

## Glossary

This glossary explains terms used in the postal sector.

Access operator	A postal operator that has a USP access agreement with the USO provider
Access points	Access to a provider's postal network. Includes being able to use and be part of services in the network.
Actual loss	For Royal Mail compensation this means: <ul style="list-style-type: none"> <li>• for items that are lost or can't be repaired - what it cost the consumer minus age and condition</li> <li>• for damaged items - the cost of repair</li> </ul>
Address	Destination information for item on postage label and location of sender. Made up of: the building name or number, locality, post town, county and post code.
Addressee	The person to whom an item is addressed
Antiques	Items that are at least one hundred years old
BFPO	British Forces Post Office. Delivery to serving HM forces personnel and their families, and Ministry of Defence employees.
B2B	Business to business
B2C	Business to consumer
Business	Any entity engaged in commercial or economic activity, whether for profit or not, and irrespective of legal form
Blind	Registered as blind under the National Assistance Act 1948
C2X	Consumer parcel market - 3 types of <b>parcel</b> : <ul style="list-style-type: none"> <li>• returns of items bought online or by mail order</li> </ul>

	<ul style="list-style-type: none"> <li>• parcels sent to family and friends</li> <li>• items that have been sold on online marketplaces or through small businesses.</li> </ul>
Certificate of posting	Document issued or validated by a post office confirming that a postal packet has been deposited at the office
Channel Islands	The islands called Guernsey, Jersey, Herm and Sark
Christmas and New Year period	Starts on the first Monday in December and ends at the start of the first working day after the New Year public holiday
Citizens Advice	Consumer advocacy body for post in England and Wales
Citizens Advice consumer service	Independent advice about your rights as a consumer and how to progress a complaint
Citizens Advice Scotland	Consumer advocacy body for post in Scotland
Click and Drop	Royal Mail online postage
Closed user group	<p>A system providing for the conveyance of postal packets (and the incidental services of receiving, collecting, sorting and delivering postal packets) between:</p> <ul style="list-style-type: none"> <li>• premises of one firm and another</li> <li>• gov dept and a firm</li> <li>• branches or units in the same firm</li> <li>• gov depts</li> </ul> <p>where the sender and recipient have specific arrangements with the postal operator for the conveyance of postal packets. It includes document exchange.</p>
Code identifier	A mark, number or other identifier unique to each relevant postal operator by Ofcom
Consumer	A person who uses postal services either as a sender or addressee
Consumer advocacy bodies	Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland
Consumer protection	Ofcom can require postal operators (or postal

condition	<p>operators of a specified description) to do one or more of the following:</p> <ul style="list-style-type: none"> <li>• assume liability in respect of specified loss of or damage to certain postal packets;</li> <li>• establish and maintain procedures, standards and policies with respect to consumer protection matters, and</li> <li>• make payments relating to qualifying consumer expenses of Citizens Advice and Citizens Advice Scotland.</li> </ul>
Complainant	A person who has made a consumer complaint
Complaints handling procedure	<p>Ofcom definition only applies to Royal Mail. It must:</p> <ol style="list-style-type: none"> <li>a) be in plain language</li> <li>b) allow oral and written complaints (including electronically)</li> <li>c) give contact details</li> <li>d) allow complaints to progress through stages orally or in writing (including electronically)</li> <li>e) allow for complaints with no evidence base to be dealt with</li> <li>f) explain the process and timescales for handling complaints</li> <li>g) allow an internal review</li> <li>h) give contact details for the Citizens Advice consumer service</li> <li>i) explain the right to go to a redress scheme</li> </ol>
Cover	Any cover, envelope, or other packaging used to contain the contents of an item. For a postcard, any reference to a cover means the outside face of the card.
Damage	Any physical damage to a relevant postal packet (other than damage caused by interference or accidental damage) occurring after it was sent and before its delivery
Deemed date of collection	<p>The day of posting - if item is posted in the UK before the last collection at that access point.</p> <p>The day after posting - if item is deposited at an access point:</p>

