Despatch Manager Online

Shipper User Training Guide

February 2015

Version 2.0

Part 3

Contents

Help

The 'Help' tab offers support for various aspects of DMO. The information in the help tab is a quick reference for the topics included in this User Guide.

Despatch Manager Online

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International Batch Process
How to create an API shipment
How do I manage End Of Day process
Reporting / Audit Reporting
Useful Contacts
How Do I Create, View, Edit or Delete a Mail Group
How do I manage my shipments
Printing and Printers
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International Batch Process

What extra do I need to run a Batch import for International Despatches ?

1. Amend your batch import template to include the International Products
2. Ensure your import file contains the correct destination country code

Destination Country Codes,

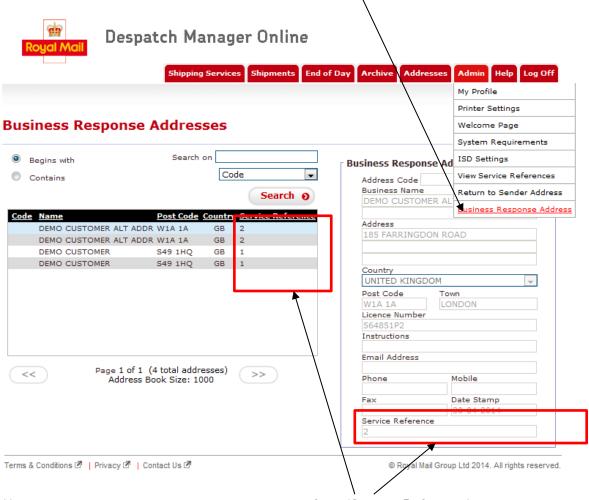| AF	AFGHANISTAN		LT	LITHUANIA
AX	ALAND ISLANDS		LU	LUXEMBOURG
AL	ALBANIA		MO	MACAO
DZ	ALGERIA		MK	MACEDONIA
AS	AMERICAN SAMOA		MG	MADAGASCAR

Appendices

Appendix 1: Printing or emailing Royal Mail Tracked Returns labels

The purpose of this appendix is to explain how and when to print or email Tracked Return labels to your customers using Despatch Manager Online.

It is advised that you only print or email Tracked Return labels when required. Do not re-print or re-send the same label to different customers. In addition, you should not print a batch of Tracked Return labels for you to stockpile as the Tracking numbers may become obsolete.
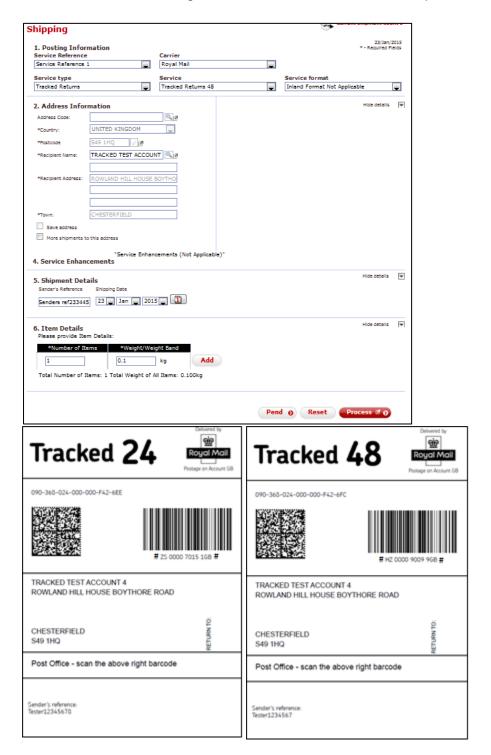
Preliminary Checks:

Before trying to create Tracked Return labels please check the addresses are correct by navigating on the main menu to 'Admin' and then 'Business Responses Address'. If an additional Business Response Address is needed contact 08457950950 or your Royal Mail Account handler to arrange to add the existing Tracked Returns service (Tracked Returns 24 and or 48) onto a new Service Reference Code, with the new Business Response Address.

Whilst on this page, you should also take note of the 'Service Reference' assigned to each address, this will be important for creating a Tracked Return label.

