Welcome to our UK Parcel services User Guide

(August 2026)

Thank you for choosing Royal Mail. We've created this guide to help you make the most of our UK Parcel services.

Inside you'll find all the information you need to choose the best delivery and returns product for every situation. You'll also see details on what is required to send parcels with Royal Mail, including restricted items.

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This is a legally binding document forming part of the Agreement between you and Royal Mail.

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Our UK Parcel services

View

Our UK Parcel services at a glance

Royal Mail Special Delivery Guaranteed® services

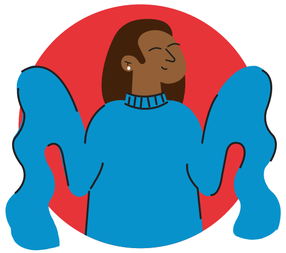
Guaranteed next day timed delivery for your urgent or valuable items.

Royal Mail Tracked 24® and 48

Tracked delivery allows your customers to self-serve for extra peace of mind.

Royal Mail 24® and 48

Great value next day or two day delivery for your everyday parcels.



Royal Mail Returns

Next day by 1pm with Special Delivery Guaranteed Returns or Tracked next day or two day returns.

Parcel Collect

We'll collect customer returns from their doorstep or Safeplace at the same time we deliver.

Want to track or send an item on the go?
Download the Royal Mail app on the Apple or Google Play Store

Compare our UK services

	Guaranteed By 9am, By 1pm or Next Day	Tracked* 24/48 delivery speeds	Standard 24/48 delivery speeds	Returns 24/48 return speeds
GPS Map of Delivered Location[1]	✔[2]	✔[2]	✔[2]	✗
Online Tracking	✔	✔	✗	✔
Signature[3]	✔	✔ (For an additional fee)[4]	✔ (For an additional fee)	✔ (Special Delivery Guaranteed Returns)
Photo-on-Delivery[1]	✔	✔	✗	✗
Delivery on Sunday	Special Delivery Guaranteed Next day only	Tracked 24 only	✗	✗
Customer Notifications	✔	✔	✗	✗
Inflight delivery options	✔	✔	✗	✗
Stop & Return Service[9]	✔	✔	✗	N/A
Delivery Confirmation	✔	✔	✔[5]	✔
Timed Delivery	✔	✗	✗	✔ (Special Delivery Guaranteed Returns)
Management Information	✔	✔	✗	✔
Age Verification Service	Age Verification available	Age Verification available	✗	✗
ID Verification Service	ID Verification available	✗	✗	✗
Inclusive Compensation	£750	£150	✗	£150 Tracked[6] £750 Guaranteed
Enhanced compensation available	✔	✗	✗	✔ (Special Delivery Guaranteed Returns)
Weight[7]	Max. 2kg (9am) Max. 20kg (1pm, Next Day)	Max. 30kg (Max. 20kg for items sent via Local Collect)	Max. 20kg (Royal Mail 24®) Max. 2kg (Royal Mail 48®)	Max. 20kg (Tracked Returns 24 and 48)[6] Max. 20kg (Special Delivery Guaranteed Returns)
Size[7]	Up to 61cm x 46cm x 46cm[8]	Up to 61cm x 46cm x 46cm[8] Up to 353 x 250 x 25mm for a Letterboxable Tracked parcel	Up to 61cm x 46cm x 46cm[8]	Up to 61cm x 46cm x 46cm[8]

** Please note Tracked items greater in size than 45cm x 35cm x 16cm may be delivered by Parcelforce Worldwide, a trading name of Royal Mail Group Limited. In this event there will be limited notifications sent to the recipient on these parcels, and Inflight options and photo on delivery will not be available.*

[1] For operational and privacy reasons there may be instances where a map or photo is not presented. [2] Barcoded items only. Not available with a Basic Barcode solution. [3] Signature items addressed to Jersey, Guernsey and Isle of Man including Special Delivery Guaranteed may be delivered to the local equivalent of a Safeplace or neighbour. [4] Safeplace option not available where you have chosen signature capture. [5] Delivery confirmation and/or ability for customers to nominate a Safeplace is unavailable with the Basic Barcode solution. [6] Product codes TSS and TSN only. Older Tracked Returns product variants PT1 and PT2 offer up to £50 compensation and PT2 is limited to 5kg. [7] For all items presented to us the measurement (dimensions and weight) of the item includes the complete outer packaging. [8] For tubular, triangular prisms, squarely cuboid and long rectangular packages, the length of the item plus twice the diameter must not exceed 104cm, with the greatest dimension being no more than 90cm. [9] Service not available for items being sent to Channel Islands. [9] Service not available on the Isle of Man.

Royal Mail Special Delivery Guaranteed®

Providing a guaranteed next day service for the delivery of your urgent or valuable items.

Overview

- This product provides full tracking, compensation and proof of delivery.
- This product is available with a choice of guaranteed delivery times i.e. by 9am, by 1pm or Next Day and you also have the option of purchasing additional compensation with this product.

Benefits

- You can trust Special Delivery Guaranteed to deliver your valuable or urgent items when they just have to be there.
- Inclusive £750 compensation with the option of increasing it to £2,500, with money back guarantee if we don't deliver on time.
- A photo of the item on delivery is provided as standard for all our Special Delivery Guaranteed items, helping to provide additional proof of delivery to you and your customers.[1]
- You can ask us to intercept a delivery (if you or your recipient changes their mind) before it is delivered and request the item is returned to sender at no additional cost to you.

**There are some postcode areas where we cannot guarantee delivery by 9am or 1pm, these are exempt from any claims for refunds. See Appendix A: Delivery Speeds for details.*

[1]For operational and privacy reasons there may be instances where a photo is not presented.

Royal Mail Special Delivery Guaranteed®

Features and options

1 Timed delivery

Offer timed delivery[1] next day with inclusive tracking and signature on delivery. You can track the status of items sent and where available view a map of the delivered location at royalmail.com/track-your-item

2 Inflight delivery options

Offers recipients the choice to change delivery options to an alternative date or location with Inflight delivery[2] options if they know they are not going to be in to receive the delivery.

3 Notifications

Notifications are included, telling recipients their item is on its way.

4 Compensation

All variations of the service provide £750 inclusive compensation. This can be enhanced up to £2,500 and consequential loss coverage of up to £10,000 is available too.

5 Age verification

Age Verification services are available to help you deliver with confidence to recipients aged 18 or over. We will record the recipients' year of birth and ask to see identification if they appear under 25.

6 ID verification

Our ID Verification service is available where you wish to restrict delivery of an item to the addressee only. A signature is required before the item is handed over. This service is also available with our Local Collect® service.[3]

7 Local Collect®

Local Collect® is also free of charge with Royal Mail Special Delivery Guaranteed® services.

8 Photo on delivery[4]

For all our Special Delivery Guaranteed products, **a photo of the item being delivered with an open doorway is provided**, with the image visible via the RM App and Track & Trace.

9 Stop and Return

Offer recipients the ability to cancel their order once it has been shipped, or give yourself more control over your goods with our Stop & Return service where items can be intercepted before delivery and returned at no extra charge.

[1]Special Delivery Guaranteed by 9am, Special Delivery Guaranteed by 1pm and Special Delivery Guaranteed. Where Special Delivery Guaranteed is purchased, these items are for due delivery next day, the guarantee time is 23.59.
[2]Inflight not available on Next Day variant for Sunday deliveries. [3]Selected Local Collect® locations only. [4]For operational and privacy reasons there may be instances where a photo is not presented.

Royal Mail Tracked 24® and 48

UK-wide delivery services with online tracking and photo-on-delivery[1], so you and your customers can keep tabs on your parcel's progress.

Overview

- Offer your customers delivery 7 days a week with Tracked 24.
- Track your parcels from despatch to delivery point with Royal Mail Tracked 24® and Royal Mail Tracked 48®.
- Your customers will receive notifications when we scan their item into our network and on the day of delivery with an estimated delivery window from 2 hours.

34%

of online shoppers chose accurate delivery tracking as one of the most important factors when choosing a retailer.*

Benefits**

- Increase your first time delivery rates by letting customers request an alternative delivery location such as a safe place, neighbour or Local Collect®.
- Recipients can change delivery location if they are no longer going to be in with Inflight delivery options.
- A photo of the item on delivery is provided as standard for all our tracked items, helping to provide additional proof of delivery to you and your customers.[1]
- You can ask us to intercept a delivery (if you or your recipient changes their mind) before it is delivered and request the item is returned to sender for a small fee.

**Mintel Online Retailing Consumer Report 2023. Research conducted with Online Shoppers. **Please note Tracked items greater in size than 45cm x 35cm x 16cm may be delivered by Parcelforce Worldwide, a trading name of Royal Mail Group Limited. In this event there will be limited notifications sent to the recipient on these parcels, and Inflight options and photo on delivery will not be available. [1]For operational and privacy reasons there may be instances where a photo is not presented.*

Royal Mail Tracked 24® and 48

Features and options*

1

Two speeds

Tracked 24 and 48 aim to deliver the next working day or within 2-3 days respectively.

2

End-to-end tracking

These services can be followed from sending to delivery, supported by online reporting. You can track the status and where available view a map of the delivered location at royalmail.com/track-your-item

3

Notifications

With inclusive notifications and tracking, recipients can self-serve to stay up to date each step of the way.

4

Signature on delivery

For peace of mind, you can opt for a signature on delivery and all tracked products provide up to £150 compensation as standard.

5

Business collection

We offer a business collection free of charge from your premises.

