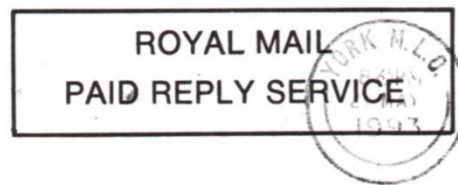


Demise of UK Postage Due Stamps – Rise of Self-Adhesive Labels & Cards From 1990s

Purpose – To illustrate the changes in collection of postage due from householders and small businesses as UK Post Office gradually eliminated use of postage due stamps from early 1990s.

Collecting postage due on the doorstep using postage due stamps was unpopular with public and postal delivery workers.

Several experiments in early 1990s before a system became standard using self-adhesive labels and cards to notify customers.



4 LEEMAN ROAD
YORK (PLEASE TENDER
YO1 1AA CORRECT CHARGES;
7AM-7PM
MONDAY-FRIDAY
7AM-NOON
SATURDAY ONLY

Background

5 Apr 1983 - end of double deficiency postage due .
New system DEFICIENCY PLUS HANDLING FEE.

In 1992 Royal Mail national steering committee on improvement.
Several experiments in different areas.

Spring 1993 York experiment:

Cards sent to notify that underpaid item was being held.

Customer attached stamps to pay deficiency and mailed to PO.

PO cancelled stamps and delivered the mail item.

Postage Due Handling Fee

5 Apr 1983	10p
17 Sep 1990	13p
16 Sep 1991	14p
1 Nov 1993	15p
8 July 1992	20p
1 Jan 2001	50p
4 July 2002	80p
8 May 2003	£ 1.00
No change until 5 Oct 2015	

Two May 1993 cards from York MLO

Front at top left: 24p surcharge on back (not shown)
Back at top right: shows 18p Surcharge Paid

Dear Customer

NAME: MISS SHIRAZ H. DARUWALA
STREET: 106, LINDAVER MIRA
POSTCODE: C43S

We are holding a postal item ready for delivery.
Unfortunately the poster did not pay the proper postage
and we must now seek payment of:—

£ . 18 p (includes a small service charge)

To obtain the item, please affix stamps to that value below,
and return this postcard to us Free of Charge.
The item will then be delivered to you by return.

* Item will be held for 21 days from this notice ^{19/5} before being returned to the sender.

Thank you

ROYAL MAIL NORTH EAST



1994 Royal Mail North East Receipts

These may be from continuation of York experiment or similar scheme.

No reports of these seen in philatelic press.

Feb 1994 to Bradford

Poor meter impression treated as
19p 2nd Class rate unpaid.

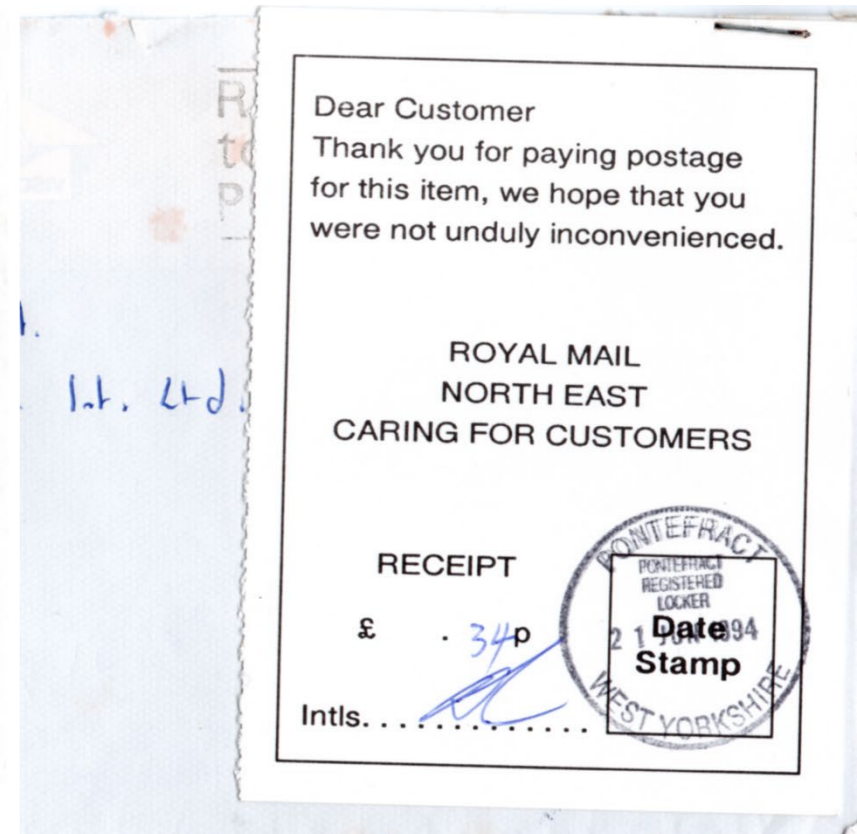
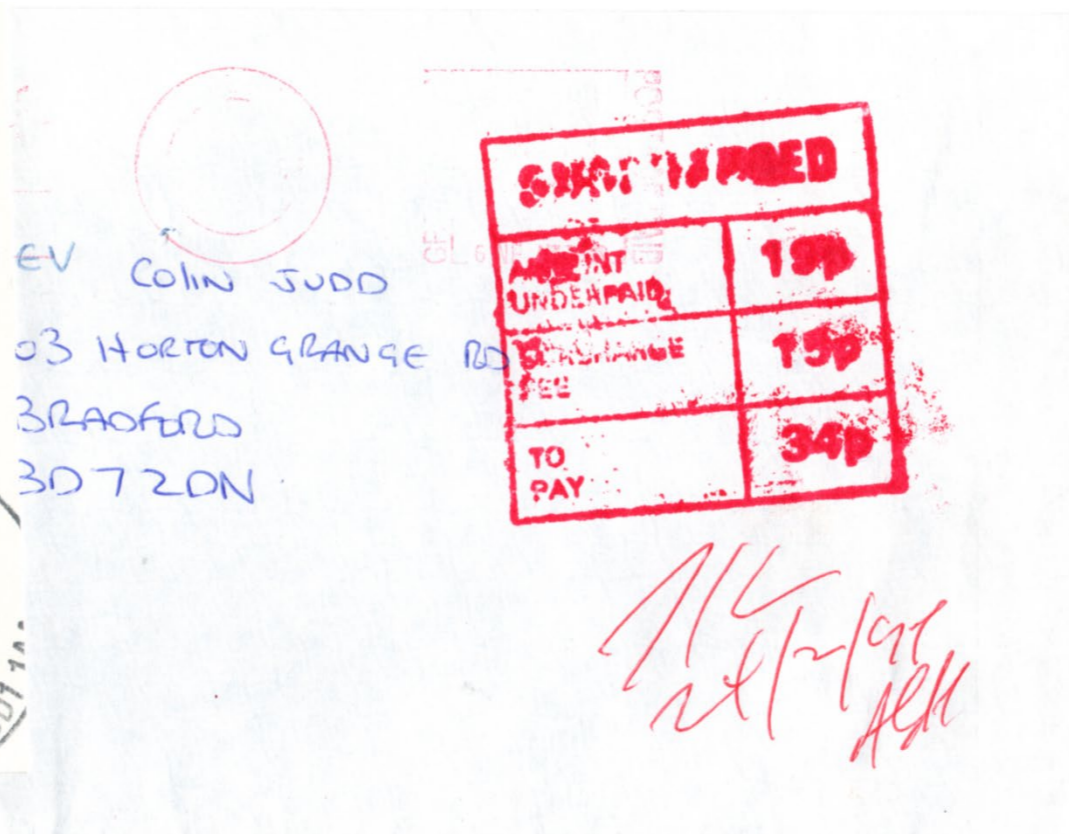
Dispatching office SURCHARGED mark

