

Currency : Pound Sterling (GBP)

Basic services**Mail classification system (Conv., art. 17.4; Regs., art. 17-101)**

1	Based on speed of treatment of items (Regs., art. 17-101.2):	Yes
1.1	Priority and non-priority items may weigh up to 5 kilogrammes. Whether admitted or not:	No
2	Based on contents of items:	Yes
2.1	Letters and small packets weighing up to 5 kilogrammes (Regs., art. 17-103.2.1). Whether admitted or not (dispatch and receipt):	No
2.2	Printed papers weighing up to 5 kilogrammes (Regs., art. 17-103.2.2). Whether admitted or not for dispatch (obligatory for receipt):	Yes
3	Classification of post items to the letters according to their size (Conv., art. 17, art. 17-102.2)	-

Optional supplementary services**4 Insured items (Conv., art. 18.2.1; Regs., 18-001.1)**

4.1	Whether admitted or not (dispatch and receipt):	No
4.2	Whether admitted or not (receipt only):	No
4.3	Declaration of value. Maximum sum	
4.3.1	surface routes:	SDR
4.3.2	air routes:	SDR
4.3.3	Labels. CN 06 label or two labels (CN 04 and pink "Valeur déclarée" (insured) label) used:	-
4.4	Offices participating in the service:	-
4.5	Services used:	
4.5.1	air services (IATA airline code):	
4.5.2	sea services (names of shipping companies):	
4.6	Office of exchange to which a duplicate CN 24 formal report must be sent (Regs., art.17-138.11):	
	Office Name :	
	Office Code :	
	Address :	
	Phone :	
	Fax :	
	E-mail 1 :	
	E-mail 2:	

5 Cash-on-delivery (COD) items (Conv., art. 18.2.2 Regs. arts. 18-002.1, 18-002.2)

5.1	Whether admitted or not (dispatch and receipt):	No
5.2	Whether admitted or not (receipt only):	No
5.3	Amount of the rate applied in addition to the postage charges applicable to COD items	
5.3.1	ordinary items:	SDR
5.3.2	registered items:	SDR

5.3.3	insured items:	SDR
5.4	Charges on COD items	
5.4.1	Levied on the sender of the item:	-
5.4.2	Levied on the addressee of the item:	-
5.4.3	Do you apply a special charge for delivering cash-on-delivery items in the destination country	-
5.4.4	If you answer yes, how much is this charge	SDR
5.4.5	Do you require cash-on-delivery items to be sealed	-
6	Express items (Conv., art. 18.2.3, 18-102)	
6.1	Whether admitted or not (dispatch and receipt):	Yes
6.2	Limited to priority items:	Yes
6.3	Item itself or an advice of arrival delivered by express in the case of an insured item:	Item delivered
6.4	Other information	
7	Delivery to the addressee in person (Conv., art. 18.2.4, 18-103)	
7.1	Admitted for registered and insured items (If admitted according to question 4):	No
7.2	Admitted <u>only</u> if registered and insured items are received with an advice of delivery :	No
7.3	Indication to appear on items sent to your administration :	
8	Items for delivery free of charges and fees (Conv., art. 18.2.5; Regs., art. 18-004)	
8.1	Ordinary, registered and insured items. Whether admitted or not:	No
8.2	Registered and insured items only. Whether admitted or not:	No
8.3	Merchandise return service	-
9	International business reply service (IBRS)	
9.1	International business reply service (IBRS) (Conv., art.18.3.1; Regs., art. 18-104)	Yes
9.2	Operated on a reciprocal basis (Regs., Conv. 18.3.1, Regs., 18-104.2.3)	Yes
9.3	Items weighting from 50g to 2000g on a reciprocal basis (Regs., art. 18-104.3.3)	Yes
9.4	If more than 50g but less than 2000g, please specify the upper weight limit	g
9.5	Items excluded from IBRS with certain contents other than the ones specified in Conv., art. 18 (Conv., art. 18; Regs., art. 18-104.3.4)	-
9.5.1	If yes, please specify:	
9.6	Open to bilaterally agreement to any further extensions of the service (Regs., art. 18-104.3.5)?	-
10	International reply coupons (Conv., art. 18.3.2; Regs., art. 18-108 and 18-106.1). Whether sold or not (Regs., art. RL 146.1):	Yes
11	Radioactive materials (Conv., art. 19.3; Regs., arts. 19.3.3)	
11.1	Whether admitted or not (dispatch and receipt):	Yes
11.2	Whether admitted or not (receipt only):	Yes
12	Requests for withdrawal from the post, alteration or correction of address (Conv., art. 5; Regs., art. 19-210.5.4)	

