



e-Docket

User Guide

V2.2

1: Login

- Obtain your new username and password from Whistl Customer Services.
- Go to www.spot-light.co.uk
- Login by selecting **Client Login**



- Type in your unique username and password that has been supplied to you. If you haven't been given login information, please contact your Whistl customer service specialist.
- If you should forget your password, select **forgotten password** and a link will be sent to reset your password.

2: Declaring and Submitting Your Mail Volumes

Creating a new docket

- Select **e-Dockets** from top ribbon:



- Select the account you wish to raise the e-Docket against, or simply start to type the P number or name of the account:

Selected Account	P0002111-Sundry Account
Collection Point	E-dockets Test
Department	E-dockets Test

- You are now ready to create your e-Docket, go ahead and select **create +**




- Now you can verify the selected account details before entering the date your mail will be collected:

Selected Account	P0002111 - Sundry Account ⓘ	Collection Point	E-dockets Test
Collection Date	<input type="text" value="22/12/2016"/>	Department	E-dockets Test

- You will now need to tell us about the items you wish to send:
 - Select **service level**
 - Select **format/destination**
 - Enter **total items** per format
 - Enter **total containers** per format
 - The **job reference** field is optional and can be alphanumerical of up to 20 characters
 - 'I' and 'R' stands for Indicia and Return Address, please tick this box if both are required to be sprayed on the mail piece
 - Enter the **respective weight banding** for your items.

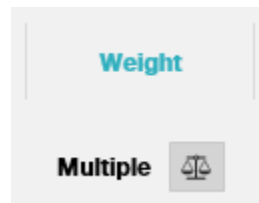
Please see example entry below:

Service	Format/Destination	Total Items	Total Containers	Job Ref	Indicia	Return Address	Weight	Options
PremierSort 2 Day	UK Bound Letter	250	1	e-Dockets	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0-100	

Declaring mail for e-Docket billed customers

If you are a Whistl customer currently billed from the volume you declare in e-Dockets you must ensure that multi weight band formats are declared correctly. Please ensure you declare the volume within each weight banding when mailing the following formats or service types:

- UK Bound Large Letter
 - UK Bound Larger Letter Business
 - UK Bound Packet
 - UK Bound Parcel
 - AllSort, International EU
 - AllSort, International ROW
- To declare your multi weight band volumes, first select the **multiple option** under the weight category:



- You will then be able to select format specific weight bands.
- Please ensure that the total item counts declared within the multiweight menu matches the 'parent' total item count declared:

Weight Options

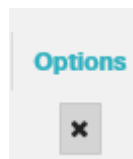
Total items: 250

Items assigned: 250

Weight grouping	Weight banding	Item count	Options
0-750 <input type="button" value="v"/>	101-250 <input type="button" value="v"/>	150	<input type="button" value="x"/>
0-750 <input type="button" value="v"/>	501-750 <input type="button" value="v"/>	100	<input type="button" value="x"/>

Save and Close

- You will be unable to submit your docket until the above weight band declaration has been completed (*e-docket billed customers only*)
- To remove a line select **x** under options:



- Once happy with the multiweight declared volumes please select **save and close**:

Save and Close

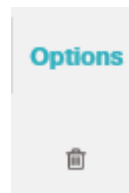
- Once you are happy with your e-Docket you can now submit by selecting **submit:**



- Should you have additional items to add to your docket throughout the day select **save** which will allow you to amend at a later point:



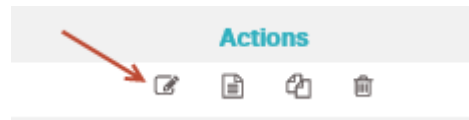
- Should you need to delete a consignment simply select the **bin icon** under options:



****Once submitted a docket cannot be edited or deleted. If you have submitted an e-docket which is incorrect please contact customer services who will be able to assist you.***

3. Editing a Docket

- To edit a saved docket, select **Services, e-Dockets** from the top ribbon bar, select the correct account and then locate the docket you wish to edit. You can now edit or delete this docket (**only if docket has not been submitted**) by selecting **view/edit document** under the 'actions':



- The docket will then be displayed allowing you to change volumes, add another service or collection date etc.
- Once happy with the amendments, select **submit** which will irrevocably send the docket to Whistl.

