – you can see the time and date of delivery together with a copy of the signature that was taken as proof of delivery
- are sending your items by 1st or 2nd Class

Recorded Signed For™ fee

Price	95p
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Prices in this table are exempt from VAT and are effective from 30th April 2012. Add the Recorded Signed For™ fee to the price of the 1st or 2nd Class item you want to send. See page 4.

To find out more go to www.royalmail.com/recordedsignedfor

Special Delivery™ – is our fast, guaranteed* delivery service by either 9.00am** or 1.00pm the next working day including Saturday.

The right choice for your business if you:

- need to deliver something before 9.00am or before 1.00pm the next day
- need to track your items online and require an electronic signature to confirm delivery
- want a money-back guarantee* and peace of mind that a signature has been obtained on delivery

*On time delivery or your money back – restrictions apply

**Exceptions to the 9am guarantee apply

To find out more go to www.royalmail.com/specialdelivery or www.royalmail.com/special-delivery-9am

Special Delivery™ 9.00am

Weight up to	Stamps**			Franking†		
	Compensation for loss or damage			Compensation for loss or damage		
	Up to £50	Up to £1,000	Up to £2,500	Up to £50	Up to £1,000	Up to £2,500
100g	£16.70	£18.90	£22.40	£15.50	£17.70	£21.20
500g	£18.80	£21.00	£24.50	£17.15	£19.35	£22.85
1000g	£20.45	£22.65	£26.15	£18.60	£20.80	£24.30
2000g	£24.75	£26.95	£30.45	£22.65	£24.85	£28.35

Prices in this table include VAT at 20% and are effective from 30th April 2012.

**Available in Post Office® branches only.

†Available on Smart meters only – not standard franking/meter machines.

Special Delivery™ – continued

Special Delivery™ 9.00am with Saturday Guarantee*

	Stamps**			Franking†		
	Compensation for loss or damage			Compensation for loss or damage		
Weight up to	Up to £50	Up to £1,000	Up to £2,500	Up to £50	Up to £1,000	Up to £2,500
100g	£19.70	£21.90	£25.40	£18.50	£20.70	£24.20
500g	£21.80	£24.00	£27.50	£20.15	£22.35	£25.85
1000g	£23.45	£25.65	£29.15	£21.60	£23.80	£27.30
2000g	£27.75	£29.95	£33.45	£25.65	£27.85	£31.35

Prices in this table include VAT at 20% and are effective from 30th April 2012.
 *On time delivery or your money back – restrictions apply.
 **Available in Post Office® branches only.
 †Available on Smart meters only – not standard franking/meter machines.

Special Delivery 9.00am with Consequential loss

You can pay an additional amount to cover any consequential loss to you or your business in the unlikely event of the late or non-arrival of your item. Prices start from an extra £2.28 (inc. VAT at 20%).

Special Delivery™ Next Day

	Stamps/Online postage			Franking		
	Compensation for loss or damage			Compensation for loss or damage		
Weight up to	Up to £500	Up to £1,000	Up to £2,500	Up to £500	Up to £1,000	Up to £2,500
100g	£5.90	£6.90	£8.90	£5.65	£6.65	£8.65
500g	£6.35	£7.35	£9.35	£6.00	£7.00	£9.00
1000g	£7.55	£8.55	£10.55	£7.10	£8.10	£10.10
2000g	£9.75	£10.75	£12.75	£8.90	£9.90	£11.90
10000g	£24.50	£25.50	£27.50	£23.35	£24.35	£26.35

Prices in this table are exempt from VAT and are effective from 30th April 2012.

Special Delivery™ – continued

Special Delivery™ Next Day with Saturday Guarantee*

	Stamps**			Franking†		
	Compensation for loss or damage			Compensation for loss or damage		
Weight up to	Up to £500	Up to £1,000	Up to £2,500	Up to £500	Up to £1,000	Up to £2,500
100g	£10.08	£11.28	£13.68	£9.78	£10.98	£13.38
500g	£10.62	£11.82	£14.22	£10.20	£11.40	£13.80
1000g	£12.06	£13.26	£15.66	£11.52	£12.72	£15.12
2000g	£14.70	£15.90	£18.30	£13.68	£14.88	£17.28
10000g	£32.40	£33.60	£36.00	£31.02	£32.22	£34.62

Prices in this table include VAT at 20% and are effective from 30th April 2012.
 **Available in Post Office® branches only.
 †Available on Smart meters only – not standard franking/meter machines.

