



# **Despatch Manager Online**

## **Shipper User Training Guide**

**February 2015**

**Version 2.0**

**Part 1**

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# Using the DMO Shipping System

## Introduction

This document will give you a quick start guide to the main elements of Despatch Manager Online, from how to raise a shipment to the admin utilities that are available.

The aim of this document is to provide documentation to assist in shipper user training for sales and customer demonstration purposes.

There are separate documents available from Royal Mail for:

- DMO Shipping System Reporting Guide
- Inport Shipments Set Up Guide
- On Demand Set Up Guide
- Shipping API

## Where to Start...

Log onto: <https://app.rmdmo.royalmail.com>

Enter your username.

Enter your password.

Click on the Log in button to take you into the system

**Despatch Manager Online**

Log in to your account

Language: English

Username: SAPQ1\_IPR1

Password: \*\*\*\*\*

Log in

**System Requirements Check**

Your system met all system requirements:

Scripting:	Enabled	Correct
Operating System:	Windows 7	Correct
Browser:	Microsoft Internet Explorer 8.x	Correct
Plug-In:	Adobe Reader 10 or higher	Correct
Pop-up window:	Enabled	Correct

Recheck System Requirements

Print Test

Test Adobe Reader direct printing compliance

### NOTE

- Usernames and Passwords are case sensitive and must include the following criteria:
- Password must contain at least 1 uppercase letter
- Password must contain at least 8 characters
- Password must contain at least 1 numeric number
- Password must contain at least one 'Special Character' ~, !, , @, #, \$, %, &, \*
- Usernames must be longer than 8 characters

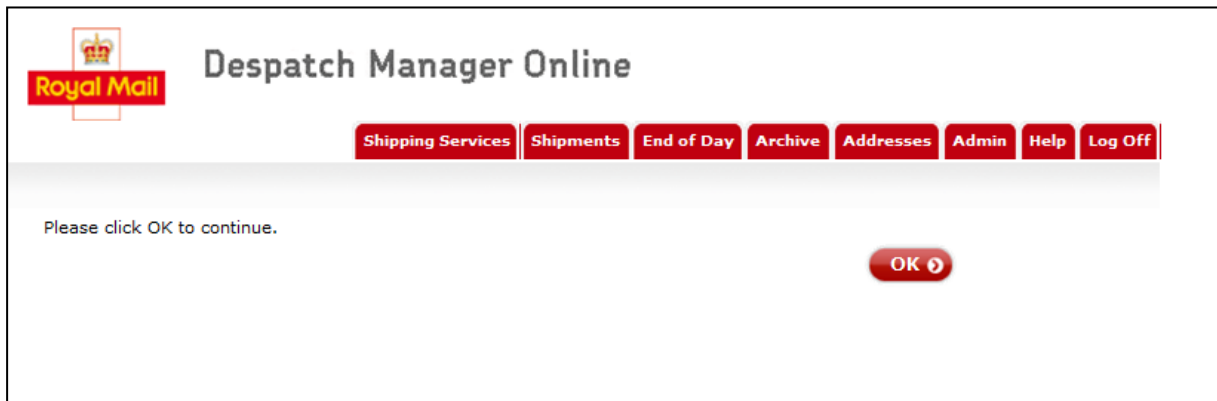
**Note:** There is a systems requirement check to make sure that your PC is up-to-date. This will instruct you as to the corrective action to take if the PC is found not to be ready to use.

- The green dot identifies that your PC software is good to use
- The amber dot means it can be used but is not the most appropriate software available.
- The red dot informs you that you may need to upgrade to make full use of DMO features.

The DMO shipping system is a web based application that uses an internet browser on a PC and therefore has no software loaded locally.

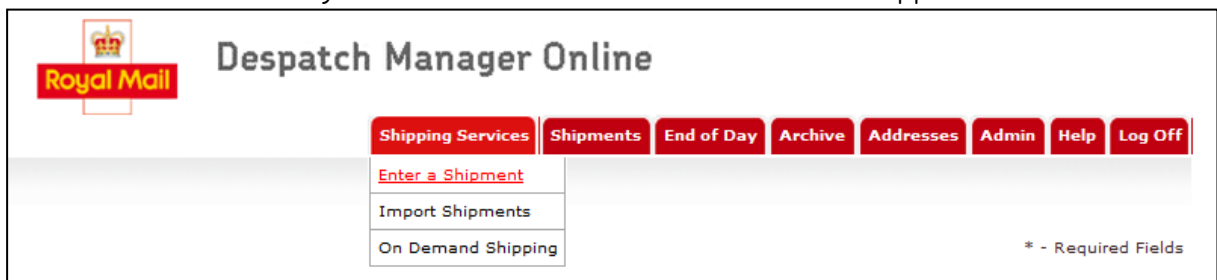
## Welcome Page

Once you have logged into Despatch Manager Online (DMO) you may be presented with the 'Welcome Page' (image below). This page will display important message regarding the use of Despatch Manager Online, system maintenance, system changes and operational updates.



## The Menus

A roll over menu allows you to browse the different screens of the application.



To access a screen, put your mouse over the menu title then click on the screen you want to access. This bar contains all the Despatch Manager Online (DMO) options.

