Changes to Mailmark reporting

9th November 2019

- -

1. 'Volume – barcode not seen' split;

    a. 'Volume – barcode not seen, not expected to be seen'

    These are the barcodes on your items which we would not expect to see because we do not have sorting machines or because, of processing constraints, would not expect to machine sort your letters.

    These items are, and always have been, excluded from any adjustment charges but customers would have seen all items listed on the exceptions report.

    No adjustment charges would be raised for these items.

    b. 'Volume – barcode not seen, expected to be seen'

    These are the barcodes on your items which we would expect to see and machine sort. These items could potentially have an adjustment charge applied. However, prior to any charges being applied, the cause for barcode not seen will be investigated.

    Adjustment charges might be applied unless the cause is inconclusive or a Royal Mail processing issue.
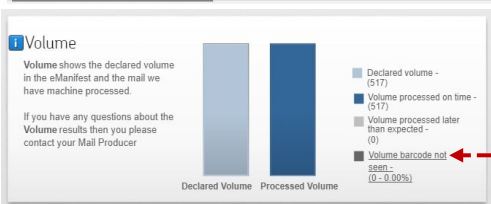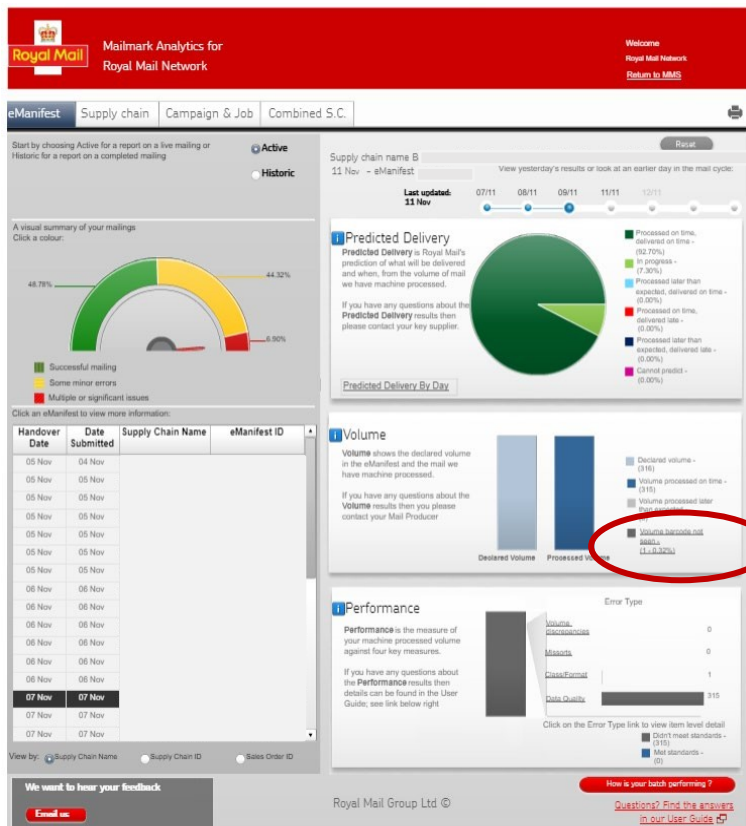
2. New field in all the exception level reports to show Container ID

    A change to eManifest software will enable Container ID information to be included in the exception level reports. This is the old field [Spare 10].

