

User Guide for

Contacts & General Information

April 2026

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



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Introduction

If you have any specific questions which are not included in this user guide, please contact your Royal Mail account manager, or call your local Sales Centre on **08457 950 950**. Alternatively please visit the Royal Mail technical website at www.royalmailtechnical.com.

If you have any specific questions which are not included in this user guide relating to Mailmark™ option mailings or would like to suggest ways to improve this user guide please contact www.royalmail.com/mailmark.

General contacts

Royal Mail general contact numbers

	Number/email	General areas of expertise
Royal Mail Sales Centre	08457 950 950	Requests for publications, brochures, leaflets etc
		Information on Royal Mail products and services
		Information on/requests for PPIs
		Information about our Online Business Account (OBA)
Royal Mail Technical Helpline	020 7371 6957	Requests for Royal Mail Selection Files on CD
		Technical queries about Advertising Mail, Business Mail 1 st Class, Business Mail, Parcels, barcoding, etc.
		Information on purchasing or writing software
		Sortation software testing
		Requests for manual sort plans
		National selections, etc.
		Pricing calculators
Royal Mail Mailmark™ Team	mailmark@royalmail.com	Mailmark™ option implementation
		Mailmark™ option reporting

Accredited envelope manufacturers, printers and mailing houses

Please note that there is no accreditation process for the Mailmark™ option.

For envelope manufacturers, printers and mailing houses wishing to undergo the accreditation process and be added to the list of approved companies, full details of the process are available on our website at www.royalmailtechnical.com.

For any queries please email the quality.assurance.coordinator@royalmail.com or contact the Royal Mail Technical Helpline on 020 7371 6957, or visit our website at www.royalmailtechnical.com

For the Mailmark™ option there is the ability for you, should you wish, to submit mail pieces with a Mailmark™ barcode applied so we can check that you have applied the Mailmark™ barcode correctly. We also offer the ability to conduct a test mailing which will include the upload of an eManifest and processing of items through our machines. This will allow us to check that the items on your eManifest match the items we read on our machines. For details please contact mailmark@royalmail.com.

Address accuracy

To help you check and improve the address accuracy of your database, we have created Clear Prospects®. It is a fast and easy to use online tool which can improve the accuracy of your data in just a few minutes.

Visit our website at www.royalmail.com/clearprospects to sign up and get a FREE audit of your data.

Postcoding

For help with post coding, or queries specifically about postcodes, please visit our website at www.royalmail.com under the section 'Mail Advice' and 'Postcodes and addresses explained'.

Alternatively you can or call us on **08456 066 854**, or write to use at the following address:

Address Management Unit
Royal Mail
Admiral House
2 Admiral Way
Doxford International Business Park
SUNDERLAND
SR3 3XW

Address management guide or CD

To purchase an address management guide or CD please or call us on **08456 039 038**, or write to us at the following address:

Royal Mail
Sales & Customer Services
Address Management Centre
2 Admiral Way
Doxford International Business Park
SUNDERLAND
SR3 3XW

Printed maps of postcode boundaries

Printed maps of postcode boundaries can be purchased from any of the following companies:

Map Marketing Ltd 92-104 Carnwath Road LONDON SW6 3HW Tel: 08705 862 013	Geoplan Bilton Court HARROGATE HG3 1GP Tel: 01423 569 538	Polymaps 22 Grants Walk ST AUSTELL Cornwall PL25 5AA Tel: 01726 66666
Gormans 173 Shirley Road SOUTHAMPTON Hampshire SO15 3FG Tel: 02380 221 488	HarperCollins Publishers Ltd Cash Sales Dept Westerhill Road Bishopbriggs GLASGOW G64 2QT Tel: 0141 306 3296	

There are a number of companies offering address management solutions to suit individual customer requirements. For a list of suppliers who have been validated by us, please contact the Royal Mail Technical Helpline on **020 7371 6957**, or visit our website at www.royalmailtechnical.com.

Royal Mail Selection Files

If you wish to download a copy of these files, please visit www.royalmailtechnical.com or contact the Royal Mail Technical Helpline on **020 7371 6957** to order a copy on CD. Alternatively you can download and/or print a copy in booklet format from our website at www.royalmailtechnical.com.

Software suppliers list (sortation)

There are a number of companies offering suitable address sorting software packages. For a list of approved suppliers whose software been checked by us for accuracy, please contact the Royal Mail Technical Helpline on **020 7371 6957**, or visit our website at www.royalmailtechnical.com

Product literature

To obtain copies of our product literature, please visit the product specific sections on our website at www.royalmail.com or look on www.royalmailtechnical.com. For product literature relating to Mailmark™ option mailings please visit www.royalmail.com/mailmark.

Product literature includes:

- Rate cards for the following products:
 - Advertising Mail
 - Publishing Mail
 - Business Mail
- All our user guides which provide details on how to access, prepare and present your chosen product
- Postal services guides

Printed Postage Impressions (PPIs)

The PPI licence can be viewed at, and PPI designs can be downloaded from our website at www.royalmail.com/ppi.

Mailroom operation machinery

If you want help on mailroom equipment, including addressing, inserting, forms handling, bag handling and label printing, please contact the Trade Association for Mailing Equipment Providers at the following address:

INTELLECT
10-12 Russell Square
LONDON
WC1B 5EE

Tel: 020 7331 2000

WRAP (Waste & Resources Action Programme)

WRAP helps individuals, businesses and local authorities to reduce waste and recycle more, making better use of resources and helping to tackle climate change. Contact WRAP at:

WRAP
The Old Academy
21 Horse Fair
Banbury
OX16 0AH
Helpline: 0808 100 2040
Web: www.wrap.org.uk

Trade Associations

The Direct Marketing Association

Europe's largest trade association in the marketing and communications sector. As one of the partners involved in PAS 2020, the DMA can be contacted at:

The Direct Marketing Association
DMA House
70 Margaret Street
London
W1W 8SS
Tel: 020 7291 3300
Web: www.dma.org.uk

Envelope Manufacturers and Suppliers Association (EMSA)

The EMSA can be contacted at:

EMSA
500 Montgomery Street
Suite 550
Alexandria
Virginia 22314-1565
USA
Tel: +1 703-739-2200
Kim Moses Executive Director kmoses@envelope.org

Mail Order Traders' Association (MOTA)

MOTA can be contacted at:

Mail Order Traders' Association
PO Box 51909 London
SW99 0WZ
Tel: **020 7735 3410**

For Mailing Preference Service (MPS) customer registrations:

For Mailing Preference Service (MPS) customer registrations, contact:

Freepost LON 20771
LONDON
W1E 0ZT

Professional Publishers Association (PPA)

The PPA can be contacted at:

Professional Publishers Association
Queens House
28 Kingsway
LONDON
WC2B
6JR
Tel: **020 7404 4166**