Royal Mail Mailmark®

Mailmark Adjustments explained

Issued:
29 October 2026

Live:
21 April 2022

Version:
1.7a

Disclaimer
"Whilst every effort has been made to ensure that the guidelines contained in the document are correct, Royal Mail and any other party involved in the creation of the document HEREBY STATE that the document is provided without warranty, either expressed or implied, of accuracy or fitness for purpose, AND HEREBY DISCLAIM any liability, direct or indirect, for damages or loss relating to the use of the document. The document may be modified, subject to developments in technology, changes to the standards, or new legal requirements."

Contents

1. Introduction....03
2. Mailmark product options and standards refresh....04
3. A fair and reasonable approach....05
4. Notifications of Mailmark Adjustments....06
5. Timing of adjustment charges....07
6. Adjustment charges – Royal Mail pricing....09
7. Mailmark charges – by type and material code....10
8. When you can minimize an adjustment charge....11
9. How adjustment charges are raised – item level or eManifest level....13
10. How adjustment charges are raised....14
11. How postings are investigated....16
12. How customers can identify and investigate common issues....24
13. When is a posting considered to be unManifested....25
14. Reasons for 'barcode not seen' or print issues....27
15. Common issues and solutions for 'barcode not read'....30
16. How to identify issues using your Mailmark reports....32
17. Supporting customers wishing to submit a claim after billing has taken place 33
18. Examples of information required for a Billing Enquiry....34
19. What we need to help you with your Billing Enquiry....35
20. Appeals....36
21. Change Control Log....38

Classified: RMG – Public

1. Introduction

Overview

This document is to provide customers using our Mailmark products with some level of detail of how and when adjustment charges are raised and how issues are investigated by our iRP team.

In addition, there are recommendations detailing how and when customers can proactively take action to resolve issues which are incurring charges or, in some instances, let Royal Mail know of the problem prior to posting.

To further support our customers and enable Royal Mail to resolve queries more quickly, we have included detail on the process and information required for billing enquiries and claims.

At a high level, it provides a summary of Mailmark product options, a refresh of the product standards required.

Document purpose

To provide transparency on Royal Mail's approach to Mailmark adjustments and provide guidance on the actions customers can take to prevent issues; resolve problems to mitigate adjustment charges and what information can support billing enquiries.

Intended Audience:

This document is for use by Mailmark customers, Retail and Network Access, and mail producers posting Bulk Mail.

Please note: This document is not intended to address every scenario a customer may face. It instead, focuses on areas where actions can be taken by the customer to resolve or where Royal Mail can support.

This document is not intended to replace user guides or pricing tables, nor does it reference any processes undertaken by the 'bill payer' in a Supply Chain or the timing when charges are passed on to producers or end clients.

Classified: RMG – Public

2. Mailmark product options and standards refresh

Mailmark options

	Network Access	Retail
Sorted – with reporting available 2D and 4state Mailmark barcodes	Advertising Business Mail Subscription Mail	Advertising Business Mail Subscription Mail Publishing Mail
Unsorted – with reporting available 2D and 4state Mailmark barcodes	Not applicable	Advertising Mail Business Mail
Account Barcode Unsorted – no reporting available Indicia includes a 4-state barcode next to service indicator	Not applicable	Account Barcode unsorted

Standards refresh

1. an eManifest per Supply Chain ID (SCID) must be uploaded & confirmed each working day mail is handed to Royal Mail.
2. Auto billing is available for all Retail product options, this is the default selection for new SCID's.
3. A Zdocket (Network Access) or Sales Order (Retail) is required for each handover, for customers using auto-billing, an eCR (electronic Confirmation Receipt) must be handed over with the last collection.
4. The eManifest number must be included in the Zdocket / Sales Order / eCR.
5. The SCID must be included in Network Access Zdockets.
6. Volumes handed over to match Sales Order / Zdocket. Royal Mail will compare volume seen versus eManifest volume versus sales order volume and charge accordingly.
7. The barcode read rates for postings are expected to be a minimum of 90% and the mail must be able to be processed on the correct machine
8. Address and Default Delivery Point Suffix (DPS) accuracy to Postcode Address File (PAF) must be a minimum of 90%.

Classified: RMG – Public

3. A fair and reasonable approach

iRP will investigate certain issues and always give the customer the benefit of doubt before considering whether to apply charges.

For example.

1. If we know there are issues at a Mail Centre (e.g., a Disruptive Event, machines not available) we will manually exclude those volumes when calculating whether a posting has achieved the desired barcode read rate.

2. If a posting falls below the performance standards required *and* a charge is due to be raised, we will not include volumes from sites where there are reported operational issues (as above).

3. In the case of poor and/or low barcode read rates if iRP do not have supporting information either from the automation or our operational colleagues to identify why this was the case (e.g., poor print, poor design, item out of specification) then charges will not be applied in that instance. The exception is 0% read.

4. If a posting (at eManifest level) has both poor address / postcode quality and inaccurate or default DPS which both fall below the 90% threshold, we will always look to apply the lower charge of DPS inaccuracy.

5. If a customer is unable to identify, and allocate, a postcode, they may populate the Mailmark barcode with blank spaces. If more than 10% of the mailing has blank spaces in the barcode string, or the postcode declared is inaccurate then Postcode Accuracy charges may be applied. If a customer chooses to use the Default Postcode (XY991AA) then the Default Postcode Charge will be applied if 10% tolerance exceeded (postcode accuracy, DP accuracy and Default Postcode).

6. If a customer has an unforeseen, and valid, issue during data creation, production or processing and the posting is live or has not yet been handed to Royal Mail, there is a possibility we can support and will look to mitigate charges for adhoc requests.

Classified: RMG – Public

4. Notifications of Mailmark adjustments

These are processed once a week for all customers. Adjustment files are created each Friday and customers receive notifications on a Saturday morning. If the Friday is a Bank / Public holiday then the files are created the day before and notifications made accordingly.

1. iRP apply Mailmark adjustments after an eManifest has closed. The earliest will be on working day 6 after the declared handover date.
2. iRP will, for some issues e.g., no sales order seen, ask a customer for evidence to support a charge not being applied.
3. Some charges are auto generated, and others will be investigated by iRP in more detail.
4. Where possible, and available, images may be provided upon request.
5. Examples why adjustments are raised:
   a. items are not to specification,
   b. items cannot be processed correctly i.e., missorts, poor address quality,
   c. Barcodes are not seen i.e., poor barcode quality, poor pack design, incorrect indicia being used (Account Barcode Unsorted with standard Mailmark),
   d. items cause issues during processing and across multiple sites,
   e. payment has not been received, and
   f. items have not been manifested (Sorted and Unsorted products),
6. A customer will first receive a notification email from iRP@dockethub.com with a html file attached which contains the details of the Supply Chain, the handover/first seen date, volume, and cause for the charge. *
7. The Bill Payer in the SCID will then receive the charge from Royal Mail via invoice.

Please note: if detailed investigations are required then there may be a delay, this is infrequent.

Classified: RMG – Public

5. Timing of adjustment charges

Charges to the Bill Payer in a SCID might take a few weeks to show on the Royal Mail invoice.

- Investigations are done 7 working days after the handover date, to allow data to be as up to date as possible.
- Investigations may take a few working days or longer when a customer has been given 14 calendar days to respond. Please note, during peak periods there may be additional delays to allow for operational/pipeline data to be up to date as possible.
- All Bill Payers in the SCID will receive automatically generated notifications on a Saturday of adjustments.

Please note:

There are issues which can be resolved & a solution provided if a participant in the SCID advises us of issues straight away and if there is valid reason i.e., it's infrequent and a one-off omission.

