



DocketHub
User Guide
For the
Downstream Access
Label Generation
Module

V1.01



1.0 Introduction

This module of the **DocketHub** system enables a poster to prepare their mailing in a manner that is compliant with Royal Mail Downstream Access, including zonal sortation and generation of the appropriate Downstream Access bag label.

The **DocketHub** system provides online facilities to support this process, including the following functionality:-

- Facilities for a poster to carry out Zonal Pricing and Sortation to Royal Mails Downstream Access Requirements.
- Facilities for the generation of the appropriate Downstream Access bag label.
- Facilities for the unique identification of each DSA bag and the generation of an electronic posting manifest to accompany each mailing.

2.0 Purpose

This document acts as the User Guide for the **DocketHub** Label Generation Module. It is designed to detail the functionality provided to a poster by the system in a step-by-step manner, to enable a user to carry out Zonal sortation and generate Downstream Access Bag labels.

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If you require more information, or feel this document could be improved, please do not hesitate to provide any feedback to support@dockethub.com

3.1 Label Generation Overview

By using the Label Generation Module the poster is able to carry out Zonal sortation and prepare Downstream Access bag Labels, including the generation of an electronic manifest to accompany each mailing.

3.2 Label Generation Main screen

When the user selects the “[Label generation](#)” icon from the desktop, an initial ‘loading’ screen is displayed while the labeller is initialised (this may take a few moments), after which the login screen is displayed.

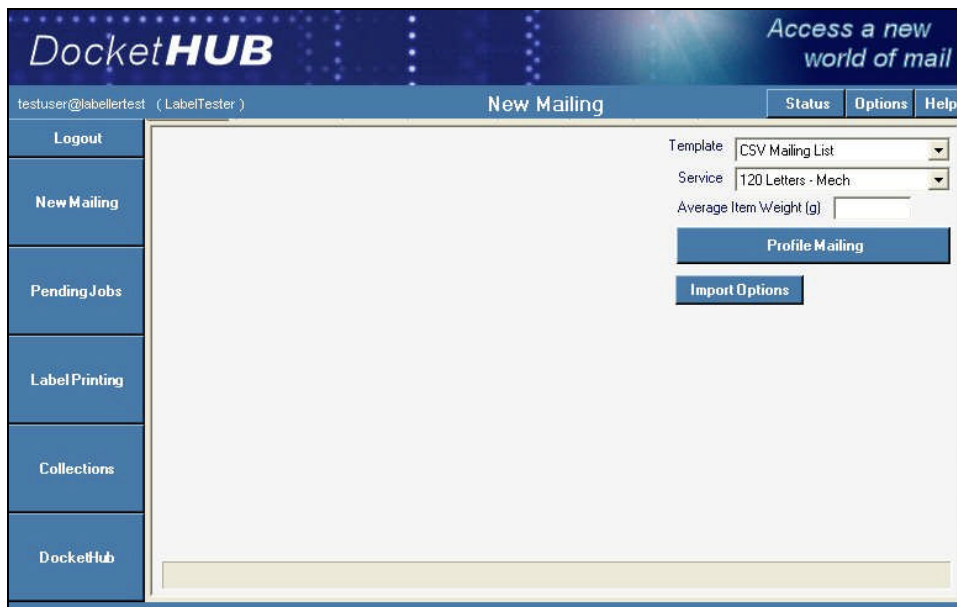


Upon entering a username and password, and clicking on the ‘Login’ button, the user details will be validated by the **DocketHUB** system, and after successful login the ‘Pending Jobs’ screen is displayed.

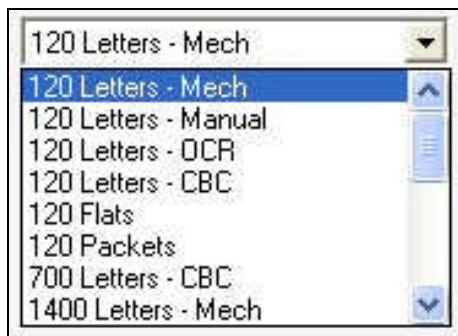
From the ‘Pending Jobs’ screen, the user can view jobs that have been previously loaded into the **DocketHUB** system, load a new Job into the system, or print labels for a particular ‘job’. The Pending Jobs screen is described in more detail in section 3.4

3.3 Creating a New Mailing

When the user selects the “**New Mailing**” option within the application navigator on the left hand side of the screen, the “**New Mailing**” entry screen is displayed...



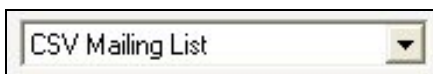
The user can select the service and format/machineability of the mailing by highlighting one from the “**Service**” drop down box on the right hand side of the screen as below...



The User then enters the Average Item Weight In grams in the box below...



