

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.
What size labels do I need to use?	The label used for letter and large letter formats is a 4" x 6" (102mm x 152mm) printed in landscape orientation.
Can I change the orientation of the labels?	No. The label orientation is fixed as landscape and it must be applied to the mail in landscape orientation. Parcels label format remains fixed as portrait and must be applied to the parcel in portrait orientation.
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 in 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.
Where do I apply the label?	The label should be applied to the top right corner of the mail item.
What do I do if the letter has a pre-existing address on it?	Where the mail item is already addressed, the label should cover the address as much as possible.
Do my customers receive product notifications?	Product notifications are not sent as part of the Meters API solution.
Can I track my items?	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
How can I order the labels?	You can order the optimal label based upon your print technology through your shipping solution provider.
What should I do if the label is too big for some smaller letter sizes?	C6 envelopes (162mm x 114mm) are the smallest to which the label should be applied. Please do not roll over the edges of a label to fit on smaller mail items.
Is there any change in pricing from the previous way I sent these items?	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 my company's logo?	It may be included in the bottom left corner of the label.