Royal Mail Mailmark®

Direct Data – Technical Specification
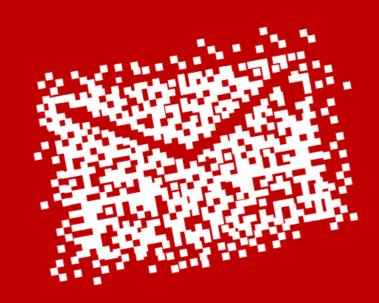
Access and Onboarding

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Royal Mail

Contents

Summary of changes v1.2 to v1.3
Page 16: Duplicate seen incorrectly stated 0 = Accurate Postcode and 1 = Inaccurate Postcode.
Changed to state 0= Not Duplicate and 1 = Duplicate
Summary of changes V1.1 to V1.2 19th February 2021
1. **Page 4: 2**. Clarity provided that an opensource tool e.g. WinSCP, FileZilla, PuttyGen or 7-Zip is required to access the domain server.
2. **Page 6. 3.2.** Summary file. Docket volume replaced with SPARE1, subsequent fields SPARE1 and SPARE2 changed to SPARE2 and SPARE 3 respectively.
3. **Page 7. 3.4.** Change of text to the end of both Summary and Detail files where data has been shared. From 'Summary Data Extraction Ends' to 'FILE EXTRACT END'
4. **Page 8. 4.** Reference included to the use of British Date format and the implications of customers using commas in uploaded data files.
5. **Page 9. 4.1.** MDD Summary table replaced and some clarifications added. Docket Volume replaced with SPARE1.
6. **Page 12.4.2.** Advertising Seed not Seen replaced as SPARE1, subsequent fields SPARE1 and SPARE2 changed to SPARE2 and SPARE 3 respectively.
7. **Page 15. 4.2** MDD Detail table. Replaced and some clarifications added.

Disclaimer

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1. Introduction

1. Overview

Mailmark® requires a number of technical solutions to; store all Mailmark data; present report visuals to users; correlate items declared, processed and billed and share status information for mailings handed over.

2. Reporting

Customers have two options to view the performance of their mailings.

    a. See at a glance, through PDF report visuals for both Active (live mailings handed over within 5 days of the report being viewed) and historic (mail handed over between 5 and 14 days previously) mailings.

    b. In-depth reporting through the use of Mailmark Direct Data which provides item level information at Summary and Detail levels 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.   The file, in the standardized well-documented published format, will not change for the foreseeable future.

3. Document purpose

The focus of this document is to provide the technical detail to support customers and software providers to enable;

    a. secure, customer specific, retrieval of data files

    b. development of an external solution to deliver data in a format and medium requested by end clients

    c. data integration with external customer solutions

4. Intended Audience:

This document is primarily for providers or customers who wish to develop a software solution or integrate the Mailmark Direct Data into their systems.

5. Additional Documentation

Mailmark Reporting – Direct Data Technical Guide (downloading data)

Please note: the data received will essentially be as a single csv. output so it is essential, for the data to be used meaningfully, that a solution is created to effectively split the data into the categories mentioned later in this guide.

2. Onboarding process

The onboarding process requires the recipient of the Mailmark Direct Data transfer (MDD) to request access from Royal Mail.

The process is as follows:
1. **Request Access from Royal Mail**
   Customer (Mailmark User) contacts mailmark@royalmail.com and provides;
   a. Mailmark Participant ID(s) and Participant Name(s)
   b. Company / Business name and, where applicable, Company Registration number
   c. Contact details including name, email address, contact number, job title
   d. Confirmation that the email address provided has been registered on www.royalmail.com as a business user
   e. If in the event of a customer wishing a password free connection, the SSH Public[1] key must be provided to mailmark@royalmail.com

2. **Royal Mail provides access details to Requestor**
   Royal Mail will action the request and send to the contact provided;
   a. A unique User name
   b. A unique password which is formatted as: 9 characters long with letters (capital and small caps), numbers and symbols, randomly sequenced.
   c. A unique directory structure where the ZIP files will be available.

   This directory can only be accessed by the user.
   The directory structure is: /pub/1036/out. The ZIP files are found in the folder "out".

