



DIGI-MAIL

User Guide

# Digi-Mail user guide

Citipost Mail are proud to introduce our innovative software solution Digi-Mail! With our state-of the art platform, you can be sure that your mail is being processed efficiently and securely. We offer a flexible solution at an affordable price for every letter you send!

This guide will take you through our simple processes. We've designed Digi-Mail to be as straightforward as possible. This guide will walk you through each step... We want to ensure that every single item you upload is printed perfectly, so please take the time to familiarise yourself with the Digi-Mail system and the contents of this user guide

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# How does Digi-Mail work?

At Digi-Mail, we understand that your time is valuable. That's why we've developed an online solution that makes it easy to manage your mailing needs. Our process is simple:

**1.**



---

Select your  
required  
document

**2.**



---

Drag and  
drop your file  
to upload

**3.**



---

Choose your  
delivery method

**4.**



---

We'll print your  
file, envelope  
and dispatch

**5.**



---

We'll Deliver  
your mail...

**6.**



---

...directly to  
their door

# The Digi-Mail portal

## Accessing Digi-Mail

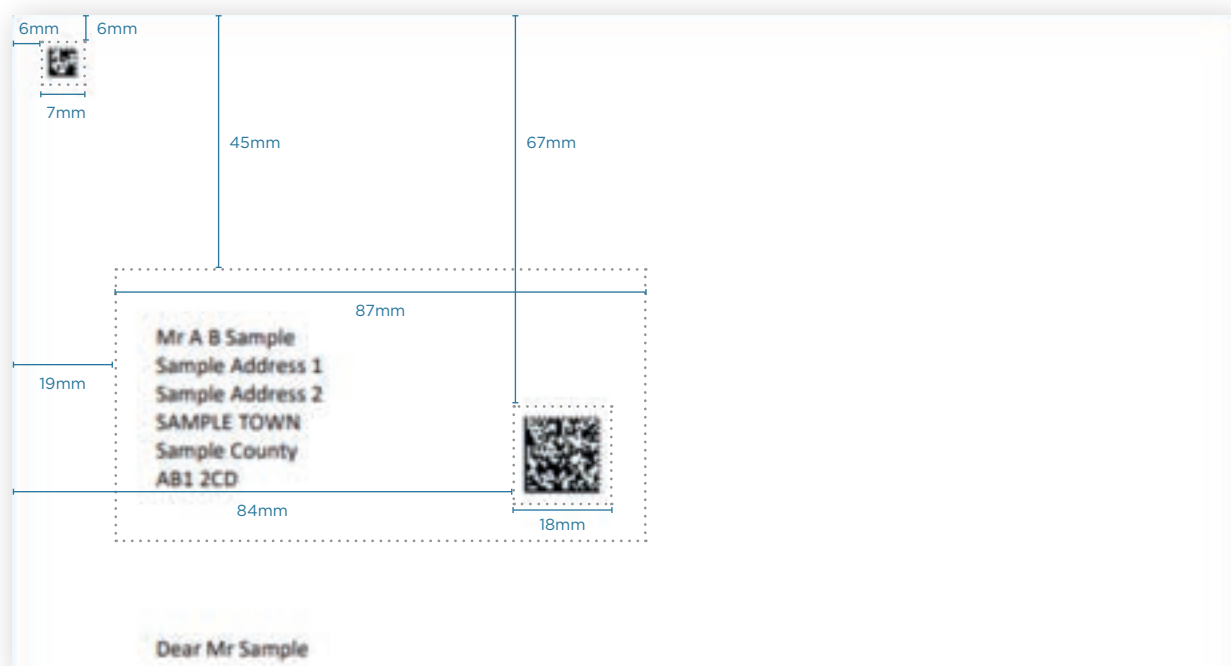
Digi-Mail is an online software solution that does not require any complicated installs or downloads. It can be accessed on any PC with an internet connection allowing you to send mail from anywhere in the world via the following link: <https://portal.digimail.co.uk/>

## Creating your mailing items

Digi-Mail is great at one thing and that's streamlining the process of getting your letters where they need to go. However, there are some specifications that need to be adhered to, to ensure that your mail items are created and delivered correctly.

### Letters and Large letters:

For A4 letters and Large Letters (C5 & C4), it is important that the items are designed in portrait and that the address is placed in the outlined clear zone, so that the address sits behind the envelope window.



## Image quality

If you are adding images to your letters, below are some helpful tips to optimise the final print quality:

### Do's:

- Do use a high-resolution JPEG or PNG in your documents; image quality should be 300dpi for printed documents
- Do use the original high-resolution image
- Do try to use images that are naturally large in size, and reduce their size appropriately in the document
- In the PDF settings, ensure that 'Optimize for' option is set to 'Standard (publishing online and printing)'
- If using PDF Optimisation software to reduce the size of your final PDFs, ensure that 'Downscale Images' options are not checked
- If using PDF Optimisation software to reduce the size of your final PDFs, ensure that any quality settings are set to the highest available option

### Don'ts:

- Don't use the 'Compress Images' function in order to reduce the file size of your documents
- Don't use images in your documents that have been captured via screenshot
- Don't use images in your documents that have been downloaded from a web page
- Don't use images that are naturally small and need to be enlarged in the document

## Addressing

Addressing standards are in line with Royal Mail's requirements - a summary of which is listed below but please refer to Royal Mail's full guides for more details;

[https://personal.help.royalmail.com/app/answers/detail/a\\_id/81/-/clear-addressing---how-to-address-your-mail](https://personal.help.royalmail.com/app/answers/detail/a_id/81/-/clear-addressing---how-to-address-your-mail)

- All mail items must comply with Royal Mail's guidelines for offensive material & fair trade and competition laws.
- Each individual element of the address must be on a separate line
- The house number and the street name must always be printed on the same line
- The Postcode must always be in 'UPPER CASE', and must be on the last line of the Delivery Address
- There should be a gap of 1-2 spaces between the 2 parts of the postcode
- Only punctuation that is included with the PAF address should be included, or alternatively all punctuation may be removed
- The Delivery Address should be printed in 'Title Case' (preferred) or 'UPPER CASE'
- The word spacing should be 1-2 spaces and no more than 5mm
- The Delivery Address block skew should be no more than plus or minus 5°
- There must be a minimum of 3 lines of an address
- In the case of International items, the country must be on the last line of the address
- Addresses should be validated against PAF

## Preferred Fonts

A Single font should be used for the whole Delivery Address block and this should be using a 10-12pt font with normal character spacing and with the pitch set at 10-12 characters per inch. Only machine-readable fonts should be used, a list of preferred fonts is below for your reference:

Courier, Courier New, Letter Gothic, Lucida Console, Lucida Sans Typewriter, OCR B, Word Gothic

Acceptable Proportionally Spaced Fonts are :- Arial, Avant Garde, Calibri, Estrangelo Edessa, Eurostile, Frankfurt Gothic, Franklin Gothic (Book), Gautami, Geneva, Gill Sans, Helvetica, Latha, Lucida Sans, Mangal, News Gothic MT, Optima, Ravi, Shruti, Trebuchet MS, Tunga, Univers, Verdana L Fonts –

In general, any fonts that are used should be simple and easy to read. The following fonts should not be used:

Italic, bold, pseudo script, serifs, computer zero (Ø), or any font that looks hand written.

## Embedding Fonts

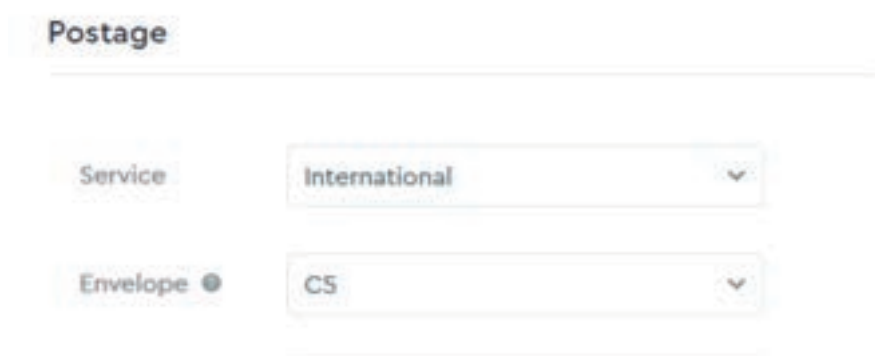
All fonts must be embedded in your document before being uploaded to the Digi-Mail portal, if you are using Mail Merge and saving as a PDF, please follow the below instructions to ensure all fonts are embedded correctly:

1. Once you have completed the mail merge, click the 'Print' option in the mail merge menu
2. Select the range of documents to export and click 'Ok'
3. Select Adobe PDF from the dropdown menu and click 'Properties'
4. Ensure 'Rely on system fonts only; do not use document fonts' is unchecked and click 'Edit'
5. In the Compatibility dropdown, ensure Acrobat 8.0 is selected then click 'Fonts' from the left-hand menu.
6. Ensure all 3 options at the top of the Fonts setting are checked, the dropdown for 'When embedding fails' should state 'Warn and continue'. If there are any fonts in the bottom right 'Never embed section', highlight them all and click 'Remove'
7. Click 'Save as'
8. Select the filename for the settings and click 'Save' and the 'Ok'
9. You'll be returned to the PDF Properties menu – the name will be saved in your settings and will now be in the Default Settings dropdown. Next time you export your mail merge to PDF you can simply ensure this option is selected

**If you would like to see a step by step guide including images, please refer to appendix one.**

## International Items

International items can be handled in the same way as any other mail item, we just require that the "International" postage service is selected and that international items are uploaded together on the same submission and should never be in a mixed file with UK destination items.



Postage

Service International

Envelope C5

# Uploading your mail items

Once you have finished creating your mail items and saved them locally as a PDF DOC or DOCX file (PDF or Word), you can proceed to upload them to Digi-Mail!

To upload a file simply log into your Digi-Mail account at <https://portal.digi-mail.co.uk/>

Drag & drop your saved document into the indicated area or click the link titled “click here to upload” to select your document from its saved location on your computer.

Digi-Mail upload area:



Please note that if this is a multi-page document, with content going to multiple recipients we recommend uploading as a PDF only.

The maximum file upload size is 100 megabytes.

Once your document has been uploaded you will be automatically redirected to the print preview page to select your print and postage options.

# Preparing your document for printing

## Setting a document reference

Setting a print reference for your document is an easy and quick way to ensure that you can easily find your document again in the future. Simply enter the name or title of your document in the print reference field and your print reference will be assigned automatically. This can be very useful if you need to refer back to your document later as it will make searching for your document much easier. By default, we use the name of the file that was uploaded, but this can be changed by simply editing the field. If the field is changed, then we merge both names in the following format (Custom Reference (File: Original Reference)).

A screenshot of a form with a label 'Reference' and a text input field containing the text 'One Off.pdf'.

## Nudge a document

The position of the address is an import part of your letter, we not only need to extract the address for certain post types, but your letters are posted in windowed envelopes and therefore the address needs to be positioned correctly for the delivery service. Sometimes the address may only need to be moved by a subtle movement to ensure it sits behind the address window correctly, which is why we introduced 'nudging'. This feature allows you to move the position of the 1st page slightly in any direction. The measurement is in millimetres.

A screenshot of a form titled 'Nudge'. It contains two rows. The first row has a label 'Right' with a circular arrow icon and a text input field containing 'e.g. 1 or -1'. The second row has a label 'Top' with a circular arrow icon and a text input field containing 'e.g. 1 or -1'.

**A positive number in the “Right” field will move the 1st page to the right. A negative number will move the 1st page left.**

**A positive number in the “Top” field will move the 1st page to down. A negative number will move the 1st page up.**

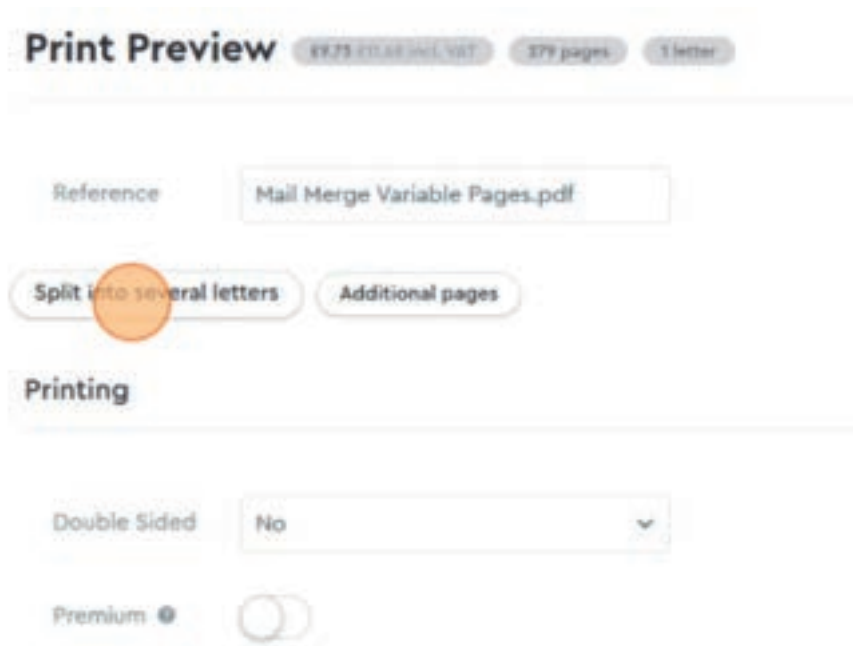
## Document Splitting

Digi-Mail allows you to upload a single document containing multiple letters. From there, you can then split the document into multiple letters, saving you valuable time. Below you will find two quick options to handle all your document splitting requirements.