    This may assist in the reconciliation of missorts or underpaid items.
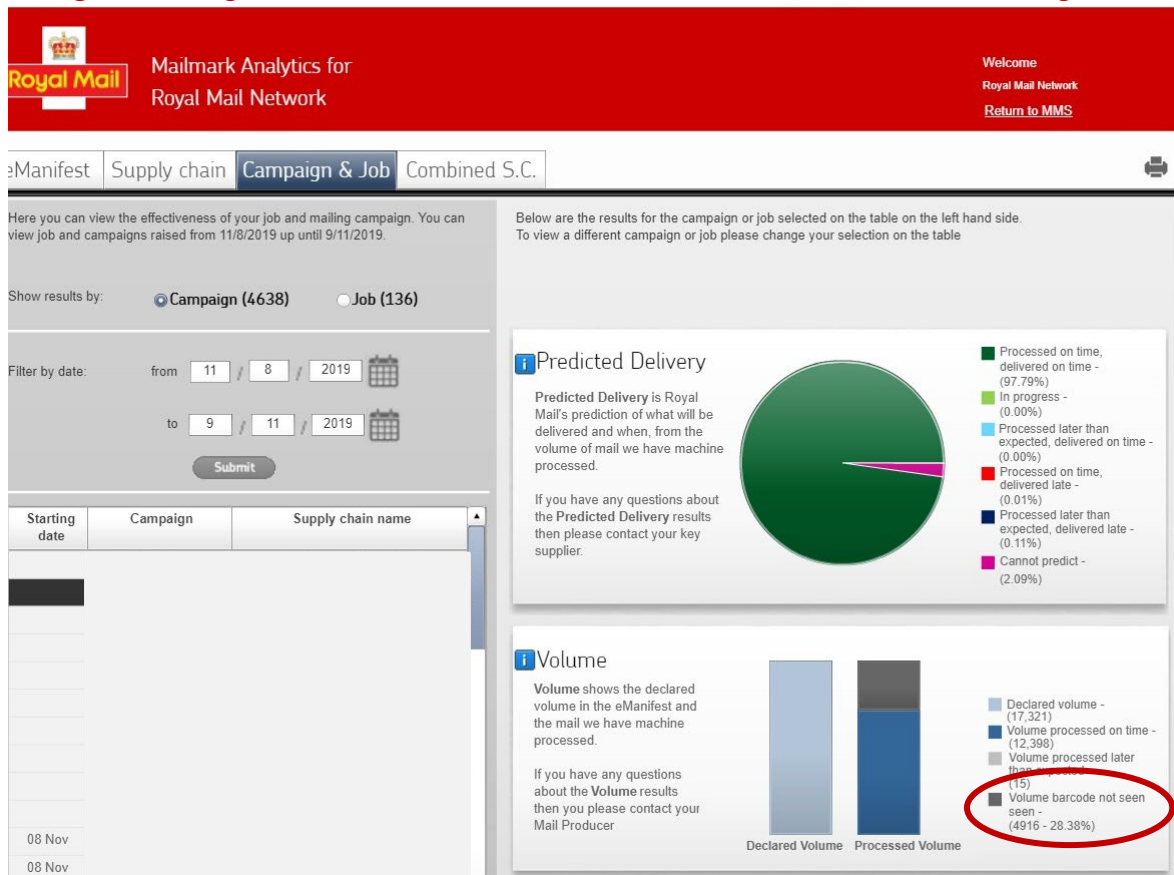
- -

Mailmark main dashboard

Change: Showing 'Volume barcode not seen' as a volume and a % of the complete eManifest
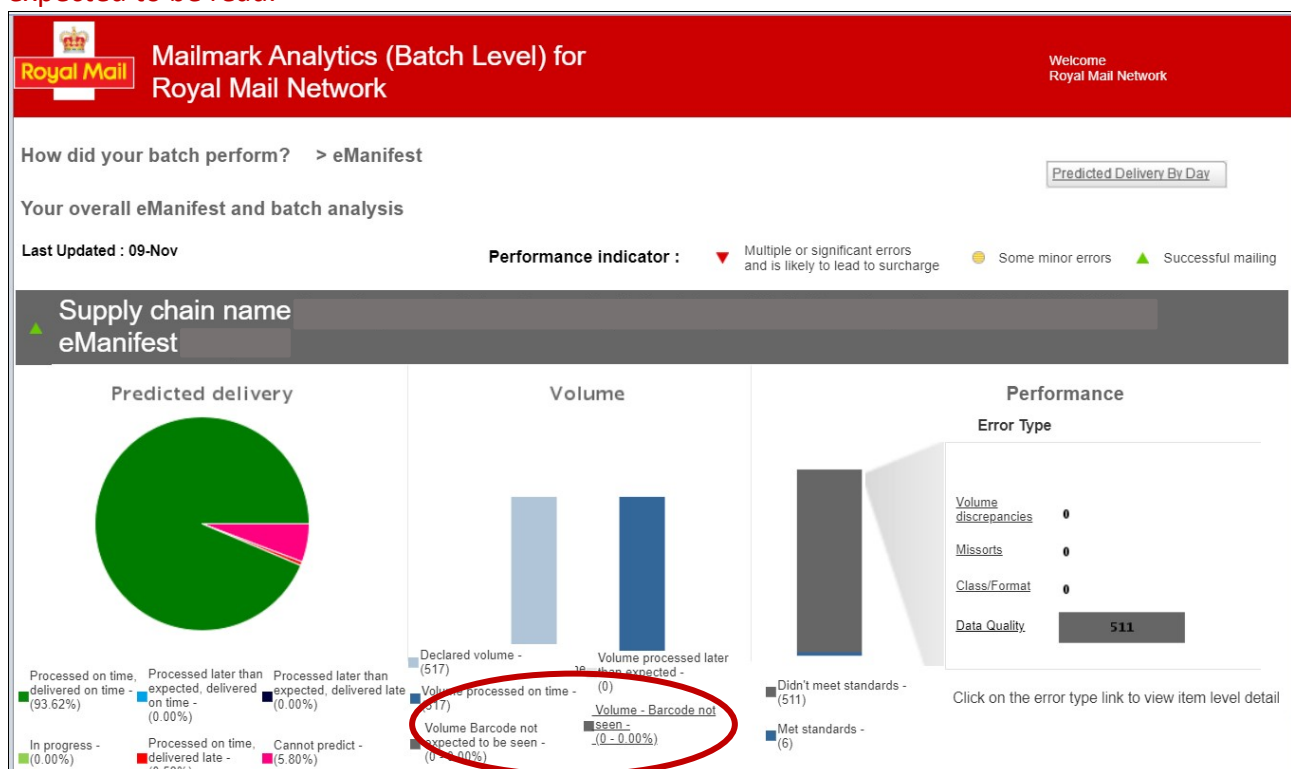
Campaign and Job reports

