

INTELLIPRINT USER GUIDE

RNB Group are proud to introduce our innovative software solution:

Intelliprint! 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 Intelliprint 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 Intelliprint system and the contents of this user guide

CONTENTS

Intelliprint user guide	1
How does Intelliprint work?	3
the Intelliprint Portal	3
Accessing Intelliprint	3
Creating your mailing items	3
Letters and Large letters	3
Image Quality	4
Addressing.....	4
Preferred fonts.....	5
Embedding fonts	5
International Items	5
Uploading your mail items.....	6
Preparing your document for printing	6
Setting a document reference	6
Nudge a document.....	7
Document Splitting	7
How to remove letters based on certain word or phrase.	12
How to add additional pages to your letters	13
How to set double sided printing	15
Premium Print quality	15
Adding Backgrounds to your letters	15
Advanced Print Preview Features.....	18

Error items	18
Choose your print and delivery method	20
Postage Service Options	20
Envelope/Pack Type	21
Mixed pack types	21
Submitting your document	21
Submit	21
Review	22
Send	22
Cancel a document	22
Cancel an entire submission	23
Cancel individual letters from within a submission	23
Users and Teams	23
Adding a team	24
Adding a user	25
User Roles	26
Other System Features	26
Merge Files	27
Undelivered Mail	27
Reports	28
Billing	30
Support	31
Contact us	32
FAQs	32
Can I cancel a mail run or document?	32
How secure is this system?	32
What do the document status's mean?	33
What if I upload a 1st class item after the 12pm cut off?	33
Appendix 1 – Embedding Fonts in a PDF; Full guide	33
Instructions To Output Mail Merge To PDF, Ensuring Fonts Are Embedded	33
Embedding fonts in Word	39
Responsibilities	41

HOW DOES INTELLIPRINT WORK?

At Intelliprint, 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:



THE INTELLIPRINT PORTAL

ACCESSING INTELLIPRINT

Intelliprint 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://dashboard.intelliprint.net>

CREATING YOUR MAILING ITEMS

Intelliprint 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 to specification.

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 a few 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.

- 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, 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 handwritten.

EMBEDDING FONTS

All fonts should be embedded in your document before being uploaded to the Intelliprint 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

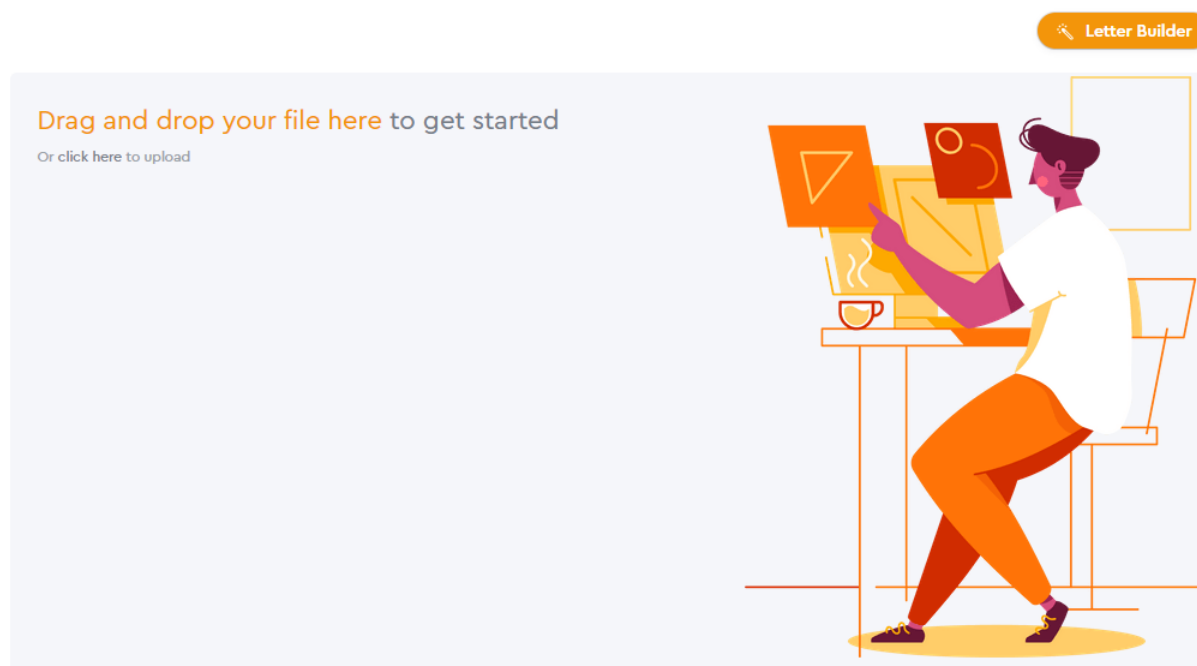
If you would like to see a step-by-step guide including images, please refer to appendix one.

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 Intelliprint!

To upload a file simply log into your Intelliprint account at <https://dashboard.intelliprint.net/>. 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.

Intelliprint upload area



[Download letter template](#)

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.

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)).

NUDGE A DOCUMENT

The position of the address is an important 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 need to be positioned correctly for the delivery service. Sometimes it may only be a subtle movement 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.

Nudge

Right ⓘ

e.g. 1 or -1

Top ⓘ

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

Intelliprint 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 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

£9.73 £11.68 incl. VAT

279 pages

1 letter

Reference

Mail Merge Variable Pages.pdf

Split into several letters

Additional pages

Printing

Double Sided

No

Premium



- 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.