**Shipping Services:** The shipping button contains the screen to raise new shipments, either through 'Enter a Shipment', 'Import Shipments' and 'On Demand Shipping'.

**Shipments:** The shipments button displays 3 tables. The first table contains the current shipments. These are shipments that will be manifested by the End-of-day process. Shipments can be viewed, cancelled, modified or searched for. The second table contains the pending shipments. These are shipments that have been raised in the shipment entry screen and merely saved to the system for later use (held here for 7 days). When shipments are saved from the shipment entry screen no labels are generated until the shipment is made live. Like above, shipments from this table can be viewed, cancelled, modified or searched for. The third table is 'non-processed imported shipments'. These are shipments that have been imported and are stored in DMO but have not yet been processed. Similar to the 'pending shipments'. (held here for 7 days)

**EOD:** The EOD button stands for END-OF-DAY process. From this menu option a Customer Collection Receipt can be printed and reprinted.

**Archive:** The archive contains all the shipments that have been successfully manifested. They will be held here for 13 months. From this screen shipments can be searched for and viewed on screen. Information from this table can be searched for through the criteria options and a filtered table presented on-screen. This data can be exported in a CSV file for reporting. The secondary option from this screen includes a direct link to the Royal Mail Tracking website.

**Addresses:** This button presents the address book maintenance screen for the shipping station. The main options of this screen include: Import and Export address books, add, remove, modify or delete address.

**Admin:** From the master shipper logon, additional sub users can be created. The super user determines the amount of access which is available for the sub user. Screens and menus can be locked from selection. The Admin tab also contains printer settings, service defaults, return to sender address, departmental reference and tariff maintenance.

**Help:** This menu option presents different help areas to provide assistance to users when using the DMO application.

**Log Off:** Takes the user back to the username and password screen.

### **Enter a Shipment**

The first screen that you see when you enter the system is the 'Shipping' screen. From this screen the following functionality is available: enter shipment details, process shipment and produce label.

Some fields are populated by default (according to the Royal Mail specification – or if you have set the defaults yourself – see page 46) when loading the screen. Please check they match your selection for your shipment. (Service Reference, carrier, product)

On the next 2 pages are screenshots of the 'Enter a Shipment' screen for inland and international shipments.


Choose Service Reference 1  
unless advised otherwise.

Look up previously saved addresses

Tracking Notification:  
Tracked/Special Delivery  
only. Send Email and SMS  
messages to your  
customers regarding  
the shipments delivery.

Forward the date if you are printing a label ahead of the actual despatch date.

Select 'Pend' if you don't want to process the shipment and you want to hold it.



# Despatch Manager Online

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

## Shipping

22 Jan/2015  
\* Required Fields

- ### 1. Posting Information

**Service Reference**  
Service Reference 1

**Service type**  
Special Delivery Guaranteed

**Carrier**  
Royal Mail

**Service**  
SD GUARANTEED BY 1PM (£1000)

**Service format**  
Inland Format Not Applicable
- ### 2. Address Information

Address Code: 01

Country: UNITED KINGDOM

\*Postcode: EC1A 1AA

\*Recipient Name: John Smith

\*Recipient Address:  
Room 101  
4th Floor  
185 Farringdon Road

\*Town: LONDON

\*Recipient Email Address: email@company.com

\*Mobile Telephone Number (SMS Notification): 07801000000

☐ Save address

☐ More shipments to this address

Hide details
- ### 4. Service Enhancements

Consequential Loss Insurance  
Consequential Loss £1000

Tracking Notifications  
SMS & E-Mail Notification

Saturday Guaranteed  
<None>

Local Collect  
<None>

Hide details
- ### 5. Shipment Details

Sender's Reference    Shipping Date

100023456789    12 Jan 2015

Hide details
- ### 6. Item Details

Please provide Item Details:

*Number of Items	*Weight/Weight Band	
1	1 - 100g	Remove
	Choose One	Add

Total Number of Items: 1 Total Weight of All Items: 0.100kg

Pend
Reset
Process

For some services this won't need to be selected. However there are services which will require you to tell DMO if it is a letter, large letter or parcel.

Tracked and Special Delivery Local Collect option Integrate with Local Collect API to obtain correct Post Office delivery address
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When you press 'Process', the label will pop up in a PDF window, which you can send to your printer.

## Shipments to an international address – including international documentation

If you tick this box, you will be given the option to enter the address which includes the international characters. The Localised address will only be printed on the label. The UK equivalent is required for customs.

Used for the Commercial Invoice (CI). Choose from the list.

The date that the shipper is going to invoice their customer

This categorises the item type. Other → Retail is the most popular

Either number of parcels OR number of individual items e.g. 10 rulers

Either overall weight or individual weight e.g. weight of 10 rulers

Either overall value or individual value e.g. value of 10 rulers

**Royal Mail Despatch Manager Online**

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

12/Jan/2015  
\* - Required Fields

**Shipping**

**1. Posting Information**  
Service Reference: 1000223366996 Carrier: Royal Mail  
Service type: International Service: INTERNATIONAL ECONOMY ON ACC Service format: International Letter

