



August 2022

Mailmark Reporting content during periods of Industrial Action

Dear Customer

Please see below changes to reporting outputs during periods of Industrial action:

Administration

Barcode requirements: No change.

eManifest content: No change.

Sales Order and eManifest reconciliation. No change. Please continue to include the eManifest number in the Sales Order / Docket number in the appropriate field.

eManifest upload: Unfortunately, it is inevitable that normal mail processing will not happen on days of Industrial Action (Friday 26 August, Wednesday 31 August, Thursday 8 September and Friday 9 September).

Royal Mail will not be undertaking business mail collections on the days of Industrial Action, Downstream Access contract holders who deliver mail into our sites can continue to do so.

To support reconciliation of your mail, the eManifest must reflect the date Royal Mail collect your mail (Retail postings) and for Network Access postings the date your mail will be handed over to Royal Mail. This is as current. Please note Sundays are not classed as working days, so no eManifest should have this declared as a handover date.

Reporting

PDF access. No change to the time of availability.

PDF detail.

- **Volumes seen, expected to be seen.** An eManifest will remain open for 5 working days, including the declared handover date. If mail is not machine processed during this 5-day period it will show on reports as not seen. Please note, mail may be manually sorted and delivered, in which case it will show on reports as not seen.
- **UnManifested.** If mail is processed on any automation more than 5 days after the declared handover date, it will show as unManifested in your reports.
- **Volume seen, not expected to be seen.** No change to postcode areas we currently exclude depending on the format and machine type.
- **Predicted Delivery.** *Note this will not be accurate.* We will continue to apply predicted delivery data algorithms based on a) product, b) first seen time and date and c) type of machine sort. Please note the volumes shown in the visual pie chart totals may not be accurate. Volume will be shown if the mail has had at least one machine sort in the time expected. It may be that the items are subsequently manually sorted and delivered.

Mailmark Direct Data access: No change to the time of availability

Mailmark Direct Data detail:

- **Volumes seen, expected to be seen.** An eManifest will remain open for 5 working days, including the declared handover date. If mail is not machine processed during this 5-day period it will show on reports as not seen. Please note, mail may be manually sorted and delivered and will show as not seen.
- **UnManifested.** If mail is processed on any automation more than 5 days after the declared handover date, it will show as unManifested in your reports.

- **Volume seen, not expected to be seen.** No change to postcode areas we currently exclude depending on the format and machine type.
- **First Mail Centre seen time and date:** Providing we see an item on a letter or large letter sorting machine within a 5-day window of the declared handover date, we will report this in the MDD Detail report. Note for Economy postings, this field remains null until the item is recorded as having its final sequence sort.
- **Predicted Delivery.** **Note this will not be accurate.** We will continue to apply predicted delivery data algorithms based on a) declared product, b) first seen time and date and c) type of machine sort and display this in the MDD Detail file.

Please note the predicted delivery date may not be accurate but it does mean the mail has had at least one machine sort in the time expected. If an item of mail receives its final sort within the 5-day window, the date will change but delivery will be under best endeavours. If the mail has not had a machine sort in the 5-day window there will be no predicted delivery data on display.

If you have any queries regarding the above, please email mailmark@royalmail.com

Yours sincerely,



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