

MAILMARK SET UP

FREQUENTLY ASKED QUESTIONS – EXTERNAL CUSTOMERS

1. Participant ID 'end client' – RM Retail
2. Participant ID 'end client' – Network Access
3. New mailing house set up
4. Where to go for help
5. Mailmark Reporting FAQ

1. set up a Participant ID with an account number linked – RM Retail

1. Product codes added to a RM account.
 - a. Contact your normal BAU Royal Mail account team, the Mailing House team or Business Customer Services
They will complete a form and send to our Setting Up Services team
2. The account holder will receive an email asking to agree to the change of account details and Mailmark T&Cs
 - a. A response must be received within a few weeks or the request will be cancelled
3. The account holder / Royal Mail team will receive confirmation that the Mailmark T&Cs have been sent, agreed and product codes added
4. For a Participant ID, the following must be sent to dsacc@royalmail.com , either from the customer, mail producer or your account team
 - i. Company name
 - ii. Company address, postcode
 - iii. Account number
 - iv. Posting Location ID
 - v. Contact name
 - vi. Contact email address (must be registered on www.royalmail.com as a business user)
5. For any Supply Chain ID[s] to be set up, dsacc@royalmail.com require the following, either from the customer, mail producer or your account team
 - i. client & Participant ID no
 - ii. producer & Participant ID no
 - iii. Carrier & Participant Id no
 - iv. Barcode type: 2d or 4state
 - v. Supply Chain type: Non Regulated, Unsorted, Consolidated
6. Access to report platform available
 - a. Access obtained via email(s) registered under the ParticipantID

2. Set up a Participant ID – Network Access

All this is done by the Carrier or, if a C9 holder, by the RM Account team

1. Product codes added to RM Account DSACC (if applicable)
2. Participant ID set up request details from carrier or RM Accountteam
 - a. See Participant ID process
3. Mailmark T&Cs sent & agreed, sent by dsacc@royalmail.com
 - a. dsacc@royalmail.com require:
 - i. Customer name
 - ii. Customer address, postcode
 - iii. Account number if applicable
 - iv. Contact name
 - v. Contact email address (must be registered on www.royalmail.com as a business user)
4. Supply Chain ID[s] set up
 - a. dsacc@royalmail.com require:
 - i. client & Participant ID no
 - ii. producer & Participant ID no
 - iii. Carrier & Participant Id no
 - iv. Barcode type: 2d or 4state
 - v. Supply Chain type: Network Access, Consolidated
5. Access to report platform available
 - a. Access obtained via email(s) registered under the ParticipantID

