

Technical Upload Specification

For Royal Mail Mailmark™



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Change Log

Iteration	Date	Change
1		New version issued including new functionality, the removal of redundant functionality and clarifications
3.3	24/05/2021	Updated to include new Class indicator (E) for Economy. Update JIC section to remove Opt Out. Change to SPARE1 field for JIC use. Updated Appendix B for reference to Spoils and Container Manifesting using ConsignorLive. Various update to reference to Appendix B Consignor Live specification for Products Updated ResponseMailType declared values for Mailmark Letters and Large Letters

1. Introduction

1.1 Purpose

Defines Mailmark™ business rules, technical information and implementation guidelines for UK Mail customers.

1.2 Intended Audience

Mail Producers; developing a Mailmark™ service for their customers and for third parties developing solutions to upload Item and Consignment level data into the UK Mail item database.

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1.3 Scope

Describes the creation of and transmission to UK Mail of Item and Consignment level information and sets expectations for the Royal Mail Mailmark™ reporting.

It does not describe the Mailmark™ barcode format, service requirements or terms and conditions. These may be obtained at <https://www.royalmail.com/corporate/mailmark>

2. Key Features

2.1 Mailmark™ Process

At a high level, the Mailmark™ product has a process called the Supply Chain which is comprised of Participants; each enjoys full mail piece ‘visibility’.

- Mail Originator: the organisation which has a need for a physical mail piece.
- Data Processor (see below).
- Mail Producer: the organisation which creates the physical mail piece and associated data.
- Data Processor (see below).
- Mail Carrier: the organisation which transfers the physical mail and associated data to Royal Mail.
- Bill Payer: the organisation which pays Royal Mail to deliver the mail piece to the consumer.

UK Mail also recognises ‘Data Processor’ as a Supply Chain valid Participant. A Data Processor is an organisation responsible for generating the data used by the Mail Producer for creating the physical mail pieces and/or associated data for transfer to UK Mail. Royal Mail does not recognise a Data Processor as a valid Supply Chain Participant

Royal Mail provides:

A Participant ID for each of the 4 Participants recognised by Royal Mail.

A Supply Chain ID (SCID) for each unique Supply Chain.

The SCID may be requested by any Supply Chain Participant, but requires knowledge of all of the relevant Participant IDs. UK Mail’s on-boarding team may assist Participants, with the creation of Supply Chain IDs, via the Participant’s Client Director or Account Manager

UK Mail manages the Supply Chain set up when it is the Bill Payer

The number of characters, in a Supply Chain ID, varies.

Barcode Type	SCID Length (format)	Comments
2D (datamatrix)	7 (nnnnnnn)	
4 State L	6 (nnnnnn)	Left-padded, to 6 characters, with zeroes within the barcode construction and the associated item data fields
4 State C	2 (nn)	Used by Mailmark™ Consolidators.

A Supply Chain Participant may fulfil multiple roles.

- Downstream Access (DSA): UK Mail is both the Carrier and the Bill Payer
- Agency For Access (AFA): UK Mail is both the Carrier and the Bill Payer

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- Customer Direct Access (CDA) or (large) AFA: the Mail Originator or Mail Producer is also the Bill Payer

A list of expected scenarios, specific to UK Mail, is thus:

Scenario	Mail Originator	Mail Producer	Carrier	Bill Payer
A Mail Producer (Print & Co), creates a mailing against a Mail Originator's Royal Mail CDA account (Acme Inc.), UK Mail then processes this prior to delivery by RM.	Acme Inc.	Print & Co	UK Mail	Acme Inc.
A Mail Producer (Print & Co), creates a mailing on behalf of the Mailing Originator, against the Mail Producer's Royal Mail CDA account (Print & Co) UK Mail then processes this prior to delivery by RM.	Acme Inc.	Print & Co	UK Mail	Print & Co
A Mail Producer (Print & Co), creates a National mailing against a Mail Originator's UK Mail DSA National account, UK Mail then processes this prior to delivery by RM.	Acme Inc.	Print & Co	UK Mail	UK Mail National
A Mail Producer (Print & Co), creates a Zonal mailing against a Mail Originator's UK Mail DSA Zonal account, UK Mail then processes this prior to delivery by RM.	Acme Inc.	Print & Co	UK Mail	UK Mail Zonal
UK Mail consolidates & sorts unsorted mail for a single CDA client (Acme Inc.) prior to final delivery by RM	Acme Inc.	UK Mail	UK Mail	Acme Inc.

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2.2 Supply Chain within UK Mail

A Supply Chain ID (SCID) must be obtained, from Royal Mail, to use the Mailmark™ service. [See section 10.1.3](#)

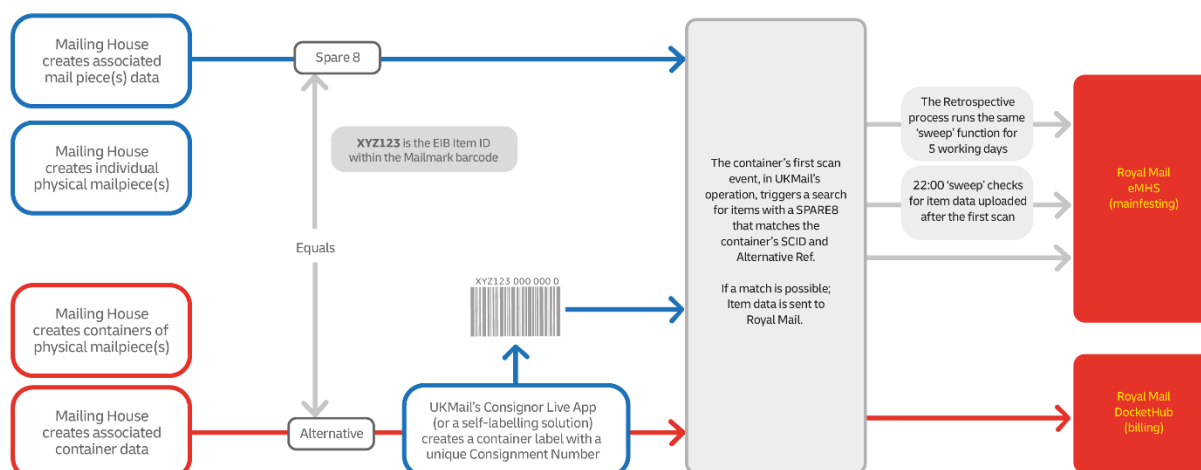
To ensure full traceability, through the UK Mail track & trace system, the SCID is linked to a Royal Mail 'Bill Payer' Account Number and a UK Mail 'Carrier' Account Number.

The Mail Originator must complete the document located in [section 12](#). This authorises the linking of Account Numbers to a SCID.

If UK Mail operates as the Bill Payer, for a Supply Chain; there are two possible scenarios, relating to the pricing of mail...National, and Zonal.

Because UK Mail must have different Royal Mail bill-payer accounts, for National or Zonal, different SCIDs must be used for National and Zonal postings.

2.3 Mailmark™ overview within UK Mail



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3. Implementation Guidelines for Mail producers

Intelligent printers/enclosers

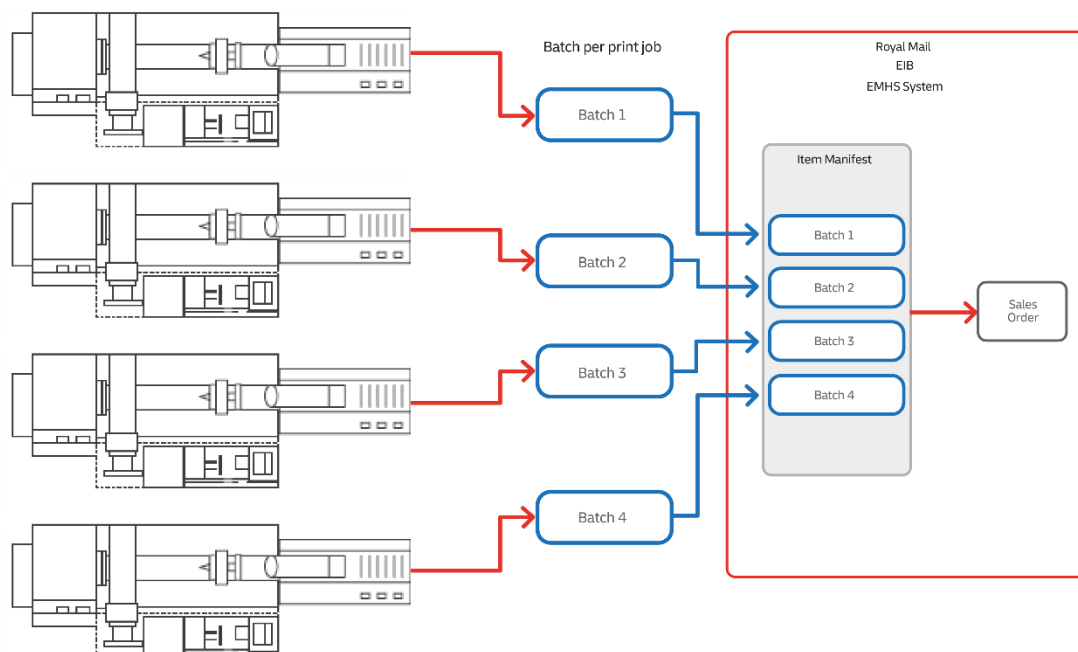
If a Mail Producer has invested in intelligent printers/enclosers; then, depending on the manufacturer and capabilities of the device, the manufacturer may choose to support upload of eManifests directly from the printer/encloser itself.