Note:
1. The DNS and IP are common across all customers
2. SFTP Password free connection is an option and not mandatory.
3. A contract needs to be signed to access Mailmark Direct Data
4. The set-up process can take 48 hours
5. When downloading data for the first time, please refer to the MDD Technical Specification. You will need an opensource tool e.g. WinSCP, FileZilla, PuttyGen or 7-Zip to access the domain server.

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[1] SSH keys are a matching set of cryptographic keys which can be used for authentication. The public key can be shared freely without concern, while a private key is guarded and never exposed to anyone.

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3. Mailmark Direct Data

The Mailmark Direct Data (MDD) solution will provide detailed data on all Mailmark items for a Supply Chain. This data will be provided through two automated reports in the following sequence.

Please note: each customer signed up for MDD will receive at least one daily file.

a. where there is data, the final file will include an 'end of extraction message',

b. where there is no date, an empty file will be shared.

1. **MDD Summary Report**

    This will be created first as soon as the data has been aggregated. This the day after the 'Handover Date' on an eManifest.

    The report will be shared using the following naming convention:

    Summary-{Customer_id}-{DATE}-{Time}.csv

    Max file size: 5MB

2. **MDD Detail Report**

    These will be created in CSV format using eManifest and Supply Chain ID (SCID) detail to drive data extraction.

    The report will be extracted and split into files with up to 1m rows with the following naming convention:

    Detail-{Customer_id}-{DATE}-{Time}-{nnn}. csv.gz

    The data within the files are sorted as follows:

    a.   in order of Handover Date, in descending order then,

    b. SCID in ascending order

    This will deliver the latest posting in the first customer file

    Max file size :2GB

    The file will need to be retrieved by the user through;

    a. Accessing the SFTP

    b. Retrieving the file from the secure host platform

        -   The format is zipped file(s) transmitted via SFTP.

    c. Transferring the selected file(s) to the customer's destination of choice

        -   The data file will be in a variable length file (CSV).

        -   It will have a header record that gives a name to each field.

        -   The Data in the files is sorted by Handover date in descending order and then SCID in ascending order in order to have the latest item in the 1st file for your Participant ID.

3.1 MDD – Opening Reports

The MDD files will be exported as a CSV file, therefore can be opened in Excel for ease of use. The file can also be opened as a .txt file in Notepad++ if required.

As noted previously, comma-separated values (CSV) file is a delimited text file that uses a comma to separate values. Each line of the file is a data record. Each record consists of one or more fields, separated by commas. As the file is now produced in a CSV format, commas will be used to separate the values instead of pipes, illustrated below.

HANDOVER DATE,SCID,MANIFESTID,BATCH
13/10/2020,1000196,552802,4296963,043

Please note: Due to the new line character additional which cannot be recognised in Notepad, the file should not be opened in Notepad as the file will have additional padding. When opening the CSV file in Excel, the date format applied by the customer must be in British format (dd/mm/yyyy). If the date format shows in a different format, then the user should check the regional settings on their local machine.

3.2 MDD – Summary Level Report

The eManifest Summary Report shows a daily snapshot of all current postings during the active 5 day window that an eManifest is open.

The report is accessed via: /data/FDP/extract_files/MDD/ MDD_Summary
The report layout shows:
   a. a summarised view of the posting volumes vs the eManifest
   b. eManifests showing summarised item numbers linked to potential non-compliance.
      This data can be used to pinpoint the item level reports that are needed.

Example of raw MDD Summary Data
This is in CSV format, for the purposes of this example, the headers have been listed in order and, as in the raw file will be separated by a comma (,)
Please note: spaces < > have been added for visual purposes to show the headers more clearly.
In addition, the fields headers Item not seen, item not expected to be seen will be changed at a later date to match the Data Dictionary wording.
HANDOVER DT , MANIFEST ID , SCID , RAG FLAG , DAY NO , PREDICTED DELIVERY , VOLUME DECLARED , SPARE1, ITEMS SEEN , ITEM NOT SEEN , ITEM NOT EXPECTED TO BE SEEN , MISSORT , INACCURATE POSTCODE , INACCURATE DELIVERY POINT , INCORRECT CLASS , INCORRECT FORMAT , INTERNATIONA L, DUPLICATE MANIFESTED , DUPLICATE SEEN , AVERAGE ERROR CORRECTION % , SPARE2 , SPARE3

3.3 MDD – Item Level Report (Detail)

The full eManifest item event data report, shows active data (data within five days of an open eManifest).

