



# **Despatch Manager Online**

Guide to On Demand Set Up

Version 3.0

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# Introduction to Working with Despatch Manager Online On Demand

There are three ways to enter shipping data with Despatch Manager Online (DMO):

1. Manual data entry
2. Import Shipment Data function
3. On Demand function

This guide helps the Despatch Manager Online User to set up the required shipping file formats and operate in the On Demand mode.

With the On Demand function the customer's system produces a Shipment Data file (in the required ISD format detailed in the separate Despatch Manager Online Import Shipments Set Up Guide available from Royal Mail) and places it in a pick up folder. Despatch Manager Online monitors this pick up folder and when a Shipment Data file and Lock file is present it automatically inputs the shipment file to DMO and processes it behind the scenes and prints a label(s).

This guide helps the On Demand user to set up Despatch Manager Online for On Demand mode. It also explains how to control the On Demand function using the Control panel.

In the On Demand mode, the Shipment Data file itself is sourced from the customers own IT/fulfilment system and thus simplifies raising shipments.

A Result files, created once a shipment has been processed, will then be automatically dealt with (and removed) by the customers own IT/fulfilment system, which in turn will allow the next shipment to be processed.

As of April 2017, the Result file also includes the 2D unique ID to enable posters to pass this barcode to customers to use on Royal Mail Track Trace for doorstep Delivery Confirmation on Royal Mail Standard Service, Parcels and Large Letter formats

# Setup Process

To use the On Demand mode you will need to ask us to enable the On Demand feature. Once On Demand is enabled, on the main menu select 'Shipping Services' option and click 'On Demand Shipping'.



There are three stages in the set up process on the On Demand Shipping screen:

## 1. Set up Folders and File Names Definition

There are several configurable elements that need to be entered to ensure that DMO On Demand can process data files. The correct version of Java is required in order to be able to do this. The recommended version is Java 8.111 though version 7.51 is still supported (as at June 2017).

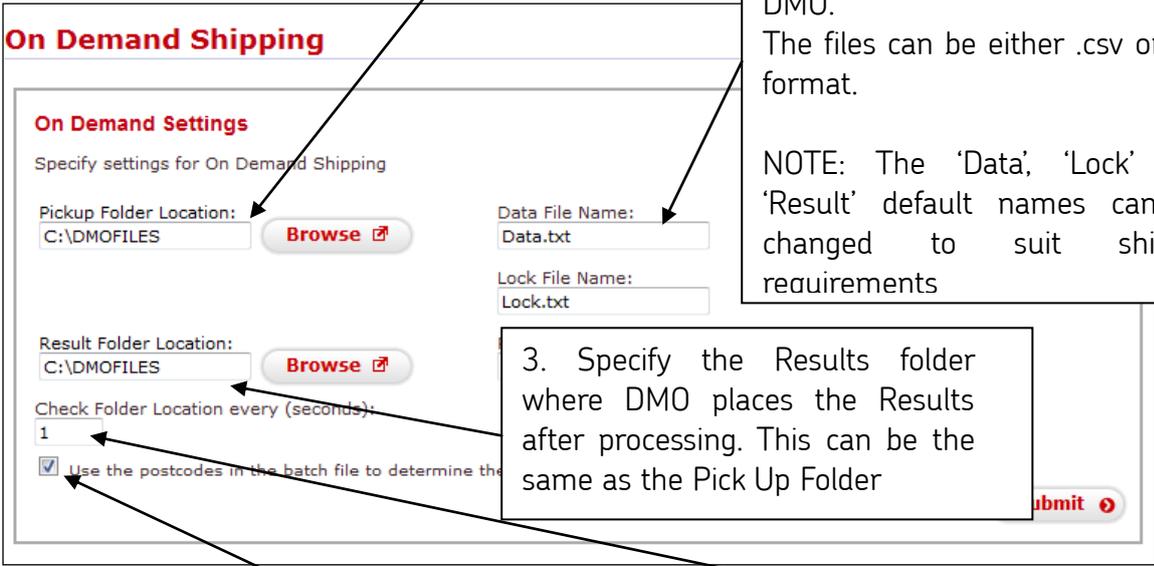
1. Specify the Pickup folder (directory) where DMO picks up your Data and Lock file to start shipment processing. Use the Browse button if the folder location is on your network

2. Specify the filenames that DMO will use to pick up the shipping Data, Lock and Result files.

The Lock file is empty and its presence used as a flag that the Data file is valid to process in DMO.