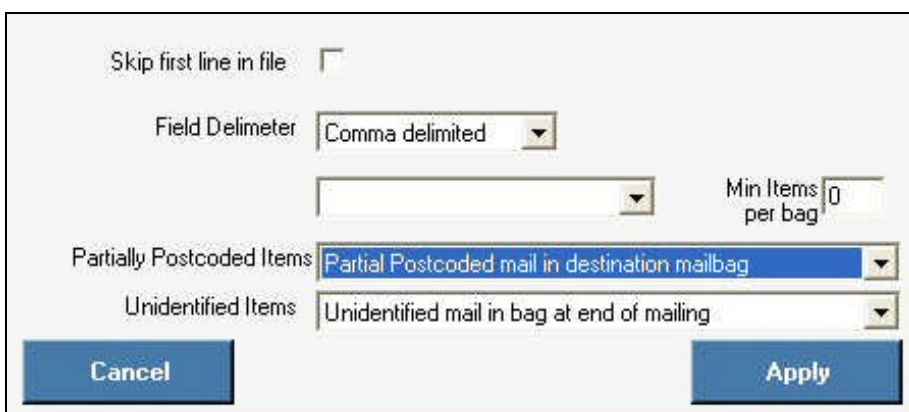
The user can upload the address list by selecting the CSV Mailing List drop down box on the right hand side of the screen as below...



The user can select the Import options by clicking on the “Import Option” button as below...



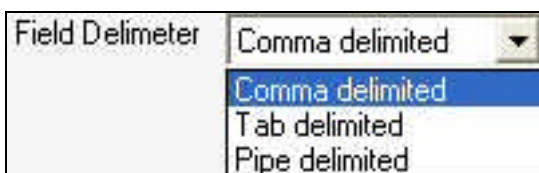
The following screen will be displayed



From this screen the user can enter specific import details from the file.

Skip First Line in File -The user puts a tick in this box if the file to be uploaded has no relevant data in the first line i.e. contains the title of the columns.

Field Delimiter – The user selects the file type from the drop down box as below...



Min Items Per Bag – The minimum number of items per bag is entered this number will depend on the individual item weight.

Partially Postcoded Items – The zone cannot be identified due to incomplete postcodes but the mail centre can be identified. (Mail will be classed as Zone Z) The poster has the option of placing the mail in either:-

- A Bag at the end of the mailing so they can be processed separately to the rest of the mailing.
- In a reject file so the mail is not printed by the mailing house .The Poster can then check the addresses in the reject file and correct the badly postcoded items.
- In a destination mailbag to the Mail centre so they are handled along with all other items for that Mail Centre and charged at Zone Z rates.

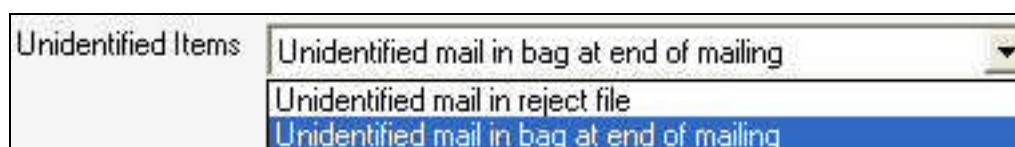
The user can select these options from the ‘Partially Postcoded items’ drop down box as below...



Unidentified Items – This Mail cannot be put into zonal sortataion due to incorrect postcodes the user has the option of placing them in either:-

- A Reject file so the mail is not printed by the mailing house .The Poster can then check the addresses in the reject file and correct the badly postcoded items.
- A bag at the end of the mailing so they can be processed separately to the rest of the mailing.

The user can select these options from the ‘Unidentified Items’ drop down box as below...



The user can then profile the mail by clicking the” [Profile Mailing](#)” as below...

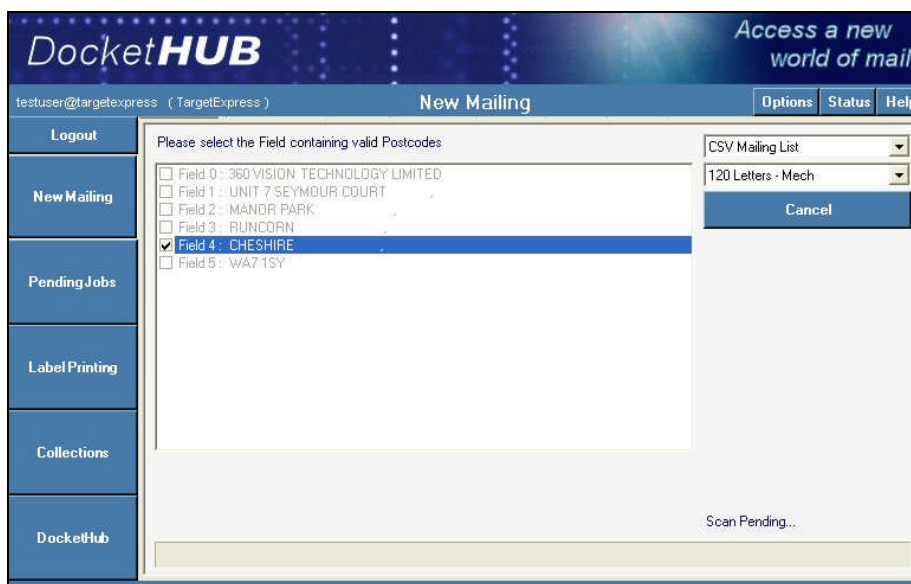


This will display a file browser window that enables the user to find the file to be uploaded from a directory on his/her local machine. When the user selects the file to be uploaded, the labeller will start to examine the file contents. In the case of a CSV file it will then ask the user to identify the field within the file that contains the address Postcode.



