



Despatch Manager Online

Shipper User Training Guide

February 2015

Version 2.0

Part 2

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Archived Shipments

Error! Bookmark not defined.

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Archived Shipments

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

Archived Shipments

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

Service Reference

Service Reference

Service Reference

Sort results by: Customer Collection Receipt Date

Ascending

Descending

Archived Shipments

Reporting

Create Report

View Report

Audit Reporting

Create Audit Report

View Audit Report

Customer Reference

Customer Reference

Department Reference

Your Reference

Your Description

Service Reference

Service Type

Service / Service Format

Sender's Reference

Shipment Number

2D Item ID

2D Item ID (Hex Value)

Unique Item ID

Recipient Code

Recipient Name

Recipient Postal Code

Recipient Town

Recipient Country Code

Customer Collection Receipt Date

Customer Collection Receipt Date

Sender's Reference

Shipment Number

Recipient

Service Reference

Service / Service Format

Weight

Items

Department Reference

Customer Reference

Your Reference

Your Description

Recipient Country Code

Archived shipments can be found using the search criteria fields above the shipment tab. 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

Make sure you select 'Show Shipments for All Users' to ensure you include shipments which may have been created by any sub users that you may have.

Archived Shipments

19/Jan/2015

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

Customer Reference

Customer Reference

Customer Reference

Sort results by: Customer Collection Receipt Date

Ascending

Descending

From 19 Jan 2015

To 19 Jan 2015

Show Shipments for All Users

View Cancelled Shipments

Search

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

Archived Shipments

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

Sort results by:

☐ Ascending
☒ Descending

Archived Shipments
Reporting

Create Report
View Report

Audit Reporting
2014

Create Audit Report
2014

View Audit Report
nts for All Users

☐ View Cancelled Shipments

Search

	Customer Collection Receipt Date	Shipment # Reference #	EOD Method	Recipient	Service Reference	Carrier Service / Service Format	Weight	Items	Method	Department Reference	Custom Referen
<input type="checkbox"/>	28/Feb/2014	RO054330447GB	Clean Sweep	RECIPIENT TEST POSTCODE 1 TEST TOWN FRANCE	Service Reference 1	ROYAL MAIL INTL BUS MAIL TRACK & SIGN XTR COMP CTRY / INTERNATIONAL LARGE LETTER	0.001 kg	1	DMO		
<input type="checkbox"/>	28/Feb/2014	AAA000163366GB	Clean Sweep	NHA AB AFGHANISTAN	Service Reference 1	ROYAL MAIL INTERNATIONAL ECONOMY ON ACCOUNT / INTERNATIONAL PRINTED PAPERS	1 kg	1	DMO		
Total : 2 Shipments							1.001 kg	2			

CSV Export

Print List

The results in the archive can be exported as a CSV. No enhancements data such as email address or phone numbers will be exported.

There is also a link to the Royal Mail Track & Trace System for shipment tracking. If the item has not yet been scanned in by Royal Mail it will return a "Sorry - Please try again later".

NOTE: Pending shipments that have been deleted will not be visible as an archived shipment.

	Customer Collection Receipt Date	Shipment Numbers	Sender's Reference	EOD Method	Recipient	Service Reference	Service Name / Service Format	Weight	Items	CL
<input type="checkbox"/>	16/Jan/2015	AAA000059448GB 3336 09-0127229007-00000D08q		Manual EOD	TEST 32131 TEST FRANCE	Service Reference 1	INTL BUS MAIL L LTR CTRY SRT HI VOL PRI / INTERNATIONAL LARGE LETTER	0.100 kg	1	
<input type="checkbox"/>	16/Jan/2015	IC007560438GB 3335 09-0127229007-00000D07s	87965423	Manual EOD	ROYAL MAIL EC1A 1AA LONDON UNITED KINGDOM	Service Reference 1	ROYAL MAIL TRACKED 48 (No Signature) / INLAND FORMAT NOT APPLICABLE	0.100 kg	1	
<input type="checkbox"/>	16/Jan/2015	IC007560424GB 3334 09-0127229007-00000D06u	986963656	Manual EOD	MRS BROWN LE1 2AB LEICESTER UNITED KINGDOM	Service Reference 1	ROYAL MAIL TRACKED 48 (No Signature) / INLAND FORMAT NOT APPLICABLE	0.100 kg	1	

Addresses

Users have the option to Manage, Import and Export Addresses.

Manage Addresses

Despatch Manager Online

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

Address Book

☒ Begins with ☐ Contains Search on Code

Code	Name	Post Code	Country
1111	DAVID	AB24 3FX	GB
DCA001	DCA	AB24 3FX	GB

<< Page 1 of 1 (2 total addresses) >> Address Book Size: 1000

Address Selection

Code*
Business Name*
Address*
Country
Post Code* ☒
Town*
Instructions
E-mail
Phone Mobile
Fax Date Stamp
Zone

Searching the Address Book:

- The address book window has a menu of options to search for the required address book entry (see above). Enter the criteria data and click the search button.
- The results will be displayed within the screen above. If more than one page exists for your results, click on the 'Next' (>>) link on the bottom right hand side of the screen to move to the next page.
- To select the address and use it in the shipment entry screen, press the button 'Ship to this address'.
- The default view option upon first arrival in this screen is all addresses in the address book on the left.

