

Ad Hoc Mail User Guide

Ad Hoc Mail

Printing and Posting from your PC



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Introduction

Ad Hoc Mail ('AHM') allows users with a DCC login to send letters to print and post, sending either PDF's via the **Upload Job option** on the [Ad Hoc Mail web page](#) (portal), or 'MS Word' documents via a **Printer Driver** on your PC. Mail can be sent from your PC when working in the office, or when working away from base. You need to login each day using your Windows or network login details.

When sending the letters to print, options such as: the postage (1st or 2nd class), duplex or simplex (front & back) printing, mono or colour, and the boundary settings for each letter in a mail merge can be selected. PDF attachments can be added. A cost centre must be entered.

Ad Hoc Mail jobs that have been submitted for printing can be viewed, their status monitored, and managed online, by going to the Ad Hoc Mail [My Jobs web page](#) .

Once your document is submitted, it is queued in a batch, along with documents submitted by other users. Each working day, the batches are printed off in the Derbyshire Business Centre, then inserted into envelopes, and sent for delivery. Sending via Ad Hoc Mail enables improved letter tracking, discounts on postage costs, and saves time.

Any jobs submitted before 12.30am will be despatched on the same day, and letters from 12.31am, the next working day. Barcodes and unique references added to the letter as part of the process enable letter tracking

Checks before you start

Make sure Ad Hoc Mail is the most suitable way to send your letters. If you have an A4 sized letter, or a mail merge of up to 100 letters in pdf or Word, with or without a pdf attachment, with no stapling, no Business Reply envelope, no special envelope requirements, and no special/ recorded delivery requirements, then use Ad Hoc Mail.

For any other printing or letter requirements, [email the Digital Print](mailto:digital.print@derbyshire.gov.uk) team
digital.print@derbyshire.gov.uk

Check you have the Printer driver

The printer is only needed if the letters to be sent are Word documents. You don't need the printer driver if sending pdf documents. The printer, called 'OL AdHocMail', should appear in

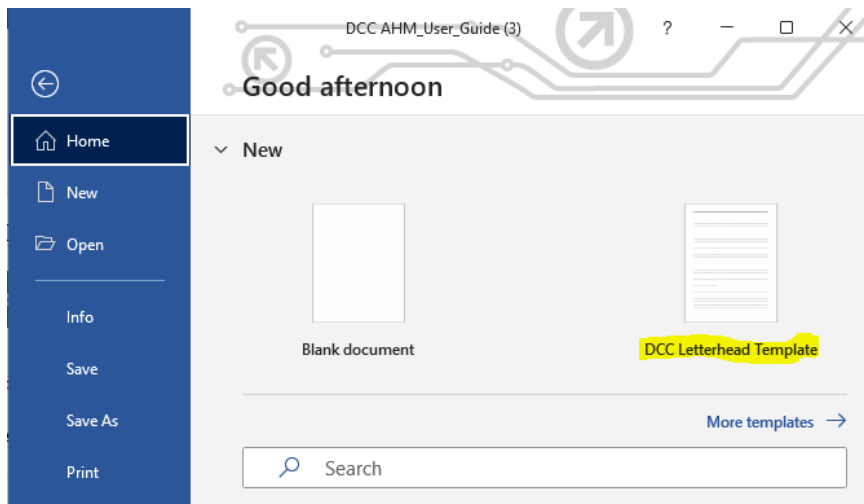
your list of printers. To get the printer added to your PC, log a Halo ticket via this link [Request software install](#). Add the name of the software as 'OL AdHocMail printer'.

Document names

Make sure that the document has an appropriate name, ideally that describes what the letter is. Best practice is to keep the document or attachment name short, and not have spaces or special characters. For example 'CopyOfJanPayslip71059767'. Do not use special characters within the file name, e.g. & % or *.

Check the letter layout.

The 'DCC Letterhead template' is a template that is shared in MS Word, has a suitable layout, and has specifically been created for use in Ad Hoc mail. The address box in this template is set up so that any address entered will show in the DCC standard envelope window, for example. It is recommended that any custom letter templates for each department is based on this standard template.



Orientation - the first page of any letter must be in portrait orientation. Any further pages or attachments can be a mixture of portrait and landscape orientation.

Margins and address box - Make sure that letters or attachments do not have text in certain areas - for example, in the page margins. This is because after submitting a document, some areas of the letter have a bar code and a unique reference added in the margins, and these will overwrite the letter text.