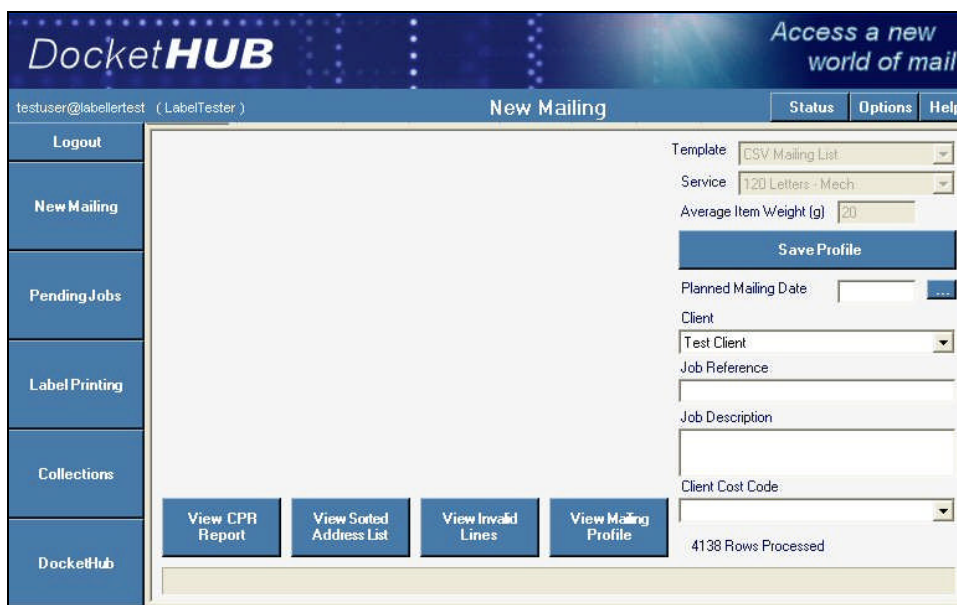
At this point the user is still able to go into the 'Import options' screen and make any amendments.

Once the user identifies the field containing the Postcode, scanning will start automatically...



The Dockethub labeller will scan the mailing file, to identify the postal zones for any addresses in the file, and the associated SSC codes. (The scanning process may take several minutes depending on the size of the file involved). A progress bar on the bottom of the screen will display current status of the scan process.

At the end of the scan process, the following screen will be displayed...



The user can now specify the client that this mailing relates to and the planned mailing date. The user can also complete the free text fields on the right hand side of the screen, which are associated with the information extracted from the file scan. This includes a poster job reference and description, and a client cost code (if the client has specified one should be recorded).

The button to the right of the Mailing Date field when clicked allows the user to pick a date from the calendar





The user can select to view the mailing reports detailing the output of the address list scan process.

The user can click on “[View CPR Reports](#)” button as below...



This report details the total number of items to be delivered to each Royal Mail Centre with a breakdown of this into zonal areas.

```
Target Customers Sage - amended.csv.CPR.txt - Notepad
File Edit Format View Help
Filename: Customers Sage - amended.csv
Rows Processed=100% (4440 of 4440)
Rows Failed=0
SSC codes =18
Total items with valid postcode=20
Total items without a valid postcode=4420
Postcode Penetration=0.0%
*****
Delivery Zones
Zone A (Central) = 15.0% (3 items)
Zone B (Urban) = 20.0% (4 items)
Zone C (Suburban) = 55.0% (11 items)
Zone D (Rural) = 10.0% (2 items)
Zone E (Deep Rural) = 0.0% (0 items)
Zone Z (Unknown/STL) = 0.0% (0 items)
*****
Delivery Breakdown
BIRMINGHAM
185 - 2 items ( Zone A=1 B=1 C=0 D=0 E=0 Z=0)
BRADFORD
174 - 1 items ( Zone A=0 B=0 C=1 D=0 E=0 Z=0)
BRISTOL
319 - 2 items ( Zone A=1 B=0 C=1 D=0 E=0 Z=0)
CARDIFF
328 - 1 items ( Zone A=0 B=0 C=1 D=0 E=0 Z=0)
CREWE
141 - 1 items ( Zone A=0 B=0 C=1 D=0 E=0 Z=0)
DARLINGTON
145 - 1 items ( Zone A=0 B=0 C=1 D=0 E=0 Z=0)
GLASGOW
105 - 1 items ( Zone A=0 B=0 C=1 D=0 E=0 Z=0)
GLOUCESTER
316 - 1 items ( Zone A=0 B=0 C=1 D=0 E=0 Z=0)
HEMEL
228 - 1 items ( Zone A=0 B=0 C=1 D=0 E=0 Z=0)
IPSWICH
188 - 1 items ( Zone A=0 B=0 C=0 D=1 E=0 Z=0)
JUBILEE
291 - 1 items ( Zone A=0 B=0 C=1 D=0 E=0 Z=0)
LIVERPOOL
138 - 1 items ( Zone A=0 B=1 C=0 D=0 E=0 Z=0)
LONDON
239 - 1 items ( Zone A=0 B=1 C=0 D=0 E=0 Z=0)
OXFORD
199 - 1 items ( Zone A=0 B=0 C=0 D=1 E=0 Z=0)
SHEFFIELD
177 - 1 items ( Zone A=0 B=0 C=1 D=0 E=0 Z=0)
SWANSEA
350 - 1 items ( Zone A=0 B=0 C=1 D=0 E=0 Z=0)
```

The user can click on **“View Sorted address list”** button as below...



