Royal Mail Mailmark®

Customer Report User Guide

Contents

Welcome to Royal Mail Mailmark, the innovative product option from Royal Mail that gives you access to daily web based reporting on your machine readable business, advertising and publishing mail.

The purpose of this guide is to help you navigate through the reporting suite so that you can get the most out of the information Mailmark provides.

What is the Mailmark option?

Mailmark is a barcoding system introduced by Royal Mail. Through the application of a barcode which is scanned when your mail arrives at Royal Mail and again when your mail is processed for delivery, a new level of insight into your customer communications is generated.

Consignment level tracking

Consignment level tracking means that you will be able to see an accurate prediction of when your mail will be delivered, allowing you to react quickly if actual delivery date differs from that which you had expected.

Predicted delivery day

By knowing the day when your customers are predicted to receive their mail, you can time your follow up communications more accurately, increasing the effectiveness of your customer contact.

Over time you can build up a detailed picture of your customers' responses to your communications.

Visibility of Royal Mail network

By being able to see when mail is accepted by Royal Mail and processed for delivery, you can see and react to the performance of Royal Mail. If something's gone wrong or missing, for the first time you will be able to see that this has happened and plan accordingly.

You will be able to see predicted delivery statistics and know that your mail has reached the Royal Mail delivery office for delivery. You can have more confidence that important communications have reached their target audience.

So how does all of this happen and what do these new analytics look like?
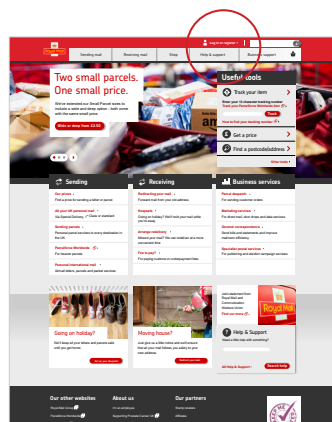
Let's take a look at the reporting system screen by screen and you can see how easy it is to find the information that you need in order to make the most of your Mailmark capability.
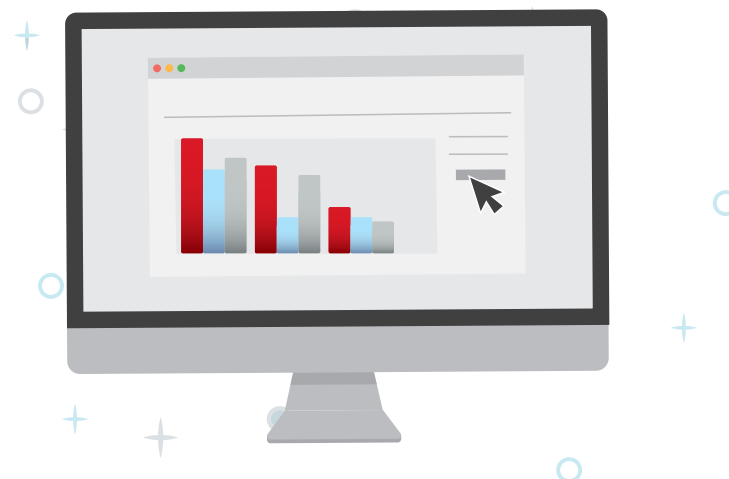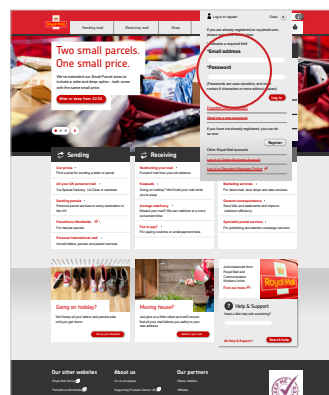
## Let's take a look at the reporting system screen by screen

1

Firstly, go to **www.royalmail.com** (this can also be accessed directly or through a link on www.royalmailwholesale. com). Please make sure that you are either on the **Personal Tab** or **Corporate Tab** when logging into the Mailmark Reports.

2

Log in as usual to your business account, using the email address registered to your Mailmark Participant ID.
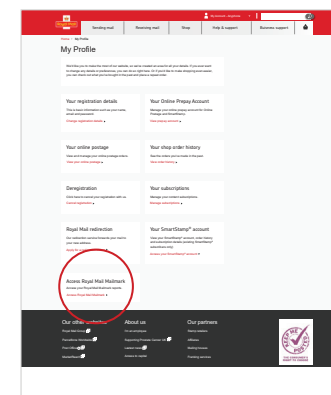
3

On your profile page, you will now see an option to '**Access Mailmark**'. Select this option to go to the **Mailmark Management System** home page. (This can be through a link at the top or if you scroll down the profile page).
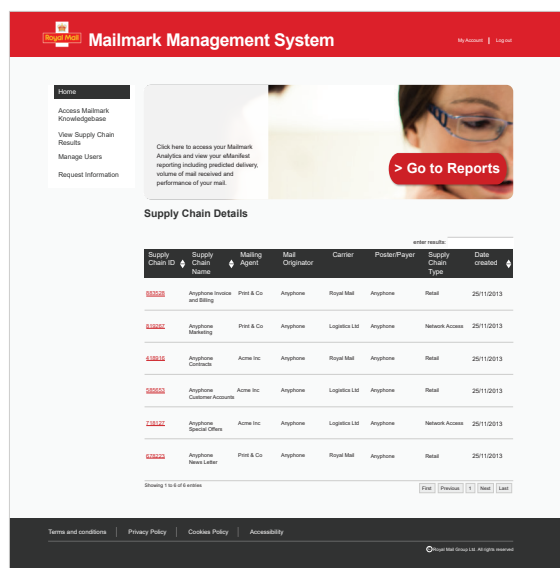
4 **This is your main analytics dashboard from which you can access all of your reports.**

You can see a navigation menu to your left, a '**Go to reports**' button on your right, and a table showing all your '**Supply Chain Details**' at the bottom of the page.

The navigation menu includes a link to '**View your Supply Chain Reports**' and a link where you can Manage Users within your Participant. You can also use the '**Request Information**' link to fill in a form to request further information from Royal Mail.

The table at the bottom of the home page shows all of the Supply Chains with which you, as a Participant, are associated.