The files can be either .csv or .txt format.

NOTE: The 'Data', 'Lock' and 'Result' default names can be changed to suit shipper requirements



3. Specify the Results folder where DMO places the Results after processing. This can be the same as the Pick Up Folder

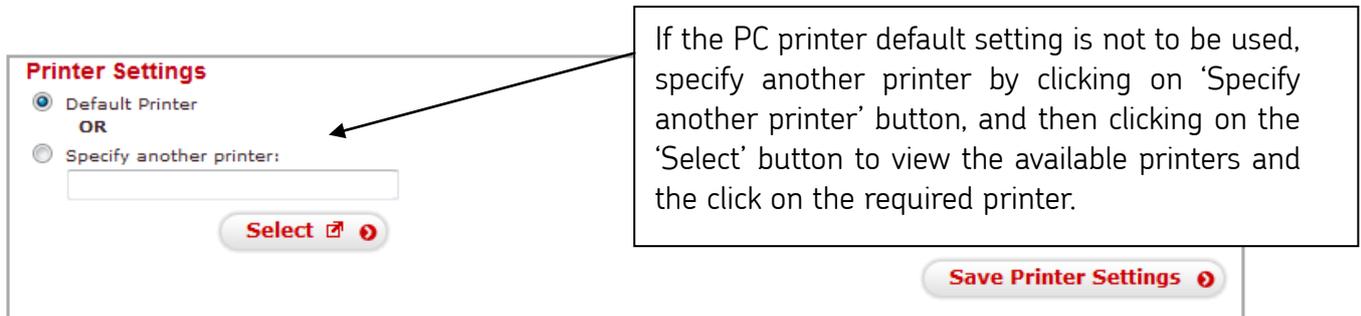
4. Tick this box to use imported postcodes to drive post town. This reduces address rejections.

5. Specify the elapsed time between DMO checking the specified folder for shipment Data files. Enter a value between 1 and 999. 1 second is recommended.

When all parameters have been entered, press the  button.

## 2) Set Up Printer Location

If required, a different printer can be selected to print for the On Demand Shipments.



**Printer Settings**

Default Printer  
OR  
 Specify another printer:

If the PC printer default setting is not to be used, specify another printer by clicking on 'Specify another printer' button, and then clicking on the 'Select' button to view the available printers and then click on the required printer.

After making the required changes, click on 'Save Printer Settings'.

## 3) Confirm File Accessibility and Correct Java version

The PC used to manage On Demand is monitored to ensure that the correct Java Runtime Platform is installed and that the folder locations chosen above are accessible. If the version is incorrect, the traffic light on the On Demand System Status Panel below will show RED or AMBER and a link to a Java download website will be displayed. Version 8 update 111 of Java Runtime is required though version 7.51 is still supported (as at June 2017). If you follow the Java link, please download the Windows x86 Offline version.

The System Status Panel also indicates whether On Demand can access the required folders with a similar traffic light indicator.