The report is accessed via: /data/FDP/extract_files/MDD/ MDD_LineItem/

The report layout is:

a. specified by eManifest
b. contains all the items, (positive and negative) that our machines have seen,
c. details of potential non-compliance at item level

Example of raw MDD Detail Data
This is in CSV format, for the purposes of this example, the headers have been listed in order and, as in the raw file will be separated by a comma (,)
Please note: spaces < > have been added for visual purposes to show the headers more clearly.
In addition, the fields headers Item not seen, item not expected to be seen will be changed at a later date to match the Data Dictionary wording.

HANDOVER DATE , SCID , MANIFEST ID , BATCH ID , ITEM ID , BATCH REF , CUSTOMER REFERENCE , DEPARTMENT , CAMPAIGN NAME , CONTAINER FIELD , FIRST MAIL CENTRE SEEN DATE , FIRST MAIL CENTRE SEEN TIME , PREDICTED DELIVERY FLAG , DECLARED PRODUCT , DECLARED CLASS , DECLARED FORMAT , DECLARED PC&DPS , SORTED PC , UNMANIFESTED FLAG , MACHINEABILITY , DUE MAIL CENTRE , MAIL CENTRE FIRST SEEN , EXPECTED TO BE SEEN , NOT EXPECTED TO BE SEEN , MISSORTED , INACCURATE POSTCODE , INACCURATE DELIVERY POINT , INCORRECT CLASS , INCORRECT FORMAT , INTERNATIONAL , DUPLICATE MANIFESTED , DUPLICATE SEEN , SPARE 1 , SPARE 2 , SPARE 3

3.4 MDD – Empty and complete files

Where a customer has no data, an empty file will be generated that will only contain the file header and an end of extract message as follows: ****Summary Data Extraction Ends****

Where a customer has data and the final record has been extracted, a message indicating the end of the Files is included in the Summary and Detailed Reports as follows: ****FILE EXTRACT END****

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4. Mailmark Direct Data Dictionary

The following detail provides you with the fields which will be shown in the report and the source of data.

eManifest = details within the file a Participant within the Supply Chain has uploaded
Barcode = details included in the barcode string and should be reflected in the eManifest
Derived = data outputs during processing e.g. an item is missorted as was due in Newcastle Upon Tyne but was first seen in Aberdeen

The purpose of this detail is to enable you to develop your software / integration solution to separate the Variable length file data files (CSV) with associated header records giving a name to each field) at specific points to enable the data to be used in a meaningful way.

Please note:
- where there are fields with a longer length than the characters required, no solutions will require padding
- all the fields will be separated by commas, including where there is no data, so a solution should look for a comma to separate values
- we have not explicitly specified minimum length at database level
- when opening the CSV file in Excel, the date format applied must be in British format (dd/mm/yyyy). If the date format shows in a different format, please check the regional settings on your computer
- if commas are added to the data fields during eManifest creation and during the upload process, data values may not replicate correctly within the data files.

4.1 MDD – Summary Report Dictionary

DATA FIELD	DESCRIPTION	FORMAT	Nullability	MAX LENGTH	MIN LENGTH	VALUES examples	DATA SOURCE
Handover Dt	The date the mail was due to be handed over to Royal Mail.	dd/mm/yyyy	Null	10	01/01/1999	eManifest	Null
Manifest ID	Unique number linked to a posting.	Integer	Not null	11	00000	eManifest	Not null
SCID	Number unique to a set of four Participants.	Integer	Not null	11	1000196	eManifest & barcode	Not null
RAG FLAG	Status of posting. GREEN Successful mailing, AMBER some minor errors RED Multiple or significant issues	Varchar	Not null	5	AMBER	Derived	Not null
Day No	Number of days after the Handover Date.	Varchar	Not null	10	3	1|5	Derived
Predicted Delivery	Royal Mail's prediction of what will be delivered and when. This column is an additional requirement in the current scope which is displayed currently as null but in future when it will be pulled for database it will be displayed in a date format	(dd/mm/yyyy)	Not null	10	01/01/1999	Derived	(dd/mm/yyyy)
Volume Declared	Number of items declared in the eManifest.	Integer	Null	11	52173	eManifest	Integer
SPARE1[2]	For future development	Varchar	Null	255			Varchar
Items Seen	Based on the declared Postcode and product, Royal Mail has a machine that can process the item at the declared location.	Integer	Null	11	20408	eManifest & barcode	Integer

