



## **DMO Customers using Royal Mail Tracked Returns®**

### **Changes required on Monday 23<sup>rd</sup> February**

On Sunday 22<sup>nd</sup> February we are replacing the additional Royal Mail Tracked Returns service with an improved Royal Mail Tracked Returns Service, with additional scans and enhanced reporting.

Customers who raise shipments manually will not need to make any changes. The only visible change on DMO will be the design of the shipment label, to a new 6x4" label design with a 2D barcode (see example label below).

Customers who use the On-Demand or Batch Import mode **will need to edit their existing ISD User Defined Format** by following the seven step process below before they can post Tracked Returns on Monday 23<sup>rd</sup> February:

1. Select the relevant ISD User Defined Format by selecting Shipping Services > Import Shipments on the Main Menu and click on the Edit Layout button
2. In the ISD Wizard click on Next button for Wizard Step 1, Step 2, and Step 3.
3. In the ISD Wizard Step 4, select Services in the Left hand side of the screen- see screen shot below
4. If you use Tracked Returns 24, select the Tracked Returns 24 mapping in the table in the middle of the screen. Note down the name you use for this service in your data files and click on Remove button. Now enter this name into the "Your code" field, and in the "Transform to" field select Tracked Returns + TRACKED RETURNS 24 from the picklist, and click on the Add button.
5. If you use Tracked Returns 48, repeat the activity detailed for Step 3, but for Tracked Returns + Tracked RETURNS 48
6. Click on the Next button to take you to Wizard Step 5
7. In Wizard Step 5, click on the Save button to save the updated User defined Format.

When you now create Royal Mail Tracked Returns shipments the new 6x4" Tracked Returns label design with a 2d barcode will be produced.

If you need further help with editing the ISD User Defined Format, please call the DMO Help Desk on 08456047267.

## Import Shipments Wizard - Step 4

### Step 4: Define table mappings for your layout.

#### Mapping Tables

This information allows making the link between the codes you use in your information system and the codes used by Despatch Manager Online

Country Code  
-> Service  
Service Reference  
Service Class  
Service Enhancement  
Service Format  
Zone Code

Service	
TPN	Royal Mail Tracked 24 / 48 + ROYAL MAIL TRACKED 24
TPS	Royal Mail Tracked 24 / 48 + ROYAL MAIL TRACKED 48
TRL	Royal Mail Tracked 24 / 48 + ROYAL MAIL TRACKED 48
TRM	Royal Mail Tracked 24 / 48 + ROYAL MAIL TRACKED 24
TRN	Royal Mail Tracked 24 / 48 + ROYAL MAIL TRACKED 48
TRS	Royal Mail Tracked 24 / 48 + ROYAL MAIL TRACKED 48
TSN	Tracked Returns + ROYAL MAIL TRACKED RETURNS 24
<b>TSS</b>	<b>Tracked Returns + ROYAL MAIL TRACKED RETURNS 48</b>

Your code:

Transform to:

Please note the system will time out after 20 minutes of inactivity. In order to save your work progress to step 5 by clicking 'Next'. You are then able to return to this page and continue with amendments.

### New Tracked Returns Label Design

<b>Tracked 48</b>		Delivered by  Postage on Account GB
090-127-229-000-000-002-823		
	 #HZ 0021 5019 2GB#	
ROYAL MAIL ROWLAND HILL HOUSE		
CHESTERFIELD S49 1HQ		
Post Office - scan the above right barcode		