

Intelligent Shipper

Label Options Manual Version 3.0

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Description	Instructs users how to configure and set the relevant label stationery
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Document Controls

Version History

Version	Amendments	Date	Author
1.1	Existing guide transferred into new document format. Added section 3 Example Labels.	18/02/2019	Laura Lyonette
1.2	Updated with review feedback	19/02/2019	Laura Lyonette
2.0	Final version	22/02/2019	Laura Lyonette
3.0	References to document "Carriers Supporting Multipiece Shipments" replaced with new document "Intelligent Shipper Carrier Integrations and Features"	28/10/2019	Laura Lyonette

Review

Name	Title	Date Reviewed	Version Reviewed
Steve Sneath	Retail Solutions Consultant	18/02/2019	1.1
Weronika Kucharska	Customer Success Executive	19/02/2019	1.1
Shahid Rajput	Test Analyst	20/02/2019	1.2

Referenced Documents

Document Name	Version	Location (e.g. Link to Shared Drive, SharePoint etc.)
User Roles Manual	1.0	https://intersoftuk-servicedesk.atlassian.net/wiki/spaces/EST/pages/408944642/User+Roles+Manual+v1.0
Intelligent Shipper Carrier Integrations and Features	N/A	https://intersoftuk-servicedesk.atlassian.net/wiki/spaces/EST/pages/716243076/Intelligent+Shipper+Carrier+Integrations+and+Features

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1. Introduction

Intelligent Shipper users can choose to print various label designs, from the standard thermal labels to labels integrated on an A4 document with order information included.

The Label Options functionality allows Customer role users to configure their label settings so that labels will be generated in the required format.

2. Configure Label Options

To configure label options, select Maintenance from the left-hand menu. Select Label Options from the Maintenance menu and the Label Options screen will open.

Label Options

Dashboard / Maintenance / Label Options

API Label Options

International Shipments Include CN documentation in API response

Update

Shipment Processing Label Options

International Shipments Include CN documentation when creating the shipment

Integrated Labels Include Order Info on Integrated Labels

Label Format

100 mm
150 mm
LABEL

Label on a Roll
Label Size: 100mm x 150mm
The Logo, Order Information and Message Text are all optional.

Logo

Browse...

Recommended image dimensions: 160mm x 22mm (or 80mm x 40mm if A4 Portrait with Top Label)
Max file size: 100 KB

INTERSOFT

Message

This is optional message text

Number of characters remaining: 1471

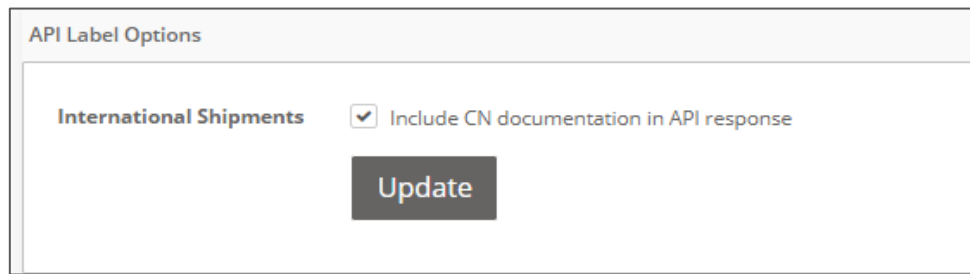
Update Remove Logo

Figure 1 - Label Options screen

The screen is split into two sections:

- Configure API Label Options – label settings for shipments created via API
- Configure Shipment Processing Label Options – label settings for shipments created via Bulk Mailing and Booking Wizard

