

Royal Mail

# User Guide for

## Business Mail®

April 2026



*This a legally binding document forming part of the Agreement between you and Royal Mail*

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## Introduction

Dear customer

Thank you for considering Royal Mail Business Mail 1<sup>st</sup> Class® and Business Mail.

We have compiled this product guide to help you get started.

We define Business Mail as general correspondence and items of a personalised nature for transactional, contractual or relationship purposes.

If you are not sure at this stage whether your mailing fits the definition you can contact us on 020 7371 6957, or by email at [helpline@royalmailtechnical.com](mailto:helpline@royalmailtechnical.com)

## Your Business Mail options at a glance:

Options	Choices
Delivery Speed	1 <sup>st</sup> Class (Business Mail 1 <sup>st</sup> Class only) 2 <sup>nd</sup> Class (Business Mail only) Economy + Economy deferred (Business Mail only)
Format	Letter Large letter
Machine-readable	not Machine-readable Account or Machine-readable Advanced
Sorting	No sortation Low Sort
Containers	bags trays segregated bundles

In order to receive prices for machine-readability you have the following options: Letters must have a Royal Mail Mailmark® barcode or machine-readable Account or Advanced specifications including minimum volume entry levels

**Large** letters must meet our Royal Mail Mailmark® barcode or machine-readable Account or Advanced specifications

## Entry Criteria

All items, to qualify for Business Mail 1<sup>st</sup> Class and Business Mail, must:

- Be correctly addressed and postcoded
- Be letter or large letter format
- When sorted, be correctly presented as per the Low Sort options

There are some additional restrictions applying only to large letter items. Large letters must not be goods fulfilment items (unless they are Permitted Items of the kinds described at "Business Mail Permitted Items Guidance" or use prohibited packaging padded envelopes, cardboard and other stiff or inflexible packaging)

Please note, RM Signed For cannot be added to this service.

# No Sortation

## Volume requirements

Product Option	Format	Volume (per class, per day and per site)
1 <sup>st</sup> Class and 2 <sup>nd</sup> Class with no additional options	letter large letter	no minimum volume no minimum volume
Not machine-readable	letter large letter	no minimum volume no minimum volume
Machine-readable*	letter large letter	minimum 500 minimum 250
Account or Machine-readable Advanced*	letter large letter	no minimum volume minimum 250 letter items or 250 large letter items per sales order to obtain a discount

## Delivery Speed Choices

1<sup>st</sup> Class (Business Mail 1<sup>st</sup> Class only): we aim to deliver on the next working day after posting\*\*  
 2<sup>nd</sup> Class (Business Mail only): we aim to deliver within three working days after the day of posting.\*\*\*

## Format and weight

Product Option	Format	Weight
1 <sup>st</sup> & 2 <sup>nd</sup> Class with no additional options	letter (up to 240mm x 165mm x 5mm) large letter (up to 353mm x 250mm x 25mm)	max 100g max 750g
Not machine-readable	letter (up to 240mm x 165mm x 5mm) large letter (up to 353mm x 250mm x 25mm)	max 100g max 750g
Machine-readable	letter (up to 240mm x 165mm x 5mm) large letter (up to 345mm x 245mm x 13mm)	max 100g max 750g
Account or Machine-readable Advanced	letter (no smaller than 145mm x 110mm x 0.25mm), up to 240mm x 165mm x 5mm) large letter (up to 353mm x 250mm x 25mm) *	max 100g max 750g

\* To achieve discounts large letters should be 345mm x 245mm x 13mm.

Advanced large letters are initially only available for customers posting on an account with Royal Mail.

\*\* Exclusions: Postcodes: PH19 – 50, ZE1, ZE2 & ZE3, HS1-5, HS6, HS7-8 & HS9, KW16, KW15, KW17, JE1 – JE4 and IM1 – IM9, IM86, IM87 & IM99.

\*\*\* Second Class, Economy and Economy Deferred letters and large letters will be delivered 5 days per week on alternate weekdays (Monday to Friday).

# Unsorted Options

1<sup>st</sup> Class and 2<sup>nd</sup> Class with no additional options

There are no restrictions other than minimum mail piece dimensions in terms of design, volume and addressing standards for this product.

## Non machine-readable

There are no restrictions other than minimum mail piece dimensions in terms of design, volume and addressing standards for this product.

## Machine-readable

**Royal Mail Mailmark®** - this is an option for letters and large letters and offers Batch level reporting. This requires a Mailmark barcode to be applied to each item. There are fewer design and presentation constraints with the Mailmark barcode.

The Mailmark barcode is unique to the mail piece and contains data (e.g. sender, recipient postcode, mail piece characteristics) encoded within it. There are two types of Mailmark barcode:

1. a 2D data matrix Mailmark barcode
2. a 4-state Mailmark barcode

**Account** – this requires a printed postage impression that contains a barcode. Full details can be found in the Account User Guide.

