

# User Guide: Item AWB Entry



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The Item AWB Entry screen is a portal in which you can create labels manually and individually. To create individual labels in Docket Hub you have 2 options.

You can either:

- Use the Item Level Upload method with only one line on the CSV populated or;
- You can use the Item AWB Entry portal.

This guide will explain how to use the Item AWB interface to generate individual labels. Please see the Item Level Upload User Guide if you would like instructions on how to upload a CSV file to generate labels.

## LOG IN TO DOCKET HUB

Docket Hub is the clever software that creates labels ready to be printed and used to mail items.

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

[www.dockethub.com](http://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 AWB SCREEN

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

Mailing Management

Reports

Admin

Help

Logout

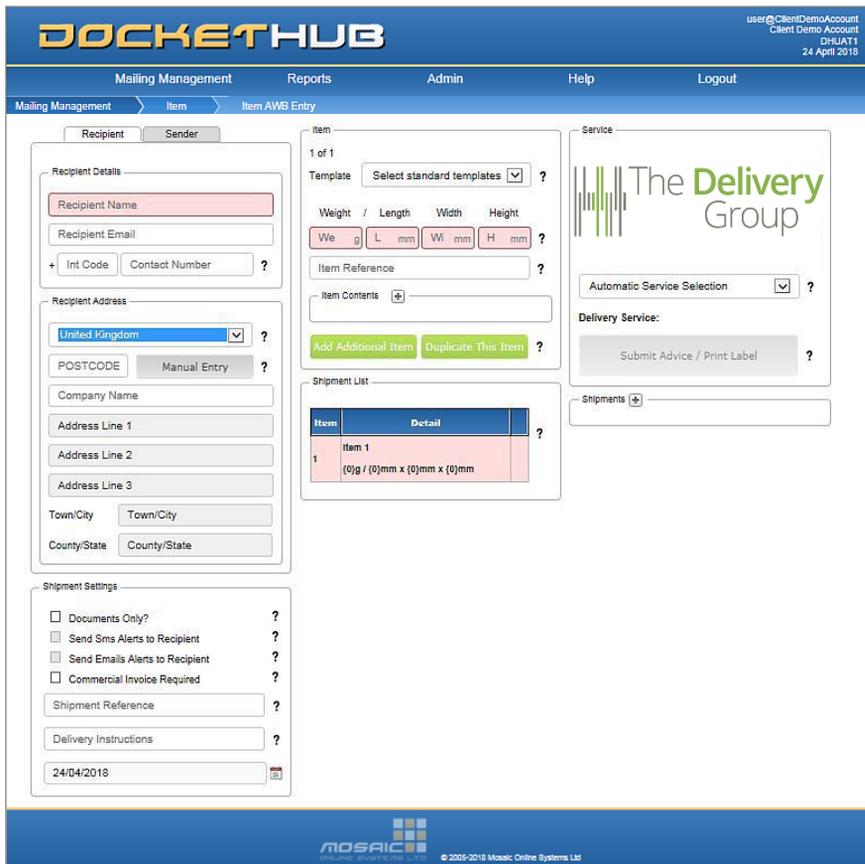
Hover your mouse over the **Mailing Management** menu and you will see two options, **Item** and **Mailings**.

Hover your mouse over **Item** and you will see a sub menu that looks like this:

- Item Level Activity
- Item Level Upload
- Item Search
- Item AWB Entry

Click on **Item AWB Entry**.

This will take you to the Item AWB Entry Screen where you can start to complete the fields to generate your label. The screen will look like this:



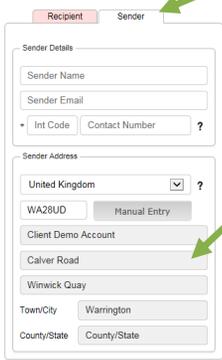
The screenshot shows the 'Item AWB Entry' screen in the DOCKETHUB system. The interface includes a navigation bar with 'Mailing Management', 'Reports', 'Admin', 'Help', and 'Logout'. The main content area is divided into several sections:

