

Mailsort Online

How to get ready for Mailmark



Bechmann Limited

<https://www.mailsortonline.com>

Mailsort Online - How to get ready for Mailmark

Mailmark is a new barcode system for mailings introduced in 2015 by the Royal Mail. It provides you with a number of benefits such as additional control of your mail, tracking facilities and powerful reporting. Above all though, it always comes down to money; Mailmark gives you the best discounts available for your mailing.

One of the following three types of Mailmark barcode is printed alongside the normal mailing address:



Format 29 2D



Format 7 2D



Format 9 2D

While there are no indications that the non-barcode mailsort products are being phased out in the near future, there can be no doubt that, as Royal Mail have invested a lot of money and effort in this new system, they are keen for more and more customers to use it.

They appear to be doing this by gradually increasing the difference in prices between the Mailmark and non-Mailmark products, thus ensuring that Mailmark becomes the more attractive option, price-wise. This is the same for both the Royal Mail's own products and all alternative DSA carriers that use the Royal Mail for the last-mile delivery.

Before you can start using Mailmark, you will have to go through an accreditation process. With this you need to produce a test mailing of 200 items to be printed with the barcodes on and sent to the Royal Mail for verification. You will also need perform a successful upload of the data to their eManifest Handling System (eMHS), before achieving their accreditation and clearance to start using Mailmark.

We have made this accreditation process as easy as possible. With minimal effort, it can now be achieved via our website in a few easy steps. Here is a quick overview followed by a step by step guide:

- 1. Where to get more information on Mailmark.**
- 2. How to apply for Mailmark Accreditation (QA Test).**
- 3. Setting up Mailmark-eMHS Login Credentials.**
- 4. Run Mailsort Job (Sorted/Unsorted).**
- 5. Run Mailmark Job (Producing Barcodes)**
- 6. Manage eManifest (Finalising Job)**

Our Mailmark system is available on our normal pay-as-you-go basis, or via a pre-paid annual account. This makes it the most competitive Mailmark processing option in the business.

Once you have obtained your accreditation, you can include in your service portfolio, and just wait for when the need for Mailmark arises, without incurring extensive up-front costs.

1. Where to get more information on Mailmark

Visit <http://www.royalmail.com/mailmark> to find general information about Mailmark.

Here you can find introductory videos, case studies, user guides, supplier lists etc.

In the Technical implementation section, you can find information about how to apply for a Royal Mail Mailmark accreditation.

For an easier guide to becoming Mailmark Accredited, than the ones provided by the Royal Mail, just follow the process described here in this document 😊.

Our system is both Mailsort and Mailmark accredited by the Royal Mail. You can use our website processor for the entire process, first through Mailsort to gain the sorted mail discounts, and then proceed seamlessly to Mailmark to gain the added discounts and additional benefits.

You may also use the system to process/upload data that has come from (or going to) other Downstream Access (DSA) providers.

2. Apply for Mailmark accreditation

Before you can start using Mailmark, you are required to be accredited by the Royal Mail.

The main reason for this is that they need to ensure that your mail items meet their automation requirements so that their sorting machines are capable of reading the barcodes, and hence they can reduce their handling to a minimum. They are also keen to avoid problems in their eMHS system and therefore they want to ensure that customers can perform the upload using accredited software.

As part of this Quality Assurance (QA) test you need to present a test mailing of 200 items to be printed with the barcodes on and formatted as a proper letter with PPI details and return address. This should be sent to the Royal Mail Accreditation Co-ordinator (address below) for verification.

You will also need perform a successful upload of the data to their eManifest Handling System (eMHS), before achieving their accreditation and clearance to start using Mailmark.

You can do all these things via our website, once you have applied for your accreditation and received your eManifest Handling System (eMHS) login credentials.

Here is how to apply: Email to: mailmarkqa@royalmail.com to request eMHS credentials for QA testing.

If you mention in the email that you will be using "Mailsort Online" for your testing, they may decide to let you straight on to the production eMHS system. They sometimes do, but not always!

When you are ready to submit the 200 sample letters, print and complete Quality Assurance form on Appendix 2 (two pages) and send it along with the sample letters to:

ACCREDITATION CO-ORDINATOR
ROYAL MAIL CUSTOMER SERVICES
DRAKE HOUSE
BREAKWATER ROAD
PLYMSTOCK
PLYMOUTH
PL9 7HW

3. Setting up Mailmark eMHS Login Credentials

Once you have received your login credentials for your eMHS (Poster Upload) account from the Royal Mail, you will need to enter them into our Mailmark setup screen. The system interacts frequently with the eMHS system and it will not work without.

You should receive the following: Login name, password and participant id (please note that the login details are not the same as for the OBA account, or Mailsort Online account).

You may receive login details for a test account or production account (or both). The test account you can use to “play around with it” to get a feel for how it works, while the production account is for the actual QA test and once passed, ongoing production usage.

The test accounts contain a number of supply chain id’s beginning with 800, while the production supply chains usually begin with 100. Please note that you do not need enter supply chains into the system at any point. They are automatically “fetched” by the system during its normal operation.

Begin by visiting: https://www.mailsortonline.com/process_mailmark.aspx

Mailsort Online
a bureau processing service

Logged in as Fred Smith (Logout)

Process Mailmark and eManifest

Process Job Manage eManifest Setup

Please select the service you need More info: ⓘ - FAQ: ⓘ

Process Job
Process job to generate address file including Mailmark barcode text string and barcode images (optional). Only jobs mailsort for one of the mailmark services on this site can be used. Click here to open mailsort page.

Manage eManifests
Create eManifest, allocate jobs and upload data to the Royal Mail eMHS system.

Setup
Setup login credentials for the Royal Mail eMHS system. If you are testing the system in order to get Royal Mail accreditation for Mailmark you will need a test mailmark account before you can use this system.
Click here to contact the Royal Mail.

Service running normally.

Processing Fees ⓘ

Accreditation Testing:
FREE (with sample data)

Pay-as-you-go price:
£0.65 per 1000 records
Minimum fee: £25.00

Annual account price:
Please [contact us](#) for a quote.
(VAT is added to all prices)

DPS matching notice: ⓘ

Video Tutorials:

- ▶ [Mailmark eMHS Account Setup](#)
- ▶ [Mailmark QA test - Part 1 of 3](#)
- ▶ [Mailmark QA test - Part 2 of 3](#)
- ▶ [Mailmark QA test - Part 3 of 3](#)

Figure 3.1

Click “Setup”...

Mailmark eMHS Setup / Page 1

eMHS Test Account Setup

User Name:

Password:

Participant ID:

This form is for entering your eMHS TEST account credentials (poster upload).

[Cancel](#) [Next >](#)

If you specify that you will be using Mailsort Online for your Mailmark accreditation (QA) test when you apply for the account, the Royal Mail may allow you to bypass the test-account stage and do the test directly on the eMHS production system.

If this is the case, please just leave all the fields blank and proceed to the next form where the Production account credentials are to be entered.

eMHS Setup Instructions
Please enter your eMHS login credentials which will enable the system to communicate with your eMHS account.

The setup has three pages:

1. Test account
2. Production account
3. Choose active account

If you don't already have a Royal Mail Mailmark test account, please click the link below to contact the Royal Mail.

The test account is used to obtain your Royal Mail accreditation, which is a requirement for opening a production eMHS account.

Video Tutorial:
[Mailmark eMHS Account Setup](#)

[Royal Mail - Mailmark](#)

Service running normally

Figure 3.2

If you were given test account details enter those here. If not, simply leave all the fields blank. Click "Next" to continue...

Mailmark eMHS Setup / Page 1 / Page 2

eMHS Production Account Setup

User Name:

Password:

Participant ID:

Enter login details for your eMHS Production account. Please leave blank if you do not have a production account yet.

[Previous](#) [Next >](#)

eMHS Setup Instructions
Please enter your eMHS login credentials which will enable the system to communicate with your eMHS account.

The setup has three pages:

1. Test account
2. Production account
3. Choose active account

If you don't already have a Royal Mail Mailmark test account, please click the link below to contact the Royal Mail.

The test account is used to obtain your Royal Mail accreditation, which is a requirement for opening a production eMHS account.

Video Tutorial:
[Mailmark eMHS Account Setup](#)

[Royal Mail - Mailmark](#)

Service running normally

Figure 3.3

If you have received production credentials enter those here, or otherwise leave all the fields blank. Click "Next" to continue...

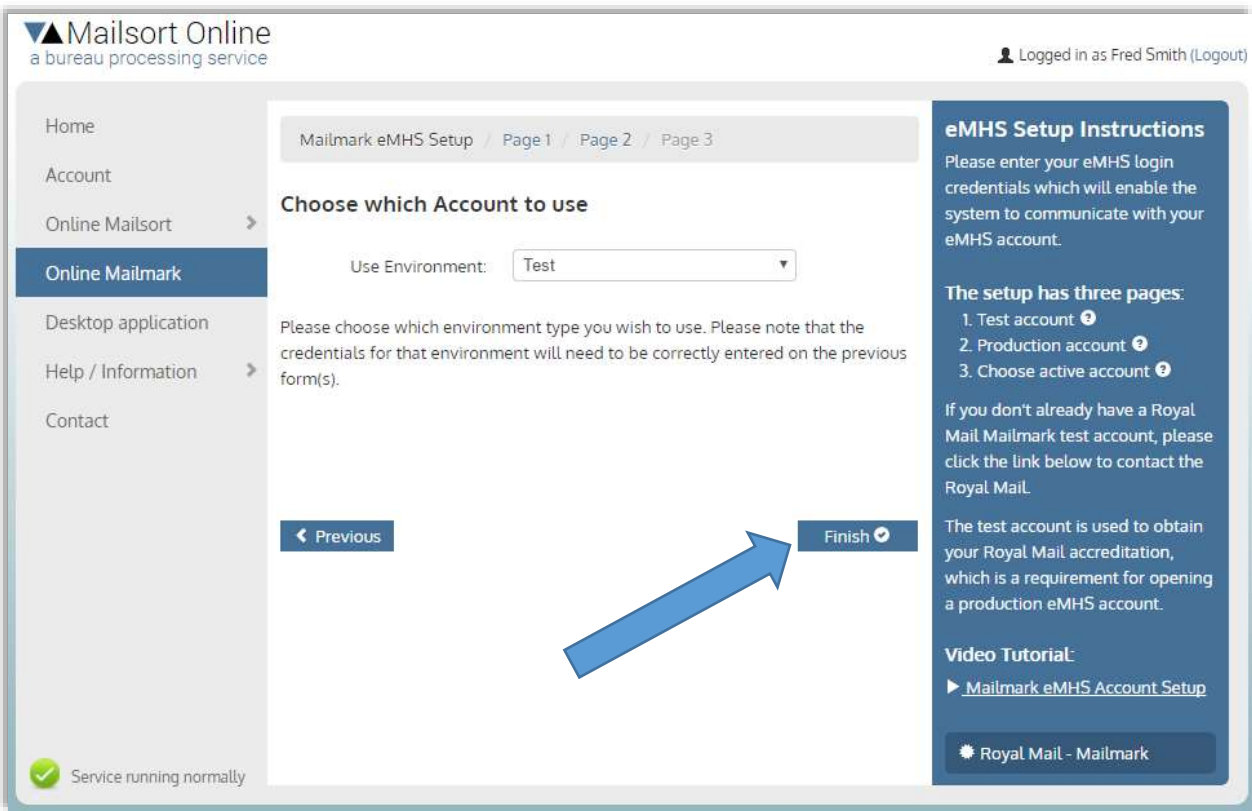


Figure 3.4

On this page you need to choose if you want to use the test eMHS account or the production account.

Test Account:

The test account is useful for practicing and familiarising yourself with the system. You can upload various test data, but regardless of the number of records the data file contains it will only carry 200 records from the Mailsort system into the Mailmark system. It is thus for testing only and there is no payment option available for the full data set.

Production Account:

You must use the production account for the final QA test. You need to do the whole process with 200 records only and ensure to enter "QA TEST MAIL" into the Job Reference field.

This will reset the price to zero, as we do not charge you for using the service while you are doing QA testing.