[2] "Please note that the Mailmark Direct Data file columns 'SPARE1 & SPARE2' are reserved for future RM use and are not in any way linked to the eManifest upload fields of the same naming convention"

Unseen, Expected to be Seen	Declared in the eManifest as a machineable item and if presented to the correct Mail Centre should be machined	Integer	Null	11	31771	Derived	Null
Unseen, Not Expected to be Seen	Declared in the eManifest as a machineable item and if presented to the correct Mail Centre cannot be machined by Royal Mail due to machine coverage	Integer	Null	11	167	Derived	Null
Missort	Number of items processed at the wrong Mail Centre that have been re-routed to the correct Mail Centre for delivery.	Integer	Null	11	1	Derived	Null
Inaccurate Postcode	Number of items where the Postcode declared within the eManifest or barcode is inaccurate (versus PAF) or missing or 9z used.	Integer	Null	11	26	Derived	Null
Inaccurate Delivery Point	Number of items where the Delivery Point Suffix (DP) declared within the eManifest or barcode is inaccurate (versus PAF) or missing or 9z used.	Integer	Null	11	167	Derived	Null
Incorrect Class	Number of items that do not match the class declared within the eManifest.	Integer	Null	11	0	Derived	Null
Incorrect Format	Number of items that do not match the format declared within the eManifest.	Integer	Null	11	0	Derived	Null
International	Number of items declared as Domestic but identified as International by Royal Mail's sorting machines.	Integer	Null	11	1	Derived	Null
Duplicate Manifested	Number of items where the item ID is duplicated in the eManifest.	Integer	Null	11	0	eManifest & barcode	Null

Duplicate Seen	Number of items with multiple track events on Royal Mail's sorting machines where tracking information identifies more than one physical item with the same unique ID.	Integer	Null	11	6	Barcode	Null
Average Error Correction %	Royal Mail's sorting machines made corrections while processing the barcode. The higher the Average Error Correction, the more indication there is an issue with barcode quality or ability to read the barcode. An error correction of more than 1 could potentially cause an issue which may have adjustments applied	VARCHAR (23)	Null	23	18.01%	Derived	Null
SPARE2	For future development	VARCHAR	Null	255			Null
SPARE3	For future development	VARCHAR	Null	255			Null

4.2 MDD – Detail Report Dictionary

Data Field	DESCRIPTION	FORMAT	Nullability	MAX LENGTH	MIN LENGTH	Values – example	Data source
Handover Date	The date the mail was due to be handed over to Royal Mail.	(dd/mm/yyyy)	Null	10	BLANK	13/10/2020 If BLANK – there is handover date and this item is unmanifested	eManifest
SCID	Number unique to a set of four Participants.	Integer	Not null	7	1	1000196 0 13 200 1222 11781	eManifest & barcode
Manifest ID	Unique number linked to a posting.	Integer	Null	10	BLANK	123456, BLANK - unmanifested	eManifest
Batch ID	Unique number to describe a subset of an eManifest.	Integer	Null	7	BLANK	4296963, 987654, BLANK	eManifest
Item ID	The mail item ID to identify the individual item. Maintained per Supply Chain ID and must remain unique for 90 days	Char	Null	8	BLANK	00000000, 99999999, BLANK	eManifest & barcode
Batch Ref	Customer reference given to the Batch ID.	Varchar	Null	30	BLANK	M00665 – 1330 JACARANDA RADIO, BLANK	eManifest
Customer Reference	Optional field for customer specified reference.	Varchar	Null	200	BLANK	919R15ZLJ00960-	eManifest

