



Royal Mail

Print & Post

Print Driver User Guide

March 2021

To use the Royal Mail Print & Post Print Driver you MUST have a current Royal Mail Print & Post account up and running. For more information, go to <https://printandpost.royalmail.com>

Install the Royal Mail Print & Post Print Driver on your PC. You will find a link to this on the Royal Mail Print & Post web site - <https://printandpost.royalmail.com> - simply follow the instructions.

You must have Webservice Access enabled on your Royal Mail Print & Post account (to check this, go into your Royal Mail Print & Post account and click on 'Enter admin' and then 'My Login details', the box next to 'Allow web service access' should be ticked).

Integrated Help

When creating your mailing through the print driver, Royal Mail Print & Post will provide you with a help panel if required. By pressing the F1 key on your keyboard, a help panel will be displayed on the mailing creation screen.

By pressing your tab button, the information will change and be specific to the option available on the mailing creation screen.

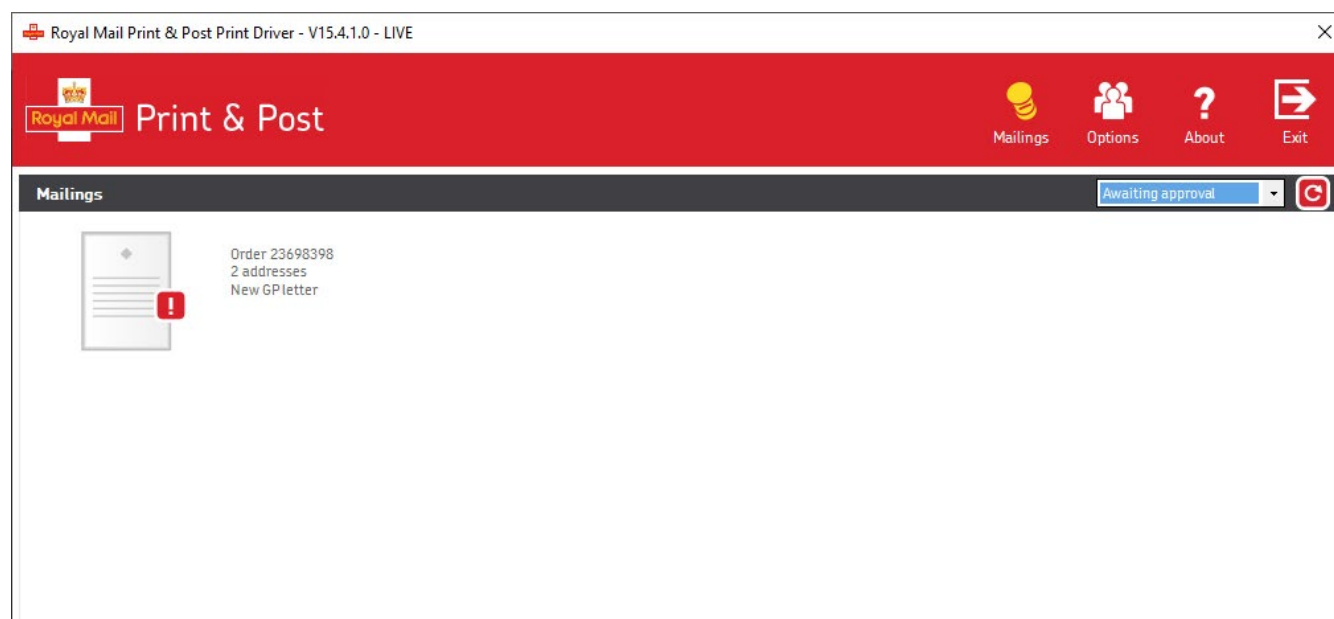
Document

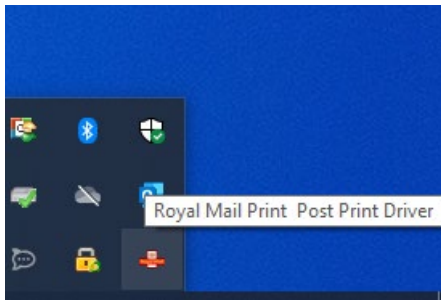
Create your letter document...

If your document is a PDF, to preserve font information, it is recommended that you drag and drop this straight into the Print Driver window. Log in to the Print Driver and you will see this screen. Drag your PDF document into the window and the Print Desktop steps described below will apply.

Please be aware that if a PDF is made up of images (e.g. a scanned document), the Print Driver may not be able to extract any text from it.

For any other documents simply select the Royal Mail Print & Post option when you want to print your document and follow the instructions below. Always remember to check your Royal Mail Print & Post proof before submitting the order.





Please note: if you have already used your Print Driver it may be running in the system tray on the bottom right hand corner of your screen. To open the Print Driver double click on the icon as illustrated below.

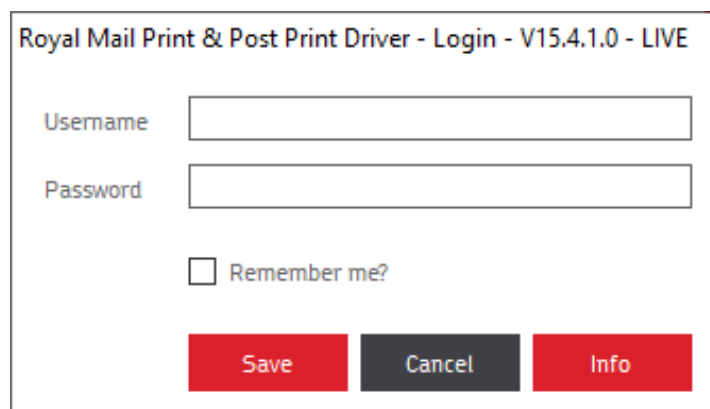
Please find the PDF you have saved on your PC and drag and drop it into the middle of the Print Driver main window. This can be done by picking the file up and dragging it into the middle of the screen as if you were moving it into a new folder.

Once you have dragged and dropped your PDF step one of the Print Driver will appear. Please see the above steps on how to create your order.

Print to Royal Mail Print & Post

After installing the Royal Mail Print & Post print driver you can print any document in the same way as you would to your local printer, except from the Windows Print dialog box select "Royal Mail Print & Post" as the printer..

You will be presented with a login screen to log into Royal Mail Print & Post.

A screenshot of a login window titled 'Royal Mail Print & Post Print Driver - Login - V15.4.1.0 - LIVE'. The window has a white background and a thin black border. It contains two text input fields: 'Username' and 'Password'. Below the 'Password' field is a checkbox labeled 'Remember me?'. At the bottom of the window are three buttons: 'Save' (red), 'Cancel' (grey), and 'Info' (red).

Clicking 'Remember me' will remember the username and password in the system and they will be completed automatically next time you use the system. The remembered credentials can be edited by choosing the 'Change Credentials' option on the system tray context menu, or by selecting Options on the Print Driver screen.

Clicking 'Info' will supply system information about your print driver.

Click Login and the Print Driver will appear. There are 4 steps to go through:

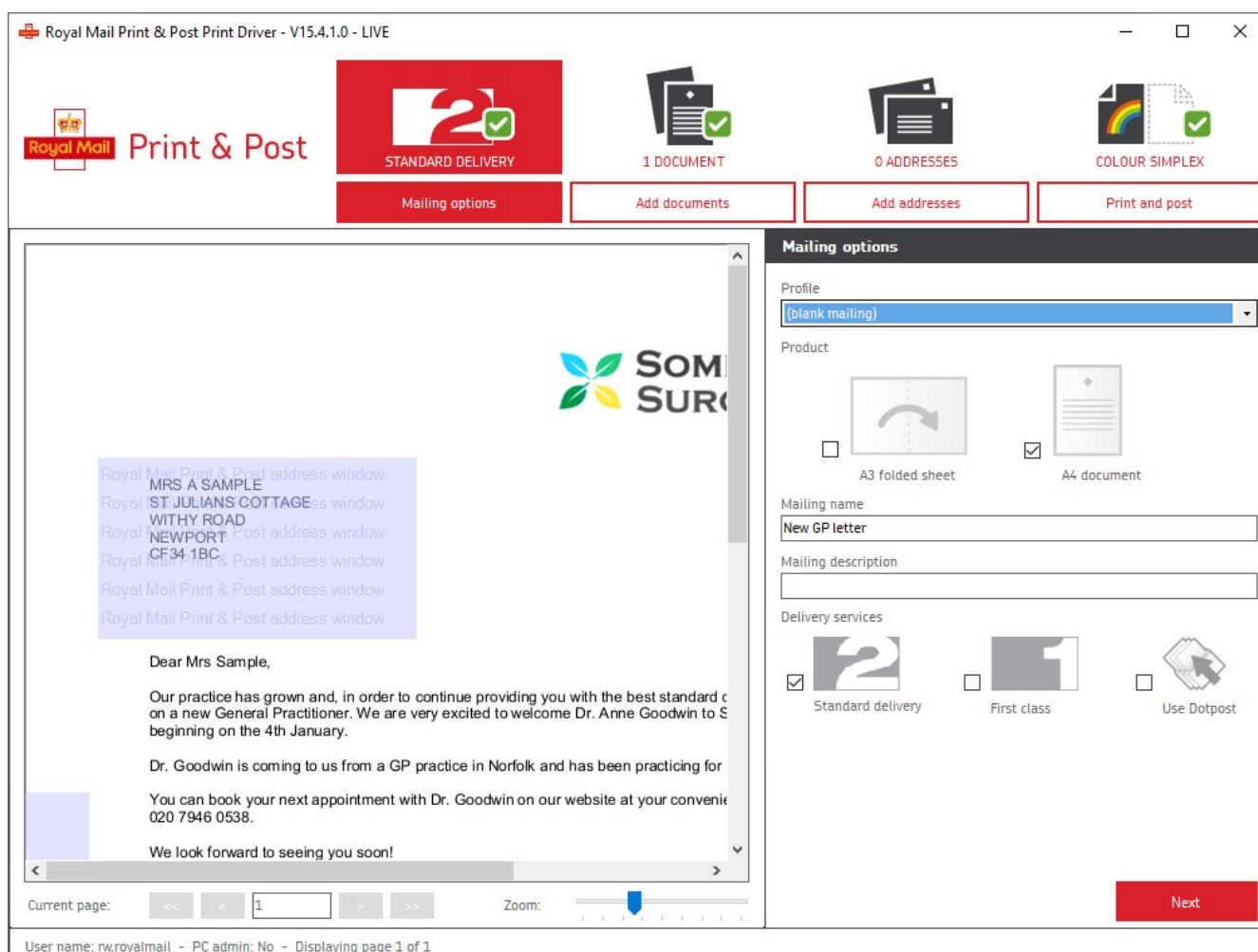
If you are using a Clinical System and/or sending multiple letters, we recommend turning on Merge mode. For more information on Merge Mode, please see Appendix 1.