For each Participant, you can see:

- Who produced the mailing (the Mailing Agent)
- Who the communication belongs to (the Mail Originator)
- Who has transported the consignment of mail to Royal Mail's mail centres (the Carrier)
- Who is paying the bill and therefore has the contract with Royal Mail – this could be the producer, carrier or originator depending on how the Supply Chain is set up
- You can also see the type of Supply Chain, whether the mail is entering Royal Mail via a Retail or a Wholesale (also known as Network Access) contract as well as the date the Supply Chain was created.

Clicking on the red reports button at the central right hand side takes you through to the main reporting dashboard.
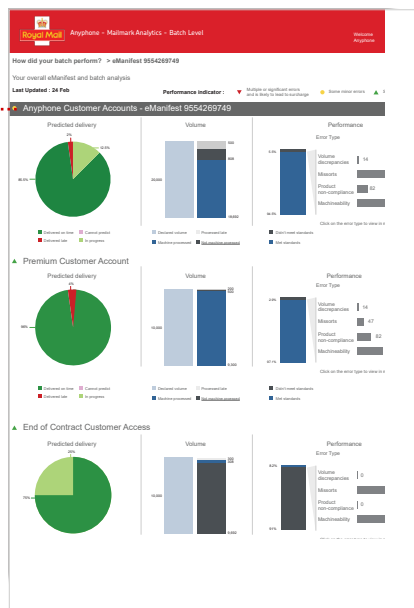
Reports that are available to you

eManifest

The **eManifest tab** displays all of the **Live or Historic** eManifests that are available on the system within the last 90 days.

Batch Level

The **Batch Level** report details the **Predicted Delivery, Volume** and **Performance** for each batch within the selected eManifest.
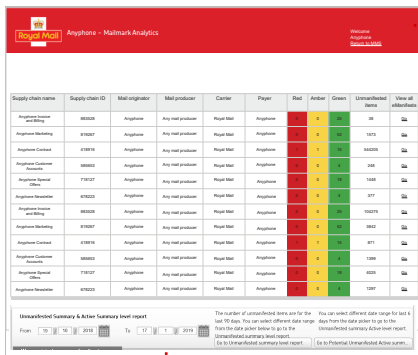

Item Level

The **Item Level** exception reports provides a list of items against **5 specific categories**.
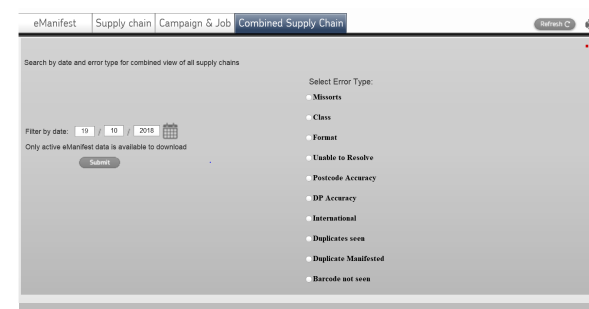
Supply Chain

The **Supply Chain tab** displays all of the Supply Chains in which you are a **Participant** that are available on the system within the last 90 days.

Clicking on 'go' for the **Supply Chain** you wish to view reports for is a quick way to view active and historic reports on the main eManifest tab.

Unmanifested reports
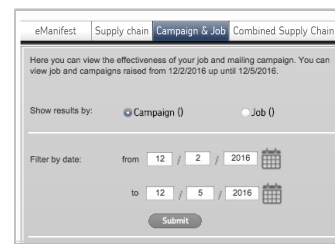
There are two unmanifested reports. The potential unmanifested report shows any items that have not been put on an eManifest yet. The unmanifested report shows items that are not associated to an eManifest.

Combined Supply Chain

The **Combined Supply Chain** report allows you to see any errors across all of your supply chains in the live window.

Campaign & Job

The **Campaign & Job** tab allows you to see an **aggregated view of multiple days' mailings** which constitute an individual campaign or job.

The Mailmark Analytics Dashboard

Clicking the 'Go to Reports' button brings you to this dashboard where you can view reports of your eManifests

The **eManifest Report** allows you to select an active or historic eManifest within the reporting suite. [See page 7 for active and historic reporting]

Once an eManifest is selected, this report provides the following performance information on that eManifest:

- Royal Mail's **Predicted Delivery information**

- A measure of the **Volume Declared** versus the volume **Machine Processed** by Royal Mail

- The **Performance** of the mail against certain criteria.

The list of eManifests defaults to showing the oldest active Manifest at the top. You can change the order of eManifests by clicking on the column headers.

Please note: the data shown will be that of the active eManifest. If there are no active eManifests. You will see a 'No data available' message.

You will still be able to see Historic eManifests (up to 90 days) by clicking the '**Historic**' button above the **Fuel Dial**. As with the main dashboard, these are viewed by selecting the relevant colour in the fuel dial.

| eManifest | Supply chain | Campaign & Job | Combined Supply Chain |

Start by choosing Active for a report on a live mailing or Historic for a report on a completed mailing

● Active
○ Historic

80%
10%
10%

■ Successful mailing
■ Some minor errors
■ Multiple or significant errors

What are the Active and Historic views?

The '**Active'** view displays eManifests for mailings handed over within the previous 5 working days.

The '**Historic'** view enables you to see reports for mail handed over between 5 and 90 days ago. If you select the 'Historic' view, a calendar will open up and you can select the handover date you want to look at within the last 90 days.
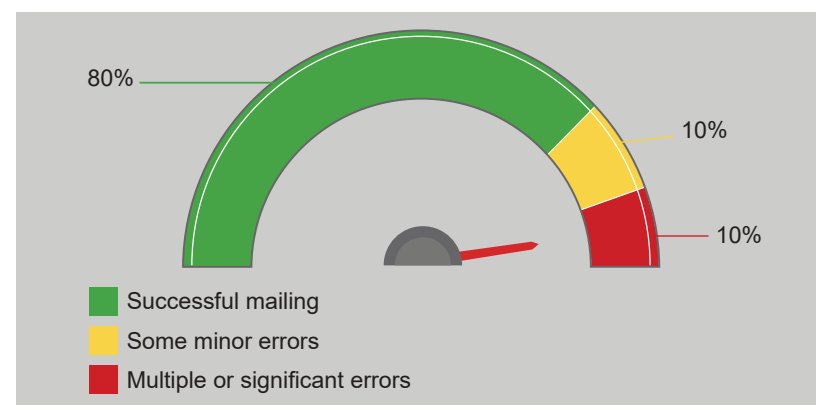
What is this?