12.1	Whether admitted or not:	No
12.2	Office to which requests must be sent: (Regs., art. RL 152.3.4): Office Name : Office Code : Address : Phone : Fax : E-mail 1 : E-mail 2 :	
13	Exempt patient specimens (human or animal) (Conv., art.19-003.2.3;Regs., arts. 19-004)	
13.1	Whether admitted or not (dispatch and receipt):	-
13.2	Whether admitted or not (receipt only):	-
14	Category B Infectious Substances (UN 3373) (Conv., art.19-003.2.1; Regs., arts. 19-001.1.2, 19-003.2.2, 19-003.2.6)	
14.1	Whether admitted or not (dispatch and receipt):	No
14.2	Whether admitted or not (receipt only):	No
15	Literature for the blind (Regs., art. 17-107.5)	
15.1	Sound recordings sent by a blind person to any addressee. Whether admitted or not as literature for the blind:	Yes
15.2	Sound recordings sent to a blind person by any sender. Whether admitted or not as literature for the blind:	Yes
16	Combination in one item of articles on which different charges are payable (Regs., art. 15-101.4). Whether authorized or not:	No
Other information		
17	Small packets exceeding 500 g (Conv., art. 15; Regs., art. 15-102.1). Delivery charge on domestic items applicable to international items:	SDR
18	Registered items. Liability (Conv., art. 22.2)	
18.1	Whether accepted or non in cases of <i>force majeure</i> (Regs., art. 22-001.2):	No
18.2	Equivalent of the 30 SDR indemnity per item (Regs., art. 22-001.2.1.1):	30 GBP
18.3	Equivalent of the indemnity for each M bag – maximum 150 SDR (Regs., art. 22-001.2.1.1):	30 GBP
19	Insured items. Liability (Conv., art. 18.2)	
19.1	Whether accepted or not in cases of <i>force majeure</i> (Regs., art. 22-001.2):	No
19.2	Whether admitted or not on board ships and aircraft used by the administrations (Regs., art. 25-004.4):	Yes
20	Remuneration for returned undeliverable letter-post items	
20.1	Collection of the remuneration provided for in paragraphs 2 and 3 of article 30-122 of the Convention Regulations	Yes

20.2	Indicate year from which the remuneration in 20.1 will apply (please note questions 20.1 and 20.2 shall be completed by no later than 31 October prior to the year from which those rates should apply)	2022
21	Registered items in closed envelopes containing the articles mentioned in article (Conv., art.19.6). Whether admitted or not:	No
22	Methods of denoting prepayment (Regs., arts. 06-001)	
22.1	Prepayment of postage indicated by means of impressions made by a printing press or other printing or stamping process. Whether admitted or not:	Yes
22.2	Indication used to denote prepayment:	"Postage Paid" or "Paid" These impressions, made by printing or other process, bear the name of the office and/or country of origin, the indication "Postage Paid" or "Paid" and in some cases a serial number and the figure 1 or 2. These figures have no significance in the international service. Use is also still made of the normal type of impression bearing, in a box, the name of the office and/or country of origin and the indication "Postage Paid". There are also adhesive labels at post office counters bearing an initial appropriate to the service used, i.e. A = Airmail, S = Surface
22.3	Can prepayment be denoted by an indication that full postage has been prepaid, for example: "Taxe perçue" (Postage paid)? Whether admitted or not:	Yes
22.4	If so, indicate the indication(s) adopted:	"Postage Paid"
23	Suspected fraudulent use of postage stamps, etc. (Regs., art. 06-004)	
23.1	Is the prescribed procedure permitted by internal legislation:	Yes
23.2	Office to which advices on suspected fraudulent use must be sent:	

Office Name :

Office Code :

Address : David Pilkington
185 Farringdon Rd
Floor MP2
LONDON
GREAT BRITAIN
EC1A 1AA

Phone :

Fax :

E-mail 1 : david.f.pilkington@royalmail.com

E-mail 2:

24 Registered items (Regs., arts. 17-121 and 18-101)

24.1	Replacement of the prescribed CN 04 label by a framed label on which only the letter "R" has been printed:	No
24.2	Replacement by a stamp impression or strip:	No
24.3	CN 33 special lists. Whether always required or not:	Yes
24.4	Bulk entry. Whether accepted or not:	Yes
24.5	Bulk entry in all cases:	No
24.6	Bulk entry only within the framework of a bilateral agreement:	Yes

25 Procedures for delivering registered and insured items (Regs., arts. 18-001, 18-101)

25.1	Handed over against the signature of the addressee or of a duly authorized agent	
25.1.1	Registered items:	Yes
25.1.2	« This section is no longer valid »	
25.1.3	Insured items:	Yes
25.2	Whether handed over against the signature of a <i>de facto</i> agent (member of the addressee's family, hotel porter, janitor, etc.)	
25.2.1	Registered items:	Yes
25.2.2	« This section is no longer valid »	
25.2.3	Insured items:	Yes
25.3	Number of attempted deliveries for registered and insured items	
25.3.1	Registered items	
25.3.2	« This section is no longer valid »	
25.3.3	Insured items	
25.4	Retention period for registered and insured items once a card has been left after several failed delivery attempts	
25.4.1	Registered items	- Day(s) - Month (s)
25.4.2	« This section is no longer valid »	
25.4.3	Insured items	- Day(s) - Month (s)

