

# Royal Mail Mailmark<sup>®</sup>

## PDF Report User Guide

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2.0



# Contents

1. Introduction .....	4
2. Process for requesting access to reports .....	5
3. Accessing reports.....	6
4. PDF Report overview.....	8
5. Daily – Active Summary report .....	9
6. Weekly – Historic Summary report .....	15
7. Report amalgamation for Participant IDs .....	20
8. Support.....	20
9. Frequently asked Questions.....	21
10. Change Control Log .....	23

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## Summary of Changes

**Version control.** 1.3 to v2.0, Issue date: 20 April 2021 to 4<sup>th</sup> April 2024

### Section 1. Introduction. Page 4.

- Overview. Additional clarity re: Mailmark Direct Data added.
- Removal of reference to preceding reports (pre 2020)

### Section 2. Process for requesting access to reports. Page 5.

- Set up Process. Amendment to note the set-up process can take two to five working days.

### Section 3. Accessing Reports. Page 7.

- Additional information. Removal of reference to 'Legacy reports'.

### Section 4. PDF Report overview. Page 8.

- Active. These are live mailings with handover date within the last 6 working days.

### Section 5. Daily – Active Summary Report. Page 12. No 2. eManifest Details Tab

- New visual
- Addition of the following four metrics; Total Volume Seen, Volume Seen on Wrong Machine, % Mail seen on Wrong Machine and AEC%
- Adjustment of the column order to make it more logical so the data is grouped by;
  - o Posting information (Handover date, Date submitted, RAG Status, eManifest ID, Supply Chain ID, Supply Chain Name, Day No)
  - o Volumes (Volume Declared, Total Volume Seen, Volume Not Seen Not expected to be seen, Volume not Seen, Volume Seen on Wrong Machine, % of Mail seen on Wrong Machine)
  - o Performance (Machineability, Missorts, AEC%)

### Section 5. Daily – Active Summary Report. Page 13 No 3. Potential UnManifested Summary Tab

- New visual
- Addition of the following two metrics; Volume Seen on Wrong machine, % Mail seen on Wrong Machine.
- Adjustment of the column order to make it more logical so the data is grouped by;
  - o Posting information (Supply Chain ID, Supply Chain Name, Date Seen, Mail Producer, Bill Payer)
  - o UnManifested volumes (UnManifested Letter, UnManifested Large Letter)
  - o Volumes (Total Volume Seen, Volume Seen on Wrong Machine, % of Mail seen on Wrong Machine)

### Section 6. Weekly – Historic Summary Report. Page 18. No 2. eManifest Details Tab

- New visual
- Addition of the following four metrics; Total Volume Seen, Volume Seen on wrong machine, % Mail seen on Wrong Machine and AEC%
- Adjustment of the column order to make it more logical so the data is grouped by;
  - o Posting information (Handover date, Date submitted, RAG status, eManifest ID, Supply Chain ID, Supply Chain Name)
  - o Volumes (Volume Declared, Total Volume Seen, Volume Not Seen Not expected to be seen, Volume Not Seen, Volume Seen on Wrong machine, % of Mail seen on Wrong Machine)
  - o Performance (Machinability, Missorts, AEC%)

### Section 6. Historic Summary Report. Page 19. No 3. UnManifested Summary Tab

- New visual
- Change from 'Total UnManifested Volume' to 'Total Volume Seen'
- Addition of the following two metrics; Volume Seen on Wrong Machine, % Mail seen on Wrong Machine.
- Adjustment of the column order to make it more logical so the data is grouped by;
  - o Posting information (Supply Chain ID, Supply Chain Name, Date Seen)
  - o Customer (Mail Producer, Bill Payer)
  - o Performance (UnManifested Letter, UnManifested Large Letter, Total Volume Seen, Volume Seen on Wrong Machine, % Mail seen on Wrong Machine)

## Additions to FAQ section

### What is AEC%

This is one of the indicators of barcode quality. It is the level of correction required by our automation when deconstructing and reconstructing the modules / bars of the Mailmark code to read the content within. The higher the % the more probability there is that there will be issues reading your barcodes as expected due to the application of algorithms required to decode the barcodes we have read.

### What does 'Processed on the Wrong Machine' mean?

This means the item could not be processed on the expected machine for the format mailed e.g. a Letter format item has had to be sorted on a Large Letter machine. This could be for a number of reasons including; the item was out of specification (too inflexible to go as a letter, a large letter so was processed on a large letter machine or had too much excess polywrap so couldn't be trayed and had to go on a parcel sorting machine), the Mail Centre chose to machine sort the mail on a different machine due to capacity, resource or processing issues.

# 1. Introduction

## 1. Overview

Royal Mail has developed a solution whereby we will provide, upon request, Mailmark® customers with details of the performance of their mailings through provision of a PDF file.

Those customers wishing to receive item level data should request this separately. This data, known as Mailmark Direct Data (MDD) will be provided in a variable length file, in a format known as CSV (Comma-Separated Variable length) with a header record giving a name to each field. Software, purchased or developed in-house, can be tailored to provide performance detail at item level for all items listed on an eManifest.

## 2. Difference between PDF and Mailmark Direct Data reports

### PDF reports

- These are most suitable for customers wanting to see, at a glance, how their mailings are performing. These reports are accessed through [www.royalmail.com](http://www.royalmail.com) or [www.royalmailwholesale.com](http://www.royalmailwholesale.com).
- The PDFs provide clear graphic visuals (through graphs and numeric values) of mailing performance, mail seen (volume and %), predicted delivery and compliance issues e.g. data issues.
- There are no hyperlinks, all the totals are clearly visible in the daily and weekly PDF's.

### Mailmark Direct Data (MDD) – raw .csv format

- This option is more suitable for customers who use and manipulate raw data or create personalised customer reports on a daily basis.
- All the data for all items posted using Mailmark is included in the file, this data is raw and simply separated by commas (.csv).
- A customer has to be able to
  - a. access the file(s) on our server using Secure File Transfer Protocol (SFTP) systems and,
  - b. open the file(s) using tools such as WinSCP or FileZilla and
  - c. convert the data string into a file which can be viewed and used within their system.

## 3. Purpose of 'Mailmark Reporting – PDF User Guide'

This document is to provide customers and interested parties guidance on:

- requesting Mailmark PDF reports,
- understanding those reports and
- identifying opportunities to collate reports through an existing common Participant ID.

