

CSV Batch Order Uploader

User Guide - September 2016



A person wearing a maroon button-down shirt is standing behind a white table. They are holding a brown cardboard box with the 'sendle' logo on it. On the table, there is also a brown paper bag, a roll of tape, and a small 'sendle' branded object. The background is a blurred office or workshop setting.

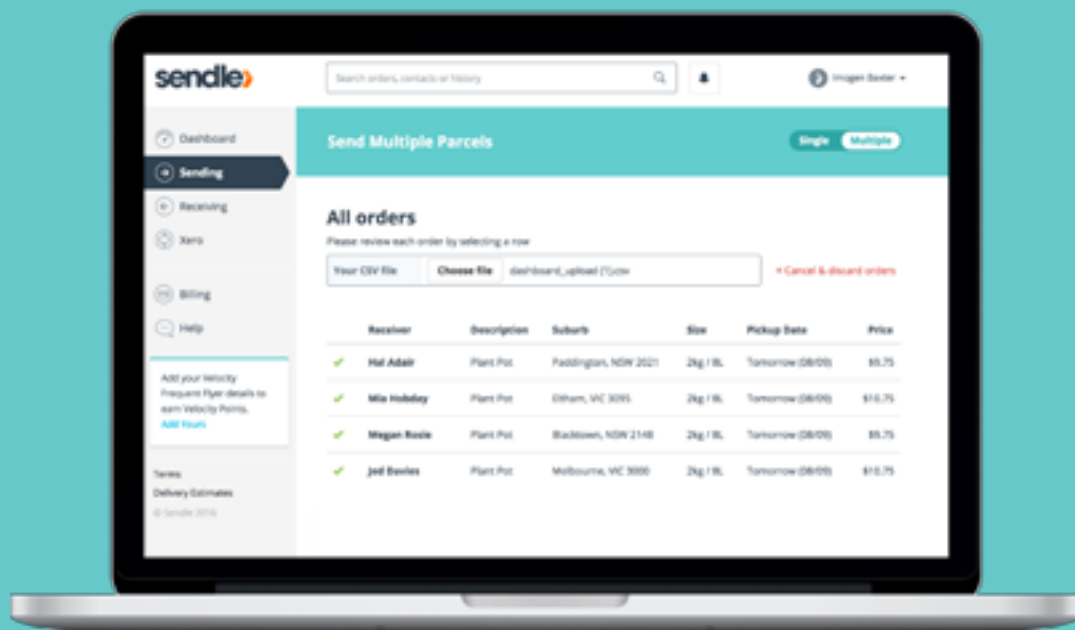
Welcome.

The Uploader is a great tool to save you time if you have lots of orders, want to streamline your booking process and are happy to get comfortable with spreadsheets.

If that sounds like you, then read on!

Contents.

Getting started.	03
Instructions.	04
1. Addresses	05
2. Volume and weight	06
3. Delivery instructions	07
Glossary.	08
Example.	10



Getting started.

This guide is designed to turn you into an Uploader expert. It's also printable so you can easily refer to it when you're booking orders.

The basics

The Uploader takes a CSV file of orders, books them all at once and gives you back one file of labels to download and print.

What is a CSV file?

CSV (Comma separated values) is a simple data format commonly used to transfer information between systems.

The Uploader requires your information in specific columns so that it can create your orders correctly.

How do I create one?

You can create a CSV file using a common spreadsheet application such as Excel or Numbers. Just save your spreadsheet as a .csv file.



Download example .CSV file

Instructions.

When it comes to mastering deliveries, there are three things to get right:

- 1. Addresses**
- 2. Volume and weight of each parcel**
- 3. Delivery instructions**

Let's take a look at each in more detail...



1/3

Addresses.

There are many ways to write addresses, but there's only 1 way that works for couriers.

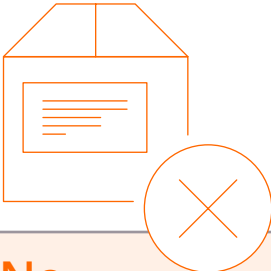

Sendle's booking system cannot verify if the address you enter is real.

This means that you must master 3 important address components:

1. Use the matching suburb and postcode set

2. Input the street name and number in sender_address_line1 and receiver_address_line1

3. Input the business name and descriptive information in sender_address_line2 and receiver_address_line2



Yes	No	Why?
10/60 Hopewell Street Surry Hills 2010 NSW	10/60 Hopewell Street Sydney 2010 NSW	The suburb and postcode must be a matching set. Sydney's postcode is 2000, Surry Hills' postcode is 2010.
15 Lovers Lane The Planting Shop Brunswick 3056 VIC	15 Lovers Lane The Planting Shop Brunswick 3000 VIC	The postcode and suburb must be a matching set.
11B/10 Victoria Street The Apple Shed, Level 2, Northfield Shopping Centre Ryde 2112 NSW	The Apple Shed, Northfield Shopping Centre, Level 2, 11B/10 Victoria Street Ryde 2112 NSW	<p>The first line is for the street name and number only.</p> <p>The second line is for a business name and extra descriptive information.</p>

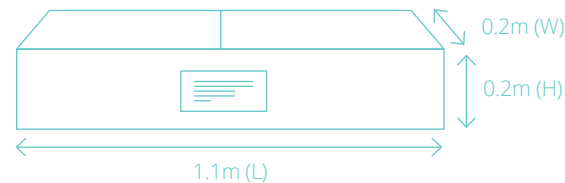
2/3

Volume and weight.

The combination of each parcel's weight and volume is used to determine the price of each delivery.