- Recipient Details:** Fields for Recipient Name, Recipient Email, Int Code, and Contact Number.
- Recipient Address:** Fields for Country (United Kingdom), POSTCODE, Company Name, Address Line 1, 2, and 3, Town/City, and County/State.
- Shipment Settings:** Checkboxes for Documents Only, Send Sms Alerts to Recipient, Send Emails Alerts to Recipient, and Commercial Invoice Required. Fields for Shipment Reference and Delivery Instructions.
- Item Details:** Fields for Template, Weight (g), Length (mm), Width (mm), Height (mm), Item Reference, and Item Contents.
- Shipment List:** A table showing item details:
 

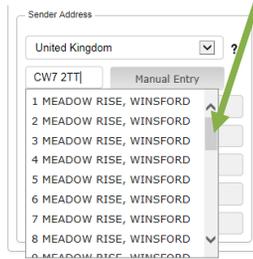
Item	Detail
1	Item 1 {0}g / {0}mm x {0}mm x {0}mm
- Service:** Fields for Automatic Service Selection and Submit Advice / Print Label.

The footer of the screen displays the MOSAIC logo and copyright information: © 2005-2018 Mosaic Online Systems Ltd.

Your return address should be populated automatically but if you need to change it for any reason, click on the Sender tab and update the return address details.



You can either enter the return address manually by clicking on the **Manual Entry** button or type the postcode and choose the address from the drop down list.

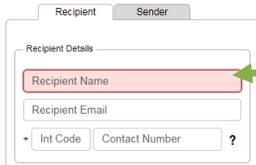


## HOW TO GENERATE A ROYAL MAIL LABEL

For Royal Mail items, complete the following steps to generate your label.



### Step 1 – RECIPIENT NAME



Type the recipient name here.

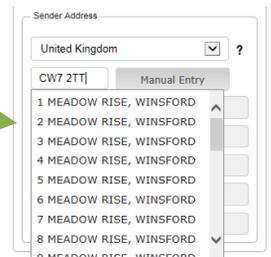
Recipient email is not required. The telephone number field is optional, whatever is entered here will be printed on the label.

### STEP 2 – RECIPIENT ADDRESS

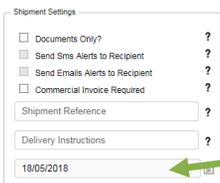


Type in the recipient post code and select the correct address from the drop down list.

If the required recipient address doesn't show up in the drop down list click on and type in the address manually.



### STEP 3 – SHIPMENT SETTINGS



For Royal Mail items the only part of the Shipment Settings box you need to complete is the date that the item will be collected by The Delivery Group. This is always defaulted to today's date but you can change this here if the item is being labelled for collection on a later date.

## STEP 4 – CONTENTS AND DIMENSIONS

Enter the item weight, length, width and height here.

If you would like an 'Item Reference' (e.g. customer order number) to be printed on the label, enter it here.

'Item contents' only need to be completed for international items. This can be left blank for Royal Mail items.

## STEP 5 – SHIPMENT LIST (NUMBER OF PACKAGES)

Item	Detail
1	Order 15754 125g / 25mm x 250mm x 353mm

For Royal Mail items this section will just repeat the data you have entered for Step 4. Multiple orders in the same shipment is not supported by Royal Mail.

## STEP 6 – SERVICE SELECTION

Once you reach Step 6 you can either let Docket Hub choose the best service for a package based upon the weight, dimensions and any other data you have entered or you can select the service manually.

Royal Mail services are shown as '**Economy Large Letter Service**' and '**Economy Parcel Service**' depending on the format of the item.

## STEP 7 – GENERATE LABEL

To generate your label click on the Print Label button.

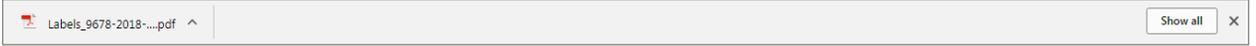
When asked, check all the details and click 'Yes' if you are happy that the correct service has been selected.

