



# **Specific Terms for Royal Mail Local Collect**

May 2018

Royal Mail, the Cruciform and the colour red are registered trade marks of Royal Mail Group Ltd. Royal Mail Group Ltd, registered in England and Wales, number 4138203, registered office: 100 Victoria Embankment, London, EC4Y 0HQ. © Copyright Royal Mail Group Ltd 2014. All rights reserved.

## **Royal Mail specific terms and conditions for Royal Mail Local Collect**

### **1 Our Local Collect service**

1.1 The local collect service is an alternative delivery option offered by us which allows us to deliver your:

- 1.1.1 Royal Mail Tracked;
- 1.1.2 Special Delivery Guaranteed; and/or
- 1.1.3 other mail items using Royal Mail services

(collectively, **items**),

to a pre-designated Post Office® branch location (**branch**) as chosen by a customer on your retail website, system or platform.

1.2 The following terms and conditions (**terms**) form part of your agreement with us to provide the local collect service, which is made up of:

- 1.2.1 these terms;
- 1.2.2 the Royal Mail general terms and conditions (**general terms**);
- 1.2.3 the Royal Mail specific terms for parcels and its Parcels User Guide (**specific terms**); and
- 1.2.4 other **additional terms** (as described in the above)(**additional terms**).

1.3 If you are integrating directly to the Local Collect API in accordance with clause 4.2.1, the following additional documents will form part of these terms:

- 1.3.1 the COSS specifications set out in Annex 1 to Schedule 1 which can be found at [www.royalmail.com](http://www.royalmail.com) as updated by us and notified to you from time to time;
- 1.3.2 Royal Mail's security standards as set out in Annex 2 to Schedule 1 of these terms; and
- 1.3.3 any other standards, guides, specifications, or documents which we require you to comply with as set out in these terms.

1.4 Where these terms contradict the general terms and the additional terms, these terms will apply to the extent of that contradiction.

1.5 The general terms, specific terms and additional terms and additional terms are available by accessing our website: <http://www.royalmail.com> (or any substituted URL) and may be amended from time to time.

1.6 The words and expressions used in these terms have the meanings given to them in the general terms, specific terms or these terms.

### **2 Definitions**

2.1 The words and phrases defined below will apply to these terms:

**API** has the meaning given to it in clause 4.1;

**API terms** means those terms set out in Schedule 1;

**branch** has the meaning given to it in clause 1.1;

**COSS specifications** means the Customer Own System Solutions specification documents set out in Annex 1 to Schedule 1;

**Data** means any Personal Data that you provide, make available or permit us to access in connection with the provision of the local collect service under this agreement;

**Data Protection Legislation** means the General Data Protection Regulation (EU) 2016/679 and any national implementing laws, regulation(s) and secondary legislation;

**Intellectual Property Rights** means patents, patentable rights, copyright, design rights, utility models, trade marks (whether or not any of the above are registered), trade names, rights in inventions, rights in data, database rights, rights in know-how and confidential information, and all other intellectual and industrial property and similar or analogous rights existing under the laws of any country and all pending applications for and right to apply for or register the same (present, future and contingent, and including all renewals, extensions, revivals and all accrued rights of action;

**items** has the meaning given to it in clause 1.1;

**order form** means the form attached at Schedule 2;

a **party** means you or us;

**Personal Data** has the meaning given in the Data Protection Legislation;

**Royal Mail Tracked** means Royal Mail Tracked 24™ and Royal Mail Tracked 48™ as defined in the Royal Mail Specific Terms for Parcels;

**Safeplace** means the Royal Mail Safeplace™ delivery option whereby Royal Mail Tracked customers may nominate a preferred delivery location for their items;

**Sanctions Laws** means all laws, regulations and orders imposing sanctions (including trade restrictions and economic sanctions) on countries, individuals or entities;

**Special Delivery Guaranteed** means Royal Mail Special Delivery Guaranteed by 9am™ and Royal Mail Special Delivery Guaranteed by 1pm™ as defined in the Royal Mail Specific Terms for Parcels;

**we** or **us** means Royal Mail Group Limited;

**you** or **your** means you the customer; and

### **3 Commencement and term**

3.1 This local collect agreement will take effect from the date these terms are signed by you and will continue until ended in accordance with clause 14.

