

From 6th April 2009

price guide business mail services



09

Your guide to Royal Mail's new postal prices

from 6th April 2009

This price guide is one of three separate brochures:

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

You can download any of these guides at www.royalmail.com/prices2009

Of course, if you have any questions about our prices or services, or need advice on which services may be best for your business, just call our Business Customer Helpline on **08457 950 950** between 8am and 7pm, Monday to Friday.

This price guide replaces last year's – so now that you no longer need your 2008 guide, please recycle it rather than throw it away. It's made of 100% recyclable paper.



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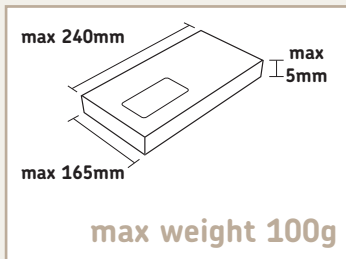
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Know your formats

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

Letter format

**Up to 100g.
Up to 5mm thick.**

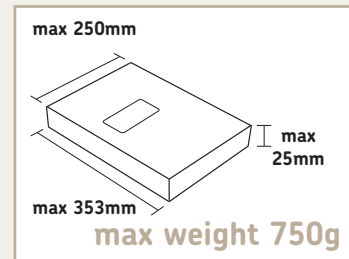


For example:

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

Large Letter format

**Up to 750g.
Up to 25mm thick.**

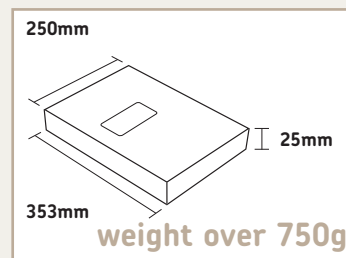
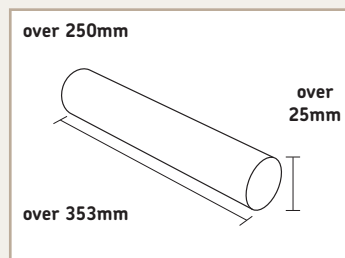
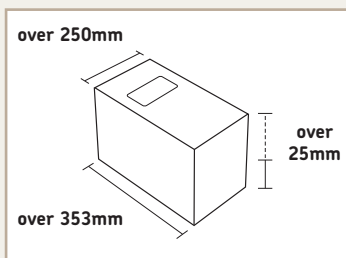


For example:

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

Packet format

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



Maximum dimensions for a Packet:

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

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

See the Standard Parcels services for items over these dimensions

For example:

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

Want to know more?

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

Your payment options

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

Credit Account

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

Franking

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

Post Office®

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

SmartStamp®

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

Online Postage

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

Royal Mail Direct

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

Online Business Account

Online Business Account is our online ordering and invoicing system. It allows you to order mail services and manage your Royal Mail invoices quickly and simply in one place. For more information visit www.royalmail.com/oba

N.B. Orders made from 6th April 2009 using paper posting cheques will be subject to a minimum order value of £20 and a £1 handling fee per cheque. For more information visit www.royalmail.com/minimumorder

Sending mail in the UK

First Class

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

Second Class

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

First Class			Second Class	
	Stamps or SmartStamp	Franking or Account	Stamps or SmartStamp	Franking or Account
Weight	Price	Price	Price	Price
Letter				
0-100g	£0.39	£0.36	£0.30	£0.25
Large letter				
0-100g	£0.61	£0.50	£0.47	£0.40
101-250g	£0.90	£0.72	£0.76	£0.59
251-500g	£1.24	£1.04	£1.04	£0.85
501-750g	£1.77	£1.51	£1.51	£1.23
Packet				
0-100g	£1.28	£1.20	£1.08	£1.00
101-250g	£1.62	£1.49	£1.41	£1.30
251-500g	£2.14	£1.80	£1.85	£1.50
501-750g	£2.65	£2.23	£2.24	£1.82
751-1000g	£3.25	£2.70	£2.70	£2.18
1001-1250g	£4.45	£3.76	Not applicable Please note items heavier than 1000g cannot be sent Second Class	
1251-1500g	£5.15	£4.42		
1501-1750g	£5.85	£5.07		
1751-2000g	£6.55	£5.66		
2001-4000g	£8.22	£7.39		
Each additional 2000g or part thereof add	£2.80	£2.52		

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

Volume Related Discounts

If you pay for your postage via a Royal Mail Account, you could benefit from our Volume Related Discounts. If your mailing reaches the volumes shown in the table below, you'll automatically receive a discount on your postage.