AMOUNT UNDERPAID 19p
SURCHARGE FEE 15p
TO PAY 34p

BRADFORD delivery office
Collected 34p (probably by card as above)
Delivered with receipt.

June 1994 to Pontefract

Similar item but different receipt

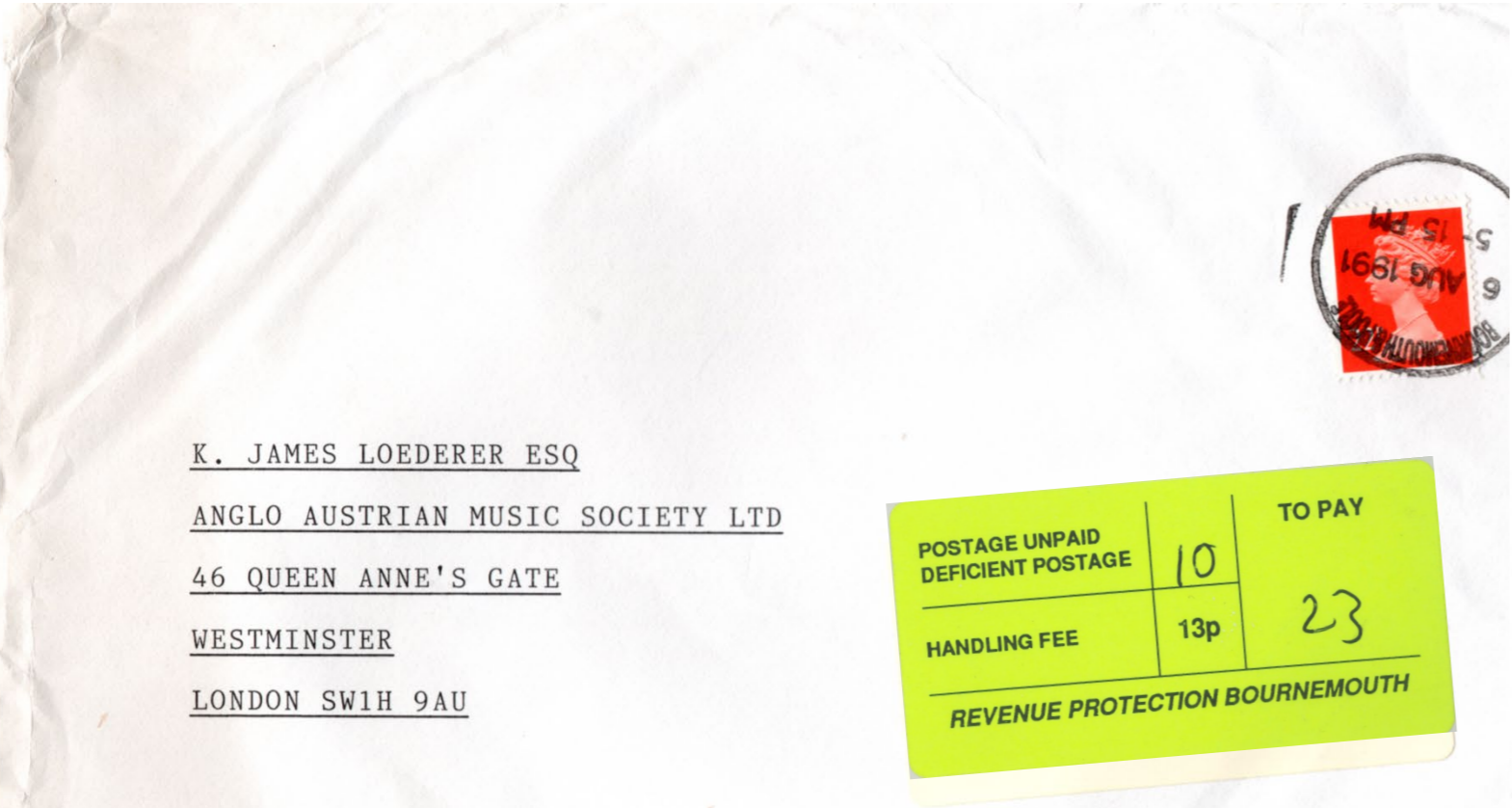


1991-93 Experimental Self-Adhesive Revenue Protection Labels

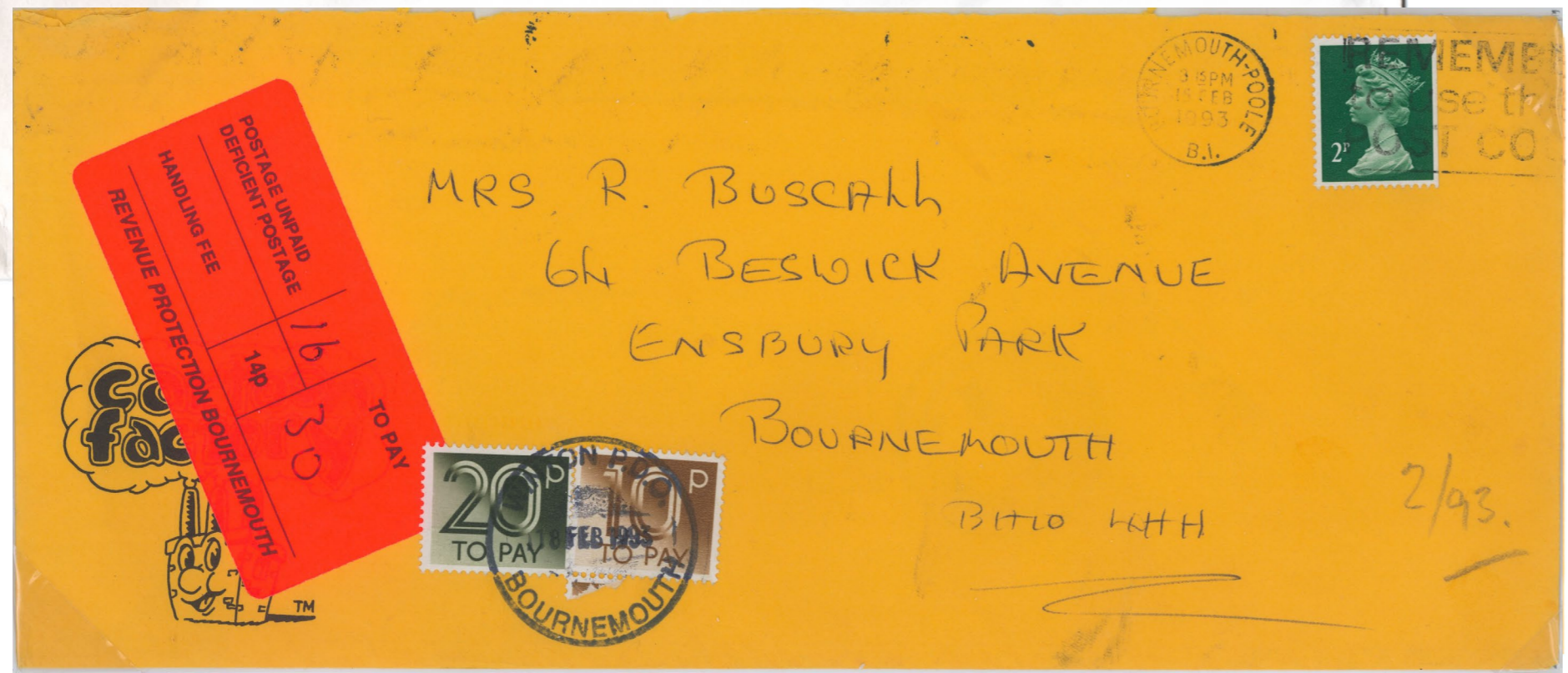
1991 to 1993 several dispatching offices tried applying self-adhesive Revenue Protection labels to underpaid mail – a more visible alternative to Surcharge handstamps.
Delivery Offices still used postage due stamps to collect the charge.

6 Aug 1991 Early Yellow Bournemouth label with 13p Handling Fee

3 Sep 1993 Yellow label, no office name, from Dorchester with 14p Handling Fee , 18p 2nd Class Rate Unpaid



K. JAMES LOEDERER ESQ
ANGLO AUSTRIAN MUSIC SOCIETY LTD
46 QUEEN ANNE'S GATE
WESTMINSTER
LONDON SW1H 9AU



15 Feb 1993 Bright Red/Orange Bournemouth label with 14p Handling Fee

7 Dec 1993 Bright Red/Orange Anglia label with 15p Handling Fee

Early Notification Cards

New system based on York experiment used cards to notify addressees that underpaid mail was being held awaiting payment of postage due. This system did not require postmen (women) to collect postage due on the doorstep and did not need the use of postage due stamps.

2 Dec 1993 Experimental Card Used at Shepton Mallet

"A Message from your postman"

Unusual format

Options::

- Collect from Sorting Office, or
 - Telephone to arrange delivery and make sure you have right change
- Telephone option has not been seen on any other card.

Handstamp at top repeats message that correct change is required.

No report of this card has been seen in philatelic press.

PLEASE CORRECT MONEY. WE CANNOT GIVE. CHANGE LIVE.

