



3. CREATE A CSV FILE
3. HOW TO DO THIS
4. CSV GUIDELINES
5. LOG IN TO DOCKET HUB
6. HOW TO UPLOAD A CSV FILE
6. ACCESS THE ITEM LEVEL UPLOAD SCREEN
6. THE 6 STEPS TO UPLOAD A CSV FILE
6. STEP 1 – JOB REFERENCE
6. STEP 2 – JOB REFERENCE
7. STEP 3 – SELECT TEMPLATE TO USE
7. STEP 4 – COLUMN MAPPINGS
7. STEP 5 – ENTER POSTING DETAILS
8. STEP 6 – GET YOUR LABELS
9. DOWNLOAD YOUR LABEL FILE
9. DOWNLOAD YOUR LABEL FILE IMMEDIATELY AFTER UPLOAD
10. DOWNLOAD YOUR LABEL FILE LATER
11. DOWNLOAD YOUR TRACKING REFERENCE NUMBERS

CREATE A CSV FILE

To use the Item Level Upload method to create and print labels you will need a CSV file. A CSV file (or Comma-Separated Values if you want to be technical) is essentially a spreadsheet that can be created in Microsoft Excel. The reason that this type of spreadsheet is important is that all data is separated by a comma (,) which standardises the data format and makes it easier to read by computer software.

Most e-commerce or Warehouse Management Systems (WMS) will allow you to compile and save a report in CSV format. If you can download a CSV file directly, please move to the next section. If your current software only allows reporting into a normal Microsoft Excel spreadsheet you can easily convert this into a CSV file by opening the document and saving it as a CSV file. Files saved as an Excel Spreadsheet (.XLSX) will not upload to Docket Hub.

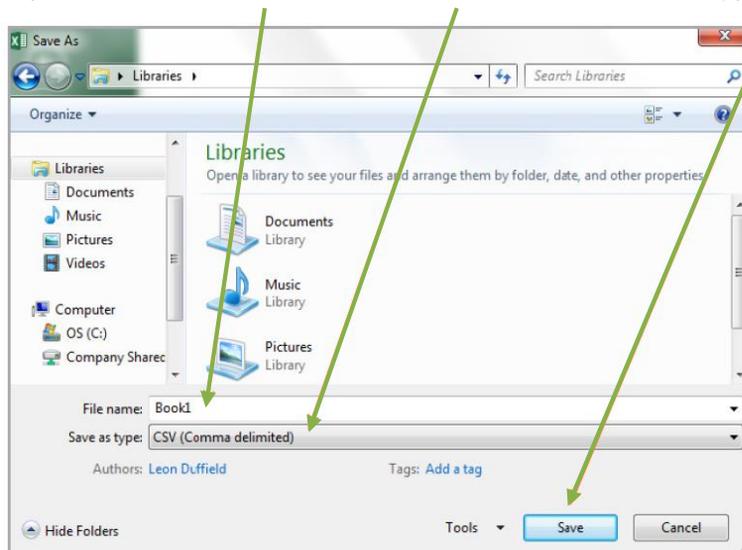
HOW TO DO THIS

1. With the spreadsheet open, click **FILE** on in the top left hand corner of the screen.



2. Click on **Save As** from the left hand menu and choose the location you wish to save the CSV file to.

3. When the below box opens, enter the **File Name here**, choose **CSV** as the file type and click Save



That is all it takes to create a CSV file from a normal Excel spreadsheet. The next step is to make sure your CSV file has all the information or data it needs to be uploaded onto Docket Hub.

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)	✓	✓	✓

The Delivery Group have prepared a number of CSV templates that can be used as a starting point. Please contact your Account Manager, Implementation Manager or Client Services who will arrange for the templates to be sent to you.

Docket Hub is the clever software that will turn your CSV data file into labels ready to be printed.

To access Docket Hub open a web browser and navigate to:

www.dockethub.com

Once you have arrived you will see the Docket Hub Login Screen.

You will be asked to enter your username and password. If you haven't been given your login details yet please speak to your Account Manager, Implementation Manager or Client Services.

