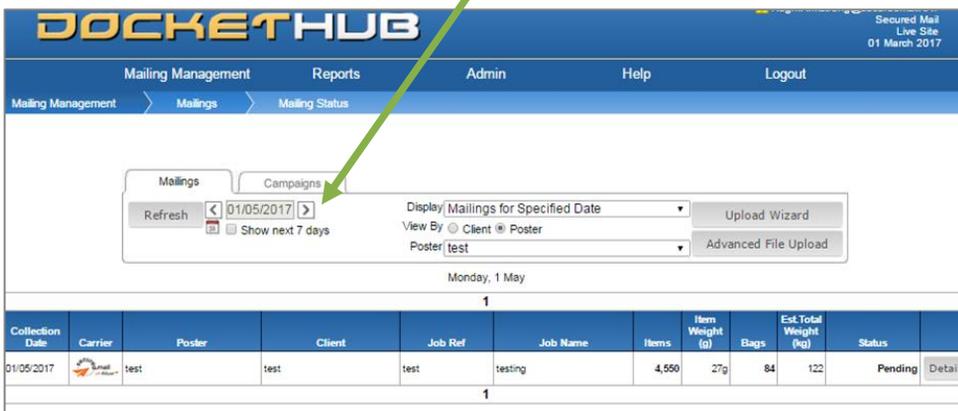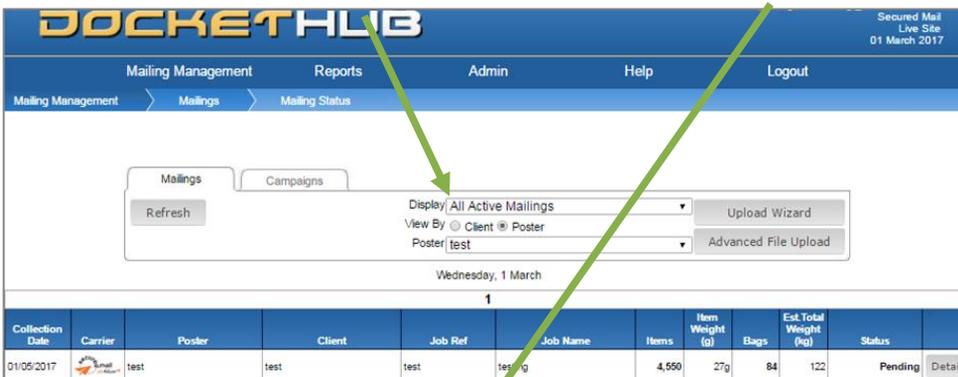On your browser go to: www.dockethub.com and enter your username and password:

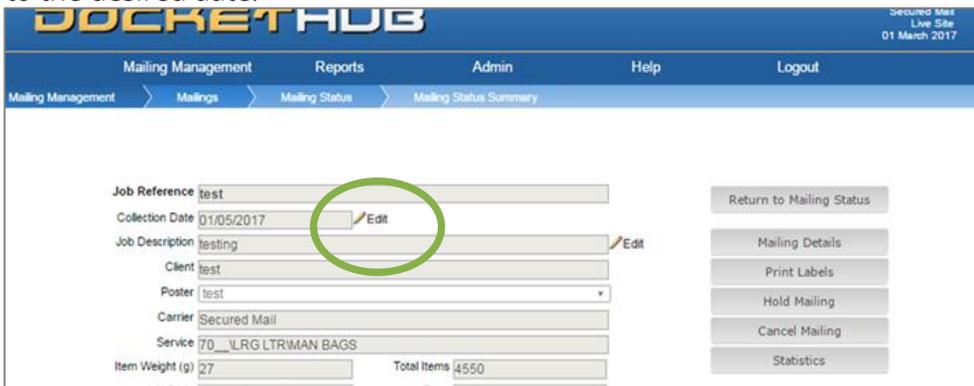Select the mailing status button as shown below

On the display select 'All active mailings' or use the 'date functions' to find the mailing required.

On the job line select the button called 'Detail' as shown below

This will open up an overview of the job, to change the collection date use the 'edit' tool to change to the desired date.

