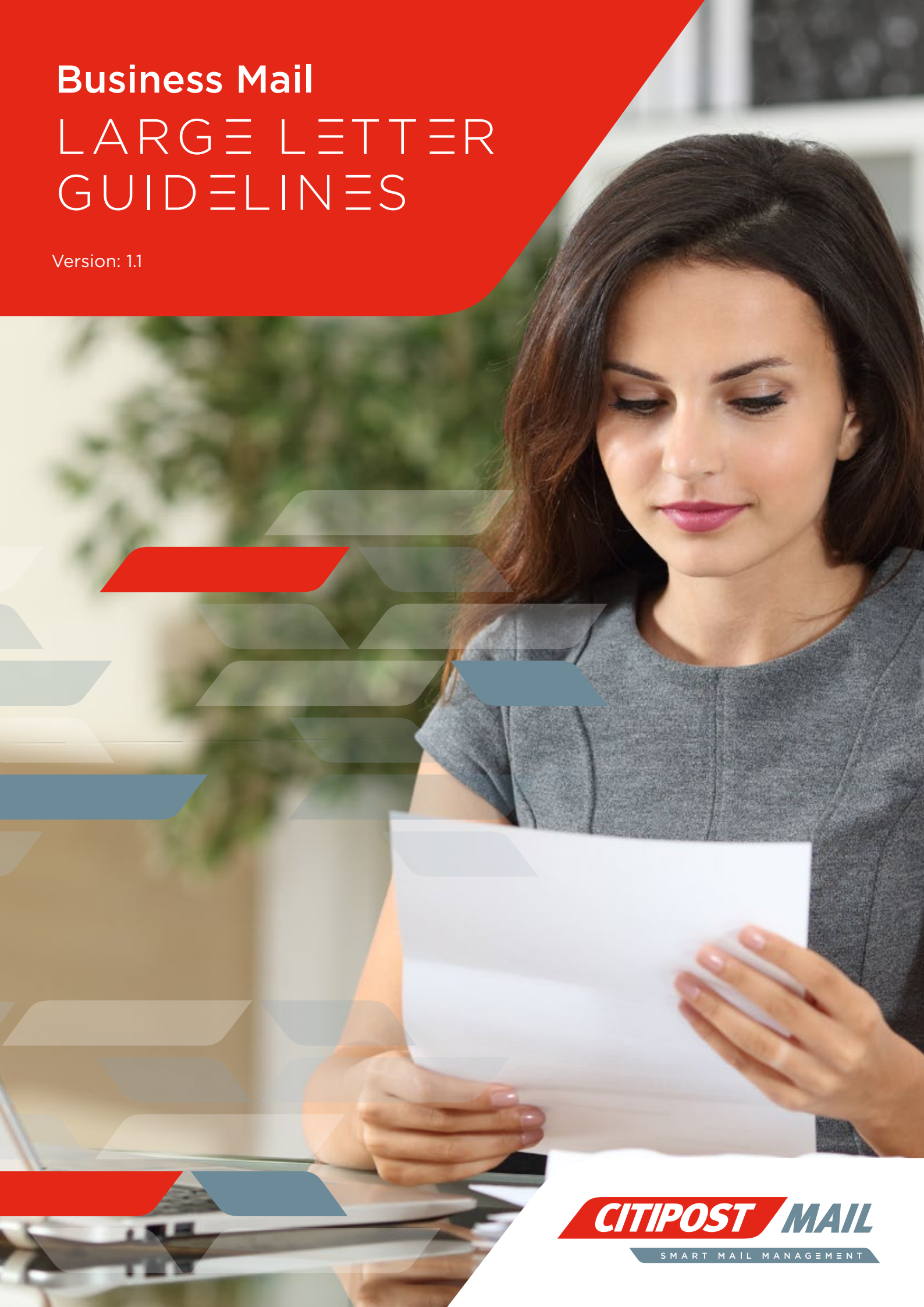


Business Mail

LARGE LETTER GUIDELINES

Version: 1.1



CITIPOST MAIL

SMART MAIL MANAGEMENT

Business Mail Large Letters: Content Guidance List

The list of mailing examples below is indicative and for guidance only. Each request to post Business Mail large letter mailing items must be considered individually on its own merits to determine whether it can be considered to qualify. The full, most recent up to date Business Mail large letter guidelines can be found in the relevant up to date Royal Mail User Guide.

This list is not absolute or exhaustive and it is to be used as a guide only. If you are unsure about an item you would like to send, please contact your account manager and they will be happy to help.

Examples of eligible Business Mail large letter items

Example of eligible Business Mail large letter items	BMLL?	Reason
1 Catalogue, brochure, magazine, newsletter, bulletin, pamphlet	Yes	The contents have no intrinsic or resale value
2 Financial statement/bill/invoice	Yes	The contents have no intrinsic or resale value
3 Insurance documentation	Yes	The contents have no intrinsic or resale value
4 Any form of questionnaire	Yes	The contents have no intrinsic or resale value
5 A company sending out a membership card to a subscribed customer	Yes	The contents have no intrinsic or resale value
6 Any other form of general business correspondence. For example: <ul style="list-style-type: none">• Change to T&Cs• Price change• Change of company details• Legal documents• Annual reports• Shareholder updates• Advertising and promotions• Personal reminder letters	Yes	The contents have no intrinsic or resale value

Examples of ineligible Business Mail large letter items

Examples of ineligible Business Mail large letter items		BMLL?	Reason
1	Company/charity sending any item to fulfil an order or request made by a customer	No	The content has intrinsic or resale value
2	Company sending any item as part of a service or maintenance contract e.g. warranty replacements, service contracts, spare or replacement parts etc.	No	The content has intrinsic or resale value
3	Company/charity sending a gift or sample of its products or services	No	The content has intrinsic or resale value. NB. Items sent for advertising purposes may be sent via Royal Mail's Advertising Mail service
4	A company sending any form of collectibles	No	The content has intrinsic or resale value
5	Any form of mail sent in padded envelopes	No	Padded envelopes are ineligible for Business Mail large letter
6	Any form of mail sent in cardboard packaging	No	Cardboard packaging is ineligible for Business Mail large letter
7	Any form of mail sent in stiff or inflexible packaging e.g. stiff plastic or card	No	Stiff or inflexible packaging is ineligible for Business Mail large letter
8	A company sending business mail to an address overseas	No	Ineligible due to overseas address

Business Mail large letter permitted items

This list is not absolute or exhaustive. The following items are generally considered as fulfilment items but they may be posted as Business Mail large letter mailing items.

Permitted item	Detailed description
Tickets	Non-transferable tickets that are being sent through the post in fulfilment of an order
Vouchers	Non-transferable vouchers that are being sent through the post in fulfilment of an order
Magazines/newspapers	A publisher sending newspapers/magazines (including magazines that have been ordered/ paid for by the customer)

If you are not sure about the item you wish to post, please contact your account manager.

Get in touch

to find out how we can help.

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