Royal Mail Mailmark®

Mailmark Adjustments explained

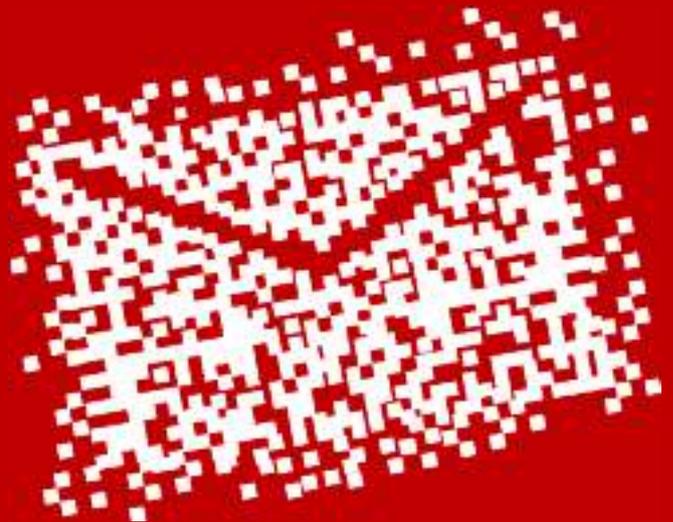**Issued:**
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Contents

1. Introduction

Overview

This document is to provide customers using our Mailmark products with some level of detail of how and when adjustment charges are raised and how issues are investigated by our iRP team.

In addition, there are recommendations detailing how and when customers can proactively take action to resolve issues which are incurring charges or, in some instances, let Royal Mail know of the problem prior to posting.

To further support our customers and enable Royal Mail to resolve queries more quickly, we have included detail on the process and information required for billing enquiries and claims.

At a high level, it provides a summary of Mailmark product options, a refresh of the product standards required.

Document purpose

It provides transparency on Royal Mail's approach to Mailmark adjustments and provides guidance on the actions customers can take to prevent issues; resolve problems to mitigate adjustment charges and what information can support billing enquiries.

Intended Audience:

This document is for use by Mailmark customers, Retail and Network Access, and mail producers posting Bulk Mail.

Please note: This document is not intended to address every scenario a customer may face. It instead, focuses on areas where actions can be taken by the customer to resolve or where Royal Mail can support.

This document is not intended to replace user guides or pricing tables, nor does it reference any processes undertaken by the 'bill payer' in a Supply Chain or the timing when charges are passed on to producers or end clients.

2. Mailmark product options and standards refresh

Mailmark options

	Network Access	Retail
Sorted – with reporting available 2D and 4state Mailmark barcodes	Advertising Business Mail Subscription Mail	Advertising Business Mail Subscription Mail Publishing Mail
Unsorted – with reporting available 2D and 4state Mailmark barcodes	Not applicable	Advertising Mail Business Mail
Account Barcode Unsorted – no reporting available Indicia includes a 4-state barcode next to service indicator	Not applicable	Account Barcode unsorted

Standards refresh

1. an eManifest per Supply Chain ID must be uploaded & confirmed each working day mail is handed to Royal Mail.
2. Auto billing is available for all Retail product options, this is the default selection for new SCID's.
3. A Zdocket (Network Access) or Sales Order (Retail) is required for each handover, for customers using auto-billing, an eCR (electronic Confirmation Receipt) must be handed over with the last collection.
4. The eManifest number must be included in the Zdocket / Sales Order / eCR.
5. The SCID must be included in Network Access Zdockets.
6. Volumes handed over to match Sales Order / Zdocket. Royal Mail will compare volume seen versus eManifest volume versus sales order volume and charge accordingly.
7. The barcode read rates for postings are expected to be a minimum of 90%.
8. Address and DPS accuracy to PAF must be a minimum of 90%.

3. A fair and reasonable approach

iRP will investigate certain issues and always give the customer the benefit of doubt before considering whether to apply charges.

For example.

1. If we know there are issues at a Mail Centre (e.g., a Disruptive Event, machines not available) we will manually exclude those volumes when calculating whether a posting has achieved the desired barcode read rate.

2. If a posting falls below the performance standards required *and* a charge is due to be raised, we will not include volumes from sites where there are reported issues (as above).

3. In the case of poor and/or low barcode read rates if iRP do not have supporting information either from the automation or our operational colleagues to identify why this was the case (e.g., poor print, poor design, item out of specification) then charges will not be applied in that instance.

4. If a posting (at eManifest level) has both poor address / postcode quality and inaccurate or default DPS which both fall below the 90% threshold, we will always look to apply the lower charge of DPS inaccuracy.

5. If a customer has an unforeseen, and valid, issue during data creation, production or processing <u>and</u> the posting is live or has not yet been handed to Royal Mail, there is a possibility we can support and will look to mitigate charges for adhoc requests.

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4. Notifications of Mailmark adjustments

These are processed once a week for all customers. Adjustment files are created each Friday and customers receive notifications on a Saturday morning. If the Friday is a Bank / Public holiday then the files are created the day before and notifications made accordingly.