**Advanced** – this requires a licence number and licence barcode or a printed postage impression that contains a barcode. Full details can be found in the following section of this user guide.

For further details of Mailmark and specifications please refer to; [www.royalmailtechnical.com](http://www.royalmailtechnical.com)

# Machine-readable Advanced

Machine readable Advanced is available through an account with Royal Mail or through a franking machine. Advanced items that are highly machineable are priced below items that are not highly machineable.

All letter or large letter items for Advanced posted on account should be posted as Advanced. The Advanced and Account products cannot be used with the same barcode or on the same account with Royal Mail.

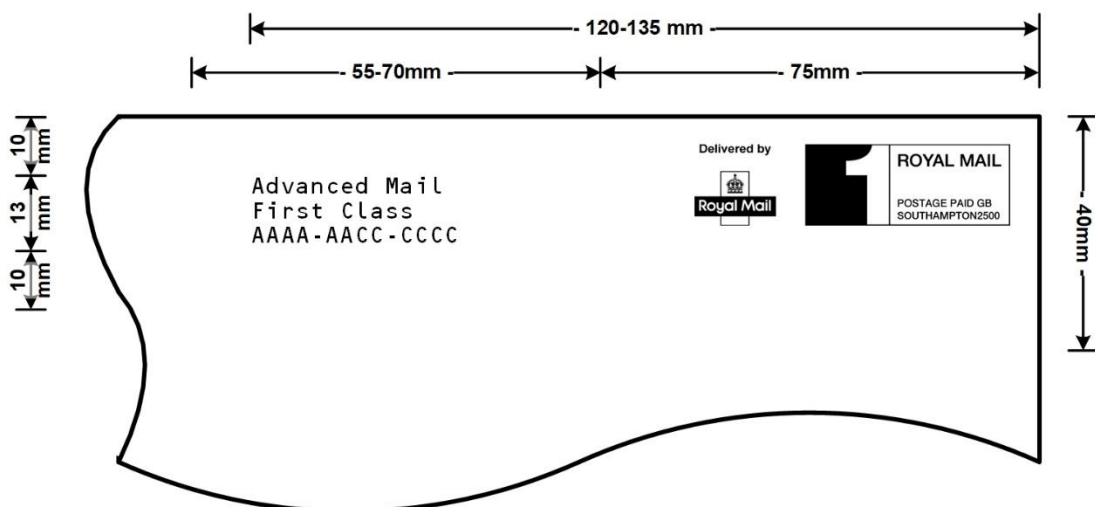
## Advanced customers posting on account

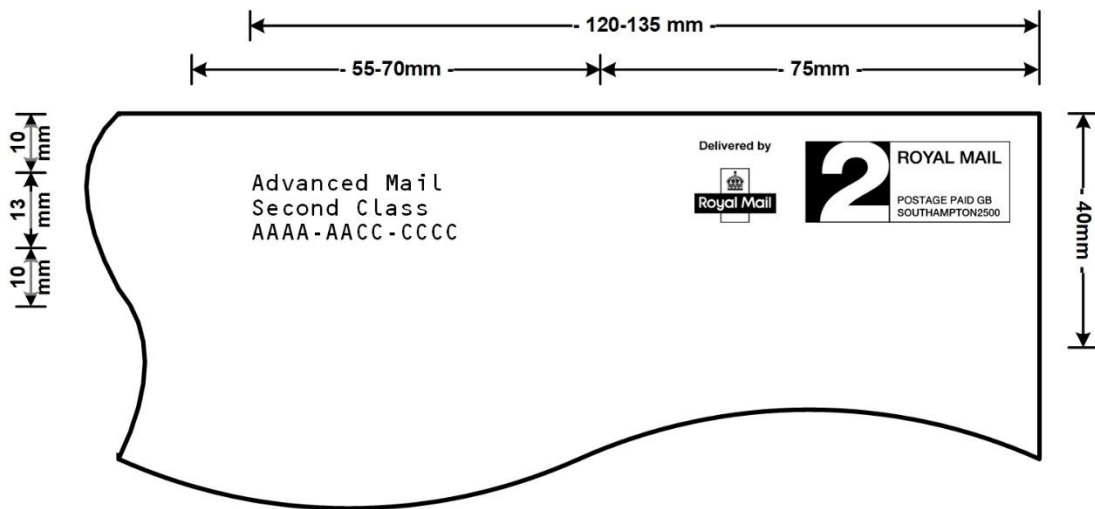
For items to attract the highly machineable unit price there must be at least 250 letter items per class, per sales order per day or 250 large letter items per class per sales order per day. The items must be produced in line with our specifications, the posting details must be accurately recorded on your on line business accounting sales orders and the items must be correctly presented and correctly access the Royal Mail network.

