



Royal Mail Consultation on changes to the Postal Schemes 2023:

In the UK Post Scheme:

- (i)** The introduction of photograph capture on delivery
- (ii)** The introduction of safe place deliveries
- (iii)** The introduction of automatic redelivery
- (iv)** Change to the definition of Due Date for the Channel Islands and Isle of Man
- (v)** Increasing the compensation level available on Special Delivery Guaranteed
- (vi)** Changing the level of compensation on Signed For
- (vii)** Simplifying and updating the UK Post Scheme to remove, clarify and update legacy information

In the Overseas Post Scheme

- (viii)** Clarification of customs data requirements
- (ix)** Simplify and update the Overseas Post Scheme to remove and clarify legacy information

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Contents

Summary	3
Postal Schemes	5
Background to the change	5
Proposed changes to the UK Post Scheme	7
Proposed changes to the Overseas Post Scheme	13
Consultation questions	16
Next steps	17
Annex A – Proposed new Scheme Wording	18
Annex B – Consultation Response Cover Sheet.....	35

Summary

1. As the UK's sole designated Universal Service Provider, Royal Mail delivers a range of Universal Service 'one-price-goes-anywhere' letters and parcel products to over 31 million addresses across the country. We also provide certain Universal Service letter and parcel products for items going overseas as well as a number of other commercial services to consumers, sole traders, SMEs, large businesses and retailers, and other postal operators via our downstream network.
2. The Postal Schemes are the documents that set out the key terms on which we provide our Universal Services. There are three Postal Schemes: the UK Post Scheme, which covers domestic services; the International Post Scheme, which covers some of our import and export services; and the Franking Post Scheme, which covers the use of franking machines for the purchase of some of our products and services. From time to time, these Schemes need to be updated to reflect changes in how we provide these services. On this occasion, we are only proposing changes to the UK Post Scheme and the International Post Scheme. There are no proposed changes to the Franking Post Scheme.
3. Royal Mail wants to be the UK's most trusted, reliable, and customer-focused delivery company. Transforming our network to handle more parcels is a key part of our business strategy. We continue to improve and simplify our customer offering and launch new products and services. Whilst transforming, we remain committed to a one-price-goes-anywhere Universal Service that is universal, affordable, and accessible to all.
4. We are proposing to make changes to the UK Post Scheme to reflect changes to our products and services. We are also taking this opportunity to simplify and update up the UK Post Scheme and the Overseas Post Scheme. Prior to changing these Schemes, we are, via this document, consulting with our stakeholders on the wording we are proposing to use in the Scheme to reflect these changes.

In the UK Post Scheme, these changes are:

- (i) The introduction of photograph capture on delivery
- (ii) The introduction of safe place deliveries on all products
- (iii) The introduction of automatic redelivery
- (iv) Change to the definition of Due Date for the Bailiwicks of Guernsey and Jersey and Isle of Man
- (v) Increasing the compensation level available on Special Delivery Guaranteed
- (vi) Changing the compensation level available on Signed For
- (vii) Simplifying and updating the UK Post Scheme to remove, clarify and update legacy information

In the Overseas Post Scheme these changes are:

- (viii) Clarification of customs data requirements
- (ix) Simplifying and updating the Overseas Post Scheme to remove and clarify and update legacy information

5. We are keen to hear our stakeholders' views on the proposed new wording for these Schemes. **This consultation will open on 2 May 2023 and close at 17:00 on 2 June 2023.** We will evaluate all responses before we finalise our decision. We will then publish any changes to the Schemes and will issue a formal notification to Ofcom and Consumer Advocacy Bodies. It is our intention that the new Scheme will come into effect on **3 August 2023.**

Postal Schemes

6. Certain Royal Mail products and services have their terms and conditions detailed in documents called Postal Schemes¹. These Schemes are published under the Postal Services Act 2000² and mean that it is not necessary for Royal Mail to have individual contracts with each and every customer purchasing these products or using these services. Royal Mail currently has three Postal Schemes: the UK Post Scheme; the Overseas Post Scheme and the Franking Post Scheme.
7. Occasionally, we need to update our Schemes. Changes can result from reforms to Royal Mail policies and procedures; rules governing the safe transit of items; the introduction of new products and services; or changes to national and international legislation. Before making any changes to the Schemes, we formally consult with our customers and all relevant stakeholders on the proposed new wording for the Schemes.³ **With this document, we are consulting on changes to “UK Post Scheme 6 April 2022”⁴ and the “Overseas Post Scheme 6 April 2022”⁵.**

Background to the changes

8. Royal Mail is transforming from a letters focussed business that delivers parcels, to a parcels-led business that delivers letters. The recent COVID-19 global pandemic forced many people in the UK to work from home for an extended period of time and forced many people to become more reliant on parcel deliveries. As a result, consumer behaviours have changed in recent years. Customers now expect to have their parcels delivered first time and increasingly demand more delivery options if they are not in to receive their parcel.
9. We want to be the number one choice for our customers by providing the services they need and want. We have listened to our customers and are evolving to meet their needs. For example, we are introducing new ways of working that give customers more options and more control over their deliveries. This means an increase in first time deliveries and better options to provide visibility of this. And when we are not able to deliver the first time, we are looking to redeliver items to our customers free of charge, and without them having to do anything.
10. We have also been reviewing the compensation levels available on a number of our products and are looking to make some changes to the standard levels of compensation. On Special Delivery Guaranteed, we are proposing to amend the wording of the UK Post Scheme to increase this from £500 to £750. On Signed For, we are proposing to decrease this from £50 to £20 to bring it into line with the level of compensation for First Class and Second Class items. At the

¹ All Postal Schemes are available here: <http://www.royalmail.com/non-contract-terms-and-conditions>

² PSA 2000 is available here: <https://www.legislation.gov.uk/ukpga/2000/26/contents>

³ Royal Mail is undertaking this consultation in accordance with the requirements set by our regulator, Ofcom. We are required to notify Ofcom of the proposed changes to the Schemes under Section 89A (1) of the Postal Services Act 2000. Ofcom does not approve the Schemes, but they do have the power under Section 89A of the Postal Services Act to direct us to modify them.

⁴ <https://www.royalmail.com/sites/royalmail.com/files/2022-07/UK-Post-Scheme-06-April-2022-FINAL.pdf>

⁵ https://www.royalmail.com/sites/royalmail.com/files/2022-09/Overseas_Post_Scheme_06-April-2022.pdf

same time, we are looking to make our Tracked service⁶ more widely available to consumers. This comes with a compensation level of £150. We believe these changes will better reflect the needs of our customers.

11. The Bailiwicks of Guernsey and Jersey and the Isle of Man are British Crown Dependencies and are not part of the UK. As such, they are not covered by the domestic requirements under Ofcom's Designated Universal Service Condition, which include providing a next day delivery service to every address across the UK. We are therefore proposing to change the definition of 'Due Date' to these territories. This would provide greater flexibility in the future, allowing us to make changes to how we send the mail to these three territories without being bound by the Due Date set out in the UK Post Scheme.
12. In 2022, Royal Mail introduced barcoding to all definitive stamps as part of the company's extensive and ongoing modernisation drive. This allows the unique barcodes on stamps to facilitate operational efficiencies, enable the introduction of added security features and pave the way for innovative services for customers. We are looking to update the definition of a postage stamp to reflect this change and are consulting on the wording to reflect this development.
13. New EU legislation and legislation that covers various other international jurisdictions require the provision of customs data electronically and air carriers are now required to provide the data to the relevant customs office. We are therefore proposing to update the Scheme to reflect these data requirements for international items.
14. Whilst reviewing the Scheme documents for the changes outlined above, we also identified other sections of the Scheme documents that need to be updated, clarified or removed. This will make both Scheme documents shorter and easier to read for those governed by the Scheme. These administrative changes do not materially affect the products or services that are offered by Royal Mail.

⁶ Royal Mail's Tracked service is a non-USO service and is not covered by the UK Post Scheme. Further information about Royal Mail Tracked can be found here: <https://www.royalmail.com/sending/uk/tracked-24>

Proposed changes to the UK Post Scheme

15. We set out below each of the changes we are proposing to make to the UK Post Scheme. The full details of our proposed changes to the text of the UK Post Scheme are listed in Annex A. We are seeking views on the proposed changes to the wording.