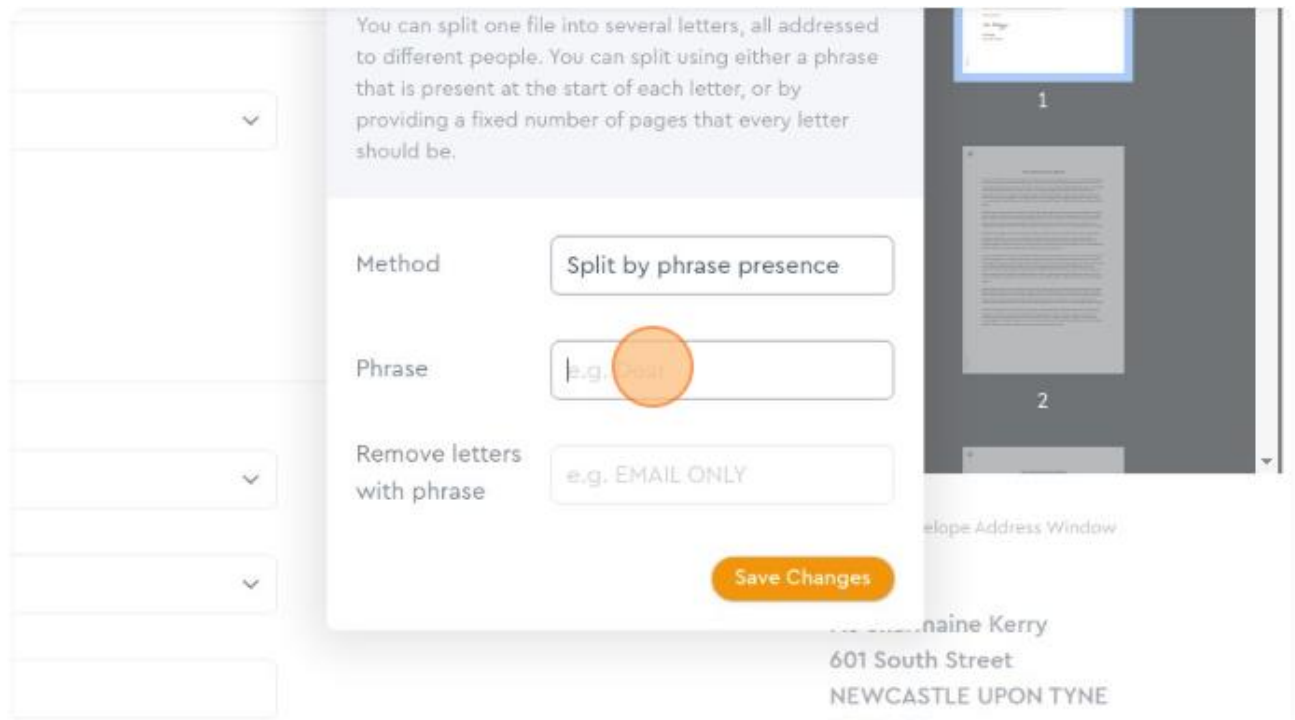
Method **None, one letter**

Save Changes

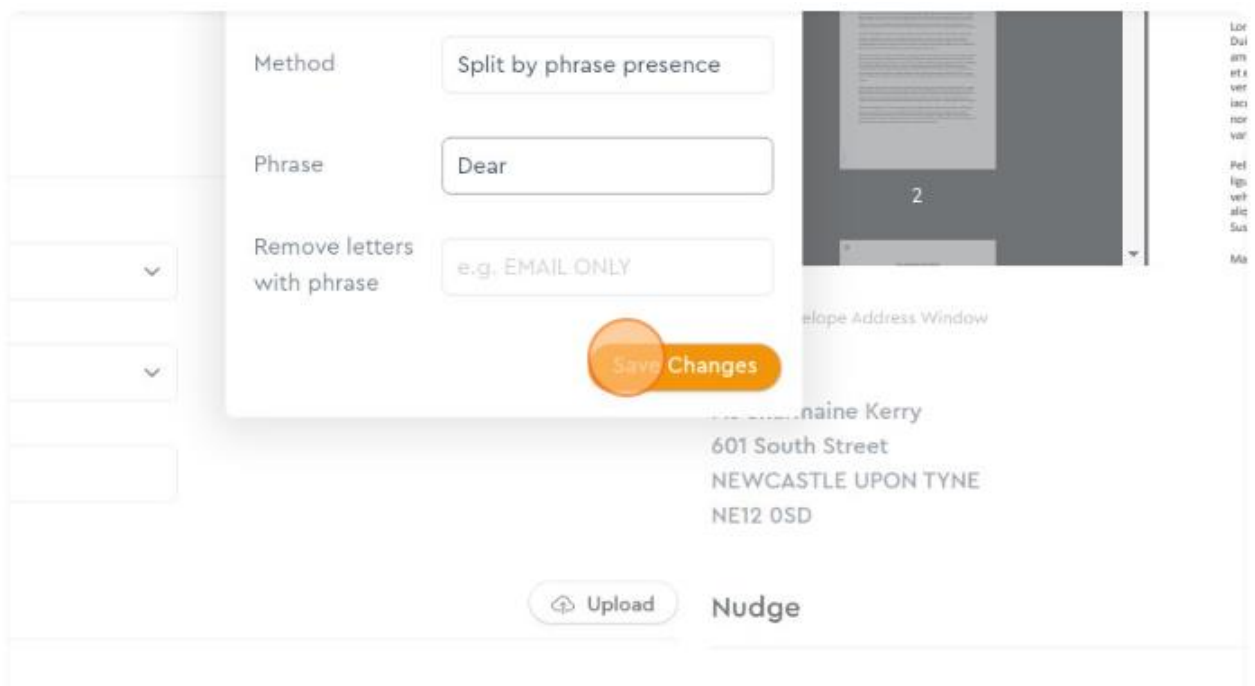
Envelope Address Window

Address:
Ms Sharmaine Kerry
601 South Street
NEWCASTLE UPON TYNE

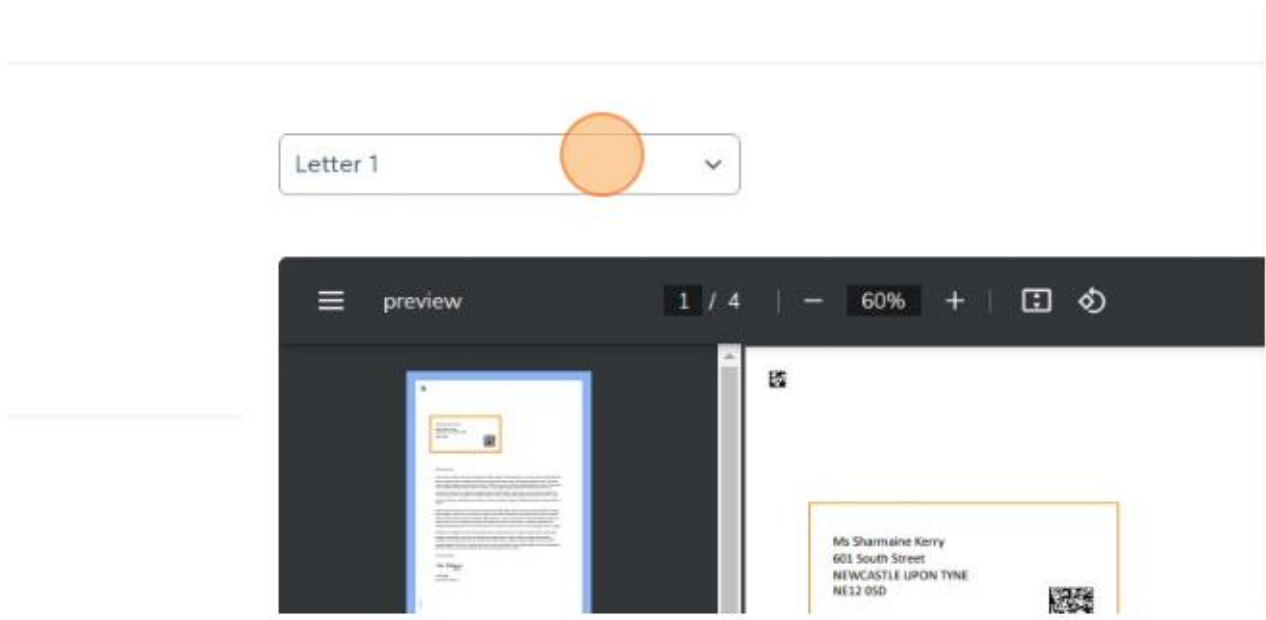
- Click the "Phrase" field.



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.



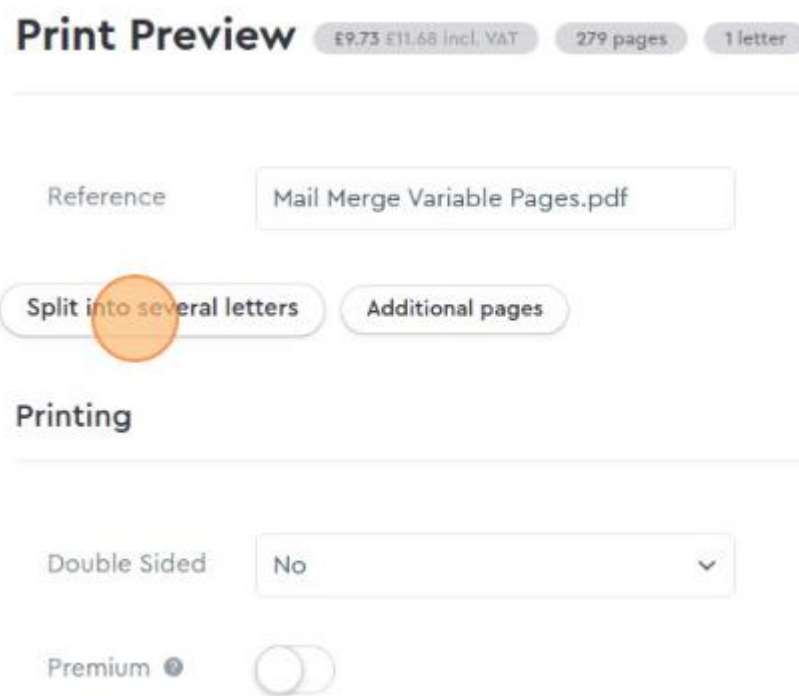
5. You should now notice a new drop down above the document preview screen, clicking this will allow you to preview each of the letters.



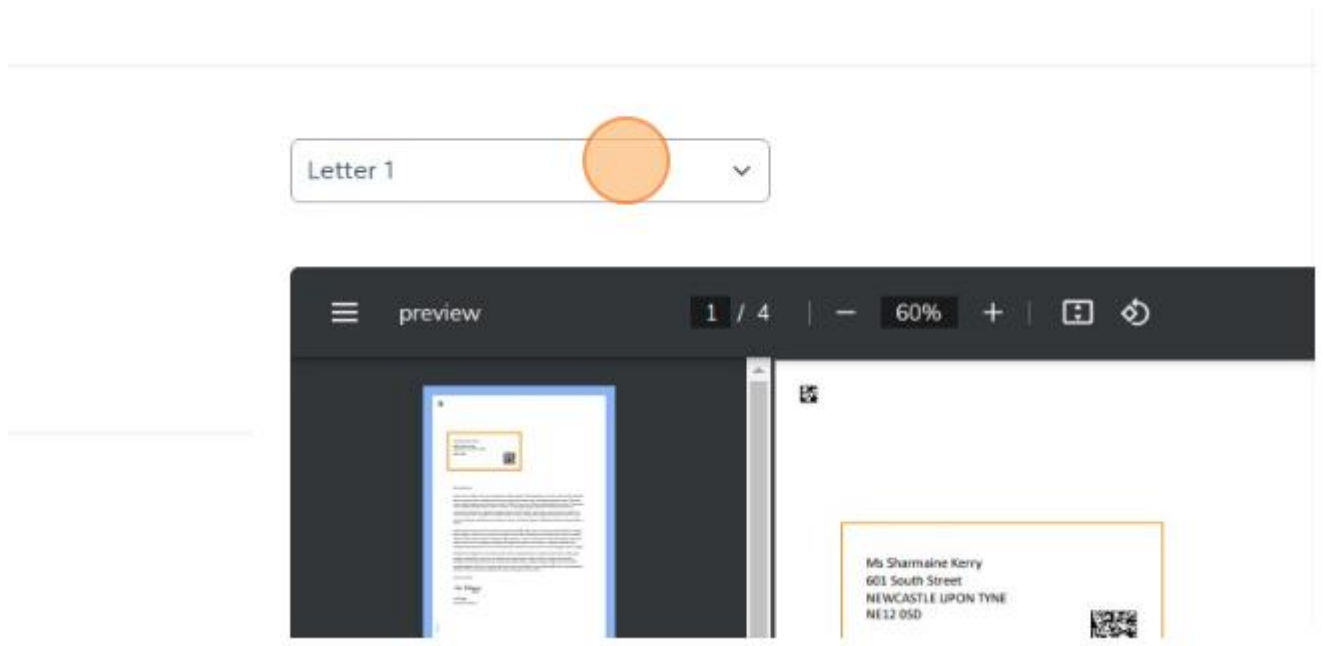
HOW TO SPLIT YOUR DOCUMENTS BY A FIXED NUMBER OF PAGES

In the following example, we know that each letter is a fixed number of pages 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”



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



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”

Print Preview £9.73 £11.68 incl. VAT 279 pages 1 letter

Reference

Mail Merge Variable Pages.pdf

Split into several letters

Additional pages

Printing

Double Sided

No

Premium ⓘ



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

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

Split by phrase presence

Phrase

Dear

Remove letters
with phrase

e.g. EMAIL ONLY

Save Changes

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 Intelliprint 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”

Split into several letters

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.