This report gives details on the full address list.

The user can click on **“View Invalid Lines”** button as below...



Err Err: Failed View Data		
800 VISION TECHNOLOGY LIMITED	UNIT 7 SEYMOUR COURT	MAJOR PARK
80 DISPLAYS LIMITED	UNIT 4-5, NORTH QUAY	NORTH BEENT INDUSTRIAL ESTATE
31 PLC	KAREN LLOYD ACCOUNTS PAYABLE	TRINITY PARK
SM (738503/014214)	PAC ROY BUXTON 734803/010008	RUSSON ROAD
ST PLC	MAILROOM TRAFFIC	RD BOX 3
4 IMPRINT LIMITED	KAREN LLOYD ACCOUNTS PAYABLE	TRINITY PARK
A & I ENTERPRISES	UNIT 11	PARK 17
A & L TRANSPORT 0 22	THE OLD RAILWAY STATION	LONG WELFORD
A & M LTD	UNIT 10, BELLE VUE ROAD	OWBRAN
A B DECK LTD	472 OLD BEDFORD ROAD	INDUSTRIAL LTD
A B ELECTRONICS LTD	UNIT 9	LUTON
A BROSCHWITZER & CO LTD	COLVERN HOUSE	GREAT WEST TRD EST
A C R LOGISTICS	COMMERCIAL STREET	SPRING GARDENS
A COV 0 11 LEFT	APPLETREE RD	WIDE
A E S ENGINEERING LTD	60 COLUMBINE ROAD	CHIPPING WARDEN
A G PRECISION (SHEET METAL) LTD	MANGHAM ROAD	STOOD
A H SPARES LIMITED	UNIT 5B	BARBOT HALL IND ESTATE
A J DEVEYS 0 34	UNIT 2/3 BAY CLOSE	PROGRESS WAY
A J HILL (CONCRETE)	UNIT 7-B WESTFIELD ROAD	KINETON INDUSTRIAL EST
A J PLASTICS LTD	4 THE CLOSE	EXETER ROAD INDUSTRIAL ESTATE
A J WELLS & SONS	23 HARBOUR ROAD	NAVOCOCK
A M WOODHAMS & CO LIMITED	UNIT 2 LEAWARE LANE	INGERSNES
A ONE SCANDS LTD	BIDNOPS WAY	WALSALL
A P PARKIN LTD	UNIT 3 BORGAN WAY	NEBOTET
A PITCHER LIGHTING PROTECTION	10 SIDENELL STREET	HERRICAN WAY
A SUTCLIFFE 0 11	UNIT 8 CLETON BUSINESS PARK	OFF COPEDALE RD
A V POWER LIMITED	SERVICES	CLETON STREET
A X LIMITED	361 ST HELENS ROAD	COVE ESTATE KILPATRICK FLDWRNG
AAI TRANSPORT 0 00 LEFT 01/01/05	UNIT C11 ACRE BUSINESS PARK	LEIGON
AAL ALBOURN 002	24 NORMAN ROAD	ACCE ROAD
AAL MENARINI DIAGNOSTICS LIMITED	77 CAROLINE AVENUE	BARTON-LE-CLAY
AAL W. JONES 0 03	38 BARTOCK ROAD	MANCHESTER
AAL J. BINKS LTD	HARVEST HOUSE	TILE HILL NORTH
AAL J. WELLS & SONS	BIDNOPS WAY	CRANBOURNE IND. EST.
AAL S.A.P. FREIGHT SERVICES 028404	SUITE 5, 1ST FLOOR	NEARBY
AAL W. CARTER LIGHT HAULAGE 0 42	30 BRINDLE WAY	1 WISH ROAD
AAL W. BAXTER LTD	UNIT 4	CHICKENBY
AAL W. HURSTON T/A SITE SERVICES 001	512 WOODLAND ROAD	DOCK MEADOW IND. ESTATE
AAL A2B CARBON LTD 0 0024010	UNIT 1, MAYBELLS COMM ESTATE	WESTON-SUPER-MARE
AAL LOGISTICS 0 11	417B HIGH STREET	RIFFLE ROAD
AAL AAC LIMITED	BRIERLEY PARK CLOSE	CHAYMAN
AAL AAC SPECTRUM LTD	BRIERLEY PARK CLOSE	STONEY FORD ROAD
AAL AAH PHARMACEUTICALS LTD	HOLFORD WAY	HOLFORD
AAL AAI FOSTER GRANT LTD	LOWBRIDGE HAYES ROAD	LOWFORD
AAL ARACUS DIRECT HW LTD 0 01	16A WARRINGTON ROAD	GLAZEBURY
AAL ARACUS LOGISTICS LTD 0 20	21 CURRIE HOUSE	WERRBY WALKER WAY
		FURZON
		FAKESHAM
		BECKENHILL
		ELM PARK THURS
		BRACKNELL
		BECKENHILL
		MOSS LAKE
		SOBBURY
		OWERT
		DESBOROUGH VET
		BEES
		ONS GREAT WEST
		ROHFORD
		CHESHIRE
		BARBURY
		KEAT
		ROTHERHAM
		LUTON BEGS
		SOUTHAM
		OXHAMPTON
		ST HELENS
		WEST MIDLANDS
		ISLE OF WIGHT
		WICKFORD
		OFF SAUVOURS R
		TIPON
		GREATER MANCHE
		LOCKERBIE
		READING
		SOUTH DEVON
		LUTON
		ESSEX
		WORKINGHAM
		COVENTRY
		CRANBOURNE ROA
		ISLE OF WIGHT
		EASTBOURNE
		LANESFIELD DRG
		SOMERSET
		BARRENG
		KEAT
		STANTON HILL
		STANTON HILL
		BIRMINGHAM
		STONE ON TRENT
		WARRINGTON
		WESTERN SOCKS