For example:

1. eManifest uploaded & confirmed but the work will be late / not handed over due to end client changing the mailing date.
2. eManifest not uploaded due to software or technical issues which can be validated, by the customer, if requested.
3. eManifest number missed off the Sales Order with a valid reason i.e., the upload failed, or sales order submitted before the eManifest was confirmed.
4. Wrong Supply Chain used.
5. Data re-sorted in error so the eManifest batch file won't match the barcode data.

Visual example:

Overleaf is a table which provides an outline of the timings;

1. Column A, red title bar. Separated into Barcode Not Seen, Underpaid, UnManifested
2. eManifest examples. Numbered 1,2,3 etc. Displayed Monday to Saturday to reflect handover days and showing on the first line of each category above.
3. Investigation timings. Use the detail of the issue being investigated in (gray) column A and search for the eManifest number on subsequent lines in the category.

Classified: RMG – Public

No issues, standard billing in-process charges timeline

Week 1 (day 1-5 eMan Open. Day 6 Close)	**Week 2**						**Week 3**						**Week 4**					
Day of the week	**Mon**	**Tue**	**Wed**	**Thur**	**Fri**	**Sat**	**Mon**	**Tue**	**Wed**	**Thur**	**Fri**	**Sat**	**Mon**	**Tue**	**Wed**	**Thur**	**Fri**	**Sat**
Happy path with no BNS 0% seen or underpaid	eMan 1	eMan 2	eMan 3	eMan 4	eMan 5	eMan 6	eMan 7	eMan 8	eMan 9	eMan 10	eMan 11	eMan 12	eMan 13	eMan 14	eMan 15	eMan 16	eMan 17	eMan 18
Billing					eMan 1,2,3,4						eMan 5,6, 7,8,9,10						eMan 11,12, 13,14,15,16	

Underpaid investigations and process

Week 1 (day 1-5 eMan Open. Day 6 Close)	**Week 2**						**Week 3**						**Week 4**						**Week 5**					**Week 6**					
Day of the week	**Mon**	**Tue**	**Wed**	**Thur**	**Fri**	**Sat**	**Mon**	**Tue**	**Wed**	**Thur**	**Fri**	**Sat**	**Mon**	**Tue**	**Wed**	**Thur**	**Fri**	**Sat**	**Mon**	**Tue**	**Wed**	**Thur**	**Fri**	**Sat**	**Mon**	**Tue**	**Wed**	**Thur**	**Fri**
eMan ID (example)	eMan 1	eMan 2	eMan 3	eMan 4	eMan 5	eMan 6	eMan 7	eMan 8	eMan 9	eMan 10	eMan 11	eMan 12	eMan 13	eMan 14	eMan 15	eMan 16	eMan 17	eMan 18	eMan 19	eMan 20	eMan 21	eMan 22	eMan 23	eMan 24	eMan 25	eMan 26	eMan 27	eMan 28	eMan 29
eMan 5 day cut off, iRP looking at it on Day 7																													
iRP UP investigation [c.97.5% eMan closed same day]	eMan 1	eMan 2	eMan 3	eMan 4	eMan 5		eMan 6,7	eMan 8	eMan 9	eMan 10	eMan 11		eMan 12,13	eMan 14	eMan 15	eMan 16	eMan 17		eMan 18,19	eMan 20	eMan 21	eMan 22	eMan 23		eMan 24,25	eMan 26	eMan 27	eMan 28	eMan 29
UP identified (posting showing as an example)	eMan 1		eMan 3				eMan 7	eMan 8			eMan 11					eMan 16				eMan 20									
iRP UP customer notification (identified & 2 weeks to provide evidence)					eMan 1,3						eMan 7,8						eMan 11,16						eMan 20						
iRP UP billing (actually apply adjustments in Dockethub)					eMan 2,4						eMan 5,6,9,10						eMan 12,13,14,15						eMan 1,3,17, 18,19,21,22						eMan 7,8,23, 24,25,26,27,28

unManifested investigations and process

Week 1	**Week 2**						**Week 3**						**Week 4**						**Week 5**					**Week 6**					
Day of the week	**Mon**	**Tue**	**Wed**	**Thur**	**Fri**	**Sat**	**Mon**	**Tue**	**Wed**	**Thur**	**Fri**	**Sat**	**Mon**	**Tue**	**Wed**	**Thur**	**Fri**	**Sat**	**Mon**	**Tue**	**Wed**	**Thur**	**Fri**	**Sat**	**Mon**	**Tue**	**Wed**	**Thur**	**Fri**
Unmanifested UP analysis by SCID	eMan 1	eMan 2	eMan 3	eMan 4	eMan 5	eMan 6	eMan 7	eMan 8	eMan 9	eMan 10	eMan 11	eMan 12	eMan 13	eMan 14	eMan 15	eMan 16	eMan 17	eMan 18	eMan 19	eMan 20	eMan 21	eMan 22	eMan 23	eMan 24	eMan 25	eMan 26	eMan 27	eMan 28	eMan 29
Unmanifested UP investigation														eMan 1,2,3,4,5,6						eMan 7,8,9,10,11 ,12						eMan 13,14,15,1 6,17,18				
iRP UP customer notification (2 week deadline to provide evidence)																	eMan 1,2,3,4,5,6						eMan 7,8,9,10,11,12						eMan 13,14,15,16,17,18
Unmanifested UP billing on Friday in week7																													

Barcode Not Seen' / 'Not Machine Processed' investigations

Week 1 (day 1-5 eMan Open. Day 6 Close)	**Week 2**						**Week 3**						**Week 4**						**Week 5**					**Week 6**					
Day of the week	**Mon**	**Tue**	**Wed**	**Thur**	**Fri**	**Sat**	**Mon**	**Tue**	**Wed**	**Thur**	**Fri**	**Sat**	**Mon**	**Tue**	**Wed**	**Thur**	**Fri**	**Sat**	**Mon**	**Tue**	**Wed**	**Thur**	**Fri**	**Sat**	**Mon**	**Tue**	**Wed**	**Thur**	**Fri**
BNS analysis: investigated [c.95% cases closed same day]	eMan 1	eMan 2	eMan 3	eMan 4	eMan 5	eMan 6	eMan 7	eMan 8	eMan 9	eMan 10	eMan 11	eMan 12	eMan 13	eMan 14	eMan 15	eMan 16	eMan 17	eMan 18	eMan 19	eMan 20	eMan 21	eMan 22	eMan 23	eMan 24	eMan 25	eMan 26	eMan 27	eMan 28	eMan 29
BNS due to 0% seen		eMan 2		eMan 4				eMan 8																					
Unmanifested data ready to check [checking either side of when the mail was seen to establish if there is an associated eManifest]														eMan 2,4					eMan 8										
BNS billing					eMan 1,3						eMan 5,6,7, 9,10						eMan 2,4 11,12, 13,14,15,16						eMan 8,17,18, 19,20,21,22						

Saturday's are not iRP working days so, to demonstrate using the visuals above, some posting dates change 'colour' to show the path and timings

Version 5. CMHMHS

6. Adjustment charges Royal Mail pricing

The charges below indicate if the charge is at item level or eManifest level and are applicable to both Network Access and Retail customers.