1. iRP apply Mailmark adjustments after an eManifest has closed. The earliest will be on working day 6 after the declared handover date.
2. iRP will, for some issues e.g., no sales order seen, ask a customer for evidence to support a charge not being applied.
3. Some charges are auto generated, and others will be investigated by iRP in more detail.
4. Where possible, and available, images may be provided upon request.
5. Examples why adjustments are raised:
    a. items are not to specification,
    b. items cannot be processed correctly i.e., missorts, poor address quality,
    c. Barcodes are not seen i.e., poor barcode quality, poor pack design, incorrect indicia being used (Account Barcode Unsorted with standard Mailmark),
    d. items cause issues during processing and across multiple sites,
    e. payment has not been received, and
    f. items have not been manifested (Sorted and Unsorted products),
6. A customer will first receive a notification email from iRP@dockethub.com with a html file attached which contains the details of the Supply Chain, the handover/first seen date, volume and cause for the charge. *
7. The Bill Payer in the SCID will then receive the charge from Royal Mail via invoice.

Please note: if detailed investigations are required then there may be a delay, this is infrequent.

5. Timing of adjustment charges

Charges to the Bill Payer in a SCID might take a few weeks to show on the Royal Mail invoice.

- Investigations are done 7 working days after the handover date, to allow data to be as up to date as possible.
- Investigations may take a few working days or longer when a customer has been given 14 calendar days to respond.
- All Bill Payers in the SCID will receive automatically generated notifications on a Saturday of adjustments.

Please note:

There are issues which can be resolved & a solution provided if a participant in the SCID advises us of issues straight away and if there is valid reason i.e., it's infrequent and a one-off omission.

For example:

1. eManifest uploaded & confirmed but the work will be late / not handed over due to end client changing the mailing date.
2. eManifest number missed off the Sales Order with a valid reason i.e., the upload failed, or sales order submitted before the eManifest was confirmed.
3. Wrong Supply Chain used.
4. Data re-sorted in error so the eManifest batch file won't match the barcode data.

6. Adjustment charges Royal Mail pricing

The charges below indicate if the charge is at item level or eManifest level and are applicable to both Network Access and Retail customers.

Fault	Applies to	Flat Fee	Per Item Fee	Notes
Missorts	Mailmark Letters	n/a	12.95p	
Missorts	Mailmark Large Letters	n/a	37.75p	
International item as domestic	Mailmark	n/a	£2.02	Adjustment charges only apply when one or a combination of charges result in a charge of £10 or more per eManifest
Non-machine processed	Mailmark Letters	n/a	2.2p	
Non-machine processed	Mailmark Large Letters	n/a	3.91p	
Postcode accuracy	Mailmark Letters	n/a	8.68p	Postcode and Delivery point suffix accuracy adjustment charges only apply if the combined result drops below 90% per eManifest
Postcode accuracy	Mailmark Large Letters	n/a	17.05p	
Delivery point suffix accuracy	Mailmark Letters and Large Letters	n/a	0.93p	
Missing or incorrect eManifest ID	Mailmark Letters and Large Letters	£29.45	n/a	per eManifest
Unmanifested volume and Duplicates	Mailmark Letters and Large Letters	£29.45	49p Letters/ 78p Large Letters	per supply chain
Incorrect SCID	Mailmark Letters and Large Letters	£29.45	n/a	per eManifest
Item ID mismatch	Mailmark Letters and Large Letters	£29.45	n/a	per eManifest

Rates published 4th Jan 2022

Please note standard charges may also be applied e.g., incorrect format, weight, or class

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7. Mailmark charges – by type and material code

The descriptions below reference what you would see on your invoice and show the relevant charge per item (p) or at eManifest level (£29.45).

Charge Type	Access Rework Code	Retail Rework Code	Product Description	Price p/£ (04 Jan 2022)
Item Level Surcharge	ZZD	EZD	Mailmark DP Accuracy	0.0093
	ZP1	EP1	Mailmark Postcode Accuracy Letter	0.0868
	ZP2	EP2	Mailmark Postcode Accuracy Lrg Ltr	0.1705
	ZU3	E03	Mailmark Unmanifested Volume – L	0.0049
	ZU4	E04	Mailmark Unmanifested Volume – LL	0.0078
	ZM1	EM1	Mailmark Missorts Letter	0.1295
	ZM2	EM2	Mailmark Missorts Lrg Ltr	0.3775
	ZN1	EN1	Mailmark Not Machine Processed L	0.022
	ZN2	EN2	Mailmark Not Machine Processed LL	0.0391
Admin Charge	ZAR	E01	Mailmark Item ID Mismatch	29.45
	ZUD	EID	Missing or Incorrect eManifest Reference	29.45
	ZU1	UML	Mailmark Un-manifested Volumes	29.45
	ZU2	ULL	Mailmark Duplicates eMani/Seen	29.45
	ZZF	EZF	Incorrect Mailmark SCID Used	29.45
Correction Fees	Various	Various	Mailmark Underpaid Items	Correction fee
	Various	Various	Mailmark Underpaid Un-manifested Items	Correction fee
	Various	Various	Mailmark Incorrect Format	Correction fee
	Various	Various	Mailmark Incorrect Class	Correction fee

VAT charges might apply

# 8. When you can minimise an adjustment charge

It may be possible to find a solution <u>if</u> the customer advises us of adhoc issues straight away.
Charges may be applied but will be minimised where possible.