Enter a New Address in the Address Book:

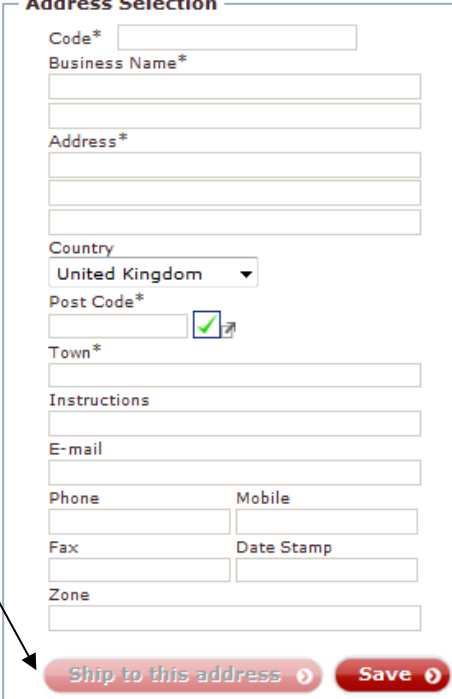
- To enter a new address into the address book:
 - Click on the 'Create' button
 - Populate the fields with the new address (Note: a unique address code must be used)
 - Click on the 'Save' button
 - The address will now be in the address book

Update an Address in the Address Book:

- To modify / update an address in the address book;
 - Search for the address that requires modification; populate the address fields with needed amendments.
 - Make the modification to the address
 - Click on the 'Save' button
 - The modifications will now have been saved

Ship to this address option:

There is an option from this screen called 'Ship to this address'. This will put an address directly into the shipment entry screen.



The screenshot shows a form titled "Address Selection" with the following fields and controls:

- Code* (text input)
- Business Name* (text input)
- Address* (text input)
- Country (dropdown menu showing "United Kingdom")
- Post Code* (text input with a green checkmark icon)
- Town* (text input)
- Instructions (text input)
- E-mail (text input)
- Phone (text input) and Mobile (text input)
- Fax (text input) and Date Stamp (text input)
- Zone (text input)

At the bottom of the form, there are two red buttons: "Ship to this address" and "Save". An arrow from the text "Ship to this address option:" points directly to the "Ship to this address" button.

Import Addresses

On the main menu options, click 'Addresses' and 'Import' as shown below. DMO can upload addresses directly into the address book on the server through the browser. This means that at any time a new address book can be loaded, modified, replaced or deleted.

Royal Mail Despatch Manager Online

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

Address Book Import

27/Aug/2010

1. Select a file format

Standard Formats

☐ Royal Mail CSV ☐ Royal Mail FW ☒ DATALOAD DAT

Define a new address book import format:

New

2. Select file to import

Browse

3. Select the default country

Default Country:

4. Import File

Import Method

☒ Add Addresses ☐ Replace existing Address Book ☐ Ignore the first line of the file

Duplicate Entries

☒ Replace existing address ☐ Ignore the new address

Import

There are four options on the IMPORT menu option:

- 'Select the address book format',
- 'Select the address book file'
- 'Select the default country'.
- Finally, choose the import file method

There are 3 formats already created which customers can use, however if none of them are relevant for the address file then a bespoke format can be created.

1. Click on 'New'
2. Select 'Fixed width fields' or 'Delimiter-separated values'. Most address files will be CSV or TXT therefore will require the 'Delimiter-separated values' option to be used:

Address Import Setup Wizard - Step 1

Step 1: Select Import File Layout Type

Select the layout format of the address files you will be importing:

☐ Fixed width fields ☒ Delimiter-separated values

Next

3. The below screenshot shows the 'Delimiter-separated value option'. Most address files will use the Separators and Delimiters which are already set. You will then need to select the fields in the same order as they appear in your address file.

Address Import Setup Wizard - Step 2

Step 2: Separated Values File Specification

Please specify the layout format of the address file you will be importing.

Instructions:

1. Enter the character or characters that separate each field (e.g. use , for comma separated values; for tab delimited values, enter the text tab in the separator field). Separator:
2. Enter the character or characters that are used to distinguish each field, usually a double quote (if any). Delimiter:
3. Click on each of the fields in the order that they are laid out in the import file.
If you make a mistake, use the 'remove last element' button to back up.
Use the 'Filler' field to represent fields in the import file that should be skipped during the import process.
Click the 'Next' button when you have completed specifying the layout.

Notes:
Required fields are shown in **bold**.

Any fields on the right hand side that are **bold** and **underlined** are mandatory, therefore you will need to make sure they are included in your layout.

Representation of File Layout:

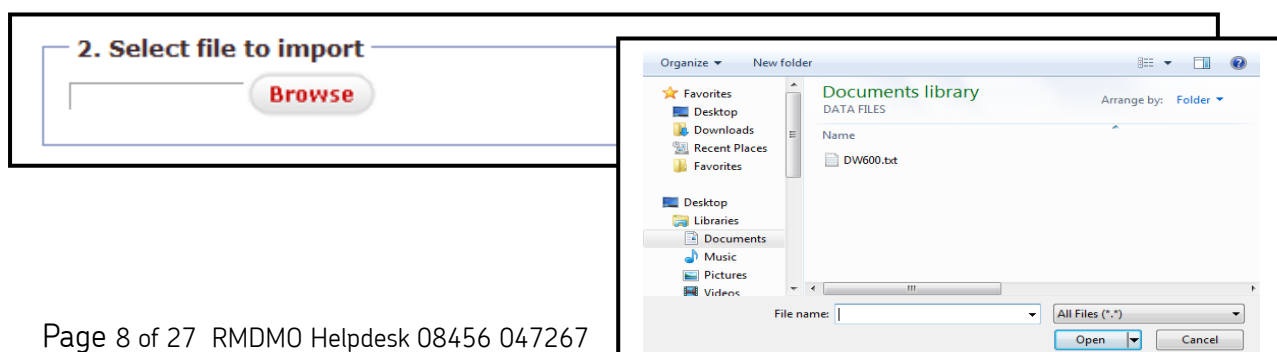
Fields

Recipient Code
Recipient Name
Recipient
Complementary Name
Address Line 1
Address Line 2
Address Line 3
Post Code
Town
Country
Phone
Mobile
Fax
Special Instructions
Email
VAT Number
Customs Reference
Localised Recipient
Name
Localised
Complementary Name
Localised Address Line
1
Localised Address Line
2
Localised Address Line
3
Localised Post Code
Localised Town
Filler


4. In step 3, you will need to name the layout and save it. Once saved, the new import layout is ready to use.

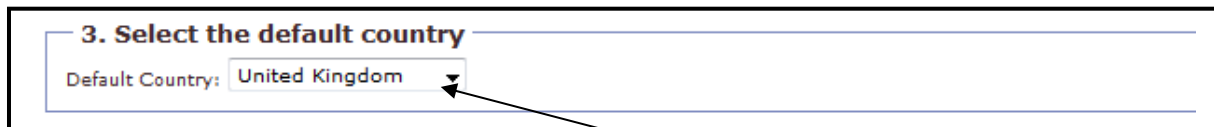
Importing Address Book Files

1. Select the data import file in section 2

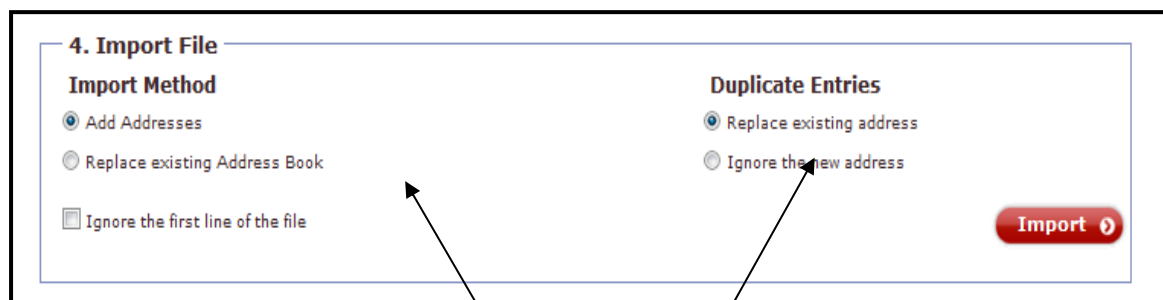


Make sure that the required file import specification is selected – then type the path of the address book or click on the browse button.

Clicking on the browse button will open the above window. From this screen find and select the correct path of the file to be imported and click on  button to store the file in memory.



2. Ensure the default country is set to the United Kingdom in section 3
3. Choose the import file method in section 4



First Action:

Choose Import Method – choose one:

- Add addresses to your address book
- Replace existing address book with the new import file

Second Action:

How to handle duplicate entries – choose one:

- Replace
- Ignore

Once all four sections are complete click the  button to upload the address book onto the server.

Exporting Address Book Files

On the main menu options, click ‘Addresses’ and ‘Export Addresses (txt)’.
Click ‘Save’ and specify the folder location to export the file to.

Process Mailshots

To view the Process Mailshots screen click on the main menu 'Addresses' and 'Process Mailshots' as shown below.

Users can first choose a Mail Group Section and choose (1) to 'Use the postcode in the batch to determine the correct post town'.

Users can choose to create their mailshot and process immediately in Section (2) without viewing their shipments or can create the mailshot and then view the shipments before processing.

Users can set their own Mailshot defaults in Section (3) and have a number of choices to map to their Mailshot Shipments.

Users can set their Service Options in Section (4). There they can set the department reference, state a reference number of their choice, select a shipping date, country and items/weight band for for their Mailshot Shipments.

Despatch Manager Online

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

Process Mailshots

Create a new mail group:
To create a new mail group, click here: **New mail group**

1. Select a Mail Group for Mailshot:
Select a Mail Group below to process Mailshot shipments automatically:
Mail Group: <choose a Mail Group>
☐ Use the postcode in the batch to determine correct post town

2. Mailshot Processing Methods:
Select one of options below to start processing mailshot immediately or import the shipments to the current batch/batch errors tables:
☐ Create Mailshot and Immediate Processing
☒ Create Mailshot and View Shipments

3. Mailshot Defaults:
Service Reference: Service Reference 1
Carrier: Royal Mail Service type: First Class
Service: <choose a Service> Service format: <choose a Service format>

4. Service Options
Department Ref. Sales
Reference No. Shipping Date: 5 Dec 2013
Country: <choose a Country>
Parcels: Items* Weight Band*
Add service options

Reset Run

The Process Mailshots functionality provides the ability to select a Mail Group to process mailshot shipments automatically, select the method of processing, choose mailshot default options and also choose the Service options for the Mailshot(s).

Mail Group Maintenance

To view Mail Group Maintenance click on the main menu 'Addresses' and 'Mail Group Maintenance' as shown below.