This is the '**Fuel Dial**' which is a visual summary of the performance of all your mailings. You can view the 'Fuel Dial' for both 'Active' and 'Historic' mailings by clicking on the relevant button.

What does it do?

This filter enables you to select mailings according to their overall performance:

Green = a successful mailing

Amber = some minor errors

Red = multiple or significant issues

The 'Fuel Dial' will always default to show the poorest performing eManifests.

Click an eManifest to view more information

Handover Date ▼	Date Submitted ▼	Supply Chain Name ▼	eManifest ID
21/02/2014	21/02/2014	Anyphone Customer Accounts	9554269749
20/05/2016	20/05/2016	Anyphone Newsletter	1415354262
19/05/2016	19/05/2016	Anyphone Customer Accounts	7096351653
19/05/2016	18/05/2016	Anyphone Marketing	6269319319
17/05/2016	17/05/2016	Anyphone Contracts	4748822287
14/05/2016	14/05/2016	Anyphone Invoice and Billing	0734591123
13/05/2016	13/05/2016	Anyphone Newsletter	4946770265
13/05/2016	12/05/2016	Anyphone Special Offers	1482057352
11/05/2016	11/05/2016	Anyphone Invoice and Billing	6976566700
10/05/2016	10/05/2016	Anyphone Contracts	7906235705
06/05/2016	07/05/2016	Anyphone Invoice and Billing	6099100659
06/05/2016	06/05/2016	Anyphone Special Offers	5184272707
04/05/2016	05/05/2016	Anyphone Contracts	0376015808
04/05/2016	04/05/2016	Anyphone Special Offers	0382450508
01/05/2016	03/05/2016	Anyphone Special Offers	5562878094

View by ⦿ Supply Chain Name   ◯ Supply Chain ID   ◯ Sales order ID

What is this?

This is the list of **eManifest** reports associated with the red, amber and green filters in the 'Fuel Dial'.

What does it do?

It lists all the **eManifests** with the following information:

Handover Date – the date the mail was due to be handed over to Royal Mail.

Date Submitted – the date on which the eManifest was submitted to Royal Mail.

Supply Chain Name – the Supply Chain Name as agreed with Royal Mail and as declared in the eManifest.
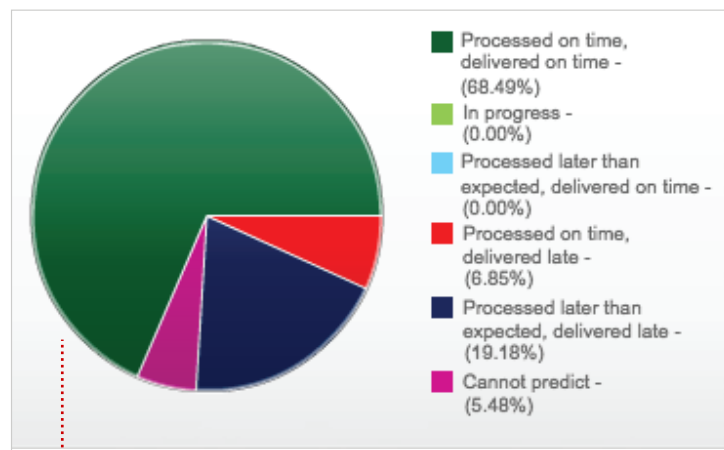
eManifest ID – the eManifest ID number.

How do I use it?

By clicking on the radio buttons at the bottom of the list you can filter by **Supply Chain Name**, **Supply Chain ID** or **Sales Order ID**.

When you click on an individual eManifest in the list the corresponding data for the chosen eManifest will be shown on the right hand side of the screen.

Pie chart segments:
- Processed on time, delivered on time - (68.49%)
- In progress - (0.00%)
- Processed later than expected, delivered on time - (0.00%)
- Processed on time, delivered late - (6.85%)
- Processed later than expected, delivered late - (19.18%)
- Cannot predict - (5.48%)

Info

Hover your mouse over each segment of the pie chart to view the actual volumes of mail and the % of volume for each category.

What is this?

This chart shows the **Predicted Delivery information** for the selected eManifest.

Note: items we have not seen the barcode on are not included in this measure.

The measure is broken down into six segments:

Processed on time, delivered on time: proportion of mail delivered by the due date of the service.

In Progress: Proportion of the mail that has been machine processed but is not yet due for delivery.

Processed later than expected, delivered on time: Proportion of the mail that was processed later than expected, but that Royal Mail is predicting it will deliver on time.

Processed on time, delivered late: Proportion of the mail that was processed on time, but that Royal Mail is predicting will be delivered late.

Processed later than expected, delivered late: Proportion of mail processed later than expected and which Royal Mail is predicting it will deliver late.

Mail 'Processed later than expected' includes mail which has been processed outside of our operational plan, reasons for this may include:

- mail not handed over to the Carrier on time
- mail not handed over to Royal Mail on time
- mail not machine processed by Royal Mail on time
- declared handover date within the eManifest is incorrect

Cannot Predict: Proportion of the mail that has been machine processed but for which there is insufficient tracking information to make a delivery prediction.

Note: As more mail is processed by Royal Mail, the 'Delivered on time' numbers go up, as do the 'Machine processed' numbers. Viewing the data after the 5-day closeout will give you the most accurate and final picture of the performance of your mailing. We do recommend that you look at the reports on a daily basis if you wish to see patterns of delivery during the 5 days after handover while the report remains open and changes can take place.

If you have any questions about the Predicted Delivery results then please contact your key supplier (this maybe your mailing agent or the organisation that you hold your postal contract with).

