



August 2022

### **Mailmark Adjustments during periods of Industrial Action**

Dear Customer

This letter is to provide further transparency, guidance, and reassurance of our continued policy to apply a fair and reasonable approach towards adjustments charges.

This update covers reporting, eManifest and barcode requirements and additional detail on our process around adjustment charges.

#### **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 there will be disruption to the normal processing of mail during 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, your 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.** If you are a Mailmark report user please see our updates on [www.royalmailwholesale.com](http://www.royalmailwholesale.com) and [www.royalmailtechnical.com](http://www.royalmailtechnical.com)

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

**Mailmark Direct Data detail:** If you are a Mailmark report user please see our updates on [www.royalmailwholesale.com](http://www.royalmailwholesale.com) and [www.royalmailtechnical.com](http://www.royalmailtechnical.com)

#### **Adjustments**

Industrial action and subsequent recovery days may impact upon our ability to deliver items in line with normal timeframes for the product chosen, and within 5 Working Days (Mon-Sat, excluding Bank Holidays) of the declared handover date.

To support us to charge you fairly, we require customers to upload eManifests correctly as this will support us to ensure you are charged fairly for non-compliant mailings. We will continue to review the performance of individual postings and some charges which would not be impacted by industrial action will remain in place. However, where volumes of mail are not seen within the time frame expected, we will undertake additional extensive checks across our reporting suites to ascertain if mail not seen was due to industrial action or, if mail was machine processed, there are any anomalies in read rate due to barcode or presentation issues. In the latter case, we will exclude volumes at Mail Centres where there may be any doubt. We will continue to review this approach.

## Adjustments

Charge Type	Access Rework Code	Retail Rework Code	Mailmark Adjustment Product Description	Charge	Comments	Rationale for continuation of application of the item charge(s)
Item Level Surcharge	ZZD	EZD	Mailmark DP Accuracy	YES		IA does not impact end client data
	ZP1	EP1	Mailmark Postcode Accuracy Letter	YES		IA does not impact end client data
	ZP2	EP2	Mailmark Postcode Accuracy Lrg Ltr	YES		IA does not impact end client data
	ZU3	E03	Mailmark Unmanifested Volume - L	Possible	We will do due diligence before and after the mail was first seen to ascertain if the items had been associated with an eManifest.	There is still a requirement to upload an eManifest.
	ZU4	E04	Mailmark Unmanifested Volume - LL			
	ZM1	EM1	Mailmark Missorts Letter	YES	RM will exclude if alternative sites or sortation modes	IA does not impact sortation requirements
	ZM2	EM2	Mailmark Missorts Lrg Ltr	YES	RM will exclude if alternative sites or sortation modes	A does not impact sortation requirements
	ZN1	EN1	Mailmark Barcode not seen L	Possible	RM will undertake additional checks to ascertain if the mail was manually sorted or seen outside the 5day eManifest window.	Not applicable to mailings which are out of specification.
	ZN2	EN2	Mailmark Barcode not seen LL			
Admin Charge	ZAR	E01	Mailmark Item ID Mismatch	YES		IA does not impact end client data
	ZUD	EID	Missing or Incorrect eManifest Reference	YES		IA does not impact end client data
	ZU1	UML	Mailmark Un-manifested Volumes	Possible	We will do due diligence before and after the mail was first seen to ascertain if the items had been associated with an eManifest.	There is still a requirement to upload an eManifest.
	ZU2	ULL	Mailmark Duplicates eMani/Seen	YES		IA does not impact end client data
	ZZF	EZF	Incorrect Mailmark SCID Used	YES		IA does not impact end client data
Correction Fees	Various	Various	Mailmark Underpaid Items	YES		IA does not impact end client data
	Various	Various	Mailmark Underpaid Un-manifested Items	YES		IA does not impact end client data
	Various	Various	Mailmark Incorrect Format	YES		IA does not impact end client data
	Various	Various	Mailmark Incorrect Class	YES		IA does not impact end client data

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

Yours sincerely,



Tim Cable

[tim.cable@royalmail.com](mailto:tim.cable@royalmail.com)

Wholesale Products Director, Royal Mail Wholesale