### How to split your documents by word or phrase

In the following example, we have uploaded a single PDF containing 100 separate letters, each letter has an unknown page length, so we must split by a word or phrase that is unique to each 1st page. i.e. “Dear” or “Private and Confidential”

1. After uploading your document, click “Split into several letters”



**Print Preview** £9.75 excl. vat 379 pages 1 letter

Reference Mail Merge Variable Pages.pdf

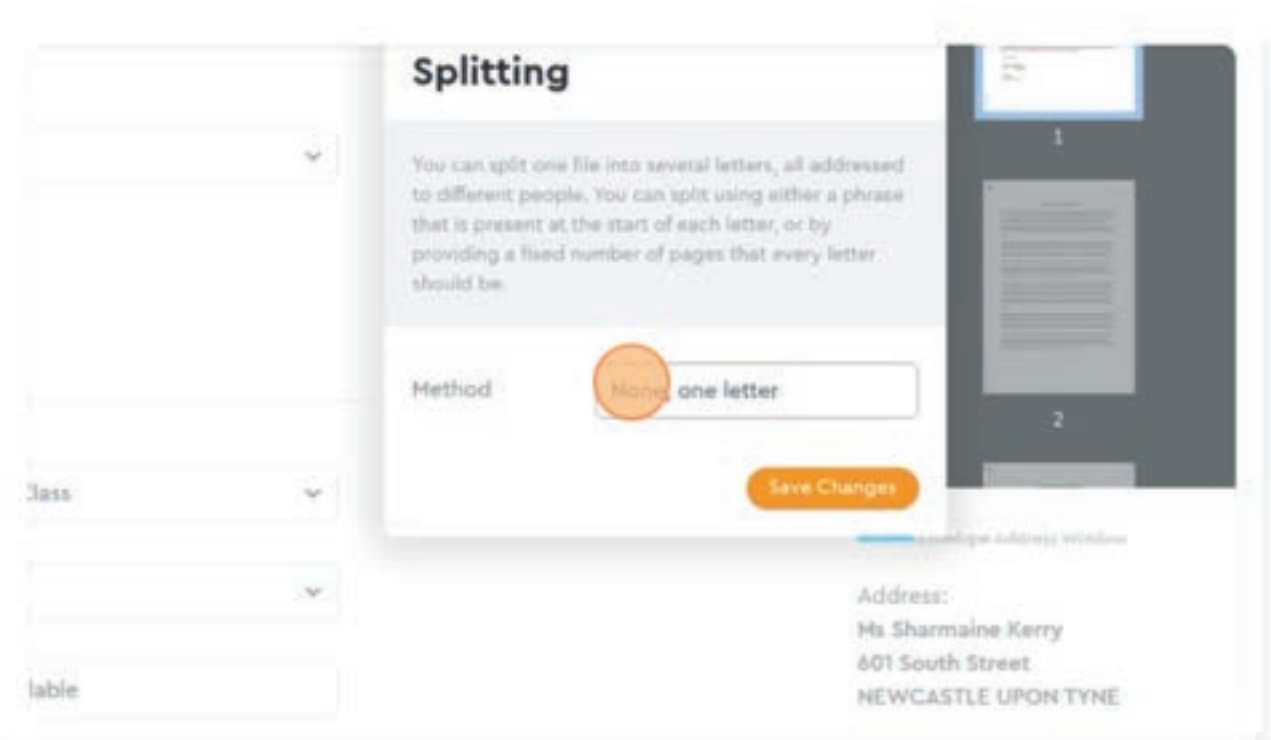
**Split into several letters** Additional pages

**Printing**

Double Sided No

Premium ☐

2. Click the “Method” dropdown and select “Split by phrase presence”



**Splitting**

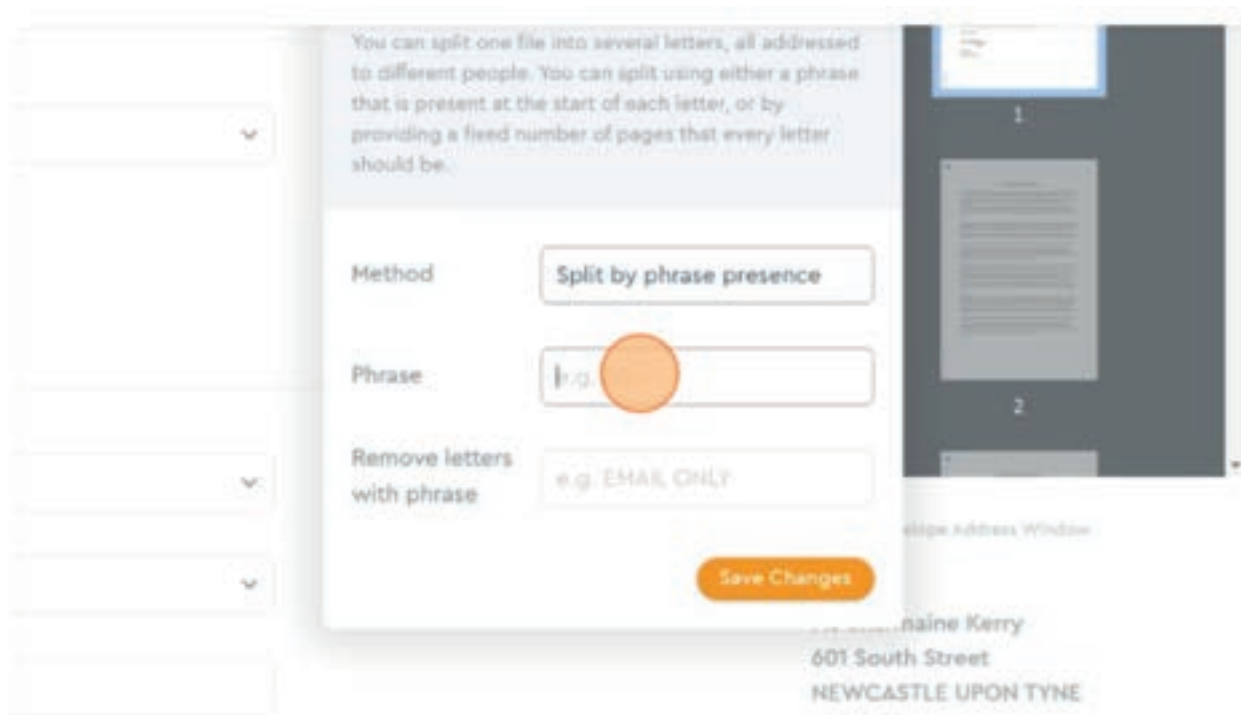
You can split one file into several letters, all addressed to different people. You can split using either a phrase that is present at the start of each letter, or by providing a fixed number of pages that every letter should be.

Method **More one letter**

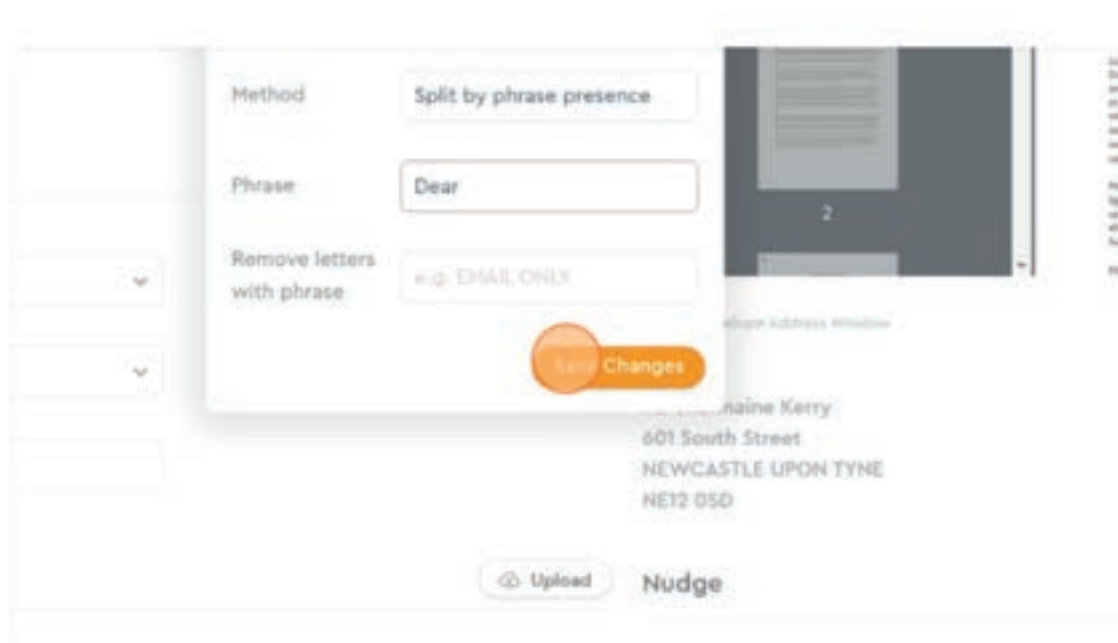
**Save Changes**

Address:  
Ms Sharmaine Kerry  
601 South Street  
NEWCASTLE UPON TYNE

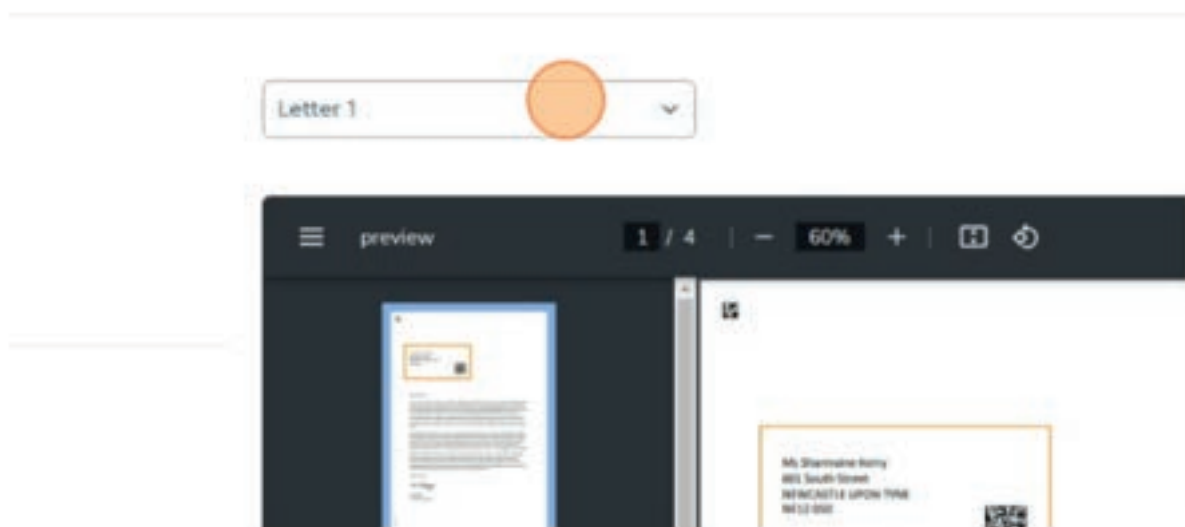
3. Click the “Phrase” field.



4. In our example, the word “Dear” only appears on the first page of each letter. So, in the phrase field type “Dear” (Note: this is case sensitive) and save the changes.



5. You should now notice a new drop down above the document preview screen, clicking this will allow you to preview each of the letters. From here you can check each letter to ensure it has been split correctly.



## How to split your documents by a fixed number of pages

In the following example, we know that each letter is a fixed number of pages throughout the document and can therefore tell the system at what point one letter ends and the next letter begins.

