

Mailmark Change: Extended time period for creating an eManifest

Dear customer,

At present customers can create an eManifest for a supply chain on Royal Mail's EManifest Handling System (EMHS) 2 days before handover date to Royal Mail. Some customers asked if we could extend the time period as this would enable them to better manage mailings prepared and collected more than 2 days in advance of the intended handover date to Royal Mail.

We can make this change relatively quickly. With effect from 8 January 2018, we are pleased to offer customers the ability to create an eManifest on EMHS 14 days before handover date.

CREATING AN EMANIFEST ON EMHS

When you create an eManifest for a supply chain, EMHS returns to you the "create date" and an eManifest ID specific to the referenced supply chain ID. You are required to enter the expected "handover date" which is currently restricted to be a maximum of 2 days after the "create date". The change we are making enables you to enter a handover date that can be up to 14 days after the "create date".

The eManifest ID is specific to a supply chain on the stated handover date. If you need to change any details of the eManifest before the handover date, see the instructions in section 3 of the EMHS Guidelines. These may require you to create a new eManifest which will result in a new eManifest ID. It is important that you reference on the docket the complete and accurate eManifest ID relevant to the Mailmark mailing. Inaccurate or incomplete eManifest IDs may prevent us from recognising that you have paid for your Mailmark mailings and may result in adjustment charges to you.

Please remember that once you confirm an eManifest, you are unable to cancel it.

NEXT STEPS

The "handover date" field is often a free text field. However check that your software does not restrict the data entry to the current maximum time period of 2 days from eManifest "create date". If it does and you want the ability to create an eManifest earlier you will need to change this.

We will publish a new version of the EMHS Guidelines to reflect this change coming into effect from 8 January 2018.