

Shipments

From understanding additional features like Supplied Barcode and Reference, to bulk uploading shipments, we'll show you how to reap benefits from Nexae.

- [What is "Supplied Barcode"?](#)
- [What is "Your Reference"?](#)
- [How To Bulk Import Shipments From A File](#)
- [My Shipment Causes An Error?](#)
- [How to Manually Add Shipments & Produce Labels](#)
- [How To Retrieve Parcel Information \(Shipment History\)](#)

What is "Supplied Barcode"?

Instead of MHI generating another unique identifier for each parcel, you can provide one that your system generated such as an order number, so that our systems match up.

How would we benefit from supplying a barcode?

As this will form your tracking number, you could have a single uniform code (such as an order number) to identify and track your package from start to finish. This could improve your customer experience, and make life easier for your customer support representatives, as they'll only need one code.

What counts as a "unique identifier"?

The barcode that you supply **must be** unique and cannot have been used previously. Else, the parcel will not upload. If you don't have a unique identifier within your data such as an order number, don't panic, leave this field blank and MHI will generate one.

What is "Your Reference"?

The "Your Reference" field on both manual and bulk upload give you an opportunity to:

- Identify orders from the label: The reference field will be printed at the top-right of your CN22 on your label
 - **Example:** Mapping (or entering) a SKU code will be printed on label.
 - **Note:** You can stop printing reference on the label within settings. You'll still be able to use reference within Nexae.
- Act as a "**Tag**" for the shipment, so it can be easily identified within Nexae.
 - **Example:** "Daily Dispatch 20/03", "Returns 20/03"



How To Bulk Import Shipments From A File

Using bulk upload you can import shipments from files, such as CSVs, which can be exported from most platforms.

To get started, click “**Shipments**” on the left-hand menu to reveal dropdown options & click “**Bulk Upload Parcels**”.

We have provided an example template for user's to download which can be located under '**Upload File Requirements**'

Step 1) Select your CSV or tab delimited file.

1. If your file contains headers (e.g. name for each column in the data), leave the box ticked.
2. If you haven't previously made a “**mapping**” for the file, click “**Create a new Mapping**”. If you've previously saved a mapping for the files format, you can select the template here.
3. You'll also need to let us know the content type of the shipment. Currently, you'll have to separate the printed matter from non-printed into different files before upload.

Step 2) Here, you'll be asked to “**Match the Details**”. You'll need to match your data's headers into names that we recognise. For example, your data header may be called “**addressee name**”, whereas our corresponding mandatory field is “**Recipient Name**”.

1. Click the edit pencil in the “**mandatory fields**” column & you'll be able to select a field from the drop-down that should represent the column.
2. Click the save icon next to the drop down once the corresponding mandatory field is selected.
3. Once all mandatory fields have been mapped, you'll be able to “**Save The Mapping**” or “**Upload**”. If you upload this file in the same format regularly, it is recommended to **save the mapping** to avoid repetitive mapping.
4. Click “**Upload**” in the bottom right, and your data will be processed.

Tip: If you know your CSV file always contains the same headers, such as a CSV file downloaded from the same marketplace, **save your mapping** in the bottom-right of step 2 so we can skip this step in the future.

Step 3) Will show you a summary of your shipment. Here data will be validated, and recommendations will be displayed (if any), such as “**incorrect postcode for this city**” – but these do not need to be acted upon. Errors will also be displayed, which would occur when the postcode format does not match that expected for the country - which must be corrected before closing the shipment.

1. Once you're ready to print, click “**Print All Labels**”.
2. **Once you're done, click “Close Shipment” so we know your data is finalised.**

My Shipment Causes An Error?

In order to pass validation, shipments **must contain all mandatory fields**, and the data **must be valid**.

Mandatory Data

Some fields are mandatory that contain key information to get your shipment across borders & to the correct places. It might be that one of the following has been missed for a parcel within your shipment.