	<ul style="list-style-type: none"> <li>• on a day there isn't a collection</li> <li>• after the last collection that day</li> </ul> <p>The day of posting if item is posted outside the UK before the last collection time.</p> <p>The next day there's a collection if an item is posted outside the UK after the last collection.</p>
Deemed delivered	<p>Any of:</p> <ul style="list-style-type: none"> <li>• delivered or attempted to be delivered to the address on the item</li> <li>• delivered to a person named as the addressee on the item</li> <li>• delivered to an alternative delivery point approved by Ofcom</li> </ul>
Deemed delivery date	<p>Earlier of:</p> <ul style="list-style-type: none"> <li>• date delivered to address on the item</li> <li>• date delivered to person named as the addressee on the item</li> <li>• date delivered to an alternative delivery point requested by the addressee or approved by Ofcom</li> <li>• date unsuccessful attempt is made to deliver the item and the universal service provider offers the addressee a choice of redelivery within a reasonable period and an opportunity to collect the postal packet from a post office, a delivery office or another Ofcom approved collection point</li> </ul>
Delivery office	Office managed by USO provider for purpose of processing postal packets prior to delivery
Designated universal service provider condition	<p>Ofcom condition imposed on universal service provider to do one or more of:</p> <ul style="list-style-type: none"> <li>• provide a universal service or part of a universal service in the UK to specified standards</li> <li>• provide access points for the universal postal service to a certain specification</li> <li>• provide information to postal operators and users about universal services; and</li> <li>• anything else that Ofcom considers appropriate in relation to any of these</li> </ul>

	obligations
Domestic	The service is for the conveyance of postal packets from access points in the UK to addresses in the UK
Due date	means: (a) for 1st Class services, the next working day following the day of posting (D+1) (b) for 2nd Class services, the third working day following the date of posting (D+2_ (c) for Royal Mail Special Delivery Guaranteed by 1pm (not posted on account) the guaranteed date provided in the delivery specification.
Extra Help Unit	A team of case workers managed by Citizens Advice Scotland. Help vulnerable consumers across the UK with postal issues. Service is accessed via a referral from the consumer service.
End-to-end	The process of collecting, processing and delivering mail in a single company's network
Essential condition	Ofcom condition imposed on all Royal Mail and access operators, or every postal operator of a description specified in the condition to: <ul style="list-style-type: none"> <li>• safeguard confidentiality in connection with the sending, conveyance and delivery of letters</li> <li>• safeguard security where dangerous goods are transported</li> <li>• safeguard the confidentiality of information conveyed</li> <li>• guard against the theft, loss or damage to postal packets, and</li> <li>• secure the delivery of postal packets to the intended addressees.</li> </ul>
Evidence of posting	If a certificate of posting isn't available and the item is delivered, the postage label and post mark can show the posting details and service used
Exporter	In relation to goods for exportation, includes the shipper and air transport on the shipper's behalf

Express and secured service	A service involving the conveyance of postal packets and any incidental services of receiving, collecting, sorting and delivering postal packets with one or both of: <ul style="list-style-type: none"> <li>• guaranteed delivery time or date</li> <li>• tracking facility</li> </ul>
Expres items	Incoming item sent using an overseas service equivalent to Royal Mail's International Tracked service
Franking	The stamping or printing of a Franking Mark on the envelope or outer wrapper of a Letter to indicate the Postage and/or fee which has been paid on that Letter
Franking account	Account provided by franking machine manufacturer or supplier for a user. Allows user to have their franking machine maintained and to pay for postage and fees.
Franking equipment	Any piece of equipment used to indicate and record payment of postage and fees on letters. Includes but not limited to machines, computers, computer peripherals, security devices, software, printers and telecommunications links and including any system used to reset such equipment.
Franked letter	Any letter with a franking mark on it
Franking mark	Any mark or impression printed or otherwise made by franking equipment showing the: <ul style="list-style-type: none"> <li>• date and place of posting</li> <li>• postage and fees paid or payable</li> <li>• identity of the franking equipment used and any other numbers, words, characters, barcodes, symbols or marks required by Royal Mail.</li> </ul>
General access condition	Ofcom condition imposed on a particular postal operator or operators requiring them to: <ul style="list-style-type: none"> <li>• give access to other postal operators, or users of postal services, to the operator's postal infrastructure or any service within the scope of the universal postal service which it provides; and/or</li> <li>• maintain a separation for accounting</li> </ul>

