



ROYAL MAIL

QUICK GUIDE TO CUSTOMER BARCODING SPECIFICATION (CBC)

Quick Guide to Customer Barcoding Specification (CBC)

This Quick Guide (QG) will provide you with an understanding what key attributes of the CBC specification (4-state barcode) are needed so you can create and design Letters which can then be posted meeting the CBC requirements. The details in this QG are taken from the main CBC specification which should be referred to when preparing your Letters. The full CBC specification can be found in the relevant User Guide¹. For additional help, please ask your usual Royal Mail contact or helpline, or your mailing provider.

The QG is split in to three sections:

Sections 1 and 2 apply to all Letters you create and design. In addition, section 3 applies if the Letter has additional design features e.g. perforations.

- Sections 1 ~ physical impact;
- Section 2 ~ machine readability;
- Section 3 ~ additional design features.

Each section is split in to key criteria groups with associated attributes listed as ‘Primary’ or ‘Secondary’. Primary means we may check your mail upfront as part of our revenue protection process. You will achieve maximum efficiencies and ensure your Letters are delivered in their intended condition if all elements of the specification are achieved. You will only need to refer to sections 1 and 2 for the design and production of Letters typically sent via CBC. The ‘Impact’ column determines the operational impact on our automation if the attribute is not achieved and this is relevant to any corrective action which may be applied.

1. Physical design		
1.1. Letter format:		Impact
Primary	<ul style="list-style-type: none"> • Letter format only; • Max 240mm x 165mm; • Min 140mm x 90mm; • Maximum 100g; • Max 5mm thick; • Min 0.25mm thick; • Rectangular, portrait or square: <ol style="list-style-type: none"> a. all 4 sides to be 90 degrees; b. all edges to be straight. 	<ul style="list-style-type: none"> • High

¹ For Retail, this Quick Guide applies only to the Letter format with the Low Sort option. The full specification is detailed in the Machine Readable chapter of the ‘User Guide for Marketing, Publishing and General Correspondence’. For Access Services the full OCR specification detail is detailed in its own Appendix of both the ‘User Guide for Condition 9 Access Services’ and the ‘Access Letters User Guide’.

Secondary		
1.2. Letter material + design:		Impact
Primary	<ul style="list-style-type: none"> Constructed of paper. Display an approved Indicum/Indicia² of the correct size and positioning (Retail require the correct service also); 	<ul style="list-style-type: none"> High High
Secondary	<ul style="list-style-type: none"> The Letter must be able to bend so it is capable of being transported round the arc of pullys; Lateral movement does not exceed the current specification Absorbency of 15-35gsm of water per minute; Gloss value of the window material ≤150 when measured at 60° (ASTM 2457); Window haze ≤75% when measured ASTM D1003-00; All 4 sides must be sealed; Window(s) on one side must not exceed 50% of the Letter; Window to be constructed of film (open apertures not allowed); Paper weight (minimum): <ul style="list-style-type: none"> I. envelope 70gsm; II. Postcard 200gsm Opacity of ≥85%; Porosity of 700ml/minute; Inserts other than paper are glued to the main insert so they don't move around; Print contrast ration of ≥35%; Reflective difference of ≥30%; Window material is robust and securely fixed. Flap sealed 25mmx35mm when presented in bags; Flap sealed 35mmx35mm when presented in trays; 	<ul style="list-style-type: none"> Low High Low Low Low Low High High
2. Machine readability		
2.1. Address content, positioning & formatting :		Impact
Primary	<ul style="list-style-type: none"> At least 90% (95%³) accurate to PAF®. 	<ul style="list-style-type: none"> High

² Indicum/Indicia have the same meaning but are relevant to terminology used within Access and Retail.