If the mailing is a split mailing, i.e. one data file uploaded but a staggered collection over a number of days, this must be split on Docket Hub via collection date using the method below.

In the mailing status summary select 'Mailing Details' from the menu.
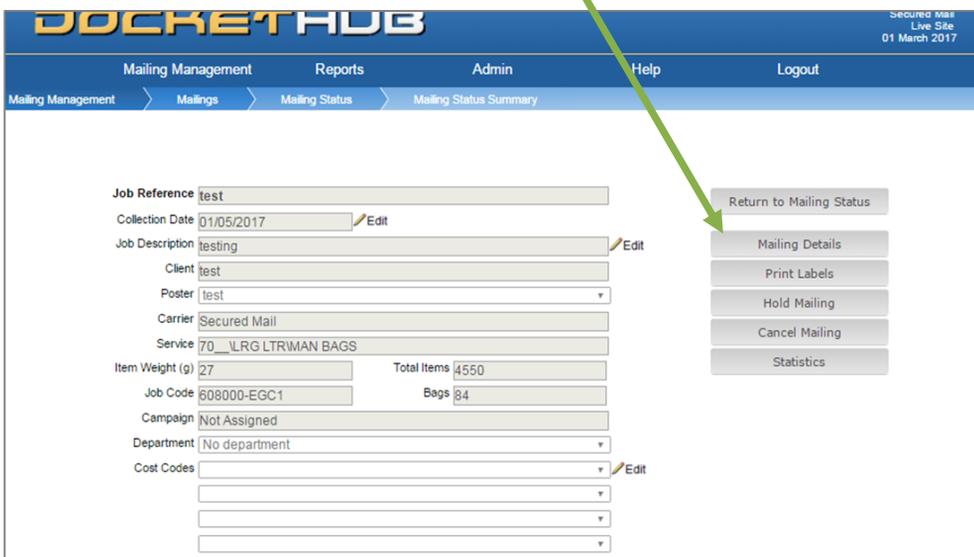
This will display the below screen, from this screen select the 'Mailing Admin' option

Once in the Mailing Admin screen select 'Split Mailing'

The Split Mailing screen will now appear where a mailing can be amended accordingly.

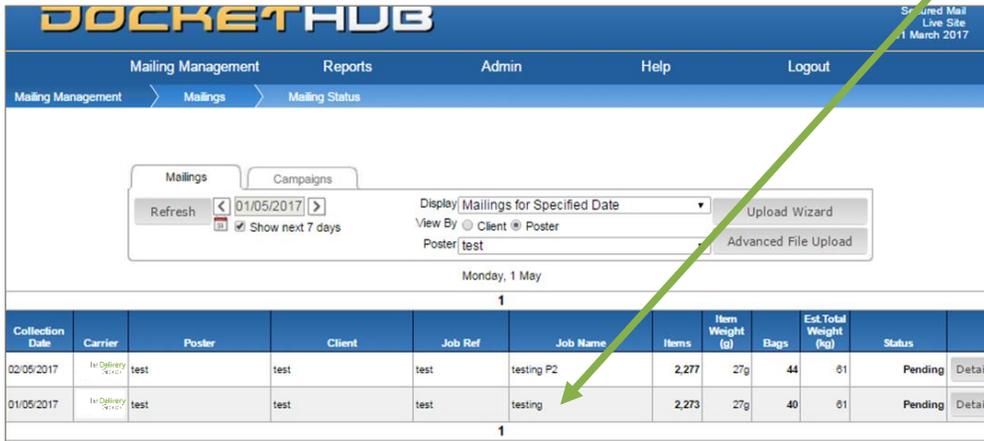Mailings can be split using either of the following parameters
- By Bag No
- SSC code
- Item No

Select the method that best suits how your need to split the mailing and set the start and end point for the split.

Next select a collection date for the new 'Split mailing' Items and click 'Submit Split'.

The Mailing Status screen will now show the new mailing created as Part 2 (P2) together with the original.

Continue this process until the whole job has been split accordingly into the collection dates applicable.

Failure to comply with the above procedure may result in a delay to mail processing and/or surcharges being applied.