**2. Address Information**  
Address Code: 1111  
\*Zone: LETTERS REST OF WOR  
\*Country: CANADA  
Postcode: PR8 2AG  
\*Recipient Name: ROYALMAIL NON EU CA  
\*Recipient Address: 464564  
33 AUGHTON ROAD  
465436  
436436  
\*Town: SOUTHPORT  
☐ Save address  
☐ More shipments to this address  
☐ Use Localised Address on Label  
☐ Provide the importers details if different from the recipient details

**3. Localised Label Address**  
The fields below will allow special and foreign characters on the label  
\*Country: FRANCE  
Postcode:  
\*Recipient Name:  
\*Recipient Address:  
\*Town:

**4. Service Enhancements** \*Service Enhancements (Not Applicable)

**5. Shipment Details**  
Sender's Reference: 1000223366996 Shipping Date: 12 Jan 2015  
Terms of delivery: DDU / Incoterm 20 Commercial Invoice Date: 12 Jan 2015 Purchase Order Reference: PO 123455

**6. International Item Contents**  
Item number 1  
Please provide a detailed description of content:  
\*Category/Nature of Item: Returned Good \*Item Weight/Weight Band: 0.01 kg Band 1 - 20g  
Length cm Width cm Height cm  
\*No. of Units: 1 \*Unit Weight (kg): 0.010 \*Declared Unit Value: 12.00 \*Unit Currency: GBP \*Contents Description: ? \*Tariff Code: 22 \*Tariff Description: CD \*Country of origin: UNITED KINGDOM  
Total Number of Units: 1 Total Weight of All Units: 0.010 kg Total Declared Value: 12.00GBP Volumetric: 0 kg  
Postal Charges/Fees: 1.00 Invoice Number: 12233445 Export License Number: n/a Certificate Number: n/a  
Comments: (e.g. goods subject to quarantine, Sanitary/Phytosanitary inspections or other restrictions)  
Copy Contents to Next Items Copy Contents to All Items Add More Items

Purchase Order Reference. May be the same as the Senders Reference

Total parcel weight

If not GBP a CN23 will ALWAYS be used as can't calculate to see if CN22/CN23

Contents description – this would have been set up in Tariff Maintenance screen

Tariff code/description will be auto populated based on what you have selected under Contents Description

This is required for CN22/CN23 and CI. Royal Mail doesn't hold this information, therefore it will have to be manually entered each time. Can have up to 7 license numbers, separated by a comma.

<b>Service Reference</b> Service Reference 1	<b>Carrier</b> Royal Mail
<b>Service type</b> International	<b>Service</b> INTERNATIONAL STANDARD ON ACC
	<b>Service format</b> International Parcel

### 2. Address Information

Address Code:

\*Zone: PARCELS REST OF WORL

\*Country: USA

Postcode

\*Recipient Name:

\*Recipient Address:

\*Town:

☐ Save address  
☐ More shipments to this address  
☐ Use Localised Address on Label  
☒ Provide the importers details if different from the recipient details

Hide details

If a customer wants to provide the importers details as different from the recipient details, they will tick the box shown here.

### 4. Service Enhancements

"Service Enhancements (Not Applicable)"

Hide details

The customer will then be required to fill in the table below which will appear towards the bottom of the 'Enter a Shipment' page. The below screenshot illustrates what is required.

<h3>7. Posting Location/Exporter Address :</h3> <p>*Exporter Country : USA</p> <p>*Exporter Postcode : <input type="text"/></p> <p>*Exporter Recipient Name : <input type="text"/></p> <p>*Exporter Recipient Address : <input type="text"/> <input type="text"/> <input type="text"/></p> <p>*Exporter Town : <input type="text"/></p> <p>Exporter Phone : <input type="text"/></p> <p>Exporter Fax Number : <input type="text"/></p> <p>Exporter Email Address : <input type="text"/></p> <p>Exporter Customs Reference : <input type="text"/></p> <p>Exporter VAT Number : <input type="text"/></p> <p>*Are you VAT Registered ?</p> <p> <input type="radio"/> Yes  <input checked="" type="radio"/> No </p> <p><input type="checkbox"/> Save VAT Details</p>	<h3>8. Importer Address</h3> <p>Importer Address Code : <input type="text"/></p> <p>*Importer Country : USA</p> <p>Importer Postcode : <input type="text"/></p> <p>Importer Recipient Name : <input type="text"/></p> <p>Importer Recipient Address : <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Importer Town : <input type="text"/></p> <p>Importer Phone : <input type="text"/></p> <p>Importer Fax Number : <input type="text"/></p> <p>Importer Email Address : <input type="text"/></p> <p>Importer Customs Reference : <input type="text"/></p> <p>Importer VAT Number : <input type="text"/></p> <p><input type="checkbox"/> Save address</p> <p>"I certify that the particulars given in this customs declaration are correct and that the item(s) does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations"</p>
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Pend