6

Safeplace

We'll automatically look for a Safeplace or try delivery to a neighbour when recipients aren't at home. Plus on the Royal Mail App your customers can even nominate their own safe place to leave items if they're not in.

7

Local Collect®

Use our free Local Collect® service to provide Click & Collect locations to your customers at over, 6,400 Collect+ Points, 1,600 Parcel Lockers, 10,000 Post Offices, and 1,200 Royal Mail Customer Service Points.

8

Photo on delivery[1]

For all our tracked products, a photo of the item being delivered with an open doorway is provided, with the image visible via the RM App and Track & Trace.

9

Age verification

Age Verification services are available to help you fulfil goods with confidence to recipients aged 18 or over. If you opt for this service, we will record the customer's year of birth and ask to see identification if they appear under 25.

10

Stop and Return

Offer recipients the ability to cancel their order once it has been shipped, or give yourself more control over your goods with our Stop & Return service where items can be intercepted before delivery and returned at the same rate as the outbound fee you paid.

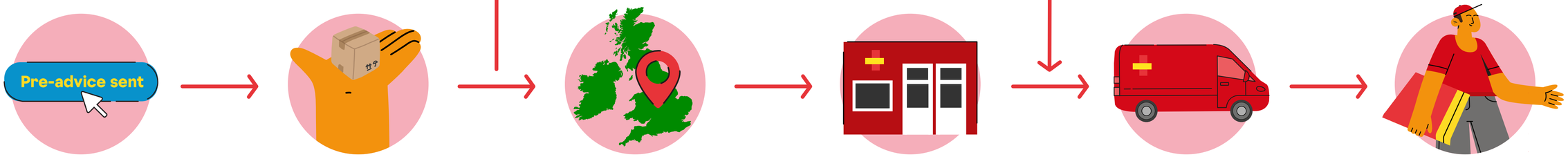
*Please note Tracked items greater in size than 45cm x 35cm x 16cm may be delivered by Parcelforce Worldwide, a trading name of Royal Mail Group Limited. In this event there will be limited notifications sent to the recipient on these parcels, and Inflight options and photo on delivery will not be available.

[1]For operational and privacy reasons there may be instances where a photo is not presented

Royal Mail Tracked 24® and 48

We know that getting parcels into the hands of your customers quickly can make all the difference, so why not take advantage of the flexible delivery options and pro-active notifications?

Change delivery location with Inflight delivery options



Pre-advice sent

Arrives at first processing site

Arrives in delivery region

Arrives at local Delivery Office ready for delivery

Out for delivery

Delivery

Royal Mail 24® and Royal Mail 48®

Our standard products are ideal for sending low value parcels to your customers.

Overview

→ Free online Delivery Confirmation is available for customers who have barcoded[1] their parcels using a full shipping solution.

Benefits

→ If you send high volumes, price rewards are available to save you money when sending low value items.[2]

Royal Mail were voted as the most trustworthy delivery company by online shoppers[3]

[1]Please note, Delivery Confirmation and Safeplace is not available on Royal Mail 24® and Royal Mail 48® items where customers have used the Basic Barcodes solution. [2]Please note volume discounts are only applied per individual sales order. [3]Mintel Online Retailing Consumer Report 2023. Research conducted with Online Shoppers.

Royal Mail 24® and Royal Mail 48®

Features and options

1

Delivery aim

Royal Mail 24® and 48 aim to deliver the next working day and within 2-3 working days respectively.

2

Signature on delivery

For an additional fee you can request a signature on delivery.

3

Delivery confirmation

These services offer great everyday value for money and if you are utilising barcodes they now include free online Delivery Confirmation and where available a GPS map of delivered location.*

More information on delivery confirmation

- You can find out when your customer's parcel was delivered by entering a unique parcel ID number online at royalmail.com/confirmed
- You can reduce fraud and meet new marketplace seller standards for 'on-time' shipping to protect your seller rating.
- You can let customers know if their parcel has been delivered to their address, Safeplace, a neighbour or is awaiting collection at their Royal Mail Customer Service Point/Delivery Office.

For tracking, compensation and notifications you can consider Tracked and Special Delivery Guaranteed.

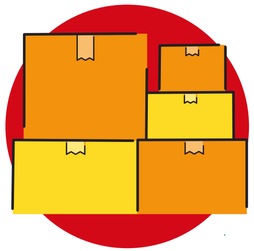
62%

of online shoppers think free delivery options are the most encouraging factor when selecting an online retailer.**

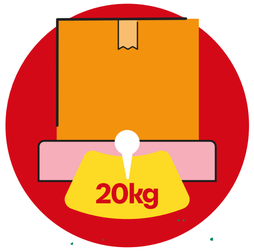
*Please note, Delivery Confirmation or a GPS map of the delivered location is not available on Royal Mail 24® and Royal Mail 48® items where customers have used the Basic Barcodes solution. **Mintel Online Retailing Consumer Report 2023. Research conducted with Online Shoppers.*

1st and 2nd Class Account Parcels

For customers who do not meet the minimum sending criteria (1000 parcels per annum).



There are no minimum entry levels.



The maximum weights are 20kg on both classes.

Separate your items by class, 1st and 2nd.

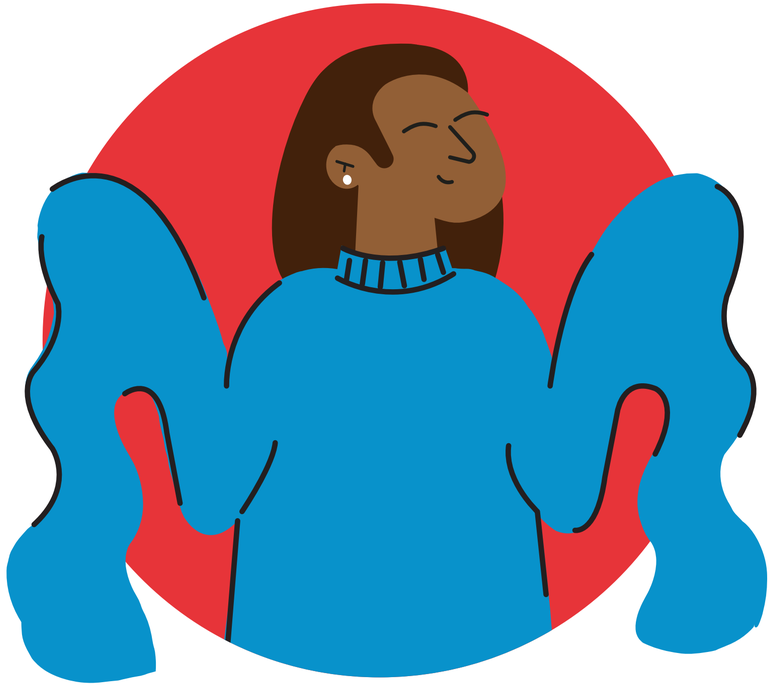
This service can be accessed through Click & Drop®.

Click the links below to visit our website for more information

1st Class parcels | 2nd Class parcels

Royal Mail Special Delivery Guaranteed Returns®

Providing a guaranteed next day service for the return of urgent or valuable items.



Overview

→ It provides full tracking, compensation and proof of delivery.

→ Our returns service is only available with the guaranteed delivery time by 1pm.

Benefits

→ Special Delivery Guaranteed Returns offer you the same peace of mind as our outbound services, so your valuable items are always secure.

81% agree a good returns experience would make them more likely to shop with that retailer in the future.*

**Mintel Online Retailing Consumer Report 2023. Research conducted with Online Shoppers.*

Royal Mail Special Delivery Guaranteed Returns®

Features and options

1

Guaranteed next day

Special Delivery Guaranteed Returns by 1pm offer guaranteed delivery next day with a money-back guarantee.

2

Tracking and signature

Items are tracked from sending at over 11,500 Post Office branches – back to you, including a signature on delivery as standard.

3

Compensation

Special Delivery Guaranteed Returns by 1pm has £750 inclusive compensation. This can be enhanced up to £2,500 and consequential loss coverage of up to £10,000 is available too.

56% of shoppers have returned products purchased online in the last 12 months.*

*Mintel Online Retailing Consumer Report 2023. Research conducted with Online Shoppers.

Royal Mail Tracked Returns® 24 and 48

Making it easy for customers to return or exchange items.

Overview

- Your customers can now book a doorstep collection using Parcel Collect where we can even bring them their label. Or they can drop off at over 130,000 points, including Parcel Lockers (open 24/7), 8000 Royal Mail Shops, 115,000 Postboxes and 1400 Parcel Drop-Boxes (with proof of return via our app!), 11,500 Post Office branches and 1200 Customer Service Points.
- We offer you and your customers tracking online, just as we do with Royal Mail Tracked® delivery services.
- We also provide further reporting and management information regarding the delivery of your items online for you to view on-demand.

Benefits

- A good returns policy helps you attract business and encourage repeat orders. Customers have the convenience of printing their labels at home or by visiting a Customer Service Point.
- Keep tabs on your items being returned via our online reports. You can track the status of items sent at royalmail.com/track-your-item.
- Up to £150 inclusive compensation.

Royal Mail Tracked Returns® 24 and 48

Features and options

1

Delivery aims

Tracked Returns 24 and 48 aim to deliver the next working day and within 2-3 days respectively.

2

Tracking

These services can be tracked from drop off to delivery, supported by online reporting.

3

Compensation

All tracked services offer up to £150 compensation as standard.

4

Parcel Collect

Offer your customers another convenient returns option with Parcel Collect (at no additional cost), where they can book a collection to return items from their home, work or Safeplace. We can even bring them their label to affix upon collection.