### **4 The API**

4.1 If you wish to utilise the local collect service, you must access participating Post Office branch information through Royal Mail's Local Collect Application Programme Interface (**API**).

4.2 The API may either be:

4.2.1 integrated directly by you in accordance with the API terms; or

4.2.2 accessed via a third party provider who is authorised by us to offer access to the API as part of its product.

4.3 If you integrate with the API directly, then you must comply with the API terms set out in Schedule 1.

### **5 Ordering and labelling**

#### **5.1 Tracked services**

5.1.1 For your Royal Mail Tracked and Special Delivery Guaranteed items to be sent using the local collect service, we will provide you with specifications for labels.

5.1.2 The name of the item recipient must be shown in the Addressee Name field followed by the name of the branch on the next line. All other address lines must be the Post Office® location address, and not the recipient's actual address if known by the customer system.

5.1.3 The special instruction field of the label must include the term "For Customer Collection at Post Office".

#### **5.2 Non-tracked services**

- 5.2.1 For use of all Royal Mail delivery services except Royal Mail Tracked or Special Delivery Guaranteed, you must order Local Collect (LC004) labels on the order form at Schedule 2 and apply these to your items. You can order by post, fax, email or by telephone during working hours (8am to 6pm) on a working day. The relevant addresses and numbers are set out on the order form.
- 5.2.2 We can reject any order or stop offering the service at any time and if we do, we will pay you back any money you have paid us before we reject the order or withdraw the service.
- 5.2.3 You will pay us our standard prices in force at the time when we accept the order. These prices do not include VAT and you must pay any VAT due. You must pay for all use of the service before delivery, by cheque, postal order, variable direct debit or credit card, unless you have a credit account with us. Cheques and postal orders should be crossed and made payable to 'Royal Mail Group Ltd'.
- 5.2.4 You can apply for a credit account with us. You can find out more about a credit account at: [www.royalmail.com/creditpolicy](http://www.royalmail.com/creditpolicy). If we agree to give you a credit account you must keep to our terms and conditions, including the following:
- (a) you must not use or purport to use a credit account to buy the service until we tell you in writing that you can and you have an account number and access to ordering facilities;
  - (b) you must pay all invoices in full (without making any deductions or withholding any amount) within 30 days of the date of the invoice;
  - (c) if you think we have made an administrative mistake in the amount of an invoice, you must tell us within seven days of the date of the invoice and give us all relevant information to support your claim. If we agree with you, we will make an adjustment to your invoice as necessary.
  - (d) if you do not pay us, we can charge you daily interest on all amounts you do not pay from the date they are due until we receive the payment in full. The interest will be at a yearly rate equal to 4% above the base lending rate of The Bank of England; and
  - (e) we may vary the terms on which we give you credit in writing at any time.
- 5.2.5 If for any reason you wish to return the LC004 labels you must notify us in writing at the following address, or such other address as we may require, as soon as possible and return these labels to us within 28 days of delivery to you at your cost: Royal Mail, 21 South Gyle Crescent, Edinburgh, EH12 9PB Fax: 0131 316 7392 Phone: 0845 778 2677.
- 5.2.6 You must return the labels to us in their original condition and in complete rolls. If we receive the labels in their original condition we will give you a full refund for each complete roll.
- 5.2.7 If upon delivery you find an order to be defective or damaged you must notify us within 14 days of delivery and provide details of the defect or damage by phoning us on 0845 778 2677. We will then arrange for the labels to be returned to us.
- 5.2.8 If we are satisfied that the labels are defective or damaged and you have returned a complete roll, we will either, (at our election) replace them free of charge or refund any monies prepaid within 30 days of receipt. No further compensation will be payable.
- 5.2.9 You will bear the risk in relation to any labels returned to us. We therefore suggest that you obtain proof of postage and adequate insurance. If you return any labels under clauses 5.2.6 or 5.2.8 and those products fail to reach us, you will be required to show suitable proof of postage (for example a Certificate of Posting or a Special Delivery reference number) before we will replace the products or give you a refund (as applicable). A Certificate of Posting can be obtained free of charge from a Post Office at the time of posting.

- 5.2.10 Title to the LC004 labels will remain with us at all times and you may use them only in relation to the service you have purchased.

## **6 Local collect service requirements**

### **6.1 Despatch documentation**

The despatch documentation remains exactly as per the requirements for Royal Mail's existing delivery services. As Local Collect is an alternative delivery option, there is no need to specify the volume of Local Collect items on the collections documentation.