Print Tracked Return Labels:

Navigate on the main menu to 'Shipping Services' and select 'Enter a Shipment'. Now complete the posting information and ensure the appropriate 'Service Reference' is selected (if unsure follow the Preliminary Checks section above). When the posting information is complete the address should be auto populated. You will then only need to complete the service options i.e number of items and weight. See the below screen for a completed example.
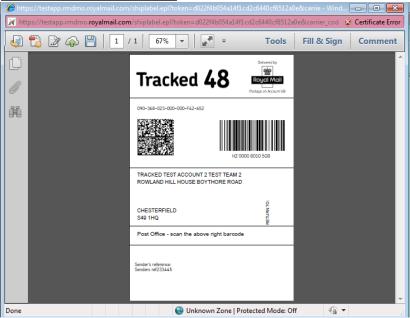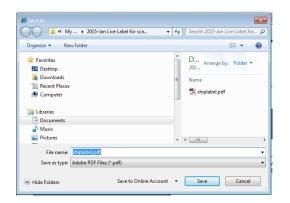
Email your Tracked Return labels:
You can email a Tracked Returns label by saving the label instead of printing the label.

When you click "Process" button on the screen above, a Tracked Return label image should appear on the screen– see image below. When you hover your mouse over the bottom of the label image a line of buttons should appear at the bottom of the label.– see screen shot below

Select the Adobe Icon to present the Tools button. Click on Tools for further options such as 'Save' in the new window below

Once you have clicked the Save icon
as shown above you will be
presented with the Window to the left.

As you will need to recover the document to attach to your email, save it In the default .pdf format) to a place you will remember; giving it a name you will recognise for this customer (i.e. their name or order number).

Now open your email application and prepare a new email for your customer. Use the attach 🖉 icon to add the Tracked Return label to the email.

Appendix 2: International Documentation

Outline:

International documentation is required to accompany shipments to destinations outside of the European Union and is required by the receiving customs authorities in the delivery country, The format and content of the documentation provides the necessary information about shipments and their contents.

Despatch Manager Online can now provide the appropriate customs declaration and associated commercial invoice.

Introduction:

International documentation is available for shippers using the Royal Mail DMO/ Shipping API (SAPI) system. The international documentation comprises of:

a) Customs Declaration documentation
  - CN22 – for shipments under £270 in value for delivery outside the EU
  - CN23 – generally for shipments over £270 in value for delivery outisde the EU. However the customer has the option to use the CN23 for all shipments irrespective of item value.

b) Commercial Invoice documentation
A standard Commercial invoice document is also available from DMO/SAPI. This is is usually required to provide supporting information to the Customs Declaration, which may be required in order to be processed.

c) Additional documentation
Other documents such as licenses and certificates that may need to accompany shipments are NOT included in the documentation set available from Royal Mail. There are fields available in the CN23 to refer to these documents if relevant for that shipment.

Administration:
The international documentation option will be set for all Royal Mail customers to use. Therefore any shipment destined for outside the EU will require the data to be provided in order to produce a CN22/CN23 and Commercal Invoice.

Options:

Inhibit International Documentation
If the shipper wishes to provide their own documentation, it is possible to change the settings so that the input data for the CN22/CN23 and commercial invoice is not required.

If the shipper normally requires the documents, but does not require them for specific shipments, there are options to stop the input data from being required. These options are found on the Main Menu, Admin, Printer Settings screen. As well as this, if the documents are not required at all, the DMO helpdesk are able to disable this function for the shipper. This will ensure that the fields do not appear on the 'Enter a Shipment' screen.

Default Customs Declaration Document
The system will determine the correct customs declaration (CN22/CN23) based on the declared value of the shipment and the tariff codes. The shipper can choose to opt out of the CN23 in all cases or default to CN23 by choosing the relevant option in the Main Menu, >Admin, Printer Set Up screen. The number of CN22/CN23 copies created is defaulted to 1, but this default can be changed on the Printer Set Up tab.

Inhibit Commercial Invoice
Shippers may wish to produce the customs declaration document but use their own invoice. The option is there in the Printer Set Up tab for the shipper to remove the commercial invoice function. The number of copies created is defaulted to 1, but this default can be changed on the Printer Set Up tab.

Blank documents:
The shipper has access to blank copies of the documents via Admin → My Profile, these can be printed from here rather than using the SAPI/DMO integrated option.

