



International Business Tracking and Signature Services Rate Card

Effective from 3rd January 2017



International Business Tracking and Signature services

This Rate Card covers our three International Business Tracking and Signature services, which are:

- International Business Tracked & Signed
- International Business Tracked
- International Business Signed

What is International Business Tracked & Signed?

International Business Tracked & Signed is a fully tracked service from posting to delivery overseas which requires a signature on delivery. It is offered to international business customers at a discounted rate from our standard rates.

What is International Business Tracked?

International Business Tracked is a fully tracked service from posting to delivery overseas. A signature on delivery is not part of this service but electronic delivery confirmation is provided. It is available to international business customers at a discounted rate from our standard rates.

What is International Business Signed?

International Business Signed is a signed for service where a signature is taken when the item is delivered overseas. All items are tracked until they leave the UK. It is available to international business customers at a discounted rate from our standard rates.

For details on how to use the Business Tracking and Signature services, together with a list of service availability by country, please see the International Business Tracking and Signature Services User Guide at royalmail.com/internationalbusinesstrackedandsigned

Pricing your mail items

Three easy steps to calculate your postage cost:

- Multiply the number of items by the price per item for each format per service
- Multiply the total weight (excluding the bag weight) by the price per kg for each format per service
- Add the above together.

Please note: From 3rd January 2017 a surcharge will be applied to Tracked and Signature service prices. The current level of surcharge can be found at royalmail.com/surcharges

The price calculated above will also need to reflect the current surcharge level.

International Business Tracking and Signature services

Mail prepared or presented incorrectly risks being delayed, since we have to remove it from our system and carry out the necessary work to ensure it can be delivered where possible. This is known as remedial work. The effect of any remedial work is to slow down mail, which increases costs. We have to pass these costs onto customers presenting items incorrectly. These costs may include charges from overseas postal authorities, if the item is in breach of international postal regulations. Please note that some items presented incorrectly may have to be returned to the original sender.

Charges for remedial work, as set out in the remedial work section of this rate card, will be made against the original product codes. These charges are agreed as representing the increased costs to Royal Mail caused by the need to perform the remedial work. Persistent failure to adhere to our service specifications will (or may) result in the termination of the service.

International Business Tracked & Signed pricing

The table below shows our current rates for Tracked & Signed:

Service	Product code	Region	Price item					
			Letter		Large Letter		Parcel	
			Price item	Price per kilo	Price item	Price per kilo	Price item	Price per kilo
International Business Mail Tracked & Signed	MTC	EU	£5.45	£5.50	£6.10	£4.70	N/A	N/A
		Rest of World	£5.45	£6.00	£6.10	£6.70	N/A	N/A
International Business Mail Tracked & Signed with extra compensation	MTD	EU	£8.00	£5.50	£8.50	£4.70	N/A	N/A
		Rest of World	£8.00	£6.00	£8.50	£6.70	N/A	N/A
International Business Parcels Tracked & Signed	MTA	EU	N/A	N/A	N/A	N/A	£6.50	£4.35
		Rest of World	N/A	N/A	N/A	N/A	£6.50	£6.40
International Business Parcels Tracked & Signed with extra compensation	MTB	EU	N/A	N/A	N/A	N/A	£8.90	£4.35
		Rest of World	N/A	N/A	N/A	N/A	£8.90	£6.40

Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges
VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

International Business Tracked & Signed pricing

Below are examples of prices by weight, format and zone:

		Standard product		Product with extra compensation	
Average weight	Format	EU	Rest of World	EU	Rest of World
50g	Letter	£5.73	£5.75	£8.28	£8.30
100g	Letter	£6.00	£6.05	£8.55	£8.60
100g	Large letter	£6.57	£6.77	£8.97	£9.17
200g	Large letter	£7.04	£7.44	£9.44	£9.84
300g	Large letter	£7.51	£8.11	£9.91	£10.51
400g	Large letter	£7.98	£8.78	£10.38	£11.18
500g	Large letter	£8.45	£9.45	£10.85	£11.85
500g	Parcel	£8.68	£9.70	£11.08	£12.10
600g	Parcel	£9.11	£10.34	£11.51	£12.74
700g	Parcel	£9.55	£10.98	£11.95	£13.38
800g	Parcel	£9.98	£11.62	£12.38	£14.02
900g	Parcel	£10.42	£12.26	£12.82	£14.66
1kg	Parcel	£10.85	£12.90	£13.25	£15.30
1.1kg	Parcel	£11.29	£13.54	£13.69	£15.94
1.2kg	Parcel	£11.72	£14.18	£14.12	£16.58
1.3kg	Parcel	£12.16	£14.82	£14.56	£17.22
1.4kg	Parcel	£12.59	£15.46	£14.99	£17.86
1.5kg	Parcel	£13.03	£16.10	£15.43	£18.50
1.6kg	Parcel	£13.46	£16.74	£15.86	£19.14
1.7kg	Parcel	£13.90	£17.38	£16.30	£19.78
1.8kg	Parcel	£14.33	£18.02	£16.73	£20.42
1.9kg	Parcel	£14.77	£18.66	£17.17	£21.06
2kg	Parcel	£15.20	£19.30	£17.60	£21.70

Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges
VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

International Business Tracked pricing

The table below shows our current rates for Tracked:

Service	Product code	Region	Price item					
			Letter		Large Letter		Parcel	
			Price item	Price per kilo	Price item	Price per kilo	Price item	Price per kilo
International Business Mail Tracked	MTI	EU	£5.35	£5.50	£5.80	£4.70	N/A	N/A
		Rest of World	£5.35	£6.00	£5.80	£6.70	N/A	N/A
International Business Mail Tracked with extra compensation	MTJ	EU	£7.90	£5.50	£8.20	£4.70	N/A	N/A
		Rest of World	£7.90	£6.00	£8.20	£6.70	N/A	N/A
International Business Parcels Tracked	MP1	EU	N/A	N/A	N/A	N/A	£6.00	£4.35
		Rest of World	N/A	N/A	N/A	N/A	£6.00	£6.40
International Business Parcels Tracked with extra compensation	MP4	EU	N/A	N/A	N/A	N/A	£8.40	£4.35
		Rest of World	N/A	N/A	N/A	N/A	£8.40	£6.40

Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges
 VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

International Business Tracked pricing

Below are examples of prices by weight, format and zone:

		Standard product		Product with extra compensation	
Average weight	Format	EU	Rest of World	EU	Rest of World
50g	Letter	£5.63	£5.65	£8.18	£8.20
100g	Letter	£5.90	£5.95	£8.45	£8.50
100g	Large letter	£6.27	£6.47	£8.67	£8.87
200g	Large letter	£6.74	£7.14	£9.14	£9.54
300g	Large letter	£7.21	£7.81	£9.61	£10.21
400g	Large letter	£7.68	£8.48	£10.08	£10.88
500g	Large letter	£8.15	£9.15	£10.55	£11.55
500g	Parcel	£8.18	£9.20	£10.58	£11.60
600g	Parcel	£8.61	£9.84	£11.01	£12.24
700g	Parcel	£9.05	£10.48	£11.45	£12.88
800g	Parcel	£9.48	£11.12	£11.88	£13.52
900g	Parcel	£9.92	£11.76	£12.32	£14.16
1kg	Parcel	£10.35	£12.40	£12.75	£14.80
1.1kg	Parcel	£10.79	£13.04	£13.19	£15.44
1.2kg	Parcel	£11.22	£13.68	£13.62	£16.08
1.3kg	Parcel	£11.66	£14.32	£14.06	£16.72
1.4kg	Parcel	£12.09	£14.96	£14.49	£17.36
1.5kg	Parcel	£12.53	£15.60	£14.93	£18.00
1.6kg	Parcel	£12.96	£16.24	£15.36	£18.64
1.7kg	Parcel	£13.40	£16.88	£15.80	£19.28
1.8kg	Parcel	£13.83	£17.52	£16.23	£19.92
1.9kg	Parcel	£14.27	£18.16	£16.67	£20.56
2kg	Parcel	£14.70	£18.80	£17.10	£21.20

Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges
VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

International Business Signed pricing

The table below shows our current rates for Signed:

Service	Product code	Region	Price item					
			Letter		Large Letter		Parcel	
			Price item	Price per kilo	Price item	Price per kilo	Price item	Price per kilo
International Business Mail Signed	MTM	EU	£5.25	£5.50	£5.70	£4.70	N/A	N/A
		Rest of World	£5.25	£6.00	£5.70	£6.70	N/A	N/A
International Business Mail Signed with extra compensation	MTN	EU	£7.80	£5.50	£8.10	£4.70	N/A	N/A
		Rest of World	£7.80	£6.00	£8.10	£6.70	N/A	N/A
International Business Parcels Signed	MP5	EU	N/A	N/A	N/A	N/A	£5.90	£4.35
		Rest of World	N/A	N/A	N/A	N/A	£5.90	£6.40
International Business Parcels Signed with extra compensation	MP6	EU	N/A	N/A	N/A	N/A	£8.30	£4.35
		Rest of World	N/A	N/A	N/A	N/A	£8.30	£6.40

Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges
 VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

International Business Signed pricing

Below are examples of prices by weight, format and zone:

		Standard product		Product with extra compensation	
Average weight	Format	EU	Rest of World	EU	Rest of World
50g	Letter	£5.53	£5.55	£8.08	£8.10
100g	Letter	£5.80	£5.85	£8.35	£8.40
100g	Large letter	£6.17	£6.37	£8.57	£8.77
200g	Large letter	£6.64	£7.04	£9.04	£9.44
300g	Large letter	£7.11	£7.71	£9.51	£10.11
400g	Large letter	£7.58	£8.38	£9.98	£10.78
500g	Large letter	£8.05	£9.05	£10.45	£11.45
500g	Parcel	£8.08	£9.10	£10.48	£11.50
600g	Parcel	£8.51	£9.74	£10.91	£12.14
700g	Parcel	£8.95	£10.38	£11.35	£12.78
800g	Parcel	£9.38	£11.02	£11.78	£13.42
900g	Parcel	£9.82	£11.66	£12.22	£14.06
1kg	Parcel	£10.25	£12.30	£12.65	£14.70
1.1kg	Parcel	£10.69	£12.94	£13.09	£15.34
1.2kg	Parcel	£11.12	£13.58	£13.52	£15.98
1.3kg	Parcel	£11.56	£14.22	£13.96	£16.62
1.4kg	Parcel	£11.99	£14.86	£14.39	£17.26
1.5kg	Parcel	£12.43	£15.50	£14.83	£17.90
1.6kg	Parcel	£12.86	£16.14	£15.26	£18.54
1.7kg	Parcel	£13.30	£16.78	£15.70	£19.18
1.8kg	Parcel	£13.73	£17.42	£16.13	£19.82
1.9kg	Parcel	£14.17	£18.06	£16.57	£20.46
2kg	Parcel	£14.60	£18.70	£17.00	£21.10

Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges
VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

Remedial work charges for our International Business Tracking and Signature services

Items prepared or presented incorrectly risk being delayed, since we have to remove them from our system and carry out the necessary work to ensure they can be delivered where possible. This is known as remedial work. The effect of any remedial work is to slow down the items, which increases costs. We may pass these costs back to customers who have presented their items incorrectly. These costs may include charges from overseas postal authorities if the item is in breach of international postal regulations. Please note that some items presented incorrectly may have to be returned to the original sender.

Charges for remedial work, as set out in the table opposite, will be made against the original product codes. These charges represent the increased costs to Royal Mail for carrying out required remedial work.

Remedial work charges for our International Business Tracking and Signature services

Problem	Standard product	Product with extra compensation
Sales Order incorrectly completed e.g. Understated items or weight	Poster authorises Royal Mail to amend Posting Cheque / Sales Order	£2 per line (minimum charge of £25 per page)
	Poster requests Royal Mail to return mail	£0.22 per kg plus £25 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £25 rework fee
Incorrect bag	Poster authorises Royal Mail to perform rework	£0.50 per bag plus £25 rework fee
	Poster requests Royal Mail to return mail	£0.22 per kg plus £25 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £25 rework fee
Overweight bag (above 11kg) / York (250kg)	Poster authorises Royal Mail to perform rework	£1 per bag / York plus £25 rework fee
	Poster requests Royal Mail to return mail	£0.22 per kg plus £25 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £25 rework fee
Indicia missing or incorrect	Poster authorises Royal Mail to apply the correct indicia	£0.08 per item plus £25 rework fee
	Poster requests Royal Mail to return mail	£0.22 per kg plus £25 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £25 rework fee
Incorrect barcode label	Poster authorises Royal Mail to perform re-work, if possible	£0.08 per item plus £25 rework fee
	Poster requests Royal Mail to return mail	£0.22 per item plus £25 rework fee
	Poster to collect from Royal Mail	0.16 per item plus £25 rework fee
Incorrect label on bag / container	£0.16 per item plus £25 rework fee	£0.50 per bag / container plus £25 rework fee
	Poster requests Royal Mail to return mail	£0.22 per kg plus £25 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £25 rework fee

Please note that all remedial work will incur VAT charges at standard rates.

Remedial work charges for our International Business Tracking and Signature services

Problem	Standard product	Product with extra compensation
Oversized items (see format dimensions in the User Guide)	Poster requests Royal Mail to return mail	£0.22 per kg plus £25 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £25 rework fee
Destination country not showing within address	Poster requests Royal Mail to return mail	£0.22 per kg plus £25 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £25 rework fee
Changing collection arrangements without 48 hours notice	N/A	£50
Cancellation of a booked collection without notifying Royal Mail	N/A	£100
Items not conforming to international postal regulations e.g. Mail displaying a non-UK return address	If noticed within the UK we will offer you the following options:	
	Poster requests Royal Mail to return mail	£0.22 per kg plus £25 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £25 rework fee
	Advise you of the cost of remedying the error and forwarding the items	Charge will be advised at the time
	Where errors are notified to us by the receiving country we will contact the poster and advise on the options available	Charge will be advised at the time
All other errors	Poster requests Royal Mail to return mail	£0.22 per kg plus £25 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £25 rework fee

Please note that all remedial work will incur VAT charges at standard rates.

Help & advice

If you have any questions about these services, please contact either your account manager or a Royal Mail Sales Centre on **08457 950 950**. Calls charged at local rate. Although correct at the date this booklet went to print, from time to time services may be added to, changed or withdrawn.

Up to date information may be obtained from a Royal Mail Sales Centre on **08457 950 950** (calls charged at local rate) or at royalmail.com/internationalbusinesstrackedandsigned

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