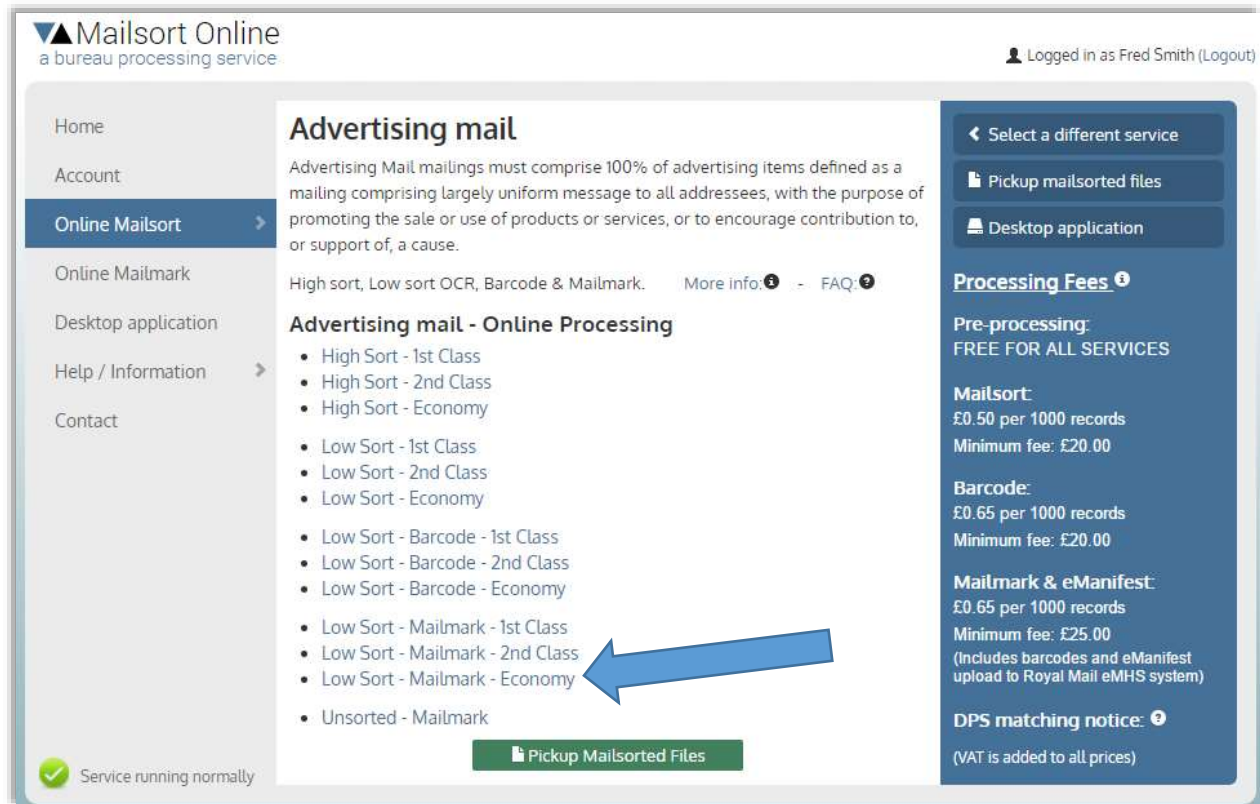
For production usage other than QA, our normal pricing policy comes into effect. Our Mailmark system is available on a pay-as-you-go, or pre-paid annual account basis.

4. Mailsort

In order to use our online Mailmark system, the data has to run through the mailsort system first. This can either be one of the Low Sort Mailmark services or the Unsorted option.

Use the Unsorted option if you have been using a Downstream Access (DSA) service and you just want to use the eManifest part.

Select from the “Online Mailsort” menu: Business Mail, Advertising Mail or Publishing Mail



The screenshot shows the Mailsort Online web interface. The header includes the logo and text "Mailsort Online a bureau processing service" and a user login status "Logged in as Fred Smith (Logout)". A left-hand navigation menu lists "Home", "Account", "Online Mailsort" (highlighted), "Online Mailmark", "Desktop application", "Help / Information", and "Contact". The main content area is titled "Advertising mail" and contains a description: "Advertising Mail mailings must comprise 100% of advertising items defined as a mailing comprising largely uniform message to all addressees, with the purpose of promoting the sale or use of products or services, or to encourage contribution to, or support of, a cause." Below this is a list of services under "Advertising mail - Online Processing":

- High Sort - 1st Class
- High Sort - 2nd Class
- High Sort - Economy
- Low Sort - 1st Class
- Low Sort - 2nd Class
- Low Sort - Economy
- Low Sort - Barcode - 1st Class
- Low Sort - Barcode - 2nd Class
- Low Sort - Barcode - Economy
- Low Sort - Mailmark - 1st Class
- Low Sort - Mailmark - 2nd Class
- Low Sort - Mailmark - Economy
- Unsorted - Mailmark

A blue arrow points to the "Low Sort - Mailmark - Economy" option. Below the list is a green button labeled "Pickup Mailsorted Files". To the right, a blue sidebar contains a "Select a different service" button, "Pickup mailsorted files" and "Desktop application" buttons, and a "Processing Fees" section with details for Pre-processing (FREE), Mailsort (£0.50 per 1000 records), Barcode (£0.65 per 1000 records), Mailmark & eManifest (£0.65 per 1000 records), and a DPS matching notice.

Figure 4.1

If you are doing the QA test, visit the page <https://www.mailsortonline.com/mso/am.aspx> and choose “Advertising Mail – Low Sort – Mailmark – Economy”.

If you have not already logged in (or registered), you will be asked you to do so at this point.

Mailsort Online
a bureau processing service

Logged in as Fred Smith (Logout)

Home
Account
Online Mailsort
Online Mailmark
Desktop
Help / Information
Contact

Advertising Mail / Page 1

Advertising Mail - Mailmark - Economy

Item format: Letters

Item weight: 100 grams

Job reference: QA TEST MAIL

1st address line column: "Address1" (Important - Please read)

Use Existing DPS Codes

Create 2D Mailmark Image Files (+ £5.00)
Barcode File Type: png

Create Pdf Labels (+ £5.00)
Label Type: Letter A5 for C5 window envelope

Next

Service running normally

Advertising Mail

Low - MMK - ECO

You need to specify a few details about your mailing and where the mailing is to be collected.

The process has three steps

1. Specify parameters:
 - Page 1: Mailing details
 - Page 2: Account & posting
 - Adv 1: Deferred & container
 - Adv 2: Other options
2. Upload mailing list file
3. Wait for completion

Video Tutorial:

Specify item details, minimum selection

Figure 4.2

This screen is for specifying the most common sorting parameters, such as item format, item weight and a free text job reference.

For the QA test:

1. Type "QA TEST MAIL" into the Job reference field (without the quotes).
2. Check box to "Create 2D Mailmark Image Files" and select Barcode File Type: "png".
3. Check box to "Create PDF Labels" and select Label Type: "Letter A5 for C5 window envelope".
4. Leave the other fields at their default value and click "Next".

DPS Matching

If you have chosen a barcode service (such as Mailmark), the system needs a Delivery Point Suffix (DPS) applied to the data as it forms an integral part of the barcode.

Our system can allocate the DPS for you, which it will do by default. The DPS is derived from the Royal Mail PIF database consisting of some 30 million records. It does so by matching the postcode and the first address line (e.g. 15 High Street). For addresses with house numbers this process is usually very accurate. Where there are house names, business units, flats etc. the process is not quite so straight forward and the system will do its best, but if it can't be reasonably sure of a correct match it will allocate a default DPS (9U or 9Z) instead.

If your data fails to achieve the required 90% DPS accuracy, you will need to check the quality of the data and if you have named the columns correctly (See Appendix 3). If the system cannot find the postcodes and/or the first address line the DPS matching will be adversely affected.

Even if the DPS matching does indeed meet the 90% requirement, it cannot be regarded as a full PAF verification.

PAF verification service

We offer a full PAF verification service plus various other data-cleansing services such as removal of duplicates, Gone-Away's (NCOA), MPS, Bereavement etc. These services are not currently fully automated online, so please contact us for more information.

Use Existing DPS Codes

If your data already has a DPS allocated you can check the box "Use Existing DPS Codes". Please ensure that your data includes a column called "DPS"

Create 2D Mailmark Image Files

If you already have a solution for producing the barcode graphics you do not need this option. The system will produce the full Mailmark barcode string by default.

Checking this option will cause the system to produce an image file for each barcode containing the actual barcode (2D barcodes only). You can then embed this directly onto your mail pieces without any further processing needed.

Please note that £5.00 will be added to the processing fee if you check this option, and the processing time will be considerably longer. Pre-paid accounts will have this feature included.

Create Pdf Labels

If you have chosen to generate barcode image files, we can also produce a pdf file with the completed labels. If not, this option will not be available.

Checking this option will cause the system to produce a pdf file containing both the barcode and the name and address. You can then simply print this pdf file onto label sheets, letters or envelopes of the selected type without any further processing needed.

Please note that a further £5.00 will be added to the processing fee if you check this option, and the processing time will be considerably longer. Pre-paid accounts will have this feature included.

▲ Mailsort Online
a bureau processing service

Logged in as Fred Smith (Logout)

Home
Account
Online Mailsort
Online Mailmark
Desktop application
Help / Information
Contact

Advertising Mail / Page 1 / Page 2

Advertising Mail - Low Sort - Mailmark - Economy

Account number: ⓘ ⓘ
Account name: ⓘ ⓘ
Poster name: ⓘ ⓘ
Poster address line 1: ⓘ ⓘ
Poster postcode: ⓘ ⓘ
Posting date: ⓘ

← Previous **Finish** ⓘ Advanced Options →

Service running normally

Stored profiles ⓘ
→ Default
Select a stored profile. ⓘ
All fields marked with a tag icon are included in the stored profiles

Figure 4.3

Leave all the fields at their default value and click "Next"...

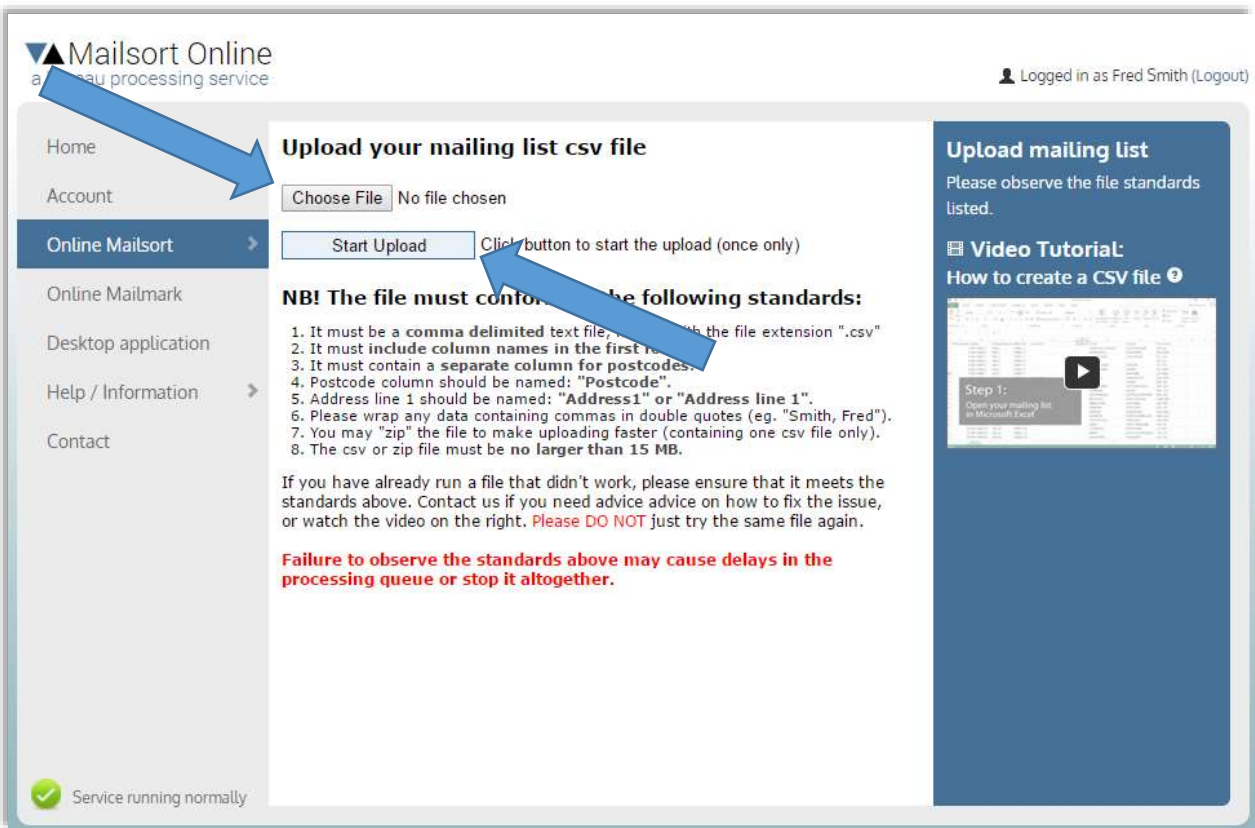


Figure 4.4

Select a comma separated (CSV file) and click “Start Upload”...