Mailing options

Select a Product - (This must be an A3 folded sheet or an A4 letter)

If selecting an A3 product, the file must be supplied as A4 individual sheets, in the correct order so that Royal Mail Print & Post can paginate these for you.

Please note that if you select A3 as your product type this will only allow one A3 folded sheet for each mailing.



The screenshot shows the 'Royal Mail Print & Post Print Driver - V15.4.1.0 - LIVE' window. The top bar includes the Royal Mail logo and 'Print & Post' text. Below this are four main buttons: 'Mailing options' (highlighted in red), 'Add documents' (1 DOCUMENT), 'Add addresses' (0 ADDRESSES), and 'Print and post' (COLOUR SIMPLEX). The main content area displays a preview of a letter from 'SOM SURG' to 'MRS A SAMPLE' at 'ST JULIANS COTTAGE, WITHY ROAD, NEWPORT, CF34 1BC'. The letter text includes a greeting, a notice about a new GP, and contact information. The right-hand 'Mailing options' panel contains a 'Profile' dropdown set to '(blank mailing)', a 'Product' section with 'A3 folded sheet' (unchecked) and 'A4 document' (checked), a 'Mailing name' field with 'New GP letter', a 'Mailing description' field, and 'Delivery services' with 'Standard delivery' (checked), 'First class' (unchecked), and 'Use Dotpost' (unchecked). At the bottom right is a red 'Next' button. The footer shows 'User name: nw.royalmail - PC admin: No - Displaying page 1 of 1'.

Profile

A profile is a selection of saved options that you have previously set. You may, for example, have one profile that you use for all your single-sided black and white 1st class letters and another for all your colour 2nd class multi-page letters.

Choosing 'blank mailing' will allow you to create a brand new profile. Choosing 'previous mailing' will use the options chosen on your previous mailing through the print driver.

If you have saved profiles you can choose to use one and all the settings for the next steps of the mailing will be pre-loaded for you, saving you time. You can save a profile to use on future mailings by clicking on 'Save Profiles' at the last step of your mailing, when you have viewed your proof, and before and after you have submitted your mailing. You will not be able to save a profile against an order that has been cancelled.

Re-selecting the same profile will reset all current settings back to the original profile's settings.

Mailing name

You can give your mailing a name to identify it. The Print Driver will add a default mailing name from your filename if you do not wish to add your own.

Mailing description

You can enter a description of a mailing to help you to identify it. This is optional.

Corporate structure

If your account has an organisation structure additional options will appear to allow you to select your organisational link. Please select the relevant link from the drop down menu provided.

Delivery services

Choose standard delivery if you want the lowest prices or first class at an additional cost.

You can also select Dotpost against A4 orders. Dotpost is a secure online document hub where users can securely view and manage their letters and documents.

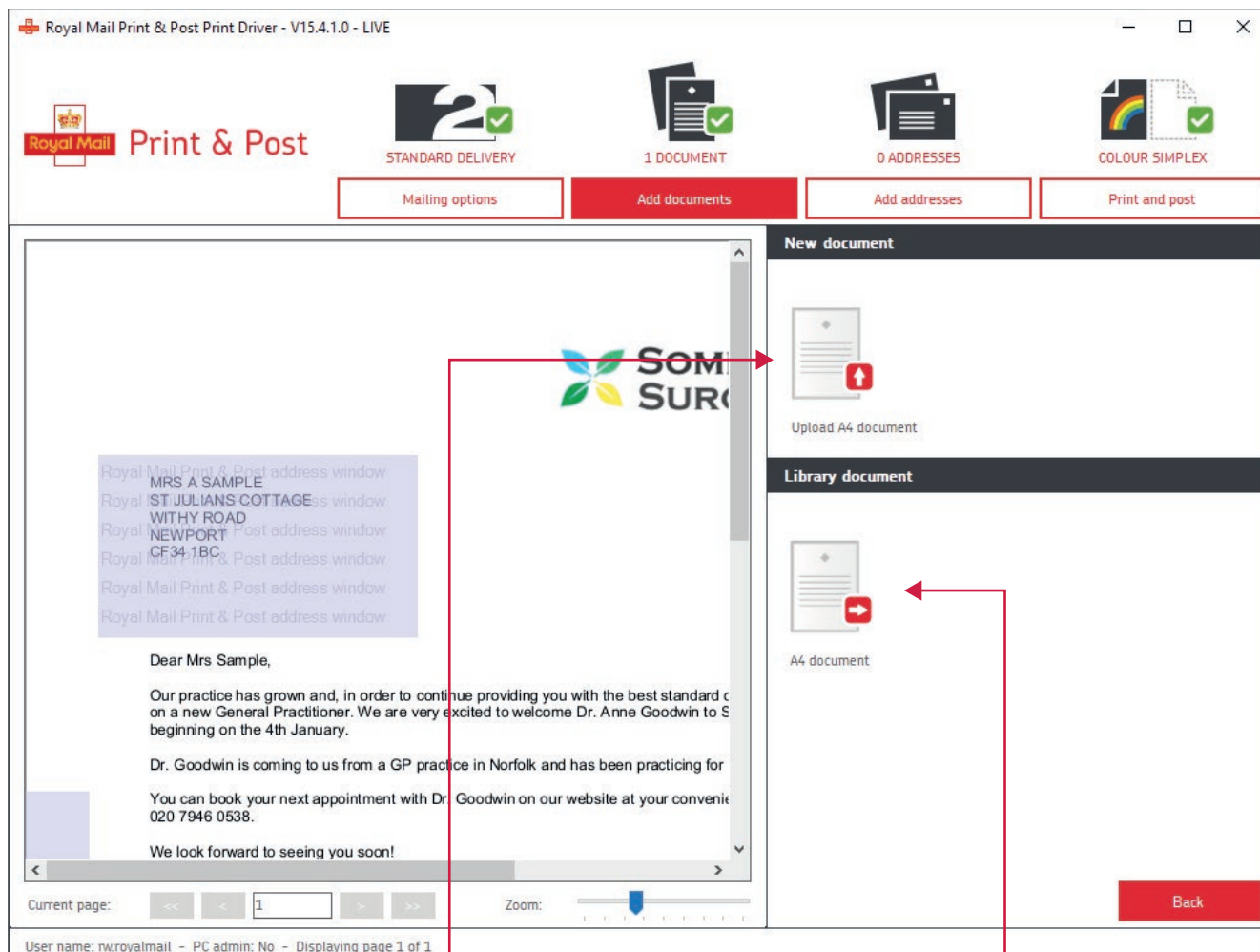
If you are registered to use Dotpost and you tick this box your addressees who are signed up to receive Dotpost documents from you will get their documents electronically via Dotpost; your other recipients who are not signed up to receive Dotpost letters from you will get an additional page in their letter (free of charge) inviting them to sign up.

If you tick this box and you are not a Dotpost user you will be directed to an online application form and your application will be considered by the Dotpost team.

Click 'Next' to continue.

Add documents

This screen shows details of the document that you are printing -



Click here to upload documents from your computer

Click here to add documents from your Print & Post library

Document name

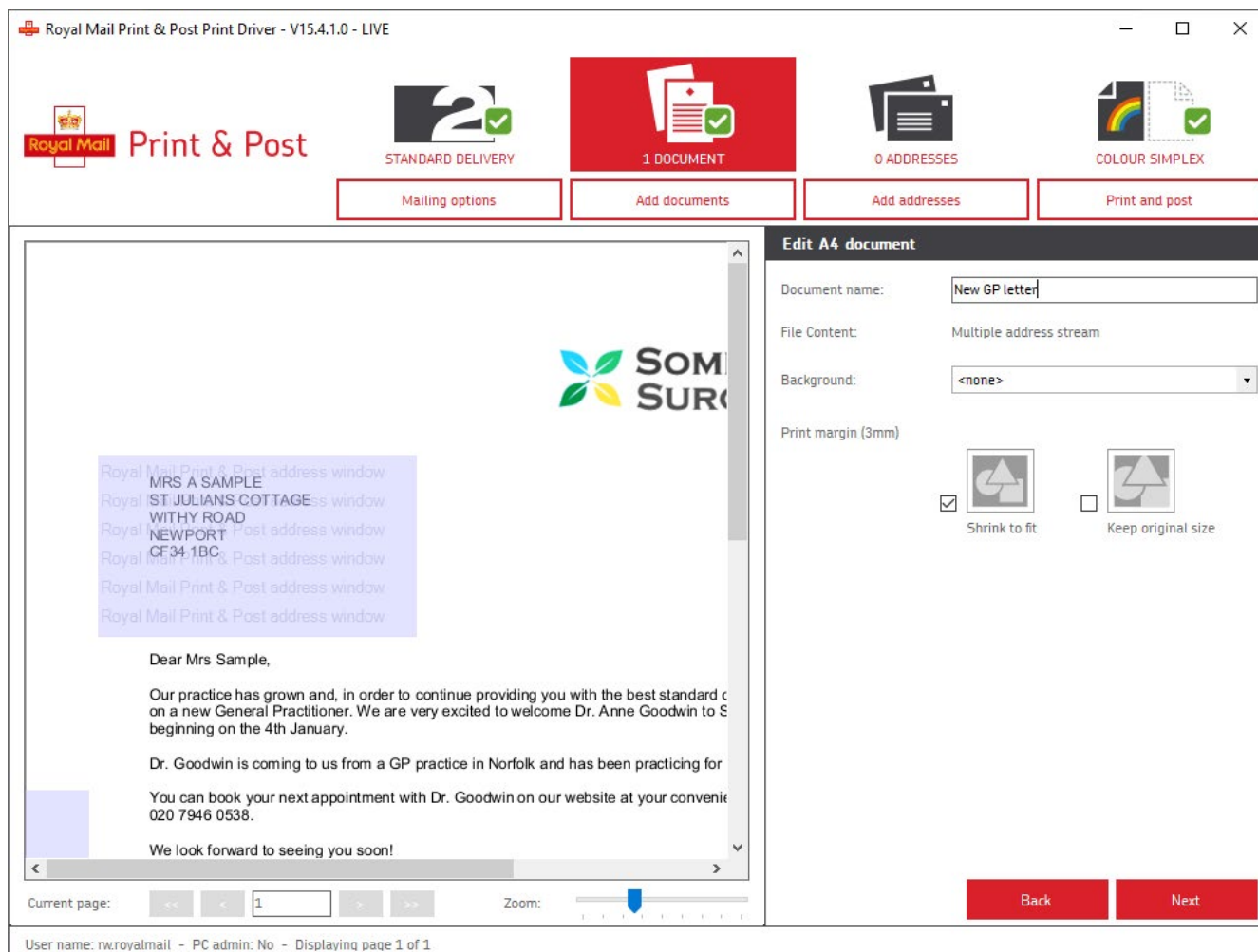
The name input by you, or the automatic reference allocated by Royal Mail Print & Post.

