



16 February 2021

Royal Mail Wholesale

4th Floor
185 Farringdon Road
London
EC1A 1AA

Customer UAT open for Manual Mailmark Service for Parcels and GLL

Dear Customer,

Our new Manual Mailmark Service for General Large Letters (**GLLs**) and Access Parcels launches on 5 April 2021, which will provide further product choice to Wholesale customers. To support customers with the launch we are opening up the opportunity to test the implementation of the new service in Dockethub. If you would like to participate in the testing please contact your Account Director who can initiate the setup of a test account for you.

Additionally, following feedback received from our software supplier, I would like to clarify the selection requirement customers should be using when creating Mailmark barcodes and uploading eManifests for the new service, as follows:

- 'Format' or 'Service Type' must be selected for 4-state barcode and 2D barcode respectively;
- 'Format' and 'Service Type' must be selected for the eManifest upload regardless of the type of barcode being used;
- The following 'Service Type' or 'Format' and 'Machineability' values must be selected for Parcels and General Large Letters, according to the type of barcode:

- a. A customer posting **Access Parcels** using a 2D barcode would select Service Type 4 within the barcode. The customer should also select Service Type 4, Format 4 and Machineability E for the eManifest:

Service Type (2D barcode and eMHS)	Format (eMHS)	Machinability (eMHS)
4 - Parcel	4 - Parcel	E - Mailmark

- b. A customer posting **Access Parcels** using a 4-state barcode would select Format Value 4 in the barcode. The customer should also select Service Type 4, Format 4 and Machineability E for the eManifest:

Service Type (eHMS)	Format (4-state barcode and eHMS)	Machinability (eMHS)
4 - Parcel	4 - Parcel	E - Mailmark

- c. A customer posting **manual Mailmark Large Letters**, including existing Mailmark Large Letters, using a 2D barcode would select Service Type 1 in the barcode. The customer should also select Service Type 1, Format 2 and Machineability E for the eManifest:

Service Type (2D barcode and eHMS)	Format (eHMS)	Machinability (eMHS)
1 - Mailmark Large Letter	2 - Mailmark Large Letter	E - Mailmark

- d. A customer posting **manual Mailmark Large Letters** using a 4-state barcode would select Format Value 2 in the barcode. The customer should also select Service Type 1, Format 2 and Machineability E for the eManifest:

Service Type (eHMS)	Format (4-state barcode and eHMS)	Machinability (eMHS)
1 - Mailmark Large Letter	2 - Mailmark Large Letter	E - Mailmark

Mailmark Service Barcode and eManifest

In order to strengthen our data capture for the Mailmark service, moving forward, customers posting Letters and Large Letter on existing Mailmark services will be required to:


- select 'Service Type 0' for Letters and 'Service Type 1' for Large Letters in the 2D barcode; and
- for 2D barcode and 4-state barcode types, select 'Service Type 0' for Letters and 'Service Type 1' in the eManifest.

Contract Change Notice (no. 075), appended to this letter, effects this change for existing Mailmark services from 26 August 2021.

We have updated the Mailmark eManifest Handling System Implementation Guidelines and the Barcode Definition Document to reflect the above, both of which can be found at www.royalmailwholesale.com/royal-mail-mailmark.

If you have any queries regarding the above please contact your Account Director.

Yours sincerely,



Tim Cable
Wholesale Products Director
Royal Mail Wholesale



ACCESS LETTERS CONTRACT CHANGE NOTICE: NUMBER 075

Date: 16 February 2021

This notice applies if you hold an **Access Letters Contract (Contract)** with **Royal Mail Group Limited**, a company registered in England and Wales (number 04138203) with its registered address at 100 Victoria Embankment, London, EC4Y 0HQ.

1 Definitions and interpretation

- 1.1 If a word or expression is defined in this notice, it shall have the meaning given in this notice.
- 1.2 Any words or expressions which are not defined in this notice, but have an initial capital letter, shall have the meanings given to them in the Contract.
- 1.3 All of the rules about how to interpret the Contract shall apply to this notice.

2 Changes to the Contract

- 2.1 Under Clause 13.2.1(a) of the General Access Terms and Conditions, we hereby notify you that we are amending the Mailmark eManifest Handling System Implementation Guidelines and the Barcode Definition Document, so that from 26 August 2021, if you post Letters and Large Letter on Mailmark services, which are currently available to you at the date of this notice, will be required to:
 - 2.1.1 select 'Service Type 0' for Letters and 'Service Type 1' for Large Letters in the 2D barcode; and
 - 2.1.2 for 2D barcode and 4-state barcode types, select 'Service Type 0' for Letters and 'Service Type 1' in the eManifest.
- 2.2 The Mailmark eManifest Handling System Implementation Guidelines and the Barcode Definition Document can be found at www.royalmailwholesale.com/royal-mail-mailmark.
- 2.3 The changes detailed in paragraph 2.1 will take effect from 26 August 2021.

Yours sincerely,

Tim Cable
Wholesale Products Director
Royal Mail Letters