Department	Optional field for customer specified department name.	Varchar	Null	200	BLANK	ZBC, BLANK	eManifest
Campaign Name	Optional Customer Specified Campaign Name.	Varchar	Null	200	BLANK	JACARANDA RADIO, Unified Post BLANK	eManifest
Container Field	Container ID of the container the mail item was handed over within, declared in the eManifest in SPARE10 field.	Varchar	Null	200	BLANK	919R15ZLJ00960	eManifest
First Mail Centre Date	The date of the first track event on Royal Mail's sorting machines.	(dd/mm/yyyy)	Null	10	BLANK	13/10/2020 BLANK – where there is no date provided, this means that the item has not been seen	Derived
First Mail Centre Time	The time of the first track event on Royal Mail's sorting machines.	Varchar	Null	200	BLANK	14:54 BLANK – where there is no time provided, this means that the item has not been seen	Derived
Predicted Delivery Flag	Royal Mail's prediction of what will be delivered and when. Will default to Null until introduced.	Varchar	Null	255	BLANK	Currently not populated.	Derived
Declared Product	The declared product matching the 3 Character Code within SAP OBA (RM billing system).	Char	Null	3	BLANK	ZSB DZ2 Unmanifested items are displayed as BLANK	eManifest

Declared Class	The declared class, identified by a 1 Character Code.	Varchar	Null	3	BLANK	0 = Null/Test 1 = 1c (Retail) 2 = 2c (Retail) 3 = Economy (Retail) 4 = Premium (Retail Publishing Mail) 5 = Deferred (Retail) – For use with Deferred 6 = Air (Retail) 7 = Surface (Retail) 8 = Premium (Network Access) 9 = Standard (Network Access) E = Economy (Network Access) A–D and F–Z = Spare	eManifest & barcode
Declared Format	The declared format, identified by a 1 Character Code.	Small INT³	Null	6	BLANK	1 = Letter 2 = Large Letter 3 = Not in use 4 = Parcel 5 to 9 = Not in use A to Z = Not in use	eManifest & barcode
Declared Postcode & Delivery Point Suffix	Postcode and Delivery Point declared in the eManifest.	Varchar Please note: a space will be added between the inward Postcode and the DPS	Null	10	BLANK	EC1V1AA 1R EC1V1AA 9Z BLANK	eManifest
Sorted Postcode	Postcode determined by Royal Mail and location sent for delivery.	Varchar	Null	10	BLANK	LS101JE BLANK	Barcode

³ "The SMALLINT data type stores small whole numbers and is stored as a signed binary integer.

Unmanifested Flag	Items that Royal Mail has seen but does not have a corresponding eManifest	Integer	Not null	1	1	0 = Manifested 1 = Unmanifested	Derived
SPARE (future use – Machinability)	This is an additional spare column being requested to add for future use. At present it will be displayed as blank. This field will show the number of items with which there are address accuracy errors.	Varchar	Null	255	NA	Currently not populated.	Derived
Due Mail Centre (ID)	The Mail Centre where the first track event on Royal Mail's sorting machines was expected to occur with correct routing.	Integer	Null	2	Blank	See Appendix 5.1	Derived
Mail Centre First Seen (ID)	The Mail Centre where the first track event on Royal Mail's sorting machines occurred.	Integer	Null	2	Blank	See Appendix 5.1	Derived
Unseen, Expected to be Seen	Declared in the eManifest as a machineable item and if presented to the correct Mail Centre should be machined	Integer	Not null	1	1	0 = the item was not expected to be machine processed. 1 = The item could have been machine processed. However, the item was not seen.	Derived
Unseen, Not Expected to be Seen	Declared in the eManifest as a machineable item and if presented to the correct Mail Centre cannot be machined by Royal Mail due to machine coverage	Integer	Not null	1	1	0 = The item was expected to be machine processed. 1 = The item was not expected to be machine processed. And, the item was not seen.	Derived
Missorted	Received and processed at the wrong Mail Centre and needs to be re-routed to the correct Mail Centre for delivery.	Integer	Not null	1	1	0 = Not Missort 1 = Missort	Derived
Inaccurate Postcode	The Postcode contained in the barcode is inaccurate when measured by Royal Mail systems.	Integer	Not null	1	1	0 = Accurate Postcode 1 = Inaccurate Postcode	Derived

