



## ROYAL MAIL MAILMARK® - CHECK LIST



Check	Detail	Comments	Action
Mail producer has access to live eManifest Handling Service		Can only be done when a live participant ID & SCID have been created	Royal Mail to provide to the Mailing House / client doing upload
Which Supply Chain ID is to be used	Confirm correct Supply Chain ID	You may need to request Participant IDs in case the software used requires these to be added	Mailing house to ensure that the correct Supply Chain ID is used in the barcode & eManifest
Product confirmation	Confirm that correct product, class and format are used in the barcode and eManifest		Ensure that correct format & class are put into the eManifest & barcode
Correct Product code used	Confirm that correct three letter Royal Mail product code is used	All Mailmark services have their own product codes	Mailing House to ensure that correct product code is user in eManifest and in either the OBA sales order or DSA container manifest
eManifest to be uploaded for each day of posting	Handover date to be date Royal Mail receives the work from mail producer/carrier	eManifest should reflect the items mailed out each day <i>see note below re : 'spoils handling' if items uploaded incorrectly</i>	Mailing House to upload a full and accurate eManifest for each day's mailing against each SCID used <b>NB:</b> only one eManifest per Supply Chain per handover date can be confirmed
eManifest confirmation	to be confirmed by: 6pm on the day of handover for Retail mailings 9pm on the day prior to handover for DSA mailings i.e. the date of submission	Can be confirmed up to two days before the handover date	Mailing House to ensure that the eManifest is uploaded within the appropriate time frame
eManifest number to be entered into the 'Your Reference' field of the OBA Sales Order	Royal Mail Retail postings only	Failure to include this will result in a £25 admin charge being levied	Organisation creating the sales order must include this information
eManifest ID and SCID to be entered in to the appropriate fields in the container manifest for DSA carriers	Please check with carrier as to whether they require this from mail producer	If the actual eManifest ID is not available at the time the container manifest is produced, the mail producer can enter their Participant ID instead. The correct SCID must be used in all cases. Failure to include this will result in a £25 admin charge being levied.	Mail producer must include this information in the container manifest unless told otherwise by the carrier
Final labels	Yellow To say Mailmark	Required for both Retail & DSA postings. Requested through normal channels	Mailing producer must label containers correctly

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<b>Mail packs checked against design specifications</b>	Optional		Sample packs can be sent to account manager or mailmarkqa@royalmail.com
<b>Mailmark Reports</b>	Customer and mailing house may want to jointly review the Mailmark reports for the first few mailings.	Recommendation is that this done when the report has closed, 5 days after the handover date. <b>Note: To access Mailmark reports log on to <a href="http://www.royalmail.com">www.royalmail.com</a> via the Personal or Corporate tab (not the Business tab).</b>	All members of the SCID can view reports associated with it
<b>Spoils</b>	How will spoils/wrecks be dealt with	The way in which spoils are managed may have implications in Mailmark reporting – see notes below	Mailing House to agree spoils handling process with clients
<b>Documentation</b>	Line Listings, CPRs and CCRs still to be handed over as normal		Mailing House to produce all documentation correctly
<b>Retail Sales Orders</b>	To be completed as normal	Ensure that correct Mailmark product codes are used	Mailing house to produce accurate sales orders with correct product codes
<b>Forecasting</b>	As normal for both Retail & DSA postings – no change		Mailing House to provide accurate and timely forecasts.

### Spoils handling

1. If spoils are included in an eManifest but never mailed, or are reproduced and reach Royal Mail more than 5 days after the specified handover date then the items will show on the 'not machine processed' report.
2. If spoils are included in an eManifest, are reproduced, reach and are processed by Royal Mail within 5 days of the specified handover date then they will show but will show as processed later than expected.
3. Item level data is not available for mail volume shown as process later than expected.

Whilst this focuses on spoils, these principles apply to all items, not just spoils.