



## **Our new simplified underpayment collection process for franking machines using Royal Mail Mailmark® technology – Frequently Asked Questions**

Here are our answers to some of the more commonly asked questions about the changes to the underpayment process.

### **When will the new process go live?**

This new simplified process will be live from 19th March 2018 for customers using Mailmark franking machine and with a franking die that begins with the Letters PB

### **Why are you making this change?**

We wanted to improve the way we collect underpayment charges, and simplify the process to help save you time and create a more cost effective experience.

The improvements in technology that we have invested in has enabled us to do this.

### **What is the benefit to me?**

The new simplified underpayment collection process, means you will be paying significantly less for underpayment charges when compared with all other Royal Mail franking offerings.

You will no longer have to frank the underpayment total amount onto a reply card and return this to us – saving you time and effort.

### **What is this new simplified process?**

If we identify that you have accidentally underpaid on some mail, the details will be captured and your mail will be sent on its way.

Each week a summary file of the underpaid mail for your machines will be supplied to your franking machine manufacturer. They will process this file and show the details of the underpayments on your manufacturers invoice

### **How will I know if I have been charged for underpaid franked mail?**

Your franking machine manufacturer will make an adjustment to your franking account on behalf of Royal Mail. All charges made will be detailed on your invoice.

Royal Mail will no longer be sending you letters about the collection of these underpayments.

If you want to discuss any of these underpayment charges, please call Royal Mail on 0845 113 111.

Your franking machine manufacturer won't be able to assist with queries about underpayments as all of the supporting information is held securely by Royal Mail

### **How often will I be contacted about underpayments?**

Weekly or monthly, dependent on your arrangements with your franking machine manufacturer and franking machine type

### **How will I be able to track adjustments made to my franking account due to underpaid mail?**

Your franking machine manufacturer will make the adjustments on behalf of Royal Mail for any underpayments. These adjustments will be clearly shown on your invoice.

If you need to discuss any of these adjustments for surcharges please call us on 08456 113 111.

Your franking machine manufacturer will not be able to help answer your underpayment queries as the supporting information is held securely by Royal Mail.

### **Is this new process secure?**

Safeguarding your mail and money is really important to us.

That's why we have been working very closely with your franking machine manufacturer to make sure all transactions are secure and clearly visible on your invoice

The information we capture is transferred to your franking machine manufacturer using a secure link and only contains meter die and error data. Your franking machine manufacturer has no visibility of the actual error; this information is available to Royal Mail only.

If you think there is anything unusual in the underpayment charge please contact us on 08456 113 111.

### **Why are you penalising me for underpaid mail?**

This change is not about making money or penalising customers.

We would rather not have to charge customers for underpaid mail because all mail was correctly paid in the first instance.

For every item surcharged we will have seen the item and made sure that it is processed quickly and continues on its journey, to its destination without delay.

### **What happens if you see a large quantity of my mail is underpaid?**

Mistakes do happen and on very rare occasions customers can make errors that affect multiple items.

When we see this, we (Royal Mail) will endeavour to contact you ASAP, to make you aware of this problem and to help with future postings. So you avoid making the same mistake again. Our early intervention is aimed at minimising any impact of errors.

The underpayment will still be collected by your franking machine manufacturer and will appear on your manufacturers invoice. But we hope that the action we will have taken means that this is just an isolated incident.

### **What will the invoice look like and where will it show me the information of any underpayment charges?**

The invoice will show the date, the number of items underpaid, the adjustment type and the total underpaid amount and admin fee.

These entries will show on the invoice as follows:

**underpaid int**> This is an International underpayment

**ltr/lrg ltr**> This is where an item(s) has been paid as a letter but was actually a large letter

**Misc** > This will be items that have been manually surcharged and do not fall in to above two categories

**Refund**> This category is used to refund any underpayment collected in error

### **What will I see on my franking machine manufacturers invoice now?**

The adjustments will appear on your invoice, which the manufacturer supplies from time to time. Dependent on the type of arrangement you have with your manufacturer, the invoices can be either weekly or monthly.

### **I think you have charged me in error – what should I do?**

If you think a mistake has been made, please call us on 08456 113 111.

We can quickly refund any overpayments, if in the very rare event an error has been made. This overpayment will be made by your franking machine manufacturer and will appear on your next manufacturer's invoice

### **What are the most common mistakes people make when franking?**

We see a large number of Large Letters franked as though they were Letters or mail going to international destinations (i.e. to the Republic of Ireland), franked as though it is going to a UK destination.

Our franking top tips page on [royalmail.com/franking](http://royalmail.com/franking), contains how to videos, posters and other useful tools to help you and your staff frank your mail correctly first time, every time.

### **What else can I do to avoid surcharges?**

We recommend:

- Prior to franking your mail, you separate your mail by size and destination.
- Why not set up a domestic mail and international mail in tray?
- Displaying a size guide by your franking machine so staff get to know the different sizes for letters and large letters
  - Remember to train holiday cover and new staff on how to use the franking machine, the different mail sizes and what UK and International appropriate products are available through your franking machine.

### **I have been charged for underpaid international mail, but I don't send mail to international destinations?**

The most common international mistake we see is mail going to the Republic of Ireland franked using a domestic only product or service. Remember the Republic of Ireland is an international destination.

**Top tip** – make sure the delivery address is clear in the window for windowed envelopes and that the contents are not folded or inserted in such a way that they may slip, causing the address to no longer be visible in the window. If contents slip, it can mean that sensitive information is visible in the address window and makes processing mail more difficult for us. This could cause a delay to your mail and in some extreme cases the visible text could be read as an international destination.

### **I am interested in getting a franking machine with Mailmark technology, how do I do this?**

Speak to your franking machine manufacturer about the options to upgrade to Mailmark.

This decision to upgrade should only be made if you feel that this is the correct and beneficial choice for your business.

### **When will this improvement be available to me?**

Royalmail.com/franking will be regularly updated with news and information about when your franking machine manufacturers is able to provide this improvement.

If you already have a Mailmark franking machine, we will write to you as soon as this service is available to you.

### **How do I know if I have a Mailmark franking machine?**

Visit our help pages, which will show you how you can confirm what type of franking machine you have.

### **Why is the cheap price for mistakes only available for customers with Mailmark franking machines?**

Unfortunately on older franking machines with non-Mailmark technology, underpayments can only be identified by manually checking each piece of mail. Not only is this expensive for us but the resulting data is not in a format that could be sent to your franking machine manufacturer.