Despatch Manager Online

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

Mail Group Maintenance

1. Create/View/Delete/Edit a Mail Group

To create a new mail group, enter a name below and add it to the mail group table. To delete a mail group from the system button. To edit the name of an existing mail group, select the mail group, edit the name and use the save button to apply.

Mail Group Name :

Add **Delete** **View**

Mail Group Name	Address Count
TestCase056	4

2. Assign Customer Addresses

Select customer addresses from your address book that you would like to assign to a mail group:

Search Field: Search Type: ☒ All

☒ Match : (You can use an asterisk (*) to represent any collection of characters)

☒ Range : From To

Preview

Users can Add, Delete and View a new Mail Group using the Mail Group Maintenance screen. The 'Add' button will add a new mail group name by entering the Mail Group Name into the field and then clicking on the Add button. Alternatively, a user can delete or view a Mail Group Address by clicking on the 'Delete' or 'View' buttons in section 1 of the Mail Group Maintenance screen.

Section 2 of the Mail Group Maintenance screen allows a user to assign multiple customer addresses from the address book to a Mail Group and then preview the results by clicking on

the 'Preview' button.

Shipper Admin

Manage Users & Create New Users (Shipper Accounts)

Each shipper will have an admin account, which can determine other sub-user accounts. To manage or create users on the main menu click on 'Admin' and 'Users' as shown below:

The screenshot shows the 'Manage Users' page. At the top is a navigation bar with buttons: Shipping Services, Shipments, End of Day, Archive, Addresses, Admin, Help, and Log Off. Below this is a sidebar menu with options: Users, My Profile, Printer Settings, Welcome Page, System Requirements, ISD Settings, View Service References, Service Defaults, View Departmental References, and Return to Sender Address. The main content area is titled 'Manage Users' and includes a sub-header 'The Manage User page offers you the opportunity to manage and restrict the amount of access a user has to'. On the left, there's a 'Create User Account' section with a 'Create User Account' button. On the right, there's a 'Manage User Account' section with a 'Business Name' dropdown, radio buttons for 'Browse' and 'Make', and a list of users. The first user listed is 'Adrian, royal mail (adriantharby)'. Below the list are 'Edit User Account' and 'Delete User Account' buttons. A callout box points to the user list with the text 'Registered users will be displayed here'.

A list of users will appear on the right hand side, which can be amended by clicking on the desired user name. To create a new user, click on the **Create User Account** button. The screen below will appear. Fill in the necessary information such as Business Name, Contact Name, Username and Password. Click on the **Submit** button to finish the user set-up.

The screenshot shows the 'Manage Account' page. At the top is a navigation bar with buttons: Shipping Services, Shipments, End of Day, Archive, Addresses, Admin, Help, and Log Off. Below this is a sidebar menu with options: Users, My Profile, Printer Settings, Welcome Page, System Requirements, ISD Settings, View Service References, Service Defaults, View Departmental References, and Return to Sender Address. The main content area is titled 'Manage Account' and includes a sub-header 'The Manage Account page offers you the opportunity to manage and restrict the amount of access a user has to'. On the left, there's an 'Account Information' section with fields for 'Business Name', 'Contact Name', and 'Account name'. On the right, there's a 'User Information' section with fields for 'Username', 'New Password', and 'Confirm New Password'. A 'Submit' button is at the bottom right. A date stamp '27/Aug/2010' is visible in the top right corner.

The newly created user David2 is now visible as shown below:

Manage Users

27/Aug/2010

Create User Account

To Create a User
click the Create User Account button.

Create User Account

Manage User Accounts

☒ Browse OR ☐ Match

Business Name

for

Search

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

David Jones, David (David2)

Edit User Account

Delete User Account

Manage Users

27/Aug/2

Create User Account

To Create a User
click the Create User Account button.

Create User Account

Manage User Accounts

☒ Browse OR ☐ Match

Business Name

for

Search

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

David Jones, David (David2)

Edit User Account

Delete User Account

Edit User Account

Manage Account

Account Information

Business Name:

royal mail

Contact Name:

Adrian

☐ Account is locked

Please choose a username that is at least 8 characters long and a
password that is at least 8 characters long. We recommend that you
use your e-mail as your username.

Username:

adrianharby

New Password:

Confirm New Password:

NOTE: In order to change your existing
password please enter the current
password in order to proceed.

Generate Password

Security Information

Specify security privileges of account.

Manage Shipments:

None

Import Addresses:

No

Import Shipments:

None

View All Shipments for All
Users:

No

Manage Address Book:

None

EOD Process:

No

On Demand Shipping:

No

View Business Response
Addresses:

No

Resend/Reprint EOD:

No

View Archived Shipments:

No

View Return to Sender
Addresses:

No

View Department References:

No

Account Admin:

No

Reporting tool:

No

View Service References:

No

Security Rights


Set security rights depending on what you
wish the user to access. If 'No' is selected
for a particular user, the functionality
selected will be hidden within their account

User Security Rights

There are a host of security rights that can be switched on via the manage account for the sub users. A master user can switch on/off any of the following permissions.

