

KENT MESSENGER

Royal Mail

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Over the Christmas period various people told me that the Royal Mail had asked for extra payment from Christmas card recipients due to underpayment by the sender on larger cards. This practice is called 'Pricing in Proportion' which Royal Mail thinks is a fairer and simpler pricing system which more accurately reflects the cost of handling mail. This is because it believes the size and shape of most mail is a more important factor in the cost of mail sorting and delivery than weight.

Take an elderly lady that I know who is partially sighted and housebound. The lady who helps her once a week posts her letters. Is the lady supposed to use a ruler to measure a standard weight Christmas card when she's registered blind?

Royal Mail said that it does not record the number of underpaid mail, for all we know, the Royal Mail collects more in overpayment than it faces in underpayment. I am also interested to know if the Royal Mail has ever attempted to calculate the average time and cost borne by individuals in addition to the one pound fee when collecting and making-up underpaid postage at a sorting office?

Royal Mail also believes that it this system makes it simpler and easier for customers and small businesses to post. I'd like to know what you think.