Volume Related Discounts					
Volume bands					
	Band 1	Band 2	Band 3	Band 4	Band 5
Letter	0-999	1000-2499	2500-7499	7500-19,999	20,000+
Large Letter	0-249	250-749	750-1999	2000-4999	5000+
Packet	0-99	100-249	250-749	750-1999	2000+
Discounts	0%	1.5%	3%	4.5%	5.5%

Discounts awarded to customers paying for the applicable service via a Royal Mail Account only. Discount is applicable per sales order. All items must be mailed from the same site and be of the same format, class and service to qualify (e.g. you won't get the discount if you combine First Class with Second Class items, or Letters with Packets).

Want to know more?

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

Save money on postage costs by using a franking machine or opening a Royal Mail Account. See page 3 for more details.

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

Download our useful pricing wallcharts at www.royalmail.com/prices2009

Recorded Signed For™

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

Recorded Signed For fee

Price	£0.75	Plus the relevant First or Second Class postage
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Volume Related Discounts will be applied to the postage element only, and not the Recorded Signed For fee. See page 5 for Volume Related Discounts.

Standard Parcels

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

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

Standard Parcels

Not over	2kg	4kg	6kg	8kg	10kg	20kg
Price	£4.41	£7.06	£9.58	£11.74	£12.61	£14.69

In the unlikely event of loss or damage, compensation up to £39 is included in the price. However you may opt for extra compensation cover.

Maximum Compensation per Parcel

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

Want to know more?

For International Signed For details, please see page 18.

For guaranteed next day delivery, fully trackable services or for sending valuable items (e.g. cash, jewellery, tickets and vouchers), see page 13 for Special Delivery 9.00am or Special Delivery Next Day.

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

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

Cleanmail® and Cleanmail® Plus

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

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

Cleanmail				
First Class			Second Class	
	Cleanmail OCR	Cleanmail CBC	Cleanmail OCR	Cleanmail CBC
Weight	Price	Price	Price	Price
Letter*				
0-100g	33.1p	32.4p	23p	22.5p

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

Cleanmail Plus				
First Class			Second Class	
	Cleanmail Plus OCR	Cleanmail Plus CBC	Cleanmail Plus OCR	Cleanmail Plus CBC
Weight	Price	Price	Price	Price
Letter*				
0-100g	32p	31.3p	22.3p	21.8p

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

Volume Related Discounts for Cleanmail and Cleanmail Plus					
Volume bands					
	Band 1	Band 2	Band 3	Band 4	Band 5
Letter					
	0-999*	1000-2499	2500-7499	7500-19,999	20,000+
Discounts	n/a*	1.5%	3%	4.5%	5.5%

Discounts awarded to customers paying for the applicable service via a Royal Mail Account only. Please note, meter users cannot claim discounts on Cleanmail or Cleanmail Plus. However, discounts for meter users are available on our Cleanmail Advance service – see overleaf. Discount is applicable per sales order. All items must be mailed from the same site and be of the same format, class and service to qualify (e.g. you won't get the discount if you combine First Class with Second Class items, or Letters with Packets).

* Not applicable – volumes less than 1,000 items cannot be sent by Cleanmail or Cleanmail Plus.

Cleanmail® Advance

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

Cleanmail Advance		
	First Class	Second Class
Weight	Price*	Price*
Letter		
0-100g	31.3p	21.8p

* Items that do not meet the Cleanmail Advance specification will be charged at full STL account rate. Envelope size: maximum C5 Plus (240mm x 165mm), minimum 145mm x 110mm, maximum item weight 100g, maximum item thickness 5mm and minimum 0.25mm.