You may use your own CSV file, or you can simply download a sample data file from here:

https://www.mailsortonline.com/content/documents/sample_data.zip

For Mailmark QA testing you can download a sample data file containing only 200 records

https://www.mailsortonline.com/content/documents/sample_data_200.zip

NB! If you use your own csv file, please ensure that it meets the requirements described in Appendix 3.

▲ Mailsort Online
a bureau processing service

Logged in as Fred Smith (Logout)

Home
Account
Online Mailsort
Online Mailmark
Desktop application
Help / Information
Contact

Processing status

+ Process another file

This page shows the current status of all the files you have uploaded within the past seven days.

Today Help

Batch	Date / Time	Description	Order description	Processing status
49929	11/05/2017 13:25	Advertising Mail Low Sort - Mailmark - Economy	QA TEST MAIL	View Details

Service running normally




Figure 4.5

Wait until the processing is complete and then Click “View Details” when the button appears.

Mailsort Online
a bureau processing service

Logged in as Fred Smith (Logout)

Home
Account
Online Mailsort
Online Mailmark
Desktop application
Help / Information
Contact

Processing Details & Order Acceptance

Advertising Mail Low Sort - Mailmark - Economy

Batch: 49929 - QA TEST MAIL

Number of suitable addresses items	4530
Number of address items not matched	0
Estimated mailing cost	£876.67
Our processing fee	£35.00

[View Report](#)

Download sample results files (.zip)

- Computer planning report
- Sample address data file (.csv)
- Post towns matched (.csv)
- Addresses not matched (.csv)

[Back](#) [Continue to Mailmark Section](#)

You have not incurred any charges up to this point and you may download the report and sample data above free of charge. The full set of reports and data is made available upon payment of the fee indicated above. Please click here to explore other payment options.

Service running normally

[Back to processing status](#)
[Process another file](#)
[Royal Mail Rate Cards](#)
[Pricing Options](#)
[Terms & conditions](#)

Video Tutorial:
How to pay with PayPal

Please note:
The files on this page will be available until 18/05/2017 and cannot be retrieved after that.

Figure 4.6

On this page, you can check the processing parameters such as postcode matching

You WILL NOT be required to make a payment at this stage, if

- Your Mailmark setup is in “Test” mode (which it is by default), you do not get the options to buy the data, but the button takes you straight from here into the Mailmark section.
- Your Mailmark setup is in “Production” mode, but performing the QA test. The processing fee will be set to zero, if you made sure that your data file contains 200 records (as required for the testing), and that the Job reference is set to “QA TEST MAIL”.
- You have a pre-paid annual account with us which includes Mailmark.

You WILL be required to make a payment at this stage, if

- Your Mailmark setup is in “Production” mode for normal usage. Instead of the “Continue to Mailmark Section” button (as shown in Figure 4.6), you will see the usual “Pay By Paypal” button.

You will not be able to proceed with this job until payment has been made.

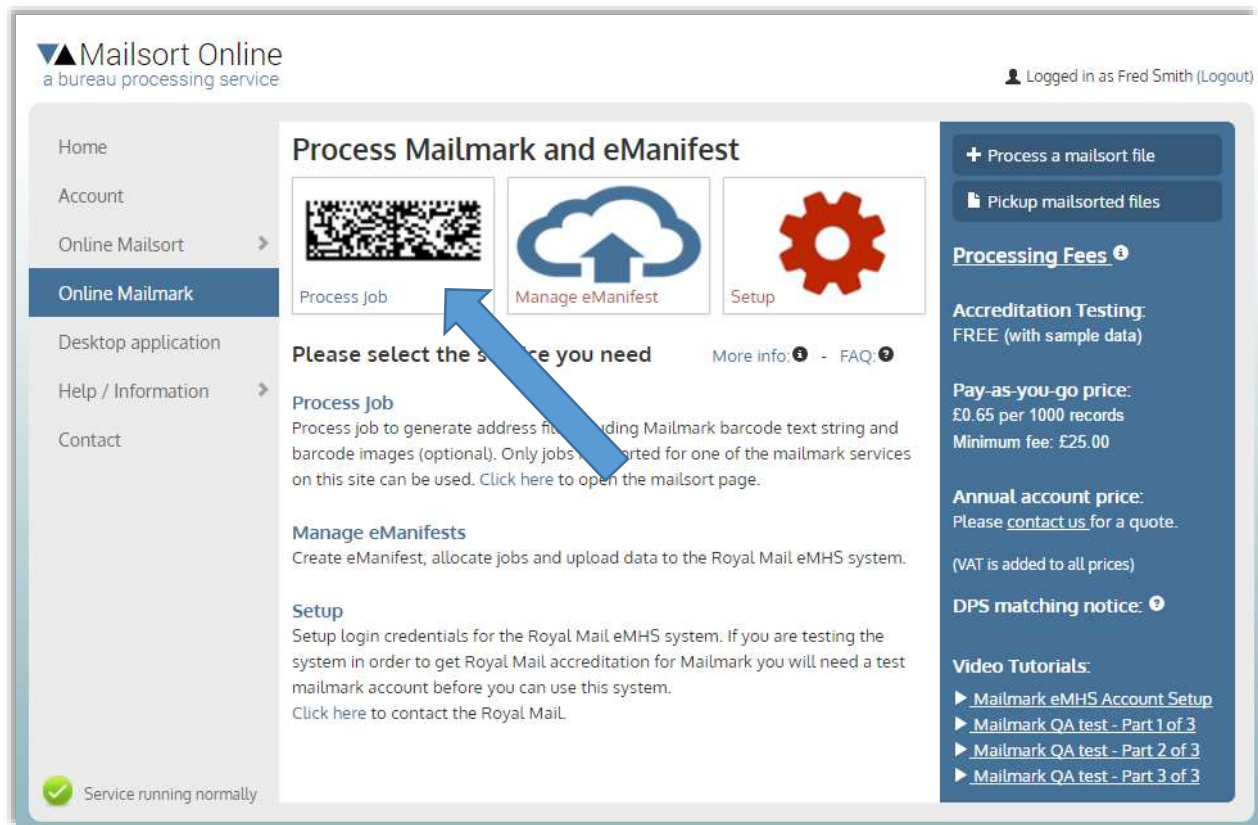
The payment includes all the subsequent stages of the Mailmark processing (Barcode generation, optional image and label files, as well as eManifest handling).

With the Mailsort process complete, you will need to continue to the Mailmark section where the barcode strings, images and labels are generated. Click the button: “Continue to Mailmark Section”

5. Mailmark Section – Process Job

In this section the barcode strings as well as the optional barcode images and labels/letters are generated. It is a pre-requisite that you have already Mailsorted your data file prior to entering this section. This is described in the previous chapter.

You may also use one of the unsorted services if you want to leave the ordering as it is (still done in the mailsort section). This is useful for instance, if your data has come from a downstream provider with the barcode already in place, or perhaps if you only wish to use the eManifest part of the service.



The screenshot shows the Mailsort Online web interface. The header includes the logo and 'a bureau processing service' on the left, and 'Logged in as Fred Smith (Logout)' on the right. A navigation menu on the left lists: Home, Account, Online Mailsort, Online Mailmark (selected), Desktop application, Help / Information, and Contact. The main content area is titled 'Process Mailmark and eManifest' and features three buttons: 'Process Job' (with a barcode icon), 'Manage eManifest' (with a cloud icon), and 'Setup' (with a gear icon). A blue arrow points to the 'Process Job' button. Below the buttons, the text reads: 'Please select the service you need' followed by 'More info: ⓘ - FAQ: ⓘ'. Under 'Process Job', it says: 'Process job to generate address files including Mailmark barcode text string and barcode images (optional). Only jobs supported for one of the mailmark services on this site can be used. Click here to open the mailsort page.' Under 'Manage eManifests', it says: 'Create eManifest, allocate jobs and upload data to the Royal Mail eMHS system.' Under 'Setup', it says: 'Setup login credentials for the Royal Mail eMHS system. If you are testing the system in order to get Royal Mail accreditation for Mailmark you will need a test mailmark account before you can use this system. Click here to contact the Royal Mail.' A status indicator at the bottom left shows a green checkmark and 'Service running normally'. The right-hand sidebar contains: '+ Process a mailsort file', 'Pickup mailsorted files', 'Processing Fees ⓘ', 'Accreditation Testing: FREE (with sample data)', 'Pay-as-you-go price: £0.65 per 1000 records, Minimum fee: £25.00', 'Annual account price: Please contact us for a quote. (VAT is added to all prices)', 'DPS matching notice: ⓘ', and 'Video Tutorials:' with links to 'Mailmark eMHS Account Setup', 'Mailmark QA test - Part 1 of 3', 'Mailmark QA test - Part 2 of 3', and 'Mailmark QA test - Part 3 of 3'.

Figure 5.1

Click the “Process Job” button to begin.

IMPORTANT NOTICE:

If you haven’t already acquired or setup your eMHS login credentials please see chapters 2 and 3 for instructions on how to do that.

You also need to ensure that the Setup is set up for the correct environment (Test or Production). If you are doing the QA production test, it must be set to “Production”.

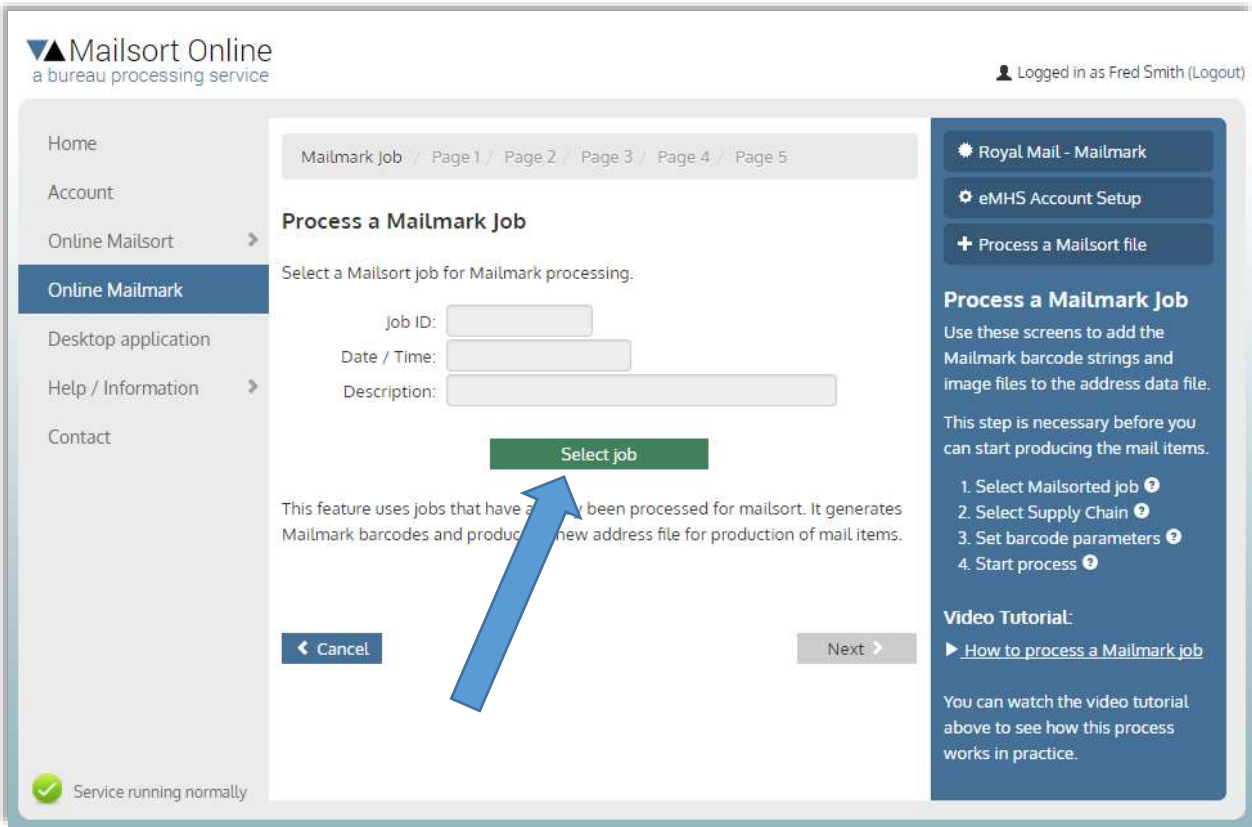


Figure 5.2

Click "Select Job"