Inaccurate Delivery Point	The Delivery Point Suffix (DPS) contained in the barcode is inaccurate when measured by Royal Mail systems.	Integer	Not null	1	1	0 = Accurate DP 1 = Inaccurate DP	Derived
Incorrect Class	Does not match the class declared within the barcode.	Integer	Not null	1	1	0 = Correct class 1 = Incorrect class	Derived
Incorrect Format	The physical dimensions measured by Royal Mail's machines does not match the format declared within the eManifest	Integer	Not null	1	1	0 = Correct format 1 = Incorrect format	Derived
International	Declared as Domestic but identified as International on Royal Mail's sorting machines.	Integer	Not null	1	1	0 = Domestic 1 = International	Derived
Duplicate Manifested	Item ID is duplicated in the eManifest.	Integer	Not null	1	1	0 = Not duplicate manifested 1 = Duplicate manifested	Derived
Duplicate Seen	Identifies an item that has multiple track events on Royal Mail's sorting machines.	Integer	Not null	1	1	0 = Not duplicate 1 = Duplicate	Derived
SPARE1[4]	For future development	Varchar	Null	255	0	BLANK	Derived
SPARE2	For future development	Varchar	Null	255	0	BLANK	
SPARE3	For future development	Varchar	Null	255	0	BLANK	

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[4] "Please note that the Mailmark Direct Data file columns 'SPARE1, SPARE2 and SPARE3' are reserved for future RM use and are not in any way linked to the eManifest upload fields of the same naming convention"

5. Appendix – Mail Centre Lookup table

LOCATION_NAME_RLN	MC_ID
Plymouth Mail Centre	1
Tyneside Mail Centre	2
Sheffield Mail Centre	3
Warrington Mail Centre	4
Nottingham Mail Centre	5
Gatwick Mail Centre	6
Cardiff Mail Centre	7
Bristol Mail Centre	8
Swindon Mail Centre	9
London Central Mail Centre	10
Preston Mail Centre	11
Manchester Mail Centre	12
NW Midlands Mail Centre	13
Dorset Mail Centre	14
Croydon Mail Centre	15
Inverness Mail Centre	16
Medway Mail Centre	17
Norwich Mail Centre	18
Exeter Mail Centre	19
Chester Mail Centre	20
Southampton Mail Centre	21
Truro Mail Centre	22
Chelmsford Mail Centre	23
Leeds Mail Centre	24
Romford Mail Centre	25
Northern Ireland Mail Centre	26
Birmingham Mail Centre	27
Aberdeen Mail Centre	28
Home Counties North MC	29
Glasgow Mail Centre	30
Swansea Mail Centre	31
Edinburgh Mail Centre	32
Jubilee Mail Centre	33
Carlisle Mail Centre	34
Greenford Mail Centre	35
South Midlands Mail Centre	36
Peterborough Mail Centre	37

6. Frequently Asked Questions

ACCESS TO MDD

1. When are Mailmark Direct Data files available to download?
Every day, Monday to Sunday including Bank Holidays/Public Holidays.

2. Which days of the week will I receive data for?
Monday to Saturday, excluding Bank Holidays/Public Holidays.

3. What time will the files be available for retrieval?
At 15:00 by the latest.

4. I cannot connect / I am getting a message saying the URL is unavailable?
This may be because access to the FTP site is being attempted as if it was a website. Access can only be gained through an FTP client such as WinSCP or FileZilla – please refer to the Technical Specification (downloading data). Alternatively, check you are not connected via VPN.

5. What is the process for archiving or deleting files which have been opened?
Files are not archived; they are available for 7 days in the server and then deleted by Royal Mail.

DATA

6. What data will be within the files and are there any exclusions?
The files will include active (live) data.
The MDD data retrieval process will run from Monday to Saturday, irrespective of Bank / Public holidays.

7. How long will my data files be available?
The server to access files is available 24 hours a day, 7 days a week.
All files will remain in the repository for 7 calendar days, after which time they will be removed.

8. How will you return my data if errors have been made when the files were 'Mailmarked' e.g. I included AB22 222 as the postcode.
We will simply replicate the data entered onto the eMHS system. You will see the same details e.g. AB22 222 will show in the 'Declared Postcode and Delivery Point Suffix' in the designated field.

9. Why is the 'Sorted Postcode' sometimes different to the 'Declared Postcode'?
This is the Postcode determined by Royal Mail systems from the detail on the item.

10. Why do you only share the Postcode you have derived in the 'Sorted Postcode' field and not the Delivery Point Suffix information?
Various Address Management products and solutions are available from a number of suppliers and Value-Added Resellers (VARs) for customers to ensure their data matches the Postcode Address File (PAF).