Special Delivery™ Next Day with Consequential loss

You can pay an additional amount to cover any consequential loss to you or your business in the unlikely event of the late or non arrival of your item. Prices start from an extra £3.41 (inc. VAT at 20%).

Special Delivery™ 9.00am Pre-Paid Envelopes

Size	Price
5 x C4 9am envelopes (up to 500g)	£94

The price in this table includes VAT at 20% and is effective from 30th April 2012.

Special Delivery™ Next Day Pre-Paid Envelopes

Size	Price
5 x C5 Next Day envelopes (up to 500g)	£31.75
5 x C4 Next Day envelopes (up to 500g)	£31.75
5 x C3 Next Day envelopes (up to 1000g)	£37.75
5 x Next Day light goods packs (up to 2000g)	£48.75

Prices in this table are exempt from VAT and are effective from 30th April 2012.

Royal Mail Sameday® – nationwide, same-day courier service.

The right choice for your business if you:

- need important packages delivered the same day
- want guaranteed* delivery 24/7 to 99.5% of all UK business addresses
- set up a Royal Mail Sameday contract or just use the service when you need it
- need to track your items online and require an electronic signature within seconds of the item being delivered

To find out more, get a quote or make a booking, visit: www.royalmail.com/sameday

*Same day delivery or your money back.

Airmail – is a fast, cost-effective way to send items abroad.

The right choice for your business if you:

- need to get your item delivered with speed, to anybody, almost anywhere in the world at an economical price
- want to send letters or postcards, printed papers or small packets
- want free returns if mail is undelivered

To find out more go to www.royalmail.com/airmail

Letters*

Weight up to	Europe		World Zone 1		World Zone 2	
	Stamps/ Online	Franking/ Account	Stamps/ Online	Franking/ Account	Stamps/ Online	Franking/ Account
Postcard	87p	79p	87p	79p	87p	79p
10g	87p	79p	87p	79p	87p	79p
20g	87p	79p	£1.28	£1.16	£1.28	£1.16
40g	£1.28	£1.13	£1.90	£1.74	£1.90	£1.74
60g	£1.66	£1.46	£2.38	£2.19	£2.38	£2.19
80g	£1.91	£1.68	£2.89	£2.66	£2.89	£2.66
100g	£2.21	£1.96	£3.30	£3.13	£3.30	£3.13
150g	£2.93	£2.71	£3.86	£3.64	£3.90	£3.67
200g	£3.16	£2.92	£4.42	£4.15	£4.50	£4.21
250g	£3.39	£3.13	£4.98	£4.66	£5.10	£4.75
300g	£3.62	£3.34	£5.54	£5.17	£5.70	£5.29
Every 100g up to 2000g add	60p	54p	£1.22	£1.08	£1.28	£1.14

*For specifications on what can be sent go to www.royalmail.com/airmail
Prices in this table are exempt from VAT and are effective from 30th April 2012.

Airmail – continued

Printed Papers and Small Packets*

Weight up to	Europe		World Zone 1		World Zone 2	
	Stamps/ Online	Franking/ Account	Stamps/ Online	Franking/ Account	Stamps/ Online	Franking/ Account
100g	£2.70	£2.50	£3.30	£3.13	£3.30	£3.13
150g	£2.93	£2.71	£3.86	£3.64	£3.90	£3.67
200g	£3.16	£2.92	£4.42	£4.15	£4.50	£4.21
250g	£3.39	£3.13	£4.98	£4.66	£5.10	£4.75
300g	£3.62	£3.34	£5.54	£5.17	£5.70	£5.29
Every 100g up to 2000g (and for printed papers up to 5000g) add	60p	54p	£1.22	£1.08	£1.28	£1.14

*For specifications on what can be sent go to www.royalmail.com/airmail
Prices in this table are exempt from VAT and are effective from 30th April 2012.

Surface Mail – is a cost-effective way to send items abroad.

