



## Questions and Answers

### **Q. Can I order more new 6x4" thermal labels?**

A. New 6x4" thermal labels can be ordered from [www.royalmail.com/maillsupplies](http://www.royalmail.com/maillsupplies). They will be sent to you for the next working day. Alternatively if you need to print today you can use an A4 laser printer to generate labels by directing your printer settings to a non-thermal printer. Information is available at [www.royalmail.com/improvedlabel](http://www.royalmail.com/improvedlabel).

### **Q. Some of my Royal Mail Tracked 48® labels were printed as Royal Mail Tracked 24® labels; will this affect the way I am billed?**

A. This issue has now been fixed. If you shipped while facing this issue yesterday you will be billed at the Royal Mail Tracked 48® rate.

### **Q. My On-Demand label is printing sideways?**

A. Some On-Demand users will be facing this issue, because DMO now requires the use of Java Version.7.51. Java Version 6 must be completely removed and only Version 7.51 must be installed on your PC. We will make full instructions guides on how to upgrade to this version available to download from [www.royalmail.com/improvedlabel](http://www.royalmail.com/improvedlabel) before 14:00 today. Meanwhile, labels can be re-printed successfully by navigating to the Shipments tab, choosing 'Current Shipments', and selecting the label to re-print.

### **Q. Service Reference and Service Type data is not saving.**

A. This is a known issue and is being fixed. In the meantime the information will need to be completed each time.

### **Q. I am getting an error message saying "Item field must be added".**

A. Pressing the 'Add' button once you have entered all information on the shipping screen is generating the error message. You don't need to press the 'Add' button, go straight to 'Process' once address/item/weight have been added.