

Adjustment Code		Adjustment Charge Name	Charge Type	A description of the adjustment charge	How do I find out which items are affected?	Useful checks to reduce errors
Retail	Access					
EZD	ZZD	Mailmark DP Accuracy	Item charge	Mailmark Items have a default or missing Delivery Point Suffix (DP) or our machines determine a different DP for the address.	We provide mail performance reports of your postings. To view these reports, you log on to royalmail.com as a personal or corporate customer using your Mailmark participant ID email address. Click "Access Mailmark" and then follow the "Go to reports". Once you are logged into Mailmark Reporting on the eManifest tab (the default tab) select the eManifest you want to review and check DP and postcode errors by selecting Data Quality in the Performance quadrant.	You can ask your software provider to run your address file against the latest edition of the Postcode Address File (PAF). This will correct any default / incorrect DP codes and postcodes with true ones. If you create your own software, you can check that you subscribe to regular PAF updates and run your address data against the latest edition of PAF.
EP1	ZP1	Mailmark Postcode Accuracy L				
EP2	ZP2	Mailmark Postcode Accuracy LL				
EN1	ZN1	Mailmark Barcode Not Seen (previously called Not Machine Processed) L				
EN2	ZN2	Mailmark Barcode Not Seen LL		The customer has declared Mailmark items in an eManifest that we have not seen on our machines but we expected to machine them. We only apply such charges if your posting has less than a 90% read rate.	Log into Mailmark Reporting and on the eManifest tab (the default tab) select the eManifest you want to review and in the Volume quadrant select Barcode Not Seen.	<ul style="list-style-type: none"> • Check if the the print quality of your barcode meets the Mailmark specification set out in the User Guide? • You can contact mailmarkqa@royalmail.com before your posting and use them to test samples of your items for specific quality attributes. They will provide you with a report on the machinable quality of your samples. • Check if you handed over items 5 days after you submitted the eManifest.
EM1	ZM1	Mailmark Missorts L	Item charge	Missorts are items that customers have incorrectly sorted and/or presented at the wrong mail centre that we have to re-route to the correct mail centre.	Log into Mailmark Reporting and on the eManifest tab (the default tab) select the eManifest you want to review and in the Performance quadrant select Missorts.	If you identify which items were missorted this can help you establish whether the item could have been incorrectly postcoded, sorted and/or presented.
EM2	ZM2	Mailmark Missorts LL				
UML	ZU1	Mailmark Unmanifested Volumes	Flat fee	Customers must declare on an eManifest all Mailmark items in their posting. Where our machines see items that do not show on any live eManifest, we class them as unmanifested items. We will not charge customers if they have less than 500 items unmanifested. We charge a flat administration fee for unmanifested volume between 500 - 6k per eManifest.	You can view the number of unmanifested items under the Supply Chain tab in Mailmark Reporting. To learn how to view unmanifested items, see video on Reporting Update under Reports at https://www.royalmail.com/mailmark/customer-process . We report unmanifested items from day 2 after handover. If you view this report daily, you can potentially upload missing items to a live eManifest (of the same supply chain) on day 3 or day 4 to prevent the items being charged as unmanifested. This is because we will search for the items in eManifests for up to 5 days after the handover date.	Items can be unmanifested for various process related issues. We suggest you investigate the issue with your production site. Simple checks that can help are: <ul style="list-style-type: none"> • have you submitted an eManifest and/or is it complete? • have you submitted an eManifest within 5 days of handing over the mail? • does the eManifest show the correct handover date? • did your eManifest upload incur any error messages that resulted in a rejection of a batch of mail? • have you selected the correct SCID for the eManifest (is it the same SCID in the barcode of the items)? • do the barcodes printed on the items match the barcodes of the items declared in the eManifest.
EO3	ZU3	Mailmark Unmanifested Volume - L	Item charge	Following on from the point above, if the volume of unmanifested items for an eManifest exceeds 6k items, we charge a per item charge for all volume above 500 items. This charge is instead of the administration charge above, not in addition to it.		
EO4	ZU4	Mailmark Unmanifested Volume - LL				
EO1	ZAR	Mailmark Item ID Mismatch	Flat fee	The customer has handed over Mailmark items with barcodes that do not match the item barcodes declared in the eManifest.	You use two reports to help identify the mismatches. Log onto Mailmark Reporting, and first under the eManifest tab, select the eManifest to review and view the Item IDs reported as Barcode Not Seen in the Volume quadrant. This shows the item IDs you recorded in the eManifest that we did not see. Next, view the Item IDs reported as unmanifested. This shows the item IDs you printed on the items that were not recorded on any valid eManifest.	Check that the IDs on the items have been assigned to the correct SCID and are uploaded to the relevant eManifest. You cannot use item IDs set up against one SCID with a different SCID.