- **Barcode area** - A vertical barcode will be added along the bottom right side of each page, in the page margin area.
- **Unique reference** – this is on the left-hand margin to the left of the address box
- **Mail sort mark** -If certain criteria are met, this mark is added in the address box area to the right of the Town/ City and Postcode.

- **Address box** – the address details should be aligned so that it can be seen in the standard C4 or C5 envelope window. *When submitting the letter in Ad Hoc Mail, a blue box will show the correct address box area/ envelope window.*

No of letters in each submission - you can submit a job request for a single letter, or for a mail merge of up to 100 letters. Typically, a file of no more than 2MB in size is suitable.

Attachment size - attachments of up to 2mb can be added. If your attachment is larger than this, look at ways of reducing the size: check the file size of any images that are included in the document - for example, make sure that any image has been 'resized' to be suitable for a Word document, or for a letter. If the image has a high resolution, it will mean that the file has a much greater size than is needed. Large attachments can give a timeout error when uploading to Ad Hoc Mail.

Up to 6 separate attachments can be added.

Submitting a Document

There are two ways to submit documents or letters:

- Upload PDF documents via a web page.
- Print from Microsoft Word using the print driver on your PC.

Upload PDF

To upload a pdf version of a letter,

Go to the Ad Hoc mail web page <https://adhocmail.webapp.derbyshire.local/>



Welcome to Ad Hoc Mail

- Login using your DCC Windows login and password. (You need to login once each day)

Log In

DCC Login Username

Password

Remember Me

LOG IN

[Lost your password?](#)

- Click Upload Job, then click in the area 'Drop your PDF file here or click to upload'

Upload Job

Drop your PDF file here or click to upload

UPLOAD

- This will open file explorer. Browse folders and click to select the required pdf, then click 'Open'.
- *Alternatively, drag and drop your document onto this area*

Ad Hoc Mail

Upload Job



- When the document has uploaded, the **Upload** button appears bright orange – click on this button
- The **Configure Job** page appears. Please see section '[Choose your settings](#)'.

Note

- Only pdf files can be uploaded
- Files must not be password protected or locked
- The maximum pdf size that should be uploaded is 2 mb

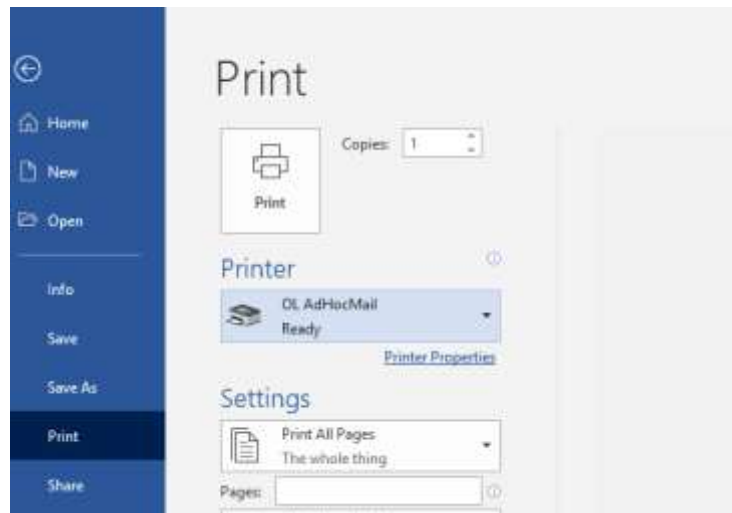
Print from Microsoft Word

Using the 'OL AdHocMail' printer driver, send print jobs from Microsoft Word.

The printer driver should be already installed on your PC, and shows in your list of printers as 'OL AdHocMail'. If the Print Driver is not showing, see the [Checks before you start](#) section

To use the OL AdHocMail printer driver:

- From your document, select File > Print
- In the Printer section, select the OL AdHocMail printer.
- Click on the Print button, *do not select any settings in this window.*



- You are prompted to login
- Login with your Windows login id and password.(You need to login once each day)
- A web page opens showing a **Processing** page.
- The **Configure Job** page appears. Please see section [Choose your settings](#),

Note:

- The default size limit for each job should be no more than 2 MB.
- Do not use the printer driver to send pdf documents, as this may cause printing errors.

Choose your settings

Once a document has been uploaded or printed to Ad Hoc Mail, by either the pdf upload or printer driver method, the **Configure Job** web page can be used to select your preferences.

- For the options that show on the left, use the drop down lists to select the preference.
- Check the settings that have been selected, check the preview in the main panel.