This report gives details of the mailings that could not be sorted for Downstream Access Mailing, and which have been saved in a file marked ‘.ERR’

The user can click on **“View Mailing profile”** button as below...



This will display to the user a DSA Line Listing giving the zonal breakdown by SSC for the mailing.

Sortation Output Files

The scan process will generate the following files, which by default will be created alongside the original address file. (Using Testfile.csv as an example).

Testfile.csv	original address file for the mailing.
Testfile.csv.OUT	address file sorted to DSA Zones ready for printing.
Testfile.csv.ERR.txt	file containing any address records that could not be processed for Downstream Access.
Testfile.csv.CPR.txt	text file containing the CPR report for the mailing.
Testfile.csv.LST.txt	text file containing the Line Listing for the mailing.

When the fields to the right have been completed and the user is happy the profile can then be saved by clicking on the " [Save profile](#)" button as shown below...



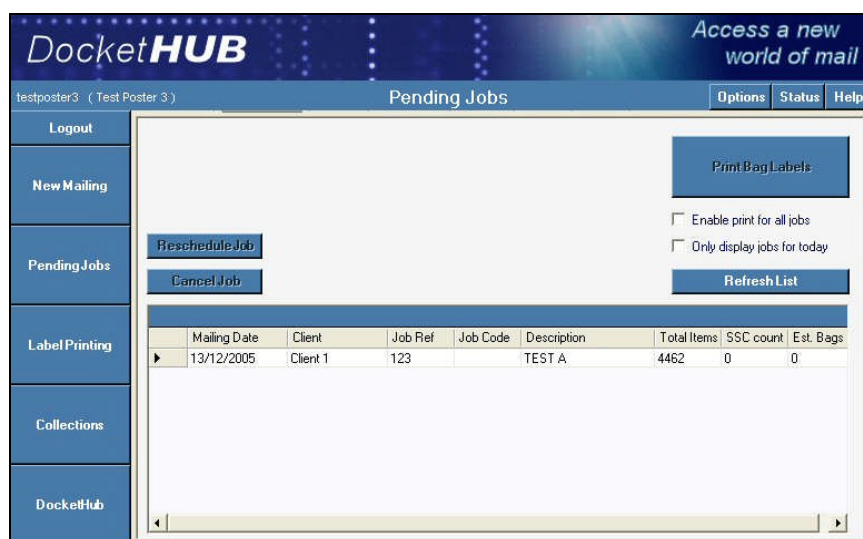
If Saving the Profile was successful, a message will display 'Mailing Profile has been replicated to the DocketHub server' to confirm that it has been saved.



If for some reason the user does not wish to save the Profile, clicking on the cross on the top right hand corner of the New Mailing screen will cause the profile to be discarded.

3.4 Pending Jobs

When the user selects the “**Pending Jobs**” option within the application navigator on the left hand side of the screen, the “**Pending Jobs**” screen is displayed...



This screen allows the user to view any jobs that are currently pending (i.e. waiting for labels to be produced).

The user has the option to restrict the view of pending jobs to only display jobs for the current day by clicking in “**only display jobs for today**” box on the right hand side of the screen and then clicking Refresh Screen, as below...



labelling a mailing

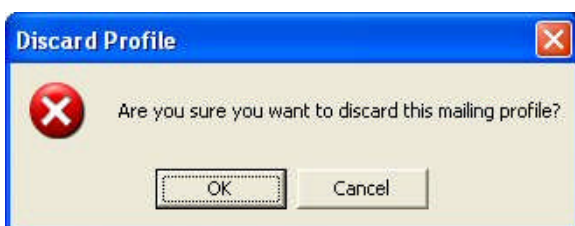
A mailing can be cancelled by highlighting the mailing in the list by clicking on the left hand side of the table row as below...