	purposes between their retail and access operations as directed by Ofcom
General universal service provider condition	Ofcom condition imposed on postal operators that provide services within the scope of the universal service
Importer	The owner and any other person with the goods or with an interest in the goods, in the time between the goods being imported and all customs requirements being completed
Incoming item	<ul style="list-style-type: none"> <li>a) Any item accepted from an overseas postal operator for delivery within the UK or Channel Islands and the Isle of Man</li> <li>b) Any item passing through the UK in transit to an address outside the UK, Channel Islands and Isle of Man</li> </ul>
Insured item	The sender tells the postal operator the value of the item before its sent. The postal operator agrees to protect the item in case of loss or damage.
Interference	Intentionally opening a postal packet or mailbag while it's being conveyed
Intermediary postal operator	An access operator or any other postal operator that hands postal packets to another postal operator (including but not limited to the USO provider) for subsequent conveyance and delivery
Intrinsic value	The item has a value that relates to its essential purpose
Item	Any letter, postcard, reply postcard, newspaper, printed packet, sample packet or parcel and every packet or other article transmissible by post
Legislative petitions and addresses	Petitions and addresses sent to the monarch or government
Letter	Any written form of communication on any kind of physical medium to be delivered to the person or address indicated on the item itself or its wrapping (excluding any book, catalogue, newspaper or periodical).

	A postal packet that contains any communication above
Letter box	Includes any pillar box, wall box or other box or receptacle provided by a postal operator to receive postal packets for onwards conveyance
Loss	Physical loss of a relevant postal packet unless stolen or incorrectly addressed, any time after posting and before delivery. Includes failure to deliver within 15 working days of due delivery (or sooner depending on postal operator's operational process for loss).
Mail integrity	Taking all reasonable steps to: <ul style="list-style-type: none"> <li>• minimise risk of mail loss, theft, damage or interference</li> <li>• investigate issues of mail loss, theft, damage or interference</li> </ul>
Market value	Explained in the UK Post Scheme as: <ul style="list-style-type: none"> <li>• the price a buyer would pay for an item in a free market</li> <li>• ignoring the value of any message or information in or on the item</li> </ul>
Meter	A way to show advance payment for USO postal services using a licensed franking machine
Neighbour	Explained in the UK Post Scheme as: <ul style="list-style-type: none"> <li>• an appropriate person chosen at the discretion of the delivery officer on the basis of local knowledge and official guidance, who lives within close proximity of the address on the item</li> <li>• might be a next-door neighbour or someone who lives sufficiently close by</li> </ul>
Notification condition	Postal operators must tell Ofcom if they: <ul style="list-style-type: none"> <li>• want to provide a service that's in scope of the universal service</li> <li>• want to start or expand their letter delivery operations</li> </ul>
Ofcom	The Office of Communications
Outgoing item	Any item accepted within the UK for delivery



	outside the UK, Channel Islands and Isle of Man
Parcel	A postal item containing goods with or without commercial value, other than an item of correspondence, with a weight not exceeding 31.5kg
Parcel company, parcel delivery company	See postal operator
Partially sighted	Certified by an ophthalmologist, doctor or ophthalmic optician has having vision that can't be improved using optical aids (including magnifiers) or additional illumination to allow 12 point sized print to be read at comfortable reading distance
Part loss	Where an item is received and some or part of the content is missing.
Post, posted	The sender deposits or hands an item to a postal operator or their representative. For example: <ul style="list-style-type: none"> <li>• putting item in a post box</li> <li>• giving an item to a member of post office staff</li> <li>• giving an item to a member of Royal Mail staff</li> <li>• Giving an item to a member of another postal operator's staff</li> <li>• dropping an item off at a PUDO point</li> </ul>
Postage	The amount it costs to post an item
Postage label, service label fee	A label, authorised for use by the postal operator to indicate: <ul style="list-style-type: none"> <li>• payment of postage and/or fees on an item</li> <li>• agreed to pay postage and/or fees on an item</li> </ul> A postage label may be adhesive so it can be fixed to a cover
Postage mark	A collective term for a mark or impression (to include a Franking Mark, a Printed Postage Impression (PPI), any Postage paid symbol, pre-printed stationery and SmartStamp) authorised for use by Royal Mail to indicate:

	<ul style="list-style-type: none"> <li>• payment of postage and/or service fees on an item</li> <li>• arrangement with us to pay postage and/or service fees on that item.</li> </ul>
Postage stamp	<p>A stamp, authorised by Royal Mail, to indicate:</p> <ul style="list-style-type: none"> <li>• payment of postage and/or fees on an item</li> <li>• entered into a contract to pay postage and/or fees on an item</li> </ul> <p>A postage stamp may be adhesive so it can be fixed to a cover.</p>
Postal order	<p>A way to send money without a bank account. Can only be issued by the post office.</p>
Postmark	<p>Any indicator, image or impression applied by the postal operator to a cover or envelope, to cancel a postage stamp or postage label, to indicate who's the delivery agent for the item</p>
Post office	<p>Any premises or vehicle in the UK from which Post Office Ltd services are provided directly to the public</p>
Postal network	<p>The systems and resources used by Royal Mail to comply with its universal service obligations (includes arrangements made with others for the provision of any service).</p> <p>For other postal operators it means the systems and resources they use to collect, sort, transport and deliver items.</p>
Postal operator	<p>Provides the service to transport postal packets from one place to another. This might include one or all of: receiving, collecting, sorting and delivering postal packets. It doesn't include a person acting as an agent for a postal operator.</p>
Postal packet	<p>A letter, parcel, packet or other article transmissible by post</p>
Postal services	<p>Postal packets are transported from one place to another by post. This includes anything that's part of receiving, collecting, sorting and delivering postal packets</p>

POSTRS	The Postal Redress Service. Ofcom-certified alternative dispute resolution provider to resolve disputes related to postal operators
Postcode area	A geographical area indicated by the letters preceding the first number in the code, as the code is set out in the postcode address file
Postcode address file	Collection of postcodes in the UK that may be used to facilitate the identification of delivery points for the purpose of providing postal services
Postcode district	A geographical area indicated by the (alphabetical) letters and numbers in a postcode preceding the space in the code, as the code is set out in the postcode address file
Prepaid stationery	The cost of postage is included in the stationery item. No need for the sender to use a stamp or pay postage.
Printed postage impression	A postage mark indicating postage is payable to, and printed under licence from, Royal Mail
Private post box	Any post box owned and maintained by a person other than Royal Mail that's been authorised for use as a post box by Post Office Ltd or Royal Mail
Prohibited	Items that can't be posted
Proof of delivery	A copy of a signature, or other evidence from the recipient to confirm receipt, obtained on delivery of a postal packet
Public holiday	Christmas Day, Good Friday or a day which is a public holiday under the Banking and Financial Dealings Act 1971 in any part of the UK and any day Ofcom has excepted by direction
Qualifying consumer expenses	What it costs the consumer advocacy bodies to do their post advocacy work
Qualifying redress scheme	A scheme that: <ul style="list-style-type: none"> <li>• investigates complaints about postal operators from users of postal services.</li> <li>• is independent of postal operators and Ofcom</li> </ul>

Recipient	Person who takes delivery of an item. May or may not be the addressee.
Registered item	A postal packet conveyed by the USO provider in connection with its conveyance by post and for which an amount determined by the USO provider is payable to the sender in the event of theft or loss or damage to it in the course of its conveyance by post
Relevant letter	A postal packet up to 353mm long, 250mm wide, 25mm thick and 750g weight
Relevant letters postal service	<p>A service of conveying relevant letters from one place to another in the UK by post and the incidental services of receiving, collecting, courting and delivering relevant letters excluding services:</p> <ul style="list-style-type: none"> <li>• the postal operator doesn't get any payment, profit, reward or advantage for</li> <li>• that are simply charities collecting, sorting, conveying and delivering Christmas cards</li> <li>• that are express and secure</li> <li>• conveying relevant letters in a closed user network group</li> <li>• provided while acting in capacity of intermediary postal operator</li> <li>• conveying letters originating from and destined for outside the UK</li> </ul>
Relevant parcel	A postal packet that's larger in dimensions than a relevant letter, and weighs no less than 750g but no more than 31.5kg
Relevant parcels postal service	<p>A service of conveying relevant parcels from one place to another in the UK by post and the incidental services of receiving, collecting, sorting and delivering such relevant parcels excluding services:</p> <ul style="list-style-type: none"> <li>• the postal operator doesn't get any payment, reward, profit or advantage for</li> <li>• where parcels are only moved within a closed user group network</li> <li>• provided while acting in the capacity of an intermediary postal operator</li> <li>• where the postal operator delivers</li> </ul>