Royal Mail provides blank copies of the customs declarations:

www.royalmail.com/sites/default/files/cn22.pdf
www.royalmail.com/sites/default/files/cn23.pdf

Eligibility for International Documentation:

European Union (EU)

Shipments to EU countries do not require customs declaration documentation. The definition of EU countries is as per the following website:

http://europa.eu/about-eu/countries/index_en.htm

Non-EU

Shipments to Non-EU destinations require international documentation (customs declaration and supporting invoice as a minimum, with other documentation depending on the goods and destination).

International Documentation Details

CN22

- Required for non-EU destinations where the declared value of the item is equal to or less than £270
- It is also determined by the currency selected by the shipper. It is anything other than GBP (£) which is the default value in SAPI/DMO, then the CN22 cannot be used and the system will use the CN23 instead.
- There following table outlines the data used for the CN22 (this information is sourced from HM Customs).

Data Elements/ Groups	CN22 Form Data	NOTES
Service	None	Present on the label
Item No	Conditional; should be printed if known

Where the shipment uses a service that has a Shipping ID - include this in the CN22 | |
| Sender's full name and address, including business name on CN 23 | Mandatory

Present on Shipping Label - See Note 1.1 | **NOTE 1.1:** CN22 Form does not contain a field specifically for this it is included on the label |
Sender's customs reference	Not required	
Recipient full name and address, including business name on CN 23 (Ship-To address)	Mandatory - See Note 1.2	**NOTE: 1.2: This is not present on the CN22 form but the CN will link to the Shipping Address label that contains the Ship-To address**
Sold To full name and address, including business name	Not required	
Importer's reference (tax code, VAT No, etc.)	Not required	
Importer's telephone/fax/email	Not required	
Category/nature of item (gift, etc.)	Mandatory	**NOTE 2:** Based on UPU Code List 184 and UPU Code List 136 In the instances where "Other" is selected, an explanation needs to be included in the Explanation field.
Explanation of nature of item	Not required	

Figure 1 – CN22 Shipment Level Detail

For each article within the item		
- Description, quantity and unit of measure	Mandatory	
- Weight in Kg	Mandatory	
- Value & currency	Mandatory	
- HS tariff number	Recommended for commercial items (but not mandatory) - print if data available Warning flagged to shipper if not present on input but shipment will not error if not provided	
- Country of origin of the goods	Recommended for commercial items (but not mandatory) - print if data available Warning flagged to shipper if not present on input but shipment will not error if not provided	
Postal charges	Not required	
Other fees (insurance etc.)	Not required	
Total item weight in Kg	Mandatory input data	
Total item value & currency	Mandatory - will be derived on input from summing the individual line item values	
Comments (e.g. quarantine, etc.)	Not required	
Licence	Not required	
Certificate	Not required	
Invoice (with reference no on CN 23)	Recommended for commercial items (but not mandatory) - print if data available Warning flagged to shipper if not present on input but shipment will not error if not provided	
Office of origin	None	
Date of posting	None	
Date	Derived from Shipping Date	
Sender's signature	Blank - shipper must sign the physical document	

Figure 2 – CN22 Shipment Level Detail

Number of Copies:
The default number of CN22 document copies is 1. Go to the Admin, Printer Setting sceen to change this default.

Defaults:
The CN22 is designed to be printed on the same 6"x4" stationery as the shipping labels.
The document will be printed as soon as the shipment has been processed unless the shipment is pended.

Figure 2 – DMO CN22 Example Document

CN23

- This can be used for all shipments to non-EU destinations
- It allows for much more detail to be captured about the shipment/content
- It carries the sender and recipient details
- MUST be used if the currency is anything other than GBP (£)
- The following table outlines the data used for the CN23 (this information is sourced from HM Customs)

Data Elements/ Groups	CN23 Data	NOTES
Service	None	Present on the label
Item No	Conditional; should be printed if known (if data is present in the Shipment ID of the shipment record) - Note not all services create a Shipping ID Where the shipment uses a service that has a Shipping ID - include this in the CN23	
Sender's full name and address, including business name on CN 23	Mandatory	
Sender's customs reference	Optional - print if data available	
Recipient full name and address, including business name on CN 23 (Ship-To address)	Mandatory	
Sold To full name and address, including business name	Not required	
Importer's reference (tax code, VAT No, etc.)	Optional - print if data available	
Importer's telephone/fax/email	Optional - print if data available	
Category/nature of item (gift, etc.)	Mandatory	**NOTE 2: Based on UPU Code List 184 and UPU Code List 136 In the instances where "Other" is selected, an explanation needs to be included in the Explanation field.**
Explanation of nature of item	Optional - print if data available - data will normally only be required on input if the Category selected is "Other"	