With this approach; the address list is passed to the intelligent printer/encloser, which is responsible for applying the Mailmark barcode to the mail piece, and generating the eManifest. In this scenario the intelligent printer/encloser may either generate an output item file, for uploading to UK Mail using a third party upload tool, or the manufacturer may choose to incorporate the upload of the item details directly to UK Mail from the printer/encloser, either as the items are printed, or at the end of the print run.

If a Mail Producer has production equipment, capable of following this approach; it is likely that the best implementation approach is to upload item level data to UK Mail in Batches. With each Batch reflecting the print jobs assigned to each printer/encloser. For instance, if a large mailing is split across 4 printer/enclosers, then each printer/encloser will generate its own Batch of items; for upload to UK Mail.

Intelligent enclosers are more likely to have the capability to detect spoiled items. Depending on the manufacturer; the registering of those spoils against the Batch may be managed by the printer/encloser (so that spoils item data is not uploaded until the items are reprinted), or generated as an output spoils file (so that items that have been loaded and then spoiled can be deleted) which must be uploaded to UK Mail using an 'in-house' or third party upload tool.

Intelligent Printers/Enclosers. Intelligent enclosers upload batch to EIB at the end of each print job.



Production control system

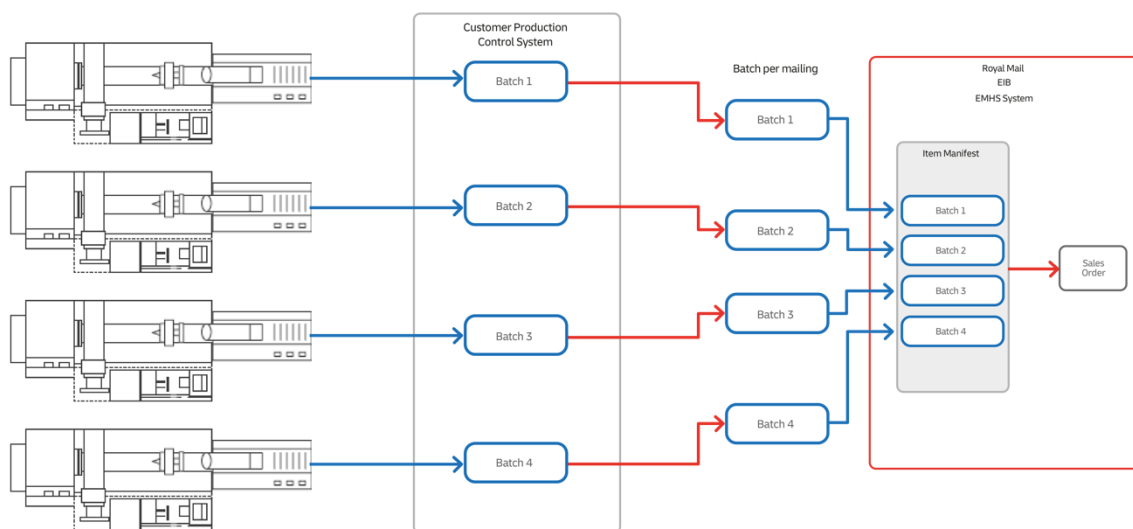
If a Mail Producer has implemented a production control system to manage multiple enclosers, depending on the supplier of the production control system software; job workflow and automated spoils re-queuing may be facilities supported by the production control system. In this instance the creation of Batches of items and identification of any resulting spoils may be facilities that production control system software suppliers incorporate within their production control system Software.

With this approach, the production control system software may generate Batches of items that reflect the allocation of print jobs to printers/enclosers, or it may generate Batches of items based on the mailings being managed by the production control system software.

Production control system software may also interrogate the production enclosers, detect spoils and automatically re-queue items for re-print. In this case the production control system software should be able to generate the appropriate spoils information, for upload to UK Mail, or remove the Items from the initial upload.

It is likely that production control system software will be updated to support the automatic uploading of items to UK Mail at the appropriate time, as part of the job workflow management within the production control system.

Production Control System. Customer Production Control System manages mailings, uploads batches to EIB.



Mailmark™ barcode enabled sortation software

If a Mail Producer has third party sortation software, to manage address sortation; the solution may incorporate the creation of the eManifest as an output of the address sortation process, and embed the required information for the Mailmark™ barcode item in the sorted address file.

This approach lends itself to Mail Producers with traditional enclosers with limited communication capability. In this scenario the Batch is likely to represent the job that has been mail sorted in its entirety.

The item manifest may be uploaded to UK Mail when the mailing data sorting process is complete, even if this is prior to the printing and enclosing of the mailing; up to 89 days prior to the collection of the mailing by UK Mail.

Data is not uploaded to Royal Mail until the associated container is received and scanned at a UK Mail depot.

Because item data is generated whilst sorting the address data rather than within the production, and enclosing/dispatching of the mailing, it is likely that the upload of the Mailmark Batch will be performed using a separate upload application, which may be provided by the sortation software supplier or be available from third-party software suppliers.

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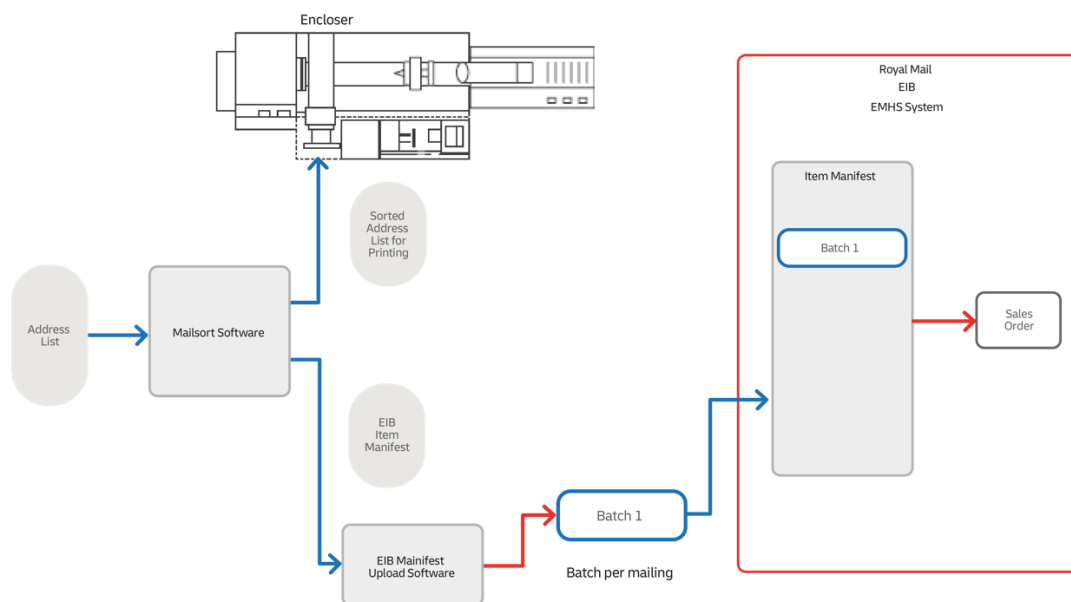


Non-Mailmark™ barcode enabled sortation software

If a Mail Producer is using existing sortation software which is not 'Mailmark-barcode enabled'; the address list may be subject to a traditional sorting process, but it has not been augmented with information to facilitate generation of the Mailmark™ barcode item, or the generation of an eManifest.

In this scenario, which is likely to occur in the early stages of the introduction of Mailmark™, then the Mail Producer may need to use a third party application to 'Mailmark-barcode enable' a mail sorted address list and generate the required Mailmark™ barcode outputs. It is likely that any such third party application will also provide facilities to upload the subsequent Mailmark™ barcode mailing to UK Mail when the mailing is due to be despatched.

Poster manages jobs manually, using 3rd party software to generate EIB. Compliant manifest and EMHS upload.



Existing Consolidation Machines

If a Mail Producer is utilising mail sortation and consolidation equipment to prepare unsorted Mailmark™ mail for handover to UK Mail; the output of this consolidation machine must be Mailmark™ enabled, and uploaded to UK Mail. Generally, most suppliers of such equipment would also provide this Mailmark™ capability.

It is likely, when using consolidation equipment, that eManifests are generated in Batches representing each time the machine is 'cleared-down'.

Given that the consolidation process may occur close to the time of despatch, it is possible that the consolidator equipment will also provide the facility to automatically upload item level data to UK Mail.

If this is not the case, or where consolidation equipment that has not been 'Mailmark barcode enabled'; then, providing the consolidator is able supply an item-level output file (incorporating the unique item identifier,

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applied to the mail piece) a third party tool may be used to generate the item-level output and to upload the eManifest data to UK Mail.

Unsorted Mail

Items, pre-barcoded by the Mailing House; using their SCID

The process is the same as Sorted in that

- Item level data is provided.
- Items are linked to Containers.
- Items are flagged as Mailmark™ in the Container level data and on the Container label

To ensure customers can view Royal Mail reports, relevant to their unsorted mailing; pre-barcoded Unsorted items are not 'over-sprayed, by UK Mail sortation equipment, with a Consolidator barcode.