## 4. Intended Audience

- any customer who wishes to access performance reports for live and historic mailings or,
- any Mailmark user.

## 5. Important clarifications

- These PDF files have no interactive links or features.
- The information within the reports mirrors that displayed previously through [www.royalmail.com](http://www.royalmail.com) and [www.royalmailwholesale.com](http://www.royalmailwholesale.com)



## 2. Process for requesting access to reports

The process below outlines how to request, and access, a daily PDF extract of your reports.

The process is as follows:

### 1. Request Mailmark PDF reports from Royal Mail.

Customer (Mailmark User) contacts [mailmark@royalmail.com](mailto:mailmark@royalmail.com) and provides;

- a. Mailmark Participant ID(s) and Participant Name(s)
- b. Royal Mail Account Manager
- c. Company / Business name
- d. Contact details including name, email address, contact number, job title
- e. Confirmation that the email address provided has been registered on [www.royalmail.com](http://www.royalmail.com) as a business user

### 2. Royal Mail will validate the request by checking:

- a. The company name is linked to the Participant ID for which PDF reports have been requested
- b. The user name (email address) provided is linked to the Participant ID

### 3. Royal Mail will action the request.

### 4. Royal Mail will notify the customer when set-up has been completed.

### 5. Reports will be available the following day from 12 noon.

### 6. It is strongly recommended that prior to accessing your PDF reports, or in the event of data not showing, you clear your cache / browsing history.

#### Please note:

- **Set up process:** This can take two to five working days.
- **Registered users:** If the User is not registered on [www.royalmail.com](http://www.royalmail.com) as a business user the request cannot be actioned.
- **Restricting report access:** The Bill Payer in a Supply Chain has the option to request restricted access to report information for the other Participants.
- **Report visibility:** Customers will continue to see information for all Supply Chains they are part of, unless the Bill Payer advises otherwise.
- **Data collation:** Report data is not collated on Public Holidays or Sundays.
- **Working days:** Public Holidays and Sundays are not classed as working days. This needs to be factored in when looking at the 5 days an eManifest is classed as 'open' or when viewing 'historic' data.



# 3. Accessing Reports

PDF reports can be accessed via [www.royalmail.com](http://www.royalmail.com) by users linked to their Mailmark Participant.

1. Go to [www.royalmail.com](http://www.royalmail.com)
2. Select 'Log in' at the top right

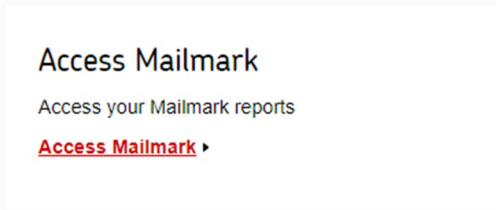


3. Enter the email address which is as below and click 'Log in'
  - a. registered as a business user on this portal
  - b. linked to the Mailmark Participant ID

4. Go to **My Account**



5. Select **Access Mailmark** and click on the hyperlink



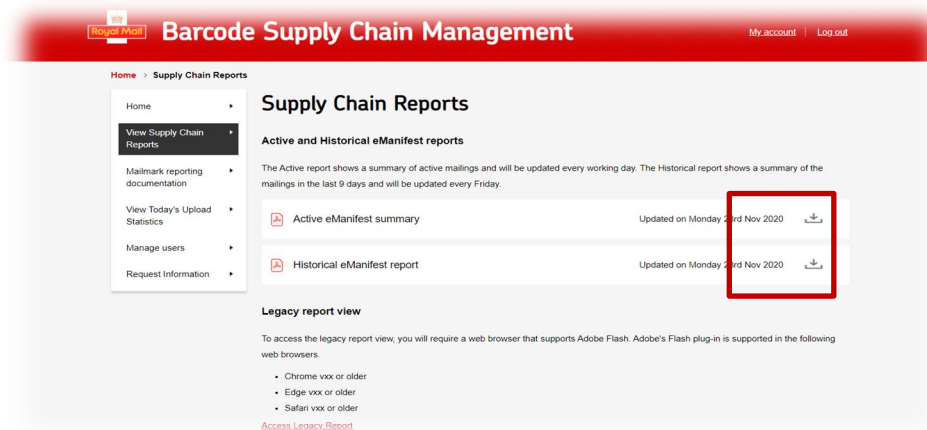
6. Your **Report page** will be visible

**Supply Chain Details**  
 ☑ denotes Supply Chain requester.

Supply Chain ID	Supply Chain Name	Mailing Agent	Mail Originator	Carrier	Poster/Payer	Supply Chain Type	Date created
5	SC twenty three	116106 Sit Se ventyone ☑	116106 Sit Se ventyone ☑	116107 Sit Se ventytwo	116107 Sit Sev entytwo	Consolidator	23/11/2020



7. Select **View Supply Chain Reports** on the left hand menu



8. You have the option to select **two PDF report types**;
- a. **Active** – this is for postings which have been uploaded within the last 5 days.
  - b. **Historic** – this is for postings whose eManifests have closed within the previous 9 days but are no older than 14 days.

**Reporting Dates explained:**

**Link to download file within the ‘Supply Chain Reports section’ :** This provides the date on which the most recent file was generated. The reports are generally available after 12 noon so if you log on and see yesterday’s date then the most up to date files have not been generated.

**Date on the header in the Active PDF report.** This will show the date for which the data has been generated. If today’s date is 22 October 2021, the date of 22 October 2021 will show in the header.

**Date on the header in the Historic PDF reports.** This will show any historic reports for eManifests closed within the last 9 days. The file header will show the 9 day historic date range e.g. *The historic report run on 26<sup>th</sup> November will have the header dates as 10<sup>th</sup> to 19<sup>th</sup> October 2021.*

**Report timings:** Data is available for the previous day and part of the day the reports are being viewed. Reporting is provided from 6am 10<sup>th</sup> October until 6am on 11<sup>th</sup> October. The report will be available to view from c12noon.

**General:** Please note: If no eManifests were uploaded no data will show.

**Additional information:**

**Mailmark reporting documentation:** This section will give you access to User Guides.

**View Today’s Upload statistics:** This will show the eManifests uploaded in the previous 48 hours.

**Manage Users:** The primary Mailmark report user can add or remove users.

**Request information:** An online form can be completed with any queries and a response will be received from the Mailmark team.