## STEP 8 – DOWNLOAD YOUR LABELS

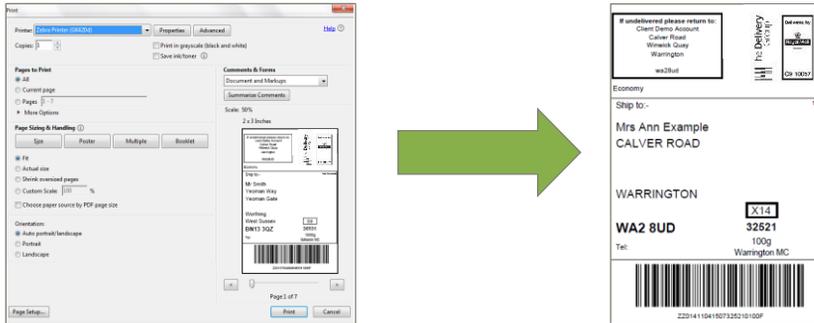
At the bottom of the screen you should see a box like this if you use Microsoft Internet Explorer:

Do you want to open or save Labels\_9677-2018-02-16T13\_49\_41.pdf (743 KB) from dhuat1mvc.dockethubtest.com?

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.



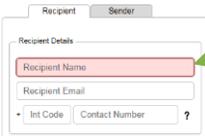
## HOW TO GENERATE A YODEL LABEL

For Yodel items, complete the following steps to generate your label.



### Step 1 – RECIPIENT NAME

Type the recipient name here.



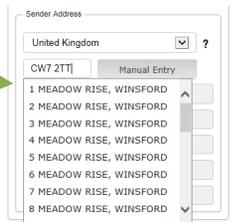
Recipient email is not required. The telephone number field is optional, whatever is entered here will be printed on the label.

### STEP 2 – RECIPIENT ADDRESS

Type in the recipient post code and select the correct address from the drop down list.

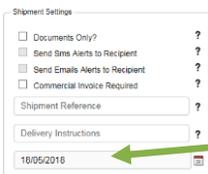


If the required recipient address doesn't show up the drop down list click on and type in the address manually.



### STEP 3 – SHIPMENT SETTINGS

For Yodel items the only part of the Shipment Settings box you need to complete is the date that the item will be collected by The Delivery Group. This is always defaulted to today's date but you can change this here if the item is being labelled for collection on a later date.



### STEP 4 – CONTENTS AND DIMENSIONS

Item

1 of 1

Template  ?

Weight / Length Width Height

?

Item Reference  ?

Item Contents  ?

?

Enter the item weight, length, width and height here.

If you would like an 'Item Reference' (e.g. customer order number) to be printed on the label, enter it here.

'Item contents' only need to be completed for international items. This can be left blank for Yodel items.

### STEP 5 – SHIPMENT LIST (NUMBER OF PACKAGES)

Shipment List

Item	Detail	
1	Order 15754 125g / 25mm x 250mm x 353mm	?

For Yodel items this section will show you the list of items being included within this shipment. To send multiple packages to the same addressee click on  and repeat Step 4 or click on .

You will then get multiple labels.

### STEP 6 – SERVICE SELECTION

Service



Automatic Service Selection  ?

Delivery Time  ?

Select Proof of Delivery  ?

Saturday Delivery ?

Fragile ?

Delivery Service:  ?

?

Once you reach Step 6 you can either let Docket Hub choose the best service for a package based upon the weight, dimensions and any other data you have entered or you can select the service manually.

Yodel services are shown as '**SM Domestic Parcels @ Home**' for the Yodel Mini service and '**SM Domestic Parcels @ Home 48**' for the Yodel Premium/POD service.

Service



Automatic Service Selection  ?

Economy Large Letter Service ?

Economy Parcel Service ?

SM Domestic Parcels @ Home ?

SM Domestic Parcels @ Home 48 ?

SM Domestic Parcels @ Home 24 ?

Saturday Delivery ?

Fragile ?

Delivery Service:  ?

?

Service



SM Domestic Parcels @ Home  ?

Delivery Time  ?

Select Proof of Delivery  ?

Tracked and Signed ?

Tracked ?