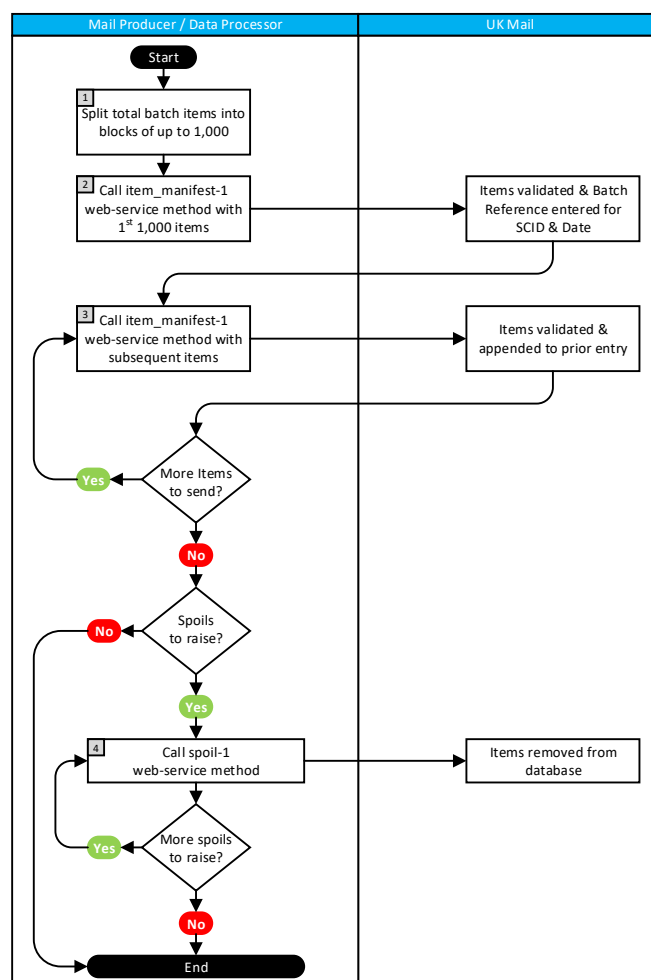
The item data is transmitted, to Royal Mail, when the original container is initially scanned. Because this does not account for processing, within UK Mail, the handover date is altered accordingly.

Non-Barcoded Items

UK Mail will sort mail to the highest possible standard, as is the current process.

4. Uploading Item-level data Process overview

Each job, which a Mail Producer handles, may be uploaded to UK Mail as one or more Batches of Mailmark™ items; where each Batch contains mail of one Product, Format and Container type for one Supply Chain.



Step 1 – Batch Splitting

The maximum number of Items that may be uploaded in a single call, via the Item_Manifest-1 web-service, is 1,000. Therefore; prior to (or during) the call, the number of items in the batch must be in sets of up to 1,000.

Steps 2 & 3 – Item Manifest uploading

The initial call, into UK Mail, will create a database entry with the Batch Reference, Supply Chain ID, Product, Format, Class and Container Type (if supplied). Subsequent calls, that have the same combination of Batch Reference, Supply Chain ID and entry date, will be validated against the first.

Step 4 (optional) – Spoils uploads

The uploader's credentials, for the original upload, must be used to execute Spoils. Prior to the customer's UK Mail collection depot scanning containers of Items; a Mail Producer may amend the total Item count via the Spoils process. This means specifying the Batch Reference, Supply Chain ID and input date of the original Batch, as well as the individual Item IDs for deletion. An entire batch may also be deleted; if the job is never to be released. It is

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not necessary to spoil items if a mailing is delayed to a different handover date, as long as this is within 89 days of the date when the item data was initially uploaded. UK Mail adjusts the handover date, to Royal Mail, accordingly.

The Mailmark™ Spoils process only modifies the number of Items specified in a Batch resulting in an impact on the Royal Mail eMHS reporting. It does NOT modify the Item count against the Container which is used for billing.

The process for executing Container-level Spoils is defined in the Consignor Live Integration Guide ([see section 133](#)).

Note: Removal of an entire batch is up to a maximum of 250,000 items within a Batch. If a larger batch requires deletion, UK Mail IT Service Desk may be contacted via telephone ([see section 14](#)) to perform the removal.

5. Mailmark™ Web Service Method Details

5.1 Web-service Login

Access to UK Mail's item-manifest web-service requires the use of a username and password; defined within the header of each call. The Participant ID is not required for uploading Item data to UK Mail.

Username and Password are obtained via the Mail Producer's UK Mail Customer General Manager.

Third party or internally created applications should have the ability to retain the username and password.



These credentials are unique to a Mail Producer and must not be distributed to any other producer/uploader, or any third party.

Some third-party software solutions require an additional Royal Mail username and password be introduced into their software to ensure the Supply Chain IDs is automatically populated within the software. These additional credentials are provided, by Royal Mail, alongside the eMHS login credentials when a user originally registers with Royal Mail.

5.2 Item_Manifest-1

5.2.1 WSDL

The WSDL, embedded below, describes the latest version of the UK Mail item manifest upload service:

	Live	Test
Item_Manifest-1	 Item_Manifest-1.wsdl	 Item_Manifest-1_QA.wsdl

5.2.2 Example XML Request/Response Structures

	Example Request	Example Response
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Item_Manifest-1	 Item_Manifest-1Request.xml	 Item_Manifest-1Response.xml
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5.2.3 Web Service URL

Mailing Agents shall access SOAP-based UK Mail web-services via HTTPS over the public internet.

System testing of the Mailmark™ process is required, in conjunction with UK Mail, prior to any go live.

For completely new integrations, end-to-end testing must be completed in the UK Mail Test environment.

Subject to the above; subsequent integration testing may be undertaken in the UK Mail Production environment.

For testing and live activity, the Mailing House's local UK Mail Customer General Manager must be consulted, and a request for relevant (see below) credentials submitted.

Item_Manifest-1	Service method
Test Web	https://sandbox.mailmark.ukmail.com/sst/item_manifest-1
Production Web	https://mailmark.ukmail.com/sst/item_manifest-1

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5.2.4 Web Service Method Definitions

Primary web-service method used to upload item level information into UK Mail.

Mandatory	Conditional	Optional
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Name (in alphabetical order)		Format	Description
BatchReference	M	varchar(50)	Batch Reference associated to items. Trimmed to 30 characters when transmitting to Royal Mail This field is also used by the JIC process (see section 9)
SCID	M	varchar(7)	Royal Mail Supply Chain ID
AddressLine1	O	varchar(60)	Mail Item Address Line 1 as printed on the 1 st address line of the item (not recipient/business name)
AddressLine2	O	varchar(60)	Mail Item Address Line 2
AddressLine3	O	varchar(60)	Mail Item Address Line 3
AddressLine4	O	varchar(60)	Mail Item Address Line 4
AddressLine5	O	varchar(60)	Mail Item Address Line 5
AddressLine6	O	varchar(60)	Mail Item Address Line 6
AddressLine7	O	varchar(60)	Mail Item Address Line 7
AddressLine8	O	varchar(60)	Mail Item Address Line 8
AddressLine9	O	varchar(60)	Mail Item Address Line 9
AdvertisingAttribute1	O	char(1)	To identify any trans-promotional advertising attributes: 0 (zero) = Null

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AdvertisingAttribute2	O	char(1)	To identify any trans-promotional advertising attributes: O (zero) = Null
AdvertisingAttribute3	O	char(1)	To identify any trans-promotional advertising attributes: O = Null
AdvertisingAttribute4	O	char(1)	To identify any trans-promotional advertising attributes: O = Null
CampaignName		varchar(30)	Optional Customer Specified Campaign Name. Null if not specified by the Mail Producer. Used in Mailmark customer reporting – enables 90 days’ worth of data to be linked together
Class	M	char(1)	The declared class for the item. When UK Mail is the Carrier, Class = 9 or E (E = Economy) Must match the associated Product and Format.
DPS	M	varchar(2)	The declared Delivery Point Suffix of the PAF address of the Mailmark Item. If the DPS is not available then either the value of ‘9Z’ is to be used or the field should be blank. Must be format XY, where X is any character {A,Z} and Y is any digit {0,9}
Department	O	varchar(30)	Optional Customer-specified Department Name. Null (zero) if not specified by Mail Producer. Used in Mailmark customer reporting
EIItemID	M	integer(8)	The mail item ID to identify the individual items printed by the Mail Producer. This is maintained on as per Supply Chain ID and sequentially incremented by the generating system, left-padded with zeroes. The Item ID must remain unique for at least 90 days after the handover date against which it was previously used. For the purposes of UK Mail, this is the handover date to UK Mail and not to Royal Mail.
Format	M	char(1)	The declared format for the mail item: Must match the associated Product and Class 1 = Letter, 2 = Large Letter, 3 = Packet (for potential future use), 4 = Parcel (for potential future use) O (zero) = Null, 5...9, A... Z – Spare (for potential future use)
Machinable	M	char(1)	The declared ‘machinability’ of the mail item: E = Mailmark
MailOriginatorSubDivisionName	O	varchar(30)	Optional Mail Originator Sub Division Name. Null (zero) if not specified by Mail Producer. Used in Mailmark customer reporting “job” report.
MailSubType1	O	char(1)	The declared sub mail type for the mail item, e.g. bank statement. Null (zero) if not specified by Mailing Agent.
MailSubType2	O	char(1)	The declared sub mail type for the mail item, e.g. bank statement. Null (zero) if not specified by Mailing Agent.
MailSubType3	O	char(1)	The declared sub mail type for the mail item, e.g. bank statement. Null (zero) if not specified by Mailing Agent.