5

Returns options

With 130,000 points, including Parcel Lockers, 8000 Royal Mail Shops, 115,000 Postboxes and 1400 Parcel Drop-Boxes (with proof of return via our app!), 11,500 Post Office branches and 1200 Customer Service Points, it's easy for customers to return their items with Royal Mail.

6

Free returns

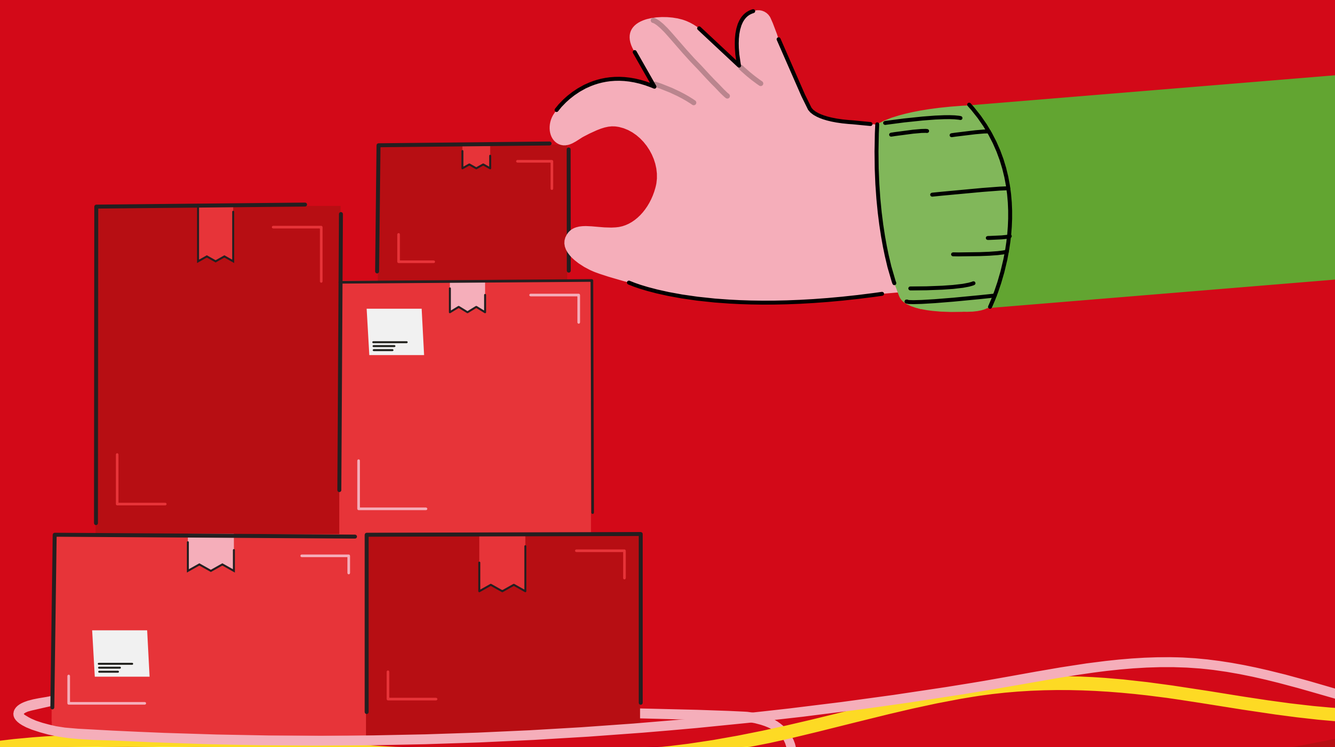
You can offer your customers free returns by including a unique barcoded returns label in every parcel, or letting them print their own label from our online Returns portal. You must submit to us your return address labels for design and layout approval before you pay for printing.

81% of consumers are less likely to shop with a retailer that charges for returns, than one that doesn't.*

**Mintel Online Retailing Consumer Report 2023. Research conducted with Online Shoppers.*

How to access our services

View



How to access our services

Royal Mail Special Delivery Guaranteed® services

These products are available to Special Delivery Guaranteed account holders (i.e. sending a minimum volume of 1 item per year, but special rates are available when sending 5,000 items per annum). Contact your Account Manager or Customer Services on **08457 950 950*** for more details.

Royal Mail Tracked 24® and 48

To offer your customers Royal Mail Tracked 24® and 48 you need to send 1,000 items per annum, per site. You can combine volumes to meet this threshold across Tracked 24 and 48, Tracked Returns 24 and 48 and all of the International Tracking and Signature services.

Royal Mail 24® and 48

To access Royal Mail 24® and 48 you need to send 1,000 items per annum, per site.

Royal Mail Special Delivery Guaranteed® Returns by 1pm

These products are available to Special Delivery Guaranteed account holders (i.e. sending a minimum volume of 1 item per year, but special rates are available when sending 5,000 items per year). Contact your Account Manager or Customer Services on **08457 950 950*** for more details.

Royal Mail Tracked Returns® 24 and 48

To access Royal Mail Tracked 24® and 48 you need to send 1,000 items per annum, per site. You can combine volumes to meet this threshold across Tracked 24 and 48, Tracked Returns 24 and 48 and all of our International Tracking and Signature services.

*We're open Monday to Friday, 8am-6pm. Calls may be recorded and monitored for training and compliance purposes.

Flexible delivery and return options

View

Local Collect®

Your customers want to be able to collect their deliveries when it suits them.

- With Local Collect® they can choose to pick up their items at a convenient local Collect+ Point, Parcel Locker, Post Office or Royal Mail Customer Service Point.
- This service is available for Special Delivery Guaranteed services**, Royal Mail Tracked 24®, Royal Mail Tracked 48®.
- Local Collect® is not just convenient for your customers; it also reassures them you've made delivery of their items and their needs a priority.

57%

of online shoppers think click-and-collect offers more flexibility than home deliveries.*

- If you use a tracked service, we will also inform the customer via notifications when their parcel has arrived at the Royal Mail Customer Service Point or Post Office and is ready for collection.
- All the customer needs to do is collect their parcel from the selected Collect+ Point, Parcel Locker, Post Office or Royal Mail Customer Service Point with an acceptable form of ID, and the parcel tracking number.
- At Collect+ Points and Parcel Lockers, items can be collected with a convenient collection QR code or collection code sent via email.
- And of course they won't be charged for the collection. Collect+ Points, Post Offices and Royal Mail Customer Service Points will hold on to the parcel for up to 18 days.
- If you choose to use the service in conjunction with Royal Mail Tracked® or Royal Mail Special Delivery Guaranteed®, Royal Mail will also make it as easy as possible for you to set up and manage your use of the Local Collect® service.
- We will provide you with the ability via an API (Application Programme Interface) or Local Collect® Daily Flat File to access a database of Collect+ Points, Parcel Lockers, Post Offices or Royal Mail Customer Service Points, which you can integrate with your website, allowing your customers to choose a location convenient to them when placing an order with you.

*Mintel Online Retailing Consumer Report 2023. Research conducted with Online Shoppers. **Selected Local Collect® locations only

Local Collect®

Setup

Start by contacting your Royal Mail Account Manager or Customer Services on **03457 950 950*** to set up the Local Collect® service.

We provide you with the following:

- -Access to a database of Collect+ Point, Parcel Lockers, Post Office or Royal Mail Customer Service Point address details including opening and closing times via the API (Application Programme Interface) or a Daily Flat file.
- Label design specifications for using Local Collect® with Royal Mail Tracked® and Special Delivery Guaranteed services.

All you have to do is take the order as normal from your customer, but with the addition of handy delivery options – their home address or a Local Collect® location that they specify.

When your customer selects the Local Collect® option and indicates which Collect+ Point, Parcel Locker, Post Office or Royal Mail Customer Service Point they want the parcel delivered to, you need to:

- Put the Collect+ Point, Parcel Locker, Post Office or Royal Mail Customer Service Point on the parcel together with the name of the customer in line with the specifications that we provide you.
- Despatch the Local Collect® parcels with your other parcels. They then travel through the normal Royal Mail network. Local Collect® parcels will be delivered to the Collect+ Point, Parcel Locker, Post Office or Royal Mail Customer Service Point as addressed on the parcel.
- We will send the customer a notification when the parcel is delivered to the Collect+ Point, Parcel Locker, Post Office or Royal Mail Customer Service Point, if you **provide the recipients mobile number and/or email address in the pre-advice.**
- We will send the customer a convenient collection QR code/ collection code for use at Collect+ Points and Parcel Locker if you **provide the recipients email address in the pre-advice.**

Royal Mail will support you through your development and integration of the API (Application Programme Interface) or a Daily Flat File.

Find out more

If we agree to provide you with this service you must comply with the requirements set out in the Local Collect® Terms and Conditions. We will handle all Local Collect® Business items in line with such Terms and Conditions.

**We're open Monday to Friday, 8am-6pm. Calls may be recorded and monitored for training and compliance purposes.*

Safeplace

We automatically deliver to Safeplace[1] or neighbours when recipients aren't at home but you can also pass on your customer's suggested safe place to leave items if they're not in. Receiving customers can now also use the Royal Mail App to set a delivery preference which can include a nominated Safeplace.

This is an additional delivery option available with Royal Mail Tracked 24®, Royal Mail Tracked 48® and barcoded[2] Royal Mail 24®, Royal Mail 48® standard products only, allowing your customers to nominate a safe place for us to leave their items when they aren't at home.

