User Manual

GLS ShipIT

Version 02–09

Contents **Page**

1 General document information 7

2 Overview 9

3 System requirements 10

3.1 Backend 10

3.2 Frontend (Client) 10

4 Backend Installation 11

4.1 Preparation 11

4.1.1 Running under Linux 11

4.2 Step 1: Selecting language 12

4.3 Step 2: Welcome 12

4.4 Step 3: Accepting license agreement 12

4.5 Step 4: Entering backend identification 13

4.6 Step 5: Creating the customer administrator 13

4.7 Step 6: Select and enable Ports 14

4.8 Step 7: Selecting installation directory 15

4.9 Step 8: Start menu and shortcuts 15

4.10 Updates 17

4.11 Uninstallation 18

5 Frontend Installation 19

5.1 Step 1: Selecting language 19

5.2 Step 2: Welcome 20

5.3 Step 3: Accepting license agreement 20

5.4 Step 4: Selecting installation directory 21

5.5 Step 5: Validating Backend URL 21

5.6 Step 6: Confirm certificate password 22

5.7 Step 7: Start menu and shortcuts 22

5.8 Step 8: Completing installation 23

5.9 Updates 24

5.10 Uninstallation 24

6 Initial operation 25

6.1 Logging in as customer administrator 25

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

6.2 Logging in as user 26
6.3 Quick Start 27
6.4 Logging out 27
6.5 Maintenance 27

7 General controls / Navigation 28
7.1 Authorization model 28
7.2 Navigation 29
7.2.1 Tool tips 29
7.2.2 Searching 30
7.2.3 Copy shipment data 31
7.3 Main menu 31
7.4 Screens 32
7.4.1 Main bar (green) 33
7.4.2 Navigation bar (left, yellow) 33
7.4.3 Data view and capture (centre, blue) 33
7.4.4 Action bar (right, red) 33
7.5 Tables 34
7.5.1 Scroll function 34
7.5.2 Column settings 35
7.5.3 Selecting data 35
7.5.4 Filter 36
7.5.5 Mandatory fields 37
7.6 Updating masterdata 37
7.7 System messages 38
7.7.1 Error messages 38

8 Settings 40
8.1 My Settings 41
8.1.1 Account data 41
8.1.2 Default shipper 41
8.1.3 Products and Services 42
8.1.4 Export/Import/Shipment Data 43
8.1.5 Shipment Template 44
8.1.6 Pick&Ship / Pick&Return 44
8.1.7 User Interface 44
8.2 Shipment Settings 45
8.2.1 Number of printouts for End of Day procedures 45
8.2.2 ParcelShop Search 45
8.2.3 Return Service 46
8.2.4 IdentService 46

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.2.5 Mandatory Fields 46
8.3 Shipper Settings 47
8.3.1 Adding and assigning Addressbooks 48
8.3.2 Activated Products & Services 49
8.3.3 Hazardous Goods 50
8.3.4 Hazardous Goods Transport Paper 50
8.4 User Administration 52
8.4.1 Adding a new user 52
8.4.2 Editing the User Settings 53
8.5 Roles 56
8.6 Label Settings 57
8.7 Printer Settings 58
8.7.1 Printer types 58
8.7.2 Defining printer locations 60
8.7.3 Creating, Changing and Deleting Printer Configurations 61
8.7.4 Label printing settings 61
8.7.5 Assigning List Printers 61
8.7.6 Printer selection for label printing 62
8.7.7 Own printer templates 63
8.8 Scale Settings 64
8.9 Barcode Settings 65
8.10 System Settings 67
8.11 Offline and Error Data 68
8.12 E-mail Settings 69
8.13 Template Editor 71
8.14 Addressbooks 73
8.14.1 Consignee Addresses 73
8.14.2 Shipper Addresses 76
9 Shipment Capture 78
9.1 Shipment Capture 79
9.1.1 Choosing a Consignee 79
9.1.2 Selecting the shipper 81
9.1.3 Selecting the product 82
9.1.4 Managing the shipment 82
9.1.5 Unit details 83
9.1.6 Selecting services 84
9.1.7 Finishing the shipment 93
9.1.8 Finish a selected shipment unit 93
9.1.9 Printing of unprinted labels in buffer 93

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.1.10 Shipment templates 93
9.1.11 Creating new shipment 94
9.1.12 Shipment Overview 94
9.2 Capture (Fast Mode) 95
9.2.1 Creating shipments via scanner 96
9.2.2 Finishing a shipment by entering the shipment reference 96
9.2.3 Creating shipments via assistant 97
9.3 Shipment Capture (Batch Mode) 100
9.3.1 Create a shipment via assistant 101
9.4 Shipment Overview 104
9.4.1 Filter list of shipment units 104
9.4.2 Edit shipment details 106
9.4.3 Print list of shipment units 107
9.4.4 Print parcel labels (again) 107
9.4.5 Update weight of shipment units 108
9.4.6 Display error log for incomplete shipments 108
9.4.7 Reset shipment units in state error 108
9.4.8 Delete shipment units 108
9.4.9 Export shipment units 108
9.5 Order Picking 109
9.5.1 Search shipments / shipment units 109
9.5.2 Finish parcels 110
9.5.3 Add parcels 113
9.5.4 Print parcels again / Cancel parcels 113
9.6 Pick&Return Shipment Capture 114
9.7 Pick&Ship Shipment Capture 115
9.8 Pick&Return and Pick&Ship Overview 116
9.8.1 Filter Shipment Units 117
9.8.2 Editing Shipments 117
9.8.3 Printing options 118
9.8.4 Reseting units in state error 118
9.9 Sporadic Collection 119
9.10 Return Service 120
9.11 End of Day 122
9.12 Track and Trace 123
9.13 Import / Export 126
9.13.1 Profile Overview 126
9.13.2 New Import profile 128
9.13.3 New Export profile 139
9.13.4 GLS Standard Interface 148

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.13.5 Overview of import fields and field lengths 150
9.13.6 Service descriptions in import files 153

10 Working in offline mode 155

11 GLS parcel label 156

12 Glossary 158

13 Overview Mnemonics 160

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

1 General document information

GLS ShipIT is the new customer connection system of GLS IT Services GmbH (hereinafter referred to as GLS). It combines all previous, individually usable GLS standard software products in one program. It offers universal support for complex customer infrastructures and processes, high performance and stability, offline capability for most products and services and allows the integration of all GLS services.

To make it even easier for you to use, we have developed this manual. It describes all important topics regarding the installation and the frontend of ShipIT. In addition, there is a "What's New" documentation for each release as well as a separate web services documentation. You can find the documentation on the ShipIT download server at https://shipit-download.gls-group.eu/.

GLS has compiled this information to the best of its knowledge. Due to the continuous optimization and expansion of the software, however, it is not always possible to display the latest software version in the delivered documentation.

No liability shall be assumed for any economic or material damage resulting from incorrect or contradictory statements, including subsequent use of the software.

If you have a question that is not answered in the manual, please contact GLS Support.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

Version history

Version	Date	Changes
V01–00	15.04.2016	First version
V01–01	08.07.2016	Modifications after review
V01–02	26.09.2016	Modifications after review
V01–03	30.09.2016	Removal of attribute “type” (shipment) from import description
V01–04	13.10.2016	Update of jump labels for online help
V02–00	17.04.2018	Complete revision to version 1.07.22 after review
V02–02	23.08.2018	Modifications after review
V02–03	25.11.2019	Update to ShipIT version 2.2.4
V02–04	04.05.2020	Update to ShipIT version 2.4.19
V02–05	23.09.2020	• Update to ShipIT version 2.7.10 (for details see document “What’s New 2.7.10”) • Update chapter 3.1 and 3.2: Supported operating systems for Linux • Update chapter 8.3: Load shipper data after installation • New chapter 9.12.5: Service descriptions in import files • New chapter 11: GLS parcel label
V02-09	01.09.2021	• Adjustment of the versioning of the User Manual to the current ShipIT version (2.9) • Revision of the content to ShipIT version 2.9 (see documentations "What's New 2.8" and "What's New 2.9) • Update chapter 3 "System requirements” • Update chapter 8.6 "Label settings” • Update chapter 8.7 “Printer settings” • Removal chapter 9.1.6.16 "ThinkGreenService” • New chapter 9.5 "Order picking” • Update chapter 9.13 "Import/Export” • New chapter 9.13.5 "Overview of import fields and field lengths"

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

2 Overview

This user manual describes the installation and configuration of the GLS ShipIT application.

The application is composed of the following parts:

- **Frontend (Client)**
  A desktop–RichClient–application based on JavaFX, for all GLS customers that process their parcel shipping in small and medium volume range at one or several dedicated work stations. This application can capture and track shipments even offline.

- **Backend**
  An application–server based on Java Enterprise, which operates for one or several frontends of the customer. The backend covers all business logic for creating, tracking, labelling and routing of shipments. It requires a connection to the central GLS system, but it can be operated offline for a certain period. The backend in the customer network can be operated on a separate hardware as a server for several frontends or together on one computer with a frontend, depending on the size of the customer installation. The backend includes the installation of a database for storing the recorded data as well as the comparison with the central GLS system.

This manual mainly describes the configuration and use of the frontend. Backend and database usually do not require user access. If required, please contact the GLS support.

Important information that requires special attention are highlighted like this paragraph.

Keyboard inputs via the command line are represented as follows:

```
Command /option parameter
```

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

3 System requirements

3.1 Backend

Supported operating systems:

- Windows 10 / 8.x / 7 SP1 / 2012 R2 (64 Bit) / 2016 R2 (64-Bit), 2019 R2 (64-Bit)
- Linux (64-Bit):
  - Oracle Linux 5.5+ / Oracle Linux 6.x (64–Bit) / Oracle Linux 7.x (64–Bit) or higher
  - Red Hat Enterprise Linux 5.5+, 6.x (64–Bit), 7.x (64–Bit) or higher
  - Suse Linux Enterprise Server 10 or higher
  - CentOS Version 7.4 or higher
  - Other Linux derivatives may work, but are not supported

To install on Linux, the following components must be installed:

- ifconfig
- sudo
- en_GB UTF8 locale

Hardware requirements (minimum in case of separate frontend installation and parcel shipping only in small volume range):

- PCs (Intel / x86/ x64, 2 Cores, min. 4 GB RAM, min. 20 GB free disc space)

For a better user experience and larger parcel volumes, we recommend the following requirements:

- PCs (Intel / x86/ x64, >= 4 cores, >= 8 GB RAM, >= 30 GB hard disk space)

3.2 Frontend (Client)

Supported operating systems: see backend requirements

Hardware requirements (minimum in case of separate frontend installation and parcel shipping only in small volume range):

- PCs (Intel / x86/ x64, 2 Cores, min. 4 GB RAM, min. 2 GB free disc space)

For a better user experience and larger parcel volumes, we recommend the following requirements:

- PCs (Intel / x86/ x64, >= 4 cores, >= 8 GB RAM, >= 2 GB hard disk space)

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

4 Backend Installation

The installation of the backend can only be done with administrator rights. The files required for the installation are available from GLS on an installation medium or you can download them from the website http://cs–sw.gls–group.eu/installer/index.html. The page is password protected. Please contact GLS Support for access data.

To start the installation, execute the file "GLS_ShipIT_backend_[version number_operating system].exe" under Windows or *.sh under Linux.

The installation assistant guides you through all necessary steps.

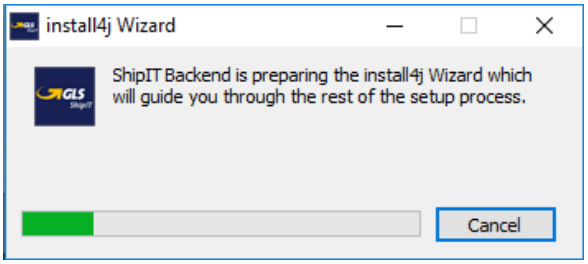


Figure 1 – Installer: Starting the assistant

Installation may cause problems with your antivirus software. Turn off the software during the installation process or contact GLS Support.

4.1 Preparation

If a backend is already running, it must be removed before a new version can be installed. The uninstall program "uninstall.exe" is located in the backend directory.

4.1.1 Running under Linux

If a user named “ShipIT” already exists on your system, all processes of this user must be closed prior to the installation. In addition, the host name of the user used for the installation must be solvable. To check this, execute the command

```
ping <Host-Name>
```

on the host name, which is displayed via the command

```
echo $HOSTNAME
```

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

4.2 Step 1: Selecting language

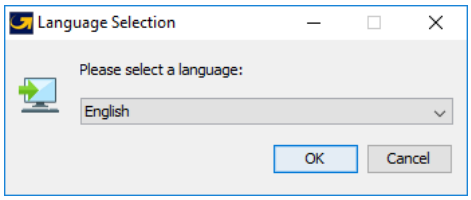


Figure 2 – Installer: Language selection

The assistant requests you to select a language. This selection is only relevant for the installation process.

4.3 Step 2: Welcome

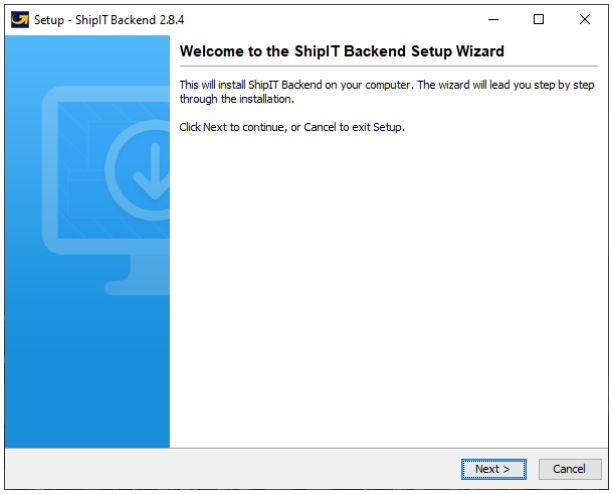


Figure 3 – Installer: Welcome

Select "Next" to continue the installation.

4.4 Step 3: Accepting license agreement

Figure 4 - Installer: License agreement

Read the license agreement. Use the scroll bar to view the full text. Confirm that you accept the agreement. If you reject the agreement, the installation is terminated.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

4.5 Step 4: Entering backend identification

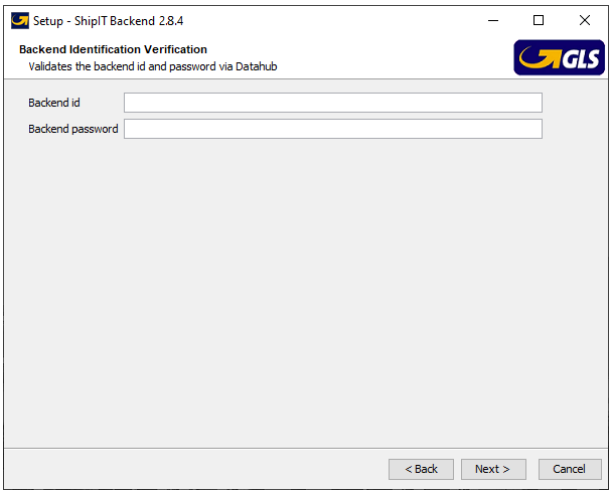


Figure 5 – Installer: Enter Backend identification

Enter the ID of the backend to be used for the installation. The backend ID and the corresponding password are provided by GLS.

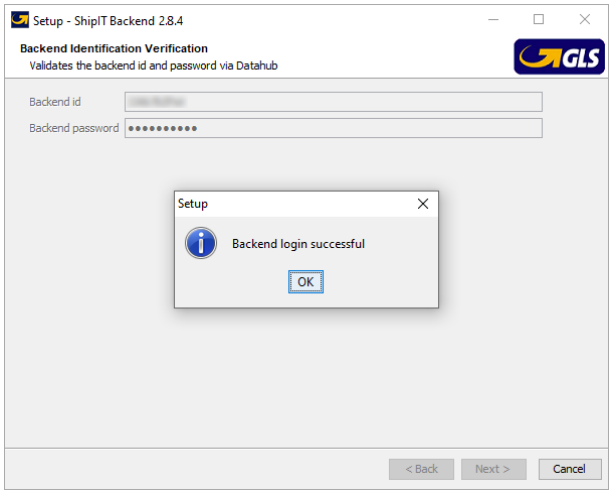


Figure 6 – Installer: Backend Login successful

4.6 Step 5: Creating the customer administrator

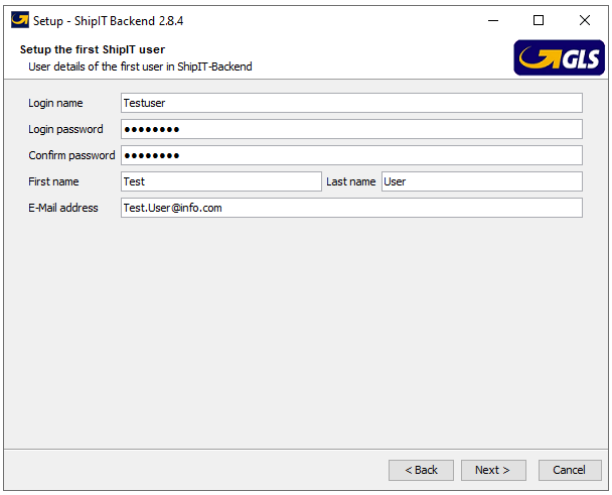


Figure 7 – Installer: Create customer administrator

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

Create the first user for the backend. This user will also be the customer administrator of the backend. The user has all authorizations and receives messages for updates of the application to his or her e–mail address. With this user you can create additional users later and configure the system.

4.7 Step 6: Select and enable Ports

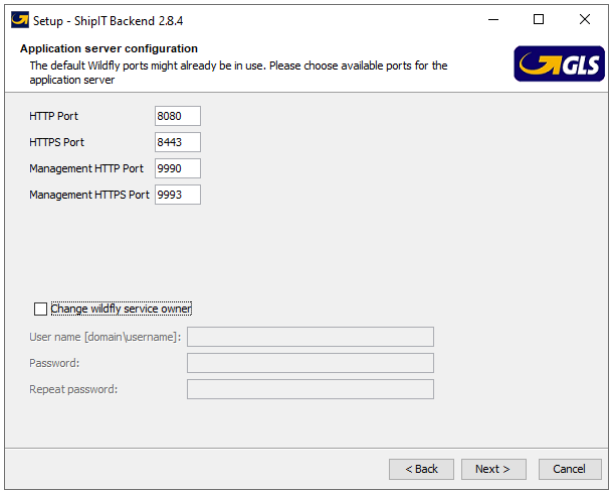


Figure 8 – Installer: Choose Ports

Confirm the ports for the application server or enter the following ports if they are not displayed:

HTTP Port 8080	Management HTTP Port 9990
HTTPS Port 8443 or 443	Management HTTPS Port 9993

The management ports are only used by the command line tools and do not need to be visible from other machines.

Make sure that the ports entered are enabled in your firewall. In addition, the HTTPS port 31417 must be enabled. For some functionalities, the following URL may also have to be enabled in the firewall: https://api.gls-group.net/

By default, the installation is performed for the "SYSTEM" user. This user can have restricted rights, e.g. for access to drives and files.

Using "Change Wildfly Service Owner" you can enter another user. The backend will then be installed with all permissions of this user. The Wildfly service owner must be changed if the backend is running on a server whose data and configuration must be accessed, for example, the server's file system for importing. The domain/user name must be the system domain (NetBIOS domain) and not the Internet domain.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

4.8 Step 7: Selecting installation directory

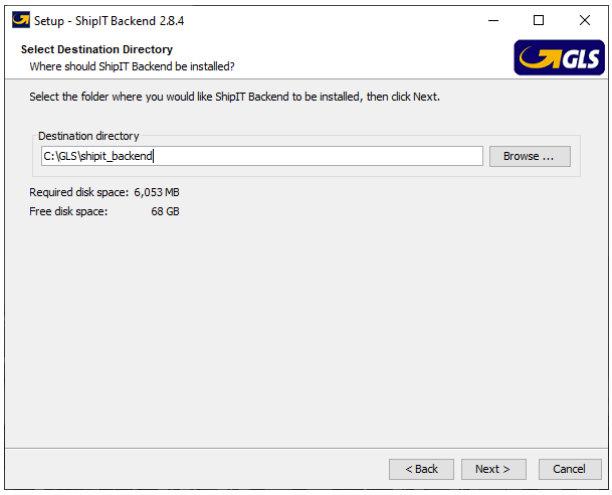


Figure 9 – Installer: Select destination directory

Select the folder in which the application components are to be installed.

The backend and frontend should not be installed in the same folder! Since the applications use different Java versions, an installation in the same directory can lead to errors in the application.