The introduction of photograph capture on delivery

16. During the COVID-19 pandemic, parcel operators moved away from gathering signatures from their customers on the doorstep. This was one of several steps adopted to help prevent the spread of COVID. In place of a signature, many parcel operators began to take photographs of items being delivered. In line with market expectations, Royal Mail has introduced capability to Capture a Photo On Delivery (**CPOD**).
17. Following successful trials in 2021, Royal Mail introduced CPOD as an enhancement to some of our services. In 2023, we will be expanding the availability of CPOD further, including on some products covered by the UK Post Scheme (for example on Special Delivery Guaranteed items). This will help to ensure that our USO product offering continues to evolve and remain current. We are keen to ensure that this product continues to offer the features that our customers want and need.
18. We propose to introduce a new section to the UK Post Scheme to make it clear to our customers that we may take a photograph at the point of delivery, and how that photo may be used.

The introduction of safe place deliveries

19. Our customers want more convenient options for their parcels to be delivered first time. This includes an increasing desire for items to be delivered to a neighbour or to a 'safe place' if the recipient is not home. Research from Ofcom is clear,⁷ 87% of customers want more convenient delivery options. 84% of customers list the ability to deliver to a safe place as important when choosing a parcel operator. Safe place deliveries are becoming an industry standard, and our customers expect us to offer this option.
20. We have listened to our customers. During 2022, we trialled a new delivery process. Where the customer was not at home to accept a parcel delivery, the new process allowed items to be left in a safe, secure and weatherproof location at the discretion of the Delivery Officer.
21. As a result, we have rolled out safe place as a standard delivery method nationwide. This can be used when a customer is not at the address to accept the parcel. This covers certain standard parcel products that do not require a signature or age or ID verification, including some covered by the UK Post Scheme.⁸ If a customer does not want us to leave their item in a safe place at their address, they can contact our Customer Experience team and opt out of safe place

⁷ Ofcom's 2021 Annual Monitoring Report, page 19.

⁸ If the item requires a signature and/or requires an Age or ID verification we will not leave it in a safe place, even if we are asked to do so.

deliveries.⁹ We are actively monitoring customer complaints to ensure that there are no emerging issues as a result of the rollout.

22. We are therefore proposing to update the wording of the relevant section of the UK Post scheme which covers our delivery processes to make it clear to consumers that delivery to safe place, where we believe it is safe and appropriate to do so, is one of our delivery options.

Automatic redelivery

23. If a customer is not at home to receive a delivery, we have introduced several options for the customer to receive their mail. These include delivering mail to a neighbour or to a safe location. However, these options will not be appropriate for everyone, and we want to do more for those customers. We have been trialling automatic redelivery the next working day for all items that cannot be delivered first time since September 2022. This allows us to provide a better service for our customers. The results of the trial were very positive, with a high number of parcels being successfully redelivered automatically.
24. We have rolled out automatic redelivery across the UK from 2 May 2023.¹⁰ We are therefore proposing to update the wording in the relevant section of the UK Post Scheme to make it clear to customers that we will automatically redeliver mail unless we receive an alternative instruction from the recipient.

Change to the definition of Due Date for the Channel Islands and Isle of Man

25. The Bailiwicks of Guernsey and Jersey and the Isle of Man are British Crown Dependencies and are not part of the UK. As such, they are not covered by the domestic requirements under Ofcom's Designated Universal Service Condition, which include providing a next day delivery service to every address across the UK. However, for historical reasons, the Terms and Conditions for certain mail travelling to these territories is covered by the Schemes.
26. We are therefore proposing to change the definition of 'Due Date' as it pertains to the Bailiwicks of Guernsey and Jersey and the Isle of Man to allow for additional working day(s) for sending and receiving mail to and from these territories. The proposed change would allow us to continue to offer a reliable service to the Bailiwicks of Guernsey and Jersey and the Isle of Man, without being bound by the Schemes.
27. Royal Mail keeps its operations under regular review. As part of this, Royal Mail and Jersey Post and Isle of Man Post Office are exploring the implications of changing from a flight to a ferry the way items are moved between the UK and Jersey and Isle of Man. This is in the context of rapidly declining letters volumes and would provide an opportunity to jointly reduce costs, while demonstrating our commitment to minimising our impact on the environment. This is also in line with Royal Mail's environmental plan, Steps to Zero, which looks to reduce reliance on flights as

⁹ Our Customer Experience team can be contacted on 03457 740 740 and is open Monday to Friday 7am-8pm, Saturday 8am-6pm and Sunday 9am-4pm.

¹⁰ <https://www.internationaldistributionsservices.com/en/press-centre/press-releases/royal-mail/royal-mail-launches-automatic-redeliveries-across-the-uk/>

the company works towards its 2040 net zero target.¹¹ It would result in a two-day service for sending and receiving mail from the UK.

28. While we do not at this stage intend to review the flight to and from the Bailiwick of Guernsey, it is possible that we may do so in the future. The proposed change to the Scheme would allow Royal Mail to make these changes without further consultation.

Increasing the compensation level available on Special Delivery

29. Royal Mail's Special Delivery Guaranteed by 1pm includes a range of features including full end to end tracking, a photograph and signature on delivery, a guaranteed next day delivery by 1pm and compensation cover. In April 2023 we increased the level of compensation cover from £500 to £750. We are looking to update the wording in the Scheme to reflect this new compensation level.

Changing the level of compensation on Signed For

30. Royal Mail offers a range of products for consumers. Each of our products has different features tailored to customers which include a range of compensation levels. We currently offer our First and Second class products with a maximum compensation level of £20. This increases to £50 for Signed For and £750 for Special Delivery Guaranteed (higher compensation is also available).
31. Customers are increasingly moving to using tracked services. Tracked 24 and Tracked 48 services are currently available to consumers via our online channels. We plan to make these available to purchase via all channels, including through Post Office. This will include a 'Signed For' variant. The compensation level of Tracked items includes £150 for loss or damage, has a photograph taken on delivery and has the delivery location identified on a map. These features provide proof of delivery and assurance for consumers and marketplace sellers when posting items of intrinsic value that is better than for 'Signed For'. For customers requiring a higher level of compensation, Special Delivery Guaranteed will still be available with compensation levels up to £750 (or higher) as set out above.
32. Signed For products (Signed For First and Second class) are aimed at sending customers who require a signature on delivery, but do not necessarily require the increased level of compensation. Therefore, we intend to realign the compensation level of our Signed For products to our other untracked services.

¹¹ More information our Steps to Zero plan can be found here: <https://www.royalmail.com/sustainability/stepstozero>

Service	Current compensation levels	Proposed new compensation levels
First and Second class	Up to £20	No change
Signed for First and Second class	Up to £50	Up to £20
Tracked 24 and Tracked 48 (including signature variant)	Up to £150	No change to compensation level We plan to make this available to consumers at Post Office
Special Delivery Guaranteed	Includes up to £750 compensation for contents, with additional cover up to £2,500 available. Optional consequential loss cover available up to £10,000*	No change

33. We are proposing to amend the UK Post Scheme to make this change clear to our customers. We are keen to hear stakeholders' views on the wording of this change.

Simplify and update the UK Post Scheme and removing legacy information

34. We are taking the opportunity offered by this consultation to review the UK Post Scheme in full. To simplify and update the UK Post Scheme, we propose the changes set out below.

Updating the definition of a postage stamp following the introduction of barcodes on stamps

35. We have added barcodes to all our definitive stamps. A definitive stamp is a 'regular' stamp that consists solely of the monarch's head and value of the stamp on a plain coloured background. We started issuing these new barcoded stamps in March 2021.¹² This move was part of RM's extensive and ongoing modernisation drive and will allow the unique barcodes to facilitate operational efficiencies, enable the introduction of added security features and pave the way for innovative services for customers. Regular stamps without a barcode will no longer be valid after 31 July 2023. This follows the introduction of a 6-month grace period from the initial 31 January deadline. Customers can either use up their non-barcoded stamps before this new deadline or swap them for the new barcoded ones. Special stamps with pictures on, and Christmas stamps, without barcodes will continue to be valid.

¹² <https://www.internationaldistributionsservices.com/en/press-centre/press-releases/international-distributions-services-plc/barcoded-stamps-pilot/>

36. We therefore propose to update the wording of the definition in the UK Post Scheme of a Postage Stamp to make this clear to customers. Please see paragraph 55 below for a similar change to the Overseas Post Scheme.