Only mail items which do not fit through a letterbox and which do not require a signature may be delivered using Royal Mail Safeplace.[3]

If you'd like to take advantage of this option, you need to get your customer to provide their nominated location. They can specify the following which you'll need to add to the special instruction section of the label:

A specific secure area at their property – this cannot simply state 'a safe place' or similar.[4]

A specific neighbour. We do deliver to neighbours as standard but if they have a suggested neighbour, we can try this first. This should be within 2 doors either side or opposite.

Regardless of the options, we always start by attempting to deliver as normal. If nobody is at home and the item won't fit through their letterbox, we will then carry out the Safeplace instructions and post a card through the door to advise them accordingly.

If you take advantage of notifications, we'll also send them a message advising them that the item has been left in their nominated Safeplace.[5]

In a minority of cases we won't be able to follow the instruction. These could include:

- If it would be dangerous for us to access the nominated point.
- If the nominated point is clearly insecure, such as an easily viewed doorstep.
- If the parcel would be exposed to bad weather.
- If the instruction is to leave the parcel in a refuse bin or recycling bin.

In these cases we will return the item to the local Customer Service Point for safekeeping. The item will automatically be put out for redelivery the next working day, without the recipient having to worry about a thing! If it's still not possible to deliver the next day customers can select from a range of redelivery options, free of charge or have it delivered to their local Post Office branch for a small fee.

1Not available for Special Delivery Guaranteed, items requiring a signature and items requiring Age/ID Verification. [2]Please note, Delivery Confirmation is not available on Royal Mail 24® and Royal Mail 48® items where customers have used the Basic Barcodes solution. [3]Mail items that do not fit through a letter box are items which are generally larger than 250mm by 38mm. [4]If we agree to provide you with the Safeplace option you must comply with the requirements set out in the Specific Terms for Parcels. Safeplace is not available with signature on delivery items. Please note that signature items addressed to Jersey, Guernsey and Isle of Man including Special Delivery Guaranteed may be delivered to the local equivalent of a Safeplace or neighbour. [5]Only available with Tracked items. 6Additionally, for non-signature items such as Tracked, Royal Mail 24/48 or 1st/2nd class, we may attempt to leave the parcel in a Safeplace (provided the item is suitable for Safeplace, see the exceptions above). Where possible, we may take a photograph of the item in the Safeplace as evidence of delivery.

Need a signature on delivery?

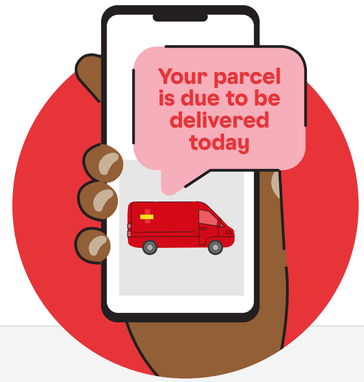
Royal Mail Special Delivery Guaranteed® offers a signature on delivery and inclusive compensation up to £750.

Royal Mail Tracked® includes the option of a signature on delivery and provides up to £150 inclusive compensation.

Age Verification, available on Special Delivery Guaranteed and Tracked services provides a signature on delivery.

ID Verification available on Special Delivery Guaranteed services only. All items sent on this service provide a signature on delivery.

Notifications



With Royal Mail Tracked® and Royal Mail Special Delivery Guaranteed® we offer free notifications to keep shoppers informed of when they can expect their delivery.

You will need to capture the recipient's email address and/or mobile number and include these in the pre-advice that you provide to us. If both an email address and mobile number have been provided, we may only send email notifications for some updates. Push notifications will also come via the Royal Mail App if the recipient has registered with the same email address.

Notification Event*	Notification Content
Parcel has been received into our network	Your parcel from (sender's name) is on its way (and due delivery day between time)**
Parcel has been received at the local Delivery Office	Your parcel from (sender's name) is due to be delivered today (between time)**
Parcel has been delivered as addressed	Your parcel from (sender's name) has been delivered
Parcel could not be delivered on 1st attempt	Your parcel from (sender's name) will be redelivered the next working day
Parcel could not be delivered on the 2nd attempt and is now available to arrange a redelivery or collect the next working day	Your parcel from (sender's name) could not be delivered today
Parcel has been returned to sender	Your parcel from (sender's name) has been returned to the sender

** Please note Tracked items greater in size than 45cm x 35cm x 16cm may be delivered by Parcelforce Worldwide, a trading name of Royal Mail Group Limited. In this event there will be limited notifications sent to the recipient on these parcels. **Where a due delivery day and time is available.*

Inflight delivery options

Give customers more control, with Royal Mail Tracked® and Royal Mail Special Delivery Guaranteed® Inflight delivery options allowing customers to switch delivery day or location if they know they won't be home.

There are a number of quick, easy and convenient ways recipients can request a change:

→ Via the Royal Mail App

→ Clicking on the link in the notification[1]

→ Using the Track & Trace application.

Now customers can switch delivery date and location with Royal Mail Tracked® and all Royal Mail Special Delivery Guaranteed®* products.

Alternative delivery locations include:

→ Post Office® branches

→ Customer Service Points.

With Royal Mail Tracked® recipients can ask for their parcel to be delivered to:

→ A preferred neighbour[2]

→ A Safeplace.[3]

On the day delivery's due, we'll also offer recipients the option to book a Redelivery in advance before the first delivery attempt, for each of Royal Mail Tracked®, Royal Mail Special Delivery Guaranteed by 9am®, Royal Mail Special Delivery Guaranteed by 1pm® and Royal Mail Special Delivery Guaranteed®.

All existing Redelivery options will be available, but for items sent with our Royal Mail Tracked® services, recipients can also choose to book a Redelivery to:

→ A preferred neighbour[2]

→ A Safeplace.[3]

[1]To enable inflight delivery options via recipient notifications, an SMS or email contact must be provided with relevant pre-advice information. [2]Product exclusions may apply. [3]Not available for items requiring a signature. Other exclusions may apply.

Parcel Collect

As a convenient and free add-on to Royal Mail Tracked Returns®, Parcel Collect is a new service that gives shoppers the option to book a doorstep collection from their home, work or nominated Safeplace for their unwanted returns.

There are two ways shoppers can book Parcel Collect for their returns:

1. Using the Tracked Returns portal on your branded returns page (no printer required by the customer).

2. Using a returns label you provide and visiting **send.royalmail.com/collect/youritems**

→ Upon booking, customers receive a confirmation notification and estimated collection window to help them plan their day.

→ Upon collection, items are scanned and a tracking event is created for each parcel.

→ Customers can book a convenient date and location for their returns collection.

Benefits for you:

→ Improved customer experience. A convenient returns experience is key to reducing cart abandonment and encouraging repeat sales.

→ End-to-end tracking to help you relist and resell faster.

→ There are no new labels needed - simply tell your customers about this additional choice as part of your returns information – what it is, how they can book.

Benefits for the customer:

→ Even more returns choice.

→ Fits around shoppers' busy lives, whether they're home or out and about.

→ A positive brand experience.

61% **of people would prefer to get their return parcels collected from home rather than dropping them off themselves.***

**Mintel Online Retailing Consumer Report 2023. Research conducted with Online Shoppers.*

How to send

View

Parcel shipping solutions

Free Royal Mail Shipping Solutions

Royal Mail has a range of Parcel Shipping Solutions, offered for free, which streamline your order management, fulfilment and despatch processes. All our solutions produce 2D barcoded labels and automate billing and generation of pre-advice. We offer simple web-based options, as well as API solutions, to give you instant access to our latest UK and International parcel services.

What if I prefer to use my own despatch management system or a Third Party Integrator?

You can use alternative systems either through a software supplier or even by developing your own solution to print barcoded labels, paper collection manifests and electronic pre-advice files to send to Royal Mail.

In order for us to consider integrating your own systems, you must be posting large volumes of mail and you will need to follow the guidance set out in the Bespoke Shipping (COSS) specification documentation: both to comply with the relevant technical specifications and to comply with software updates as instructed by us.

Your Account Manager or Customer Services Advisor will be able to arrange for an IT Solutions Consultant to contact you to share the requirements, including our label design guidelines and our printing and design requirements. They'll then work with you to ensure that each element of the solution is approved before you post.

Daily pre-advice files for example are necessary in order for us to unlock the features of some of our products, such as recipient notifications and your personal reporting. We also need this to ensure that our operation can not only accept your items, but process and deliver them effectively.

If you use your own despatch management system, you must submit a number of sample printed labels for our approval before handing over your first posting.

Click & Drop®

View

Pro Shipping

View

API Shipping*

View

Third Party Integrators

View

*Must meet minimum posting criteria of 100 items per day.

Click & Drop®

A great all round despatch solution

Click & Drop service that allows you to pay on account and scale up your parcel despatch to multiple workstations as well as incorporating multiple trading names.

You can save time by setting up an automatic upload of your website orders and connect directly with your marketplace accounts to track your items and pull through new orders ready for despatch onto barcoded labels containing your logo.

Visit parcel.royalmail.com to get started right away >

Benefits:

- Ability to scale up despatch by adding multiple workstations across multiple locations
- Speeds up despatch with the option to directly connect marketplace seller accounts to pull orders through ready to be despatched
- Automate the importing of files with a Desktop integration
- Imports your website orders
- Saves time by printing labels automatically with a range of label templates to work with different package sizes
- Option to set up and manage multiple trading names to meet the needs of growing businesses
- Automates the processing of electronic customs details
- Tells you how much you've spent on postage each day
- Automated end of day submission to Royal Mail and printing of collection paperwork

Click and Drop® enables you to offer delivery with Royal Mail Tracked®, which provides real time information so shoppers can self-serve. This helps you meet new marketplace standards and improve your customer service.