4.9 Step 8: Start menu and shortcuts

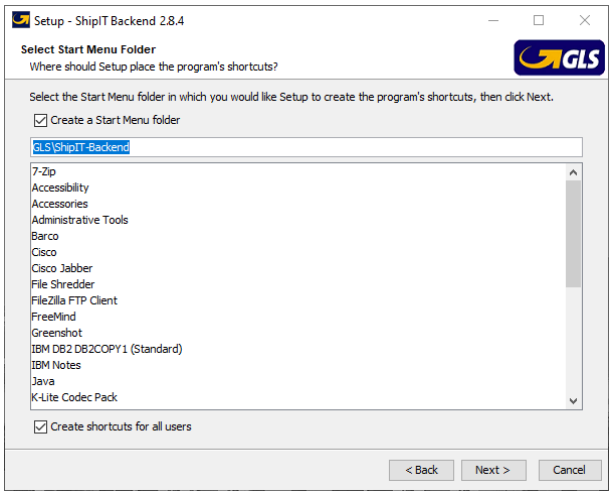


Figure 10 – Installer: Start menu and shortcuts

Specify whether to create a folder in the Start menu.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

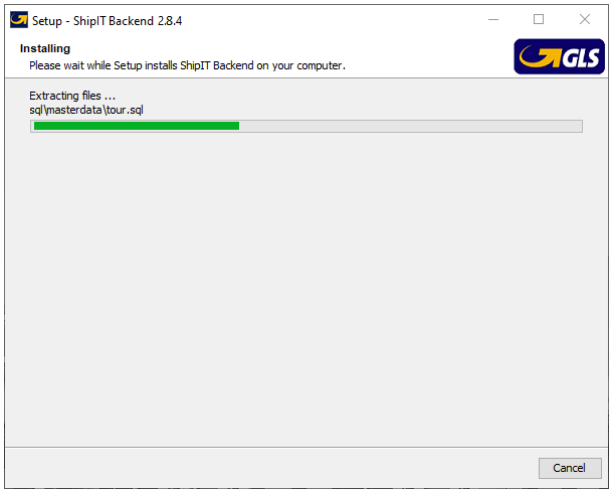


Figure 11 – Installer: Unpacking the files

The required components of the application are then installed. This process can take several minutes.

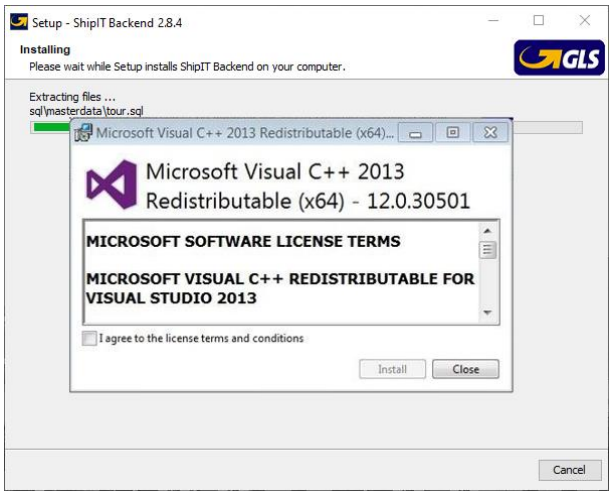


Figure 12 – Installer: Installation of Visual C++

If you do not have a version of Visual C++ installed, this installation will be done. In this case, click your way through the installation steps.

Each backend receives an individual, self-signed certificate that is generated during the backend installation. This certificate will be prompted during client installation or when a client connection to the backend is attempted and must be confirmed. The certificate is stored and can be referenced in the backend directory: C:\GLS\shipit_backend\config\configurations.properties.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

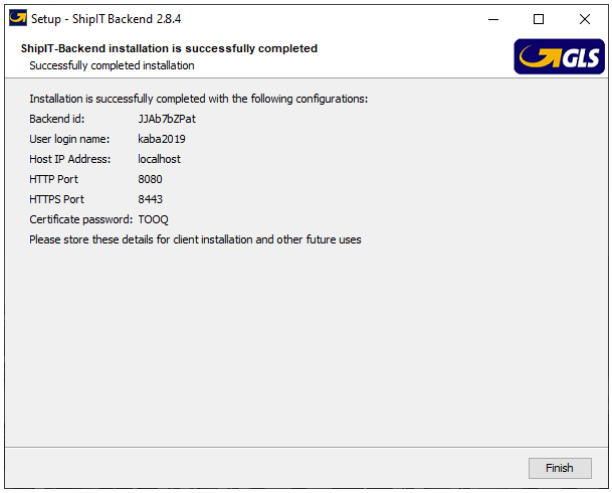


Figure 13 – Installer: Complete backend installation

Once all components are installed, click “Finish” to complete the installation process.

4.10 Updates

Updates for the backend are assigned by GLS via the Control Center. The registered customer administrator of your company receives a notification by e–mail and can decide when to install the update.

The update is configured via the frontend in the screen “System Settings”. Via the button "Install updates automatically, if available on" the update is carried out at the selected time. Alternatively, the update can be started directly via the button "Start update now".

It is recommended that updates are carried out outside the regular working hours (e. g. at night or on weekends). However, the computer must be switched on and online. All clients should be closed at the time of the update and the user should be logged out. The computer can be locked, but must not be put into sleep or power–saving mode.

If not all clients are closed at the time of the backend update, the update will still be executed. The client of the user who has activated the "Start update now" button will be closed automatically. All other (open) clients lose their connection and have to be closed and restarted manually after the backend update has been completed.

During the update of a local backend, do not restart the system to avoid serious problems for the local installation. Do not restart the system until the update completes successfully.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

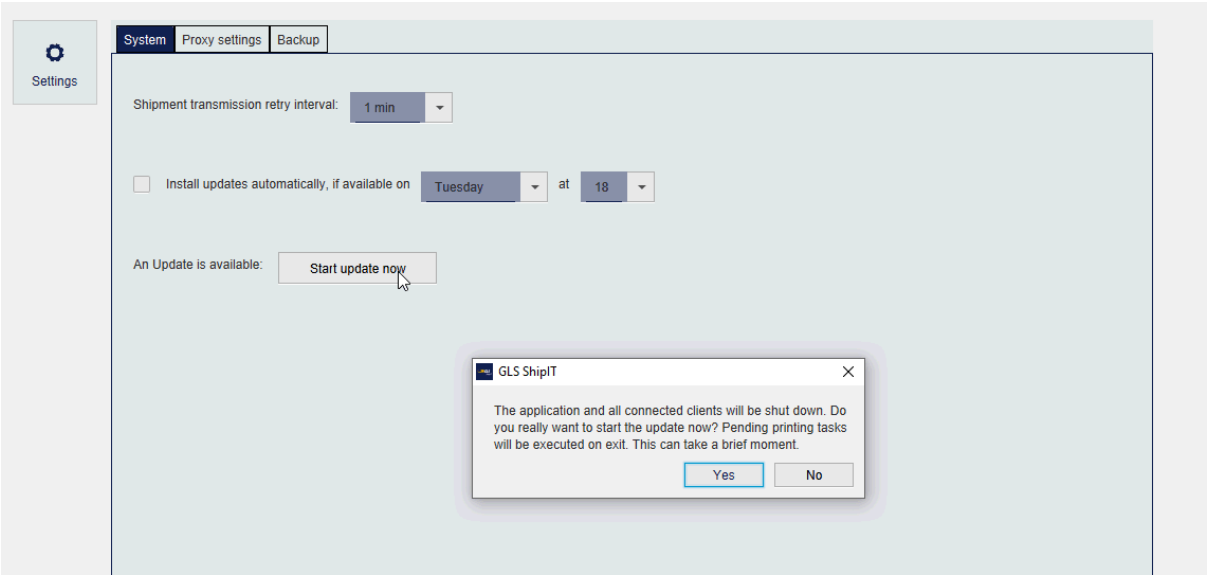


Figure 14 – System settings: Manage updates

4.11 Uninstallation

Run the file "uninstall.exe" in the installation directory of the backend to remove it from your computer. All files in the installation folder of the backend and the shortcuts are removed.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

5 Frontend Installation

The frontend contains the graphical user interface for creating and editing shipments.

The frontend can be installed without administrator rights. The files required for the installation are available from GLS on an installation medium or you can download them from the website http://cs–sw.gls–group.eu/installer/index.html. The page is password protected. Please contact GLS Support for access data.

To start the installation, execute the file "GLS_ShipIT_frontend_[Version number_Operating system].exe" under Windows or *.sh under Linux.

The installation assistant guides you through all necessary steps.

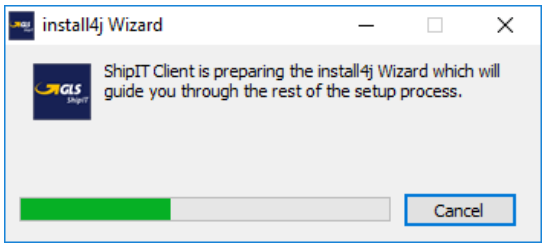


Figure 15 – Installer: Start frontend installation

Make sure that the backend installation has been successfully completed before installing the frontend.

5.1 Step 1: Selecting language

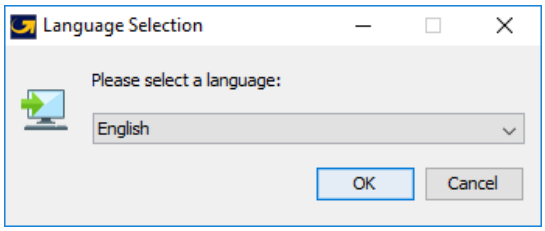


Figure 16 – Installer: Language selection

The assistant requests you to select a language. This language is only relevant for the installation process.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

5.2 Step 2: Welcome

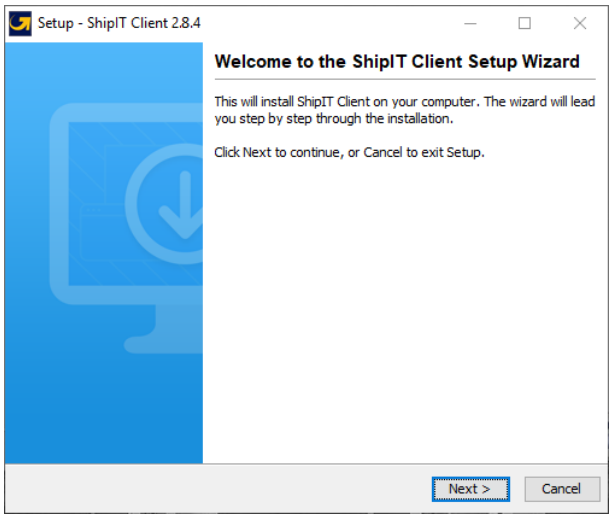


Figure 17 – Installer: Welcome

Select "Next" to continue the installation.

5.3 Step 3: Accepting license agreement

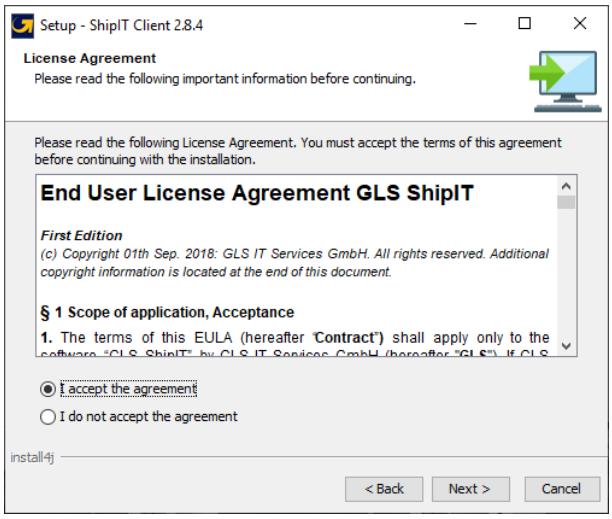


Figure 18 - Installer: License agreement

Read the license agreement. Use the scroll bar to view the full text. Confirm that you accept the agreement. If you reject the agreement, the installation is terminated.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

5.4 Step 4: Selecting installation directory

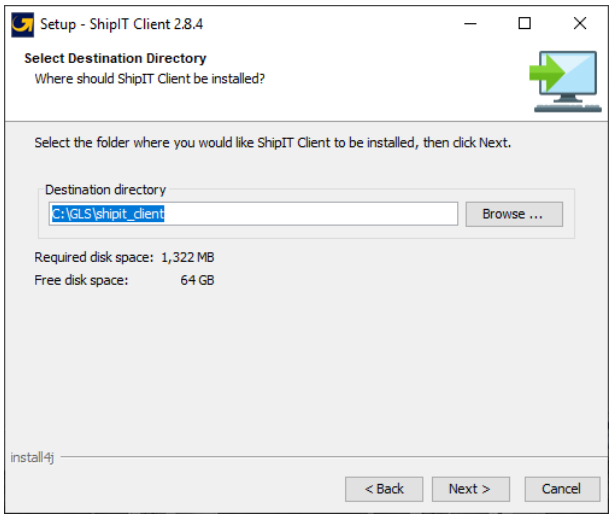


Figure 19 – Installer: Select destination directory

Select the folder in which the frontend components are to be installed.

Note that some installation locations may be restricted by your user rights. Administrators can select any directory.

Backend and frontend should not be installed in the same folder. Since the applications use different Java versions, an installation in the same directory can lead to application errors.

5.5 Step 5: Validating Backend URL

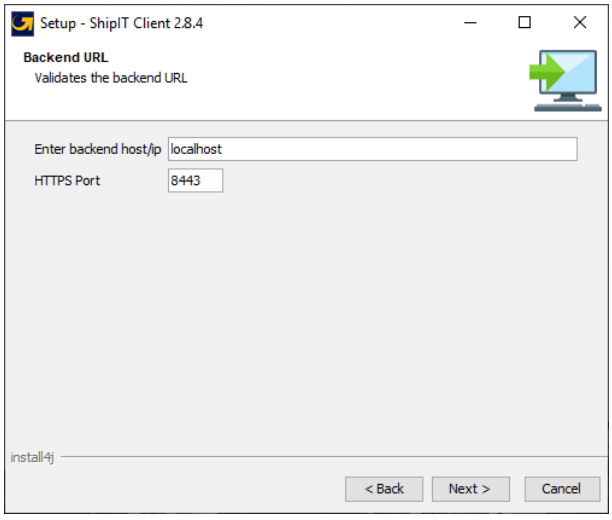


Figure 20 – Installer: Enter Backend Host and Port

Specify the network address of the backend to which the frontend is to connect. For detailed information, please contact your customer administrator or GLS Support.

- Backend Hostname/IP: Address the backend can be reached in the local network.
- Port: Port on which the backend can be reached (normally 8443)

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

Make sure that there are no restrictions on the IP addresses and ports to be used in your system environment.

Select "Next" as soon as you have entered the parameters. If the backend cannot be found, corresponding error messages indicate this. If you are unable to validate the backend URL, please contact your customer administrator or GLS Support. Otherwise you will be taken to the next step of the installer.

5.6 Step 6: Confirm certificate password

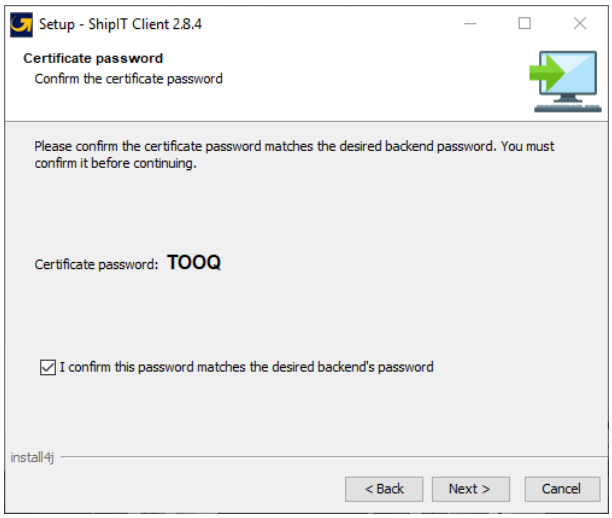


Figure 21 – Installer: Confirm certificate password

Confirm the certificate password and click on “Next”.

5.7 Step 7: Start menu and shortcuts

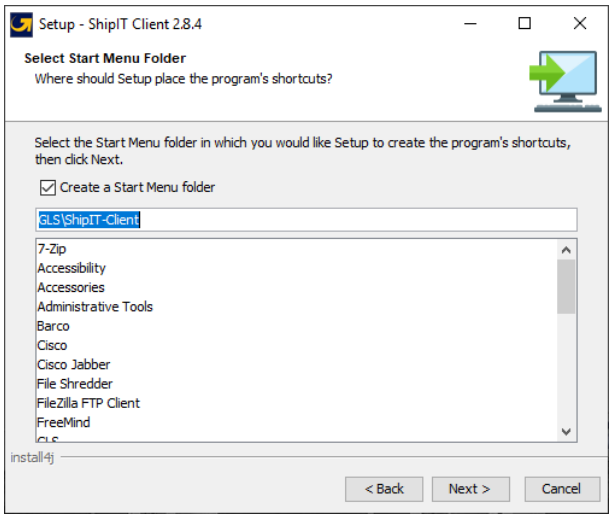


Figure 22 – Installer: Start menu and shortcuts

Specify whether to create a folder in the Start menu.

After installation, a shortcut to start the frontend is automatically set up on your desktop.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

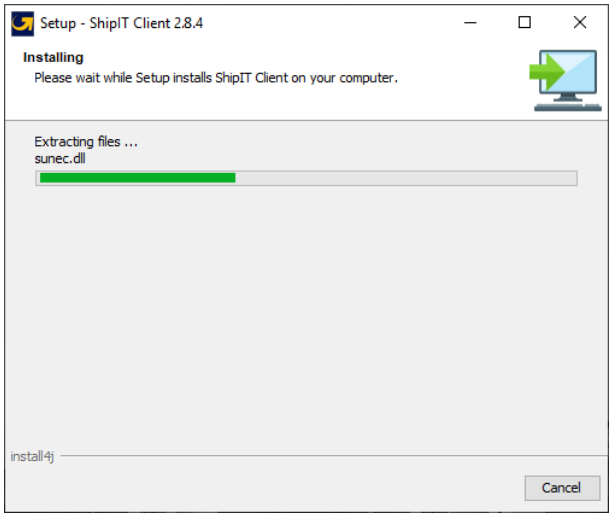


Figure 23 – Installer: Progress bar

As soon as you have completed this step with "Next", the installation files will be stored in the installation folder of your choice. The progress indicator shows the percentage of completion.

5.8 Step 8: Completing installation

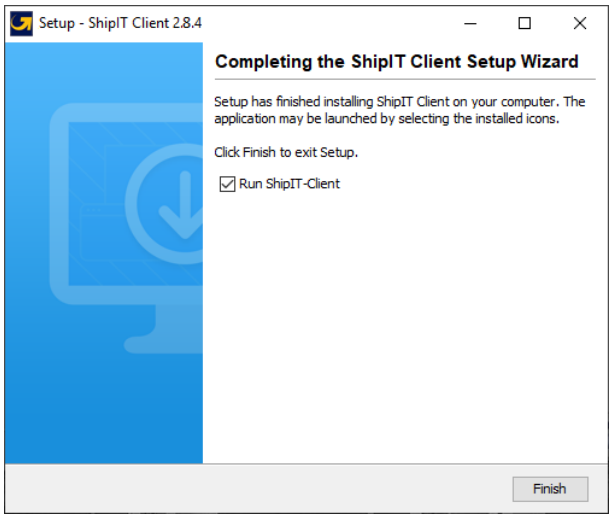


Figure 24 – Installer: Finish installation

The installation is now done. Select "Finish" to complete the installation process.

The frontend is started automatically. You can log in with the credentials that you set up during the backend installation or that GLS provided to you. When you start the application for the first time, you may not yet be able to access all backend data, such as shippers. The data must first be loaded in the background. The process may take a few minutes.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

5.9 Updates

Frontend updates are automatically checked and executed when the frontend is started. An update for the frontend is initiated whenever an update has been carried out for the backend in the meantime.

If an update is available for installation, a message appears. Confirm with OK to perform the installation automatically. No further action is required. Wait until the installation is complete and the frontend opens automatically.

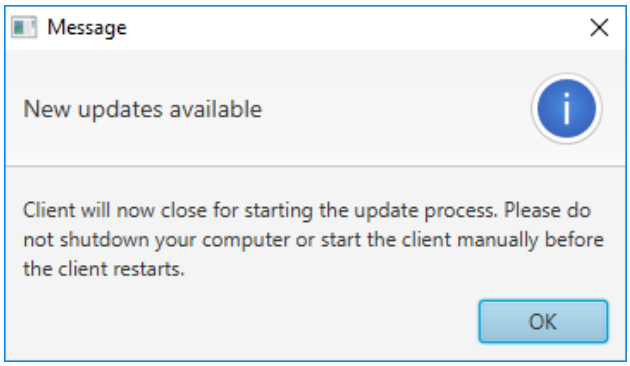


Figure 25 – Updates available

5.10 Uninstallation

Run the file "uninstall.exe" in the installation directory of the frontend to remove it from your computer. All files in the installation folder of the frontend and the shortcuts are removed.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

6 Initial operation

The following descriptions assume that both the backend and the frontend have been installed.

6.1 Logging in as customer administrator

Start the frontend by double–clicking the ShipIT icon on your screen.

Figure 26 – ShipIT–Icon

During the installation of the backend, a user was created with the role of customer administrator ("user administrator"). Log on with this user.