Figure 3 - CN23 Shipment Level Detail

For each article within the shipment		
- Description, quantity and unit of measure	Mandatory	
- Weight in Kg	Mandatory	
- Value & currency	Mandatory	
- HS tariff number	Recommended for commercial items (but not mandatory) - print if data available Warning flagged to shipper if not present on input but shipment will not error if not provided	
- Country of origin of the goods	Recommended for commercial items (but not mandatory) - print if data available Warning flagged to shipper if not present on input but shipment will not error if not provided	
Postal charges	Mandatory data entry requirement - will error if not populated	
Other fees (insurance etc.)	Optional - print if data available	
Total item weight in Kg	Mandatory input data	
Total item value & currency	Mandatory - will be derived on input from summing the individual line item values	Present (Derived) - derived from other data captured during the shipping event
Comments (e.g. quarantine, etc.)	Optional - print if data available	
Licence	Conditional; should be printed if known (if data is present in the the shipment record)	
Certificate	Conditional; should be printed if known (if data is present in the the shipment record)	
Invoice (with reference no on CN 23)	Recommended for commercial items (but not mandatory) - print if data available Warning flagged to shipper if not present on input but shipment will not error if not provided	
Office of origin	Present - Derived from the Post Town of the Shipper Posting Location address	
Date of posting	Derived from Shipping Date	
Date	Derived from Shipping Date	
Sender's signature	Blank - shipper must sign the physical document	

Figure 4 - CN23 Shipment Content Detail

Figure 5 – DMO CN23 Example Document

Number of Copies:
The default number of CN 23 document copies is 1. Go to the Admin, Printer Setting screen to change this default.

Defaults:
The document is A4 sized and the printing requires an A4 printer to be set up (via the Admin Printer settings tab) as the default for this document. The documents will be printed as soon as the shipment has been processed unless the shipment is pended.

Commercial Invoice

- The Commercial Invoice document can be used for all shipments to non-EU destinations.
- It includes additional details that are required for the customs declaration documents and is considered a supporting document.
- It carries the sender and recipient details
- If there is an importer acting on behalf of the purchaser of the goods, it can also show the address and contact details of the imported.
- The following table outlines the data used for the Commercial Invoice (this information is sourced from HM Customs)

Data Elements/ Groups	Commercial Invoice Data	Comment
Service	None	Service Code
Item No	Include if available- see explanation in the CN23 description	Parcel barcode number
Sender's full name and address, including business name on CN 23	Mandatory	Derived from posting location address
Sender's customs reference	Conditional; should be printed if known;	Derived from Reference No. in UI
Recipient full name and address, including business name on CN 23 (Ship-To address)	Mandatory	Derived from destination address
Sold To full name and address, including business name	Default is the Ship-To address unless a "Sold-To" address is provided by the shipper	New data requirement - captured in the Sold To Address data set - if blank, the address defaults to the Ship-To (Recipient) address
Importer's reference (tax code, VAT No, etc.)	Optional - print if data available	New data capture requirement - New address data set for these datails if required
Importer's telephone/fax/email	Optional - print if data available	New data capture requirement - New address data set for these datails if required
Category/nature of item (gift, etc.)	Mandatory	New data capture requirement - selected from drop down list on the UI - based on the UPU Code List 184 - further linked to a secondary set of codes based on the UPU Code List 136 where "Other" is selected

See Explanation related to "Other" |
| Explanation of nature of item | Conditional - print if data available - data will normally only be mandatory on input if the Category selected is "Other" | Conditional - print if data available - data will normally only be mandatory on input if the Category selected is "Other" |