Background

Backgrounds are used for graphics that require adding behind the first page of your document. Uses include letterheads or adding company information to each uploaded document.

Print margin (3mm)

Royal Mail Print & Post needs to add this border so you should ensure that you have no text in this area. If there is text it will be cropped off. Do not change this setting unless you need to avoid scaling on your document e.g. if it includes barcodes or if it will be used for optical scanning.



Royal Mail Print & Post Print Driver - V15.4.1.0 - LIVE

Royal Mail Print & Post

STANDARD DELIVERY 1 DOCUMENT 0 ADDRESSES COLOUR SIMPLEX

Mailing options Add documents Add addresses Print and post

Edit A4 document

Document name: New GP letter

File Content: Multiple address stream

Background: <none>

Print margin (3mm)

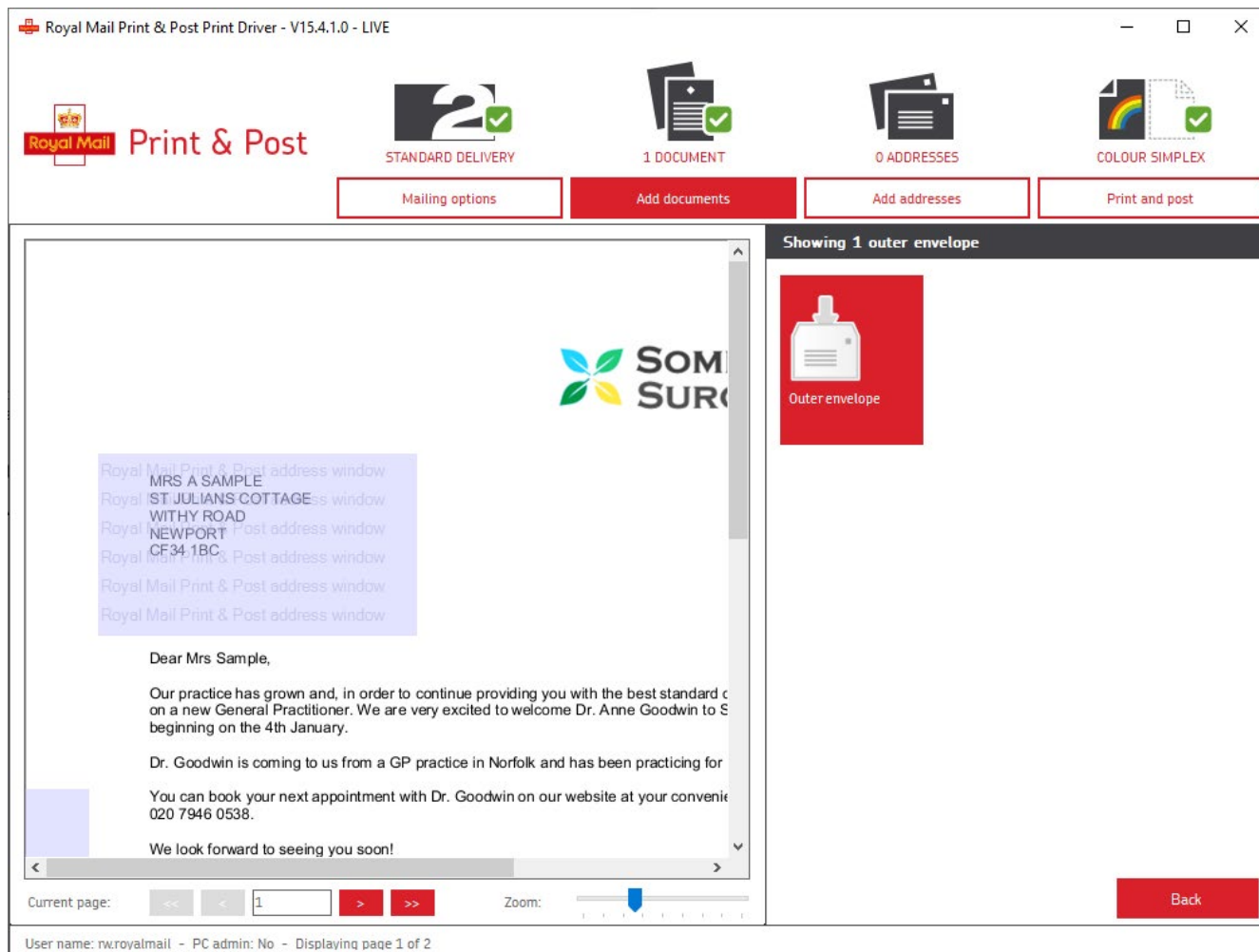
☒ Shrink to fit ☐ Keep original size

Current page: 1 Zoom: 100%

User name: nw.royalmail - PC admin: No - Displaying page 1 of 1

Click on 'Add documents' to upload additional documents, either from your computer or from your library. The documents available in your library may include any envelopes that you have saved.

When selecting an outer envelope or reply envelope to add to your order, you will be shown all of your available designs on screen. If you do not have any saved designs for these in your Royal Mail Print & Post account, the option will not be available.



Royal Mail Print & Post Driver - V15.4.1.0 - LIVE

Royal Mail Print & Post

STANDARD DELIVERY 1 DOCUMENT 0 ADDRESSES COLOUR SIMPLEX

Mailing options Add documents Add addresses Print and post

Showing 1 outer envelope

Outer envelope

Dear Mrs Sample,

Our practice has grown and, in order to continue providing you with the best standard of care, we have recruited on a new General Practitioner. We are very excited to welcome Dr. Anne Goodwin to our practice beginning on the 4th January.

Dr. Goodwin is coming to us from a GP practice in Norfolk and has been practicing for 15 years.

You can book your next appointment with Dr. Goodwin on our website at your convenience. Tel: 020 7946 0538.

We look forward to seeing you soon!

Current page: 1 Zoom: 100%

User name: nw.royalmail - PC admin: No - Displaying page 1 of 2

When you have added all the documents that you want to use on your mailing click on Next or on 'Add addresses'.

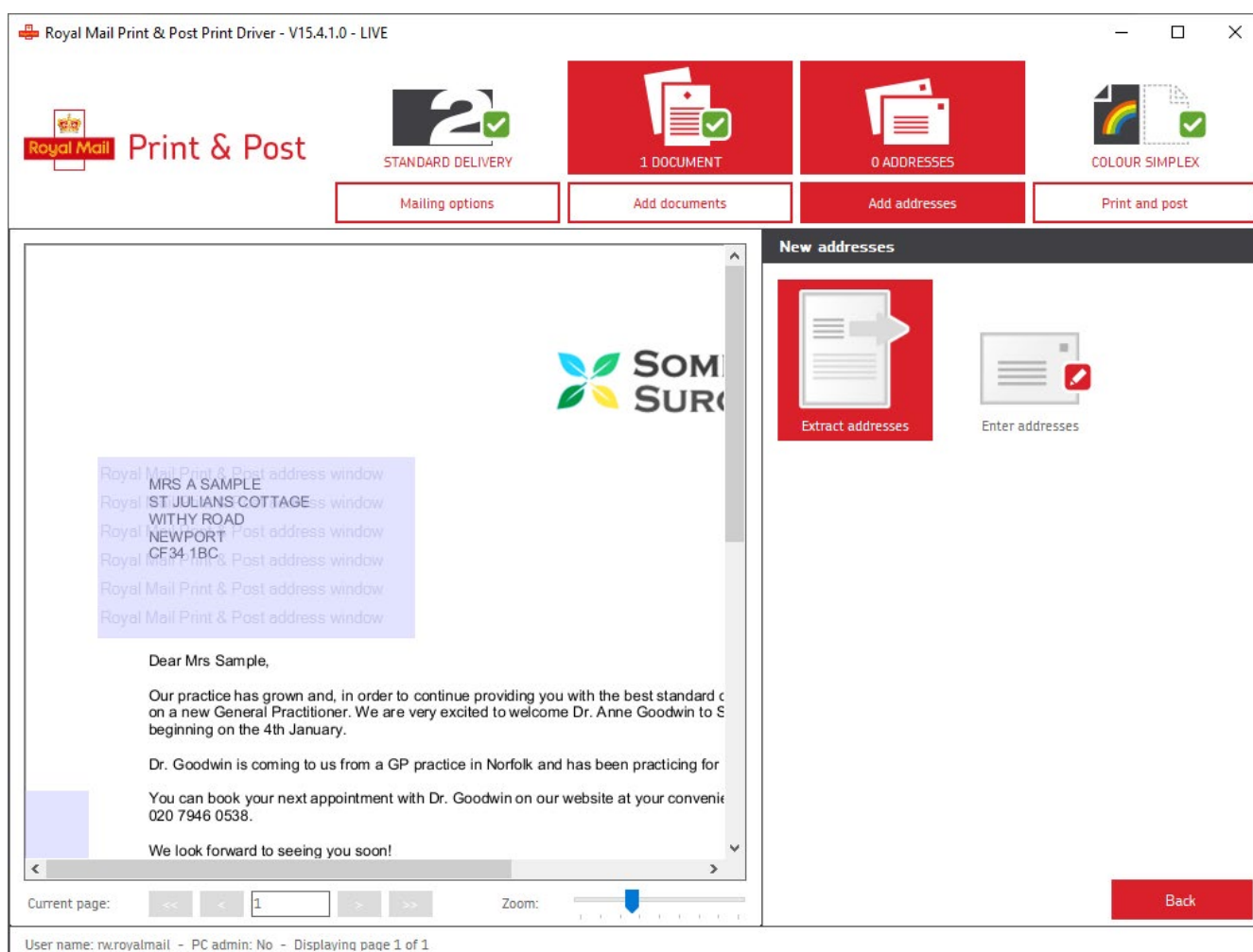
Add addresses

Extract Addresses

The blue box shows where the address panel will be added, unless you choose not to add an address panel as part of your envelope preference on the print and post step.