A message from your postman

We have an item of mail for you in our sorting office. We cannot put it through your letterbox in the normal way because there is a surcharge to pay on it.

You can collect it from your Royal Mail sorting office - details overleaf - or ring us up to arrange delivery. If you choose the second option, please make sure you have the right money to give the postman.

Date: 2 12 1993

Surcharge to pay: £ -16P

Our reference: 44 DOUNTING

Royal Mail

Cheques accepted with a current bankers' card. If not collected after 14 days the item will be returned to the sender.

SORTING OFFICE: SHEPTON MALLET
 MONDAY TO FRIDAY
 0900 - 1300
 SATURDAY
 0900 - 1100 1120 - 1215
 TEL: 0749 342568

Shepton Mallet sorting office details on back (70% full size).

While you were out...

We tried to deliver an item of mail. We'll keep the item for you for three weeks (one week for Recorded or two weeks for Datapost) before returning it to the sender.

addressee: Mr/Ms/Ms D Hill type of item (letter, parcel, perishable, etc.): LETTER

address: 10 MEADOW CLOSE Postcode: _____

the item is Special Delivery/Datapost/Recorded/Registered (delete as applicable) the item has a fee to pay amount: £ 25 P

To keep the item safe, we have:
 left it in/with _____
 taken it back to the address overleaf

If you want to collect it, please bring this form and a recognised form of identification (e.g. full driving licence or pension book).
 If you want someone to collect it for you they must bring this form with them (signed by you) and proof of your identity.

Delivery officer's badge/walk number: 1 29 new delivery date: 1 / 19

time: 11.30 am today's date: 12 / 9 / 1997 Please leave 1 hours from the time shown before coming to collect the item.

If you require alternative delivery arrangements please contact the address shown overleaf.

P739/303054 Sep 94

P739 Card Sep 94 printing

From at least the 1970s P739 card notified failure to deliver. Used for many reasons e.g. "signature required", "too big for letter box".

Many offices used P739 for items being held for postage due under the new hold and notify system.

12 Sep 1997 Used at Cirencester.

Cirencester Delivery Office details on back (70% full size).

Royal Mail

ROYAL MAIL DELIVERY OFFICE
 Personal Callers:
 BLACK JACK STREET
 CIRENCESTER
 GLOS GL7 1AA
 Tel 01285 653002
 Hours: Mon/Fri 0700 - 1700
 Sat 0700 - 1230
PROOF OF IDENTITY WILL BE REQUIRED

New P4605 Card Aug 94 printing

New P4605 card introduced for items being held for postage due under hold and notify system.

22 Sep 1997 Used at Brixton

Brixton Delivery Office details on back (70% full size).

Royal Mail

Postal Service

BRIXTON DELIVERY OFFICE
 20 BLENHEIM GARDENS
 LONDON SW2 5DB
 TELEPHONE 0181-674-4370
 OFFICE 0900-1300 MON-FRI
 HOURS 0800-1230 SAT.

An item of underpaid mail...

is being held at your local Delivery Office. Unfortunately, the sender did not pay the appropriate postage and in order to obtain the item of mail, it is necessary for you to pay the amount of underpayment shown. We'll keep the item for you for three weeks (one week for Recorded items).

today's date: 22-9-1997

About the item
 type of item (e.g. letter, parcel, perishable): BROCHURE A4

The item is addressed to
 Mr/Mrs/Ms: _____
 address: A SWAFFIELD
BASEMENT
113 Elm Park.
 Postcode: _____

Collection and Payment of the item
 Recorded, Registered, and Special Delivery (please enter item no.): _____
 underpayment due (inc. handling charge): £ 65 P

Please pay by cash or cheque (with a bank or Post Office Authority card).

Do you wish to receive the item of mail from us? (please tick the appropriate box)
 yes (please follow the instructions below) no, return to sender (please post this card to the address overleaf—there is no charge)

authorising office: BRIXTON S.W.2
 22.9.97

The amount due can be paid by sticking stamps to the value of the underpayment in the box provided and posting this form to the address overleaf.

please affix stamps here

Alternatively, you can bring it to the same address with the correct amount of money where you can collect the item.

Increasing Use of Yellow Revenue Protection Labels in Dispatching Offices from 1994

Complete P6050 Sheet issued from PO Stores. **DEFICIENCY** and **TO PAY** blank - to be filled in by Dispatching Office..