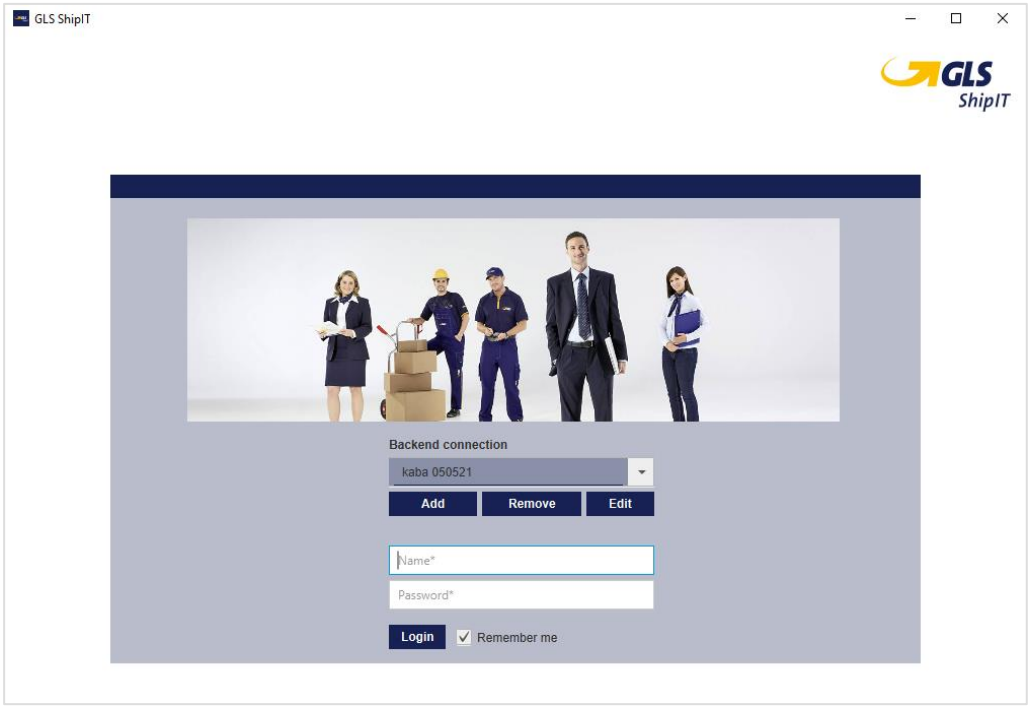


Figure 27 – Login to frontend (customer administrator)

As a customer administrator, you can execute all customer–specific use cases in the application. It is recommended to create, configure and manage different users with different roles and rights. Further details can be found in chapters 8.4 User Administration and 8.5 Roles.

It is also possible to authenticate against an LDAP server on your network. Please discuss details with your GLS contact person.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

6.2 Logging in as user

Start the frontend by double-clicking the ShipIT icon on your screen.

Figure 28 – ShipIT–Icon

After starting the application, log in with your user name and password. Your customer administrator will provide you with the login information.

You can use the "Backend Connection" area to determine with which backend the connection should be established.

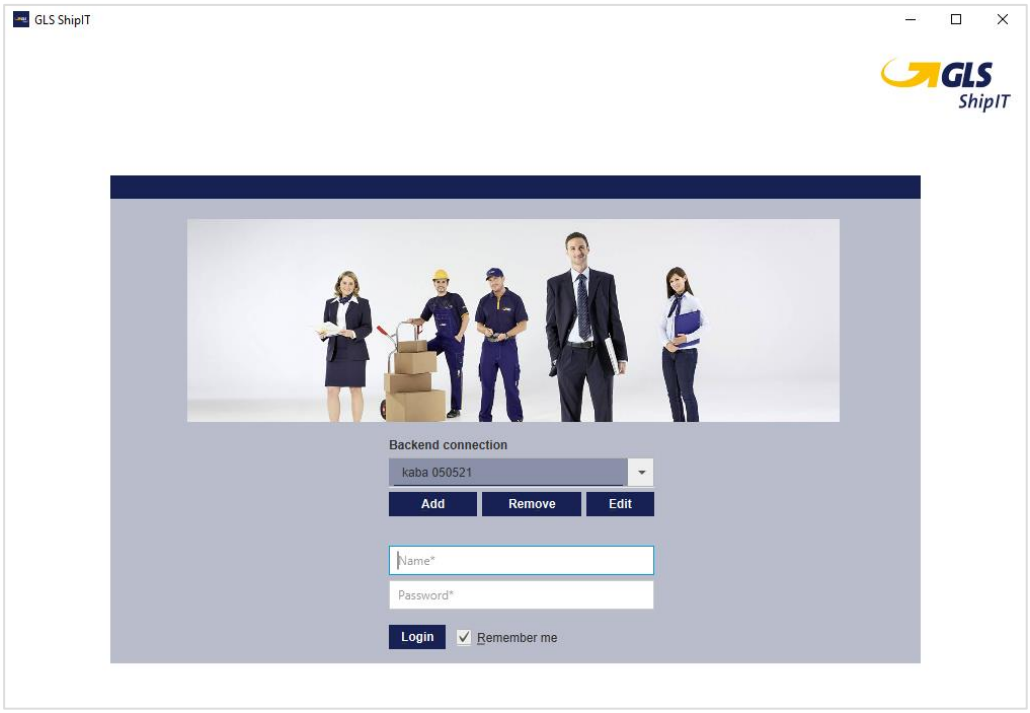


Figure 29 – Login to frontend (user)

If you always log in with the entered user, select the checkbox "Remember me". The next time the frontend is started, both text fields are filled automatically. Please note that the password is stored on your computer. Therefore, make sure that no unauthorized person gains access.

By default, the password is stored for 24 hours. When you log out, the password is deleted and you have to log in again.

Click on the "Login" button or use the Enter key to log in. If the login is successful, you will be taken to the main menu.

If the login is unsuccessful, an error message is displayed and the two text fields are highlighted in red. Try entering the password again, or contact the customer administrator for a new password.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

6.3 Quick Start

To be able to add and process shipments using the frontend, it is recommended that you enter some basic settings. Since the settings depend on your individual requirements, the following topics are only a recommendation. You can discuss details with your customer administrator or contact person at GLS.

1. **Configure user**
   - Set language see chapter 8.1.1 Account data
   - Assign standard shipper see chapter 8.1.2 Default shipper
   - Activate products & services see chapter 8.1.3 Products and Services
2. **Shipper settings**
   - Add consignee addresses see chapter 8.3.1 Adding and assigning Addressbooks
   - Activate products & services see chapter 8.3.2 Activated Products & Services
3. **Configure printers** see chapter 8.7 Printer
4. **Adjust scale** see chapter 8.8 Scale Settings

6.4 Logging out

To exit the frontend, select the button on the main menu page in the main bar or close the window by clicking the “Close” button (X in the top right–hand corner of the window title).

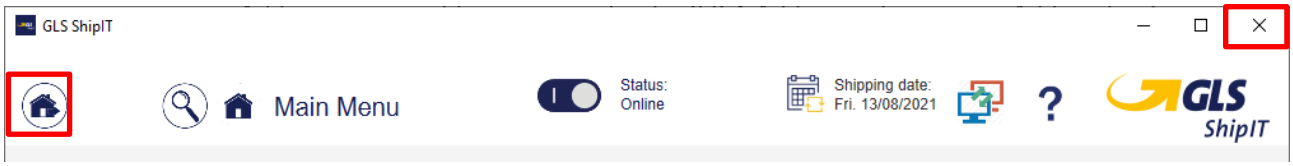


Figure 30 – Closing the application

If you have set up a printer as a local system printer and there are still printer jobs in the buffer memory when you log off, these are printed automatically.

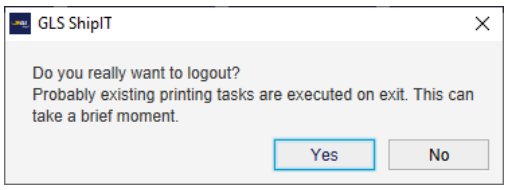


Figure 31 – Confirmation of logout

6.5 Maintenance

To improve system stability, there is a standard maintenance window on Saturdays 22-24. The period is chosen to inconvenience as few customers as possible. During this time, there may be brief outages. We try to keep the impact as low as possible and only use this maintenance window when absolutely necessary. There will be no explicit warning.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

7 General controls / Navigation

7.1 Authorization model

Access to the frontend is role–based. Each user gets access to certain masks according to his role. A user can have several roles. For more details on role administration see chapter 8.5 Roles.

The following authorizations can be assigned to a role:

Area	Authorizations
Shipment capture	• Shipment capture • Capture (Fast Mode) • Capture (Batch Mode) • Shipment Overview • End of Day • Sporadic Collection • Order picking
Shipment Controlling	• Track and Trace
Support–settings	• Consignee Addresses • Shipper Addresses • Import shipments • Import shipments (Batch) • Import Pickups • Import consignee addresses • Import shipper addresses • Profile Overview • New import profile • New export profile
Pick&Return Pick&Ship processing	• Return Service • Pick&Return and Pick&Ship • Pick&Return and Pick&Ship Overview
Settings	• Printer settings • Scanner settings • Shipment settings • User default settings (My Settings) • Shipper default settings • Label settings • Email settings • Template editor • Scale protocol settings • Scale weight settings • User administration • Role administration • System settings

Table 1 – Permissions

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

7.2 Navigation

You can use mouse and keyboard to control the application. You can switch between the input methods at any time.

The application can be operated intuitively using the mouse. To accelerate working with the application for more experienced users, the keyboard control has been optimized for high efficiency and speed.

When you press the Alt key, all available keyboard shortcuts (Mnemonics) are displayed on all elements of the current mask with an underscore. Hold down the Alt key and press the corresponding letter to use the shortcut.

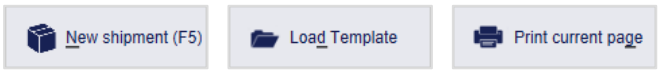


Figure 32 – Examples of Mnemonics

The following keyboard shortcuts are available throughout the application:

Shortcut key	Description
Tab	Jumps to the next interface elements (forwards)
Shift + Tab	Jumps to the next interface elements (backwards)
F9	Jumps to the left navigation bar
F10	Jumps to the right action bar
Control + backspace	Step–by–step returns to the last menu (main menu or settings)
Control + F	Jumps to the search bar
Control + Pos1	Returns to the main screen
Enter (in search)	Starts the search
Esc (in search)	Closes the search

Table 2 – General shortcut keys

See chapter 13 Overview Mnemonics for an overview of all available mnemonics.

7.2.1 Tool tips

Some elements have a functional description. If the mouse pointer remains fixed over the corresponding element for a few seconds, the explanation is displayed.

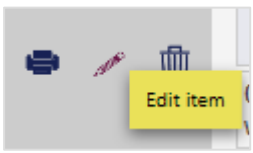


Figure 33 – Example of a tool tip

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

7.2.2 Searching

The search can be activated at any time in the main bar. Click on the magnifying glass icon , enter the search term in the text field and confirm with Enter.

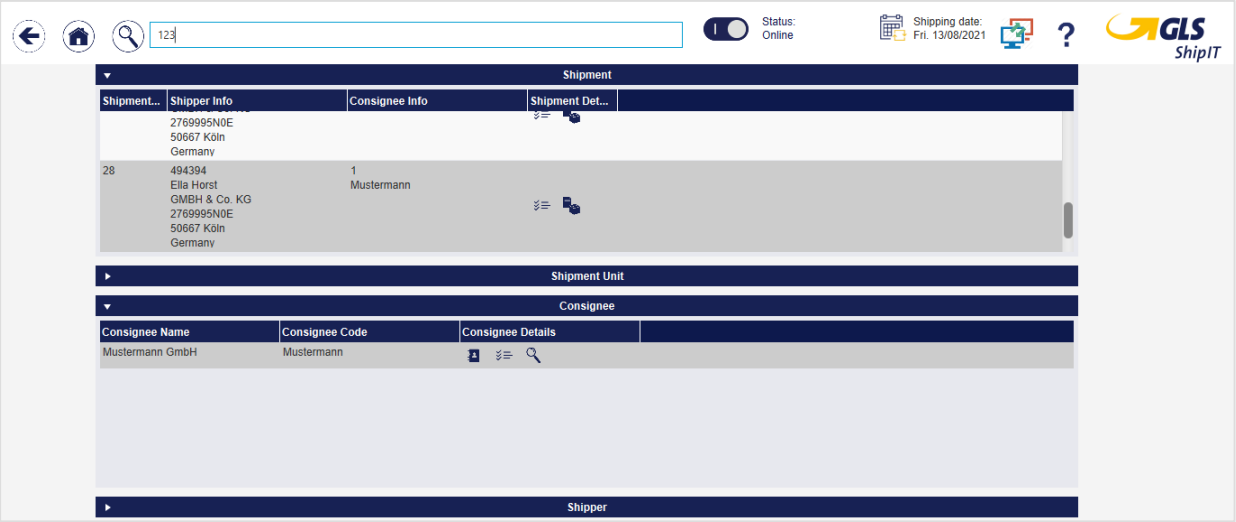


Figure 34 – Search

The following fields in the individual elements are included in the search:

Element	Fields
Shipment	Shipment ID, external shipment reference number
Parcel	Track ID, external parcel reference number
Consignee	Consignee ID, contact person, name1, name2, name3
Shipper	Name1, name2, name3, contact person, contact ID of the shipper, customer ID of the associated customer
Pick&ReturnService	See “Shipment”, only Pick&Return shipments are displayed
Pick&ShipService	See “Shipment”, only Pick&Ship shipments are displayed
Track and Trace	Track ID, source, info, transaction

Table 3 – Search criteria for elements

Depending on the element, information and links to the individual masks are displayed.

The search is not case sensitive.
All elements that you are allowed to see according to your rights are displayed.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

7.2.3 Copy shipment data

In the screens "Shipment Overview", "Track and Trace" and "Shipment Details" you have the possibility to copy shipment data via right mouse click in order to insert it at another location outside the ShipIT application.

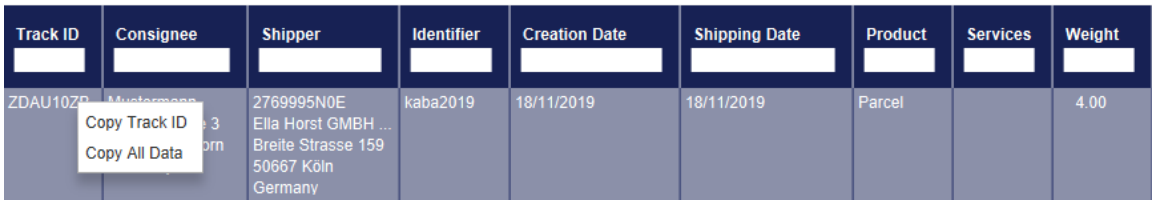


Figure 35 – Copy shipment data in "Shipment Overview"

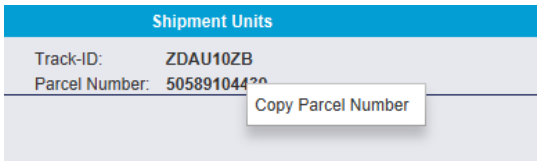


Figure 36 – Copy shipment data in "Shipment Details"

7.3 Main menu

After logging in, you will be taken to the main menu of the frontend.

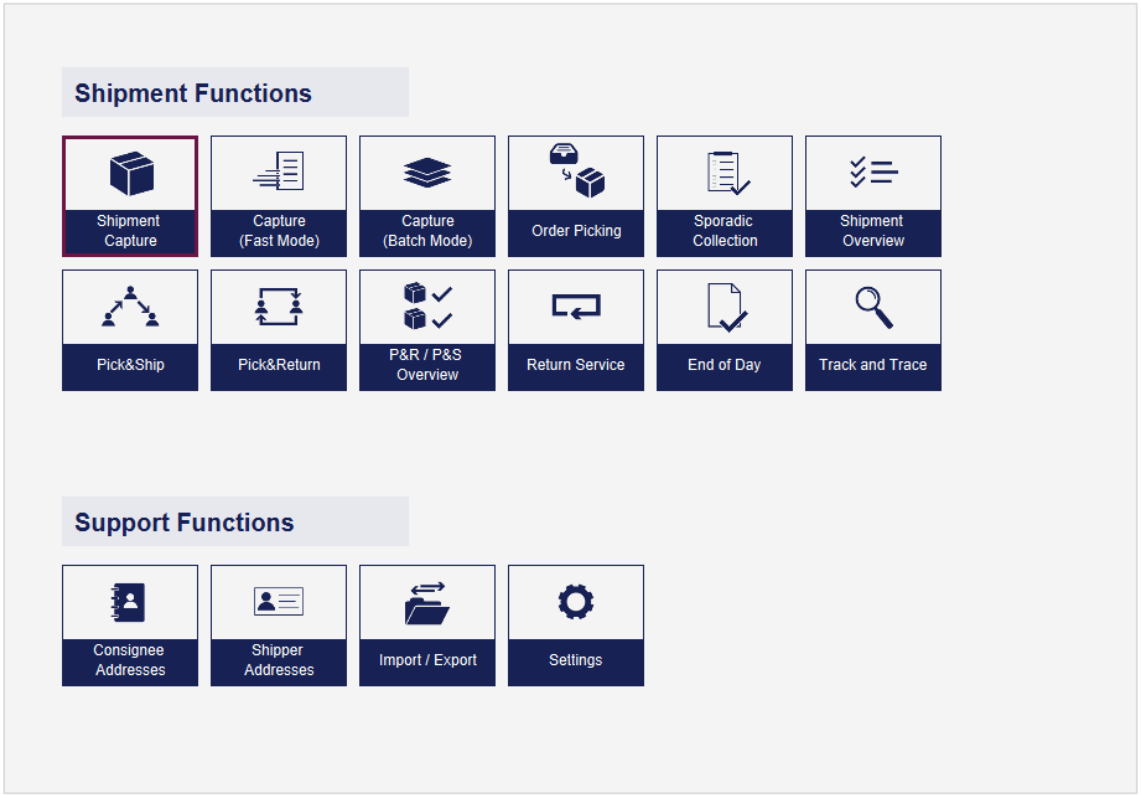


Figure 37 – Main menu

Via the main menu you can reach the following areas:

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

Shipment Functions

- Shipment Capture
- Capture (Fast Mode)
- Capture (Batch Mode)
- Order Picking
- Shipment Capture
- Shipment Overview
- Pick&Ship
- Pick&Return
- P&R / P&S Overview
- Return Service
- End of Day
- Track and Trace

Support Functions

- Consignee Addresses
- Shipper Addresses
- Import / Export
- Settings

For more information on the individual sections, refer to the corresponding chapters of this manual.

7.4 Screens

The application consists of a variety of screens. The most important screens can be accessed from the main menu or the settings menu.

This section describes which elements of the screens belong together and which functions they have in general. For this purpose, the screen for shipment capture is illustrated with coloured areas and explained in an exemplary manner.

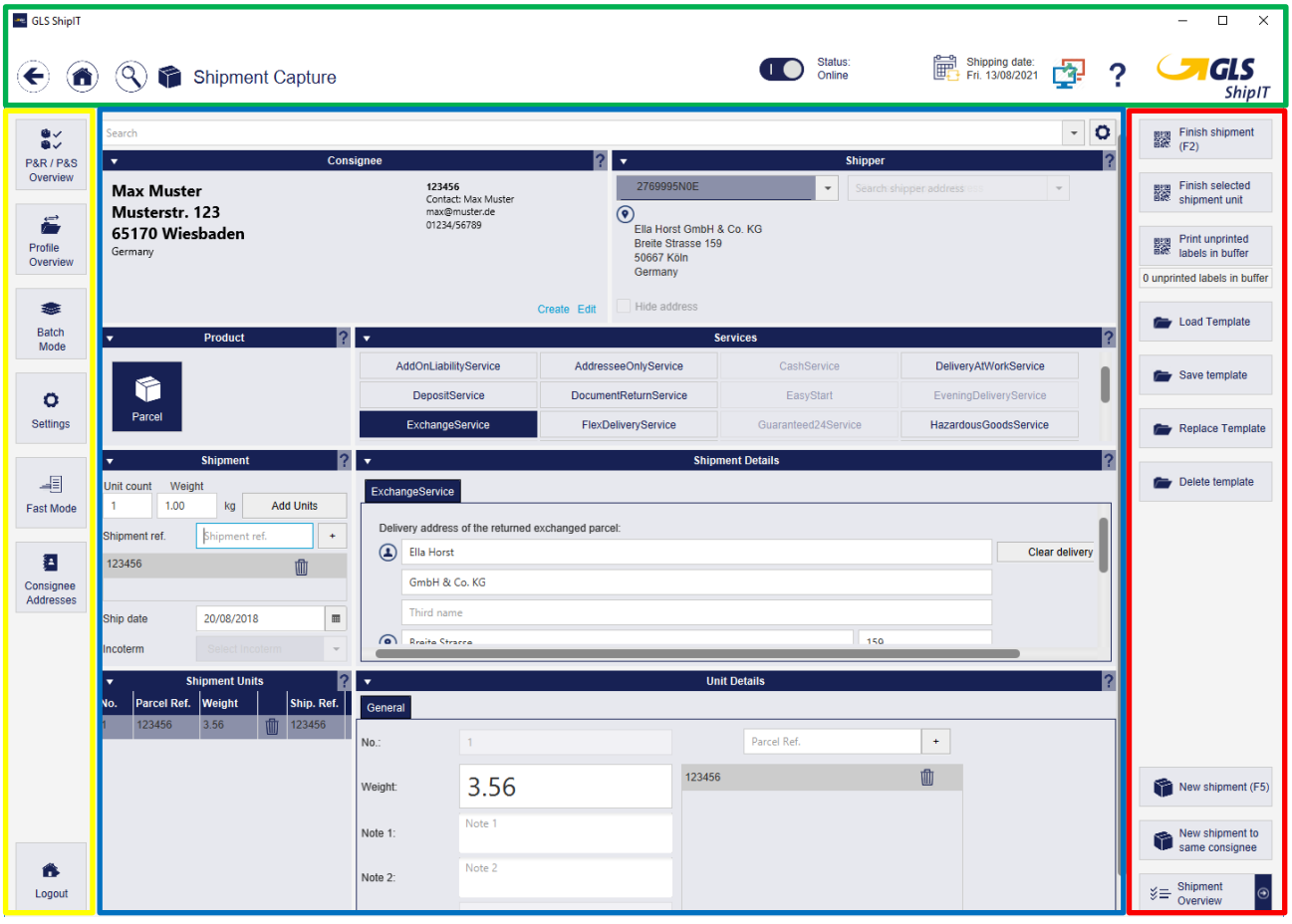


Figure 38 – Areas of a screen

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

7.4.1 Main bar (green)

The main bar contains the following buttons and information:

Button/Information	Description
Button	Navigation back step–by–step to the first menu
Button	Navigation back to the main screen
Button	Opens the search
Shipment Capture	Name of the current screen
Online status Status: Online	Online: if the backend could establish a connection to GLS since the last status check. With this button the backend can be set to offline mode. Please use the offline mode only in consultation with GLS!
Shipping date: Thu. 19/08/2021	Set date for shipments and pickups
905	Hazardous goods traffic lights and currently achieved hazardous goods points (is displayed if dangerous goods labels have been printed)
Button	Link to ShipIT Download Server / TeamViewer QuickSupport
Button	Opens the user manual
GLS ShipIT	GLS logo

Table 4 – Buttons and information in the main bar

7.4.2 Navigation bar (left, yellow)

The left navigation bar contains links to other screens of the application. Alternatively, these screens can be accessed via the main screen. In addition, the left navigation bar contains the log-out button.