1.1 Configure API Label Options



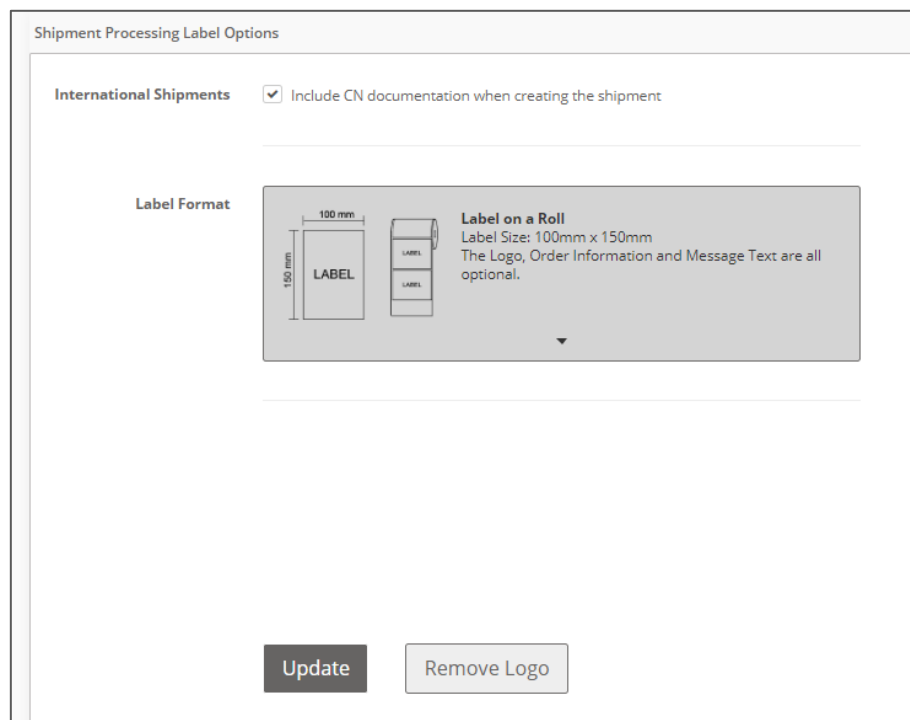
The screenshot shows a web interface titled "API Label Options". Under the heading "International Shipments", there is a checked checkbox labeled "Include CN documentation in API response". Below this checkbox is a dark grey button with the text "Update" in white.

Figure 2 - API Label Options

To configure your label options for shipments created via API:

1. The "Include CN23 documentation when creating the shipment" tick box sets whether the CN23 customs document will be included with the label when international shipments are created for destinations and carriers requiring a CN23. The box will be ticked by default and can be unticked if required.
2. Click the "Update" button to save the label options you have selected.

1.2 Configure Shipment Processing Label Options



The screenshot shows a web interface titled "Shipment Processing Label Options". Under the heading "International Shipments", there is a checked checkbox labeled "Include CN documentation when creating the shipment". Below this is a section titled "Label Format" which contains a diagram of a label on a roll. The diagram shows a rectangular label with dimensions 100 mm (width) and 150 mm (height). To the right of the diagram, the text reads: "Label on a Roll", "Label Size: 100mm x 150mm", and "The Logo, Order Information and Message Text are all optional." Below the diagram and text is a downward-pointing arrow. At the bottom of the interface are two buttons: a dark grey "Update" button and a light grey "Remove Logo" button.

Figure 3 - Shipment Processing Label Options

To configure your label options for shipments created via Bulk Mailing and Booking Wizard:

1. The “Include CN23 documentation when creating the shipment” tick box sets whether the CN23 customs document will be included with the label when international shipments are created for destinations and carriers requiring a CN23. The box will be ticked by default and can be unticked if required.
2. In the “Label Format” drop-down, select your required label size and layout from the options available – this includes labels on a roll and an integrated label included on an A4 page that can be configured with the order information, your logo and any additional text you require. The list contains an image showing the layout of each label format and a text description containing further information. See the [Label Formats](#) section for more details on the available label formats.

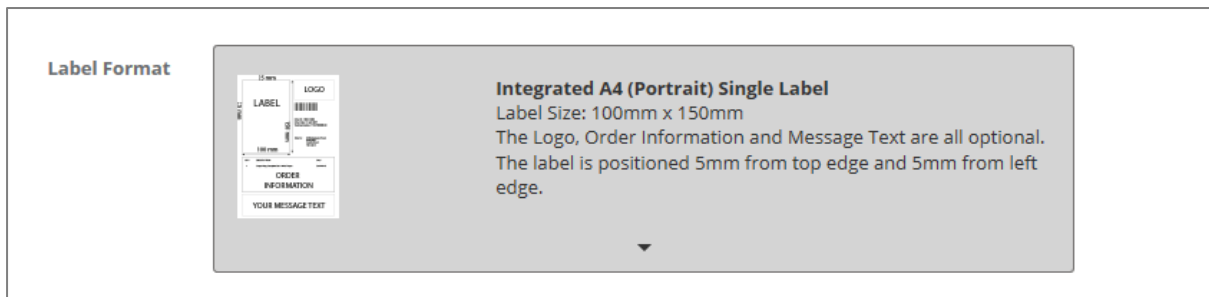


Figure 4 - Label Format drop-down

3. Click the “Update” button to save the label options you have selected.

If you are using the label on a roll format (standard thermal labels) then these are the only configuration settings that are needed. When shipments are created the label will then be created as a 6-inch x 4-inch label in the carrier’s label format.

If you are using an integrated label format, there are further configuration settings to customise the information that is displayed on the remainder of the A4 page. See the [Customise Integrated Label](#) section for more details on the additional configuration settings for integrated labels.

1.2.1 Label Formats

The “Label Format” drop-down allows you to select your required label size and layout from the following options:

Label on a roll:

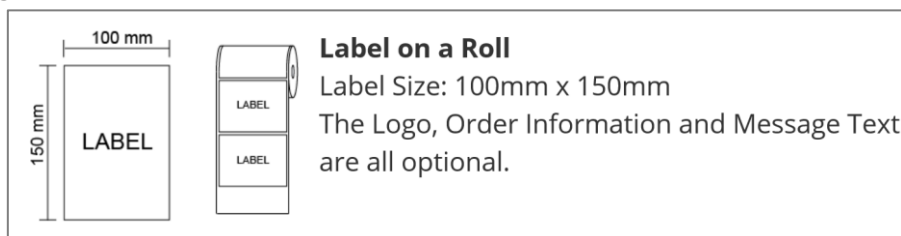


Figure 5 - Label on a Roll format

Integrated A4 (Landscape) Single Label:

Integrated A4 (Landscape) Single Label
 Label Size: 100mm x 150mm
 The Logo, Order Information and Message Text are all optional.
 The label is positioned 10mm from top left edge.

Figure 6 - Integrated A4 (Landscape) Single Label format

Integrated A4 (Portrait) Top Left Label:

Integrated A4 (Portrait) Single Label
 Label Size: 100mm x 150mm
 The Logo, Order Information and Message Text are all optional.
 The label is positioned 5mm from top edge and 5mm from left edge.

Figure 7 - Integrated A4 (Portrait) Top Left format

Integrated A4 (Portrait) Top Right Label:

Integrated A4 (Portrait) Single Label
 Label Size: 100mm x 150mm
 The Logo, Order Information and Message Text are all optional.
 The label is positioned 5mm from top edge and 5mm from right edge.

Figure 8 - Integrated A4 (Portrait) Top Right format

Integrated A4 (Portrait) Bottom Left Label:

Integrated A4 (Portrait) Single Label
 Label Size: 100mm x 150mm
 The Logo, Order Information and Message Text are all optional.
 The label is positioned 5mm from bottom edge and 5mm from left edge.

Figure 9 - Integrated A4 (Portrait) Bottom Left format

Integrated A4 (Portrait) Bottom Right Label:

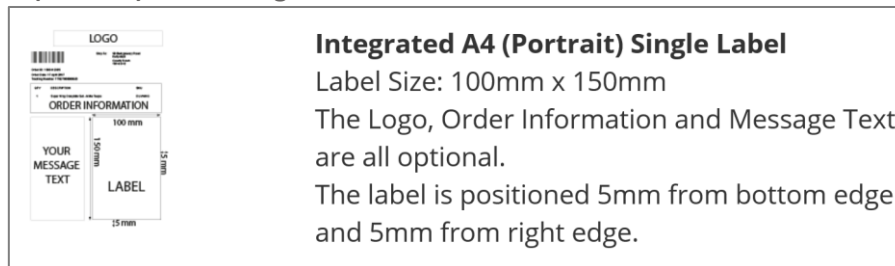


Figure 10 - Integrated A4 (Portrait) Bottom Right format

1.2.2 Customise Integrated Label

If you are using the integrated label format then you can set some additional configuration options to customise the information that is displayed on the A4 page along with the label.

Figure 11 - Integrated Label Configuration Settings

To customise the integrated label page:

1. Tick the “Include order info on integrated labels” tick box if you want to display order information on the A4 page along with the label. If order information is selected then the integrated label will contain a list of the items in the order and the quantity, description and SKU code for each item.
2. If you want to include your company logo on the integrated label page, then click the “Browse” button and select the logo you want to use.
3. Once you have selected a logo a “Remove Logo” button is displayed on screen. This can be used to remove the logo from the integrated label, or you can change the logo by clicking “Browse” and selecting a different logo image.

-
4. An optional message of up to 1500 characters can be added to the integrated label. If you want to add a message to the integrated label, enter the text that you require in the “Message” text box.
NOTE: If a message is entered then check that it will be displayed on the label as you expect by previewing the label – see step 6 below.
 5. Click the “Update” button to save your changes. A “Preview” button will then be displayed.
 6. Click the “Preview” button to download an example of how the label will be generated using the settings you have configured.

3. Example Labels

Examples of the Label on a Roll and Integrated Label formats are included below. These are included as examples only; the exact label format will vary depending on the carrier used for the shipment.

3.1 Label on a Roll

1st Class	Delivered by  Royal Mail Postage on Account GB
28-070 338 6004-14B 231 AC2	
	
John smith, Company 1 Blays House Wick Road Englefield Green Egham TW20 0HJ	Return Address John Smith, 83 Main Street, Weybridge, KT13 8EE
Customer reference: 1234567	
Department reference:	

Figure 12 - Example Label on a Roll

The above image shows an example Label on a Roll format label for a Royal Mail shipment.

For single package shipments one label will be generated for the shipment.

For multi-piece shipments (containing multiple packages) a label will be generated for each package in the shipment.

3.2 Integrated Label



Figure 13 - Example Integrated Label

The above image is an example of an integrated label using the A4 Portrait Top Right format. The integrated label may be displayed differently depending on the label format and configuration settings that have been chosen in Label Options.

If order information has been included on the integrated label and an item description or SKU code is too long to fit on one line, then the text will wrap onto the next line. If the item list is too long to fit on one page then it will expand onto a second page as shown in figure 12 below. The second page will contain the item list only; it will not contain the shipment label or any message text that been configured.

ECL Testing **INTERSOFT**

NDAY

86 WEY
COU-PNET
VAN 89
DROP 36
C-ROUND 0930

Destination
John Smith Blays House Wick Road Englefield Green Egham Surrey TW20 0HJ

Date	2019-02-15
Weight in kg	1.2
Reference	122487

06-003-00-01387308-1

QTY	DESCRIPTION	SKU
1	King size duvet cover and pillow case set black and white stripe patter	
1	King size duvet	
1	King size fitted sheet black	
1	King size valance black	

This is optional message text

Continued from Page 1

Order Ref: 1234567
Order Date: 15 Feb 2019
Tracking Number: 0600389313873081

Ship To: John Smith
Company 1
Blays House
Wick Road
Englefield Green
Egham
Surrey TW20 0HJ
United Kingdom

QTY	DESCRIPTION	SKU
1	Purple glass vase	
1	Childs superhero duvet and pillowcase set Action Man Spider Man Super Man	
1	Oak wood shelves 3 x floating shelves	
1	Solid oak wardrobe 3 door	
1	Flatpack oak wood shoe rack 3 tier	
2	Large free-standing mirror silver frame	

Page 2 of 2

Figure 14 - Integrated Label with order information expanded onto a second page

For single package shipments one label will be produced for the shipment.

For multi-piece shipments (containing multiple packages) a label will be produced for each package in the shipment but order information will only be shown on the first package label. If the order information spans over multiple pages then all pages for the first label will be printed first, then the integrated label pages for each of the remaining packages in the shipment will be printed (without order information).

3.3 Label with CN23 Included

<p>International Priority</p> <p style="text-align: right;">Postage on Account GB </p> <p style="text-align: center;">AIR MAIL PAR AVION</p> <p>28-070 338 6004-14B 231 B04</p> <div style="display: flex; justify-content: space-around;"> </div> <p style="text-align: center; font-size: small;">TT 0900 0471 0GB</p> <p>John smith 1 Main Street New York NY 91102 UNITED STATES OF AMERICA</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg); font-size: x-small;">Return Address John Smith, 83 Main Street, Weybridge, KT13 8EE</p> <p>Customer reference: 1234567</p> <p>Department reference:</p>	<div style="text-align: center;"> TT090004710GB </div> <table border="1" style="width: 100%; border-collapse: collapse; font-size: x-small;"> <tr> <td style="width: 5%;">FROM</td> <td style="width: 75%;"> Laura Lyonette Intersoft_Test Blays House Englefield Green Wick Road Egham TW20 0HJ United Kingdom </td> <td style="width: 20%; text-align: center; vertical-align: middle;">VAT/EORI Number</td> </tr> <tr> <td>TO</td> <td colspan="2"> John smith 1 Main Street New York NY 91102 United States of America Contact Tel: +11234567891 </td> </tr> </table> <p style="writing-mode: vertical-rl; transform: rotate(180deg); font-weight: bold; font-size: small;">CUSTOMS DECLARATION CN23</p> <p style="font-size: x-small;"> May be opened officially Customs documents to be validated for export: Yes Sender's Instructions in case of non-delivery </p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: x-small;"> <tr> <td colspan="6" style="text-align: center;">RETURN TO SENDER</td> </tr> <tr> <td colspan="6">Category of Items: mobile phone</td> </tr> <tr> <th style="width: 40%;">Description of content</th> <th style="width: 5%;">Qty</th> <th style="width: 10%;">Net Kg</th> <th style="width: 10%;">Value</th> <th style="width: 10%;">HS Tariff No</th> <th style="width: 15%;">Country of Manufacture</th> </tr> <tr> <td>iphone 8</td> <td style="text-align: center;">1</td> <td style="text-align: center;">0.200</td> <td style="text-align: center;">250.00</td> <td></td> <td style="text-align: center;">GB</td> </tr> <tr> <td colspan="3">Postage Fee</td> <td colspan="2">Total Gross Weight</td> <td style="text-align: right;">0.200 Kg(s)</td> </tr> <tr> <td colspan="3">License</td> <td colspan="2">Total Value</td> <td style="text-align: right;">250.00 GBP</td> </tr> <tr> <td colspan="3">Certificate</td> <td colspan="3">Comments</td> </tr> <tr> <td colspan="3">Invoice</td> <td colspan="3"></td> </tr> <tr> <td style="font-size: x-small;">Office & Date of Posting</td> <td colspan="5" style="font-size: x-small;"> I certify that the particulars given in this customs declaration are correct and this item does not contain any dangerous articles prohibited by legislation or by postal or customs regulations. </td> </tr> <tr> <td colspan="6" style="text-align: center; font-size: x-small;">Date and sender's name:</td> </tr> <tr> <td colspan="6" style="text-align: center;">19/02/2019 Laura Lyonette</td> </tr> </table>	FROM	Laura Lyonette Intersoft_Test Blays House Englefield Green Wick Road Egham TW20 0HJ United Kingdom	VAT/EORI Number	TO	John smith 1 Main Street New York NY 91102 United States of America Contact Tel: +11234567891		RETURN TO SENDER						Category of Items: mobile phone						Description of content	Qty	Net Kg	Value	HS Tariff No	Country of Manufacture	iphone 8	1	0.200	250.00		GB	Postage Fee			Total Gross Weight		0.200 Kg(s)	License			Total Value		250.00 GBP	Certificate			Comments			Invoice						Office & Date of Posting	I certify that the particulars given in this customs declaration are correct and this item does not contain any dangerous articles prohibited by legislation or by postal or customs regulations.					Date and sender's name:						19/02/2019 Laura Lyonette					
FROM	Laura Lyonette Intersoft_Test Blays House Englefield Green Wick Road Egham TW20 0HJ United Kingdom	VAT/EORI Number																																																																							
TO	John smith 1 Main Street New York NY 91102 United States of America Contact Tel: +11234567891																																																																								
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Certificate			Comments																																																																						
Invoice																																																																									
Office & Date of Posting	I certify that the particulars given in this customs declaration are correct and this item does not contain any dangerous articles prohibited by legislation or by postal or customs regulations.																																																																								
Date and sender's name:																																																																									
19/02/2019 Laura Lyonette																																																																									

Figure 15 - Label on a Roll with CN23 included

The above image shows a Label on a Roll format label for an international shipment with a CN23 included with the label image.

Appendix 1 – Glossary

Term	Definition
CN23	A customs document used for international postal shipments where customs documentation is required. A CN23 is only required for postal shipments, for other shipments requiring customs documentation either a Proforma Invoice or Commercial Invoice must be provided. Check with the carrier as to which customs documentation they require.
Customer User	the core users of the system who will be creating, processing and closing out shipments. This user role will be assigned to a customer account. See the User Roles manual for more details on the access Customer users have to the system.
Integrated Label	A label format that prints the shipment label on an A4 page along with the order reference, tracking number, destination address and the following configurable information – company logo, optional message text and a list of items in the order.
Label on a Roll	A shipment label that is printed in the standard thermal label format as a 6-inch x 4-inch size label.
Multi-piece shipment	A shipment for a single order containing multiple packages. See the document “ Intelligent Shipper Carrier Integrations and Features ” for a list of which carriers allow multipiece shipments to be created.
SKU	Stock Keeping Unit – a unique identifying code assigned to a product.