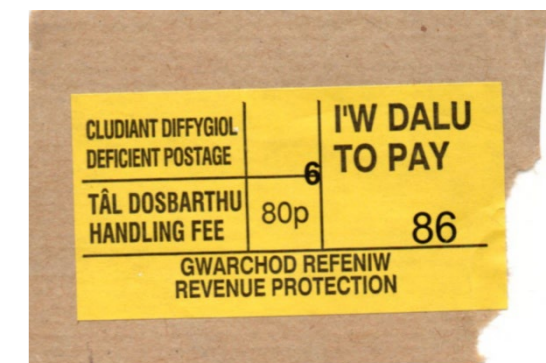
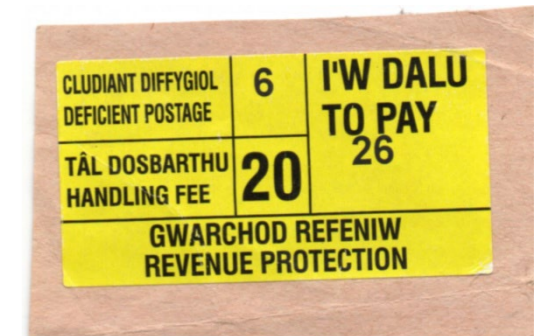
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HANDLING FEE	£1.00		HANDLING FEE	£1.00		HANDLING FEE	£1.00		HANDLING FEE	£1.00		HANDLING FEE	£1.00		HANDLING FEE	£1.00	
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HANDLING FEE	£1.00		HANDLING FEE	£1.00		HANDLING FEE	£1.00		HANDLING FEE	£1.00		HANDLING FEE	£1.00		HANDLING FEE	£1.00	
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POSTAGE UNPAID DEFICIENT POSTAGE		TO PAY	POSTAGE UNPAID DEFICIENT POSTAGE		TO PAY	POSTAGE UNPAID DEFICIENT POSTAGE		TO PAY	POSTAGE UNPAID DEFICIENT POSTAGE		TO PAY	POSTAGE UNPAID DEFICIENT POSTAGE		TO PAY	POSTAGE UNPAID DEFICIENT POSTAGE		TO PAY
HANDLING FEE	£1.00		HANDLING FEE	£1.00		HANDLING FEE	£1.00		HANDLING FEE	£1.00		HANDLING FEE	£1.00		HANDLING FEE	£1.00	
REVENUE PROTECTION			REVENUE PROTECTION			REVENUE PROTECTION			REVENUE PROTECTION			REVENUE PROTECTION			REVENUE PROTECTION		
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REVENUE PROTECTION			REVENUE PROTECTION			REVENUE PROTECTION			REVENUE PROTECTION			REVENUE PROTECTION			REVENUE PROTECTION		

P6050 labels can have the **DEFICIENCY & TO PAY** amounts in m/s.

Or the local office can set up a computer template and print these amounts. Local offices used a wide variety of fonts and placement of numbers



All Labels had Welsh Equivalents.



Form PO 6049 Labels with preprinted **DEFICIENCY** and **TO PAY** Dispatching Offices also received sheets of labels with Deficiency 2nd class rate and resulting To Pay amount.

Font and placement consistent with Handling Fee.

19p 2nd class rate 15p handling fee Nov 1993 – July 1996

POSTAGE UNPAID DEFICIENT POSTAGE	19p	TO PAY
HANDLING FEE	15p	34p
REVENUE PROTECTION		

BROMLEY
Kew.
BR2 9TT.

28 Jan 2000 Last Day of Postage Due Labels

Use of self-adhesive labels and notice cards increased through the 1990s – Use of postage due stamps declined.
Postage due stamps continued in use at some offices until officially withdrawn on 29 Jan 2000.

Last Day of "TO PAY" stamps
Friday 28 January 2000.

AMOUNT UNDERPAID	19
SURCHARGE FEE	20
TO PAY	39



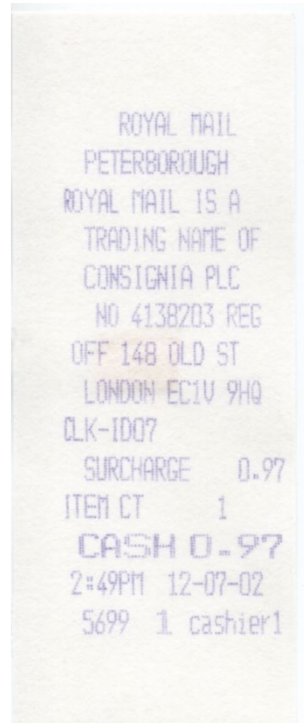
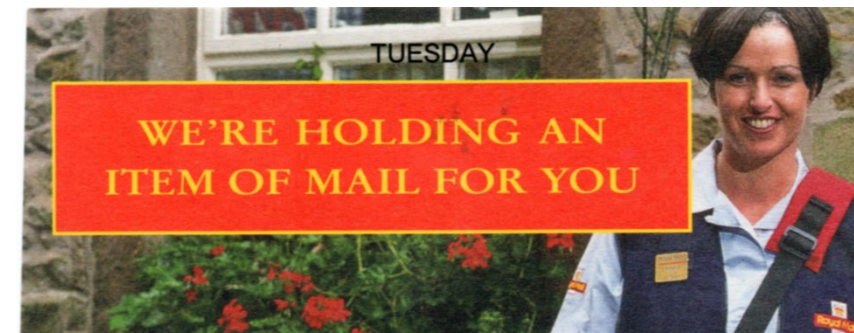
GRAHAM MARK
OAST HOUSE WEST
GOLDEN HILL
WIVELISCOMBE
SOMERSET TA4 2NT

5 – 12 July 2002 Complete Example of New System Envelope, Notification Card and Cash Receipt

P739M Aug 2001 printing notification card
Indicated attempted delivery on 9 July.

Cash register receipt
12 July – 0.97p paid.

Front at lower right (70% full size)