7.4.3 Data view and capture (centre, blue)

The middle part of the mask is used to display information and interact with the program. All relevant data is captured here. There are tables, buttons, text fields, lists and other elements that you can use to access and enter the information.

7.4.4 Action bar (right, red)

In the right action bar there are activities related to the current screen. In some sections a navigation to other screens can be found.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

7.5 Tables

Most of the tables are structured in the same way and offer the same functionality.

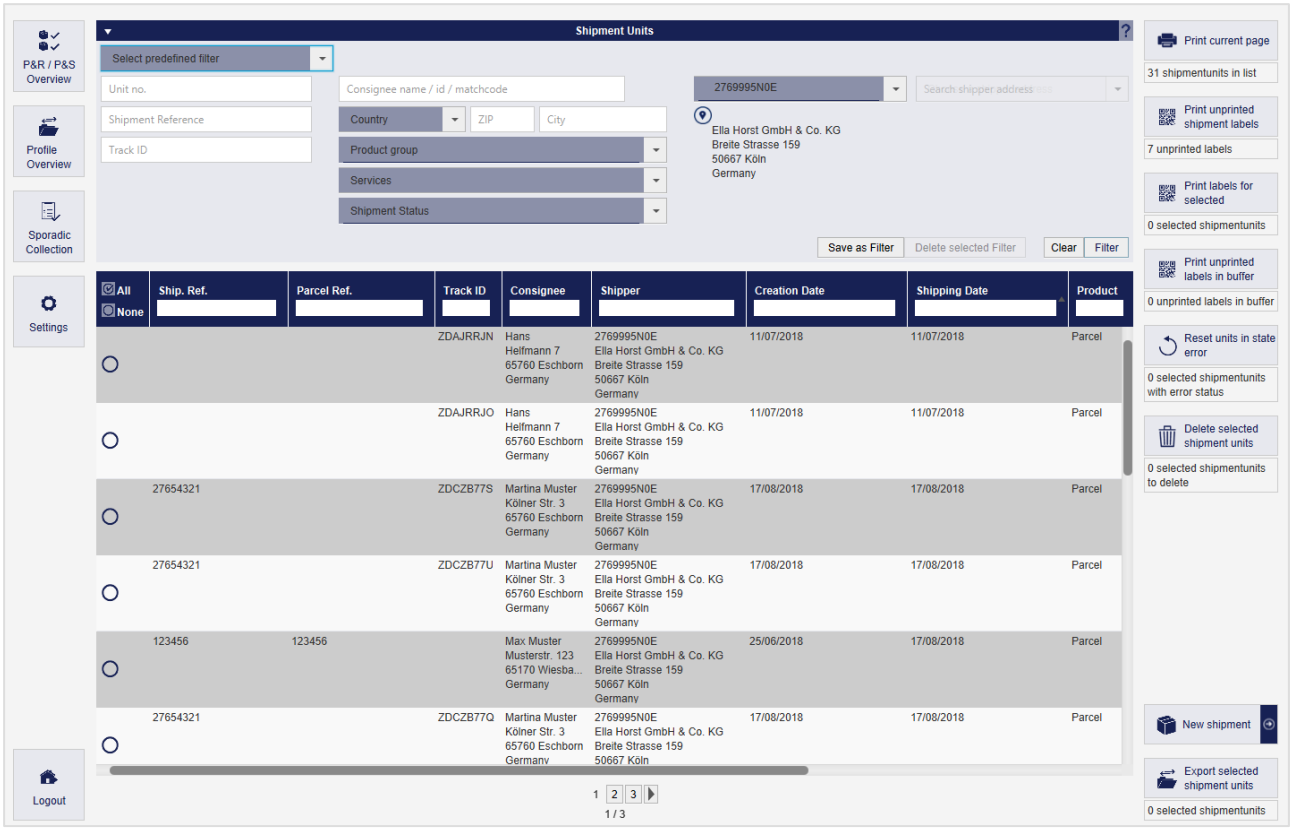


Figure 39 – Shipment Capture table

7.5.1 Scroll function

A defined number of entries is displayed per page of a table. If you want to display more entries, select the corresponding page underneath the table or click on the arrow next to the number to switch to the previous or subsequent page.

If you want more or less than the default entries to be displayed, open the <path to installation directory>/config/fpcs-client.properties file with a text editing program. Enter tables.row.per.page= [desired value] in a new line to adjust the value of the displayed rows in the ShipIT tables. Similarly, you can use the command pagination.maximum=[desired value] to set the number of pages to be initially paginated - the higher the value, the longer the table will take to load. After you have entered the value, save the file - the next time you start the frontend, the set values will be used to load the tables.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

7.5.2 Column settings

The columns of the table can be adjusted in terms of width, arrangement, sorting and visibility.

Adjustment	Description
Width	By double–clicking at the right end of a column (the mouse pointer changes to the symbol⇔), the column is displayed so wide that all contents are displayed completely. Hold down the left mouse button to manually adjust the column width.
Arrangement	Columns can be moved using drag & drop. A blue bar indicates where the column will be positioned when released.
Sorting	If you click on a column name, the table is sorted in ascending or descending order according to this column. An up or down arrow to the right of the column names indicates the current sort order. Only columns with text fields can be used for sorting.
Visibility	A right–click on the table header opens a context menu in which individual columns can be displayed or hidden.

Table 5 – Column settings

Note that all column settings are automatically saved in your user directory under <Path to user directory>/.gls/fpcs/tablesettings.json once they have been changed.

7.5.3 Selecting data

To select a record, click on at the beginning of the row. Click on to cancel the selection. Select "All" in the column "All / None" to select all records in a table or "None" to delete the selection. This column does not exist for tables without multiple selection.

Depending on the screen you are currently using, you can select and perform various actions for the selected data sets in the right–hand bar, e. g. print unprinted labels in the Shipment Overview.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

7.5.4 Filter

You can restrict the display of table elements using predefined filters or individual columns.

The filter functions are available above the table.

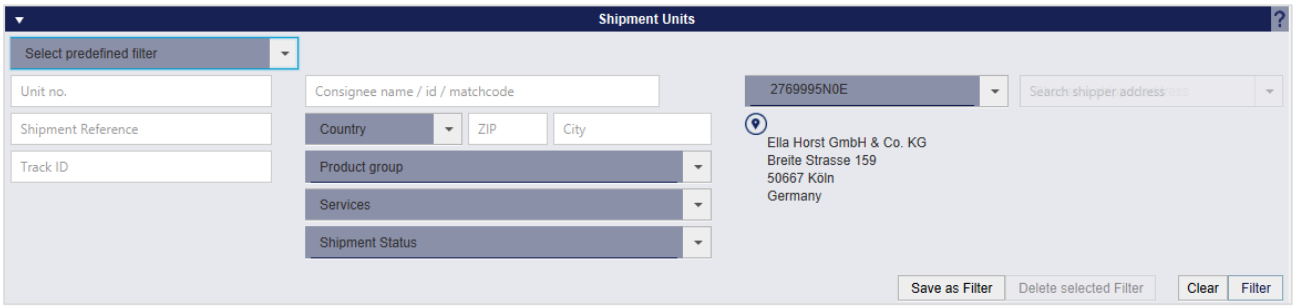


Figure 40 – Filter table contents

Depending on the criteria, you can enter reference values or choose from a list. You can select any number of criteria to restrict the result. Click on "Filter" to apply the criteria.

The list then displays all elements that match the filter criteria. If there are no elements that match the entered criteria, "No content in table" is displayed. Remove one or more filters until you get a result in the table.

If you want to reset all filter fields to their initial value, click on the "Clear" button. Then click on "Filter" to display all table entries.

Filters that you need more often can be saved using the "Save as Filter" button. A saved filter can be removed by clicking on "Delete selected Filter".

Alternatively, you can enter a search text in the text field under the column name and confirm it with the Enter key. The search is case insensitive. To reset the search, remove the search text and confirm with Enter.

Figure 41 – Search in table column

All actions that you perform after applying a filter (e.g. "Select all", "Delete selection") refer exclusively to the filtered data.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

7.5.5 Mandatory fields

In order to handle parcels correctly, certain information is required. When you enter information, you will recognize mandatory fields by the "*" symbol. The symbol is located either on the field label or in the info text within the field.

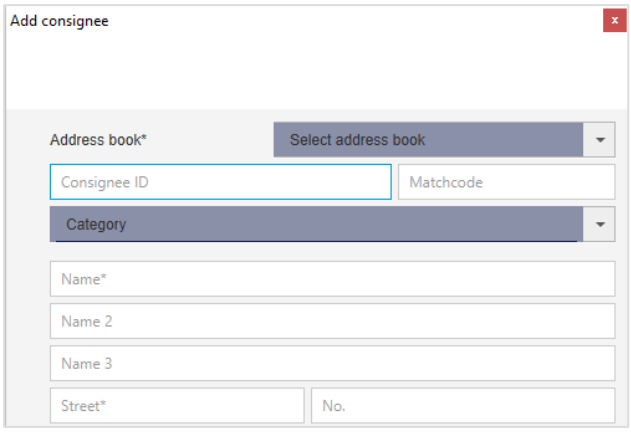


Figure 42 – Mandatory fields

If relevant information is missing when saving, an error message is displayed at the top of the screen and the mandatory fields to be filled are marked in red.

In individual cases, information may be required in the input mask that is not flagged as mandatory fields, such as an e–mail address when adding the *FlexDelivery**Service***.

7.6 Updating masterdata

If master data is updated in the backend database, this is displayed at the bottom right of each screen.

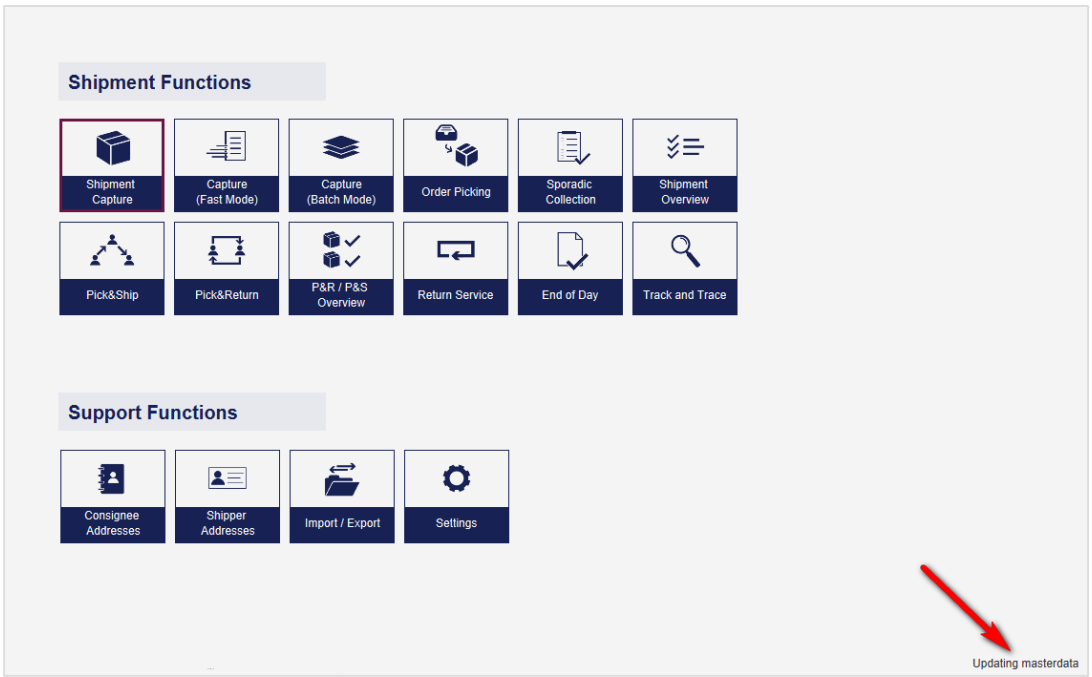


Figure 43 – Updating masterdata

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

7.7 System messages

Whenever you execute an action in the frontend, you receive a visual confirmation. Even if there is no direct effect on the user interface, for example when saving settings, a system message is displayed in the main bar. This message fades after a few seconds.

Status messages have a green background:

Figure 44 – Example status message

Error messages have a red background:

Figure 45 – Example error message

Warning messages have an orange background:

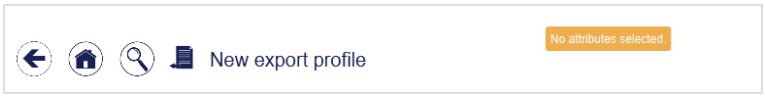


Figure 46 – Example warning message

7.7.1 Error messages

Errors may occur during the operation of the software. Depending on the type of error, various corrections are necessary.

7.7.1.1 Validation errors

In many cases, the program requires correct entries to execute a certain process without errors. The process cannot be completed if data is missing or if it contains unusable information.

If, for example, the entry of a street is missing during shipment capture, the field is highlighted in red and an error message asks you to correct the entries.

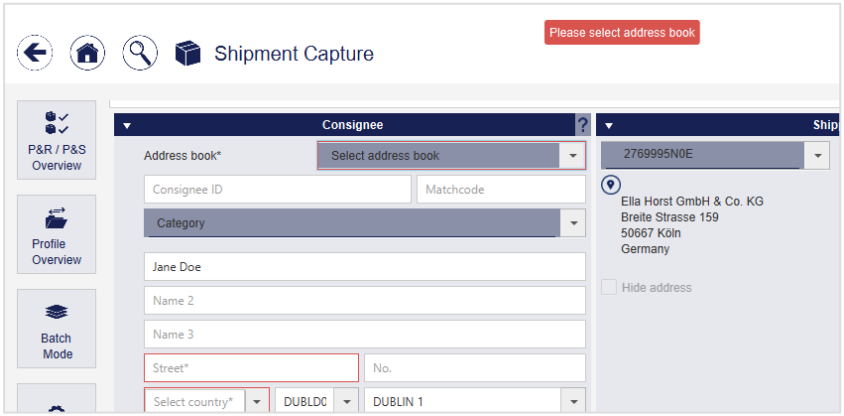


Figure 47 – Validation: Missing entry

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

If you enter invalid values, e. g. a weight that cannot be sent according to GLS guidelines, an error message appears. Correct the input to complete the process.

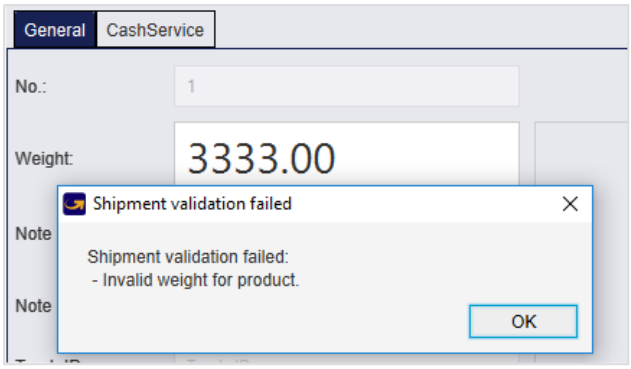


Figure 48 – Validation: Incorrect entry

7.7.1.2 Configuration errors

Settings must be made for certain tasks beforehand. If, for example, no printer is defined in the printer settings, a pop–up will inform you of the missing configuration. Configure the necessary settings and repeat the action.

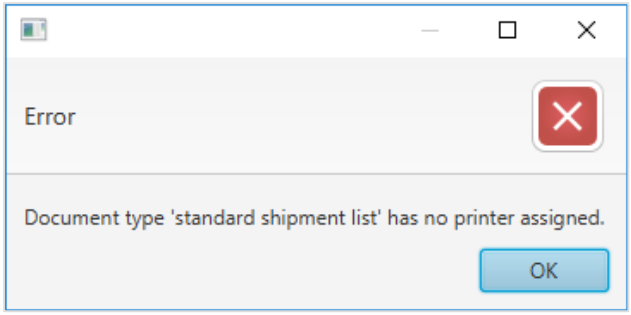


Figure 49 – Missing printer configuration

7.7.1.3 Runtime error

If the application produces errors at runtime that cannot be assigned to any of the categories, please contact your GLS contact person.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8 Settings

Figure 50 – Settings

All settings described in the following sub–chapters can be accessed via the “Settings” menu:

- My Settings
- Shipment
- Shipper
- User
- Roles
- Label
- Printer
- Scale
- Barcodes
- System
- Offline and Error Data
- Email Settings (E–Mail, Templates)

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.1 My Settings

You can manage settings that affect your account in "My Settings".

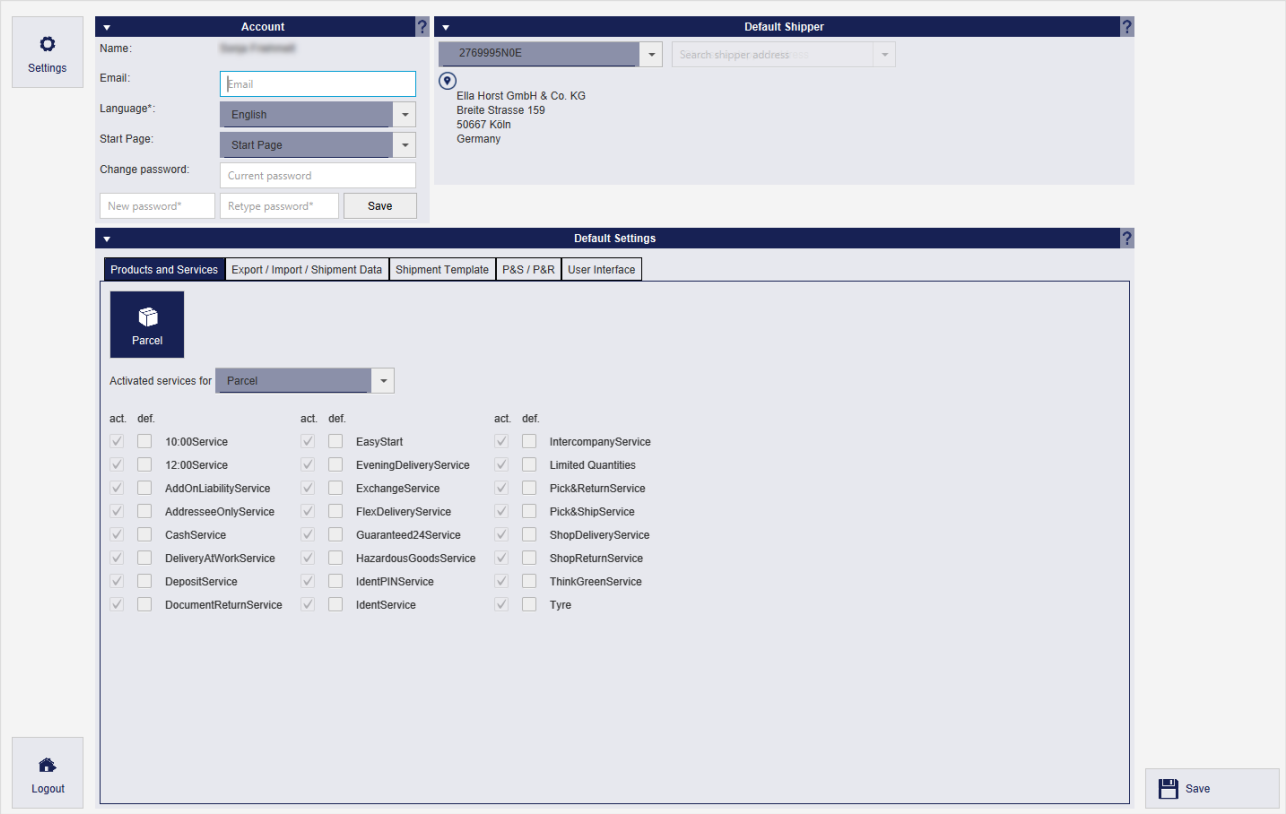


Figure 51 – My Settings

8.1.1 Account data

In the "Account" area you can change your account's e–mail address, language and password. You only need to enter the current password if you change it. After you have entered the new password and repeated it, click on Save.