3. New mailing house set up

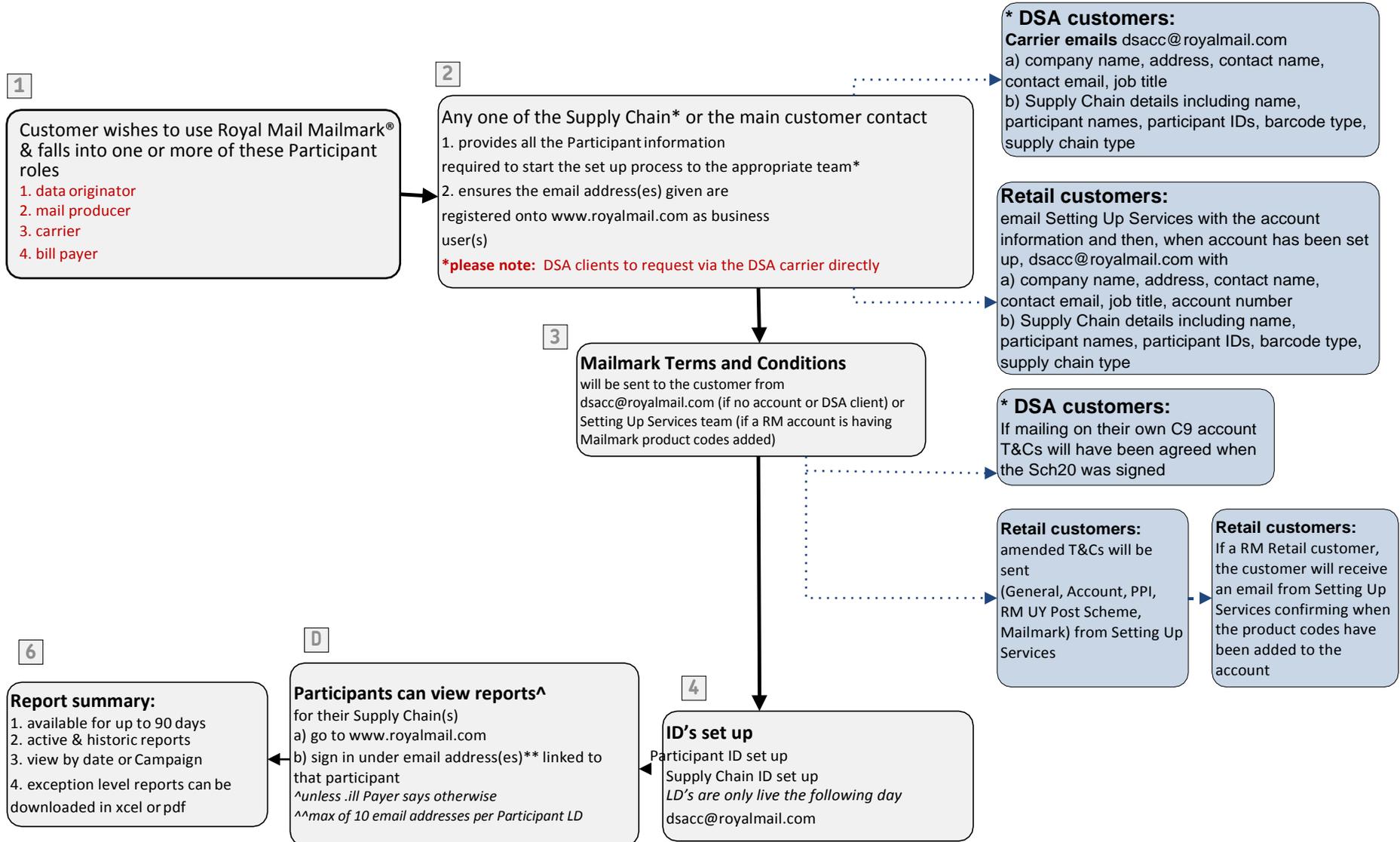
Contact: mailinghouse@royalmail.com

1. Establish readiness

1. Print correct barcodes
 - i. Pdf emailed to mailmarkqa@royalmail.com
2. Create the Mailmark barcode string of information
 - i. Pdf emailed to mailmarkqa@royalmail.com
3. Create an eManifest & do the associated eManifest & 'batch activities'
Access to test eMHS platform obtained & a number of test uploads done
Access requested via mailinghouse@royalmail.com – they send the following details to customersolutionsteam@royalmail.com who will send instructions on how to register
 - i. Company name, address & postcode
 - ii. Contact name, email and phone number
 - iii. Software being used
4. Participant ID set up
 - i. See participant ID process
5. Supply Chain ID[s] set up
 - i. See SCID process
6. Access to live eMHS given
Access requested via mailinghouse@royalmail.com – they send the following details to customersolutionsteam@royalmail.com who will send instructions on how to register
 - i. Company name, address & postcode
 - ii. Participant ID (live)
 - iii. Supply Chain ID (live)
7. Pack designs checked if required
 - i. mailmarkqa@royalmail.com
8. Access to report platform given & Customer Report User Guide sent [if agreed with Bill Payer]
 - i. Email address given in step 4 above (max of 10 can be linked to a Participant Id)
9. Check list gone through/provided prior to first posting i.e. yellow labels indicating mail is Mailmark, correct SCID being used, correct OBA code used for billing
 - i. Sent by customersolutionsteam@royalmail.com when live eMHS access log on details sent

Set up Process

ROYAL MAIL MAILMARK® - PARTICIPANT AND SUPPLY CHAIN SET UP PROCESS



4. Where to go for help

Query	Contact point
Adding Mailmark product codes	Done at the time of Participant ID set up, internal form completed and sent to setting.up.services@royalmail.com
Barcode software suppliers	available on web search engines e.g. Google, Bing, Yahoo – search Datamatrix'ECC200 standard ISO/IEC 16022
Barcode tests	Email mailmarkqa@royalmail.com
Live eMHS platform access	Complete the details and send to mailinghouse@royalmail.com who will forward to customersolutionsteam@royalmail.com
Mailmark enabled Mailing Houses	Contact mailinghouse@royalmail.com
Mailmark In-Process adjustment queries	Contact your carrier if DSA postings Contact your Royal Mail account team or Business Customer Service if a Retail posting
Participant ID set up	Complete the proforma and send to dsacc@royalmail.com DSA requests come via the carrier
Participant or SCID number query	Email dsacc@royalmail.com
Product development	New Product Development team @ MarketReach [Shaun Roberts] and Network Access [Mike Griffin]
QA tests	Packs to be sent to Quality Assurance Coordinator, Royal Mail Customer Services, Drake House Breakwater Road, Plymstock, Plymouth, PL9 7HW. Preadvice to be emailed to mailmarkqa@royalmail.com
SCID set up	Complete the proforma and send to dsacc@royalmail.com DSA requests come via the carrier
Software supplier tests	Data on www.royalmail.com/mailmark under 'Software Supplier Accreditation'
Software suppliers	Details on www.royalmail.com/mailmark under 'Mailmark enabled Mailing Houses & Software Companies'
Test eMHS platform access	Complete the details and send to mailinghouse@royalmail.com who will forward to customersolutionsteam@royalmail.com

5. Mailmark Reporting FAQ

Q: Why can I not see all my e-manifests when I log into my Mailmark Dashboard?

A: When you log onto your Mailmark Dashboard, you will be presented with your personalised Fuel Dial view which provides a high level illustration of all of the e-manifests for the period you selected in the form of red, amber and green. It is important to highlight that on the opening page, the e-manifests falling into the category that needs the most attention (generally red or amber) are the default landing point so that you can prioritise those where significant performance issues were detected. To view remaining e-manifests, select the green and/or amber area and they will appear in a table below.
