The Delivery Group

Guide to Using Mailmark with The Delivery Group

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TDG Specification Requirements

Please use this document as a guide to the requirements that should be followed when using The Delivery Group (TDG) as your carrier for any Mailmark mailings. Please ensure you have read and understood the below fully and have discussed the terms with TDG before sending your first Mailmark mailing with TDG. If you are unsure of any of these requirements, please email mailmark@thedeliverygroup.co.uk or contact your TDG Account Manager.

If you do not yet have an SCID set up with The Delivery Group, please fill in the TDG SCID & Participant ID form and provide to the Compliance team or if you use our ONEPOST managed services the please speak to your relevant account manager who will arrange set up.

If you wish for The Delivery Group to mail sort the data on your behalf or you wish to use Labeller, The Delivery Group will advise on the procedure/installation of the software should you require it. This may incur an additional fee if the data DPS function is required. If using other third party software, The Delivery Group will advise accordingly on the process for ensuring the software is appropriately integrated with The Delivery Group systems. If using ONEPOST managed services operations@thedeliverygroup.co.uk

Please ensure for each Mailmark mailing;

1. The Delivery Group Docket Hub (TDGDH) 'Collection Date' is set as the working day before the eManifest handover date.
2. The eManifest handover date is set as the date the mail is intended for handover to Royal Mail i.e. the working day after the declared SMDH 'Collection Date' (N/A to Labeller users).
3. The 'Job Reference' on SMDH must match exactly the 'Batch Reference' used for the eManifest uploaded, including any symbols and upper/lower case etc. Please note there is a character limit of 14 for the 'Job Reference' in SMDH so this must be considered when setting the Batch Reference for the eManifest(N/A to Labeller users).
4. The appropriate Poster/Client account is used that has been confirmed as mapped by The Delivery Group to the SCID you are using for the mailing.
5. If you do not use Labeller to process your Mailmark Mailing you must manually check for a Mailmark Match to the job by 4pm daily in Docket Hub system

The above is not exhaustive and should be used as a guide only. Please ensure all criteria of the Mailmark specification have been met in addition to the above as failure to comply may result in delays or surcharges being applied. The following pages contain the complete Royal Mail Specification for both Letter and Large Letter Mailmark.

If you require any further information or any proof checks etc. please email mailmark@thedeliverygroup.co.uk

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Royal Mail Mailmark® Introduction

Royal Mail Mailmark® is about you applying a 2d or 4-state barcode to each of your Mailing Items to enable Royal Mail automation processing machines to read them. Adding a Mailmark barcode to each Mailing Item enables the performance of your Mailmark Mailing to be monitored and measured whilst being handled in their automation. This provides additional reporting on an item-by-item basis and so gives you greater transparency with the benefit of providing extensive data analysis on your Mailmark Mailing performance. You can visit www.royalmailwholesale.com/our-services to find out more about the Services and Formats which Mailmark may be used with.

This document sets out physical design, Indicium, addressing, barcoding and other Royal Mail Mailmark specifications that are required when posting Mailing Items using Mailmark. If you wish to use Mailmark to send poll cards please see [Appendix P in the User Guide](#).

The Mailmark specification is designed to ensure that Royal Mail Letter and Large Letter processing machines can process and read Letters and Large Letters effectively at high speed, without the need for manual or other intervention.

Polywrapped, paperwrapped and unwrapped Mailmark Mailing Items

If you wish to apply a Mailmark barcode to Letter format Mailing Items that are polywrapped, unwrapped (naked) or not sealed you can do so provided that you present, **declare** and **pay** for the items as **Large Letters**.

When using an outer wrapping to contain Mailing Item contents (e.g. polywrap for Large Letters or paperwrap for Letter and Large Letters), the dimensions permitted apply to the complete Mailing Item, including the outer wrapping and the contents. (For Mailing Items sent using a non-machineable service, the dimensions and Format are measured against the of the insert if the outer can be easily folded.)

Please note: Applicable Mailmark surcharges will be forwarded onto The Delivery Group's commercial client by default. By using the Mailmark service the bill payer is accepting the Mailmark terms and conditions which include the provision for Royal Mail to apply surcharges where applicable and in line with the Mailmark specification which can be found at www.royalmail.com/mailmark or www.royalmailwholesale.com. An admin fee will be applied for any mailings sent on a Mailmark service, this will be displayed as 'Mailmark Admin Fee' on the bottom of your invoice. All Mailmark invoices, including surcharge invoices must be paid in line with the bill payers existing terms and conditions.