For all other changes in these settings, use the Save button in the lower right corner.

Always choose a secure password with at least 15 characters, consisting of random letters, numbers, special characters and upper and lower case letters.

8.1.2 Default shipper

In the "Default shipper" area, all available shippers are offered for selection in a drop–down menu. Select one of these senders to set it as the default for shipment capture. If a shipper has alternative shipper's addresses, you can select one of these addresses from the drop–down menu next to the regular shipper's address.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.1.3 Products and Services

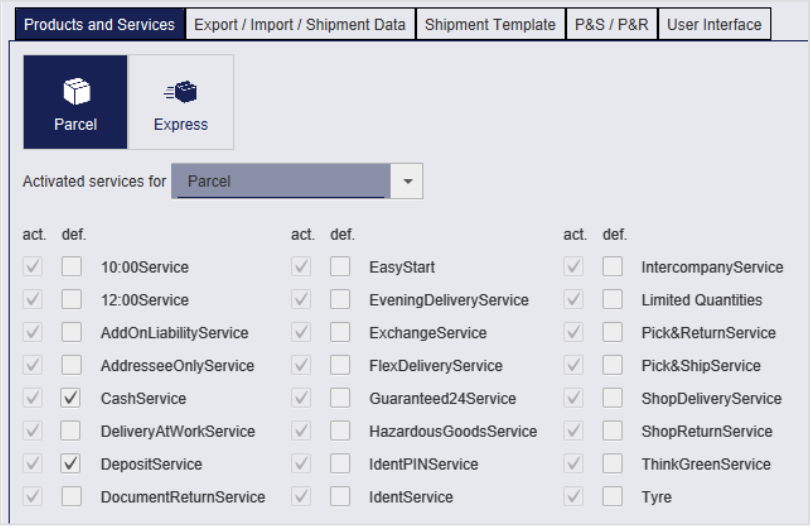


Figure 52 – My Settings: Products and Services

The tab "Products and Services" shows all available products. You can select one of these products as the pre–set for all shipments (the product is then marked in dark blue).

The available services for the product are shown (in the "act." column) and can be selected to be displayed as pre–set when entering a shipment (in column “def.”).

Certain service cannot be combined. The system recognizes if an invalid combination is selected. None of the services is then preselected in the shipment capture screen.

The default products can be defined in three different screens:

- “My Settings": Your personal preferences
- “Shipper Settings”: Default settings for a specific shipper
- “Consignee addresses": Default settings for a specific consignee

The settings for the consignee have priority, then the settings for the shipper take effect. So if the shipper has a default product, e. g. parcel, all personal settings are ignored. In order for your personal settings to apply, products and services may neither be set for the consignee nor the shipper. We recommend that you make all generally valid settings at consignee or shipper level.

Further information on product and service selection can be found in chapters 9.1.3 Selecting the product and 9.1.6 Selecting services.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.1.4 Export/Import/Shipment Data

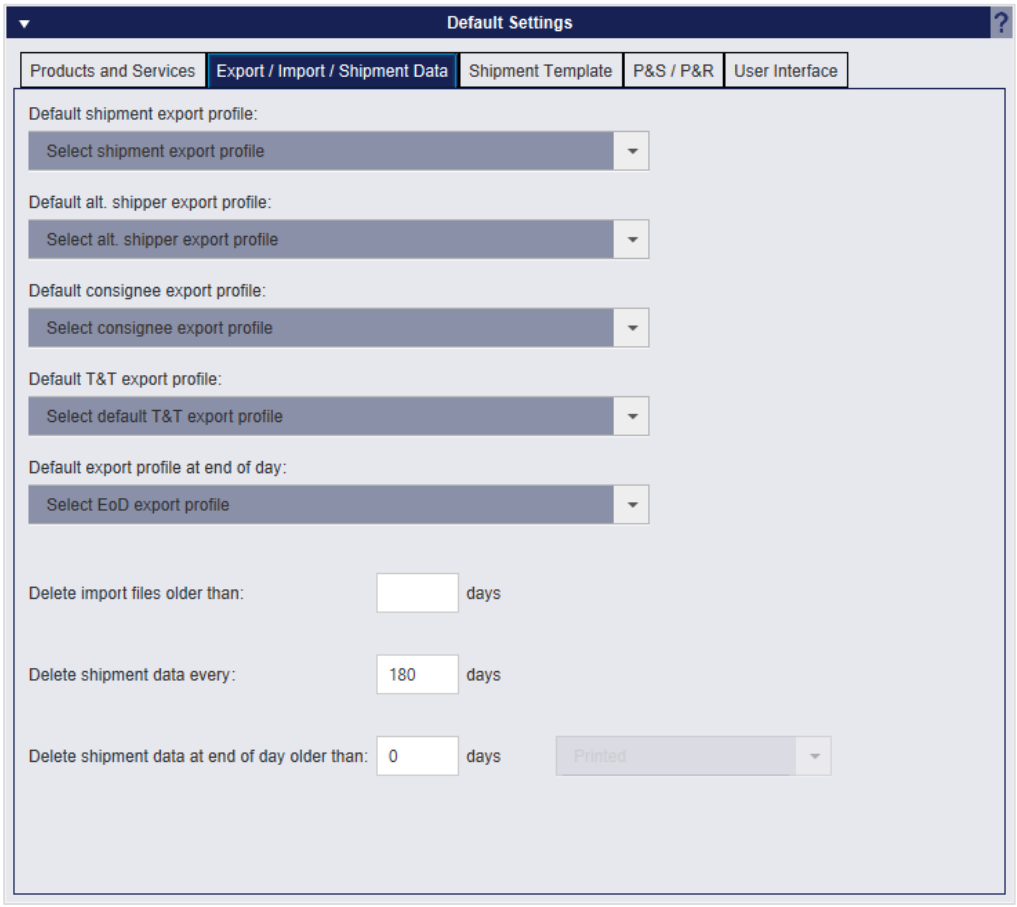
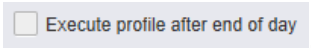


Figure 53 – My Settings: Export Profiles

In the tab "Export/Import/Shipment Data" of the default settings you can set which export profiles should be used by default for different operations. These profiles can be created as described in Chapter 9.13.3 New Export profile.

The individual default export profiles always refer to the associated screen. For example, the “Default export profile at end of day” is used if you manually use the "Export selected shipments" button in the "End of day" screen. If you want the export to be executed automatically after the End of day, you must activate this directly in the corresponding export profile in the profile settings via the checkbox 

.

You can also specify the intervals at which certain data in the application is to be deleted. Enter "0" to prevent the data from being deleted regularly.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.1.5 Shipment Template

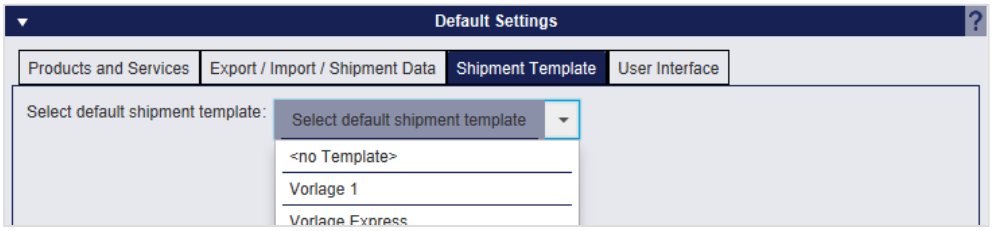


Figure 54 – My Settings: Shipment Template

In the "Shipment Template" tab, you can select a standard shipment template that is used for all new shipments created in Capture (Fast Mode). Further information can be found in chapter 9.1.10 Shipment templates.

8.1.6 Pick&Ship / Pick&Return

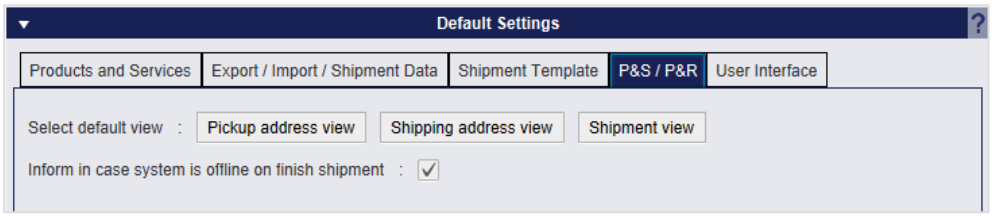


Figure 55 – My Settings: P&S / P&R

In the tab "P&S / P&R" you can choose which of the three different views should be preselected in the "P&S / P&R Overview".

You can also choose whether you want the system to notify you when it is offline when a shipment capture is completed. For more information on the offline functionality, see Chapter 10 Working in offline mode.

8.1.7 User Interface

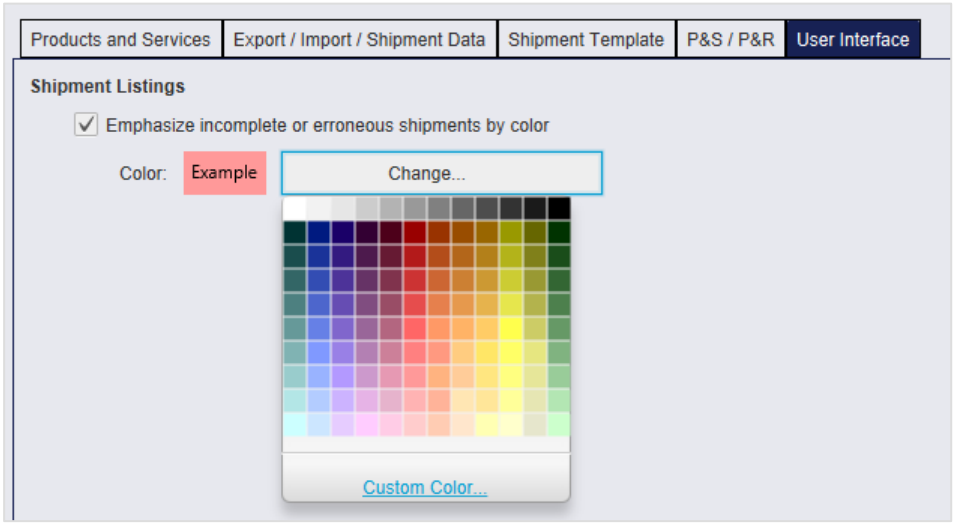


Figure 56 – My Settings: P&S / P&R

In the "User Interface" tab, you can set whether incomplete or faulty shipments should be highlighted in color in the shipment overview and select a corresponding color.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.2 Shipment Settings

In the Shipment Settings, you can configure general properties of shipments for special services. If you have made changes, click the "Save changes" button in the lower right corner.

8.2.1 Number of printouts for End of Day procedures

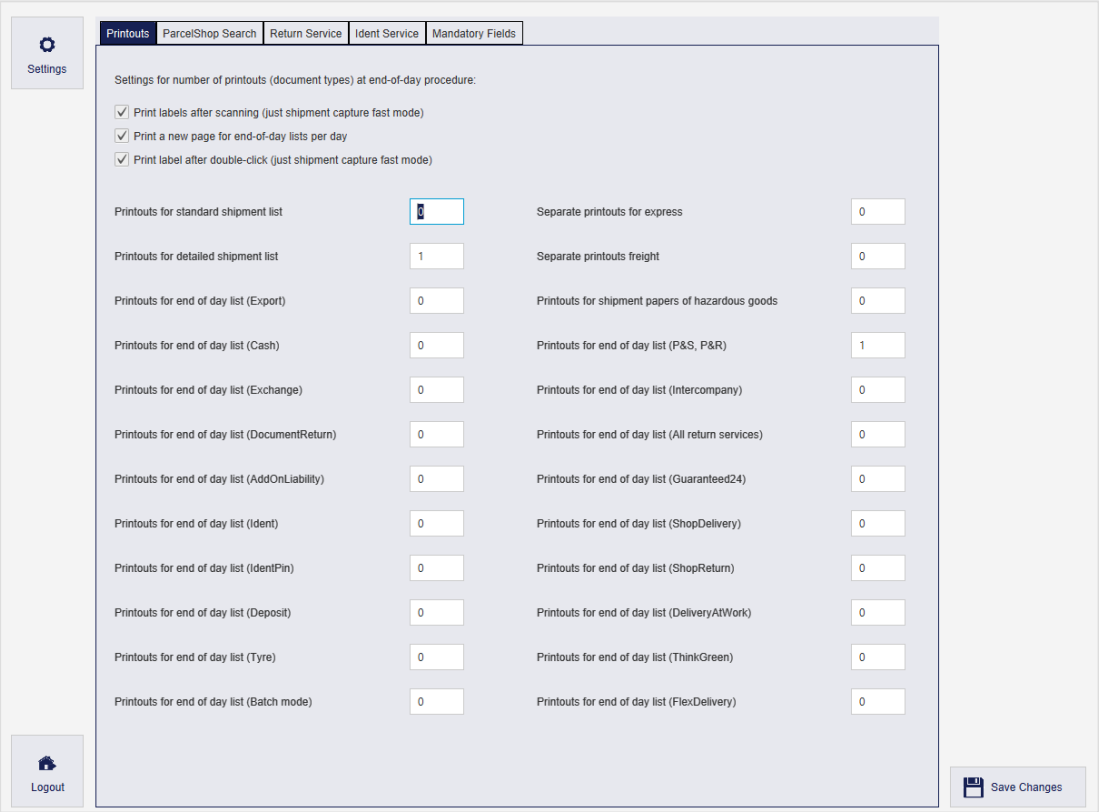


Figure 57 – Shipment Settings: Printouts at end-of-day procedure

In the tab "Printouts" you determine how many printouts of which type you want to generate during the End of Day procedures.

In addition, you can specify whether labels are to be printed directly after scanning in Capture (Fast Mode).

8.2.2 ParcelShop Search

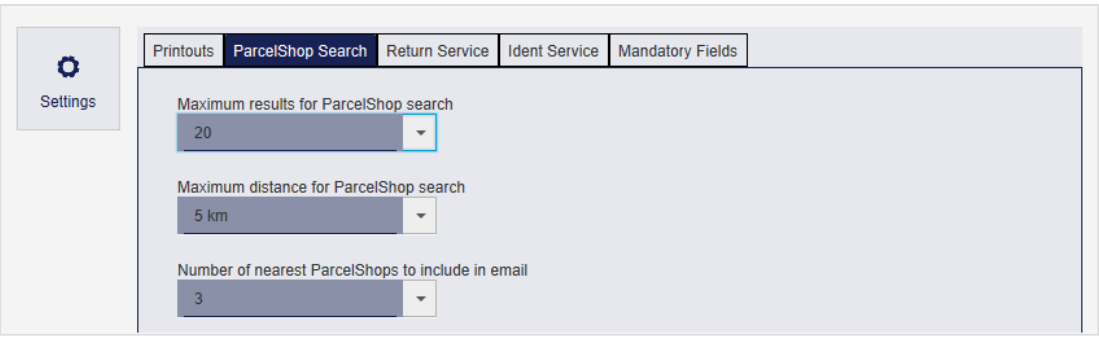


Figure 58 – Shipment Settings: ParcelShop Search

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

In the settings for the ParcelShop search, you can define the criteria according to which the ParcelShop search is designed:

- Maximum number of results for ParcelShop search
- Maximum distance for ParcelShop search
- The number of nearest ParcelShops that will be added to the email.

8.2.3 Return Service

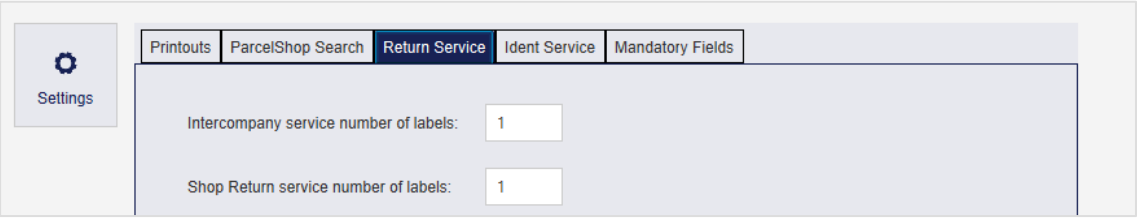


Figure 59 – Shipment Settings: Return Service

In the Return Service Settings, you can specify how many labels are to be printed for the *Intercompany**Service*** and the *ShopReturn**Service***.

8.2.4 IdentService

*Figure 60 – Shipment Settings: Ident**Service***

In the *Ident**Service*** settings you can define the return address to which the *Ident**Service*** form is to be sent.

8.2.5 Mandatory Fields

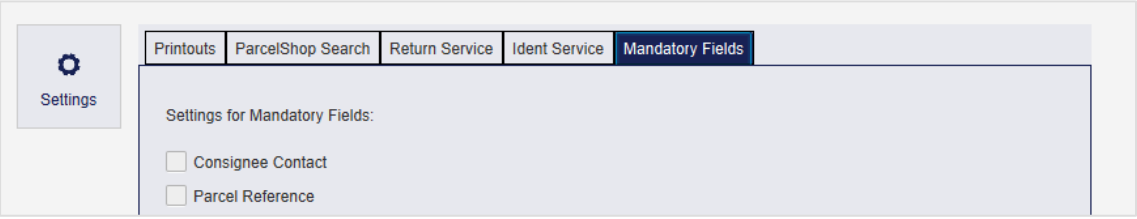


Figure 61 – Shipment Settings: Mandatory Fields

In the tab "Mandatory Fields" you can specify whether or not these fields are to be filled compulsory.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.3 Shipper Settings

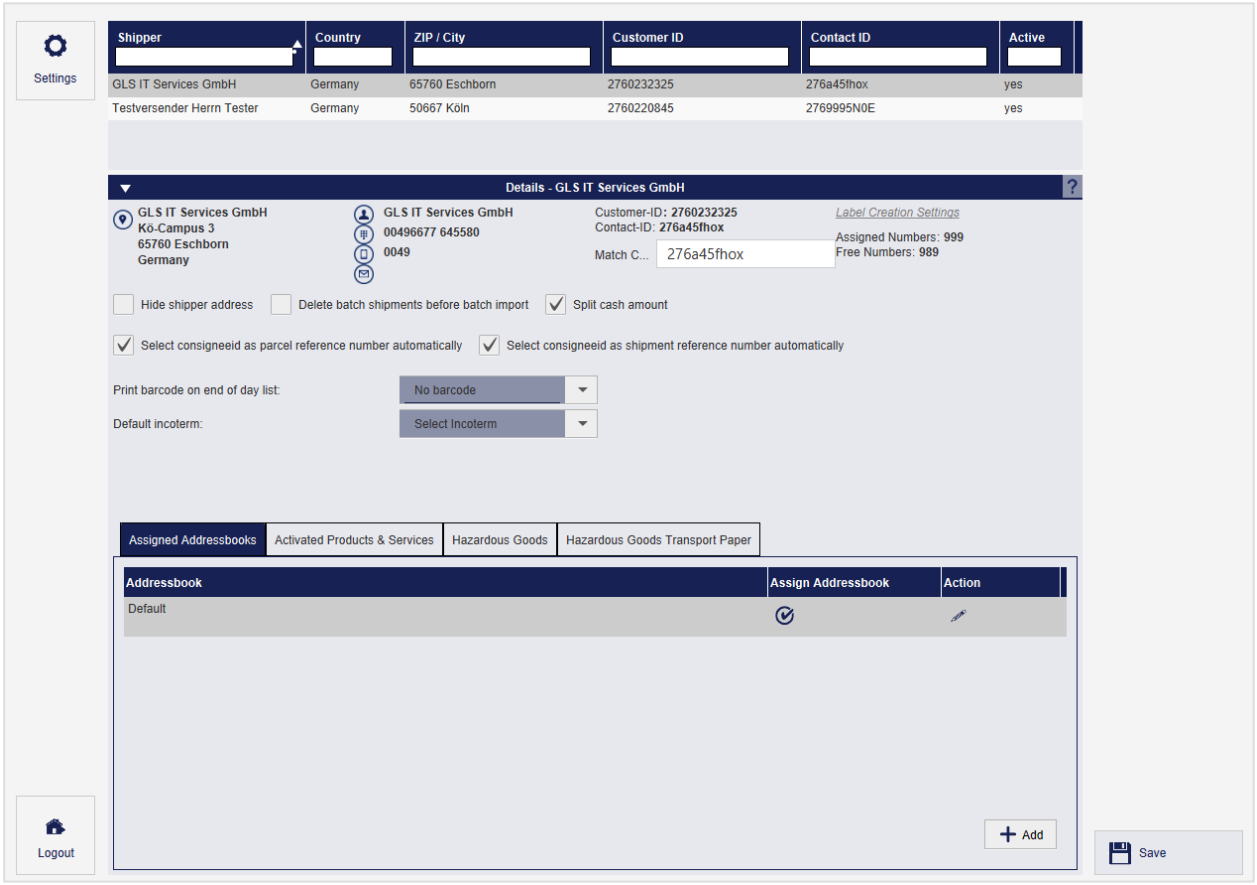
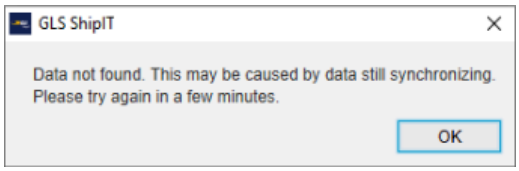


Figure 62 – Shipper Settings

After the (initial) installation of ShipIT, the master data must first be loaded. This may take some time. During this time, you will not be able to open the shipper settings. As long as the shipper data is not yet available, the following message is displayed.



