

# YODEL WebDispatch User Guide



# YODEL

# YODEL WebDispatch Login

- Open your web browser (Internet Explorer/ Firefox) and navigate to <http://webdispatch.yodel.co.uk>
- Type in your Username and Password
- Click on the **Log In** button
- If you cannot remember your password click on the **Forgotten My Password** button

**YODEL**

WebDispatch

Meter ID#: 12345

Shipment List Overview

Log In

\* Login

\* Password

Log In

Change Password

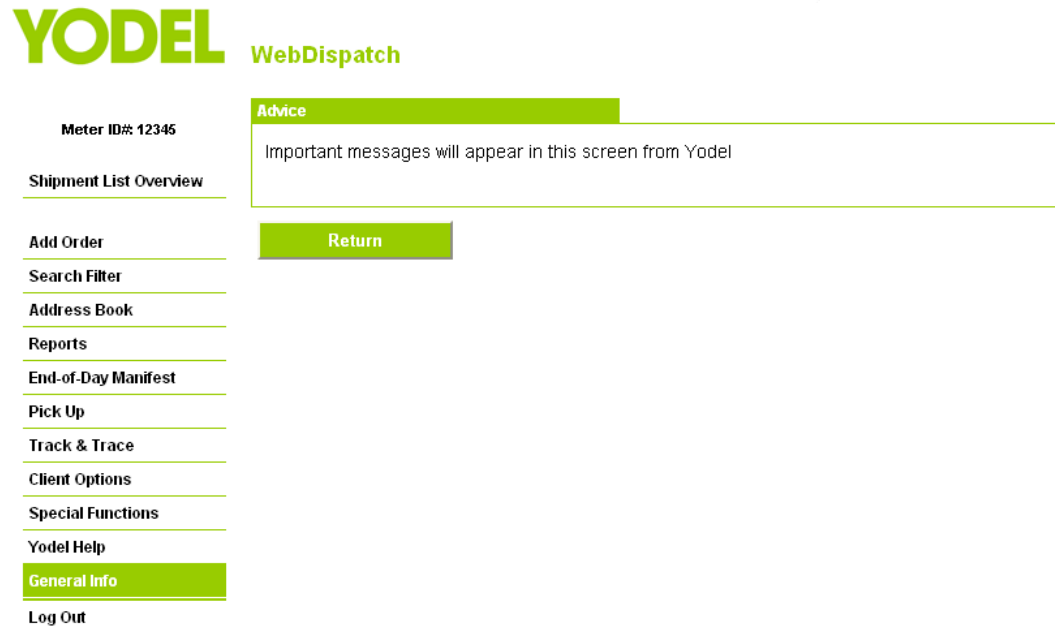
Forgot My Password

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**YODEL**

# YODEL WebDispatch Message Screen

- Once you have logged into WebDispatch the following page appears:



**YODEL** WebDispatch

Meter ID#: 12345

**Advice**

Important messages will appear in this screen from Yodel

**Return**

Shipment List Overview

Add Order

Search Filter

Address Book

Reports

End-of-Day Manifest

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**General Info**

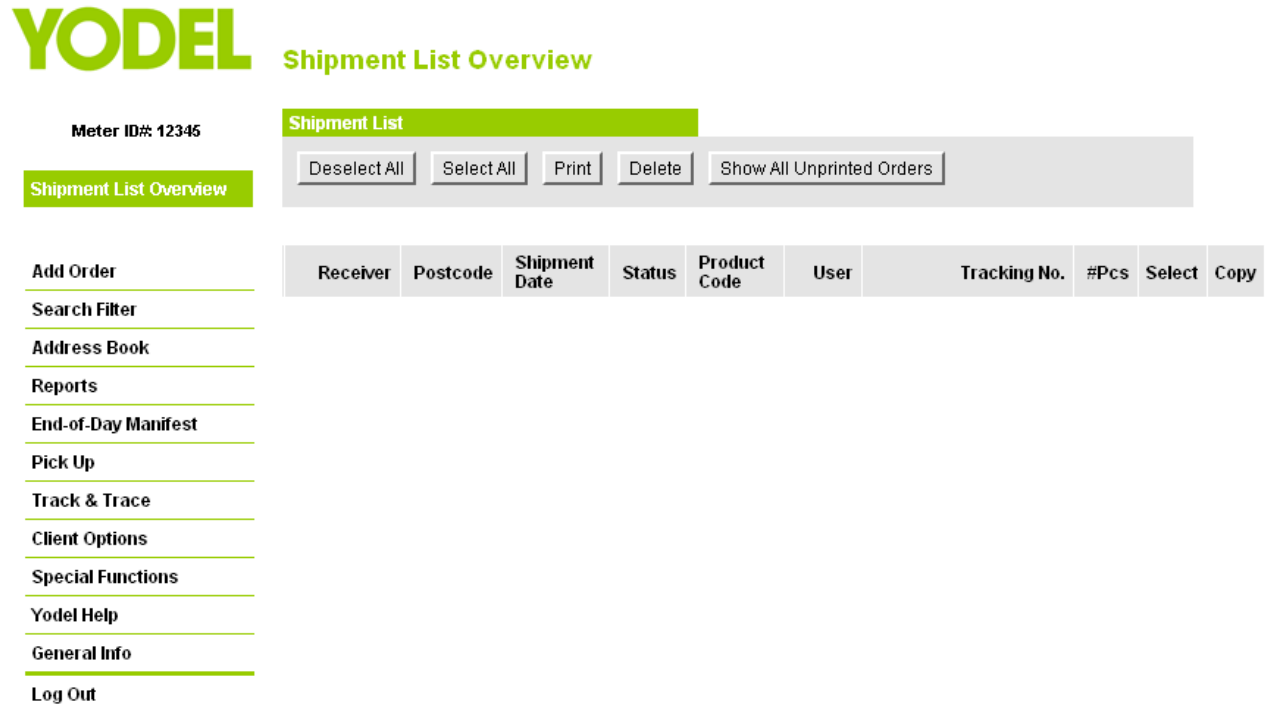
Log Out

- This will display WebDispatch system & business information, please take the time to read this page as the contents will change on a regular basis.

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# YODEL WebDispatch Main Screen

- Once you have logged into WebDispatch the following page appears:
- WebDispatch navigation panel is displayed on the left-hand side of the screen



The screenshot displays the YODEL WebDispatch interface. At the top left is the YODEL logo. Below it, the user's Meter ID# is 12345. A navigation menu on the left lists various functions: Add Order, Search Filter, Address Book, Reports, End-of-Day Manifest, Pick Up, Track & Trace, Client Options, Special Functions, Yodel Help, General Info, and Log Out. The main content area is titled 'Shipment List Overview' and features a 'Shipment List' header with buttons for 'Deselect All', 'Select All', 'Print', 'Delete', and 'Show All Unprinted Orders'. Below this is a table with columns for Receiver, Postcode, Shipment Date, Status, Product Code, User, Tracking No., #Pcs, Select, and Copy.

**YODEL**

Meter ID#: 12345

**Shipment List Overview**

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Search Filter  
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Reports  
End-of-Day Manifest  
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Special Functions  
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Log Out

**Shipment List**

Deselect All Select All Print Delete Show All Unprinted Orders

Receiver	Postcode	Shipment Date	Status	Product Code	User	Tracking No.	#Pcs	Select	Copy
----------	----------	---------------	--------	--------------	------	--------------	------	--------	------

# YODEL WebDispatch

## Add Order



- Click on **Add order**
- Your standard shipper is automatically selected, if you wish to change the Shipper details click on the **Shipper** tab
- You can then choose another shipper by clicking on the drop down menu and click **Load**

**YODEL** Add Order

Meter ID#: 12345

Shipper List Overview

- Add Order**
- Search Filter
- Address Book
- Reports
- End-of-Day Manifest
- Pick Up
- Track & Trace
- Client Options
- Special Functions
- Yodel Help
- General Info
- Log Out

Shipper	Receiver	Shipment Details	Piece Details	Notify Receiver
* Sender ID	<input type="text"/>			Phone/SMS
Company Name 1				Email
Company Name 2				
Contact				
Property Number				
Street				
Additional Address				
City				
Postcode				
Account Number				
Contract Number				
Schedule Number				

\* Fields with **bold text** are mandatory. Fields in grey for customer use only. Not used by Yodel.

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# YODEL WebDispatch

## Add Order – Combined option



### YODEL Add Order

- If you prefer you can combine the Shipper and Receiver tab into one tab by selecting the Combine tick box
- Simply select the Sender from the **Sender Address** drop down menu
- This can be separated by clicking on the **Separate** button

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**Receiver** | Shipment Details | Piece Details | Notify Receiver

**Sender Address**

Search Sender

Separate Click to separate shipper and receiver tabs

\* **Company Name 1**  Match Code

Company Name 2  Phone/SMS

Company Name 3  Email

Contact  Private Address

Property No

\* **Street**

Additional Address

\* **City**

\* **Postcode**

Look Up Address

Country **United Kingdom**

Default service

Clear Fields Search Add Address

\* Fields with **bold text** are mandatory. Fields in grey for customer use only. Not used by Yodel.

**Save and Return** **Save and Print Label**

# YODEL WebDispatch

## Receiver Tab



- Click on the **Receiver** tab if you have not combined the Shipper and Receiver screens
- Type in the receiver's details (mandatory fields are in bold with an asterisk \*)
- Alternatively you could select a Receiver from the Address book or type in a postcode and hit the **Look Up Address** button

# YODEL

## Add Order

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Receiver	Shipment Details	Piece Details	Notify Receiver
<b>Sender Address</b>			
<input type="text"/>		<input type="text"/>	<input type="button" value="Search Sender"/>
<input type="button" value="Separate"/>		Click to separate shipper and receiver tabs	
<b>* Company Name 1</b>	<input type="text"/>	Match Code	<input type="text"/>
Company Name 2	<input type="text"/>	Phone/SMS	<input type="text"/>
Company Name 3	<input type="text"/>	Email	<input type="text"/>
Contact	<input type="text"/>	Private Address	<input type="checkbox"/>
Property No	<input type="text"/>		
<b>* Street</b>	<input type="text"/>		
Additional Address	<input type="text"/>		
<b>* City</b>	<input type="text"/>		
<b>* Postcode</b>	<input type="text"/>		
	<input type="button" value="Look Up Address"/>		
Country	<b>United Kingdom</b>		
Default service	<input type="text"/>		
<input type="button" value="Clear Fields"/>	<input type="button" value="Search"/>	<input type="button" value="Add Address"/>	
<small>* Fields with <b>bold text</b> are mandatory. Fields in grey for customer use only. Not used by Yodel.</small>			

**Save and Return**

**Save and Print Label**

# YODEL

# YODEL WebDispatch Search

- Click on the **Search** Button and the following screen will appear.
- Select the start letter of the first word in the Company Name
- Click on the Address record you would like to ship to, clickable fields are in marked in **bold**

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## Address Book

### Address Book Search

**All** A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Company begins with:

Company Name 1	Contact	Phone/SMS	Address	Delete
<b>YODEL</b>	Contact		Speke Road, L70 1AB, Liverpool, GB	<input type="checkbox"/>

# YODEL WebDispatch Address Book

- Your selected Receiver Address will now be shown on the screen (mandatory fields are in bold with an asterisk \*)
- Click on Add Address to store.
- Use Match Code to retrieve a saved record

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## Address Book

**Address Book**

<b>* Company Name 1</b>	<input type="text" value="YODEL"/>	Match Code	<input type="text"/>
Company Name 2	<input type="text"/>	Phone/SMS	<input type="text"/>
Company Name 3	<input type="text"/>	Fax	<input type="text"/>
Contact	<input type="text" value="Contact"/>	Email	<input type="text"/>
Property No	<input type="text"/>	Email 2	<input type="text"/>
<b>* Street</b>	<input type="text" value="Speke Road"/>	Email 3	<input type="text"/>
Additional Address	<input type="text" value="Speke"/>	Email 4	<input type="text"/>
<b>* City</b>	<input type="text" value="Liverpool"/>	Email 5	<input type="text"/>
<b>* Postcode</b>	<input type="text" value="L70 1AB"/>	Receiver Reference Number	<input type="text"/>
<input type="button" value="Look Up Address"/>		Private Address	<input type="checkbox"/>
Country:	<input type="text" value="United Kingdom"/>		
Default service	<input type="text" value=""/>		

\*Fields with **bold text** are mandatory. Fields in grey for customer use only. Not used by Yodel.



**YODEL**

# YODEL WebDispatch Receiver

- Click on the **Shipment** details tab
- Change the **Shipment date** if required
- Enter your **Shipment Reference**
- Update the **Weight** and **Quantity of Packages** as required
- Mandatory fields are in bold with an asterisk \*

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## Add Order

Shipper	Receiver	Shipment Details	Piece Details	Notify Receiver
<b>* Shipment Reference</b>	<input type="text" value="XYZ"/>	<b>* Shipment Date</b>	<input type="text" value="10/02/2011"/>	<input type="button" value="v"/>
Consignment Reference	<input type="text"/>	<b>* Weight</b>	<input type="text" value="1.00"/>	
<b>* Product</b>	<input type="text" value="@HOME 24"/>	<b>* Quantity of Packages</b>	<input type="text" value="1"/>	
Delivery Remark	<input type="text"/>			
Description	<input type="text"/>			

\* Fields with **bold text** are mandatory. Fields in grey for customer use only. Not used by Yodel.

**Save and Return**

**Save and Print Label**

**YODEL**

# YODEL WebDispatch Receiver

- Click on the **Product** section box
- Choose one of the Services available for your destination
- Click on **Save and Print Label** to produce the shipping label

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Shipper	Receiver	Shipment Details	Piece Details	Notify Receiver
* Shipment Reference	12345	* Shipment Date	11/02/2011	
Consignment Reference		Weight	1.0	
* Product	@HOME 24	Quantity of Packages	1	
Delivery Remark	@HOME 24 @HOME 48 @HOME 72			
Description	EXPRESS 24 PRIORITY 12:00 SATURDAY PRIORITY 10:00			

\* Fields with **bold text** are mandatory. Fields in grey for customer use only. Not used by Yodel.

Save and Return

Save and Print Label

# YODEL

# YODEL WebDispatch Piece Details

- Click on the **Piece Details** tab
- If you wish to give each individual package a reference then please populate the package reference section.
- Type in the weight of your package and click **Add Package**
- Repeat the step above for multiple packages going to the same address.

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Add Order

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Shipper	Receiver	Shipment Details	Piece Details	Notify Receiver
*Weight <input type="text" value="12.00"/>				
Description <input type="text" value="BOLTS ONLY"/>				
Package Reference <input type="text" value="XYZ"/>				
<input type="button" value="Add Package"/>				
*Fields with <b>bold text</b> are mandatory. Fields in grey for customer use only. Not used by Yodel.				
Parcel Identifier	Weight	Action		
JJD0002291114000019	1.0	<a href="#">Delete</a>		
<input type="button" value="Save and Return"/>		<input type="button" value="Save and Print Label"/>		

# YODEL

# YODEL WebDispatch Notification Tab

- Click on the **Notify Receiver** tab (This function is optional. Only complete this section if you want to e-mail the receiver about the shipment.)

## YODEL

### Add Order

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Shipper	Receiver	Shipment Details	Piece Details	Notify Receiver
Email Text		NUTS & BOLTS order reference 12345		
Name		J Bloggs		
* Email		j.b@example.co.uk		
Add				
* Fields with <b>bold text</b> are mandatory.				
Email	Name	Action		

Save and Return

Save and Print Label

## YODEL

# YODEL WebDispatch Notification Tab

- Enter the E-Mail text you would like the receiver to see
- Enter the Name of the receiver
- Enter the Email address of the receiver
- Click on **Add**

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### Add Order

Shipper	Receiver	Shipment Details	Piece Details	Notify Receiver
Email Text		<input type="text" value="NUTS &amp; BOLTS order reference 12345"/>		
Name		<input type="text" value="J Bloggs"/>		
* Email		<input type="text" value="j.b@example.co.uk"/>		
<input type="button" value="Add"/>				
* Fields with <b>bold text</b> are mandatory.				
Email	Name	Action		
		<input type="button" value="Save and Return"/>	<input type="button" value="Save and Print Label"/>	

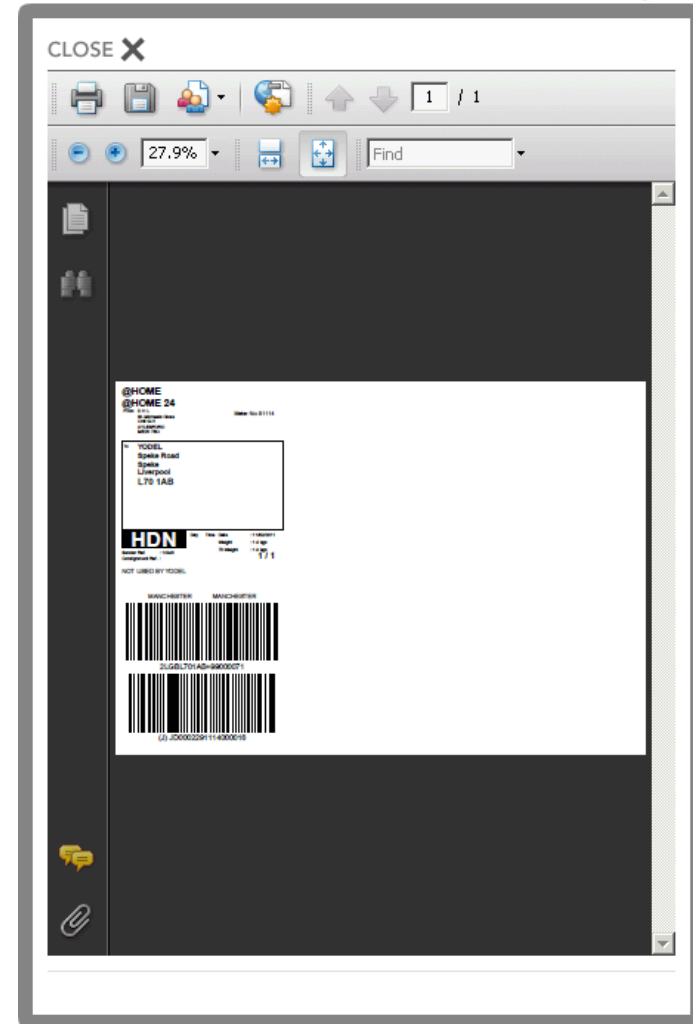


# YODEL

# YODEL WebDispatch

## Save / Print

- Click on **Save and Print Label** at the bottom of the page. This will print out the shipment paperwork.
- If you would like to print the shipment paperwork at a later stage click on **Save and Return**.
- This will place your shipment in the Shipment List Overview.

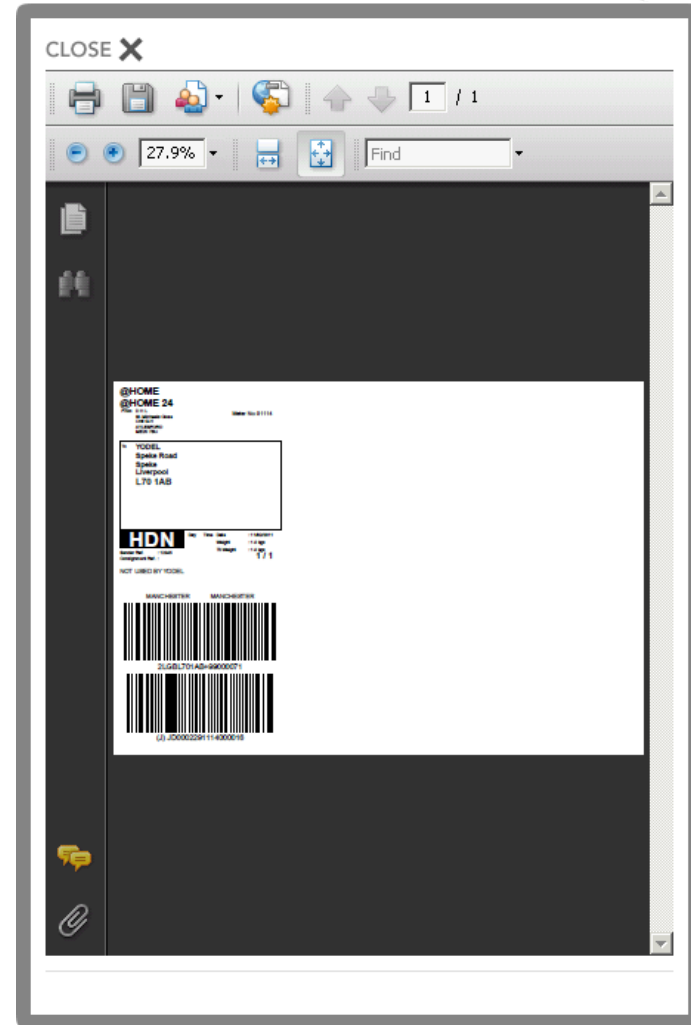


# YODEL WebDispatch

## Save / Print

The label will now load in a new Adobe Acrobat window.

Print the label via the print button at the top of the screen.



# YODEL WebDispatch Shipment List Overview

- Click on the **Shipment List Overview** button or the main navigation menu at the left of the screen
- Here you can print the shipment labels for all saved shipments at once, if required.
- Alternatively put a tick next to the shipment you would like to print
- Click on **Print**

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## Shipment List Overview

### Shipment List

Deselect All

Select All

Print

Delete

Show All Unprinted Orders

Receiver	Postcode	Shipment Date	Status	Product Code	User	Tracking No.	#Pcs	Select	Copy
YODEL	L70 1AB	11/02/2011	Authorized	@HOME 24	simone	JJD0002291114000019	2	<input type="checkbox"/>	

**YODEL**

# YODEL WebDispatch

## Search Filter

- Click on the **Search Filter** button on the main navigation menu at the left of the screen.
- Here you can find shipments using specific search criteria.
- Enter your search criteria and click on **Load** at the bottom of the page
- You will now see all shipments within your search criteria.

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### Search Filter

Search...			
Date From (DD/MM/YYYY)	<input type="text" value="11/02/2011"/>	Date To (DD/MM/YYYY)	<input type="text" value="11/02/2011"/>
Status	<input type="text"/>	Shipment Reference	<input type="text"/>
Shipper	<input type="text"/>	Consignment Reference	<input type="text"/>
<input type="checkbox"/> Show Only Deleted Shipments		Piece Reference	<input type="text"/>
<b>Receiver</b>			
Company Name		<input type="text"/>	
Postcode		<input type="text"/>	
Country		<b>United Kingdom</b>	
<input type="button" value="Load"/>		<input type="button" value="Track &amp; Trace"/>	

# YODEL

# YODEL WebDispatch Address Book

- Click on the **Address Book** button on the main navigation menu at the left of the screen.
- If you would like to add a new receiver address then click **Add Address**
- If you would like to edit an existing receiver address click on the address record. (Clickable fields are in bold)

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## Address Book

### Address Book

* <b>Company Name 1</b>	<input type="text" value="YODEL"/>	Match Code	<input type="text"/>
Company Name 2	<input type="text"/>	Phone/SMS	<input type="text"/>
Company Name 3	<input type="text"/>	Fax	<input type="text"/>
Contact	<input type="text" value="Contact"/>	Email	<input type="text"/>
Property No	<input type="text"/>	Email 2	<input type="text"/>
* <b>Street</b>	<input type="text" value="Speke Road"/>	Email 3	<input type="text"/>
Additional Address	<input type="text" value="Speke"/>	Email 4	<input type="text"/>
* <b>City</b>	<input type="text" value="Liverpool"/>	Email 5	<input type="text"/>
* <b>Postcode</b>	<input type="text" value="L70 1AB"/>	Receiver Reference Number	<input type="text"/>
	<input type="button" value="Look Up Address"/>	Private Address	<input type="checkbox"/>
Country:	<input type="text" value="United Kingdom"/>		
Default service	<input type="text"/>		
<input type="button" value="Search"/>	<input type="button" value="Add Address"/>	<input type="button" value="Update Address"/>	<input type="button" value="Clear Fields"/>

\* Fields with **bold text** are mandatory. Fields in grey for customer use only. Not used by Yodel.

# YODEL WebDispatch Address Book Search

- Click on the **Search** button and the following screen will appear.
- Select the start letter of the first word in the Company Name
- Click on the address record you would like to ship to, clickable fields are in marked in **bold**

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### Address Book

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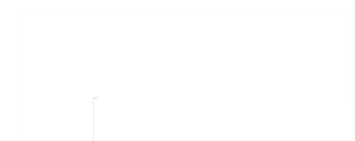
[Log Out](#)

#### Address Book Search

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Company begins with:

Company Name 1	Contact	Phone/SMS	Address	Delete
<b>YODEL</b>	Contact		Speke Road, L70 1AB, Liverpool, GB	<input type="checkbox"/>



# YODEL

# YODEL WebDispatch Reports



- Click on the **Reports** button on the main navigation menu at the left of the screen.
- To receive shipping reports Click on the **Export Shipment Details** button

## YODEL

### WebDispatch - Reports

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Export Shipment Details

Return

## YODEL

# YODEL WebDispatch Reports

- Enter the date from and to you wish to see the comprehensive report for.
- Enter the e-mail address where this report should be sent to
- Select the status of shipments you wish to see the report on. (The status **Manifested** is applicable to see all shipments that were sent via Yodel)
- Click on **Create History Transmission**
- The e-mail recipient should now receive an e-mail with the Report as a pipe delimited text file.

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## WebDispatch - Reports

**Statistical analysis**

Product	<input type="text"/>	Date From (DD/MM/YYYY)	<input type="text" value="11/02/2011"/>	Date To (DD/MM/YYYY)	<input type="text" value="11/02/2011"/>
Shipper	<input type="text"/>	Match Code	<input type="text"/>	Postcode From	<input type="text"/>
Country	<b>United Kingdom</b>	Postcode To	<input type="text"/>	Weight (kg) From	<input type="text"/>
Weight (kg) To	<input type="text"/>	<input type="button" value="Show Statistic"/> <input type="button" value="Return"/> <input type="checkbox"/> Show Details			
Number of Shipments	2	Number of Pallets	0		
Number of Packages	2	Weight (kg)	2.00		

# YODEL

# YODEL WebDispatch End of Day

- After completing the last shipment of the day you are required to run the End of Day manifest.
- Click on the **End of Day Manifest** button on the main navigation menu at the left of the screen.
- Click **Create Shipping List**
- **Note:** you must run the End of Day process for each Sender.

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## WebDispatch - EOD Manifest + Data Transmission

Create End-of-Day Manifest

Sender

91111114

Load

Select All

Deselect All

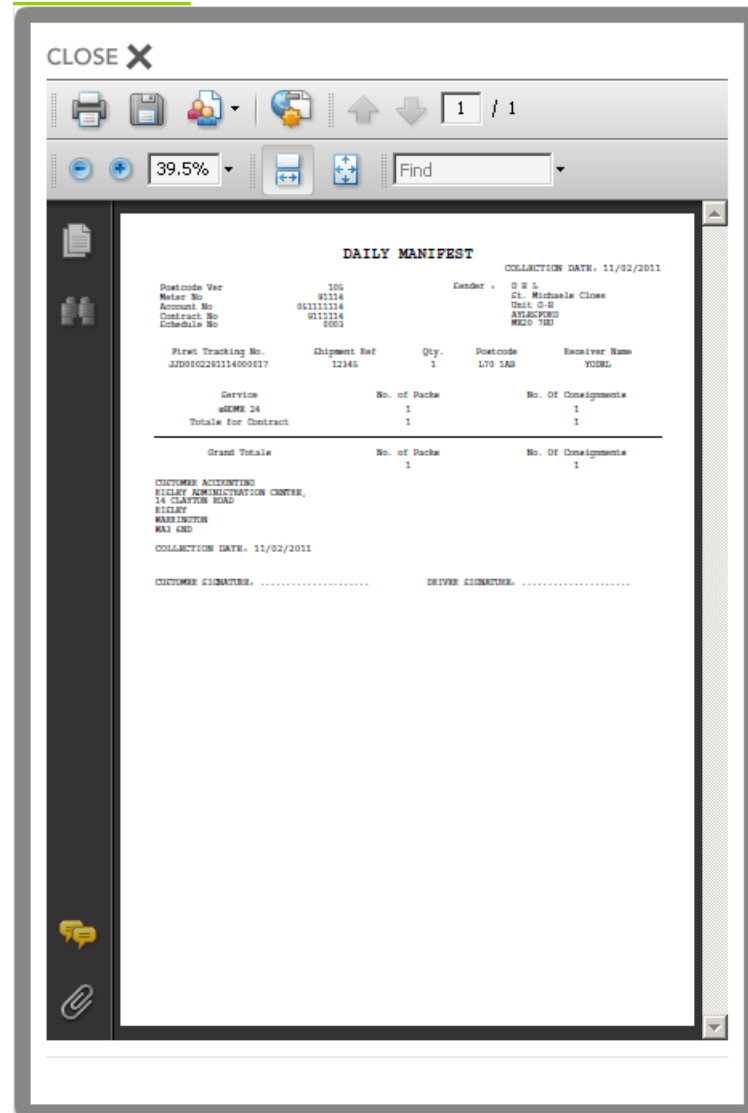
Create Shipping List

Still to Manifest: 1 Shipments

ID	Account	Shipment Date	Receiver	Contact	Shipment no.	Select
1487	051111114	11/02/2011	YODEL		JJD0002291114000017	<input checked="" type="checkbox"/>

# YODEL WebDispatch End of Day

- Click **Create Shipping List**
- The manifest report will open in a new Adobe Acrobat window.
- Print the manifest report via the print button at the top of the screen.



# YODEL WebDispatch End of Day

- If you wish to reprint your end of day report click on the **End of Day Manifest** button on the main navigation menu at the left of the screen.
- Enter the date range and click on the **Load** button
- Select Sender and click on the **Create Shipping List**

**YODEL**

0844 248 0521

Meter ID#: 91114

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## WebDispatch - EOD Manifest + Data Transmission

### Reprint End-of-Day Manifest

Date From  
(DD/MM/YYYY)

11/02/2011

Date To  
(DD/MM/YYYY)

11/02/2011

Load

Sender

9111114 / ME20 7BU / A\

Create Shipping List

Return

**YODEL**

# YODEL WebDispatch

## Pick up

- Click on the **Pick Up** button on the main navigation menu at the left of the screen.
- Enter **Pick Up Date, Ready By Time, Closing Time, Special Instructions for Yodel (optional) and Pickup Location.**
- Click on **Request Pick Up**

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Log Out

### Pick Up

<b>Pick Up</b>	
* Sender	All Domestic enabled
* Pick Up Date	11/02/2011
* Ready By (hh:mm)	
* Closing Time (hh:mm)	
Special Instructions	Any collection requested today will not be collected until the following working day
* Pick Up Location	
* Quantity of Packages	0
* Quantity of Pallets	0
* Weight (kg)	
<input type="button" value="Request Pick Up"/> <input type="button" value="Pick Up Overview"/>	

\* Fields with **bold text** are mandatory.

# YODEL WebDispatch Helpdesk Support

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