Figure 6 - Commercial Invoice Shipment Data

For each article within the shipment		New data capture requirements for each article(Item) within the shipment:
- Description, quantity and unit of measure	Mandatory	Short Description: max field size is 30 chars alphanumeric Number of Units - max field size is 6 numeric
- Weight in Kg	Mandatory	Exact weight possible on some product. Problem with weight band product
- Value & currency	Mandatory	Declared Value: Max size is 9999999999.99 numeric Currency: 3 character abbreviation - the default will be GBP but other options will be available from new lookup table
- HS tariff number	Recommended for commercial items (but not mandatory) - print if data available Warning flagged to shipper if not present on input but shipment will not error if not provided	Minimum 6 characters - max 11 characters
- Country of origin of the goods	Recommended for commercial items (but not mandatory) - print if data available Warning flagged to shipper if not present on input but shipment will not error if not provided	2 character ISO Code depicting the country of origin
Postal charges	Mandatory data entry requirement - will error if not populated	Required and consolidated with any "Other Fees" Values and presented as Shipping Costs
Other fees (insurance etc.)	Optional - print if data available	Required and consolidated with the "Postal Charges" Value and presented as Shipping Costs
Total item weight in Kg	Mandatory input data	Weight supplied by shipper during input
Total item value & currency	Mandatory - will be derived on input from summing the individual line item values	Derived Sum
Comments (e.g. quarantine, etc.)	Optional - print if data available	New data requirement - captured in the Comments field - up to 50 chars max
Licence	Conditional; should be printed if known (if data is present in the the shipment record)	New data capture requiremet: max 35 character alphanumeric
Certificate	Conditional; should be printed if known (if data is present in the the shipment record)	New data capture requiremet: max 35 character alphanumeric
Invoice (with reference no on CN 23)	Conditional; should be printed if known (if data is present in the the shipment record)	New data capture requiremet: max 35 character alphanumeric
Office of origin	Present - Derived from the Post Town of the Shipper Posting Location address	Derived from PUPA/RUPA association
Date of posting	Derived from Shipping Date	Derived from Shipping Date
Date	Derived from Shipping Date	Default is Shipping Date but modifiable
Sender's signature	Blank - shipper must sign the physical document	Not captured but need to be added manualy anyway

Figure 7 - Commercial Invoice Content Data

Note: The Commercial Invoice is NOT required if the 'Nature of Goods' is specified as 'Documents'

Commercial Invoice

Date:
Purchase Order:
Invoice Number:
Invoice Place:
Terms of Delivery:
Purpose Of Shipment:
Shipment ID:

Tel:
Fax/
email:

VAT No:

Parcel No: 1 of 1

Page:

DESPATCHED TO:

SOLD TO:

Tel:
Fax/
Email

VAT No:

Tel:
Fax/
Email

VAT No:

No. Units	Unit Description	Tariff Code	Country of Origin	(Kg) Line Weight	Declared Value ( )	Line Value ( )

Total No. of Items:
Total Weight:
Total Value: GBP
Shipping Cost:
(Add Manually)

I declare all the information contained in this invoice to be true and correct.

Signature

Title

Royal Mail Commercial Invoice.V2.5

Figure 8 – DMO Example Commercial Invoice Document

- The number of copies is 3, but the customer can reduce this to 1 OR remove the functionality completely (shown in the 'Printer Settings' section of DMO)
- The document is multi page to enable up to 20 units per shipment (max)
- The document is A4 sized and will be printed as soon as the shipment has been processed, unless the shipment is pended.

End of Day (EOD):

- All completed shipments will be included on the EOD paperwork
- The data will be released to Royal Mail during the EOD and cleansweep process
- Prior to EOD processing, Customs CN22/CN23 and Commercial Invoice documentation can be accessed and viewed in Current Shipments.
- Reprints of the Customs documents produced can happen up until the EOD processing.

References

- Nature of Goods – UPU Reference Table

International Post Corporation

18 Annex 3 - UPU code list 136 (last update 2012.04.02)

136 Item Nature Indication Codes
Defined in: M85
Last update: 20120402
Format: an..3

Notes:
1. These codes only apply if EDIFACT data element 3055 = 139 (UPU) or if the code list is explicitly referenced in the specification concerned. Other code lists may also be applied with other values of d.e. 3055
2. The first digit of each code value corresponds to the G7 code for WCO data element 4423 (nature of transaction). Subsequent characters, if any, are UPU assigned sub-codes. For the purpose of communications with a national Customs authority, it is up to the user to map the UPU code onto the most appropriate national code value
3. The code list is divided into two parts. Codes in Part I are freely usable. Codes in Part II may be used only in the context of a bilateral or multilateral agreement. Code value 9 should be used, with a text description, if none of the other allowed codes is applicable.