In the Shipper Settings, you can view and edit the data of all available shippers. Select the required shipper in the upper table to view the details. When selecting an inactive sender, the details are displayed grayed out / not selectable.

It is not possible to add new shippers or change the master data. If you want to add a shipper or make fundamental changes to an existing shipper, contact GLS Support.

You can change the following settings in the details area:

- Visibility of the shipper's address on the labels.
- Behaviour during batch import of shipments. If you have activated the "Delete batch shipments before batch import" option, all existing shipments will be deleted before the import.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

- Amount distribution for *Cash**Service***. If a shipment contains more than one parcel, the amount due will be split among all parcels in terms of value. If the amount is to be assigned to only one parcel, or if you want to allocate a different amount, deactivate the function.
- Automatic use of the consignee ID as a shipment reference or shipment unit reference.
- Printing bar codes on the End of Day list.
- Setting default incoterms. If you send parcels to certain countries (e.g. Switzerland) regularly in a certain way, you can preselect an Incoterm as standard here. The selected Incoterm is used in the individual screens of the frontend, when creating shipments via web services and when importing shipments. You can overwrite the Incoterm for each parcel.

You can enter a match code (shortcut) for each shipper to find it more quickly in the selection list.

If you have made changes, save them by clicking the button

in the lower right corner.

8.3.1 Adding and assigning Addressbooks

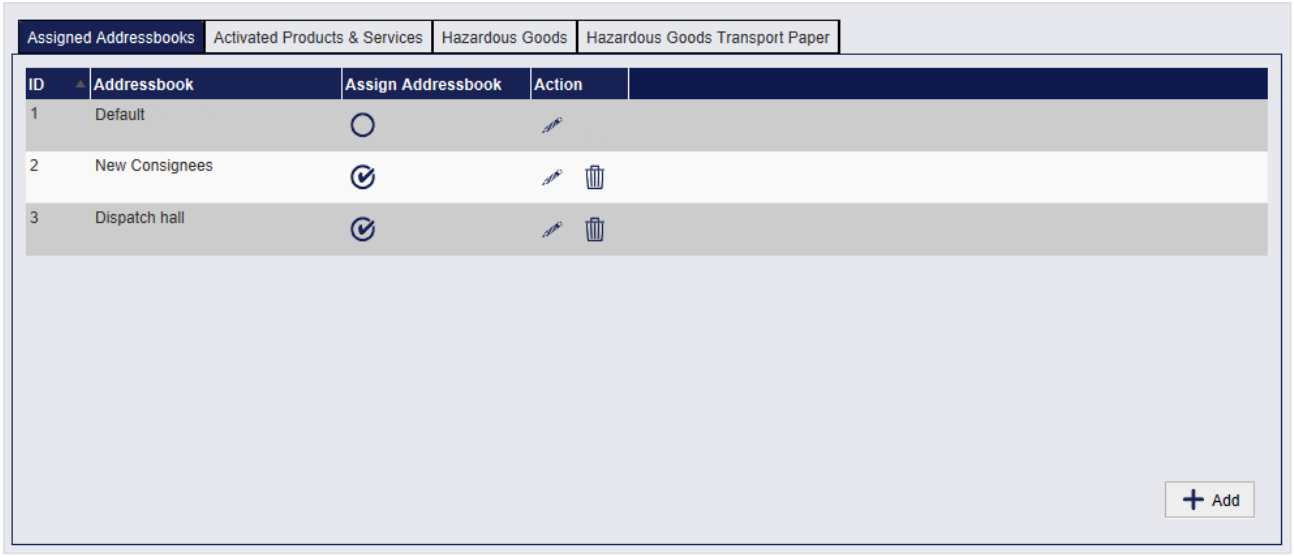


Figure 63 – Shipper Settings: Assigned Addressbooks

In the tab "Assigned Addressbooks" you can create addressbooks for consignee addresses and assign them to the shipper.

After installing the backend, a "Default" address book is automatically created and assigned to the first shipper created in the backend. This "Default" address book can be renamed, but not deleted. The assignment of the shipper can also be changed.

To create a new addressbook, select the "Add" button below the table, enter a name and confirm your entry.

In the “Assign Addressbook” column, you can enable or disable address books for the previously selected shipper.

In the "Action" column, you can change the name or delete an addressbook (depending on the user role). An addressbook can only be deleted if it does not contain consignee addresses.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.3.2 Activated Products & Services

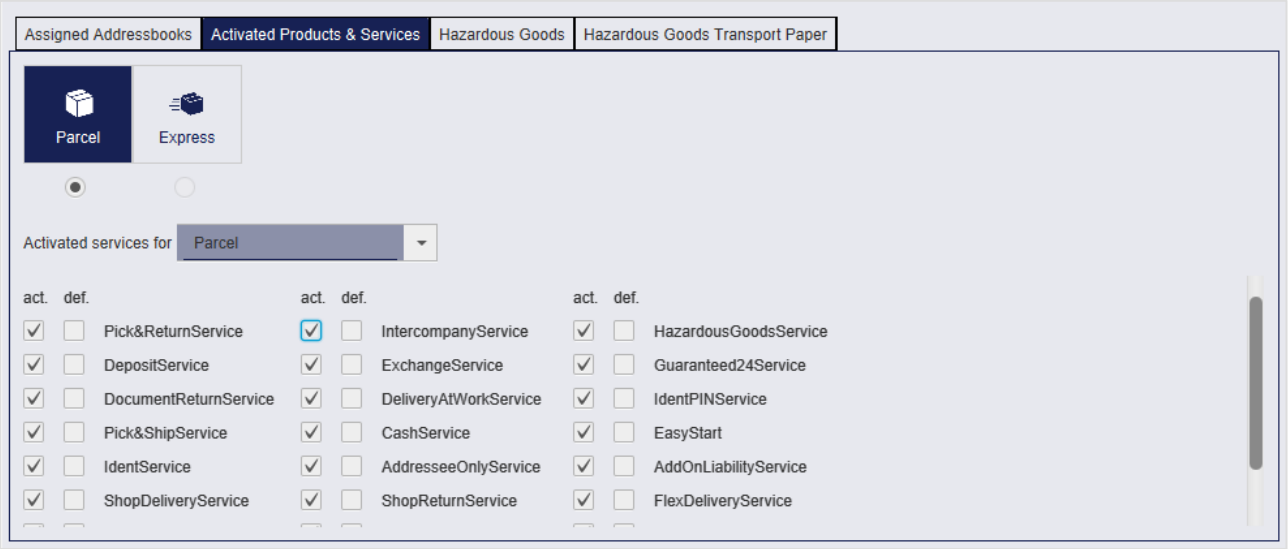


Figure 64 – Shipper Settings: Activated Products & Services

In the tab "Activated Products & Services" you can define which products and services should be activated or pre–set as default for the selected shipper.

Click on the product buttons at the top of the page to activate a product for the shipper (product is then highlighted in dark blue). Click on the radio button below a product to select that product as the default product for the shipper.

Determine the services activated for this sender by first selecting the product in the combo box next to "Activated Services for" and then checking the services in the "act.” column. To define pre-selected services, check the corresponding services in the column "def.” (default).

The default products can be defined in three different screens:

- “My Settings": Your personal preferences
- “Shipper Settings”: Default settings for a specific shipper
- “Consignee addresses": Default settings for a specific consignee

The settings for the consignee have priority, then the settings for the shipper take effect. So if the shipper has a default product, e. g. parcel, all personal settings are ignored. In order for your personal settings to apply, products and services may neither be set for the consignee nor the shipper. We recommend that you make all generally valid settings at consignee or shipper level. Further information on product and service selection can be found in chapters 9.1.3 Selecting the product and 9.1.6 Selecting services.

Note that you can only activate products and services that have been activated for the shipper by GLS.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.3.3 Hazardous Goods

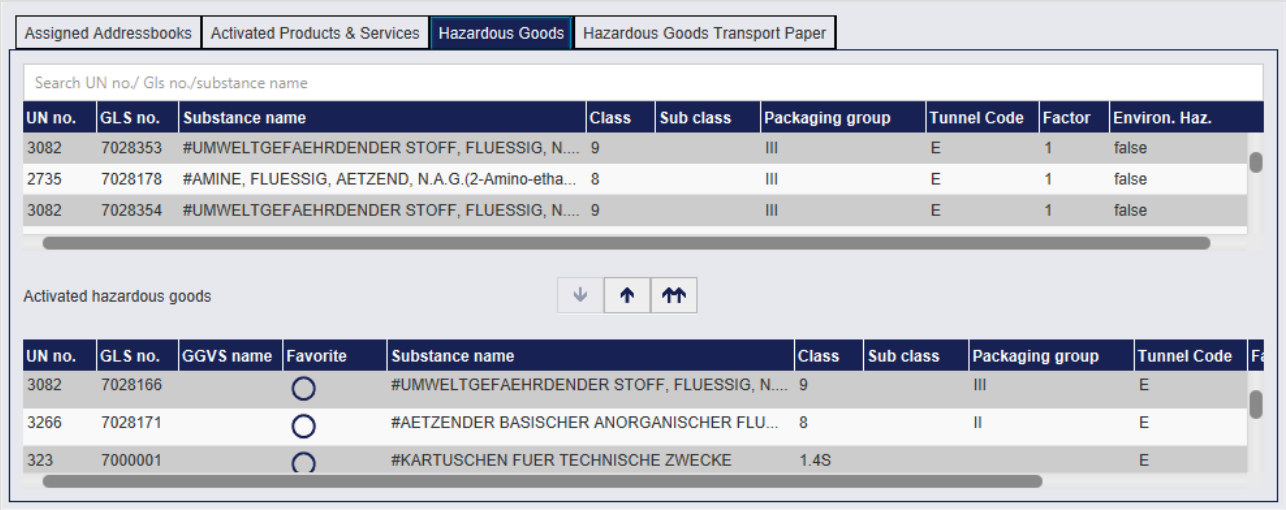


Figure 65 – Shipper Settings: Activated Hazardous Goods

Note that hazardous goods for a particular shipper can only be activated by GLS.

Use the bottom to deactivate selected dangerous goods in the lower table. Deactivate all hazardous goods simultaneously using the button.

If the shipper sends certain hazardous goods more frequently, you can define them as preferred in the "Favorite" column. When you capture a shipment, these favourites are displayed first for selection.

8.3.4 Hazardous Goods Transport Paper

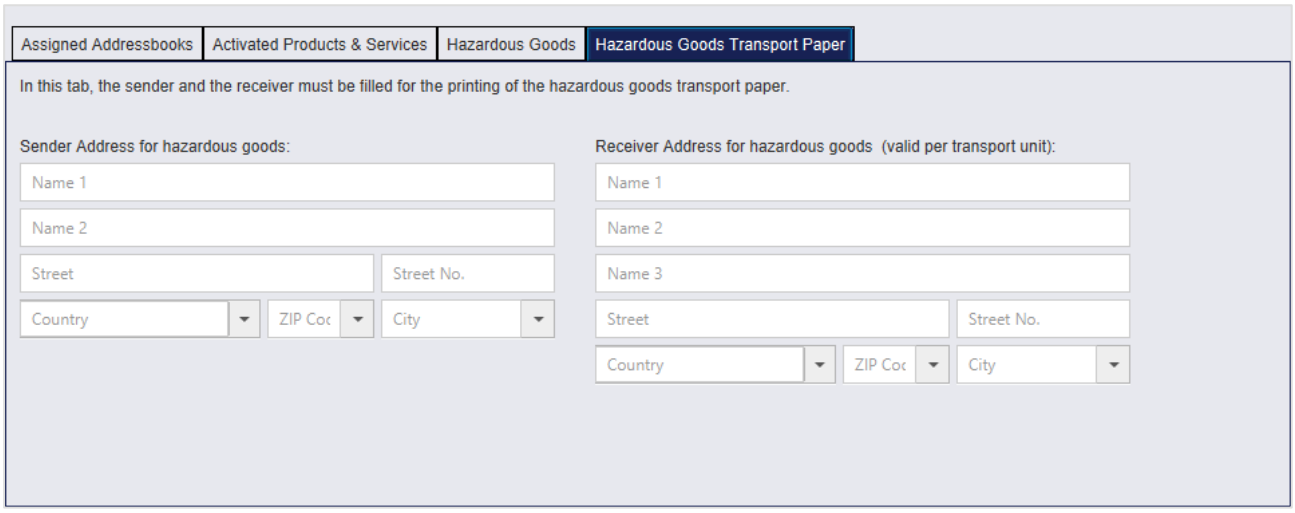


Figure 66 – Shipper Settings: Hazardous Goods Transport Paper

Hazardous goods must be shipped in accordance with ADR (Accord européen relatif au transport international des marchandises Dangereuses par Route; English: The European Agreement concerning the International Carriage of Dangerous Goods by Road).

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

Hazardous goods transport documents are attached to each consignment. Enter the sender and receiver addresses that are to be used on the document here. The sender is the default shipper. The receiver address is valid per transport unit. To be able to use a different receiver address for the hazardous goods transport documents, you need to run the End of Day. Enter the new consignee address afterwards. The new address is valid for all shipments that created from this time on.

Without entries in this tab it is not possible to send dangerous goods. If you try to create shipments with *HazardousGoods**Service*** without entering this information, an error message appears.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.4 User Administration

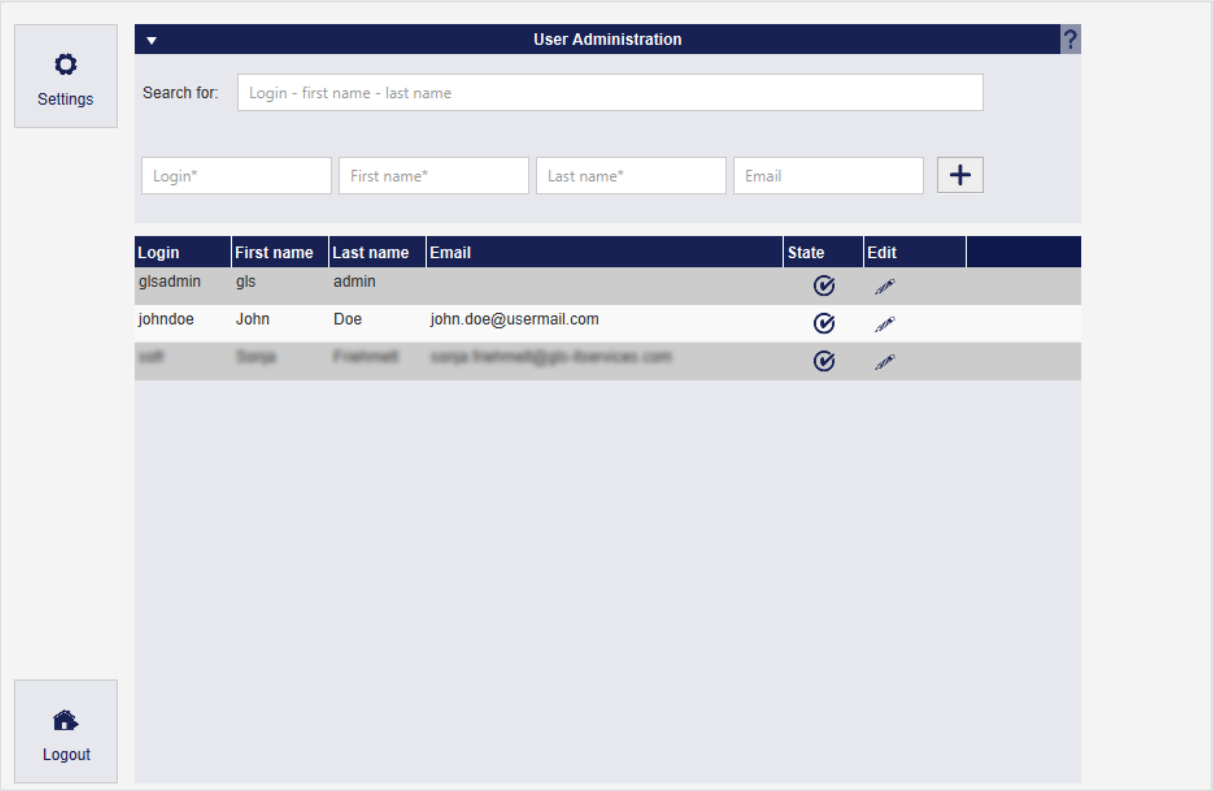


Figure 67 – User Administration

User Administration displays an overview of all users in the system. Here you can create new users or change existing user settings.

The upper row is used to search for a user. You can search by login, first name or last name. The characters entered are not case–sensitive.

8.4.1 Adding a new user

Use the second row to add a new user. Required fields are "Login", "First name" and "Last name", it is also recommended to enter an e–mail address. The entry in the "Login" field must be unique throughout the system, case–sensitive. Click on + to add the new user.

A new user has not yet assigned a password or role. Click on the button in the "Edit" column for configuration.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.4.2 Editing the User Settings

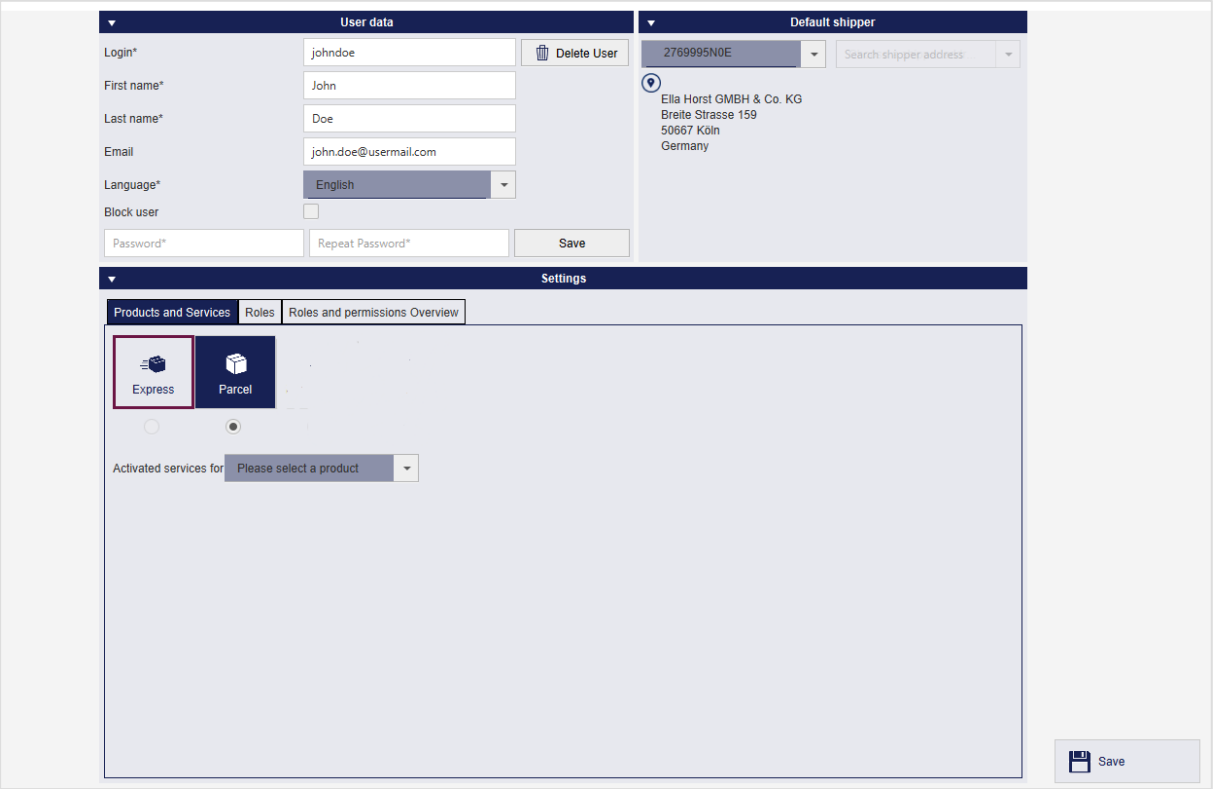


Figure 68 – User Administration – Details

You can view and change the settings for individual users in the details. If you have made changes, save them by clicking the button Save in the lower right corner.