# 4. PDF Report overview

## Reports available

The data will be provided through two reports using data retrieved Monday to Saturday.

### 1. Active – these are your open eManifests

These are live mailings with a handover date within the last 6 working days.

All users will be presented with a static report with a pie chart which provides a visual summary detailing successful mailings, mailings with issues and mailings with significant issues.

The user will be further able to view Predicted delivery, Volume & Performance metrics for active customer eManifests.

### 2. Historic – these are your closed eManifests

These provide 9 days of historic data.

This report shows a summary for mailings which have been handed over later than 5 days and within the last 14 days.

The report will provide a summary of eManifests, details of eManifests and an unManifested item report.

## Frequency

### 1. Active

Daily on Monday to Saturday.

### 2. Historic

Weekly on a Friday.

## Considerations:

1. The 'Handover' date is the day on the eManifest which is the date Royal Mail receives the mail from the customer.
2. Date format is DD/MM/YYYY.
3. Sorting and Ordering of data: eManifest detail is sorted in ascending order of handover date. Potential unManifested is sorted by highest volume / total of unManifested volume.
4. Dashboard fuel dial and % values match those on the eManifest summary page.
5. Performance, Predicted Delivery and Mail Seen graphs are at Participant ID level (i.e. a summary of all your eManifests) and not broken down by individual eManifests.
6. Reports received on a Monday will include data from Saturday and Sunday.
7. Public Holidays / Bank Holidays are not classed as working days.
8. Each version of the active reports will be a snapshot of the previous 24 hours of cumulative data.
9. When viewing historic reports on a Sunday data will be available up to Friday.
10. When viewing reports on a Saturday, data will not be available until the Monday.
11. PDFs should be downloaded and stored by the recipient as will be removed as follows.
  - Summary Reports are removed & replaced with the updated file the following day,
  - Historic reports removed weekly and replaced each Friday.

If mail has been handed over between 14 and 90 days of the handover date, by exceptional request a request can be made to your Royal Mail Account Manager to provide data, if available.





# 5. Daily - Active Summary report

## Report breakdown for the Mailmark Active Summary Report

There will be four sections of reporting:

1. eManifest Summary
2. eManifest Details
3. Potential UnManifested Report
4. Advertising Mail (Admail) Report

### 1. eManifest Summary tab

The recipient will receive a static report with a pie chart which provides a visual summary of their mailings.


- The pie chart details a high level overview of whether a mailing has had issues or not.
  - o **Green** indicates mailings are successful with no issues.
  - o **Amber** indicates that there are issues which should be looked at.
  - o **Red** indicates significant issues.
- The user will be able to view Predicted delivery, Volume & Performance metrics for the active eManifests.

### eMANIFEST SUMMARY TAB – full view

**EMANIFEST SUMMARY**

A Visual Summary of your Mailings

DATE: 18 JAN 2021



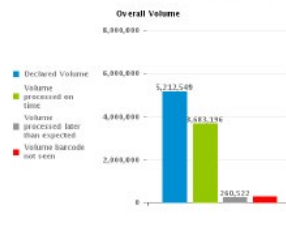
**eManifest Summary**  
A Visual Summary of your Mailings

58.98 %  
46.64 %  
4.37 %

Successful Mailings    Some Minor Errors    Multiple or Significant Errors

**Volume Discrepancies**

The below shows the items declared in the eManifest versus what we have machine processed. The volume figures are based on your active eManifests.



**Overall Volume**

8,000,000

6,000,000

4,000,000

2,000,000

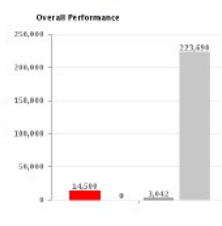
0

Declared Volume  
Volume processed on time  
Volume processed later than expected  
Volume barcode not seen

5,313,549  
4,685,196  
510,522  
117,822

**Performance Indicators**

The below performance table is a summary of your active eManifests across four key measures.



**Overall Performance**

250,000

200,000

150,000

100,000

50,000

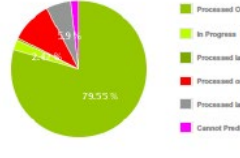
0

Volume Discrepancies  
Missed cuts  
Class/Format  
Data Quality

223,054  
0  
0  
3,412

**Predicted Delivery**

Predicted Delivery is Royal Mail's prediction of what will be delivered and when, from the volume of the mail which has been machine processed.



79.55 %  
2.62 %  
0.82 %  
0.7 %  
5.8 %  
1.91 %

Processed On Time Delivered On Time 2,107,358 (79.55%)  
In Progress 66,828 (2.62%)  
Processed late delivered on time 23,000 (0.82%)  
Processed on time delivered late 382,420 (0.7%)  
Processed late delivered late 232,510 (5.8%)  
Cannot Predict 71,287 (1.91%)

This report provides information on the **overall combined and summarised** performance of all your active mailings for the date indicated on the PDF.

**Summary of all eManifests**

The Red, Amber, Green split, gives visibility, as a %, of the overall performance of your combined Supply Chains and eManifests.

**Volume indicators**

The vertical graphic show the overall volume of mail declared, seen and processed for the combined Supply Chains.

**Performance indicators**

The vertical graphic shows the number of items, by category, which have issues either with the data, format, product chosen or item ID's uploaded.

**Predicted Delivery indicators**

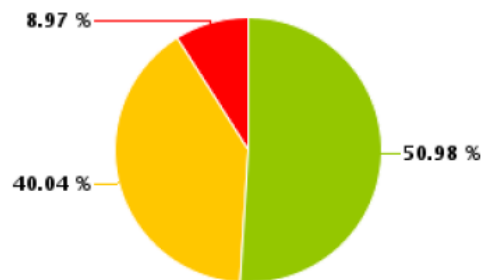
The last pie chart shows you, for the items seen, what the expected delivery pattern is. This includes items being delivered on time, items seen but for which there is no final track detail and those items seen, and processed, late.