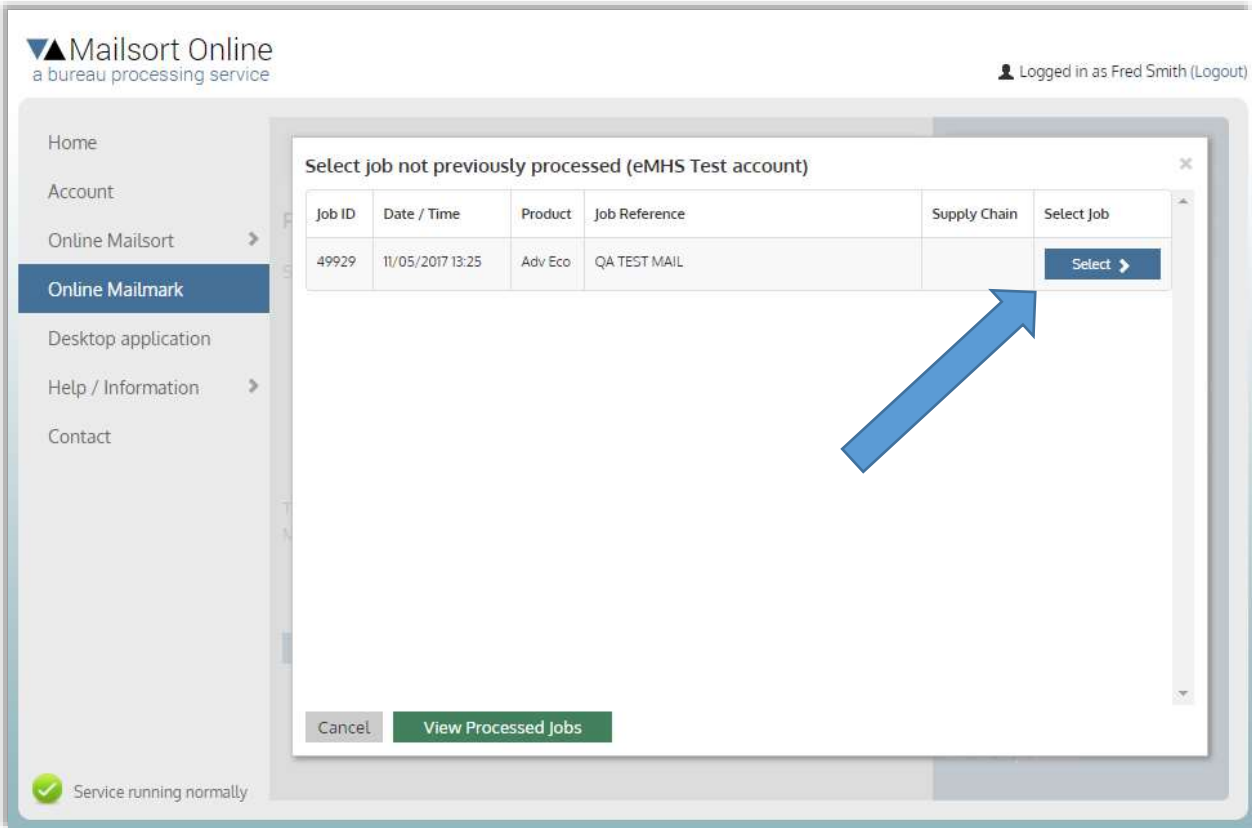


Figure 5.3

All Mailsorted jobs are shown here. Select the one you need and click "Next" when you are back on the previous page.

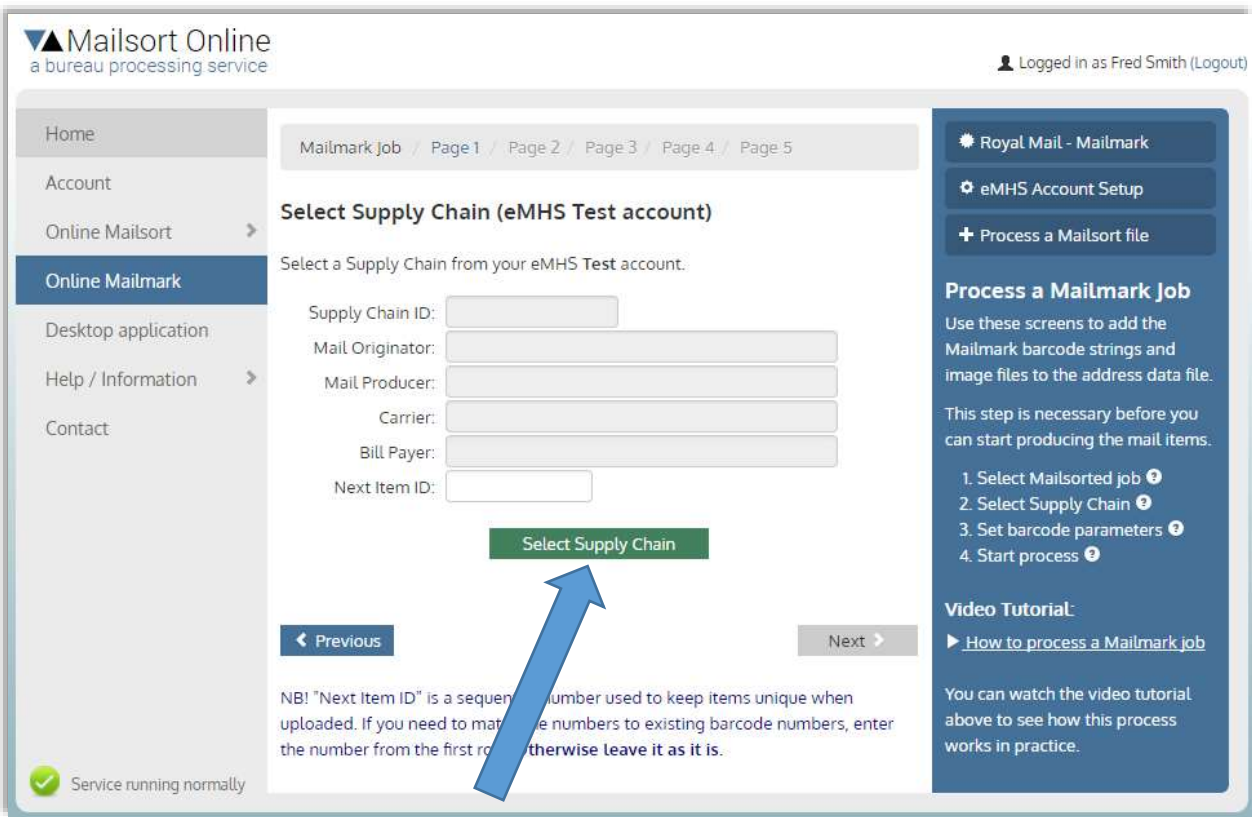


Figure 5.4

Click “Select Supply Chain”

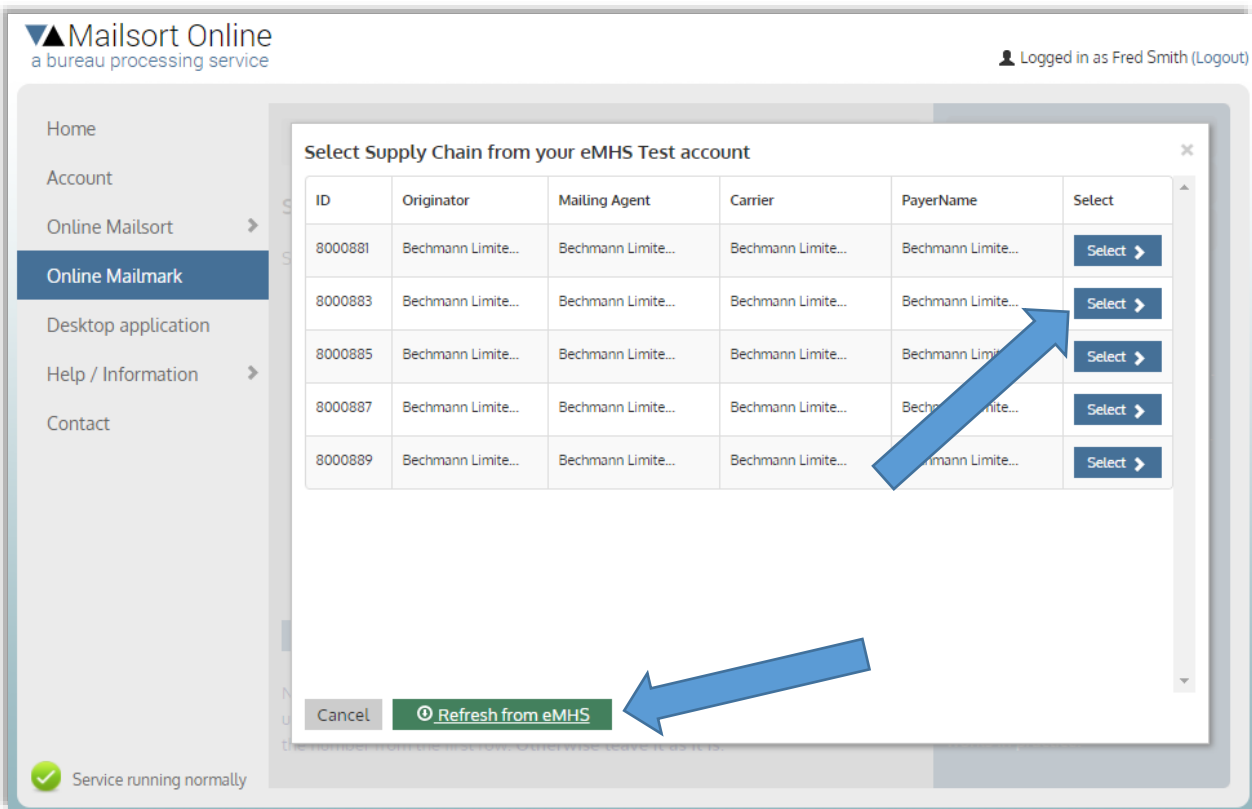


Figure 5.5

All supply chains associated with your eMHS account are shown here. If no items are listed click “Refresh from eMHS”. Select the one you need and click “Next” when you are back on the previous page.

Figure 5.6

This screen (fig 5.6) is used to specify the product parameters that are used to build the barcode strings. All the options are defaulted to the values specified when you processed the file for mailsort.

For the QA process, just leave all the options as they are and click “Next”.

IMPORTANT NOTICE:

For normal production usage, you can change these to match the actual product used. You may also use Downstream Access codes here as appropriate.

Please be aware that if you do select different product codes etc. you must ensure that the options chosen are valid and registered to be used within the supply chain in question. The eManifest upload later-on will fail if this is wrong, causing potential delays in your posting. The system has no means of pre-checking if any given combination is valid or not.

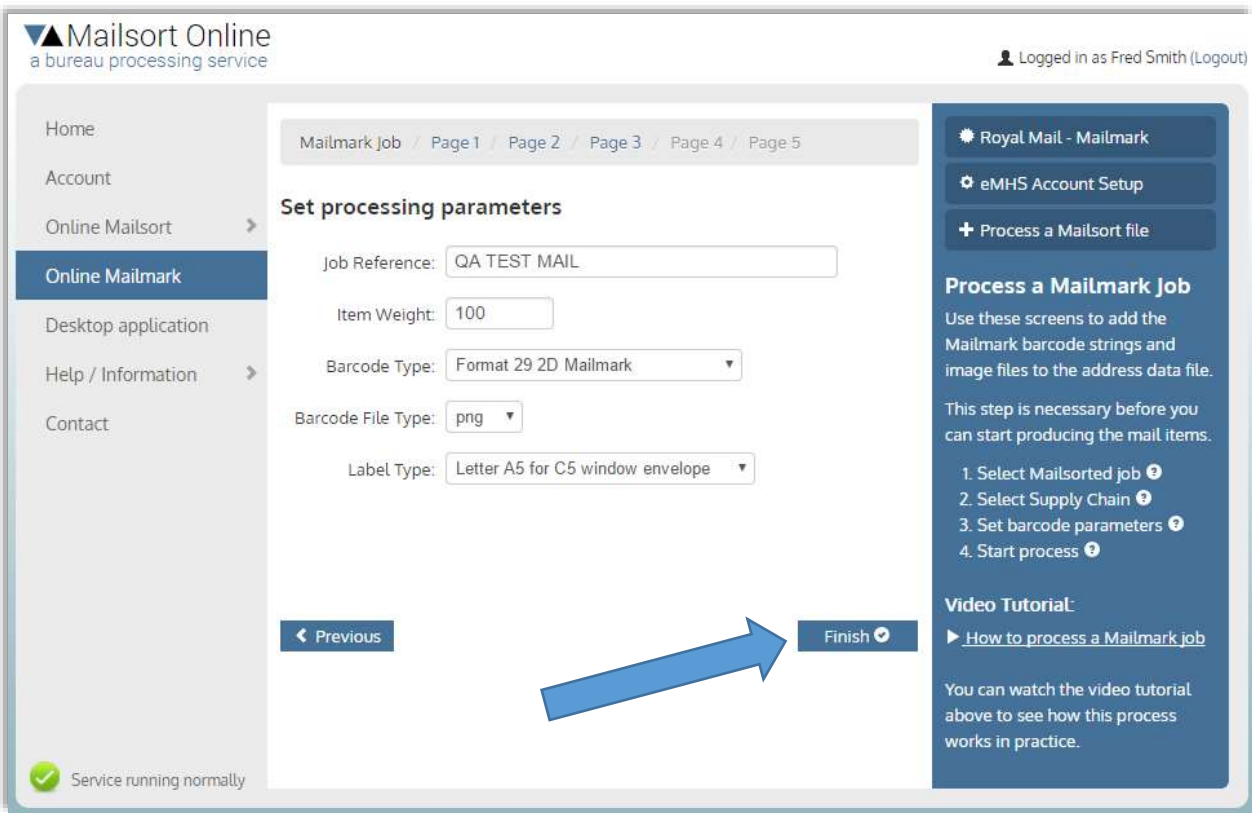


Figure 5.7

Barcode Type:

For the QA process you may choose one of the following three formats:



If the system is set to produce Format 29 2D barcodes, these will be rotated 90 degrees when the labels/letters are generated. See Appendix 1 for an example of that, plus a more detailed description of the barcode types.

