

# Royal Mail Mailmark®: Guidance on remedial actions for unmanifested mail

## Understanding and resolving the 'unmanifested' mail problem in Mailmark

### What do we mean by unmanifested mail?

A Mailmark mail piece is unmanifested if it is tracked in Royal Mail's automation but no corresponding item level entry in an eManifest is received within 5 working days of the track event.

### What have we done to address unmanifested mail?

We have been discussing the issue with customers since late 2015. In November 2016, we put in place a process where every week we provide the affected Access contract holders with a report detailing their worst performing SCIDs from the previous week's postings and ask them to resolve them. From our discussions, we have learned what causes unmanifested mail.

Table 1: Reasons for unmanifested mail

1.	<b>No eManifest:</b> customer did not submit one.
2.	<b>Incomplete eManifest:</b> customer fails to upload all items for the posting before the automatic cut-off time and fails to add the unmanifested volume to the next day's eManifest.
3.	<b>Late handover of items:</b> customer creates eManifest but delays handing over the items within 6 days of submitting the eManifest.
4.	<b>Incorrect eManifest:</b> Customer creates an eManifest but fails to deal with the "error messages" to correct it and the mail is sent regardless e.g. product code incompatible with batch upload.
5.	<b>Incorrect eManifest:</b> SCID printed on items do not match the SCID declared on the eManifest.
6.	<b>Incorrect barcode:</b> duplicate barcode applied to items or items were printed with barcode but customer decided not to send them as Mailmark.
7.	<b>Access issue:</b> eManifest system of carrier closes earlier than ours and it does not accept eManifests retrospectively which means we get the mail but no eManifest.
8.	<b>Empty eManifest:</b> customer omitted to populate it with product and volume details.

### What is changing from 1 January 2018?

From 1 January 2018, we will follow a new remedial process that we hope will encourage those responsible for creating and submitting an eManifest to design their processes to minimise the volume of unmanifested mail.

Table 2: New remedial process

	Remedy	Change to the Mailmark schedule or User Guide?
1.	<b>Apply unmanifested tolerance:</b> Allow a tolerance for unmanifested items per SCID per day of <500 items	User Guide
2	<b>Apply Unmanifested admin fee:</b> apply only when a SCID posting has 500 - 6000 unmanifested items per day	User Guide
3	<b>Apply unmanifested item charge:</b> apply only when a SCID posting has more than 6000 unmanifested items per day	User Guide and Price change. For 2018, the item charges are: 0.45p for letters &

## Royal Mail Mailmark®: Guidance on remedial actions for unmanifested mail

		0.71p for large letters
4	<b>Charge for the postage:</b> when a SCID posting has 500+ unmanifested items per day, we will assume non-payment and apply the Mailmark Business Mail tariff. A customer may claim a refund of this charge if they are able to provide evidence of payment of the items to us within 30 days from the invoice date.	No change (see section 15.3.3 of the User Guide)
5	<b>Suspend the SCID:</b> when the number of unmanifested items exceeds 25% of the total volume posted, we will ask for an improvement plan. If the customer's improvement plan fails to achieve +75% compliance within the agreed time, we will suspend the SCID until such time as the SCID has been fixed.	Schedule 20, paragraph 9.2
6	<b>New unmanifested report:</b> the report will enable customers of a SCID to see on "First Seen day +2" that they have unmanifested items. A customer can use the report to prompt them to submit an eManifest for the unmanifested volumes in time to avoid unmanifested adjustment charges.	No change (the schedule provides for reports)