### **6.2 Data Interface**

6.2.1 Information relating to your Royal Mail Tracked and/or Special Delivery Guaranteed items being collected must be provided electronically to us in Pre-advice data. The Pre-advice data provides us with the address and tracking numbers of all items being collected, and must be transferred to our systems at the time of collection. Pre-advice data enables added value features like delivery notification messages, and it is also key to monitoring operational performance.

6.2.2 The Pre-advice data will be used to advise the item recipient by SMS text and/or email notification that their item is ready for collection at the branch they requested when using the API. The item recipient's mobile phone number and email address must therefore be provided within the Pre-advice data.

### **6.3 Delivery of items**

6.3.1 We will deliver your item(s) to the branch shown on the address label and the item recipient may collect the item(s) when the branch is open on production of acceptable identification as set out in clause 6.3.2. Branch opening times can be accessed through the API.

6.3.2 The following is acceptable identification:

- (a) for Royal Mail Tracked and Special Delivery Guaranteed items, the barcode reference number to be provided to the item recipient; and
- (b) one of the following (originals not copies):
  - Birth Certificate
  - Building Society Book
  - Cheque Book
  - Cheque Guarantee Card
  - Council Tax Payment Book
  - Credit Card
  - Credit Card Statement (not older than 6 months)
  - Debit Card
  - Full Driving Licence
  - Marriage Certificate
  - Military Photo ID
  - Foreign National Identity Card
  - National Savings Bank Book
  - Valid Passport
  - Paid Utilities Bill (not older than 6 months)
  - Standard acknowledgment letter (SAL) issued by the Home office for Asylum Seekers
  - Trade Union Card

6.3.3 For minors under the age of 18 one of the following (originals not copies) will be acceptable identification if they are unable to provide one of the listed identifications set out in clause 6.3.2(b):

- Medical Card
- National Insurance Card
- Savings Book

- 6.3.4 The list of acceptable identification set out in clause 6.3.2 and clause 6.3.3 may be amended by us from time to time and details of such changes made may be found at [www.royalmail.com](http://www.royalmail.com).
- 6.3.5 When you send items using Special Delivery Guaranteed, or any other delivery service which provides for compensation or refund in the event of delay in delivery, then delivery or attempted delivery is deemed to have taken place when the item is delivered at the relevant branch.
- 6.3.6 All items delivered to a branch will be held at the branch awaiting collection for a period of eighteen (18) days. Parcels that remain uncollected after eighteen (18) days will be returned to the sender or dealt with in accordance the relevant delivery service terms and conditions.
- 6.3.7 You may only provide the information contained in the API to your customers for whose benefit you wish to use the local collect service. You must not provide this information to any other third party nor use it for any other purpose.

#### **6.4 Safeplace**

You acknowledge and agree that the Safeplace delivery option is not available for this service.

#### **7 Liability**

- 7.1 Subject to clause 7.3, the total aggregate liability of us, any member of the Royal Mail group and any relevant person (jointly) to you arising out of these terms including in connection with your implementation and use of the API in accordance with these terms, whether in contract, tort (including negligence or breach of statutory duty) or otherwise, shall in no circumstances exceed £1,000 (one thousand pounds).
- 7.2 We exclude all liability to you for:
- 7.2.1 loss of profit, loss of revenue, loss of business, loss of business opportunity and/or loss of goodwill; and
- 7.2.2 all special, consequential or indirect loss arising out of or in connection with these terms.
- 7.3 Nothing in this clause 7 will exclude or limit any person's liability for death or personal injury caused by its negligence, or fraud.
- 7.4 Each clause of these terms that excludes or limits our liability applies separately. If any part is disallowed or is not in force then the remaining parts will still apply.

#### **8 Intellectual Property**

- 8.1 All Intellectual Property Rights in computer software, computer specifications, databases, the API, the API technical specification and any other materials relating to the local collect service as set out in these terms are and remain owned exclusively by us. You are not granted any rights to use them except in relation to the local collect service in accordance with these terms.
- 8.2 All specifications, drawings, text, sketches, models, prototypes, samples, tools, designs, technical information or data or other proprietary information (whether written, oral or otherwise and including Personal Data (as defined in the Data Protection Legislation) made available to you by us will remain our property and will be returned promptly to us (together with all copies) at our request. Such information will be treated as strictly confidential, will be kept safely and will not be used or disclosed by you except as strictly necessary in the performance of your obligations under this Agreement.
- 8.3 You acknowledge that any rights (including any licence) granted by us to use or exploit any of our Intellectual Property Rights will terminate immediately upon these terms ending for any reason.