Prohibited and restricted goods

37. To comply with national and international regulations governing the carriage of mail, and to ensure that mail in transport does not present a danger to the general public, we restrict or prohibit certain items from our network. Some items are completely prohibited from our network and must never be sent in the post. Restricted items may be sent in the post, but restrictions will apply. Items can be restricted due to packaging, volume, quantity, labelling or the product that can be used. These conditions must be met when posting a restricted item.
38. Lists of Prohibited and Restricted items are currently set out within chapter 5 of the UK Post Scheme. As a result, chapter 5 extends to 13 pages. We do not believe that it is helpful for consumers to have this list of products held within the Scheme. The most up-to-date list of Prohibited and Restricted Items can be found on the Royal Mail website.¹³
39. We are therefore proposing to remove the lists of Prohibited and Restricted Items from the UK Post Scheme. Instead, we will direct consumers to the website for the most up-to-date information. Please see paragraph 56 below for a similar change to the Overseas Post Scheme. We will still consult on changes to the lists where appropriate to do so.

Applying a barcode on PPI Items

40. Printed Postage Impression (PPI) is a method that authorised account customers can use to demonstrate that appropriate postage fees have been paid, or that an arrangement is in place to pay those fees.¹⁴ We propose to update the UK Post Scheme to make it clear to consumers that PPI items must have a barcode applied in addition to the PPI. Please see paragraph 57 below for a similar change to the Overseas Post Scheme.

Smartstamp

41. Smartstamp is a legacy product that has not been offered by Royal Mail since 2015. We propose to remove references to Smartstamp from the UK Post Scheme. Please see paragraph 58 below for a similar change to the Overseas Post Scheme.

Stamp design

42. We are proposing to remove a legacy reference to the design of a stamp, which defines the size of perforations that a stamp can have to divide one stamp from another on a sheet of stamps. Please see paragraph 59 below for a similar change to the Overseas Post Scheme.

¹³ https://personal.help.royalmail.com/app/answers/detail/a_id/96/~/prohibited-and-restricted-items---advice-for-personal-customers

¹⁴ [Printed Postage Impressions \(PPIs\) | Royal Mail Group Ltd](#)

References to Her Majesty

43. Following the passing of Queen Elizabeth II, we are proposing to update references to 'Her Majesty' with 'His or Her Majesty' within the Scheme. Please see paragraph 60 below for a similar change to the Overseas Post Scheme.

Data protection

44. When the UK left the EU, the UK had to reconsider and make arrangements to continue the effectiveness of EU-derived legislation. This included legislation covering data protection. We are proposing to change the wording of the UK Post Scheme to reflect the most up to date legislation. The legislation referred to is not substantially different for the purposes of these Schemes, but we are now proposing to use the most up to date terminology. Please see paragraph 61 below for a similar change to the Overseas Post Scheme.

Postbox definition

45. We propose to simplify the definition of a postbox which currently includes a reference to postboxes being located on a street. Some postboxes are located in other locations. We propose to update the UK Post Scheme to reflect this. Please see paragraph 62 below for a similar change to the Overseas Post Scheme.

Redelivery to Post Office

46. Sometimes, Royal Mail is unable to deliver an item when nobody is able to accept a delivery and the item is too big for the customers letterbox (and there is no alternate delivery option), or because it required a signature. In these cases, Royal Mail offers a free redelivery option to the customers address, to another address in the same postcode area or to a local Post Office branch. We propose to update the description of this process in the UK Post Scheme.

Delivery confirmation

47. Delivery Confirmation was rolled out in stages during 2016 and 2017 and the current scheme was drafted to reflect this. We propose to simplify the wording in the section of the UK Post Scheme that covers Delivery Confirmation, removing unnecessary and out-of-date references that were relevant in 2017, but are no longer helpful to consumers. We are also updating this section to make it clear to consumers that Delivery Confirmation is available on some large letters which consumers may generally regard as small parcels.

Channel Islands definition

48. We are proposing to make a change to the definition of the Channel Islands used in the UK Post Scheme to reflect the definition already being used in the Overseas Post Scheme which is a more complete definition of the Channel Islands.

Purchase of Special Delivery

49. Special Delivery has been available to purchase via online applications for several years. We are proposing to update the UK Post Scheme to make it clear to consumers that Special Delivery purchased online can weigh up to 20kg.

Proposed changes to the Overseas Post Scheme

50. With this consultation, we are proposing to make the changes to the Overseas Post Scheme set out below.

Electronic customs data requirements for mail containing goods

51. Import Control System 2 (ICS2) is new EU legislation aimed at improving the security of parcels arriving by air into the EU. Various other international jurisdictions, including the United States, have similar legislation either in force or coming into force shortly. Air carriers will now be required to provide customs data electronically to the EU (and other jurisdictions) customs authorities. Items containing goods that do not have the correct customs data are likely to be returned by the airline. We are asking customers to provide customs data to reduce delays and returns, improving their experience with the service.
52. These regulations apply to all mail which requires customs documentation i.e. those items which contain goods. Letters containing only personal correspondence are not affected. Customers will no longer be able to use stamps or a franking impression alone to send international mail containing goods, as this would not provide an opportunity to capture the electronic customs data. Customers will instead need to take their mail to the Post Office, or purchase it online, where the customs data will be collected as part of the purchase process. Where postage is purchased online, customers have the option to print the postage at home or can arrange for the item to be collected by Royal Mail, and we offer to print the postage label for them.
53. We are therefore proposing to update the wording in the Overseas Post Scheme to make it clear to customers that certain electronic customs information must be provided when sending international mail containing goods, without which, items are liable to be returned or dealt with as undeliverable.

Simplify and update the Scheme and removing legacy information

54. As for the UK Post Scheme, we are taking the opportunity offered by this consultation to review the Overseas Post Scheme. To simplify and update the Overseas Post Scheme, we propose the following changes.

Updating the definition of a postage stamp following the introduction of barcodes on stamps

55. As set out in paragraph 35-36 above, we have added barcodes to all our regular stamps. We propose to update the Overseas Post Scheme definition of Postage Stamp to make this clear to customers.

Prohibited and restricted Goods

56. In paragraphs 37 - 39 we set out our proposal to remove the prohibited and restricted items lists from the UK Post Scheme. We propose to make the same changes to the Overseas Post Scheme for the same reasons described above.

Applying a barcode on PPI Items

57. As set out in paragraph 40 above. We propose to update to update the Overseas Post Scheme to make it clear to consumers that PPI items must have a barcode applied in addition to the PPI.

Smartstamp

58. As set out in paragraph 41 above, we propose to remove legacy references to Smartstamp from the Overseas Post Scheme as well as the UK Post Scheme.

Stamp design

59. As set out in paragraph 42 above, we are proposing to remove a legacy reference to the design of a stamp, which defines the size of perforations that a stamp can have to divide one stamp from another on a sheet of stamps.

References to Her Majesty

60. As referenced in paragraph 43 above, following the passing of Queen Elizabeth II, we are proposing to update references to Her Majesty within the Scheme.

Data protection

61. As explained above in paragraph 44, we are looking to update our definition of data protection to reflect the latest legislation in the UK. We are proposing to update the Overseas Post Scheme to reflect this change.

Postbox definition

62. As explained above in paragraph 45, we are proposing to update the definition of a postbox. We are proposing to update the definition of a postbox. We are proposing to update the Overseas Post Scheme to reflect this change.

Safeplace and automatic redelivery

63. As set out in paragraphs 16-24, we are proposing to update the wording of the UK Post Scheme to reflect changes to our delivery process, including the introduction of deliveries to a safe place and automatic redelivery. These processes are also covered in our Overseas Post Scheme. We therefore propose to update the wording of the Overseas Post Scheme to reflect this change.

International Tracked and Signed

64. The International Tracked and Signed USO product gives consumers some added peace of mind for sending important or valuable items abroad. Features of the product include full tracking to the point of delivery, online delivery confirmation, free returns for undelivered items and compensation up to £50. The consumer variant of this service is available up to 2kg and is covered by the Overseas Post Scheme. We are updating the Scheme to make this clear to customers. We are also including information on what customers can do if they wish to send an International Tracked and Signed item over 2kg.

