



Business Price guide

Parcels and Letters, Parcels Portfolio,
International Services, Franking, Response Services,
Outbound Mail, Inbound Mail and Additional Services

March 2015



Helping your business thrive and prosper

Royal Mail is the UK's designated Universal Postal Service Provider, supporting customers, businesses and communities across the country. We are the only company that has the capability to deliver a 'one-price-goes-anywhere', six-days-a-week service on a range of letters and parcels to more than 29 million addresses across the UK.

Online Price Calculator

Use our online price calculator to find the best options for your mailing. There's also a downloadable excel version.

www.royalmailtechnical.com/parcelpricecalculator

For other prices such as stamps, franking, parcels and international please visit:

www.royalmail.com/prices2015

Although correct at the time this price guide was produced (March 2015), postal prices, fees and other conditions are subject to revision from time to time and services may need to be added or withdrawn.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

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Franking Services

Royal Mail Franking

Franking offers businesses of any size the power to create professional mailings with a personal touch, without leaving your office.

Benefits of Franking:

- Reduce your business costs and send more for less with franking
- Easy access to Standard and Guaranteed Royal Mail products and services
- Send Letters, Catalogues and Parcels within the UK and to International destinations

Royal Mail Mailmark® franking

Mailmark franking machines not only offers you an exceptionally professional finish to your mail but also simple automatic price updates.

Benefits of Mailmark franking:

- The best prices for Royal Mail franking products and services
- Easy selection of Royal Mail domestic and International products and services,
- New products such as the Pre-Pay reply service, exclusive to Mailmark franking

Remember, you can go even further by adding personalised marketing messages beside the Mailmark franking mark.

Royal Mail products available with Franking

If you need to send a Letter with full tracking, a small parcel with signature on delivery or a Letter to arrive with your customer the next day, franking will meet your business needs.

Here are just a few of the Royal Mail products and services you have access to with your franking or Mailmark franking machine:

UK

1st Class and 2nd Class

Great for sending letters, catalogues and other business communications to your customers.

Royal Mail Signed For®

When your business needs to know an item such as an invoice has been delivered.

Royal Mail Special Delivery® Guaranteed

- For sending contracts and other confidential or valuable documents
- When an item has to be there next day, guaranteed

International

Communicating with customers overseas?

Why not use your franking machine to select from our International tracking or signature services or International standard products?

These offer you the perfect choice, if you:

- need confirmation that your customers have received the mail,
- if you are sending confidential and important documents or,
- if you want reliable delivery of invoices, contracts and other business communications.

Want to know more about franking please visit www.royalmail.com/franking

UK Parcels Portfolio

Parcels Portfolio

We offer a great range of parcel delivery services to ensure you can meet all your parcel sending needs, be that sending orders to your customer or samples to your suppliers. We have services that can deliver essential items, Guaranteed services for important or valuable items same day or next day. Our Tracked services offer added peace of mind with optional email and SMS notification and signature on delivery.

We also have a range of Returns services to help you manage customer returns. Free and easy returns mean more repeat business and your customers will appreciate how easy it is to return goods with free proof of posting. With Tracked Returns both you and your customers will have better visibility of return items, while Royal Mail Special Delivery Guaranteed Returns guarantees to return your items by 1pm the next working day.

We can collect mail from your premises and if you spend over £15,000 per annum you will qualify for a free Weekday collection.

Customer Convenience

We have recently introduced Local Collect, our 'Click & Collect' option. Local Collect gives your customers a choice of convenient collection at over 10,500 Post Office® branches with many offering extended opening hours in the evening and on weekends, including Sundays.

International Services

As a market leader we have a range of international services to meet your needs covering letters (e.g. office mail, direct mail, catalogues and magazines) to parcels with a choice of tracking, signature and untracked options.

Our services are divided into those for On Account and Franking customers and a Business Portfolio for those sending higher volumes of letters and parcels*

Our tracking and signature services for both On Account/Franking and Business portfolio are:

International Tracked & Signed

A combination service offering full end-to-end tracking, signature on delivery and an online delivery confirmation. From 30th March the number of countries offering this service will be increased. Please see the terms and conditions changes booklet for further information.

International Tracked

Ideal for sending important or valuable goods, offering tracking at five points after despatch as well as an online confirmation of delivery. From 30th March the number of countries offering this service will be increased. Please see the terms and conditions booklet for further information.

International Signed

Your item will be tracked until it leaves the UK and only handed over at its final destination once we have a signature from the recipient.

Untracked Services

For On Account and Franking users there are the Standard and Economy options whilst for our Business portfolio customers there are the Mail and Parcel services offering a choice of delivery speeds and sortation options to get the best value for money.

For further information of our international services offering On Account/Franking please visit www.royalmail.com/international

For the Business portfolio please visit www.royalmail.com/internationalbusinessservices

*Access to our business portfolio requires a minimum annual spend of £5,000 per annum unless your business sends 1,000 items per year across any combination of these services (Royal Mail Tracked®, International Business Tracked, International Business Signed and International Business Tracked & Signed) when you can qualify for these contract services.

Your payment options

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

For users of Mailmark franking technology, the most up to date and best value franking tariff is always in your Mailmark machine. To find out more visit www.royalmail.com/mailmark

Click & Drop

We've launched Click & Drop; a new online postage and label printing service, making it easier for you to buy and print UK postage from the comfort of your home or office. If you're sending a one-off delivery, you can buy postage online without having to register. Alternatively, if you're a regular eBay seller, you can register with Click & Drop, connect your eBay channel and pull through your order details directly. Pay with your PayPal account, debit or credit card and drop your item off at a post box or at one of 11,500 Post Office® branches*. You can find out more about Click & Drop by visiting www.parcel.royalmail.com

*Posting options are dependent on whether you need proof of postage, the size of your item and the service you have selected.

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 Drop and Go 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 Guaranteed® stationery and international packaging. For more information or to place an order please go to www.royalmail.com/shop or call us on **03457 782 677**.

Stamps

You'll find a range of stamps 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**.

Online Business Account

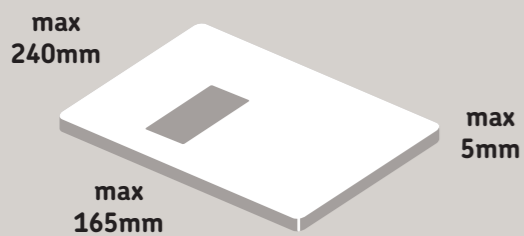
The best way to access services in this price guide is via a Royal Mail Online Business Account, which is our online ordering and invoicing system. It allows you to order mail services and manage your Royal Mail invoices quickly and simply in one place. For more information go to: www.royalmail.com/oba

Know your formats

Prices for 1st Class & 2nd Class mail are the same no matter where you're sending mail to in the UK. The amount you pay depends simply on the size and weight of the item you're sending.

Here are the formats we use to work out the postage. Each format has its own size and weight limits. The illustrations below will help you work out which format your item is.

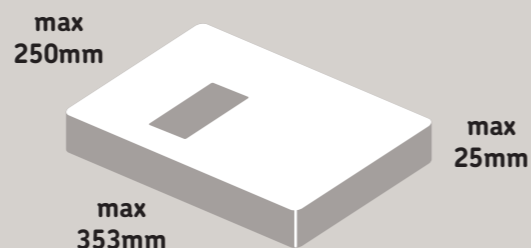
Letter Up to 100g



For example:

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

Large Letter Up to 750g

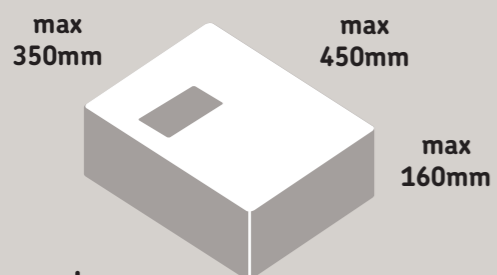


For example:

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

*Not applicable for Business Mail Large Letters.

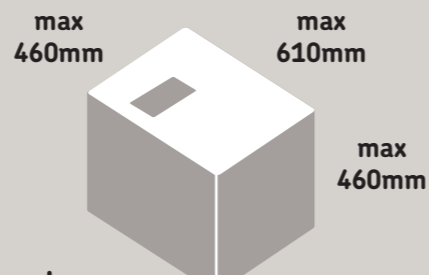
Small Parcel Up to 2kg



For example:

- Most books
- Most items of clothing
- Most toys and gifts
- Most footwear

Medium Parcel Up to 20kg



For example:

- Most household appliances
- Larger footwear
- Larger items of clothing

Want to know more?

Exceptions apply

Machine-readable Large Letter; maximum dimensions are 345mm x 245mm x 10mm.