On the example shown you will see that the address is not in the box that Royal Mail Print & Post needs to use. This is not a problem as Royal Mail Print & Post can move the address for you.

Click on 'Extract addresses'.



Select the area where the address shows on your document by clicking and dragging across your address. The extracted text will be shown in the box 'Extracted text using PDF'.

Page identifier logic

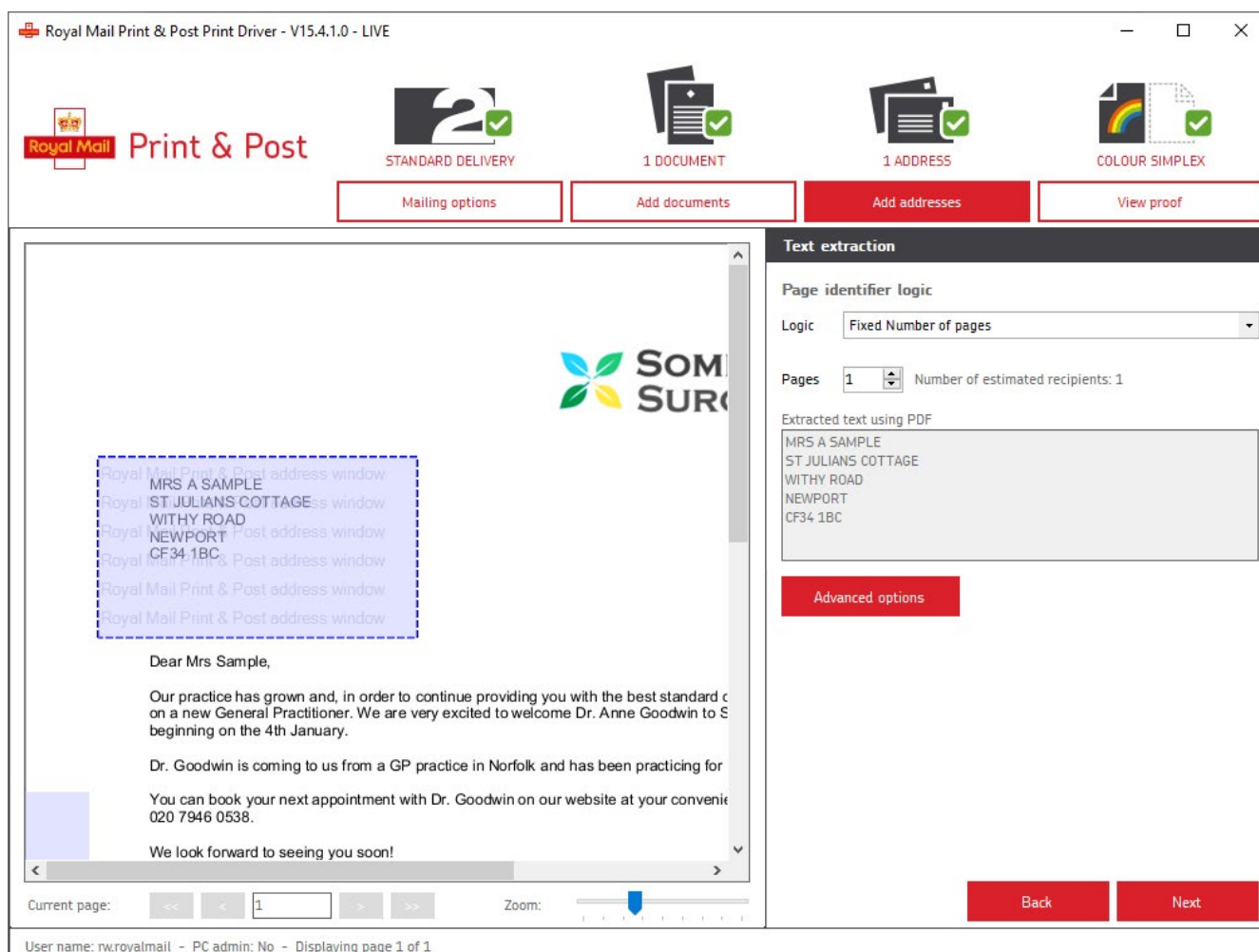
You can input logic to tell Royal Mail Print & Post what the first page for each mailing will be.

Whole document to single address

This extraction method should be used when your document contains only one recipient address. This can be used by the extraction method or add address.

Fixed number of pages

You can specify the number of pages each recipient will have in their envelope. Your document will need to have two or more recipients in it when using this method for extracting addresses. Royal Mail Print & Post will display how many pages are to be sent to the number of address identified.



Royal Mail Print & Post Print Driver - V15.4.1.0 - LIVE

Print & Post

STANDARD DELIVERY 1 DOCUMENT 1 ADDRESS COLOUR SIMPLEX

Mailing options Add documents Add addresses View proof

Text extraction

Page identifier logic

Logic: Fixed Number of pages

Pages: 1 Number of estimated recipients: 1

Extracted text using PDF

MRS A SAMPLE
ST JULIAN'S COTTAGE
WITHY ROAD
NEWPORT
CF34 1BC

Advanced options

Back Next

Current page: 1 Zoom: 100%

User name: nw.royalmail - PC admin: No - Displaying page 1 of 1

For example -

- If you had a 50 page document that contains 5 letters, each 10 pages long, then enter 10 as the number of pages.

The pages for an A3 document must be between 1 and 4. The total number of pages including any additional documents must be either 3 or 4 pages.

Text match logic options

Text match logic options available are -

- ☐ Text Match using 'Text begins with logic'
- ☐ Text Match using 'Text ends with logic'
- ☐ Text Match using 'Text contains logic'

The 'Text match' logic options work by identifying unique words/phrases that only appear on the addressed page of a recipients letter. This allows Royal Mail Print & Post to identify the first page, last page or any unique text that appears in each person's letter and split the file.

- If the match text was "Welcome" and the chosen logic option was 'Text Match' using 'Text begins with logic', Royal Mail Print & Post will search for 'Welcome' in the designated area of each page. If 'Welcome' is identified in this area, Royal Mail Print & Post will class this as the first page of a recipient's letter.
- If the match text logic was 'me' and logic option was 'Text ends with logic', Royal Mail Print & Post will search through all the pages looking for this word to identify the first page of a recipient's letter.
- If the match text was 'lc' and logic option was 'Text match' using 'Text contains logic', Royal Mail Print & Post will search for 'lc' in the area designated area. If it exists, this will tell Royal Mail Print & Post that this sheet is the first page of the recipients letter pack.

You must select the designated area for Royal Mail Print & Post to search by clicking and dragging across it. Ensure that the number of pages is set correctly.

Clicking on Advanced Options will offer additional fields. These options will not be needed very often.

Text extraction

Page identifier logic

Logic Fixed number of pages

Pages 1 Number of estimated recipients: 18

Extracted text using PDF

MRS A SAMPLE
ST JULIANS COTTAGE
WITHY ROAD
NEWPORT
CF34 1BC

- Document does not contain address ☐
- Clear address area on printed output ☒
- First line of address is full name ☒
- Maximum lines to extract 7

Clicking on Advanced Options will offer additional fields. These options will not be needed very often.

Document does not contain address	Check this box if your document does not have an address. You will have an opportunity to enter a recipient address if your document does not contain an address.
First line of address is full name	Tick here if the first line of the extracted address is the recipients full name.
Clear address area on printed output	This will draw a filled white box around the dragged area. This allows a customer address to be printed in a different area of the page, captured and put in the correct place for Royal Mail Print & Post and for the original address to be removed.
Maximum lines to extract	This controls the number of lines of text that will be pulled from the dragged area. The maximum is 7.

When the screen is completed as required click Next.

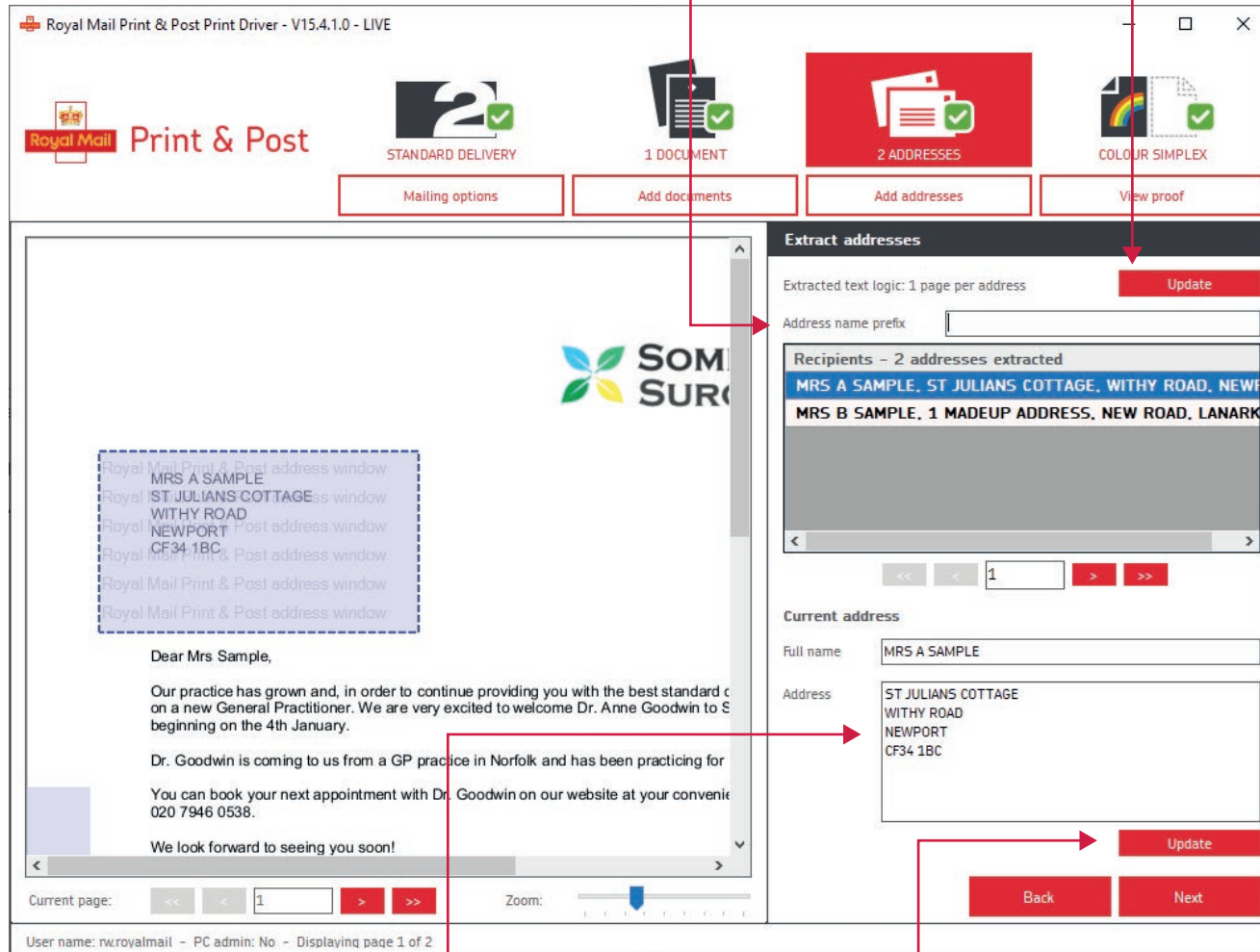
This screen will be displayed

Click here to use the Address name prefix.
This will add text to come before the address e.g. 'To the parent/guardian of'.