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MailSubType4	O	char(1)	The declared sub mail type for the mail item, e.g. bank statement. Null (zero) if not specified by Mailing Agent.
MailType	M	char(1)	The declared mail type for the mail item: 1 = Advertising, 2 = Business, 3 = Fulfilment, 4 = Publishing, 5 = Business Reply 6 = Freepost, 7 = Election Mail, 9 = Consolidated 0 (zero) = Null/Unknown, 8 = Spare, A ... Z = Spare
MailerID	O	integer(3)	Mailing House ID (QMP Number). The Mailer ID is held as an attribute of the Posting Location but is only populated if the Posting Location is a Mailing House. A null value indicates that the customer account is the mailer. Null if not specified by the mailing agent. 0 (zero) = Null
NumberOfAddressLines	M	integer(1)	The number of address lines declared by the Mailing Agent which were printed on the Mailmark Item 0 ... 9 lines. (if unknown, use a default value of 4 lines)
PAFResellerProduct	O	varchar(10)	The re-seller's product name that created the address file. Null (zero) if not specified by Mail Producer.
PAFResellerProductVersion	O	varchar(4)	The version of the re-seller's product that created the address file. Null (zero) if not specified by Mail Producer.
PAFVersion	O	varchar(4)	PAF version if known. Null (zero) if not specified by Mail Producer.
PostCode	M	char(7)	The PAF Postcode for the delivery address. AN NAA, ANN NAA, AAN NAA, AANN NAA, ANA NAA, AANA NAA Inland Postage contains the following characters. Area (1 or 2), District (1 or 2), Sector (1) and Unit (2). If the full postcode is not available; submit available data and pad the remainder with up to 7 zeroes or 7 space characters.
Product	M	char(3)	The declared product for the mail item matching the 3 Character Code within SAP OBA. Must match the associated Format and Class.
RTSDPS	C	char(2)	Future use only (Only to be used if a unique response barcode is being used) The declared Return To Sender DPS of the PAF address of the mail item.
RTSPostCode	C	char(7)	Future use only (Only to be used if a unique response barcode is being used). The PAF Postcode for the Return To Sender address. AN NAA, ANN NAA, AAN NAA, AANN NAA, ANA NAA, AANA NAA

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			Inland Postage contains the following characters. Area (1 or 2), District (1 or 2), Sector (1) and Unit (2).
RTSService	C	char(1)	Future use only (Only to be used if a unique response barcode is being used) Return to Sender service classification: 0 = Null
ResellerUsed	O	varchar(10)	The name of the reseller that was the source of the address file. Null (zero) if not specified by Mail Producer.
ResponseClass	O	char(1)	Future use only. (Only to be used if a unique response barcode is being used) For the purposes of UK Mail, this is: Class = 9 (Standard Network Access)
ResponseDPS	C	char(2)	Future use only (Only to be used if a unique response barcode is being used) The declared Response Service mail item DPS of the PAF address of the Response Item
ResponseFormat	C	char(1)	Future use only (Only to be used if a unique response barcode is being used) The declared format of the Response Item: 1 = Letter, 2 = Large Letter 3 = Packet (for potential future use), 4 = Parcel (for potential future use) 0 (zero) = Null, 5 ... 9, A ... Z – Spare (for potential future use)
ResponseItemID	C	integer(8)	Future use only (Only to be used if a unique response barcode is being used) Response Item ID to identify the individual response item that has been printed by the bulk mail customer. This is maintained per Supply Chain ID and sequentially increased by the generating system, padded with leading zeros
ResponseLicenceNo	C	char(6)	Future use only (Only to be used if a unique response barcode is being used) The Response Service Licence number under which the response item will be billed. The first 6 characters of the full licence are included, i.e. the full licence of AAAA-AABB-BBBB is reduced to AAAAAA .
ResponseMailType	M	char(1)	The declared mail type for the Response item: 0 = Mailmark Letter (mech) 1 = Mailmark Large Letter (mech) 4 = Parcel (Note: From 26th August 2021 this field becomes Mandatory)
ResponsePostCode	C	char(7)	Future use only (Only to be used if a unique response barcode is being used). The PAF Postcode for the Response Item address. AN NAA , ANN NAA , AAN NAA , AANN NAA , ANA NAA , AANA NAA

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ResponseSupplyChain	C	varchar(10)	Future use only (Only to be used if a unique response barcode is being used) Supply Chain ID for the Response element of the mailing.
SPARE1	O	char(1)	This field is no longer used by the JIC process
SPARE2	O	char(1)	SPARE field (Royal Mail use only) to support future growth. Null (zero) if not specified by Mail Producer.
SPARE3	O	char(1)	SPARE field (Royal Mail use only) to support future growth. Null (zero) if not specified by Mail Producer.
SPARE4 (Advertising Sector Codes)	O	varchar(6)	(The Mailmark Insight Advertising sector code) If used these codes must be entered as n.n.n or n.n.nn . Format is validated on submission and batch will be rejected if this formatting rule is not adhered to. 0 (zero) is not a valid entry. If a full sector code is not entered the field should be left blank.
SPARE5	O	varchar(6)	SPARE field (Royal Mail use only) to support future growth. Null (zero) if not specified by Mail Producer.
SPARE6 (Product Description)	O	varchar(10)	(The Mailmark Insight Advertising description). Null (zero) if not specified by Mail Producer.
SPARE7	O	varchar(10)	SPARE field (Royal Mail use only) to support future growth. Null (zero) if not specified by Mail Producer.
SPARE8 (Container-Item link field)	M	varchar(20)	The field linking items, in a container, to that container. Equivalent of the container-level field "AlternativeRef" (see section 7.2.1). If this field does not match the associated container's AlternativeRef field, the container is scanned through the UK Mail network but its associated data is not uploaded to Royal Mail.
SPARE9 (Customer Reference)	O	varchar(30)	Meaningful customer reference shown in item level reporting. Null (zero) if not specified by Mail Producer.
SPARE10	O	varchar(50)	SPARE field (RM use only) to support future growth. Null (zero) if not specified by Mail Producer.
Weight	M	integer(5)	Unit item average weight for the Item in grams, rounded up to the nearest gram (5 digit numeric).

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5.3 Spoil-1

A 'spoil' is an Item, intended for a mailing, which is withdrawn and re-created on a subsequent day.

If a withdrawn Item is included in an Item Manifest, which has been transmitted to UK Mail; it may be recalled via the spoils service which removes that Item's record from the manifest.

Item spoils may be recorded against a Batch at any time between the upload, to UK Mail, of the Item Manifest and the first scan of the spoiled Item's Container in the UK Mail operation (this is usually on receipt of the container at the customer's UK Mail collection site).

The purpose of 'spoiling' an Item is to:



- Ensure accurate information is captured by Royal Mail's Mailmark™ reporting suite.
- Remove an Item ID from the UK Mail database, so it may be re-used within 90 days.
- Reset the Royal Mail's 5 day reporting window.

5.3.1 WSDL

The WSDL, embedded below, describes the latest version of the UK Mail item manifest upload service:

	Live	Test
Spoil-1	 Spoil-1.wsdl	 Spoil-1_QA.wsdl

5.3.2 Example XML Request/Response Structures

	Example Request	Example Response
Spoil-1	 Spoil-1Request.xml	 Spoil-1Response.xml

5.3.3 Web Service URL

Mailing Agents shall access SOAP-based UK Mail web-services via HTTPS over the public internet.

System testing of the Mailmark™ process is required, in conjunction with UK Mail, prior to any go live.

For completely new integrations, end-to-end testing must be completed in the UK Mail Test environment.

Subject to the above; subsequent integration testing may be undertaken in the UK Mail Production environment.

For testing and live activity, the Mailing House's local UK Mail Customer General Manager must be consulted, and a request for relevant ([see below](#)) credentials submitted.

Spoil-1	Service method
---------	----------------

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Test Web	https://sandbox.mailmark.ukmail.com/sst/spoil-1
Production Web	https://mailmark.ukmail.com/sst/spoil-1

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Document Type: Procedure Uncontrolled if printed
Status: ISSUED **Date of revision:** 31/10/2022



5.3.4 Web Service Method Definitions

Mandatory	Conditional	Optional
-----------	-------------	----------

Name		Format	Description
BatchReference	M	varchar(50)	Batch Reference associated to items. Trimmed to 30 characters, when transmitted to Royal Mail.
SCID	M	varchar(7)	Royal Mail Supply Chain ID.
Date	M	date	The data on which the Batch Reference and SCID requiring spoils was originally submit. Date format YYYY-MM-DD
EIItemID	C	integer(8)	Individual Mailmark Item ID. Must be populated if opting to spoil individual items as opposed to an entire batch.

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5.4 Mailmark™ Batches

Uploading Mailmark™ Item-level data, may be done under single or multiple Batch References. This allows customers to split uploads into smaller sets that replicate their own internal processes and enables the customisation of Royal Mail reports.

Batch Reference values must adhere to the following principles:

A unique identity is created each time a Batch Reference, SCID and Input date are combined in the UK Mail database. Subsequent Item uploads using the same Batch Reference, SCID and Input Date will append data to the pre-existing data set.