Roll or cylinder shaped parcels larger than these sizes can be posted as Medium Parcels up to and including 90cm in length and up to and including 104cm (length plus twice the diameter)

For more information about how to present your mail, please visit: www.royalmail.com/size

Sending parcels and letters in the UK

On Account (OBA code BPL)

1st Class – is a fast and efficient next-day delivery service.

The right choice for your business if you:

- need reliable, good-value, next-day delivery including Saturdays
- want the simplicity and convenience of a proven mail service
- want to benefit from the same price anywhere in the UK.

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.

These services do not offer any discounts for volume or presentation and are VAT exempt. You can find the terms and conditions for these services in the Royal Mail United Kingdom Post Scheme.

1st and 2nd Class can be paid for using stamps, franking, online postage, Click & Drop or on account.

Account prices are shown below.

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

Account

| Format | Weight up to and including | 1st Class Account | 2nd Class Account |
|---------------|----------------------------|-------------------|-------------------|
| Letter | 100g | 51p | 36p |
| Large Letter | 100g | 78p | 63p |
| | 250g | £1.09 | 88p |
| | 500g | £1.43 | £1.17 |
| | 750g | £2.02 | £1.65 |
| Small Parcel | 1kg | £3.00 | £2.50 |
| | 2kg | £5.15 | £2.50 |
| Medium Parcel | 1kg | £4.80 | £4.40 |
| | 2kg | £7.50 | £4.40 |
| | 5kg | £15.85 | £13.75 |
| | 10kg | £21.90 | £20.25 |
| | 20kg | £33.40 | £28.55 |

Prices in this table are exempt from VAT.

Sending parcels and letters in the UK

Stamps

1st Class – is a quick, efficient delivery service for non-valuable items. We're committed to making your parcels and letters reach their destination the next working day, including Saturdays.

Key features:

- prices start at 63p for mail up to 100g
- great value option to get your post delivered safely and on time
- for parcels up to 20kg in weight. Parcel prices start from £3.30
- includes compensation cover up to £20.

2nd Class – is a great value delivery service for non-valuable items.

Key features:

- prices start at 54p for mail up to 100g
- great value option to get your post delivered safely and on time
- aims to deliver the third working day after posting including Saturdays
- for parcels up to 20kg in weight. Parcel prices start from £2.80
- includes compensation cover up to £20.

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

Stamps

| Format | Weight up to and including | 1st Class | | 2nd Class | |
|---------------|----------------------------|--------------|--------------|--------------|--------------|
| | | Stamp/Online | Stamp/Online | Stamp/Online | Stamp/Online |
| Letter | 100g | 63p | 54p | | |
| Large Letter | 100g | 95p | 74p | | |
| | 250g | £1.26 | £1.19 | | |
| | 500g | £1.68 | £1.51 | | |
| | 750g | £2.42 | £2.05 | | |
| Small Parcel | 1kg | £3.30 | £2.80 | | |
| | 2kg | £5.45 | £2.80 | | |
| Medium Parcel | 1kg | £5.65 | £4.89 | | |
| | 2kg | £8.90 | £4.89 | | |
| | 5kg | £15.85 | £13.75 | | |
| | 10kg | £21.90 | £20.25 | | |
| | 20kg | £33.40 | £28.55 | | |

Prices in this table are exempt from VAT.

Sending parcels and letters in the UK

Franking

1st Class – When you need quick and efficient next day delivery.

Key features:

- perfect if you need reliable next day delivery of your business mail
- Send a parcel up to 20kg in weight. Parcel prices start from £3.00
- Communicate with your customers anywhere in the UK for the same price

2nd Class – Gives your business great value for money.

Key features:

- aims to deliver in two to three working days
- send a parcel up to 20kg in weight. Parcel prices start from £2.50
- perfect for non urgent delivery of your business mail.

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

Franking and Mailmark Franking

| Format | Weight up to and including | 1st Class | | 2nd Class | |
|---------------|----------------------------|-------------------|-------------------|-----------|----------|
| | | Mailmark Franking | Mailmark Franking | Franking | Franking |
| Letter | 100g | 51p | 36p | 52p | 39p |
| Large Letter | 100g | 78p | 63p | 81p | 65p |
| | 250g | £1.09 | 88p | £1.12 | 91p |
| | 500g | £1.43 | £1.17 | £1.46 | £1.20 |
| | 750g | £2.02 | £1.65 | £2.05 | £1.68 |
| Small Parcel | 1kg | £3.00 | £2.50 | £3.00 | £2.50 |
| | 2kg | £5.15 | £2.50 | £5.15 | £2.50 |
| Medium Parcel | 1kg | £4.80 | £4.40 | £4.80 | £4.40 |
| | 2kg | £7.50 | £4.40 | £7.50 | £4.40 |
| | 5kg | £15.85 | £13.75 | £15.85 | £13.75 |
| | 10kg | £21.90 | £20.25 | £21.90 | £20.25 |
| | 20kg | £33.40 | £28.55 | £33.40 | £28.55 |

Prices in this table are exempt from VAT.

For Business Mail Advanced (BMA) posted via a franking machine, 1st Class mail items should show 63p on their envelopes, 2nd Class mail items 45p. These control prices are before discount has been awarded and qualify for VAT. Discounted prices, also available on account, are shown in the Business price guide 2015. The prices which will be charged for BMA items posted via a franking machine which are not successfully read will be 52.5p (exc VAT) for 1st Class, and 37.5p (exc VAT) for 2nd Class.

For users of Mailmark franking technology, the most up to date and best value franking tariff is always in your Mailmark machine. To find out more please contact your franking machine provider or visit www.royalmail.com/franking

Sending parcels and letters in the UK

Pre-Paid envelopes

| Pre-Paid Envelopes per 100 items | | |
|----------------------------------|----------------------------|---------|
| Delivery Service | Weight up to and including | Price |
| DL size – (110mm x 220mm) | | |
| 1st Class up to 100g | 100 | £72.00 |
| 1st Class up to 100g | 100 windows | £72.50 |
| 2nd Class up to 100g | 100 | £63.00 |
| 2nd Class up to 100g | 100 windows | £63.50 |
| C5 size – (162mm x 229mm) | | |
| 1st Class up to 100g | 100 | £73.50 |
| 2nd Class up to 100g | 100 | £64.50 |
| C4 size – (228mm x 320mm) | | |
| 1st Class up to 100g | 100 | £101.00 |
| 2nd Class up to 100g | 100 | £83.00 |

Prices in this table are exempt from VAT.

Parcels Portfolio

Royal Mail Sameday® – is ideal for customers “who need it now” – available almost anywhere in the UK, seven days a week, day or night. Choose from the following options:

On Demand – is for ad hoc, urgent deliveries. Make it part of your retail offer to stand out from your competitors.

Scheduled – is just the ticket for regular, daily deliveries and perfect for businesses with multiple sites or networks of clients or suppliers.

Evening Deliveries – offers the ultimate in convenience with evening deliveries up until 10pm.

We offer:

- 98% of collections within the hour
- online, real-time satellite tracking
- email delivery confirmation
- compensation up to £20,000.

To find out more, get a quote or make a booking, call **03300 885 522** or go to **www.royalmail.com/sameday**

Royal Mail Special Delivery Guaranteed® – is our guaranteed* delivery service either by 9am** or by 1pm the next working day (including Saturday for an additional fee).

The right choice for your business if you need:

- a choice of by 1pm or by 9am* delivery time
- money back guarantee* if your item doesn't arrive on time
- end to end tracking and signature on delivery
- compensation cover included up to £500 for (by 1pm service) and up to £50 (by 9am service)
- additional compensation which can be purchased up to £2,500 at the time of posting, ideal for sending urgent or valuable items such as money or jewellery
- guaranteed Saturday delivery (this is available for an additional fee)
- increased compensation for loss or damage. For items where the damage, delay or loss of an item can lead to greater loss than the actual item itself, Consequential Loss cover is available up to £10,000.

*On time delivery or your money back. Conditions apply: www.royalmail.com/specialdelivery

**We guarantee delivery by 9am to more than 98% of all UK addresses depending on the service selected. By 9am delivery is subject to recipient availability. Conditions apply: www.royalmail.com/specialdelivery

To find out more go to: www.royalmail.com/specialdelivery

Parcels Portfolio

Royal Mail Special Delivery Guaranteed by 1pm®*

| Weight up to and including | Stamps/Online postage | | | Franking/Mailmark Franking | | |
|----------------------------|---------------------------------|--------------|--------------|---------------------------------|--------------|--------------|
| | Up to £500 | Up to £1,000 | Up to £2,500 | Up to £500 | Up to £1,000 | Up to £2,500 |
| | Compensation for loss or damage | | | Compensation for loss or damage | | |
| 100g | £6.45 | £7.45 | £9.45 | £6.20 | £7.20 | £9.20 |
| 500g | £7.25 | £8.25 | £10.25 | £6.85 | £7.85 | £9.85 |
| 1kg | £8.55 | £9.55 | £11.55 | £8.10 | £9.10 | £11.10 |
| 2kg | £11.00 | £12.00 | £14.00 | £10.40 | £11.40 | £13.40 |
| 10kg | £26.60 | £27.60 | £29.60 | £26.60 | £27.60 | £29.60 |
| 20kg | £41.20 | £42.20 | £44.20 | N/A | N/A | N/A |

Prices in this table are exempt from VAT.

