

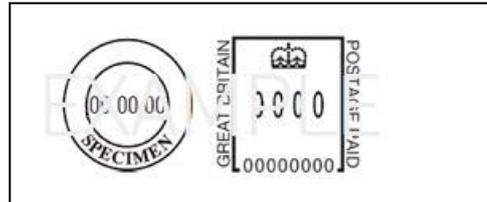
Decertification of Standard Franking Machines

All Royal Mail products are migrating to utilise barcode technology. Franking has moved to Mailmark, a form of 2D barcode, which is the most efficient and accurate way of processing mail. For more information about which Mailmark franking machine best suits your needs please speak to your usual franking supplier.

From 1st January 2023 Royal Mail will no longer accept mail from customers who use a Standard franking machine. To find out which type of franking machine you have, please see below.

Standard Franking machine

If your franking machine prints a non-mailmark indicia you will need to upgrade your machine. Please contact your usual franking machine supplier who can provide more information to help you identify an appropriate solution.



Mailmark machines

If your franking machine prints a Mailmark barcode you do not need to upgrade your machine or take any action. Royal Mail will continue to accept your mail after 1st January 2023 as normal.



If you think you may be affected by the decertification of Standard franking machines please contact your usual franking machine supplier for further information. If you do use a Standard franking machine your franking supplier will help you move onto the most appropriate franking solution for your needs.

Why is Royal Mail decertifying Standard Franking Machines?

All Royal Mail products are migrating to utilise barcode technology. Franking has moved to Mailmark, a form of 2D barcode, which is the most efficient and accurate way of processing mail.

What does decertification of Standard Franking machines mean?

From 1st January 2023 customers will no longer be allowed to use their Standard franking machines to send mail. Franking machine suppliers will help customers choose the best replacement for Standard franking machines.

If you are in any doubt, please contact your franking machine supplier for advice.

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

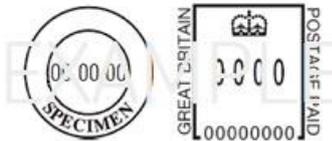
You can tell by the type of meter impression. Mailmark franking machines produce a meter impression which contains a 2D barcode matrix like the image below



If you are in any doubt, please contact your franking machine supplier for advice.

How do I know if I have a Standard Franking machine?

You can tell by the type of meter impression. Standard franking machines produce a meter impression that doesn't contain a 2D barcode matrix. Examples of Standard meter impressions are below:



If you are in any doubt, please contact your Franking machine supplier for advice.

What options do I have to continue sending Franked mail?

From 1st January 2023 customers who use a Standard franking machine will be asked to upgrade to a modern Mailmark franking machine.

Options to continue franking include:

- 1) Mailmark lease – Franking suppliers offer customers a range of Mailmark machines to lease enabling you to find a machine that is best suited to your mail production needs and budget
- 2) Machine purchase - Franking suppliers offer customers a range of Mailmark machines to purchase enabling you to find machine that is best suited to your mail production needs and budget
- 3) Mailmark Secure Print - Some suppliers will also be developing a Mailmark Secure Print offer as a subscription-based solution for lower volume users which can be used for printing postage for letters and parcels, speak to your Franking machine supplier to find out more.
- 4) Mailmark Rental – Some franking suppliers also offer customers a range of Mailmark machines on a rental contract, speak to your Franking machine supplier to find out more.

Please speak to your Franking machine supplier to explore the best option for your upgrade.

I use a Mailmark machine so why has Royal Mail sent me the Decertification letter?

Royal Mail has written to every customer in its database that has a current licence for a Standard franking machine. Some customers may hold licences for both Mailmark and Standard Franking machines and will have received the decertification letter in relation their Standard franking machine.

If you are unsure which franking machine the letter is referring to please contact your franking machine supplier who will be able to help.

I no longer use my Franking machine so how does this affect me?

Royal Mail has written to every customer in its database that has a current licence for a Standard franking machine regardless of whether the machine is still in use. If you no longer use your franking machine and have received the Royal Mail decertification letter please contact your franking machine supplier for advice on what to do to cease the Standard franking machine licence.

What will happen if I try and use my Standard Franking machine after 1st January 2023

In the period leading up to 1st January 2023 you will no longer be able to add credit to your Standard franking machine – Royal Mail has yet to release the date for when customers will no longer be able to add credit to their Standard franking machine.

After 1st January 2023 Royal Mail will only accept mail that has been produced by a Mailmark franking machine and any franked mail that doesn't contain a Mailmark barcode will be returned to the sender.