**SUMMARY**

**eManifest Summary**

A visual Summary of your Mailings



■ Successful Mailings   
 ■ Some Minor Errors   
 ■ Multiple or Significant Errors

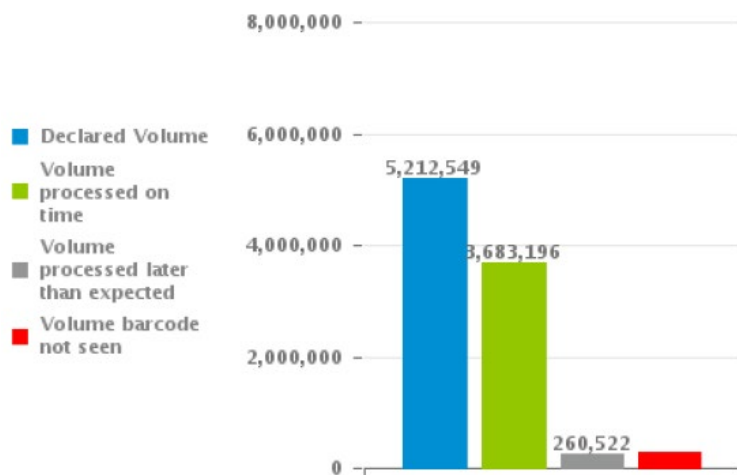
**Green** The % of your mailings which had no processing or performance issues.

**Amber** The % of your mailings which may have had some issues but not to the extent that adjustments are possible.

**Red** The % of your mailings which require some attention as there were processing or performance issues. Adjustments are likely.

**VOLUME INDICATORS**

**Overall Volume**



**Declared volume:**

Volume which has been declared on the eManifests

**Volume barcode not seen:**

This includes the number of items we did not see/barcodes we did not read on our automation.

*This volume is the total volume including those items which were due to be processed at a Mailmark Centre with no automation.*

**Volume processed later than expected:**

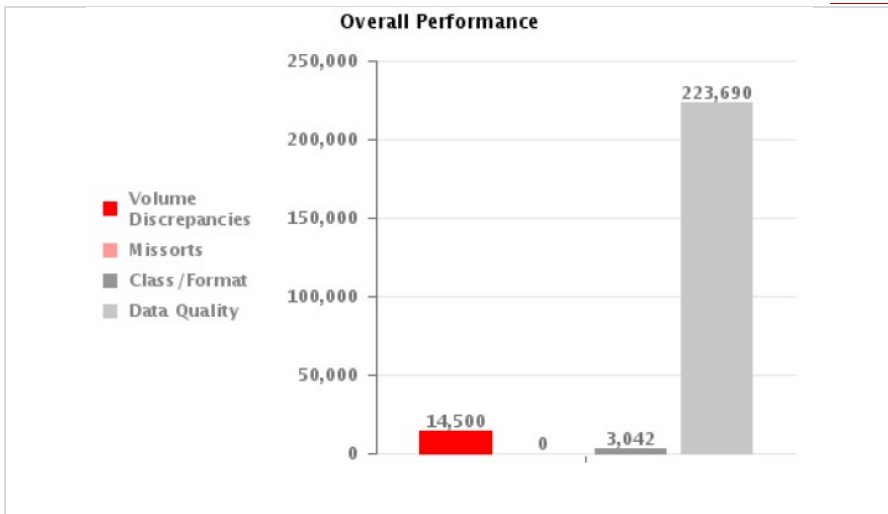
The mail was handed over to time but was not processed as expected.

*This could be due to, for example: a late handover, incorrect handover date or operational issues.*

**Volume processed on time:**

Items processed as expected for the service chosen.

### PERFORMANCE INDICATORS



**Data Quality:**

The number of items whose Delivery Address postcode and / or Delivery Point Suffix information doest not meet PAF standards.

**Missorts:**

The number of items first seen at the incorrect Mail Centre

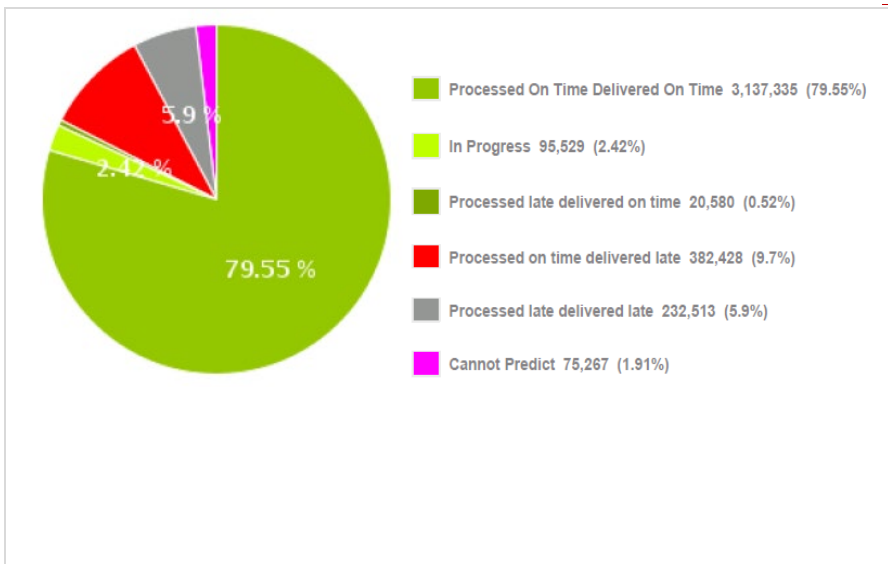
**Class / Format:**

The class indicator and/or the item dimensions do not correlate to the fields in the eManifest

**Volume discrepancies:**

More items have been seen than were listed on the eManifest(s)

### PREDICTED DELIVERY



Each time a barcode is read on our automation, these delivery stats are updated for the following days report.

*This means if you are viewing reports on a Monday, you will see data collated from Saturday 6am until Monday 6am.*


*If you are viewing reports on a Tuesday, you will see data collated from 6am Monday until 6am Tuesday.*

The items will either be: due for delivery as expected; have been seen later than expected but still delivered on time; been seen later than expected and not managed to be delivered to time or have been seen but have not had a record of their final machine sort.

## 2. eManifest Details Tab

The table provided in the report shows information for active mailings, details are listed by Handover Date and eManifest ID. Each posting is shown as having Red, Amber or Green status.