Mailmark Adjustment Charges

Fault	Applies to	Admin Fee	Per Item Fee	Notes
Missorts	Mailmark Letters	N/A	14.62p	
	Mailmark Large Letters	N/A	47.52p	
International item as domestic	Mailmark	N/A	£3.74	Adjustment charges only apply when one or a combination of charges results in a charge of £10 or more per eManifest
Not machine processed/ barcode not seen	Mailmark Letters	N/A	2.00p / 3.50p*	
	Mailmark Large Letters	N/A	6.25p	Postcode and Delivery point suffix accuracy adjustment charges only apply if the combined result drops below 90% per eManifest
Postcode accuracy	Mailmark Letters	N/A	12.19p	
	Mailmark Large Letters	N/A	23.98p	
Delivery point suffix accuracy	Mailmark Letters and Large Letters	N/A	2.00p	
Out of specification	Mailmark Letters	N/A	Mailmark Large Letter unit price	Letters will be charged the relevant Mailmark Large Letter unit price.
	Mailmark Large Letters	N/A	Manual Low Sort unit price	Large Letters will be charged the relevant Manual Low Sort unit price.
Missing or incorrect eManifest ID	Mailmark Letters and Large Letters	£39.10	N/A	per eManifest
Unmanifested volume	Mailmark Letters and Large Letters	£39.10	0.50p / 0.69p * Letters / 1.09p Large Letters	er supply chain
Duplicates eManifest/Seen	Mailmark Letters and Large Letters	£39.10	N/A	per eManifest
Incorrect Supply Chain ID (SCID)	Mailmark Letters and Large Letters	£39.10	N/A	per eManifest
Item ID mismatch	Mailmark Letters and Large Letters	£39.10	N/A	per eManifest
Underdeclared	Mailmark Letters and Large Letters	N/A	In line with product declared in the eManifest	per eManifest
Incorrect Format	Mailmark Letters and Large Letters	N/A	In line with product declared in the eManifest	per eManifest
Incorrect Class	Mailmark Letters and Large Letters	N/A	In line with product declared in the eManifest	per eManifest
Default Postcode	Mailmark Letters	N/A	2.00p	
	Mailmark Large Letters	N/A	2.00p	

Full details of the Mailmark adjustment framework are available at **royalmail.com/mailmark**

Retail Rates published 5th October 2026
Network Access rates from 7th April 2026

*The variation in charges applies to Network Access (from 7th April 2026) and Retail (published 5th October 2026).

Please note; Retail 'Non-machine processed' is referenced as 'Barcode Not Seen' for Network Access postings

Standard charges may also be applied e.g., incorrect format, weight, or class or mailpiece design.

Classified: RMG – Public

7. Mailmark charges – by type and material code

The descriptions below reference what you would see on your invoice and show the relevant charge per item (p) or at eManifest level (£39.10).

Charge Type	Access Rework Code	Retail Rework Code	Product Description	Price p/£ (Oct 2026)
Item Level Surcharge	ZZD	EZD	Mailmark DP Accuracy	2.00p
	ZP1	EP1	Mailmark Postcode Accuracy Letter	12.19p
	ZP2	EP2	Mailmark Postcode Accuracy Lrg Ltr	23.98p
	ZU3	E03	Mailmark Unmanifested Volume - L	0.50p/0.69p*
	ZU4	E04	Mailmark Unmanifested Volume - LL	1.09p
	ZM1	EM1	Mailmark Missorts Letter	14.62p
	ZM2	EM2	Mailmark Missorts Lrg Ltr	47.52p
	ZN1	EN1	Barcode Not Seen / Mailmark Not Machine Processed L	2.00p/3.50p*
	ZN2	EN2	Barcode Not Seen / Mailmark Not Machine Processed LL	6.25p
		EAR	International Presented as Domestic	£3.74
Admin Charge	ZAR	E01	Mailmark Item ID Mismatch	£39.10
	ZUD	EID	Missing or Incorrect eManifest Reference	£39.10
	ZU1	UML	Mailmark Un-manifested Volumes	£39.10
	ZU2	ULL	Mailmark Duplicates eMani/Seen	£39.10
	ZZF	EZF	Incorrect Mailmark SCID Used	£39.10
Default Postcode Charge*	DIC	EZG	Letter	2.00p
	DIG	EZH	Large Letter	2.00p
	DIE		General Large Letter	25.0p
Correction Fees	Various	Various	Mailmark Underpaid Items	Correction fee
	Various	Various	Mailmark Underpaid Un-Manifested Items	Correction fee
	Various	Various	Mailmark Incorrect Format	Correction fee
	Various	Various	Mailmark Incorrect Class	Correction fee

VAT charges might apply

*The variation in charges applies to Network Access (from 7th April 2026) and Retail (published 5th October 2026).

Classified: RMG – Public

8. When you can minimise an adjustment charge

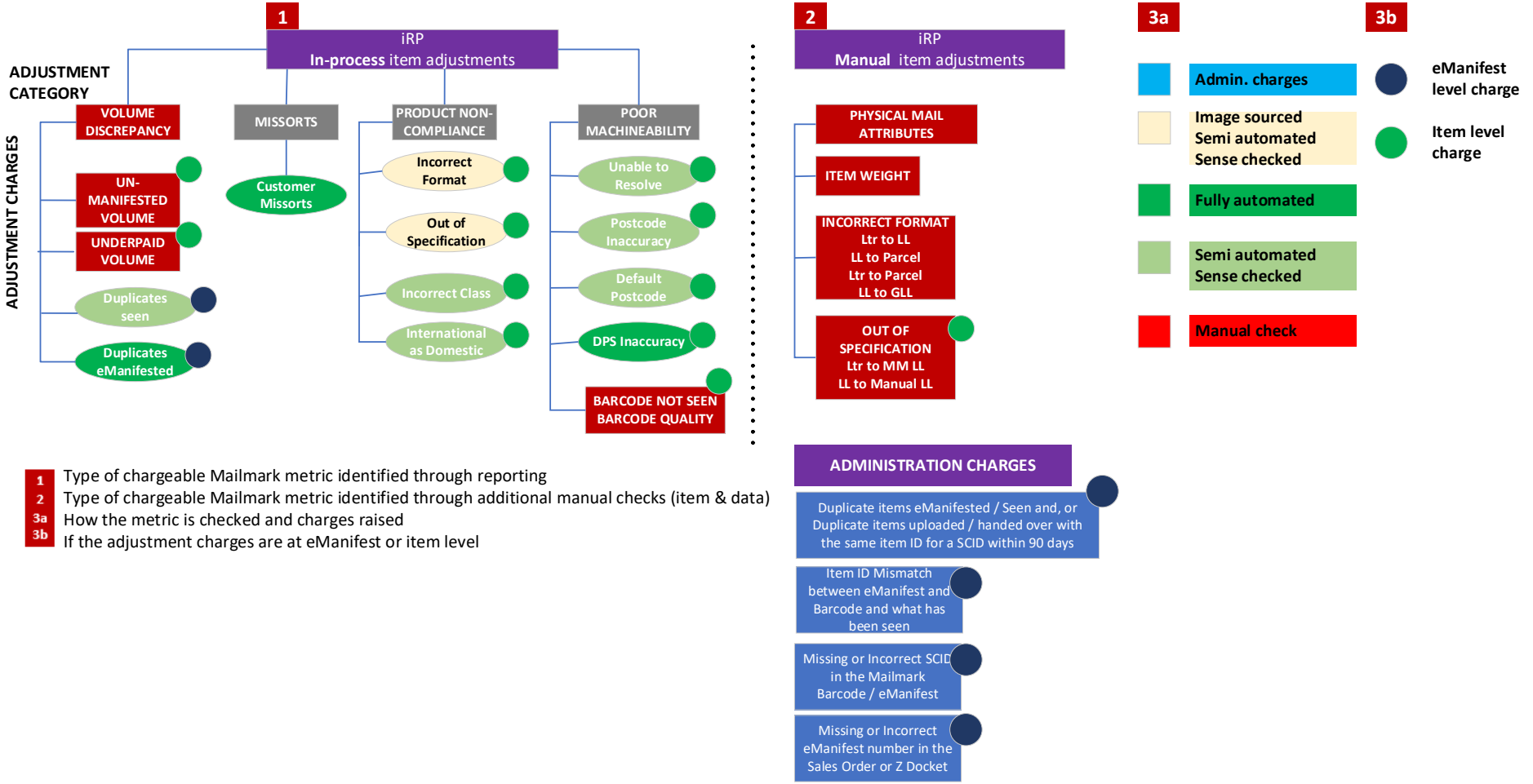
It may be possible to find a solution if the customer advises us of adhoc issues straight away.
Charges may be applied but will be minimised where possible.