8.4.2.1 User data

The fields "Login", "First name", "Last name" and "Email" are displayed and can be changed. The entry in the "Login" field must be unique throughout the system, case–sensitive. The language for the user interface can be selected from the predefined list.

The initial password is also set in the user data. Enter the password twice and confirm with the Save button. The user can change the password by himself as described in chapter 8.1.1 Account data. If a user has forgotten his access data, you can store a new password in the user administration.

Via "Block user" you can block a user from using the system.

A user can be removed from the system by pressing the Delete User button. The currently logged in user and the administrator cannot be deleted.

When you add a new user, you must first assign a role. The selection of the standard shipper and the products and services depends on the role.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.4.2.2 Default Shipper

A default shipper and an alternative shipper address can be assigned to the user from the selection list.

8.4.2.3 Products and Services

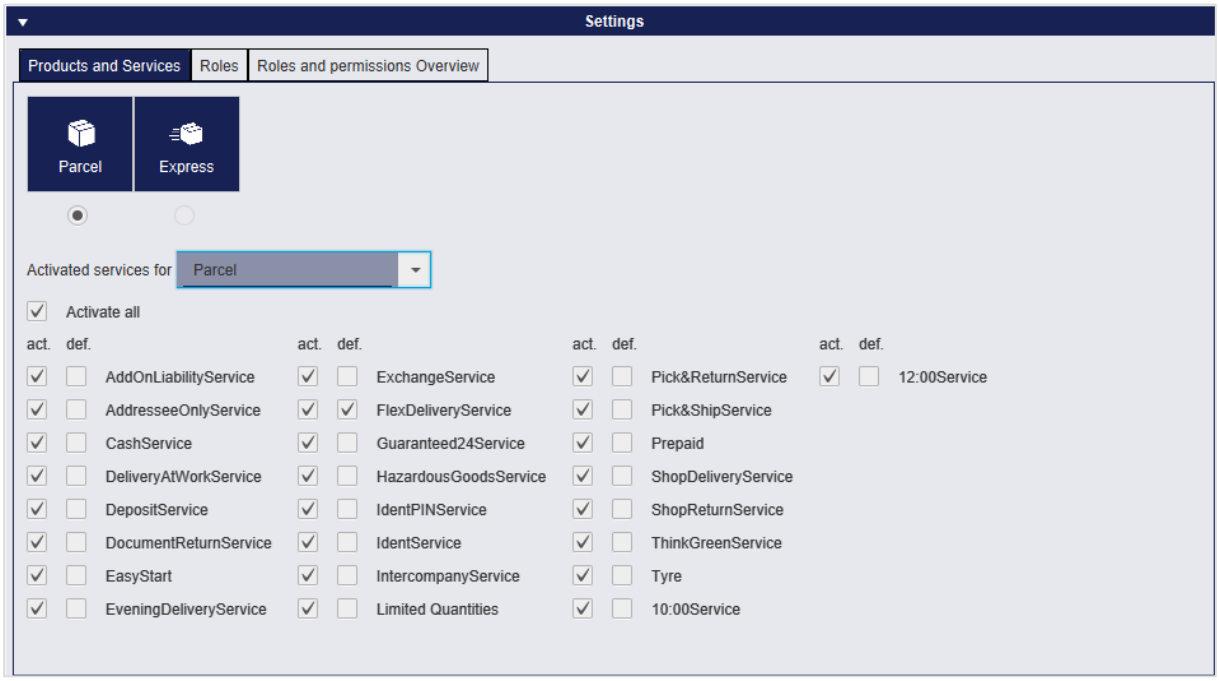


Figure 69 – User Administration – Settings: Products and Services

Click on the product buttons at the top of the page to activate a product for the user (product is then highlighted in dark blue). Click on the radio button below a product to select that product as the default product for the user.

Determine the services activated for this user by first selecting the product in the combo box next to "Activated Services for" and then checking the services in the "act.” column. To define preselected services, check the corresponding services in the column "def.” (default).

Please note that the available products and services may vary by country and relation. If you have any questions in this regard, please contact your GLS sales team.

The default products can be defined in three different screens:

- “My Settings": Your personal preferences
- “Shipper Settings”: Default settings for a specific shipper
- “Consignee addresses": Default settings for a specific consignee

The settings for the consignee have priority, then the settings for the shipper take effect. So if the shipper has a default product, e. g. parcel, all personal settings are ignored. In order for your personal settings to apply, products and services may neither be set for the consignee nor the shipper. We recommend that you make all generally valid settings at consignee or shipper level. Further information on product and service selection can be found in chapters 9.1.3 Selecting the product and 9.1.6 Selecting services.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.4.2.4 Roles

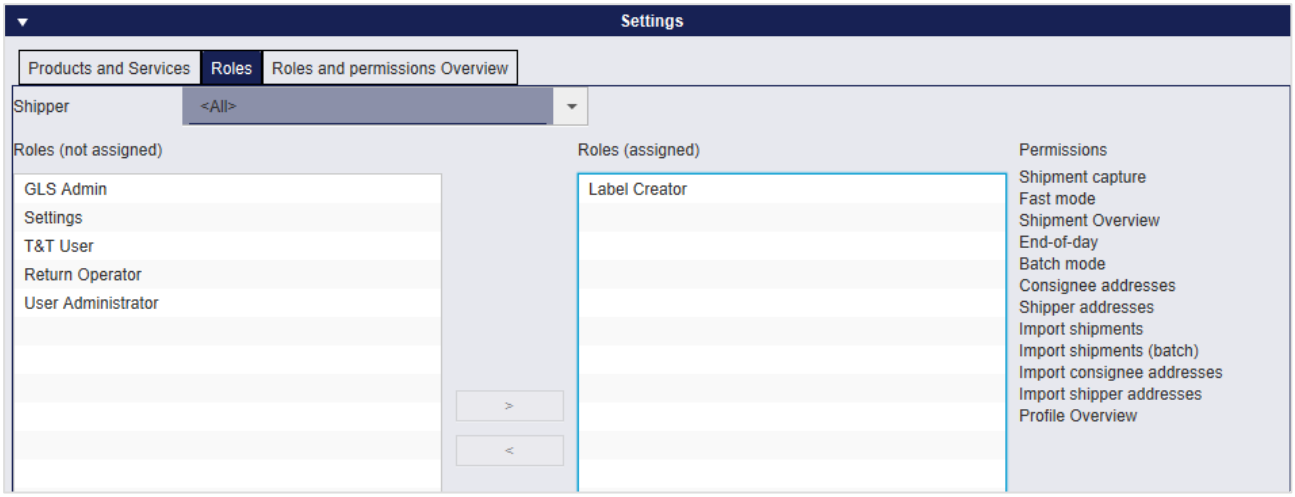


Figure 70 – User Administration – Settings: Roles

The required role is assigned to the user in the "Roles" tab. In the "Permissions" column, you can see which functions are linked to the role. Each user can have one or more roles. The roles can be defined for a selected shipper or for all shippers.

8.4.2.5 Roles and permissions Overview

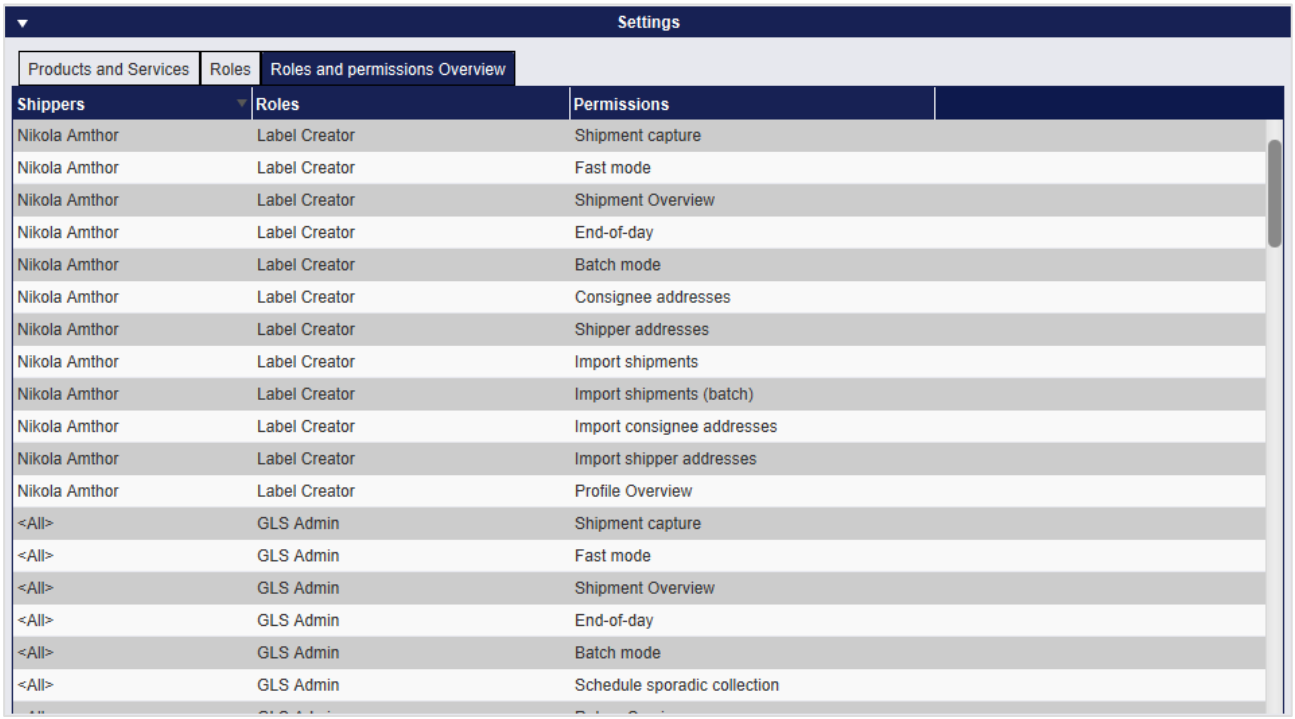


Figure 71 – User Administration – Settings: Roles and permissions Overview

This view displays an overview of the roles allowed for the user and the associated authorizations by shipper.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.5 Roles

The role administration can only be accessed and edited by the GLS Administrator!

When you install the application, the following standard roles are created:

- GLS Admin
- User Administrator
- Label Creator
- Return Operator
- T&T User
- Settings

These roles cannot be changed or deleted. You can find out which permissions a role has under "Settings" > "User administration" > "User administration – Details" > "Settings: Roles and permissions Overview".

Contact your GLS administrator if you need additional roles.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.6 Label Settings

Figure 72 – Label Settings

You can add additional content to labels. To do this, you can select the following information for the vertical area on the label:

- No image or barcode
- EAN 128 barcode
- Code 39 barcode
- Custom image

If you use a local installation, you can add the KlimaProtect logo to the bottom right of the parcel label for shipments within Germany.

Please note that you cannot use the horizontal area for additional content, as the information on the data protection regulation is printed on all labels in the horizontal area.

To print the reference number of the parcel or shipment as a barcode on the label, select EAN 128 or Code 39 and the first reference number of the parcel will be used for the barcode. If no reference numbers are stored for the parcel, the first reference number of the shipment is used. If no reference number is defined for the shipment, the barcode is not printed on the label.

If you want to print your own images on the label (e.g. the company logo), they must not be larger than 100 mm x 19 mm (horizontal area) or 12 mm x 42 mm (vertical area). Select the value "Custom image" for the respective area, click on the button and select the required image.

Printing of the additional contents is not possible with the printer type "Label".

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.7 Printer Settings

To complete shipments and print labels and reports, you have to configure at least one printer.

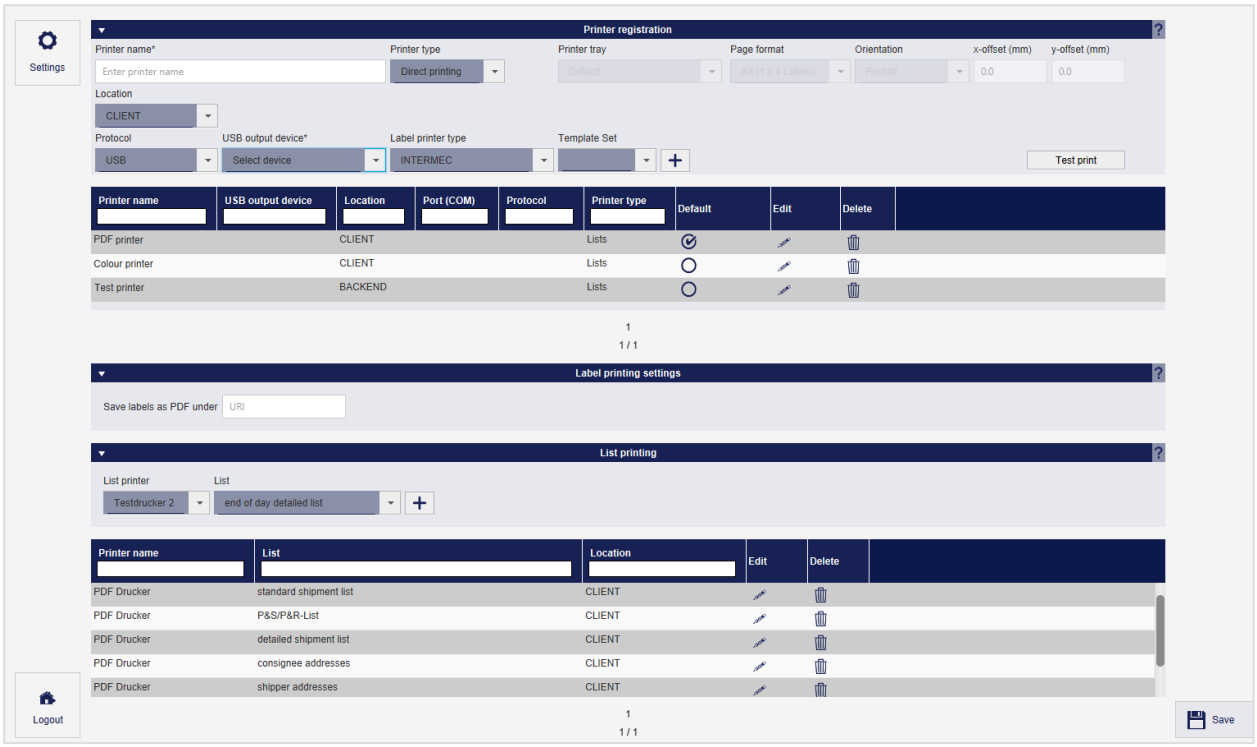


Figure 73 – Printer settings

8.7.1 Printer types

The first step in setting up a printer configuration is to select the printer type.
Depending on the selected printer type, the settings in "Printer Setup" change. Only one standard printer can be configured per printer type.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

Printer type	Description
Lists	List printers are used to generate documents, but they can also print labels if no direct printer is configured. List printers are connected via the printer drivers of the operating system and can therefore be handled like system printers. **Advantages:** Connection via network possible Customized logo or barcode possible **Disadvantages:** Printing speed depends on network configuration If a list printer is connected to the backend, the Windows printer driver cannot be configured. The label print quality is slightly poorer (fringed lines due to dithering). If a list printer is connected to the frontend, the Windows printer driver can be configured. The label print quality is better (dithering can be switched off in the printer driver).
Direct printing	Direct printing can only be used for printing labels. The connection is made via USB interface, serial interface or TCP/IP interface (Transmission Control Protocol/Internet Protocol, e.g. the printer is located in your network) **Advantages:** Connection via network not possible Fastest possible printer connection Best quality **Disadvantages:** Depending on the printer model currently no special characters No customer–specific logos or barcodes possible
System printing	This printer is used exclusively for printing labels. Depending on the selected page format, one, two or four labels are printed on one page. The printer is connected via the printer driver of the operating system. **Advantages:** Connection via network possible Multiple (2 or 4) labels per page possible Customized logo or barcode possible **Disadvantages:** Slower than direct printing

Table 6 – Printer types

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

For **list printers**, enter the printer name and select the printer and printer tray. The printer can be selected from a list determined by the printer settings of the computer system. Depending on the type of printer selected, the options for printer tray change.

For **direct printers** that are to be connected via the serial interface, USB interface or TCO/IP interface, the following information has to be provided:

- Printer name
- COM port or USB output device or TCP/IP interface
  For TCP/IP, *hostname:port* (e.g. zebraprinter.example.com:9100) or *IP:port* (e.g. 192.168.0.1:9100) must be entered as the address.
- Label Printer type
- Templates

The selection of the COM port depends on which port the printer is connected to via the serial interface.

If a USB printer is to be connected, all recognized USB interfaces are offered in a selection list.

The printer type and templates are determined by the manufacturer and the type designation of the printer and have to be selected appropriately.

If you want to print labels using the printer driver of the operating system or if you are using a printer with a paper format for two labels on DIN A5 or four labels on DIN A4, select the printer type **"System printing"**. In this mode, labels are collected until the page is filled and then printed together. In addition to the printer name and printer tray, select the desired page format for this printer type.

If you have set up a printer as a local system printer and there are still printer jobs in the buffer memory when you log off, they are printed automatically.

8.7.2 Defining printer locations

You have to define a printer location for each printer. This refers to where the printer is located and how you can use it:

- **Client printers** can only be used at your own frontend.
- **Backend printers**, on the other hand, can be used by any frontend connected to the backend and can also be used for printing without client interaction via Web service (SOAP, REST) or via the import function. Make sure that the backend computer and the printer are in an accessible location, otherwise you will not be able to retrieve the printouts.

If no printer is connected or installed on the backend computer, the printer location is preset to "Client". The selection field is greyed out and no changes are possible.

Whether a client printer or a backend printer is more suitable for you depends on your specific needs and the system configuration. In any case, the printer must be physically available, installed on the front or backend computer and enabled for the user.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.7.3 Creating, Changing and Deleting Printer Configurations

Enter a printer name, select the type, enter the information required for this type and press the + button to add this printer to the list. With the button "Test Print" you can check the printer configuration with a test label.

The list includes all configured printers and offers the possibility to edit, delete or select a printer as default printer.

To change a printer configuration, press the button in the corresponding line of the list. This displays the settings stored for the configuration in the "Printer Setup" area. Edit the configuration and save your changes with the Apply button.

To delete a printer configuration, press the button.

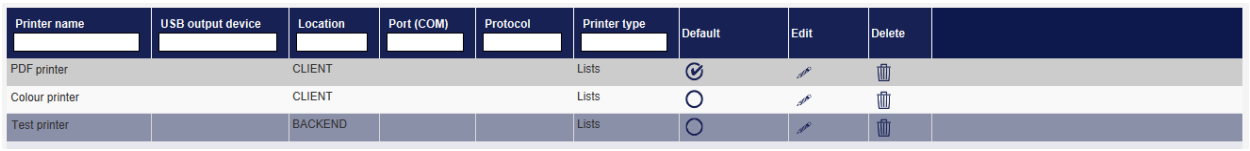


Figure 74 – Printer configuration

8.7.4 Label printing settings

In addition, it is possible to store labels as PDF files under a certain path in the file system. The desired path is set as URI in "Label printing settings" (e. g. in the temporary directory in /tmp/label).

Figure 75 – Label printer settings

8.7.5 Assigning List Printers

Various reports can be printed with a list printer. Use the "List printing" area to assign an existing printer configuration to a report. To do this, select the required printer and the corresponding list.

Click on the + button to save the assignment. Printers added to the list can be edited and deleted in the same way as printer configurations.

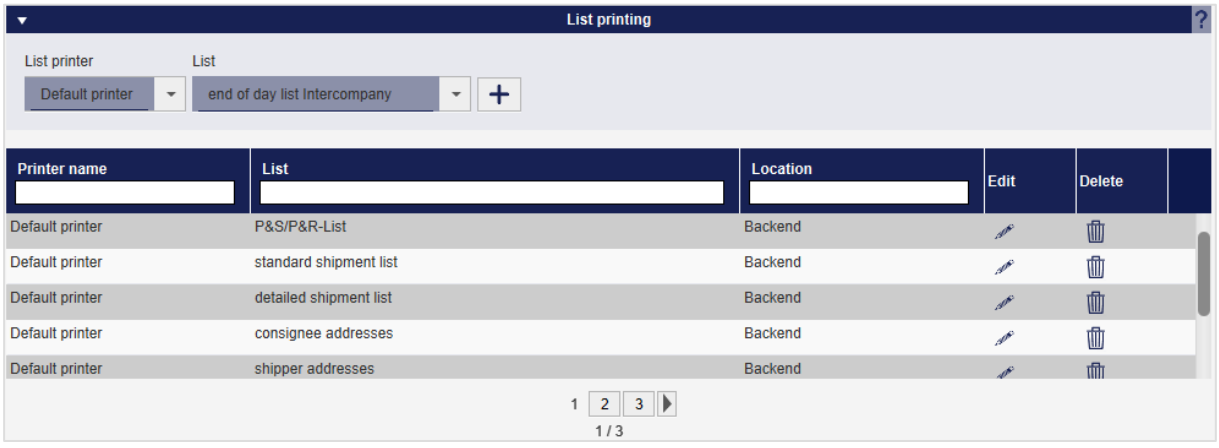


Figure 76 – Assigning List Printers

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.7.6 Printer selection for label printing

Labels are always output on the standard printer by the application. You can create any number of printer configurations and select multiple printers as the default printer.