1. After uploading your document, click “Split into several letters”

### Print Preview

£9.75 EXCL. VAT

279 pages

1 letter

Reference

Mail Merge Variable Pages.pdf

Split into several letters

Additional pages

### Printing

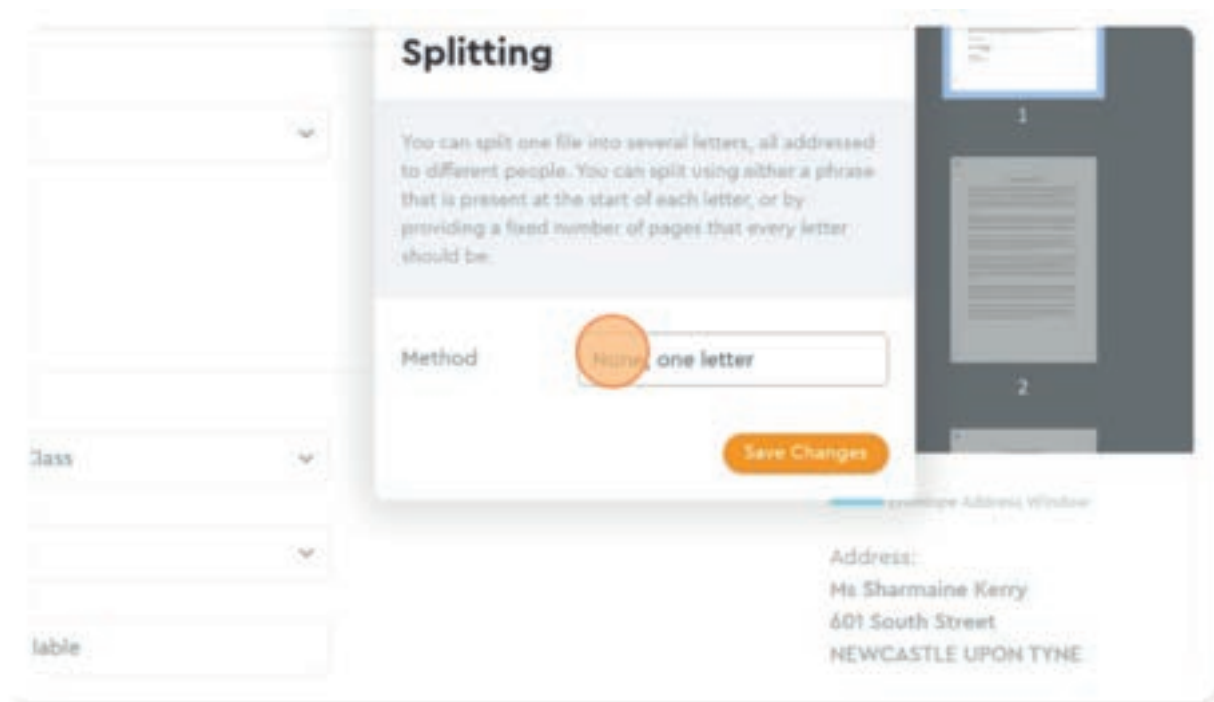
Double Sided

No

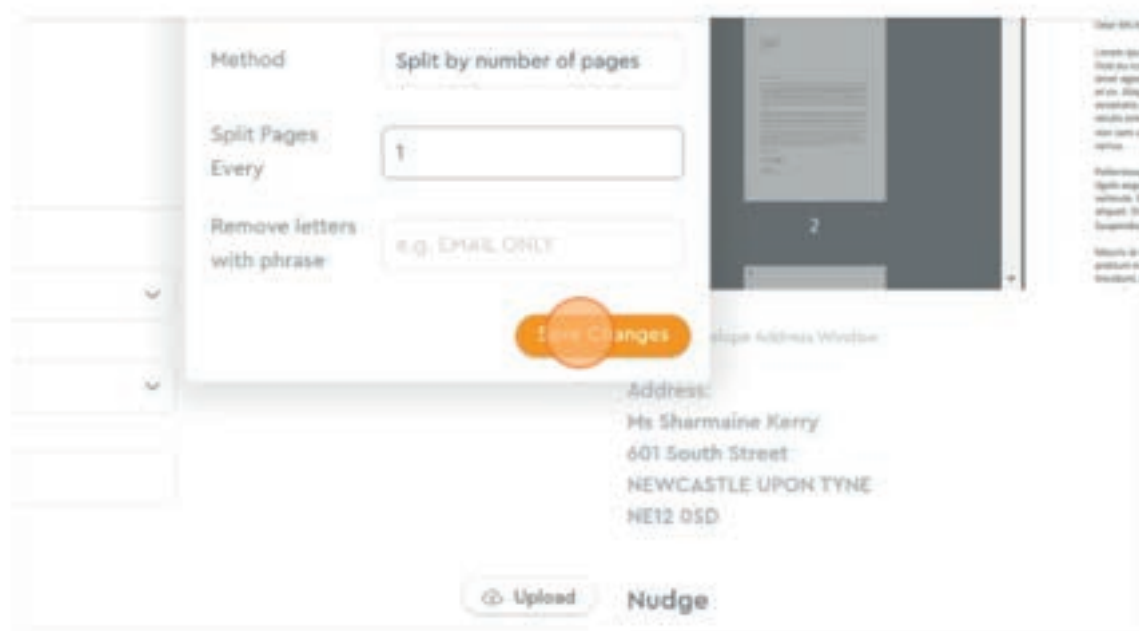
Premium



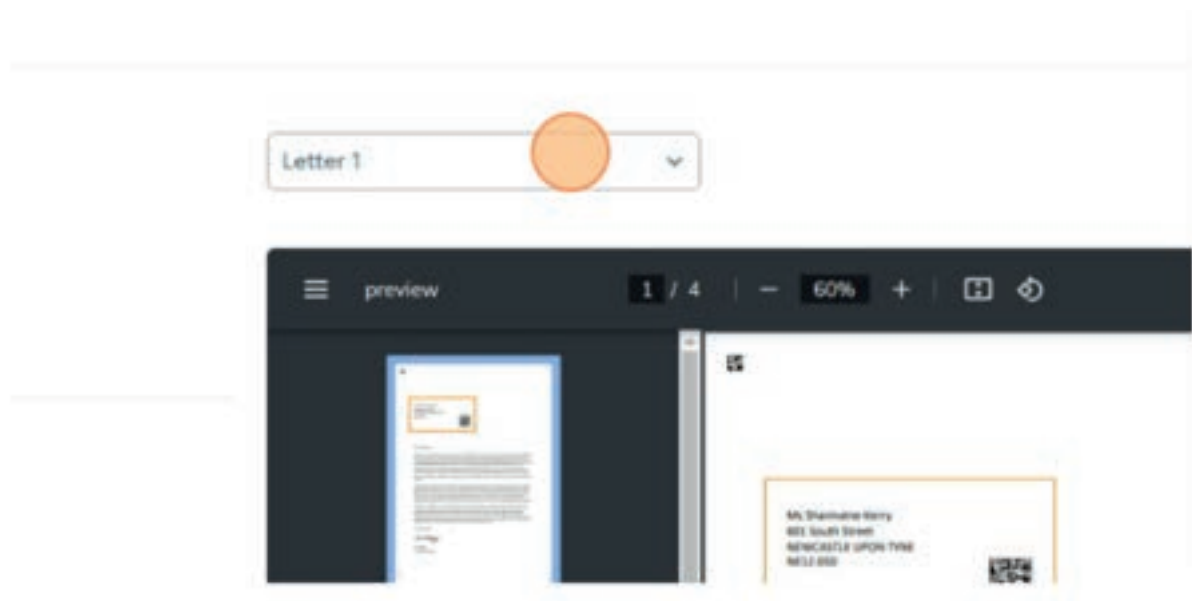
2. Click the “Method” dropdown and select “Split by number of pages”



3. In the “Split Pages Every” field, enter the number of pages to split by. In our example, each letter is a single page, so we would enter the number 1 and save the changes.



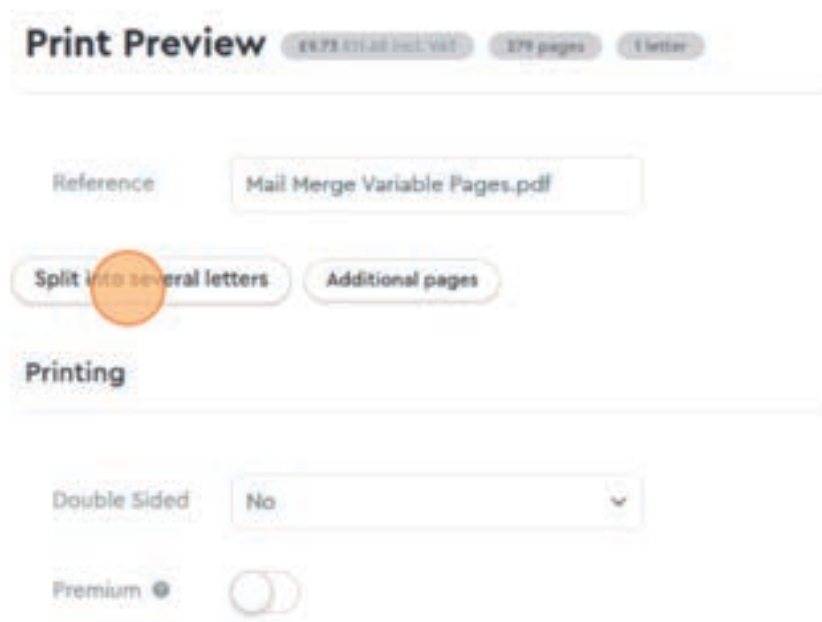
4. You should now notice a new drop down above the document preview screen, clicking this will allow you to preview each of the letters.



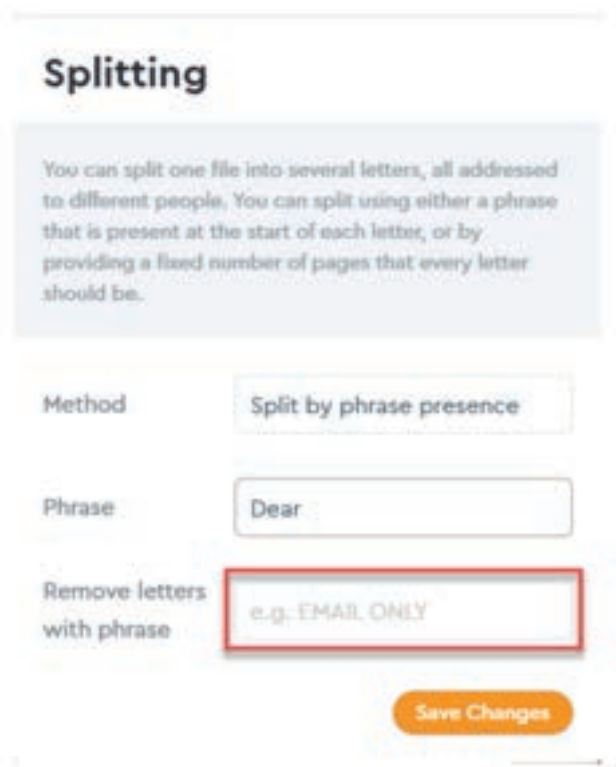
## How to remove letters based on certain word or phrase.

You can use the splitting option to also remove letters based on a word or phrase. E.g. "Email Only"

1. After uploading your document, click "Split into several letters"



2. Enter the word or phrase to search for in the "Remove letters with phrase" field.

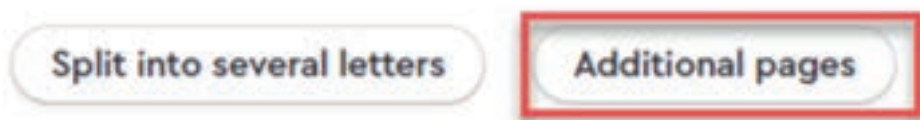


3. Finally, save the changes. All letters containing the word or phrase entered will now be removed from the print run.

## How to add additional pages to your letters

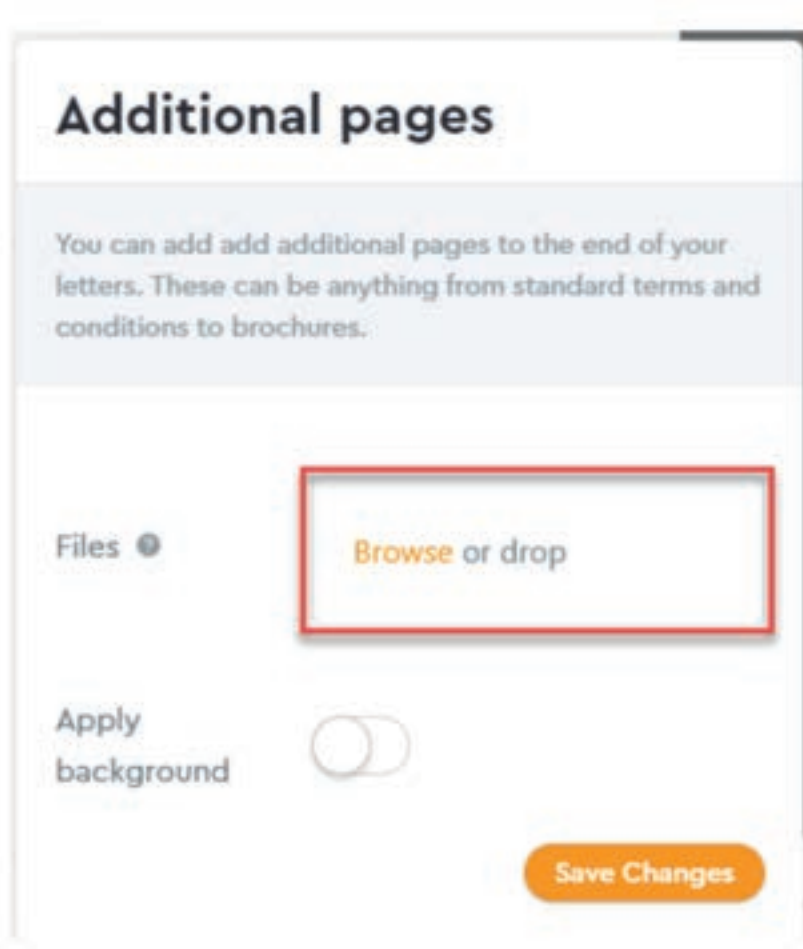
With Digi-Mail it's quick and easy to add additional pages to your letters. Any pages added here will be added to the end of your letter. If the document was previously split into multiple letters, then the additional pages will be added to the end of each letter. This is great for adding in things like promotional materials or other standard documents like terms and conditions.

### *Step 1 - Click "Additional Pages"*



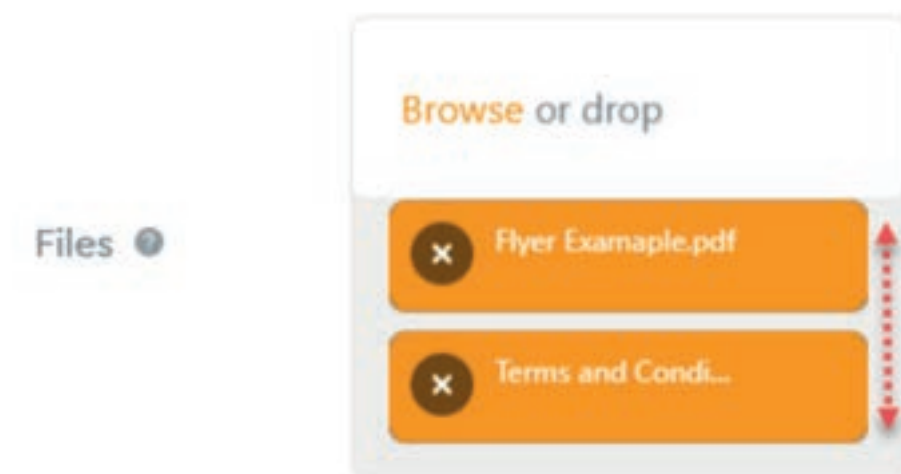
### *Step 2 - Upload your additional documents*

You can upload multiple documents at the same time by either dragging and dropping into the highlighted area or browsing your system for the desired files.



### Step 3 - Change the order, if required.

The order shown on the “additional pages” popup is the order the documents will be added to each letter. To change the order, simply drag and drop them into the desired order.



### Step 4 - Decide if your additional pages should display a background

This is a simple toggle that is either on or off. The background used will be the “other pages” background (See the “Setting backgrounds” section for more information)



### Step 5 - Save changes



Looking in the document preview window will show the updated letter. If you're not happy with the layout simply open the additional pages tab again to re-order or remove any of the additional documents.

## How to printing sides

Digi-Mail offers two different options for printing on a page, Simplex (print on one side only ) and Duplex (print on both sides of a page):

### Double sided printing

Simply select “Yes” from the double-sided printing dropdown.