Issue	Customer action	Royal Mail
eManifest uploaded & confirmed but the work will not be handed over at all.	Customer to advise the account team and provide the SCID, eManifest, Handover date and volume	Will not apply Barcode not seen charges. May apply an Admin charge
eManifest uploaded & confirmed and the work will be handed over after 5 working days. Data will not be re-sorted and will have the original item IDs on the items and in the batch files.	1.Customer to advise the Account team of the issue 2. Customer to provide the account team and provide the SCID, <u>original</u> eManifest, <u>original</u> handover date and await further guidance. 3. When requested: re-upload the data file in a new eManifest with the correct handover date. 4. Customer to provide the Account team of the new eManifest and the new Handover date.	If valid, will not apply Barcode not seen and/or Duplicate item ID charges. Will apply missort, address accuracy, format, International charges etc. May apply an admin charge.

Wrong Supply Chain used in either the barcode or eManifest or both. Uploads will be rejected if Participant not in the SCID	Provide the Account Manager with the incorrect and correct SCID, the eManifest, handover date and sales orders references.	Admin charge may be applied. Adjustment charges may be manually raised against the correct account. Note: this will affect reporting,
eManifest uploaded & confirmed and the work will be handed over after 5 working days. The data has been re-sorted so the IDs on the items don't match the batch file IDs	1.Customer to advise the Account team of the issue 2. Customer to provide the account team and provide the SCID, original and new eManifest, original and new handover dates and item ID ranges for the original and files and item ID range for the barcodes.	If valid will not apply charges for barcodes showing as not eManifested and barcodes showing as 0% seen. Will apply missort, address accuracy, format, International charges etc. May apply an admin charge.
Reconciliation of payment (Network Access Z Dockets) Container data does not have the correct eManifest and SCID detail added at the time of upload.	For future postings, ensure the container data contains the correct eManifest and SCID detail added at the time of upload. Provide data and Zdocket evidence of payment for the items iRP has seen.	Will not apply underpaid charges if data and Zdocket evidence provided by the customer can be validated by iRP as items seen have been paid for. Charges would be applied as follows – Admin charges regarding incorrect eManifest/SCID as the information provided was missing or incorrect at the time of upload and therefore requires manual intervention.
eManifest number missed off the Sales Order with a valid reason i.e., the upload failed, or sales order submitted before the eManifest was confirmed	Provide the Account Manager with the reason, SCID and eManifest number and the relevant Sales Orders.	Will manually cross reference. Charges will be applied for Incorrect manifest ID. Customers must attempt to resolve this issue by ensuring that correct data is presented to RM at the time of eManifest upload to avoid these charges from future postings.

9. How adjustment charges are raised. Item or eManifest level?

The map below indicates the issues which could result in charges (1), how the issue is investigated and if it's item or eManifest level (3) and the presentation/design issues which would result in charges being manually raised (2).
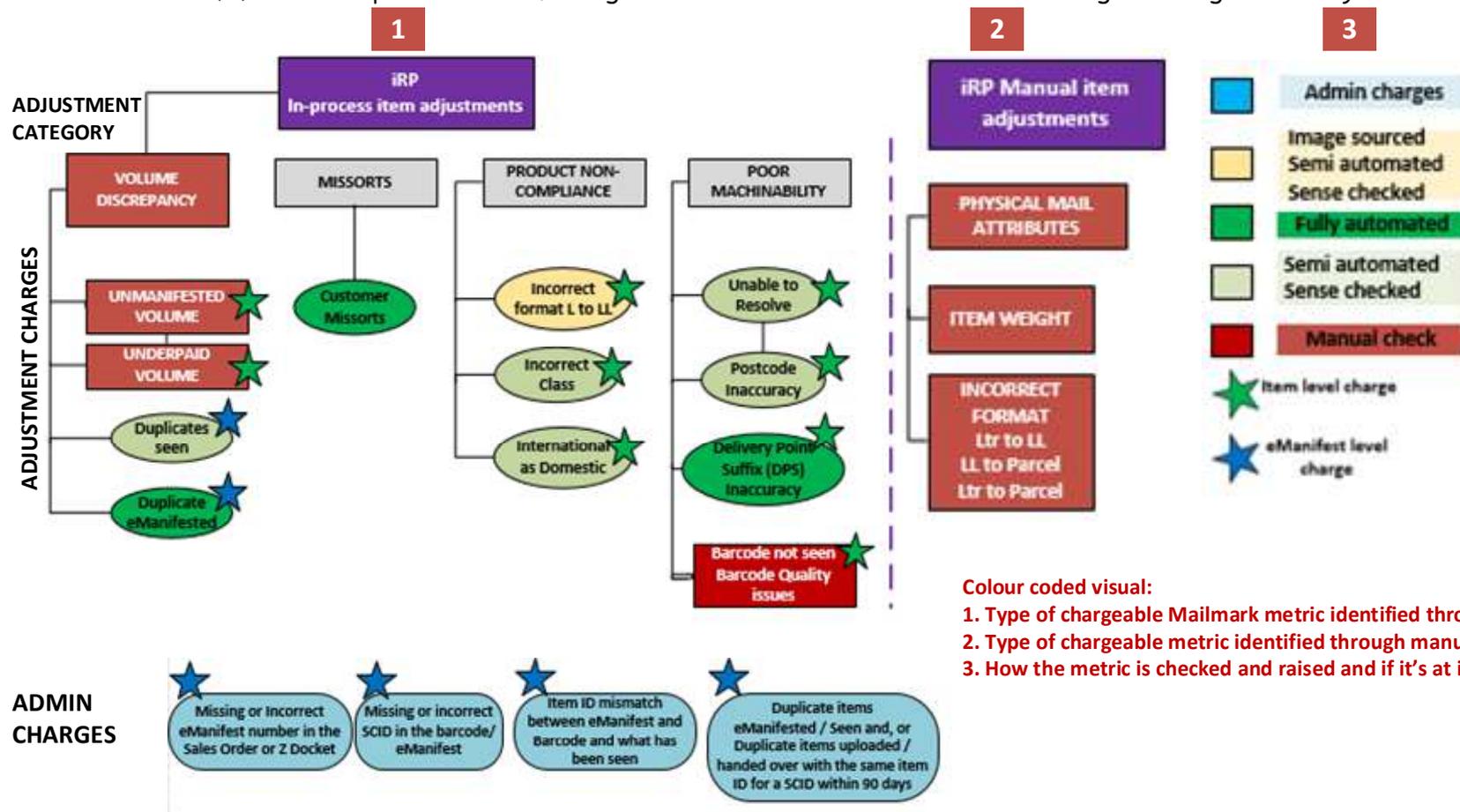
Colour coded visual:
1. Type of chargeable Mailmark metric identified through reporting
2. Type of chargeable metric identified through manual checks (item & data)
3. How the metric is checked and raised and if it's at item or eManifest level