Legend:
- Declared volume - (115,999)
- Volume processed on time - (113,793)
- Volume processed later than expected - (0)
- Volume barcode not seen - (2,213)

Declared Volume   Processed Volume
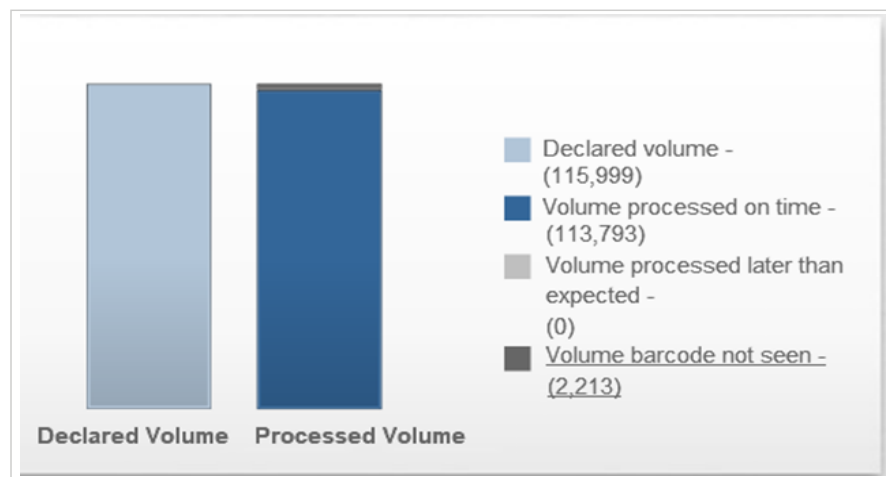
What is this?

This is the chart showing declared and machine processed volumes.

What does it do?

This chart shows the volume of mail declared in the eManifest and compares it to the volume of mail that has been Machine Processed by Royal Mail. The measure is broken down into four segments:

Declared Volume: The number of mail pieces declared in the eManifest selected.

Volume Processed on time: The number of mail pieces machine processed by Royal Mail as per the service speed for the product chosen.

Volume Processed Later than expected: The number of mail pieces handed over that were machine processed late. This could be due to a number of reasons including late handover.

Barcode not seen: The number, and % of the overall mailing, of mail pieces declared in the eManifest which Royal Mail has no record of having seen the barcode.

The hyperlink on the 'Volume Barcode not seen' label will show the item level data for both 'Unseen Expected Barcode' and 'Unseen not Expected barcode'

The reasons why mail may be '**Processed later than expected**' or '**Barcode not seen**' include:

- spoils and reprints in the print production process resulting in some mail items being handed over later than the declared handover date
- split production where part of the job is handed over later than declared within the eManifest
- distribution delays
- Royal Mail has manually processed the mail for delivery

The left hand column shows the volume declared in the eManifest. The right hand column shows a combination of the volume that has been machine processed, machine processed late and volume not machine processed.

Note: You can click on the '**Barcode not seen**' link to view a list of all the items that Royal Mail has no record of **seeing the barcode**.

As with all of the reporting, viewing the data after the 5-day closeout will give you a fuller picture of the performance of your mailing.
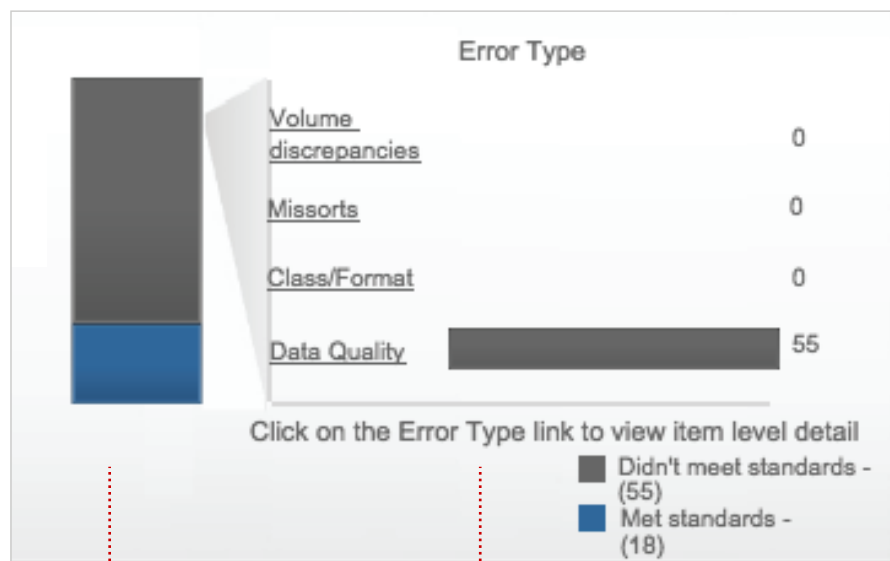
Info

This is the total number of errors or issues for the mailing so the numbers on the right may not may have more than one error.

Info

Clicking on the error types will take you to Item Level Reporting which will detail the individual mail pieces that fall into each error category.

What is this?

The **Performance data** helps you see the quality of the mail you are sending to us. If there are common problems like address quality or incorrectly declared format, you'll see it in the item list here.

The Performance measure is broken down into four categories:

Volume Discrepancy: Duplicate item reference numbers either used on physical mail or uploaded within an eManifest.

Missorts: Sorted mail pieces that were presented to the wrong Mail Centre and need to be re-routed to the correct Mail Centre for subsequent delivery.

Class/Format: Mail pieces that do not match the class or format declared within the eManifest.

Data Quality: The Postcode and/or Delivery Point Suffix information is inaccurate or missing, or Royal Mail's sorting machines are unable to determine the correct delivery point based on the address information provided.

Note: As with all of the reporting, viewing the data after the 5-day closeout will give you a fuller picture of the performance of your mailing.

What is this?

This is the Mailmark Analytics **Item Level Report** that details all of the mail pieces with errors.

What does it do?

It details all of the Unique Items declared on the eManifest that were not machine processed by Royal Mail or did not meet performance standards. The report shows the following item level information:

Error Type: The reason the item does not meet Royal Mail's specifications. e.g. if the items have not been machine processed then this field will state Not Machine Processed.

Item ID: This is the unique reference number for each mailpiece which is not to be re-used within 90 days for this Supply Chain.

Container ID: This is the container reference for the item. This information comes from what has been loaded into the eManifest.

Customer Reference: The reference that you have given to the item and may be customer specific e.g. a loyalty reference number

Postcode: The Postcode declared in the eManifest.

First Seen Mail Centre: The Mail Centre where Royal Mail first read the item.