Volume Related Discounts for Cleanmail Advance					
Volume bands					
	Band 1	Band 2	Band 3	Band 4	Band 5
Letter					
	0-999*	1000-2499	2500-7499	7500-19,999	20,000+
Discounts	n/a*	1.5%	3%	4.5%	5.5%

Discounts awarded to customers paying for the applicable service via a Royal Mail meter or Account only. Discount is applicable per sales order. All items must be mailed from the same site and be of the same format, class and service to qualify (e.g. you won't get the discount if you combine First Class with Second Class items, or Letters with Packets).

* Not applicable – volumes less than 1,000 items cannot be sent by Cleanmail Advance.

Want to know more?

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

Automated Standard Tariff Large Letter (ASTLL)

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

Automated Standard Tariff Large Letter		
	First Class	Second Class
Weight	Price	Price
Large Letter*		
50-100g	42p	33.6p
101-250g	60.5p	49.6p
251-500g	87.4p	71.4p
501-750g	126.8p	103.3p

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

Volume Related Discounts for ASTLL					
	Volume bands				
	Band 1	Band 2	Band 3	Band 4	Band 5
Large Letter					
	0-249*	250-749	750-1999	2000-4999	5000+
Discounts	n/a*	1.5%	3%	4.5%	5.5%

Discounts awarded to customers paying for the applicable service via a Royal Mail Account only. Discount is applicable per sales order. All items must be mailed from the same site and be of the same format, class and service to qualify (e.g. you won't get the discount if you combine First Class with Second Class items, or Letters with Packets).

* Not applicable – volumes less than 250 items cannot be sent by ASTLL.

Want to know more?

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

Packetpost™

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

Our prices are based on the average weight and format of all the items you send. This means you don't have to weigh each item individually, saving you time and money. There is no minimum daily mailing volume for Packetpost.

Packetpost		
	First Class	Second Class
Weight	Price	Price
Letter		
0-100g	n/a	n/a
Large Letter		
0-100g	46.8p	37.4p
101-250g	67.3p	55.2p
251-500g	93.6p	76.5p
501-750g	135.9p	110.7p
Packet		
0-100g	112.2p	93.5p
101-250g	139.3p	121.6p
251-500g	162p	135p
501-750g	200.7p	163.8p
751-1000g	243p	196.2p
1001-1250g	270p	215p
1251-1500g	307p	245p
1501-1750g	344p	275p
1751-2000g	381p	305p
2001-20,000g	For each additional 250g add 28p	n/a

Want to know more?

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

Find out how to make it easier for your customers to return items to you. See page 24 for prices and details for Packetpost Returns.

Packetsort™

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

Packetsort		
	First Class	Second Class
Weight	Price	Price
Letter		
0-100g	n/a	n/a
Large Letter		
0-100g	44.9p	35.9p
101-250g	64.6p	53p
251-500g	89.9p	73.4p
501-750g	130.5p	106.3p
Packet		
0-100g	107.7p	89.8p
101-250g	133.7p	116.7p
251-500g	155.5p	129.6p
501-750g	192.7p	157.2p
751-1000g	233.3p	188.4p
1001-1250g	259.2p	206.4p
1251-1500g	294.7p	235.2p
1501-1750g	330.2p	264p
1751-2000g	365.7p	292.8p
2001-20,000g	For each additional 250g add 26.9p	n/a

Volume Related Discounts for Packetpost, Packetsort and Packetsort Plus

	Volume bands				
	Band 1	Band 2	Band 3	Band 4	Band 5
Large Letter					
	0-249*	250-749	750-1999	2000-4999	5000+
Packet					
	0-99*	100-249*	250-749	750-1999	2000+
Discounts					
	0%	1.5%	3%	4.5%	5.5%

Discounts awarded to customers paying for the applicable service via a Royal Mail Account only. Discount is applicable per sales order. All items must be mailed from the same site and be of the same format, class and service to qualify (e.g. you won't get the discount if you combine First Class with Second Class items, or Letters with Packets).

* Volumes less than 250 items cannot be sent by Packetpost or Packetsort Plus.

Packetsort Plus™

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

Royal Mail Tracked™

Using Royal Mail Tracked means you can let your customers keep track of their orders just by looking online.