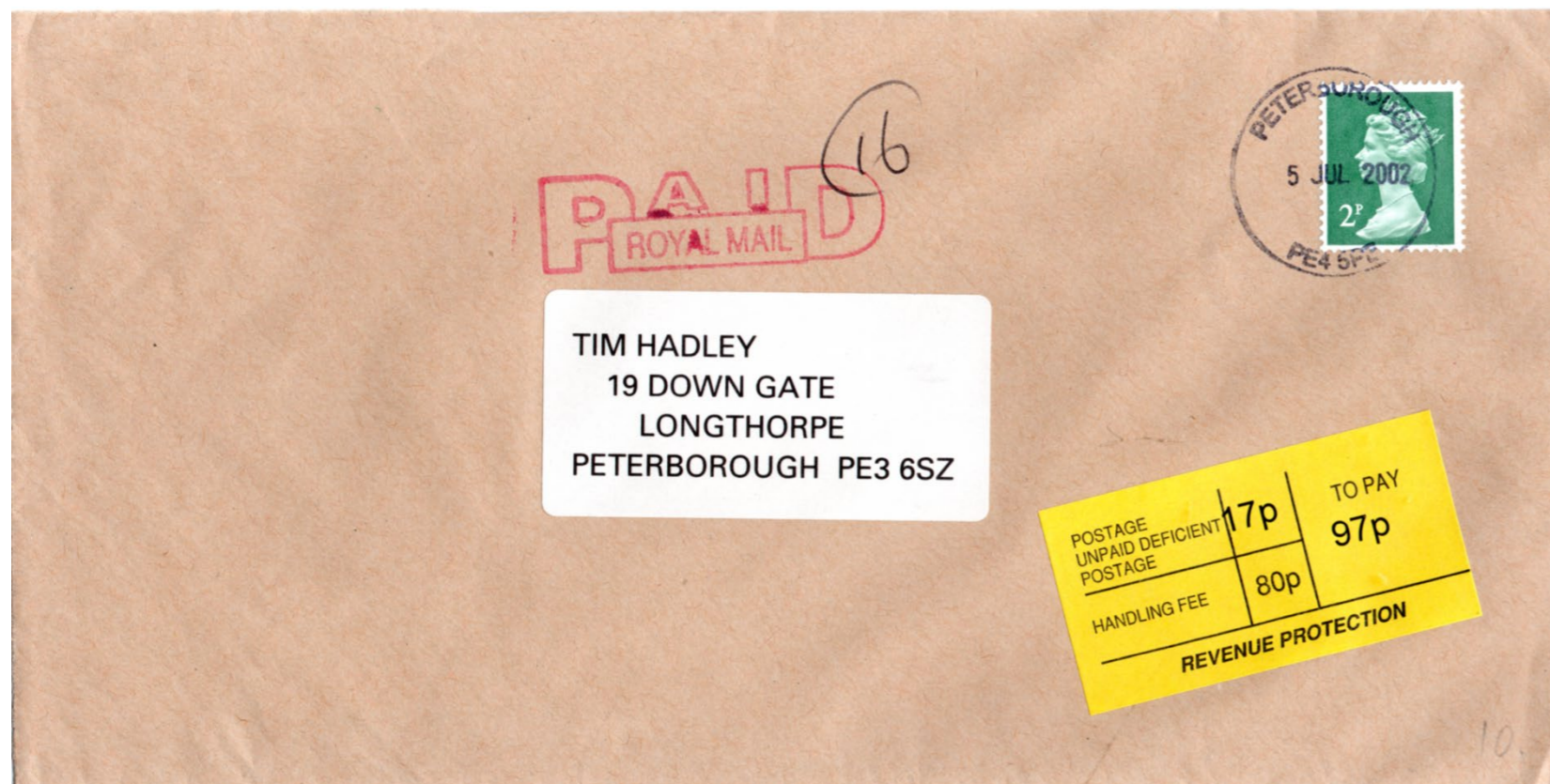


5 July 2002 Mailed in Peterborough to local address

17p underpaid on 19p 2nd Class rate.

Yellow self-adhesive label: 17p deficiency plus 80p handling fee

After fee was paid - PAID/ROYAL MAIL handstamp and mail was delivered or collected from local office.



Mr/Mrs/Miss/Ms **TIM HADLEY**
19 DOWN GATE LONGTHORPE
PETERBOROUGH Postcode **PE3 6SZ**

The item is Special Delivery The item is a packet / letter
 The item is Recorded Delivery The item is perishable

Sorry, we weren't able to deliver this item **16**
 XXXXXXXXXXXX on **09/07/2002**, because:

There's a fee to pay: £ **£0.97** A signature is required
 If there's a fee to pay you can: It's too big for your letter box
 The item has a customs charge

a) Affix stamps here and arrange for re-delivery
 b) Pay at delivery office with exact money, cheque or stamps

Please turn over for more details.

Item number
 ID number

Royal Mail

Please note that we'll keep a Recorded item for one week, and all other items for three weeks, before returning them to the sender.

We're holding the item at your local Royal Mail Delivery Office (see box below)

ROYAL MAIL SURCHARGE:
PAPYRUS ROAD
PETERBOROUGH PE4 5PE
OPEN 6AM - 9PM M - F
6AM - 1PM SATURDAY
382544

P739M AUGUST 01

So the item is ready, please leave hours from the time written on the front of this card before collecting it. You can either:

■ call the number above and arrange for it to be delivered to:

your address, another address (delivered by this office) or for 50p, a local Post Office branch.

If you are deaf or hard of hearing please call Textphone 0845 600 0606.

■ come and collect it (or ask someone to collect it for you).

Bring this card, proof of your ID and delivery address.

Please sign here if someone is collecting it for you.

As requested, we've taken the item to:

You can collect it after noon on the next working day (please check Post Office branch opening times).

25 October 2004



P F Lyons
7 Orchard Road
DARLINGTON
DL3 6HS

Mail Centre
20 Turner Road
GLASGOW
G21 1AA

Tel: 0141 557 4827
Fax: 0141 557 4878

Dear Customer

Re: SURCHARGE SLOGAN

Thank you for your letter of October 14th 2004 regarding the surcharge slogan that we apply to some underpaid letters. Unfortunately, we do not produce examples of this slogan for philatelic use. It is only applied to live mail that meets the criteria to have the slogan applied. In case it is of interest, the criteria for this slogan to be applied are:

- 1) The item must be capable of being franked by a stamp-cancelling machine and weigh less than 60 grams
- 2) The item must have been posted in the catchment area for Glasgow Mail Centre (postcode areas: FK; G; HS; KA; ML; and PA) and must be for delivery in the following postcode areas: G (except G63); KA; ML; PA (only PA1-20; 22-27; 28; 34 & 37) or FK (only FK1; 2; 5 and 7-9)

Items that have been franked with this slogan are transmitted directly to the relevant local delivery office within a yellow surcharge pouch. Not all of our local delivery offices receive sufficient surcharges to justify having a pouch – hence the fact that only some of the PA and FK areas are covered.

