

Frama Information Guides:

FRAMA GUIDANCE FOR CLEANMAIL

- It is important to return the **Cleanmail Header sheet** completed with your company details to Royal Mail as soon as you can, as this will start the process off.

Either a faxed copy (**fax to 01732 376778**) or an electronic version
(Email to cleanmail.advance@royalmail.com)

- It would also be helpful to advise Royal Mail of your chosen franking machine supplier at time of registration
- Royal Mail will ask you to register with their Online Billing Account (OBA) as part of your Cleanmail sign up. This is simply the tool that you can use to let Royal Mail know when you are due to send a Cleanmail mailing. It will also be the place whereby Royal Mail can communicate the discounts you are due (this information is normally available 2 days after your mailing).
- Your Cleanmail enabled machine will be put on order for you and you will be receiving a machine which prints in blue ink. This blue ink is not restrictive so you can frank normal 1st and 2nd class mail with the blue ink.
- When you receive your unique Cleanmail licence numbers from Royal Mail you need to communicate these to Frama for setting up your Cleanmail logos. Please inform us via email at r.hemmingway@frama.co.uk or ask Royal Mail to copy us in on your Cleanmail communications. Please be aware that obtaining your licence numbers is your responsibility, your franking machine supplier cannot do this process on your behalf as the Cleanmail service is an agreement between your company and Royal Mail.
- When your machine arrives you may have your logos installed within it (or they may be sent afterwards for loading if your Cleanmail license numbers do not arrive before the machine). Do not worry about logo install as it is simply a plug-in box.
- If you are sending a Cleanmail mailing you will change your normal company return address logo to the 1st or 2nd class Cleanmail logo (which is a series of numbers unique to each Cleanmail user). You will find this via your touch screen under 'Cliché' and you will see a visual of each logo installed and you simply press the one you require.
- For further information on setting up your Cleanmail mailings, refer to www.royalmail.com or ask your Frama Account Manager for further details.