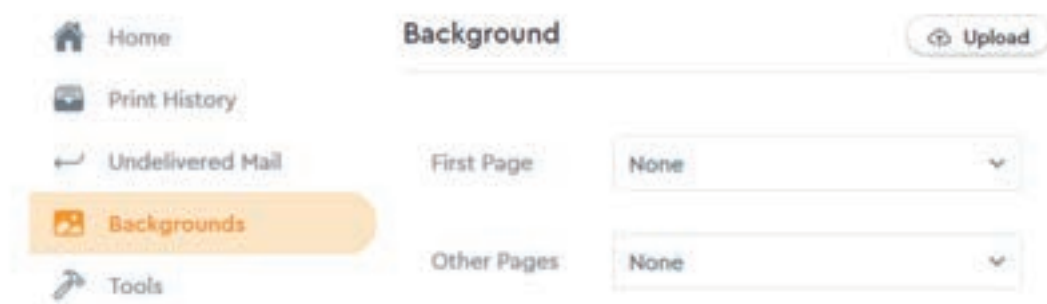


A screenshot of a web form. On the left, there is a label "Double Sided". To its right is a dropdown menu. The dropdown menu is open, showing the word "Yes" as the selected option. A small downward arrow is visible on the right side of the dropdown box.

If 'No' Is selected, the print will default to Simplex (single sided printing).

## Adding backgrounds to your letters

Adding backgrounds to your letters is quick and easy. Backgrounds can be uploaded from either the print preview page or from the backgrounds tab. All backgrounds that are uploaded to the system are then available for future use and can be manged from the backgrounds tab.



A screenshot of the "Background" tab in the Digi-Mail interface. On the left is a sidebar with navigation links: "Home", "Print History", "Undelivered Mail", "Backgrounds" (which is highlighted with an orange background), and "Tools". The main content area is titled "Background" and has an "Upload" button in the top right corner. Below the title, there are two dropdown menus. The first is labeled "First Page" and has "None" selected. The second is labeled "Other Pages" and also has "None" selected. Both dropdown menus have a small downward arrow on the right.

## Uploading backgrounds

From the print preview page, click the upload button in the background section.

### Background

 Upload

First Page

None



Other Pages

None



Give your background a name and then either drag and drop your file, or browse your computer for the required file.

## Upload a background

Name

Company Watermark

File 

Browse or drop

Available To

Everyone

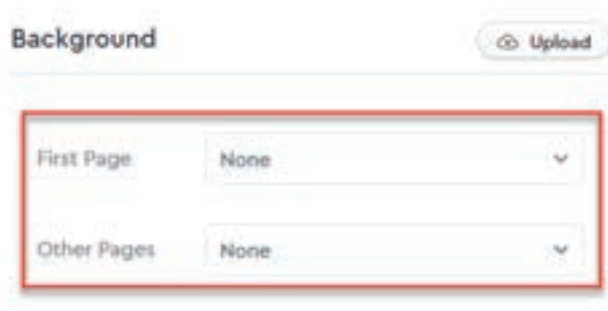


 Upload

When using “teams” you can also set which team should be able to see a particular background. This is very useful if you have multiple office locations and require letterheads with different addresses or logos.

## Setting backgrounds

Uploaded backgrounds will then be available in the “First page” and “Other Pages” dropdowns.

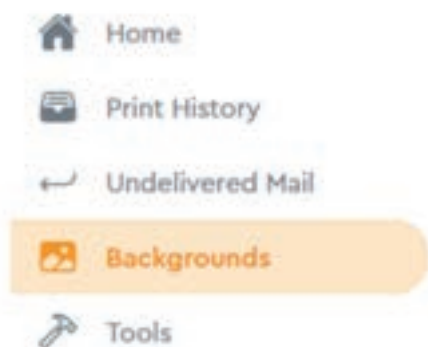


A screenshot of the 'Background' settings interface. At the top right is an 'Upload' button with a cloud icon. Below it, a red rectangular box highlights two dropdown menus. The first dropdown is labeled 'First Page' and currently shows 'None'. The second dropdown is labeled 'Other Pages' and also shows 'None'.

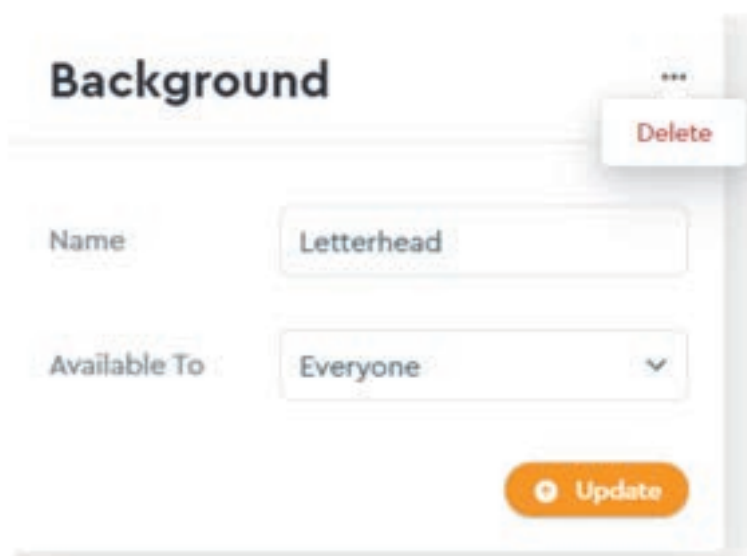
This provides the ability to have a certain background for the first page of each letter and a separate background for all other pages.

## Managing saved backgrounds

Backgrounds can be managed on the Backgrounds tab



From here, you can view, rename, assign to teams and delete backgrounds. To delete a background, first hover over the ellipse (...) and click Delete



A screenshot of the 'Background' details form. The title 'Background' is at the top left. To its right is a three-dot menu icon with a 'Delete' button appearing below it. The form has two input fields: 'Name' with the value 'Letterhead' and 'Available To' with the value 'Everyone'. At the bottom right is an orange 'Update' button with a circular arrow icon.

## Advanced print preview features

To embed a font, click the “File” menu while working on a document in the Windows versions of Word

### Advanced

Email Confirmation ☒

Confidential ☐

Insert None

## Email confirmation

This setting is on by default and allows the system to send you an email confirmation when your job has been sent to print.

## Confidential

This marks the document as confidential within the system, meaning that other users on your account will not be able to see the content of the letter(s)

## Error items

We do our best to catch errors as soon as possible, but always recommend you thoroughly check the print preview window for any issues and check the final confirmation window before submitting a job. Below we will show some of the errors we aim to detect at the time of the upload.

## No postcode found

If no postcode is detected in your letter, the system will give you the ability to add an address manually.

(NO POSTCODE FOUND) Add Manually

### Manually Add Address

We'll add your keyed in address as a new page to the start of this letter.

Line

Mr A B Sample  
Sample Address 1  
Sample Address 2

Postcode

AB1 2CD

Country

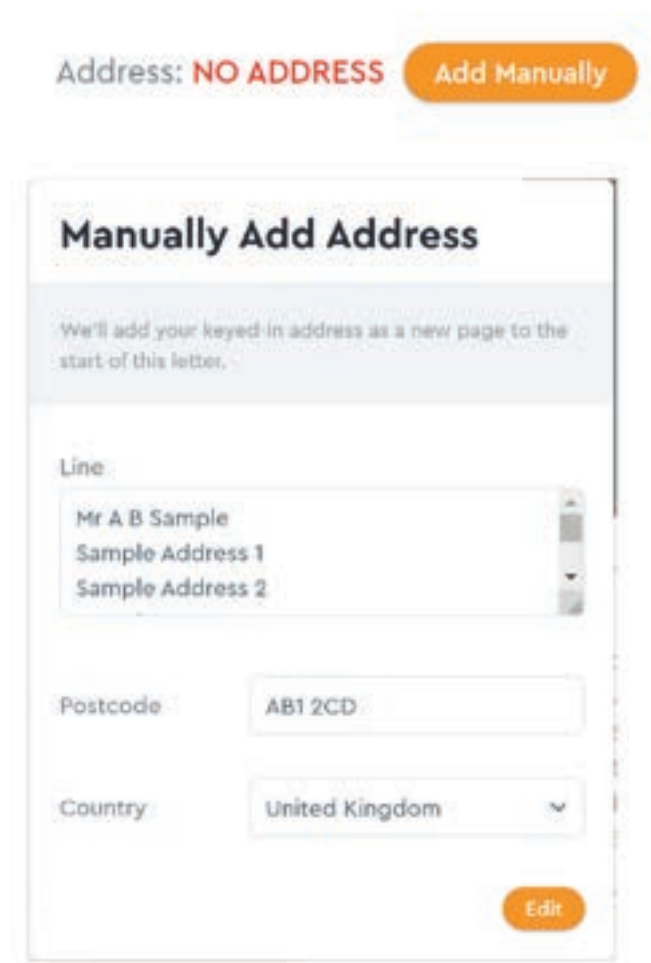
United Kingdom

Edit

**Please note: Adding or editing an address carries an extra charge of 1 sheet. This is due to using windowed envelopes and our requirement to display the address correctly on the 1st page of each letter. We take the updated address and add a new coversheet at the beginning of the updated letter.**

## No address found – single letter

If no address is detected in your letter, the system will give you the ability to add an address manually.

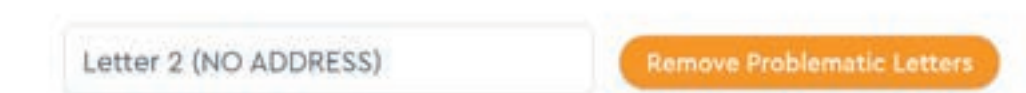


The screenshot shows a user interface for adding an address. At the top, it says "Address: NO ADDRESS" in red, followed by an orange button labeled "Add Manually". Below this is a modal window titled "Manually Add Address". Inside the modal, there is a light blue header with the text "We'll add your keyed-in address as a new page to the start of this letter." The main content area has a "Line:" label above a text input field containing "Mr A B Sample", "Sample Address 1", and "Sample Address 2". Below the input field are two more fields: "Postcode" with the value "AB1 2CD" and "Country" with a dropdown menu showing "United Kingdom". An orange "Edit" button is located at the bottom right of the modal.

**Please note: Adding or editing an address carries an extra charge of 1 sheet. This is due to using windowed envelopes and our requirement to display the address correctly on the 1st page of each letter. We take the updated address and add a new coversheet at the beginning of the updated letter.**

## No address found – multiple letters

If you have split a document into multiple letters, the system will show you any detected errors in the letter drop down, located above the document preview window. You can then either work through each letter to update the addresses or use the "Remove Problematic Letters" button to simply remove any letter with a detected error.



The screenshot shows a horizontal list of letter selection buttons. The first button is labeled "Letter 2 (NO ADDRESS)". To its right is an orange button labeled "Remove Problematic Letters".

# Choose your print and delivery method

By default, the system selects printing your document in color, however you can change this to print in black & white by toggling on the Black & White option.

## Printing

Double Sided

No



Black & White



Digi-Mail aims to provide you with the cheapest possible options for postage, these settings can be changed at any point from the print preview page.

## Postage

Service

Second Class



Envelope ⓘ

C5



Mail Date ⓘ

Next Available

## Postage service options

We offer several delivery services, please use the table below to help you select which method is best for you

| Service       | Description                                                    | Cut Off                                                                                        | Example                                                                                                        |
|---------------|----------------------------------------------------------------|------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| First Class   | Next Day delivery (24 hr).                                     | Files must be uploaded before 3pm for items to be delivered the next day                       | Upload before 3pm on a Monday, item will be delivered on a Tuesday                                             |
| Second Class  | 2-4-day delivery                                               | Files uploaded before 6pm for items will be printed and handed over for delivery the next day. | Upload by 6pm on a Monday, item will be delivered Thursday/Friday.                                             |
| International | 3-6-day delivery service in Europe & 5-9 days delivery for ROW | Files must be uploaded before 3pm for items to be sent the same day.                           | Upload before 3pm on a Monday, item will be delivered between Thursday-Tuesday (Europe), Monday-Thursday (ROW) |

**Please note these are not guaranteed services and as such these are non-compensated services.**

## Envelope/pack type

Using Digi-Mail you can send items out as Letters, Large Letters,

| Pack Type   | Description                                                                  |
|-------------|------------------------------------------------------------------------------|
| C5 Envelope | C5 Letter envelopes hold a maximum of 15 A4 sheets folded to a A5 paper size |
| C4 Envelope | C4 Large Letter envelopes hold a maximum of 50 unfolded A4 sheets of paper.  |

## Mixed pack types

Digi-Mail is unique in that we allow different envelope types in the same submission. For example, if you choose to send your letters in c5 envelopes but several letters are more than 15 pages, only the letters over 15 pages will be upgraded to Large Letter envelopes and this will be done automatically. This makes it much easier to manage your mailings with our service.

Letters and large letters are printed on 90gsm A4 paper and placed in your selected envelope size after it has been printed. All envelopes are 90gsm.

# Submitting your document

## Submit

When you're happy with everything, simply press the Submit button located in the top right of the print preview screen.



## Review

You will then be presented with a summary of the job you're about to submit.

This will include the following:

- Total number of pages
- Total number of letters
- Total price including and excluding VAT
- Selected print type: Single sided (simplex) or Double sided (Duplex)
- Selected postage class
- Selected postage date

## Send 1 letter?

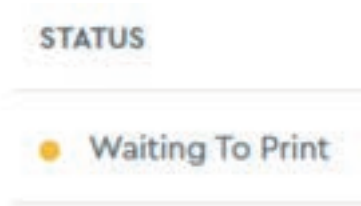


## Send

Finally, click the Send Letter button at the bottom of the review popup to add your letters to the print queue.