The right choice for your business if you:

- need an affordable alternative to Airmail for sending items abroad
- don't need your items to arrive in a hurry

To find out more go to www.royalmail.com/surfacemail

Surface Mail – continued

Letters* (outside Europe only)

Weight up to		Weight up to	
20g	77p	900g	£7.46
60g	£1.31	1000g	£8.11
100g	£1.84	1100g	£8.76
150g	£2.54	1200g	£9.41
200g	£2.88	1300g	£10.06
250g	£3.22	1400g	£10.71
300g	£3.56	1500g	£11.36
400g	£4.21	1600g	£12.01
500g	£4.86	1700g	£12.66
600g	£5.51	1800g	£13.31
700g	£6.16	1900g	£13.96
800g	£6.81	2000g	£14.61
Letters over 2000g cannot be sent by Surface Mail			

Prices in this table are exempt from VAT and are effective from 30th April 2012.
*For specifications on what can be sent go to www.royalmail.com/surfacemail

Printed Papers and Small Packets* (all destinations)

Weight up to		Weight up to	
20g	£2.20	900g	£7.46
60g	£2.20	1000g	£8.11
100g	£2.20	1100g	£8.76
150g	£2.54	1200g	£9.41
200g	£2.88	1300g	£10.06
250g	£3.22	1400g	£10.71
300g	£3.56	1500g	£11.36
400g	£4.21	1600g	£12.01
500g	£4.86	1700g	£12.66
600g	£5.51	1800g	£13.31
700g	£6.16	1900g	£13.96
800g	£6.81	2000g	£14.61
Each 100g thereafter up to 5000g add 65p Small Packets over 2000g cannot be sent by Surface mail			

Prices in this table are exempt from VAT and are effective from 30th April 2012.
*For specifications on what can be sent go to www.royalmail.com/surfacemail

International Signed For – provides you extra reassurance that your item has been delivered to its overseas destination.

The right choice for your business if you:

- want secure delivery of an item weighing 2000g or less, with tracking until the item leaves the UK and with a signature taken at the destination address
- would like compensation for loss or damage, with the option to get added cover of up to £500 for an additional fee
- need to send the item to almost anywhere in the world

For more information go to www.royalmail.com/internationalsignedfor

	Fee	Additional Compensation up to £500
International Signed for	£5.15	£2.60

Prices in this table are exempt from VAT and are effective from 30th April 2012.

Airsure® – is a fast and secure delivery service to 35 destinations* worldwide with confirmation of delivery.

The right choice for your business if you:

- want fast and secure delivery of an item weighing 2000g or less and want to receive priority handling
- would like compensation for loss or damage, with the option to get added cover up to £500 for an additional fee
- require visibility of your item via online tracking and online confirmation that your item has been delivered

*Go to our website to see a full list of destinations.

For more information go to www.royalmail.com/airsure

Airsure® – continued

Prices shown in the table below are for European Union (EU) destinations only.

Prices for Non-EU and Rest of the World destinations are calculated by adding £5.40 to your chosen Airmail price shown on pages 11-12 (Non-EU and Rest of the World prices are zero rated for VAT).

Letters (European Union)

Weight up to	Stamps*	Franking†/Account
10g	£7.04	£6.95
20g	£7.04	£6.95
40g	£7.54	£7.36
60g	£7.99	£7.75
80g	£8.29	£8.02
100g	£8.65	£8.35
150g	£9.52	£9.25
200g	£9.79	£9.50
250g	£10.07	£9.76
300g	£10.34	£10.01
Every 100g up to 2000g add	72p	65p

Prices in this table include VAT at 20% and are effective from 30th April 2012.

*Available in Post Office® branches only.

†Available on Smart meters only – not standard franking/meter machines.

Printed Papers and Small Packets (European Union)

Weight up to	Stamps*	Franking†/Account
10g	£9.24	£9.00
20g	£9.24	£9.00
40g	£9.24	£9.00
60g	£9.24	£9.00
80g	£9.24	£9.00
100g	£9.24	£9.00
150g	£9.52	£9.25
200g	£9.79	£9.50
250g	£10.07	£9.76
300g	£10.34	£10.01
Every 100g up to 2000g add	72p	65p

Prices in this table include VAT at 20% and are effective from 30th April 2012.

*Available in Post Office® branches only.

†Available on Smart meters only – not standard franking/meter machines.