You can click here to change the number of pages per address.

These boxes display the name and address. Only the address within the blue area is used.

You can click here to change the name or address.
This will amend the name and/or address on your document and on your envelope.

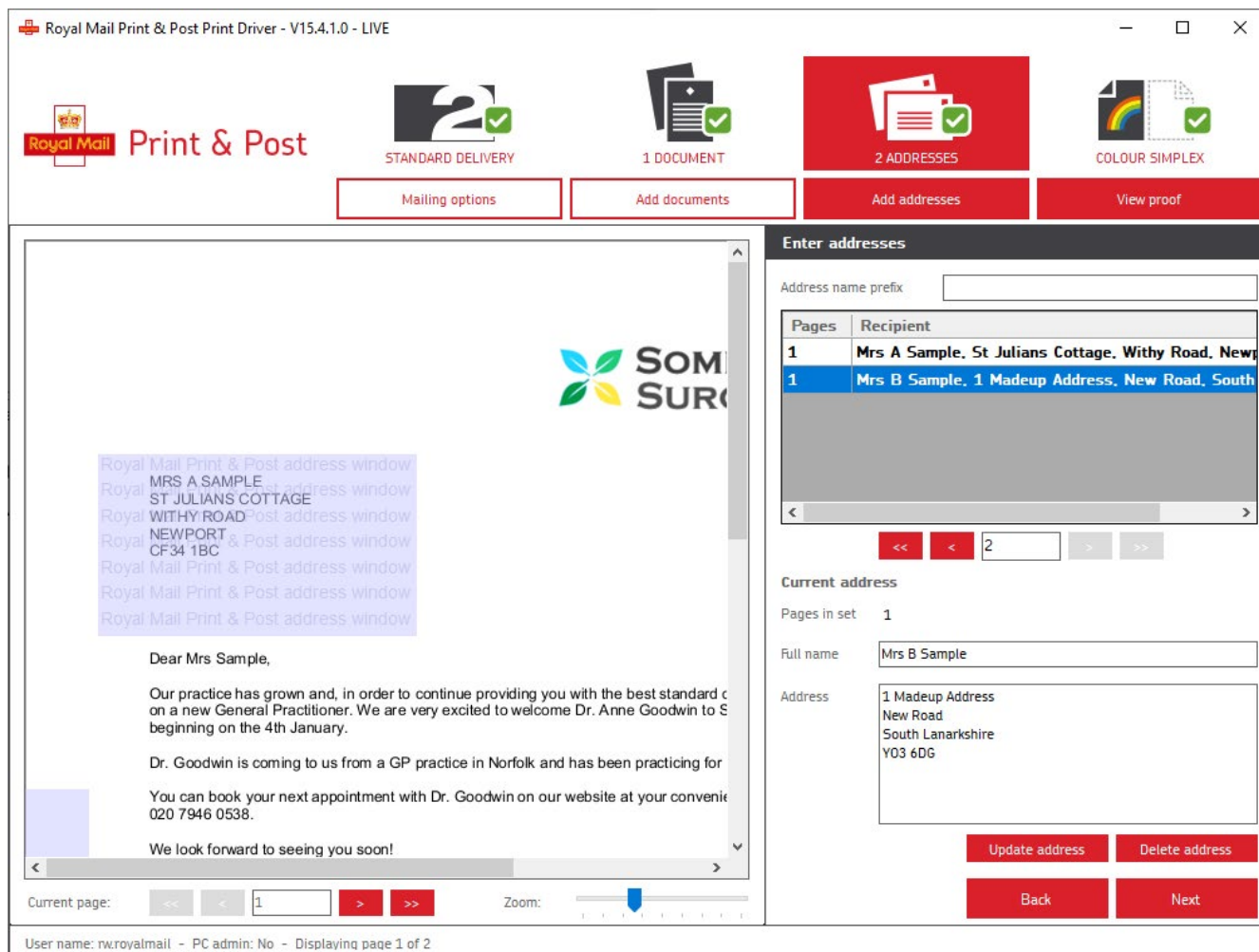


The screenshot shows the 'Royal Mail Print & Post' application window. At the top, there are four main sections: 'STANDARD DELIVERY' (with a '2' icon), '1 DOCUMENT', '2 ADDRESSES' (highlighted in red), and 'COLOUR SIMPLEX'. Below these are buttons for 'Mailing options', 'Add documents', 'Add addresses', and 'View proof'. The main content area is split into two panes. The left pane shows a preview of a letter addressed to 'MRS A SAMPLE, ST JULIANS COTTAGE, WITHY ROAD, NEWPORT, CF34 1BC'. The right pane, titled 'Extract addresses', shows a list of extracted addresses and a 'Current address' section. The 'Current address' section has fields for 'Full name' (MRS A SAMPLE) and 'Address' (ST JULIANS COTTAGE, WITHY ROAD, NEWPORT, CF34 1BC). Red arrows point from the instructional boxes to specific UI elements: one to the 'Address name prefix' field, one to the 'Update' button in the 'Extract addresses' section, one to the 'Full name' field, one to the 'Address' field, and one to the 'Next' button at the bottom right.

Click Next to be taken to the next stage.

Enter addresses

Click Enter addresses to input addresses manually. Use this option if your letter does not have an address at the top.



Royal Mail Print & Post Driver - V15.4.1.0 - LIVE

Print & Post

STANDARD DELIVERY 1 DOCUMENT 2 ADDRESSES COLOUR SIMPLEX

Mailing options Add documents Add addresses View proof

Enter addresses

Address name prefix

Pages	Recipient
1	Mrs A Sample, St Julians Cottage, Withy Road, New
1	Mrs B Sample, 1 Madeup Address, New Road, South

Current address

Pages in set 1

Full name Mrs B Sample

Address 1 Madeup Address
New Road
South Lanarkshire
Y03 6DG

Update address Delete address

Back Next

Current page: 1 Zoom: 100%

User name: nw.royalmail - PC admin: No - Displaying page 1 of 2

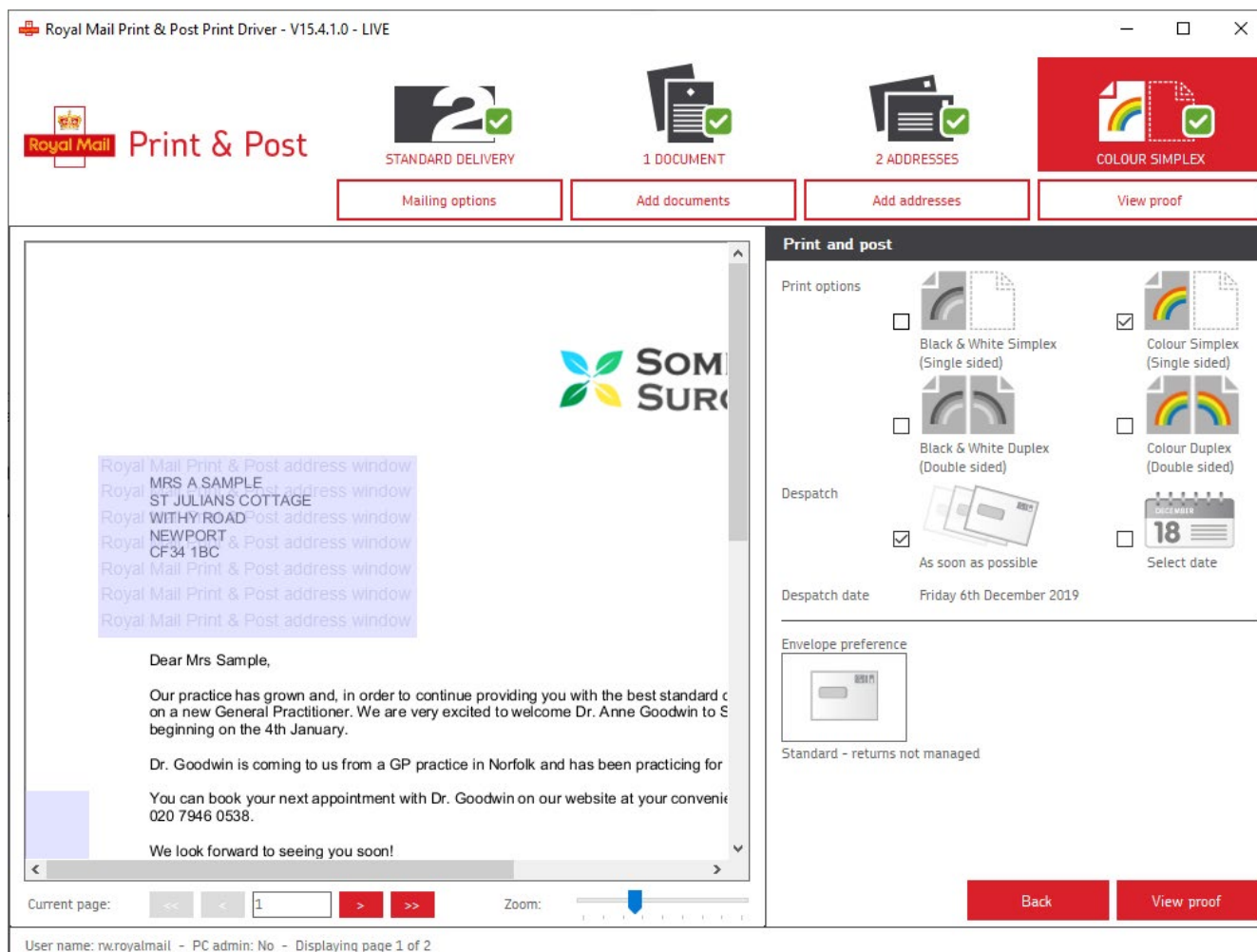
When manually entering addresses, you can specify how many pages each person has in their envelope. This can be done by changing the 'Pages in set' option. This will default to one.