*On time delivery or your money back. Conditions apply: www.royalmail.com/specialdelivery

Royal Mail Special Delivery Guaranteed by 1pm®* – On Account

| Weight up to and including | Royal Mail Special Delivery Guaranteed by 1pm® | | |
|----------------------------|--|--------------|--------------|
| | Up to £500 | Up to £1,000 | Up to £2,500 |
| | Compensation for loss or damage | | |
| 100g | £5.65 | £6.65 | £8.65 |
| 500g | £6.00 | £7.00 | £9.00 |
| 1kg | £7.10 | £8.10 | £10.10 |
| 2kg | £8.90 | £9.90 | £11.90 |
| 10kg | £23.35 | £24.35 | £26.35 |

Prices in this table exclude VAT, which is charged at the standard rate, add-ons, additional fees and surcharges where applicable. These prices may be reviewed for individual customers to take into account average item size, collection location and destination distribution.

*On time delivery or your money back. Conditions apply: www.royalmail.com/specialdelivery

Parcels Portfolio

Royal Mail Special Delivery Guaranteed by 1pm® with Saturday Guarantee*

| Weight up to and including | Stamps** | | | Franking/Mailmark Franking† | | |
|----------------------------|---------------------------------|--------------|--------------|---------------------------------|--------------|--------------|
| | Up to £500 | Up to £1,000 | Up to £2,500 | Up to £500 | Up to £1,000 | Up to £2,500 |
| | Compensation for loss or damage | | | Compensation for loss or damage | | |
| 100g | £10.74 | £11.94 | £14.34 | £10.44 | £11.64 | £14.04 |
| 500g | £11.70 | £12.90 | £15.30 | £11.22 | £12.42 | £14.82 |
| 1kg | £13.26 | £14.46 | £16.86 | £12.72 | £13.92 | £16.32 |
| 2kg | £16.20 | £17.40 | £19.80 | £15.48 | £16.68 | £19.08 |
| 10kg | £34.92 | £36.12 | £38.52 | £34.92 | £36.12 | £38.52 |
| 20kg | £52.44 | £53.64 | £56.04 | N/A | N/A | N/A |

Prices in this table include VAT at 20%.

*On time delivery or your money back. Conditions apply: www.royalmail.com/specialdelivery

**Available in Post Office® branches only.

†Available on Smart or Mailmark franking machines – not standard franking machines.

Special Delivery Guaranteed by 1pm® 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.

To find out more go to: www.royalmail.com/specialdelivery for more information.

Royal Mail Special Delivery Guaranteed by 9am®*

| Weight up to and including | Stamps/Online** | | | Franking/Mailmark Franking† | | |
|----------------------------|---------------------------------|--------------|--------------|---------------------------------|--------------|--------------|
| | Up to £50 | Up to £1,000 | Up to £2,500 | Up to £50 | Up to £1,000 | Up to £2,500 |
| | Compensation for loss or damage | | | Compensation for loss or damage | | |
| 100g | £18.36 | £20.56 | £24.06 | £17.10 | £19.30 | £22.80 |
| 500g | £20.76 | £22.96 | £26.46 | £19.26 | £21.46 | £24.96 |
| 1kg | £22.50 | £24.70 | £28.20 | £20.88 | £23.08 | £26.58 |
| 2kg | £26.94 | £29.14 | £32.64 | £25.02 | £27.22 | £30.72 |

Prices in this table include VAT at 20%.

*On time delivery or your money back. Conditions apply: www.royalmail.com/specialdelivery

**Available in Post Office® branches only.

†Available on Smart or Mailmark franking machines – not standard franking machines.

Parcels Portfolio

Royal Mail Special Delivery Guaranteed by 9am® – On Account

| Royal Mail Special Delivery Guaranteed by 9am® | | | |
|--|---------------------------------|--------------|--------------|
| Weight up to and including | Compensation for loss or damage | | |
| | Up to £50 | Up to £1,000 | Up to £2,500 |
| 100g | £12.92 | £14.75 | £17.67 |
| 500g | £14.29 | £16.12 | £19.04 |
| 1kg | £15.50 | £17.33 | £20.25 |
| 2kg | £18.88 | £20.71 | £23.63 |

Prices in this table exclude VAT, which is charged at the standard rate, add-ons, additional fees and surcharges where applicable. These prices may be reviewed for individual customers to take into account average item size, collection location and destination distribution.

Royal Mail Special Delivery Guaranteed by 9am® with Saturday Guarantee*

| Weight up to and including | Stamps** | | | Franking/Mailmark 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 | £21.36 | £23.56 | £27.06 | £20.10 | £22.30 | £25.80 |
| 500g | £23.76 | £25.96 | £29.46 | £22.26 | £24.46 | £27.96 |
| 1kg | £25.50 | £27.70 | £31.20 | £23.88 | £26.08 | £29.58 |
| 2kg | £29.94 | £32.14 | £35.64 | £28.02 | £30.22 | £33.72 |

Prices in this table include VAT at 20%.

*On time delivery or your money back – restrictions apply.

**Available in Post Office® branches only.

†Available on Smart or Mailmark franking machines – not standard franking machines..

Parcels Portfolio

Royal Mail Special Delivery Guaranteed by 9am® 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.

To find out more go to: www.royalmail.com/specialdelivery for more information.

Royal Mail Special Delivery Guaranteed by 9am® Pre-Paid Envelopes

| Size | Price |
|-----------------------------------|---------|
| 5 x C4 9am envelopes (up to 500g) | £103.80 |

The price in this table includes VAT at 20%.

Royal Mail Special Delivery Guaranteed by 1pm® Pre-Paid Envelopes

| Size | Price |
|--|--------|
| 5 x C5 Special Delivery Guaranteed by 1pm envelopes (up to 500g) | £36.25 |
| 5 x C4 Special Delivery Guaranteed by 1pm envelopes (up to 500g) | £36.25 |
| 5 x C3 Special Delivery Guaranteed by 1pm envelopes (up to 1kg) | £42.75 |
| 5 x Special Delivery Guaranteed by 1pm light goods packs (up to 2kg) | £55.00 |

Prices in this table are exempt from VAT.

Royal Mail Tracked 24® and Royal Mail Tracked 48® – means you know where your goods are, from despatch to their safe arrival into your customers' hands.

The right choice for your business if you:

- want more control for you and your customers
- want a choice of delivery speed – Royal Mail Tracked 24®* or Royal Mail Tracked 48®*
- require a signature or SMS/email delivery option
- would benefit from management information reports
- would like to know where your goods are from despatch to arrival.

*For Royal Mail Tracked 24® we aim to deliver the next working day and for Royal Mail Tracked 48® we aim to deliver the majority of your items within 2 working days.

To find out more or get a quote go to www.royalmail.com/tracked

Parcels Portfolio

Royal Mail 24[®] and Royal Mail 48[®] – an account service for those who send more than 1,000 Parcels and/or Large Letters per site per annum.

The right choice for your business if you:

- want a choice of delivery speed – Royal Mail 24[®] or Royal Mail 48[®]*
- want to earn savings for the volume of items you send.

*For Royal Mail 24[®] we aim to deliver the next working day and for Royal Mail 48[®] we aim to deliver the majority of your items within 2 working days.

Large Letter

| | | Royal Mail 24 [®] | Royal Mail 48 [®] |
|--------------|----------------------------|----------------------------|----------------------------|
| Format | Weight up to and including | Price | Price |
| Large Letter | 100g | 76p | 61p |
| | 250g | £1.06 | 85p |
| | 500g | £1.28 | £1.04 |
| | 750g | £1.68 | £1.37 |

Prices in this table exclude VAT, which is charged at the standard rate, add-ons, additional fees and surcharges where applicable. These prices may be reviewed for individual customers to take into account average item size, collection location and destination distribution.

Parcel

| | | Royal Mail 24 [®] | Royal Mail 48 [®] |
|--------|----------------------------|----------------------------|----------------------------|
| Format | Weight up to and including | Price | Price |
| Parcel | 1kg | £2.58 | £2.02 |
| | 1.25kg | £2.79 | £2.29 |
| | 1.5kg | £3.05 | £2.50 |
| | 1.75kg | £3.31 | £2.50 |
| | 2kg | £3.57 | £2.50 |

Prices in this table exclude VAT, which is charged at the standard rate, add-ons, additional fees and surcharges where applicable. These prices may be reviewed for individual customers to take into account average item size, collection location and destination distribution.