Business Collections – have your mail collected to save you time.

The right choice for your business if you:

- need single or regular daily collections from your office to fit around your needs

FREE – if you apply for the service and spend more than £15,000 per year per site on Royal Mail services.

For more information go to www.royalmail.com/collections

Spend per annum on Royal Mail Services less than £15,000	
Type of regular collection	Price per annum
Weekday	£750
Weekday Timed	£1,700
Saturday	£230
Saturday Timed	£450
Additional Floor Fees*	£185
Collection on demand**	Price per collection
Single	£14

Prices in this table exclude VAT, which is charged at the standard rate and are effective from 2nd April 2012.
 *Additional fee for each floor, if the collection is not located on first floor of access.
 ** All collections times to be mutually agreed with the local collections manager.

Early Collect – enables you to collect your mail at an earlier time that suits you.

The right choice for your business if you:

- want to respond to your customers at the earliest opportunity
- need the convenience of picking up mail from your local delivery office before office hours, 6.00am until 8.30am, Monday to Saturday

For more information go to www.royalmail.com/earlycollect

Service	Price per annum
Early Collect	£2,900

Prices in this table exclude VAT, which is charged at the standard rate and are effective from 2nd April 2012.

Mail Collect – enables you to collect your mail from your delivery office at a time that suits your business

The right choice for your business if you:

- are concerned about the safety of your mail – for example, if you share premises
- need the convenience of picking up mail from your local delivery office, at any time from 8.30am until closing time

For more information go to www.royalmail.com/mailcollect

Service	Price per annum
Mail Collect	Free

Royal Mail Timed Delivery® – enables you to specify what time of day you want your mail delivered

The right choice for your business if you:

- need to process mail at a particular time of the day, such as early morning
- want to be totally confident of exactly when mail will be delivered
- are located within ten miles of a delivery office

For more information go to www.royalmail.com/timeddelivery

Service	Price per annum
Timed Delivery	£3,400

Prices in this table exclude VAT, which is charged at the standard rate and are effective from 2nd April 2012.

Selectapost – saves you time by delivering mail already sorted by up to 25 departments or categories.

The right choice for your business if you:

- need to have mail on desks in the quickest possible time
- need us to deliver your mail already sorted into as many as 25 categories that you specify, such as departments on your floors

To find out more go to www.royalmail.com/selectapost

Pre-sorted Delivery – saves you time by delivering mail already sorted to more than 25 departments or categories.

The right choice for your business if you:

- want us to sort your company's incoming mail before it's delivered, saving you time and freeing up space
- would like the choice of having your mail sorted to more than 25 departments or categories
- are looking for savings efficiency

If you would like a quote go to www.royalmail.com/psd

Early Extraction™ – enables you to access your mail at the earliest possible time in the morning.

The right choice for your business if you:

- want to access to your mail ahead of normal delivery time – and as early as you need
- would like the chance to process incoming mail sooner
- want the flexibility of a six days a week service

If you would like a quote go to www.royalmail.com/earlyextraction

PO Box® – provides you with a convenient, professional address.

The right choice for your business if you:

- need an easy-to-remember address
- need to separate certain items from your normal post, for example, responses to a competition
- need to project the right image with a discreet address on your packaging

To find out more go to www.royalmail.com/pobox

Service Type	Price
Basic Service	
6 months	£105
1 year	£185
Basic Service plus mail from a box delivered to a street address	
6 months	£125
1 year	£230
Basic Service plus mail transferred from a street address to a box	
6 months	£150
1 year	£275
Locked Box	
6 months	£160
1 year	£255

Prices in this table exclude VAT, which is charged at the standard rate and are effective from 30th April 2012.

Business Keepsafe™ – gives you peace of mind while you're away.

The right choice for your business if you:

- need to close your business for a holiday
- want us to hold your mail for up to two months while you're away from the office and then deliver it on a date which suits you

To find out more go to www.royalmail.com/keepsafe

Keepsafe Business	Price
4 working days at Christmas and Easter	Free
66 days at any time	£40

Prices in this table are exempt from VAT and are effective from 30th April 2012.

N.B. We require five days to process your Keepsafe application and set up the service.

Business Redirection – ensures you're still receiving mail when you move premises.