Items, with a single Batch Reference, must have the same Class, Product and Format.

Batch References have no impact on mail processing, but do impact on how reports are displayed by Royal Mail Mailmark™ reporting. Potential scenarios, for how batches may be split are:

Approach	Description
Single mailing per day	If the Mail Producer has all of the Items for a particular Supply Chain in a single address file, the file may be uploaded as a single Batch.
Multiple jobs per day	If multiple jobs are despatched on the same day; then it is possible to upload each job as its own Batch, as each job is produced.
Multi-cell mailings	If a mailing consists of multiple cells, despatched on the same day; then each cell may be uploaded as a separate Batch.
Separate print jobs	If the Mail Producer uses intelligent mail enclosers, or a production control system, then a mailing may be distributed across multiple enclosers as separate print jobs and each individual print job may be loaded as a separate Batch to reflect production activity.

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5.5 Web Method Error codes, messages and Error Handling

5.5.1 General Errors

Response Code	Message text	Description	Action
0	Success	Success – No further actions required	No action required
503	Gateway Timeout	Proxy/network error preventing connecting between user & web-service	Possible network error, retry call up to 3 times, if no result, escalate to UK Mail IT Service Desk and internal IT.
504	Service Unavailable	Internal UK Mail error occurred	Internal error, retry call up to 3 times, if no result, escalate to UK Mail IT Service Desk.
SECU1075	Missing Supporting Tokens	Security header missing from web-service call	Insert security token for web-service call. Security token is required in all manners of implementing the UK Mail web-services, and should include Username and Password.
SECU1012	Unable to find the user account for request identities	Account missing from relevant security groups	Contact UK Mail IT Service Desk and notify them of the failure to include the supplied credentials to the relevant user groups.

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Document Type: Procedure

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Classification: Restricted

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5.5.2 Item_manifest-1 Errors

Response Code	Message text	Description	Action
ERR001	The number of items contained in the Item manifest message is greater than 1000	Maximum number of items in a single call may not exceed 1,000	Change the number of individual Item IDs, in the call, to $\leq 1,000$
ERR002	Cannot have multiple products in a batch	A single BatchReference may only contain a single Royal Mail OBA code	Review internal logic used, a combination of BatchReference, SCID and Input Date may only contain a single RM OBA code. If necessary, contact UK Mail IT Service Desk to find originally used OBA code.
ERR003	Cannot have multiple formats in a batch	A single BatchReference may only contain a single Royal Mail Format code	Review internal logic used, a combination of BatchReference, SCID and Input Date may only contain a single RM Format code. If necessary, contact UK Mail IT Service Desk to find originally used Format.
ERR004	Cannot have multiple classes in a batch	A single BatchReference may only contain a single Royal Mail Class code	Review internal logic, a combination of BatchReference, SCID and Input Date may only contain a single RM Class code. If necessary, contact UK Mail IT Service Desk to find originally used Class code.
ERR005	Data Integrity Fault	Certain fields in the message do not fit to the web-service schema	Validate the sent XML message against WSDL to determine which field is causing the error.
ERR006	Duplicate Message – ItemID already in use	Web-service call contains references to the same ItemID more than once	<p>ItemID already exists for the SCID specified within the UK Mail database. Possible solutions:</p> <ol style="list-style-type: none"> 1. If fewer than 90 days have passed and the batch has been attempted upload before, this item exists and is correct, either stop trying to upload item or perform spoils upload to remove item. 2. If fewer than 90 days have passed and the batch has not been attempted before, evaluate internal process for generating item IDs to ensure duplicates are not created. 3. If more than 90 days have passed since the Item ID was last used, escalate to UK Mail IT Service Desk.

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ERR007	Item ID has already been used on a previous day	Combination of unique ItemID and SCID already exists in the UK Mail database	ItemID provided against an SCID is linked to a different Batch Reference than that which was specified in the XML request.
ERR008	SPARE8 is already linked to a BatchReference this is unique	The Item-link field used in a BatchReference differs from that in the existing message	SPARE8 field provided is a unique field assigned to a container. Containers may not be split across multiple Batch References. Remedy by ensuring that the SPARE8 field being sent is unique.
ERR020	Cannot have duplicate EIBItemID in a batch	ItemID already exists in the BatchReference and SCID specified	One or more ItemIDs in the request were uploaded in this Batch already. Remedy by flagging the ItemIDs as sent and moving to the next items in the batch.
ERR037	The Username is not set in the UK Mail headers	Security header is present, but no username has been populated	Security header exists, but the Username is inaccurately populated. Review message to determine which Username was inserted. Add one if it's missing.
ERR038	The Username and the SCID are not mapped together	SCID used is currently in use by a different Mailing House	Internal error, retry call up to 3 times, if no result, escalate to UK Mail IT Service Desk.
ERR999	Unhandled Error	Internal UK Mail error generated whilst writing to a database	Internal error, retry call up to 3 times, if no result, escalate to UK Mail IT Service Desk.

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5.5.3 Spoil-1 Errors

Response Code	Message text	Description	Action
ERR0026	The message could not be validated against the Schema	Certain fields in the message do not fit to the web-service schema	One or more fields in the message do not conform to the expected format in the WSDL. Compare web-service payload to WSDL to determine cause.
ERR0028	At least one item could not be deleted	One or more items are either not in a new state, or the ItemID specified is not present in the UK Mail database	Response will include a list of ItemIDs, these items should be removed from the request as they cannot be removed due to either a non-existent Item ID or a non-viable status.
ERR0029	The Batch status does not allow for this operation	Some/all of the items associated to the Batch are already uploaded to RM	Batch can no longer be removed
ERR0030	Batch Reference not found	BatchReference specified in web-service call is not present in UK Mail database	Review Batch Reference provided in request internally to determine if the reference has been incorrectly input. Note that this must be case sensitive and match exactly with the original Batch Reference. Can be escalated to UK Mail IT Service Desk should additional assistance be required.
ERR0031	Please specify the Batch Reference and/or the Item IDs	BatchReference field not populated, or Item-level spoil specified but no item IDs provided	Review request message and ensure that Batch Reference and/or all relevant Item IDs are included.
ERR0032	An undefined error occurred during delete	Internal UK Mail error generated whilst writing to a database	Internal error, retry call up to 3 times, if no result, escalate to UK Mail IT Service Desk.
ERR0035	At least one of the items is not in a new state	1 or more of the individual ItemIDs in the call is already uploaded to RM	Item IDs provided have already been uploaded into RM, therefore the state can no longer be modified. Remove items from Spoils request and continue with any other pending items.
ERR0070	Exceeded the limit of 250,000 items within a batch. Please contact UK Mail IT Service Desk	An entire Batch deletion may not exceed 250,000 items	Contact UK Mail IT Service Desk.

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Document Type: Procedure

Status: ISSUED

Classification: Restricted

Scope/System: All

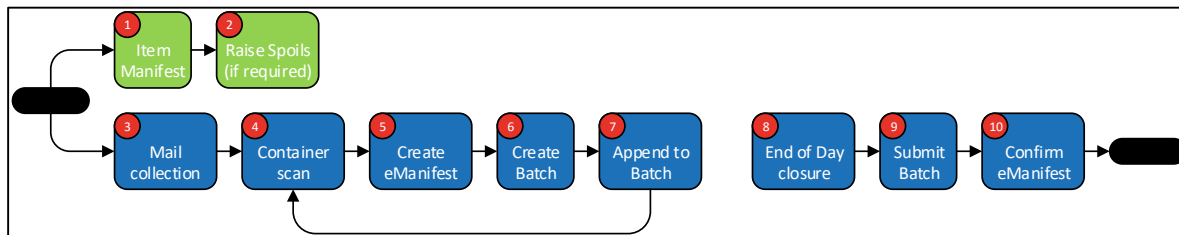
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6. eManifest Process Overview

6.1 Submitting an eManifest to UK Mail



Step	Activity	Description
1	Item Manifest	Submit Item-level information to UK Mail containing Batch Reference, SCID and individual Item-level data.
2	Raise Spoils (optional)	Remove Items from a single Batch Reference for an SCID.
3	Mail Collection	UK Mail collection from Mail Producer.
4	Container (bag/tray) Scan	UK Mail initial scan of Container label.
5	Create Manifest	Open a new RM eManifest for the Supply Chain associated with the scanned Container. UK Mail's systems calculate the handover date as the next working day.
6	Create Batch	Create a new Batch associated with the eManifest for that Supply Chain, using the Batch Reference provided in step 1.
7	Append to Batch	Upload individual Mailmark™ Item details for the associated scanned Container' Ideally; Item data is uploaded before the physical mail items are collected by UK Mail. If this is not possible; data upload should be completed by 22:00 on the day of collection to ensure all data is transferred to Royal Mail.
8	End of Day closure	Scheduled event closes all open eManifests, based on type of SCID/time of day. 23:30 the day prior to handover for non-consolidated work. 23:50 the day prior to handover for UK Mail consolidated work.
9	Submit Batch	Submit the Batch, indicating that no further changes to the Batch are expected.
10	Confirm Manifest	This marks the eManifest, for a particular Supply Chain, as complete.