# Cancel a document

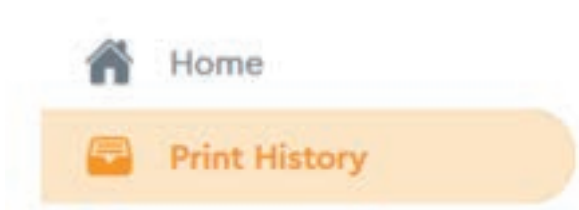
A job can only be cancelled when it has a status of “Waiting to print”



While items are in the status 'waiting to print' there are two options available to make changes:

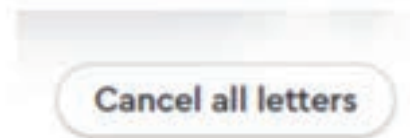
## Cancel an entire submission

All drafts, queued, cancelled & submitted jobs can be viewed on the “Print History” tab.



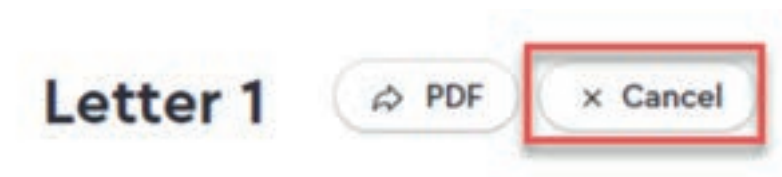
Once you've found the submission you'd like to amend, click anywhere on the line to view the print order screen.

From the print order screen, you can either cancel all letters by clicking the “cancel all letters” button located in the top right corner.



## Cancel individual letters from within a submission

You can view and cancel an individual letter by clicking the cancel button next to the relevant letter on the print order screen (shown above)



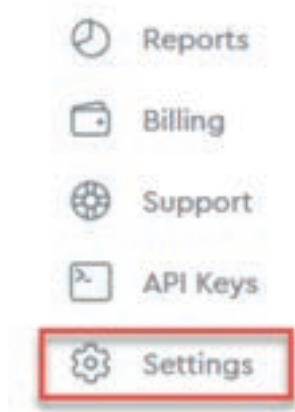
Please Note: Once a letter has changed status to “Printing” or “Sent” the letter can no longer be cancelled or changed.

## Users and teams

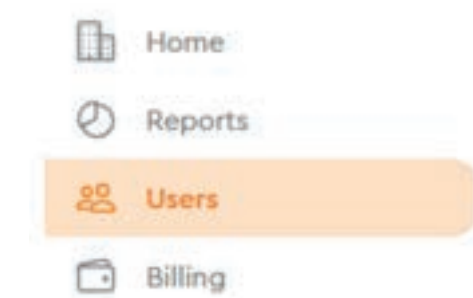
The Digi-Mail portal allows the account owner to add multiple users to their account. Users can also be grouped into teams. A team is a group of users to which special permissions can be added or revoked from all users of a team.

To manage users or teams please follow the below steps:

First click the Settings Tab



Then click the “Users” tab



This will give you a list of all users and teams on your account and give you the ability to add new users and teams.

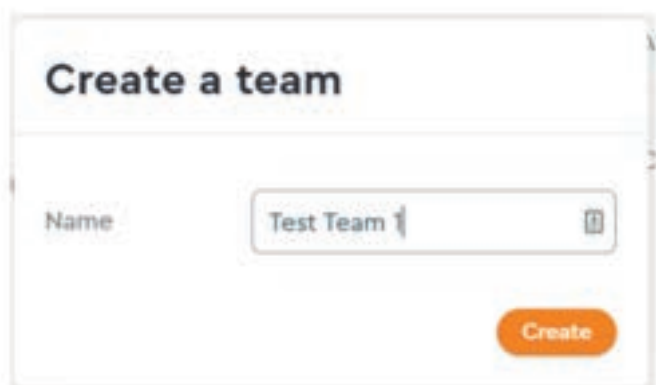
## Adding a team

Teams are a great solution for grouping users and setting default options for all members of each team. Imagine you want a team to only have the ability to send 2nd class letters or use a specific letter head. This can all be setup when using teams to group your users.

1. To add a team, navigate to the “Users” page as shown above.
2. Scroll down the page until you see the “teams” section, then click the “New” button



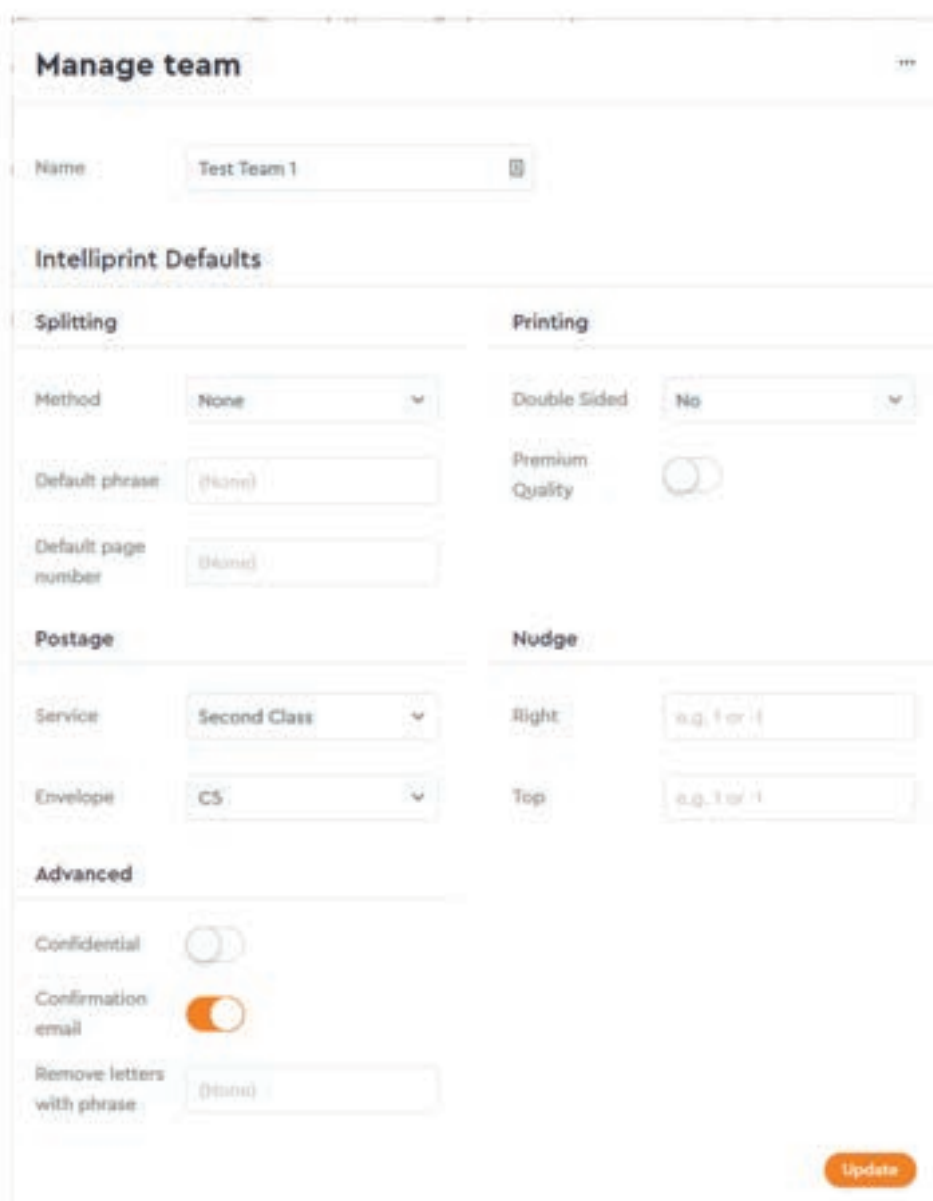
3. Give your team a name



The screenshot shows a form titled "Create a team". It has a label "Name" next to a text input field containing "Test Team 1". To the right of the input field is a small icon of a document with a plus sign. Below the input field is an orange button labeled "Create".

4. Look in the list of teams and click "Manage" to change available default settings for this team.

The default settings that can be changed are shown below:



The screenshot shows a "Manage team" settings page for "Test Team 1". The page is divided into several sections:

- Intelliprint Defaults**
  - Splitting**
    - Method: None (dropdown)
    - Default phrase: (None) (text input)
    - Default page number: (None) (text input)
  - Printing**
    - Double Sided: No (dropdown)
    - Premium Quality: ☐
- Postage**
  - Service: Second Class (dropdown)
  - Envelope: C5 (dropdown)
- Nudge**
  - Right: e.g. 1 or 1 (text input)
  - Top: e.g. 1 or 1 (text input)
- Advanced**
  - Confidential: ☐
  - Confirmation email: ☒
  - Remove letters with phrase: (None) (text input)

At the bottom right is an orange button labeled "Update".

Please Note: Assigning backgrounds to a team is handled from the "Backgrounds" tab.

## Adding a user

1. Navigate to the “Users” page as shown above
2. Click “New” next to the Users section of the page.

### Users



3. Enter the users email address
4. Select the users Role
5. Assign the user to a team if required.
6. Click Invite, an email will be sent to the users email address inviting them into the system.

A screenshot of a form titled 'Invite a person to [Group Name]'. The form has three input fields: 'Their email' with the value 'person@organization.com', 'Role' with a dropdown menu showing 'Standard', and 'Team' with a dropdown menu showing 'None'. An orange 'Invite' button is at the bottom right.

## User roles

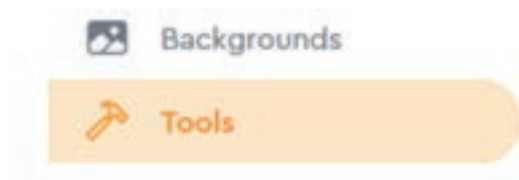
Please refer to the table below for information on user roles and any special privileges

| Role Name   | Primary Privileges                                                                                                                                                                                                                                           |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Standard    | <ul style="list-style-type: none"><li>• Can send mail</li><li>• Can view mail submitted from their account</li><li>• Can select premium postage</li><li>• Can view returned mail they have submitted</li></ul>                                               |
| Team Leader | <ul style="list-style-type: none"><li>• All privileges of a standard user</li><li>• Can view all items submitted or returned by users of that team (apart from items marked confidential)</li></ul>                                                          |
| Team Admin  | <ul style="list-style-type: none"><li>• All privileges of a Team leader</li><li>• Can add users to a team</li></ul>                                                                                                                                          |
| Admin       | <ul style="list-style-type: none"><li>• All privileges of a standard user</li><li>• All privileges of a team leader and team admin</li><li>• Can view all mail on the account (apart from items marked confidential)</li><li>• Can setup new teams</li></ul> |

# Other system features

## Merge files

From the Tools Menu



You can merge multiple files into a single submission. This is useful if you have letters saved as individual files prior to uploading, already addressed.

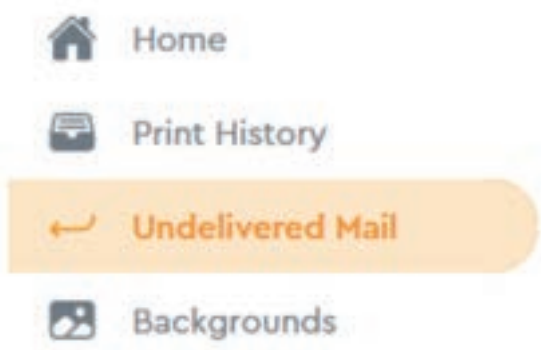
Simply drag and drop multiple files or browse your computer for multiple files.



You can submit either Word (Doc or Docx) or PDF files. The files will then be merged into a single submission.

## Undelivered mail

If, for any reason, a letter is marked return to sender or cannot be delivered to the requested destination. The letter will be returned to us, it will then be scanned into the system and will be available for you to view from the “Undelivered Mail” tab



Typically, this will be due to an incorrect address. You will be able to review the returned item by clicking on the item and checking the items marked as returned.

Letter 2

PDF

Status

Returned

Cost

£0.89

Address

Pages

1

Postage Service

First Class

Envelope

C5

Tracking Number

None

You can also download the individual letter by clicking the “PDF” button

Letter 2

PDF

Status

Returned

Reports

We provide business insights for all our customers which is available from the Reports tab.

Tools

Reports

Billing

You can select the desired date range, team or user by using the drop downs at the top of your reporting dashboard.

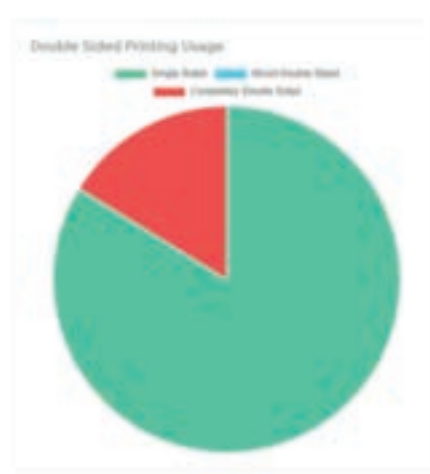
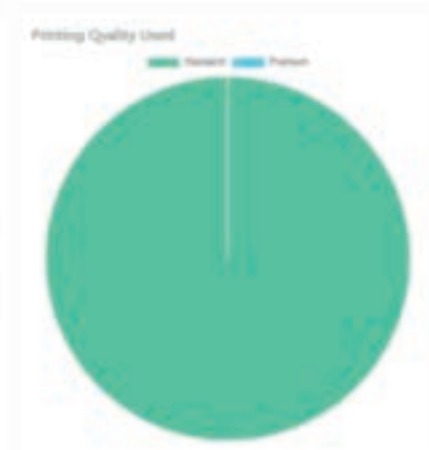
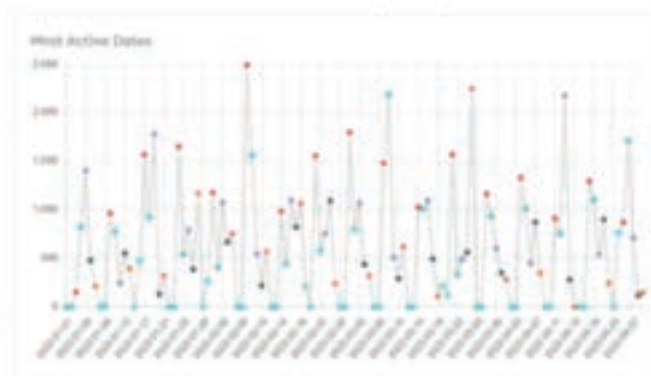
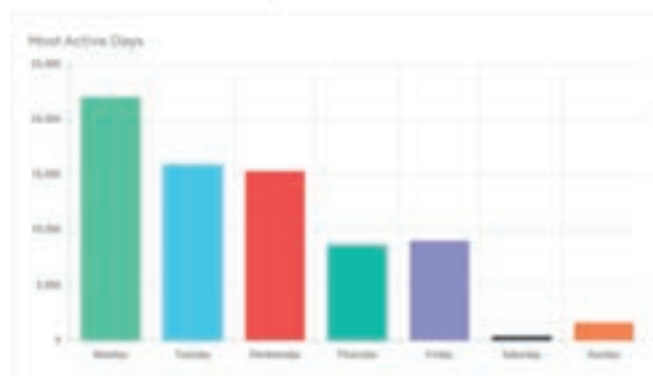
This Year

All Teams

All Users

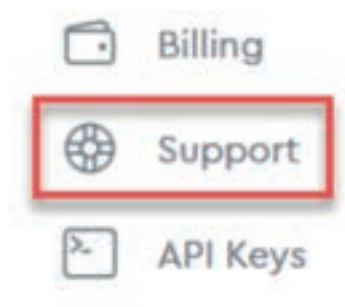
Our reporting dashboard offers the following metrics:

- Letters Sent
- Letters Returned
- Pages Printed
- Sheets Used
- Top Users
- Top Teams
- Most active days
- Most active dates
- Postage Services Used
- Envelopes Used
- Print Quality Used
- Splitting Preferences
- Double Sided Printing Usage
- Confidential Printing Usage



## Support

We have an inbuilt support ticket system. If you find yourself in need of any assistance. Please click the support tab



You can open a new ticket by clicking the “New” button located in the top right

## Support Tickets

+ New

When creating a ticket, please give as much detail as possible, you can also attach any screenshots or files if required.