Once logged in you will arrive at the main Home Page which will look like this:



Login Screen



Home Page

ACCESS THE ITEM LEVEL UPLOAD SCREEN

At the top of the page you will see five menus, these are:



Hover your mouse over the **Mailing Management** menu and you will see two options, **Item** and **Mailings**. Hover your mouse over **Item** and you will see a sub menu that looks like this:



This will take you to the Item Level Upload Screen where you can start to complete the 6 steps to upload the CSV file.

THE 6 STEPS TO UPLOAD A CSV FILE

STEP 1 – JOB REFERENCE

Step 1: Enter a Job Reference for your upload:

 This should be between 5 and 30 characters long.

Enter a name or reference for the upload. The name or reference can be anything you like, it will only be used for reference if you need to access the labels or tracking codes in the future. Most organisations use the date if they only upload once per day or the client name if they are sending items on behalf of third party clients.

The reference or name must be at least 5 characters and no more than 30 characters long and can include letters, numbers, symbols or spaces.

If you enter less than 5 or more than 30 characters the box will glow red to identify that there is a problem.

Step 1: Enter a Job Reference for your upload:

 x This should be between 5 and 30 characters long.

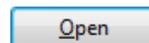
STEP 1 – JOB REFERENCE

Click on Choose File, locate the CSV file that you want to upload and click on

Step 2: Select an Address File to upload:

 No file chosen

Click on Choose File, locate the CSV file that you want to upload and click on



STEP 3 – SELECT TEMPLATE TO USE

Step 3: Select an Import Template to apply to the Address File:

-- Select an Import Template -->

The template tells Docket Hub where to look in the CSV file for all the information it needs. For example, which column it will find the postcode, whether it is in the column titled 'postcode' or 'addr6'. Docket Hub will be able to find the information as the template will have been mapped to the format of your CSV file. Just click on the template that has been set up for you.

STEP 4 – COLUMN MAPPINGS

If everything is set up correctly you should see the below result in Step 4. If there are no errors move on to Step 5.

Step 4: Review the result of applying the Import Template to the Address File, and click "Edit Column Mappings" to change these mappings.

File Upload Summary

You have uploaded a file with 16 columns and 7 items. Edit Column Mappings

Column Mappings

Recipient		Item		Service		Sender		
Recipient Name:	RecipientName	Description:	<Not Set>	Carrier:	Service Code:	Service Code	Contact Name:	<Not Set>
Phone:	<Not Set>	Quantity:	<Not Set>	Currency Code:	<Not Set>		Phone:	<Not Set>
Email:	<Not Set>	Value:	<Not Set>	Service Options:	<Not Set>		Email:	<Not Set>
Address Line 1:	Addr1	Length:	Item Length	DOP:	<Not Set>		Address Line 1:	<Not Set>
Address Line 2:	Addr2	Width:	Item Width	Delivery Time:	<Not Set>		Address Line 2:	<Not Set>
Address Line 3:	Addr3	Height:	Item Height	Proof Of Delivery:	Proof of Delivery		Address Line 3:	<Not Set>
Town:	Town	Weight:	Weight	Delivery Instructions:	<Not Set>		Town:	<Not Set>
County:	County	Format:	Format	Saturday Delivery:	<Not Set>		County:	<Not Set>
Postcode:	Postcode	Dimension Type:	Dimensions	Insurance Value:	<Not Set>		Post Code:	<Not Set>
Country Code:	<Not Set>			Documents Only:	<Not Set>		Country Code:	<Not Set>
Recipient Company:	<Not Set>			Fragile:	<Not Set>			
Client Item Reference:	Client Item Reference							
Carrier Item Reference:	<Not Set>							
SSC:	<Not Set>							

If there are errors with column mappings you will see an error like this:



If this happens, call Client Services, your Account Manager or an Implementation Manager for assistance.

STEP 5 – ENTER POSTING DETAILS

Step 5: Enter posting details:

Posting Date:

Carrier Name: Secured Mail-Net-Mixed Weight

Client Name: Leon Demo Account

Sub Client Name: Leon Demo Account

Click on the 'Posting Date' box and select the date the mail will be collected.