Part I Code values that may be freely used

CODE	INTERPRETATION
21	Returned goods
31	Gift
32	Commercial sample
91	Documents
991	Mixed content - list of individual code values specified in item.nature-of-transaction-description
999	Transaction not covered by any of the other codes in Part I of the code list

Part II Code values whose usage is subject to bilateral or multilateral agreement

CODE	INTERPRETATION
1	Transaction, other than one falling under 2, 7 or 8, which involves actual or intended transfer of ownership against compensation, financial or otherwise
2	Return of goods after registration of the original transaction under code 1; replacement of goods free of charge
3	Transaction, other than temporary, involving actual or intended transfer of ownership without compensation, financial or otherwise
4	Operation with a view to processing under contract or repair, other than an operation recorded under code 7
5	Operation following processing under contract or repair, other than an operation recorded under code 7
6	Transaction not involving transfer of ownership, including hire, loan, operational leasing and other temporary uses other than processing under contract
7	Operation under joint defence projects or other joint intergovernment production programs
8	Supply of building materials and equipment for works that are part of a general

Appendix 3: Tariff Maintenance

Tariff codes are recommended by customs authorities to define the goods contained in the shipment against an international set of tariff codes – this helps them minimise the delay in processing the goods arriving at each country's point of entry.

The international Tariff Codes are published by the UK government to assist companies exporting goods to the rest of the world outside of the European Union. SAPI/ DMO provides support to Royal Mail customers by providing a table that they can maintain themselves to keep the Tariff details for items that they regularly ship.

There is also a link to the UK government website on the shipping page that may help Royal Mail customers researching the tariff codes they may require. If the user has pre-populated the Tariff Code table, the tariff detail can be selected from the drop down list available.

The alternative is for the shipper to enter the specifics – with the option to link to the government web site – for each item within the shipment.

The contents of the table are entirely those of the customer and it is not validated by the system.

The shipper will enter the details of the Tariff's in the section on the right hand side of the screen and save each entry when complete. The stored entries are displayed in the table on the LH side of the screen.

The shipper may edit and remove any entries that they no longer require as needed.

The tariff maintenance includes search functions that enable shippers to locate entries within their table of stored tariffs. When entering the details for a shipment that requires international documentation, each item within the contents of the shipment need for the Tariff to be specified.

If the shipper has populated the Tariff table, the shipper may select from the list available or enter the code and descriptions that apply if they are not available from the table. If the Tariff Code and descriptions are not known, there is a link from the Item Contents segment of the Shipping Screen to the UK government Tariff website to assist with the selection of the appropriate tariff details to apply.

Appendix 4: Shipping API

In this appendix, there are certain elements of DMO which will appear and be utilised differently for API users as opposed to standard DMO users. Any aspects that are **different** are accounted for below.

This appendix will guide you through the accessibility of information screens to assist the SAPI User from viewing a shipment raised through the Shipping (for users wishing to integrate with the Shipping API - please refer to the Shipping API Business Guide and Shipping API Technical User Guide). This document covers the API raised shipments once the API request has been sucessfully made and the shipment(s) has arrived in the user interface.

The user Interface is a sub option of the Royal Mail Despatch Manager Online system allowing the user acess to reports and other management tools. The aim of this document is to provide user training for a shipper.

Current API Shipments

All the shipments created through the API will be listed in this table ready for processing into the end-of-day collection Customer Collection Receipt. This screen is split into two parts: the search criteria and the table of live shipments:

Shipping API- Current Shipments Table

The fields available to view in the Current Shipments table are as follows:

Shipment Reference Number: Shipment reference number that can be used as a reference Shipment # column acts as a hyperlink to the shipment

Shipping Date: of when shipment is to be shipped

Recipient: Where shipment is being shipped to

Service Reference: The service reference used in the API call.

The label button can be clicked on here to generate the label via the GUI instead of the API Print Label call.

	Shipping Date	Shipment # Reference #	Recipient	Service Reference	Carrier Service / Service Format	Method	Department Reference	Customer Reference	Weight	Items
☐	13/Dec/2013 ALLOCATED	FQ923710144GB 0 SENDER	TRUNGNT23 AL5 5RT HARPENDEN UNITED KINGDOM	Service Reference 1	Royal Mail ROYAL MAIL TRACKED 48 (HV) (Signature) / Inland Format Not Applicable	API		customer	5.100 kg	1 Label
☐	13/Dec/2013 ALLOCATED	FQ923710135GB 0 SENDER	TRUNGNT23 AL5 5RT HARPENDEN UNITED KINGDOM	Service Reference 1	Royal Mail ROYAL MAIL TRACKED 48 (HV) (Signature) / Inland Format Not Applicable	API		customer	5.100 kg	1 Label
☐	13/Dec/2013 ALLOCATED	AAA000048935GB 0	KL RM5 2AR ROMFORD UNITED KINGDOM	Service Reference 1	Royal Mail 1ST AND 2ND CLASS ACCOUNT MAIL / Inland Packet	API			1 kg	1 Label

Shipment Status: Current status of Shipment, i.e. Printed or Allocated.