### New Support Ticket

Title

Billing Issue

Description

I need help with...

Optional  
Attachments

Browse or drop

Create

You can also update open tickets or view closed requests from this tab.



| STATUS   | DESCRIPTION      | CREATED     |
|----------|------------------|-------------|
| ● Closed | Mailbox          | 28 Mar 2022 |
| ● Closed | Customer service | 22 Sep 2021 |
| ● Closed | Mailbox          | 6 Sep 2021  |

## API documentation

A full API is available: all documentation is available upon request from your Client Relationship Manager.

## Contact us

We are always happy to help, so please feel free to get in contact:

**Phone:** 0800 085 7847

**Email:** [digimail@citipost.co.uk](mailto:digimail@citipost.co.uk)

[customerservice-Digimail@citipost.co.uk](mailto:customerservice-Digimail@citipost.co.uk)

**Website:** [www.digi-mail.co.uk](http://www.digi-mail.co.uk)

## Charges and invoicing

Upon your account activation, you will receive your rate card clearly showing the prices per item. As Digi-Mail is a product by Citipost Mail, you will receive one invoice weekly from us collating the previous week's (Monday to Sunday) submissions. Should you have any queries please feel free to get in touch.

# FAQS

## Can I cancel a mail run or document?

Once the document is submitted it will go into a “Waiting to print” status, whilst in this status the item can be cancelled. Depending on print load we can send items to print at any time, with the final print run being at 6pm. If the item is in “Waiting to print” state it can be cancelled.

## How secure is this system?

Digi-Mail uses passwordless authentication which is the process of verifying a software user’s identity with something other than a password. Today’s digital workers rely on a wide variety of applications to perform their jobs. Users are forced to memorize and track a dizzying array of frequently changing passwords. Overwhelmed by password sprawl, many users take risky shortcuts like using the same password for all applications, using weak passwords, repeating passwords, or posting passwords on sticky notes. Bad actors can take advantage of lax password management practices to mount cyberattacks and steal confidential data. In fact, compromised account credentials are a leading cause of data breaches.

We are also the proud owners of ISO accreditations 27001, 14001 and 9001 so you can rest assured that anything you send to us is produced securely, at quality and without unnecessary risk to the environment.

We understand that you may need to send us personal data that needs to be kept secure; we are fully GDPR compliant with an in-house data protection officer. Data is only kept for 90 days within the system and then deleted.

## What do the document status’s mean?

| Status           | Description                                                |
|------------------|------------------------------------------------------------|
| Draft            | The item hasn’t been submitted for printing                |
| Waiting to print | The item is queued for printing and can still be cancelled |
| Printing         | The item is on the current print run                       |
| Sent             | The item has been dispatched                               |
| Returned         | The item has been sent but returned to our facility        |
| Cancelled        | The item has been cancelled and money refunded             |

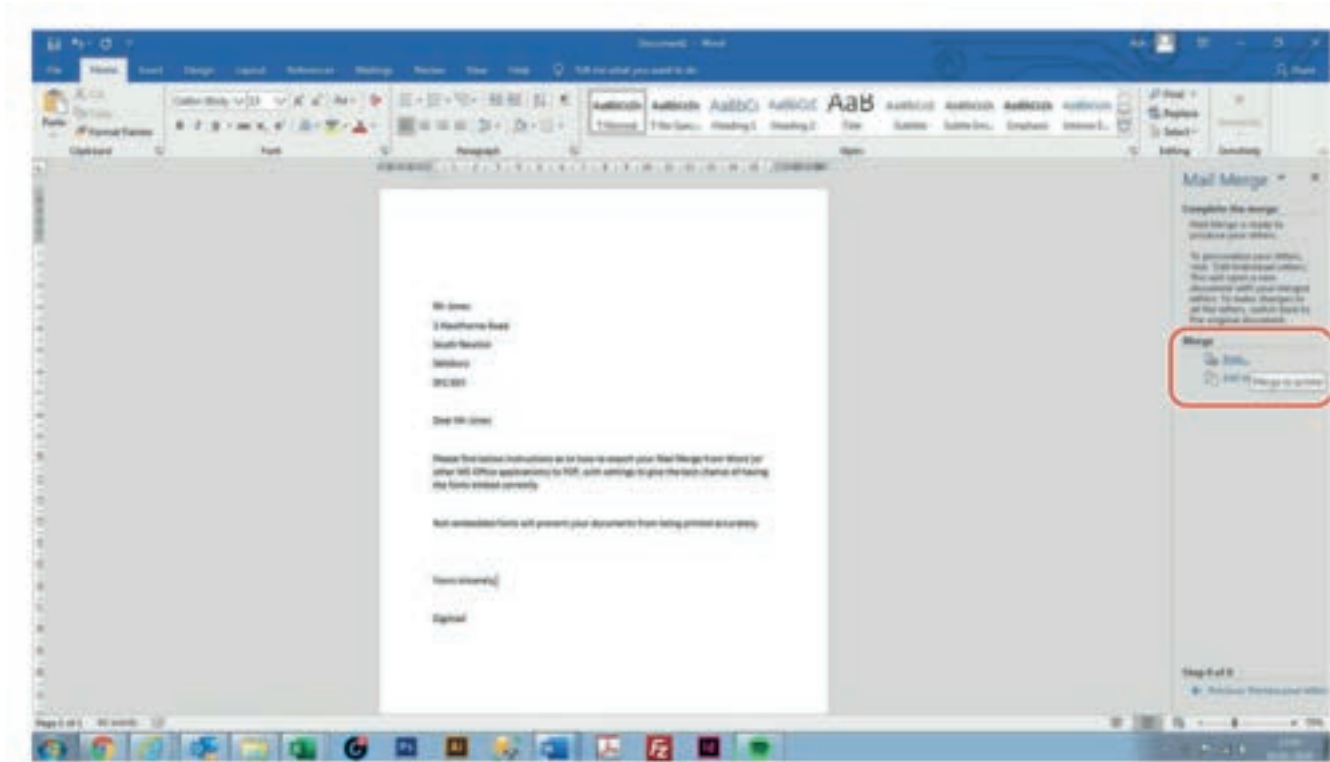
## What if I upload a 1st class item after the 3pm cut off?

If a 1st class item is uploaded after the 3pm cut off, you will still be charged for a 1st class product, however the item may be subject to a 24hr delay. For example, if an item is uploaded at 4pm on a Monday it is likely to be delivered on Wednesday instead of Tuesday.

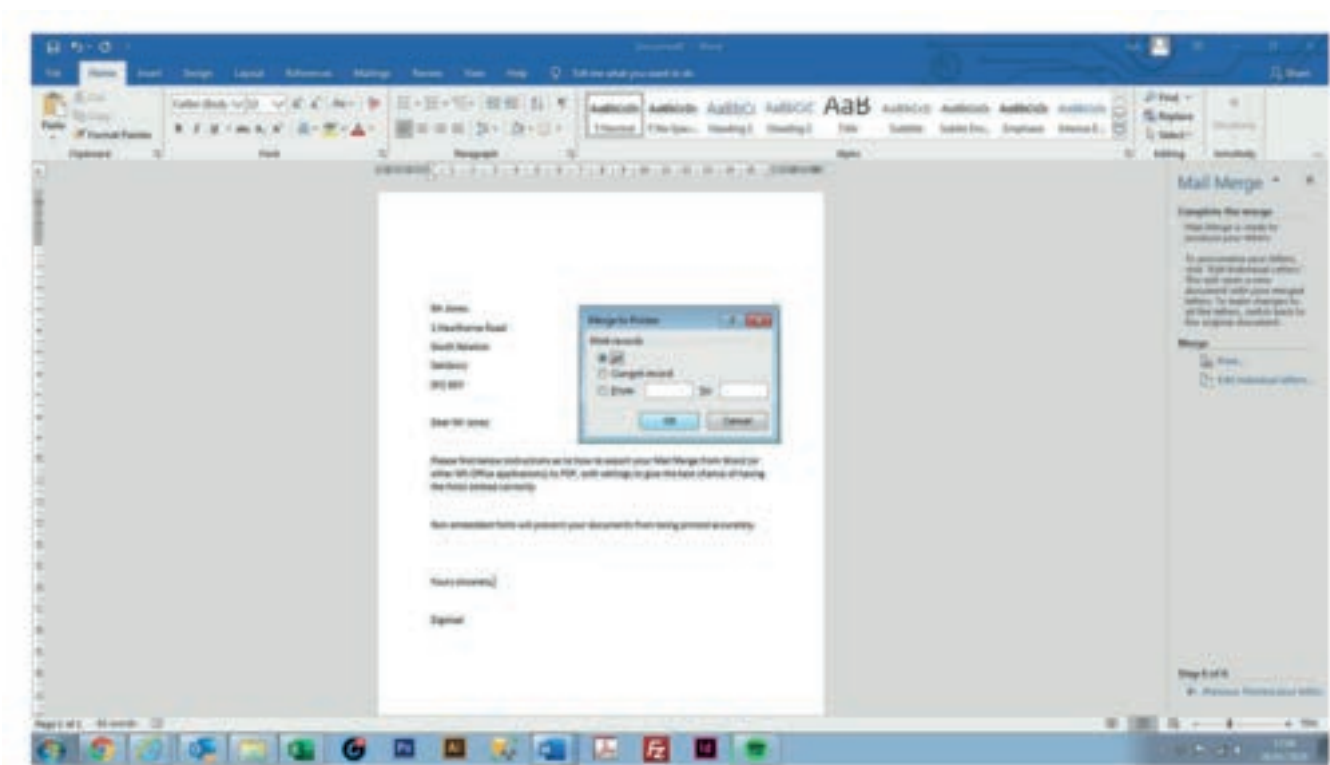
# APPENDIX 1 – Embedding fonts in a PDF; full guide

## Instructions to output mail merge to PDF, ensuring fonts are embedded

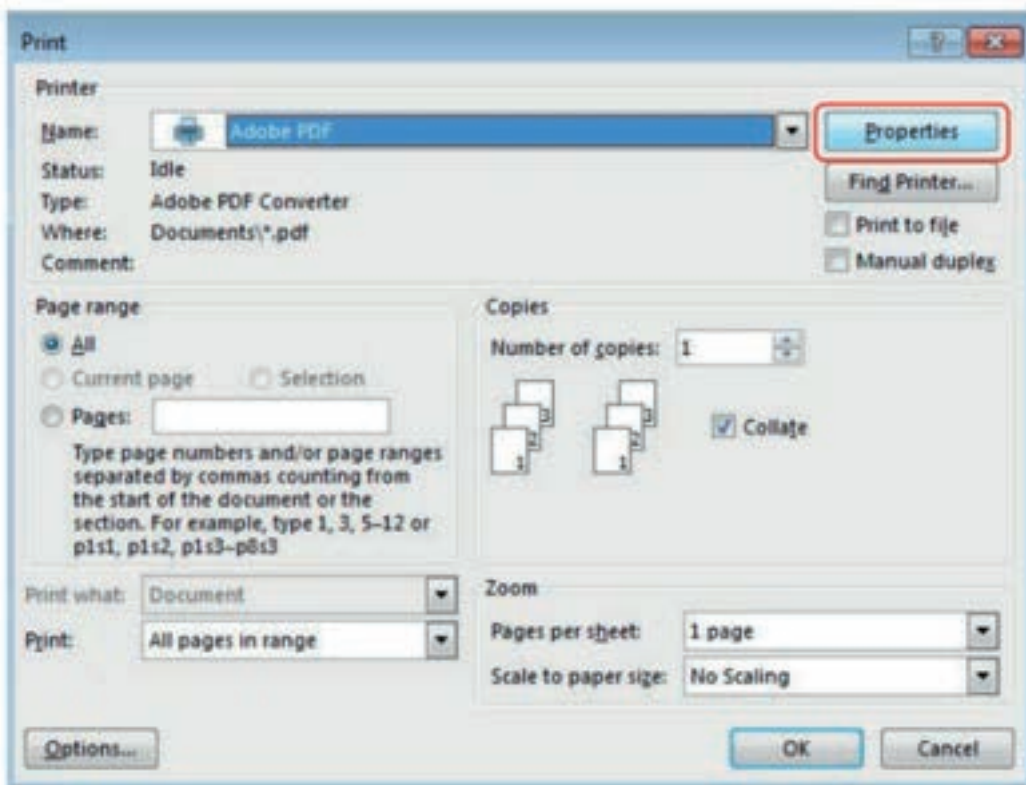
1. Once you have completed the mail merge, click the 'Print' option in the mail merge menu