The Item Level Report also contains other information about the batch including the Batch ID, the Batch Reference, the Campaign Name and the Department. The Customer Reference provides another field which can be used to identify each mail piece. To utilise this field the data used to populate it needs to be included within the eManifest at the point of submission.

Note: In the Item level and Batch reports you will see an additional toolbar above the main reporting toolbar at the top.

Anyphone – Mailmark Analytics

Welcome
Anyphone
Return to MMS

eManifest 9554269749 > Product non-compliance
Detailed information on mail that didn't reach agreed batch standards
Last updated 27 February

Error Type	Item ID	Container ID	Customer Reference	Postcode	First Seen Mail Centre	Batch ID	Batch Reference	Campaign Name	Department
Incorrect Format	444137	0	0	AD87 9LD	Gatwick Mail Centre	1397895	Premium Customer Accounts	Extra Handset 1	Human Resources
Incorrect Format	420886	0	0	B56 1SL	Gatwick Mail Centre	1397895	Premium Customer Accounts	Extra Handset 1	Human Resources
Incorrect Format	931089	0	0	B8U 1ZP	Gatwick Mail Centre	1397898	End of Contract Customer Offer	Discount Extension 1	Human Resources
Incorrect Format	385187	0	0	BL36 1WL	Gatwick Mail Centre	1397895	Premium Customer Accounts	Extra Handset 1	Human Resources
Incorrect Format	519368	0	0	CH75 2DY	Gatwick Mail Centre	1397895	Premium Customer Account	Extra Handset 1	Human Resources
Incorrect Format	740755	0	0	CN62 6SZ	Gatwick Mail Centre	1397898	End of Contract Customer Offerr	Discount Extension 1	Human Resources
Incorrect Format	870725	0	0	CN62 6SZ	Gatwick Mail Centre	1397898	End of Contract Customer Offer	Discount Extension 1	Human Resources
Incorrect Format	10160	0	0	DE75 2QD	Gatwick Mail Centre	1397898	Premium Customer Accounts	Extra Handset 1	Human Resources
Incorrect Format	551894	0	0	DH11 3PY	Gatwick Mail Centre	1397895	End of Contract Customer Offer	Discount Extension 1	Human Resources
Incorrect Format	916488	0	0	DP73 1DN	Gatwick Mail Centre	1397898	End of Contract Customer Offer	Discount Extension 1	Human Resources
Incorrect Format	500224	0	0	E1W 9TN	Gatwick Mail Centre	1397898	End of Contract Customer Offer	Discount Extension 1	Human Resources
Incorrect Format	865934	0	0	EC1E 6BA	Gatwick Mail Centre	1397898	End of Contract Customer Offer	Discount Extension 1	Human Resources
Incorrect Format	469505	0	0	EC2K 1ST	Gatwick Mail Centre	1397898	End of Contract Customer Offer	Discount Extension 1	Human Resources
Incorrect Format	499219	0	0	EC4G 7WX	Gatwick Mail Centre	1397898	End of Contract Customer Offer	Discount Extension 1	Human Resources
Incorrect Format	710713	0	0	G49 5RD	Gatwick Mail Centre	1397898	End of Contract Customer Offer	Discount Extension 1	Human Resources
Incorrect Format	972019	0	0	G66 2NZ	Gatwick Mail Centre	1397898	End of Contract Customer Offer	Discount Extension 1	Human Resources
Incorrect Format	413827	0	0	JG3S 8WA	Gatwick Mail Centre	1397898	Premium Customer Accounts	Extra Handset 1	Human Resources
Incorrect Format	11471	0	0	KS11 2PS	Gatwick Mail Centre	1397895	Premium Customer Accounts	Extra Handset 1	Human Resources
Incorrect Format	913938	0	0	L12 1DD	Gatwick Mail Centre	1397895	End of Contract Customer Offer	Discount Extension 1	Human Resources

This toolbar provides extra functions. Hover your cursor over each button to see what it does.
On this toolbar there is an 'Export' button which allows item level exception reports to be saved as .xls or .pdf files.

What is this?

This is the **Batch** level report which breaks down the eManifest into its component batches of mail.

What does it do?

It allows you to look at the performance of each batch of mail and provides the same level of detail as the eManifest view.

The top row of charts shows the eManifest level report. i.e. what you viewed on the main page.

The 'volume – barcode not seen, not expected to be seen' and 'volume – barcode not seen' will be shown as a value, and a % of the overall mailing.

At batch level reporting, the 'volume barcode not seen' will show items we would have expected to see but did not see. This will be shown as both a value and a % of the overall mailing for which there is a hyperlink for individual items.

The rows beneath show the performance of individual batches. If there are more than two batches then the rest of the batches for that eManifest are displayed on subsequent pages.

Continued >>

Batch Level Reports

This is the 1st **Batch** level report.

These reports provide the following performance information on the **Batch**:

- Royal Mail's **Predicted Delivery**

- A measure of the **Volume Declared** versus the volume **Machine Processed**

- **Volume barcode not seen** will be shown as 'not expected to be seen' and 'expected to be seen'

- The **Performance** measure of the eManifest.

Each Batch has the following overall measure:

- ▲ = A successful mailing

- ● = A mailing that has some minor errors

- ▼ = A mailing that has multiple or significant issues

Did you know?

Batch name information is carried through into the reporting; so the naming of batches can be important in helping you to extract greater value from your reports.

The default naming convention for **Batches** is 1, 2, 3 etc., however you can change the defaults to use more meaningful names. In this example there are two batches – one for a 'Premium' customer account mailing and one for an 'End of Contract' customer account mailing. You can see how in this instance, giving batches meaningful names can start to drive data collection by campaign.

Please note: The information in the reports is an indication of the performance of a Batch. Item level information cannot be used or relied on for refund applications or other quality of service or loss, damage or delay compensation purposes. There will always be a proportion of items that are not read by our processing machines.

What is this?

This is the **Supply Chain** tab.

What does it do?

When you click the **Supply Chain tab**, you can see at a glance all of the Supply Chains in which you are a **Participant** and which have been active in the last 90 days.

You can view the overall performance of each Supply Chain by looking at the number of eManifests in the red, amber and green columns. Click the 'Go' button to return to the eManifest view for the Supply Chain in question.