To qualify for this service, you need to send at least 5,000 packets a year. From 6 April 2009 your 5,000 packets can now consist of any combination of Contract Special Delivery™ and Royal Mail Tracked items rather than just tracked items as before. We aim to deliver your Packets within 2–3 days, anywhere in the UK.

Your customers can also nominate a **Safeplace™** that we'll deliver to if they're out, which will improve your first time deliveries. Or, if they'd prefer, they can choose **Local Collect™** and have their item delivered to a Post Office® branch of their choice. Offering so much flexibility and convenience all helps with keeping customers happy.

Want to know more?

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

Courier services

Special Delivery™

Sending an urgent or valuable item that absolutely has to arrive on time? Our overnight courier service guarantees to deliver your urgent item the next working day – or your money back.* We'll deliver before 9am (when you choose Special Delivery 9.00am) or before 1pm (if you choose Special Delivery Next Day). You can also track your items online and an electronic signature is available to confirm delivery.

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

Special Delivery 9.00am						
Stamps or SmartStamp				Franking or Account		
Compensation for loss or damage				Compensation for loss or damage		
Weight not over	Up to £50	Up to £1000	Up to £2500	Up to £50	Up to £1000	Up to £2500
100g	£10.85	£12.35	£13.80	£10.65	£12.15	£13.60
500g	£12.65	£14.15	£15.60	£12.45	£13.95	£15.40
1kg	£14.75	£16.25	£17.70	£14.35	£15.85	£17.30
2kg	£18.30	£19.80	£21.25	£17.80	£19.30	£20.75

Special Delivery Next Day						
Stamps or SmartStamp				Franking or Account		
Compensation for loss or damage				Compensation for loss or damage		
Weight not over	Up to £500	Up to £1000	Up to £2500	Up to £500	Up to £1000	Up to £2500
100g	£4.95	£5.80	£7.40	£4.80	£5.65	£7.25
500g	£5.40	£6.25	£7.85	£5.20	£6.05	£7.65
1kg	£6.70	£7.55	£9.15	£6.35	£7.20	£8.80
2kg	£8.65	£9.50	£11.10	£8.15	£9.00	£10.60
10kg	£21.65	£22.50	£24.10	£20.65	£21.50	£23.10

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

Want to know more?

For Account Customers sending at least 5,000 Special Delivery items per year, a Volume Related Discount may be available. For further information, just contact your Royal Mail Account Manager or call **08457 950 950**.

For more information visit www.royalmail.com/specialdelivery

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

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

Consequential Loss fees for Special Delivery 9.00am and Next Day (optional additional cover)	
Compensation	Price
£1000	£1.70
£2500	£2.20
£5000	£2.90
£7500	£3.60
£10,000	£4.30

Special Delivery™ Saturday Guarantee

For an additional £2.20 per item, we'll guarantee to deliver your Special Delivery item on Saturday too. If you are an Account Customer, you can incorporate Saturday Guarantee into your overall Account price.

Royal Mail Sameday™

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

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

Want to know more?

If you want to send priority mail overseas, please see page 18.

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

Sending mail overseas

Where is it going?

Prices vary depending on whether your mail is for 'Europe' or 'Rest of World'.

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

For mailing purposes, 'Europe' includes Russia and countries such as Georgia and Ukraine.

If you're sending goods out of the EU you will need to complete a customs form. These are available at www.royalmail.com/customs or from Post Office® branches.

International size limits

International size limits apply to all our services including Airmail Letters, Printed Papers and Small Packets but the maximum dimensions for international items are smaller than those for our UK services.

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

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

Want to know more?

Check www.royalmail.com/internationalbulkmail for our international contract services.

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

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

Airmail Letters

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

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

Airmail Letters (Europe)		
	Stamps or SmartStamp	Franking or Account
Weight not over	Price	Price
10g	£0.56	£0.55
20g	£0.56	£0.55
40g	£0.81	£0.80
60g	£1.05	£1.03
80g	£1.28	£1.26
100g	£1.52	£1.49
120g	£1.77	£1.74
140g	£2.02	£1.98
160g	£2.26	£2.22
180g	£2.51	£2.47
200g	£2.73	£2.68
220g	£2.96	£2.91
240g	£3.19	£3.13
260g	£3.43	£3.37
280g	£3.65	£3.58
300g	£3.89	£3.82
Every extra 20g up to 500g add	£0.19	£0.19
Every extra 20g up to 1kg add	£0.17	£0.17
Every extra 20g above 1kg add	£0.15	£0.15

The maximum weight for Airmail Letters is 2kg.