Issue	Customer action	Royal Mail
eManifest uploaded & confirmed but the work will not be handed over at all.	Customer to advise the Account team and provide the SCID, eManifest, Handover date and volume.	Will not apply Barcode not seen charges. May apply an Admin charge.
eManifest uploaded & confirmed and the work will be handed over after 5 working days. Data will not be re-sorted and will have the original item IDs on the items and in the batch files.	1.Customer to advise the Account team of the issue. 2. Customer to provide the account team and provide the SCID, original eManifest, original handover date and await further guidance. 3. When, or if requested, re-upload the same data file in a new eManifest with the correct handover date. 4. Customer to provide the Account team of the new eManifest ID and the new Handover date.	If valid, will not apply Barcode not seen and/or Duplicate item ID charges. Will apply missort, address accuracy, format, international charges etc. May apply an admin charge.

Wrong Supply Chain used in either the barcode or eManifest or both. Uploads will be rejected if Participant not in the SCID	Provide the Account Manager with the incorrect and correct SCID, the eManifest, handover date and sales orders references.	Admin charge may be applied. Adjustment charges may be manually raised against the correct account. Note: this will affect reporting,
eManifest uploaded & confirmed and the work will be handed over after 5 working days. The data has been re-sorted so the IDs on the items don't match the batch file IDs	1.Customer to advise the Account team of the issue 2. Customer to provide the Account team with the SCID, original and new eManifest IDs, original and new handover dates, and item ID ranges for the original and files and item ID range for the barcodes.	If valid will not apply charges for barcodes showing as not eManifested and barcodes showing as 0% seen. Will apply missort, address accuracy, format, international charges etc. May apply an admin charge.
Reconciliation of payment (Network Access Z Dockets) Container data does not have the correct eManifest and SCID detail added at the time of upload.	For future postings, ensure the container data contains the correct eManifest and SCID detail added at the time of upload. Provide data and Zdocket evidence of payment for the items iRP has seen.	Will not apply underpaid charges if data and Zdocket evidence provided by the customer can be validated by iRP as items seen have been paid for. Charges would be applied as follows - Admin charges regarding incorrect - eManifest/SCID as the information provided was missing or incorrect at the time of upload and therefore requires manual intervention.
eManifest number missed off the Sales Order with a valid reason i.e., the upload failed, or sales order submitted before the eManifest was confirmed	Provide the Account Manager with the reason, SCID and eManifest number and the relevant Sales Orders.	Will manually cross reference. Charges will be applied for Incorrect manifest ID. Customers must attempt to resolve this issue by ensuring that correct data is presented to RM at the time of eManifest upload to avoid these charges from future postings.

9. How adjustment charges are raised. Item or eManifest level?

The map below indicates the issues which could result in charges (1), how the issue is investigated and if it's item or eManifest level (3) and the presentation/design issues which would result in charges being manually raised (2).



1 Type of chargeable Mailmark metric identified through reporting
2 Type of chargeable Mailmark metric identified through additional manual checks (item & data)
3a How the metric is checked and charges raised
3b If the adjustment charges are at eManifest or item level

10. How adjustment charges are raised

Check type	Adjustment category	Detail	Emanifest or item level charging
Manual Check	**Physical attributes**	Item weight Incorrect format (L, LL, GLL, Parcel) Out of Specification	Item level
	Poor machineability	Barcode not seen / Not Machine Processed Out of Specification	eManifest (format*) triggers item level (format = letters and large letters are identified separately on individual eManifests)
	Volume discrepancy	Underpaid unmanifested and/or manifested volumes	eManifest (format*) triggers item level format = letters and large letters are identified separately on individual eManifests
Semi-Automated Semi manual	**Poor machineability**	1. Unable to resolve 2. Postcode inaccuracy 3. Default Postcode (use of XY991AA)	1. This metric is covered by poor barcode read rates (BNS / NMP) and product noncompliance 2. Semi-automated & sense checked 3. Semi-automated eManifest (format*) triggers item level charges
	Product non-compliance	Incorrect format Out of specification Incorrect class International as domestic	Semi-automated and sense checked eManifest level (format*) charges

Check type	Adjustment category	Detail	Manual checks (iRP investigating & checking) Semi-automated & checked Fully automated
Semi-Automated Semi manual	**Volume discrepancy**	Duplicates seen	Semi-automated and sense checked Item level charges for those not paid for Admin charge
Automated check	**Poor machineability**	Delivery Point Suffix (DPS) inaccuracy	Fully automated eManifest (format*) triggers item level
	Missorts (DSA)	Customer Missorts	Fully automated Item level
	Volume	Duplicate Manifested	Fully automated eManifest
Semi manual	**Product non-compliance**	Incorrect format L to LL Out of specification	Image required to validate (semi-automated & manual check done) Item level charging Full posting may be reverted e.g., poly wrapped Letter to Large Letter
Admin	**Admin charges**	Missing eManifest number, SCID, data mismatch, duplicate item ID's used	eManifest level charging

11. How postings are investigated

Adjustment category		Detail	Item level or eManifest level
Manual checks	**Physical attributes**	Item weight Manual check done when mail is received.	Applicable to Manifested and UnManifested items the following charge will be applied: ✓ Format change item charge (e.g., if letter becomes a large letter ✓ Weight change item charge (e.g., if declared as 250g and item weighs 500g)
	Physical attributes	Incorrect format (L, LL, GLL, Parcel) This can be manual or via the machines which do provide item dimensions. If identified through the automation, the customer may be asked for a physical item and/or to confirm pack dimensions. Note: If polywrapped or naked or unsealed letters are sent using Mailmark Letter they will be charged Large Letter format	Applicable to Manifested items Items declared as Letters but are Large Letters 1. iRP Analysts review manifests where items are declared as letters but seen in our network as large letters. some example charges are: ✓ Items greater than maximum letter dimensions ✓ Letters are polywrapped or open sides ✓ Letters do not meet the tab seal specifications ✓ Items do not fall within the minimum dimensions permitted for machineable letters

Adjustment category		Detail	Item level or eManifest level
Manul Checks	**Physical attributes and Poor Machinability**	Out of Specification The processing expectations are; 1. There is a minimum of a 90% read rate for the posting, and, 2. The items can be processed on the correct machine and, 3. The item(s) does not cause processing issues, machine damage, be rejected by the machines or cause damage to other items. Key to note: these apply to all mail types.	This will be at item level. 1. eManifest closes after 5 days 2. Read rate for the eManifest (by format) checked (minimum 90% read rate) 3. Volume and % of mail processed on 'the wrong machine' reviewed 4. Volume and % of mail 'not seen, not expected to be seen' excluded as current. This is where we don't have Large Letter automation in a small number of mail centres and the items are processed manually. 5. Volume and % of mail 'not seen, expected to be seen' excluded as current if there are site issues (e.g. automation failure, site evacuation etc) 6. At least one operational site has reported issues with the mailing 7. Site visuals reviewed 8. Item design checked against our published specifications a. If not clear from the visuals, customer may be requested to share a seed or returned item from the mailing for review b. If no clear issue or cause, charges are not applied 9. Charges applied if applicable 10. Barcode quality (Barcode Not Seen) adjustment will not be applied