International Tracked

65. Our International Tracked product is very similar to our International Tracked and Signed product mentioned above except no signature is gathered on delivery. International Tracked is also a non-USO product. We are planning to develop this product in the coming years, enabling more services and features for consumers.
66. One of the features of the Postal Schemes is that we are required to consult prior to making changes to the Schemes (as set out in paragraphs 6-7). To allow us to make improvements to our International Tracked product more quickly, we are looking to move the terms and conditions of the product from the Overseas Post Scheme and publish them separately on our website. This will allow us to develop product improvements more quickly and avoid the unnecessary cost of consulting and publishing a new Overseas Post Scheme each time that we make a change. We are therefore proposing to remove International Tracked as one of the products covered by the Overseas Post Scheme.

Consultation questions

67. We are interested in the views of stakeholders on the following questions:

For the UK Post Scheme

Question 1. Do you have any comments on Royal Mail's proposed changes to the relevant wording in the UK Post Scheme to allow for the capture of photos on the doorstep at the point of delivery? Please explain the reasons for your answer.

Question 2. Do you have any comments on Royal Mail's proposed changes to the relevant wording in the UK Post Scheme to allow for the introduction of safe place deliveries? Please explain the reasons for your answer.

Question 3. Do you have any comments on Royal Mail's proposed changes to the relevant wording in the UK Post Scheme to allow for the introduction of automatic redelivery? Please explain the reasons for your answer.

Question 4. Do you have any comments on Royal Mail's proposed changes to the relevant wording in the UK Post Scheme to make changes to the arrangements for change to the definition of due date for delivery to the Bailiwicks of Guernsey and Jersey and Isle of Man? Please explain the reasons for your answer.

Question 5. Do you have any comments on Royal Mail's proposed changes to the relevant wording in the UK Post Scheme to increase the level of compensation available on Special Delivery Guaranteed items? Please explain the reasons for your answer.

Question 6. Do you have any comments on Royal Mail's proposed changes to the relevant wording in the UK Post Scheme to change the level of compensation on Signed For? Please explain the reasons for your answer.

Question 7. Do you have any comments on Royal Mail's proposed changes to the wording of the relevant sections of the UK Post Scheme to simplify and update the Scheme and remove legacy information? Please explain the reasons for your answer.

Question 8. Do you have any comments on Royal Mail's proposed changes to the wording of the relevant section of the Overseas Post Scheme to account for the provision of electronic customs data on international mail carrying goods? Please explain the reasons for your answer.

Question 9. Do you have any comments on Royal Mail's proposed changes to the wording of the relevant sections of the Overseas Post Scheme to simplify and update the Scheme and remove legacy information? Please explain the reasons for your answer.

68. Please provide a completed cover sheet with the response available in Annex B. We may publish responses, in full or in part, on our website. If you would like your response or parts of your response to remain confidential, please indicate this on the cover sheet.

69. Responses should be made by post or by email to:

Consultation on Postal Schemes
Royal Mail
185 Farringdon Road,
London,
EC1A 1AA

E-mail address - James.Fletcher@RoyalMail.com

Next steps

70. In terms of next steps, **this consultation will close at 17:00 on 2 June 2023**. We will evaluate all responses before we finalise our decision. Prior to the new Scheme becoming live, we will publish it in the London, Edinburgh and Belfast Gazettes.¹⁵ We will publish a notification on our website and issue formal notification¹⁶ to Ofcom and Consumer Advocacy Bodies¹⁷. Finally, we will make relevant changes to literature and websites as we consider necessary.

71. It is our intention that the new Schemes will come into effect on **3 August 2023**.

¹⁵ For further information, see here: <https://www.thegazette.co.uk/>

¹⁶ Made under Designated Universal Service Provider (DUSP) Regulatory Condition 1.10

¹⁷ Citizens Advice, Consumer Scotland and the Consumer Council for Northern Ireland

Annex A – Proposed new Scheme Wording

Proposed Changes to the UK Domestic Post Scheme April 2022

Current Paragraph	Current wording	New Paragraph	Proposed wording that replaces existing wording
5.3	Section removed in its entirety.	5.3	As the list of prohibited items can change from time to time we maintain a full, up-to-date list on our website which can be viewed at any time.
5.7	Section removed in its entirety.	5.7	As the list of restricted items and requirements for each can change from time to time we maintain a full, up-to-date list on our website (which can be viewed at any time).
6.2	Items sent using the First Class, Second Class, Royal Mail Signed For 1st Class or Royal Mail Signed for 2nd Class services may weigh up to 20 kilograms. Special Delivery can be used for items which weigh up to 10 kilograms or up to 20 kilograms where Special Delivery services are purchased at a Post Office® branch.	6.2	Items sent using the First Class, Second Class, Royal Mail Signed For 1st Class or Royal Mail Signed for 2nd Class services may weigh up to 20 kilograms. Special Delivery can be used for items which weigh up to 10 kilograms or up to 20 kilograms where Special Delivery services are purchased at a Post Office® branch or via online postage.
8.3	Stamps can be purchased from us online from our website, from Post Office® branches or from a wide variety of other high street retailers. When postage is purchased from a Post Office® branch it often takes the form of a postage label if it is for anything but the first weight band. Similar postage labels are also available from our online postage tool and through our computer applications (e.g. SmartStamp®) which you may subscribe to or sign up for.	8.3	Stamps can be purchased from us online from our website , from Post Office® branches or from a wide variety of other high street retailers. When postage is purchased from a Post Office® branch it often takes the form of a postage label if it is for anything but the first weight band. Similar postage labels are also available from our online postage applications
Footnote number 3	Special Delivery Next Day bought with Consequential Loss or with a Saturday Guarantee attract Value Added Tax (VAT) and so can only be purchased with a ‘smart’ franking machine that is, one that (amongst other features) accounts correctly for VAT. Please note that delivery confirmation is not currently available where First Class or	Footnote number 3	Special Delivery bought with Consequential Loss or with a Saturday Guarantee attract Value Added Tax (VAT) and so can only be purchased with a ‘smart’ franking machine. That is one that (amongst other features) accounts correctly for VAT. Please note that delivery confirmation is not currently available where First Class or

	<p>Second Class services are purchased by use of a franking machine or stamps, or for items sent to the Channel Islands or Isle of Man. Postage labels for delivery confirmation will be available for purchase online from January 2017 and from Post Offices from April 2017. Please note that the dates for launch of delivery confirmation may change. Please check our website (www.royalmail.com) for updates.</p>		<p>Second Class services are purchased by use of a franking machine or stamps, or for items sent to the Channel Islands or Isle of Man.</p>
9.2	<p>We aim to deliver a Special Delivery item by 1pm the next working day after it has been posted. Please note that exemptions do apply in certain circumstances. All Special Delivery items are priced by service and by weight. Compensation for loss or damage is available on the basis of actual loss of up to the maximum of the market value of the item or £500 (whichever is the lower) comes as standard. Special Delivery is available with enhanced compensation options. Further add on services can also be purchased with Special Delivery such as a Saturday Guarantee or Consequential Loss for additional service fees. Further specific details, including compensation, exemption and suspension information, can be found in sections 17.7.4 & 21 below and on the Special Delivery website.</p>	9.2	<p>We aim to deliver a Special Delivery item by 1pm the next working day after it has been posted. Please note that exemptions do apply in certain circumstances. All Special Delivery items are priced by service and by weight. Compensation for loss or damage is available on the basis of actual loss of up to the maximum of the market value of the item or £750 (whichever is the lower) comes as standard. Special Delivery is available with enhanced compensation options. Further add on services can also be purchased with Special Delivery such as a Saturday Guarantee or Consequential Loss for additional service fees. Further specific details, including compensation, exemption, and suspension information, can be found in sections 18.7.4 & 22 below and on the Special Delivery website.</p>
9.4	<p>We aim to deliver: A Royal Mail Signed for 1st Class item the next working day after it has been posted. A Royal Mail Signed for 2nd Class item within three working days after it has been posted. Compensation for loss or damage for any format of item sent using Royal Mail Signed for 1st Class or Royal Mail Signed For 2nd Class services in accordance with this Scheme is available on the basis of actual loss up to the maximum of the market value of the item or £50 (whichever is the lower) comes as standard.</p>	9.4	<p>We aim to deliver: A Royal Mail Signed for 1st Class item the next working day after it has been posted. A Royal Mail Signed for 2nd Class item within three working days after it has been posted. Compensation for loss or damage for any format of item sent using Royal Mail Signed for 1st Class or Royal Mail Signed For 2nd Class services in accordance with this Scheme is available on the basis of actual loss up to the maximum of the market value of the item or £20 (whichever is the lower) Further details of how the Royal Mail</p>