Airmail Letters (Rest of World)		
	Stamps or SmartStamp	Franking or Account
Weight not over	Price	Price
Postcard	£0.62	£0.61
10g	£0.62	£0.61
20g	£0.90	£0.88
40g	£1.35	£1.33
60g	£1.82	£1.79
80g	£2.31	£2.27
100g	£2.80	£2.75
120g	£3.26	£3.20
140g	£3.75	£3.68
160g	£4.23	£4.16
180g	£4.71	£4.64
200g	£5.19	£5.12
220g	£5.65	£5.58
240g	£6.09	£6.02
260g	£6.55	£6.48
280g	£6.98	£6.91
300g	£7.44	£7.37
Every extra 20g up to 500g add	£0.30	£0.30
Every extra 20g up to 1kg add	£0.28	£0.28
Every extra 20g above 1kg add	£0.25	£0.25

Want to know more?

If you need a faster service or need confirmation that your item has been delivered see **Airsure** on page 18.

Remember, you can buy pre-paid Airpack envelopes online at www.royalmail.com/shop

You can download a handy wallchart of these Airmail prices at www.royalmail.com/prices2009

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

Airmail Printed Papers

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

Airmail Small Packets

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

Airmail Printed Papers/ Small Packets (Europe)		
	Stamps or SmartStamp	Franking or Account
Weight not over	Price	Price
10g	£1.21	£1.19
20g	£1.21	£1.19
40g	£1.21	£1.19
60g	£1.21	£1.19
80g	£1.21	£1.19
100g	£1.21	£1.19
120g	£1.31	£1.28
140g	£1.45	£1.42
160g	£1.57	£1.54
180g	£1.70	£1.66
200g	£1.82	£1.78
220g	£1.95	£1.91
240g	£2.06	£2.02
260g	£2.18	£2.13
280g	£2.31	£2.26
300g	£2.44	£2.39
Every extra 20g up to 500g add	£0.11	£0.11
Every extra 20g up to 1kg add	£0.11	£0.11
Every extra 20g above 1kg* add	£0.10	£0.10

Airmail Printed Papers/ Small Packets (Rest of World)		
	Stamps or SmartStamp	Franking or Account
Weight not over	Price	Price
10g	£1.68	£1.65
20g	£1.68	£1.65
40g	£1.68	£1.65
60g	£1.68	£1.65
80g	£1.68	£1.65
100g	£1.68	£1.65
120g	£1.93	£1.89
140g	£2.19	£2.15
160g	£2.44	£2.39
180g	£2.70	£2.65
200g	£2.94	£2.89
220g	£3.18	£3.13
240g	£3.41	£3.36
260g	£3.64	£3.59
280g	£3.88	£3.83
300g	£4.11	£4.06
Every extra 20g up to 500g add	£0.24	£0.24
Every extra 20g up to 1kg add	£0.23	£0.23
Every extra 20g above 1kg* add	£0.22	£0.22

* Volumes more than 2kg cannot be sent as Small Packets.
Books only up to 5kg can be sent to the Republic of Ireland. Maximum weight of 2kg to Canada.

Airsure®

Use Airsure to send your mail quickly and safely to selected destinations. Your item will receive priority handling at home and overseas, and benefits from an online tracking facility so you can check your mail's progress along the way. In the unlikely event of loss or damage up to £39 compensation is included and if you are sending valuable items, you can get additional cover of up to £500 for an additional fee.

International Signed For™

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

When you use International Signed For you can send your item via Airmail or Surface Mail to just about anywhere in the world. And you'll get the extra reassurance that a signature will be obtained for you on delivery. Up to £39 compensation for loss or damage is included. If you're sending valuable items, you can get additional cover of up to £250 or £500, depending on the destination.

