

Decertification of non-Mailmark franking machines

We wrote to all franking customers last year advising that we will be removing the option to send franked mail using non-Mailmark franking machines.

Recrediting Cut-off Date

From the 1st November 2022 customers will no longer be able to add credit to non-Mailmark franking machines.

Decertification Cut off Date

From the 1st January 2023 Royal Mail will no longer accept mail from customers who use a non-Mailmark franking machine and will only accept mail that has been produced by a Mailmark franking machine. Any franked mail that doesn't contain a Mailmark barcode will be returned to the sender.

From the 1st January 2023, for any credit left on your non-Mailmark meter please contact your supplier.

In order to support improvements in the handling of mail, Royal Mail is introducing barcode technology across its products. Franking indicia will need to include Mailmark, a form of 2D barcode, which enables a more 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.

To find out which type of franking machine you have, please see below.

Non-Mailmark 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 non-Mailmark franking machines, please contact your usual franking machine supplier for further information. If you do use a non-Mailmark franking machine your franking supplier will help you move onto the most appropriate franking solution for your needs.

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.

FAQs

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 non-Mailmark franking machine. Some customers may hold licences for both Mailmark and non-Mailmark franking machines and will have received the decertification letter in relation their non-Mailmark 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 non-Mailmark 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 non-Mailmark franking machine licence.