**On Demand System Status**

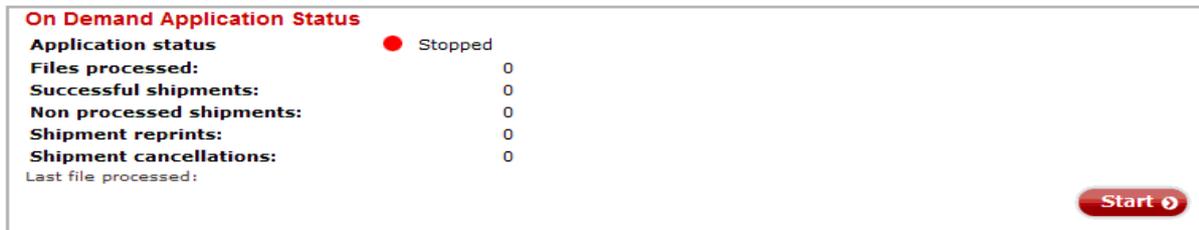
Java Runtime Platform: Installed ● Correct version  
Folder Location: ● Accessible

### Warning

If customers wish to use older versions of Java Runtime than that specified above, they do so at their own risk. If Customers use newer versions than supported the RED indicator flags this. If they choose to use newer versions, they do so at their own risk.

# Control Panel

The On Demand control panel is found at the foot of the On Demand Shipping screen. This panel starts and stops the On Demand Folder monitor application and provides the processing status.



For first time users and whenever any previous sessions have been stopped, the status of the On Demand Application will show RED "Stopped" – as shown in the example Control Panel above.

Pressing the  button at the bottom right hand corner of the screen will start the Folder Monitor application, the traffic light will turn Green and its status will be updated to

Started. The  button status will now change to "**Stop**".

Selecting the "**Stop**" button will stop the On Demand Folder Monitor and reset the Application Status to Stopped plus change the button status to "**Start**", ready for the next time the On Demand Folder Monitor is required to be enabled.

**NOTE** - Navigating away from the On Demand control panel screen to another screen in DMO will stop the On Demand processing.

# On Demand Data File Types

There are three different operations: ADD, CANCEL and REPRINT available in On Demand:

**ADD** – creates a new shipment and prints a label. NOTE: For ADD there are 2 different formats supported:

1. The Import Shipments Data (ISD) based process as detailed in the separate Despatch Manager On Line Shipping Import Set Up Guide
2. The legacy Despatch Express format – see Annex for the file format. This is not backwards compatible so if any changes made to DMO, especially relating to new services and enhancements, are required by the shipper, the DE legacy format cannot be used.

- The first row in the ISD based file format must be:

ADD <user defined ISD format layout name>

Two examples of ADD operation ISD format data files are given below:

- Example 1 - ISD data file for user defined format "WHS":

```
ADD WHS
"1","TPS","Mr Next Day","3rd floor","W1T 1AA","London","","TPS","1","2.3","","","demo@neopost.com","01082011"
```

- Example 2 - ISD data file with multiple shipments for user defined format "WHS":

```
ADD WHS
"1","TPS","Mr Next Day","3rd floor","W1T 1AA","London","","TPS","1","2.3","","","demo@neopost.com","01082011"
"1","TPS","Mr Next Day","3rd floor","W1T 1AA","London","","TPS","1","2.3","","","demo@neopost.com","22082011"
"1","TPS","Mr Next Day","3rd floor","W1T 1AA","London","","TPS","1","2.3","","","demo@neopost.com","15102011"
```

On Demand processing will remove any commas found in the first record (that is the record containing "ADD" and therefore ISD Format names should not contain commas as these will be removed at the start of processing the data set and processing will fail.

**CANCEL** – cancels an existing (current) shipment

The word Cancel must be on the first line of the Cancel data file, with the Shipment reference number (or barcode if sending items with barcode applied) to be cancelled on the third line.

**REPRINT** – reprints the label of an existing (current) shipment

The word Reprint must be on the first line of the Reprint data file, with the Shipment reference number (or barcode if sending items with barcode applied) to be re-printed on the second line.

# On Demand Status Codes

The following is a list of status codes that will be returned in the Result File for DMO On Demand (these all currently exist in Royal Mail's previous shipping system, Despatch Express apart from status code 99). Status code 99 will occur if there are errors with no matches with the status codes in the list below.

Status Code	Meaning	Content of Details Line(s)
-1	System Error	"Error : Invalid Operation"
0	Item added, label printed. This is the expected result for the ADD operation	<Tracking Number> "Label Printed."
1	Item added, label printing deferred.	<Tracking Number> "Label Printing Deferred." <Error message if deferral was for a reason other than no appropriate printer being available> In this unlikely situation, the reason for deferral should be investigated before proceeding. As the despatch has been added, the reprint option should be used.
2	ADD operation: Item could not be added	"Error: Could not save despatch." "Error: No suitable label printer. Item rejected" "Error: Incorrect Post Town / Post Code" "Error: Incorrect Country code" "Error: Incorrect Service ID" "Error: Incorrect Weight" "Error : No Suitable Label Printer" "Error : Service not found" "Error : AccountNumber not found" "Error : Service not valid for AccountNumber" "Error : WeightSize not found" "Error : Fee not found" "Error : Fee not valid for Service" "Error : Country not found" "Error : End of Barcode Range has been reached" "Error : There is no active entry for Service/Fee in BarcodeRange" "Error : WeightSize not valid for Service" "Error : Service not valid for Country" "Error : Business Name is mandatory" "Error : First line of Address is mandatory" "Error : Posttown is mandatory for UK address" "Error : Postcode is mandatory" "Error : Country code is mandatory" "Error : Service is mandatory" "Error : Account Number required" "Error : Either Business Name or Consignee Name is required"

		"Error : Unable to add Despatch"
10	Item cancelled. This is the expected result for the CANCEL operation	"Despatch < Tracking Number> cancelled."
11	Item could not be cancelled	"Error cancelling despatch <Tracking Number>" "Error: Invalid Account Number" "Error: Invalid Shipment Number"
12	CANCEL operation	"Error : Barcode must be present"
13	CANCEL operation	"Error : Barcode has not been used"
14	CANCEL operation	"Error : Barcode not valid for this customer"
15	CANCEL operation	"Error Cancelling Despatch"
20	REPRINT operation	"Error: Invalid Account Number" "Error: Invalid Shipment Number"
21	No suitable Printer	
22	Despatch not found	
23	REPRINT operation	"Error : Barcode must be present" "Error : Barcode has not been used"
24	ADD and REPRINT operation	"Error : Invalid Label Printer Supplied In Direct Feed File"
99	Default message	"Error: Processing error"

The format of each record in the Result file is as follows:

Error Code  
Command or Error Description  
Shipment Number  
2D Barcode Number

Below is an example of two records:

```

0
AAA003328268GB
Label Printed
090127229007000FEBA59
0
AAA003328271GB
Label Printed
090127229007000FEBA68
0

```

Note, From April 2017, an additional 2D barcode field (e.g. 090127229007000FEBA68 above) is also included.

# On Demand User Settings

Each shipper will have an admin account, which can determine other sub-user accounts. To manage or create users on the main menu click on 'Admin' and 'Users' as shown below:

The screenshot displays the 'Despatch Manager Online' interface. At the top left is the Royal Mail logo. The main header reads 'Despatch Manager Online'. A navigation bar contains buttons for 'Shipping Services', 'Shipments', 'End of Day', 'Archive', 'Addresses', 'Admin', 'Help', and 'Log Off'. The 'Admin' button is highlighted, and a dropdown menu is open, listing 'Users', 'My Profile', 'Printer Settings', 'System Requirements', 'ISD Settings', 'Manage Service References', and 'Service Defaults'. The 'Users' option is selected. Below the navigation bar, the 'Manage Users' section is visible. It is divided into two columns. The left column is titled 'Create User Account' and contains the text 'To Create a User click the Create User Account button.' and a red button labeled 'Create User Account'. The right column is titled 'Manage User Account' and contains the text 'Currently, you have no User Ac'. A callout box with an arrow pointing to the 'Manage User Account' section contains the text 'Registered users will be displayed here'.

**On Demand** Users with Super User access rights will also be able to set up their default Pickup and Result folder locations, file names and DMO folder polling rate in the My Profile screen over page.

<a href="#">Shipping Services</a>	<a href="#">Shipments</a>	<a href="#">End of Day</a>	<a href="#">Archive</a>	<a href="#">Addresses</a>	<a href="#">Admin</a>	<a href="#">Help</a>	<a href="#">Log Off</a>
-----------------------------------	---------------------------	----------------------------	-------------------------	---------------------------	-----------------------	----------------------	-------------------------

## Manage Account

### Account Information

Business Name:

Contact Name:

Please choose a username that is at least 4 characters long and password that is at least 8 characters long. We recommend that you use your e-mail as your username.

Username:

New Password:

Confirm New Password:

[Generate Password](#)

---

### On Demand Settings

Specify settings for On Demand Shipping

[Restore Setting Defaults](#)

Pickup Folder Location:  
 [Browse](#)

Result Folder Location:  
 [Browse](#)

Check Folder Location every(seconds):

Data File Name:

Lock File Name:

Result File Name:

[Submit](#)

For a user to finalise amendments click the [Submit](#) button to save any changes.

These On Demand settings can then be overruled as required within the On Demand Shipping screen.

# On Demand Top Tips

## System Requirements

- Java Runtime versions 7.51, 8.45, 8.102, 8.111. . It is recommended to use Java 8.111 if you are a new On Demand user
- Read, Write and Delete access to at least one specific nominated 'pickup' folder on the local machine
- Administrative rights over the OS and the Browser at least once during the setup to accept and run the Java Applets. These Admin rights will be required again whenever these applets are removed or changed.
- A PC or Apple Mac without any other applications running on it, other than DMO.

## Business As Usual Operation

The browser session used to run On Demand should be started at the beginning of the normal business day and left running until it is no longer required – either at the end of the business day or when the business has completed shipping tasks that require On Demand.

## Folder Checking via Polling Time setting

The On Demand solution will accept values between 1 and 999 (seconds). The default value of 1 second will ensure timely processing of shipping files.

## Multiple Windows in the same Browser

- Customers must not move to other Menu functions tabs in DMO or open additional windows in the same browser as these will stop the On Demand process.
- Open an additional browser if manual shipments in DMO need to be created in parallel.

## Network Drives

- On Demand supports the option to select a network drive location as the source of the data for processing and to place the results files.
- Once access is achieved and the On Demand Folder Monitor is running, no further checks are carried out during the active session.
- If label printing stops, the customer needs to check that any mapped drives on the On Demand PC are still connected. If they are not accessible, they should be made accessible before restarting On Demand.

## Printer Setup

- Ensure your printer properties are set correctly to reflect the use of standard Royal Mail label stationery.
- Ensure the latest software drivers for your printer are downloaded prior to On Demand set up.

## Popup Windows

A pop-up window may appear when the On Demand web page is loaded, asking to download a print applet. If this occurs, click OK to allow this download. The applet is part of the print subsystem.

## “Resetting” Java Runtime

If you have issues with On Demand printing and cannot resolve it just by loading the correct Java version, you may need to:

- Update your version of Java to the latest version; and then,
- Completely remove it from your machine before
- Download the correct Java version again.

To achieve this, complete the following eleven detailed steps:

1. Close all applications and windows so only your Windows desktop shows
2. Update Java to latest version 8 (as at June 2017) by navigating to <https://www.java.com/en/download/> and following the instructions. If Java offers to, allow it to uninstall all other previous versions
3. Once Java has installed successfully, close all browser windows
4. Open a new browser window and log in to DMO
5. Go to the On Demand page and accept/allow/run the Java messages that pop up. (On Demand will not work yet)
6. Close all browser windows
7. Uninstall all Java by clicking on Start/Control Panel/Add-Remove Programs and selecting Java from the list and hitting the 'Remove' button
8. Once complete, reboot your PC
9. Open the browser and log in to DMO and go to the On Demand page
10. Click on the link to download the correct version of Java (8.111 Java Runtime Environment Windows X86 Offline- as at June 2017) (If prompted to, log in to Oracle or register and log in to receive the download)
11. Once Java has successfully installed, log in to DMO and go to the On Demand page - and it should now work.

*Other Relevant Tasks to Address On Demand Java Issues:*

- Empty Internet Browser Cache
- Remove unwanted Java Browser Objects
- Check dates on JAR files in the Java Cache
- Empty Java cache
- Remove all folders relating to incorrect Java versions



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# ANNEX – Legacy Despatch Express to DMO On Demand Reference

Previous Legacy system Despatch (DE) Users should now move to an ISD format as new services are not going to be made with DE file format due to technical difficulties regarding layout backward compatibility. DE users are able to continue processing through DMO On Demand for now. They cannot access certain services including Departmental Referencing and International Services, BFPO and Tracked Returns Services introduced in April 2014. Similarly Local Collect enhancement introduced in July 2014 for Special Delivery and Tracked 24/48 services is not available with DE file format On Demand. Likewise, Special Delivery Saturday Guaranteed enhancement introduced in February 2015 is not available. To access these services DE Users need to change the format of their import files to ISD format. See the separate DMO Import Shipments Guide to understand the ISD format required and the mapping wizard.

Reference information is included here to assist legacy system Despatch Express users.

## On Demand Validation

DMO and therefore On Demand works to **specific data field validation** rules and there are a number of **changes** that customers who have used the Royal Mail legacy Despatch Express solution may need to make to their solutions that generate the shipping data for On Demand:

1) Business Name is mandatory for DMO and therefore for data being processed by On Demand this field must be populated. A check is carried out by On Demand and if the field is blank, the contents of the Consignee Name are copied into the Business Name field - and the Consignee Name field is cleared.

If the label presentation is not acceptable in these circumstances, your system that generates the shipping data must populate the Business Name field and optionally, the Consignee field if required.

If neither the Business Name or Consignee field is populated, the shipment will be rejected.

2) The Service ID "TP201" which is accepted by the Royal Mail legacy Despatch Express solution is no longer offered by Royal Mail and is rejected by DMO On Demand ISD file format files, but not the legacy Despatch Express Direct Feed file format.

Any Despatch Express File format shipping transactions that are encountered with Service ID "TP201" will have the Service ID modified to TPS\_1 which is acceptable to DMO. However this Service ID is for the standard Royal Mail Tracked 48 with no enhancements (e.g. signature, email/ text alerts).

Therefore if customers require these Tracked enhancements they must modify their solutions that generate the shipping transactions to create appropriate shipping data files and use the

mapping wizard detailed in the separate Despatch Manager Online Import Shipments Guide .

3) Department Referencing and Customer Referencing in OBA is not compatible with the On Demand DE File format. These can be used with the ON Demand ISD file format.

4) The Tracked Returns Service is not compatible with the On Demand DE File format. This service can be used with the ON Demand ISD file format.

5) Local Collect enhancement is not compatible with On Demand DE format format. This enhancement can be used on Special Delivery and Royal Mail Tracked 24/48 with the On Demand ISD file format.

**Reminder:** For non-Despatch Express format files, the data formats and processes for Add, Cancel and Reprint in On Demand mode is described below.

## ADD Operation (DE file format)

Field No.	Field Name	Format	Min	Max - Existing Dh DE	Optional/Mandatory	Comments
1	Operation	Character	3	7	Mandatory	Set to ADD on data file
2	Customer ID	Alphanumeric	0	20	Optional.	Address Code. If the customer ID exists in the DMO address database, then the delivery address details are taken from the DMO address database and fields 3 to 10 are ignored.
3	Business Name	Alphanumeric	0	30	Conditional	Recipient Name in DMO.
4	Shipment Date	Date	-	-	Optional	Shipment Date - Format DD/MM/YYYY
5	Consignee	Alphanumeric	0	30	Conditional	Complimentary Name in DMO
6	Address Line 1	Alphanumeric	1	30	Conditional	Address Line 1 must be supplied.
7	Address Line 2	Alphanumeric	0	30	Optional	
8	Address Line 3	Alphanumeric	0	30	Optional	
9	Post Town	Alphanumeric	0	30	Conditional	Mandatory for UK addresses, not for International
10	Postcode	Alphanumeric	0	8	Conditional	Mandatory for UK addresses, not for International
11	Country Code	Alphanumeric	2	2	Mandatory	
12	Service ID	Alphanumeric	5	5	Mandatory	Service Code in DMO is 3 characters only. Example PK1 in DMO is PK101 in DE. DMO will accept 5 characters but strip the last 2.
13	Account Number	Alphanumeric	0	10	Optional	Posting Account Number
14	Weight	Numeric	1	5	Optional	Weight of item in grams. If no value is entered default to 100
15	Sender's Reference	Alphanumeric	0	20	Optional	Synonymous with DMO Sender Reference Number.
16	Service Enhancement	Numeric	0	2	Optional	

17	Class	Numeric	0	1	Optional	
18	Format	Alphabetic	0	1	Optional	
19	Saturday Delivery Guarantee Required	Alphabetic	0	1	Optional	Ignore content – out of scope. What shall we put here?
20	Safeplace Text	Alphanumeric	0	30	Optional	
21	Remote Print	Alphanumeric	0	50	Optional	Network printer can be Specified here using UNC, e.g. <a href="#">\\computer_name\printer_name</a> If no printer is specified, then the printer configured for the user will be used.

In the address fields, the full UK A-Z alphabet and the following list of characters is accepted:

# & . ( ) + , - / : ? @ [ ] { } ~ |

No foreign characters or accented characters are accepted in the DE Legacy file format. If foreign characters are required they can be included in the Localised address fields in the ISD On Demand file format (from Feb 2015).

**Note:**

- After each field there will be a Carriage Return / Line Feed (CRLF).
- Multiple shipments can be included in one data file by appending fields 2 to 21 for each shipment (note: 'ADD' only appears once in the first field)

There are two types of ADD transaction that On Demand can process:

- If the first record contains "ADD" it is treated as a legacy DE format record and all following transaction will be expected to conform to the DE format and validation
- If the first record contains "ADD" followed by a character string, On Demand will treat this data set as an ISD format file with the character string specifying the ISD format to be used.

## Example - Multiple shipment ADD operation DE format data file

ADD

Royal Mail

Mr. John Roberts  
Rowland Hill House  
Boythorpe Road

CHESTERFIELD

S49 1HQ

UK

STL01

764070001

125

AXY24381

11

P

Royal Mail

Mr. John Roberts  
Rowland Hill House  
Boythorpe Road

CHESTERFIELD

S49 1HQ

UK

STL01

764070001

125

AXY24381

11

P

## Cancel Operation (DE File Format)

#	DE Field Name	Format	Min	Max	Optional/ Mandatory	Comments
1	Operation	Character	3	7	Mandatory	Set to CANCEL on data file
2	Spare	Alphanumeric	10	10	Optional	Not processed / saved by DMO
3	Despatch ID	Alphanumeric	13	13	Mandatory	The shipment number of the shipment that will be cancelled. For barcoded, this is the barcode number. For non-barcoded this is the internally generated DMO number.

## Reprint Operation (DE File Format)

#	DE Field Name	Format	Min	Max	Optional/ Mandatory	Comments
1	Operation	Character	3	7	Mandatory	Set to REPRINT on data file
2	Despatch ID	Alphanumeric	13	13	Mandatory	Label for this shipment number will be reprinted. For non-barcoded this is the internally generated DMO number.
3	Spare	Alphanumeric	10	10	Optional	Not processed / saved by DMO
4	Remote Print	Alphanumeric	0	50	Optional	Network printer can be specified here using UNC, e.g. <a href="#">\\computer name\printer name</a> If not printer is specified, then the printer configured for the user will be used.