10. How adjustment charges are raised

Check type	Adjustment category	Detail	Emanifest or item level charging
Manual Check	**Physical attributes**	Item weight Incorrect format (L, LL, Parcel)	Item level
	Poor machineability	Barcode not seen / poor barcode	eManifest (format*) triggers item level (format = letters and large letters are identified separately on individual eManifests)
	Volume discrepancy	Underpaid unmanifested and/or manifested volumes	eManifest (format*) triggers item level format = letters and large letters are identified separately on individual eManifests
Semi Auto Semi manual	**Poor machineability**	1. Unable to resolve 2. Postcode inaccuracy	1. This metric is covered by poor barcode read rates and product noncompliance 2. Semi-automated & sense checked eManifest (format*) triggers item level
	Product non-compliance	Incorrect class International as domestic	Semi-automated and sense checked eManifest level (format*) charges
	Volume discrepancy	Duplicates seen	Semi-automated and sense checked Item level charges for those not paid for Admin charge

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Check type	Adjustment category	Detail	Manual checks (iRP investigating & checking) Semi-automated & checked Fully automated
Automated check	**Poor machineability**	Delivery Point Suffix Information	Fully automated eManifest (format*) triggers item level
	Missorts (DSA)	Customer Missorts	Fully automated Item level
	Volume	Duplicate Manifested	Fully automated eManifest
Semi manual	**Product non-compliance**	Incorrect format L to LL	Image required to validate (semi-automated & manual check done) Item level charging
Admin	**Admin charges**	Missing eManifest no, SCID, data mismatch, duplicate item ID's used	eManifest level charging

11. How postings are investigated

Adjustment category		Detail	Item level or eManifest level
Manual checks	**Physical attributes**	**Item weight** Manual check done when mail is received.	Applicable to Manifested and UnManifested items the following charge will be applied: ✓ Format change item charge (e.g., if letter becomes a large letter ✓ Weight change item charge (e.g., if declared as 250g and item weighs 500g)
	Physical attributes	**Incorrect format (L, LL, Parcel)** This can be manual or via the machines which do provide item dimensions. If identified through the automation, the customer will be asked for a physical item and/or to confirm pack dimensions. Note: If polywrapped or naked or unsealed letters are sent using Mailmark they will be charged LL format	Applicable to Manifested items **Items declared as Letters but are Large Letters** 1. iRP Analysts review manifests where items are declared as letters but seen in our network as large letters. some example charges are: ✓ Items greater than maximum letter dimensions ✓ Letters are polywrapped or open sides ✓ Letters do not meet the tab seal specifications ✓ Items do not fall within the minimum dimensions permitted for machineable letters

Adjustment category	Detail	Item level or eManifest level

Manual checks — **Poor machineability**	**Barcode not seen / poor barcode**
	Read rate triggers an investigation. We expect to see a minimum of 90% of letters and large letters before we take any action.
	The 'expected to be seen' volume of large letters, excludes those which would be processed at a site with no large letter automation. In reporting these fall under the 'unexpected to be seen' category.
	iRP will ensure 'unexpected to be seen' large letters are excluded **prior** to establishing if the read rate is less than 90%. They will review the Mail Centre performance for <u>all customer mailings</u> and obtain item images if some items were seen.
		Applicable to Manifested items
		Total volume seen in network is less than 90%
		    1. iRP Analysts review manifests where read rate is <90%.
		No charge is applied if read rate is >90%)
		    2. Investigations are carried out by format, by eManifest.
		We exclude volumes due for mail centres that would never expect to machine process these items.
		We exclude volumes if there is a known mail centre issue e.g., capacity constraints
		    3. iRP analysts investigate and apply charges where investigations reveal that customer is at fault.
		<u>Note</u>: 'Barcode not seen' charge is currently less than the OCR price even though we may have had to process the items manually. This may not be true of other charges.
		
