CSV Guidelines

CSV files that are uploaded to generate labels can contain any information you wish but there are some pieces of information that **MUST** be included as a minimum. It doesn't matter what extra information is contained in a CSV file as long as the required fields are present and complete.

Required Fields

Required fields on CSV uploads vary depending on the service being used. Please see the below table for a list of required fields for each mail type:

	Domestic	International	Yodel
Recipient Name	✓	✓	✓
Address Line 1	✓	✓	✓
Address Line 2 *(optional)*			
Address Line 3 *(optional)*			
Address Line 4 / Town / City	✓	✓	✓
Address Line 5 / County / State *(Required for USA and Canada)*	✓	✓	✓
Post Code / Zip Code *(for countries that use Post/Zip Codes)*	✓	✓	✓
Weight *(in whole grams)*	✓	✓	✓
Format *(F/P) (*Only required for international if dimensions are not given)*	✓	✓*	
Dimensions *(Maximum or Measurement)*		✓*	✓
Item Height *(in cm)*		✓*	✓
Item Length *(in cm)*		✓*	✓
Item Width *(in cm)*		✓*	✓
Country Code		✓*	
Carrier Service Code *(SMDPSTD or SMDP48)*			✓
Proof of Delivery *(S – Signed, T – Tracked, X – Signed & Tracked, N – Untracked)*		✓	✓
Item Description		✓	
Item Quantity		✓	
Item Value *(in whole GBP)*		✓	

Optional Fields

In addition to the above mandatory fields, the following optional fields can also be used within a CSV file for each mail type.

	Domestic	International	Yodel
Client Reference *(order number for example)*	✓	✓	✓
Recipient Company Name *(35 characters)*	✓	✓	✓

Documents must always be saves as a .CSV file, as per the below. Files saved as an Excel Spreadsheet (.XLSX) will not upload to Docket Hub.

Save as type: | CSV (Comma delimited) | ▼

Dimensions

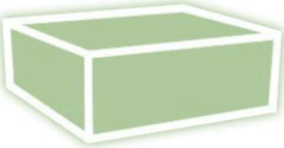### Royal Mail – Domestic Mail – Down Stream Access (DSA)

Large Letter
Max weight: 750g
Max dimensions: 353 x 250 x 25mm

Machinable Packets
Max weight: 2kg
Max dimensions: 400 x 300 x 200mm

Non-Machinable Packets
Max weight: 2kg
Max dimensions: 610 x 460 x 460mm

Yodel – Tracked

Yodel Mini (SMDPSTD)
Max weight: 3kg
Max dimensions: 450 x 350 x 200mm

Yodel Premium (SMDP48)
Max weight: 11kg
Max dimensions: 450 x 450 x 600mm

Useful Contacts

Client Services
03330 111 999
clientservicesWGTN@thedeliverygroup.co.uk

Where to send your dockets
dockets@thedeliverygroup.co.uk

Additional Collections from Warrington
collectionsnorth@thedeliverygroup.co.uk

Additional Collections from Luton
collections-south@thedeliverygroup.co.uk

Additional Consumables from Warrington
consumablesnorth@thedeliverygroup.co.uk

Additional Consumables from Luton
consumablessouth@thedeliverygroup.co.uk