Carrier Service: Carrier responsible for delivering shipment

Method: Channel used to raise shipment, i,e, API or Shipping System GUI (DMO)

Departmental Reference: Departmental reference used when shipment is raised

Customer Reference: Customer reference used when shipment is raised (Only applicable for API raised shipments)

Weight: The weight of the parcel

Update a Shipment API Call and status change on Current Shipment screen

A modification cannot be made through the GUI to a shipment that was raised via the API, however the label can be printed using the 'Print Label' request via the Shipping API channel (Refer to the Shipping API Technical User Guide). The status of a shipment will then change from 'ALLOCATED' to 'PRINTED' in the Shipping Date column once the screen is refreshed.

If an update is made to a shipment using the Update Shipment API call, the updated shipment will use the existing Shipment Reference number and the updated Shipment details will appear on the Shipment screen.

Contained in the table below is a list of SAPI statuses that are partly relevant in the GUI.

SHIPMENT STATUS	GUI VISIBLE
Allocated	Yes - Current Shipments
Printed	Yes – Current Shipments
Manifested	No - Not Visible
Manifest Printed	No – Not Visible
Cancelled Shipment	Yes – Archived Shipments Yes - Current Shipments
Allocated Offline	Yes – Current Shipments
Printed Offline	Yes – Current Shipments

End of Day 'EOD' Process

Running End of Day Process

From the EOD menu option, a user can run EOD or reprint EOD Customer Collection Receipt. This is applicable for the API users own shipments and also the Master Shipper will be able to run the EOD shipments for the API shipper from the GUI.

An API shipper will only see their API shipments on the EOD screen, however a Master Shipper if logged in will need to select the 'show shipments for all users' checkbox to see all shipments for the shipping account including the API shipper's shipments.

Archived Shipments

From the Archive main menu option, highlight and click on Archived Shipments.

Searching for Archived Shipments

Archived shipments can be found using the search criteria fields above the shipment table. The criteria can act as a filter showing only specific shipments that want to be searched for.

There are three search categories available:

- Three levels of search criteria using specified data fields
- A sort facility to put the shipments in ascending or descending order
- A date range facility

Once the required search criteria has been entered, click on the SEARCH button to execute the query. In the example below, the query that has been executed requested a sort by Customer Collection Receipt and for the date 20th May.

If a SAPI user logs in with their API login and navigates to the Archived Shipments screen they will be able to see their Archive Shipments for their profile. If the API shipper has been given further views permission by the DMO Master User, the User can check the 'Show Shipments for All Users' checkbox to see all shipments raised through DMO or API side by side in the Archived Shipments table. The method in which the shipment was raised will be displayed in the 'Method' column.

An API shipper will also be able to see the method used to manifest the shipments. This will appear in the EOD Method column.

Addresses

The Address Management functionality is not currently supported wiithin Shipping API. The Address Managements screens are made available in case address management functionality is provided at a later date.

Shipper Admin

Granting Permissions for a Shipping API User

A Shipping API user will not be able to view/cancel shipments, create reports or print a collection receipt unless they are given permission to by the Master user. This section shows how the Master user can grant the permissions required for these features of Despatch Manager Online.