The right choice for your business if you:

- are moving premises but want to continue to receive mail sent to your former address. With a Redirection, your mail will follow you to your new address, even if the move is only temporary, both within the UK or abroad

To find out more go to www.royalmail.com/redirection

Redirection – Business	12 months	6 months	3 months	1 month
Within the UK	£205.00*	£110.00*	£60.00*	£35.00*
To EU Countries	£195.00**	£130.83**	£85.83**	£40.00**
To Non-EU & Rest of the World	£210.00***	£142.00***	£94.00***	£44.00***

*These prices are exempt from VAT and are effective from 30th April 2012.

**These prices exclude VAT, which is charged at the standard rate and are effective from 30th April 2012.

*** These prices are zero rated for VAT and are effective from 30th April 2012.

N.B. We require five days to process your Redirection application and set up the service. Fast track gives your application priority handling, reducing the set up time by a minimum of one day.

Diversion – ensures you continue to receive mail when part of your business relocates.

The right choice for your business if:

- 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

To find out more go to www.royalmail.com/diversion

Service	Price per annum
3 months	£400
6 months	£700
1 year	£1,300

Prices in this table exclude VAT, which is charged at the standard rate and are effective from 2nd April 2012.

Customer delivery

Local Collect[®] – gives your customers the choice to have their packages sent to their local Post Office[®] branch

The right choice for your business:

- want to offer your customers a greater choice of delivery options
- want to ensure a sale by providing extra convenience for your customers

To find out more go to www.royalmail.com/localcollect

Service	Price per item
Business	75p

The price in this table exclude VAT, which is charged at the standard rate and is effective from 2nd April 2012.

Admail – is our redirection service for direct response advertisers, enabling you to receive orders and enquiries at a different address from the one used in your promotional material or advertising.

Duration	Price
30 days	£149
60 days	£259
90 days	£336
180 days	£589
1 year	£886

Prices in this table exclude VAT, which is charged at the standard rate and are effective from 2nd April 2012.

Callers Service – allows you to pick up your mail from your local delivery office.

To find out more go to www.royalmail.com/callersservice

Service	Price
Callers Service	£1.20

The price in this table includes VAT at 20% and is effective from 2nd April 2012.

Posting Cheque administration charge – is the administration fee for processing posting cheques.

To find out more go to www.royalmail.com/postingcheque

Service	Price
Paper Posting Cheques	£10

The price in this table exclude VAT, which is charged at the standard rate and is effective from 2nd April 2012.

Private Posting Box – enables you to have a posting box on your site, providing a convenient way for your customers to post mail.

Service	Price per year
Private Posting Box – collection fee	£750

The price in this table exclude VAT, which is charged at the standard rate and is effective from 2nd April 2012.

Royal Mail administration fee for collection of HMRC charges – is applied when we process the import duty on items coming into the UK.

Service	Price per item
Royal Mail handling fee	£8

VAT is not applicable to this fee and the price is effective from 2nd April 2012.

Royal Mail Pouch Services – enables you to send mail between your branches overnight.

To find out more go to www.royalmail.com/pouchservices

Weight of pouch	Price of pouch	Number of sites	Prices per site
350-500g	£2.19	0-50	£123
501-1000g	£2.57	51-100	£89
1001-2000g	£4.14	101-500	£63
2001-5000g	£8.13	501-1000	£25
5001-10000g	£14.07	1001-1500*	£20

Prices in this table exclude VAT, which is charged at the standard rate and are effective from 2nd April 2012.

*The maximum number of sites for Royal Mail Pouch services is 1500.

Rural Newspaper Delivery – is a newspaper distribution service on behalf of newspaper distribution companies, newsagents and other outlets to customers located in remote areas.

Service	Price
Rural Newspaper Delivery	£1.55

The price in this table exclude VAT, which is charged at the standard rate and is effective from 2nd April 2012.

Safebox – is an easy-to-use, all-in-one secure package for anyone wishing to send specimens.

To find out more go to www.royalmail.com/safebox

Service	Price
48 1st Class cartons	£252
12 1st Class cartons	£66
48 Special Delivery cartons	£445
12 Special Delivery cartons	£115

Prices in this table exclude VAT, which is charged at the standard rate and are effective from 2nd April 2012.



Royal Mail