Adjustment category		Detail	Item level or eManifest level
Manual checks	**Poor machineability**	Barcode not Seen / Not Machine Processed Read rate triggers an investigation. We expect to see a minimum of 90% of letters and large letters, on the correct machine, before we take any action. The 'expected to be seen' volume of large letters, excludes those which are due to be processed at a site with no large letter automation. In reporting these fall under the 'not seen, not unexpected to be seen' category. iRP will ensure 'not seen, not expected to be seen' large letters are excluded **prior** to establishing if the read rate is less than 90%. They will review the Mail Centre performance for <u>all customer mailings</u> and obtain item images if some items were seen.	Applicable to Manifested items Total volume seen in network is less than 90% 1. iRP Analysts review manifests where read rate is <90%. *No charge is applied if read rate is >90%* *Note: We expect mail to be machineable and able to be processed by operations on the due machine(s) for the format and design of the item.* 2. Investigations are carried out by format, by eManifest. *We exclude volumes due for mail centres that would never expect to machine process these items.* *We exclude volumes if there is a known mail centre issue e.g., capacity constraints* 3. iRP analysts investigate and apply charges where investigations reveal that customer is at fault. . <u>some example charges are:</u> ✓ barcode is tapping out of window ✓ barcode modulation fails (crisp black & white blocks) ✓ items cannot be machine sorted ✓ items sticking together ✓ barcodes not meeting specification ✓ no barcodes on items

Adjustment category		Detail	Item level or eManifest level
Manual checks	Volume discrepancy	Underpaid unmanifested and/or manifested volumes This is when items have simply not been paid for i.e., we have seen more than the sales order, or the sales order does not match the eManifest total. The customer only needs to provide sales order details which match the volumes handed over / eManifested for. Or, if the work was not sent in, written confirmation provided.	Applicable to Manifested and Unmanifested items Volume seen is more than sales order / Zdocket 1. Triggered by what has been seen vs paid for 2. Prior to raising a charge, bill payer notified of discrepancy and requested to identify/provide missing sales order/Zdocket 3. If response received within 14 calendar days, iRP Analysts review feedback and accept/reject evidence and charge as appropriate If no response received, adjustment applied. Support with Billing Enquiries – see sections 17, 18, 19.
Semi-Automated Semi Manual	Poor machineability	Unable to resolve	*This metric is covered by poor barcode read rates and product noncompliance*
	Product non-compliance	International as domestic International items cannot be sent using Mailmark, a charge per item may be applied if any are seen.	Applicable to Manifested and Unmanifested items Items declared as domestic but have international address data the following charge will be applied: ✓ International items item charge

Adjustment category		Detail	Item level or eManifest level
Semi-Automated Semi Manual	**Product non-compliance**	Address and/or DPS inaccuracy Required accuracy standard is 90%. If 11% items are incorrect then only 1% items may receive an adjustment charge. The remaining 10% will not have charges applied due to tolerance permitted. A customer will never be charged for both metrics. Postcode and DPS Inaccuracy adjustments charges only apply if the combined result drops below 90% per eManifest.	Applicable to Manifested and Unmanifested items. Item level charge. If declared Postcode in the Barcode / eManifest is invalid, blank or does not match the PAF postcode on the automation. iRP Analysts review eManifests where Machinability non-compliance volume is more than 10%. If Machineability non-compliance is 10% or less, no charge is applied. the following charges will be applied: ✓ Firstly, items which have an Incorrect DPS ✓ Secondly items which have an incorrect Postcode / Address Please note a Default DPS is not classed as PAF matched.
	Product non-compliance	Default Postcode XY991AA	Applicable to Manifested and unManifested items. Item level charge. Charge if the 10% tolerance exceeded (postcode accuracy, DP accuracy and Default Postcode)
	Product non-compliance	Incorrect class An item has a 1st Class indicia but has been paid for as a 2nd Class service. Or, where a customer has declared an item as lower class, but the automation has identified the correct class.	Applicable to Manifested and UnManifested items the following charge will be applied: ✓ Class change and item charge Note: Access customers who post postcards on the Economy service will be charged at the Standard Access service rates.

Adjustment category		Detail	Item level or eManifest level
Semi Auto Semi Manual	**Volume discrepancy**	Duplicate items ID's This is where a customer has used the same 'unique' item ID on a different item for a Supply Chain within a 90-day period. Item ID's having to be unique to allow reporting data and item level performance to be collated for customers and Royal Mail	Applicable to Manifested items Where appropriate, iRP will check the 'tag code' applied to item to confirm they are duplicate items. **Same unique item ID has been used on more than one mailpiece & seen by the automation (within 90 calendar days)** 1. iRP Analysts review eManifests where the same item ID has been seen more than once. Following charges will be applied: ✓ 'Duplicate Seen' admin fee charge Underpaid items charge (If items are found to be not paid in our network.)
Automated check	**Missorts (DSA)**	Customer Missorts Mail is first seen at the incorrect Mail Centre. Details are provided within the reports to show where the item was due and where it was first seen. *Missorted by mail producers – one or two items in the wrong tray* *Whole trays sent to wrong location – misrouting*	Applicable to Manifested and UnManifested items Following charge will be applied: ✓ Missort charge by item by format

Adjustment category		Detail	Item level or eManifest level
Automated check	**Poor machineability** ***Umbrella term for address quality and/ or DPS accuracy***	Delivery Point Suffix inaccuracy Required accuracy standard is 90%. There is a 10% tolerance for DPS accuracy to PAF. Postings are only investigated if the reports indicate that a standard of 90% or higher has not been met. A customer is permitted to use the Default DPS of 9Z or space characters if the accurate DPS is not known. A Default DPS is not considered to be a PAF matched DPS. A customer will not receive a postcode inaccuracy charge and a DPS charge if both are poor. The lower charge will be applied first.	Applicable to Manifested and Unmanifested items Item level charge **Declared Postcode in the Barcode / eManifest is invalid and does not match the PAF postcode on the automation** 1. iRP Analysts review eManifests where Machinability non-compliance volume is more than 10%. If the Machineability non-compliance is 10% or less, no charge is applied the following charges will be applied: ✓ Firstly, items which have an Incorrect DPS ✓ Secondly items which have an incorrect Postcode / Address Postcode and DPS Inaccuracy adjustments charges only apply if the combined result drops below 90% per eManifest.
	Volume	Duplicate Manifested This is where a customer has used the same 'unique' item ID on a different item for a Supply Chain. Item ID's having to be unique to allow reporting data to be collated for customers and for Royal Mail to measure item performance.	Applicable to Manifested items **Same unique item ID has been used on items seen by the automation (within 90 calendar days)** the following charge will be applied: ✓ Duplicate Manifested admin fee charge

Adjustment category		Detail	Item level or eManifest level
Semi Manual check	**Product non-compliance**	Incorrect format L to LL The items are not the correct dimensions or design for the format paid for.	Applicable to Manifested and UnManifested items the following charge will be applied: ✓ Format change item charge Where Letters are poly wrapped or unwrapped (not sealed) they will be charged at LL rate.
Admin	**Admin charges**	Invalid declarations i.e. Missing eManifest no, SCID incorrect, data mismatch iRP will always work with customers if they are made aware, through DSACC or the Account teams, in advance, of issues. e.g. a. an eManifest was uploaded in error too early and the mail will not be seen in the 5-working day window. *Handover date, SCID and eManifest information to be provided. iRP may ask the customer to upload the batch(es) again & provide the new eManifest number.* b. an eManifest number was not added because of software issues. *Provide the Zdocket / sales order number & the eManifest number and justified cause. iRP will review.* c. eManifest does not match item IDs on live mail because file was resorted. *Provide iRP with the eManifest ID, the number range, the SCID and handover date.*	Applicable for Manifested and UnManifested items Instances where charges will be applied: ✓ Incorrect and/or missing eManifest ID – eManifest ID in the Zdocket/sales order does not match with the eManifest uploaded onto EMHS ✓ Invalid and/or missing Supply Chain ID – Supply Chain in the barcode/Zdocket/sales order is not valid or customer has used another customers SCID. ✓ Seen as UnManifested – total volume of items seen in our network without a valid manifest is greater than 500 but less than 6k. ✓ Duplicate manifested/seen – the same item ID is being reused in the same eManifest or the same item ID was used in an eManifest submitted within 90 calendar days.