To see parcel prices above 2kg for Royal Mail 24[®] go to www.royalmail.com/business-parcel-prices

Royal Mail 24[®] items have a maximum weight limit of 20kg.

Royal Mail 48[®] items have a maximum weight limit of 2kg.

To see prices for weights above those quoted please go to www.royalmail.com/business-parcel-prices

Parcels Portfolio

Royal Mail 24[®] and Royal Mail 48[®] with sorting options – an account service offering discounts if you post over 250 items per day and are willing to sort your items in line with our instructions.

If you are willing to sort your Large Letters:

| | | Royal Mail 24 [®] | Royal Mail 48 [®] |
|--------------|----------|----------------------------|----------------------------|
| Format | Weight | Price | Price |
| Large Letter | 0–100g | 72p | 58p |
| | 101–250g | £1.01 | 81p |
| | 251–500g | £1.22 | 99p |
| | 501–750g | £1.60 | £1.30 |

Prices in this table exclude VAT, which is charged at the standard rate, add-ons, additional fees and surcharges where applicable. These prices may be reviewed for individual customers to take into account average item size, collection location and destination distribution.

If you are willing to sort your parcels:

| | | Royal Mail 24 [®] | Royal Mail 48 [®] |
|--------|------------|----------------------------|----------------------------|
| Format | Weight | Price | Price |
| Parcel | 0–1000g | £2.50 | £1.96 |
| | 1001–1250g | £2.71 | £2.22 |
| | 1251–1500g | £2.96 | £2.43 |
| | 1501–1750g | £3.21 | £2.43 |
| | 1751–2000g | £3.46 | £2.43 |

Prices in this table exclude VAT, which is charged at the standard rate, add-ons, additional fees and surcharges where applicable. These prices may be reviewed for individual customers to take into account average item size, collection location and destination distribution.

Royal Mail 24[®] items have a maximum weight limit of 20kg.

Royal Mail 48[®] items have a maximum weight limit of 2kg.

To see prices for weights above those quoted please go to www.royalmail.com/business-parcel-prices

Parcels Portfolio

1st and 2nd Class Account Mail (Parcels) – service for infrequent senders.

The right choice for your business if you:

- do not frequently send parcels (less than 1,000 per site per annum)
- require a UK wide delivery service
- want a choice of delivery service – 1st Class and 2nd Class.

To find out more go to www.royalmail.com/business-parcel-prices

1st and 2nd Class Account Mail

| Format | Weight up to and including | 1st Class | | 2nd Class | |
|--------|----------------------------|-----------|-------|-----------|-------|
| | | Price | Price | Price | Price |
| Parcel | 1kg | £3.00 | £2.55 | | |
| | 2kg | £5.20 | N/A | | |
| | 5kg | £15.85 | N/A | | |
| | 10kg | £21.90 | N/A | | |
| | 20kg | £33.40 | N/A | | |

Prices in this table exclude VAT, which is charged at the standard rate, add-ons, additional fees and surcharges where applicable. These prices may be reviewed for individual customers to take into account average item size, collection location and destination distribution.

Please note items heavier than 1000g cannot be sent 2nd Class.

Parcels Portfolio

Royal Mail Signed For® – provides you extra reassurance that your item has been delivered.

The right choice for your business if you:

- would like proof of delivery and signature from recipient
- would like to check if your item has arrived wherever you are on your mobile
- would like compensation cover up to £50.

Royal Mail Signed For®

| Format | Weight up to and including | 1st Class | | 2nd Class | | | |
|---------------|----------------------------|----------------|----------|----------------------------|----------------|----------|----------------------------|
| | | Stamps/ Online | Franking | Mailmark Franking/ Account | Stamps/ Online | Franking | Mailmark Franking/ Account |
| Letter | 100g | £1.73 | £1.62 | £1.61 | £1.64 | £1.49 | £1.46 |
| Large Letter | 100g | £2.05 | £1.91 | £1.88 | £1.84 | £1.75 | £1.73 |
| | 250g | £2.36 | £2.22 | £2.19 | £2.29 | £2.01 | £1.98 |
| | 500g | £2.78 | £2.56 | £2.53 | £2.61 | £2.30 | £2.27 |
| | 750g | £3.52 | £3.15 | £3.12 | £3.15 | £2.78 | £2.75 |
| Small Parcel | 1kg | £4.40 | £4.10 | £4.10 | £3.90 | £3.60 | £3.60 |
| | 2kg | £6.55 | £6.25 | £6.25 | £3.90 | £3.60 | £3.60 |
| Medium Parcel | 1kg | £6.75 | £5.90 | £5.90 | £5.99 | £5.50 | £5.50 |
| | 2kg | £10.00 | £8.60 | £8.60 | £5.99 | £5.50 | £5.50 |
| | 5kg | £16.95 | £16.95 | £16.95 | £14.85 | £14.85 | £14.85 |
| | 10kg | £23.00 | £23.00 | £23.00 | £21.35 | £21.35 | £21.35 |
| | 20kg | £34.50 | £34.50 | £34.50 | £29.65 | £29.65 | £29.65 |

Prices in this table are exempt from VAT.

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

Parcels Portfolio

Royal Mail Special Delivery Guaranteed Returns® – is the safest way to encourage your customers to respond.

The right choice for your business if you:

- need a service that allows your customers to return valuable or urgent items to you and at no extra cost to them
- want the security and speed of Royal Mail Special Delivery Guaranteed by 1pm®
- need the flexibility to have items of all sizes and weights returned to you
- want to be able to track the progress of the item online.

To find out more go to www.royalmail.com/special-delivery-guaranteed-returns

Royal Mail Tracked Returns® – provide your customers with free returns, and build better relationships.

The right choice for your business if you:

- receive more than 1,000 items per year from customers, sent to a single address within the UK
- want to increase customer satisfaction
- need to improve budgeting
- need the flexibility of choosing a 24* or 48* service.

*For Royal Mail Tracked Returns® 24 we aim to deliver the next working day and for Royal Mail Tracked Returns® 48 we aim to deliver the majority of your items within 2 working days.

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

Parcels Portfolio

Parcelforce Worldwide – non account tariff

i For parcels over 2kg and/or larger than a Medium Parcel size (shown on page 4) – please contact Parcelforce Worldwide, who offer a range of cost effective delivery options. Maximum size limit applies. Visit www.parcelforce.com or call **03448 00 44 66**.

A range of Guaranteed* UK express timed services.

| Weight up to and including | express48 | express24 | expresssunday | expressAM | express10 | express9 |
|-------------------------------|-----------|-----------|---------------|-----------|-----------|----------|
| 2kg | £11.99 | £16.49 | £25.49 | £19.49 | £29.48 | £39.48 |
| 5kg | £12.98 | £17.48 | £26.48 | £20.48 | £30.48 | £40.48 |
| 10kg | £16.40 | £20.90 | £29.90 | £23.90 | £33.90 | £43.90 |
| 15kg | £23.14 | £27.64 | £36.64 | £30.64 | £40.63 | £50.63 |
| 20kg | £28.51 | £33.01 | £42.01 | £36.01 | £46.01 | £56.00 |
| 25kg | £39.64 | £44.14 | £53.14 | £47.14 | £57.13 | £67.13 |
| 30kg | £43.78 | £48.28 | £57.28 | £51.28 | £61.27 | £71.27 |
| Inclusive compensation | £100 | £100 | £100 | £200 | £200 | £200 |

Prices in this table include VAT at 20%.

*Guarantee definition: A refund of the whole or a proportionate part of the consignment charges in the event of late delivery in line with our UK or International Conditions of Carriage for Retail Services. Delivery time begins from date of collection. If you send more than 2 parcels a week in the UK, or more than a couple of parcels a month overseas, you could be better off with a Parcelforce Worldwide Account. See parcelforce.com/businessaccount for more details.

Surcharges – may apply to any of our parcels services. Our surcharges are changing, please visit www.royalmail.com/surcharges for the latest information.

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

The right choice for your business if you:

- 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 |
|--|----------------|
| Tracked Services: Royal Mail Tracked 24, Royal Mail Tracked 48 and Special Delivery Guaranteed | FREE |
| Un-Tracked Services | 50p |

The price in this table excludes VAT, which is charged at the standard rate.

International Services – On Account/Franking

International Tracked & Signed – provides full end to end tracking, a signature on delivery and online delivery confirmation.

The right choice for your business if you:

- want full tracking in the UK and overseas
- need a signature taken on delivery with online delivery confirmation
- would like compensation included for loss or damage, with the option of compensation up to £250.