- Manage Shipments
- Manage Address Book
- Resend/Reprint End of Day
- Account Admin
- Import Addresses
- EOD Process
- View Archived Shipments
- Reporting Tool
- Import Shipments
- On-Demand Shipping (If On Demand function has been enabled by Royal Mail for you)
- View Return to Sender Address
- View Service References
- View All Shipments for All Users
- View Business Response Addresses
- View Department References


Manage Account

Account Information		Please choose a username that is at least 8 characters long and a password that is at least 8 characters long. We recommend that you use your e-mail as your username.	
Business Name:	<input type="text" value="royal mail"/>	Username:	<input type="text" value="adriantharby"/>
Contact Name:	<input type="text" value="Adrian"/>	New Password:	<input type="password"/>
<input type="checkbox"/> Account is locked		Confirm New Password:	<input type="password"/>
		Generate Password 	

Security Information			
Specify security privileges of account.			
Manage Shipments:	Manage Address Book:	Resend/Reprint EOD:	Account Admin:
<input type="button" value="None"/>	<input type="button" value="None"/>	<input type="button" value="No"/>	<input type="button" value="No"/>
Import Addresses:	EOD Process:	View Archived Shipments:	Reporting tool:
<input type="button" value="No"/>	<input type="button" value="No"/>	<input type="button" value="No"/>	<input type="button" value="No"/>
Import Shipments:	On Demand Shipping:	View Return to Sender Addresses:	View Service References:
<input type="button" value="None"/>	<input type="button" value="No"/>	<input type="button" value="No"/>	<input type="button" value="No"/>
View All Shipments for All Users:	View Business Response Addresses:	View Department References:	
<input type="button" value="No"/>	<input type="button" value="No"/>	<input type="button" value="No"/>	

My Profile

All users who have a valid account have the right to change their own profile information. A user can change their password as well as all fields shown on the Account Information page shown below (Business Name, Contact Name, Username and Password).



Despatch Manager Online

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

Manage Account

30/Jan/2015

Account Information

Business Name:

Contact Name:

Current Password:

Please choose a username that is at least 8 characters long and a password that is at least 8 characters long. We recommend that you use your e-mail as your username.

Username:

New Password:

Confirm New Password:

NOTE: In order to change your existing password please enter the current password in order to proceed.

[Generate Password](#)

On Demand Settings

Specify settings for On Demand Shipping

Pickup Folder Location:
 [Browse](#)

Result Folder Location:
 [Browse](#)

Check Folder Location every(seconds):

Data File Name:

Lock File Name:

Result File Name:

[Restore Setting Defaults](#)

On Demand Settings shown in here, as well as in 'On Demand Shipping' under the 'Shipping Services' tab

Print Blank International Document

[Commercial Invoice](#)

[CN22](#)

[CN23](#)

The blank Commercial Invoice CN22 and CN23 documents can be printed from here.

[Submit](#)

For a user to finalise amendments click the [Submit](#) button to save any changes.

Printer Settings

To define printer settings click on the main menu 'Admin' and click on 'Printer Settings' as shown below. To make changes to printer settings a user must click the **Save Printer Settings** button to save changes.

The screenshot shows the 'Manage Printer Settings' page with a top navigation bar containing: Shipping Services, Shipments, End of Day, Archive, Addresses, Admin, Help, and Log Off. A sidebar on the right lists: Users, My Profile, **Printer Settings** (highlighted), System Requirements, ISO Settings, View Service References, Shipment Defaults, View Departmental References, Return to Sender Address, and Business Response Address.

The main content area is titled 'Manage Printer Settings' and includes several sections:

- Printing Format:** Includes a note about Adobe Acrobat Reader 6.01 and greater. Options: ☒ Single Label, ☐ Multi-Label A4 Sheet.
- Immediate Printing:** Do you want the Labels and A4 international shipping documents to be printed out immediately? ☐ Print Labels Immediately.
- Half Auto Mode:** **Print without pop-up**. Do you want to print your labels and A4 documents without a pop-up window? ☐ Print Without Pop-up.
- Preview Option:** Do you want the print dialogue screen to open before printing? ☐ Show Print preview.
- Label Printer:** Choose your Label Printer. Note: This feature will only work if you have Adobe Acrobat Reader 6.0 or greater installed. Options: ☒ Default Printer, OR, ☐ Specify another printer: [text field]. **Select** button.
- A4 Documents Printer (Commercial Invoices):** Choose your A4 document printer to print the commercial invoice. Note: If no A4 documents printer is set the A4 document will be printed on the default label printer. (This feature only works if you have Adobe Acrobat Reader 6.0 or greater installed). Options: ☒ Default Printer, OR, ☐ Specify another printer: [text field]. **Select** button.
- Document Copies:** CN22 [1], CN23 [1], Lock to CN23, CI [3].
- Test printer settings:** **Label Test** (Test your settings by printing this sample label. Note: Your settings must first be saved prior to testing.) **Test Printer Setup** button. **A4 Document Test** (Test your settings by printing this sample A4 document. Note: Your settings must first be saved prior to testing.) **Test A4 Documents Printer** button.

At the bottom right is a red **Save Printer Settings** button.

Callout Boxes:

- Top Callout:** Users have the option to define:
Printing format: single or multi-label A4 sheet
Preview Option: show or disable print preview option.
Immediate Printing: enable or disable immediate printing
Label Printer: Choose a default printer or specify another printer.
- Bottom Callout:** To enable Customs CN23 and Commercial Invoices to be printed on a separate A4 printer from the default label printer select the A4 printer to be used.
- Right Callout:** The default number of Customs CN22, CN23 and Commercial Invoices can be set here. Also if CN23 is always to be selected for non EU shipments.
- Bottom Callout:** Once a user has saved their printer settings, a user can check their Label Printer and A4 document settings

Position Printing

There is functionality in DMO to print labels through an A4 printer. This is available through 'Enter a Shipment' and 'Batch Importing'.