12. How customers can identify and investigate common issues

1. **UnManifested Mail (Section 13)**
2. **Reasons for Barcode Not Seen and print issues (Section 14)**
3. **Common issues, and solutions, for barcode not read (Section 15)**

Immediate actions you can take to resolve issues

Contact at earliest opportunity when you identify a potential problem: e.g.

i. The timing of an eManifest upload and handover will result in unmanifested volume.
ii. An eManifest number is missing from the sales order (ad hoc only).
iii. Production issues that will result in incorrect barcode, barcode not read or delayed hand over.
iv. The end customer has asked for a mailing not to be handed over but the eManifest has been confirmed.
v. An incorrect SCID has been used.

- Wholesale Contract holders contact your Account Directors.
- Retail customers contact the Mailmark team at mailmark@royalmail.com or your Account Manager.
- Mail producers can contact the Mailmark team at mailmark@royalmail.com.
- If the Mail Producer, as a Participant in a Wholesale Supply Chain, is raising directly with Royal Mail please advise your Wholesale contract holder that you are querying charges or ask the Wholesale contract holder to pick up this query on your behalf.

13. When is a posting considered to be unManifested?

An eManifest remains open for 5 working days, including the handover date, which is enough time for 1st, 2nd, and Economy mail to be seen.

It only requires one machine pass / sort for Royal Mail to start the reconciliation process of matching the item number in the barcode to the same detail in an uploaded and confirmed eManifest.

A Mailmark mail item is unmanifested if it is tracked in RM's automation, but no corresponding item can be seen against an open eManifest.

iRP checks against sales orders / Zdockets to see if the unManifested volume (not been able to be ticked against an eManifest) has been declared. iRP also looks a working day or two either side of the date the mail was first seen on the unManifested item's SCID.

Unpaid unmanifested items will be charged at Mailmark Business Mail tariff.

Potential reason for UnManifested mail	Solution
Customer did not create an eManifest	An eManifest could be created the following working day or data added to the next working day's upload for the SCID in question
Incomplete eManifest: Not all items were uploaded or, eManifest closed before the upload is complete	Items to be uploaded to the next working days' eManifest Can be checked by looking at active 'potential unManifested' report
Empty eManifest; created but not populated with volume details	Add items / file to the next working day's eManifest for that SCID
Customer believed an eManifest has been created, batches uploaded and confirmed but no action taken if system error messages received e.g., carrier not recognised, incorrect product for SCID type etc	Advise Mailmark team of error message, Contact software supplier if applicable Upload data retrospectively but within the 5 working days of handover
SCID printed on items do not match the SCID declared on the eManifest	Advise iRP through account team of the incorrect eManifest info and upload a correct file
Incorrect barcode: duplicate barcode applied to items or items were printed with barcode, but customer decided not to send them as Mailmark	Advise iRP through account team if the mail is not being mailed as Mailmark & provide sales order & product information

14. Reasons for 'barcode not seen' or barcode print issues

Note: Use of multiple Royal Mail Mailmark barcodes could result in adjustment charges

Barcode precedence. If the eManifest does not match the service and barcode used, the reports will show these as 'barcode not seen'

i. 'Account Barcode Unsorted' takes precedence over for normal Mailmark (sorted or unsorted)
ii. A short 'consolidator' 4state barcode takes precedence over any normal Mailmark code
iii. A 4-state Mailmark barcode takes precedence over a 2D Mailmark barcode

Ensure the right envelope and Indicia have been used and the detail in the uploaded eManifest matches the barcode

ISSUE	Example reasons
0% read rate Letters and Large Letters	a. eManifest not uploaded; b. Mail presented when the eManifest has closed; c. Batch upload information or data incorrect; d. SCID and/or unique item IDs do not correlate because data has been re-sorted; e. Incorrect SCID; f. Item IDs having a space instead of a number.
High Average Error Correction % (AEC %) Letters and Large Letters	a. Poor barcode quality (modules/bars); b. Incorrect size of modules. If using the min size of 0.5mm, consider increasing to max 0.7mm; c. Barcode location could impact reading of the barcodes; d. Barcode and/or delivery address located beneath double poly film; e. Poly film too hazy or cloudy.

Clear zones infringed Letters and Large Letters	a. Barcode falling outside the window; b. Barcode touching the window edge; c. Barcode falling into a required clear area d. Barcode and/or delivery address do not have the required clear area; The background to the barcode does not provide enough contrast for the barcode to be read clearly. This could be because of the background colour. print or graphics showing behind some or all of the barcode.
Barcode quality	a. This is linked to High Average Error Correct (AEC) and could be down to the print method used or the substrate (paper/poly) which the barcode is printed on; b. Barcode not crisp and clear; c. Elements of the barcode missing or printed incorrectly. An option to consider if you have printer or paper constraints is the 4-state Mailmark barcode.
Barcode and Delivery Address location Letters	Delivery address falling into a required clear area: - Landscape: not permitted within 40mm top 15mm left and right and 18mm at the bottom; - Portrait: not permitted within 40mm of the top, 18mm from the left, 15mm from the top or right, - Not permitted within the indicia area, and - There must be a minimum of 2mm clear zone between the Delivery Address Block and the Mailmark barcode falling into a required clear area: - Landscape: not permitted within 15mm top, left and right, and 18mm at the bottom;; - Portrait: not permitted within 18mm from the left, 15mm from the top or right; - Indicia area: permitted but the minimum clear zone around the indicia must be maintained, and - TAG Codemark area: not permitted (60mm up from the bottom right corner of the Letter, and 10mm high x 100mm long).

Barcode and Delivery Address location Large Letters	Delivery address falling into a required clear area: - Landscape: not permitted within 15mm of the top, left, right or bottom edges, - Portrait: not permitted within 15mm to the top, left, right, and the bottom - Must be below and to the left of the Indicia - Must be below and to the right of the Return Address - Must not be printed beneath or over the longitudinal seal Barcode falling into a required clear area: - Landscape: not permitted within 15mm to the top, left, right, and the bottom - Portrait: not permitted within 15mm of the top, left, right or bottom edges - The Mailmark Code must not encroach into a border of 15mm, plus the amount of excess poly (this is lateral insert movement) which can be a maximum of 30mm. e.g.20mm excess poly plus the 15mm border clear zone requirement means that the barcode would be printed 35mm from the edge of the wrap.
Format incorrect	Letters: Letters wrapped in polywrap or sent unwrapped (naked) will be priced at Large Letter format. Large Letters: Items manually sorted because the full dimensions (including insert and outer) exceed the maximum size permitted (245mm x 345mm x 13mm) for Mailmark. These dimensions are mandatory to facilitate tray sortation by our large letter machines.
Ink Quality	Ensure the ink is waterproof.
Paper Quality	Paper used does not allow the printed ink for the barcode image to set correctly. Consider using larger modules sizes (max 0.7mm) or change to the 4-state Mailmark barcode.
Print Quality	Ink jet printing is not always suitable for 2D barcodes because of the precision required to create the modules (black squares). It is recommended that if print quality cannot be sustained or is poor then 4-state Mailmark barcodes are used.