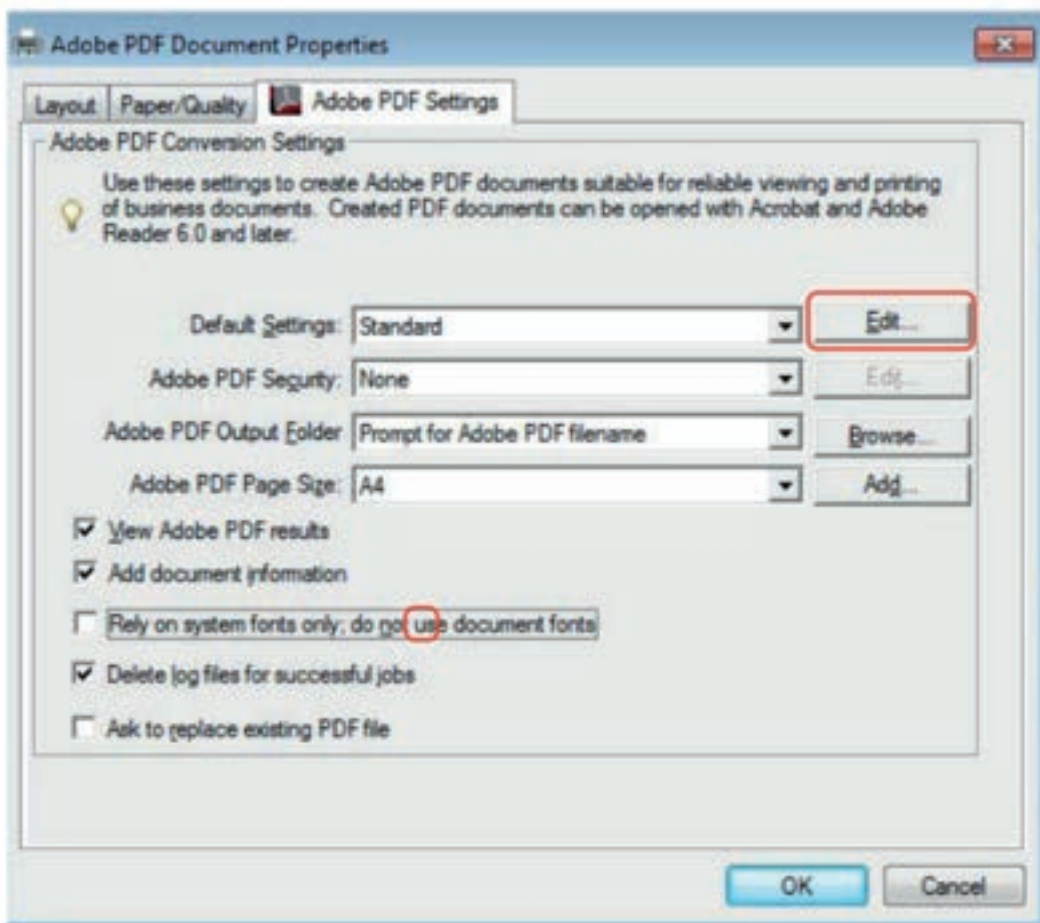
2. Select the range of documents to export and click ok



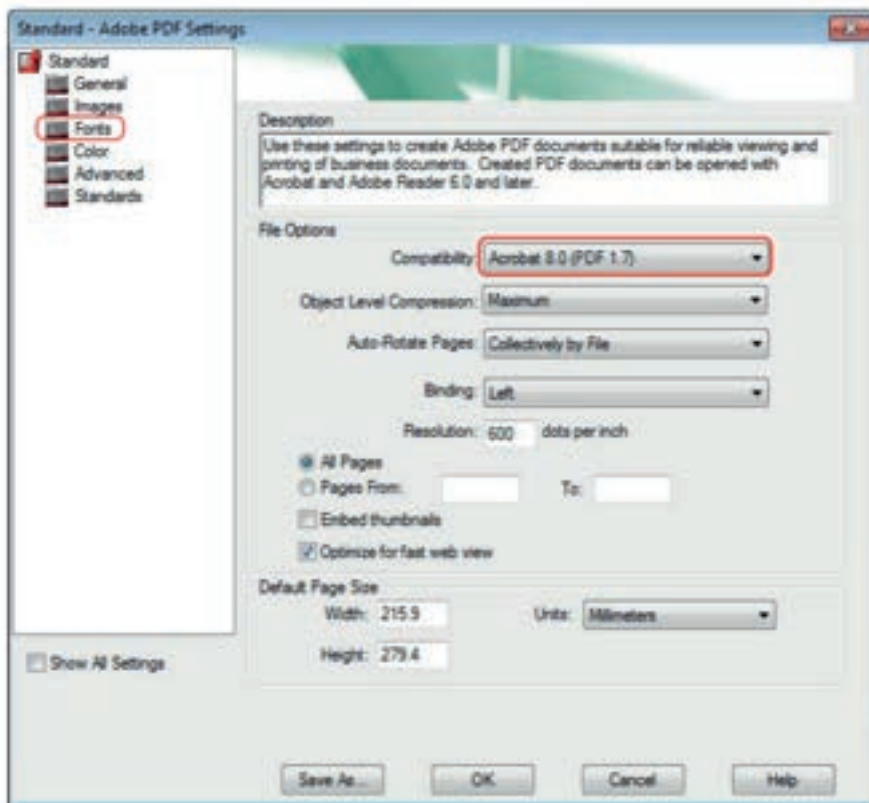
3. Select Adobe PDF from the drop-down menu and click Properties



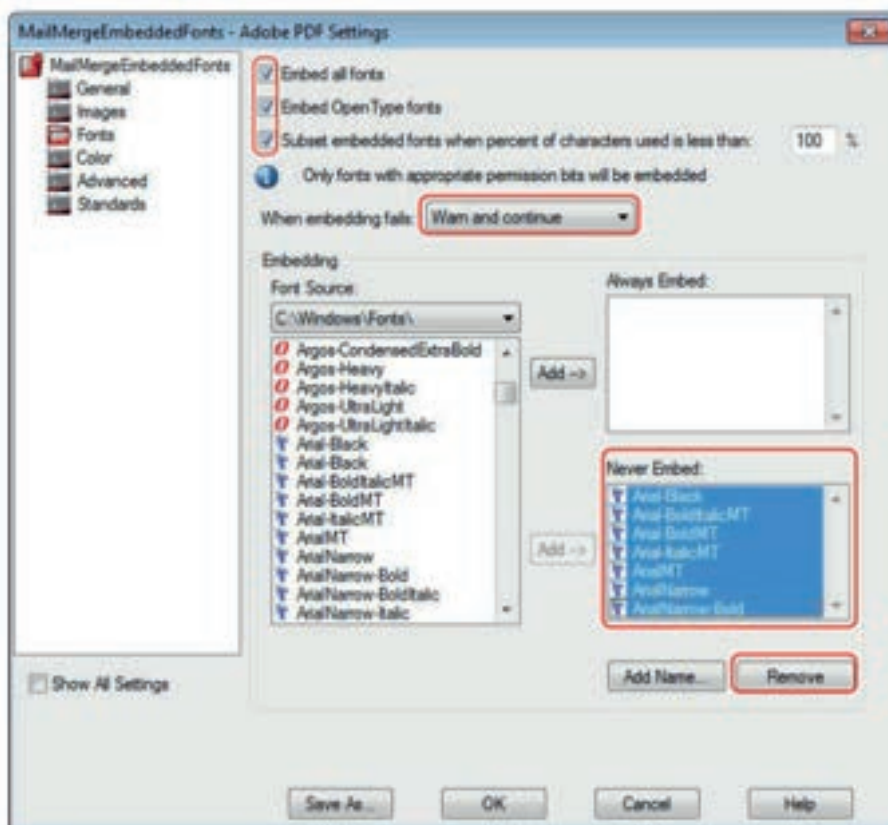
4. Ensure 'Rely on system fonts only; do not use document fonts' is unchecked and click Edit



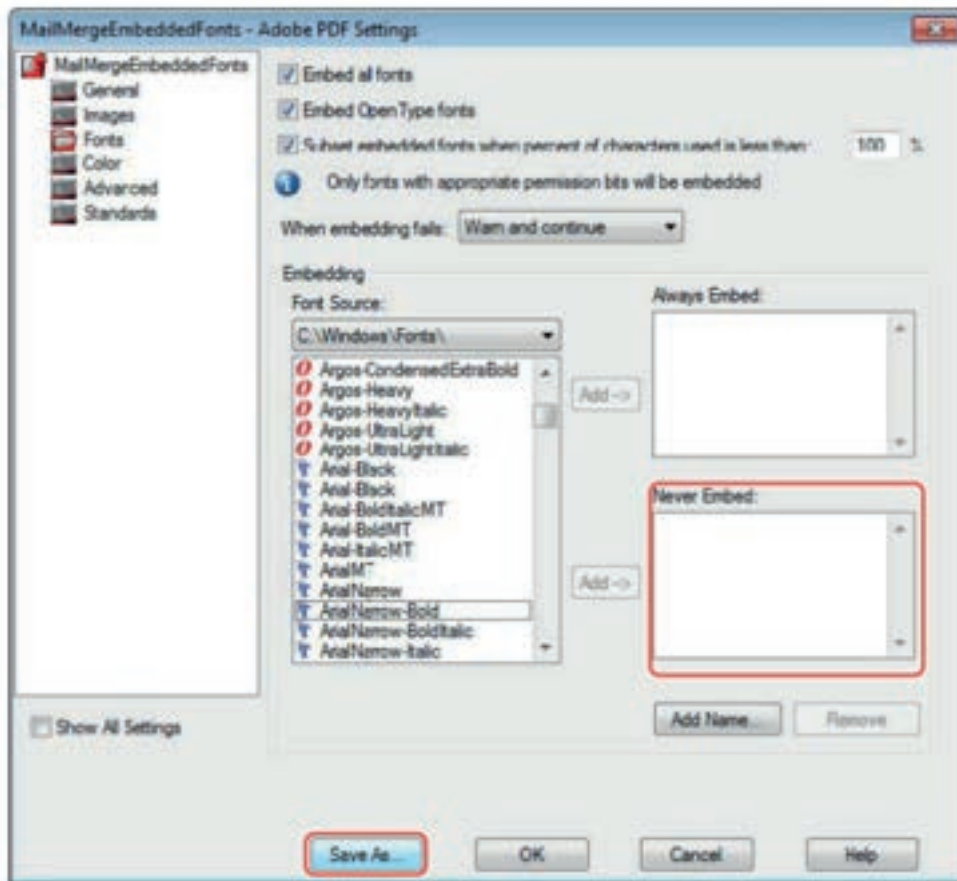
5. In the Compatibility dropdown, ensure Acrobat 8.0 is selected then click Fonts from the left-hand menu



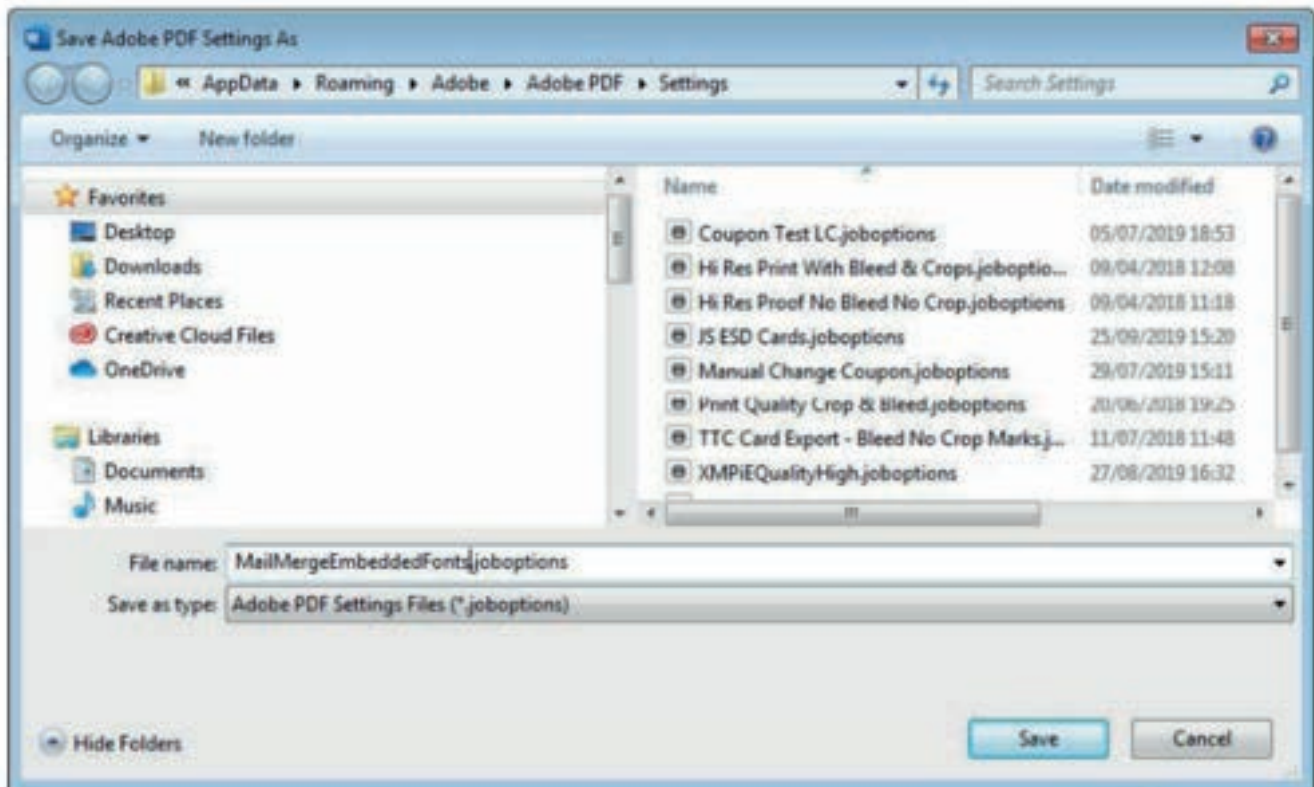
6. Ensure all 3 options at the top of the Fonts settings are checked and that the dropdown for 'When embedding fails:' says 'Warn and continue'. If there are any fonts in the bottom right 'Never Embed' section, highlight them all and click Remove.