Pro Shipping*

Ideal for larger contract customers wanting a more ‘hands on’ despatch system with complex needs.

Pro Shipping gives customers the ability to scale up despatch by adding as many workstations as required across multiple locations and trading names.

It automates label printing, electronic customs creation and end of day reports to save time and streamline processes.

Benefits:

- Fast branded label generation and option to print on any number of networked workstations
- Flexible range of file templates to upload shipment information in bulk using a drag and drop interface (Complex Batch Import)
- Access for multiple users with a range of permissions/restrictions across multiple locations
- Uploads pre-configured end of day reports to your systems or 3rd party platforms to support tracking
- Allows you to use a web-based application, API or mix of both to suit your needs
- Automates the creation of electronic customs details
- Avoids duplication of effort by enabling users to share file templates across the same account
- Automates end of day processes
- Ability to scale up despatch by adding as many workstations as required across multiple locations and trading names

*Minimum volume of 100 items a day.

API Shipping

Good for web savvy customers who are comfortable using APIs and want the flexibility to process their shipments their way.*

Customers wanting the flexibility to process shipments in a way that suits them can connect to our API.

Our new API shipping service provides a faster response time to API calls with an improved infrastructure and audit logging process to ensure customers' journeys are monitored.

For customers wanting to make manual changes to shipments they can use Pro Shipping alongside.

Benefits:

- Provides the flexibility to efficiently process shipments through an existing system by connecting to our API
- Unlimited access with 24 hour self-serve access, 7 days a week
- Create shipments across Royal Mail UK and International services
- The ability to update shipment details more easily and cancel shipments to ensure customers are billed correctly
- Automates the processing of electronic customs details
- Improved API handling reduces call time to generate labels
- New downloadable label formats
- Ability to use either a GUI or APIs to manage shipping – or mix the interfaces to suit the customer's workflow
- Customer can scale up despatch by adding unlimited workstations
- Keeps development costs and future maintenance to a minimum
- Options to operate in an offline mode

With total control comes greater responsibility. You need to meet the label specifications so that we're able to scan and process your items. If we can't do this then we'll have to return the items to you to re-label and resubmit them, adding delays to your services.

Minimum entry criteria of 100 items per day.

Third Party Integrators

There is a list of Royal Mail approved Third Party Integrators at
royalmail.com/business/services/shipping/third-party-partners

If you use a third party integrator that isn't on the list you will be unable to access Royal Mail services unless you utilise file import through our Click & Drop® solution.

Benefits

- Despatch through a selection of carriers to produce barcoded delivery and return labels.
- Shopfront setup for startups.
- End-to-end e-commerce solutions.
- Multi-channel platforms to connect to marketplaces.
- Integration with digital marketing channels, shopping comparison and social media sites
- Outsourcing solutions including warehousing and fulfilment.

How is a Third Party solution different to our Parcel Shipping Solutions?

- Third Party Integrators typically charge to produce barcoded labels for deliveries and returns.
- Some Third Party Integrators offer customers a range of carriers.
- Some Third Party Integrators offer Shipping Solutions as part of a larger software package.

There are lots of Third Party Integrators to choose from. But not all of them are ready to offer 2D barcoding for your Royal Mail parcels – so start with the ones that are ready now.

Guidance for sending goods from Great Britain to Northern Ireland

The Windsor Framework requires that additional data is provided by customers when sending goods from Great Britain to Northern Ireland; the data required depends on the type of parcel movement e.g. Business to Consumer (B2C), Business to Business (B2B) and Consumer to Business (C2B).

Customers must provide the new data to Royal Mail in their **pre-advice or in their label data.**

Our shipping solutions will mandate these data fields when customers send goods from Great Britain to Northern Ireland, subject to the type of goods movement.

For Third Party Integrators (3PIs), Bespoke Customer Shipping Solutions (COSS) and API customers **new specifications** have been shared and must be implemented to comply with the Windsor Framework requirements.

Customers sending B2B parcels are encouraged to apply for authorisation to the UK International Market Scheme (UKIMS). The authorisation page can be at:
https://www.gov.uk/guidance/apply-for-authorisation-for-the-uk-internal-market-scheme-if-you-bring-goods-into-northern-ireland

For B2B movements, Royal Mail will move goods classified as 'not at risk' and 'at risk' as follows.

- For goods classified as 'not at risk', UKIMS is mandatory for all movements.
- For goods classified as 'at risk' with a total value up to and including £135, Royal Mail may carry these provided customers comply with the relevant customs declaration requirements and any associated duties and taxes set out in our Terms and Conditions.

For 'at risk' goods with a total value above £135, we may be able to carry these using Parcelforce Worldwide services, or customers may wish to obtain UKIMS authorisation.

For account enquiries, please contact 03448 429102.

Customers not UKIMS-registered sending B2B goods categorised as 'not at risk' from Great Britain to Northern Ireland from 1 May 2025 may be liable to delays, customs charges or the parcel returned to the sender. Please see our website for further detail: **https://www.royalmail.com/windsor-framework**

Government guidance on 'not at risk' goods can be found at:

https://www.gov.uk/guidance/check-if-you-can-declare-goods-you-bring-into-northern-ireland-not-at-risk-of-moving-to-the-eu

Guidance for sending goods from Great Britain to Northern Ireland

For all goods movements below, you must provide the following information to Royal Mail[1].

Movement type	Additional date to be provided by the customer
Business to Consumer (B2C) Consumer to Business (C2B) Business to Consumer (B2C)*	Goods description, confirmation of goods categorisation by item (optional), weight (by item), value (by item), country of origin, returned goods indicator (C2B only).
Business to Business (B2B) 'Not at Risk'	Sender details (inc. EORI), receiver details (inc. EORI), value (total not by item), country of origin, goods description, tariff code (by item), UKIMS authorisation number.
Business to Business (B2B) 'At risk'	Sender details (inc. EORI), receiver details (inc. EORI), value (total not by item), country of origin, goods description, tariff code (by item) *(For Royal Mail products only consignments up to £135 are accepted for 'at risk' movements.)*

The above data is indicative and subject to change in line with government guidance.

1 Customers accept and acknowledge they are solely responsible for ensuring that all data, information, pre-advice or documentation required for sending Items from Great Britain to Northern Ireland are fully complete and accurate before dispatch.

Labels

Help your parcels get quickly and reliably delivered by printing good quality barcoded labels on a thermal printer.

What we offer

→ Royal Mail can supply label specifications for all of its barcoded domestic delivery and return solutions.

What isn't available

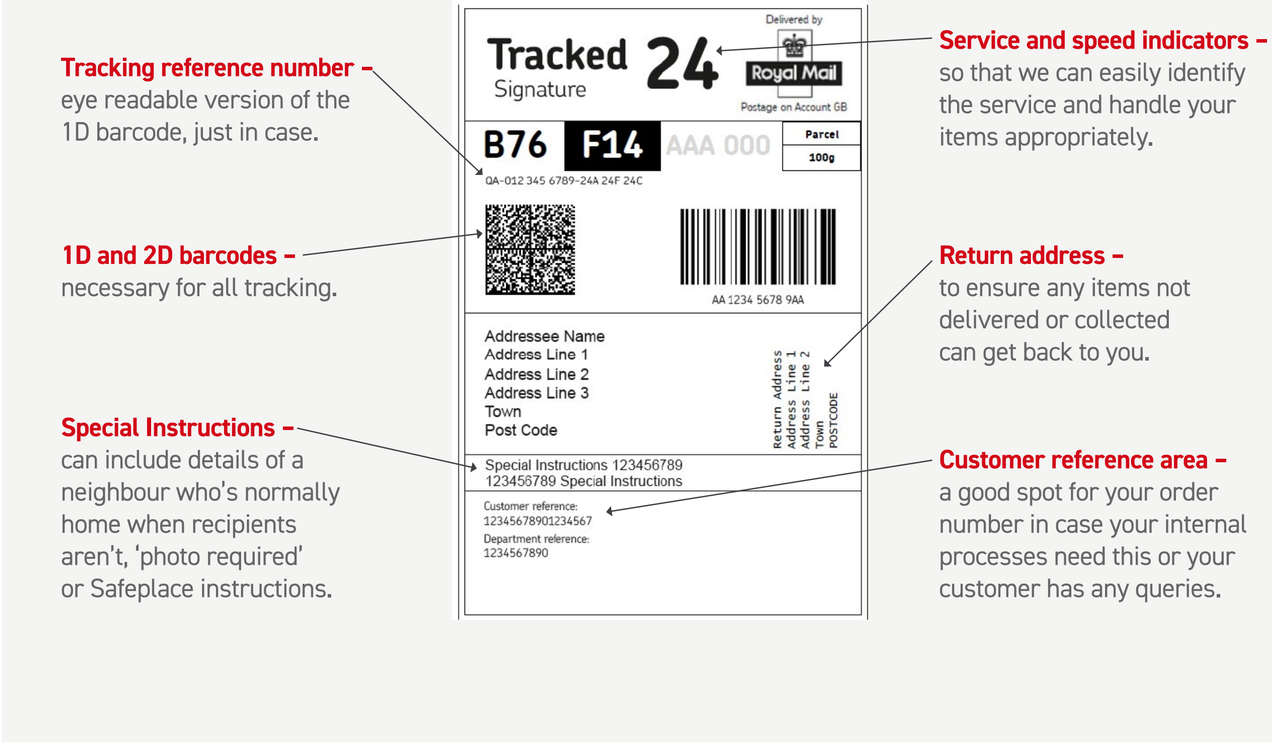
→ Royal Mail will not provide the label specifications for non-barcoded items as this is no longer a recognised solution.