To save time in changing over the die-head in the stamp-cancelling machine, we often use the slogan for items for delivery outwith the areas specified above. All such items, however, are then over labelled with the standard yellow surcharge sticker: this would appear to be what happened to the item that you posted in Glasgow.

Yours sincerely

Colin Barrow
Manager
Revenue Protection

Glasgow Surcharge Slogan Mark

Oct 2004 letter from Glasgow Mail Centre explains procedure for using surcharge slogans for postage due mail to local addresses. Mail to other addresses is often "over labelled with the standard yellow surcharge sticker".

8 Mar 2007 Glasgow surcharge slogan plus yellow label used to Jersey.



1994 Experimental Use of Franking Machine at Croydon

10 Oct 1994 Croydon - one of several offices in SE Region that experimented with Neopost franking machines to indicate postage due.



21 Aug 2006 PiP Introduced
 Price depended on size as well as weight.

Large items fully paid at old letter rates
 were underpaid at new Large Letter rate.

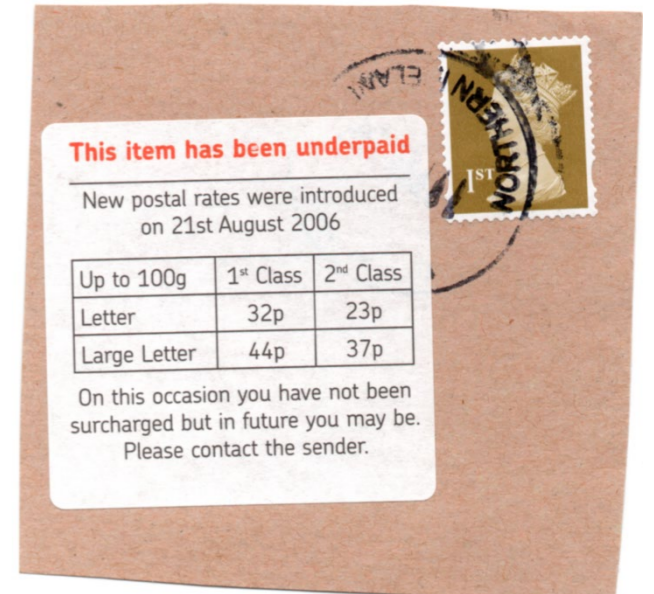
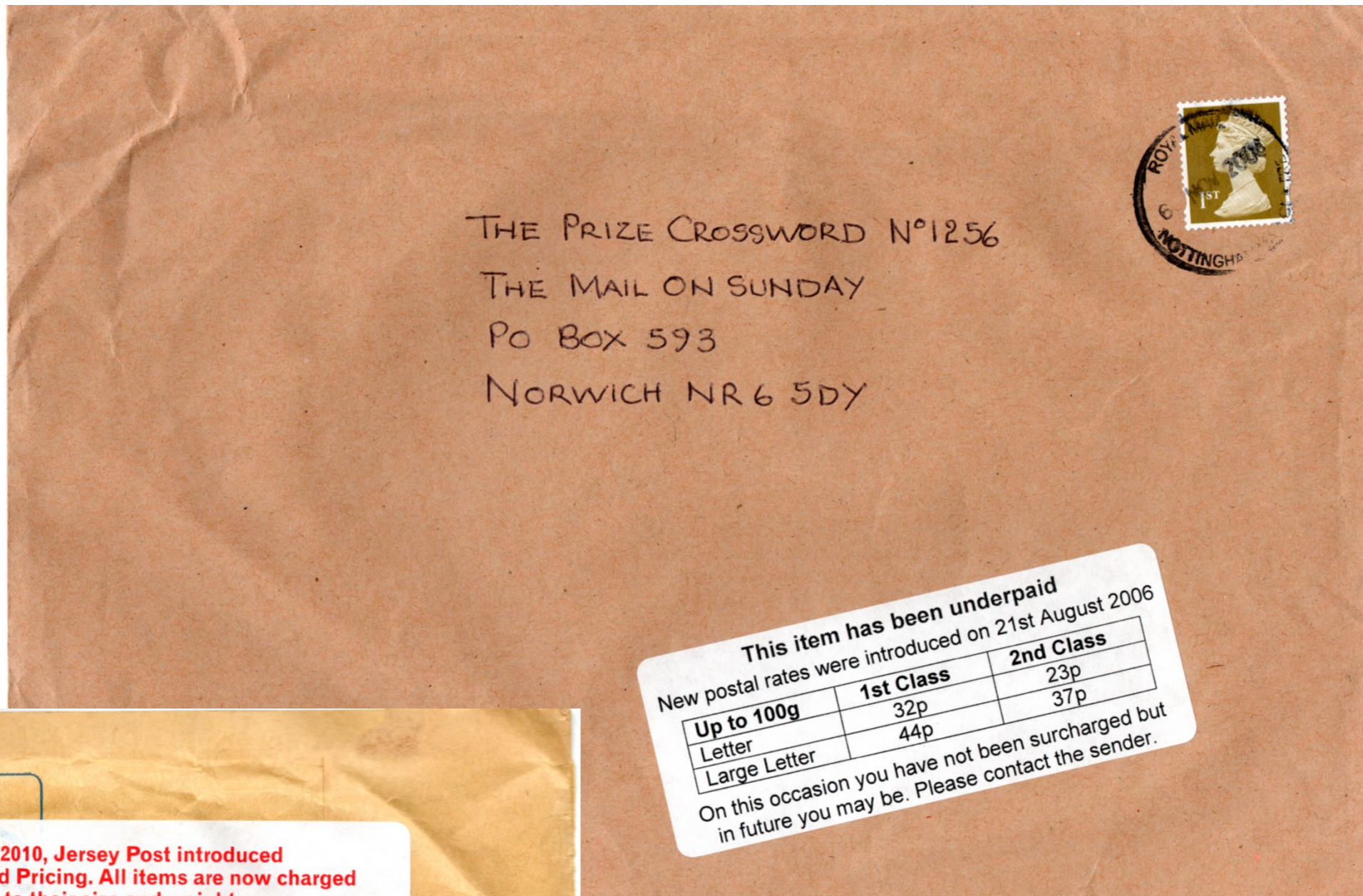
21 Aug 2006 to about Feb 2007
 Items underpaid because of size
 not charged postage due.