Letters

| Weight up to and including | Europe | | World Zones 1 & 2 | |
|----------------------------|---------------|------------------------------------|-------------------|------------------------------------|
| | Stamps/Online | Franking/Mailmark Franking/Account | Stamps/Online | Franking/Mailmark Franking/Account |
| 10g | £6.00 | £5.90 | £6.00 | £5.90 |
| 20g | £6.00 | £5.90 | £6.33 | £6.20 |
| 100g | £6.52 | £6.37 | £7.25 | £7.03 |

Large Letters

| Weight up to and including | Europe | | World Zone 1 | | World Zone 2 | |
|----------------------------|---------------|------------------------------------|---------------|------------------------------------|---------------|------------------------------------|
| | Stamps/Online | Franking/Mailmark Franking/Account | Stamps/Online | Franking/Mailmark Franking/Account | Stamps/Online | Franking/Mailmark Franking/Account |
| 100g | £8.10 | £7.60 | £8.70 | £8.15 | £8.90 | £8.32 |
| 250g | £8.60 | £8.06 | £9.65 | £9.03 | £9.95 | £9.30 |
| 500g | £10.05 | £9.39 | £12.35 | £11.53 | £12.80 | £11.92 |
| 750g | £11.00 | £10.24 | £14.45 | £13.43 | £15.30 | £14.22 |

Large Letters up to 750g, dimensions no greater than 353mm x 250mm x 25mm.

Small Parcels and Printed Papers

| Weight up to and including | Europe | | World Zone 1 | | World Zone 2 | |
|--|---------------|------------------------------------|---------------|------------------------------------|---------------|------------------------------------|
| | Stamps/Online | Franking/Mailmark Franking/Account | Stamps/Online | Franking/Mailmark Franking/Account | Stamps/Online | Franking/Mailmark Franking/Account |
| 100g | £8.20 | £7.70 | £8.80 | £8.25 | £9.00 | £8.42 |
| 250g | £8.70 | £8.16 | £9.75 | £9.13 | £10.05 | £9.40 |
| 500g | £10.15 | £9.49 | £12.45 | £11.63 | £12.90 | £12.02 |
| 750g | £11.10 | £10.34 | £14.55 | £13.53 | £15.40 | £14.32 |
| 1kg | £12.51 | £11.65 | £17.20 | £15.98 | £18.15 | £16.86 |
| 1.25kg | £13.86 | £12.89 | £18.90 | £17.56 | £20.05 | £18.62 |
| 1.5kg | £15.21 | £14.14 | £20.60 | £19.13 | £21.95 | £20.38 |
| 1.75kg | £15.81 | £14.64 | £21.55 | £19.95 | £23.10 | £21.38 |
| 2kg | £16.96 | £15.71 | £23.25 | £21.52 | £25.00 | £23.14 |
| Printed Papers* only | | | | | | |
| Each additional 250g or part thereof up to 5kg add | £1.15 | £1.07 | £1.70 | £1.57 | £1.90 | £1.76 |

Prices are exempt from VAT. Includes compensation up to £50. For compensation of up to £250 add £2.50 to the prices in this table.

*Only books up to 5kg can be sent to the Republic of Ireland. Maximum weight for printed papers is 2kg to Canada and Cambodia.

For specifications and further information regarding what can be sent visit www.royalmail.com/international

International Services – On Account/Franking

International Tracked – combines full end to end tracking with online confirmation of delivery.

The right choice for your business if you:

- want priority handling both in the UK and overseas
- need to track your item and get online confirmation of delivery
- would like compensation included for loss or damage, with the option of compensation up to £250.

Letters

| EU Letters | | |
|----------------------------|---------------|------------------------------------|
| Weight up to and including | Stamps/Online | Franking/Mailmark Franking/Account |
| 10g | £7.20 | £7.08 |
| 20g | £7.20 | £7.08 |
| 100g | £7.83 | £7.65 |

Prices include VAT at the current rate of 20%. Includes compensation up to £50.

For compensation of up to £250 add £3.00 to the prices in this table.

| Weight up to and including | Non EU | | World Zones 1 & 2 | |
|----------------------------|---------------|------------------------------------|-------------------|------------------------------------|
| | Stamps/Online | Franking/Mailmark Franking/Account | Stamps/Online | Franking/Mailmark Franking/Account |
| 10g | £6.00 | £5.90 | £6.00 | £5.90 |
| 20g | £6.00 | £5.90 | £6.33 | £6.20 |
| 100g | £6.52 | £6.37 | £7.25 | £7.03 |

Prices are zero rated for VAT. Includes compensation up to £50.

For compensation of up to £250 add £2.50 to the prices in this table.

Large Letters

| EU Large Letters | | |
|----------------------------|---------------|------------------------------------|
| Weight up to and including | Stamps/Online | Franking/Mailmark Franking/Account |
| 100g | £9.72 | £9.12 |
| 250g | £10.32 | £9.68 |
| 500g | £12.06 | £11.27 |
| 750g | £13.20 | £12.29 |

Prices include VAT at the current rate of 20%. Includes compensation up to £50.

For compensation of up to £250 add £3.00 to the prices in this table.

| Weight up to and including | Non EU | | World Zone 1 | | World Zone 2 | |
|----------------------------|---------------|------------------------------------|---------------|------------------------------------|---------------|------------------------------------|
| | Stamps/Online | Franking/Mailmark Franking/Account | Stamps/Online | Franking/Mailmark Franking/Account | Stamps/Online | Franking/Mailmark Franking/Account |
| 100g | £8.10 | £7.60 | £8.70 | £8.15 | £8.90 | £8.32 |
| 250g | £8.60 | £8.06 | £9.65 | £9.03 | £9.95 | £9.30 |
| 500g | £10.05 | £9.39 | £12.35 | £11.53 | £12.80 | £11.92 |
| 750g | £11.00 | £10.24 | £14.45 | £13.43 | £15.30 | £14.22 |

Prices are zero rated for VAT. Includes compensation up to £50. For compensation of up to £250 add £2.50 to the prices in this table.

Large Letters up to 750g, dimensions no greater than 353mm x 250mm x 25mm.

For specifications and further information regarding what can be sent visit www.royalmail.com/international

International Services – On Account/Franking

Small Parcels and Printed Papers

| EU Small Parcels and Printed Papers | | |
|--|----------------|------------------------------------|
| Weight up to and including | Stamps/ Online | Franking/Mailmark Franking/Account |
| 100g | £9.84 | £9.24 |
| 250g | £10.44 | £9.80 |
| 500g | £12.18 | £11.39 |
| 750g | £13.32 | £12.41 |
| 1kg | £15.02 | £13.98 |
| 1.25kg | £16.64 | £15.47 |
| 1.5kg | £18.26 | £16.97 |
| 1.75kg | £18.98 | £17.57 |
| 2kg | £20.36 | £18.86 |
| Printed Papers* only | | |
| Each additional 250g or part thereof up to 5kg add | £1.38 | £1.29 |

Prices include VAT at the current rate of 20%.

Includes compensation up to £50.

For compensation of up to £250 add £3.00 to the prices in this table.

*Only books up to 5kg can be sent to the Republic of Ireland. Maximum weight for Printed Papers is 2kg to Canada and Cambodia.

| Weight up to and including | Non EU | | World Zone 1 | | World Zone 2 | |
|--|----------------|----------------------------|----------------|----------------------------|----------------|----------------------------|
| | Stamps/ Online | Franking/ Mailmark Account | Stamps/ Online | Franking/ Mailmark Account | Stamps/ Online | Franking/ Mailmark Account |
| 100g | £8.20 | £7.70 | £8.80 | £8.25 | £9.00 | £8.42 |
| 250g | £8.70 | £8.16 | £9.75 | £9.13 | £10.05 | £9.40 |
| 500g | £10.15 | £9.49 | £12.45 | £11.63 | £12.90 | £12.02 |
| 750g | £11.10 | £10.34 | £14.55 | £13.53 | £15.40 | £14.32 |
| 1kg | £12.51 | £11.65 | £17.20 | £15.98 | £18.15 | £16.86 |
| 1.25kg | £13.86 | £12.89 | £18.90 | £17.56 | £20.05 | £18.62 |
| 1.5kg | £15.21 | £14.14 | £20.60 | £19.13 | £21.95 | £20.38 |
| 1.75kg | £15.81 | £14.64 | £21.55 | £19.95 | £23.10 | £21.38 |
| 2kg | £16.96 | £15.71 | £23.25 | £21.52 | £25.00 | £23.14 |
| Printed Papers* only | | | | | | |
| Each additional 250g or part thereof up to 5kg add | £1.15 | £1.07 | £1.70 | £1.57 | £1.90 | £1.76 |

Prices are zero rated for VAT. Includes compensation up to £50. For compensation of up to £250 add £2.50 to the prices in this table.

*Only books up to 5kg can be sent to the Republic of Ireland. Maximum weight for Printed Papers is 2kg to Canada and Cambodia.

For specifications and further information regarding what can be sent visit www.royalmail.com/international

International Services – On Account/Franking

International Signed – provides the reassurance of a signature taken on delivery.

The right choice for your business if you:

- want tracking in the UK and a signature on delivery
- would like compensation included for loss or damage, with the option of compensation up to £250.