#### **9 Confidentiality**

- 9.1 We undertake to each other that we will not disclose to any person any confidential information concerning the business, affairs, customers, clients or suppliers of the other party, or of any member of the group of companies to which the other party belongs, except as permitted by clause 9.2.

- 9.2 We may each disclose the other party's confidential information:
- 9.2.1 to our employees, officers, representatives or advisers who need to know such information for the purposes of carrying out our obligations under these terms. We will each procure that our employees, officers, representatives or advisers to whom we disclose the other party's confidential information comply with this clause 9; and
  - 9.2.2 as may be required by law, a court with the correct authority or any governmental or regulatory authority.
- 9.3 Neither of us will use the other party's confidential information for any purpose except to perform our obligations under these terms.

## **10 Compliance**

- 10.1 You will at all times comply with:
- 10.1.1 your obligations under this agreement;
  - 10.1.2 any relevant Law; and
  - 10.1.3 where you are integrating directly with the API, Royal Mail's security standards as set out in Annex 2 to Schedule 1 of these terms.

## **10A Data Protection**

- 10A.1 Terms and expressions used in this clause and not defined in this agreement have the meanings assigned to them in the Data Protection Legislation.
- 10A.2 With respect to the parties' rights and obligations under this agreement, we are the data controller of any Data.
- 10A.3 All processing of Data under this agreement will be carried out in accordance with our privacy policy which can be found at [www.royalmail.com/customer-service/terms-and-conditions/privacy-policy](http://www.royalmail.com/customer-service/terms-and-conditions/privacy-policy).
- 10A.4 You must at all times comply with the Data Protection Legislation with respect to any Data and where the Data of a third party data subject is made available to us in connection with our provision of the services under this agreement you agree that you have that third party's permission to provide their Data to us, and that you have made them aware that their Data will be processed in accordance with our privacy policy. You agree to indemnify us for any loss or damage that we incur as a result of any failure by you to comply with your obligations under this Clause 10A.4.

## **11 Sanctions**

- 11.1 You must at all times comply with all applicable Sanctions Laws. These Sanctions Laws may apply because of the contents of the items or their intended recipient. Information about Sanctions Laws can be found on our website at [www.royalmail.com](http://www.royalmail.com) (or any replacement URL). Nothing in this clause 11 limits your responsibilities or our rights under the general terms.
- 11.2 You will indemnify and keep indemnified us, our employees, sub-contractors and agents against any loss or damage suffered or liability incurred as a result of you not complying with your Sanctions Laws obligations.

## **12 Anti-Bribery**

- 12.1 You will:
- 12.1.1 comply with all applicable laws, statutes and regulations relating to anti-bribery and anti-corruption, including but not limited to the Bribery Act 2010; and
  - 12.1.2 comply with Royal Mail Anti-Bribery and Corruption Policy as notified to you by us from time to time.
- 12.2 You will indemnify and keep indemnified us, our employees, sub-contractors and agents against any loss or damage suffered or liability incurred as a result of you not complying with your anti-corruption and anti-bribery obligations under this clause 12.

### **13 Force majeure**

We will not be responsible to you if we are not able to provide the service because of something beyond our reasonable control (including but not limited to war, acts of terrorism, extreme weather conditions, earthquakes, fire, floods, traffic congestion, mechanical breakdown (including of machinery, equipment, and vehicles), any public or private road being blocked, or industrial action and the outcomes of it if this prevents us from providing our usual service). We will notify you of such events as set out in this clause as soon as is reasonably practicable.

### **14 Changes to these terms**

14.1 We may change the terms of these terms by giving notice to you of such changes.

14.2 We will notify you of a change to these terms which we believe to be significant at least 30 days before it happens.

### **15 Termination**

15.1 If we are not able to carry out our duties in accordance with these terms fully for more than four (4) weeks in a row, you may immediately cease to provide the service in accordance with these terms and these terms will end upon you giving us notice in writing.

15.2 Notwithstanding the provisions of clause 15.1 you and we may end these terms on thirty (30) days' notice in writing, upon which you will cease to provide the service in accordance with these terms.