## Advanced account mail pieces

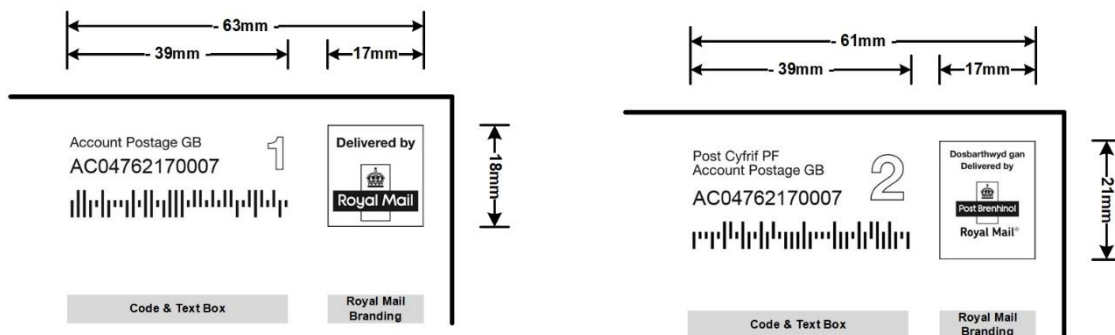
You can post any number of letter or large letter items with Advanced. The barcodes you are supplied for the Advanced product must be used on all your unsorted letter and large letter postings. There are two options for Advanced items posted on account.

1. The existing option where items have a licence number and licence barcode printed on them in addition to an address and a printed postage impression. The licence number contains three lines of text stating the name of the service, class and 12 alpha character licence number with the licence barcode printed beneath the licence number. The licence and licence barcode should be used with one stationery design for 1<sup>st</sup> class letter and large letter items and 1 design for 2<sup>nd</sup> class letter and large letter items for a single account at a single site. To assist the production of your mail pieces an artwork generator is available on our web site at the following address [www.royalmail.com/licence](http://www.royalmail.com/licence). An image of the licence number and licence barcode and technical drawings are illustrated below.





A new option where items have a barcode contained in the new printed postage impression and an address on the item. You must apply for this new type of barcode. The new 4 state barcode should be used with one stationery design for 1<sup>st</sup> class letter and large letter items and 1 design for 2nd class letter and large letter items for a single account at a single site. To assist the production of your mail pieces an artwork generator is available on our web site at the following address [www.royalmail.com/artwork](http://www.royalmail.com/artwork). The artwork generator provides EPS Vector files that provide the best quality mail pieces and support professional printing and J peg files. An image of the printed postage impression including a 4 state barcode and technical are illustrated below.



### Posting Advanced items on account

Advanced 1<sup>st</sup> class letter and large letter item details including the average weight must be recorded on an on line business accounting sales order with the UNI product code. Advanced 2<sup>nd</sup> Class Letter and large letter item details including the average weight must be recorded on an on line business accounting sales order with the UNJ product code. The sales order must be confirmed before posting. The items must be presented in trays for collection by Royal Mail or delivered in trays or bags to an agreed Royal Mail acceptance point.

### Advanced Account billing and adjustments

The details you record on your on line business accounting sales orders will be billed at the published rate card prices that may include volume related discounts. Additionally for postings made each week

(Monday to Saturday) you may be retrospectively billed an adjustment fee for any items that are not highly machinable determined by our automation. You may also be retrospectively billed for any volume variances between the weekly totals recorded on your sales orders and the volumes received by Royal

Mail. Please see our rate cards for the published adjustment fees.

Any such adjustments will appear on your invoice (s) with the following descriptions:

Type of adjustment	Format	Class	Description on invoice
Items with no barcode read	Letter	1 <sup>st</sup>	Barcode not seen letter 1c
Items with no barcode read	Letter	2 <sup>nd</sup>	Barcode not seen letter 2c
Items with no barcode read	Large Letter	1 <sup>st</sup>	Barcode not seen large letter 1c
Items with no barcode read	Large Letter	2 <sup>nd</sup>	Barcode not seen large letter 2c
Items not declared on Sales Orders	Letter	1 <sup>st</sup>	Letters undeclared 1c
Items not declared on Sales Orders	Letter	2 <sup>nd</sup>	Letters undeclared 2c
Items not declared on Sales Orders	Large Letter	1 <sup>st</sup>	Large letters undeclared 1c
Items not declared on Sales Orders	Large Letter	2 <sup>nd</sup>	Large letters undeclared 1c
Out of spec (product is Letter and Large Letter only)	Parcel	NA	Incorrect Format-LL = P (T)
Items not declared on Sales Orders (International destinations)	Letter or	NA	Intl letter undeclared
	Large Letter		Intl large letter undeclared