EID	ZUD	Mailmark eManifest ID Incorrect/Missing in Sales Order/Docket	Flat fee	The customer has not detailed on the Sales Order / Docket the actual eManifest ID for the Mailmark posting, or the eManifest ID that is detailed is incorrect.	n/a	If you are the bill payer/contract holder with us, you can sign up to Automated Sales Order Generation (ASOG) to avoid these charges.
ULL	ZU2	Mailmark Duplicates eManifested / Seen	Flat fee	A Mailmark item ID must remain unique to an item for at least 90 days. The customer has reused an item ID within 90 days or has applied the same item ID on multiple items within the same eManifest.	Log into Mailmark Reporting, and on the eManifest tab select the eManifest you want to review. You can view the item IDs affected under Volume Discrepancies in the Performance quadrant.	This is usually an issue with your software so contact your supplier directly.
EZF	ZZF	Incorrect Mailmark SCID Used	Flat fee	Before posting Mailmark, a customer registers with us their supply chain for their postings. We provide the customer with a supply chain ID (SCID) for each posting. We charge an administration fee when a customer posts items relating to one SCID which are uploaded to an eManifest pertaining to a different SCID.	n/a	VERY IMPORTANT that you use software to ensure you only select a SCID specific to your mailings. We recommend you ask your software supplier to include controls in the software.
EAR	N/A	Mailmark International presented as Domestic	Item charge	The customer has uploaded items that have international addresses. We do not offer International services for Mailmark barcoded services.	n/a	Check and remove any items from your posting that have International addresses.
Various ¹	Format	Mailmark Incorrect Format	Item charge	The customer has declared a different format on the eManifest to what they have handed over.	Log into Mailmark Reporting, and on the eManifest tab select the eManifest you want to review. You can view the item IDs affected under Class/Format volumes in the Performance quadrant.	Check the dimensions of your items before posting to determine the format
Various ¹	N/A	Mailmark Incorrect Class	Item charge	The customer has declared a different item class of service on the eManifest relative to the printed indicia on the items handed over.	Log into Mailmark Reporting, and on the eManifest tab select the eManifest you want to review. You can view the item IDs affected under Class/Format volumes in the Performance quadrant.	Check that the printed postage impression on the items matches the service you require
Various ¹	Various ¹	Mailmark Underpaid_Sales Order / Zdockets	Item charge	We see more items in the eManifest than the customer declared in the Sales Order/ Docket and assume the customer has not paid for the items.	n/a	If you are the bill payer/contract holder with us, you can sign up to Automated Sales Order Generation (ASOG) to avoid these charges.
		Mailmark Underpaid_Un-manifested_Sales Order / Zdockets		Our machines see more items than the customer has declared on the eManifest. We check the Sales Order/Docket to see if the customer has declared the volume. If not, we assume the customer has not paid and raise business mail postage charges for the volume.	View the unmanifested report to see the volume of underpaid unmanifested items.	See tips above on investigating unmanifested volumes

¹ Various: Charges applied against actual Mailmark Product codes.

What are the minimum charges and thresholds?

Postcode and DPS Accuracy of 90%

With the Mailmark option there is a minimum required level of address, Postcode and DPS accuracy of 90%* per eManifest. This means you benefit from a 10% tolerance on these combined measures.

Because Postcode inaccuracy incurs the higher Mailmark Adjustment Charge, we will count this within your 10% tolerance first before DPS inaccuracy is counted as per the examples below:

	Example 1	Example 2
Postcode inaccuracy	7%	12%
DPS inaccuracy	5%	5%
Total inaccuracy	12% (2% over 10% tolerance)	17% (7% over 10% tolerance)
We will raise adjustment charges of:	2% DPS inaccuracy	2% Postcode inaccuracy 5% DPS inaccuracy

We have previously given notice of our intention to increase the 90%* threshold with time. We will provide you with notice of any changes in line with our contractual obligations to you.

*95% for Responsible Advertising Mail Intermediate Level with a 5% tolerance

Minimum machine readability of 75%

The Mailmark option is for highly machine readable mail and so we have set a minimum machine readability rate of 75%. This rate will be subject to review and we reserve the right to change it by publishing a revised figure on our website at www.royalmailwholesale.com.

If we receive mail that does not achieve the 75% machine readability threshold, then we will cap the level of the Mailmark Adjustment Charges** to ensure that you pay no more than the Access service that those items actually met the specification for; likely to be Access 70. If we receive mail that does not achieve the 75% machine readability threshold on more than one occasion we will work with you to correct the issues but reserve the right to withdraw the Mailmark Schedule from your contract***.

**The cap applies to Not machine processed and Unable to resolve adjustment charges

***As per Schedule 20: Royal Mail Mailmark, Clause 9.5

Minimum Mailmark Adjustment Charge of £10

We will only raise Mailmark Adjustment Charges against an eManifest where the total value is equal to or more than £10. For example:

- a. If the chargeable amount in error is less than £10 then we won't issue a Mailmark Adjustment Charge.
- b. If the chargeable amount in error is equal to or more than £10 in total, then we will issue a Mailmark Adjustment Charge.
- c. If we are going to raise a Mailmark Adjustment Charge then you will see the correction and/or adjustment charge against the relevant Docket number on the next available invoice.