The preferences that can be set are as follows:

Boundary settings – Mail Merge Documents

The boundary settings are used to select if this is a single document or a mail merge. There are 3 options:

- **Single document:** Choose this if sending one letter
- **Fixed length** if you choose this option for a document containing several letters - or a mail merge, select the number of pages in each document. *Use this with caution! If fixed length is selected, each letter must be the selected number of pages. Note that if one letter has a large amount of mail merge content, the letter may take up extra pages.*

- **Dear** – *it is recommended that you use this option for mail merges.* if you choose this option for a mail merge, each time the word 'Dear' appears under the address box, that page will mark the start of the next letter. *The mail merge letter should be addressed 'Dear..' and the word dear should not be used near the address box area on other pages in the mail merge.*

Department

The Department box is prefilled with the department that you usually work in.

Document type

The selected **Document type** determines how the document will be printed.

- The settings default to print on both sides of the paper (duplex)
- Change this setting to simplex if the pages are to be printed on one side of the paper

Delivery Service

Postage defaults to 2nd Class. If first class postage is required, select the option for 1st class, please ensure 1st class is only used where essential. Volumes of 1st class are being monitored to try and reduce the volume, and cost.

Colour

This defaults to mono, select colour of required.

Cost centre

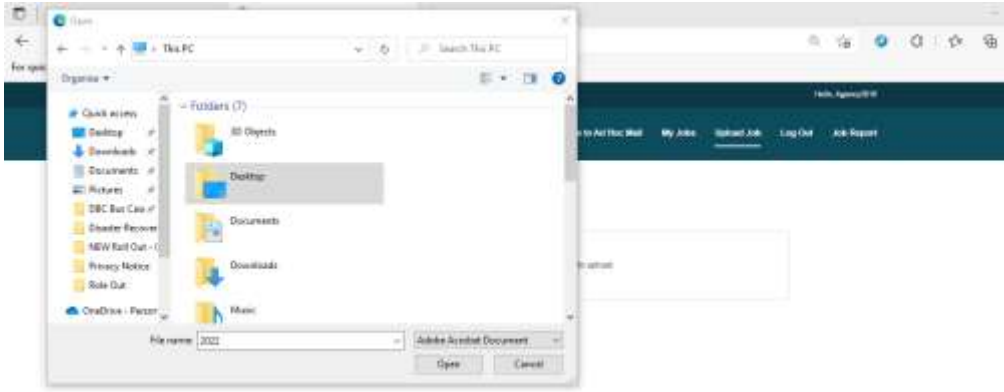
Enter the 7 character cost centre code for the letter(s). This is so that the right department can be cross charged.

Attachments

To include a pdf attachment up to 2mb in size:

Open File Explorer on your PC and browse to the location / folder where the pdf file is.

With the Configure Job page still open, drag and drop the PDF document from the folder in File Explorer to the Attachments area on the web page. Alternatively, click in the 'Attachments' box, bottom left of the configure job page. This opens File Explorer – browse to, and click to select your file, click Open.



Note: Any attachments (must be PDF) added to a mail merge document, will add the attachment to each letter in the mail merge.

Envelope

An envelope will be automatically selected based on the size or weight of the paper, and the number of pages per document in the output.

Configure Job

Pages	1
Documents	1
Sheets per document	1

Document

DCC template Letter.pdf

Boundary settings

Dear

Looks for the word "Dear"

Document type

duplex

Delivery Service

(Default) 2nd class

Department

Corporate Services and Transformation

Colour

Mono

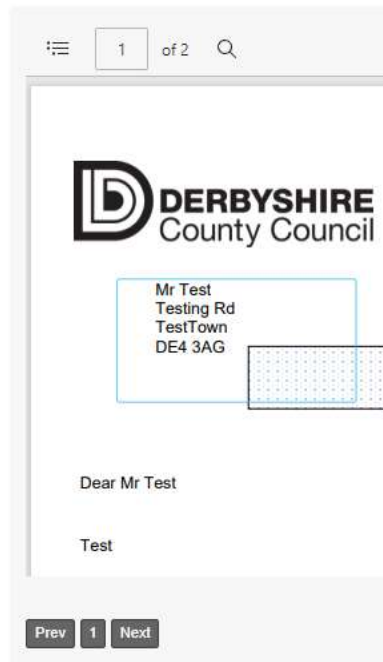
Cost Centre

ABC1234

Attachments

Drop files here or click to upload.