### eMANIFEST DETAILS

 <span style="margin-left: 150px;"><b>EMANIFEST DETAILS</b></span> <span style="float: right;"><b>DATE: 20 MAR 2024</b></span>															
Handover Date	Date Submitted	RAG Status	eManifest Id	Supply Chain ID	Supply Chain Name	Day No.	Volume Declared	Total Volume Seen	Volume Not seen Not expected to be seen	Volume Not Seen	Volume seen on wrong machine	% Mail Seen On Wrong Machine	Machinability	Missorts	AEC%
13/03/2024	11/03/2024	Green	1200000	123456	Mongolian Equine Royal Mail ME	5/5	1,380	1,376	0	7	1	0.1%	84	0	0.1%
13/03/2024	12/03/2024	Green	1234567	101010	Phoebe Book Club RoyalMail	5/5	133,767	132,564	430	825	7,886	5.9%	8,903	24	0.0%
13/03/2024	12/03/2024	Green	1231234	9876543	Guinea Fowl AC RoyalMail GFAC	5/5	15,011	14,827	11	195	4	0.0%	688	0	12.2%
13/03/2024	12/03/2024	Amber	129876	8765432	Borneo Diving RoyalMail Borneo Diving	5/5	1,261	1,243	2	17	5	0.4%	241	0	1.0%


The tab for the eManifest includes:

<ol style="list-style-type: none"> <li>1. Handover date</li> <li>2. Date Submitted</li> <li>3. RAG Status</li> <li>4. eManifest ID</li> <li>5. Supply Chain ID</li> <li>6. Supply Chain Name</li> <li>7. Day No (<i>day x of 5 calculated from the eManifest handover date</i>)</li> </ol>	<ol style="list-style-type: none"> <li>8. Volume Declared</li> <li>9. Total Volume Seen</li> <li>10. Volume not Seen Not expected to be seen</li> <li>11. Volume not Seen</li> <li>12. Volume Seen on wrong machine (<i>of the mail seen, these are letters which were processed on a large letter machine or large letters processed on a parcel sorting machine</i>)</li> <li>13. % of Mail seen on the wrong machine (<i>of the mail seen, this is the % of mail processed as above</i>)</li> </ol>	<ol style="list-style-type: none"> <li>14. Machineability (<i>this is the total number of Mailmark items with a missing or partial/incorrect/default Postcode/DPS or our machines determine a different Postcode/DP for the address</i>)</li> <li>15. Missorts</li> <li>16. AEC% (<i>Average Error Correction % - this is the level of correction required by our automation when deconstructing and reconstructing the modules / bars of the Mailmark code to read the content within. The higher the % the more probability there is that there will be issues reading your barcodes as expected due to the application of algorithms required to decode the barcodes we have read.</i>)</li> </ol>
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### 3. Potential UnManifested Summary Tab

This report is key to supporting the correct upload of data files. If this used while the posting is live there is opportunity for the unManifested items to be uploaded. Providing the data file and items are both within the 5 day window of the handover date, data reconciliation will occur.

### POTENTIAL UNMANIFESTED SUMMARY DETAILS


POTENTIAL UNMANIFESTED
DATE: 20 MAR 2024

The potential unmanifested report shows the number of items that we have seen that are not currently linked to an eManifest.

Supply Chain ID	Supply Chain Name	Date Seen	Mail Producer	Bill Payer	Unmanifested Letter	Unmanifested Large Letter	Total Volume Seen	Volume Seen on Wrong Machine	% Mail Seen on Wrong Machine
9000000	Everest Base Camp Royal Mail	19/03/2024	Producer ABC	EBC Expeditions	102,238	7	102,245	156	0.2%
1200001	LD Shopping AAA Royal Mail	15/03/2024	AAA Printers	LDS	96,005	2	96,007	89	0.1%
1021219	GasCompany ABC Royal Mail	18/03/2024	ABC	Gas Company	85,130	21	85,151	723	0.8%
1021219	GasCompany ABC Royal Mail	19/03/2024	ABC	Gas Company	80,168	78	80,246	3,255	4.1%


The tab for the Potential UnManifested Summary report includes:

1. Supply Chain ID	6. UnManifested Letter	8. Total Volume Seen
2. Supply Chain Name	7. UnManifested Large Letter	9. Volume Seen on Wrong Machine
3. Date Seen		10. % Mail seen on Wrong machine
4. Mail Producer		
5. Bill Payer		

#### 4. Ad Mail Summary Report

This report shows the details of those Supply Chain's whom have opted for Advertising Mail and Royal Mail is expecting to see an Advertising seed item .

### ADMAIL SUMMARY REPORT DETAILS



**ADMAIL REPORT** **DATE: 18 JAN 2021**

The Advertising seed report shows a list of Supply Chains where Royal Mail is expecting to see an advertising seed and has not.

Supply Chain ID	Supply Chain Name
***	Customer A Royal Mail
***	Customer A Royal Mail 4 State
****	Customer B RoyalMail 4State
***	Customer Z Royal Mail
****	Customer A RoyalMail 4State

The details within this report include:

- Supply Chain ID
- Supply Chain name

# 6. Weekly – Historic Summary Report

## Report breakdown for the Mailmark Historic Summary Report

There will be two sections of reporting providing 9 days of historic data

### 1. eManifest Summary

The recipient will receive a static report with a pie chart which provides a visual summary of their mailings.

- The pie chart details a high level overview of whether the mailings for the date range had issues or not.
  - o Green indicates mailings are successful with no issues.
  - o Amber indicates that there are issues which should be looked at.
  - o Red indicates significant issues.

### 2. eManifest Details

All users will be presented with a static report with a pie chart which provides a visual summary of the participant mailings which details the successful mailings/Mailings with issues/Mailings with significant issues.

The user will be further able to view Predicted delivery, Volume & Performance metrics for the active eManifests for a customer.

## 1. eManifest Summary Tab

### eMANIFEST SUMMARY TAB – full view

**EMANIFEST SUMMARY**

Date: 30 DEC 2020 To 08 JAN 2021

This report provides information on the **overall combined and summarised** performance of your mailings for the period of 9 days as indicated on the eManifest header.