Reset

Process

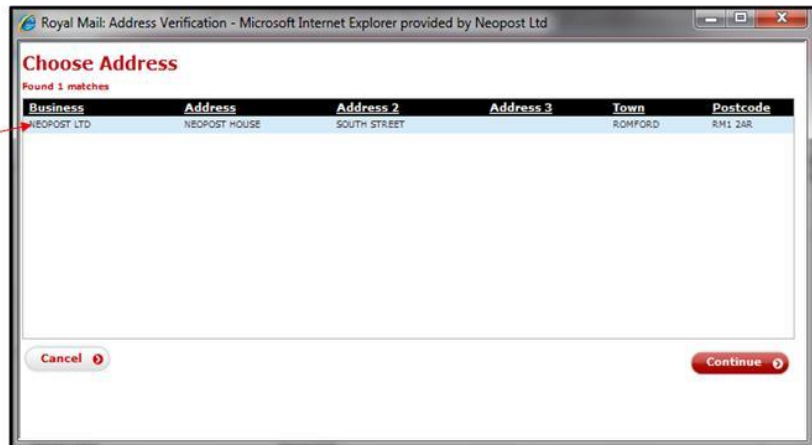


## Postcode and Address Searches

The system has a built-in facility to find the address from the postcode, and postcode from the address. All of the address information is from Royal Mail and the system holds the complete 'postcode address file'; this is called the PAF. The PAF used in Despatch Manager Online system is as up-to-date as it can possibly be.

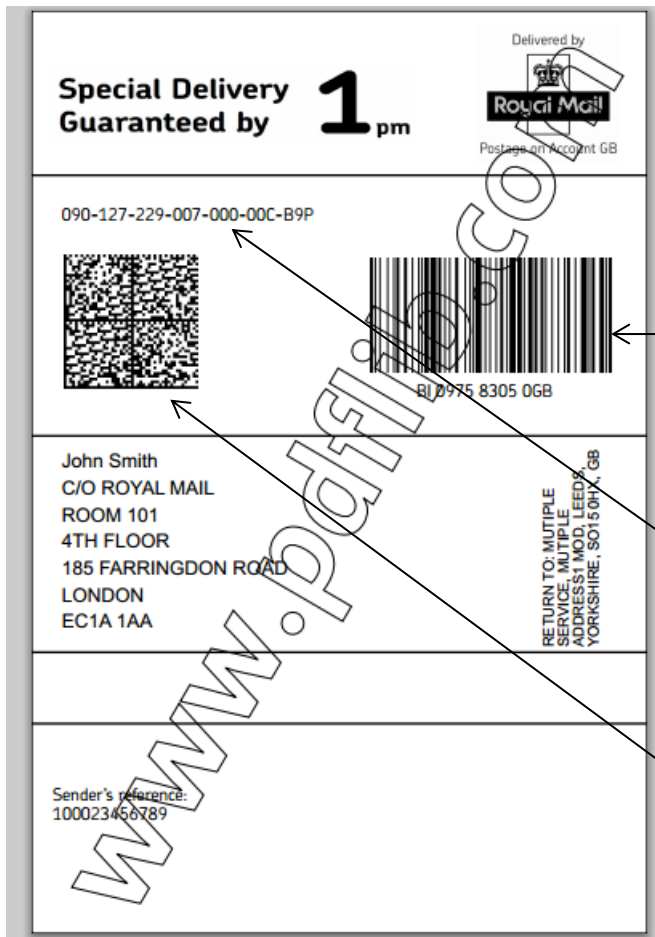
Find the address from the Postcode:

1. Enter the postcode on shipping screen.
2. Click the green tick on the shipping screen. 
3. Click on the address you require.  
Note: If there is only one address, this will be automatically highlighted so all you will have to do is press the CONTINUE button.
4. Click on CONTINUE
5. The address chosen will now populate the address fields back on the shipping screen.



Business	Address	Address 2	Address 3	Town	Postcode
NEOPOST LTD	NEOPOST HOUSE	SOUTH STREET		ROMFORD	RM1 2AR

## Print Label



When you press 'Process' a PDF window will open with your label (see image to the left). To print the label, right click and press print OR use <Ctrl+P> (Please consult your printer installation guide to ensure your printer settings are correct).

Shipment number and barcode

Unique Item ID

2D Barcode

## Current Shipments

All of the shipments created through Manual input, Batch import or On Demand will be listed in this table ready for processing into the End-Of-Day Customer Collection Receipt. This screen is split into two parts: the search criteria and the table of live shipments:

The screenshot below shows you the table of live shipments:

[Shipping Services](#)
[Shipments](#)
[End of Day](#)
[Archive](#)
[Addresses](#)
[Admin](#)
[Help](#)
[Log Off](#)

Current Shipments

Pending Shipments

Non-processed Imported Shipments

15/Jan/2015

### Current Shipments

Enter the data you want the system to search for in the following fields.

Service Reference

Service Reference

Service Reference

Sort results by:

Shipping Date

☐ Ascending
☒ Descending

From

15

Jan

2015

To

15

Jan

2015

☐ Show Shipments for All Users
☐ View Cancelled Shipments

Search

Print List

Cancel Selected Shipments

	Shipping Date	Shipment Numbers	Sender's Reference	Recipient	Service Reference	Service Name/ Service Format	Channel	Department Reference	Customer Reference	Weight	
<input type="checkbox"/>	15/Jan/2015	AAA000058751GB 3314 09-0127229007-00000CF2Z	TEST	32131 TEST FRANCE	Service Reference 1	INTL BUS MAIL L LTR CTRY SRT HI VOL PRI / International Large Letter	DMO			0.100 kg	Modify
<input type="checkbox"/>	15/Jan/2015	AAA000058748GB 3313 09-0127229007-00000CF11	TEST	32131 TEST FRANCE	Service Reference 1	INTL BUS MAIL L LTR CTRY SRT HI VOL PRI / International Large Letter	DMO			0.100 kg	Modify
<input type="checkbox"/>	15/Jan/2015	AAA000058717GB 3313	TEST	32131 TEST FRANCE	Service Reference 1	INTL BUS MAIL L LTR CTRY SRT HI VOL PRI / International Large Letter	DMO			0.100 kg	Modify