The 'All remaining' option allows you to specify whether the remainder of file belongs to one recipient once you have allocated/entered at least one address.

When you have entered all the names and addresses that you require, click on Next.

Print & Post

The Print and Post section allows you to choose how your document is printed.



Print options

Tick the boxes to choose whether your letter is printed in black & white or colour, and on one or both sides of paper.

Despatch

Choose a despatch date for your letters or leave the date as shown for despatch to take place as soon as possible. (The earliest date is shown.)

Royal Mail Print & Post operates a next working day despatch if your order is placed Monday to Friday. Orders placed over the weekend or on Bank Holidays are processed the next working day.

The table below indicates when your letter should arrive.

Day you place your order*	Day it should arrive using standard service	Day it should arrive using 1st class service
Monday	Thursday	Tuesday
Tuesday	Friday	Wednesday
Wednesday	Saturday	Thursday
Thursday	Monday	Friday
Friday	Wednesday	Saturday
Saturday	Thursday	Tuesday
Sunday	Thursday	Tuesday

*Orders need to be submitted before 5.00pm.

For Dotpost the default is 'Deliver on the despatch date' meaning that documents are despatched at the same time as the physical Royal Mail Print & Post mailing.

Envelope preference

Select standard envelopes for the cheapest envelope option or alternatively you can choose between window envelopes or adding a custom designed envelope.

You can choose from one of the following outer envelope options:

☐ Standard envelopes

If you choose standard envelopes Royal Mail Print & Post will produce your documents at the most suitable location for your output - for example Scotland output will be produced in Scotland. We will use either standard Royal Mail Print & Post window or non-window envelopes as available at that location.

If you select to use your own return address with standard envelopes then only non-window envelopes will be used.

☐ Window envelopes

If you choose window envelopes then Royal Mail Print & Post will produce all your documents in window envelopes.

☐ Custom design envelopes

Design your own closed face envelope (non-window) including images, personalised text and your own return address.

Returns

When items cannot be delivered they are returned to Royal Mail Print & Post. If returns are not managed then they will be securely destroyed.

If you select returns to be managed then return addresses will be entered into the system before the item is destroyed and will be visible via the returns management page in the admin section.

If you wish to handle your own returns then you can enter your own return address.

Address panels

If you are using a custom design envelope or a standard envelope with your own return address you can choose not to have an address panel added to your output document. For other options an address panel must be added to your document.

If you are using a custom design envelope or using your own address for returns the options are –

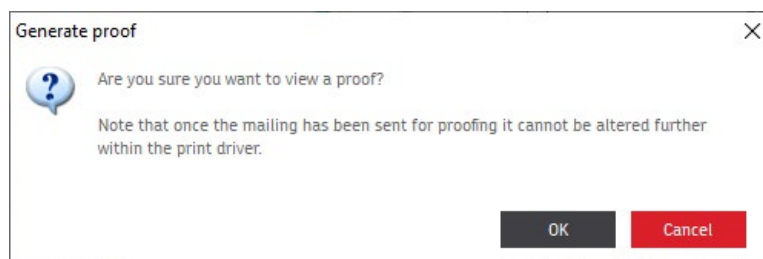
- ☐ Add to output document
- ☐ No address panels

If you select 'Add to output document' your document will have the address showing and can go into a window envelope. If you select 'No address panels' no address will be shown on the document.

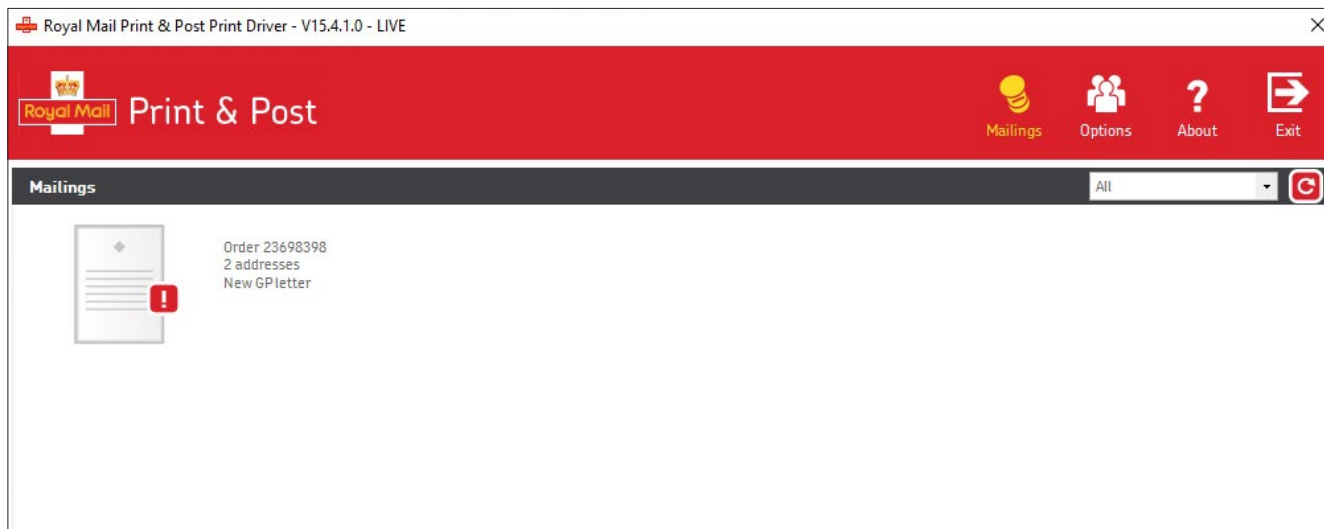
Envelope Design

This shows you the design of your envelope and if you have selected 'Use own return address' there will be a panel which will show the return address that is held in your account information. This can be overwritten if required.

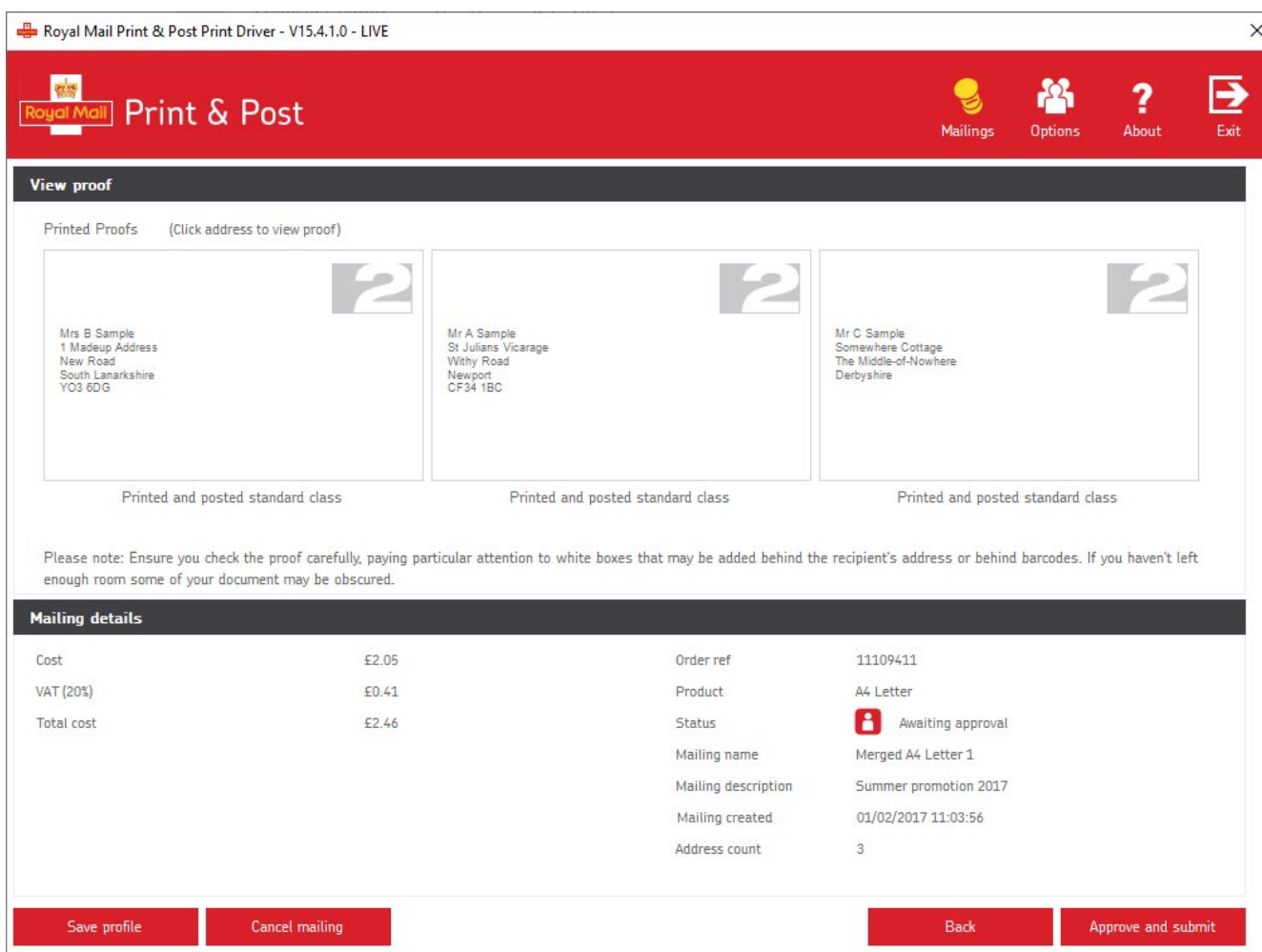
When you have completed the screen click 'View proof'. A box will pop up warning you that you will not be able to change your document once the proof has been generated. Cancel if you think you want to make further changes or click on OK to proceed.



You will be directed to the Print Driver dashboard where you can click on your created order to view the proof.