You can also view the number of unmanifested items associated with each Supply Chain.

You can order the Supply Chains by clicking on the column headers.

Supply chain name	Supply chain ID	Mail originator	Mail producer	Carrier	Payer	Red	Amber	Green	Unmanifested items	View all eManifests
Anyphone Invoice and Billing	883528	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	25	38	Go
Anyphone Marketing	819267	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	52	1573	Go
Anyphone Contract	418916	Anyphone	Any mail producer	Royal Mail	Anyphone	1	1	15	544205	Go
Anyphone Customer Accounts	585653	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	4	248	Go
Anyphone Special Offers	718127	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	18	1448	Go
Anyphone Newsletter	678223	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	4	377	Go
Anyphone Invoice and Billing	883528	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	25	104275	Go
Anyphone Marketing	819267	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	52	3842	Go
Anyphone Contract	418916	Anyphone	Any mail producer	Royal Mail	Anyphone	1	1	15	871	Go
Anyphone Customer Accounts	585653	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	4	1399	Go
Anyphone Special Offers	718127	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	18	4025	Go
Anyphone Newsletter	678223	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	4	1297	Go

Continued >>

The table is made up of the following components:

Supply Chain Name: The name you have given to this particular Supply Chain. This name should be meaningful to you and the other Participants in this Supply Chain.

Supply Chain ID: The identification number that uniquely identifies a specific supply chain. This is generated by the Mailmark Management System and administered by Royal Mail.

Mail Originator: Typically the Supply Chain Participant who owns the information which is to be printed in the mailing.

Mail Producer or Mailing Agent: Typically the Supply Chain Participant who produces the Mailmark mailing.

If the **Mail Originator** produces their own mailings then they will also be the **Mail Producer** or this role may be taken by a 3rd party Mailing House.

The Mail Producer typically also creates the **eManifest** for submission to Royal Mail although the **Carrier** may also perform this function depending on how the Supply Chain is set up.

Carrier: The participant responsible for delivering the mail to Royal Mail. This participant is either Royal Mail or a **Wholesale** supplier.

Bill Payer: The Participant responsible for paying Royal Mail for the delivery of all batches contained within the eManifest.

Supply chain name	Supply chain ID	Mail originator	Mail producer	Carrier	Payer	Red	Amber	Green	Unmanifested items	View all eManifests
Anyphone Invoice and Billing	883528	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	25	38	Go
Anyphone Marketing	819267	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	52	1573	Go
Anyphone Contract	418916	Anyphone	Any mail producer	Royal Mail	Anyphone	1	1	15	544205	Go
Anyphone Customer Accounts	585653	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	4	248	Go
Anyphone Special Offers	718127	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	18	1448	Go
Anyphone Newsletter	678223	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	4	377	Go
Anyphone Invoice and Billing	883528	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	25	104275	Go
Anyphone Marketing	819267	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	52	3842	Go
Anyphone Contract	418916	Anyphone	Any mail producer	Royal Mail	Anyphone	1	1	15	871	Go
Anyphone Customer Accounts	585653	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	4	1399	Go
Anyphone Special Offers	718127	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	18	4025	Go
Anyphone Newsletter	678223	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	4	1297	Go

Unmanifested Summary & Active Summary level report

From 19 / 10 / 2018   To 17 / 1 / 2019

The number of unmanifested items are for the last 90 days. You can select different date range from the date picker below to go to the Unmanifested summary level report.

Go to Unmanifested summary level report

You can select different date range for last 6 days from the date picker to go to the Unmanifested summary Active level report.

Go to Potential Unmanifested Active summ...

Unmanifested items: The number of items seen by Royal Mail in the last 90 days that cannot be associated with an eManifest.

Note: A company can carry out multiple roles within a Supply Chain.

What is this?

This is the **Unmanifested Summary Level** report.

What does it do?

The **Unmanifested Summary Level** report shows you all your unmanifested items in the last 90 days.

How do I use it?

You can select a range of dates that you would like to view by clicking on the From and to calander buttons at the bottom of the Supply Chain tab. Once selected you can click on the Go to Unmanifested level report. This will give you a list of unmanifested items by day and by Supply Chain.

Once you click on the view button next to the Supply Chain that you are investigating you will be provided the item ID of the unmanifested items and the post code. With these details you will be able to start to investigate why these items might not have been manifested.

Anyphone – Mailmark Analytics

Welcome
Anyphone
Return to MMS

Supply chain name	Supply chain ID	Mail originator	Mail producer	Carrier	Payer	Red	Amber	Green	Unmanifested items	View all eManifests
Anyphone Invoice and Billing	883528	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	25	38	Go
Anyphone Marketing	819267	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	52	1573	Go
Anyphone Contract	418916	Anyphone	Any mail producer	Royal Mail	Anyphone	1	1	15	544205	Go
Anyphone Customer Accounts	585653	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	4	248	Go
Anyphone Special Offers	718127	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	18	1448	Go
Anyphone Newsletter	678223	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	4	377	Go
Anyphone Invoice and Billing	883528	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	25	104275	Go
Anyphone Marketing	819267	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	52	3842	Go
Anyphone Contract	418916	Anyphone	Any mail producer	Royal Mail	Anyphone	1	1	15	871	Go
Anyphone Customer Accounts	585653	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	4	1399	Go
Anyphone Special Offers	718127	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	18	4025	Go
Anyphone Newsletter	678223	Anyphone	Any mail producer	Royal Mail	Anyphone	0	0	4	1297	Go

Unmanifested Summary & Active Summary level report

From 19 / 10 / 2018   To 17 / 1 / 2019

The number of unmanifested items are for the last 90 days. You can select different date range from the date picker below to go to the Unmanifested summary level report.

You can select different date range for last 6 days from the date picker below to go to the Unmanifested summary Active level report.

Go to Unmanifested summary level report   Go to Potential Unmanifested Active summ...

What is this?

This is the **Potential Unmanifested** Active Summary.

What does it do?

The **Potential Unmanifested** Active summary enables you to view items that Royal Mail has seen that have not been eManifested during the five days the eManifest is active.

How do I use it?

Click on the **Potential unmanifested** button and this will give you a list of unmanifested items by day and by Supply Chain.