Barcode File Type:

Choose between png, jpg or gif files. They are produced with a resolution of 96dpi. When using the images, please ensure that the correct physical measurement requirements are met. The png files have the smallest file size and are quicker to produce by some considerable margin, which is why they are chosen as default.

Label Type:

The system will produce labels, envelopes or letters as a PDF file, ready to print. The list of label types is added to regularly, and please let us know if you have specific requirements. See Appendix 5 for a number of examples.

For the QA process choose “Letter A4 for C5 window envelope” or “Letter A5 for C5 window envelope”.

Click “Finish” to start processing...

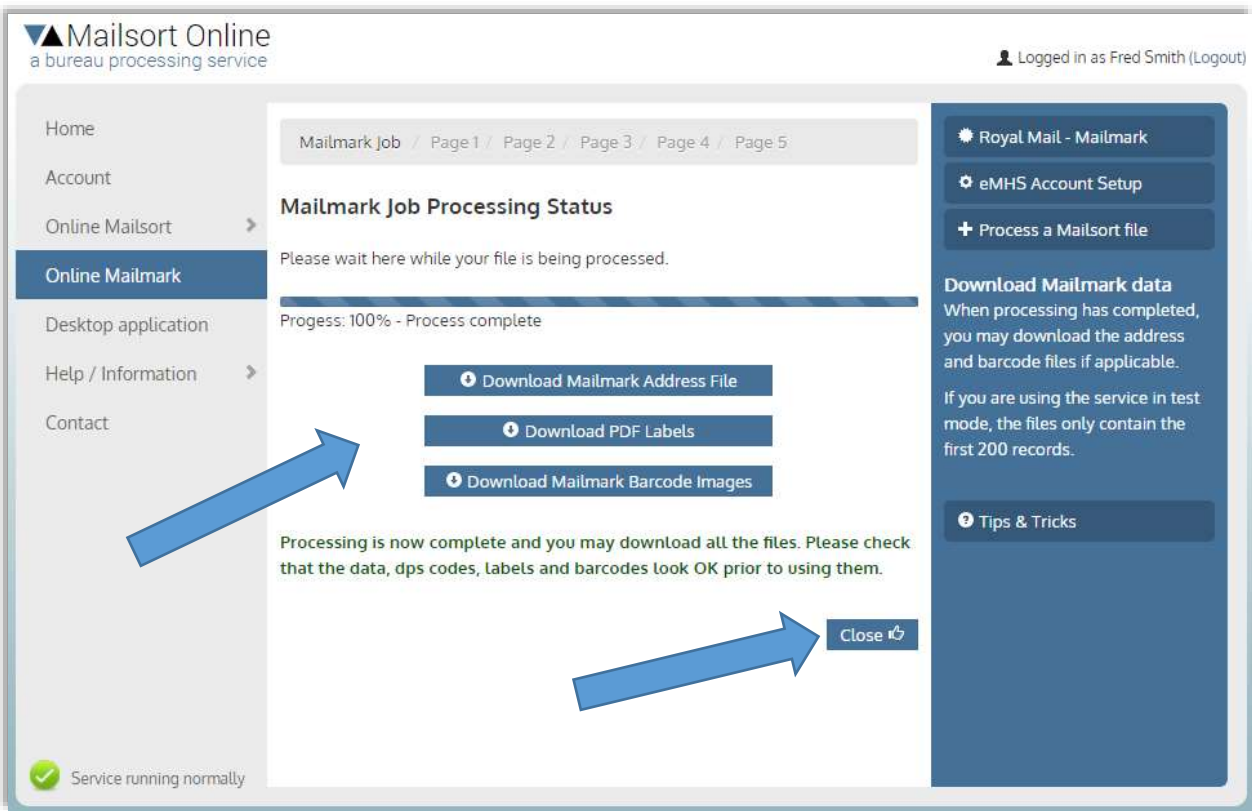


Figure 5.8

Please be patient while the data files are being produced. The job is placed in a queue and will be picked up by the first available processor.

The processor starts off with producing the address file, which contains all the original data plus a number of additional fields from the both the Mailsort and Mailmark processes.

This file is made available for download as soon as it is ready and before the processor gets on with producing the barcode images and labels. This allows you to get on with producing letters etc. while you wait for the other files. How long that takes depends on the number of records in your data, as the system is generating a separate barcode image file for each record.

As and when the buttons turn blue, the respective file is ready for download. If you have elected not to produce labels or barcode images, these will remain greyed out, even when the process is complete.

When you have downloaded all the files, you can start producing your mailing.

The eManifest handling aspect only comes into play when your mailing is ready to be handed over to the Royal Mail for posting.

NB! If you are doing QA testing, you will need to produce the mail piece examples (200 items) at this point. You can use the pdf letters to print letters and put them into C5 window envelopes that have been prepared to meet the Royal Mail letter guidelines with your own return address and PPI markings. You can see an example of that in Appendix 1.

Send them off to the Royal Mail Accreditation co-ordinator along with the completed form as shown in Appendix 2.

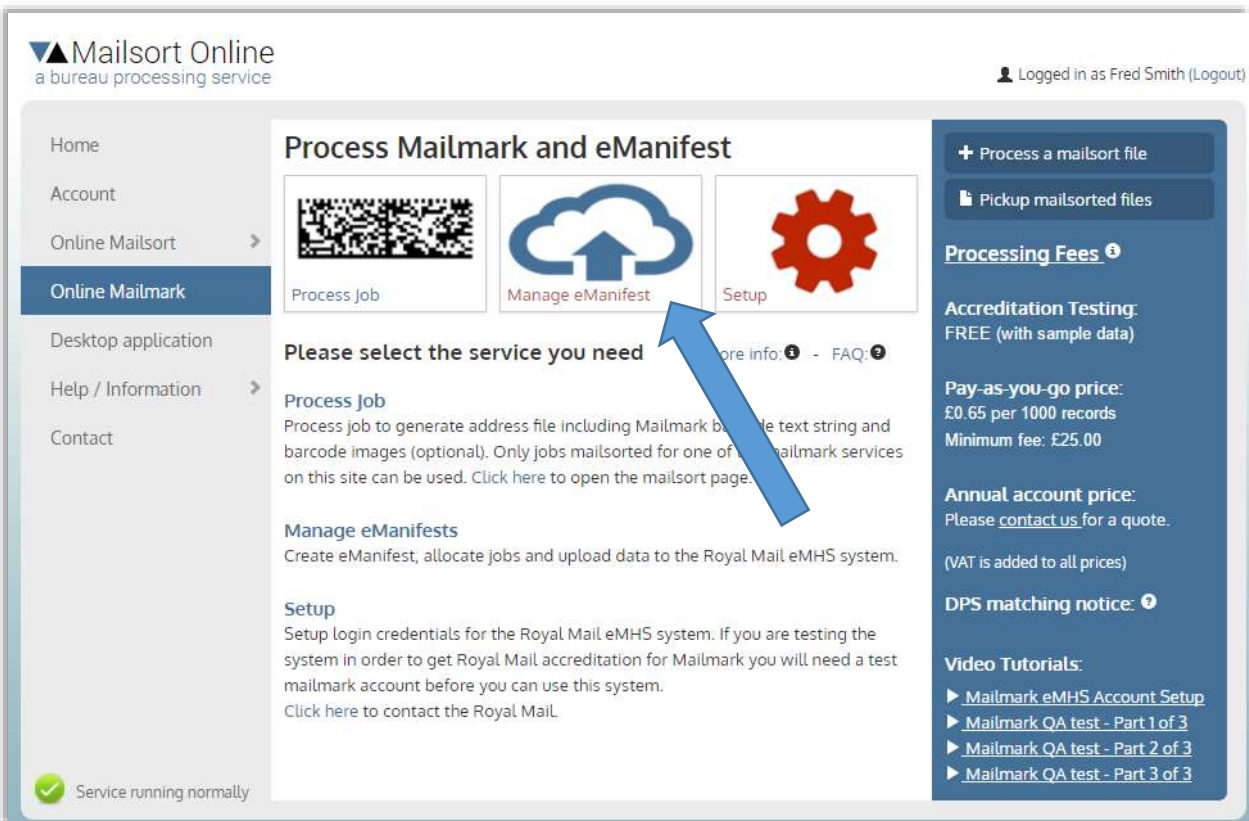
Once they are happy that the mail pieces meet their requirements and that they can read the barcodes, they will ask you to create an eManifest and upload the data. See the next chapter for that...

6. Manage eManifest

Use this section to create an eManifest and upload the data to the Royal Mail eMHS system.

The uploaded data comes from the Process Job section.

If you have data from a Downstream Access source that has already been prepared (barcode already in place) and you only wish to use the eManifest part of the service, you will still need to run it through one of the Unsorted services in the Mailsort section first, followed by the Process Job service in the Mailmark section.



The screenshot shows the Mailsort Online interface. The header includes the logo and 'a bureau processing service', and the user is logged in as Fred Smith. The left sidebar contains navigation links: Home, Account, Online Mailsort, Online Mailmark (selected), Desktop application, Help / Information, and Contact. The main content area is titled 'Process Mailmark and eManifest' and features three icons: 'Process Job' (barcode), 'Manage eManifest' (cloud with arrow), and 'Setup' (gear). A blue arrow points to the 'Manage eManifest' icon. Below the icons, the text reads 'Please select the service you need' followed by 'More info' and 'FAQ'. The 'Process Job' section describes generating an address file. The 'Manage eManifests' section describes creating an eManifest and uploading data. The 'Setup' section describes setting up login credentials. The right sidebar contains a 'Process a mailsort file' button, a 'Pickup mailsorted files' button, 'Processing Fees' information (including accreditation testing, pay-as-you-go price, and annual account price), and 'DPS matching notice' and 'Video Tutorials' links.

Figure 6.1

You must have at least one job prepared (see chapter 5), and you only need to do this part when the mailing is ready to be handed over (or for QA testing when asked by the Royal Mail to do so).

Click “Manage eManifest” to start...

IMPORTANT NOTICE:

- You cannot create an eManifest more than 7 days in advance.
- You can only create one eManifest per day, per supply chain.
- If you have multiple mailings to go on the same day (for the same supply chain) they must all be added to the same eManifest.

