

Direct Mail

MESSAGE CONTENT GUIDELINES

Version: 1.2



CITIPOST MAIL

SMART MAIL MANAGEMENT

Direct Mail

Message Content Guidelines

The list of mailing examples below is indicative and for guidance only. Each request to post Advertising Mail must be considered individually on its own merits to determine whether it can be considered to qualify as Responsible Mail and/or Advertising Mail. All mailing items to qualify must be addressed and must comprise a largely uniform message with the purpose of promoting the sale or use of products or services, or to encourage contribution to or support of a cause.

The list is not absolute or exhaustive and it to be used as a helpful guide only*

Example	DM	Why?
1 A credit card company, store or retailer sending an offer of a new credit card	Yes	Promoting the sale or use of products or services
2 A charity I society sending a reminder mailing to renew the subscription	Yes	Encourage donation to a cause
3 A mail order company sending its new or seasonal catalogue to an existing or prospective customer base	Yes	Promoting the sale or use of products or services
4 Customer satisfaction questionnaire which specifically captures information relating to a customer's experience of the product, service or cause with the aim of using such information to be more targeted when sending further information on such products or services	Yes	Promoting the use of products or services
5 A travel company/tourist board sending its new or seasonal brochure unsolicited to an existing customer base or prospective customer base	Yes	Promoting the sale or use of products or services
6 An unsolicited mailing of a discount code or discount vouchers, tickets or invitations with a uniform message to customers/prospects to encourage purchase or re purchase.	Yes	Promoting the sale or use of products or services. No obligation to send
7 An organisation sends a letter to its customers/prospects to notify dates of future events promoting its products or services or cause	Yes	Promoting product/services/cause
8 A company sends a sample of its products/services with or without a voucher, (unsolicited)	Yes	Promoting the sale of products
9 Loyalty scheme providing the opportunity to take advantage of offers or redeem coupons, either in store or online. (This mailing may include details of an individual's number of loyalty points available for conversion)	Yes	Promoting the sale or use of products or services
10 A customer publication i.e. a magazine or newsletter forming part of a company's/charity's customer communication programme to encourage purchase or support of a cause that is not paid for by the recipient or via subscription	Yes	Promoting the sale or use of products or services
11 Insurance company sending letter to existing or prospective customers with quotes for products and services provided that the letter is not detailing a value of a previous/current policy	Yes	Promoting the sale of products/services

Example		DM	Why?
1	A company/bank sending a statement which includes a leaflet advertising insurance	No	Primary purpose is the statement (the ad/promotion is secondary and would not happen without the fulfilment)
2	Utility bill with advertising on back for other services	No	Primary purpose is the bill (the ad/promotion is secondary and would not happen without the fulfilment)
3	A company sending personalised documents containing a level of detail that is unique to the individual, with or without advertising material e.g. insurance policy	No	Message is not uniform as it is unique to the individual (promotional material is secondary)
4	Mailing customers with a uniform message informing them of a price increase	No	Purpose is the information on prices (this is not an ad/promotion)
5	A company sending a shareholder annual report	No	Purpose is providing information not promotion
6	Membership or subscription magazines/publications, with or without advertising	No	The recipient has requested it or is expecting it (the promotional material is secondary and would not happen without the fulfilment)
7	A company/charity informing their customers/members of a change to their bank details or their VAT rate	No	Purpose is providing information
8	Fulfilment of requested tickets/invitations (e.g. purchased by the customer for an event/holiday etc.)	No	Purpose is fulfilment/transaction, not promotion
9	A school/college/society newsletter or bulletin (publications), including alumni	No	Purpose is providing information not promotion
10	A wine mail order company sending wine ordered by a customer containing leaflets advertising other services from different companies	No	Purpose is fulfilment (ad/promotion secondly and would not happen without the fulfilment)
11	Mailings of a 'public duty' nature with or without advertising. Examples include swine flu, tax or car tax reminder, VAT change reminders, council refuse collection days, etc.	No	Purpose is the execution of a public service duty not promotion
12	Marketing lifestyle/consumer survey/product/service questionnaire which is specifically seeking to gather information on a range of products/services/habits for trend analysis/data collection purposes and is not looking to further promote products/services. E.g. electoral/census	No	Purpose is to seek information/data for data collection not promotion
13	An AGM mailing informing shareholders of the AGM meeting	No	It is a legal requirement under the Companies act for shareholders to be notified of the AGM
14	A company sending out a loyalty/membership card to a subscribed customer	No	The loyalty/membership card has been sent as fulfilment to conclude the service that the subscriber has already responded to and purchased
15	Local utility company explaining forthcoming changes to utility ownership. e.g. water company detailing changes to ownership and responsibility of sewage/water pipes	No	Purpose it to provide clarity of boundary ownership and responsibility
16	Political party mailings which have the aim of influencing the recipient's political view point or the way in which they may vote in an election	No	There is no elasticity for this type of political mailing and the purpose is to influence a political view point

Get in touch

to find out how we can help.

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