Product	Standard Rate	Additional Compensation up to £500
Airsure	£4.50	£2.20
International Signed For	£3.70	£2.20

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

Please note that the maximum compensation for cash and money sent via International Signed For and Airsure is £100 and that cash cannot be sent at all to a number of countries – please check with us on **08457 950 950** for details. Also additional cover is not available for mobile telephones, so the maximum compensation for mobile telephones sent via these services is £39.

Want to know more?

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

For information on Contract Airsure see www.royalmail.com/internationalbulkmail

Buy prepaid Airsure and International Signed For envelopes online at www.royalmail.com/shop

Surface Mail

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

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

Surface Mail Letters (Rest of World only)

Weight not over	Price	Weight not over	Price
20g	£0.54	1050g	£10.95
60g	£0.92	1100g	£11.46
100g	£1.30	1150g	£11.96
150g	£1.83	1200g	£12.47
200g	£2.34	1250g	£12.97
250g	£2.86	1300g	£13.47
300g	£3.36	1350g	£13.98
350g	£3.86	1400g	£14.49
400g	£4.38	1450g	£15.00
450g	£4.88	1500g	£15.50
500g	£5.39	1550g	£16.00
550g	£5.89	1600g	£16.51
600g	£6.40	1650g	£16.94
650g	£6.90	1700g	£17.37
700g	£7.41	1750g	£17.80
750g	£7.92	1800g	£18.23
800g	£8.42	1850g	£18.66
850g	£8.93	1900g	£19.09
900g	£9.43	1950g	£19.52
950g	£9.93	2000g	£19.95
1000g	£10.44	Letters over 2000g cannot be sent by Surface Mail	

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

Weight not over	Price	Weight not over	Price
20g	£0.91	1050g	£6.73
60g	£0.91	1100g	£7.03
100g	£0.91	1150g	£7.34
150g	£1.22	1200g	£7.65
200g	£1.53	1250g	£7.95
250g	£1.84	1300g	£8.25
300g	£2.14	1350g	£8.56
350g	£2.44	1400g	£8.87
400g	£2.76	1450g	£9.17
450g	£3.06	1500g	£9.48
500g	£3.36	1550g	£9.79
550g	£3.67	1600g	£10.09
600g	£3.98	1650g	£10.35
650g	£4.28	1700g	£10.61
700g	£4.59	1750g	£10.87
750g	£4.89	1800g	£11.13
800g	£5.20	1850g	£11.39
850g	£5.50	1900g	£11.65
900g	£5.81	1950g	£11.91
950g	£6.12	2000g	£12.17
1000g	£6.42	2000g+	
		Each 50g thereafter up to 5000g add £0.26	
		Small Packets over 2000g cannot be sent by Royal Mail International Services	

Want to know more?

For information on our international contract services, see www.royalmail.com/internationalbulkmail

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

Helping your customers to respond

UK Licence Fee

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

Licence Fees		
	Annual Licence Fee	Deposit
Business Reply Standard, Freepost Standard, Business Reply Plus and Freepost Plus	£76.70	£45.00
Freepost NAME	£185.85	£59.75
Special Delivery with Business Response Services	£79.70	£118.95

Business Reply Plus and Freepost™ Plus

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

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

Business Reply Plus and Freepost Plus		
	First Class	Second Class
Weight	Price	Price
Letter		
0-100g	35p	24p
Large Letter		
n/a	n/a	n/a
Packet		
n/a	n/a	n/a

Business Reply Standard and Freepost™ Standard

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

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

Business Reply Standard and Freepost Standard		
	First Class	Second Class
Weight	Price	Price
Letter		
0-100g	38.5p	27.5p
Large Letter		
0-100g	52.5p	42.5p
101-250g	74.5p	61.5p
251-500g	106.5p	87.5p
501-750g	153.5p	125.5p
Packet		
0-100g	122.5p	102.5p
101-250g	151.5p	132.5p
251-500g	182.5p	152.5p
501-750g	225.5p	184.5p
751-1000g	272.5p	220.5p
1001-1250g	378.5p	Not applicable Please note items heavier than 1000g cannot be sent Second Class
1251-1500g	444.5p	
1501-1750g	509.5p	
1751-2000g	568.5p	
For each additional 2000g or part thereof add	252p	

Want to know more?