	Further details of how the Royal Mail Signed For services work can be found in section 20 below.		Signed For services work can be found in section 21 below.
10.1	You must show us that postage for an item has been paid for (where it applies) so that we can convey it without delay. Payment is demonstrated by the application of a postage mark to the item. The manner in which payment of postage can be shown depends on the method of payment used. Section 8 above set out the most common ways of applying a postage mark (postage stamps, postage labels, service fee labels, franking marks, marks created by online applications such as SmartStamps®, Printed Postage Impressions (PPIs) etc). In addition, a postage mark may be fixed, printed, impressed, embossed or otherwise shown on the envelope or cover of an item as we may specify or approve.	10.1	You must show us that postage for an item has been paid for (where it applies) so that we can convey it without delay. Payment is demonstrated by the application of a postage mark to the item. The manner in which payment of postage can be shown depends on the method of payment used. Section 8 above set out the most common ways of applying a postage mark (postage stamps, postage labels, service fee labels, franking marks , postage labels created by online applications , Printed Postage Impressions (PPIs) etc). In addition, a postage mark may be fixed, printed, impressed, embossed or otherwise shown on the envelope or cover of an item as we may specify or approve.
10.2.2	You can use an adhesive postage stamp which has been perforated by means of a punch provided that the perforation holes are smaller than the holes dividing one stamp from another on a sheet of stamps.	[N/A]	[No replacement text proposed]
10.4	If you make use of a credit account you must apply a Printed Postage Impression (PPI) in accordance with the PPI Licence, the PPI design notes and any guidelines that we publish on our website.	10.4	If you make use of a credit account you must apply a Printed Postage Impression (PPI) and barcode in accordance with the PPI Licence, the PPI design notes and any guidelines that we publish on our website .
11.2.6	signs, words or marks, used without official permission, which could indicate that the item was sent on Her Majesty’s Service or was conveyed and delivered by us or	11.2.6	signs, words or marks, used without official permission, which could indicate that the item was sent on His Majesty’s Service or was conveyed and delivered by us or
12.2.1	by placing it in a post box (typically a red (or very rarely gold)post box on the street) or	12.2.1	by placing it in a post box or
12.2.2.1	An item placed in a private post box will be deemed to have been posted when collected by us and not before. Please note that delivery confirmation for small parcels and medium parcels sent by First Class or Second Class, requires the application of an	12.2.2.1	An item placed in a private post box will be deemed to have been posted when collected by us and not before. Please note that delivery confirmation for large letters, small parcels and medium parcels sent by First Class or

	appropriate postage label purchased online or from a Post Office. The labels are expected to be available online from January 2017 and at a Post Office® from April 2017. Please see section 19 for further details of delivery confirmation.		Second Class, requires the application of an appropriate postage label purchased online or from a Post Office. Please see section 20 for further details of delivery confirmation.
15.2.1	If no one is available we may attempt to deliver the item to a neighbour. Please note that we will never attempt to deliver an item to a neighbour if it is a Special Delivery item or it is an item sent using a service provided under this Scheme and is Social Security post.	15.2.1	If no one is available we may at our absolute discretion deliver the item to a safeplace location, or to a neighbour's address. Please note that we will never attempt to deliver an item to a safeplace location or a neighbour if it is a Special Delivery item or it is an item sent using a service provided under this Scheme and is Social Security post ⁶ .
15.2.2	If a neighbour is available to take delivery of the item we will leave the item with that neighbour and leave a card at the address that the item was addressed to. That card will inform the addressee (or their representative) that an item is (or items are) being held by a neighbour for them and provide the address details for that neighbour and the date and the time that the item was left with the neighbour.	15.2.2	If an item has been delivered to a safeplace location at the address or a neighbour takes delivery of the item, we will leave a card at the address that the item was addressed to. That card will inform the addressee (or their representative) that an item has (or items have) been delivered to a safeplace location or to a neighbour. The card will also inform the addressee of the details for the safeplace location or the relevant neighbour (as applicable), as well as the date and the time that the item was delivered.
15.2.3	If an addressee does not want their items to be delivered to a neighbour or does not want to take items for neighbours they can opt out of the Delivery to Neighbour service, free of charge, by registering their wish to opt out in such a way as Royal Mail may reasonably require from time to time.	15.2.3	If an addressee does not want their items to be delivered to a safeplace location or a neighbour's address, or does not want to take items for neighbours, they can opt out, free of charge, by registering their wish to opt out in such a way as Royal Mail may reasonably require from time to time.
15.2.4	If a neighbour is not available to take delivery of the item, or the addressee has opted-out and does not want their items to be delivered to a neighbour or to take items for neighbours, we will take the item back to the Delivery Office or an alternative location such as a Post Office® branch. We will leave a	15.2.4	If there is not a suitable safeplace location or a neighbour is not available to take delivery of the item, or the addressee has opted-out and does not want their items to be delivered to a safeplace location, neighbour or to take items for neighbours, we will take the item back to the Delivery Office or an

	card at the address that the item was addressed to.		alternative location such as a Post Office [®] branch. We will leave a card at the address that the item was addressed to.
15.2.5	The card that is left at the address will inform the addressee (or their representative) that we attempted to deliver an item or items and will offer the addressee (or their representative) one or more of the following opportunities:	15.2.5	The card that is left at the address will inform the addressee (or their representative) that we attempted to deliver an item or items. After a failed first delivery attempt, we will attempt re-delivery within a reasonable period. If we are still unable to deliver the item or items after the re-delivery attempt, we will leave a new card at the address which will offer the addressee (or their representative) one or more of the following opportunities:
15.2.5.1	to request that the item be redelivered to the same address,	15.2.5.1	to request that the item be redelivered to the same address on an available day.
15.2.5.4	to request that the item be sent from the Delivery Office or other location (other than a Post Office [®] branch) to a Post Office [®] branch for collection. This service is called Redelivery to Post Office and incurs an additional fee. When collecting the item the addressee (or their representative) must provide the card that was left at the address and identification that we deem acceptable. Further details including the current fee and identification requirements can be found on our website.	15.2.5.4	to request that the item be sent from the Delivery Office or other location (other than a Post Office [®] branch) to an eligible Post Office [®] branch of their choice for collection. This service is called Redelivery to Post Office and may incur an additional fee. When collecting the item the addressee (or their representative) must provide the card that was left at the address and identification that we deem acceptable. Further details including the current fee and identification requirements can be found on our website .
15.3.1	following a failed first delivery attempt, the addressee has not taken advantage of any of the opportunities set out in 15.2.5 within the advertised holding period,	15.3.1	following a failed first delivery and re-delivery attempt, the addressee has not taken advantage of any of the opportunities set out in 15.2.5 within the advertised holding period,
Footnote number 8	For instance the landlord boards the property up or it becomes physically impossible to put any more mail through the letterbox or a relative makes contact with us to let us know that mail is no longer required for that address.	[N/A]	[No replacement text proposed]
	New Clause 16 – old Clause 16 moves to 17 and so on.	16	Photograph on delivery We may take a photograph of items

			upon delivery to the delivery location. A photograph of an item at the delivery location will be evidence of delivery. We may take a photograph of your items alongside items posted by other senders and make that photograph accessible to the senders and Intended Recipients of those other items. You will not use any photograph we make accessible to you for any purpose other than evidence that an item has been delivered.
17.7.5	As mentioned in section 17.7.4 above in order to claim loss or damage compensation for the actual loss of the item additional evidence is required. Please note that, when claiming for actual loss, there is a cap on the amount of compensation that can be paid. For Special Delivery it is the lower of market value or £500 (or £1,000 or £2,500 if enhanced compensation has been purchased). For Royal Mail Signed For 1st Class and Royal Mail Signed for 2nd Class it is the lower of the market value or £50.	18.7.5	As mentioned in section 18.7.4 above in order to claim loss or damage compensation for the actual loss of the item additional evidence is required. Please note that, when claiming for actual loss, there is a cap on the amount of compensation that can be paid. For Special Delivery it is the lower of market value or £750 (or £1,000 or £2,500 if enhanced compensation has been purchased). For Royal Mail Signed For 1st Class and Royal Mail Signed for 2nd Class it is the lower of the market value or £20.
17.7.5.1.1	Original Smartstamp® or on-line postage certificate of posting validated at a Post Office® branch,	18.7.5.1.1	On-line postage certificate of posting validated at a Post Office® branch,
Table 2	Postage refund, plus compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £50. Postage refund, plus compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £50.	Table 2	Postage refund, plus compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £20. Postage refund, plus compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £20.
19.1	Delivery confirmation is available for small parcels and medium parcels sent by First Class or Second Class services to addressee's in the UK excluding the Channel Islands and the Isle of Man. It is not available for letters or large letters.	20.1	Delivery confirmation is available for some large letters small parcels and medium parcels sent by First Class or Second Class services to addressee's in the UK excluding the Channel Islands and the Isle of Man. It is not available for letters or large letters.