The 'Carrier Name' field will always be prepopulated with The Delivery Group and doesn't need to be changed.

The 'Client Name' field will always be prepopulated with your organisation's details and doesn't need to be changed.

STEP 5 – ENTER POSTING DETAILS ...(continued)

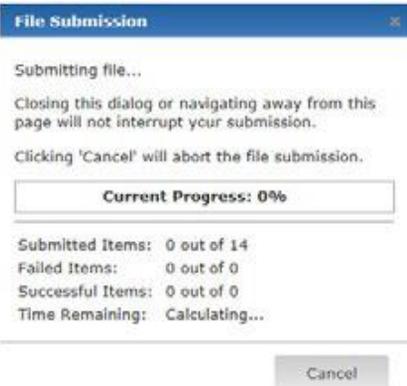
The 'Sub Client Name' will always be prepopulated with your organisation's details. If you have a sub-account set up on your profile use the drop down menu to select this otherwise it can be left as your organisation's details.

Step 6: Once ready, submit these details and receive your Label File:

STEP 6 – GET YOUR LABELS

Step 6 is fairly straightforward, just click

Once you click submit you will see a File Submission box appear while your labels are being generated.



Submitted Items

This is how many lines of the CSV have been processed

Failed Items

This is how many lines of the CSV have failed.

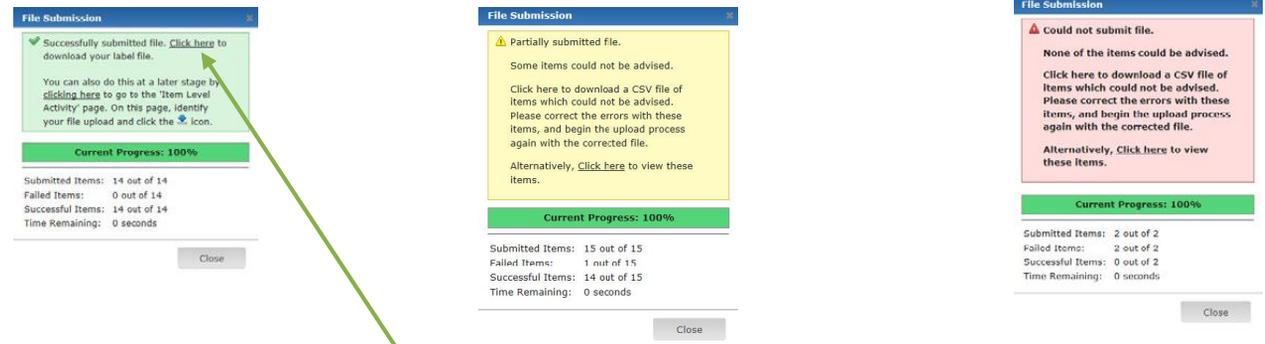
Successful Items

This is how many lines of the CSV were successful.

Time Remaining

This tells you how long the upload process has left to run.

If your upload is successful the File Submission box will turn green, if only some of the CSV entries have successfully generated labels the box will turn yellow and if none of the entries in the CSV have successfully generated labels the box will turn red:



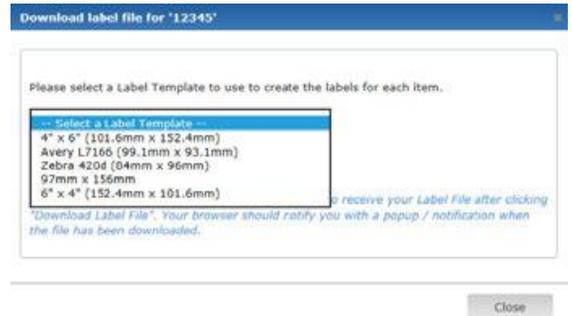
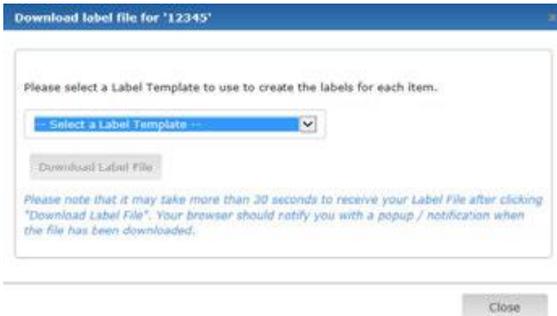
Once the CSV file has been successfully uploaded click on the link at the top of the green box to get your labels. If the file submission box turns yellow or red please contact your Account Manager, Implementation Manager or Client Services who will be able to diagnose the problem for you.