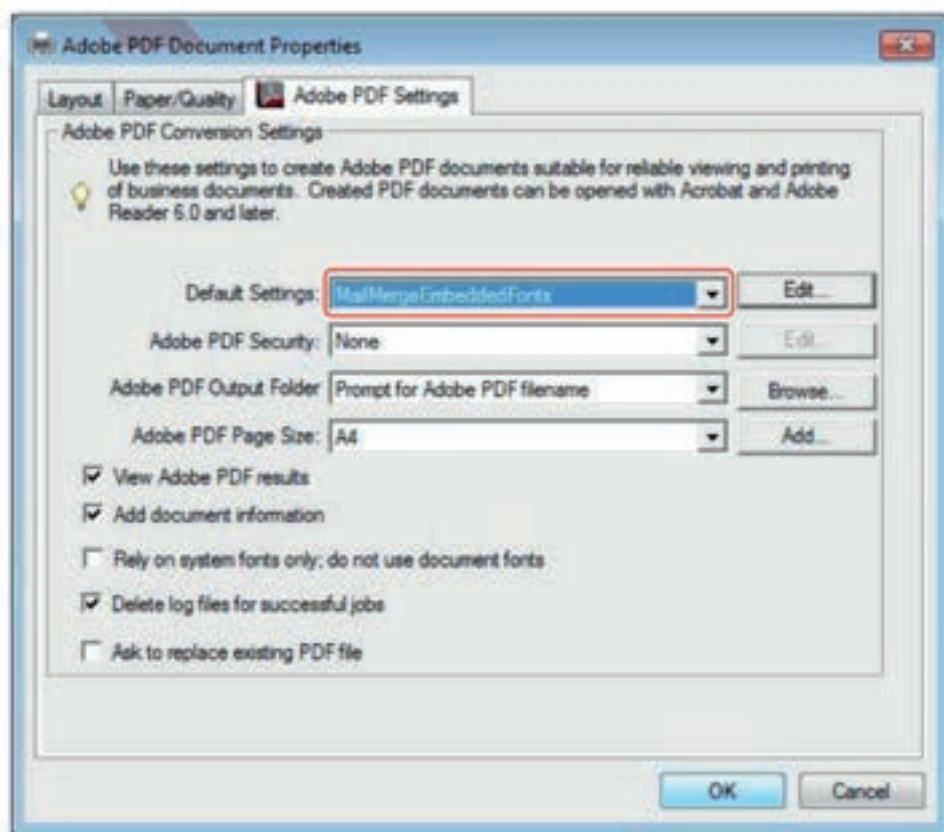
7. The Fonts settings should now resemble the image below – when happy, click Save As



8. Select a filename for the settings and click Save and then OK



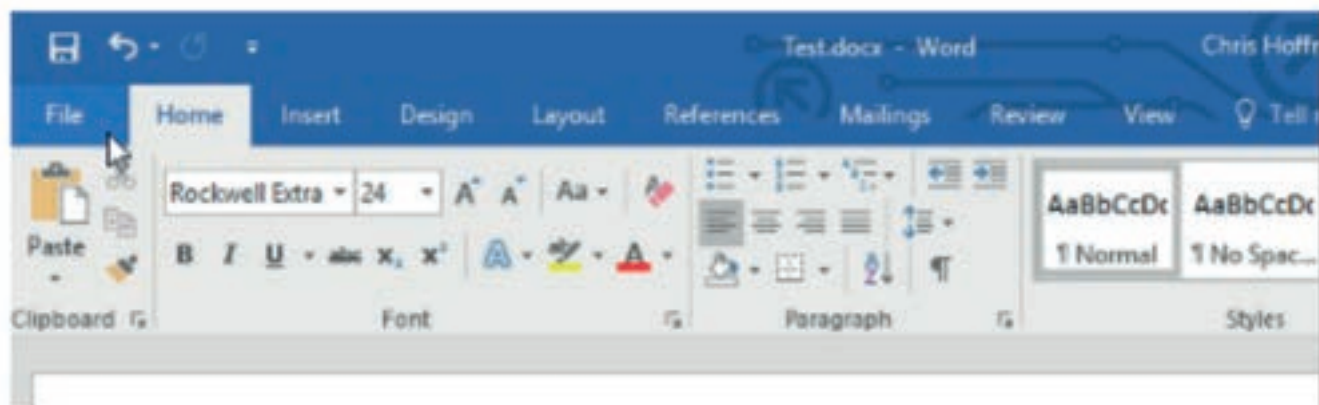
9. You'll be returned to the PDF Properties menu – the name you saved your settings under will now be in the Default Settings dropdown. Next time you export your mail merge to PDFs you can simply ensure this option is selected.



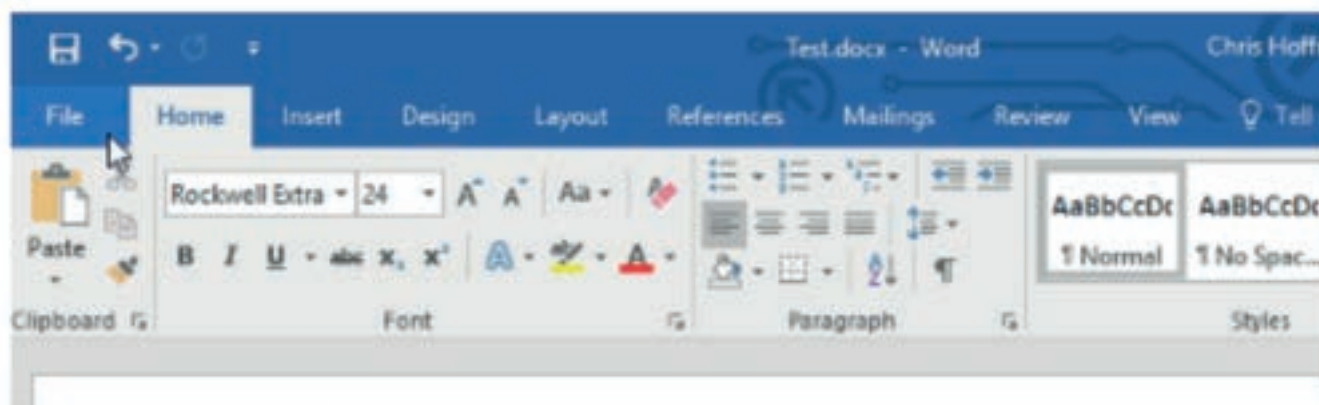
10. Click OK to return to the Print menu, then OK again to export your PDFs. Enter a filename as usual and your PDFs will be output as normal.

## EMBEDDING FONTS IN WORD

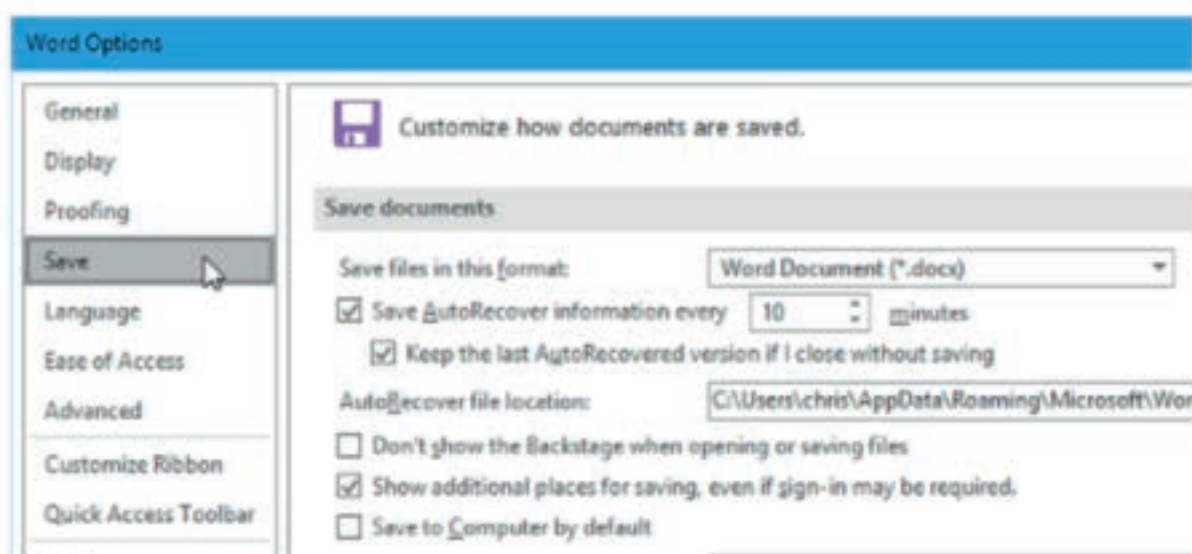
1. To embed a font, click the “File” menu while working on a document in the Windows versions of Word



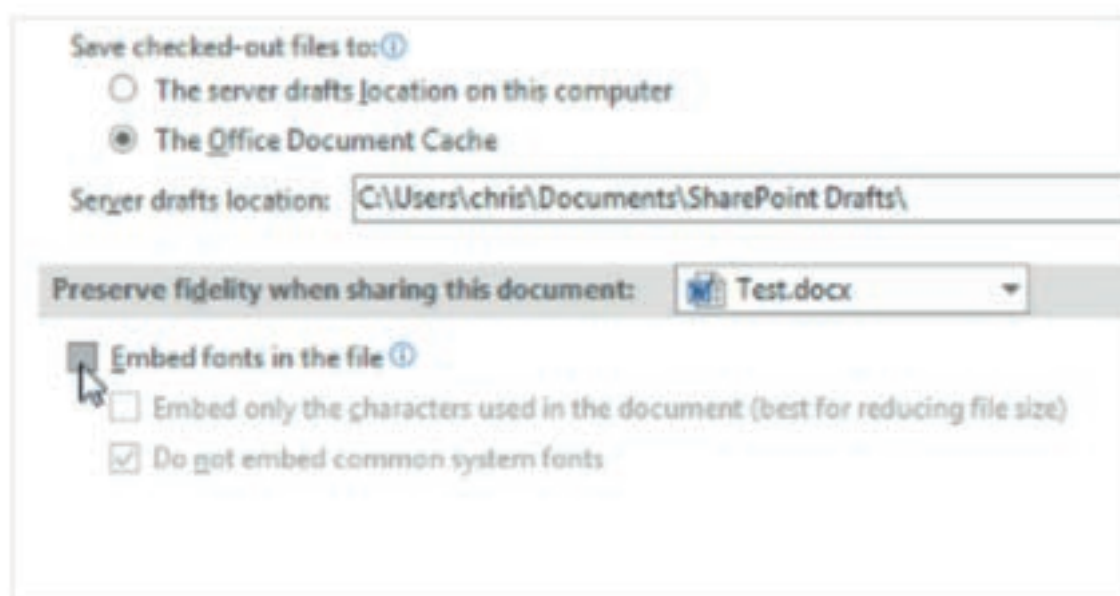
2. Click the “Options” link at the bottom of the menu that appears.



3. Click “Save” in the left panel.

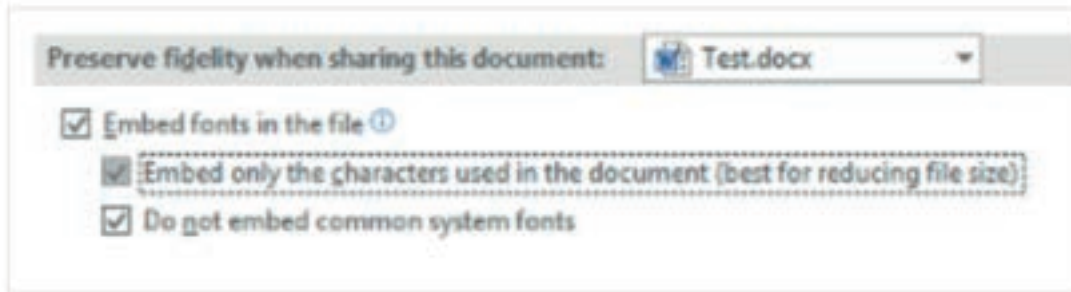


4. Under “Preserve fidelity when sharing this document”, check the “Embed fonts in the file” option.



5. To reduce the resulting document's file size, be sure to check the "Embed only the characters used in the document (best for reducing file size)" option. Office will only embed a font if it's used in the document. Otherwise, Office will embed other fonts from your system into the file, even if you haven't used them.

Leave the "Do not embed common system fonts" option enabled. This will also help reduce the file size by omitting Windows system fonts that the recipient likely has installed.



6. Click "OK" to save your changes and save the document normally. The fonts you used in the document will be embedded into the file.

## RESPONSIBILITIES

As the originator of any image and content, you must ensure that you comply with the requirements below:

You must ensure that you:

1. Compete fairly.
2. Will not use any image that may cause offence or is misleading
3. Will not use any indecent images that contain any sexual reference, or refer to indecency, obscenity or pornography.
4. Are compliant with the British Code of Advertising Practice.
5. Are compliant with the law and the images used do not incite any person to break the law.
6. Will not use imagery that is derogatory or that defames any other person or business.
7. Own the intellectual property rights for any designs that you upload.
8. Indemnify Digi-Mail, RNB Group Ltd and Royal Mail Group Plc against any potential claim in relation to the breach of copyright law.

## PRIVACY POLICY

This can be viewed at <https://www.citipostmail.co.uk/privacy-and-cookie-policy/>