15.3 We can end this agreement and at any time if in our reasonable opinion you:

15.3.1 breach any relevant Law;

15.3.2 are in breach of your Intellectual Property obligations under clause 8;

15.3.3 are in breach of your Sanctions Laws obligations under clause 11;

15.3.4 are in breach of any provision of this agreement which sets out grounds for immediate termination;

15.3.5 do anything which damages or may damage our reputation or business or that of our parent, sister or subsidiary companies; and

15.3.6 commit a material breach or persistent breaches of this agreement and:

(a) you cannot do anything to put the matter right; or

(b) you can do something to put the matter right but fail to do so within 30 days of being asked, or within any other deadline that we may agree with you.

### **16 General**

16.1 Any and all expenses, costs and charges incurred by you in complying with the terms will be paid by you unless we have expressly agreed beforehand in writing to pay such expenses, costs and charges.

16.2 A person who is not a party to these terms will not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any terms of them.

16.3 If any court with the correct authority finds any provision or provisions of the terms to be invalid, illegal or unenforceable, this will not affect the other provision or provisions of the terms.

16.4 You acknowledge that we and we acknowledge that you cannot transfer the rights and duties under the terms without the consent of both you and us, such consent not to be unreasonably withheld or delayed.

16.5 Our duties to you under these terms and arising in relation to them are limited to providing the service in accordance with these terms.

16.6 These terms do not affect your rights under a scheme or contract for the delivery of a postal item. The conveyance of a postal packet, letter or any other items under our postal services, which are subject to these terms are governed either by a scheme made under the Post Office Act 1969, Postal Services Act 2000, or a contract with us, and compensation for loss of, or damage to, such an item, or if we deliver an item late, is provided by that scheme or contract and



not these terms. You can find out more about the schemes at [www.royalmail.com/termsandconditions](http://www.royalmail.com/termsandconditions).

16.7 No variation of these terms will be effective unless it is in writing and signed by both you and us.

**17 Governing Law**

These terms are governed by the laws of England and Wales, and the courts of England and Wales will have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with these terms.

## Schedule 1

### API terms

#### 1 Use of the API

- 1.1 Your use of the API is subject to the API terms set out in this Schedule and any further terms and conditions set out in the API technical specification.

#### 2 Setting up the API

- 2.1 The technical architecture and specification of the API is set out in the API technical specification.
- 2.2 We will provide you with the API technical specification which you will use to integrate the API directly into your website, system or platform.
- 2.3 You will carry out the work required, at your own cost, to set up the API in compliance with the API technical specification provided by us to you, but we will provide you with all reasonable technical assistance in order to assist you to integrate the API successfully on your website, platforms or systems.
- 2.4 Once you have carried out the necessary work to set up the API and to integrate it with our systems, we may choose to carry out testing of the installation and operation of your API using our own testing procedures. This testing may check that the API meets the requirements of the API technical specification, as well as information security vulnerability assessments and any other reasonable requirements we have in your particular circumstances.
- 2.5 We will give you reasonable notice of our intention to carry out testing of the installation and operation of your API as may be required by us in accordance with paragraph 2.4 and you will offer us all reasonable assistance to allow us to carry out such testing. We will use reasonable endeavours to avoid or minimise any disruption to your operations while we carry out testing.
- 2.6 You will notify us once you have integrated the API into your website, system or platform, and you may use your API in a live production environment once we have given you our confirmation to proceed (the **launch date**).
- 2.7 You will ensure the API continues to comply with the API technical specification, from the launch date and for the duration of the service provided by us to you in accordance with these terms.
- 2.8 We reserve the right to carry out additional testing of your installation and operation of the API using our own testing procedures at any time after the launch date, and we will give you reasonable notice of our intention to carry out such additional testing. You will offer us all reasonable assistance to allow us to carry out such testing.

#### 3 On-going use of the API

- 3.1 In addition to the requirements relating to your use of the API set out in these terms, we may notify you from time to time of any other reasonable requirements in respect of your use of the API and you agree to comply with such requirements.
- 3.2 We acknowledge and agree that the following third parties are permitted access to the API, provided that such access is permitted only for the scope of usage described in this paragraph 3.2:
- 3.2.1 your customers may have the benefit of the API to the extent that they use the API on your website, system or platform to select the service and the branch of their choice for delivery of the item; and
- 3.2.2 your contractors, outsourcers or agents may access and use the API and/or the API technical specification, to the extent such access and use is strictly required by those contractors or agents in order to provide services or assistance to you (and provided that such services or assistance provided to you by these third parties directly relates to your use of the API in accordance with these terms).
- 3.3 You will ensure that all third parties as described in paragraph 3.2.2 will comply with any requirements of confidentiality as set out in these terms.