4. Docket Number Issued

- Each docket is given a unique docket number which is displayed in 'Current Dockets', see example below:

P00021 – Customer ID
DKT: 87 – Docket Number
M/H: 1 – Mailing House ID
Dep ID: 1 – Department ID

5. Printing a Container Card

- Locate the docket that you wish to print the container cards for
- Select **view customer sheet** from the available actions:



- This will bring up a new window displaying an example of the container card for that docket (see example image below):

Print Customer Sheet

whistl	
Customer Identification Card	
 <small>02P00211121141</small>	
Customer Name:	
Sundry Account	
Customer Number / Collection Point ID / Department ID:	
P00021 / 1 / 1	
Service Type:	
2 - PremierSort 2 Day	
Mail Type:	
1 - UK Bound Letter	
Indicia Printing:	Return Address Printing:
Print an Indicia	Print a Return Address
Return Address:	Collection Date:
	29/09/2016
Job Reference:	Office Use Only:
e-Docket	EDK129082916002 / 290 / 1
Printed by system on 29/09/2016 10:23:07	

Please check the preview of the customer sheet(s) on the left.

Select 'Print' below to print out a single copy of the sheet currently in view.

Select 'Print (per consignment)' to print a single sheet per consignment in the current docket.

Select 'Print (per container)' to print a sheet for every container in the current docket.

Note: A customer sheet must be present in all containers.

Print (per container)
Print (per consignment)
Print
Close

- Check the container card to make sure all of the information is correct
- To print, select **print per container** to ensure you have one container card for every declared container.

Please note that if you have not submitted your docket then the container card will have the word 'DRAFT' behind the main text. This will not affect Whistl's ability to scan and process your mail but please ensure all dockets are submitted.

Example image below:

Print Customer Sheet

whistl

Customer Identification Card	
 <small>01P000211121141</small>	
Customer Name:	
Sundry Account	
Customer Number / Collection Point ID / Department ID:	
P00021 / 1 / 1	
Service Type:	
2 - PremierSort 2 Day	
Mail Type:	
1 - UK Bound Letter	
Indicia Printing:	Return Address Printing:
Print an Indicia	Print a Return Address
Return Address:	Collection Date:
	29/09/2016
Job Reference:	Office Use Only:
e-Docket	EDK1290820160002 / 290 / 1

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Select 'Print (per consignment)' to print a single sheet per consignment in the current docket.

Select 'Print (per container)' to print a sheet for every container in the current docket.

Note: A customer sheet must be present in all containers.

Print (per container)
Print (per consignment)
Print
Close

- All dockets created can be viewed under your account menu for 12 months
- After a 12 month period the dockets will be saved to an archive folder and will be securely held by Whistl.

6. Printing a Collection Docket

- Select view **Docket receipt** from actions as per below image:



- Select **print** to print your docket collection receipt:

Print E-Docket

The screenshot shows a form titled "whistl" with a barcode and "Docket No: EDICT11072160024". Below this is a "Collection Receipt" section with the following details:

- Customer Name: Legal & General Resources Limited
- Customer Number: 200910
- Department ID: 5
- Collection Point ID: 1
- Collection Date: 11/27/2016

Service	Formal/Description	Job Reference	Containers	Items
All out	UK Board/Papers		1	1
			Total:	1

Below the table is a "Collection Confirmation" section with fields for "Signature:", "Date:", and "Time:". At the bottom, it says "Page 1 of 1" and "Printed on 11/27/2016 at 11:27:56 AM GMT+00:00".

If you require a receipt or signed confirmation of the collection, please print out and use this docket.

Print

Close

7. Deleting an e-Docket

- As stated earlier in the guide it is only possible to delete an e-Docket if it has been saved but not submitted.
- To delete a saved e-Docket simply select the **bin icon** under the available actions:



- In the event that you need to delete a submitted e-Docket please contact Whistl Customer Services with the docket number ready who will be able to assist you further and delete the submitted docket.

Please contact Whistl Customer Services for any questions on Whistl's e-Docket system.