	Mailing Date	Client	Job Ref	Job Code	Description	Total Items	SSC count	Est. Bags
▶	25/11/2005	(null)	TEST	123	TEST A	(null)	(null)	(null)

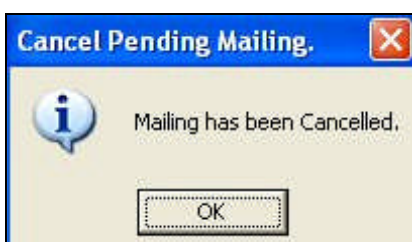
The user can then click on the “[Cancel Job](#)”, button...



A message will display ‘Are you sure you want to discard this mailing profile?’



If you decide to cancel the mailing, it will be removed from the Pending Jobs list and a confirmation message will be displayed to the user.



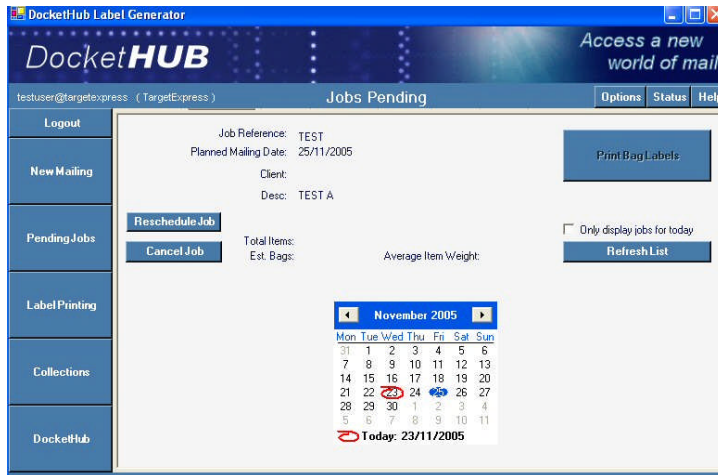
Rescheduling a Mailing

The “Reschedule job” button will allow the user to alter the Planned Mailing Date for any pending jobs. (The planned mailing date is used by the system for the purposes of forecast generation to your carrier).

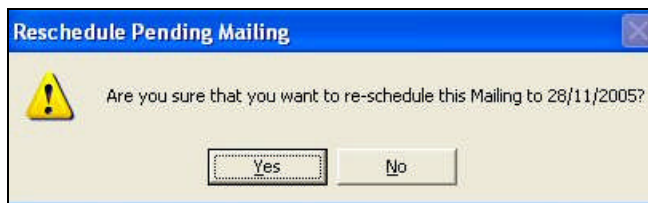
In order to reschedule a job, highlight the table row containing the job to be rescheduled as described above and click on the” [Reschedule Job](#)” button...



The user will then be able to select a new date from the calendar.



A message will display 'Are you sure you want to re-schedule this mailing'.

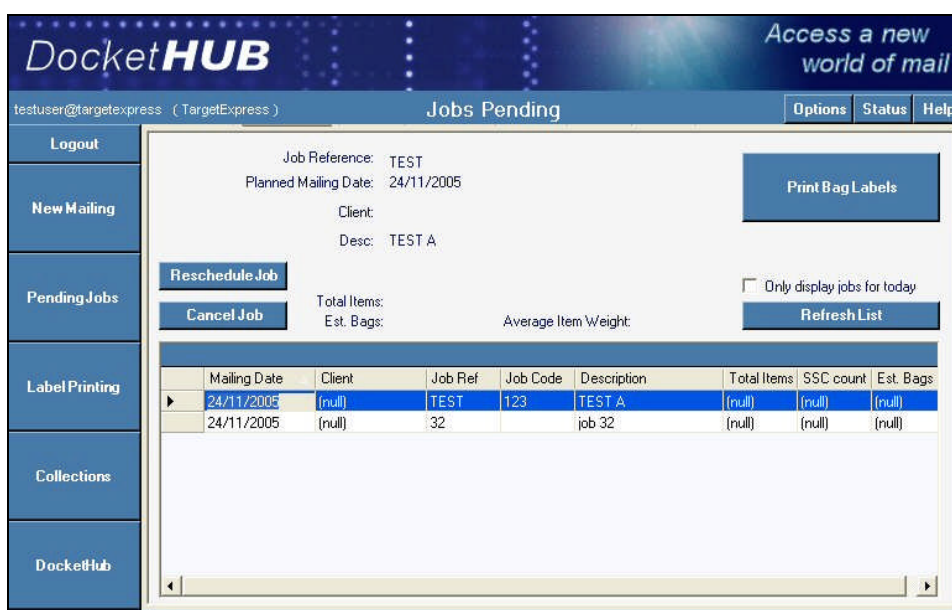


If you answer yes to this question, the mailing will be rescheduled...



3.5 Label Printing

The user is able to gain access to the Label Printing screen by selecting a job that has a planned mailing date set to the current day.



By default, labels cannot be printed for jobs that are not due to be printed today. However the user can enable printing of labels in advance of the planned mailing date by clicking on “[Enable Print For All Jobs](#)” and reselecting the job that the user wants to print.



To Print Labels for a particular job, click on the “**Print Bag Labels**” button in the jobs Pending Screen...

This will display the Label Printing for the selected job.

The screenshot shows the 'Label Printing' screen in DocketHUB. The interface includes a sidebar with navigation options: Logout, New Mailing, Pending Jobs, Label Printing (selected), Collections, and DocketHub. The main area is titled 'Label Printing' and contains various input fields and buttons. Fields include 'Print Labels For' (Pending Job), 'Client Reference' (TEST A), 'Job Reference' (123), 'Section' (1), 'Avg Item Weight (g)' (25), 'SSC code' (10421), 'Total Items' (1), 'Bag Item Count' (1), 'Bag Weight (g)' (25), 'Service' (120 Letters - Mech), 'Collection' (Next Collection), and 'Bag Destination' (SSC: 10421, MC: GLASGOW MC, DD: IRVINE, Plan: Codes: KA11-KA12). A 'Print Label' button is visible at the bottom right of the main area.

This screen will be pre-populated from the details already held in the mailing profile.

The right hand side of the screen displays the Service/collection details, the zonal breakdown of the selected SSC, and the details for the next label to be printed. The left hand side of the screen provides details of the Bag details including the Average item weight, and number of items per bag and total bag weight.

The user has the choice to either print labels individually or as a batch by selecting the appropriate print mode in the drop-down list.

The screenshot shows a drop-down menu for print mode. The menu is open, showing options: Print labels individually (selected), Print all labels for SSC, Print next 10 labels, and Print all labels for Mailing.

To print the label(s) click on the “**Print Label**” button



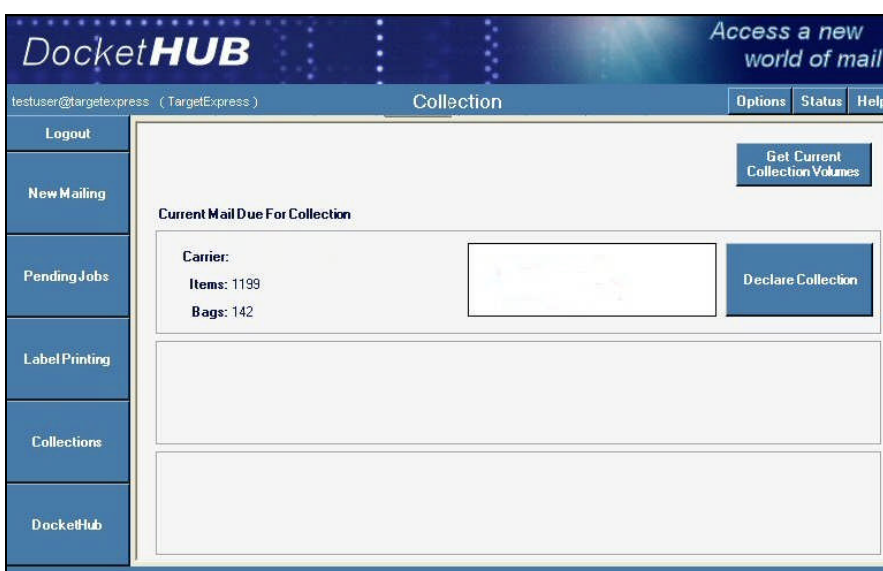
If required the user can enter details for individual 'one-off' labels using the 'Ad-Hoc' label entry screen. This will enable several entry fields, including the average item weight; SSC and item count fields, in order that the user can produce individual labels.



Print Labels For: Ad-hoc Mailing (selected)
Ad-hoc Mailing
Pending Job

3.6 Collection

When all labels for a particular day have been printed, and the poster wishes to declare all these bags to the carrier, then the collection can be closed using the 'Collection' screen.



DocketHUB Access a new world of mail
testuser@targetexpress (TargetExpress) Collection Options Status Help

Logout
New Mailing
Pending Jobs
Label Printing
Collections
DocketHub

Get Current Collection Volumes

Current Mail Due For Collection

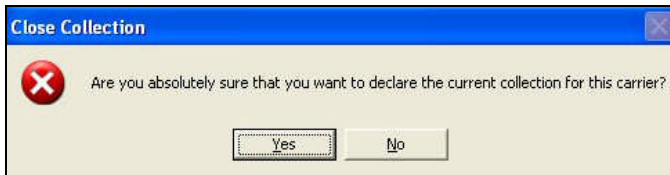
Carrier: [Field]
Items: 1199
Bags: 142

Declare Collection

The collection screen displays the total volume of mail including the number of bags to be sent to the carrier. At the end of each day the poster must declare the collection to the Carrier by clicking on the "Declare Collection" Button.



The user will be asked to confirm that the consignment is to be closed...