26 « This section is no longer valid »**27 Advice of delivery (CN 07 form) (Regs., art. 18-003)**

27.1	Whether signed by the addressee (or his representative):	No
27.2	Whether signed by the official of the office of destination:	No
28	Letter-post items retained or addressed poste restante (Regs., art. 19-104.5.3). Period of retention:	- Day(s) 1 Month (s)
29	Inquiries (Regs., art. 21-001 and art. 21-002.1.5). Offices to which inquiries must be sent regarding (CN 08 form) (Regs., art. RL 154.2.5):	
29.1	Ordinary items: Office Name : Royal Mail International Team Office Code : Address : PO Box 740 STOKE ON TRENT ST1 5XZ Great Britain Phone : For general service enquiries, help and advice, the number is +441752387112. Fax : (+44) 178 240 6120 E-mail 1 : international.team@royalmail.com E-mail 2 :	
29.2	Registered items or insured items:	See 29.1
29.3	Cash-on-delivery (COD) items: Office Name : Office Code : Address : Phone : Fax : E-mail 1 : E-mail 2:	
29.4	Electronic CN 08 form (Regs., art. 21-002) Whether admitted or not:	Yes
30	Items subject to customs control (Regs., art. 20-001)	
30.1	Number of CN 23 customs declarations needed when the contents exceed 300 SDR in value:	1
30.2	Languages in which the CN 22 label and CN 23 customs declarations may be filled in:	English
30.3	M bags (Regs., art. 20-001.2.9)	
30.3.1	Whether the address label of special bags of printed papers requires a CN 22 label:	
30.3.1.1	in all cases (whether items have to be submitted to customs control or not):	Yes
30.3.1.2	only when items have to be submitted to customs control:	-
30.3.2	Any CN 23 customs declaration required, as well as any other accompanying papers, should be attached:	
30.3.2.1	to the outside of the bag:	No
30.3.2.2	to one of the items contained in the bag:	Yes

31 Empty bags (Regs., art. 17-139)

31.1 Office of exchange appointed for reception of empty bags in long-distance services:

Office Name : Heathrow Worldwide Distribution Centre

Office Code :

Address : Axis Business Park
Sutton Lane
Langley
Great Britain
SL3 8AQ

Phone : 00441753484843

Fax : 00441753484840

E-mail 1 : nalin.h.mandalia@royalmail.com

E-mail 2:

31.2 Average value in SDR of bags used by offices of exchange (Regs., art. 17-139 and 17-144.9):

SDR

32 A list of contact e-mail addresses for accounting and verification notes is temporarily being maintained and published outside the compendia; please refer to International Bureau circular 75/2020. The UPU contact person for any updates to this list is jean-marc.coeffic@upu.int.

CN 43,

Office Name : Heathrow Worldwide Distribution Office

Address : Royal Mail VN & Documentation Manager
2nd Floor
HWDC
Axis Park,
Sutton Lane
LANGLEY
GREAT BRITAIN

Phone :

Fax : (+44) 1753 484 738

E-mail 1 : royalmailhwdc-vn.department@royalmail.com

E-mail 2: nicoleta.adamuta@royalmail.com

32 A list of contact e-mail addresses for accounting and verification notes is temporarily being maintained and published outside the compendia; please refer to International Bureau circular 75/2020. The UPU contact person for any updates to this list is jean-marc.coeffic@upu.int.

CN 56, CN 57, CN 58, CN 61, CN 62, CN 63, CN 64

Office Name : Royal Mail Group Ltd

Address : International Delivery Accounts Manager
Finance Business Services
Royal Mail Group Ltd
Boythorpe Road
CHESTERFIELD
S49 1HQ
GREAT BRITAIN

Phone : (+44) 1246 546 486

Fax :

E-mail 1 : RM.international.delivery.accounts@royalmail.com

E-mail 2:

32 A list of contact e-mail addresses for accounting and verification notes is temporarily being maintained and published outside the compendia; please refer to International Bureau circular 75/2020. The UPU contact person for any updates to this list is jean-marc.coeffic@upu.int.