		<u>some example charges are:</u>
		✓ barcode is tapping out of window
		✓ barcode modulation fails (crisp black & white blocks)
		✓ items cannot be machine sorted
		✓ items sticking together
		✓ barcodes not meeting specification
		✓ no barcodes on Items

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Adjustment category		Detail	Item level or eManifest level
Manual checks	Volume discrepancy	**Underpaid unmanifested and/or manifested volumes** This is when items have simply not been paid for i.e., we have seen more than the sales order, or the sales order does not match the eManifest total. The customer only needs to provide sales order details which match the volumes handed over / eManifested for. Or, if the work was not sent in, written confirmation provided.	Applicable to Manifested and Unmanifested items **Volume seen is more than sales order / Zdocket** 1. Triggered by what has been seen vs paid for 2. Prior to raising a charge, bill payer notified of discrepancy and requested to identify/provide missing sales order/Zdocket 3. If response received within 14 calendar days, iRP Analysts review feedback and accept/reject evidence and charge as appropriate If no response received, adjustment applied. Support with Billing Enquiries – see sections <u>17</u>, <u>18</u>, <u>19</u>.
Semi Auto Semi Manual	Poor machineability	**Unable to resolve**	*This metric is covered by poor barcode read rates and product noncompliance*
	Product non-compliance	**International as domestic** International items cannot be sent using Mailmark, a charge per item may be applied if any are seen.	Applicable to Manifested and Unmanifested items **Items declared as domestic but have International address data** <u>the following charge will be applied:</u> ✓ International items item charge

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Adjustment category		Detail	Item level or eManifest level
Semi Auto Semi Manual	**Product non-compliance**	**Address and/or DPS Accuracy** If 11% items are incorrect then only 1% items may receive an adjustment charge. The remaining 10% will not have charges applied due to tolerance permitted. **A customer will never be charged for both metrics.** If 80% of the mailing has inaccurate DPS and 70% of the mailing has inaccurate PAF addressing, only a 10% charge for DPS inaccuracy will be raised.	Applicable to Manifested and Unmanifested items Required standard is 90%. If declared Postcode in the Barcode / eManifest is invalid and does not match the PAF postcode on the automation 1. iRP Analysts review eManifests where Machinability non-compliance volume is more than 10%. If Machineability non-compliance is 10% or less, no charge is applied. the following charges will be applied: ✓ Firstly, items which have an Incorrect DPS ✓ Secondly items which have an incorrect Postcode / Address **Please note** a Default DPS is not classed as PAF matched.
	Product non-compliance	**Incorrect class** An item has a 1st class indicia but has been paid for as a 2nd class service. Or, where a customer has declared an item as lower class, but the automation has identified the correct class.	Applicable to Manifested and UnManifested items the following charge will be applied: ✓ Class change and item charge **Note:** Access customers who post postcards on the Economy service will be charged at the Standard Access service rates for postcards

	Adjustment category	Detail	Item level or eManifest level
Semi Auto Semi Manual	**Volume discrepancy**	**Duplicate items ID's** This is where a customer has used the same 'unique' item ID on a different item for a Supply Chain. Item ID's having to be unique to allow reporting data to be collated for customers and Royal Mail. In addition, the uniqueness is needed for Royal Mail to measure item performance.	Applicable to Manifested items Where appropriate, will check 'tag codes' applied to item to confirm they are duplicate items. **Same unique item ID has been used on more than one mailpiece & seen by the automation (within 90 calendar days)** 　1. iRP Analysts review eManifests where the same item ID has been seen more than once. Following charges will be applied: 　✓ 'Duplicate Seen' admin fee charge (£29.45 per posting) 　✓ Underpaid items charge (if items are found to be not paid in our network.)
Automated check	**Missorts (DSA)**	**Customer Missorts** Mail is first seen at the incorrect Mail Centre. Details are provided within the reports to show where the item was due and where it was first seen. *Missorted by mail producers – one or two items in the wrong tray Whole trays sent to wrong location – misrouting*	Applicable to Manifested and UnManifested items Following charge will be applied: 　✓ Missort charge by item by format

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Adjustment category		Detail	Item level or eManifest level

Automated check	**Poor machineability**
	
	Umbrella term for address quality and/ or DPS accuracy
		Delivery Point Suffix inaccuracy
		There is a 10% tolerance for DPS accuracy to PAF. Postings are only investigated if the reports indicate that a standard of 90% or higher has not been met. A customer is permitted to use the Default DPS of 9Z or space characters if the accurate DPS is not known. A Default DPS is not considered to be a PAF matched DPS. A customer will not receive a postcode inaccuracy charge <u>and</u> a DPS charge if both are poor. The lower charge will be applied first.
			Applicable to Manifested and Unmanifested items
			Declared Postcode in the Barcode / eManifest is invalid and does not match the PAF postcode on the automation
			    1. iRP Analysts review eManifests where Machinability non-compliance volume is more than 10%.
			If the Machineability non-compliance is 10% or less, no charge is applied
			<u>the following charges will be applied:</u>
			   ✓ Firstly, items which have an Incorrect DPS
			   ✓ Secondly items which have an incorrect Postcode /
			   ✓ Address
			A customer will never be charged for both metrics. If 80% of the mailing has inaccurate DPS and 70% of the mailing has inaccurate PAF addressing, only a charge for DPS inaccuracy will be raised.