Letters

| Weight up to and including | Europe | | World Zones 1 & 2 | |
|----------------------------|----------------|------------------------------------|-------------------|------------------------------------|
| | Stamps/ Online | Franking/Mailmark Franking/Account | Stamps/ Online | Franking/Mailmark Franking/Account |
| 10g | £6.00 | £5.90 | £6.00 | £5.90 |
| 20g | £6.00 | £5.90 | £6.33 | £6.20 |
| 100g | £6.52 | £6.37 | £7.25 | £7.03 |

Large Letters

| Weight up to and including | Europe | | World Zone 1 | | World Zone 2 | |
|----------------------------|----------------|------------------------------------|----------------|------------------------------------|----------------|------------------------------------|
| | Stamps/ Online | Franking/Mailmark Franking/Account | Stamps/ Online | Franking/Mailmark Franking/Account | Stamps/ Online | Franking/Mailmark Franking/Account |
| 100g | £8.10 | £7.60 | £8.70 | £8.15 | £8.90 | £8.32 |
| 250g | £8.60 | £8.06 | £9.65 | £9.03 | £9.95 | £9.30 |
| 500g | £10.05 | £9.39 | £12.35 | £11.53 | £12.80 | £11.92 |
| 750g | £11.00 | £10.24 | £14.45 | £13.43 | £15.30 | £14.22 |

Large Letters up to 750g, dimensions no greater than 353mm x 250mm x 25mm.

Small Parcels and Printed Papers

| Weight up to and including | Europe | | World Zone 1 | | World Zone 2 | |
|--|----------------|-------------------------------------|----------------|-------------------------------------|----------------|-------------------------------------|
| | Stamps/ Online | Franking/ Mailmark Franking/Account | Stamps/ Online | Franking/ Mailmark Franking/Account | Stamps/ Online | Franking/ Mailmark Franking/Account |
| 100g | £8.20 | £7.70 | £8.80 | £8.25 | £9.00 | £8.42 |
| 250g | £8.70 | £8.16 | £9.75 | £9.13 | £10.05 | £9.40 |
| 500g | £10.15 | £9.49 | £12.45 | £11.63 | £12.90 | £12.02 |
| 750g | £11.10 | £10.34 | £14.55 | £13.53 | £15.40 | £14.32 |
| 1kg | £12.51 | £11.65 | £17.20 | £15.98 | £18.15 | £16.86 |
| 1.25kg | £13.86 | £12.89 | £18.90 | £17.56 | £20.05 | £18.62 |
| 1.5kg | £15.21 | £14.14 | £20.60 | £19.13 | £21.95 | £20.38 |
| 1.75kg | £15.81 | £14.64 | £21.55 | £19.95 | £23.10 | £21.38 |
| 2kg | £16.96 | £15.71 | £23.25 | £21.52 | £25.00 | £23.14 |
| Printed Papers* only | | | | | | |
| Each additional 250g or part thereof up to 5kg add | £1.15 | £1.07 | £1.70 | £1.57 | £1.90 | £1.76 |

Prices are exempt from VAT. Includes compensation up to £50. For compensation of up to £250 add £2.50 to the prices in this table.

*Only books up to 5kg can be sent to the Republic of Ireland. Maximum weight for Printed Papers is 2kg to Canada and Cambodia.

For specifications and further information regarding what can be sent visit www.royalmail.com/international

International Services – On Account/Franking

International Standard – is a reliable, cost-effective way to send items abroad.

The right choice for your business if you:

- need to get your item delivered to anybody, almost anywhere in the world
- want to send postcards or letters, small parcels or printed papers
- want free returns if mail is undelivered.

Letters

| Weight up to and including | Europe | | World Zones 1 & 2 | |
|----------------------------|---------------|------------------------------------|-------------------|------------------------------------|
| | Stamps/Online | Franking/Mailmark Franking/Account | Stamps/Online | Franking/Mailmark Franking/Account |
| 10g | £1.00 | 90p | £1.00 | 90p |
| 20g | £1.00 | 90p | £1.33 | £1.20 |
| 100g | £1.52 | £1.37 | £2.25 | £2.03 |

Large Letters

| Weight up to and including | Europe | | World Zone 1 | | World Zone 2 | |
|----------------------------|---------------|------------------------------------|---------------|------------------------------------|---------------|------------------------------------|
| | Stamps/Online | Franking/Mailmark Franking/Account | Stamps/Online | Franking/Mailmark Franking/Account | Stamps/Online | Franking/Mailmark Franking/Account |
| 100g | £2.45 | £2.27 | £3.15 | £2.92 | £3.30 | £3.06 |
| 250g | £3.70 | £3.43 | £4.75 | £4.40 | £5.05 | £4.68 |
| 500g | £5.15 | £4.77 | £7.45 | £6.90 | £7.90 | £7.31 |
| 750g | £6.60 | £6.11 | £10.15 | £9.39 | £10.75 | £9.95 |

Large Letters up to 750g, dimensions no greater than 353mm x 250mm x 25mm.

Small Parcels and Printed Papers

| Weight up to and including | Europe | | World Zone 1 | | World Zone 2 | |
|--|---------------|------------------------------------|---------------|------------------------------------|---------------|------------------------------------|
| | Stamps/Online | Franking/Mailmark Franking/Account | Stamps/Online | Franking/Mailmark Franking/Account | Stamps/Online | Franking/Mailmark Franking/Account |
| 100g | £3.45 | £3.20 | £4.10 | £3.80 | £4.45 | £4.12 |
| 250g | £3.95 | £3.66 | £5.00 | £4.63 | £5.45 | £5.05 |
| 500g | £5.50 | £5.09 | £7.70 | £7.13 | £8.45 | £7.82 |
| 750g | £6.85 | £6.34 | £10.30 | £9.53 | £11.15 | £10.32 |
| 1kg | £8.26 | £7.65 | £12.95 | £11.98 | £13.90 | £12.86 |
| 1.25kg | £9.61 | £8.89 | £14.65 | £13.56 | £15.80 | £14.62 |
| 1.5kg | £10.96 | £10.14 | £16.35 | £15.13 | £17.70 | £16.38 |
| 1.75kg | £12.31 | £11.39 | £18.05 | £16.70 | £19.60 | £18.13 |
| 2kg | £13.46 | £12.46 | £19.75 | £18.27 | £21.50 | £19.89 |
| Printed Papers* only | | | | | | |
| Each additional 250g or part thereof up to 5kg add | £1.15 | £1.07 | £1.70 | £1.57 | £1.90 | £1.76 |

Prices are exempt from VAT. Includes compensation up to £20. *Only books up to 5kg can be sent to the Republic of Ireland. Maximum weight for printed papers is 2kg to Canada and Cambodia.

For specifications and further information regarding what can be sent visit www.royalmail.com/international

International Services – On Account/Franking

International Economy – ideal for sending heavier items when economy is more important than speed.

The right choice for your business if you:

- need an economical alternative to International Standard for heavier items
- don't need your items to arrive in a hurry.

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

Letters

| Weight up to and including | Price |
|----------------------------|-------|
| 10g | 85p |
| 20g | 85p |
| 100g | £1.37 |

Letters may be sent by Economy outside Europe only.

Large Letters

| Weight up to and including | Price |
|----------------------------|-------|
| 100g | £2.38 |
| 250g | £3.63 |
| 500g | £5.08 |
| 750g | £6.53 |

Large Letters up to 750g, dimensions no greater than 353mm x 250mm x 25mm.

Small Parcels and Printed Papers

| Weight up to and including | Price |
|---|--------|
| 100g | £3.25 |
| 250g | £3.75 |
| 500g | £5.30 |
| 750g | £6.65 |
| 1kg | £8.06 |
| 1.25kg | £9.41 |
| 1.5kg | £10.76 |
| 1.75kg | £12.11 |
| 2kg | £13.26 |
| Printed Papers* only | |
| Each additional 250g or part thereof up to 5kg add £1.15 | |

Prices are exempt from VAT.

Includes compensation up to £20.

*Only books up to 5kg can be sent to the Republic of Ireland.

Maximum weight for printed papers is 2kg to Canada and Cambodia.

For specifications and further information regarding what can be sent visit www.royalmail.com/international

International Business Services

Business Tracked & Signed – provides full end to end tracking and a signature taken on delivery.

The right choice for your business if you:

- want full tracking in the UK and overseas
- need a signature taken on delivery with online delivery confirmation
- would like compensation included for loss or damage, with the option of compensation up to £250.

Business Tracked – combines full end to end tracking with online confirmation of delivery.

The right choice for your business if you:

- want priority handling both in the UK and overseas
- need to track your item and get online confirmation of delivery
- would like compensation included for loss or damage, with the option of compensation up to £250.

Business Signed – provides the reassurance of a signature taken on delivery.