Additional pages

You can add additional pages to the end of your letters. These can be anything from standard terms and conditions to brochures.

Files ?

Browse or drop

Apply background

☐

Save Changes

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.

Browse or drop

Files ?

×

Flyer Examaple.pdf

×

Terms and Condi...

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)

Apply background

☐

Step 5 – Save changes

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 SET DOUBLE SIDED PRINTING

Printing double sided allows you to print on both sides of the paper. Intelliprint offers two different options for double-sided printing: standard double sided and mixed double-sided printing. With standard double-sided printing, all pages are automatically reversed to print on both sides of the page. Alternatively, our mixed double-sided option allows you to choose which pages should be printed on both sides of the page and which pages should be printed on one side.

DOUBLE SIDED PRINTING

Simply select "Yes" from the double-sided printing dropdown.

Double Sided

Yes



MIXED PRINTING

Just enter the page ranges you would like printed double sided. You can enter multiple ranges, separated by a coma e.g. "1-2, 4-10". This would print page 1 and 2 double sided, leave page 3 as single sided and print pages 4-10 double sided.

Pages to print
double sided ?

1-2, 4-10

PREMIUM PRINT QUALITY


This is set to standard by default (in the off position) and can be toggled on or off. Premium prints are printed on a separate high quality laser jet printer.


Premium ?





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.

 Home

 Print History

 Undelivered Mail

 Backgrounds

 Tools

Background

First Page

None

Other Pages

None

Upload

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 for example and require letterheads with different addresses or logos.

SETTING BACKGROUNDS

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

Background

 Upload

First Page

None

▼

Other Pages

None


▼

This gives you 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

 Home

 Print History

 Undelivered Mail

 **Backgrounds**

 Tools

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

Background

Name

Letterhead

Available To

Everyone

 Update

...

Delete

Advanced

Email
Confirmation  ☒

Confidential  ☐

Insert

None 

EMAIL CONFIRMATION

This setting is on by default and means we will send you an email confirmation when your job has been sent to print.

CONFIDENTIAL

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

INSERTS

Inserts, for example Return envelopes can be inserted into your letters but this is an account managed service. Please contact us if you'd like to speak about activating this service on your account.

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.

NO POSTCODE FOUND

If no postcode is detected in your letter, we'll 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, we'll give you the ability to add an address manually.

Address: **NO ADDRESS**

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 – MULTIPLE LETTERS

If you have split a document into multiple letters, we 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.

Letter 2 (NO ADDRESS)

Remove Problematic Letters

CHOOSE YOUR PRINT AND DELIVERY METHOD

By default, we will aim 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
First Class – Signed for	Next Day Delivery (24 hr) – You will also receive a tracking ID and the ability to see when your item was delivered.	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 3pm for items will be printed and handed over for delivery the same day.	Upload by 3pm on a Monday, item will be delivered Thursday/Friday.
Second Class – Signed for	2-4-day delivery - You will also receive a tracking ID and the ability to see when your item was delivered.	Files uploaded before 3pm for items will be printed and handed over for delivery the same day.	Upload by 3pm on a Monday, item will be delivered Thursday/Friday
Special Delivery	Special Delivery by 1pm – Signature on delivery.	Files must be uploaded before 3pm for items to be delivered the next day	Upload before 3pm on a Monday, item will be delivered before 1pm on a Tuesday
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

We offer multiple envelope choices for letters and boxes for larger documents. Please use the table below to help you select which pack type is best for you.

Pack Type	Description
C5 Envelope	C5 envelopes hold a maximum of 15 A4 sheets folded to A5
C4 Envelope	C4 Envelopes hold a maximum of 50 unfolded A4 sheets.
C4+ Padded Envelope	C4+ Padded Envelopes hold a maximum of 250 unfolded A4 sheets.
A4 Boxes	A4 Boxes hold a maximum of 2000 unfolded A4 sheets.

MIXED PACK TYPES

Intelliprint 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 c4 envelopes and this will be done automatically. This makes it much easier to manage your mailings with our service.

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.

Service

Second Class

Second Class

Second Class (Signed For)

First Class

First Class (Signed For)

Special Delivery

International

Envelope ?

Mail Date ?

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.

...

Submit

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, Double sides or Mixed
- Selected postage class
- Selected postage date

Send 1 letter?

By confirming, you accept that the job will be printed as specified. It is your responsibility to check the print preview and all settings, including splitting and document removal, are correct.

1 page

1 C5 letter

£0.57

£0.68 incl. VAT

Double
Sided

Printing

Second
Class

Posting

Next
Available

Mail 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"


STATUS

● Waiting To Print

We have two methods:

CANCEL AN ENTIRE SUBMISSION

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

 Home

 **Print History**

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 all letters

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)

Letter 1



PDF

× Cancel

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

USERS AND TEAMS

We give you the ability to add multiple users to your account. You can also group users into teams. A team is a group of users and special permissions can be added or revoked from all users of a team.

To manage users or teams

First click the Settings Tab

 Reports

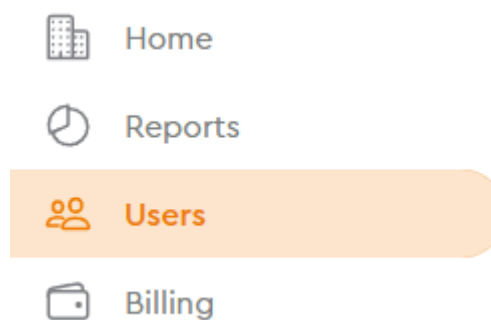
 Billing

 Support

 API Keys

 **Settings**

Then click the “Users” tab



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

ADDING A TEAM

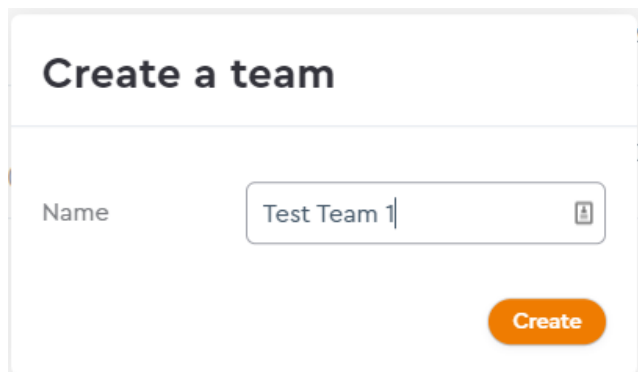
Teams are a great solution for grouping users and setting default options for all members of each team. Imagine you want a team to only send 2nd class letters or use a specific letter head. This can all be setup when using teams to group your users.

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

Teams

A red rectangular box highlights an orange button with a white plus sign and the text 'New'.

3. Give your team a name

A screenshot of a 'Create a team' form. The title 'Create a team' is at the top. Below it is a 'Name' label followed by a text input field containing 'Test Team 1'. To the right of the input field is a small icon of a person. At the bottom right of the form is an orange 'Create' button.

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

Manage team

Name

Test Team 1

Intelliprint Defaults

Splitting

Method

None

Default phrase

(None)

Default page number

(None)

Postage

Service

Second Class

Envelope

C5

Advanced

Confidential

Confirmation email

Remove letters with phrase

(None)

Printing

Double Sided

No

Premium Quality

Nudge

Right

e.g. 1 or -1

Top

e.g. 1 or -1

Update

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.

Invite a person to [blurred text]

Their email:

Role:

Team:

Invite

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"> Can send mail Can view mail submitted from their account Can select premium postage Can view returned mail they have submitted
Team Leader	<ul style="list-style-type: none"> All privileges of a standard user Can view all items submitted or returned by users of that team (apart from items marked confidential)
Team Admin	<ul style="list-style-type: none"> All privileges of a Team leader Can add users to a team
Admin	<ul style="list-style-type: none"> All privileges of a standard user All privileges of a team leader and team admin Can view all mail on the account (apart from items marked confidential) Can setup new teams
Owner Account	<ul style="list-style-type: none"> All privileges of Standard, Team Leader, Team Admin and Admin roles Can view and manage billing reports / change billing details Add new admins / leaders

OTHER SYSTEM FEATURES

MERGE FILES

From the Tools Menu



Backgrounds



Tools

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

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

Merge Files

[Browse](#) or drop some PDF or Word files

 You can reorder files to match the order you want them merged in.