You can print your own

→ If you choose to do this your labels will need to be produced by recognised software. You can get confirmation of this via your Account Manager or Customer Services Advisor.

All of the domestic and International label designs are available from the IT Solutions Consultant. Your Account Manager or Customer Services Advisor will arrange this for you.

We may provide you with barcodes and if we do you must use one of these barcodes on each item that you post. You must use each barcode for one item only.



Labels

Customs declarations

Customers posting items to the Channel Islands or the British Forces Post Office (BFPO) destinations must fill in a customs declaration form and attach it to their parcel. This isn't necessary for letters.

→ For items with a value **up to £270** use customs declaration **form CN22**.

→ For items with a value **over £270** use customs declaration **form CN23**.

This should be attached using the plastic wallet available from Post Office branches.

If you wish to download printable versions of these forms or require more information.

Click here >

For more information on sending parcels to a BFPO destination.

Click here >

For more information on sending parcels to the Channel Islands.

Click here >

Label printing

→ We recommend printing your labels on a thermal printer for better quality print.

→ We can arrange a suitable thermal label printer to be supplied to you.

→ Contact your Royal Mail Account Manager or call Customer Services on **08457 950 950*** if you wish to purchase a printer.

→ If we arrange for our supplier to provide you with a printer we will provide you with a copy of the terms and conditions that will apply to your purchase.

*We're open Monday to Friday, 8am-6pm. Calls may be recorded and monitored for training and compliance purposes.

Packaging and Label requirements

You must package your items appropriately to make sure your items (including their packaging) don't get damaged whilst in our possession, including during handling, automation and transport operations.

We want to deliver your items as effectively and efficiently as possible and ensure you are correctly charged for your posting.

It's important to choose the correct packaging for your items:

- Packaging must always be of a suitable strength and thickness for the size and weight of the goods being posted - consider strength, cushioning & durability
- The size of the packaging must be appropriate to its content
- Document wallets, string or strapping must not be used as many items go through our sorting machines.

Ensure that we can scan and understand everything you send with us by applying labels securely, that:

- Meet our requirements and design standards
- Are not damaged and are clearly visible
- Are completed in full with clear, legible details
- Are placed on the largest flat surface of the item only with no creases or folds (if your items are small, ensure that the barcodes and address information isn't wrapped around edges)
- Are not reused, duplicated, cancelled or amended / altered

Do not place sticky tape over any part of the label as this will result in the print quality being affected and we may not be able to scan or deliver your item

Remember to remove any old labels or returns labels

How to package >

Packaging and Label requirements

All products require:

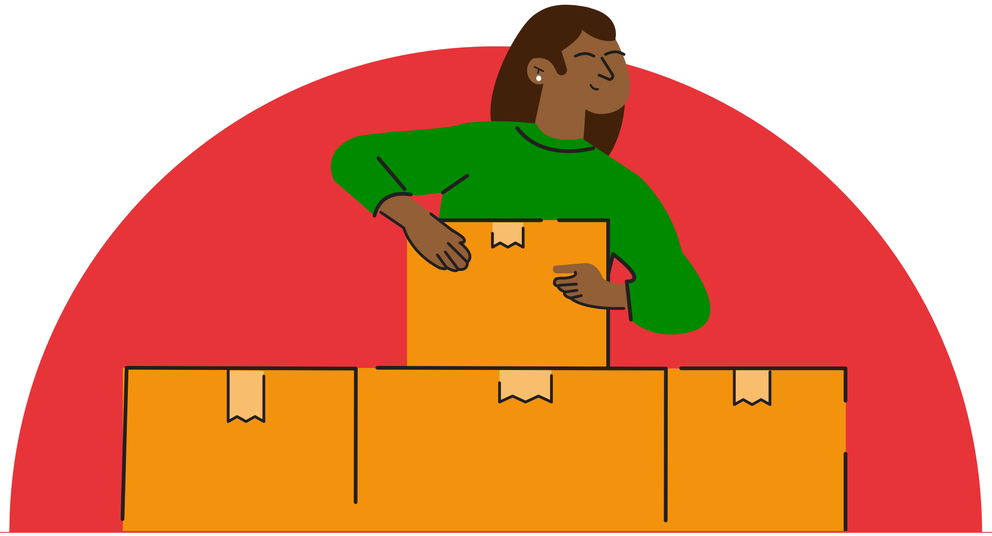
- A readable barcode on each item.
- The correct destination address including postcode.
- A UK returns address. Without a UK returns address we may not process the item, we may return it to you or you may be required to collect it from us at your own cost.
- All shipments must be accompanied by an end of day manifest or sales order summary with supporting despatch documentation which reflects that day's postings.
- Documentation must be eye readable, printed on A4 paper and contain a barcode printed to a high quality for readability by our scanning equipment.
- Presentation must be in separate containers using correct bag or tray labels. Maximum bag weight 11kg. Maximum tray weight 10kg. This is to ensure your items are handled by the right part of the network and in the right way. Bags must be sealed with black ties.

For returns services, you need to abide by the relevant guidance above so that we can handle your items properly.

Correction Charges could apply if items have not been presented in accordance with this Agreement. For more information go to **royalmail.com/surcharges**.

To ensure your items are packaged correctly and to avoid Correction Charges, please visit **https://www.royalmail.com/correction-charge-help**

If you need to order more bag labels, bags, etc, please visit **royalmail.com/onlinemailsupplies**



Preparing and despatching

Below is a checklist table of despatch requirements for all of our parcel products.

Despatch requirements	Royal Mail 24/48	Tracked 24 and 48	Special Delivery Guaranteed	1st and 2nd Class Account Parcels
Separate by product	✔	✔*	✔	✔
Separate items by service speed into separate containers	✔	✔	✗	✔
Separate items by format into separate containers	✔	✔ Separate Tracked Letterboxable and Tracked Parcels	✗	✔
Weigh each item	✔**+	✗	✔	✔
Seal bags	✗	✗‡	✔	✗

Ensure that your posting contains only parcels and large letters.

You or your agent must load all bags or containers into our vehicles in line with our policies and procedures for working safely, which we notify to you if we are collecting your items.

We may decide to help you load or unload, but we do not have to. If you store filled bags temporarily for collection in containers or cages, you must fill up the containers or cages before filling a new one.

**Including the separation of Tracked Letterboxable and Tracked Parcels. **Excludes annual flat rate customers and also customers using our Basic Barcodes solution who will provide an average for the entire daily posting for each format and delivery speed.*
+Royal Mail 24/48 daily rate product will calculate an average weight per sales order which determines the price payable. ‡If tracked items are presented to POL, items need to be in a sealed bag with a corresponding manifest.

Preparing and despatching

In some cases each product may have a range of different processes when sending parcels using each service. These are outlined below:

Royal Mail 24® and Royal Mail 48®

- Divide by speed (24/48).
- You will need to separate bags/containers for each format and class of mail. Count items and separate Royal Mail 24® and Royal Mail 48® mail and large letters and parcels. If you don't separate your large letters you will pay parcel rates for these items.
- Label your bags and containers, ticking the relevant content box to indicate large letters or parcel.
- If you use a Royal Mail Shipping Solution, print off an end of day Manifest to handover with your mail. If you use your own Bespoke shipping solution, provide a printed Sales Order Summary document. Details on the design layout and what information needs to be included can be found in the Bespoke Shipping Solutions specifications. For more information go to **royalmail.com/bespoke-shipping**
- If you have multiple collections a Customer Collection Receipt (CCR) must be completed for each collection, but your end of day Manifest or Sales Order Summary must reflect the details of your entire daily posting.
- If a Posting Location Number (PLN) hasn't been provided or we're unable to use the one you submitted, we'll use one from a previous sales order. If a sales order isn't available we'll select a default PLN.
- Hand over the completed confirmed paperwork to the collection driver.

Royal Mail Tracked 24® and Royal Mail Tracked 48® (including letterboxable)

- Correctly address the parcels – i.e. provide a full postal address and postcode. Your address database must be cleansed and maintained to achieve a minimum of 95% accuracy of the current Postal Address File (PAF).
- Divide by speed (24/48). We need to be able to identify the next day products in order to process them straight away; otherwise they may be treated as economy services.
- Load into the correct agreed equipment (e.g. bags and sleeved Yorks supplied by us).
- Tracked Letterboxable and Tracked Parcels items must be seperated.
- Affix appropriate Tracked 24 or Tracked 48 bag labels tied onto the bags or cards placed in the slot of the York. These will be provided by Royal Mail. If you send high volumes, we may agree for you to loose-load into vehicles in advance of posting.
- Provide a pre-advice file to Royal Mail prior to the last shipment collection.
- Print an end of day Manifest document from the shipping solution system you are using. If you use your own solution, you will have agreed a format for this with your Royal Mail IT Solution Consultant.
- Hand over to the collection driver. (Tracked 24 and 48 items are permitted for handover at Post Office branches if presented in sealed and tagged bags. Individual loose items are not permitted for handover at Post Office branches).

Preparing and despatching

In some cases each product may have a range of different processes when sending parcels using each service. These are outlined below:

Special Delivery Guaranteed Services

- Correctly address the parcels – i.e. provide a full postal address and postcode. Your address database must be cleansed and maintained to achieve a minimum of 95% accuracy of the current Postal Address File (PAF).
- Provide a pre-advice file to Royal Mail prior to the last shipment collection.
- Special Delivery items must be contained within a sealed pouch or labelled bag, and kept separate from other collection traffic.
- The collection driver will complete his collection list and ask you to sign to confirm accuracy.
- The shipment must be accompanied by the end of day manifest document from the shipping solution you are using.