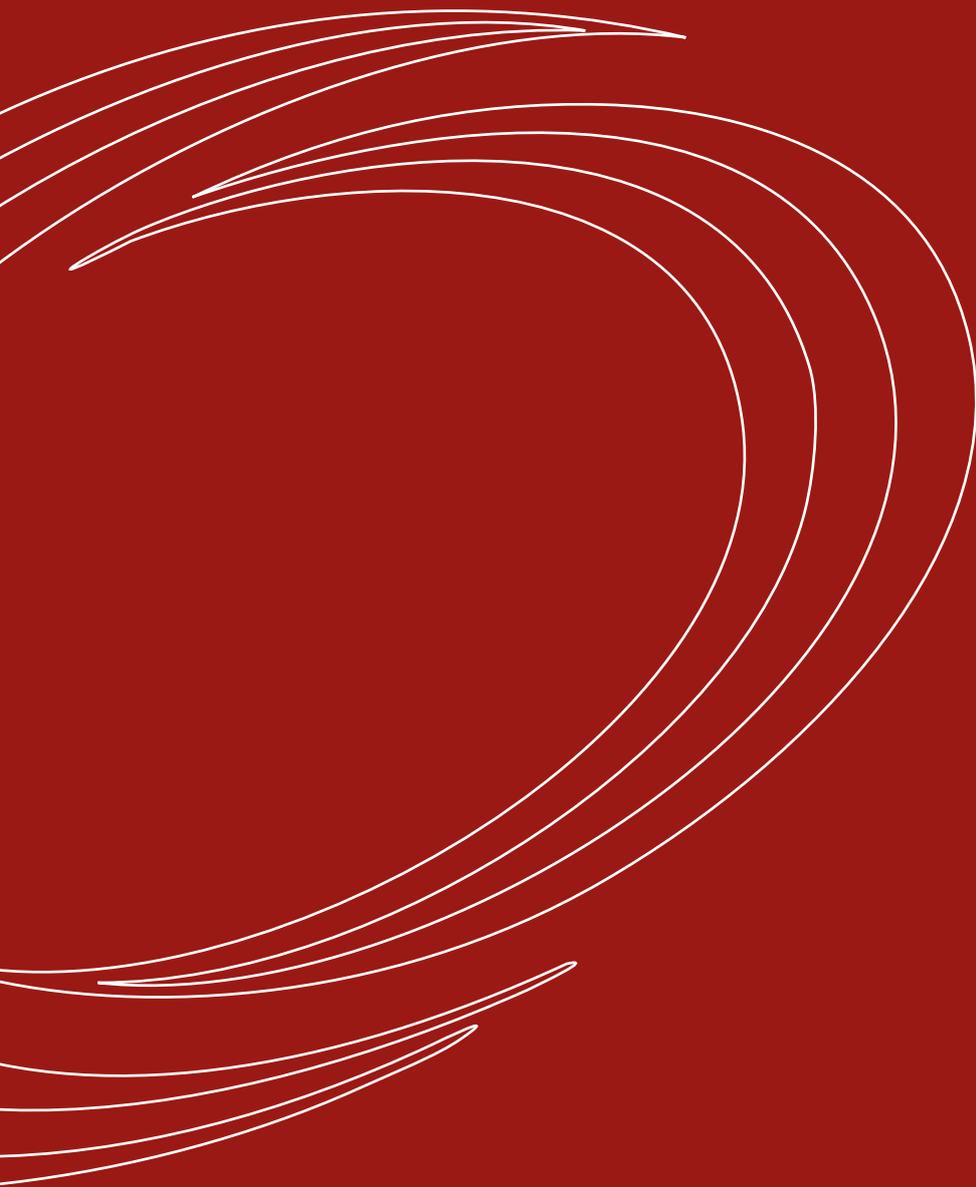
³ A minimum 95% address and Postcode accuracy is required for certain Services.