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



Home



Print History



Undelivered Mail



Backgrounds

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:

- Total Spend
- Letters Sent
- Letters Returned
- Pages Printed
- Most active dates
- Postage Services Used
- Envelopes Used
- Print Quality Used

- Sheets Used
- Top Users
- Top Teams
- Most active days

- Splitting Preferences
- Double Sided Printing Usage
- Confidential Printing Usage

Home

Reports

Users

Billing

API Keys

Support

Profile

This Year ▾ All Teams ▾ All Users ▾

£36,940.32

Total Spent

73,005

Letters Sent

318

Letters Returned

85,797

Pages (74,051 sheets)

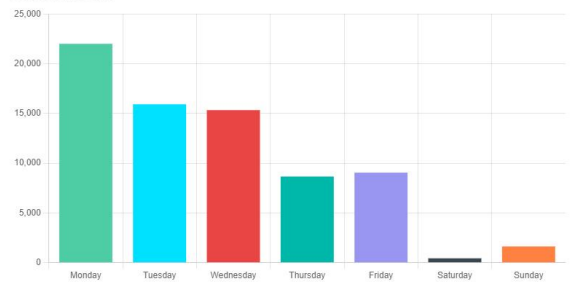
Top Users

USER	LETTERS
...	17,675
...	12,361
...	10,139
...	6,392
...	3,780
...	3,712
...	3,581

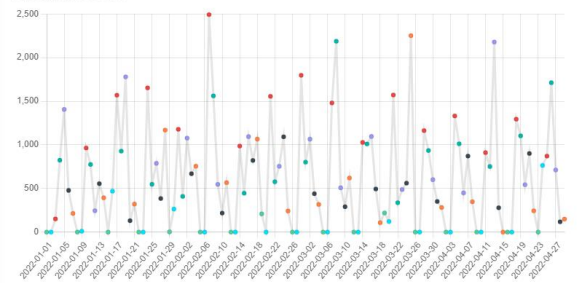
Top Teams

TEAM	LETTERS
...	73,005

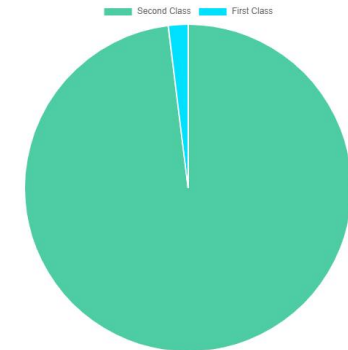
Most Active Days



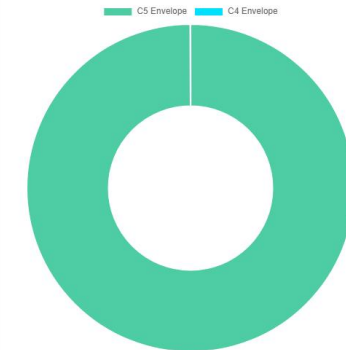
Most Active Dates



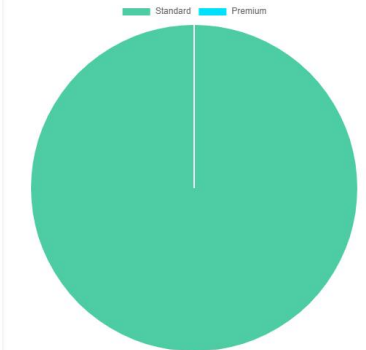
Postage Services Used



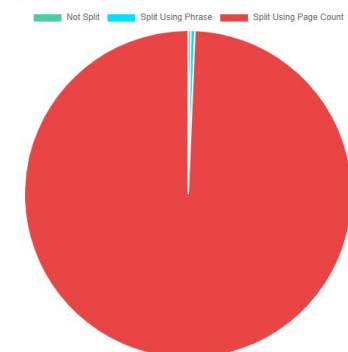
Envelopes Used



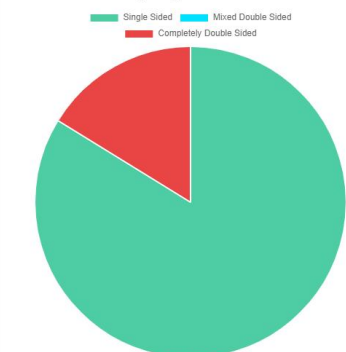
Printing Quality Used



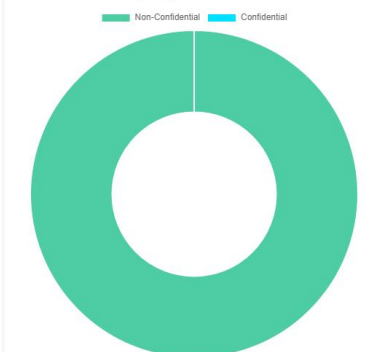
Splitting Preferences



Double Sided Printing Usage



Confidential Printing Usage

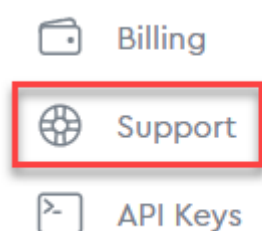


We offer several billing options

- Credit system – Where you preload your account with a minimum of £10
- Direct Debit – Billed at the end of each month
- Pay on Account – This is an account managed service, please contact us for more information.

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.

Support Tickets

[+ New](#)

STATUS	DESCRIPTION	CREATED
● Closed	Item not	28 Mar 2022
● Closed	Product not	22 Sep 2021
● Closed	Item not	6 Sep 2021

API DOCUMENTATION

A full API is available: all documentation can be found here: <https://api-docs.rnb.workers.dev/>

CONTACT US

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

Phone: 0113 210 0055

Email: sales@intelliprint.net

Website: www.intelliprint.net

FAQS

CAN I CANCEL A MAIL RUN OR DOCUMENT?

Once the document is submitted it will go into “Waiting to print” state, whilst in this state 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 3pm. If the item is in “Waiting to print” state it can be cancelled.

HOW SECURE IS THIS SYSTEM?

Intelliprint 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.

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

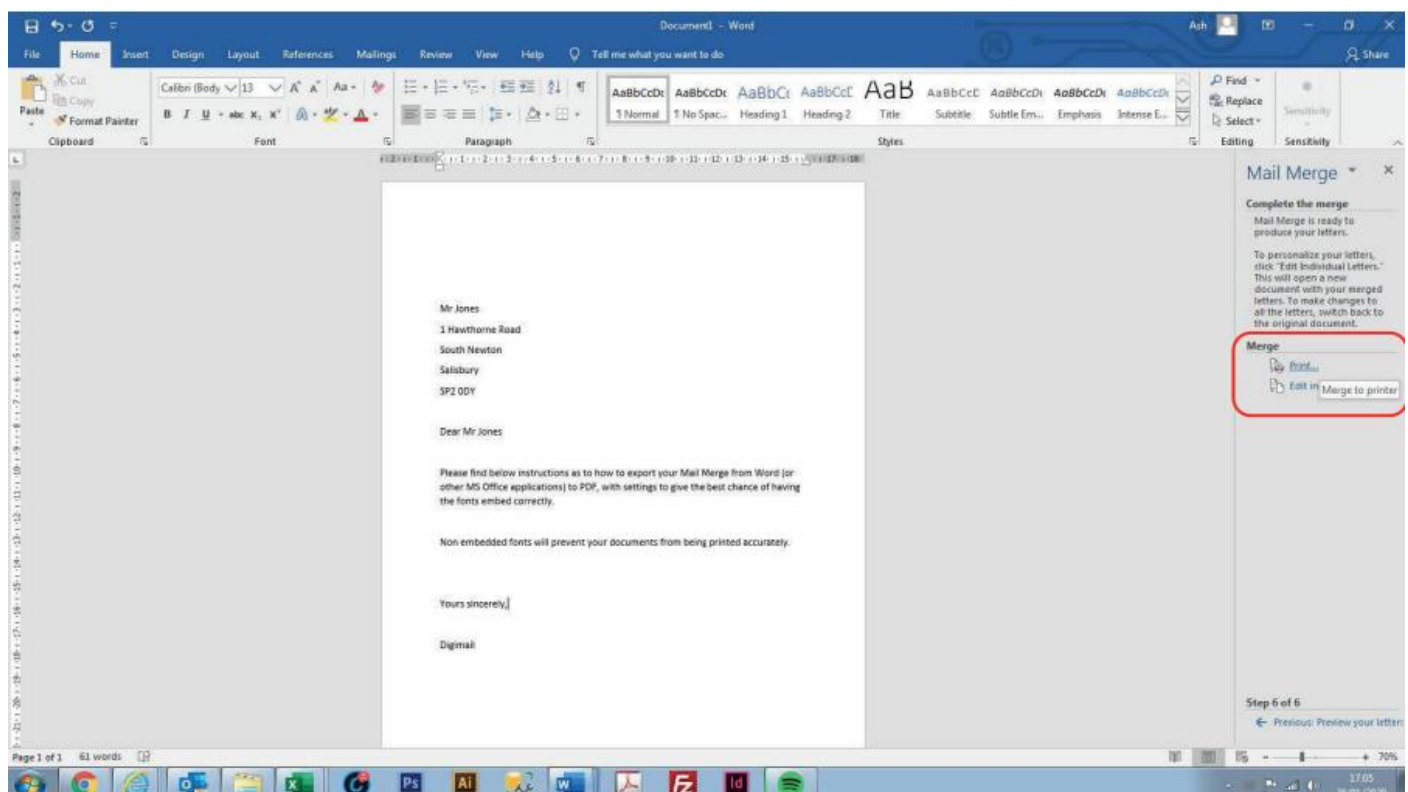
WHAT IF I UPLOAD A 1ST CLASS ITEM AFTER THE 3PM CUT OFF?