The right choice for your business if you:

- want tracking in the UK and a signature on delivery
- would like compensation included for loss or damage, with the option of compensation up to £250.

Letters

| Service | Product Code | EU | | Rest of World | |
|--|--------------|----------------|----------------|----------------|----------------|
| | | Price per item | Price per kilo | Price per item | Price per kilo |
| International Business Mail Tracked & Signed | MTC | £5.45 | £5.50 | £5.45 | £6.00 |
| International Business Mail Tracked & Signed with extra compensation | MTD | £8.00 | £5.50 | £8.00 | £6.00 |
| International Business Mail Tracked | MTI | £5.35 | £5.50 | £5.35 | £6.00 |
| International Business Mail Tracked with extra compensation | MTJ | £7.90 | £5.50 | £7.90 | £6.00 |
| International Business Mail Signed | MTM | £5.25 | £5.50 | £5.25 | £6.00 |
| International Business Mail Signed with extra compensation | MTN | £7.80 | £5.50 | £7.80 | £6.00 |

EU prices will be charged VAT at the standard rate.

International Business Services

Large Letters

| Service | Product Code | EU | | Rest of World | |
|--|--------------|----------------|----------------|----------------|----------------|
| | | Price per item | Price per kilo | Price per item | Price per kilo |
| International Business Mail Tracked & Signed | MTC | £6.10 | £4.70 | £6.10 | £6.70 |
| International Business Mail Tracked & Signed with extra compensation | MTD | £8.50 | £4.70 | £8.50 | £6.70 |
| International Business Mail Tracked | MTI | £5.80 | £4.70 | £5.80 | £6.70 |
| International Business Mail Tracked with extra compensation | MTJ | £8.20 | £4.70 | £8.20 | £6.70 |
| International Business Mail Signed | MTM | £5.70 | £4.70 | £5.70 | £6.70 |
| International Business Mail Signed with extra compensation | MTN | £8.10 | £4.70 | £8.10 | £6.70 |

Parcels

| Service | Product Code | EU | | Rest of World | |
|--|--------------|----------------|----------------|----------------|----------------|
| | | Price per item | Price per kilo | Price per item | Price per kilo |
| International Business Mail Tracked & Signed | MTA | £6.50 | £4.35 | £6.50 | £6.40 |
| International Business Mail Tracked & Signed with extra compensation | MTB | £8.90 | £4.35 | £8.90 | £6.40 |
| International Business Mail Tracked | MP1 | £6.00 | £4.35 | £6.00 | £6.40 |
| International Business Mail Tracked with extra compensation | MP2 | £8.40 | £4.35 | £8.40 | £6.40 |
| International Business Mail Signed | MP5 | £5.90 | £4.35 | £5.90 | £6.40 |
| International Business Mail Signed with extra compensation | MP6 | £8.30 | £4.35 | £8.30 | £6.40 |

For specifications and further information visit www.royalmail.com/internationalbusinesstrackedandsigned
EU prices will be charged VAT at the standard rate.

International Business Services

Business Mail and Business Parcels – value for money, untracked services.

The right choice for your business if you:

- have statements, invoices, direct mail and general business correspondence to send overseas or
- are sending low value goods abroad

Pricing for our country billed services (Country Sort and Parcels Zero Sort High Volume) can be found in the relevant Business Mail or Business Parcels ratecard at www.royalmail.com/prices2015

Business Mail Mixed Priority

| Delivery aims* Europe 3-5 days Rest of World 5-7 days | | | | | |
|---|---------------|--------------|----------------|----------------|----------|
| Service | Countries | Product Code | Price per item | Price per kilo | Add-ons† |
| Zero Sort Premium | All countries | N/A | £0.760 | £7.000 | Yes |
| Zero Sort Base Rate | All countries | WW1 | £0.690 | £7.000 | No |
| Zero Sort Machineable | All countries | WW4 | £0.640 | £7.000 | No |
| Zone Sort Base Rate | EU** | OZ1 | £0.680 | £6.700 | No |
| | Rest of World | OZ1 | £0.690 | £7.000 | No |
| Zone Sort Machineable | EU** | OZ4 | £0.625 | £6.700 | No |
| | Rest of World | OZ4 | £0.640 | £7.000 | No |

Economy

| Delivery aims* Europe 10-15 days Rest of World 6-12 weeks | | | | |
|---|---------------|--------------|----------------|----------------|
| Service | Countries | Product Code | Price per item | Price per kilo |
| Zero Sort Base Rate | All countries | WW3 | £0.640 | £6.000 |
| Zero Sort Machineable | All countries | WW6 | £0.620 | £6.000 |
| Zone Sort Base Rate | EU** | OZ3 | £0.625 | £5.700 |
| | Rest of World | OZ3 | £0.640 | £6.000 |
| Zone Sort Machineable | EU** | OZ6 | £0.605 | £5.700 |
| | Rest of World | OZ6 | £0.620 | £6.000 |

*All delivery aim figures are in working days, except where weeks are stated, and exclude day of posting and Bank Holidays.

**VAT will be charged to EU countries for Zone Sort. Zero Sort will incur VAT on all mail at the standard rate.

International Business Services

Business Mail Mixed Zero Sort Premium

| Add-on Services†† | Price | Price |
|--|-------------------|-----------------------|
| | Machineable items | Non-machineable items |
| Indicia application. All or any combination of Printed Postage Impression (PPI) airmail indicator and UK return address. | £0.01 per item | £0.04 per item |
| | £50 per annum | |
| Departmental reporting | £0.01 per item | |

††All add-on services will incur VAT at the standard rate.

Business Mail Letters Priority

| Delivery aims* Europe 3-5 days Rest of World 5-7 days | | | | |
|---|---------------|--------------|----------------|----------------|
| Service | Countries | Product Code | Price per item | Price per kilo |
| Zero Sort Base Rate | All countries | WP1 | £0.525 | £6.000 |
| Zero Sort Machineable | All countries | WP4 | £0.510 | £6.000 |
| Zone Sort Base Rate | EU** | IP1 | £0.500 | £5.500 |
| | Rest of World | IP4 | £0.525 | £6.000 |
| Zone Sort Machineable | EU** | IP1 | £0.485 | £5.500 |
| | Rest of World | IP4 | £0.510 | £6.000 |

Economy

| Delivery aims* Europe 10-15 days Rest of World 6-12 weeks | | | | |
|---|---------------|--------------|----------------|----------------|
| Service | Countries | Product Code | Price per item | Price per kilo |
| Zero Sort Base Rate | All countries | WP3 | £0.510 | £5.100 |
| Zero Sort Machineable | All countries | WP6 | £0.505 | £5.100 |
| Zone Sort Base Rate | EU** | IP3 | £0.485 | £4.700 |
| | Rest of World | IP3 | £0.510 | £5.100 |
| Zone Sort Machineable | EU** | IP6 | £0.480 | £4.700 |
| | Rest of World | IP6 | £0.505 | £5.100 |

*All delivery aim figures are in working days, except where weeks are stated, and exclude day of posting and Bank Holidays.

**VAT will be charged to EU countries for Zone Sort. Zero Sort will incur VAT on all mail at the standard rate.

International Business Services

Business Mail Large Letters

Priority

| Delivery aims* Europe 3-5 days Rest of World 5-7 days | | | | |
|---|---------------|--------------|----------------|----------------|
| Service | Countries | Product Code | Price per item | Price per kilo |
| Zero Sort Base Rate | All countries | WG1 | £0.760 | £6.700 |
| Zero Sort Machineable | All countries | WG4 | £0.725 | £6.700 |
| Zone Sort Base Rate | EU** | IG1 | £0.720 | £4.700 |
| | Rest of World | IG1 | £0.760 | £6.700 |
| Zone Sort Machineable | EU** | IG4 | £0.680 | £4.700 |
| | Rest of World | IG4 | £0.725 | £6.700 |

Economy

| Delivery aims* Europe 10-15 days Rest of World 6-12 weeks | | | | |
|---|---------------|--------------|----------------|----------------|
| Service | Countries | Product Code | Price per item | Price per kilo |
| Zero Sort Base Rate | All countries | WG3 | £0.725 | £5.950 |
| Zero Sort Machineable | All countries | WG6 | £0.710 | £5.950 |
| Zone Sort Base Rate | EU** | IG3 | £0.680 | £4.475 |
| | Rest of World | IG3 | £0.725 | £5.950 |
| Zone Sort Machineable | EU** | IG6 | £0.670 | £4.475 |
| | Rest of World | IG6 | £0.710 | £5.950 |

*All delivery aim figures are in working days, except where weeks are stated, and exclude day of posting and Bank Holidays.