## View Current Shipments – Search Options

To access the list of your shipments, go to the Shipments menu and click on Current Shipments as shown above. A set of criteria allows searches for one or several shipments. The criteria act as a filter to facilitate the display only the shipments required. 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

The screenshot shows the 'Despatch Manager Online' interface. At the top, there is a navigation bar with links: Shipping Services, Shipments, End of Day, Archive, Addresses, Admin, Help, and Log Off. Below this, the 'Current Shipments' section is displayed for the date 15/Jan/2015. The search interface includes a text input field for 'Enter the data you want the system to search for in the following fields.', a dropdown menu for 'Service Reference' (with a list of options including Carrier, Service / Service Format, Sender's Reference, Shipment Number, 2D Item ID, etc.), a 'Sort results by:' dropdown (set to 'Shipping Date' with 'Ascending' and 'Descending' radio buttons), and date range selectors for 'From' and 'To' (both set to 15/Jan/2015). There are checkboxes for 'Show Shipments for All Users' and 'View Cancelled Shipments', and a red 'Search' button. A table of search results is partially visible at the bottom, with columns for Shipping Date, Shipment Numbers, Service Reference, and Weight. Callouts point to various elements: 'Three levels of search using specified data fields' points to the search input and dropdown; 'Sort in ascending or descending order using the available specified fields' points to the sort dropdown; 'Limit data using From and To date ranges' points to the date range selectors; 'Use 'Search' button to execute search request' points to the Search button; and a large box explains the 'Show Shipments for All Users' and 'View Cancelled Shipments' checkboxes.

Three levels of search using specified data fields

Sort in ascending or descending order using the available specified fields

Limit data using From and To date ranges

Use 'Search' button to execute search request

'Show Shipments for All Users' will ensure that you can view any shipments which sub users may have created. 'View Cancelled Shipments' will ensure you can see the processed shipments which were subsequently cancelled.

## View Shipment Pop-Up Detail

Shipping Date	Shipment Numbers	Sender's Reference	Recipient	Service Reference	Service Name/ Service Format	Channel	Department Reference	Customer Reference	Weight
15/Jan/2015	<a href="#">AAA000058884GB</a>		TEST 32131 TEST FRANCE	Reference 1	INTL BUS MAIL L LTR CTRY SRT HI VOL PRI / International Large Letter	DMO			0.100 kg
	3321 09-0127229007- 00000CF9L								<a href="#">Modify</a>

Shipment Number AAA000058884GB in the Shipment Numbers column acts as a hyperlink to a pop up window (see example below) with the details of the specific shipment

Each shipment has 3 unique numbers

- Shipment Number
- 2D item ID
- Unique Item ID (appears on the label)

Details

Regular Shipment

Service Reference	Carrier	Service Type	Service	Service Format	Shipping Date
Service Reference 1	Royal Mail	International	INTL BUS MAIL L LTR CTRY SRT HI VOL PRI	International Large Letter	15/01/2015

<b>Shipment No</b> AAA000058884GB <b>2D Item ID</b> 3321 <b>Unique Item ID</b> 09-0127229007-00000CF9L	<b>Recipient</b> INT TEST TEST 32131 TEST FRANCE <b>Special Instructions</b>  <b>Service Enhancement(s) Placeholder</b>  <b>Localised Address</b>  <b>Exporter Address</b> INT <b>Importer Address</b> INT
-----------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>Customer Reference</b> <b>Department Reference</b> <b>Delivery Date</b> <b>Mobile Number (SMS Notification)</b> <b>Terms of Delivery</b> <b>International Billing Code</b>
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

No of Items	Weight kg/Weight Band	Length cm	Width cm	Height cm	Volumetric Weight
1	0.100				
<b>Total No of Items</b> 1	<b>Total Weight of all Items</b> 0.100				

[Print](#)
[Close Window](#)

There are 3 item numbers present in this section of DMO:

- **Shipment No** – the number given to each shipment in DMO. If it starts with AAA this indicates that the item has been sent using a non-trackable/non-signed for service. If the item can be tracked or signed it will start with two letters e.g. BI, JH, RO etc
- **2D Item ID** – Hexadecimal representation of the shipment number for a mail piece
- **Unique Item ID** – this number is composed of the channel ID, account number, 2D item ID and a check digit.

Note: Department Reference field shows the details, if any, set up on your OBA Account.