11. Why is my data file empty?

If no data has been uploaded the file will be empty and a notification will be provided to indicate this is not a system error. Please see section 3.4. If you believe data is missing, please contact your Account Manager.

12. Why are some item records listed more than once on the same date?

If there are multiple issues with an item of mail, it will have a separate reference each time. For example, if there are no issues with a letter, it will simply have a single line reference on that day. If, however, it is a missort and the address is incorrect and the format is incorrect, it will be listed 3 times for each individual error to be highlighted.

13. Why am I seeing items with very old seen dates in the unManifested field?

These items may be those which have been put back in the system by the intended recipient or 'returned to sender'. These are always excluded from any potential unManifested charges and tend to be the first items showing on any 'unManifested' item list.

14. Why are items still showing as unManifested when I have uploaded an eManifest within the 5-day window?

Information for each day an eManifest is open is shown daily. If an item of mail was unManifested on day 1 and an eManifest was uploaded on day 2, the item would no longer show as unManifested on day 3. This is because the report metrics work on the previous 24 hours.

15. Why there are unmanifested flags set to '1' and '0' for the same item ID and why are these shown on multiple rows?

Mailmark Direct Data (MDD) files will retain the historic view for data. Therefore, if an item is unManifested it will have a flag initially set as '1'. Once the eManifest has been received, the unManifested flag will be set to '0'.

As MDD shows the data for historical records i.e. those seen in open eManifests, there will be one record for the historic record (for a specific item) with the unManifested flag set to '1' and new record showing it has been eManifested with the unManifested flag set to '0' (meaning the item has been eManifested).

Note: Every new flag triggered within the MDD data set will show the records on a new line.

MDD FILE DATE	ITEM ID	UNMANIFESTED FLAG	COMMENTS
25th Jan	ABC	1	The item is unmanifested.
26th Jan	ABC	1	The item is unmanifested.
27th Jan	ABC	1	The item is unmanifested.
28th Jan	ABC	1	
28th Jan	ABC	0	Manifest received on 27th Jan 15:00.

In the example above, on 28th January in the MDD file there will be 2 rows of data for the item ID. One showing the unManifested flag set to 1 (for previous days) and one with the unManifested flag set to 0 for that same item because an eManifest was uploaded.

FILE FORMAT

16. Will the Summary file be compressed or zipped?
There is currently no intention to make changes to the Summary file.

17. Will the Detail file ever be decompressed or unzipped?
Due to the file size, it will always be compressed.
The Detail file is compressed as GZ. today. It may be changed to a ZIP file in the future. 7-Zip is able to decompress GZ files.

18. What will happen if I use 'commas' in any text field?
The MDD files are CSV (Comma-separated values) files, and we chose Comma as the separator. If commas are included in free text fields, new columns will be created, this seriously changes the formatting of the file output.

19. Why increase file size by maintaining the SPARE fields?
These have been included for future use and to enable customers to build their solutions accordingly. The increase in file size is negligible.

ADVERTISING MAIL
Using MDD item data to determine if RM have seen an advertising mail seed.
Step-by-step process:

a. Once you have downloaded and incorporated the MDD item level files into your systems; you will start by filtering the data for all Advertising Mail products (column N - Declared Product).
b. Then you will need to determine how many unique eManifest and Campaign name combinations there are using columns C (Manifest ID) & (I Campaign name). How you go about this will depend on functionality you have built into your own unique system or the software package you are using.
c. For each unique eManifest/Campaign name combination you will search column Q (Declared PC&DPS) to see if a seed has been sent to the correct postcode. (For Retail this would be: E11AA and for Wholesale this would be: E1W9LD).
d. At this stage you can now tell if you forgot to include a seed line in your eManifest – every eManifest/campaign combination should have had a seed postcode entry.
e. Now you can see if the seeds you have sent to RM have been seen by RM on the machines.   You can do this by filtering for only the seed postcode in column Q (Declared PC&DPS) and then using column K (first mail centre seen date).   A null entry means we have not seen this item (although it doesn't necessarily mean we don't have it).
f. This data can be used to support the weekly emails from DSACC/IRP about the Advertising seed adjustments.