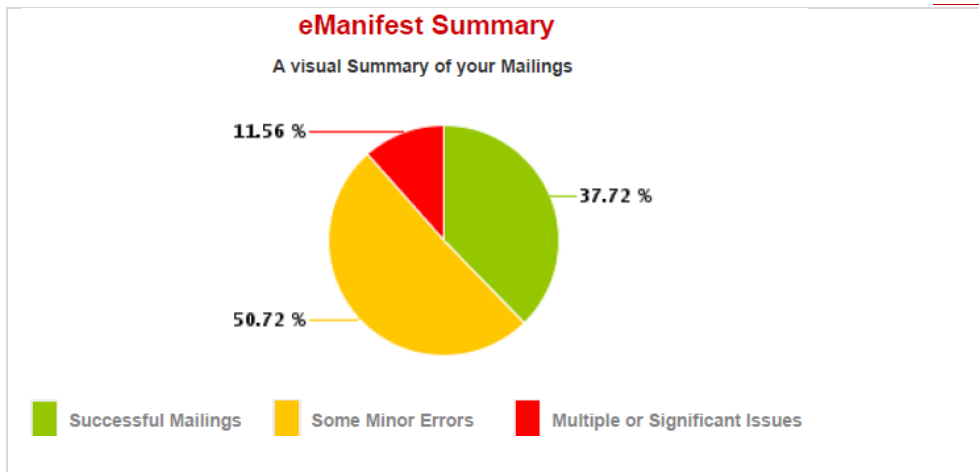
**Summary of all eManifests**  
The Red, Amber, Green split, gives visibility, as a %, of the overall historic performance of your combined Supply Chains and eManifests.

**Volume indicators**  
The vertical graphic show the overall volume of mail declared, seen and processed for the combined Supply Chains during the date range.

**Performance indicators**  
The vertical graphic shows the number of items by category which had issues either with the data, format, product chosen or item ID's uploaded.

**Predicted Delivery indicators**  
The last pie chart shows you, for the items seen, what the expected delivery pattern was. This includes items being delivered on time, items seen but for which there was no final track detail and those items seen, and processed, late.

### SUMMARY

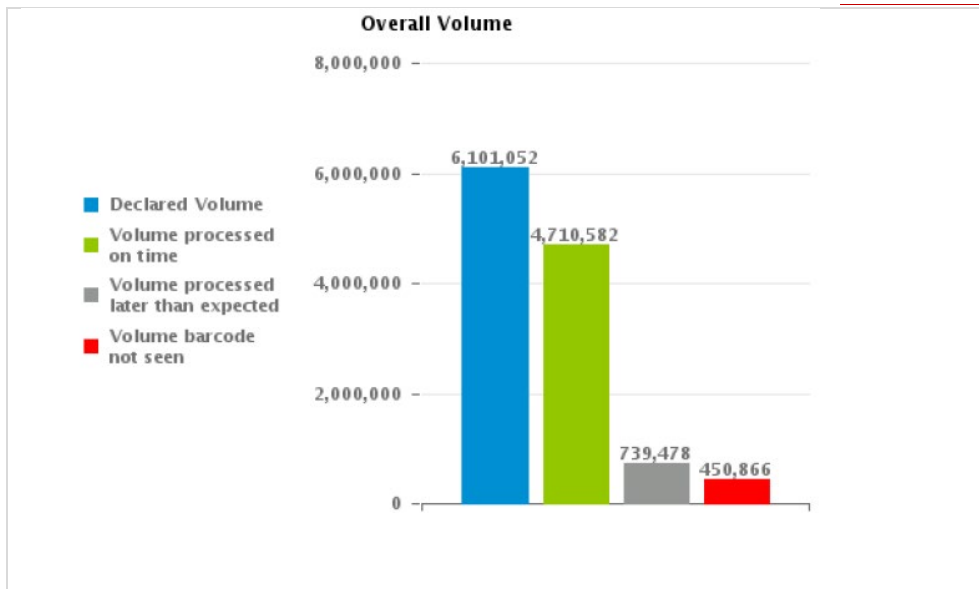


**Green** The % of your mailings which had no processing or performance issues.

**Amber** The % of your mailings which may have had some issues but not to the extent that adjustments are possible.

**Red** The % of your mailings which require some attention as there were processing or performance issues. Adjustment charges are likely.

### VOLUME INDICATORS



**Declared volume:**

What was declared on the eManifests.

**Volume barcode not seen:**

This includes the number of items we did not see/barcodes we did not read on our automation. *This volume is the total volume including those items which were due to be processed at a Mailmark Centre with no automation.*

**Volume processed later than expected:**

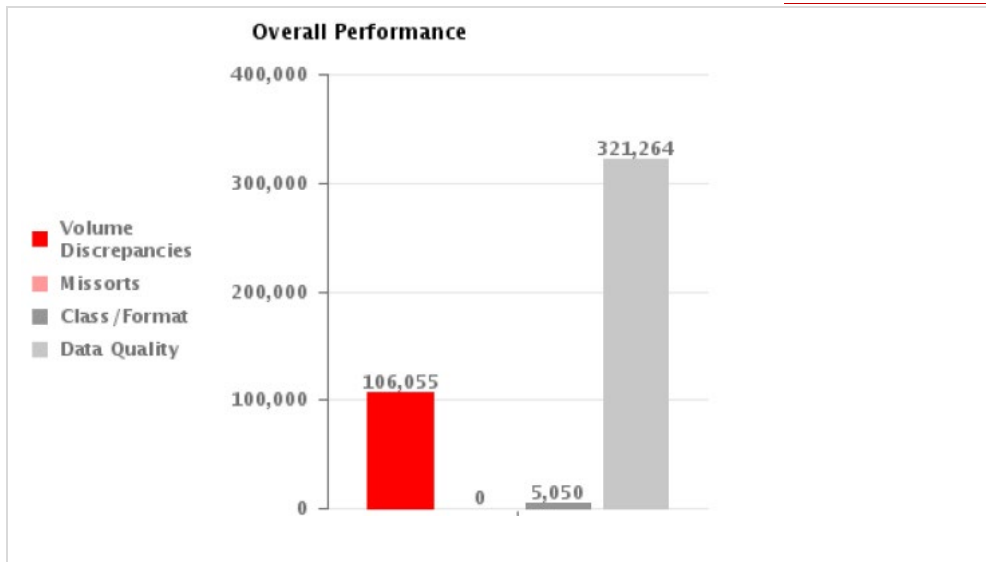
The mail which was handed over to time but was not processed as expected. *This could be due to, for example: a late handover, incorrect handover date or operational issues.*

**Volume processed on time:**

Items processed as expected for the service used.