1. Select 'Multi-Label A4 Sheet'

Manage Printer Settings

Printing Format

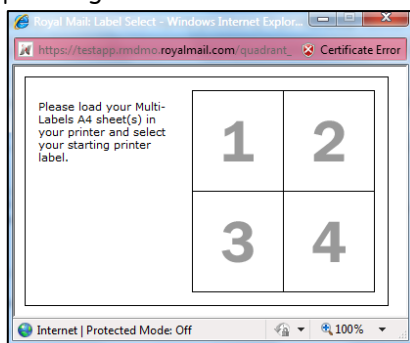
Please choose your printing format:

Note: Multi-Labels A4 sheet printing will only work if you have Adobe Acrobat Reader 6.01 or greater. Also note that if the shipment requires a CN22 label this will follow the shipping label.

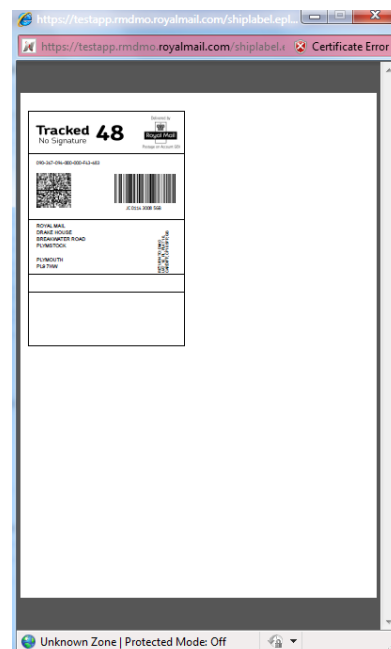
☐ Single Label

☒ Multi-Label A4 Sheet

2. When a label is processed through DMO the below box will appear. This enables the shipper to decide where abouts they want the label to appear on the A4 paper. For batch importing the customer will be able to fix the position for all labels to enable batch printing.



3. You will then be presented with the below window. This example shows that the customer has selected '1' during step 2 to enable the label to appear in the top left hand corner.



System Requirements Check

To run a system requirements check on your computer, click on the main menu 'Admin' and 'System Requirements' as shown below:

The screenshot shows the 'Despatch Manager Online' interface. At the top left is the Royal Mail logo. To its right is the title 'Despatch Manager Online'. Below this is a navigation bar with buttons: 'Shipping Services', 'Shipments', 'End of Day', 'Archive', 'Addresses', 'Admin', 'Help', and 'Log Off'. The 'Admin' button is highlighted. On the right side, a dropdown menu is open, showing options: 'Users', 'My Profile', 'Printer Settings', 'System Requirements' (highlighted in red), 'ISD Settings', 'View Service References', 'Shipment Defaults', 'View Departmental References', 'Return to Sender Address', and 'Tariff Maintenance'. The main content area is titled 'System Requirements Check' and contains the message 'Your system met all system requirements:'. Below this is a table with system requirements and their status:

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

Below the table are three buttons: 'Recheck System Requirements', 'Print Test' (with a printer icon), and 'Test Adobe Reader direct printing compliance' (with a printer icon and a red traffic light icon).


If a user upgrades software or DMO seems to be not working as expected, the first point of call is to run a System Requirements Check. This ensures the users PC is configured to run DMO.

To test DMO needed components click the **Recheck System Requirements** button. If a component is incorrect the traffic light will appear red. This test can also be completed from the main login screen.

It is recommended that the user upgrade any components that appear red as this can impact on the functionality.

ISD Settings

For Import Shipments or On Demand operation (using Importation of Shipping Data (ISD) format) click on the main menu 'Admin' and click on 'ISD Settings' as shown below. Define or view the ISD settings. This does not apply to manual entry shipments. For more details on ISD settings, refer to the Royal Mail DMO Import Shipments Set Up guide.



Despatch Manager Online


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


Importation of Shipping Data

[ISD Default Settings](#) [Postcode Mapping](#)

Default File Format

User Defined Formats

☐ [International Test](#) 

☐ [SITISD](#) 

☐ [Test Complex ISD](#) 

File Import

☐ Ignore File's First line

☐ Use the postcodes in the batch file to determine the post town

☐ Stop import of shipment data on first error


Default Process for Imported Shipments

☒ Half Auto Mode

☐ Full Auto Mode

☐ View imported shipments list

☐ Save postcode/town corrections in postcode mapping

[Save ISD Settings](#) 

[Users](#)

[My Profile](#)

[Printer Settings](#)

[System Requirements](#)

[ISD Settings](#)

[View Service References](#)

[Shipment Defaults](#)

[View Departmental References](#)


[Return to Sender Address](#)

[Tariff Maintenance](#)

View Service References

To view the shipper location Service Reference(s), click on main menu 'Admin' and 'View Service Reference' shown below.

Each shipper location has the ability to view their Service Reference information. Select the Service Reference to display information. You will need to contact your Royal Mail account manager if you need to make a change.