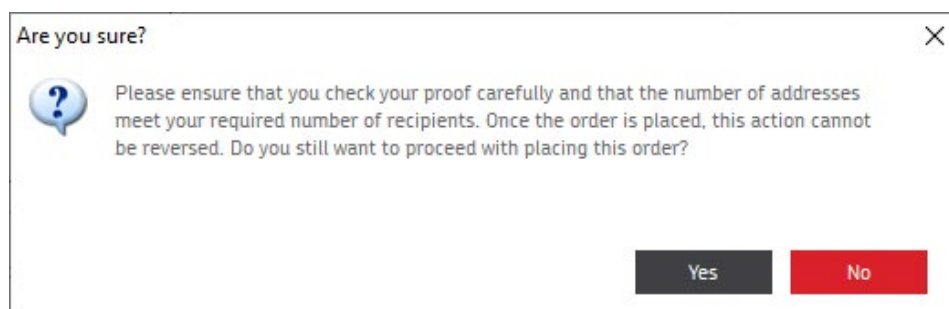
This is the screen that will be displayed. Click on an address to view the proof.



If you would like to save your profile, you can click on Save Profile where you will be prompted to enter a profile name. Saving the profile will allow you to use the same mailing settings on future orders.

You will be displayed random samples from your mailing along with the mailing details and cost of the order.

If you are happy with the proof click on 'Approve and submit'. Another warning will be shown.

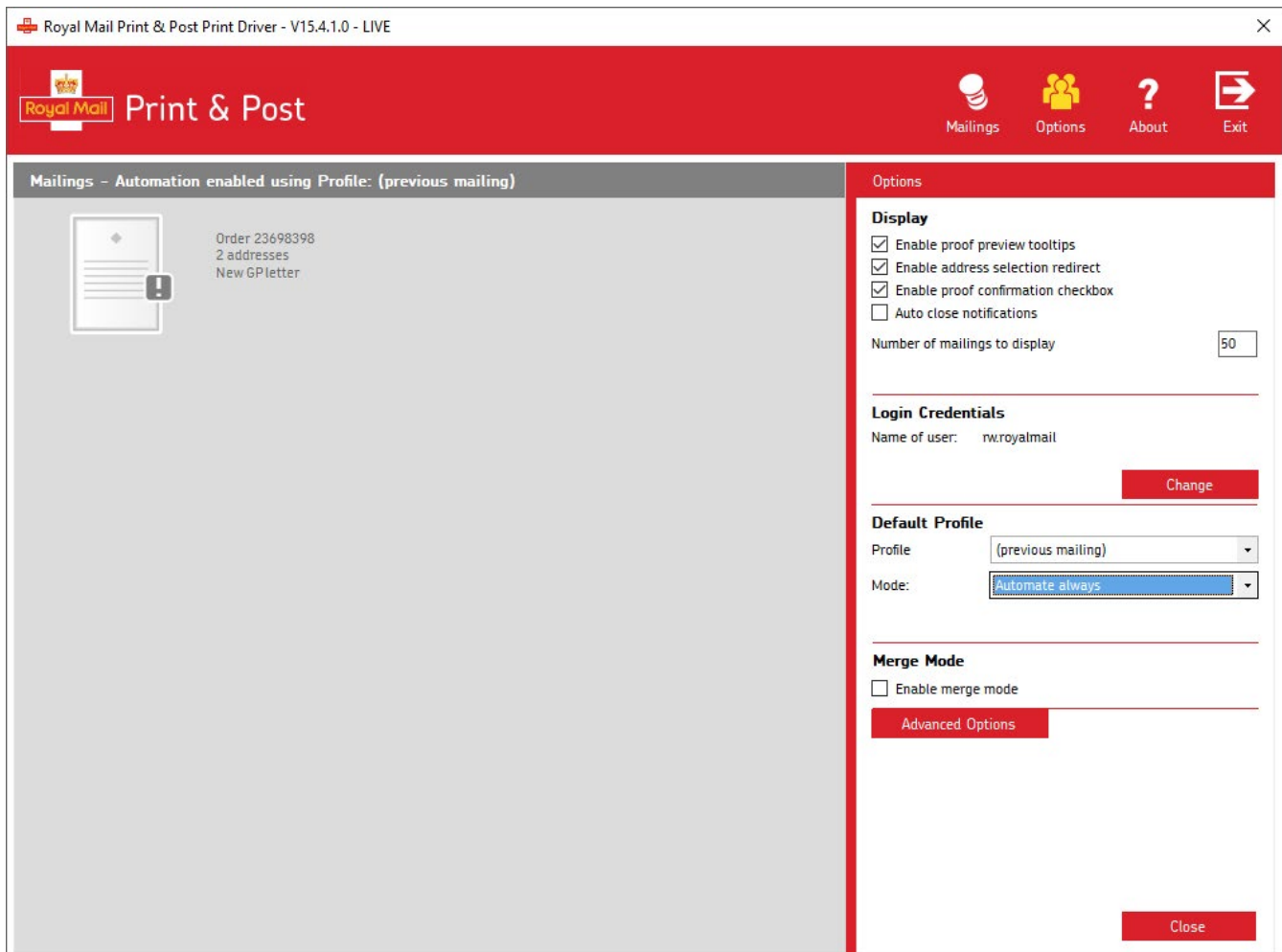


If you are happy to proceed, click on 'Yes' and your order will be submitted. The mailing status will be updated to 'Submitted (Awaiting production)'.

If you choose to cancel the order prior to production, it will then be cancelled on Royal Mail Print & Post.

Enabling Automation through the Print Driver

You can use the Options icon to choose various settings on the Print Driver screen. You can select a default profile from a drop down list of all current profiles.



The screenshot shows the 'Royal Mail Print & Post Print Driver - V15.4.1.0 - LIVE' window. The interface has a red header bar with the Royal Mail logo and 'Print & Post' text. On the right of the header are icons for Mailings, Options, About, and Exit. The main area is split into two panels. The left panel, titled 'Mailings - Automation enabled using Profile: (previous mailing)', shows a preview of a mailing with details: 'Order 23698398', '2 addresses', and 'New GP letter'. The right panel, titled 'Options', contains several sections: 'Display' with checkboxes for 'Enable proof preview tooltips', 'Enable address selection redirect', 'Enable proof confirmation checkbox', and 'Auto close notifications', along with a 'Number of mailings to display' field set to 50; 'Login Credentials' with 'Name of user: nw.royalmail' and a 'Change' button; 'Default Profile' with a 'Profile' dropdown set to '(previous mailing)' and a 'Mode' dropdown set to 'Automate always'; and 'Merge Mode' with an unchecked 'Enable merge mode' checkbox. At the bottom of the Options panel is an 'Advanced Options' button. A 'Close' button is located at the bottom right of the window.

If a default profile is selected when you next print to Royal Mail Print & Post it will auto-populate the profile box at the first step on the screen.

When a default profile has been selected a box labelled 'Mode' will appear and there will be an option on the drop down selection to automate the Print Driver. If this is selected when you print to Royal Mail Print & Post the system will automatically run through all the steps, with no user interaction, until you check your proof and select 'Approve and Submit' to complete your mailing.

Appendix 1

Enabling Merge Mode - combining multiple documents into a single file

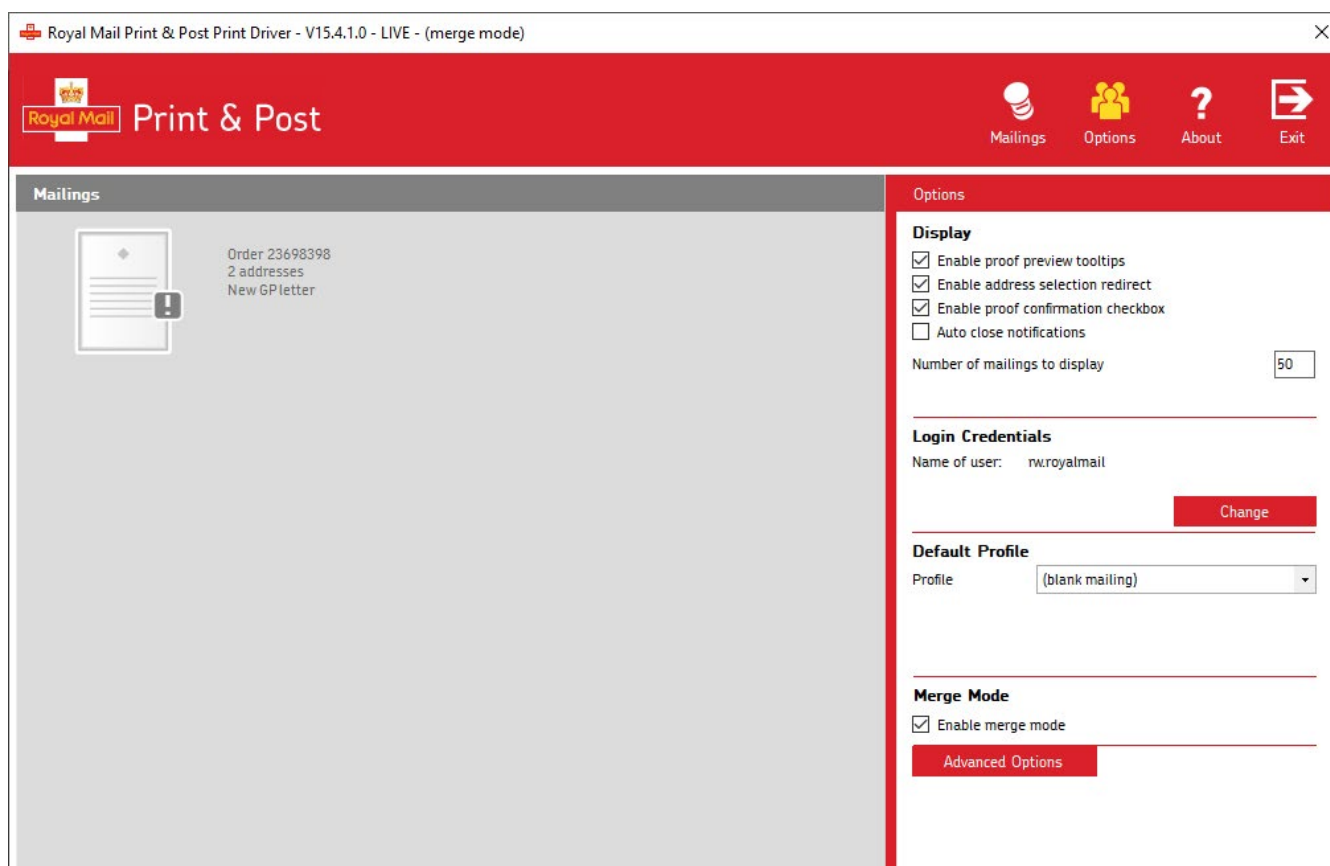
Merge mode allows you to combine multiple files using the Royal Mail Print & Post file combiner into a single document which can be printed directly through Royal Mail Print & Post.