CN 54, CN 54bis,
 Office Name : Royal Mail Accounts Worldwide
 Address : International Conveyance & TD Statistics Manager
 Rowland Hill House
 Boythorpe Rd
 Chesterfield
 S49 1HQ
 Phone :
 Fax : (+44) 1246 547517
 E-mail 1 : sheena.mellars@royalmail.com
 E-mail 2:

33 Office(s) of exchange responsible for handling letter post (Regs., art. 17-114.4)

Office Name : Heathrow Worldwide Distribution Office
 Office Code :
 Address : HWDC
 Axis Park,
 Sutton Lane
 LANGLEY
 GREAT BRITAIN
 Phone :
 Fax : (+44) 1753 484 738
 E-mail 1 :
 E-mail 2:

Mails conveyed by sea**34 Surface letter-post mails**

34.1 Name of port(s) of arrival: Southampton

34.2 Name and address of the exchange office of destination to which advance CN 37 delivery bills should be sent:

Office Name : Heathrow Worldwide Distribution Office
 Office Code :
 Address : HWDC
 Axis Park,
 Sutton Lane
 LANGLEY
 GREAT BRITAIN
 Phone :
 Fax : (+44) 1753 484 738
 E-mail 1 : hwdc_container_control@royalmail.com
 E-mail 2:

35 Surface parcel mails (See Parcel Post Compendium)**Service to customers**

36 On-line tracking provided Yes

36.1 Web site address to access information
 www.royalmail.com

36.2 Languages in which track and trace information is available

English

36.3 Contact point :

36.3.1 For partner designated operators

Phone :

Fax :

E-mail :

36.3.2 For customers

Phone :

Fax :

E-mail :

National Holidays

37.1 National holidays available on parcel post compendium

https://parcel.upu.org/Published%20Documents/Parcel_Compndium_GB_GBA_EN.pdf

37.2 Parcel post compendium

<https://parcel.upu.org>

Delivery standards

38 See the annexes.

Other information

39 Airmail

39.1 Are dues payable for air conveyance of airmails in transit between two airports in your country fixed in the form of a single price? No

39.2 Subject to the agreement of the administrations receiving these mails at the airports of their countries, does your administration send surface mail by air with reduced priority (S.A.L.)? See also table D – Details concerning the S.A.L. service published in CN 68: <http://www.upu.int/en/activites/transport/publications.html> No

39.3 If so, are reduced air surcharges collected for S.A.L. mail? No

39.4 As an administration of dispatch, have you opted for individual entry of each bag on the CN 38 or CN 41 delivery bill? No

39.5 Subject to prior agreement, do you authorize administrations to use your airmail bags for making up mails addressed to you? No

39.6 For bags of S.A.L. mail, is use made of CN 35 labels bearing in bold characters the words "S.A.L. surface par avion" (S.A.L. surface airlifted) instead of CN 36 labels? No

Letter Post Compendium Online - Annexes

GB - United Kingdom

Royal Mail Great Britain

GBA

Letter delivery standards - Air letter

OE Name HWDC, Langley, SL3 8AQ

IMPC Code GBLALA

Tel (+)

Fax (+)

Hours of operation

From the airport of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 23:59	---	---	---
Tuesday	00:00 - 23:59	---	---	---
Wednesday	00:00 - 23:59	---	---	---
Thursday	00:00 - 23:59	---	---	---
Friday	00:00 - 23:59	---	---	---
Saturday	00:00 - 23:59	---	---	---
Sunday	00:00 - 23:59	---	---	---

Definition of zones

Zone 1:

Postcodes	Cities

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

“RMG aim to handle all items coming into GB in line with UPU and other international agreements. However, items which are inspected by Border Agencies may be subject to delays. RMG endeavour with the Border Agencies to keep any delays to a minimum”.

Items subject to customs duty:

Items not subject to customs duty:

Comments:

“RMG aim to handle all items coming into GB in line with UPU and other international agreements. However, items which are inspected by Border Agencies may be subject to delays. RMG endeavour with the Border Agencies to keep any delays to a minimum”.

Letter Post Compendium Online - Annexes

GB - United Kingdom

Royal Mail Great Britain

GBA

Letter delivery standards - Surface letter

OE Name HWDC, Langley, SL3 8AQ

IMPC Code GBLALA

Tel (+)

Fax (+)

Hours of operation

From the airport/port/office of exchange of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 23:59	---	---	---
Tuesday	00:00 - 23:59	---	---	---
Wednesday	00:00 - 23:59	---	---	---
Thursday	00:00 - 23:59	---	---	---
Friday	00:00 - 23:59	---	---	---
Saturday	00:00 - 23:59	---	---	---
Sunday	00:00 - 23:59	---	---	---

Definition of zones

Zone 1:

Postcodes	Cities

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

“RMG aim to handle all items coming into GB in line with UPU and other international agreements. However, items which are inspected by Border Agencies may be subject to delays. RMG endeavour with the Border Agencies to keep any delays to a minimum”.

Items subject to customs duty:

Items not subject to customs duty:

Comments:

“RMG aim to handle all items coming into GB in line with UPU and other international agreements. However, items which are inspected by Border Agencies may be subject to delays. RMG endeavour with the Border Agencies to keep any delays to a minimum”.