- Recipient Name
- Address 1
- City
- Postcode / ZIP (where applicable)
- Country (3-digit ISO preferred)
- Service Level (e.g. tracked, untracked)
- Description of each item within shipment
- Customs Value of each item within shipment
- Quantity of each item within shipment
- Currency (3-digit, e.g. USD, EUR, GBP) of each item within shipment

Example: One shipment errors due to "**missing data: address 1**", but the rest of your parcels are fine. This may be because the buyer hasn't entered anything for address 1, leaving your data incomplete. The parcel will error out until data is provided. If the rest of your shipments have complete data, you'll be able to upload and generate labels.

Validation

Your shipments are **validated** based upon the **country** and **ZIP format** for each country - they must match, else the parcel won't upload. Nexae will make recommendations hereafter, but you won't have to action them - for example if an incorrect city has been entered for the postcode. Some countries don't require a postcode, such as Ireland, so you won't be asked to provide one.

Examples:

- Bristol, BS2 0TQ, United Kingdom: **Success**
- London, BS2 0TQ, United Kingdom - **Warning:** City: Bristol?
- Bristol, 701201, United Kingdom: **Error - invalid postcode format**
- Bristol, BS2 0TQ, Spain: **Error - invalid postcode format** (looking for a Spanish zip code. once fixed will

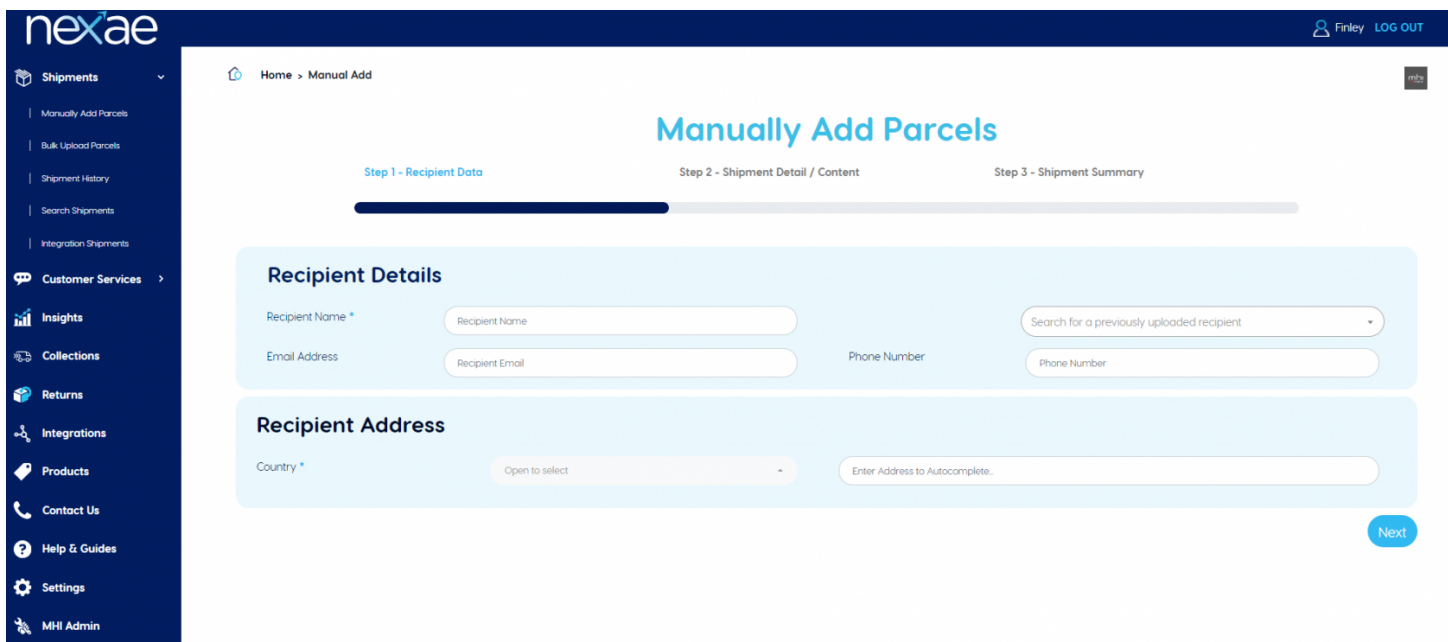
display a warning for the city as Bristol will not be expected)

How to Manually Add Shipments & Produce Labels

Manual entry is for when a file is not available for upload, for example: a one-off return or a single mailing/parcel.

