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Dear Sir/Madam,

A simplified process for paying underpaid mail charges is now being rolled out to Quadient Mailmark franking users.

I would like to inform you that the process of paying underpaid mail charges has been simplified for franking machines using Royal Mail Mailmark® technology.

This new service is now available for all Quadient Mailmark franking machine users.

From 1st April 2021, any underpaid charges will now be collected directly by your franking machine manufacturer. Your franking machine manufacturer will update your monthly invoice to clearly show you any underpaid charges made, and what they were for.

This also changes the amount you will be charged – the table below demonstrates the difference:

Charge type	Old manual process	New automated process
Domestic charge	75p	15p
International charge	125p	15p

Find out more about the new process at royalmail.com/franking. I have also enclosed some of the frequently asked questions that I hope you find useful.

Remember you can avoid these additional charges by reducing any mistakes when franking by following our top tips, such as using international services when sending items to the Republic of Ireland. Learn about our franking top tips at royalmail.com/franking.

Yours sincerely

Mike Griffin

Head of SME Products



Our new simplified underpayment collection process for franking machines using Royal Mail Mailmark® technology – Frequently Asked Questions

Here are our answers to some of the more commonly asked questions about the changes to the underpayment process.

Why are you making this change?

We wanted to improve the way we collect underpayment charges, and simplify the process to help save you time and create a more cost effective experience. The improvements in technology we have invested in have enabled us to do this.

What is the benefit to me?

The new simplified underpayment collection process, means you will be paying significantly less for underpayment charges when compared with all other franking offerings. You will no longer have to frank the underpayment total amount onto a reply card and return this to us – saving you time and effort.

What is this new simplified process?

If we identify that you have accidentally underpaid on some mail, the details will be captured and your mail will be sent on its way. Each week a summary file of the underpaid mail for your machines will be supplied to your franking machine manufacturer. They will process this file and show the details of the underpayments on your manufacturer's statement at the end of each month.

How will I know if I have been charged for underpaid franked mail?

Your franking machine manufacturer will make an adjustment to your franking account on behalf of Royal Mail. All charges made will be detailed on your statement. Royal Mail will no longer be sending you letters about the collection of these underpayments.

If you want to discuss any of these underpayment charges, please call Royal Mail on 08456 113 111. Your franking machine manufacturer won't be able to assist with queries about underpayments as all of the supporting information is held securely by Royal Mail

How often will I be contacted about underpayments?

Weekly or monthly, dependent on your arrangements with your franking machine manufacturer and franking machine type

How will I be able to track adjustments made to my franking account due to underpaid mail?

Your franking machine manufacturer will make the adjustments on behalf of Royal Mail for any underpayments. These adjustments will be clearly shown on your statement. If you need to discuss any of these adjustments for surcharges please call us on 08456 113 111. Your franking machine manufacturer will not be able to help answer your underpayment queries as the supporting information is held securely by Royal Mail.

Is this new process secure?

Safeguarding your mail and money is very important to us. That is why we have been working very closely with your franking machine manufacturer to make sure all transactions are secure and clearly visible on your statement.

The information we capture is transferred to your franking machine manufacturer using a secure link and only contains meter die and error data. Your franking machine manufacturer has no visibility of the actual error; this information is available to Royal Mail only. If you think there is anything unusual in the underpayment charge please contact us on 08456 113 111.

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Why are you penalising me for underpaid mail?

This change is not about making money or penalising customers. We would rather not have to charge customers for underpaid mail because all mail was correctly paid in the first instance. For every item surcharged we will have seen the item and made sure that it is processed quickly and continues to the end destination without delay.

What happens if you see a large quantity of my mail is underpaid?

Mistakes do happen and on very rare occasions customers can make errors that affect multiple items. When we see this, we (Royal Mail) will endeavour to contact you as soon as possible to make you aware of this problem and to help with future postings. Our early intervention is aimed at minimising any impact of errors.

The underpayment will still be collected by your franking machine manufacturer and will appear on your manufacturer's statement. But we hope that the action we will have taken means that this is just an isolated incident.

What will the statement look like and where will it show me the information of any underpayment charges?

The statement will show the date, the number of items underpaid the adjustment type and the total underpaid amount and admin fee.

These entries will show on the statement as follows;

underpaid int - This is an International underpayment

ltr/lrg ltr - This is where an item(s) has been paid as a letter but was actually a large letter

Misc - This will be items that have been manually surcharged and do not fall in to above two categories

Refund - This category is used to refund any underpayment collected in error

What will I see on my franking machine manufacturers statement now?

The adjustments will appear on your statement, which the manufacturer supplies from time to time. Dependent on the type of arrangement you have with your manufacturer, the statements can be either weekly or monthly.

I think you have charged me in error – what should I do?

If you think a mistake has been made, please call us on 03456 113 111. We can quickly refund any overpayments, if in the very rare event an error has been made. This overpayment will be made by your franking machine manufacturer and will appear on your next manufacturer's statement.

What are the most common mistakes people make when franking?

We see a large number of Large Letters franked as though they were Letters or mail going to international destinations (i.e. to the Republic of Ireland), franked as though it is going to a UK destination. Our franking top tips page on royalmail.com/franking, contains how to videos, posters and other useful tools to help you and your staff frank your mail correctly first time, every time.

What else can I do to avoid surcharges?

We recommend:

1. Prior to franking your mail, you separate your mail by size and destination. Set up a domestic mail and international mail in-tray.
2. Displaying a size guide by your franking machine so staff get to know the different sizes for letters and large letters.

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3. Remember to train holiday cover and new staff on how to use the franking machine, the different mail sizes and what UK and International appropriate products are available through your franking machine.

I have been charged for underpaid international mail, but I don't send mail to international destinations?

The most common international mistake we see is mail going to the Republic of Ireland franked using a domestic only product or service. Remember the Republic of Ireland is an international destination.

Top tip – make sure the delivery address is clear in the window for windowed envelopes and that the contents are not folded or inserted in such a way that they may slip, causing the address to no longer be visible in the window. If contents slip, it can mean that sensitive information is visible in the address window and makes processing mail more difficult for us. This could cause a delay to your mail and in some extreme cases the visible text could be read as an international destination.

I am interested in getting a franking machine with Mailmark technology, how do I do this?

Speak to your franking machine manufacturer about the options to upgrade to Mailmark.

This decision to upgrade should only be made if you feel that this is the correct and beneficial choice for your business.

When will this improvement be available to me?

Royalmail.com/franking will be regularly updated with news and information about when your franking machine manufacturers is able to provide this improvement. If you already have a Mailmark franking machine, we will write to you as soon as this service is available to you.

How do I know if I have a Mailmark franking machine?

Visit Royalmail.com/franking and view our help pages showing you how you can confirm what type of franking machine you have.

Why is the cheap price for mistakes only available for customers with Mailmark franking machines?

Unfortunately on older franking machines with non-Mailmark technology, underpayments can only be identified by manually checking each piece of mail. Not only is this expensive for us but the resulting data is not in a format that could be sent to your franking machine manufacturer.