



8 April 2021

For Awareness: Mailmark Direct Data and PDF Reporting update for Saturday 10th April 2021

Dear Customer

Due to critical migration activities happening on Royal Mail's Enterprise Reporting platform (which provides Mailmark reporting for Retail and Network Access products) there are three weekends where system outage will affect Mailmark data.

The first of these outages is planned for this weekend, and will result in Mailmark Direct Data files and Mailmark PDF reports normally produced on Saturday 10 April 2021 being issued on Sunday evening, 11 April 2021 instead. The Direct Data files will have a Sunday (not Saturday) timestamp but will contain Saturday's data. These files will be available for 7 days as normal. From Monday 12 April all reporting, data flows and MDD file references will be back to normal. If your Mailmark Direct Data downloads are automated, you may need to undertake a manual correction to reflect that the file dated 11 April, contains data for the 10 April.

Please note: this will not affect any element of your Mailmark reporting, for example: eMHS uploads, data collation, item processing, item level report information or performance metrics.

The other weekends where system downtime is planned is targeted for the two May Bank holiday weekends. There is likely to be a similar level of disruption for the Saturday, but further details will be provided nearer the time, and we will look to mitigate impact as much as is possible.