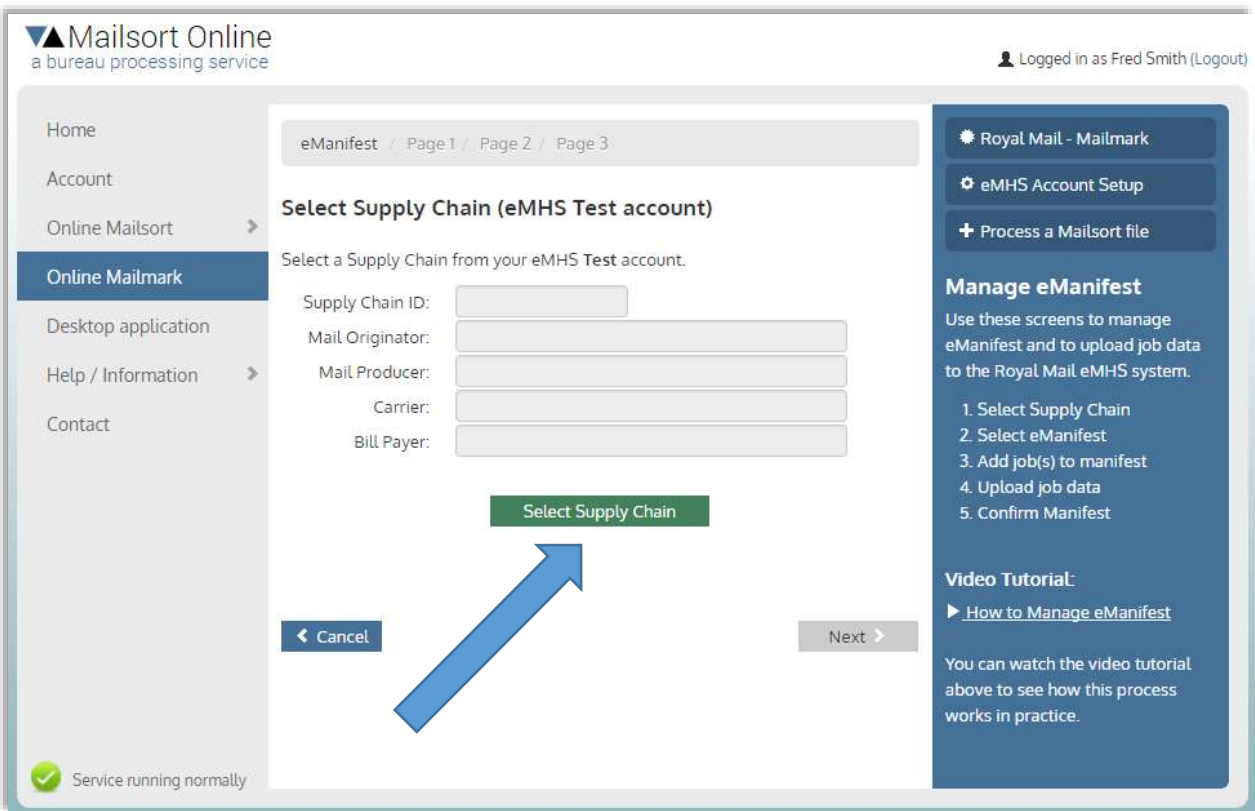


Figure 6.2

Click “Select Supply Chain”

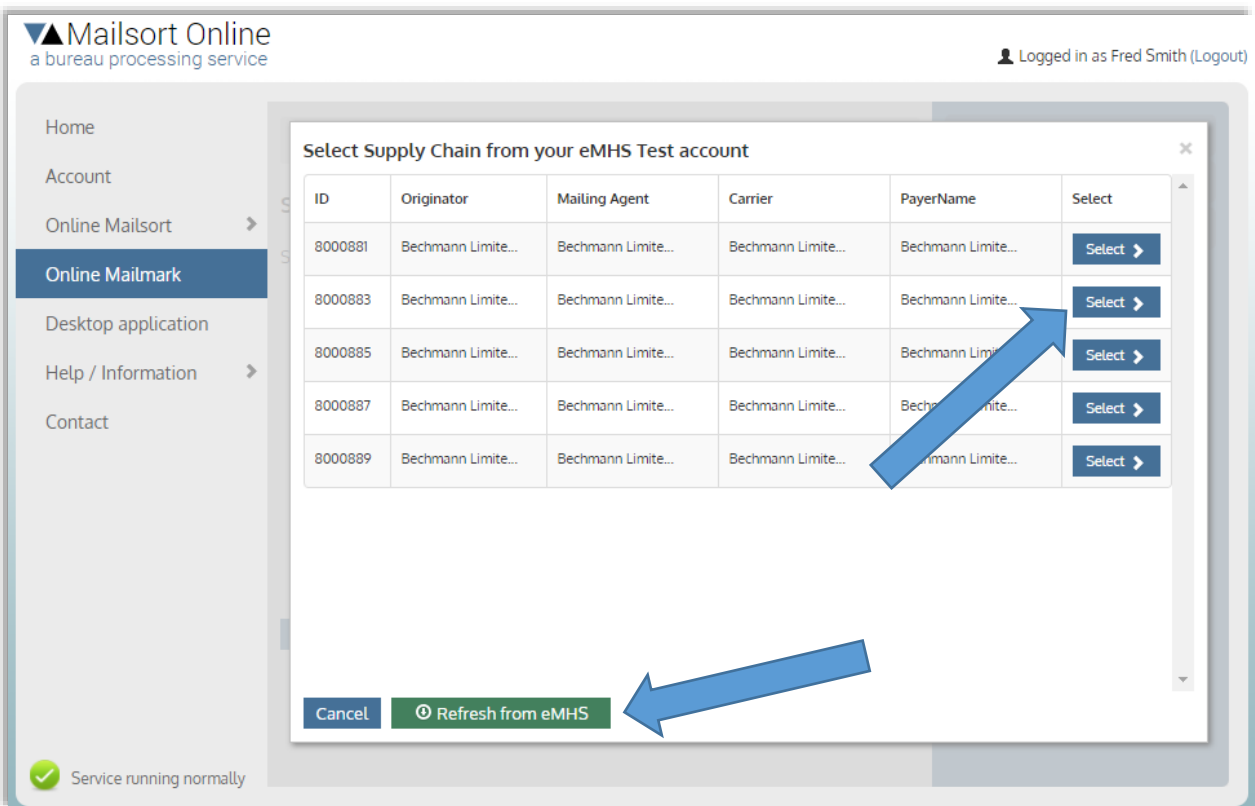


Figure 6.3

All supply chains associated with your eMHS account are shown here. If no items are listed click “Refresh from eMHS”. Select the one you need and click “Next” when you are back on the previous page.

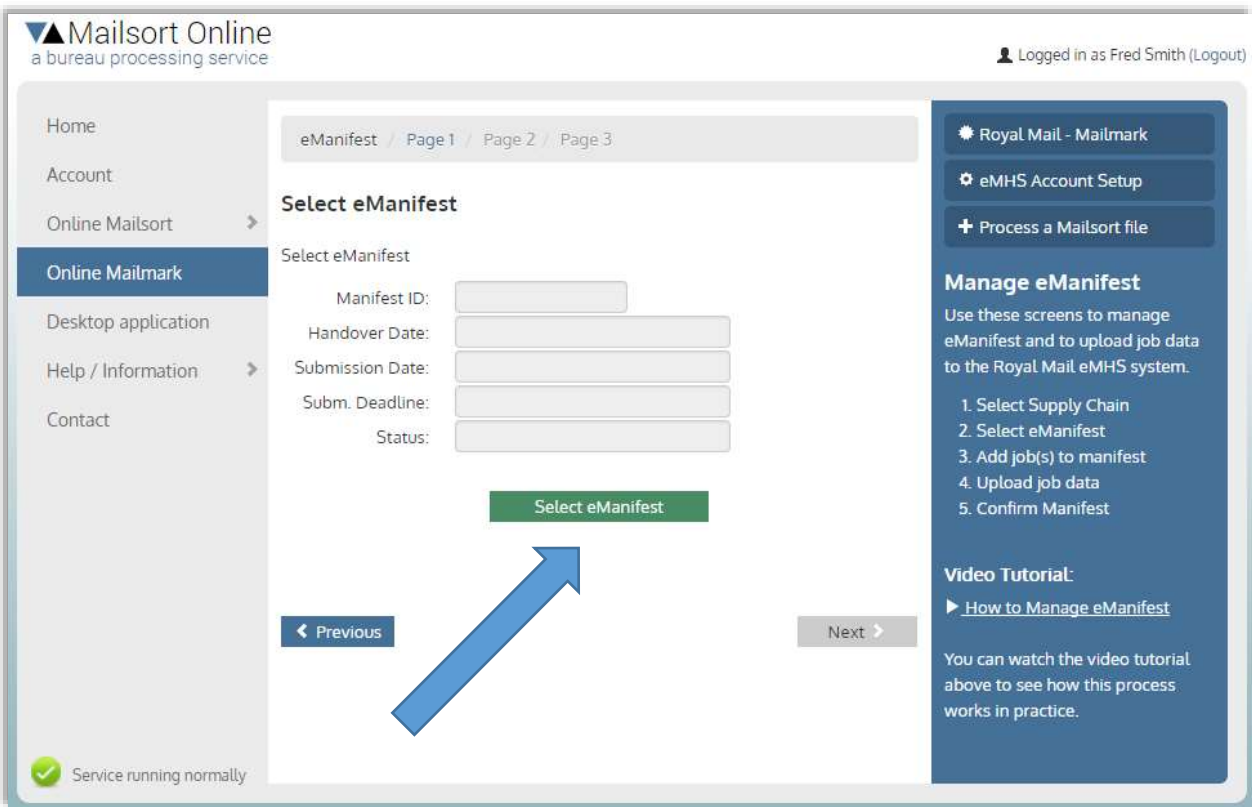


Figure 6.4

Click “Click Select”...

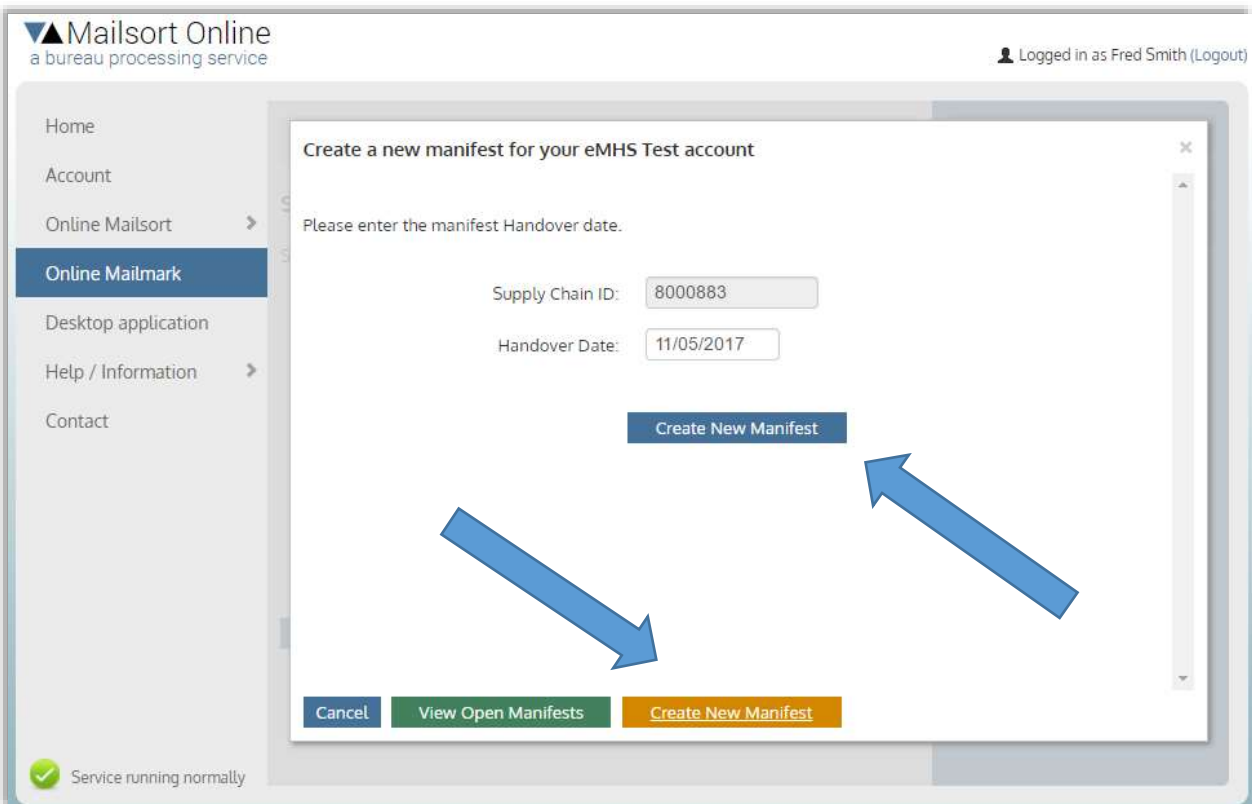


Figure 6.5

Select a manifest, or click “Create New Manifest” to make a new one. You can specify a handover date of up to 7 days in advance, but you can only create one per day, per supply chain.

An eManifest is simply a header record describing the handover date, and to which the jobs are attached.

Mailsort Online
a bureau processing service

Logged in as Fred Smith (Logout)

Home
Account
Online Mailsort
Online Mailmark
Desktop application
Help / Information
Contact

eManifest / Page 1 / Page 2 / Page 3

Manifest ID	Handover Date	Submission Date	Deadline Date	Status
17067	11/05/2017	11/05/2017	11/05/2017 21:30:00	Open

Manage Manifest Jobs

Job ID	Date / Time	Product	Job Ref	eMHS Status	Select Job
No jobs found...					

Add job to manifest **Refresh**

Previous **Confirm Manifest** **Close**

Service running normally

Royal Mail - Mailmark
eMHS Account Setup
+ Process a Mailsort file

Manage eManifest
Use these screens to manage eManifest and to upload job data to the Royal Mail eMHS system.