Sorting

Royal Mail 24® and Royal Mail 48®

If you are a Royal Mail 24® or Royal Mail 48® customer, we may have agreed with you to sort your items into selections. If we do so, you must sort your items in line with the instructions provided to you by your local Mail Centre.

There are 2 sorting options available:

- **Sort8** (where items are sorted into 8 or less selections, with a minimum of 250 items a day, per service per format, per posting site.)
- **Presorted** (where items are sorted into more than 8 selections, with 1,000 items per day, per service, per format, per posting site).

Benefits:

- By sorting items yourself they will be dealt with quicker and you could also earn a discount on the Royal Mail 24® and Royal Mail 48® price.

Best practice

We'll provide the local Mail Centre sortation database to help you to quickly allocate each item to one of the postcode areas.

Then you sort your parcels/large letters in mailbags, trays or containers which we supply.

You or your agent must:

- Sort items in each Royal Mail 24® or Royal Mail 48® posting into the correct selection in line with clause 4.10 of the Specific Terms for Parcels; and
- Sort items in line with an updated customer sortation database within one month of the date you receive that update.

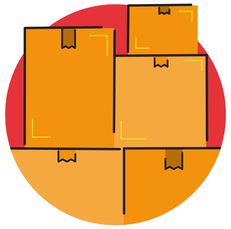
How to use our sortation database

Each of our Mail Centres has a unique sortation database. We'll supply it electronically for you or your agent to install and link with your own software. We will also supply you with any updates to the customer sortation database. You'll need to accurately address at least 90% of your parcels or large letters with a full postcode.*

In line with the information set out in the Postal Address File (PAF).

Sorting

What you need to do



→ Gather your items.

→ Include at least 250 parcels or large letters in each posting.

→ Add a Printed Postage Impression (PPI) or barcoded label.

→ Divide your items into Royal Mail 24® and Royal Mail 48® mail.

→ Count and bag items (separate bags/containers for Royal Mail 24® and Royal Mail 48® mail). If you wish to pay separately for large letters and parcels, you will need to separate bags/containers for each format and class of mail.

→ Sort your items into journey order – eight geographical areas.

→ Place items in trays, bags or containers (use one tray, bag or container per geographical area).

→ Label your mailing with labels advised or supplied by the local Mail Centre.

→ Complete the Online Business Account sales order.

→ We collect your mailing.

Online Marketplaces

→ You may consolidate Sales Orders relating to any online market places (e.g. Amazon and eBay) items and Sales Orders relating to any other items you want to send simultaneously provided that:

– the combined Sales Orders reconcile with the total consignment; and

– you must still adhere to all other segregation requirements.

→ In the event that we are unable to reconcile the combined Sales Orders with the total consignment then we will not be able to segregate online market place items from any other items. Under these circumstances we reserve the right to, acting in good faith, amend the combined Sales Orders to reflect what you have actually sent or alternatively we may choose to allow you to collect your items for correction and re-presentation.

→ In these circumstances we will invoice you for an administration fee in accordance with our General Terms & Conditions.

Sorting

How do I present my sorted postings?

→ Make sure that each bag, tray or container that you use for a posting has a filled-in label on it, including the Mail Centre the relevant selection is being sent to (we will provide these labels to you).

→ Make sure that each container and tray you use for a Royal Mail 24® or Royal Mail 48® posting is clearly labelled to show:

– That it contains either Sort8 or Presort items;

– The delivery speed you have used (Royal Mail 24® or Royal Mail 48®);

– The selection of the parcels or large letters in that container or tray.

→ Clearly identify on any container you use for a Royal Mail 24® or Royal Mail 48® posting, whether that container contains parcels or large letters of more than one selection.

→ Make sure that all large letters are securely placed in trays and that all the trays and parcels are securely placed in the containers we give you. You can use a mailbag if items for one or more selections would more appropriately fit into a mailbag for each selection.

→ If you use containers, you must fill each container with one selection before you use another container. If you use sleeved containers, you must make sure that:

– All items in a Royal Mail 24® or Royal Mail 48® posting are placed in the containers so that the addresses of the items are all facing the same direction; and

– If possible, the large letters in each tray are in outward postcode order within each of the selections (in other words, all items of a specific postcode should be together). If you or your agent only fill part of a tray with one postcode, you or they can place the next postcode in the same tray, as long as it is part of the same selection.

Can I hand over extra ‘unsorted’ postings?

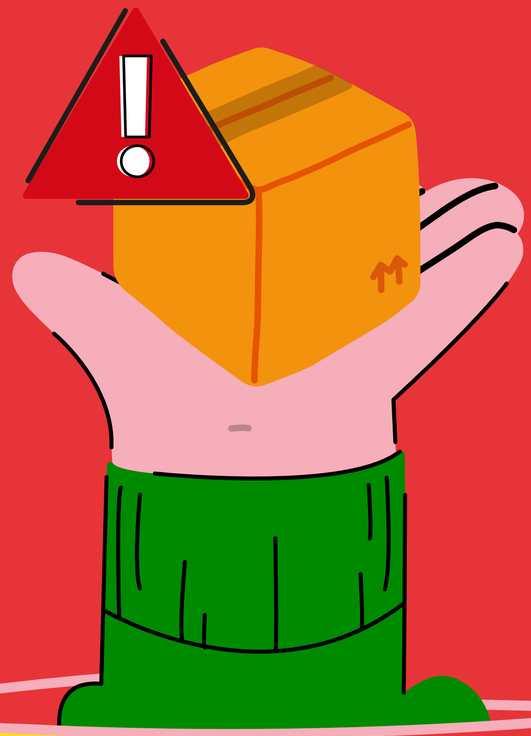
→ You can give us extra ‘unsorted’ Royal Mail 24® or Royal Mail 48® postings, in which you can place items which you have not been able to sort into selections.

→ You must make a note of this selection on the posting cheque and you must pay postage on it at the standard public tariff that applies (or at the appropriate Royal Mail 24® or Royal Mail 48® rate for the average weight of the items if the selection qualifies for it).

→ These items will not count towards the 250 parcels or large letters referred to in the “What you need to do” section previously.

Restricted and prohibited goods

View



Restrictions and prohibited goods

You are responsible for checking whether or not an item is prohibited or restricted.*
Find guidance on our prohibited and restricted goods list via the links below.

Prohibited goods

For legal and safety reasons, there are some items which we cannot allow to be sent by post. We call these prohibited goods. A list of these items can be found in the business help pages online or via this link.

Prohibited goods >

Restricted goods**

There are some items that can only be sent by post when certain requirements/restrictions are met, including in relation to quantity, volume, packaging and labelling. We call these restricted goods. A list of these items can be found in the business help pages online or via this link.

Restricted goods >

Don't forget you can ONLY use these products to send restricted goods:

- → Royal Mail Tracked 24® and 48
- → Royal Mail Tracked Returns 24® and 48 (enhanced)
- → Royal Mail Special Delivery Guaranteed® by 9am
- → Royal Mail Special Delivery Guaranteed® by 1pm
- → Royal Mail Special Delivery Guaranteed®
- → Royal Mail Special Delivery Guaranteed Returns® by 1pm

*You are also responsible for ensuring that your customers and any other parties using our products on your behalf comply with all of the requirements relating to prohibited good and restricted goods. **Consequential loss cover is not available when posting Restricted goods.

Need more help?

View

Where do I go for more help?

Visit the help pages on our website

Help pages >

For more information on our products or services

please contact your Account Manager, or call us on **03457 950 950.***

**We're open Monday to Friday, 8am-6pm. Calls may be recorded and monitored for training and compliance purposes.*

Appendix A: Delivery speeds

The table below sets out the delivery speeds that will apply to each of the parcel products:

Product	Delivery Speed	Main exclusions
Royal Mail 24®	Aim to deliver the next working day	AB30–38; AB41-45; AB51–56; AB99; BT; DD8-10; DG7-9; FK8; FK15–21; HS; IV; KA27–28; KW1–17; PA20–38; PA41–80; PH10-11; PH13-14; PH 17-18; PH19–44; PH49–50; TD15; TR21–25; GY; IM; JE; ZE
Royal Mail 48®	Aim to deliver the majority of your items within 2 working days, with a small minority within 3 working days	AB30–38; AB41-45; AB51–56; AB99; BT; DD8-10; DG7-9; FK8; FK15–21; HS; IV; KA27–28; KW1–17; PA20–38; PA41–80; PH10-11; PH13-14; PH 17-18; PH19–44; PH49–50; TD15; TR21–25; GY; IM; JE; ZE
Royal Mail Tracked 24®	Aim to deliver the next working day	AB30–38; AB41-45; AB51–56; AB99; BT; DD8-10; DG7-9; FK8; FK15–21; HS; IV; KA27–28; KW1–17; PA20–38; PA41–80; PH10-11; PH13-14; PH 17-18; PH19–44; PH49–50; TD15; TR21–25; GY; IM; JE; ZE
Royal Mail Tracked 48®	Aim to deliver within 2 working days	AB30–38; AB41-45; AB51–56; AB99; BT; DD8-10; DG7-9; FK8; FK15–21; HS; IV; KA27–28; KW1–17; PA20–38; PA41–80; PH10-11; PH13-14; PH 17-18; PH19–44; PH49–50; TD15; TR21–25; GY; IM; JE; ZE
Royal Mail Tracked Returns® 24	Aim to deliver the next working day	
Royal Mail Tracked Returns® 48	Aim to deliver the majority of your items within 2 working days, with a small minority within 3 working days	
Royal Mail Special Delivery Guaranteed by 9am®	Delivery by 9am* the next working day (*Where we know from previous experience that a recipient is unlikely to be available to receive an item before 9am, then we may deliver the item by 9.30am.)	Unavailable for delivery to Jersey, Guernsey, Herm, Sark, Alderney and Isle of Man. As we are unable to deliver by 9am in the following postcode areas, please refer to the Special Delivery Guaranteed by 1pm section in this table for postcodes to: AB10-14, AB30-39, AB41-45, AB51-56, BA10, BA20, BA21, BA22, BA7, BA8, BA9, BB18, BB94, BD23, BD24, BT34, BT34, BT35, BT42, BT43, BT44, BT47, BT49, BT51, BT52, BT53, BT54, BT57, BT60-61, BT68, BT70-71, BT74, BT76-77, BT81-82, BT92-94, CM3, DD1-6, DD8-11, DG8-DG9, DN31-37, EH4-6, EH9-EH10, EH15-17, EH31-35, EH39-46, EH51, EX23, EX34, EX39, FK1-2, FK4-6, FK7-16, G13-G14, GY (all), HG1-3, HS1-9, IM1-9, IM86-87, IM99, IP7, IP15-28, IV1-9, IV10-28, IV30-32, IV36, IV40-V49, IV51-56, IV63, JE All, KA5-12, KA18, KA20-23, KA26-30, KW1-3, KW5-17, KY1-2, KY4-16, LA8-9, LA12-20, LD1-4, LD6, LL46-53, LN1-2, LN4-6, LN9-10, LN12-13, ML2, ML8, ML11-12, NP7-8, NP16, PA1-3, PA5-6, PA9-10, PA12, PA20-38, PA41-49, PA60-78, PE23, PE37, PH5-8, PH10-13, PH15-26, PH30-44, PH49-50, PL29-35, PO30-41, SA35-37, SA41-43, SA61-65, SP4, SP7-11, SY6, SY8, SY20, SY23-25, TA24, TD3-12, TD14-15, TR12-13, TR17-26, TR93, YO7, YO21-22, YO30-32, YO41, YO43, YO51, YO60-62,YO91, ZE1-3
Royal Mail Special Delivery Guaranteed by 1pm® and Royal Mail Special Delivery Guaranteed Returns® by 1pm	Delivery by 1pm the next working day	Delivery by 5.30pm the next working day to postcodes: AB30-56, IV21-28, IV40,IV52, IV54, KW1-14, PA28-38, PH15, 17¬26, PH31-40, PH49-50, HS1, HS3-9, IV41-51, IV55-56, KA27-28, PA20 (0-9), PA41-49, PA60, PA77, KW15, KW16 (Stromness Town only), GY9 (Alderney), ZE1 (Lerwick), HS3. Delivery after two working days by 5.30pm for postcodes: GY (all), HS2, IM 1-9, 86,87,99, JE 1-4, PA61-75, PA78, ZE2-3. Delivery after 3 working days by 5.30pm on the third working day to postcodes: KW16-17, PH30, PH41-44. Saturday or Sunday guaranteed delivery is not available to GY (all), IM 1-9, 86,86,99, JE 1-4
Royal Mail Special Delivery Guaranteed® Next Day	Delivery Next Working Day	Delivery after two working days by 5.30pm for postcodes: GY1 3 (Herm), GY10 (Sark), HS2, IM 1-9, 86,87,99, JE 1-4, PA61-75, PA78, ZE2-3. Delivery after 3 working days by 5.30pm on the third working day to postcodes: KW16-17, PH30, PH41-44. Saturday or Sunday guaranteed delivery is not available to GY (all), IM 1-9, 86,86,99, JE 1-4
1st Class Account Mail (Parcels)	Aim to deliver by the next working day across the UK	AB36–38, AB54–56, FK18–21, KA27–28, KW1–17, PA20–38, PA41–80, PH19–44, PH49–50, TR21–25, BT, GY, HS, IV, IM, JE, ZE
2nd Class Account Mail (Parcels)	Aim to deliver within 2/3 working days across the UK	AB36–38, AB54–56, FK18–21, KA27–28, KW1–17, PA20–38, PA41–80, PH19–44, PH49–50, TR21–25, BT, GY, HS, IV, IM, JE, ZE

Appendix A: Delivery speeds

Sunday Delivery exclusions

The following postcode exclusions apply for Royal Mail Tracked 24®
and Royal Mail Special Delivery Guaranteed® account services:
AB; BT; CA; DD; DG1–16; EH36–38; EH43–46; EX18–23; EX35–37; FK8; FK15–21; G58; G60;
G62–63; G65; G71–84; G90; GY; HS; IM; IV; JE; KA; KW; KY10; KY14–16; LA8–11; LA21–23; LD;
LL15–17; LL20–21; LL23–27; LL32–78; ML10–12; NE44–49; NE61; NE65–71; PA20–38; PA41–49;
PA60–78; PA80; PH; PL10–35; PO30–41; SA14–73; SY6–25; TD; TR; ZE

How we calculate your UK delivery price

The UK is divided into five Zones.

- **Zone 1:** England, Wales and parts of Scotland, excluding Highlands and Islands. The area is made up of all postcodes not mentioned in areas 2-5 below.
- **Zone 2:** The Highlands and Islands including Isles of Scilly – postcodes TR21-25,FK20, IV, HS, KA27-28, KW, PA20-49, PA60-78, PA80, PH17-26, PH30-44, PH49-50, ZE.
- **Zone 3:** Northern Ireland – BT postcodes.
- **Zone 4:** Parts of Aberdeenshire, Falkirk and Perthshire postcode areas, (plus Isle of Wight): AB30 – AB39, AB41–AB45, AB51- AB56, FK18-19, FK21, PH6-7, PH10–11, PH13-16, PO30-41.
- **Zone 5 Areas (Channel Islands & Isle of Man):** Jersey (JE), Guernsey (GY), Isle of Man (IM).

Appendix B: Forecasting

NOTE to Customers: All Forecasting information MUST BE provided in a Microsoft Excel electronic document, or in any other form we ask you for.

TABLE A - All Products Forecasting Requirements

Which Product?	'Trigger Event' which requires you to give us a Forecast	When do you send us the Forecast?	Any further Forecasting details?	Further conditions
All Products	On-going.	You or your agent must notify us of your **monthly**, **weekly** and **daily** posting plans according to the forecasting process we notify to you.	We will let you know on an **on-going** basis what the **Forecasting process** is.	None
All Products	If you want to hand over **more than 4000 letters** or **1000 large letters** or **parcels**.	**By 3pm on the working day before the handover** (or, if the handover is scheduled for a Sunday or a bank holiday, then we require 48 hours notice).	You or your agent must include the following details: – Your or your agent's name – Your account number where possible – The handover point – Volumes (by class and format for each product)	None
All Products	If the number of items you will handover **varies by more or less than 5%** from the number you gave us in your previous Forecast.	You must notify us by **10am on the day of the handover.**	Volumes (by class and format for each product).	**NOTE:** We do not have to accept any items which vary by more than 5%. None.
Royal Mail Tracked 48®	If you or your agent expect to hand over an **Exceptional Posting** (see below).	You or your agent must notify us **at least four weeks before the posting date**.	You must provide the following information: – The format and size of each item contained in the posting. – The average weight of the items in the posting. – The destination the items in the posting are going to.	None

Appendix B: Forecasting

NOTE to Customers: All Forecasting information MUST BE provided in a Microsoft Excel electronic document, or in any other form we ask you for.

	Exceptional Posting	
	Sorted Products; Royal Mail 24®; Royal Mail 48®; Royal Mail Tracked 24® and Royal Mail Tracked 48®	All other Products
Letters	1 million Items	250,000 Items
Large Letters	500,000 Items	100,000 Items
Parcels	250,000 Items	60,000 Items
Special Delivery™	Does not apply	20,000 Items

Appendix B: Forecasting

NOTE to Customers: All Forecasting information MUST BE provided in a Microsoft Excel electronic document, or in any other form we ask you for.

TABLE B - All Parcels Forecasting Requirements

Which Product?	'Trigger Event' which requires you to give us a Forecast	When do you send us the Forecast?	Any further Forecasting details?	Further conditions
Royal Mail 24® & Royal Mail 48® Sorted items only	On-going.	The **start** of the Agreement. Every **annual anniversary** of the date the Agreement began. Whenever there is a **change** in the number of **parcels** and **large letters** you expect to post from each handover point to each **separate postcode** area.	You or your agent must tell us the number of **parcels** and **large letters** you expect to post from **each handover point** to each **separate postcode area**.	None
Royal Mail Tracked 24® & Royal Mail Tracked 48®	Every day.	By **3pm of each working day**. For **Saturday** and **Sunday** collections, you must notify us by **3pm on the preceding Friday**.	The number of items you want to handover the following day (including if you do not wish to hand over any items).	**NOTE:** If the actual number of items you want to hand over in any **one day exceeds by more than 10% the Forecast** which you or your agent provided to us **then:** we **may not be able to process** all of your items on the day of collection; and/or the items may be delivered later than usual.
Special Delivery Guaranteed services	**Any posting** that will be **more** than your **average daily posting**.	**48 hours notice** before any such posting.	Volumes (by class and format for each product).	We may **refuse** that posting. If we accept that posting then **we will not be liable to make any compensation payment** for delay pursuant to paragraphs 6.10 and 6.11 the Specific Terms for Parcels.

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