Once you click on the view button next to the Supply Chain that you are investigating you will be provided the item ID of the unmanifested items and the post code. With these details you will be able to upload the items to the eManifest removing them from any potential charges.

Customer Report: Campaign & Job

What is this?

This is the **Campaign & Job tab**

What does it do?

The Campaign & Job tab enables you to view a summary of the performance of your named campaigns.
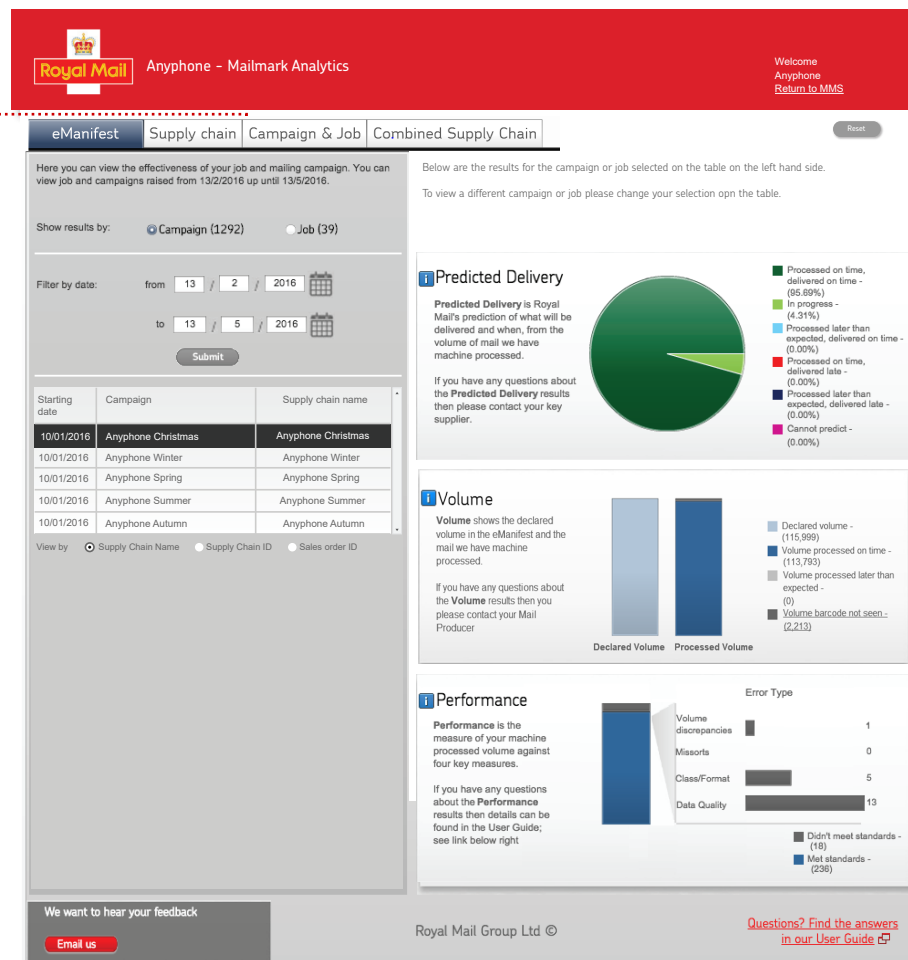
How do I use it?

You can click on the radio buttons at the top to choose how the list is populated; either by campaign or job.

You can choose a date range within the last 90 days. If you do not select a date range, the data for the whole of the last 90 days will be shown.

Select the campaign name for which you wish to view the data.

The charts on the right will then be updated with the data for your selected dates.


Continued >>

Campaign & Job

The Campaign & Jobs tab groups selected campaigns or jobs by name cross multiple eManifests for the same Supply Chain within the available 90 day period. Data for multiple eManifests where the selected Campaign or Job name has been used will be aggregated into a single report.

These charts present the same Volume, Performance and Predicted Delivery data as explained earlier in this guide, but for the selected job or campaign and date range.

Please note: The numbers in the charts will be larger than in individual eManifests.

There is no item level reporting or batch view for the Campaign & Job report.
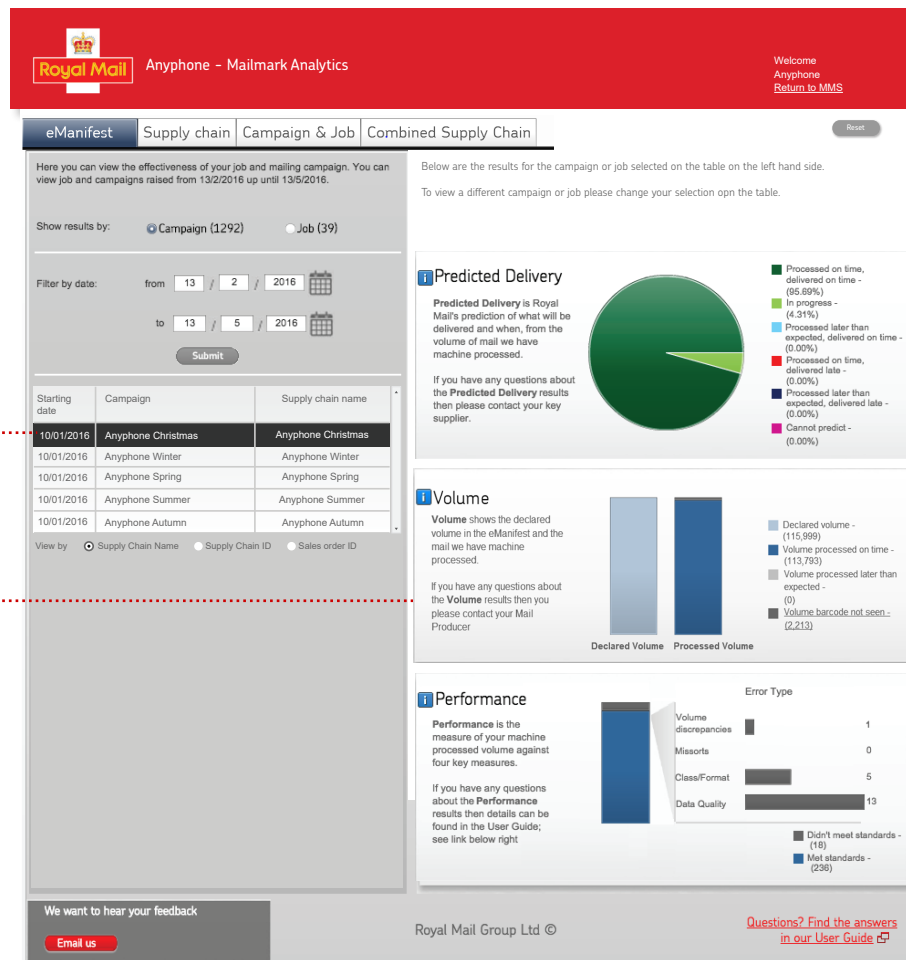
What is this?