Footnote number 10	Delivery confirmation is expected to be available online from January 2017 and from Post Offices from April 2017. Please note that the dates for launch of delivery confirmation may change. Please check our website (www.royalmail.com) for updates.	[N/A]	[No replacement text proposed]
19.3	A Royal Mail barcoded postage label must be applied securely to the cover of the item for which First Class or Second Class has been purchased in a manner and position specified by us. The label is expected to be available online from January 2017 and in Post Offices from April 2017.	20.3	A Royal Mail barcoded postage label must be applied securely to the cover of the item for which First Class or Second Class has been purchased in a manner and position specified by us.
21.12	As mentioned in section 17.7.5 Special Delivery comes with compensation of up to the lower of market value or £500 for loss or damage (or part loss).	22.12	As mentioned in section 18.7.5 Special Delivery comes with compensation of up to the lower of market value or £750 for loss or damage (or part loss).
23.1	Special arrangements exist for the delivery of a petition or an address to the Sovereign, Her Majesty the Queen.	24.1	Special arrangements exist for the delivery of a petition or an address to the Sovereign, His Majesty the King.
23.2.5	it clearly has 'ADDRESS TO HM THE QUEEN' or 'PETITION TO HM THE QUEEN' marked on the cover and	24.2.5	it clearly has 'ADDRESS TO HM THE KING' or 'PETITION TO HM THE KING' marked on the cover and
Channel Islands Definition	The islands called Guernsey, Jersey, Herm and Sark		The islands called Guernsey, Jersey, Alderney, Herm and Sark
Data Protection Legislation Definition	means (1) the Data Protection Act 1998; the Data Protection Directive (95/46/EC) and the Privacy and Electronic Communications Directive (2002/58/EC); (2) after 25 May 2018, Regulation (EU) 2016/679 of the European Parliament And Of The Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), (3) any guidance, directions, determinations, codes of practice, orders, notices or demands issued by any competent supervisory authority or other competent authority, any other applicable data protection laws or regulations and judgments of any court of law, tribunal		means the Data Protection Act 2018 and the UK GDPR (as defined in the Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019), [together with any guidance, directions, determinations, codes of practice, orders, notices or demands issued by any competent supervisory authority or other competent authority with respect thereto,] and any other applicable data protection laws or regulations and judgments of any court of law, tribunal or regulatory body, all as amended, extended, re-enacted or replaced from time to time.

	or regulatory body as amended, extended, re- enacted or replaced from time to time, and (4) the Regulation on Privacy and Electronic Communications, when in force.		
Due Date Definition	Due date Means: (a) for First Class, Royal Mail Signed For 1st Class and Special Delivery, the next working day following the date of posting; (b) for Second Class and Royal Mail Signed For 2nd Class services the third working day following the date of posting.		Due date Means: (a) for First Class, Royal Mail Signed For 1 st Class and Special Delivery, the next working day following the date of posting; (b) for Second Class and Royal Mail Signed For 2 nd Class services the third working day following the date of posting; (c) for items being sent to the Channel Islands and Isle of Man, the relevant date specified in (a) or (B) above plus one working day.
Postage Stamp Definition	means a stamp, authorised for use by us to indicate payment of postage and/or fees on an item or to indicate that you have entered into an arrangement with us to pay postage and/or service fees on that item. A postage stamp may be adhesive in order for it to be affixed to a cover as we may from time to time permit.		means a stamp, authorised for use by us to indicate payment of postage and/or fees on an item or to indicate that you have entered into an arrangement with us to pay postage and/or service fees on that item. A postage stamp may be adhesive in order for it to be affixed to a cover as we may from time to time permit. <i>From 31 January 2023, the only forms of definitive stamp – stamps featuring the monarch on a plain coloured background - authorised for use by us for these purposes will be those with barcodes. Special stamps with pictures on, and Christmas stamps, without barcodes will continue to be authorised by us for these purposes. Unless the context requires otherwise, references to a “stamp” mean a Postage Stamp.</i>
SmartStamp Definition	A postage mark used by customers posting items with the SmartStamp [®] indicia having entered into the relevant SmartStamp [®] terms and conditions.	[N/A]	[No replacement text proposed]

Proposed Changes to the International Post Scheme April 2022

Old Paragraph	Current Wording	New Paragraph	Proposed wording that replaces existing wording
2.1 (a)	<p>the services provided by us to the person, business or organisation asking for the service (you) when we accept items within the United Kingdom for postal delivery to an address outside the United Kingdom, the Channel Islands and the Isle of Man. The terms and conditions for the specific services listed below are contained within this Scheme:</p> <ul style="list-style-type: none"> • International Standard • International Economy • International Signed • International Tracked & Signed • International Tracked • HM Forces Mail (with or without Special Delivery™ or Signed For™) • Articles for the Blind 	2.1 (a)	<p>the services provided by us to the person, business or organisation asking for the service (you) when we accept items within the United Kingdom for postal delivery to an address outside the United Kingdom, the Channel Islands and the Isle of Man. The terms and conditions for the specific services listed below are contained within this Scheme:</p> <ul style="list-style-type: none"> • International Standard • International Economy • International Signed • International Tracked & Signed • HM Forces Mail (with or without Special Delivery™ or Signed For™) • Articles for the Blind
5.3	Section removed in its entirety.	5.3	As the list of prohibited items can change from time to time we maintain a full, up-to-date list on our website which can be viewed at any time.
5.13	Section removed in its entirety.	5.13	As the list of restricted items and requirements for each can change from time to time we maintain a full, up-to-date list on our website which can be viewed at any time.
5.26	Valuables should only be sent using International Signed, International Tracked & Signed and International Tracked. Valuables sent under the HM Forces service shall be sent using the Special Delivery™ service.	5.26	Valuables should only be sent using International Signed and International Tracked & Signed. Valuables sent under the HM Forces service shall be sent using the Special Delivery™ service.
6.2	Items sent using the International Standard, International Economy, International Signed, International Tracked & Signed and International Tracked services may weigh up to 2 kilograms unless the item is a letter or large letter, in which case section 6.3 applies. Items sent as Printed Papers may weigh up to 5 kilograms. Items sent	6.2	Items sent using the International Standard, International Economy, International Signed and International Tracked & Signed services may weigh up to 2 kilograms unless the item is a letter or large letter, in which case section 6.3 applies. Items sent as Printed Papers may weigh up to 5 kilograms. Items sent using the Articles for the Blind service

	using the Articles for the Blind service may weigh up to 7 kilograms.		may weigh up to 7 kilograms. For the avoidance of doubt, International Tracked & Signed services for Items above two (2) kilograms are governed by a separate set of terms which can be found on our website .
	New Clause.	7.7	Some overseas destinations require that we send customs information and complete customs documentation/processes in advance of shipment (known as electronic advance data or/pre-advice) for certain items, otherwise we may be unable to despatch your item(s). The specific requirements relating to customs information you need to follow are set out in Section 23 of this Scheme.
8.2	<p>The other services that are contained in this Scheme require payment for postage. These services are:</p> <ul style="list-style-type: none"> • International Standard • International Economy • International Signed • International Tracked & Signed • International Tracked • HM Forces Mail (with or without Special Delivery™ or Signed For™ add-ons); <p>The specific requirements for International Signed and International Tracked & Signed, International Tracked and HM Forces Mail are set out below in sections 19, 20 and 21 of this Scheme.</p> <p>a. The services listed above in 8.2 can be paid for by applying postage stamps, postage labels (which can be generated by our on-line postage applications or by Post Office® branches) or by use of a franking machine.</p> <p>b. All services listed in 8.2 can also be purchased using a credit account.</p>	8.2	<p>The other services that are contained in this Scheme require payment for postage. These services are:</p> <ul style="list-style-type: none"> • International Standard • International Economy • International Signed • International Tracked & Signed • HM Forces Mail (with or without Special Delivery™ or Signed For™ add-ons); <p>The specific requirements for International Signed and International Tracked & Signed and HM Forces Mail are set out below in sections 19 and 20 of this Scheme.</p> <p>a. Subject to Section 23 of this Scheme (which relates to customs declarations required when sending goods or merchandise of commercial value (including, for example, gift vouchers), the services listed above in 8.2 can be paid for by applying postage stamps, postage labels (which can be generated by our on-line postage applications or by Post Office® branches) or by use of a franking machine.</p> <p>b. All services listed in 8.2 can also be purchased using a credit account.</p>
8.3	Stamps can be purchased from us online from our website (www.royalmail.com), from Post Office® branches or from a	8.3	Stamps can be purchased from us online from our website , from Post Office® branches or from a wide variety