	Volume	**Duplicate Manifested** This is where a customer has used the same 'unique' item ID on a different item for a Supply Chain. Item ID's having to be unique to allow reporting data to be collated for customers and for Royal Mail to measure item performance.	Applicable to Manifested items **Same unique item ID has been used on items seen by the automation (within 90 calendar days)** <u>the following charge will be applied:</u> ✓ Duplicate Manifested admin fee charge (£29.45 per posting in 2022)

Adjustment category		Detail	Item level or eManifest level
Semi Manual check	**Product non-compliance**	**Incorrect format L to LL** The items are not the correct dimensions or design for the format paid for.	Applicable to Manifested and UnManifested items <u>the following charge will be applied:</u> ✓ Format change item charge Where Letters are poly wrapped or unwrapped (not sealed) will be charged at LL rate.
Admin	**Admin charges**	Invalid declarations i.e. Missing eManifest no, SCID incorrect, data mismatch iRP will always work with customers if they are made aware, through DSACC or the Account teams, in advance, of issues. e.g. a. an eManifest was uploaded in error too early and the mail will not be seen in the 5-working day window. *Handover date, SCID and eManifest info provided. iRP may ask they upload the batch(es) again & provide the new eManifest number.* b. an eManifest number was not added because of software issues. *Provide the Zdocket / sales order no & the eManifest no and justified cause. iRP will review.* c. eManifest does not match item IDs on live mail because file was resorted. *Provide iRP with the eManifest ID, the number range, the SCID and handover date.*	Applicable for Manifested and UnManifested items <u>Instances where charges will be applied:</u> ✓ Incorrect and/or missing eManifest ID – eManifest ID in the Zdocket/sales order does not match with the eManifest uploaded onto EMHS ✓ Invalid and/or missing Supply Chain ID – Supply Chain in the barcode/Zdocket/sales order is not valid or customer has used another customers SCID. ✓ Seen as UnManifested – total volume of items seen in our network without a valid manifest is greater than 500 but less than 6k. ✓ Duplicate manifested/seen – the same item ID is being reused in the same eManifest or the same item ID was used in an eManifest submitted within 90 calendar days.

12. How customers can identify and investigate common issues

1. **UnManifested Mail (<u>Section 13</u>)**
2. **Reasons for Barcode Not Seen and print issues (<u>Section 14</u>)**
3. **Common issues, and solutions, for barcode not read (<u>Section 15</u>)**

Immediate actions you can take to resolve issues

Contact at earliest opportunity when you identify a potential problem: e.g.

i. The timing of an eManifest upload and handover will result in unmanifested volume.
ii. An eManifest number is missing from the sales order (ad hoc only).
iii. Production issues that will result in incorrect barcode, barcode not read or delayed hand over.
iv. The end customer has asked for a mailing not to be handed over but the eManifest has been confirmed.
v. An incorrect SCID has been used.

- Wholesale Contract holders contact your Account Directors.
- Retail customers contact the Mailmark team at <u>mailmark@royalmail.com</u> or your Account Manager.
- Mail producers can contact the Mailmark team at <u>mailmark@royalmail.com.</u>
- If the Mail Producer, as a Participant in a Wholesale Supply Chain, is raising directly with Royal Mail please advise your Wholesale contract holder that you are querying charges or ask the Wholesale contract holder to pick up this query on your behalf.

13. When is a posting considered to be unManifested?

An eManifest remains open for 5 working days, including the handover date, which is enough time for 1st, $2^{nd,}$ and Economy mail to be seen.

It only requires one machine pass / sort for Royal Mail to start the reconciliation process of matching the item number in the barcode to the same detail in an uploaded and confirmed eManifest.

A Mailmark mail item is unmanifested if it is tracked in RM's automation but no corresponding item can be seen against an open eManifest.

iRP checks against sales orders / Zdockets to see if the unManifested volume (not been able to be ticked against an eManifest) has been declared. iRP also looks a working day or two either side of the date the mail was first seen on the unManifested item's SCID.

Unpaid unmanifested items will be charged at Mailmark Business Mail tariff.

Potential reason for UnManifested mail	Solution
Customer did not create an eManifest	An eManifest could be created the following working day or data added to the next working day's upload for the SCID in question
Incomplete eManifest: Not all items were uploaded or, eManifest closed before upload complete	Items to be uploaded to the next working days' eManifest Can be checked by looking at active 'potential unManifested' report
Empty eManifest; created but not populated with volume details	Add items / file to the next working day's eManifest for that SCID
Customer believed an eManifest has been created, batches uploaded and confirmed but no action taken if system error messages received e.g., carrier not recognised, incorrect product for SCID type etc	Advise Mailmark team of error message, Contact software supplier if applicable Upload data retrospectively but within the 5 working days of handover
SCID printed on items do not match the SCID declared on the eManifest	Advise iRP through account team of the incorrect eManifest info and upload a correct file
Incorrect barcode: duplicate barcode applied to items or items were printed with barcode, but customer decided not to send them as Mailmark	Advise iRP through account team if the mail is not being mailed as Mailmark & provide sales order & product information