15. Common issues, and solutions, for barcode not read

ISSUE	Example reasons	Customer Actions
0% read rate	eManifests uploaded out of date Incorrect SCID – barcodes don't match	Review upload and data processes Printer maintenance Pack design change QA tests for design and barcode quality Ink supplies checked / changed Unfamiliar with Mailmark specifications Paper type can result in poor barcode quality
High Average Error Correction % (AEC %)	Barcode not quite right. Royal Mail reads barcodes by deconstruction and re-constructing barcodes and determining the content using algorithms. If there is a high AEC %, Royal Mail has had to apply additional logic to ascertain what the modules or bars are.	
Clear zones infringed	Barcode not visible, in code mark area, out of window	Review pack design. PDF can be emailed to mailmarkqa@royalmail.com
Barcode quality	Modules not crisp and clear	Consideration to change to 4-state Increasing module size can sometimes help (0.5mm, to 0.7mm permitted)

ISSUE	Example reasons	Customer Actions
Barcode / Delivery Address incorrect location	under the seal/double film or in the indicia clear zone	Review pack design. PDF can be emailed to mailmarkqa@royalmail.com
Account number incorrect on SCMS	Incorrect SCID set up request for Bill Payer Incorrect Account number provided	Advise Account team who will raise to mailmark@royalmail.com
Format incorrect	Letters presented as poly wrapped or unsealed (naked). Large Letters exceed 245mm x 345mm x 13mm	Charges will be applied accordingly.
Missing numbers from the unique item ID	Data issue	
Inconclusive	None – no action required	Excluded from any adjustment charges
RM Processing	None – no action required	Excluded from any adjustment charges

16. How to identify issues using your Mailmark reports

PDF Reports (at Supply Chain level)	MDD (at Supply Chain and item level)
Potential Unmanifested	Potential Unmanifested
Volume unseen (handover/ barcode issues)	Volume unseen (handover/ barcode issues)
Missorts	Missorts
Incorrect class and format	Incorrect class and format
Address quality and DPS (Machineability)	Address quality and DPS (Machineability)
No Advertising Mail seed	No Advertising Mail seed
	Average error correction percentage
	International items
	Predicted Delivery

17. Supporting customers wishing to submit a claim after billing has taken place

1. These must go through the Account team and / or Mailmark who will liaise with iRP.
2. Most issues can be resolved & a solution provided if the customer advises us of issues straight away e.g.
    - eManifest uploaded & confirmed but the work will be late / not handed over
    - eManifest number missed off the Sales Order with a valid reason
    - Wrong Supply Chain used
    - Data re-sorted in error so the eManifest batch file won't match the barcode data
3. Where practical and possible, upon request only, we will endeavour to provide an item image for some charges e.g., poor barcode print quality.
4. If iRP ask for a seed item or a visual from the customer, this is the customer's opportunity to have a charge waiver considered. A re-print is not acceptable, it must be an item from the posting in question.
    - If a PDF – it must be the actual size, jpegs are not suitable.
    - Any seed items requested (pdf actual size of scanned item) should be sent to mailmarkqa@royalmail.com with the case reference, and the QA Team will scan the barcode and, if requested, provide visual feedback.

**From 16 June 2022, we are introducing the following policy change to enable claims to be concluded promptly and efficiently:*

- *Claims under £5,000 in value must be submitted within 90 calendar days from the date of invoice being received: and*
- *Claims over £5,000 in value must be submitted within 6 months from the date of invoice being received.*

NOTE: While we will support customers, to ensure we treat all customers fairly we do reserve the right to apply published charges if a customer does not work with us to resolve issues in an agreed timeframe or if they repeatedly make the same errors. This is managed through the Royal Mail Account Manager and iRP.

18. Examples of information required for a Billing Enquiry

These must go through the Account team and / or the Mailmark team before being sent to iRP

If customers wish to query any posting; the eManifest number, handover date, UCID, SCID, payment evidence if applicable and case reference are required. If dispensation is requested, then the cause and solution to resolve must be provided.

Evidence required from the participant in the Supply Chain e.g.

UnManifested: evidence of eManifest no and the Item ID's uploaded (available from the original upload file & must match the unManifested list on reports)

Barcode quality: actual seed or returned item from the posting with a QA pass

Class change: sample item

Weight change: sample item

Format: actual item if dimensions and weight are being queried

Account Barcode Unsorted: confirmation/evidence that the contents are not Fulfilment goods. If they are, the claim will not be considered. Physical proof may be required.

Please note: We reserve the right not to investigate if there is not sufficient evidence to support the claim or if the charge cannot be disputed.

19. What we need to help you with your Billing Enquiry

In the first instance customer will raise their issue directly with their Account Manager to facilitate the steps below.

Please follow the numerical sequence for the process

* The seed must be actual size PDF of the item scan emailed to Account Manager (or a live sample posted to the team @ Plymouth and Account Manager informed).

**If Return Address is out of spec or Delivery Address is within 40mm of the top i.e., not beneath the indicia as required (large letter), you may still submit the appeal.

ISSUE	Customer	Account team or Manager	Mailmark or QA team
Barcode not seen for entire mailing (0% seen charges) (for the entire posting & no images available from Royal Mail)	1. Provides a SEED or RETURNED item * 2. Provides the case reference from the Adjustment file received	3. Ensures this is a not a reprint 4. Sends scan to the QA team 6. Send the QA results & case ref to iRP to appeal	5. QA team scan the item and check pack design** If the barcode is an A/B grade and the item design is in spec progress with appeal.
Items underpaid (more items seen than reflected on the sales order)	1. Provides a copy of the Sales Order which matches the eManifest volume 2. Provides the case reference from the Adjustment file	3. Send the evidence of payment and case reference to iRP	IRP will review evidence and advise if reconciliation can be made

eManifest ID not included in the Sales order (Live posting)	1. Provides a copy of the Sales Order displaying the eManifest number	2. Send the copy of the Sales order & case ref to iRP to appeal	
eManifest ID not included in the Sales order (Closed eManifest)	1. No appeal permitted as too late to reconcile payment vs posting		
UnManifested admin charge (Customer believes an eManifest was provided)	1. Provides a copy of eManifest (from noreply@dockethub.com)	2. Send the copy of eManifest & case ref to iRP to appeal	
UnManifested item level charge (Customer believes the items were manifested)	1. Provides the eManifest number, handover date, Supply Chain ID and, from the adjustment file the first seen date 4. Customer uses the list of IDs to check which eManifest they were uploaded to and confirms if the items were handed over on time	2. Obtain unManifested item list for the Supply Chain (for the first seen date) 3. Shares the list of unManifested item IDs with customer 5. If the eManifest is accurate and mail handed over on time, submit the appeal	6.IRP will review the appeal

Duplicate item level charge (Customer charged for using duplicate Ids for the same SCID within 90 calendar days)	1. Provides the eManifest number, handover date, Supply Chain ID and, from the adjustment file the first seen date 4. Customer uses the list of IDs to check if the item IDs have been re-used, if they believe not then provide evidence of item ID & handover dates	2. Obtain duplicate item list for the Supply Chain (for the first seen date) 3. Shares the list of Duplicate item IDs with customer 5. If the evidence is clear that item IDs were not re-used and mail handed over on time, submit the appeal	6.IRP will review the appeal

20. Appeals

A Participant in the Supply Chain has the right of appeal if they have disputed a charge which iRP has not upheld or, if they have had a charge applied for which they believe there are circumstances or evidence to support the charge being reviewed.

