



Royal Mail

Royal Mail Hybrid Mail

Product brochure

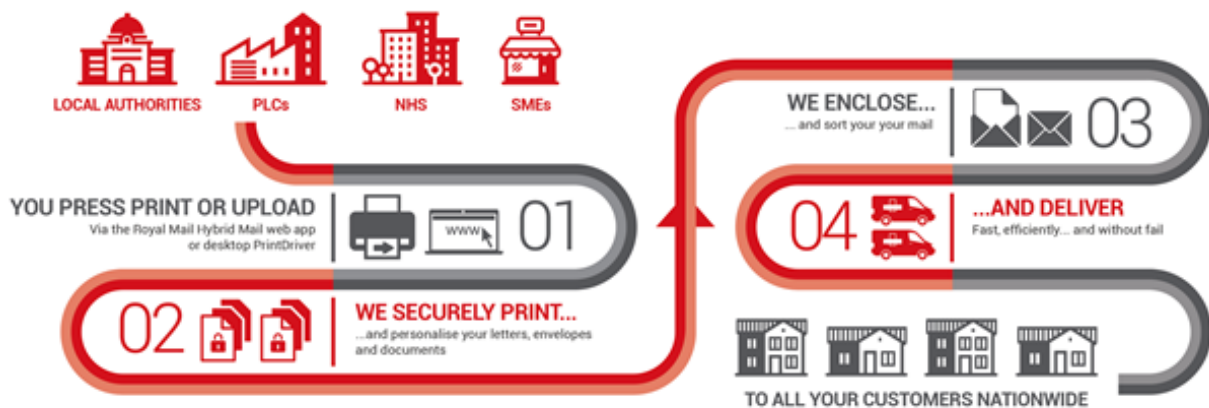


Royal Mail Hybrid Mail

Our Royal Mail Hybrid Mail solution enables you to send physical letters and documents from your laptop. The service works for any of your mailing requirements, from letters with personalised inserts through to postcard and A3 formats.

The process is simple: you send the contents of your mailing pack and mailing address data through a secure online site to CFH our approved print partner who will then print, pack and post your mailing with Royal Mail.

Royal Mail will ensure secure delivery to your recipients through either first or second class speeds.



We offer competitive rates to help you send out mailings cost-effectively and time-efficiently.

Setting Up

You simply provide us with your mailing requirements and we will set up you up with a Royal Mail account. Once we have set you up you will need to download the print driver onto your laptop or desktop computer and then you are ready to post. All of this happens within a matter of days, with the full support of our dedicated support team.

Once you are ready to start mailing we can provide you with a free interactive demonstration of how to use the service.

Using the Service and Options

1. Royal Mail Hybrid Mail Website – <https://hybridmail.royalmail.com>

This is a web-based interface with secure user access and a facility for you to upload and store templates for letters and postcards. with a spreadsheet of recipient's names. Once you have created your mailing and uploaded your list of recipients names we will provide a final proof for approval. Upon approval, the mail will be despatched using any of the available postage options.

For further details on how to produce templates and send mail remotely please refer to the Royal Mail Hybrid Mail Standard User Guide.

2. Print Driver – <https://hybridmail.royalmail.com>

Download the virtual print driver to your laptop or desktop computer and print individual word documents; pdf's or streams of documents where the recipient's name has been pre merged. Once you have created your mailing and uploaded your list of recipients names we will provide a final proof for approval. Upon approval, the mail will be despatched using any of the available postage options.

For further details on how to produce templates and send mail remotely please refer to the Royal Mail Hybrid Mail Print Driver User Guide

3. Royal Mail Hybrid Mail API

The API (Application Programming Interface) web service allows you to integrate your systems with Royal Mail Hybrid Mail when you have a

requirement to send a continuous stream of letters. The Royal Mail Hybrid Mail API is supplied free of charge and requires you to write the integration into your systems

Postage Options

You can select from a wide range of postage options. Here is a list of the standard options available through the Royal Mail Hybrid platform:

- A4 Document
- A5 Postcards
- A5 Greetings Cards
- A3 Document
- International Post
- Overprinted personalised envelopes
- Return Envelopes (BRE)
- Inserts (printed or supplied)
- SMS and E-deliver (Dotpost)
- Returns Management
- 1st class
- 2nd class
- Colour print
- Mono print

Bespoke Printing and Production

When you have requirements not met by these standard services we will work with you to provide a detailed quotation for bespoke printing and production.

Data Security

We are committed to ensure the security and protection of the personal information that is processed through our hybrid framework. CFH will act as the data processor, and data transfer will be managed exclusively between CFH and the client through a secure link.

CFH are fully accredited and the following shows the key accreditation certificates they hold:

- ISO27001 Information Security Management
- ICO Data Protection Cert
- Cyber Essentials Certificate
- Cyber Essentials Plus Certificate
- ISO9001 Quality Management

GDPR compliance is ensured through a Data Protection Programme including:

- A designated Data Protection Officer
- Official Data Policies and Procedures
- Information Audits
- Processing Activity Reviews
- Training – mandatory Data Protection training provided to all employees, temporary workers and contractors.
- DPIA – mandatory DPIA where a type of processing is likely to result in a high risk to the rights and freedoms of individuals
- Security – we maintain certification of ISMS to ISO 27001: 2013 and Cyber Essentials Plus

For further information please contact us.

Environment credentials

We ensure that all correspondence is printed in the most cost-effective, efficient and environmentally-friendly way. Below details the environmental credentials CFH hold:

Print facility:

- Toptree Initiative - 120,000+ trees - 22 years
- Solar Roof Panels
- Sustainable sourcing of paper - FSC and PEFC
- Recycling and Reduction Initiatives - Water, Waste, Energy, Paper
- ISO 14001 - Environmental Management System

Environmental Awards:

- Environmental Business of the Year (South West)
- South West Business in the Community - Responsible Business of the Year
- Environmental Best Practice of the Year

Support

We are committed to provide you with the best possible service. If you have any questions please contact your usual Royal Mail contact, or one of our dedicated support team:

Phone: 0800 756 1045

Email: royalmail@hybridmailassist.co.uk



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