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

Freepost™ NAME

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

Freepost NAME	First Class
Weight	Price
Letter	
0-100g	£0.46
Large Letter	
0-100g	£0.60
101-250g	£0.82
251-500g	£1.14
501-750g	£1.61
Packet	
0-100g	£1.30
101-250g	£1.59
251-500g	£1.90
501-750g	£2.33
751-1000g	£2.80
1001-1250g	£3.86
1251-1500g	£4.52
1501-1750g	£5.17
1751-2000g	£5.76
For each additional 2000g or part thereof	£2.52

Special Delivery™ With Response®

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

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

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

Want to know more?

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

Packetpost Returns™

If your customer returns more than 2,000 items per year to your business, you can use Packetpost Returns.

Packetpost Returns				
	First Class		Second Class	
Weight	Price		Price	
0-100g	117.2p		98.5p	
101-250g	144.3p		126.6p	
251-500g	167p		140p	
501-750g	205.7p		168.8p	
751-1000g	248p		201.2p	
1001-1250g	275p		220p	
1251-1500g	312p		250p	
1501-1750g	349p		280p	
1751-2000g	386p		310p	
2001-20,000g*	For each additional 250g add 28p		For each additional 250g add 23p	

*Second Class Packetpost Returns items have a maximum weight limit of 5,000g.

Want to know more?

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

Mail collection and delivery options

Collections

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

Collections	
	Price per annum
Spending less than £15,000 per annum on Royal Mail services (per site/location)	
Weekday Collection	£500
Weekday Timed Collection	Additional £800
Saturday Collection	£150
Saturday Timed Collection	Additional £200
Floor Fees*	£125
Spending more than £15,000 per annum on Royal Mail services** (per site/location)	
All Weekday Collections	Free
All Saturday Collections	Free
Floor Fees*	Free

Single Collection

	Per Collection
Single collection when you need it**	£12.50

Prices are applicable from 6th April 2009 for all new collection contract applications.

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

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

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

How to apply

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

Mail collection and delivery options

PO Box®

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

Duration	PO Boxes
	Price
	Basic Service
6 months	£51.00
1 year	£62.85
	Basic Service plus mail from a box delivered to a street address
6 months	£102.05
1 year	£125.75
	Basic Service plus mail transferred from a street address to a box
6 months	£102.05
1 year	£125.75
	PO Locked Box
6 months	£130.00
1 year	£160.00

Selectapost™

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

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

Selectapost	
If delivered to a single point	If delivered to multiple points
Price	Price
Quarterly charge per selection	£28.85
Per 1000 Letters	£18.50
Per 1000 Large Letters	£27.75
	£19.15
	£28.40

How to apply

To find out about additional PO Box services, please visit www.royalmail.com/poboxes

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

Pre-Sorted Delivery

If you have more than 6,000 incoming items of mail per day or need it to be sorted into more than 25 selections, then Pre-Sorted Delivery is the service for you. You can also pay for your mail to be prepared and delivered earlier than your usual delivery.

Early Extraction™

Early Extraction lets you access your available mail at the earliest possible time in the morning. You can pick up your mail from your local Mail Centre between 12.01am and 6am, or for an additional fee, we can even arrange delivery to you before 6am.

Business Redirection

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

Redirection			
Time	Social Inland	Business Inland	Any International
1 month	£7.65	£15.50	£15.50
3 months	£16.85	£26.00	£33.75
6 months	£26.00	£52.05	£52.05
12 months	£39.05	£78.10	£78.10

Redirection Fasttrack set up fee of £7.50

Diversion

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

Business Keepsafe™

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

Business Keepsafe	
	Price
Up to 4 working days at Christmas and Easter	Free
Up to 66 days at any time	£29.40

Keepsafe Fasttrack for Social and Business set up fee of £7.50

Want to know more?

For more information on Pre-Sorted Delivery and Early Extraction visit www.royalmail.com/presorteddelivery and www.royalmail.com/earlyextraction

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

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Contact us

If you wish to get in touch, please contact your Royal Mail Account Manager or our Business Customer Helpline:

call: **08457 950 950**

email: **prices2009@royalmail.com**

Other formats

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

A large print booklet

An audio tape

An audio CD

A Braille booklet

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



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