

FAQs

Question	Answer
Why can't I use the sticky labels as before?	Royal Mail is removing the use of coloured adhesive labels used for Special Delivery Guaranteed® and Royal Mail Signed For® products as part of its modernisation programme.
Which ink colour can I use?	The indicia should be printed in black ink. Blue ink is also accepted.
How do I get the barcodes?	Your barcodes will be issued to you by your meter manufacturer and printed by the franking machine when selecting Special Delivery Guaranteed or Royal Mail Signed For products.
Do I need to log my Special Delivery and Signed For in my dispatch book?	The recording of Special Delivery Guaranteed or Royal Mail Signed For items within dispatch books is not mandatory.
Is there any change to my collection process?	If items are collected, a Collection List must be signed. Dispatch receipts are not mandatory. Please see an example on the second page of this document.
Is there any change in pricing from the previous meter indices?	The pricing for all mail items is set annually by Royal Mail. Any changes would be as a result of an overall postage change.
Where should I locate the return address?	Full details are provided by following the link below: https://www.royalmail.com/business/system/files/Frinking-External-Return-Address-Requirements-Dec-2019-Update-0_2.pdf <i>(Images within the link illustrate non-Special Delivery Guaranteed and Royal Mail Signed For indicia).</i>
Where should I locate my company's logo?	Any company branding may be applied to any part of the mail item providing it does not interfere with Royal Mail's ability to process the item. The areas on letter mail where Royal Mail applies its codemarks should be avoided where possible.
What size label do I need to use when using Secure Print?	Please contact your meter supplier to understand the options available.
What are the dimensions of the new indicia?	When selecting Special Delivery Guaranteed or Royal Mail Signed For on your machine the print length will automatically set to the correct length. This may mean your company logo or return address may not print with these services.
When will I have to stop using the old-style labels?	The deadline for using the current adhesive labels is midnight 31/10/2022

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Will I still be able to track items on the Royal Mail website and get proof of delivery?	Yes. By entering the item's unique tracking identifier into Royal Mail's Track Your Item users can see the item's status, link below: https://www.royalmail.com/track-your-item
Will I still be able to access items sent before the changeover, and for how long?	Yes, the unique tracking identifiers on the self-adhesive labels can be accessed until the deadline, and for 12 months via https://www.royalmail.com/track-your-item
What happens if I use an old-style label after the changeover date?	After the deadline of 31/10/2022 has passed non-compliant mail items risk being surcharged by Royal Mail.
What do I do with any old-style labels rolls I have left after the changeover date?	Please dispose of them securely.
How will I inform Royal Mail of the items I am sending?	Each week a file will be sent from the manufacturers to Royal Mail confirming the barcodes used by each die number (Meters machine).

Collection List - Example