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.

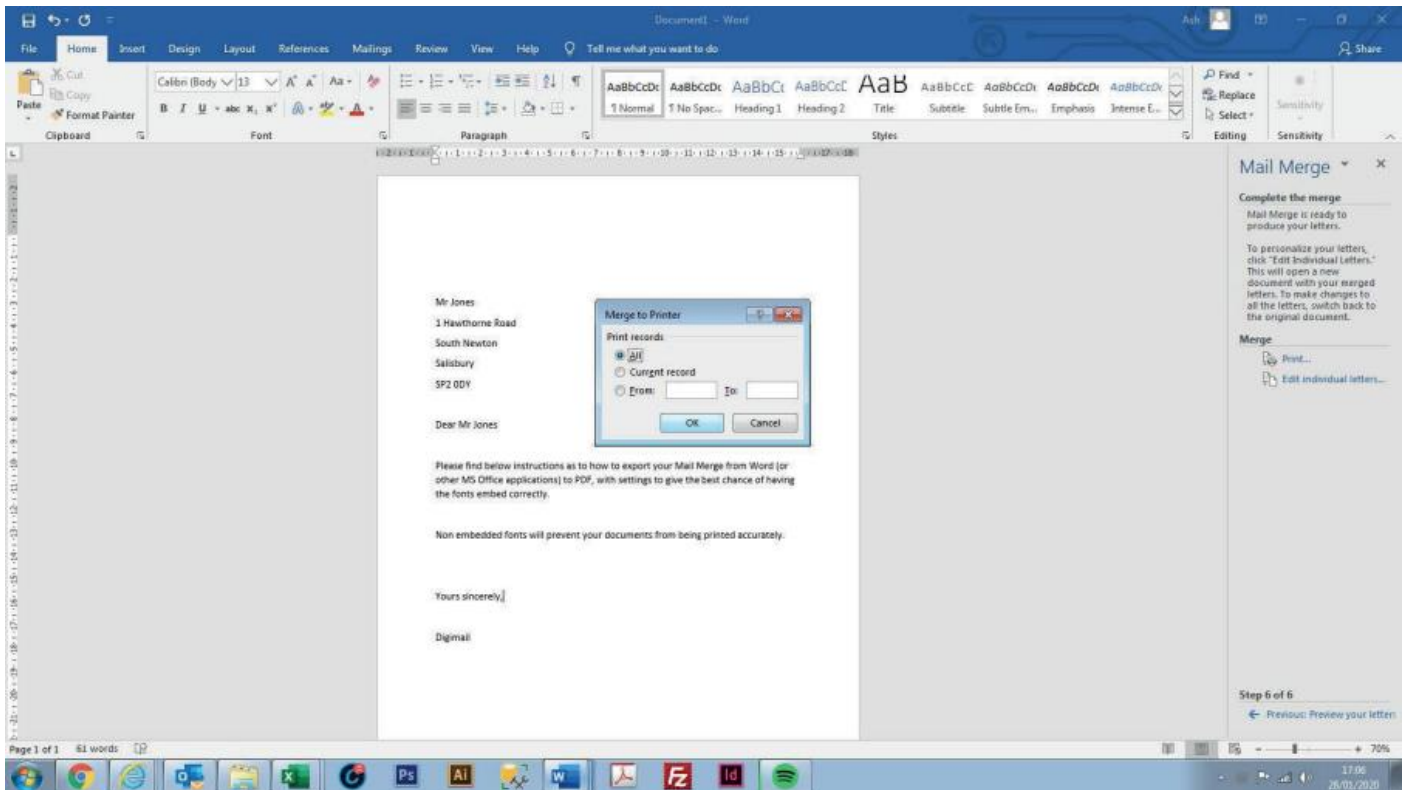
APPENDIX 1 – EMBEDDING FONTS IN A PDF; FULL GUIDE

INSTRUCTIONS TO OUTPUT MAIL MERGE TO PDF, ENSURING FONTS ARE EMBEDDED

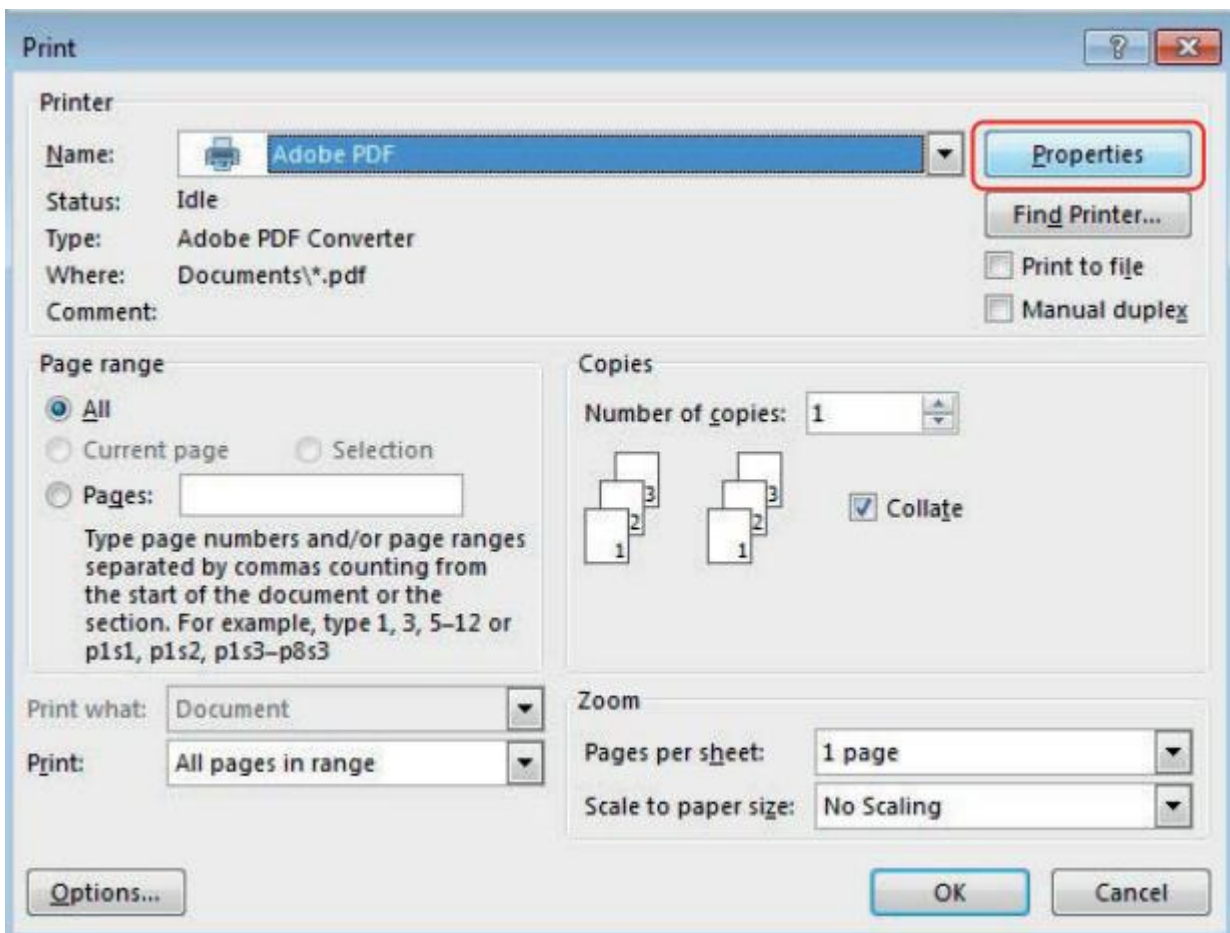
1. Once you have completed the mail merge, click the 'Print' option in the mail merge menu