To get started, click “**Shipments**” on the left-hand menu to reveal dropdown options & click “**Manually Add Parcels**”.

Step 1) Enter your recipients’ personal details such as name and email address. You’ll be able to enter address information once a country has been selected. At this point, Nexae will adjust the mandatory fields, so it only asks for required data. For example, postcodes are not mandatory in Ireland, so you won’t be forced to provide one.



The screenshot displays the Nexae web application interface for manually adding parcels. The top navigation bar includes the Nexae logo, a user profile for 'Finley', and a 'LOG OUT' button. A dark blue sidebar on the left contains a menu with categories like 'Shipments', 'Customer Services', 'Insights', 'Collections', 'Returns', 'Integrations', 'Products', 'Contact Us', 'Help & Guides', 'Settings', and 'MHI Admin'. The main content area is titled 'Manually Add Parcels' and features a progress indicator with three steps: 'Step 1 - Recipient Data' (active), 'Step 2 - Shipment Detail / Content', and 'Step 3 - Shipment Summary'. The 'Recipient Details' section contains input fields for 'Recipient Name', 'Email Address', and 'Phone Number', along with a search dropdown for previously uploaded recipients. The 'Recipient Address' section includes a 'Country' dropdown and an 'Enter Address to Autocomplete' field. A 'Next' button is located at the bottom right of the form.

Step 2) You’ll be asked for information about the parcel, such as the service level required and the contents for customs purposes. Customs information at this stage is crucial as this will be printed on your address label. Once completed, click save.

Tip: In settings, under ‘Shipment Rules’, you can re-name our service levels to something more meaningful to your firm. For example, you could rename “tracked” to “orders over £50”, or “Royal Mail Tracked”. You can also set default customs information if you only send one type of shipment.

Tip: Supplied Barcode can be mapped to a unique identifier, such as an order or return number. This will form your MHI tracking numbers, so this can be used to match your internal systems to ours. Please note that supplied barcode must be unique, else your parcel will not save!

Step 3) Will show you a summary of your shipment. Here data will be validated, and recommendations will be displayed (if any), such as “incorrect postcode for this city” – but these do not need to be acted upon. Errors will also be displayed, which would occur when the postcode format does not match that expected for the country - which must be corrected before closing the shipment.

Here you can make amendments or add more parcels / recipients.

1. Once you’re ready to print, click “**Print All Labels**”.
2. If you want to add more parcels to other recipients, click “**Save & Add Another**”.
3. **Once you’re done, click “Close Shipment” so we know your data is finalised.**

Tip: You can add more parcels under the same "Upload ID" by clicking "Save & Add Another". This will take you through a process of manually adding more parcels.

How To Retrieve Parcel Information (Shipment History)

Shipment history allows you to retrieve information for previous shipments - such as address or customs information, re-print MHI labels & track shipments. Providing the shipment hasn't been received by MHI, you can also edit recipient information.

Step 1) Identify the upload ID your parcel may be contained within via the upload date & type of upload.

Step 2) Click the corresponding view icon on the right hand side of the table.

Step 2) Your parcel will be contained within the table of shipments. You'll be able to search by reference, sender, address or barcode in the search box at the top right of the table to identify individual parcels.

If you cannot identify which Upload ID your single shipment is contained within, you'll be able to use the search box at the top of the page to enter the barcode or reference. From here, the shipment will be returned, which should help you identify the correct Upload ID in which the parcel is contained.