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Version: 3.3

Document Type: Procedure

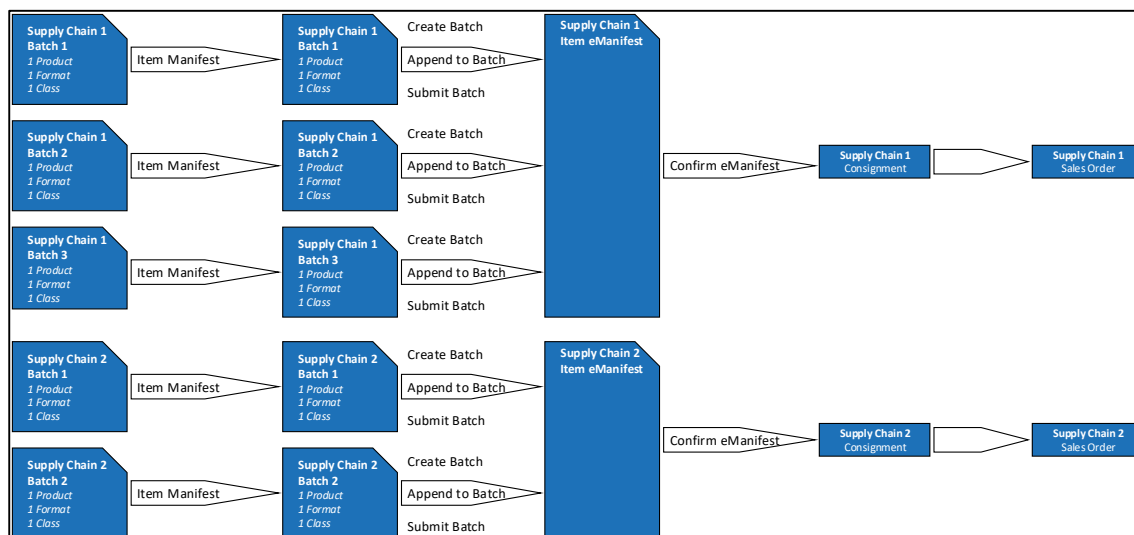
Status: ISSUED

Classification: Restricted

Scope/System: All

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6.1.1 eManifest Overview

UK Mail uploads the Mailmark™ eManifest to Royal Mail.

The 1st scan of a Presorted Mail Container's label, in UK Mail's operation; triggers the process to upload Item-level (eManifest) data. Normally; this is as mail arrives at the Mail Producer's local UK Mail Collection Depot. UK Mail's systems cross-reference uploaded Consignment-level data with uploaded Item-level data ([see section 6.1.2](#)). Item-level data may be uploaded up to 89 days prior to the collection/receipt of the physical mail. Only when a successful cross-reference is made; does the eManifest upload process, to Royal Mail, begin.

If, for any reason, Item-level data is not available when a Container scan occurs; UK Mail's systems remember the event and attempts the cross-reference again, at 22:00 on the same day.

6.1.2 Linking Items to Containers

The eManifest upload is predicated on a 'link' existing; between the scanned Container and the Items within.

When the barcode, containing the encoded 'Consignment Number', on a Container's label is scanned; UK Mail's systems attempt to match the Alternative Ref value (from the uploaded Consignment-level data for that Consignment Number) with the SPARE8 value of the Items in that Container (from uploaded Item level data).

The AlternativeRef field value must be identical to the SPARE8 field for all Items within that Container.

The Container/Item link must be unique within a 90 day period.

For Mailmark™ services; the Container level AlternativeRef must be populated, regardless of the Bag upload method (Consignor Live, Web-service Integration or FTP).

It is recommended that, during the development process, the preferred naming-convention for the Container/Item link is discussed with UK Mail; to avoid, where possible, conflict with another UK Mail customer. Suggested naming-conventions, for the Container/Item link, are below

Scenario	Suggested format
Direct Mailing	A000001_160425_00001 UK Mail Acct No._Creation date(YYMMDD)_Incrementing number
Transactional Mailing	A000001_160425_00001 UK Mail Acct No._Creation date(YYMMDD)_Incrementing number

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6.1.3 eManifest: Timings

At 23:30, each day, Royal Mail's systems stop accepting new eManifest connections and begin closing any existing eManifest connections created since 23:30 the previous day.

If a Container/Item cross-reference is unsuccessful; the Retrospective eManifesting process comes into play.

Retrospective Manifesting is for exceptional circumstances only.

UK Mail reserves the right to hold collected mail, without notification, if no Item-level data exists.

6.1.4 eManifest: Retrospective Process

At 22:00, for the next 5 days UK Mail's systems try to cross-reference uploaded Consignment-level data with uploaded Item-level data.

- If a successful cross-reference is made and eManifest has NOT been created, that day for that SCID; the eManifest upload process begins and a new eManifest ID is created and the items are added to it.
- If a successful cross-reference is made and an eManifest has been created, that day for that SCID; the eManifest upload process begins and the items are added to the existing eManifest.

Possible reasons for an unsuccessful cross-reference are:

The 1st Container label scan occurred before the 23:30 cut-off, but no Consignment-level data was uploaded.

The 1st Container label scan occurred before the 23:30 cut-off, but no Item-level data was uploaded.

Also, for UK Mail operational reasons, the 1st Container label scan may occur after the 23:30 cut-off.

7. Uploading Consignment-level data

7.1 Overview

Alongside the provision of the unique Item Manifest data for Mailmark™ jobs, the associated Container manifesting into UK Mail relates to the services in the table below.

To upload Consignment-level data; Mail Producers may use UK Mail's Consignor Live application ([see section 7.2](#)) or an in-house/3rd party solution ([see section 8](#))

This applies to Pre-Sorted and Unsorted mail. Services are represented by UK Mail Service Codes.

As with all DSA services, including Mailmark™; accurate item-fill, by Container (bag/tray), is very important.

The Consignment-level AlternativeRef field value must be identical to the SPARE8 field for all Items within that Container.

The Container/Item link must be unique within a 90 day period.

Refer to Appendix B (page 46) for the latest version of the Consignor Live Import Specification ([current version 2.4](#)) for the Service to Mail Format Table for available services/formats in Appendix A.

7.2 Container data upload: Consignor Live

When importing files, at an Item level, the Consignor Live application calculates the Container Item-fill; based on the average item weight entered.

Some Mail Producers calculate which mail items, go into which Container, in advance and then edge mark the letters at the enclosing machine to enable easy, accurate item fill for their operators.

In this scenario it is easier and much more accurate to send a bag/tray level file to Consignor Live. When passing data at bag/tray level the number of items in each mailbag/tray can be accurately forwarded to Consignor Live resulting in UK Mail bag/tray labels that exactly match the edge marking on the enclosing machine.

A description of required file layout, for passing data at Container level, may be found in [Section 7.2.1](#)

This interface details the information necessary for a Container to be accepted into the UK Mail network. Information that cannot be provided or is left blank will have to be either defaulted where possible or captured manually using the UK Mail Consignor Live system.

The file presented to the UK Mail Consignor Live System must be a flat ASCII file in a fixed length format. One record should be passed per bag. When multiple bags are needed for one selection code then multiple lines should be in the file, one bag per line.

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7.2.1 Consignor Live: Import File

Field Name	Type	Length	Description
SelectionCode	Alpha	10	Royal Mail Standard Selection Code. (Mandatory to accept bag/tray).
Items	Num	5	Number of Items in bag/tray. (Mandatory to accept bag/tray).
BagWeight	Num	6	Total weight of MailBag/tray in kilograms to 3 decimal places. 10012 in the data = 10.012 kg. (Mandatory to accept bag/tray).
MailFormat	Alpha	1	Mail Format i.e. L = Letters, F = Large Letters, P = Packets, B = Barcoded, O = OCRable. Can be left blank and defaulted if always the same format e.g. letters. (Mandatory to accept bag/tray).
Machineable	Alpha	1	Can mail be mechanised, Y/N, (Mandatory to accept bag/tray).
UK Mail Service Code	Alpha	3	UK Mail Service Code e.g. 501 = 70 - Letters - Bag, 551 = 1400 - Letters - Bag. See full service code listing in Appendix B attachment. (Mandatory to accept bag/tray).
UK Mail Account	Alpha	10	UK Mail Account Number to be used for this bag/tray. (Mandatory to accept bag/tray).
Mailing ID	Alpha	20	Mailing ID to group together a set of mailbags/trays into a mailing. This reference is printed on the UK Mail bag/tray label. Cannot be left blank. This reference appears on the UK Mail invoice. (Mandatory to accept bag/tray).
Customer Reference	Alpha	20	Customer's unique reference for this mailbag. This reference is commonly used as a unique bag/tray reference. It is printed on the UK Mail bag/tray label and if it also printed on the mail items it can help with accurate bag fill in the production process. This reference can also be used to track the mailbag/tray on the web. Can be left blank, but must be padded.
Alternative Ref	Alpha	20	Alternative reference for this unique mailbag/tray. Can be left blank, but must be padded. (Mandatory for Mailmark services)
Collection Date	Date	8	Date Mailbag/tray is to be collected by UK Mail. Can be left blank, in which case it will be defaulted to today's date, but must be padded. Format type DDDMMYYYY
Batch/Cell ID	Alpha	20	This is an optional field that allows the breakdown of a mailing ID into further smaller sub divisions. This can be useful if a large mailing is to be split across several enclosing machines in the production process. Labels can be selected and printed by Mailing ID and Batch/Cell ID. If this field is left blank it must be padded.
From 124 Characters			Standard File Length

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Zonal Item Counts	Alpha	30	<p>This is an optional field where the zone breakdown of the mailing is specified.</p> <p>Example: Items for zone A are 111 Items for zone B are 222 Items for zone C are 333 Items for zone D are 444 Items for zone E are 555 (No longer used but must be padded) Items for zone Z are 666 (No longer used but must be padded)</p> <p>The values are specified in this field as follows: "00111002220033300444" If this field is left blank it must be padded.</p>
Standard File Plus Zonal			154 Characters
RMS Customer Reference 1	Alpha	20	This is an optional field. This is an analysis field that is passed through to Royal Mail for reporting purposes. If this field is left blank it must be padded.
RMS Customer Reference 2	Alpha	20	This is an optional field. This is an analysis field that is passed through to Royal Mail for reporting purposes. If this field is left blank it must be padded.
RMS Customer Reference 3	Alpha	20	This is an optional field. This is an analysis field that is passed through to Royal Mail for reporting purposes. If this field is left blank it must be padded.
RMS Customer Reference 4	Alpha	20	This position can be used for the JIC Opt In/Out. Must contain the word "out" to opt out of direct marketing. Otherwise, if the field is not blank, this is treated as an Opt In. If the position is blank, no option is recorded.

