

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

If you do not yet have The Delivery Group SCID please fill in the TDG SCID & Participant ID form using the instructions if required.

If you wish for The Delivery Group to mail sort the data on your behalf or you wish to use Labeller, The Delivery Group will advise on the procedure/installation of the software should you require it. This may incur an additional fee if the data DPS function is required.

If using other third party software, The Delivery Group will advise accordingly on the process for ensuring the software is appropriately integrated with The Delivery Group systems.

Please ensure for each Mailmark mailing;

- The Delivery Group Docket Hub (SMDH) 'Collection Date' is set as the working day before the eManifest handover date.
- The eManifest handover date is set as the date the mail is intended for handover to Royal Mail i.e. the working day after the declared SMDH 'Collection Date' (N/A to Labeller users).
- The 'Job Reference' on SMDH must match exactly the 'Batch Reference' used for the eManifest uploaded, including any symbols and upper/lower case etc. Please note there is a character limit of 14 for the 'Job Reference' in SMDH so this must be considered when setting the Batch Reference for the eManifest (N/A to Labeller users).
- The appropriate Poster/Client account is used that has been confirmed as mapped by The Delivery Group to the SCID you are using for the mailing.

If you require any further information or any proof checks etc. please email [mailmark@thedeliverygroup.co.uk](mailto:mailmark@thedeliverygroup.co.uk)

Please note: Applicable Mailmark surcharges will be forwarded onto The Delivery Group's commercial client by default. An admin fee of £0.000878 (0.0878p) per item will be applied for any mailings sent on a Mailmark service, this will be displayed as 'Mailmark Admin Fee' on the bottom of your invoice.

The above is not exhaustive and should be used as a guide only. Please ensure all criteria of the Mailmark specification have been met in addition to the above as failure to comply may result in delays or surcharges being applied.