**VAT will be charged to EU countries for Zone Sort. Zero Sort will incur VAT on all mail at the standard rate.

International Business Services

Business Parcels

Priority

| Delivery aims* Europe 3-5 days Rest of World 5-7 days | | | | |
|---|---------------|--------------|----------------|----------------|
| Service | Countries | Product Code | Price per item | Price per kilo |
| Zero Sort Base Rate | All countries | WE1 | £1.300 | £6.40 |
| Zone Sort Machineable | EU** | IE1 | £1.225 | £4.35 |
| | Rest of World | IE1 | £1.300 | £6.40 |

Economy

| Delivery aims* Europe 10-15 days Rest of World 6-12 weeks | | | | |
|---|---------------|--------------|----------------|----------------|
| Service | Countries | Product Code | Price per item | Price per kilo |
| Zero Sort Base Rate | All countries | WE3 | £1.300 | £6.00 |
| Zone Sort Machineable | EU** | IE3 | £1.225 | £4.10 |
| | Rest of World | IE3 | £1.300 | £6.00 |

*All delivery aim figures are in working days, except where weeks are stated, and exclude day of posting and Bank Holidays.

**VAT will be charged to EU countries for Zone Sort. Zero Sort will incur VAT on all mail at the standard rate.

International Business Response Services

Business Mail Response and Parcel Returns Services – services where you only pay for the replies / returns you receive.

The right choice for your business if you:

- want to make it as easy as possible for your customers to respond to you or return parcels
- don't want your customers to have to pay for the full cost of sending the mail item or parcel to you

Response Licence Fee

| Service | Price per annum |
|----------------------|-----------------|
| Response License Fee | £155.00 |

The price in this table excludes VAT, which is charged at the standard rate.

Mail Response Standard

| Format | Weight up to and including | Price |
|--------------|----------------------------|-------|
| Letter | 50g | 80p |
| Large Letter | 50g | 99p |
| Large Letter | 250g | £1.96 |

Prices in this table exclude VAT, which is charged at the standard rate. In addition to the Response Services Licence fee.

Local Look

| Service | Price per item |
|---------------------|----------------|
| Fully Paid – Letter | £1.75 |
| Part Paid – Letter | £1.22 |

The price in this table excludes VAT, which is charged at the standard rate to EU countries. In addition to the Response Services Licence fee.

For further information and service availability please visit: www.royalmail.com/internationalbusinessmailresponse

International Business Response Services

Parcel Returns

Standard

| Weight up to and including | Price |
|----------------------------|-------|
| 500g | £6.00 |
| 1kg | £7.20 |
| 1.5kg | £8.50 |
| 2kg | £9.95 |

The price in this table excludes VAT, which is charged at the standard rate. In addition to the Response Services Licence fee.

Local Look – Fully Paid

| Country | 0-500g | 501g-1000g | 1001g-1500g | 1501g-2000g |
|-----------------------|--------|------------|-------------|-------------|
| Belgium* | £7.05 | £8.05 | £9.05 | £10.05 |
| Finland* | £7.21 | £9.03 | £10.86 | £10.86 |
| France* | £8.76 | N/A | N/A | N/A |
| Germany* | £8.53 | £9.53 | N/A | N/A |
| Ireland, Republic of* | £7.85 | £8.90 | £10.86 | £12.23 |
| The Netherlands* | £12.60 | £12.60 | £12.60 | £12.60 |
| Spain* | £8.41 | £10.41 | £10.53 | £10.53 |
| Switzerland* | £11.22 | £11.22 | £11.22 | £11.22 |

The price in this table excludes VAT, which is charged at the standard rate to EU countries.

Local Look – Fully Paid Discount

| Country | Discount |
|-----------------------|----------|
| Belgium* | 10% |
| Finland* | 5% |
| France* | 10% |
| Germany* | 15% |
| Ireland, Republic of* | 5% |
| The Netherlands* | 5% |
| Spain* | 10% |
| Switzerland* | 5% |

Local Look – Part Paid

| Weight up to and including | Price |
|----------------------------|-------|
| 500g | £4.90 |
| 1kg | £6.25 |
| 1.5kg | £7.72 |
| 2kg | £9.07 |

The price in this table excludes VAT, which is charged at the standard rate to EU countries. In addition to the Response Services Licence fee.

For further information and service availability please visit: www.royalmail.com/internationalbusinessparcelreturns

Outbound mail – leaving your premises

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 premises 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 | £787.00 |
| Weekday Timed | £1,792 |
| Saturday | £246.00 |
| Saturday Timed | £479.00 |
| Additional Floor Fees* | £196.00 |
| Collection on demand** | Price per collection |
| Single | £14.58 |

Prices in this table exclude VAT, which is charged at the standard rate.

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

** All collection times to be mutually agreed with the local collections manager.

Inbound mail – receiving your items

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 [®] | £3,579 |

Prices in this table exclude VAT, which is charged at the standard rate.

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 campaign
- 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 |
|--|---------|
| PO Box Collect | |
| 6 months | £120.00 |
| 1 year | £210.00 |
| PO Box Delivery | |
| 6 months | £140.00 |
| 1 year | £260.00 |
| PO Box with Transfer of Normal Address Mail | |
| 6 months | £170.00 |
| 1 year | £310.00 |

Prices in this table exclude VAT, which is charged at the standard rate.

Inbound mail – receiving your items

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 and 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/businesskeepsafe

| Business Keepsafe | Price |
|--|---------|
| Number of Keepsafes (per address) | |
| 1 | £48.60 |
| 3 (per year) | £131.55 |
| 6 (per year) | £253.50 |

Prices in this table are exempt from VAT.

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 your entire business from a 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
- want us to redirect your mail for up to two years (or six months for PO Box® addresses).

To find out more go to www.royalmail.com/business-redirection You may be able to use the Royal Mail Diversion service as an alternative

| Duration | Business | | |
|----------------|-----------------|--------------|---------------------|
| | UK (VAT Exempt) | EU (Inc VAT) | Non EU (Zero rated) |
| Up to 1 year | £390.00 | £588.00 | £490.00 |
| Up to 6 months | £240.00 | £348.00 | £290.00 |
| Up to 3 months | £160.00 | £228.00 | £190.00 |

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

We cannot redirect mail from an address you share with other organisations where you do not have a dedicated mail delivery. You may be able to use the Royal Mail Diversion service as an alternative

Inbound mail – receiving your items

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

The right choice for your business if:

- your business is moving from a multi occupied building (an address you share with other organisations where you do not have a dedicated mail delivery)
- only certain department(s) of your business are moving

With our Diversion service in place, you can be sure the right mail will reach your new address – and fast. Diversion lets you:

- forward mail to any UK address
- receive your diverted mail quickly – as 1st Class

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

| Duration | Price |
|----------------|---------|
| Up to 1 year | £2,200 |
| Up to 6 months | £1,300 |
| Up to 3 months | £750.00 |

Prices in this table exclude VAT, which is charged at the standard rate.

Additional Services

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

| Service | Price |
|-----------------------|--------|
| Paper Posting Cheques | £10.00 |

The price in this table excludes VAT, which is charged at the standard rate.

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

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 | £806.00 |

The price in this table excludes VAT, which is charged at the standard rate.

Royal Mail administration fee for collection of HMRC charges – is applied when we process the Customs VAT/Duty on goods coming into the UK.

| Service | Price per item |
|-------------------------|----------------|
| Royal Mail handling fee | £8.00 |

VAT is not applicable to this fee.

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

| Weight per pouch | Price of pouch | Number of sites | Price per site |
|------------------|----------------|-----------------|----------------|
| 350-500g | £2.72 | 0-50 | £134.00 |
| 501-1000g | £2.72 | 51-100 | £97.00 |
| 1001-2000g | £3.85 | 101-500 | £68.00 |
| 2001-5000g | £9.97 | 501-1000 | £27.50 |
| 5001-10000g | £15.13 | 1001-1500* | £22.50 |

The price in this table excludes VAT, which is charged at the standard rate.

*The maximum number of sites for RM Pouch Services is 1500.

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

Additional Services

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 |
|-----------------------------|-------|
| Per Week | £1.72 |
| Monthly (Delivery Charge) | £7.45 |
| Monthly (Collection Charge) | £6.30 |

The price in this table excludes VAT, which is charged at the standard rate.

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

| Service | Price |
|--|---------|
| 48 x 1st Class cartons | £295.00 |
| 12 x 1st Class cartons | £77.00 |
| 48 x Special Delivery Guaranteed cartons | £493.00 |
| 12 x Special Delivery Guaranteed cartons | £127.00 |

The price in this table excludes VAT, which is charged at the standard rate.

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

Royal Mail Relay® – is a stand-alone, bespoke and out-of-hours network that helps to give your business an unrivalled level of integration between sites. Whether you're a multi-site retailer looking to replenish depleted stock and deliver Click & Collect orders to your store, a financial services organisation with time-sensitive documents to send, or a company with a field workforce requiring urgent parts – we offer scheduled collection and delivery to and from different sites in your business.

To find out more go to www.royalmailrelay.com