The volume, or size of your parcel is calculated like this:

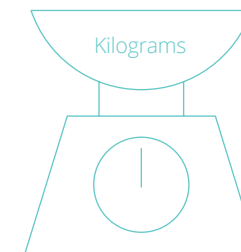
1. Measure the length, width and height of each parcel in metres. E.g. 1.1m (length), 0.2m (height), 0.2m (width)



2. Multiply these dimensions - length (m) x height (m) x width (m) e.g.
 $1.1\text{m} \times 0.2\text{m} \times 0.2\text{m} = 0.044$
3. The result is the cubic volume of your parcel e.g. **Volume = 0.044m^3** (44 litres)

The weight of your parcel is calculated in kilograms:

Input the weight of your parcel without the measurement e.g. 5 (not 5kgs, or kilograms)



3/3

Delivery instructions.

Delivery instructions are used to help the delivery driver leave the parcel in the most convenient location, or get a signature on the first attempt.

If you are unsure if the receiver of your parcel will be home on the day of delivery, it is best to leave clear and concise delivery instructions.

Notes:

- Authority to leave: Allows the driver to leave the parcel on the property without a signature.
- 500g A4 satchels must have blank delivery instructions (these are Authority to leave automatically).
- You have 100 characters maximum for delivery instructions.



CSV glossary.

All columns are required unless they say optional or recommended.

Column	What to include in the field	Example
sender_name	Full name or Company name	The Planting Shop
sender_email	Your account email address	Anna@theplantingshop.com
sender_address_line1	Building number & street name No P.O. Boxes or parcel lockers	10 Apple Road 3/56 Freeman Lane
sender_address_line2 <i>optional</i>	Business name, Building name, level, additional descriptive information No P.O. Boxes or parcel lockers	The Planting Shop, Level 2 Northfield Shopping Centre
sender_suburb	Suburb name This must match the postcode entered (it cannot be the capital city or region name)	Surry Hills
sender_state_name	Full Australian state name or official abbreviation	NSW or New South Wales
sender_postcode	Four digit Australian postcode This must match the suburb entered (it cannot be the capital city postcode)	2010
sender_country	Australia is the only option	Australia
sender_contact_number	Used to contact the sender if there are any issues with the pickup or delivery	0400123456
pickup_instructions <i>recommended</i>	Information to help the pickup driver find your location and parcel Maximum of 100 characters Sendle cannot phone on approach or book a specific pickup time	If not home, parcel left in blue letterbox
receiver_name	Full name or company name	Anna Smith
receiver_email	The receiver's email address, used for tracking notifications	anna@smith.com
receiver_address_line1	Building number & street name No P.O. Boxes or parcel lockers	10 Apple Road 3/56 Freeman Lane
receiver_address_line2	Business name, Building name, level, additional descriptive information No P.O. Boxes or parcel lockers	The Planting Shop, Level 2 Northfield Shopping Centre

CSV glossary continued.

Column	What to include in the field	Example
receiver_suburb	Suburb name This must match the postcode entered (it cannot be the capital city or region name)	Brunswick
receiver_state_name	Full Australian state name or official abbreviation	VIC or Victoria
receiver_postcode	Four digit Australian postcode This must match the suburb entered (it cannot be the capital city postcode)	3056
receiver_country	Australia is the only option	Australia
receiver_contact_number <i>recommended</i>	Used to contact the receiver if there are any issues with the delivery or address information	0400123456
delivery_instructions <i>recommended</i>	Maximum of 100 characters Used to help the delivery driver find the delivery location or leave parcels in the best place. <ul style="list-style-type: none"> • 500g satchels: leave this field blank. Satchels are delivered with Authority to leave • 2kg - 25kg: enter 'authority to leave' to give the delivery driver permission to leave the parcel without getting a signature Our delivery agents cannot phone on approach or book a specific delivery time.	Authority to leave Leave in the letter box Big red building, blue door
pickup_date <i>optional</i>	Format: dd/mm/yyyy If left blank, the next available business day will be selected	04/05/2016
customer_reference <i>optional</i>	This reference will show up on the label Use to include packing instructions such as an order ID, product SKU or number of items.	#REFStripe10
kilogram_weight	Weight of the parcel in kilogram The combination of kilogram_weight and cubic_metre_volume are used to choose the parcel size	3
cubic_metre_volume	Size of the parcel, calculated in metres cubed: height (m) x width (m) x depth (m) e.g. 0.2m x 0.2m x 1.1m = 0.044 (this means the parcel is 44 litres) Both the kilogram_weight and cubic_metre_volume are used to determine the price of each delivery	0.044
description	This description will show up in your dashboard and in tracking emails for the receiver	Planting Shop wooden planter

Example.

Anna is sending a long wooden planter to her customer, James.

When all packed up, Anna's parcel is 1.1m x 0.2m x 0.2m and weighs 3kg.

Sender: Anna Smith

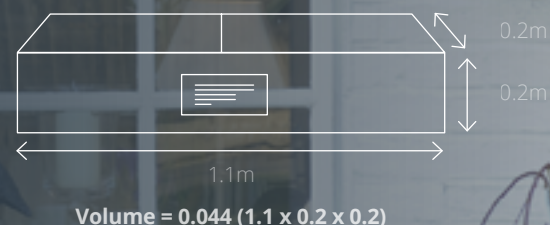
anna@theplantingshop.com 0400123456
10 Apple Road
The planting Shop, Level 2 Northfield
Shopping Centre
Surry Hills, 2010
NSW, Australia

Receiver: James Lewis

james@lewis.com 0400654321
3/56 Freeman Lane
Brunswick, 3056
Victoria, Australia

James lives in a block of flats and likes parcels to be left at his front door.

Perfectly formatted, Anna's sale to James look like this:



Download Anna's CSV