We would recommend using Merge Mode if you are using a system which creates a new file for each individual letter in your mail merge or if your system sends smaller batches when completing a mail merge. Merge Mode may also be used to combine files which are sent from separate systems.

To enable merge mode please click on the Options icon and select 'Enable Merge Mode'. The next time you print to Royal Mail Print & Post the file combiner will appear to allow you to combine your files into a single document.

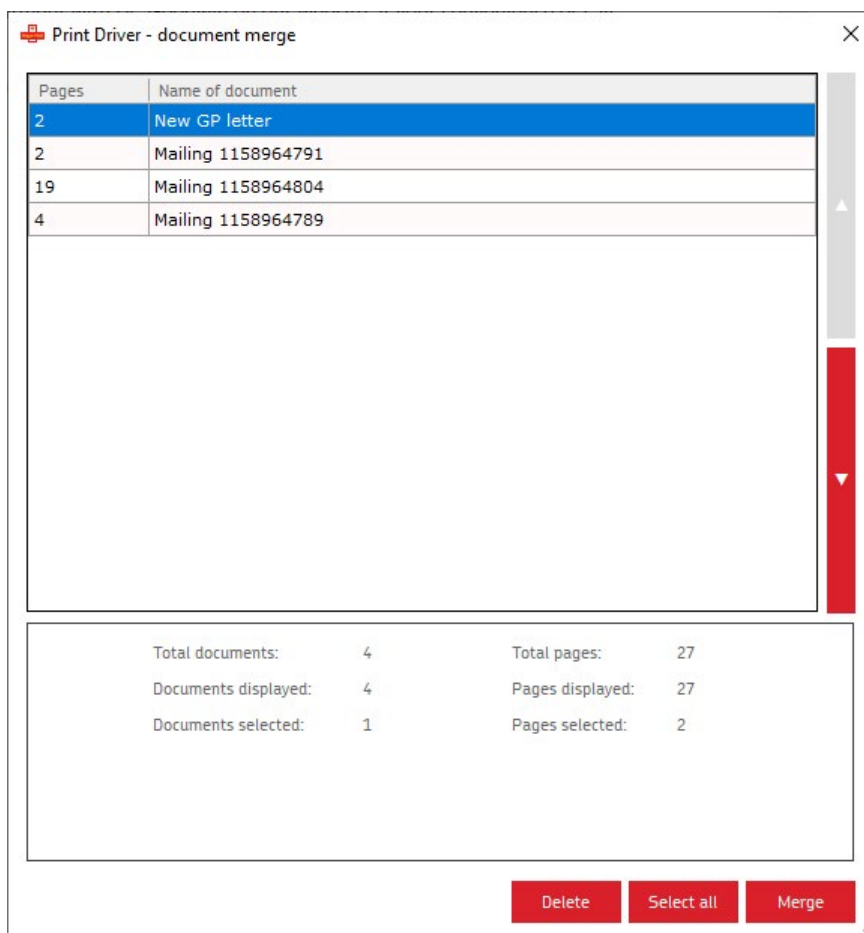
You can switch the file combiner off at any time simply by unticking the 'merge mode' box.

Combining your documents



Print your documents to the Royal Mail Print & Post Print Driver and this will open the file combiner as illustrated below:

If you are combining multiple files which are being sent from the same system please wait until all of your files have loaded before proceeding to the next step.



PDF files can be dragged on to the Dashboard or combiner window to add them to the list of files that can be merged.

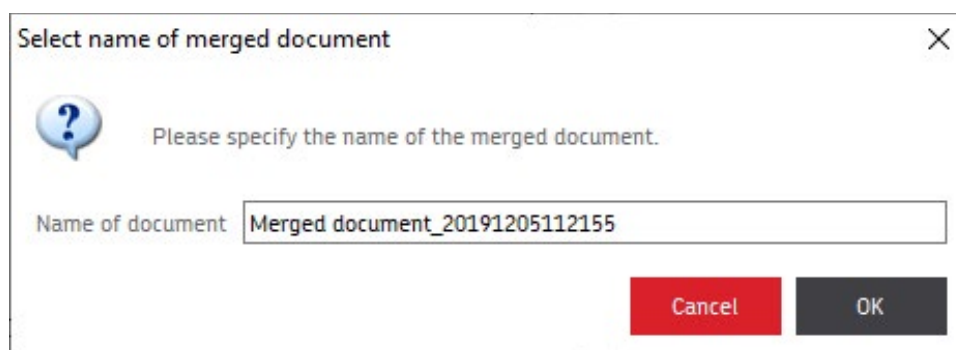
If you are combining files from multiple systems please print the documents in the order you wish them to appear in mail merge.

You may amend the order of your documents within the list at any time by selecting the documents you wish to move and selecting the up or down arrow to re-position them in your list. Alternatively if a document is no longer required you can remove it from your list by selecting 'Delete'.

Once all of your documents have been printed you can select to merge all of your documents by clicking on 'select all' at the bottom of the screen or select specific documents to merge by highlighting them within your list.

Once you have selected the documents you would like to combine please click on merge.

You will be given the option to rename your merged document for your reference. Please enter a document name in the box as illustrated below and click on OK:



Select name of merged document

?

Please specify the name of the merged document.

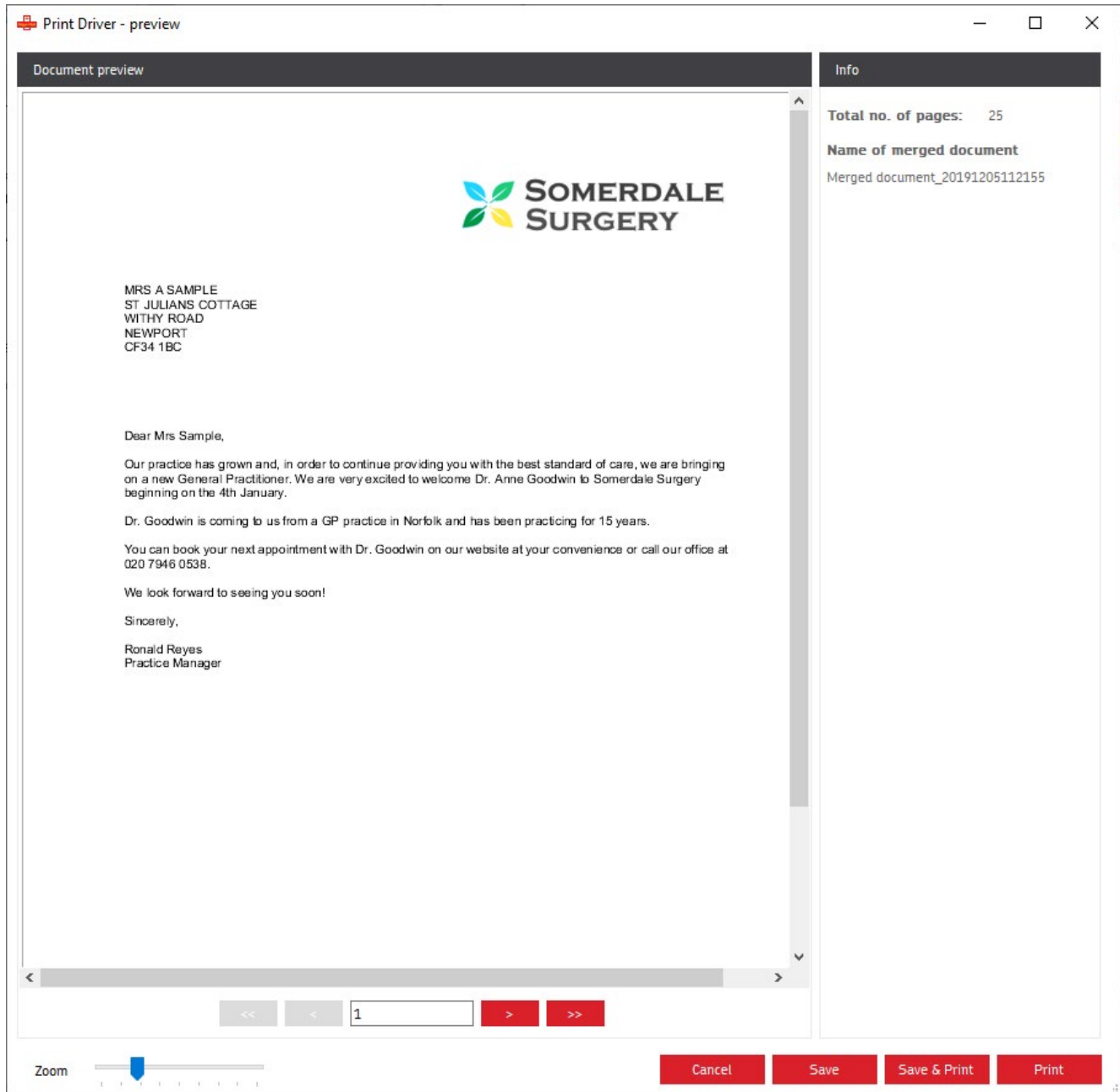
Name of document Merged document_20191205112155

Cancel OK

Please note: To ensure processing is efficient the combiner will display up to 1000 pages to combine into a single file. If the number of pages exceeds 1000 any further documents will be held in a queue ready for you to merge once the first 1000 have been combined. A total number of documents and pages are displayed at the bottom of your combiner. This includes any documents which are held in the queue.

The 'document displayed' and 'pages displayed' confirms the number of items which are available to include in the current merge. The 'documents selected' and 'pages selected' confirms the number of items you have selected to be included in your current merge.

Once you have selected to merge your individual documents you will be taken to a preview of your combined document as illustrated below:



To view the order of the pages please use the arrows on the bottom left hand corner of the screen.

Cancel - This will cancel the document and return all of the documents you have merged to the document merge screen where you will be given the option to re-order the documents, delete documents or select other documents to include

Save - This option allows you to save the document as a PDF to your PC

Save & Print - This will allow you to save the document to your PC and print the document to the Print Driver for printing and posting.

Print - This option allows you to print the document to Royal Mail Print & Post for printing and posting without saving to your PC.

Please note: If you are printing more than 1000 pages you will be returned to the document combiner screen to action any files which are in the document queue before the Print Driver steps are launched.

Further to this, if any files remain in the file combiner when the merge has been completed, you will be returned to the merge screen to complete actions on these files (be it a further merge or deletion etc.)

When the combiner screen is closed, any files which remain in this screen will be discarded.