Royal Mail Wholesale Appeals are dealt with via the Appeals Board which is held Friday of every week and should be raised through the customer's Account Director or DSACC.

In the case of Retail customers appeals are to be raised via their Account Management team if account managed. If not account managed please raise a query via this general query webform or this link to Finance.

When submitting an appeal please ensure that all attachments are clearly labelled with the relevant SCID/emanifest number as applicable. Please do not mix appeals relating to different SCIDs/eManifests in the same communication.

21. Change Control log

V1.7 to V1.7a (29 October 2026 to 30 October 2026)
Sections 6 and 7, Pages 9 and 10;
Update to the charges to reflect pricing changes.

V1.6 to V1.7 (05 January 2026 to 29 October 2026)
Sections 6 and 7, Pages 9 and 10;
Update to the charges to reflect pricing changes.

V1.5 to V1.6 (05 June 2025 to 05 January 2026)
Sections 6 and 7, Pages 9 and 10;
Update to the charges to reflect pricing changes.
Sections 14 and 15, Pages 28 and 31;
Updated to reflect change of large letter thickness from 10mm to 13mm

V1.4 to V1.5 (30 October 2024 to 05 June 2025)
Sections 6 and 7, Update to the charges to reflect;
Retail 02 June 2025 pricing and
Network Access 31 March 2025 and 1st July 2025

V1.3 to V1.4 (02 September 2024 to 30 October 2024)
Sections 6 and 7
Update to the charges to reflect July 2024 pricing.

V1.2 to V1.3 (02 February 2024 to 02 September 2024)
General
Addition of text has change the pagination.
Page 5. A fair and reasonable approach.
Addition of - The exception is 0% read.
Pages 7 and 8. Timings.
Addition of text and a table showing example timings for iRP to investigate postings.
Section 9. Page 12. Admin Charges
Correction to the charge of £34.60
Section 10. Pages 12 and 13. How Adjustment charges are raised
Addition to a reference that 'out of specification' is manually investigated.
Section 11. Page 15 How Postings are investigated
Additional detail how 'out of specification' postings are investigated.

V1.1 to V1.2 (16 November 2022 to 02 February 2024)
General
Removal of reference to £29.45
Grammatical corrections.

Section 2. Page 4. Standards Refresh.
No 7. Additional text: The barcode read rates for postings are expected to be a minimum of 90% and the mail must be able to be processed on the correct machine.
No 8. Additional text: Address and Default Delivery Point Suffix (DPS) accuracy to Postcode Address File (PAF) must be a minimum of 90%.
Section 3. Page 5.
No 2. Additional text: If a posting falls below the performance standards required *and* a charge is due to be raised, we will not include volumes from sites where there are reported operational issues (as above).
No 5. New text: If a customer is unable to identify, and allocate, a postcode, they may populate the Mailmark barcode with blank spaces. If more than 10% of the mailing has blank spaces in the barcode string, or the postcode declared is inaccurate then Postcode Accuracy charges may be applied. If a customer chooses to use the Default Postcode (XY991AA) then the Default Postcode Charge will be applied if 10% tolerance exceeded (postcode accuracy, DP accuracy and Default Postcode).

Section 5. Page 7.
2nd bullet. Additional text: Investigations may take a few working days or longer when a customer has been given 14 calendar days to respond. Please note, during peak periods there may be additional delays to allow for operational/pipeline data to be up to date as possible.
No 2. New text: eManifest not uploaded due to software or technical issues which can be validated, by the customer, if requested.
Section 6. Page 8.
New Adjustment table.
Reference to rates published changed to 2nd January 2024.
Additional table providing detail for Default Postcode charges.
Reference to Retail 'Non-machine processed' is referred to as 'Barcode Not Seen' in Network Access.
Section 7. Page 9.
New Mailmark charges table including changes to prices and addition of the 'Default Postcode Charge' metric.
Section 9. Page 12.
New design map showing the issues which could result in charges (1), how the issue is investigated and if it's item or eManifest level (3) and the presentation/design issues which would result in charges being manually raised (2).
Section 10.
Page 13.
Manual Check. Physical attributes. Additional text: Incorrect format (L, LL, GLL, Parcel)
Manual Check. Poor machinability. Additional text: Barcode not seen / Not Machine Processed
Semi Manual check. Poor machinability. Additional text: Default Postcode (use of XY991AA) and This metric is covered by poor barcode read rates (BNS / NMP) and product noncompliance and Semi-automated
Semi Manual check. Product non-compliance. Additional text: Incorrect format, Out of specification
Page 14.
Automated check. Poor machineability. Text correction. Delivery Point Suffix (DPS) inaccuracy
Semi manual. Product non-compliance. Additional text: Out of specification and Full posting may be reverted e.g. poly wrapped Letter to Large Letter
Admin. Admin charges. Change from No to number.
Section 11.
Page 15.

Manual checks. Physical attributes. Grammatical changes. Additional text: GLL

Page 16.

Manual checks. Poor machinability. Grammatical changes and additional text: includes, Not Machine Processed; on the correct machine and 'not seen, not expected to be seen' and 'N*ote: We expect mail to be machineable and able to be processed by operations on the due machine(s) for the format and design of the item.'*

Page 17.

Additional text: Semi Automated

Page 19.

Reformatted text and some rewording. Additional text: Semi Automated and Postcode and DPS Inaccuracy adjustments charges only apply if the combined result drops below 90% per eManifest.
Product non-compliance. New: Default Postcode XY991AA and Applicable to Manifested and unManifested items. Item level charge. Charge if the 10% tolerance exceeded (postcode accuracy, DP accuracy and Default Postcode)

Page 20.

Volume discrepancy. Additional text: Within a 90 day period and, and item level performance and, Where appropriate, iRP will check the 'tag code'.
Poor Machineability. Additional text: Required accuracy standard is 90% and, Item level charge and, Postcode and DPS Inaccuracy adjustments charges only apply if the combined result drops below 90% per eManifest.

Page 22.

Admin charges. Additional text: *Handover date, SCID and eManifest information to be provided. iRP may ask the customer to upload the batch(es) again & provide the new eManifest number. And, Provide the Zdocket / sales order number & the eManifest number and justified cause.*

Section 18. Page 32.

Additional text: Weight change: sample item

Section 19. Page 33.

Replacement text: ~~mail~~ item

Section 20. Page 35.

Additional text and two hyperlinks included: In the case of Retail customers appeals are to be raised via their Account Management team if account managed. If not account managed please raise a query via this general query webform or this link to Finance.
Additional text: When submitting an appeal please ensure that all attachments are clearly labelled with the relevant SCID/emanifest number as applicable. Please do not mix appeals relating to different SCIDs/emanifests in the same communication.

V1 (21 April 2022) to V1.1 (16 November 2022)

Section 6. Page 8.

Updated pricing table for Adjustment charges to reflect update on 7th November.

Section 6. Page 8.

Addition of note that standard charges might be applied for mailpiece design.

Section 7. Page 9.

Charges and adjustment codes updated to reflect 07 November 2022 tariff.

Section 14. Page 26.

Updated table to reflect Letter and Large Letter formats.

Section 18. **Page 32:**

Addition of - Class change – sample item.