## Modify a Shipment

To modify a shipment, you will need to tick the relevant box and then click on Modify

<input type="checkbox"/>	Shipping Date	Shipment Numbers	Sender's Reference	Recipient	Service Reference	Service Name/ Service Format	Channel	Department	Customer Reference	Weight	
<input type="checkbox"/>	23/Jan/2015	AAA000068351GB (P) 1000036 09-0367574000- 000F42647		FRED JONES EC1A 1AA LONDON UNITED KINGDOM	Service Reference 2	ROYAL MAIL 24 (P) FLAT RATE / Inland Parcel		DMD		0.100 kg	<a href="#">Modify</a>
<input type="checkbox"/>	23/Jan/2015	WL032431024GB (P) 1000035 09-0367574000- 000F42639		TONY ABLE EC1A 1BB LONDON UNITED KINGDOM	Service Reference 1	ROYAL MAIL TRACKED 24 (HV) (No Signature) / Inland Format Not Applicable		DMD		0.300 kg	<a href="#">Modify</a>
<input type="checkbox"/>	23/Jan/2015	WL032431019GB (P) 1000034 09-0367574000- 000F42628		JOHN SMITH EC1A 1AA LONDON UNITED KINGDOM	Service Reference 1	ROYAL MAIL TRACKED 24 (HV) (No Signature) / Inland Format Not Applicable		DMD		0.100 kg	<a href="#">Modify</a>
<b>Total : 3 Shipments</b>										<b>0.500</b>	

Once you have done this you will be taken into the 'Enter a Shipment' screen where you can make the necessary modifications to the shipment.

Once you have made the modifications and processed the shipment, you will be given a new label to print. The old shipment will have been overwritten with the new details as well as a new tracking number.

## Cancel a Shipment

To cancel one or several shipments, check the box next to a selected shipment and then click on the **Cancel Selected Shipments** button. A warning message to confirm cancellation is displayed. Click on **OK** to process cancellation. Note: that the shipment will be cancelled but not deleted from the system in order to provide historical traceability via your archived shipments. You will NOT be able to retrieve the shipment to make it live again once it has been cancelled.

### Current Shipments

16/Jan/2015

Enter the data you want the system to search for in the following fields.

Service Reference

Service Reference

Service Reference

Sort results by: Shipping Date

☐ Ascending

☒ Descending

From: 16 Jan 2015

To: 16 Jan 2015

☐ Show Shipments for All Users

☐ View Cancelled Shipments

**Search**

**Print List**

Shipping Date	Shipment Numbers	Sender's Reference	Recipient	Service Reference	Service Name/ Service Format	Channel	Department Customer Reference	Weight	It
<input type="checkbox"/> 22/Jan/2015	AAA000059540GB 3347 09-0127229007-00000D13z	BOOKS101	ROYAL MAIL EC1A 1AA LONDON UNITED KINGDOM	Service Reference 1	ROYAL MAIL 24/48 / Inland Large Letter	DMO		0.200 kg	<b>Modify</b> <b>Label</b> <b>CN22</b> <b>Commercial</b>
<input type="checkbox"/> 22/Jan/2015	B1097544127GB 3346 09-0127229007-00000D12B	78966585369	ANN SMITH LE1 2AB LEICESTER UNITED KINGDOM	Service Reference 1	SD GUARANTEED BY 1PM / Inland Format Not Applicable	DMO		0.100 kg	<b>Modify</b> <b>Label</b> <b>CN22</b> <b>Commercial</b>
<input type="checkbox"/> 22/Jan/2015	AAA000059536GB 3345 09-0127229007-00000D11D	1023696589	JOHN SMITH RG20 8TS NEWBURY UNITED KINGDOM	Service Reference 1	1ST AND 2ND CLASS ACCOUNT MAIL / Inland Large Letter	DMO		0.100 kg	<b>Modify</b> <b>Label</b> <b>CN22</b> <b>Commercial</b>
<input type="checkbox"/> 20/Jan/2015	B1097544113GB 3330 09-0127229007-00000D02C		NEOPOST LTD RM1 2AR ROMFORD UNITED KINGDOM	Service Reference 1	SD GUARANTEED BY 1PM / Inland Format Not Applicable	DMO		1 kg	<b>Modify</b> <b>Label</b> <b>CN22</b> <b>Commercial</b>

You are able to view the cancelled shipments in the 'Current Shipments' section of DMO.

To do this you will need to tick the 'View Cancelled Shipments' box

### Current Shipments

16/Jan/2015

Enter the data you want the system to search for in the following fields.

Service Reference

Service Reference

Service Reference

Sort results by: Shipping Date

☐ Ascending

☒ Descending

From: 16 Jan 2015


To: 22 Jan 2015

☒ Show Shipments for All Users

☒ View Cancelled Shipments

















**Search**

Cancelled shipments will be labelled with the word CANCELLED on the list of live shipments.  
No label reprint will be available for shipments that have been cancelled

Shipping Date	Shipment # Reference #	Recipient	Service Reference	Carrier Service / Service Format	Weight	Item
20/May/2013	JX016747983GB 	JOHN SMITH RG20 8TS NEWBURY UNITED KINGDOM	Service Reference 1	Royal Mail ROYAL MAIL TRACKED 24 (No Signature) / Inland Format Not Applicable	1.500 kg	1
CANCELLED						

### Re-print a label

If you wish to re-print a label without making any modifications you will need to click on the 'Label' button. As well as this, the international documents can be re-printed here.