### PERFORMANCE INDICATORS



#### Data Quality:

The number of items whose Delivery Address postcode and / or Delivery Point Suffix information did not meet PAF standards.

#### Met standards:

There were no issues with the mailing.

#### Missorts:

The number of items first seen at an incorrect Mail Centre.

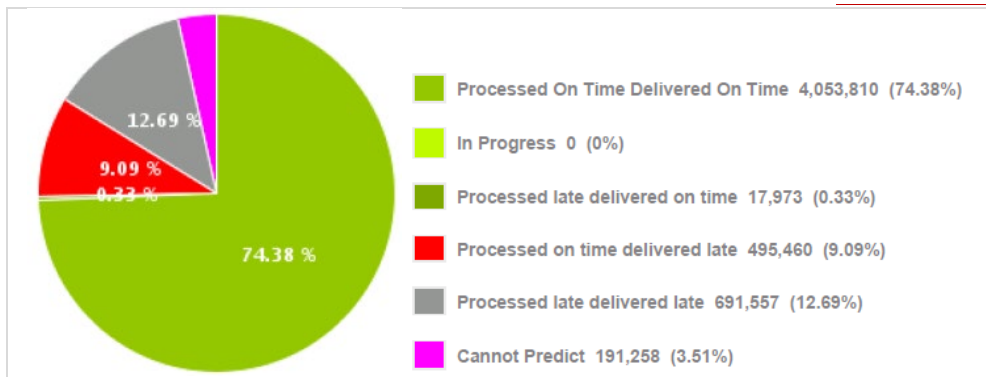
#### Volume discrepancies:

More items were seen than were listed on the eManifest(s).

#### Class / Format:

The class indicator and/or the item dimensions which did not correlate to the fields in the eManifest.

### PREDICTED DELIVERY



The data shows the final performance metrics for the mail seen.

The items were either: due for delivery as expected; were seen later than expected but still delivered on time; seen later than expected and not managed to be delivered to time or were seen but there is no record of their final machine sort.


## 2. eManifest Details Tab

The table provided in the report shows information for historic mailings.

Details are listed by Handover Date and eManifest ID.

Each posting is shown as having Red, Amber or Green status as defined by the performance when the eManifest closed.

### eMANIFEST DETAILS



## EMANIFEST DETAILS

Date: 04 MAR 2024 To 13 MAR 2024

Handover Date	Date Submitted	RAG Status	eManifest ID	Supply Chain ID	Supply Chain Name	Volume Declared	Total Volume Seen	Volume Not seen Not expected to be seen	Volume Not Seen	Volume seen on wrong machine	%Mail Seen On Wrong Machine	Machinability	Missorts	AEC%
4/3/2024	28/2/2024	Amber	1122334	1012345	OrangesLemons RoyalMail	1,963	1,627	276	64	0	0.0%	139	0	0.3%
4/3/2024	4/3/2024	Red	1987654	1231238	SkyBridge Plc Producer A RoyalMail	7,437	7,244	207	0	130	1.8%	7,249	0	0.1%
4/3/2024	4/3/2024	Red	1865420	1300000	CoffeeShoppe ProducerB RoyalMail	11,099	10,776	341	0	35	0.3%	10,812	0	0.0%
4/3/2024	4/3/2024	Red	1230909	1200000	Everest BC Trips Producer C RoyalMail	43,585	42,796	2	836	132	0.3%	40,822	0	4.8%


The tab for the Historic eManifest includes:

1. Handover date
2. Date Submitted
3. RAG Status
4. eManifest ID
5. Supply Chain ID
6. Supply Chain name
7. Volume Declared
8. Total Volume Seen
9. Volume Not Seen, Not expected to be seen
10. Volume Not Seen
11. Volume seen on Wrong Machine (*of the mail seen, these are letters which were processed on a large letter machine or large letters processed on a parcel sorting machine*)
12. % of mail Seen on Wrong Machine (*of the mail seen, this is the % of mail processed as above.*)
13. Machinability *this is the total number of Mailmark items with a missing or partial/incorrect/default Postcode/DPS or our machines determine a different Postcode/DP for the address)*
14. Missorts
15. AEC% (*this is the level of correction required by our automation when deconstructing and reconstructing the modules / bars of the Mailmark code to read the content within. The higher the % the more probability there is that there will be issues reading your barcodes as expected due to the application of algorithms required to decode the barcodes we have read.*)

### 3. UnManifested Summary Tab

This report will show, by Supply Chain ID, the number of items which have been unManifested.

#### UNMANIFESTED SUMMARY DETAILS

 <b>UNMANIFESTED SUMMARY</b> <span style="float: right;">Date: 04 MAR 2024 To 13 MAR 2024</span>									
The unmanifested summary report shows the number of items that we have seen that, at the time of report closing, have not been linked to an eManifest.									
Supply Chain ID	Supply Chain Name	Date Seen	Mail Producer	Bill Payer	Unmanifested Letter	Unmanifested Large Letter	Total Volume Seen	Volume Seen on Wrong Machine	%Mail Seen On Wrong Machine
1678789	HorzHats ProducerA RoyalMail	07/03/2024	Producer A	Horz Hats	43,171	0	43,171	60	0.1%
1699999	ABC AB Royal Mail	12/03/2024	AB	ABC	14,076	0	14,076	6	0.0%
1008593	DAF LTD RoyalMail	08/03/2024	Producer B	DAF Ltd	0	8,507	8,507	0	0.0%
1004737	Jens Creations Royal Mail	09/03/2024	Producer A	Jens Creations	7,641	27	7,668	2,754	35.9%
1017000	Zimpost Royal Mail	04/03/2024	Producer C	Zim Post	6,925	0	6,925	0	0.0%

The tab for the Historic eManifest includes:

- |                      |                  |                                  |
|----------------------|------------------|----------------------------------|
| 1. Supply Chain ID   | 4. Mail Producer | 6. UnManifested Letter           |
| 2. Supply Chain Name | 5. Bill Payer    | 7. UnManifested Large Letter     |
| 3. Date Seen         |                  | 8. Total Volume Seen             |
|                      |                  | 9. Volume Seen on Wrong Machine  |
|                      |                  | 10. % Mail seen on Wrong Machine |

## 7. Report amalgamation for Participant IDs

Reports are provided at single Participant ID level.