	parcels to a consumer as part of a sales contract the consumer has entered into with a third party
Remain item	Incoming items addressed to persons within the UK and posted in a foreign jurisdiction other than the jurisdiction in which they were produced and/or made ready for sending
Representative	A person who acts legitimately, with or without express permission, on behalf of the addressee
Restricted	Items that - for legal or safety reasons - can only be posted if the sender meets all the postal operator's requirements
Return to sender	Royal Mail will return items they've delivered if the addressee no longer lives at the address if the item: <ul style="list-style-type: none"> <li>• was originally posted using a uss service</li> <li>• is re-posted with the original address crossed out</li> <li>• has a clear instruction to return it</li> <li>• has the return address on it - clear and legible</li> <li>• the return address is in the UK, Channel Islands or Isle of Man</li> </ul>
Routing time	The number of working days between the deemed date of collection of a postal packet and its deemed delivery date
Scheme	Any Scheme made under either section 28 of Post Office Act 1969 or section 89 of the Postal Services Act 2000 (as amended by the Postal Services Act 2011).
Service fee	The amount of money charged by a postal operator for providing a service
Self service kiosk	Post office self service machines offer around 90% of all mail transactions available at a post office counter. They also allow customers to make some bill payments, top up mobile phones and purchase retail items such as envelopes and packaging.
Single piece service	A postal service for conveyance of a postal

	<p>packet to the addressee, where the price per postal packet isn't subject to any discounts related to:</p> <ul style="list-style-type: none"> <li>• number of packets are sent</li> <li>• positioning or formatting of text on the postal packet</li> <li>• use of markings to help sorting machines</li> <li>• presortation into geographical areas for delivery</li> <li>• purchase of any other conveyance of the same or any other postal packet</li> </ul>
SmartStamp	A postage mark used by customers posting items with the SmartStamp indicia having entered into the relevant SmartStamp terms and conditions
Social Security post	Item contents relate to any benefit, contributions or national insurance number or other matter relating to social security (Department for Work and Pensions)
Stolen	Misappropriated contrary to the Theft Act 1968
Substantially delayed	A relevant postal packet isn't delivered within 15 days of its due date (or sooner depending on postal operator's operational process for loss), but is delivered after that period of time has elapsed
Theft	Misappropriated contrary to the Theft Act 1968
Tracking facility	Allows a sender to monitor the progress of a postal packet through the postal network
USO	Products and services provided by Royal Mail for the purpose of complying with Royal Mail's obligations imposed by any universal service provider condition
USP access agreement	Agreement where a USO provider gives access to its network according to requirements set out in a condition imposed by s38 Postal Services Act 2011
Universal service provider	Postal operator designated by Ofcom as the universal service provider

Universal service provider access condition	Ofcom condition imposed on a universal service provider to: <ul style="list-style-type: none"> <li>• give access to its postal network to other postal operators or uses of postal services</li> <li>• follow Ofcom accounting rules for access matters</li> </ul>
Untracked USO parcel	A service conveying postal packets which exceed the dimensions and/or weight of a relevant letter from one place to another by post (and the incidental services of receiving, collecting, sorting and delivering) which: <ul style="list-style-type: none"> <li>• the USO provider is required to provide under a DUSP condition</li> <li>• isn't an express or secure service</li> </ul>
User	Users of postal services include addressees and potential users
Valuables	For Royal Mail this means contents like: <ul style="list-style-type: none"> <li>• precious metal and stones</li> <li>• money, cheques and postal orders</li> <li>• unused postage stamps</li> <li>• vouchers, tickets, tokens and other documents that can be exchanged part or whole for goods and services</li> </ul>
Vulnerable consumer	When it's not reasonable to expect a person to be able to pursue their own complaint because of: <ul style="list-style-type: none"> <li>• their personal circumstances</li> <li>• the urgency / criticality of the situation</li> <li>• the inability of the consumer to be able to handle the issue within the timeframe they need to act</li> <li>• the complexity of the problem for that particular consumer</li> <li>• any combination of these factors.</li> </ul>
Working day	Any day which is not a Sunday or a public holiday in the place of collection of the place of delivery of the postal packet concerned <p>+ UKpost Scheme ref</p>
Zone number	Overseas equivalent of a UK postcode