DOWNLOAD YOUR LABEL FILE

There are two ways to download your label file, either immediately after uploading your CSV file or at a later time.

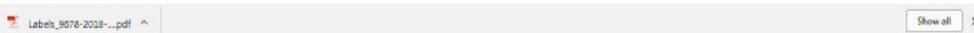
DOWNLOAD YOUR LABEL FILE IMMEDIATELY AFTER UPLOAD

Once the CSV file has been uploaded, the File Submission box has turned green and you've clicked on the link to get your labels another box will appear.

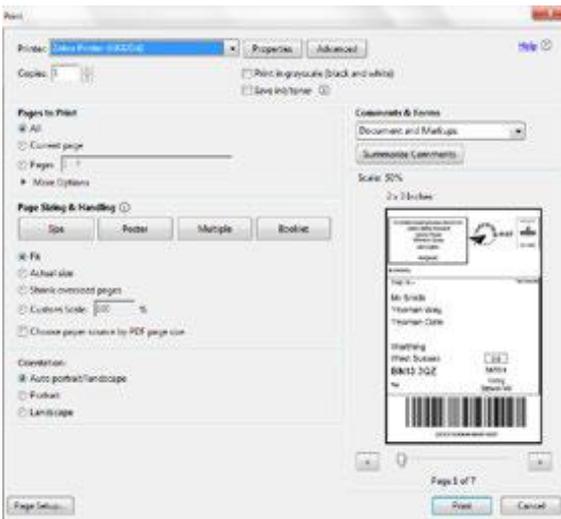


Choose 4" x 6" (101.6mm x 152.4mm) and then click on [Download Label File](#). At the bottom of the screen you should see a box like this if you use Microsoft Internet Explorer:

Or like this if you are using Google Chrome:



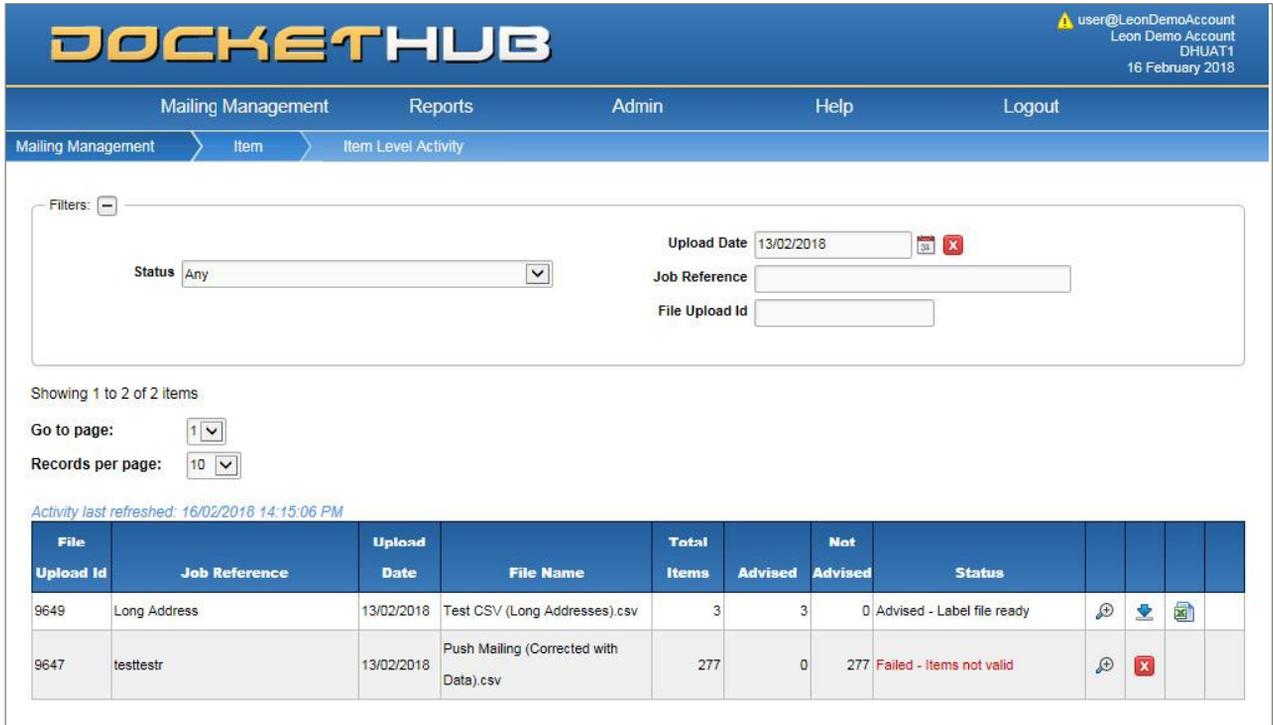
Once you've opened your label file you can either choose to save it on your PC, laptop or network or send it directly to the printer to print the labels.