Signed For ?

Delivery Service:  ?

Tracked: YES ?

?

Once you have chosen the desired service, select the preferred proof of delivery option from the drop down list.

Service

Automatic Service Selection [v] ?

Delivery Time [v] ?

**Tracked and Signed** [v] ?

Saturday Delivery ?

Fragile ?

Delivery Service:  
 Delivery Period: Up to 2 days  
 Tracked: YES  
 Signed For: YES

**Submit Advice / Print Label** ?

To generate your label click on the Print Label button.

When asked, check all the details and click yes if you are happy that the correct service has been selected.

**Submit Item?**

Are you sure you want to submit this item?

Please check your contracted transit time information, to ensure that receipt of shipment on your preferred delivery date is achievable.

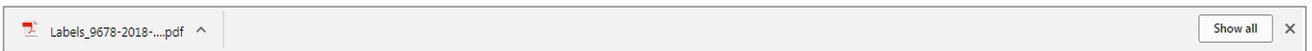
Yes No

### STEP 8 - DOWNLOAD YOUR LABELS

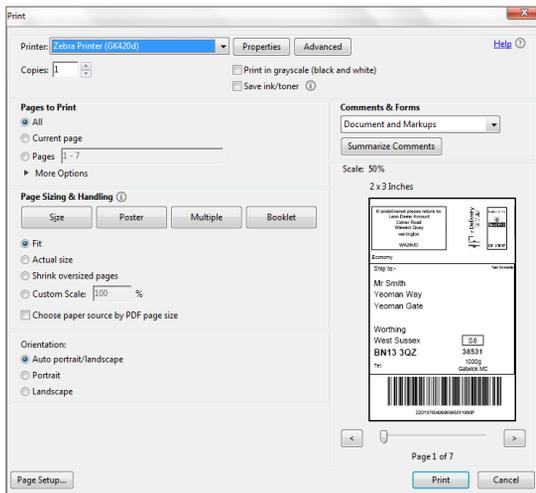
At the bottom of the screen you should see a box like this if you use Microsoft Internet Explorer:



Or like this if you are using Google Chrome:

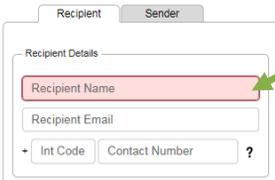


Once you've opened your label file you can either choose to save it on your PC, laptop or network or send it directly to the printer to print the labels.



For International items, complete the following steps to generate your label.

## Step 1 – RECIPIENT NAME



Recipient Details

Recipient Name

Recipient Email

Int Code Contact Number ?

Type the recipient name here.

Recipient email is not required. The telephone number field is optional, whatever is entered here will be printed on the label.

## STEP 2 – RECIPIENT ADDRESS



Recipient Address

France

Post/Zip Code

Company Name

Address Line 1

Address Line 2

Address Line 3

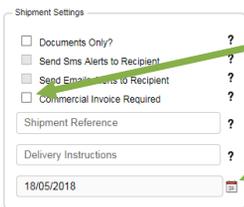
Town/City

County/State

Select the destination country.

Type in the recipient post or zip code and the address details. The **Red** boxes indicate mandatory information.

## STEP 3 – SHIPMENT SETTINGS



Shipment Settings

Documents Only? ?

Send Sms Alerts to Recipient ?

Send Email Alerts to Recipient ?

Commercial Invoice Required ?

Shipment Reference ?

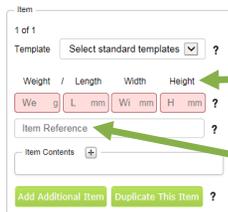
Delivery Instructions ?

18/05/2018

If a commercial invoice is required please click here.

For International items the only part of the Shipment Settings box you need to complete is the date that the item will be collected by The Delivery Group. This is always defaulted to today's date but you can change this here if the item is being labelled for collection on a later date.

## STEP 4 – CONTENTS AND DIMENSIONS



Item

1 of 1

Template Select standard templates ?

Weight / Length Width Height

We g L mm Wi mm H mm ?

Item Reference ?

