Royal Mail update for Mailmark® software suppliers

Welcome to the March issue of the Software Supplier News update.

In this issue you will find our most recent developments in our products, specifications and processes. Here we talk about Autobilling by eManifest becoming a mandatory requirement for all new customers and new Supply Chains. We also highlight the success of the new 48 way sort and provide information on a new mail centre opening on 25th March.

As always we rely on your feedback to make improvements to our products and processes. Your involvement is really important to ensure our developments take your requirements into consideration. If you have any feedback on any of the topics discussed in this issue please do email us at softwareupdate@royalmail.com.

Yours sincerely,

Luisa Fulci
Director of Regulated Products

90%
of all machine-able letter volumes are from Mailmark items

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Autobilling by eManifest (Retail)

Autobilling by eManifest was re-launched in November 2018 and since then we have successfully set up 75 SCIDs on autobilling. The feature is working very well and we are monitoring the benefits of it for both Royal Mail and customers. We see real evidence that the feature is delivering benefits including reduction of data discrepancies so customers are less likely to receive additional adjustments.

From 1st June 2019 autobilling by eManifest will become the default process for all new Supply Chains set up. Please ensure your software supports autobilling.

The table below highlights the difference between the current (old) process, and the new autobilling process:

Process features	Old process	New autobilling process
Sales order generated	Manually	Automatically
Risk level: Data discrepancies between the eManifest and sales order	High risk	No risk
Risk level: customer incurs charges for inaccurate sales orders	High risk Royal Mail charges an adjustment fee for inaccurate sales order	No risk
Underpayment queries from customers	Likely	None

This feature is only available on Retail Bulk Mail Mailmark services. It is not available in Access.

If you have any questions please email softwareupdate@royalmail.com.

48 way sort for machinable letters update (Network Access)

Last year we reduced the number of sorting selections from 86 to 48, in a new process created for presenting machinable letters. Using the 48 way sort, customers are able to reduce the number of containers by having a more efficient tray or bag fill. The customer spends less time processing mail and therefore can save on costs. Some customers using the 48 way sort have already seen reductions of containers of up to 35% .

Please can you confirm to softwareupdate@royalmail.com that your software solution has been updated with the 48 way sort option and that your customers can use it. This solution applies to both Retail Bulk and Access.

Removal of Dummy eManifest numbers (Network Access)

In the past customers used their Participant ID as a dummy eManifest as they could only create an eManifest 48 hours before the carrier handed the work to Royal Mail.
We enhanced the system in 2018 to enable customers to generate an eManifest ID 28 days in advanced.

From 1st April 2019 dummy eManifests must not be used when notifying of an intent to post a Mailmark mailing with a carrier, or Royal Mail. If customers ask for assistance with dummy eManifest ID's please remind them they must not use them.


New mail centre reminder

On the 25th March Royal Mail will open a new inward mail centre in Scotland. This will better serve the Inverness, Outer Hebrides and Kirkwall postcode areas and provide enhanced Outward and Inward sorting capability. It will also improve efficiencies within our delivery network. The circulation of Access mail for the IV, HS and KW postcode areas from Aberdeen Mail Centre will move to our new Inverness Mail Centre with effect from **25 March 2019.**

The address of the Inverness Mail Centre is:
Inverness Mail Centre
50 Seafield Road
Inverness
IV1 1SG

Labelling will change for this new mail centre for IV, HS and KW post coded items. The new CFL file is live so please visit royalmailwholesale.com/cfl-database to make your changes.

Format description on container labels for Mailmark postings
Any Software linked to printing labels must use the correct labeling. Currently many labels have "EIB" printed on them. This is causing confusion in the mail centers as the term "EIB" is not used in operations. The correct wording of format description is 'MAILMARK' for Mailmark letters and 'LL MAILMARK' for Mailmark Large Letters. Full details can be found in section 7 of the Access User Guide: ms.royalmailwholesale.com/document/1
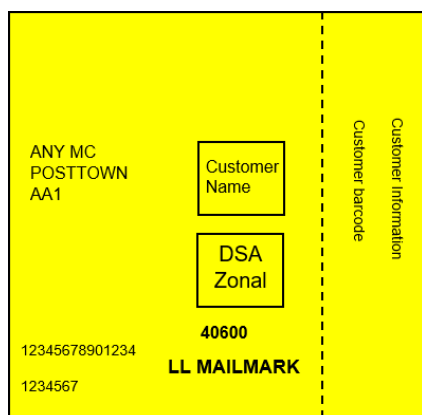
Remaining spare fields reminder

We are working with customers to improve the barcode read rate of Mailmark poly-wrapped large letters. The trial period will finish on 30 June 2019.

To enable this we have asked customers to include a new Mail Information Type ID (F, L or Q – production type dependent) in both the appropriate barcode field and in the eManifest spare field 2.

Some of our customers are still reporting that they do not have access to all of the optional/ spare fields in the eManifest or they are unable to populate the barcode. Please can you confirm to softwareupdate@royalmail.com that all your solutions have enabled all optional spare fields in the eManifest and that customers can populate the barcode with info types F, L or Q.

Container ID in spare field 10

To help with investigating missorts, Royal Mail propose that the container ID should be placed in spare field 10 in the Mailmark eManifest.. Customers are currently being consulted on this and we will let you know the outcome of this in due course

Adding the container ID to the reports will create a new level of data within Mailmark non compliance reporting and will aid your investigation through the Supply Chain.

We will add a new container ID column to the existing Mailmark customer reports for missorts. This idea has come from talking to our customers and recognising that some already populate spare field 10 with the container ID and have found that it helps with their investigations.

The spare field 10 should be available in your systems so customers can start using it.

Do we have the correct contact details for you?

Please email softwareupdate@royalmail.com if you need us to update any of your contact details.

Support
If you have any questions please do get in touch with your usual Royal Mail contact or email softwareupdate@royalmail.com