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Setting up with Mailmark

Initially you will need to set up a Participant ID (PID) and a Supply Chain ID (SCID) you can do this by contacting our compliance team and completing the 'TDG SCID & Participant Request Form' and sending to mailcompliance@thedeliverygroup.co.uk

We will then contact Royal Mail who will send you the Royal Mail Mailmark Participant Terms and Conditions® (www.royalmailwholesale.com/royal-mail-mailmark) to become a Participant in a Supply Chain, and you acknowledge that before you can use the Mailmark option each of the Mail Originator, Mail Producer, Carrier and Bill Payer in your Supply Chain will need to have accepted the Participant Terms and Conditions to become a Participant. You will need to accept these terms. You need to ensure the software you use is set up for Mailmark and also set up unique customer identifiers (UCID's) with our compliance team.

One of the benefits of Mailmark is the provision of data analysis and consignment level performance reporting. To take advantage Mailmark it is necessary for you to provide additional mailing data in the form of an eManifest via the Royal Mail Web service, the eManifest Handling System (eMHS). Failure to upload data correctly, and on time, will affect your reporting and may result in Surcharges if your Mailing Items cannot be reconciled with the required data. If you use Labeller to process your mailing the eManifest process is automated otherwise you will need to submit to Royal Mail using your chosen software provider.

Finally you can also go through the optional accreditation. The Mailmark option offers the benefit of being able to assess the performance of your Mailing Items. There is therefore no need for an upfront accreditation check of your Mailing Item design or address, Postcode and Delivery Point Suffix (DPS) accuracy. However, if you wish any 'peace of mind' checks done on your physical Mailing Items please contact your Account Manager. These checks include barcode quality checks, pack design and barcode location and machine sorted letter tests. You need to be able to be able to create and apply Mailmark barcodes and you must be able to upload eManifest's into eMHS. If you would like to check that you can do so successfully please contact your Account Manager or our Compliance team for support.

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eManifest requirements and procedure

The eManifest is an electronic record of your Mailmark Mailing Items (Letters and Large Letters) posted against a non-transferrable unique Supply Chain ID (SCID) on each day. The data within the eManifest, together with the machine processing data validated against it, is used for reporting and the SCID represents the client, mail producer, carrier and bill payer for that mailing.

An eManifest is a mandatory requirement for both 4-state barcode Mailmark Mailings Items and 2D data matrix Mailmark Mailings Items and is in addition to a Manifest.

You must ensure:

- the address data file is sorted and populated at item level with Mailmark information (Supply Chain, unique item ID, barcode data string etc.) through a software solution or in-house mail producer IT systems. This creates a file which would then uploaded into an eManifest;
- an eManifest for each unique SCID is opened and created via a webservice call to the eMHS. This can be done by any of the Participants in the Supply Chain;
- Mailmark files, with the individual items for that SCID, for a single day's handover are then uploaded to the eManifest either as a single file or in Batches. This is mandatory for any Mailmark Mailing. If data files are uploaded in Batches, amendments can be made to any Batch until the eManifest been confirmed. At the point of confirmation, no further changes to a Batch can be made;
- Batches can be uploaded up to 28 days in advance of the handover date;
- When all the Batches or single file for the SCID have been uploaded, the eManifest is submitted and confirmed. At this point no further changes can be made to the uploaded files;
- One eManifest is required per SCID per day that mail is being handed to Royal Mail. It is important that you include all Mailing Item data for that day's handover in the eManifest. If you don't Royal Mail will see those items as they process them and may invoice TDG for them;
- each eManifest will have a unique eManifest ID. This eManifest ID and Supply Chain ID (SCID) must be included in the relevant fields on the Manifest.

Please note: Each Batch must have a minimum volume of 4,000 Mailing Items. It is possible to split Batches and submit more than one Batch to make use of reporting by Batch, providing each Batch contains the minimum volume of Mailing Items required.

Failure to create an eManifest

If an eManifest is not created Royal Mail may process your mail and apply adjustment charges. Please note that without an eManifest they cannot provide reporting.

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Mandatory fields within an eManifest

The following information is required:

Header:
   Supply Chain ID (SCID)
   Mail Originator
   Date (the date of the eManifest confirmation and the handover date)
   eManifest status (open, finalised, test)
   eManifest ID
Detail:
   Unique Mailing Item ID
   Batch ID
   Address (full address is recommended, only postcode and DPS are required. Recipient details must not be included)
   Product attributes (format, weight etc.)

Specification Requirements – Links to latest documents

[User Guide Link (Appendix M)](#)

Let's work together.

The Delivery Group

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