Item Contents

Add Additional Item Duplicate This Item ?

Enter the item weight, length, width and height here.

If you would like an 'Item Reference' (e.g. customer order number) to be printed on the label, enter it here.



Item Contents

Add item content ?

Description	Value (£)	Quantity	Commodity Code
Description	£	Num	Code

Add Additional Item Duplicate This Item ?

Enter a description of the item being sent, the value in GBP and the number of items being sent. This information will be used by customs in some destination countries.

## STEP 5 – SHIPMENT LIST (NUMBER OF PACKAGES)

Item	Detail
1	Order 15754 125g / 25mm x 250mm x 353mm

For International items this section will show you the list of items being included within this shipment. To send multiple packages to the same addressee click [Add Additional Item](#) on [Duplicate This Item](#) or and repeat Step 4. You will then get multiple labels.

## STEP 6 – SERVICE SELECTION

Service

The Delivery Group

Automatic Service Selection

Delivery Time

Select Proof of Delivery

Saturday Delivery

Fragile

Delivery Service:  
Delivery Period: Economy

Submit Advice / Print Label

You can either let Docket Hub choose the best service for a package based upon the weight, dimensions and any other data you have entered or you can select the service manually.

Service

The Delivery Group

Automatic Service Selection

International Parcels

International Minscan

International Overlabel

International DHL Overlabel

Delivered Duty Paid

Insurance Value £

Delivery Service:  
Delivery Period: Economy

Submit Advice / Print Label

Service

The Delivery Group

International Parcels

Delivery Time

Select Proof of Delivery

Tracked and Signed

Tracked

Signed For

Insurance Value £

Delivery Service:  
Delivery Period: Economy  
Tracked: YES  
Signed For: YES  
Insurance Value: None

Submit Advice / Print Label

Once you have chosen the desired service, select the preferred proof of delivery option from the drop down list.

Enter the insurance value if required. Please check with your Account Manager regarding transit insurances.

Service

The Delivery Group

International Parcels

Delivery Time

Tracked and Signed

Delivered Duty Paid

Insurance Value £ 10

Delivery Service:  
Delivery Period: Economy  
Tracked: YES  
Signed For: YES  
Insurance Value: 10

Submit Advice / Print Label

To generate your label click on the Print Label button.

When asked, check all the details and click yes if you are happy that the correct service has been selected.

Submit Item?

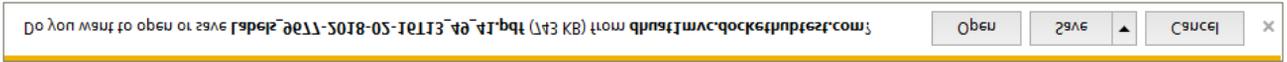
Are you sure you want to submit this item?

Please check your contracted transit time information, to ensure that receipt of shipment to your preferred delivery date is achievable.

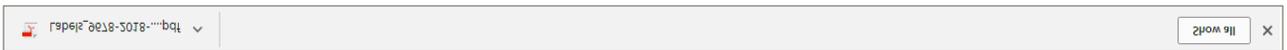
Yes No

## STEP 8 – DOWNLOAD YOUR LABELS

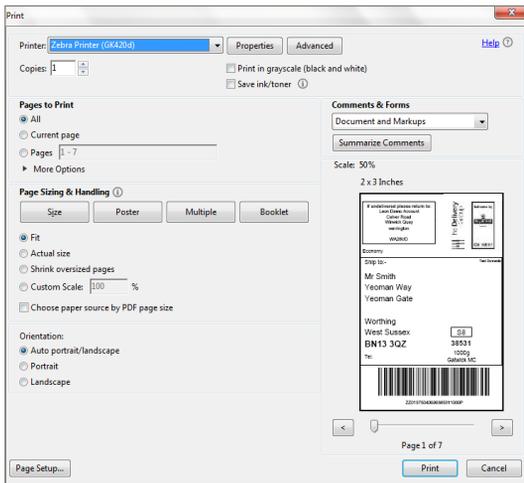
At the bottom of the screen you should see a box like this if you use Microsoft Internet Explorer:



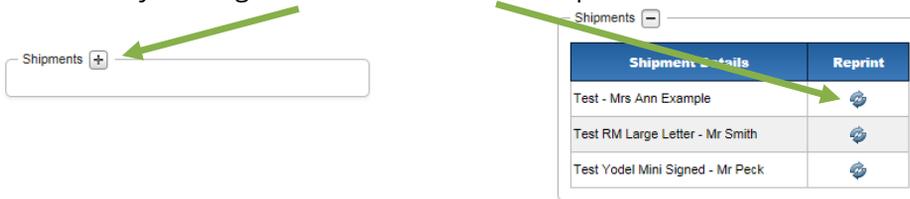
Or like this if you are using Google Chrome:



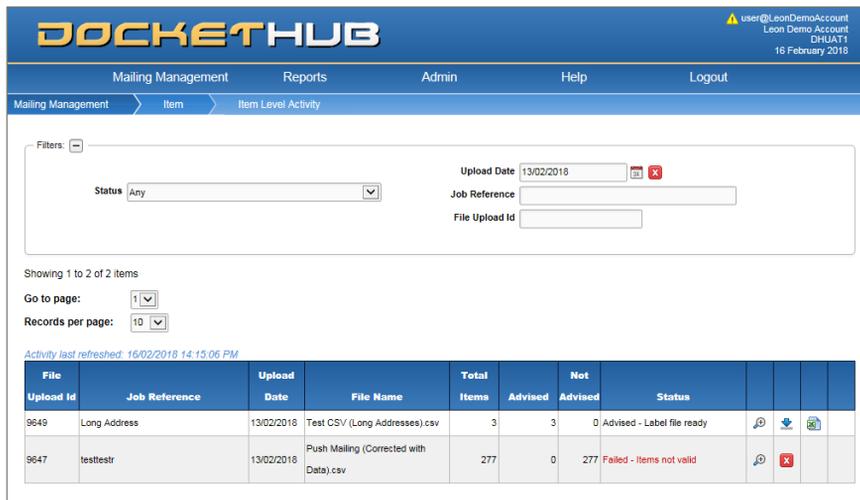
Once you've opened your label file you can either choose to save it on your PC, laptop or network or send it directly to the printer to print the labels.



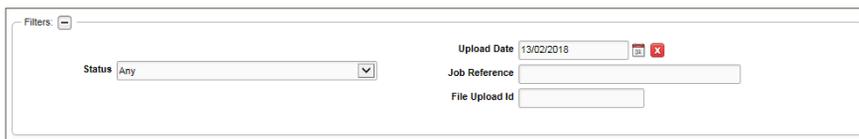
There are two ways to reprint a label. The first method is within the Item AWB Entry screen. Expand the 'Shipments' box by clicking here. Then click here to reprint the desired label.



The second method to reprint labels is via the Item Level Activity Screen. Hover your mouse over the **Mailing Management** menu. Then hover your mouse over **Item** and click on **Item Level Activity** and this screen will appear:

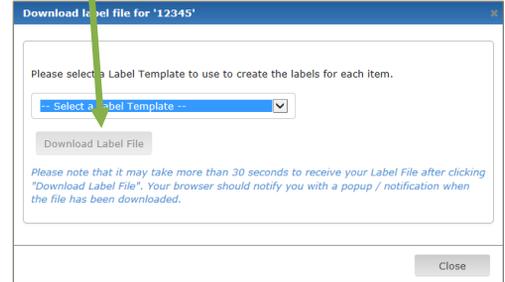
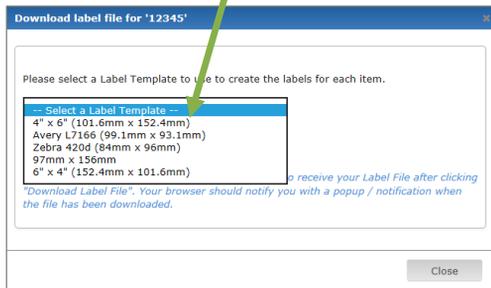


The **Item Level Activity** screen will automatically be set to show today's uploads only. To find uploads completed on other days or to search using the Job Reference use the **filter** section at the top of the page.