	wide variety of other retailers. When postage is purchased from a Post Office® branch it often takes the form of a postage label if it is for anything but the first weight band. Similar postage labels are also available from our online postage tool and through our computer applications (e.g. SmartStamp®) which you may subscribe to or sign up for.		of other retailers. When postage is purchased from a Post Office® branch it often takes the form of a postage label if it is for anything but the first weight band.
9.1 a)	The service: we offer the services set out in section 8.2. Details of the services, their availability and delivery aims (by service and destination) can be found on our website (www.royalmail.com). Not all services are available for all destinations. Further specific details about International Signed, International Tracked & Signed, International Tracked, HM Forces Mail and Articles for the Blind services, can be found in sections 19 - 22 below and on our website (www.royalmail.com).	9.1 a)	The service: we offer the services set out in section 8.2. Details of the services, their availability and delivery aims (by service and destination) can be found on our website . Not all services are available for all destinations. Further specific details about International Signed, International Tracked & Signed, HM Forces Mail and Articles for the Blind services, can be found in sections 19 - 21 below and on our website .
9.1 (C), 12.4, 17.7, 17.9, 17.10 and 23.1	These paragraphs contain references to International Tracked Service.	9.1 (C), 12.4, 17.7, 17.9, 17.10 and 22.1	[We propose to remove all references to the International Tracked service from these paragraphs]
10.1	You must show us that postage for an item has been paid for (where it applies) so that we can convey it without delay. Payment is demonstrated by the application of a postage mark to the item. The manner in which payment of postage can be shown depends on the method of payment used. Section 8 above set out the most common ways of applying a postage mark (postage stamps, postage labels, service fee labels, franking marks, marks created by online applications such as SmartStamps®, Printed Postage Impressions (PPIs) etc). In addition a postage mark may be fixed, printed, impressed, embossed or otherwise shown on the envelope or cover of an item as we may specify or approve.	10.1	You must show us that postage for an item has been paid for (where it applies) so that we can convey it without delay. Payment is demonstrated by the application of a postage mark to the item. The manner in which payment of postage can be shown depends on the method of payment used. Section 8 above set out the most common ways of applying a postage mark (postage stamps, postage labels, service fee labels, franking marks, marks created by online applications, Printed Postage Impressions (PPIs) etc). In addition a postage mark may be fixed, printed, impressed, embossed or otherwise shown on the envelope or cover of an item as we may specify or approve.
10.2 b)	You can use an adhesive postage stamp which has been perforated by means of a punch provided that the perforation holes are smaller than the holes dividing	[N/A]	[No replacement text proposed]

	one stamp from another on a sheet of stamps.		
10.4	If you make use of a credit account you must apply a Printed Postage Impression (PPI) in accordance with the PPI licence, the PPI design notes and any guidelines that we publish on our website (www.royalmail.com).	10.4	If you make use of a credit account you must apply a Printed Postage Impression (PPI) and barcode in accordance with the PPI licence, the PPI design notes and any guidelines that we publish on our website .
11.2 f)	signs, words or marks, used without official permission, which could indicate that the item was sent on Her Majesty's Service or was conveyed and delivered by us; or	11.2 f)	signs, words or marks, used without official permission, which could indicate that the item was sent on His Majesty's Service or was conveyed and delivered by us; or
12.2 (iv) a)	by placing it in a post box (typically a red post box on the street);	12.2 (iv) a)	by placing it in a post box
15.3	<p>Some items require a signature at the point of delivery and some are too large to fit through a letter box. In these situations someone needs to be present at the address to take delivery of the item.</p> <p>a. If no one is available we may attempt to deliver the item to a neighbour. Please note that we will never attempt to deliver an item to a neighbour if it is a registered item or an exprès item.</p> <p>b. If a neighbour is available to take delivery of the item we will leave the item with that neighbour and leave a card at the address that the item was addressed to. That card will inform the addressee (or their representative) that an item is (or items are) being held by a neighbour for them and provide the address details for that neighbour and the date and the time that the item was left with the neighbour.</p> <p>c. If an addressee does not want their items to be delivered to a neighbour or does not want to take items for neighbours they can opt out of the Delivery to Neighbour service, free of charge, by registering their wish to opt out in such a way as Royal Mail may reasonably require from time to time. For more information on how to opt out please check our website (www.royalmail.com).</p> <p>d. If a neighbour is not available to take delivery of the item, or the addressee has opted-out and does not want their</p>	15.3	<p>Some items require a signature at the point of delivery and some are too large to fit through a letter box. In these situations someone needs to be present at the address to take delivery of the item.</p> <p>a. If no one is available we may at our absolute discretion deliver the item to a safeplace location, or to a neighbour's address. Please note that we will never attempt to deliver an item to a safeplace location or a neighbour if it is a registered item or an exprès item.</p> <p>b. If an item has been delivered to a safeplace location at the address or a neighbour takes delivery of the item, we will leave a card at the address that the item was addressed to. That card will inform the addressee (or their representative) that an item has (or items have) been delivered to a safeplace location or to a neighbour. The card will also inform the addressee of the details for the safeplace location or the relevant neighbour (as applicable), as well as the date and the time that the item was delivered.</p> <p>c. If an addressee does not want their items to be delivered to a safeplace location or a neighbour's address, or does not want to take items for neighbours, they can opt out, free of charge, by registering their wish to opt out in such a way as Royal Mail may</p>