Secondary	<ul style="list-style-type: none"> It is positioned on the: <ul style="list-style-type: none"> Back of the Letter; At the top; Left justified; Preceded by the words Return Address; In a central area 40mm x 40mm. 	<ul style="list-style-type: none"> Low Low Low Low Low
3. Additional design features :		
3.1. Zip Tie perforations:		Impact
Primary	<ul style="list-style-type: none"> Be die cut; On the back of the Letter; Located on a flap ≤40mm wide; Located ≥9mm from the edge of the flap. 	<ul style="list-style-type: none"> High High High High
Secondary	<ul style="list-style-type: none"> Glue to be cured and to remain inside the Letter; Paper weight ≥150gsm; One zip tie on the Letter; Tear in relation to Indicum/Indicia; Cuts and bridges to be of uniform size; Peel adhesion strength of glue to be ≥4.5N. 	<ul style="list-style-type: none"> High Low High High Low Low
3.2. Roulette perforations:		Impact
Primary	<ul style="list-style-type: none"> Be die cut; Perforations to be on max of 3 sides with one being the longest side; Longer perforation to 'fit within' the shorter perforations – i.e. H; Perforations are inset 12mm (±1mm) from the edge of the Letter. 	<ul style="list-style-type: none"> Low High High Low
Secondary	<ul style="list-style-type: none"> Glue to be cured and to remain inside the Letter; Paper weight ≥100gsm; Perforations on any short side to be inset at 1.3- 2mm and a bridge of ≥0.8mm; Perforations on any long side to be inset 0.5-1.4mm and a bridge of ≥0.4mm; Cuts and bridges to be of uniform size; Short side perforations to extend from the envelope edge; Perforations not to go over the Indicum/Indicia; Perforated edges must be sealed; Peel adhesion strength of glue to be ≥4.5N. 	<ul style="list-style-type: none"> High Low Low Low Low Low Low High Low
3.3. Pressure seal :		Impact
Primary	<ul style="list-style-type: none"> Be die cut; Letter is produced from a single sheet of paper; Perforations to be on both short sides. 	<ul style="list-style-type: none"> Low High High
Secon	<ul style="list-style-type: none"> DL design must be ≥100gsm (3ply); C5 design must be ≥150gsm (2ply); Landscape orientation; 	<ul style="list-style-type: none"> Low Low Low

	<ul style="list-style-type: none"> Any roulette tear to be on the back; One roulette tear; Perforations to be set at 1.3- 2mm and a bridge of ≥ 0.8mm; Cuts and bridges to be of uniform size; Short side perforations to extend from the envelope edge; Perforations not to go over the Indicum/Indicia; Perforated edges must be sealed; Peel adhesion strength of glue to be ≥ 4.5N; Cuts to be rectangular and have a width of ≤ 0.1mm; Located >10mm from the long edge and >10mm wide; Cut must be <3.3mm and a bridge of >0.6mm; Long perforated edge may extend on to the short perforated edge; Sealing adhesive to be <80 microns thick; Glue to be cured and to remain inside the Letter. 	<ul style="list-style-type: none"> High Low High High Low Low High Low Low High Low High Low High
3.4. Windows on front and back:		Impact
Primary	<ul style="list-style-type: none"> Window on the back: <ul style="list-style-type: none"> I. Be circular II. A diameter of ≤ 48mm III. Perimeter of the window be 31mm (± 2mm) from the bottom and centred. 	<ul style="list-style-type: none"> High Low Low
Secondary	<ul style="list-style-type: none"> Paper inserts only; Window on the front must be rectangular, and be positioned 18mm from bottom edge and each side. Min length 212mm; Min height 110mm; Max length 240mm; Max thickness 1mm; Only one window on each side; Max weight 20g. 	<ul style="list-style-type: none"> Low Low Low Low Low Low Low

Proportionality Matrix.

Volume		LOW volume detected =	MEDIUM volume detected =	HIGH volume detected =
Access	Policy	Mailing Items in a single Container at one Inward Mail Centre	Mailing Items in two or more Containers at one or two Inward Mail Centres	Mailing Items in two or more Containers at three or more Inward Mail Centres
	HIGH operational impact	All Mailing Items within the Container will be charged at the next applicable service for which the Mailing Items meet the specification	100% of Mailing Items for the Posting(s) or relevant segment of the Posting(s) at the identified Inward Mail Centres will be charged at the next applicable service for which the Mailing Items meet the specification	100% of Mailing Items for the Posting(s) or relevant segment of the Posting(s) will be charged at the next applicable service for which the Mailing Items meet the specification
	LOW operational impact		100% of Mailing Items for the Posting(s) or relevant segment of the Posting(s) at the identified Inward Mail Centres will be charged an additional 1p per item	100% of Mailing Items for the Posting(s) or relevant segment of the Posting(s) will be charged an additional 1p per item
Retail	Policy	Find one to five containers with faulty items, levy a fixed charge	Up to 10% of mailing detected	Over 10% of mailing detected
	HIGH operational impact	£25 fixed fee.	10% of mailing reverted to next applicable service	100% of mailing reverted to next applicable service
	LOW operational impact		100% of mailing surcharged with a fixed unit charge of 0.1p per item	100% of mailing surcharged with a fixed unit charge of 1p per item



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