Once the desired upload is showing click on the download icon  and the labels will be downloaded.

Choose **4" x 6" (101.6mm x 152.4mm)** and then click on **Download Label File**



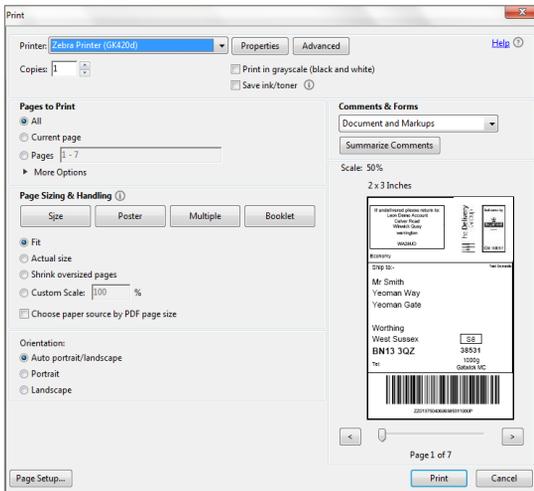
At the bottom of the screen you should see a box like this if you use Microsoft Internet Explorer:



Or like this if you are using Google Chrome:



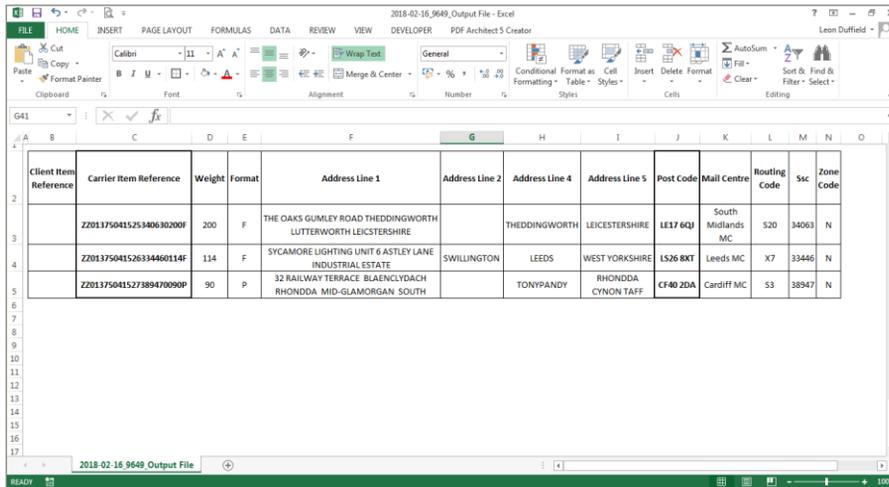
Once you've opened your label file you can either choose to save it on your PC, laptop or network or send it directly to the printer to print the labels.



To access the tracking reference codes for each item open the **Item Level Activity** Page (follow the steps on Page | 13).

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	Scc	Zone Code
	Z201375041525340630200F	200	F	THE OAKS GUMLEY ROAD THEDDINGWORTH LUTTERWORTH LEICESTERSHIRE		THEDDINGWORTH	LEICESTERSHIRE	LE17 6GJ	South Midlands MC	S20	34063	N
	Z201375041526334460114F	114	F	SYCAMORE LIGHTING UNIT 6 ASTLEY LANE INDUSTRIAL ESTATE	SWILLINGTON	LEEDS	WEST YORKSHIRE	LS26 8XT	Leeds MC	X7	33446	N
	Z201375041527389470090P	90	P	32 RAILWAY TERRACE BLAENCYDACH 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](http://www.thedeliverygroup.co.uk)

Then click 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  
Dedash 6.0



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  
Dedash 6.0

The **Delivery** Group  
6 Bishops Court  
Warrington  
WA2 8QY

0330 05 35 900  
[www.thedeliverygroup.co.uk](http://www.thedeliverygroup.co.uk)