	<p>items to be delivered to a neighbour or to take items for neighbours, we will take the item back to the delivery office or an alternative location such as a Post Office® branch. We will leave a card at the address that the item was addressed to.</p> <p>e. The card that is left at the address will inform the addressee (or their representative) that we attempted to deliver an item or items and will offer the addressee (or their representative) one or more of the following opportunities:</p> <p>(i) to request that the item be redelivered to the same address;</p> <p>(ii) to request that the item be redelivered to an alternative local address ("local" in this context means an address covered by the delivery office to which the item was returned). Please note that this option is not available for registered items or exprès items;</p> <p>(iii) to collect (after the required period of time stated on the card has elapsed to allow for the item to reach that location and once identification that we deem to be suitable has been provided) the item from the delivery office or the alternative location such as a Post Office® branch to which the item was taken back to; or</p> <p>(iv) to request that the item be sent from the delivery office or other location (other than a Post Office® branch) to a Post Office® branch for collection. This service is called Local Collect (Social) and incurs an additional fee. When collecting the item the addressee (or their representative) must provide the card that was left at the address and identification that we deem acceptable. Further details including the current fee and identification requirements can be found on our website (www.royalmail.com)</p>	<p>reasonably require from time to time. For more information on how to opt out please check our website.</p> <p>d. If there is not a suitable safeplace location or a neighbour is not available to take delivery of the item, or the addressee has opted-out and does not want their items to be delivered to a safeplace location, neighbour or to take items for neighbours, we will take the item back to the delivery office or an alternative location such as a Post Office® branch. We will leave a card at the address that the item was addressed to.</p> <p>e. The card that is left at the address will inform the addressee (or their representative) that we attempted to deliver an item or items. After a failed first delivery attempt, we will attempt re-delivery within a reasonable period. If we are still unable to deliver the item or items after the re-delivery attempt, we will leave a new card at the address which will offer the addressee (or their representative) one or more of the following opportunities:</p> <p>(i) to request that the item be redelivered to the same address on an available day;</p> <p>(ii) to request that the item be redelivered to an alternative local address ("local" in this context means an address covered by the delivery office to which the item was returned). Please note that this option is not available for registered items or exprès items;</p> <p>(iii) to collect (after the required period of time stated on the card has elapsed to allow for the item to reach that location and once identification that we deem to be suitable has been provided) the item from the delivery office or the alternative location such as a Post Office® branch to which the item was taken back to; or</p> <p>(iv) to request that the item be sent from the delivery office or other location</p>
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			(other than a Post Office® branch) to an eligible Post Office® branch of their choice for collection. This service is called Redelivery to Post Office and may incur an additional fee. When collecting the item the addressee (or their representative) must provide the card that was left at the address and identification that we deem acceptable. Further details including the current fee and identification requirements can be found on our website .
18.1	The terms and conditions set out in sections 5 to 17 apply to all items. These are referred to in this Scheme as the common terms. Some services that we offer have additional terms and conditions that are specific to those services. The additional terms are known as the specific terms in this Scheme and are contained in the sections below. There is a section each for: <ul style="list-style-type: none"> • International Signed and International Tracked & Signed (Section 19) • International Tracked (Section 20) • HM Forces Mail (with and without Special Delivery™ or Signed For™) (Section 21) • Articles for the Blind (Section 22) • Printed Papers (Section 23) 	18.1	The terms and conditions set out in sections 5 to 17 apply to all items. These are referred to in this Scheme as the common terms. Some services that we offer have additional terms and conditions that are specific to those services. The additional terms are known as the specific terms in this Scheme and are contained in the sections below. There is a section each for: <ul style="list-style-type: none"> • International Signed and International Tracked & Signed (Section 19) • HM Forces Mail (with and without Special Delivery™ or Signed For™) (Section 20) • Articles for the Blind (Section 21) • Printed Papers (Section 22)
	New Clause.	19.6	For the avoidance of doubt, International Tracked & Signed services for Items above two (2) kilograms are governed by a separate set of terms which can be found on our website .
20	20 International Tracked 20.1 International Tracked is a fully tracked, service that can be sent to a number of destinations. Details of destinations can be found on our website (www.royalmail.com). Please note that country details may change from time to time so you should check the website when necessary. 20.2 International Tracked is fully tracked from despatch to delivery - further details of which can be found on our website (www.royalmail.com).	[N/A]	[No replacement text proposed]

	<p>20.3 International Tracked should not be confused with International Signed or International Tracked & Signed that takes a signature on delivery or a similar proof of delivery. International Tracked does not take a signature on delivery.</p> <p>20.4 You must apply (or must ensure someone else applies) a fully completed International Tracked label securely to the cover of the item for which the service has been purchased.</p> <p>20.5 If we find an item which has not met the conditions laid out in this Scheme for an International Tracked item but which either:</p> <p>a) has International Tracked written on it, or anything which suggests that the item is intended to be sent via International Tracked or</p> <p>b) is found to contain valuables, then we will treat it as an International Tracked item.</p> <p>In either case, if the item is treated as an International Tracked item, you or the addressee will be charged the appropriate postage for that service. If the postage is not paid the item may be dealt with or disposed of at our discretion.</p> <p>20.6 Confirmation of delivery can be viewed on our website (www.royalmail.com) and will be available for up to 12 months after the item was posted. To access these details you will need to know the reference details on the barcoded label for the item sent.</p>		
24.1	You may be required to pay customs duty and prepare customs documentation/complete customs processes when sending goods or merchandise to some overseas destinations.	23.1	You are required to pay customs duty, provide electronic advance data/customs information in advance before despatch and prepare customs documentation/complete customs processes when sending goods or merchandise of commercial value (including, for example, gift vouchers) to some overseas destinations
24.2	Customs documentation is generally required when sending goods or merchandise outside of the UK. For up to date information on customs requirements, the forms and processes	23.2	Customs documentation is required when sending goods or merchandise of commercial value (including, for example, gift vouchers) outside of the UK. For up to date information on

	that should be completed, please refer to our website (www.royalmail.com).		customs requirements, the forms and processes that should be completed, please refer to our website .
24.3	Customs documentation and requirements are available from all Post Offices® or can be downloaded from our website (www.royalmail.com). Such information may change from time to time and it is your responsibility to verify that any items you send meet relevant customs requirements at the time of sending. Please refer to our website (www.royalmail.com)	23.3	Where an item requires electronic advance data/customs information, customs documentation and requirements the relevant services should be purchased either from all Post Offices® or can be downloaded from our website . Such information may change from time to time and it is your responsibility to verify that any items you send meet relevant customs requirements at the time of sending. Please refer to our website when necessary for up to date information relating to customs requirements.
24.4	It is important that all customs requirements are complied with. Despatch of items without the necessary customs forms or completing the necessary processes will result in delay to delivery and the possibility that goods will be seized by customs authorities overseas.	23.4	It is important that all customs requirements (including, but not limited to, those in this section 23) are complied with. For certain destinations, we may be unable to despatch items without completion of the requirements set out in this section 23 and we may deal with such item(s) in accordance with section 13.3 of this Scheme. Despatch of items without the necessary customs forms or completing the necessary processes will result in delay to delivery and the possibility that goods will be seized by customs authorities overseas.
Data Protection Legislation Definition	means (1) the Data Protection Act 1998; the Data Protection Directive (95/46/EC) and the Privacy and Electronic Communications Directive (2002/58/EC); (2) after 25 May 2018, Regulation (EU) 2016/679 of the European Parliament And Of The Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), (3) any guidance, directions, determinations, codes of practice, orders, notices or demands issued by any competent supervisory authority or other competent authority, any other applicable data		means the Data Protection Act 2018 and the UK GDPR (as defined in the Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019), [together with any guidance, directions, determinations, codes of practice, orders, notices or demands issued by any competent supervisory authority or other competent authority with respect thereto,] and any other applicable data protection laws or regulations and judgments of any court of law, tribunal or regulatory body, all as amended, extended, re-enacted or replaced from time to time.

	protection laws or regulations and judgments of any court of law, tribunal or regulatory body as amended, extended, re-enacted or replaced from time to time, and (4) the Regulation on Privacy and Electronic Communications, when in force.		
Postage stamp Definition	means a stamp, authorised for use by us to indicate payment of postage and/or fees on an item, or to indicate that you have entered into an arrangement with us to pay postage and/or service fees on that item. A postage stamp may be adhesive in order for it to be affixed to a cover as we may from time to time permit.		means a stamp, authorised for use by us to indicate payment of postage and/or fees on an item, or to indicate that you have entered into an arrangement with us to pay postage and/or service fees on that item. A postage stamp may be adhesive in order for it to be affixed to a cover as we may from time to time permit. From 31 January 2023, the only forms of definitive stamp – stamps featuring the monarch on a plain coloured background - authorised for use by us for these purposes will be those with barcodes. Special stamps with pictures on, and Christmas stamps, without barcodes will continue to be authorised by us for these purposes. Unless the context requires otherwise, references to a “stamp” mean a Postage Stamp.
SmartStamp Definition	a postage mark used by customers posting items with the SmartStamp® indicia having entered into the relevant SmartStamp® terms and conditions.	[N/A]	[No replacement text proposed]

Annex B – Consultation Response Cover Sheet

BASIC DETAILS

Consultation title: **Royal Mail Consultation on changes to the Postal Schemes 2023**

Name of respondent:

Representing (self or organisation/s):

Address (if not received by email):

CONFIDENTIALITY

Please tick below what part of your response you consider is confidential, giving your reasons why

- Your name _____
- Your job title _____
- Your Organisation _____
- Your whole response _____
- Part of your response _____

If your response does not have a separate confidential annex, which parts of your response do you consider to be confidential?

.....

If you want part of your response, your name, or your organisation not to be published, can Royal Mail still publish a reference to the contents of your response (including, for any confidential parts) in a general summary that does not disclose the specific information or enable you to be identified?

YES/NO (please delete as appropriate)

DECLARATION

I confirm that the correspondence supplied with this cover sheet is a formal consultation response that Royal Mail can publish, subject to any declaration in the confidentiality section. If I have sent my response by email, Royal Mail can disregard any standard e-mail text about not disclosing email contents and attachments.

Name:

Signed (if hard copy):

Date: