

# YODEL WebDispatch Frequently Asked Questions



YODEL

# YODEL WebDispatch

## **New Yodel Shipping Tool for Your Domestic Services**

The launch of Yodel WebDispatch has started. You will be migrated the new system as part of our transition to our new brand identity, Yodel, as follows:-

### **Existing Shipping Tool**

Web based IntraShip

### **New Yodel Shipping Tool**

Yodel WebDispatch

This new shipping tool is specifically designed for the preparation of UK destination consignments with a simplified set of mandatory fields for data capture but maintaining the best features of your old system.

To help you switch we have provided the following set of FAQs.

# YODEL WebDispatch

**What's the new website address so that I can log in?**

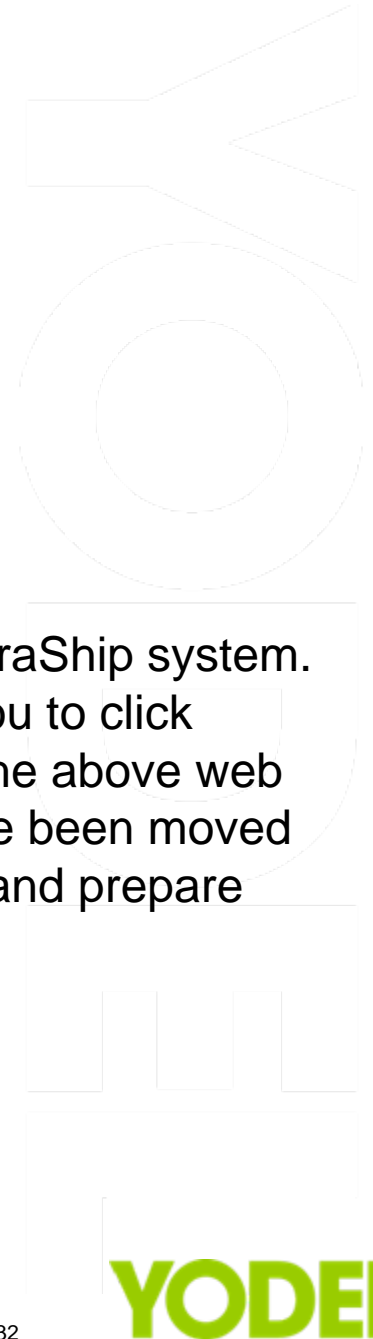
<http://webdispatch.yodel.co.uk>

**Can I log in using the same user name and password?**

Yes and you can change this whenever you need to.

**When can I first log in?**

You will be asked to migrate to Yodel WebDispatch from the IntraShip system. A message will appear in place of the receiver tab instructing you to click through to a welcome page from where you will be directed to the above web address. You should not log in before as your data will not have been moved until the message has appeared. You will not be able to log in and prepare consignments.



# YODEL WebDispatch

## **When I next log in how do I start to ship?**

There are no longer icons to choose, after logging on just click on “Add Order” to start shipping

## **Will my address book with all my customers / receivers be available in the new system?**

Yes. We have migrated all your customer information including their preferred service if you have chosen to set this feature.

## **Is my collection address set in the system or do I have to reset it?**

Yes. All your account and contract details have been migrated and this will include your regular collection and returns address.

## **Can I still Look up my customers address?**

Yes. Yodel WebDispatch incorporates a Quick Address finder. Enter the postcode you require and then select the address you need.

# YODEL WebDispatch

## **How do I change between my different account and contract numbers?**

Select the shipper tab and using the drop down menu choose the account or contract you want to ship on and press the load button at the bottom of the screen.

## **What is the “Combine” button for in the receiver tab?**

If you have more than one account or contract number using the combine button simplifies changing between accounts.

## **Why have some fields been removed?**

The number of fields has been reduced and the new layout is more intuitive meaning it is quicker to produce a shipment.

## **Why are the titles of some fields in bold?**

These fields are mandatory and are also highlighted with a green border and must be completed in order to produce a shipment



# YODEL WebDispatch

## **Why are some of the field titles in grey?**

These fields are available to clients and can be completed, however Yodel do not use this information for the processing and delivery of your package.

## **What is the “Private Address book” tick box used for?**

If your organisation has more than one login it is possible to have separate address books, ticking private address book means that only the login currently in use will see this address in the address book.

## **What is the “Consignment Reference” field?**

We have added a second reference field that will appear on the label as a result of client requests for this feature. This second reference field can also be used to track your parcel from our web tracking pages – just select track via reference and enter both your contract number and the reference.

# YODEL WebDispatch

## **How do I choose which product to use?**

To choose the product you require use the drop down menu in the “Product field”. Please note that this field is defaulted to Express 24, should you require a different default we can arrange this via our Helpdesk on 0870 011 4432

## **Do I have to enter a weight & quantity of packages?**

The system is defaulted to 1KG and 1 package; you must change this to reflect the package/s you are preparing. We can arrange for the default weight to be set to your preferred value via our Helpdesk on 0870 011 4432

## **Do I have to enter a description?**

This field is no longer mandatory but the field can be completed, however Yodel does not use this information for the processing or delivery of your package.

# YODEL WebDispatch

## **What is the delivery remark field used for?**

This field can be completed and will appear on the label; however it is only for the recipients use and is not used by Yodel for the processing or delivery of your package.

## **Do I have to complete the “Piece Details” tab?**

You only have to fill this tab out if you need to enter different weights for packages in a multi piece consignment.

## **How do I reprint a label? “Please note: this will result in a new tracking number being generated”**

Go to the shipment list overview tab and select the shipment you want to reprint, press copy and the add order screen will appear, enter a weight and number of packages, then press save and print label. At this point you must delete the original shipment from both the system and the physical package otherwise you will be billed.

# YODEL WebDispatch

## **How do I modify a shipment after it has been printed?**

Go to the shipment list overview tab and select the shipment you want to reprint, press copy and the add order screen will appear, enter a weight and number of packages, then press save and print label. At this point you must delete the original shipment from both the system and the physical package otherwise you will be billed.

## **Has the End of Day Manifest changed?**

The process has been refined as the manifest is now a summary and shipment records appear on one line. This saves time in processing and is more environmentally friendly as it reduces printing.

## **What is the “Special Functions” button?**

Within the special functions section is a “Barcode Scanning/Label Printing” option which allows clients to print labels which appear in the shipment list overview as authorised.

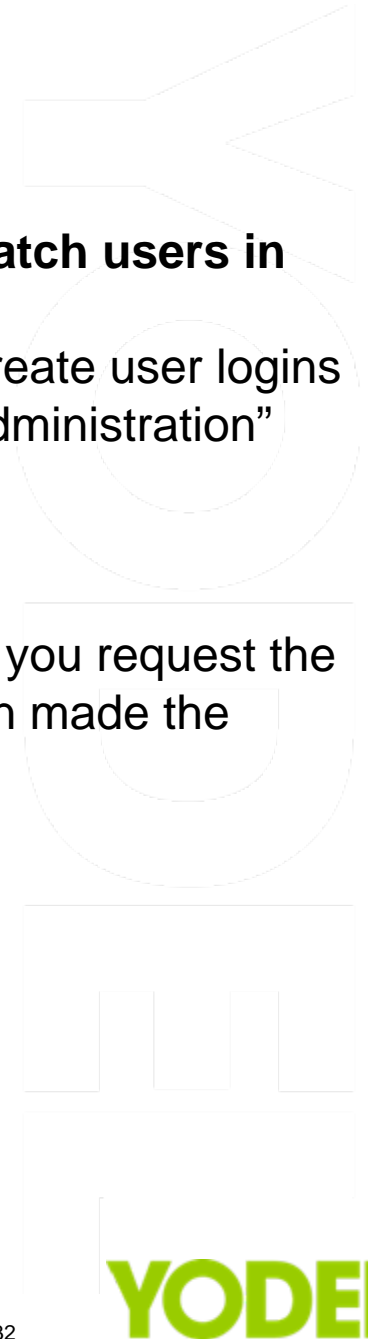
# YODEL WebDispatch

## **As a client can I set up other additional logins for WebDispatch users in my organisation?**

Yes, previously this was restricted to helpdesk but clients can create user logins by accessing the “Client Options” tab and selecting the “User Administration” button.

## **Can I still book a collection?**

Yes, however you cannot book a collection for the same day as you request the collection, all booking requests made today will have a collection made the following working day.



# YODEL WebDispatch Helpdesk Support

- **0870 011 4432**
- **08.00 – 18.00 Monday to Friday**
- **Track your shipments at:  
<http://track.dhl.co.uk/tracking/>**