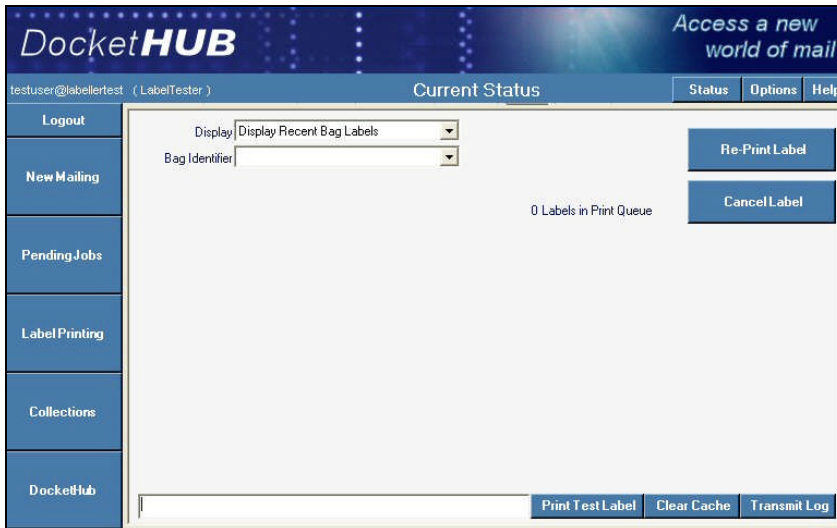


After the user has confirmed that the collection is to be closed, the system will confirm back to the user that the collection has been closed and all bags on that collection declared to the carrier.



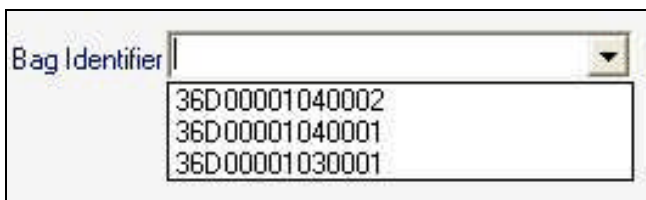
3.7 Status Screen

In The top right hand corner of the screen the user can select the “**Status**” button the following screen appears...



On this screen the user can either cancel or Re Print an individual label from a printed Mailing. When a label is cancelled this ensures the discarded bag Label details are not sent through with the collection details to the carrier.

The user can select the individual bag label by highlighting the bag from the “**Bag Identifier**” drop down box as below...



The user can click on “**Cancel Label**” as below to cancel this Label.



Or



To Re- Print the label.

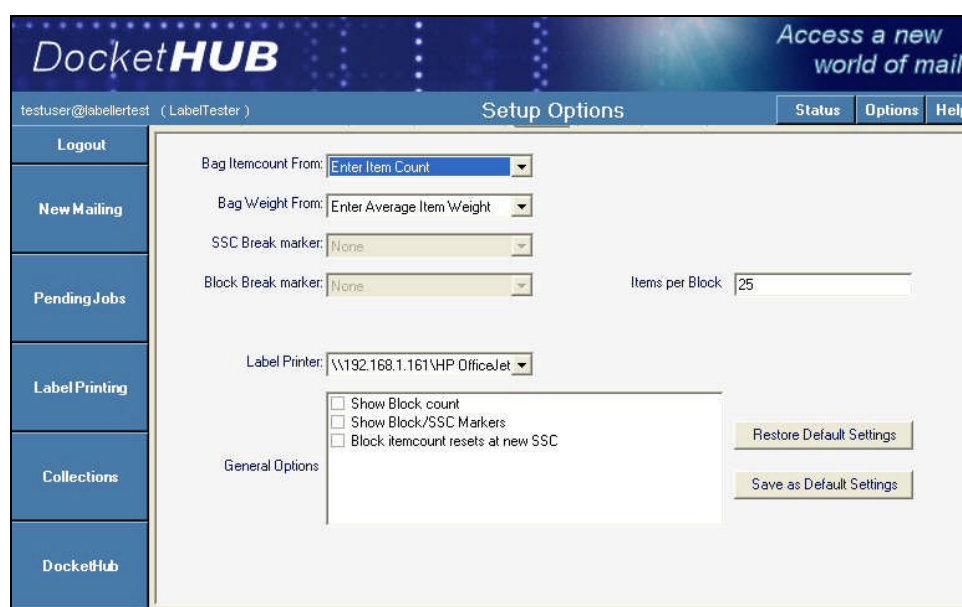
The user can print a test label on the label printer to confirm the printer is working by clicking on **“Print Test Label”** as below...



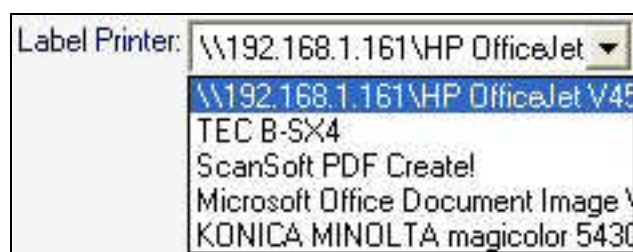
‘Clear cache’ and ‘Transmit log’ buttons are support tools for DocketHub.

3.8 Options Screen

In The top right hand corner of the screen the user can select the **“Options”** button the following screen appears



From this screen the user can select the label Printer required to start printing. The user selects the **“Label Printer”** drop down box as below...



When the printer has been selected the users clicks on **“Save as default Settings”** this printer will automatically be selected for each printing unless changed by the user.