- 3.4 You may use the API only for the purpose of providing the service to your customers and you agree not to use the API for any other purpose.

#### **4 API Support**

- 4.1 If you experience issues or incidents relating to the operation of the API that have an adverse effect on your use of it (an **incident**) we will provide you with support assistance (**support assistance**) in accordance with this paragraph 4.
- 4.2 Upon discovering an incident, you will use all reasonable endeavours to attempt to resolve and mitigate the incident yourself, independent of any assistance from us.
- 4.3 If, after using all reasonable endeavours to attempt to resolve the incident yourself, you are still unable to resolve the incident, you may contact our nominated representative referred to in paragraph 7.1 below to request support assistance from us (**support request**).
- 4.4 We will use all reasonable endeavours to resolve the incident upon receipt of a support request by you in accordance with paragraph 4.3, and you will use all reasonable endeavours to provide us with the assistance and resource that we need in order to provide you with the support assistance.
- 4.5 We will not be required to provide support assistance to the extent that we determine that an incident is caused by a system, service or entity that is not controlled by us (for example a system, service or entity controlled by you or your other suppliers).

#### **5 Maintenance of the API**

- 5.1 We reserve the right to perform any maintenance in relation to the API that we consider necessary for the on-going operation of the API.
- 5.2 We will give you reasonable notice of our intention to carry out the maintenance as described in paragraph 5.1 and will use all reasonable endeavours to carry out such maintenance without it affecting your use of the API.
- 5.3 If the maintenance carried out by us in accordance with paragraph 5 causes the use of the API to become unavailable for any length of time, we will give you notice of such unavailability as soon as we become aware of it.

#### **6 Changes and updates to the API**

- 6.1 From time to time we will make changes, or provide updates or new releases relating to the API and/or the API technical specification, and will notify you of such changes.
- 6.2 With our reasonable assistance, as required, you will implement any changes to the API required by the changes and/or updates as described in paragraph 6.1 within the timelines suggested by us.
- 6.3 If you do not accept or choose not to incorporate any change, update or new release to the API and/or the API technical specification, we reserve the right to:
- 6.3.1 Request that you cease to use the API immediately; and/or
  - 6.3.2 recover from you the reasonable costs incurred by us in carrying out or procuring any services relating to maintenance, support or management of the older version or release of the API hosted on your website, system or platform.

#### **7 Governance in respect of the API**

- 7.1 We will nominate to you a representative (**nominated representative**) to help you with the set-up, testing and on-going management of the API. We reserve the right to remove and replace the nominated representative at any time and will endeavour to give you with reasonable notice of such change(s).
- 7.2 You will nominate to us a representative of your organisation (**your representative**) who will be our primary contact for any issues or questions we may have in relation to the API integrated into your website, system or platform. You may remove and replace your representative at any time upon giving you giving us at least 30 days' notice in writing of such change(s).

## **8 Audit rights in respect of the API**

- 8.1 You will prepare and maintain complete and accurate books, records, data and information (**API data**) relating to your use of the API and the related API technical specification. You must retain the API data for the period that you are using the API in accordance with these terms, and for six (6) years after that (except to the extent that we require the destruction or return of all copies of such API data), and you must retain all other records relating to your use of the API for not less than six (6) years after the calendar year in which such records were created.
- 8.2 We (and any authorised representative appointed by us, including external and internal auditors) and any relevant regulatory authority will have the right to monitor and, on reasonable notice, inspect, interview and audit your staff, facilities, data (including API data), documentation, systems accounts, cryptographic keys, audit logs, books, records, internal policies and controls and other materials applicable to your use of the API and the API technical specification, to enable us to review your compliance and ability to comply with these terms. Our rights of audit under this paragraph 8 will continue for six (6) months after you have ceased using the API.
- 8.3 You acknowledge and agree that you will provide us (and any authorised representative appointed by us, including external and internal auditors) and any relevant regulatory authority with all assistance that we reasonably request in relation to any audit carried out under paragraph 8 and you must procure your employees, other personnel and sub-contractors to provide us with the same assistance. This assistance by you and your employees, other personnel and sub-contractors may include (but not be limited to) the following, as reasonably required by us:
- 8.3.1 providing us or our authorised representatives with full access to your employees, other personnel and sub-contractors associated with your use of the API; and
  - 8.3.2 providing us or our authorised representatives with all information and explanations that we request in relation to your use of the API.
- 8.4 If any audit carried out under this paragraph 8 demonstrates that you have not complied with these terms, we reserve the right to take all necessary remedial action to ensure that you comply and/or are able to comply with these terms.

