

Royal Mail Mailmark[®]

The Mailmark[®] Adjustment Framework

Version: 5.0 (Retail)

Effective: 3rd January 2017



We are all about mail. Your mail is our business. So we want to give you the best value for money.

To do this we need to be able to process mail as efficiently and as cheaply as possible.

We developed the Mailmark option for your highly machine readable mail. It means we have to do less manual processing and checking. And you gain free reporting, helping you to fix any problems and improve the quality of your mail.

If the mail you give us does have errors, then it costs us more to handle and we need to either correct your Sales Order or raise an adjustment charge. Or we may, alternatively, take other action as set out in the Royal Mail Mailmark[®] Terms and Conditions.

The Mailmark Adjustment Framework is set out in this document. The current Mailmark Adjustment charges can be found in the rate cards and price guide for Business, Advertising and Publishing Mail at www.royalmail.com/current-postage-prices

The Mailmark Adjustment Framework

Corrections to the Sales Order or Adjustments

If you give us mail that differs from what you have stated on the Sales Order, then we will **correct the Sales Order** to reflect what you have given us. If we find mail with errors we will **apply adjustment charges**.

Corrections to your Sales Order will be made for the following areas:

Volume Discrepancies - where our machines have seen duplicates or mail that is not listed on the eManifest the Sales Order will be corrected or a new Sales Order raised.

Product Non Compliance - the Sales Order will be corrected to reflect the actual items processed for:

- Incorrect format
- Incorrect class

Adjustment Charges will be made for the following areas:

- International mail items presented as domestic
- Missorts¹ - items presented at the wrong Mail Centre
- Machine readability related errors including:
 - Unable to resolve
 - Not machine processed²
 - Postcode accuracy
 - Delivery Point Suffix (DPS) accuracy
- eManifest ID is missing from or incorrect in the Sales Order
- Un-manifested volumes
- Duplicates manifested or seen
- Incorrect SCID used
- Item ID mismatch

The current value of the adjustment charges can be found in the rate cards for Business, Advertising and Publishing Mail at www.royalmail.com/current-postage-prices

How will these appear on your invoice?

¹ Please note that you will not see Missorts in your Mailmark reports

² Where additional manual checks have proved that the a mail item cannot be read as a Mailmark item by our machines and/or machine processed

If we have corrected your Sales Order, you will see, on your invoice, a revised volume or a credit against the mail volumes declared with the wrong format or class and new lines listing those mail volumes with the correct format or class with debits for the corrected amounts.

If we have applied an adjustment charge to mail items with errors, then you will see a description of the errors relating to these charges on your final invoice.

What are the minimum charges and thresholds?

Postcode and DPS Accuracy of 90%

With the Mailmark option there is a minimum required level of address, Postcode and DPS accuracy of 90%³ per eManifest. This means you benefit from a 10% tolerance on these combined measures.

Because Postcode inaccuracy incurs the higher charge, we will count this within your allowed 10% tolerance first before DPS inaccuracy is counted as per the examples below:

	Example 1	Example 2
Postcode inaccuracy	7%	12%
DPS inaccuracy	5%	5%
Total inaccuracy	12% (2% over 10% tolerance)	17% (7% over 10% tolerance)
We will raise adjustment charges of:	2% DPS inaccuracy	2% Postcode inaccuracy 5% DPS inaccuracy

We have given notice of our intention to increase the 90%³ threshold with time. We will provide you with notice of any changes in line with our contractual obligations to you.

Minimum machine readability of 75%

The Mailmark option is for highly machine readable mail and so we have set a minimum machine readability rate of 75%. This rate will be subject to review and we reserve the right to change it by publishing a revised figure on our [website](#).

If we receive mail that does not achieve the 75% machine readability threshold, then we will cap the level of the Mailmark adjustment charges⁴ to ensure that you pay no more than the Retail service that those items actually met the specification for. If we receive mail that does not achieve the 75% machine readability threshold on more than one occasion we will work with you to correct the issues but reserve the right to withdraw the Mailmark option from your contract.

³ 95% for Sustainable Advertising Mail Intermediate level with a 5% tolerance

⁴ The cap applies to Not machine processed & Unable to resolve adjustment charges

Minimum correction or adjustment charge of £10

We will only make corrections or raise adjustment charges against an eManifest where the total value is equal to or more than £10. For example:

- If the chargeable amount in error is less than £10 then we won't raise an adjustment charge.
- If the chargeable amount in error is equal to or more than £10 in total, then we will correct the Sales Order and/or make adjustments.
- If we are going to make a correction and/or raise an adjustment then we'll let the Bill Payer or nominated person know. You will then see the correction and/or adjustment charge against the relevant Sales Order number on the next available invoice.

Manual checks

We will continue to make manual checks; for example, checks relating to containers, paperwork, format and class and so on. If we find anything wrong during these checks, then we will raise an adjustment just as we do today.

What if I want to query the Adjustment?

If you want to query any adjustment on your invoice, then you can do this via the existing processes.



For more information on Royal Mail Mailmark[®] visit:

www.royalmail.com/mailmark

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