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 mailmark@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, mailmark@royalmail.com require the following in an excel spreadsheet 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 Participant ID

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 Account team
   a. See Participant ID process
3. Mailmark T&Cs sent & agreed, sent by dsacc@royalmail.com
   a. malmark@royalmail.com require the following in the excel template
      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. mailmark@royalmail.com require the following in the excel template:
      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 Participant ID

3. Optional process for new mailing house set up
contact: mailmark@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 mailmark@royalmail.com, they will send instructions on how to
        register on the test eMHS platform. They require:
        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 procees
    6. Access to live eMHS given
    Access requested via mailmark@royalmail.com – they will send instructions on how to register on the live eMHS
    platform. They require:
        i. Company name, address & postcode
        ii. Participant ID (live)
        iii. Supply Chain ID (live)
    7. Pack designs checked if required
        i. mailmarkqa@royamail.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 30 email addresses 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 mailmark@royalmail.com when live eMHS access log on details sent

4. Process for registration onto eMHS (required if uploading eManifests)
contact: mailmark@royalmail.com

Access requested via mailmark@royalmail.com, they will send instructions on how to register on the
live eMHS platform. They require:
i. Company name, address & postcode
ii. Contact name, email and phone number
iii. Participant ID (live)
iv. Supply Chain ID (live)

Set up Process

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

1

Customer wishes to use Royal Mail Mailmark®
& falls into one or more of these Participant
roles
1. data originator
2. mail producer
3. carrier
4. bill payer

2

Any one of the Supply Chain* or the main customer contact

1. provides all the Participant information

required to start the set up process to the appropriate team*

2. ensures the email address(es) given are

registered onto www.royalmail.com as business user(s)

*please note: DSA clients to request ID's via the DSA carrier directly

* DSA customers:

Carrier emails mailmark@royalmail.com
a) company name, address, contact name, contact
email, job title
b) Supply Chain details including name, participant
names, participant IDs, barcode type, supply chain type

Retail customers:
email Setting Up Services with the account information and
then, when account has been set up,
mailmark@royalmail.com with
a) company name, address, contact name, contact email,
job title, account number
b) Supply Chain details including name,
participant names, participant IDs, barcode type, supply
chain type

3

Mailmark Terms and Conditions
will be sent to the customer from
mailmark@royalmail.com (if no account or DSA client) or Setting Up
Services team (if a RM account is having Mailmark product codes
added)

* DSA customers:
If mailing on their own C9 account T&Cs will have been
agreed when the Sch20 was signed

Retail customers:
amended T&Cs will be
sent
(General, Account, PPI,
RM UY Post Scheme,
Mailmark) from Setting Up
Services

Retail customers:
If a RM Retail customer,
the customer will receive
an email from Setting Up
Services confirming when
the product codes have
been added to the
account

6

Report summary:
1. available for up to 90 days
2. active & historic reports
3. view by date or Campaign
4. exception level reports can be
downloaded in xcel or pdf

D

Participants can view reports^
for their Supply Chain(s)
a) go to www.royalmail.com
b) sign in under email address(es)** linked to
that participant
^unless .ill Payer says otherwise
^^max of 30 email addresses per Participant LD

4

ID's set up
Participant ID set up
Supply Chain ID set up
LD's are only live the following day
mailmark@royalmail.com

4. Where to go for help

Query	Contact point
Adding Mailmark product codes - RM	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 seach 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 mailmark@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 mailmark@royalmail.com DSA requests come via the carrier
Participant or SCID number query	Email mailmark@royalmail.com
Product development	New Product Development Network Access - shaun.roberts@royalmail.com . Retail - mike.griffin@royalmail.com
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 mailmark@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 mailmark@royalmail.com

5. Mailmark Reporting FAQ

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Why can't I see my reports if I have an OBA account?
Mailmark reporting and OBA access are not connected in any way.
You need to access Mailmark reports through www.royalmail.com under your registered email address when you set up your Participant ID.
Under your profile page select 'Access Mailmark'

How can I use my reports more efficiently to mitigate adjustments?
Select the eManifest you are wishing to review. The view automatically shows those in the 'red' performance category, click on the fuel dial to switch between amber and green.
Anything with a hyperlink can be viewed at batch level, some batches may be better performing than others.
eManifest tab:
- delivery patterns i.e. mail handed over later than expected. Is your eManifest being uploaded with the correct handover date? Do the items on the eManifest match what is handed over i.e. they are handed over as per the eManifest. This can also be used to measure performance for different service speeds and, if reviewed daily, see general fall to earth patterns, especially with economy mail.
- Volume barcode not seen: If this is showing as 90% or less, then please click on the batch level reporting to then access individual batch level reports and select 'volume barcode not seen' – these are the items we would have expected to read the barcode – and click on the hyperlink to view the individual items. These might attract adjustment charges for poor barcode quality, location etc.
- Missorts: this will provide you with a list of missorts for the entire eManifest. You can see if it is a national issue or localised to some mail centres.
- Data quality: these are the items for the full eManifest which have poor address and/or Delivery Point Suffix (DPS) information.

Supply Chain tab: scroll to the end of the report
- Potential Unmanifested Active summary list: Select a date range and view the 'unManifested' item report daily as this will help you identify if an upload hasn't been done or an eManifest confirmed. There is opportunity to upload a batch / eManifest during this time.
- Unmanifested summary level report: This is items for which any eManifest handover dates are complete, no uploads can be done and the list shows items which never could be matched to an eManifest. There is no opportunity to do an upload.
- Adv-Seed pre-notification: Opportunity to check, at Supply Chain level, that advertising mail seeds have been shared as required.

Campaign and Job:
This enables you to check the performance by job or campaign if you use multiple mail producers or carriers or simply want to check different client posting performance.

Combined SC:
This will enable you to select a specific date and look at all the issues independently across all Supply Chains. e.g. look at all your missorts, review the DP accuracy issues.

Where do I go to view reports?
www.royalmail.com, then sign in with your registered Participant ID email address, then look for 'Access Mailmark' under 'Your Profile'.

When is the best time to view reports?
10am the day after the eManifest handover date. Data is refreshed overnight and the morning after up to around 7am. This is because we 'walk sequence' mail (sort the mail into the exact route) the postman does his delivery route. The information you then see in the 'Predicted Delivery' pie chart will include the 'processed on time', 'in progress' etc data.

Who can see the information about my posting?
Royal Mail analysts and all the registered users of the participants in the Supply Chain.