1. Select Supply Chain
2. Select eManifest
3. Add job(s) to manifest
4. Upload job data
5. Confirm Manifest

Video Tutorial:
▶ [How to Manage eManifest](#)
You can watch the video tutorial above to see how this process works in practice.

Figure 6.6

This screen is the main Manifest management area. You can manage multiple jobs for the same day and upload the details to the eMHS system. Click “Add job to manifest” for each one.

Mailsort Online
a bureau processing service

Logged in as Fred Smith (Logout)

Home
Account
Online Mailsort
Online Mailmark
Desktop application
Help / Information
Contact

Manifest: Select job (eMHS Test account)

Job ID	Date / Time	Product	Job Reference	Supply Chain	Select Job
49929	11/05/2017 13:25	Adv Eco	QA TEST MAIL	8000883	Select

Close

Service running normally

Figure 6.7

All the jobs that have been processed via the same supply chain, but not yet uploaded are included in the list. Select the appropriate job(s) one at the time.

Mailsort Online
a bureau processing service

Logged in as Fred Smith (Logout)

Home
Account
Online Mailsort
Online Mailmark
Desktop application
Help / Information
Contact

eManifest / Page 1 / Page 2 / Page 3

Manifest ID	Handover Date	Submission Date	Deadline Date	Status
17067	11/05/2017	11/05/2017	11/05/2017 21:30:00	Open

Manage Manifest Jobs

Job ID	Date / Time	Product	Job Ref	eMHS Status	Select Job
49929	11/05/2017 13:25	Adv Eco	QA TEST MAIL	Not submitted	Upload

Service running normally

Royal Mail - Mailmark
 eMHS Account Setup
 + Process a Mailsort file

Manage eManifest
 Use these screens to manage eManifest and to upload job data to the Royal Mail eMHS system.

1. Select Supply Chain
2. Select eManifest
3. Add job(s) to manifest
4. Upload job data
5. Confirm Manifest

Video Tutorial:
 ► [How to Manage eManifest](#)

You can watch the video tutorial above to see how this process works in practice.

Figure 6.8.

When you have added all the relevant jobs, click the orange “Upload” button on each one to open the upload screen.

Mailsort Online
a bureau processing service

Logged in as Fred Smith (Logout)

Home
Account
Online Mailsort
Online Mailmark
Desktop application
Help / Information
Contact

eMHS job upload (eMHS Test account)

Job ID	Batch ID	Item Count	Job Ref	Status
49929	0	200	QA TEST MAIL	Not submitted

Progress: 0% - Upload not started

Service running normally

Figure 6.9

Click orange “Upload & Submit Batch” to start the upload. If you had added the job to this manifest by mistake, or you come to realise that you will not make the deadline in time, click “Remove Job”.

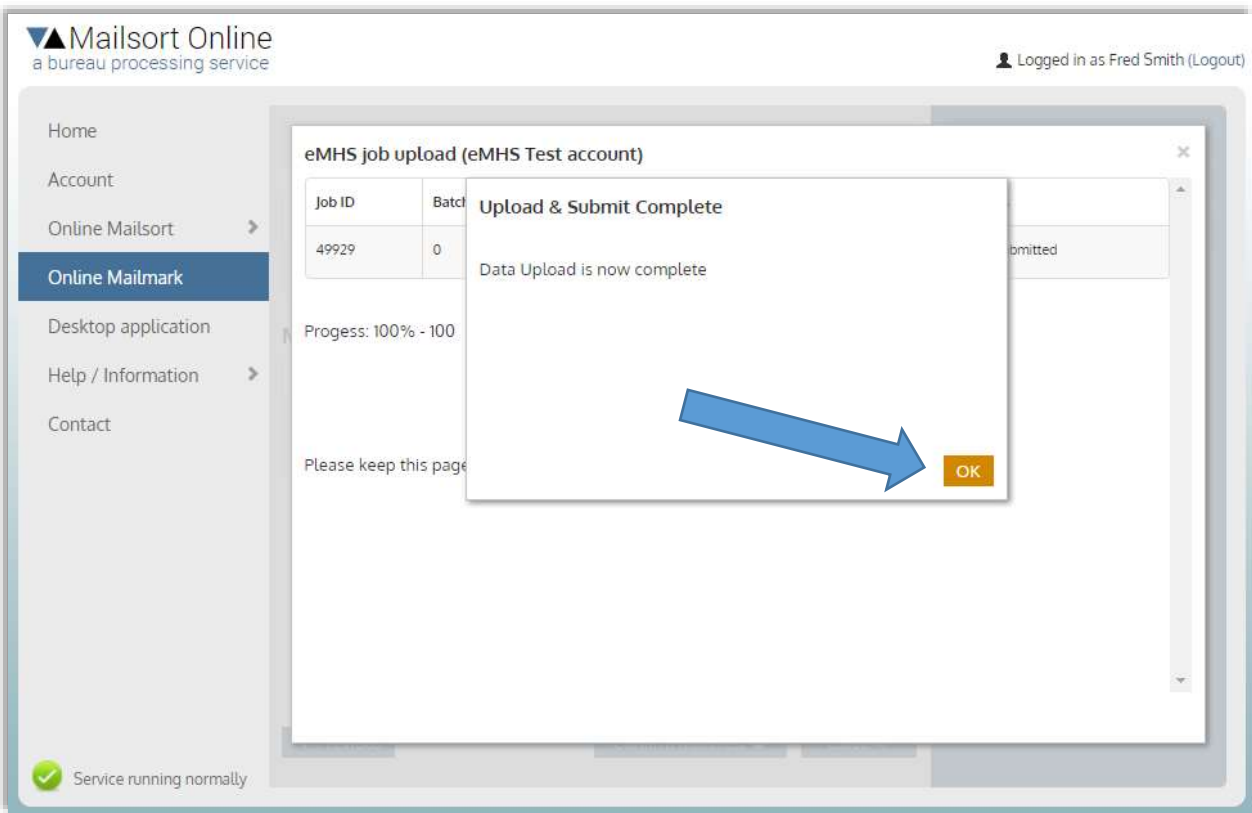


Figure 6.10

When the upload is complete, an alert will display as shown. The upload may take some time depending on how many records the mailing contains. Please wait until the alert box appears and click “OK”.

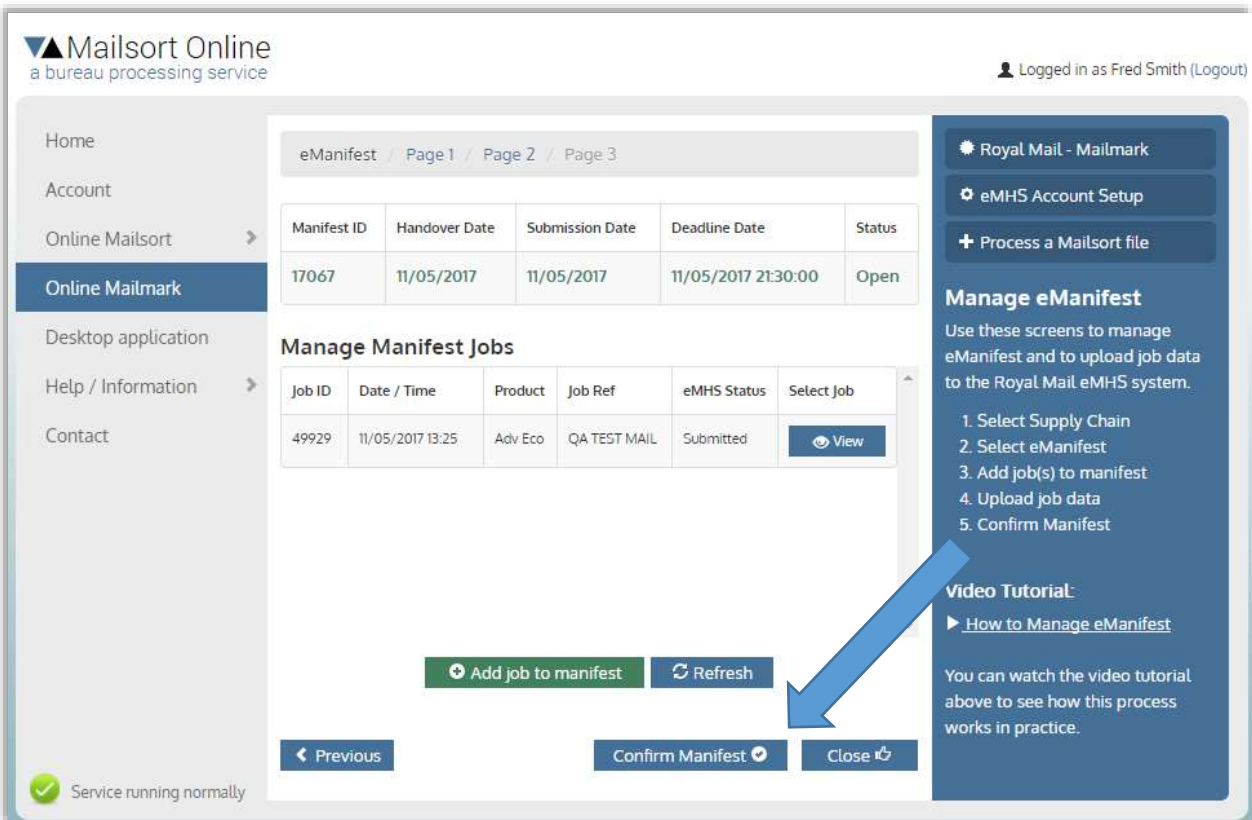


Figure 6.11

When all the jobs have been uploaded, the last thing to do is to click “Confirm Manifest” which informs the eMHS system that the manifest is complete.

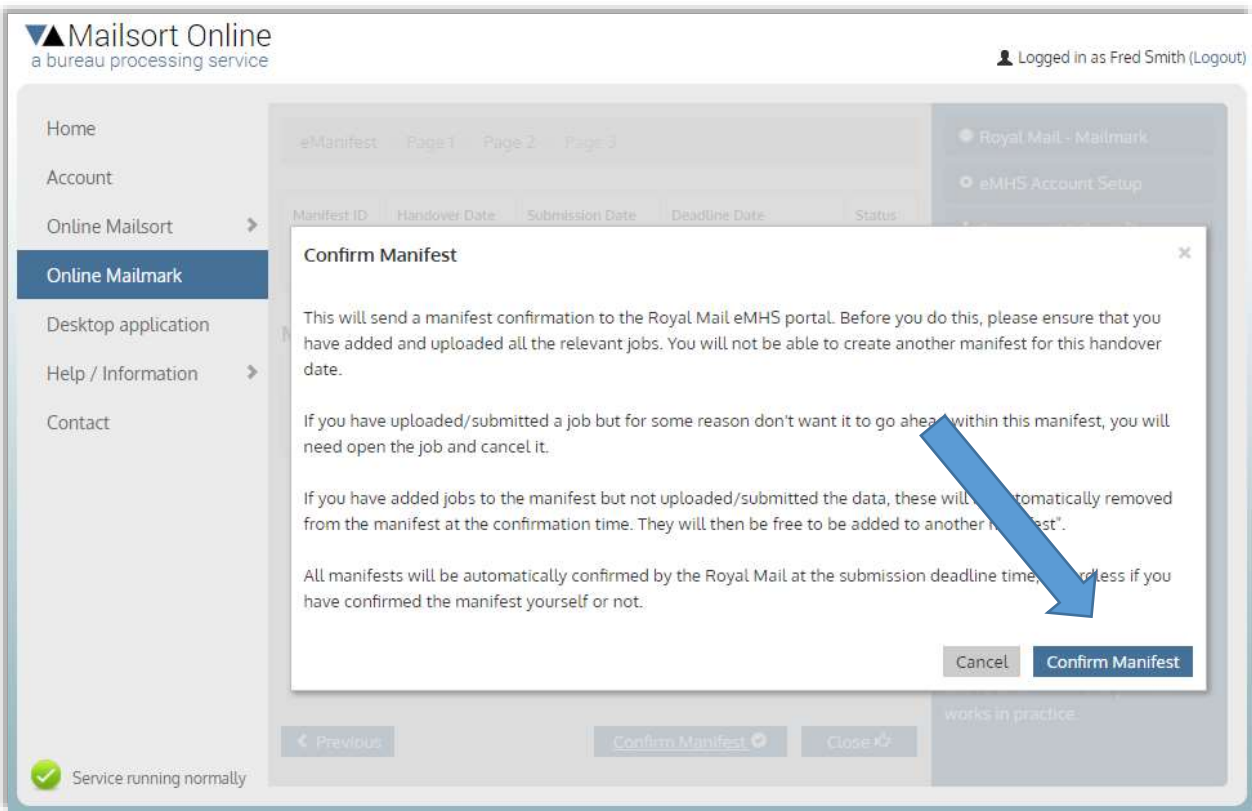


Figure 6.12

You will need to click “Confirm Manifest” again on the alert box. It is not possible add any more jobs to that manifest after it has been confirmed, so don’t do this until you are certain that no more jobs are going that day.