<input type="checkbox"/>	Shipping Date	Shipment Numbers	Sender's Reference	Recipient	Service Reference	Service Name/ Service Format	Channel	Department Reference	Customer Reference	Weight	Item
<input type="checkbox"/>	22/Jen/2015	AAA0000059540GB  3347 09-0127229007- 00000D13z	BOOKS101	ROYAL MAIL EC1A 1AA LONDON UNITED KINGDOM	Service Reference 1	ROYAL MAIL 24\48 / Inland Large Letter	DMO			0.200 kg	<a href="#">Modify</a> <a href="#">Label </a> <a href="#">CN22 </a> <a href="#">Commercial </a>
<input type="checkbox"/>	22/Jen/2015	BI097544127GB  3346 09-0127229007- 00000D12B	78966585369	ANN SMITH LE1 2AB LEICESTER UNITED KINGDOM	Service Reference 1	SD GUARANTEED BY 1PM / Inland Format Not Applicable	DMO			0.100 kg	<a href="#">Modify</a> <a href="#">Label </a> <a href="#">CN22 </a> <a href="#">Commercial </a>
<input type="checkbox"/>	22/Jen/2015	AAA0000059536GB  3345 09-0127229007- 00000D11D	1023696589	JOHN SMITH RG20 8TS NEWBURY UNITED KINGDOM	Service Reference 1	1ST AND 2ND CLASS ACCOUNT MAIL / Inland Large Letter	DMO			0.100 kg	<a href="#">Modify</a> <a href="#">Label </a> <a href="#">CN22 </a> <a href="#">Commercial </a>
<input type="checkbox"/>	20/Jen/2015	BI097544113GB  3330 09-0127229007- 00000D02C		NEOPOST LTD RM1 2AR ROMFORD UNITED KINGDOM	Service Reference 1	SD GUARANTEED BY 1PM / Inland Format Not Applicable	DMO			1 kg	<a href="#">Modify</a> <a href="#">Label </a> <a href="#">CN22 </a> <a href="#">Commercial </a>

## Pending Shipments

Pending shipments are those that are on HOLD – they will not appear on the Customer Collection Receipt. On the Shipments sub-level menu there is an option, Pending Shipments, to view all the shipments that have been saved to the database but not to the Customer Collection Receipt..

**Despatch Manager Online**

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

Current Shipments  
**Pending Shipments**  
Non-processed Imported Shipments  
Mailshot Batch Errors

16/Jan/2015

Enter the data you want the system to search for in the following fields.

Shipper Shipper Shipper

Sort: Non-processed Mailshots  
Shipping Date  
Ascending  
Descending

From: 16 Jan 2015  
To: 16 Jan 2015  
☐ Show Shipments for All Users  
**Search**

**Print List**

Shipping Date	Sender's Reference	Recipient	Service Reference	Service Name / Service Format	Department Reference	Weight
16/01/2015	10236659	Mr Jones LE1 2AB LEICESTER	Service Reference 1	ROYAL MAIL 24\48 / Inland Large Letter		0.200 kg
<b>Total : 1 Shipments</b>						<b>0.200</b>

**Print List**  
**Delete Selected Shipments**

If you wish to delete the shipment, you will select the tick box next to the shipment and then select 'Delete Selected Shipments'.

Applying the 'Modify' button will cause a redirection to the Shipping screen where the shipment can be processed and printed. Once completed this will be considered a live shipment which will then appear under the 'Current Shipments'.



## Non-Processed Imported Shipments

Non-processed Imported Shipments are accessed under the 'Shipments' tab.

This is used to store shipments which have been imported through the 'Import Shipments' section of DMO, but not processed.

The screenshot shows the 'Despatch Manager Online' interface with the 'Shipments' tab selected. A dropdown menu is open, showing options: 'Current Shipments', 'Pending Shipments', 'Non-processed Imported Shipments' (highlighted in red), 'Mailshot Batch Errors', and 'Non-processed Mailshots'. A large red text overlay reads 'Important to all use'. Below it, blue text states: 'Please ensure your posting does not contain prohibited items and that all items are suitably packaged and labelled. All postings must comply with our terms and conditions. When you place an order on this webservice you confirm'.

If a customer wishes to process a shipment(s), there is the ability to select one shipment, several shipments (Half Auto) or a full batch (Full Auto). See the screenshot below which illustrates this. Once they have been processed, they will move from this section of DMO to 'Current Shipments' and then become eligible to run through the EOD process.

The screenshot shows the 'Non-processed Imported Shipments' page in the 'Despatch Manager Online' interface, dated 22/Jan/2015. It features a search section with input fields for 'Service Reference' and a 'Sort results by' dropdown set to 'Shipping Date'. There are radio buttons for 'Ascending' (selected) and 'Descending' sorting. Date range selectors for 'From' and 'To' are set to 'Day', 'Month', and 'Year'. 'Search' and 'Reset' buttons are present. Below the search section are buttons for 'Delete Shipment', 'Delete Batch', 'Delete All Batches', 'Process Half Auto', and 'Process Full Auto'. At the bottom, a table header is visible with columns: 'Shipping Date', 'Reference', 'Recipient', 'Carrier Service/Service Format', 'Weight', 'Items', and 'Processing Error'. A status bar indicates '0 shipments selected'.

## 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 will show shipments in the 'Current Shipments' that are ready to be confirmed. Once the EOD has been run, there isn't any functionality to re-print, modify or cancel any shipments.