This is the **Combined Supply Chain** report.

What does it do?

The **Combined Supply Chain** report allows you to view items by error type for all your Supply Chains in one report. The report shows only active eManifest data.

How do I use it?

Select the calendar icon and click on one of the last five active reporting days. You can then select one of the error types (Missorts, Class, Format, Unable to Resolve, Postcode Accuracy, DP Accuracy, International, Duplicates seen, Duplicates Manifested and barcode not seen). Once selected push the submit button and it will bring up an item list for the error for all the Supply Chains you have.

Combined Supply Chain Search

This report will only show a maximum of 100,000 rows of data. Where you see this ⚠ at bottom right of the report and you require to see this data please contact your Royal Mail Account Manager.

Selected error type   >

Date/s:
Detailed information on mail that didn't reach agreed batch standards
If the search date is within 5 working days of today then some mail may still be being processed and may not be reflected in this report
Last updated: 17 Jan

Handover Date	Date Submitted	Supply Chain Name	SCID	eManifest ID	Error Type	Item ID	Container ID	Customer Reference	Postcode	First Seen Mail Centre	Batch ID	Batch Reference	Campaign Name	Department
17/01/2019	16/01/2019	Any customer	1234567	123456	Postcode accuracy	123	123	Royal Mail	EC1A 1AA	Gatwick MC	123	AFE123EHS3	Summer	Marketing

1 The information in the Reports provides an indication of mail volume, predicted delivery and performance. The item level information cannot be used or relied on for refund applications or other quality of service or loss, damage or delay compensation purposes.

There will always be a proportion of items that are not read by our processing machines. By using the Mailmark option you accept that we will not be able to report on every item and you agree not to seek refunds for items that have not been read and/or reported on.

2 It is essential that the correct Supply Chain ID is used. Failure to do so may lead to the wrong participants being able to review reports or the wrong bill payer being invoiced.

3 There may be several teams within your business that might require access to reports such as Accounts Payable or Marketing.

Please let your account manager know if anyone else in your organisation requires access or training.

4 Adjustments will be invoiced to the 'bill payer' in the Supply Chain.

Glossary

Term	Definition
Batch	A selection of Mailmark barcoded items of the same format, class, sortation and machineability option. Each Batch is submitted to the eManifest and is commonly referred to as a consignment.
Campaign	This is a common name that you have used to link a number of mailings within multiple eManifests
Carrier	A Supply Chain Role. The Carrier provides the transportation of mail consignments between the Mailing Agent and Royal Mail. In a Non-regulated Supply Chain Royal Mail will fulfil the role of Carrier.
Consignment	A Consignment is an eManifest that contains mail item(s) for one Supply Chain ID for a given day.
Mailmark Barcode	A barcode which is either a Royal Mail 2D data matrix or a Royal Mail 4-state barcode which contains encoded data and offers eManifest and Batch level reporting.
eManifest (Manifest)	An eManifest consists of all batches submitted on any given day for a particular supply chain. Each eManifest submitted is associated with a specific Supply Chain. Each eManifest can have one or more batches.

Glossary

Term	Definition
eManifest ID (Manifest ID)	The unique numerical identifier that is assigned by Royal Mail to an eManifest when it is created.
Job	This is a common name that you have used to link together a number of mailings within a Campaign.
Mail Originator	A Supply Chain Role. The Participant in the Supply Chain on whose behalf the Mailmark items are being produced and delivered.
Mailing Agent (Mail Producer)	A Supply Chain role. The Mailing Agent is the Participant in the Supply Chain that is responsible for producing (including printing and enclosing) the Mailmark items. The Mailing Agent is usually responsible for submitting the eManifest detailing these Mailmark items
Network Access	A Supply Chain Type. Network Access Supply Chains are those in which a Network Access carrier (as opposed to Royal Mail) is responsible for bringing mail into Royal Mail's inward mail centres. Network Access is also referred to as Wholesale or Downstream Access.

Glossary

Term	Definition
Non-Regulated	A Supply Chain Type. Non-Regulated Supply Chains are those in which Royal Mail Group collects mail and transports it to Royal Mail's inward mail centres.
Participant	An organisation or other entity that has been registered as a user of the Mailmark Management System (MMS) because they perform a role in the Supply Chain.
Participant ID	Unique numerical identifier of a Participant.
Participant User	This is a user that is associated to a MMS Participant. There are two types of Participant users: – Primary Reports User – Reports User
Poster/Payer (Bill Payer)	A Supply Chain Role. The organisation paying Royal Mail
Primary Reports User	The individual that is the initial user associated to a Participant. The Primary User can edit and maintain the Users for a Participant. In addition, Reports Users can receive an email whenever their Participant is added to a new Supply Chain.

Glossary

Term	Definition
Supply Chain	A Supply Chain is a unique combination of 4 Participant roles: Mail Originator, Mail Producer, Carrier and Bill Payer. Each Supply Chain is issued with a unique Supply Chain ID. In a 2D datamatrix it is a 7 digit number and in a 4-state barcode it is a 6 digit number.
Supply Chain ID	Unique identifier of a Supply Chain.
Supply Chain Type	A categorisation of Supply Chain. Either Network Access or Non-Regulated (see separate definitions).
User	A User is linked to a Participant and can view the Supply Chains and the Mailmark Reports for that Participant.

Contact Details

For more information about Royal Mail Mailmark®

visit:
royalmail.com/mailmark

or speak to your
Royal Mail or Network Access Carrier account manager

or email:
smehelp@royalmail.com