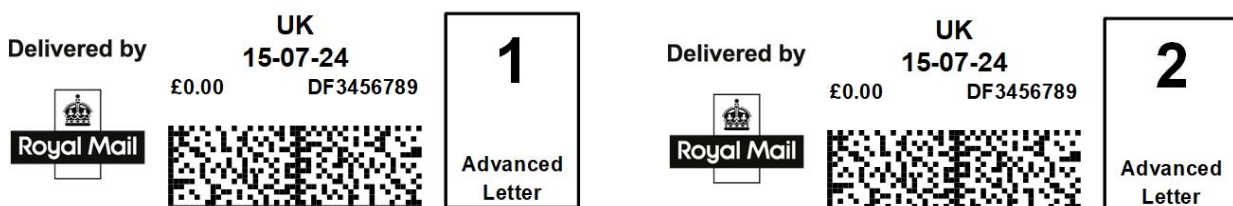
### Franking customers

You can post any number of letter items with Advanced.

For items to attract the highly machineable unit price there must be at least 250 letter items per class per day per site. The items must be produced in line with our specifications, the correct postage price must be applied to the items and the items must be correctly presented and correctly access the Royal Mail network.

### Franking mail pieces

Franking customers with Mailmark capability can choose to use the future Advanced franking process. Franking machines print your Mailmark barcode, the published price (Advanced price including VAT and rounded) and your die number.



### Posting Advanced franked items

The items should be presented in trays for collection by Royal Mail or delivered to an agreed Royal Mail acceptance point.

### Franking billing and adjustments

Customers using the future Advanced process with a Mailmark barcode on their mail piece have their account with their franking supplier adjusted for the net cost of the Advanced postings once a month. Items priced as highly machineable and any volume related discounts will be determined by the volume of items read by Royal Mails automation. There is no requirement to record posting details on an online business accounting sales order. You may also be billed for any inland letter, large letter or International items that do not have the correct postage.

# Sorted Options

## Volume – per class, per site, per day

Letters – minimum 4,000

Large letters – minimum 1,000

## Delivery speed choices

- 1<sup>st</sup> Class (Business Mail 1<sup>st</sup> Class only): we aim to deliver by the next working day after the day of posting\*
- 2<sup>nd</sup> Class: we aim to deliver 2<sup>nd</sup> Class sorted mail within three working days after day of posting\*\*
- Economy: we aim to deliver within six working days after the day of posting\*\*
- Economy deferred: we aim to deliver within six working days after a date stipulated by you\*\*

## Format and weights

Product option	Format	Weight
Low Sort	letter (up to 240mm x 165mm x 5mm) large letter (up to 345mm x 245mm x 10mm)	max 100g max 750g
Low Sort Manual	letter (up to 240mm x 165mm x 5mm) large letter (up to 353mm x 250mm x 25mm)	max 100g max 750g

Please note the following requirements in relation to all machine-readable items:

The maximum size and weight for a machine-readable large letter is smaller than that for a non-machine-readable large letter due to sorting machinery and tray constraints

\* Exclusions: Postcodes: PH19 – 50, ZE1, ZE2 & ZE3, HS1-5, HS6, HS7-8 & HS9, KW16, KW15, KW17, JE1 – JE4 and IM1 – IM9, IM86, IM87 & IM99.

\*\* Second Class, Economy and Economy Deferred letters and large letters will be delivered 5 days per week on alternate weekdays (Monday to Friday).

# Low Sort Options

**Low Sort with Mailmark** - this option is for letters and large letters and offers Batch level reporting. This requires a Mailmark barcode to be applied to each item. There are fewer design and presentation constraints with the Mailmark barcode. The Mailmark barcode is unique to the mail piece and contains data (e.g. sender, recipient postcode, mail piece characteristics) encoded within it. There are two types of Mailmark barcode:

1. a 2D data matrix Mailmark barcode
2. a 4-state Mailmark barcode

**Low Sort Manual** - there are some design and presentation constraints. Variations of this specification are available for letters and large letters. It does not offer reporting.

Please note:

The maximum size and weight for a machine-readable large letter is smaller than that for a non-machine-readable large letter due to sorting machinery and tray constraints. You will find full details of minimum sizes in the 'Machine-readable letters and large letters' section of this user guide on [www.royalmailtechnical.com](http://www.royalmailtechnical.com). You are not required to undergo a separate accreditation process to send Low Sort large letter postings.

Additional information on all products and specifications are available at;  
[www.royalmailtechnical.com](http://www.royalmailtechnical.com) Helpline: **020 7371 6957**

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<sup>i</sup> Machine-Readable specifications can be found at: [www.royalmailtechnical.com](http://www.royalmailtechnical.com)

<sup>ii</sup> For details on how to obtain an on line business account, please call 08457 950 950 or visit [www.royalmail.com](http://www.royalmail.com)

<sup>iii</sup> Low Sort - Requires you to sort the mail to 85 selections before mailing