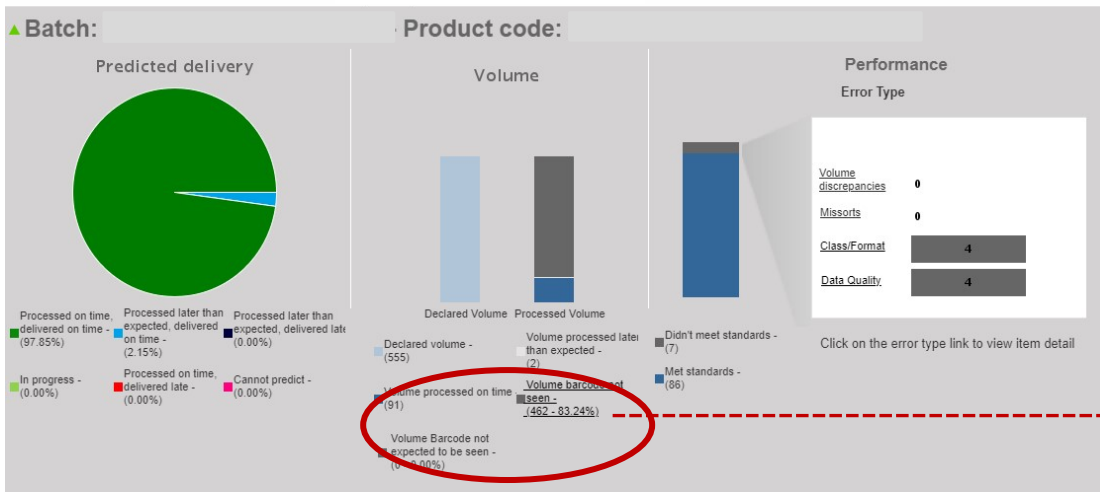**Change:** Showing 'Volume barcode not seen' as a volume and % for the date ranges selected

Batch level reporting for overall batch performance and individual batch performance

Change 1: 'Volume barcode not seen' has been split into 'Volume barcode not seen, not expected to be seen' and 'Volume barcode not seen'. Both show a volume and % for the date ranges selected.

Change 2: 'Volume barcode not seen' has a hyperlink to view the items where barcodes were not read and expected to be read.

Batch: Product code:

Predicted delivery

Processed on time, delivered on time - (97.85%)
Processed later than expected, delivered on time - (2.15%)
Processed later than expected, delivered late (0.00%)
In progress - (0.00%)
Processed on time, delivered late - (0.00%)
Cannot predict - (0.00%)

Volume

Declared Volume   Processed Volume

Declared volume - (555)
Volume processed later than expected - (2)
Volume processed on time - (91)
Volume barcode not seen - (462 - 83.24%)
Volume Barcode not expected to be seen - (0 - 0.00%)

Performance
Error Type

Didn't meet standards - (7)
Met standards - (86)

Volume discrepancies	0
Missorts	0
Class/Format	4
Data Quality	4

Click on the error type link to view item detail

Mailmark Analytics (Item Level) for Royal Mail Network

Welcome
Royal Mail Network

This report will only show a maximum of 100,000 rows of data. Where you see this ⚠ at bottom right of the report and you require to see this data please contact your Royal Mail Account Manager.

eManifest   > Batch   > Barcode not seen

Detailed information on mail that didn't reach agreed batch standards

Last updated: 09-Nov

Error Type	Item ID	Container ID	Customer Reference	Postcode	First Seen Mail Centre	Batch ID	Batch Reference	Campaign Name	Department
Barcode not seen	00196367								
Barcode not seen	00196368								
Barcode not seen	00196369								
Barcode not seen	00196370								
Barcode not seen	00196371								
Barcode not seen	00196372								
Barcode not seen	00196373								

Combined S.C

No change: 'Volume barcode not seen' includes all barcodes not seen

Mailmark Analytics for Secured Mail Carrier

Welcome
Secured Mail Carrier
Return to MMS

eManifest | Supply chain | Campaign & Job | Combined S.C.

Search by date and error type for combined view of all supply chains

Select Error Type:
○ Missorts
○ Class
○ Format
○ Unable to Resolve
○ Postcode Accuracy
○ DP Accuracy
○ Duplicates seen
○ Barcode not seen

Filter by date: 5 / 11 / 2019
Only active eManifest data is available to
Submit

ALL exception level reports
Change: [Spare 10] is now container ID field