Handstamps or self-adhesive labels used
 to inform customers of new rates.

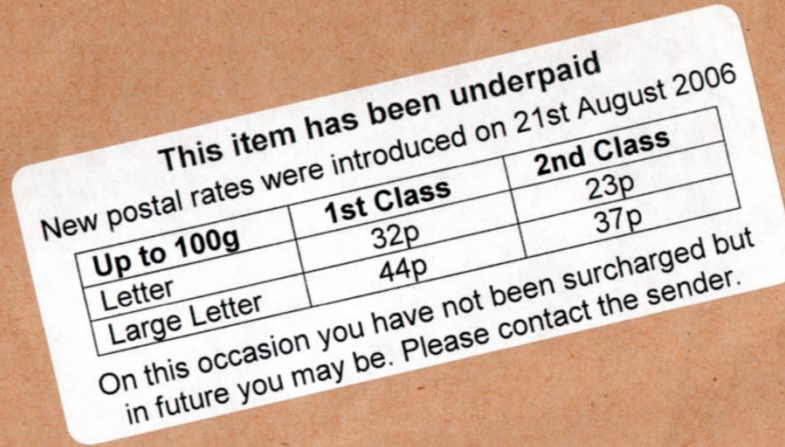
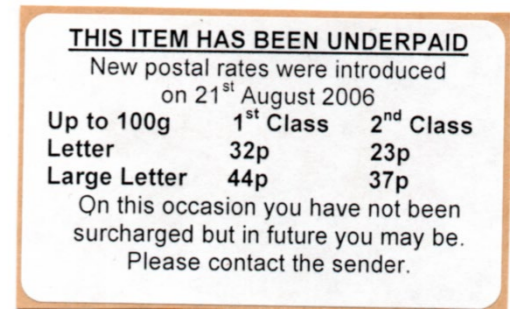
One of several handstamps used



Pricing in Proportion (PiP) – Postage Due Amnesty



Three different self-adhesive labels used on large envelopes fully paid at old rates that became underpaid on new rates due to size.



8 May 2010 Jersey Introduced Size-based Pricing
 Similar to GB PiP..

Large items fully paid at old letter rates
 were underpaid at new Large Letter rate.

Paid with 2014 1st Class Xmas stamp – 62p value
 Treated as 11p short on 73p 2nd class Large Letter
 GB Yellow self adhesive label 11p + £1.00 Handling Fee

Label obliterated with
JERSEY POST/CHARGES WAIVED.

Jersey Post self adhesive label
 Information on Size-based Pricing.



Fixed Fee Postage Due System from 15 Oct 2015

New system of fixed fees for broad categories of deficiency.

Underpaid letters £1.50
 Unpaid letters £2
 Underpaid small parcels £3

8-16 April 2019 Complete Underpaid Letter with Card and Redelivery Label

8 April Mailed in Kings Lynn with 1st Class stamp within size limits of a "standard" letter – treated as underpaid, probably over 100g
 11 April P4605 Nov 2018 Printing mailed from Whitechapel Delivery Office indicating £1.50 Amount Due
 Adhesive label with Reference number on P4605 card and identical label on back of original envelope.
 16 April after charge was paid P6679 circular Redelivery label on front of envelope and envelope delivered.

English and Welsh £1.50 Labels for underpaid letters



English Label for unpaid letter



English Label for underpaid small parcel



Unfortunately we can't deliver your item because there is a fee to pay

Name: _____ Today's date: _____

Address: _____

REF: 14922 - SU

SURNAME: Simpson
 ADDRESS: 30 Westport Street, LONDON
 POSTCODE: E1 0RA
 REASON: THE SENDER DID NOT PAY THE FULL POSTAGE
 AMOUNT DUE: £ 1.50

DATE BOOKED: 11/04/2019

Amount Due includes a handling fee.

*All postal items entering the UK from outside the EU may be assessed by Revenue & Customs and incur import duty and/or tax charges. For more information visit gov.uk and search for **Notice 143**

What to do next?

- Visit royalmail.com/feetopay to choose a delivery day
- Simply pay with PayPal, or a Credit or Debit Card

Can't pay online?
 Paying online gives you the flexibility to select a convenient day for delivery, but we understand it isn't always an option. In these cases, you can pay:
With postage - affix stamps or a franking machine impression to the correct value overleaf and post this card; we'll arrange delivery.
In person - Bring this card and payment to the address overleaf. Please also bring proof of your identity: Passport, driving licence, credit/debit card or cheque book.

Please note: we will keep underpaid items for 18 calendar days and Customs items for 21 calendar days, before returning to sender.

P4605 November 2018. Royal Mail is a trading name of Royal Mail Group Ltd. Registered in England and Wales. Registered number 4138203. Registered office 100 Victoria Embankment LONDON EC4Y 0HQ.