Despatch Manager Online

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

View Service References

Select a service reference to view its details

Name	Post Code	Country
SAPQ1_UATTEST2_PL1	CF10 5HX	GB
SAPQ1_UATTEST2_PL1	CF10 5HX	GB
SAPQ1_UATTEST2_PL1	CF10 5HX	GB
SAPQ1_UATTEST2_PL1	CF10 5HX	GB

Business Name
SAPQ1_UATTEST2_PL1

Service Reference 1

Contact Name
SAPQ1_UATTEST2_PL1

Address
19
ANGELINA STREET

Country
UNITED KINGDOM

Town
CARDIFF

Email
royalmail.support@neopost.co.uk

Nature of Goods

Delivery Instructions

Phone
123456789012

Fax

Post Code
CF10 5HX

Sender's Reference Prefix

[View Service References](#)

[Shipment Defaults](#)

[View Departmental References](#)

[Return to Sender Address](#)

[Tariff Maintenance](#)

Users

My Profile

Printer Settings

System Requirements

ISD Settings

Shipment Defaults

View Departmental References

Return to Sender Address

Tariff Maintenance

[Save](#)

Service Defaults

To view the Service Defaults click on the main menu 'Admin' and 'Shipment Defaults' shown below.

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

Shipment Defaults

Choose Service Type

Service Type
First Class

Choose Service

Service
1ST AND 2ND CLASS ACCOUNT M

Choose Service Format

Service Format
Inland Large Letter

Choose Weight

Weight
.5 kg

Default Number of Items (all shipments)

Items
1

Department References

Sales

Save Settings

- Users
- My Profile
- Printer Settings
- System Requirements
- ISD Settings
- View Service References
- Shipment Defaults**
- View Departmental References
- Return to Sender Address
- Business Response Address
- Tariff Maintenance

Users choose their service defaults within this screen. A user can select and save a default for the Service Type, Service, Service Format, Item Weight, the Default Number of Items for all shipments and also set a default against their account for the Department Reference. When the customer selects 'Service Reference 1' from the 'Enter a Shipment' screen, the defaults will then be produced. This will save the customer from having to select each field for their most popular service.

View Departmental References

Users can view the (optional) Departmental References associated with their account. Departmental References for their Account need to be first set up in Royal Mail's OBA system.

To view the Departmental Reference(s) click on main menu 'Admin' and 'View Departmental References' shown below.

The screenshot shows a web application interface for viewing departmental references. At the top, there is a navigation bar with buttons for 'Shipping Services', 'Shipments', 'End of Day', 'Archive', 'Addresses', 'Admin', 'Help', and 'Log Off'. Below the navigation bar, the main heading is 'View Departmental References'. On the left, there are two radio buttons: 'Begins with' (selected) and 'Contains'. To the right of these buttons is a search input field labeled 'Search on' and a dropdown menu labeled 'Department Name'. Below the search input is a 'Search' button with a magnifying glass icon. The main content area displays a table with two columns: 'Department Name' and 'Department Number'. The table lists ten departments: Accounting, Complaints, Customer Solutions, Human Resources, Legal, Marketing, Media, Retail, Sports, and Technology, each with a corresponding department number. At the bottom of the table, there are navigation controls: '<<' and '>>' buttons, and a text label 'Page 1 of 1 (10 total Departments)'. Below the table, there is a label 'Number of departments displayed' followed by a dropdown menu set to '10'.

Department Name	Department Number
Accounting	2000010635
Complaints	2000010642
Customer Solutions	2000010638
Human Resources	2000010636
Legal	2000010637
Marketing	2000010643
Media	2000010641
Retail	2000010640
Sports	2000010639
Technology	2000010634

A user can search the Departmental References using the 'Begins with' button or the 'Contains' buttons picklist (Department Name or Department Number); Then enter the search criteria by clicking the 'Search' button.

Return to Sender Address

Users can now view the Return to Sender address(s) associated to their account. A user can 'Create', 'Delete', 'Purge' and 'Save' the Return to Sender address(es).

To view the Return to Sender Address(s) click on main menu 'Admin' and 'Return to Sender Address' shown below.

Return to Sender Address

You must always have a default return to sender address.
You will not be able to delete the default address.

☒ Begins with Search on:
☐ Contains

Code	Posting Location Number	Post Code	Country
null	9000240066	CF10 5HX	GB

<< Page 1 of 1 (1 total address) >>
Address Book Size: 1000

Return to Sender Address

Code*
Business Name*
Address*
Country ☒ Default RTS Address
Postcode* ☒
Town*
Instructions
Recipient Name
E-mail
Phone Mobile
Fax Date Stamp
Posting Location Number

A default 'Return to Sender Address' can also be selected from the selection of Return to Sender Addresses in this screen.

A user can also search the Return to Sender addresses using the 'Begins with' and 'Contains' buttons in this screen.

Business Response Address

Business Response address is used with Tracked Returns, to specify where these items are returned to. To view the Business Response Address(es) click on the main menu 'Admin' and 'Business Response Address' shown below. See the Appendix for details of how to save a Tracked Returns label to a file and then email it.

The screenshot shows a web application interface for managing Business Response Addresses. At the top, there is a navigation bar with buttons for Shipping Services, Shipments, End of Day, Archive, Addresses, Admin, Help, and Log Off. Below this, a sidebar on the right contains a list of user-related options: Users, My Profile, Printer Settings, System Requirements, ISD Settings, View Service References, Shipment Defaults, View Departmental References, Return to Sender Address, Business Response Address (highlighted in red), and Tariff Maintenance.

The main content area is titled "Business Response Addresses". It features a search section with two radio buttons: "Begins with" (selected) and "Contains". A "Search on" field is present, with a dropdown menu currently set to "Code". A red "Search" button with a magnifying glass icon is located below the search fields.