If the manifest contains jobs that have not been uploaded or were cancelled, you can open the jobs and remove them from the manifest. Or, you can just leave them in place. The system will automatically remove them during the confirmation process. The jobs will be put back in the “pot” for adding to a manifest for another day.

Please be aware that once the submission deadline has passed (see deadline date on the manifest screen) the manifest will automatically be confirmed by the Royal Mail along with all uploaded jobs.

IMPORTANT

If for some reason you have uploaded a job, but realise that you will not be able to get it handed over in time, you must remember to cancel it as it will otherwise be confirmed along with the manifest and you may be required to pay for it. Click the “View” button on the job to open it up and click the “Cancel” button to cancel it.

▲ Mailsort Online
a bureau processing service

Logged in as Fred Smith (Logout)

Home
Account
Online Mailsort
Online Mailmark
Desktop application
Help / Information
Contact

eManifest / Page 1 / Page 2 / Page 3

Manifest ID	Handover Date	Submission Date	Deadline Date	Status
17067	11/05/2017	11/05/2017	11/05/2017 21:30:00	Confirmed

Manage Manifest Jobs

Job ID	Date / Time	Product	Job Ref	eMHS Status	Select Job
49929	11/05/2017 13:25	Adv Eco	QA TEST MAIL	Submitted	View

Refresh

← Previous

Close ↶

Service running normally

Royal Mail - Mailmark

eMHS Account Setup

+ Process a Mailsort file

Manage eManifest

Use these screens to manage eManifest and to upload job data to the Royal Mail eMHS system.

1. Select Supply Chain
2. Select eManifest
3. Add job(s) to manifest
4. Upload job data
5. Confirm Manifest

Video Tutorial:

▶ [How to Manage eManifest](#)

You can watch the video tutorial above to see how this process works in practice.

Figure 6.13

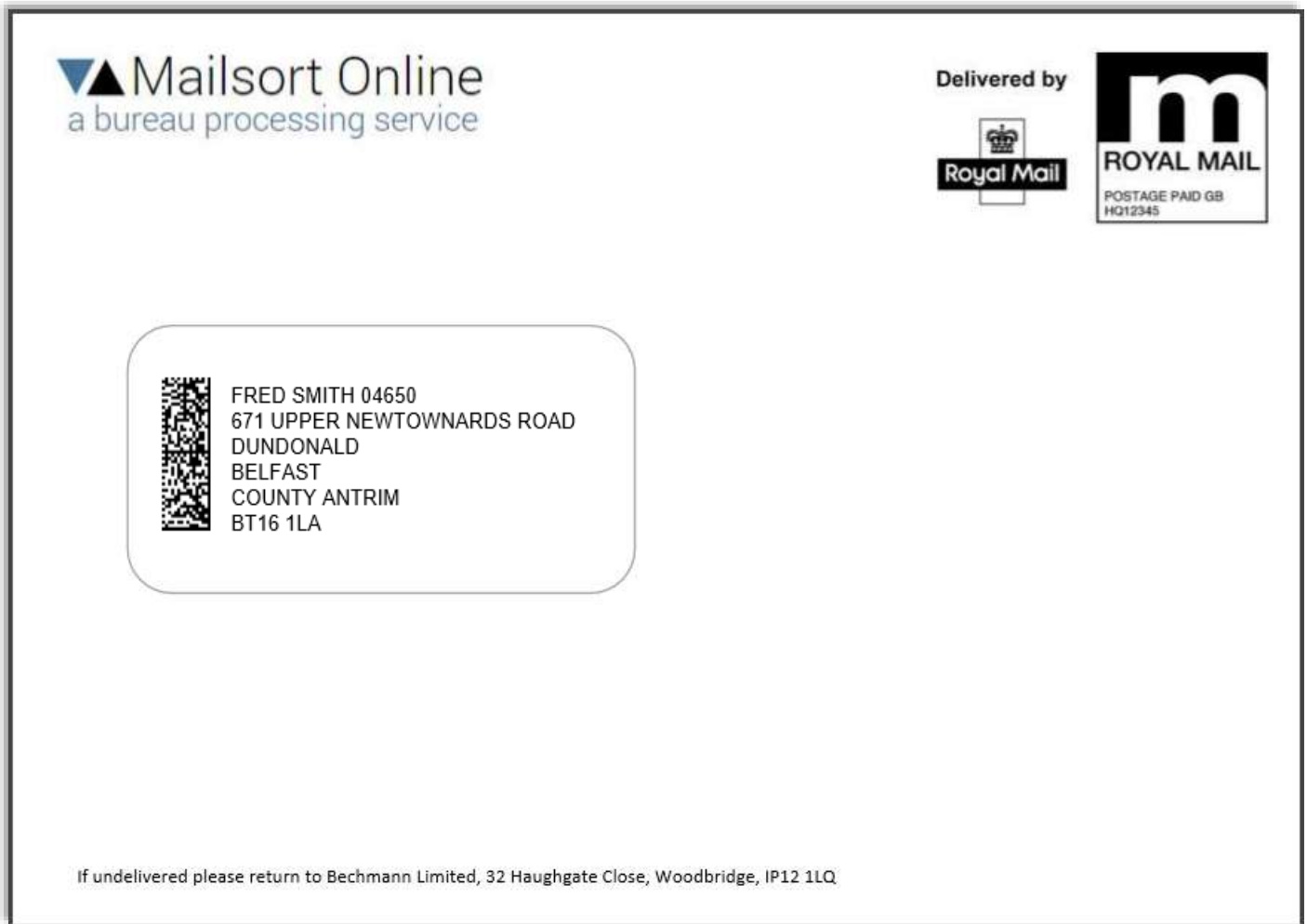
When confirmation is complete you are taken back to this screen, but now, no changes can be made to the manifest

Everything is now done so you can now close the form. It is possible to go back to the same manifest again later, simply by choosing the same supply chain and manifest.

You will receive an email from support@dockethub.com confirming that the manifest is confirmed, also listing all the jobs and item numbers they have received. Please check the details in this letter and alert the Royal Mail immediately if something is wrong.

If you have done this as part of the QA test, please now inform the Royal Mail Accreditation co-ordinator that the upload is complete. They will also require a copy of the "Docket Hub" confirmation email.

Appendix 1: Sample mail item for Quality Assurance Test



CMDM Mailmark Barcode Types (ECC200 Data Matrix):



Format 29 2D



Format 7 2D



Format 9 2D

1. **Format 29 2D:**
 - a. **Module size:** 16 x 48 modules
 - b. **Physical dimensions:** 8 x 24 mm (max: 11.2 x 33.6 mm)
 - c. **Total capacity:** 70 characters (with C40 encoding)
 - d. **Available for customer use:** 25 characters (in columns CustomerContent/Spare9)
2. **Format 7 2D:**
 - a. **Module size:** 24 x 24 modules
 - b. **Physical dimensions:** 12 x 12 mm (max: 16.8 x 16.8 mm)
 - c. **Total capacity:** 51 characters (with C40 encoding)
 - d. **Available for customer use:** 6 characters (in columns CustomerContent/Spare9)
3. **Format 9 2D:**
 - a. **Module size:** 32 x 32 modules
 - b. **Physical dimensions:** 16 x 16 mm (max: 22.4 x 22.4 mm)
 - c. **Total capacity:** 90 characters (with C40 encoding)
4. **Available for customer use:** 45 characters (in columns CustomerContent/Spare9)

All barcodes require a minimum clear zone of 2mm on all sides. (2.8 mm if max dimensions are used)



**QUALITY ASSURANCE & DESIGN CHECK
MAILPIECE & PRINTING CHECK FOR MAILMARK**

1	YOUR DETAILS	
	COMPANY	
	MAILMARK PARTICIPANT NAME	
	PPI No	
	ADDRESS	
	POST TOWN	
	POSTCODE	
	CONTACT NAME	
	TELEPHONE NUMBER	
	EMAIL ADDRESS	
ROYAL MAIL CONTACT		
TELEPHONE No		

2*	MAILPIECE DETAILS	MAILMARK
	Please find enclosed 200 fully addressed, filled and sealed mail pieces with the appropriate indicia and Mailmark.	
	Design check. – 10 fully addressed, filled and sealed mail pieces with the appropriate indicia and Mailmark	
	I would like my sample items returned. If I select 'no' these items will be destroyed as 'confidential waste'.	Yes / No

Return Address	If you have selected for your samples to be returned and would like <u>you</u> samples returned to a different than your address above, please provide the return address below.
ADDRESS	

*	PLEASE NOTE
	We will keep 7 samples for our own records for reference in the event of any future queries.



3	SAMPLE ITEMS		
	SAMPLE ITEMS ENCLOSED		YES NO
	NUMBER OF SAMPLE ITEMS		
	PRINT NAME		
	SIGN		
	DATE		

4	POST TO	
	ACCREDITATION CO-ORDINATOR	
	ROYAL MAIL CUSTOMER SERVICES	
	DRAKE HOUSE	
	BREAKWATER ROAD	
	PLYMSTOCK	
	PLYMOUTH PL9 7HW	

Appendix 3: How data file is structured

- It must be a comma delimited text file, named with the file extension ".csv"
- It must include column names in the first row.
- It must contain a separate column for postcodes.

- Postcode column should be named: "Postcode".
- Address line 1 should be named: "Address1".

- Please wrap any data containing commas in double quotes (eg. "Smith, Fred").
- Addresses must not have line feed characters embedded.

- You may "zip" the file to make uploading faster (containing one csv file only).
- The csv or zip file must be no larger than 15 MB.

Sample data file

You may download a sample data file from:

https://www.mailsortonline.com/content/documents/sample_data.zip

https://www.mailsortonline.com/content/documents/sample_data_200.zip (200 records only)

```
"ID","Name","Address1","Address2","Address3","Address4","Address5","Address6","Postcode","DPS","CustomerContent","Spare9"
1,"Fred Smith 00001","1 Abbotts Court","Park Road","Winchester","Hampshire",,"SO23 7BE","3D","CC00001","S900001"
2,"Fred Smith 00002","1 Abingdon Close","Wolverhampton","West Midlands",,"WV1 2PR","1A","CC00002","S900002"
3,"Fred Smith 00003","1 Abington Way","Swindon","Wiltshire",,"SN2 7SZ","1A","CC00003","S900003"
4,"Fred Smith 00004","1 Addington Road","Nottingham","Nottinghamshire",,"NG7 5PA","1A","CC00004","S900004"
5,"Fred Smith 00005","1 Addison Crescent","Leven","Fife",,"KY8 4AR","1A","CC00005","S900005"
6,"Fred Smith 00006","1 Affric Drive","Falkirk","Stirlingshire",,"FK2 7UF","1A","CC00006","S900006"
7,"Fred Smith 00007","1 Albert Mews","Albert Road","Romford","Essex",,"RM1 2PD","1Y","CC00007","S900007"
8,"Fred Smith 00008","1 Albion St.,"Queensbury","Bradford","West Yorkshire",,"BD13 2HA","1A","CC00008","S900008"
9,"Fred Smith 00009","1 Alderbank","Horwich","Bolton","Lancashire",,"BL6 7RF","1A","CC00009","S900009"
10,"Fred Smith 00010","1 Aldersley Avenue","Manchester","Lancashire",,"M9 8NR","1A","CC00010","S900010"
```

NB! The sample data files contain dummy data only and must not be used in real mailings.

Fields (columns):

1. **ID:** Unique reference of your own choice
2. **Name:** Name of recipient. This is used if you have opted to have PDF labels/letters produced. The system can pick out a number of different variations of the name column in the data. You can force the system to pick-up a specific column by naming it "LabelName" or "Label Name".
3. **Address1*:** Used together with the postcode to derive a DPS. It is mandatory for all barcoded mailings.
4. **Address2-9*:** Contain all the remaining lines of address data, apart from the postcodes.
5. **Postcode*:** Must contain properly formatted postcodes (i.e. with letters, numbers and spaces)
6. **DPS:** If your data already contains DPS codes they can be used instead of the ones derived by our system. Our system will add an additional column, also called "DPS".
7. **CustomerContent:** Mailmark barcodes have spare capacity to include customer specific content. Type 7 can contain 6 additional characters, Type 9 can contain 45 and Type can contain 25.
8. **Spare9:** If you include CustomerContent data, this will not be included in the eManifest upload and show up in reports. If you want this feature, include the same data again in the Spare9 column (or any other data for that matter, up to 40 characters max).

NB! The fields marked * are mandatory. (Regarding the fields Address2 to Address9, only the fields containing data are mandatory. For instance, if there is nothing in the fields Address7 to Address9 at all, you need not include them in the data, as per the sample data above).