SUBMIT



Check the details carefully - check that the preferences selected are correct, check the print preview.

If the job is a mail merge, buttons below the preview pane allow navigation between each letter.

Click **Submit**

A summary of job details is shown

Job Details



The screenshot shows a 'Job Details' page for a document named 'DCC template Letter.pdf'. At the top left is an orange 'PREVIEW' button. At the top right are two orange buttons: a refresh icon and a trash icon. Below these is a header bar with the document name 'DCC template Letter.pdf' on the left and 'Mar 22, 2022' and 'SPLITTING' on the right. The main content is a table of job details:

Reference	5dee9f19-bcab-43e0-b972-2d95c0d7b18e
Created by	Jacque Roddis
Created on	2022-03-22 11:59:47
Delete on	2022-04-05 11:59:47
Remark	8□□
Pages	2
Documents	1
Sheets per document	2
Attachments	• Attachment 1 page COLOUR.pdf

Jobs are fulfilled

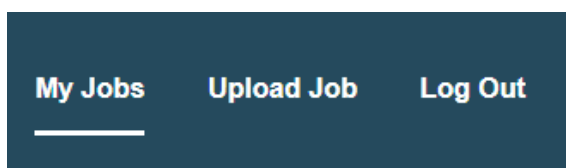
After Submitting, the print job is sent to the Derbyshire Business Centre to be fulfilled. Currently all letters submitted are sent to print around 1pm each working day, they are printed off and posted.

Jobs are deleted 14 days after submitting. They are available for this time for tracking and auditing purposes. Keep your own copy of the letter sent, if you need to refer to it after this time.

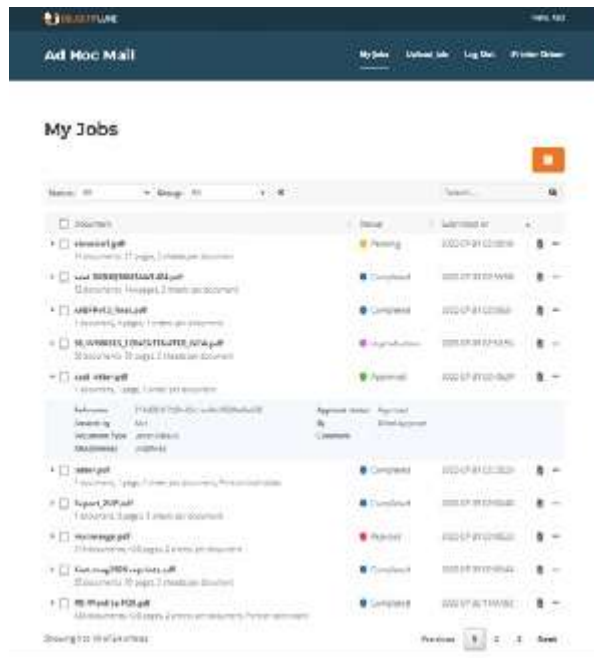
My Jobs dashboard

The **My Jobs** page displays information about your submitted jobs: document name, status (approved or completed), submission date, document reference, date, number of pages, number of documents, and sheets per document.

To access the Dashboard: If you are still logged in, click on **My Jobs** on the header menu



To access the Dashboard any other time, go to go to [the Ad Hoc Mail web page](#) and if prompted, login



Clicking on the small "PDF" icon to the right of each job opens a preview of the document.

To search for a job:

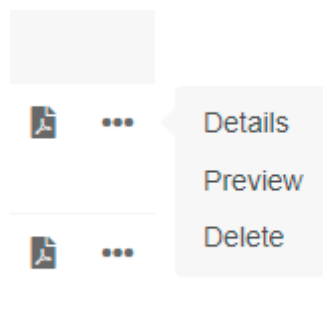
Use the Status and Group (Department) drop-downs to filter the list.

Use the Search field to find jobs by name, status or date – type text in the search box.

To delete a job: *for example if it was submitted in error*

If the status is not 'Completed', it can be removed. To do this, click to place a tick in the box to the left of the job. Click on the orange 'Delete' button at the top of the page.

Alternatively, clicking on the 'more options' or 3 dots, to the right of the job give options to open a Preview, view the job Details page or Delete the job.



Click on the **name** of a print job. This displays details regarding that job

Get help or support

For any queries or issues, please call the Digital Print department who will endeavour to help you resolve your issue, alternatively email Digital.Print@derbyshire.gov.uk quoting 'Ad Hoc Mail query' in the subject line of the email.