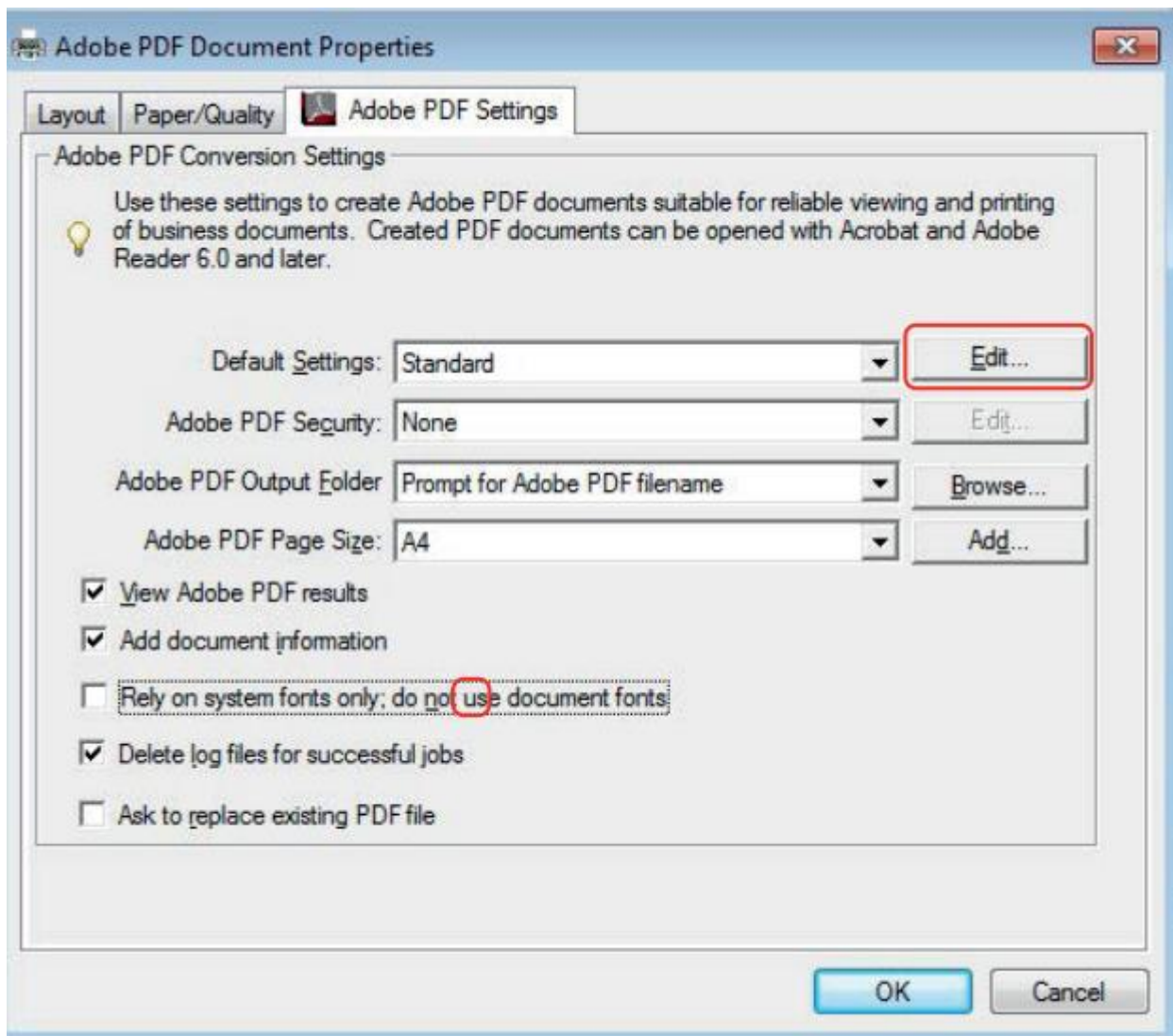
2. Select the range of documents to export and click ok



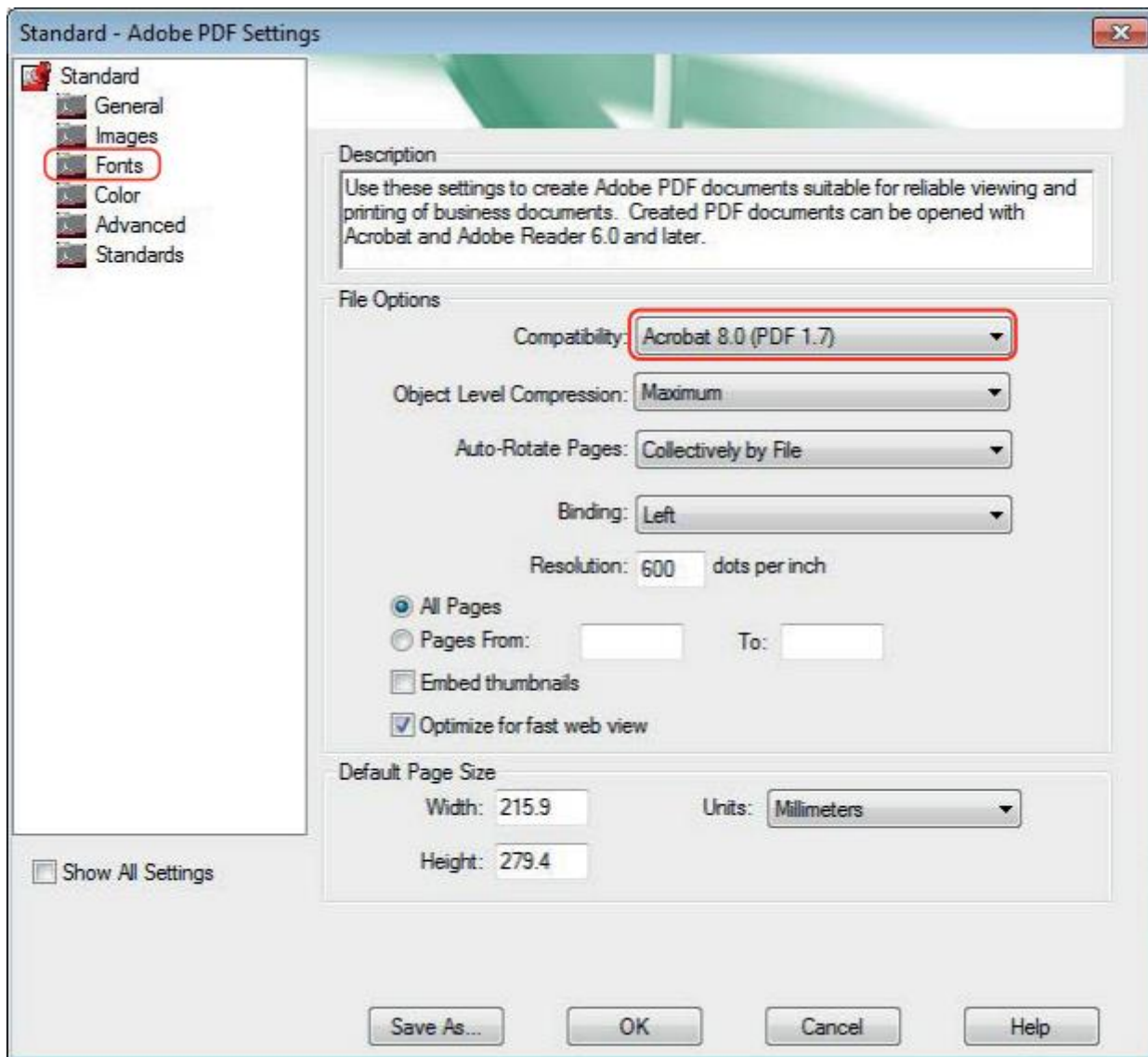
3. Select Adobe PDF from the drop-down menu and click Properties



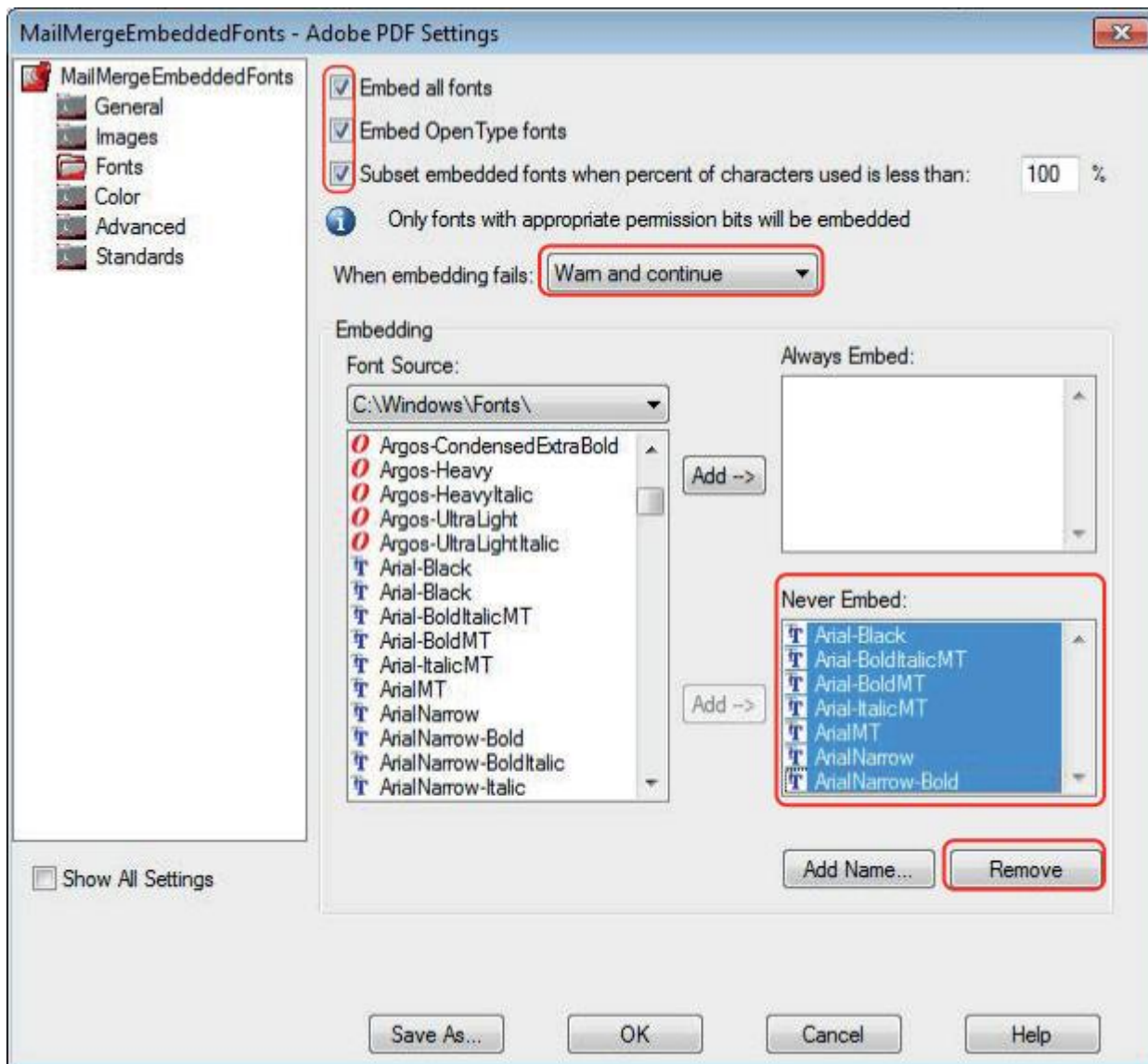
4. Ensure 'Rely on system fonts only; do not use document fonts' is unchecked and click Edit



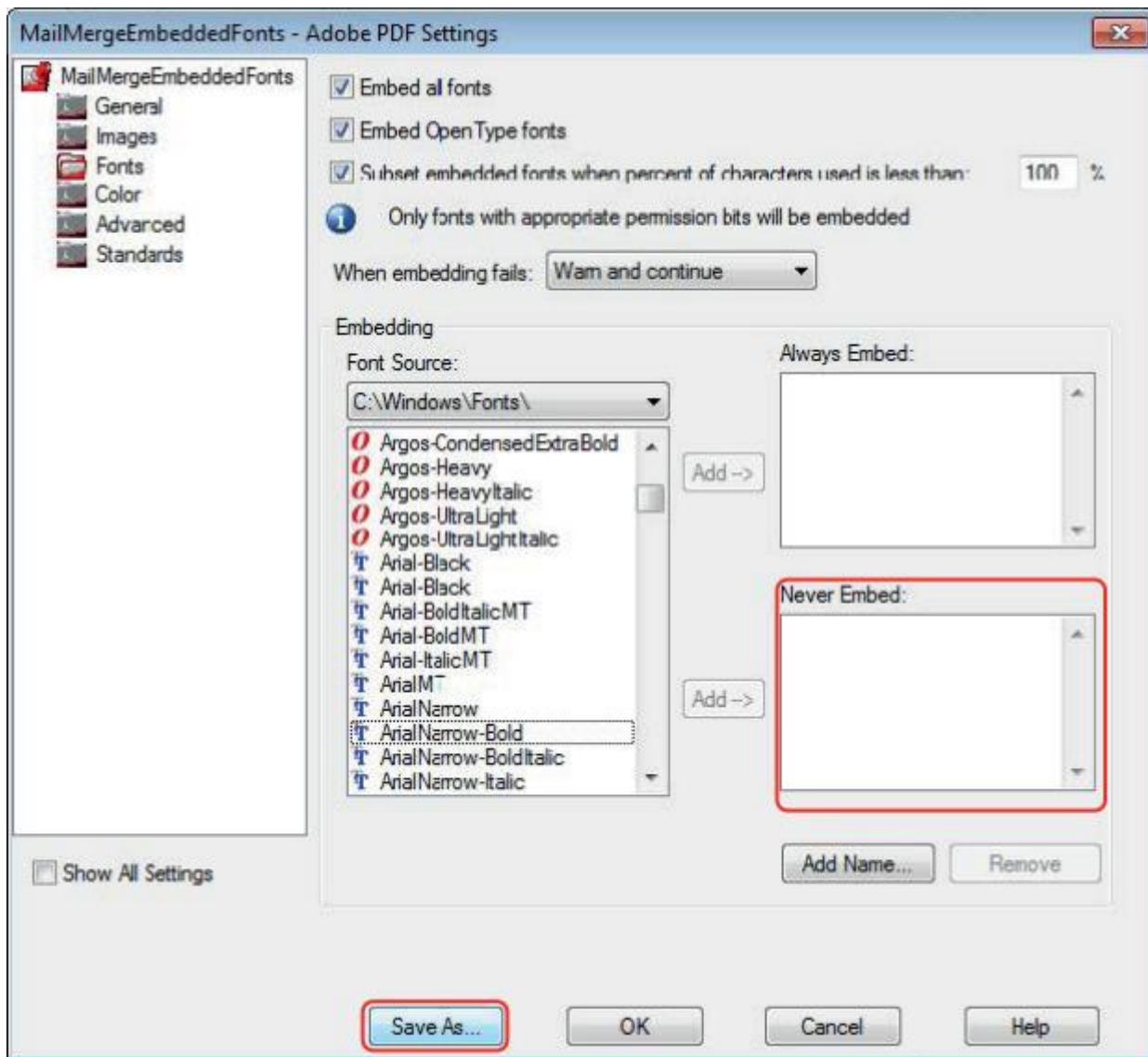
5. In the Compatibility dropdown, ensure Acrobat 8.0 is selected then click Fonts from the left-hand menu



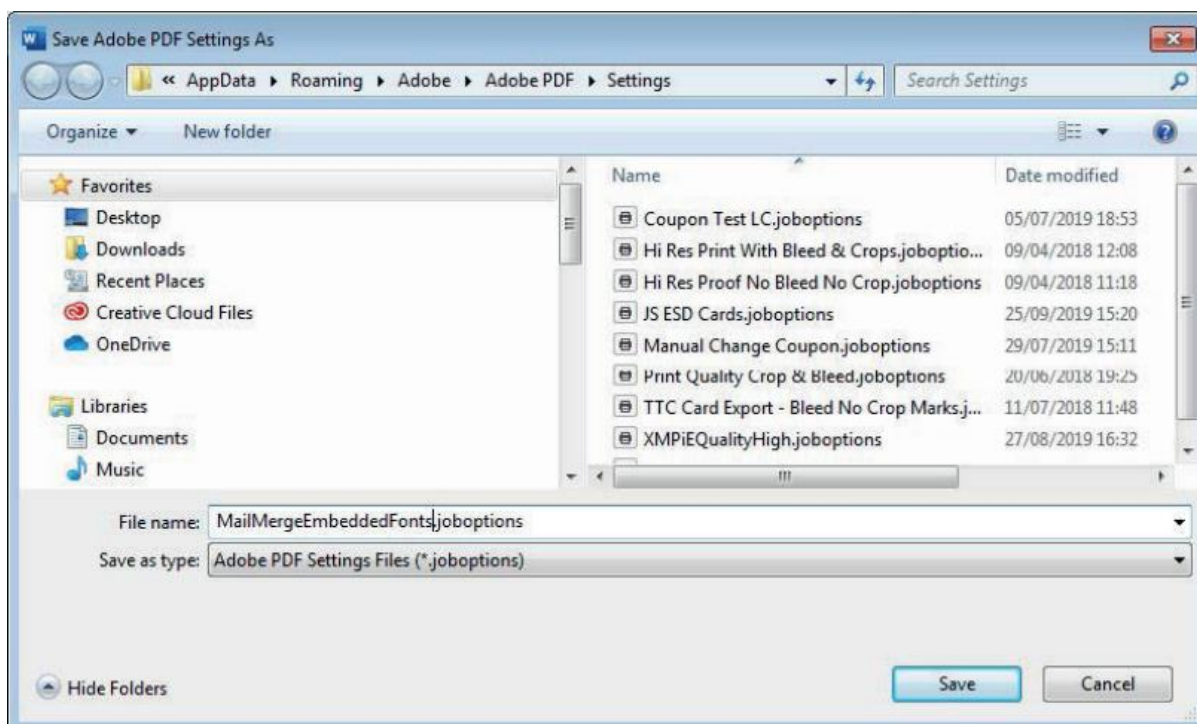
6. Ensure all 3 options at the top of the Fonts settings are checked and that the dropdown for 'When embedding fails:' says 'Warn and continue'. If there are any fonts in the bottom right 'Never Embed' section, highlight them all and click Remove.



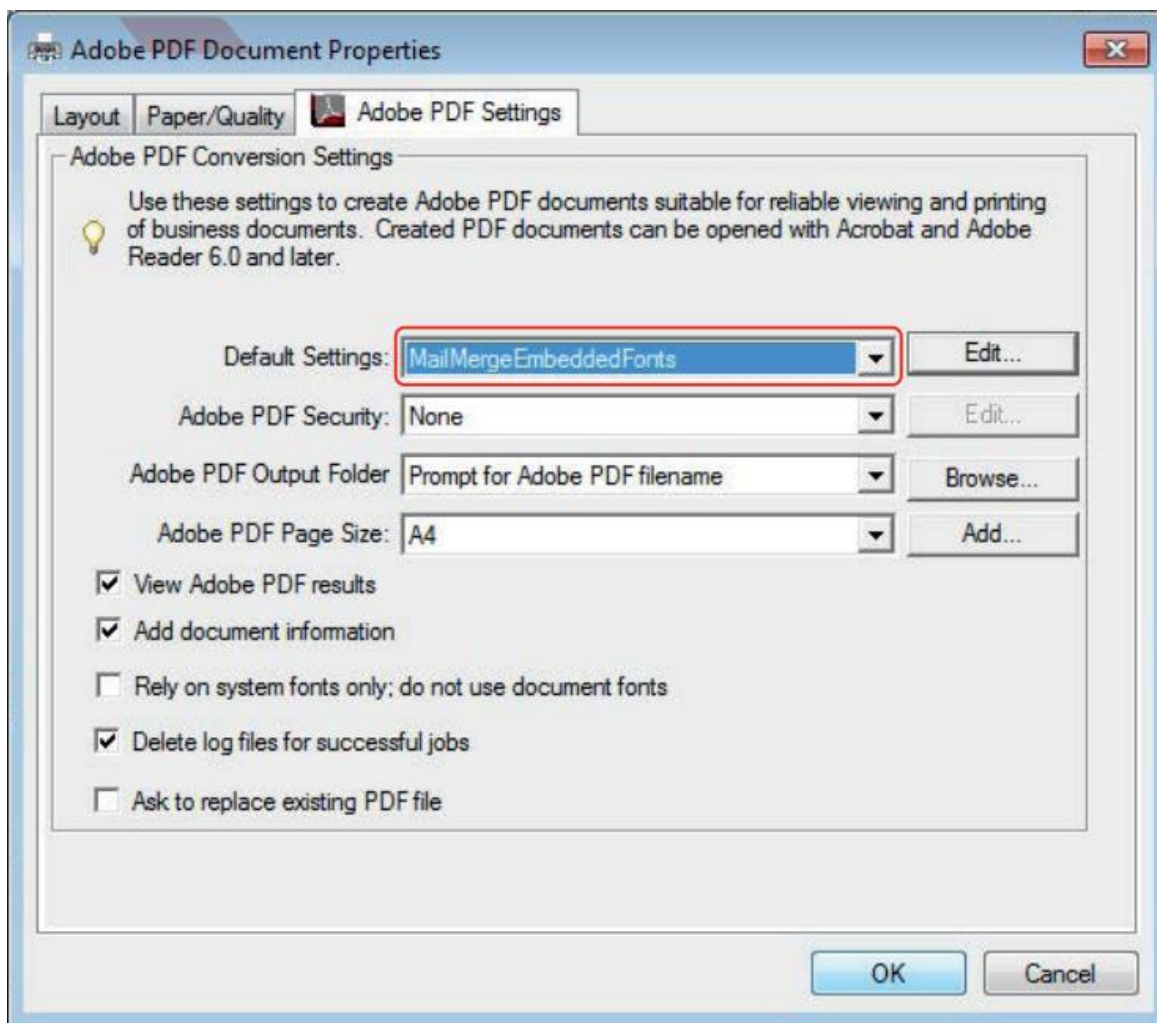
7. The Fonts settings should now resemble the image below – when happy, click Save As



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



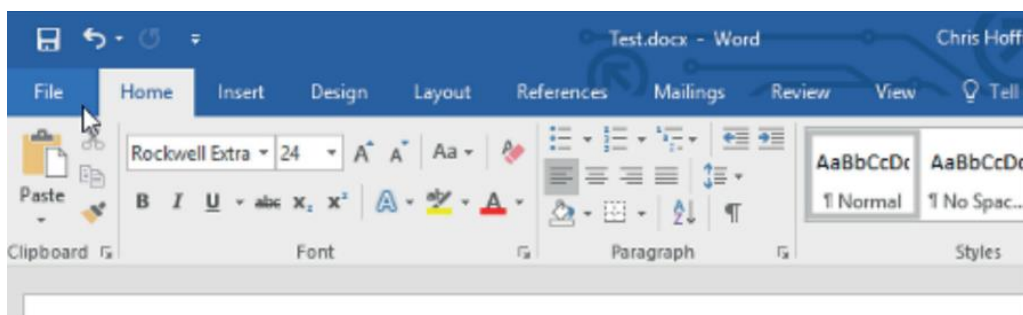
- You'll be returned to the PDF Properties menu – the name you saved your settings under will now be in the Default Settings dropdown. Next time you export your mail merge to PDFs you can simply ensure this option is selected.



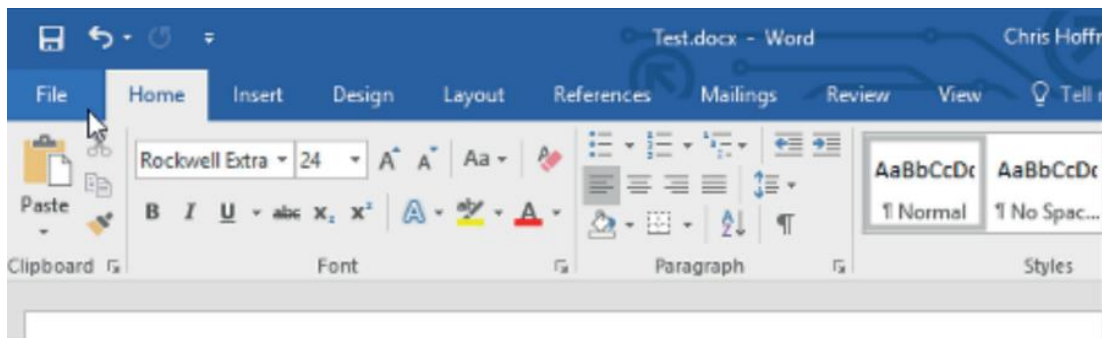
- Click OK to return to the Print menu, then OK again to export your PDFs. Enter a filename as usual and your PDFs will be output as normal.

EMBEDDING FONTS IN WORD

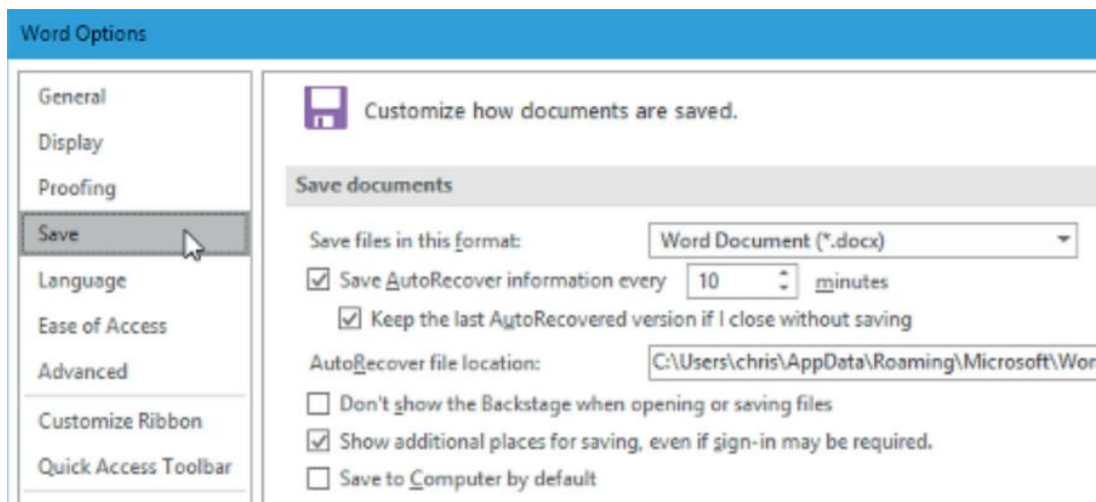
- To embed a font, click the “File” menu while working on a document in the Windows versions of Word



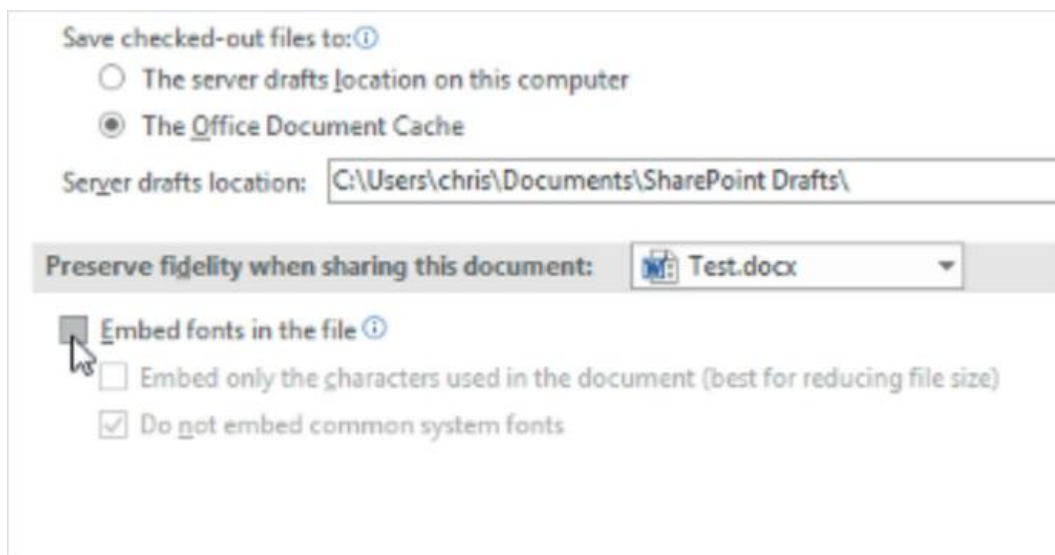
- Click the “Options” link at the bottom of the menu that appears.



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 Intelliprint, 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.intelliprint.net/privacy-and-cookie-policy>