DOWNLOAD YOUR LABEL FILE LATER

Labels that have been created previously can be accessed at any time. Hover your mouse over the **Mailing Management** menu.

Then hover your mouse over **Item** and click on **Item Level Upload** and this screen will appear:



The screenshot shows the DOCKETHUB interface. At the top right, it displays the user account: user@LeonDemoAccount, Leon Demo Account, DHUAT1, and the date 16 February 2018. The navigation menu includes Mailing Management, Reports, Admin, Help, and Logout. The breadcrumb trail shows Mailing Management > Item > Item Level Activity.

Filters: -

Status: Any

Upload Date: 13/02/2018

Job Reference: [text input]

File Upload Id: [text input]

Showing 1 to 2 of 2 items

Go to page: 1

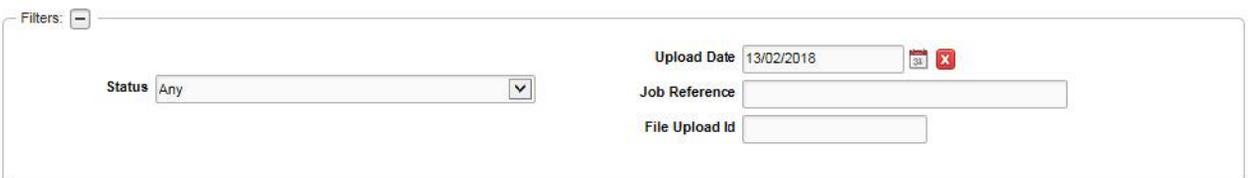
Records per page: 10

Activity last refreshed: 16/02/2018 14:15:06 PM

File Upload Id	Job Reference	Upload Date	File Name	Total Items	Advised	Not Advised	Status			
9649	Long Address	13/02/2018	Test CSV (Long Addresses).csv	3	3	0	Advised - Label file ready			
9647	testtestr	13/02/2018	Push Mailing (Corrected with Data).csv	277	0	277	Failed - Items not valid			

Once the desired upload is showing click on the download icon  and the labels will be downloaded. Follow the steps on page 9 to complete the download and print your labels.

The Item Level Activity screen will automatically be set to show today's uploads only. To find uploads completed on other days or to search using the Job Reference use the filter section at the top of the page.