If you have multiple Participant ID's there are two scenarios which your report viewing would fall under:

1. You have a common Participant ID used throughout all your Supply Chains.  
For example, you could save time by simply accessing your reports through the common Participant ID;
  - you are a client and have multiple magazine titles which have been set up as individual Participants but all your titles are mailed on one account or,
  - you have multiple departments which are linked through a few Participant IDs
  - you are a mailing house or Network Access contract holder and use the same Participant ID for all your clients
2. You don't have any common Participant ID's.  
You will receive individual reports for each Participant you have created. This will enable you to continue to differentiate the performance of each unique ID you have set up.

## 8. Support

Your contacts remain as current for any queries around your reporting or mailing performance.

**Retail customers** please contact your dedicated Account Manager or team.

**Mailing Houses** and **Mail Producers** please contact the Mailing House team.

**Network Access end clients** please contact your Network Access provider.

**Network Access Contract holders** please contact your Account Director.



# 9. Frequently Asked Questions

## eManifest Summary Reports (Active and Historic)

- Q What does the date on the header of the Summary report signify?**
- a The date on the header is the date the report has been generated for.
- Q Previously, we could see the difference in the performance of suppliers through the combined Supply Chain ID tab. This is no longer possible so how do I know who is performing as required and who isn't?**
- a The PDF reports provide summary information.  
To get a more in-depth data file you will need to sign up for Mailmark Direct Data.
- Q It is assumed that the 'raw data' will be for today and not yesterday. If that is accurate will the raw data be available at the same time as the report.**
- a The Data in the reports is based on items machine processed from the previous day up to 6:00 in the morning of the current day.
- Q Previously the 'legacy report' was available at 10:00 which I would assume would present the same data. Why is there now a delay in receiving my report.**
- a Royal Mail is collating the report data throughout the morning and then creating the PDF reports for your Participant ID. This means you can now simply and quickly download the compiled data.
- Q Does the 'Visual Summary of Mailings' cover that particular day or a range of dates?**
- a The active PDF report covers the 5-day active window within which eManifests are updated and is a summary of all eManifests.  
The performance is calculated from the handover date.
- Q Why do the overall 'Performance Indicators' differ from the 'eManifest Details'?**
- a Performance indicators show the number of errors per category. It is possible for items to fail more than one indicator and thus an item will be counted more than once.
- Q Is the 'Predicted Delivery' for today or yesterday?**
- a The Predicted delivery is a summary of the last 5 days of all active eManifests showing if the items were processed on time or not. This is updated daily for the previous day's performance and includes details up to 6am on the day of the report upload.
- Q What does 'Not seen, not expected to be seen' mean?**
- a Not seen, not expected to be seen = we did not see (machine sort) the items and we weren't expecting to machine sort them. This would be because there is no automation at the Mail Centre the items were due. Items will still be delivered but there will be no reporting information.  
Not seen = the items were expected to be seen and were due to be machine sorted (because they were due for a Mail Centre where there is automation). However, they have not yet been machine sorted.

## eManifest Details (Active and Historic)

- Q Why only certain performance and volume discrepancy KPI's are included on the eManifest details tab.**
- a the major ones are included on the eManifest details tab of the PDF report for summarised version. To access a more in-depth data file you will need to sign up for Mailmark Direct Data.
- Q What is machinability?**
- a Mailmark items have a missing or partial/incorrect/default Postcode/DP or our machines determine a different Postcode/DP for the address. These items are classed and reported as machinability non complaint.
- Q What is AEC%**
- a This is one of the indicators of barcode quality. It is the level of correction required by our automation when deconstructing and reconstructing the modules / bars of the Mailmark code to read the content within. The higher the % the more probability there is that there will be issues reading your barcodes as expected due to the application of algorithms required to decode the barcodes we have read.



## General

**Q When will the historic report be available?**

a The historic report will be available every Friday.

**Q What is the date format on all the report page tables?**

a The date format is DD/MM/YYYY

**Q What all days the active PDF report will be available?**

a This active PDF report will be available Monday to Saturday.

**Q Why does my posting show as 0% seen or not seen?**

a There are multiple possible reasons: The eManifest was not uploaded; the eManifest was not uploaded during the 5-day window the items were first seen; the unique item numbers in the barcode did not match those in the eManifest, the barcode was poor quality, or the items were manually processed.

**Q What does 'Processed on the Wrong Machine' mean?**

a This means the item could not be processed on the expected machine for the format mailed e.g. a Letter format item has had to be sorted on a Large Letter machine. This could be for a number of reasons including; the item was out of specification (too inflexible to go as a letter, a large letter so was processed on a large letter machine or had too much excess polywrap so couldn't be trayed and had to go on a parcel sorting machine), the Mail Centre chose to machine sort the mail on a different machine due to capacity, resource or processing issues.

# 10. Change control log

## Summary of changes V1.2 to V1.3 28 October 2021

1. **Active Summary Report (daily file):** The Header date on the PDF will show the date for which the report has been generated. Previously the date reflected the latest eManifest handover date.
2. **Historic Summary Report (weekly file):** The Header date on the PDF will show a 9 day date range for historic eManifests, irrespective of the handover dates of closed eManifests in this period.
3. **Addition of a Change Control log page** at the end of the document.

## Summary of changes V1.1 to V1.2 20 April 2021

4. Re: Not seen, not expected to be seen. Addition to FAQ's and insertion of 'not' to the detail table

## Summary of changes V1.0 to V1.1 19 February 2021

5. Clarity around the difference between PDF reports and Mailmark Direct Data reporting
6. Removal of statement that Legacy reports will be available until 31<sup>st</sup> January 2021
7. Requirement for Royal Mail Account Manager information to be provided
8. Updated visuals: colours, legends and orientation
9. Inclusion of % values to the legends on the Predicted Delivery pie chart
10. The Campaign and Job name columns have been removed from both Active and Historic reports
11. Supply Chain ID has been added to both Active and Historic reports
12. Unmanifested details have been added to the Historic PDF report
13. Machineability column has been added to the eManifest details for both Active and Historic reports
14. Inclusion of a FAQ section