Whilst the customer is expected to run the EOD manually, a cleansweep process happens everyday on DMO. This automatically runs the EOD and will clear what is in the 'Current Shipments'. By default the cleansweep is set to 6pm (the customer needs to contact the DMO help desk if they require a different time)

Selecting the Run EOD Process menu option takes you straight to the End of Day below screen:

**Despatch Manager Online**

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

---

### End of Day

18/Jan/2015

Enter the data you want the system to search for in the following fields.

**Service Reference** **Carrier** **Service**

ALL ALL ALL

You may include Your Reference and Your Description in the below optional field, the data will then be included in your manifest

**Your Reference** **Your Description**

Reset

**NOTE:** Cancelled current shipments will be transferred to the archive when EOD is run.

Shipping Date	Shipment Numbers	Sender's Reference	Recipient	Service Reference	Service Name /Service Format	Channel	Department	Customer Reference	Weight
18/01/2015	AAA000059981GB 3355 09-0127229007- 00000D1Bs	1008987678BILL	POWER E6 6WR LONDON GB	Service Reference 1	ROYAL MAIL 24\48 / Inland Large Letter	DMO			0.100 kg
<b>Total : 1 Shipments</b>									<b>0.100 1</b>

Submit

Using the **Submit** button, the Customer Collection Receipt can be generated and pre-advice /sales order files can be forwarded to Royal Mail.



# Despatch Manager Online

[Shipping Services](#)
[Shipments](#)
[End of Day](#)
[Archive](#)
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## End of Day Processing Results

Click the link below to open the Customer Collection Receipt file.

- [REVENUE PROTECTION DEV MANAGER / Royal Mail \[ 2013-05-20 \]](#)

Sales Order Reference: 100 and Sales Order Numbers = [not set]

**Pre-advice / Sales Order files have been sent to Royal Mail.**

When you click on the collection receipt link, you will be presented with the below screen:


Page 1 of 1

### Royal Mail DMO Sales Order Summary

20/05/2013  
 Sales Order Reference /  
 Customer Collection Receipt Batch  
 Number 100

REVENUE PROTECTION DEV MANAGER  
 FINANCE - ROYAL MAIL  
 TYNESIDE MAIL CENTRE  
 TEAM VALLEY TRADING ESTATE  
 NE11 0UE NEWCASTLE

Customer Collection Receipt B



Mandatory Collection Barcode.  
**Note :** The Barcode does not  
 appear on reprinted paperwork

Weight Summary

Account	Service	Weight (g)	Quantity
0127229000	ROYAL MAIL TRACKED 24 (No Signature)	1500	2

Control Totals

Number of Bags	Number of Pouches	Since previous collection (09/05/2013, Series 99) 3 items entered 1 items entered and subsequently cancelled 2 eligible items for current collection  Total volumes held on system 33 Customer Addresses 856 Items  Customer Collection Receipt Summary - Tracked Items Collection Date 20/05/2013      Series 100  <b>2 Items Collected</b>
Collection Date Stamp		
Accepting Officer Signature		
Collection Time		

To print the Collection Receipt, click on the Adobe Acrobat printing icon on the left side of the screen OR right click and press 'Print'.

## Re-print EOD paperwork

**Royal Mail** Despatch Manager Online

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

Run EOD Process  
Reprint EOD Customer Collection Receipt

### Search and Reprint Customer Collection Receipt

Search for your End of Day Customer Collection Receipt using either a date search, Customer Collection Receipt batch number or the sales order number. Click the submit button to activate the search.

☒ Date search for Customer Collection Receipt(s): 26 Aug 2010

☐ Specific Sales Order Reference :

☐ Specific Sales Order Number :

Submit

Search by:

- Customer Collection Receipt date
- Specific Sales Order Reference
- Specific Sales Order Number

If a Customer Collection Receipt to be printed was recent (the last ten created), it will be listed at the bottom of the search criteria.

Clicking on the [Customer Collection Receipt \(PDF\)](#) hyperlink re-launches the receipt in PDF format.

If the collection receipt cannot be found in the list of the last ten, use the search criteria provided to retrieve it from the system. Options available to search on are:

- The Customer Collection Receipt creation date (date on which EOD process was run)
- The Sales Order Reference (Customer Collection Receipt Batch Number)
- The Sales Order Number
- 
- The Sales Order Number will be returned to you after processing EOD. There may be a slight delay of upto 24 hours in returning this. In the meantime the message 'Not Set' appears.

### Search and Reprint Customer Collection Receipt


Search for your End of Day Customer Collection Receipt using either a date search, Customer Collection Receipt batch number / sales order reference or the sales order number. Click the submit button to activate the search.


☐ Date search for Customer Collection Receipt(s): 26 Aug 2010

☒ Specific Sales Order Reference : 3

☐ Specific Sales Order Number :

Submit

Use the  button to execute the search request. In the example above, Sales Order Reference number 3 is specifically being searched for, the result is displayed as shown below:




## Despatch Manager Online

[Shipping Services](#)[Shipments](#)[End of Day](#)[Archive](#)[Addresses](#)[Admin](#)[Help](#)[Log Off](#)

### End of Day Processing Results

Click the link below to open the Customer Collection Receipt file..

- [2010062101 / Royal Mail](#)  Sales Order Number=[not set] and Sales Order Reference=3 0002

**Note:** The Collection Barcode does not appear on re-printed collection receipts.