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Total Extended Record Length		234	
Zonal Optimisation Reference	Alpha	1	Must be Z , N or blank Z denotes Zonal N denotes National
Total Extended Record Length incl. Zonal Optimisation		235	

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8. Self-Labeling

8.1.1 Overview

Mail Producers may use in-house or 3rd party software applications, rather than the UK Mail Consignor Live application, to generate unique reference values that are applied to Container labels in a barcode. This unique reference value is known as the Consignment Number.

Container (Consignment-level) data is required, by UK Mail, as soon as possible after Container labels are printed by the Mail Producer.

If Container-level data is not successfully uploaded to UK Mail systems before the Container label is scanned, at the Mail Producer's UK Mail Collection depot, that Container will be held. In this event; mail is likely to be delayed by at least one working day.

Common file upload scenarios

1. Continuous upload of Container information files:
 - a. 1 Header record.
 - b. 1 (or more) Mailbag records.
 - c. 1 Footer record.
2. End-of-day or end-of-trailer upload of Container information files:
 - a. 1 Header record.
 - b. 1 (or more) Mailbag records (that have not been continuously uploaded).
 - c. 1 (or more) UKMDeclare records (confirming the Containers released to UK Mail).
 - d. 1 Footer record.

File construction is a series of 'fixed-length' ASCII rows; each row begins with the Data Type and Data Version values. The exact format, of each record type is defined in [sections 8.1.2, 8.1.3, 8.1.4 and 8.1.5](#). Partially full fields are right-padded with 'spaces'. Empty fields are padded with 'spaces'.

Files are submitted to the incoming folder of the UK Mail public FTP server, details of which, including a private ftp account, are provided by UK Mail.

For transfer; the file naming-convention is:

customermanifest<UK Mail Account ID>ddmmyyyyhmmss.lck

After transfer is complete, the file is renamed; the file naming-convention is:

customermanifest<UK Mail Account ID>ddmmyyyyhmmss.dat

The file transfer process must deal with UK Mail's FTP server being temporarily unavailable and be able to execute the successful transfer/re-naming requirement.

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UK Mail provides an address, to which Container information files are emailed; if FTP transmission is not possible.

In this exceptional scenario, the file-naming convention is:

[consignor.dat](#)

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8.1.2 Header Record

The first row of every file is called the Simple Header. It states the number of records expected in the file (including header and footer) and the file's production datetime.

The BatchID (Field 3) may be used as a narrative to indicate from where the file came but, essentially, it is free text to describe the transmission.
E.G. "UK Mail Consignor Manifest 04/01/2007".

The Source Network Address (Field 7) is an optional field and gives the IP address or DNS name of the machine from where the transmission originated.

Simple Header			
Field Name	Chars	Format	Description
Data Type	1 to 10	alpha(10)	SIMPLEHEAD
Data Version	11 to 20	alpha(10)	1.01
BatchID	21 to 70	alpha(50)	Unique BatchID/Descriptor
Expected Records	71 to 80	numeric(10)	Expected number of records in this file (including Header and Footer)
Transmission Date	81 to 88	date(8)	Date file transmitted
Transmission Time	89 to 94	time(6)	Time file transmitted
Source Network Address	95 to 114	alpha(20)	IP address or DNS name of source computer. (optional).

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8.1.3 Mailbag Record

The Mailbag datatype row contains the full details of each Container; including selection code, mail format, service required, items in bag and weight.

Each Container must have one unique Consignment ID; generated and maintained by the Mail Producer. The Consignment ID is a 14 digit number comprised of a 7 digit prefix, assigned by UK Mail for each of the Mail Producer's UK Mail Account Numbers, and a 7 digit suffix.

If the allocated prefix was 1234567 then the Consignment ID would be in the sequence:

12345670000000, 12345670000001, 12345670000002

The Mail Producer may use the Customer Reference and Alternative Reference as a reference for a particular Container. Container details may be referenced, on the UK Mail web site using the Consignment ID, the Customer Reference or Alternative Reference.

The Mailing ID is an important field and is a unique reference common to a group of Containers e.g. Cell A – 17-11-04. This field is mandatory.

If a Container label is produced, but subsequently cancelled; its associated data must still be sent to UK Mail but the value in the Deleted field is set to Y.

Mailbag			
Field Name	Chars	Format	Description
Data Type	1 to 10	alpha(10)	MAILBAG
Data Version	11 to 20	alpha(10)	1.09
Consignment ID	21 to 34	alpha(14)	UK Mail Consignment Number
Customer Account	35 to 44	alpha(10)	UK Mail account identifier
Collection Date	45 to 52	date(8)	Date Bag Collected DDMMYYYY
Selection Code	53 to 62	alpha(10)	Royal Mail Selection Code
Mail Format	63	alpha(1)	L = Letter, F = Large Letters, P = Packets, A = A3, B = Barcodes, O = OCRABLE. L = Standard Tariff.

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Service Code	64 to 66	number(3)	UK Mail Service Code – 501
Bags Count	67 to 70	number(4)	Always 1.
Items Count	71 to 76	number(6)	Number Of Mail Items In Tray
Weight	77 to 81	number(5)	Weight of tray 99.999
Customer Reference	82 to 101	alpha(20)	Mail Producer's Reference
Alternative Reference	102 to 121	alpha(20)	Alternative Reference
Mailing ID	122 to 141	alpha(20)	Mailing ID/Job Reference
Manifest Date	142 to 149	date(8)	Date Manifested Format DDMMYYYY
Manifest Time	150 to 153	time(4)	Time Manifested Format HHMM
Deleted	154	alpha(1)	Shipment Deleted Y/N
Reconciled	155	alpha(1)	Mailbag Reconciled
Machineable	156	alpha(1)	Y/N Items can be mechanised.
Action	157	alpha(1)	I = Insert, A = Amend, D = Delete.
Zone A	158 to 163	number(6)	Number of items for zone A . Used for zoning analysis
Zone B	164 to 169	number(6)	Number of items for zone B . Used for zoning analysis
Zone C	170 to 175	number(6)	Number of items for zone C . Used for zoning analysis

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Zone D	176 to 181	number(6)	Number of items for zone D . Used for zoning analysis
Zone E	182 to 187	number(6)	Number of items for zone E . Used for zoning analysis
Zone Z	188 to 193	number(6)	Number of items for zone Z . Used for zoning analysis
iMail Pages	194 to 195	number(2)	Used for iMail only. Quotes number of pages sides to be printed
Time Window	196 to 199	alpha(4)	To be defined
Responsible Mail Code	200 to 203	alpha(4)	Blank = Not Applicable RM03 = Advertising Mail RM04 = Advertising Mail + Responsible Mail Entry RM05 = Advertising Mail + Responsible Mail Intermediate
Mailing Entity value	204 to 218	alphanumeric(15)	Code for under volume bags
RMS 1	219 to 238	alpha(20)	WMS Reference Field 1. Analysis field passed to Royal Mail for reporting purposes. Allocated by the customer
RMS 2	239 to 258	alpha(20)	WMS Reference Field 2. Analysis field passed to Royal Mail for reporting purposes. Allocated by the customer
RMS 3	259 to 278	alpha(20)	WMS Reference Field 3. Analysis field passed to Royal Mail for reporting purposes. Allocated by the customer
RMS 4	279 to 298	alpha(20)	WMS Reference Field 4. Analysis field passed to Royal Mail for reporting purposes. Allocated by the customer
Presentation Type code	299 to 302	alpha(4)	Container type. PR01 = Bag, PR02 = Bundle, PR03 = Red Tub, PR04 = Tray, PR07 = York/Alp

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iMail Type	303 to 306	alpha(4)	Alpha/Numeric product code
iMail Special Price	307 to 316	alpha(10)	Pre Priced consignment for iMail format 9999999.99
Declared Mail Type	317 to 320	alpha(4)	Only used for service codes 570 & 571 (STL Mail).MD01 = CBC, MD02 = OCR, MD03 = Mech, MD04 = Mixed, MD05 = Handsort
Declared Mail Format	321 to 324	alpha(4)	Only used for service codes 570 & 571 (STL Mail). UM01 = Letter, UM02 = Business Large Letter, UM03 = Packets, UM10 = Mixed, UM12 = General Large Letter

8.1.4 UKMDeclare Record

The UKMDeclare datatype is used as a follow-up to the Mailbag record to advise UK Mail that the Container is despatched and released. This allows UK Mail operations, at the Mail Producer's Collection Depot, to concentrate on 100% scanning for the Containers actually handed over.