Step 1 – Logging into Despatch Manager Online (DMO)
To grant permissions you will need to log into both DMO Onboarding and DMO Production using your Master log in details.

| DMO Onboarding | https://app.rmdmo.onboarding.royalmail.com |
| DMO Production | https://app.rmdmo.royalmail.com |

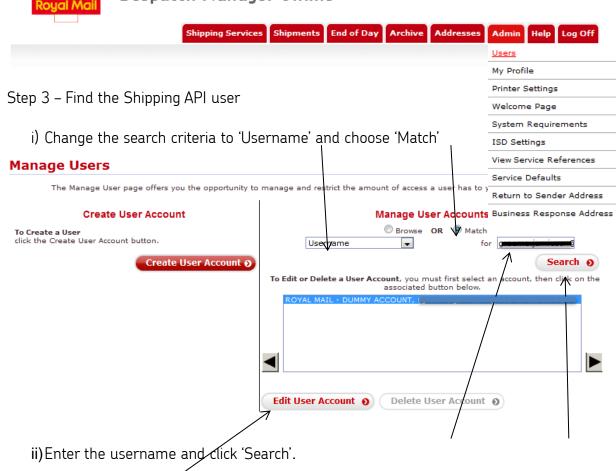Step 2 – Navigate to the Users section
To set Permissions click on main menu 'Admin' and then click on 'Printer Settings' as shown below:

Despatch Manager Online

| Shipping Services | Shipments | End of Day | Archive | Addresses | Admin | Help | Log Off |

Users
My Profile
Printer Settings
Welcome Page
System Requirements
ISD Settings
View Service References
Service Defaults
Return to Sender Address
Business Response Address

Step 3 – Find the Shipping API user

i) Change the search criteria to 'Username' and choose 'Match'

Manage Users

The Manage User page offers you the opportunity to manage and restrict the amount of access a user has to y

Create User Account

To Create a User
click the Create User Account button.

Create User Account ❯

Manage User Accounts

○ Browse **OR** ☑ Match

[Username ▾]   for [_____]

Search ❯

To Edit or Delete a User Account, you must first select an account, then click on the associated button below.

ROYAL MAIL - DUMMY ACCOUNT, (_____)

◀   ▶

Edit User Account ❯   **Delete User Account** ❯

ii) Enter the username and click 'Search'.

iii)   Click 'Edit User Account'

Step 4 – Editing / Granting Shipping API User Permissions
The example below shows all possible permissions granted to a Shipping API user. Once you are happy with your selection click **Submit** ❯ button

Security Information
Specify security privileges of account.

Manage Shipments:	Manage Address Book:	Resend/Reprint EOD:	Account Admin:
[Delete ▾]	[All ▾]	[Yes ▾]	[Yes ▾]
Import Addresses:	**EOD Process:**	**View Archived Shipments:**	**Reporting tool:**
[Yes ▾]	[Yes ▾]	[Yes ▾]	[Yes ▾]
Import Shipments:	**On Demand Shipping:**	**View Return to Sender Addresses:**	**View Service References:**
[None ▾]	[No ▾]	[Yes ▾]	[Yes ▾]
Mail Group/Mailshots:	**View All Shipments for All Users:**	**View Business Response Addresses:**	
[No ▾]	[Yes ▾]	[Yes ▾]	

Shipping API Call Types

There are a number of Shipping API call types that are mentioned in this User Guide and these are summarised below; However for integration with the API and further techical content, the Shipping API Technical User Guide should be referred to.

Create Shipment – This creates a Shipment via the API, the Shipment is then visible in the GUI when an API user logs in. Other Shippers such as the master user for the shipping account can also log into the GUI and view the shipments raised via the API.

Print Label – The Print label API call prints the shipment raised by a user entering the shipment number into the body of the request, and then submitting the shipment that appears in the GUI that was originally raised via the API. It will be updated to a 'Printed Status'.

Update Shipment – The Update shipment API call will update details of a Current shipment (i.e. a shipment prior to End of Day Process) assuming the change does not violate validation rules, but **will not** change the Shipment Reference number in the GUI. (e.g. it is not possible to update a Special Delivery item to become a Tracked Next Day item)

Cancel Shipment – The Cancel shipment API call will cancel a shipment that has been raised via the API providing the shipment reference number has neen supplied in the Cancel Shipment request.

Create Manifest – The Create Manifest API call will create a manifest with the selected shipment numbers quoted in the Create Manifest API call.

Print Manifest – The Print Manifest API call will send the previously created manifest that was created in the Create Manifest call into a printed and complete state.

Print Document – once a Non-European Union international shipment has been created, international documents can be printed. The printDocument request will validate you have the pre-requisite data and return the PDF documents for CN22, CN23 and/or Commercial Invoice (CI).

Range Requests – it is possible for the Shipping API platform to assign a range of 1D Linear Barcodes (for specified services) and 2D Item IDs for use offline.