14. Reasons for 'barcode not seen' or barcode print issues

Note: Multiple Royal Mail Mailmark barcodes could result in adjustment charges

Barcode precedence. If the eManifest does not match the service and barcode used, the reports will show these as 'barcode not seen'

    i.   'Account Barcode Unsorted' takes precedence over for normal Mailmark (sorted or unsorted)

    ii.   A short 'consolidator' 4state barcode takes precedence over any normal Mailmark code

    iii.   A 4-state Mailmark barcode takes precedence over a 2D Mailmark barcode

Ensure the right envelope and Indicia have been used and the detail in the uploaded eManifest matches the barcode

1	**0% read rate**	EManifest not uploaded; Mail presented when the eManifest has closed; Batch upload information or data incorrect; SCID and/or unique item IDs do not correlate because data has been resorted; Incorrect SCID; Item IDs having a space instead of a number.
2	**High Average Error Correction (AEC)**	Poor barcode quality (modules/bars); Incorrect size of modules. If you are using the minimum size of 0.5mm, consider increasing to 0.7mm which is the maximum size; Barcode location could impact the reading; Barcode and/or delivery address located beneath double poly film; Poly film too hazy or cloudy.

3	Clear zones infringed	Barcode falling outside the window; Barcode touching the window edge; Barcode falling into a required clear area (not permitted within 40mm of the top, 15mm of the bottom, right or left edges); Barcode and/or delivery address do not have the required clear area around; The background to the barcode does not provide enough contrast for the barcode to be read clearly. This could be because of the background colour. print or graphics showing behind some or all of the barcode.
4	Barcode quality	This is linked to High Average Error Correct (AEC) and could be down to the print method used or the substrate (paper/poly) which the barcode is printed on; Barcode not crisp and clear; Elements of the barcode missing or printed incorrectly. An option to consider if you have printer or paper constraints is the 4-state Mailmark barcode.
5	Barcode and delivery address location	Barcode and delivery address falling into a required clear area (not permitted within 40mm of the top, 15mm of the bottom, right or left edges). This could either be because of print location on a carrier sheet or the excess poly not being taken into account for movement of the insert.
6	Format incorrect	Items manually sorted because the full dimensions (including insert and outer) exceed the maximum size permitted (245mm x 345mm x 10mm) for Mailmark. These dimensions are mandatory to facilitate tray sortation by our large letter machines.
7	Ink quality	Ensure the ink is waterproof.
8	Paper quality	Paper used does not allow the printed ink for the barcode image to set correctly. Consider using larger modules sizes (max 0.7mm) or change to the 4-state Mailmark barcode.
9	Print Quality	Ink jet printing is not always suitable for 2D barcodes because of the precision required to create the modules (black squares). It is recommended that if print quality cannot be sustained or is poor then 4-state Mailmark barcodes are used.

15. Common issues, and solutions, for barcode not read

ISSUE	Example reasons	Customer Actions
0% read rate	eManifests uploaded out of date Incorrect SCID – barcodes don't match	Review upload and data processes Printer maintenance Pack design change QA tests for design and barcode quality Ink supplies checked / changed Unfamiliar with Mailmark specifications Paper type can result in poor barcode quality
High Average Error Correction % (AEC %)	Barcode not quite right. Royal Mail reads barcodes by deconstruction and re-constructing barcodes and determining the content using algorithms. If there is a high AEC %, Royal Mail has had to apply additional logic to ascertain what the modules or bars are.	
Clear zones infringed	Barcode not visible, in code mark area, out of window	Review pack design. PDF can be emailed to mailmarkqa@royalmail.com
Barcode quality	Modules not crisp and clear	Consideration to change to 4-state Increasing module size can sometimes help (0.5mm, to 0.7mm permitted)

ISSUE	Example reasons	Customer Actions
Barcode / Delivery Address incorrect location	under the seal/double film or in the indicia clear zone	Review pack design. PDF can be emailed to mailmarkqa@royalmail.com
Account number incorrect on SCMS	Incorrect SCID set up request for Bill Payer Incorrect Account number provided	Advise Account team who will raise to mailmark@royalmail.com
Format incorrect	Letters presented as poly wrapped or unsealed (naked). Large Letters exceed 245mm x 345mm x 10mm	Charges will be applied accordingly.
Missing numbers from the unique item ID	Data issue	
Inconclusive	None – no action required	Excluded from any adjustment charges
RM Processing	None – no action required	Excluded from any adjustment charges

16. How to identify issues using your Mailmark reports

PDF Reports (at Supply Chain level)	MDD (at Supply Chain and item level)
Potential Unmanifested	Potential Unmanifested
Volume unseen (handover/ barcode issues)	Volume unseen (handover/ barcode issues)
Missorts	Missorts
Incorrect class and format	Incorrect class and format
Address quality and DPS (Machineability)	Address quality and DPS (Machineability)
No Advertising Mail seed	No Advertising Mail seed
	Average error correction percentage
	International items
	Predicted Delivery

17. Supporting customers wishing to submit a claim after billing has taken place

1. These must go through the Account team and / or Mailmark who will liaise with iRP.
2. Most issues can be resolved & a solution provided if the customer advises us of issues straight away e.g.
   - eManifest uploaded & confirmed but the work will be late / not handed over
   - eManifest number missed off the Sales Order with a valid reason
   - Wrong Supply Chain used
   - Data re-sorted in error so the eManifest batch file won't match the barcode data
3. Where practical and possible, upon request only, we will endeavour to provide an item image for some charges e.g., poor barcode print quality.
4. If iRP ask for a seed item or a visual from the customer, this is the customer's opportunity to have a charge waiver considered. A re-print is <u>not</u> acceptable, it must be an item from the posting in question.
   - If a PDF – it must be the actual size, jpegs are not suitable.
   - Any seed items requested (pdf actual size of scanned item) should be sent to <u>mailmarkqa@royalmail.com</u> with the case reference, and the QA Team will scan the barcode and, if requested, provide visual feedback.