UKMDeclare			
Field Name	Chars	Format	Description
Data Type	1 to 10	alpha(10)	UKMDECLARE
Data Version	11 to 20	alpha(10)	1.00
Consignment ID	21 to 34	alpha(14)	UK Mail Tray Number
Customer Account	35 to 44	alpha(10)	UK Mail account identifier
Declaration Date	45 to 52	date(8)	Date Bag Declared For Collection Format DDMMYYYY
Declaration Time	53 to 58	time(6)	Time Bag Declared For Collection Format HHMMSS

8.1.5 Footer Record

This data type is a simple footer record.

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Footer			
Field Name	Chars	Format	Description
Data Type	1 to 10	alpha(10)	FOOTER
Data Version	11 to 20	alpha(10)	1.00
Actual Records	21 to 30	numeric(10)	Actual number of records in this file (including Header and Footer)

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9. Mailmark™ JIC Process

9.1 JIC Industry Overview

Organisations, such as the Direct Marketing Association, Royal Mail, marketing agencies and downstream access operators, worked together to establish a Joint Industry Committee (JIC) for mail. This committee collects and aggregates data on mail usage for Advertising Mail postings to provide customers and their agencies with better understanding of Advertising Mail use and readership of mail.

This in turn enables participants to benchmark mail campaign effectiveness against advertising through TV, radio, press and billboards where similar data is collected by respective joint industry committees.

The data captured, under the process, includes a copy of the mail seed sent to Royal Mail as part of your Advertising Mail posting along with the number of items posted to each Royal Mail standard selection code (SSC) to establish the fall to earth of your posting across the country.

The JIC will not receive data which identifies any of your customers' names or actual addresses.

Unless you choose to opt out, of the sharing of your posting information; Royal Mail will start to capture and share this information, with the mail JIC, from January 2018. An opt out is achieved by applying to Royal Mail in writing and is applied for a 12 month period. It is no longer activated by data within your Mailmark eManifest.

The JIC reference must be unique for each of your postings.

9.2 Overview

To ensure the process works effectively, so that the posting seeds link to the fall to earth data, the JIC mailing reference should appear in the first line of the address on your Advertising Mail seed. The same mailing reference should also appear at Consignment level and/or Batch level.

9.3 Consignment level

The JIC mailing reference value appears in RMS Customer Reference 4 field for bag-level posting data, loaded to UK Mail via the preferred container level upload (Consignor Live or self-labelling despatch software).

9.4 Item level

The JIC mailing reference value appears in the 'BatchReference' field for the Mailmark™ e-manifest loaded to UK Mail for that posting.

10. Mailmark™ Testing

10.1 Data Upload Testing

Only UK Mail systems upload Mailmark™ data directly to Royal Mail.

Customer systems must consistently create and transmit correctly formatted manifest Item data associated with all containers (Consignments).

10.1.1 Mail Producers using accredited third-party software for data upload

Step	Description
1	Mail Producer registers interest in Mailmark™ with Customer General Manager.
	Obtain Production environment web-service credentials from UK Mail (see section 5.1).
3	UK Mail Customer Integrations Analyst initiates contact with Mail Producer.
	Mail Producer transfers item manifest into UK Mail Manifest system.
5	Mail Producer provides container-level file to UK Mail Customer Integrations Analyst.
	UK Mail Customer Integrations Analyst performs internal testing.
7	UK Mail Customer Integrations Analyst provides testing feedback to Mail Producer.

10.1.2 Mail Producers using in-house development for data upload

Step	Description
1	Mail Producer registers interest in Mailmark™ with Customer General Manager.
	Obtain Production environment web-service credentials from UK Mail (see section 5.1).
3	UK Mail Customer Integrations Analyst initiates contact with Mail Producer.
	UK Mail Customer Integrations Analyst provides the Mail Producer with a set of test scenarios. Scenarios include ability to send data into manifest system, container-item link checks, load testing and error handling.
5	Mail Producer completes the above.
	UK Mail Customer Integrations Analyst performs internal testing.
7	UK Mail Customer Integrations Analyst provides testing feedback to Mail Producer.

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10.1.3 Mailmark™ Barcode validation (recommended)

If required; Royal Mail will undertake a simple barcode check using a desktop scanner. This provides Mail Producers with detail of the barcode structure and content.

A live SCID is not required for this check – any seven digit numeric string may be used.

Email an electronic copy, of the barcode, to mailmarkqa@royalmail.com, or send a hard copy to:

Mailmark Quality Assurance

Royal Mail Customer Services

Drake House Breakwater Road

PLYMOUTH

PL9 7HW

Please ensure that you provide contact details for feedback purposes.

10.1.4 Mailmark™ QA (recommended)

A full Quality Assurance test may also be conducted. This involves the production of 200 mail samples bearing live addresses and EIB barcodes containing a live SCID. The samples should be sent to Royal Mail, in Plymouth, (at the address above) along with a completed copy of the attached form:



Mailmark Quality
Assurance Form.doc

Provide item data to UK Mail, in the usual way, so it can be uploaded to Royal Mail – please liaise with your UK Mail account manager on this.

After the eManifest has been uploaded and the sample Items processed by Royal Mail; a live Mailmark™ report is generated, detailing how many of the samples were ‘read’ by Royal Mail equipment.

10.1.5 Mailmark™ Item manifest testing

To test the end-to-end transmission of data, without any associated mail items, the following must occur.

Raise a HEAT ticket named Mailmark Item manifest testing

Include the relevant Batch References for the items

The Batch Reference value, for testing, must be prefixed with ‘QA_TEST_MAIL ‘

If it is not; UK Mail may apply a charge, to correct the value(s), or Royal Mail may apply a charge for the non-existent item(s).

11. Optional fields in eMHS for Mailmark™

Reporting

eManifest files may include 'customer specified data' to identify mailings. Such information is pushed through to the Royal Mail eMHS and is visible in the customer's Mailmark™ reports.

Guidance on eMHS reporting may be found at: <http://www.royalmail.com/mailmark/customer-process>

These optional fields are:

CampaignName

Use of this field is particularly recommended because, eManifest IDs are created by UK Mail. Populating the CampaignName allows Mail Producers to link individual eManifests for a campaign level job/despatch, processed over multiple days, into a single report.

Data in this optional eMHS field appears in the 'Campaign Report' tab in the Mailmark™ reporting portal.

Department

For the customer-specified department name.

Data in this optional eMHS field appears in the Customer's item level Mailmark™ reports.

MailOriginatorSubDivisionName

This enables separate eManifests to be linked together in a single report under one job.

Data in this optional eMHS field appears in the 'Job Report' tab in the Mailmark™ reporting portal.

SPARE9 (Customer Reference)

For the customer-specified reference information.

Data in this optional eMHS field appears as 'Customer Reference' * in the Mailmark™ item level report.

* Despite the attribute name, in the eManifest, being called 'SPARE9'

12. Appendix A – SCID Setup

To use Mailmark™, a Mail Producers must pass accreditation and a Mail Originator must agree that their UK Mail Account Number (UCID) may be linked to the associated Supply Chain ID (SCID).

The Mail Originator's UK Mail Client Director completes the Mail Mark Account Request Pack (see below).

Once approved, signed and returned; the UK Mail Onboarding Team link the UCID and SCID which permits the Mail Producer to print Mailmark™ labels using their Consignor Live system (if they have it).



Mail Mark Account
Request Pack.xlsx

13. Appendix B – Spoils & Container manifesting

The document UKMail Consignor Live Integration Extended contains information regarding container level spoils and UK Mail service codes required for container manifesting.



Consignor Live
Import Specification

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14. Frequently Asked Questions

How do I get my Participant Code?

This is supplied by Royal Mail's Customer on-boarding team. [See section 10.1.3](#)

How do I get a Supply Chain ID (SCID)?

This is supplied by Royal Mail's Customer on-boarding team. [See section 10.1.3](#)

How do I test my data?

There are two methods for testing data, either using a pre-approved method or a new development.

For a pre-approved method, [see section 10.1.1](#)

For a new development method, [see section 10.1.2](#).

How do I test my items?

Ideally, for the first posting, new Mailmark developments should go through the barcode validation process.

A Mail Producer, when ready to proceed, should follow the steps highlighted in [section 10.1.3](#) to obtain production SCIDs and complete the test scenario required.

This scenario will involve transmission of data, to UK Mail, and provisioning of test items, to Royal Mail, for barcode verification.

How do I upload the eManifest data?

The eManifest is uploaded by UK Mail, to the Royal Mail eMHS, on behalf of the SCID.

A Mail Producer must upload its Item manifest into the UK Mail interface, and provide the associated Container manifest into UK Mail via the preferred method (FTP or Consignor Live).

[See section 6](#)

How do I contact UK Mail's IT Service Desk for Production issues?

The UK Mail IT Service Desk may be contacted via the following methods:

Email: servicedesk@ukmail.com

Telephone: [02476 937773](tel:02476937773)

Escalations should be via your UK Mail account manager.