Filters: -

Status: Any

Upload Date: 13/02/2018

Job Reference: [text input]

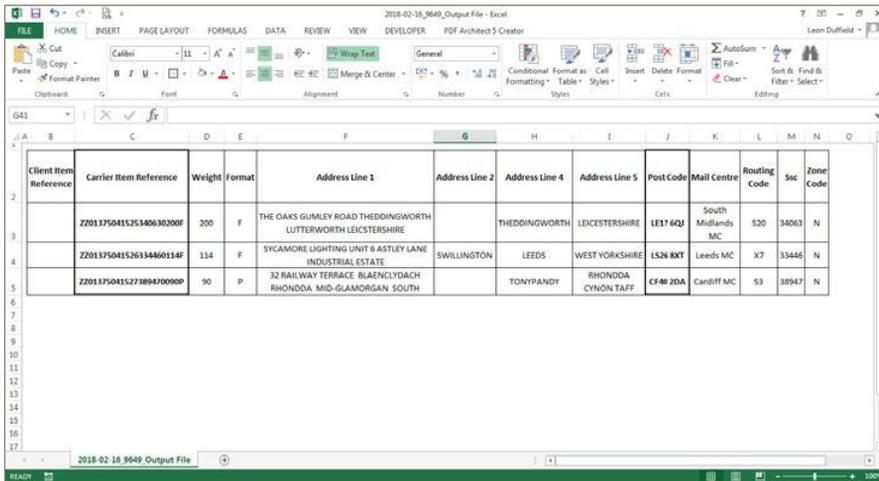
File Upload Id: [text input]

DOWNLOAD YOUR TRACKING REFERENCE NUMBERS

To access the tracking reference codes for each item open the Item Level Activity Page (follow the steps on page 10).

Find the upload that you want the tracking codes for and click on the spreadsheet icon 

This will download a CSV file containing the Carrier Item Reference and the Post Code which is all that is required to track an item.



Client Item Reference	Carrier Item Reference	Weight	Format	Address Line 1	Address Line 2	Address Line 4	Address Line 5	Post Code	Mail Centre	Routing Code	Svc	Zone Code
	Z201375041525340630200F	200	F	THE OAKS GUNLEY ROAD THEDDINGWORTH LUTTERWORTH LEICESTERSHIRE		THEDDINGWORTH	LEICESTERSHIRE	LE17 6QJ	South Midlands MC	S20	34063	N
	Z201375041526334460134F	114	F	SYCAMORE LIGHTINGS UNIT 6 ASTLEY LANE INDUSTRIAL ESTATE	SWILLINGTON	LEEDS	WEST YORKSHIRE	LS26 8XT	Leeds MC	X7	33446	N
	Z201375041527389470090P	90	P	32 RAILWAY TERRACE BIAENGLYDACH RHONDDA MID-GLAMORGAN SOUTH		TONYPANDY	RHONDDA CYNON TAFF	CF40 2DA	Cardiff MC	S3	38947	N

To track an item open a web browser and navigate to The Delivery Group website.

www.thedeliverygroup.co.uk

Then click **TRACK YOUR DELIVERY** on which is located on the right hand side of the page. Enter the Item

Reference number and the Post Code to see the tracking events.



TRACK YOUR DELIVERY

Enter your tracking details below

Item Reference

Postcode



TRACK YOUR DELIVERY

Item Status
Item has arrived at Royal Mail depot

Location
West Bromwich

Estimated Delivery
Thursday 15th February

History

Powered by
Dediplat 6.01



TRACK YOUR DELIVERY

- 14/02/2018 06:00 Secured Mail has advised the item to Royal Mail Secured Mail
- 14/02/2018 20:00 Royal Mail has billed Secured Mail
- 14/02/2018 20:00 Item has arrived at Royal Mail depot West Bromwich

Map

Powered by
Dediplat 6.01

Client Services

03330 111 999

clientservicesWGTN@thedeliverygroup.co.uk

Additional Collections from Warrington

collectionsnorth@thedeliverygroup.co.uk

Additional Consumables from Warrington

consumablesnorth@thedeliverygroup.co.uk

Where to send your dockets

dockets@thedeliverygroup.co.uk

Additional Collections from Luton

collections-south@thedeliverygroup.co.uk

Additional Consumables from Luton

consumablesouth@thedeliverygroup.co.uk