## **9 Security**

You will comply with Royal Mail's security standards as set out in Schedule 2 of these terms.

## **10 Branding relating to your use of the API**

- 10.1 Subject to paragraph 10.2 you may use any of our owned or licensed branding, marks or other Intellectual Property Rights in relation to the API once we have given you our prior written consent, and such use will be subject to and in accordance with any branding or other guidelines or licences provided by us to you from time to time.
- 10.2 We reserve the right, at any time, to require you to use or display any of our owned licensed branding, marks or other Intellectual Property Rights on or in relation to the API you have integrated into your website, system or platform. If we require you to do this, we also reserve the right to direct you as to the form, content, look or feel of the branding, marks or other intellectual property rights that we are requiring you to use or display.

## **11 Exclusions**

We exclude any warranties, statements, representations or undertakings as to the accuracy, completeness, quality, reliability, standard or performance of the API or any related specification documents referred to in these terms.

## Annex 1

### COSS Specifications

- (a) The API Technical Specification (the **API technical specification**).
- (b) The Product Guide for Royal Mail's trackable services (the **product guide**).
- (c) The Label Designs Specification for Royal Mail's trackable services.
- (d) The Barcodes and Tracking Numbers Specification for Royal Mail's trackable services.
- (e) The Despatch Documentation Specification for customer's using their own system to create barcode labels.
- (f) The System Design Considerations Specification for customer's integrating their system with any of Royal Mail's trackable services.
- (g) The Pre-advice Specification for use with some of Royal Mail's trackable services, including Royal Mail Tracked and Special Delivery Guaranteed.
- (h) The Business Integration Gateway (FTG) Specification for customer's connecting to Royal Mail's Business Integration Gateway.
- (i) The Royal Mail Products and COSS Specification Matrix.

## Annex 2

### Royal Mail Security Standards

#### 1 Information Security for API Customers



\_DOC\_26973223(1)\_  
Information security f

#### 2 Cryptography Key Management Standard



ISS8.3-Cryptography  
y Key Management Si

#### 3 Web Services Security Standard



ISS17.7-Web  
Services Security Sta

#### 4 Cryptography Approved Algorithms Standard



ISS8.1-Cryptography  
y Approved Algorithr

## Schedule 2

### Order form

Local Collect label ordering is easy

The quickest way to order is by phone: simply call **0845 7782 677**.  
Lines open 8am to 6pm Monday to Friday. Alternatively, you can order by freepost or fax.

Your details (please complete in black ink):

Your name

Email

Company

Telephone

Delivery address

Postcode

Invoice address (if difference from above)

Postcode

Your order – I would like to order the following:

	Price per roll	No. of rolls	Total	VAT
Local Collect roll of 250 LC004 labels	[£250.00]		£	£
		Grand Total		£

Your payment – I would like to pay by the following:

By card: Please debit my Mastercard

Visa

Maestro

My card number:

Expiry Date:

Issue Number:

If ordering by post, you can also pay by cheque or by using a franking machine label.

By cheque: I enclose a cheque for £ \_\_\_\_\_ made payable to Royal Mail Group Ltd

By franking: I enclose a franking machine label to the value of the Local Collect Business™ labels (s) purchased

On account: My account \_\_\_\_\_ is

I wish to be considered for payment on account for future Local Collect label orders. Please send me a credit account application form

I have read, accept and agree to keep to the terms and conditions set out below, the other documents referred to in those terms and conditions, and any other terms we tell you about which replace or vary these terms and conditions.

Please sign

Printed

Date

Please return this form in an envelope (no stamp required) to:

Royal Mail, FREEPOST SCO5731, EDINBURGH EH12 9PG or fax it to us on 0131 316 7392.