From 16 June 2022, we are introducing the following policy change to enable claims to be concluded promptly and efficiently:

- *Claims under £5,000 in value must be submitted within 90 calendar days from the date of invoice being received: and*
- *Claims over £5,000 in value must be submitted within 6 months from the date of invoice being received.*

NOTE: While we will support customers, to ensure we treat all customers fairly we do reserve the right to apply published charges if a customer does not work with us to resolve issues in an agreed timeframe or if they repeatedly make the same errors. This is managed through the Royal Mail Account Manager and iRP.

18. Examples of information required for a Billing Enquiry

These must go through the Account team and / or the Mailmark team before being sent to iRP

If customers wish to query any posting; the eManifest number, handover date, UCID, SCID, payment evidence if applicable and case reference are required. If dispensation is requested, then the cause and solution to resolve must be provided.

Evidence required from the participant in the Supply Chain e.g.

UnManifested: evidence of eManifest no and the Item ID's uploaded (available from the original upload file & must match the unManifested list on reports)

Barcode quality: actual seed or returned item from the posting with a QA pass

Format: actual item if dimensions and weight are being queried

Account Barcode Unsorted: confirmation/evidence that the contents are not Fulfilment goods. If they are, the claim will not be considered. Physical proof may be required.

Please note: We reserve the right not to investigate if there is not sufficient evidence to support the claim or if the charge cannot be disputed.

19. What we need to help you with your Billing Enquiry

In the first instance customer will raise their issue directly with their Account Manager to facilitate the steps below.

Please follow the numerical sequence for the process

* The seed must be actual size PDF of the item scan emailed to Account Manager (or a live sample posted to the team @ Plymouth and Account Manager informed).

**If Return Address is out of spec or Delivery Address is within 40mm of the top i.e., not beneath the indicia as required (large letter), you may still submit the appeal.

ISSUE	Customer	Account team or Manager	Mailmark or QA team
Barcode not seen for entire mailing (0% seen charges) (for entire posting & no images available from Royal Mail)	1. Provides a SEED or RETURNED mail * 2. Provides the case reference from the Adjustment file	3. Ensures this is a not a reprint 4. Sends scan to the QA team 6. Send the QA results & case ref to iRP to appeal	5. QA team scan the item and check pack design** If the barcode is an A/B grade and the item design is in spec progress with appeal.
Items underpaid (more items seen than reflected on the sales order)	1. Provides a copy of the Sales Order which matches the eManifest volume 2. Provides the case reference from the Adjustment file	3. Send the evidence of payment and case reference to iRP	IRP will review evidence and advise if reconciliation can be made

eManifest ID not included in the Sales order (Live posting)	1. Provides a copy of the Sales Order displaying the eManifest number	2. Send the copy of the Sales order & case ref to iRP to appeal	
eManifest ID not included in the Sales order (Closed eManifest)	1. No appeal permitted as too late to reconcile payment vs posting		
UnManifested admin charge (Customer believes an eManifest was provided)	1. Provides a copy of eManifest (from noreply@dockethub.com)	2. Send the copy of eManifest & case ref to iRP to appeal	
UnManifested item level charge (Customer believes the items were manifested)	1. Provides the eManifest number, handover date, Supply Chain ID and, from the adjustment file the first seen date 4. Customer uses the list of IDs to check which eManifest they were uploaded to and confirms if the items were handed over on time	2. Obtain unManifested item list for the Supply Chain (for the first seen date) 3. Shares the list of unManifested item IDs with customer 5. If the eManifest is accurate and mail handed over on time, submit the appeal	6.IRP will review the appeal

Duplicate item level charge (Customer charged for using duplicate Ids for the same SCID within 90 calendar days)	1. Provides the eManifest number, handover date, Supply Chain ID and, from the adjustment file the first seen date 4. Customer uses the list of IDs to check if the item IDs have been re-used, if they believe not then provide evidence of item ID & handover dates	2. Obtain duplicate item list for the Supply Chain (for the first seen date) 3. Shares the list of Duplicate item IDs with customer 5. If the evidence is clear that item IDs were not re-used and mail handed over on time, submit the appeal	6. IRP will review the appeal

20. Appeals

A Participant in the Supply Chain has the right of appeal if they have disputed a charge which iRP has not upheld or, if they have had a charge applied for which they believe there are circumstances or evidence to support the charge being reviewed.

Royal Mail Wholesale Appeals are dealt with via the Appeals Board which is held Friday of every week and should be raised through the customer's Account Director or DSACC.

In the case of Retail customers appeals are to be raised via their Account Management team.

21. Change Control log