Below the search section is a table displaying a list of addresses:

Code	Name	Post Code	Country	Service Reference
	ANGELINA	CF10 5HX	GB	1
	CHRISTINA	CF10 5HL	GB	2
	CLARENCE	CF10 5HG	GB	3
	BUTE	CF10 5HQ	GB	1
	MARIA	CF10 5HG	GB	2
	GALLEON	CF10 4JA	GB	3

At the bottom of the table, there are navigation buttons: "<<" and ">>". Below these buttons, it says "Page 1 of 1 (6 total addresses)" and "Address Book Size: 1000".

To the right of the table is a detailed form for editing a Business Response Address. The form includes fields for: Address Code, Business Name (pre-filled with "ANGELINA"), Address (pre-filled with "19 ANGELINA STREET" and "CARDIFF"), Country (dropdown menu set to "UNITED KINGDOM"), Post Code (pre-filled with "CF10 5HX"), Town (pre-filled with "CARDIFF"), Licence Number (pre-filled with "123456"), Instructions, Email Address, Phone, Mobile, Fax, Date Stamp (pre-filled with "22-03-2014"), and Service Reference (pre-filled with "1").

Users can view the Business Response Address(es) associated with their account.

A user can also search the Business Response addresses using the 'Begins with' and 'Contains' buttons and then entering search criteria into the 'Search On' field.

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.

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. See Appendix 3 for further information of how and why this is used. Access to the Tariff Maintenance is from the Admin drop down.

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

Tariff Maintenance

☒ Begins with Search on
☐ Contains Tariff Code

Contents Description	Tariff Code	Tariff Description
----------------------	-------------	--------------------

<< Page 1 of 1 (0 Tariffs) >>

Create Delete Purge

Tariff Maintenance

- Contents Description*
- Tariff Code*
- Tariff Description *

- Users
- My Profile
- Printer Settings
- System Requirements
- ISO Settings
- View Service References
- Shipment Defaults
- View Departmental References
- Return to Sender Address
- Business Response Address
- Tariff Maintenance**

When the Tariff Maintenance option is selected the below screen will be shown on first usage:

Royal Mail Despatch Manager Online

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

Tariff Maintenance

19/Jan/2015

☒ Begins with Search on
☐ Contains Tariff Code

Contents Description	Tariff Code	Tariff Description
----------------------	-------------	--------------------

<< Page 1 of 1 (9 Tariffs) >>

Create Delete Purge


Tariff Maintenance

Contents Description*

Tariff Code*

Tariff Description *

Save



Despatch Manager Online

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

Tariff Maintenance

19/Jan/2015

☒ Begins with
 ☐ Contains
 Search on

Contents Description	Tariff Code	Tariff Description
1_HaTN1	1_HaTN1	1_HaTN1 Description
2_HaTN1	2_HaTN1	This is a description
Hat	H1	Hats - Felt
Hat	H2	Hats -Straw
Hat	H	Hats - all
Coats	C	Coats all
Coats Long	C1	Coats Woollen
Coats Short	C3	Coats Short Woollen
Coats Short	C2	Coats Short Leather

Tariff Maintenance

It is in the best interests of the shipper to accurately manage this table in order to avoid any obstruction at Customs. Royal Mail doesn't validate this table, therefore the responsibility is with the customer.

The below screenshot shows you how Tariff Maintenance is transferred to the 'Enter a Shipment' screen in DMO.

Terms of delivery

Commercial Invoice Date

Purchase Order number:

6. International Item Contents

Hide details

Item number 1

Please provide a detailed description of content:

***Category/Nature of Item**

***Item Weight/Weight Band:**
 kg

Length cm

Width cm

Height cm

*No. of Units:	*Unit Weight (kg):	*Declared Unit Value:	*Unit Currency:	*Contents Description: ?	Tariff Code: ?	Tariff Description:	Country of origin:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Total Number of Units:
1

Total Weight of All Units: 1.000 kg

Total Declared Value: 100.00 GBP

Volumetric: 0.333 kg

Postal Charges/Fees:
 GBP

Invoice Number:

Export License Number:

Certificate Number:

Comments: (e.g. goods subject to quarantine, Sanitary/Phytosanitary inspections or other restrictions)

If the Tariff Code and descriptions are not known, click on the Tariff code field highlighted below to hyperlink to the UK government Tariff website to assist with the selection of the appropriate tariff details to apply. This will then enable the customer to add the codes in the 'Tariff Maintenance' table.

6. International Item Contents
Hide details

Item number 1

Please provide a detailed description of content:

*Category/Nature of Item	*Item Weight/Weight Band:	Length cm	Width cm	Height cm
Commercial Sample	1 kg	10	20	20

*No. of Units:	*Unit Weight (kg):	*Declared Unit Value:	*Unit Currency:	*Contents Description: ?	Tariff Code: ?	Tariff Description:	Country of origin:
1	1.000	100.00	GBP	Enter Descr			

This link will take you to the HMRC Gov.uk website to search for import and export commodity codes and for tax, duty and licenses that apply to your goods

Total Number of Units:	Total Weight of All Units:	Total Declared Value:
1	1.000 kg	100.00 GBP

Postal Charges/Fees:	Invoice Number:	Export License Number:	Certificate Number:

Comments: (e.g. goods subject to quarantine, Sanitary/Phytosanitary inspections or other restrictions)