However, only **one** default printer can be defined for each printer type and printer location (client or backend). The system selects the printer for printing according to the following priority list:

Priority	Type	Printer location
Highest	Direct printing (serial)	Client
	Direct printing (serial)	Backend
	Direct printing (USB)	Client
	Direct printing (USB)	Backend
	System printing	Client
	System printing	Backend
	Lists	Client
Lowest	Lists	Backend

Table 7 – Behaviour of default printers

When creating labels via web service, you can configure which printer should be selected.

When importing parcel data, you can define in the import profile or in the import data which printer is to be selected. The configuration in the import data has the highest priority.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.7.7 Own printer templates

You can use your own templates instead of the templates provided by GLS for creating the labels.

Save your own templates under "<Backend installation directory>\config\label\templates".

For example, if you want to overwrite the templates for the PDF labels, put files with the following names in the folder "<Backend installation directory>\config\label\templates\jasper".

These templates then overwrite the predefined templates in the system:

- chGLSjasper.int01
- cgbGLSjasper.int01
- nlGLSjasper.int01
- noGLSjasper.int01
- seGLSjasper.int01
- xxGLSjasper.int01
- xxGLSjasper.int02
- xxGLSjasper.int04
- xxGLSjasper.int05
- xxGLSjasper.int06
- xxGLSjasper.int07
- xxGLSjasper.int08
- xxGLSjasper.int09
- xxGLSjasper.inf

For more information on how to create your own printer templates, please contact GLS.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.8 Scale Settings

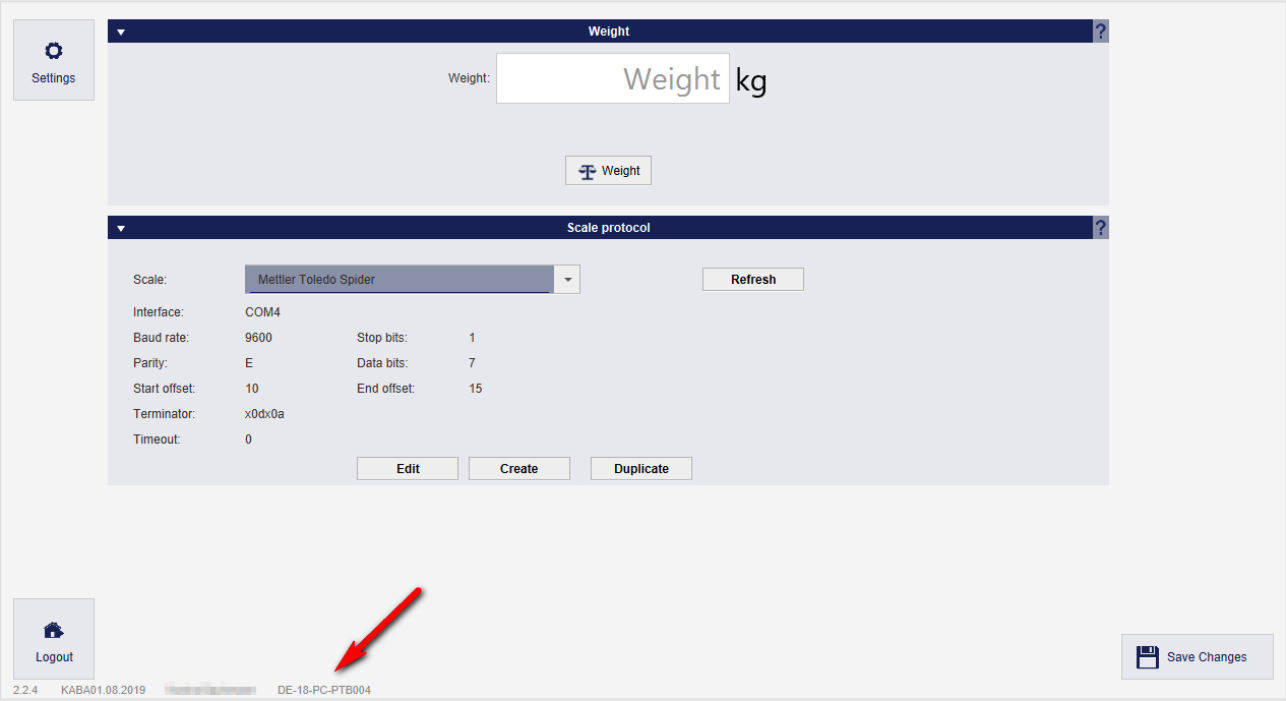


Figure 77 – Scale Settings

The scale settings are used to configure the scales in service.

In “Weight”, the weight currently measured by the balance is displayed. The scales described in the configuration file are offered for selection in the “Scale protocol” area and their values are displayed. Select a scale to display its configuration. Use the Refresh button to select this scale for the application.

If you want to check the functionality of the scale, press the Weight button and weigh an object. If the test is successful, the correct value is displayed in the field "Weight". If, on the other hand, an error occurs, Weight: Weighing failed kg is displayed.

The scale certificate of the “Physikalisch-Technische Bundesanstalt” (PTB) is displayed at the bottom of each screen.

Which scales are offered with which settings depends on the configuration file. This is located under the path "<Installation directory>/config" and is called either scaleconfiguration_linux.json or scaleconfiguration_windows.json, depending on the operating system. If the scale you have selected is not found, manually set the COM port of your balance in the file.

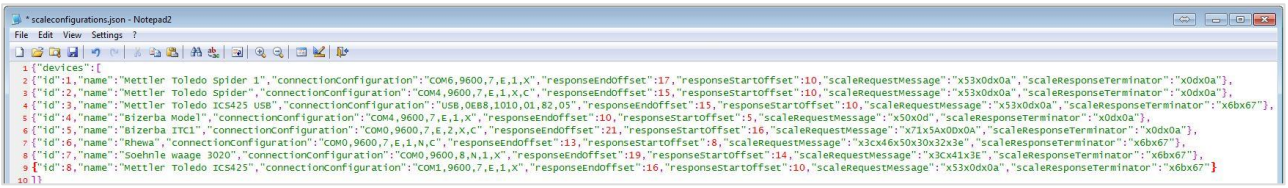


Figure 78 – Scale configuration file

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.9 Barcode Settings

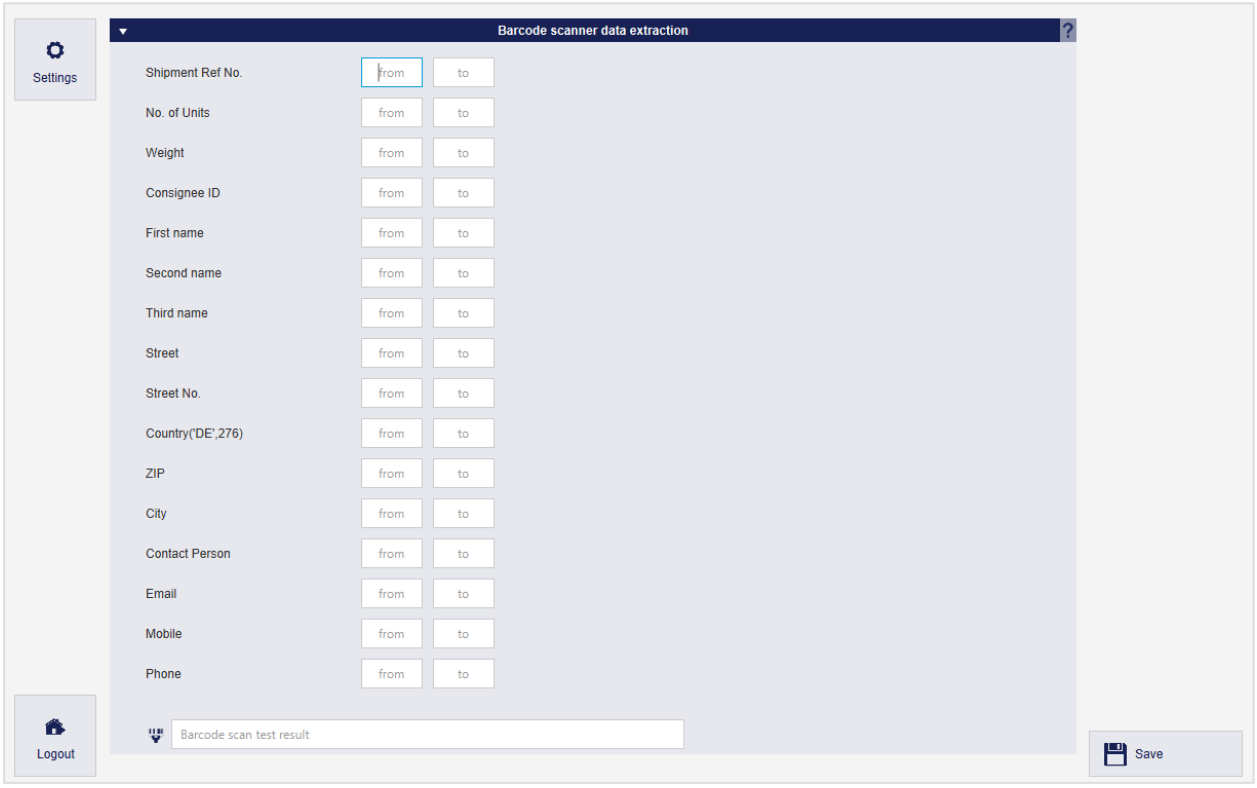


Figure 79 – Barcode scanner (1)

For Capture (Fast Mode), you can define in the barcode settings how the scanned barcodes are to be interpreted. When a barcode is scanned, the scanner translates this barcode into a string. The start and end marks indicate the position of the character string at which the respective information is located. Adjust the start and end positions so that the receiver data is read correctly.

To check whether the positions set correspond to the format, insert a character string generated by the scanner into the text field "Barcode scan test result" and press the Enter key. The information that has been read from the test string is then displayed behind the start/end text fields.

Important: if the character string of your barcode contains separators, e. g. dashes, you have to omit them during the start–end inputs, otherwise these separators will also be included.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

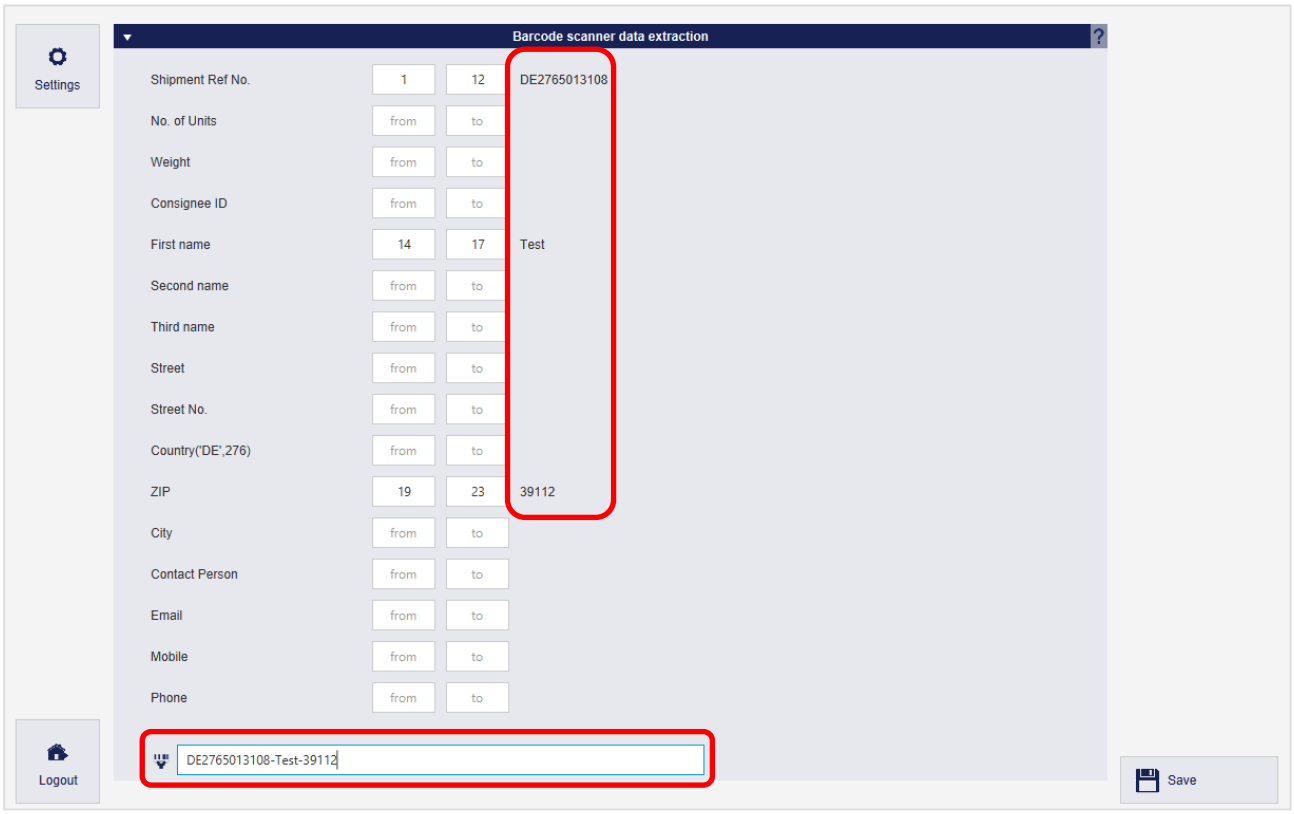


Figure 80 – Barcode scanner (2)

Click on Save to save the settings.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.10 System Settings

The system settings comprise general settings of the application and can only be accessed and edited with the rights "System Settings" (e. g. by the system administrator).

Two system–wide settings can be made in the general system settings:

- How much time should elapse before a shipment transmission is repeated after an unsuccessful transmission attempt.

- Which updates are to be carried out at what time. Detailed information can be found in chapter 4.10 Updates.

The “Proxy settings” can be used to determine how the backend communicates with the data hub via a proxy. Added proxy settings can only be changed, but not completely deleted.

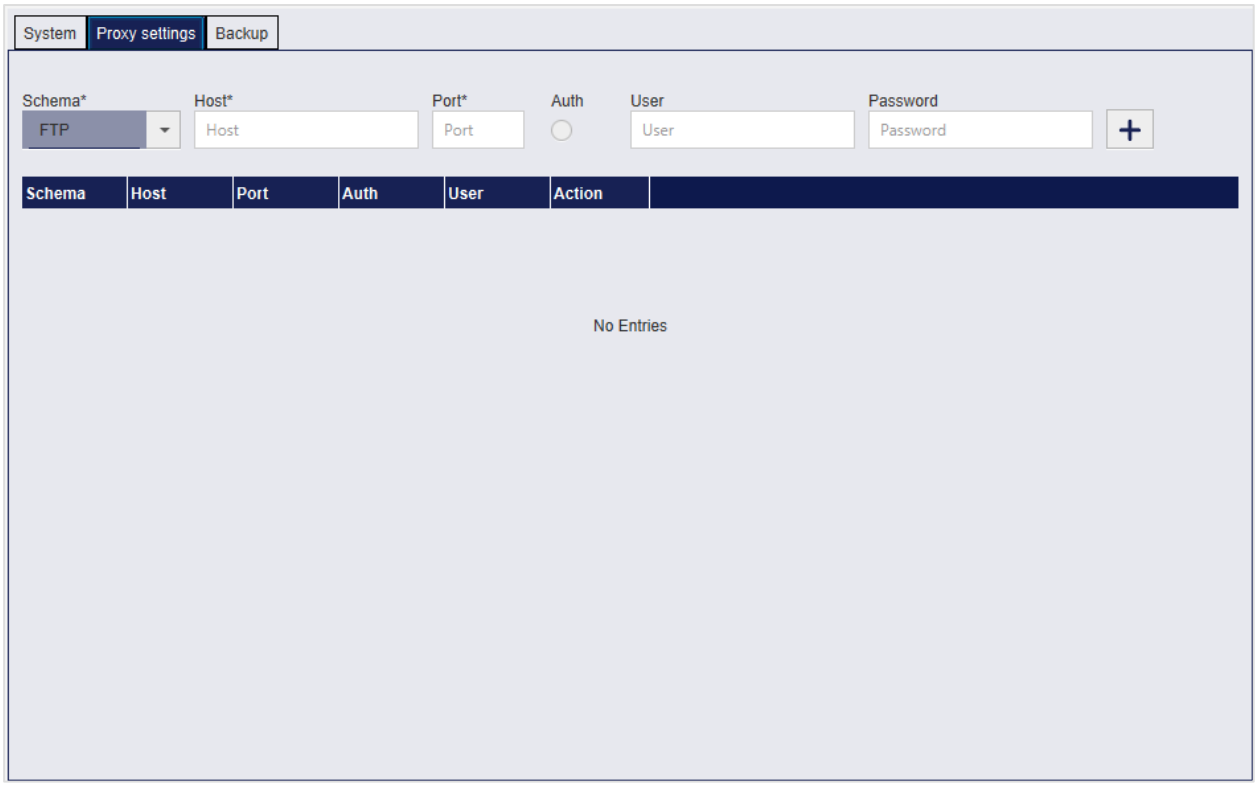
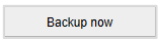


Figure 81 – System Settings: Proxy settings

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

In the "Backup" settings you can set whether and how often an automatic backup of the system should be performed. Enter a destination where the backup files are stored. You can also specify the number of days after which backup files should be deleted.

Click  to start the backup manually.

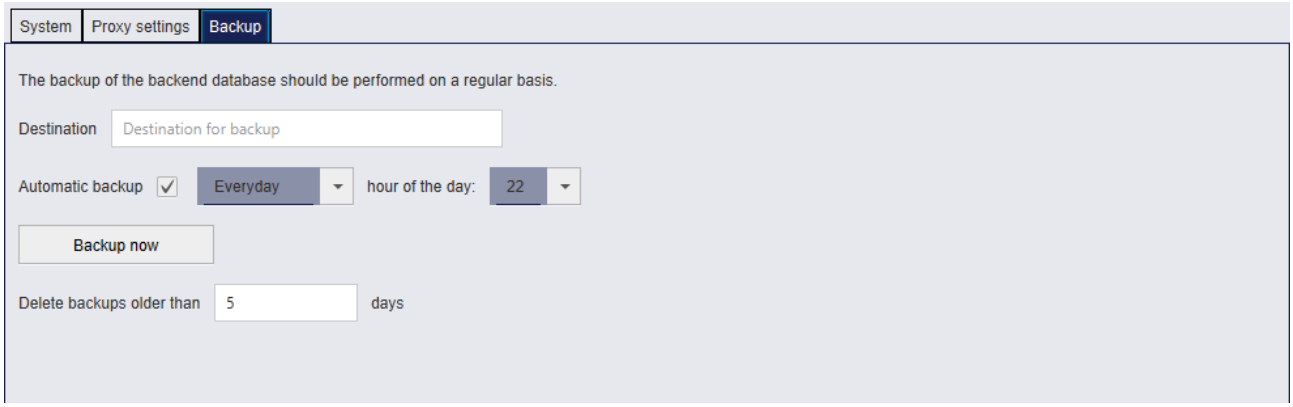


Figure 82 – System Settings: Backup

8.11 Offline and Error Data

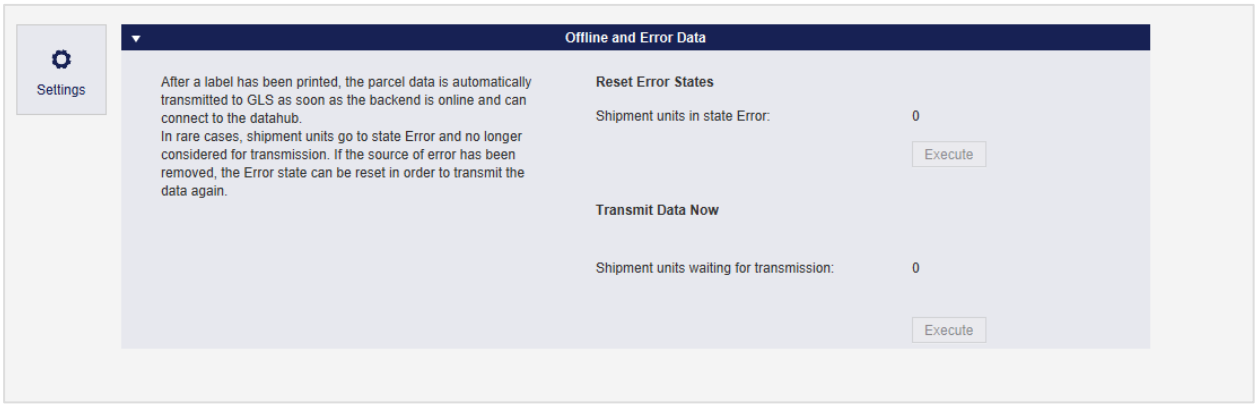


Figure 83 – Offline and Error Data

Via "Offline and Error Data" you can reset shipment transmissions with an error status and restart the data transfer.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.12 E-mail Settings

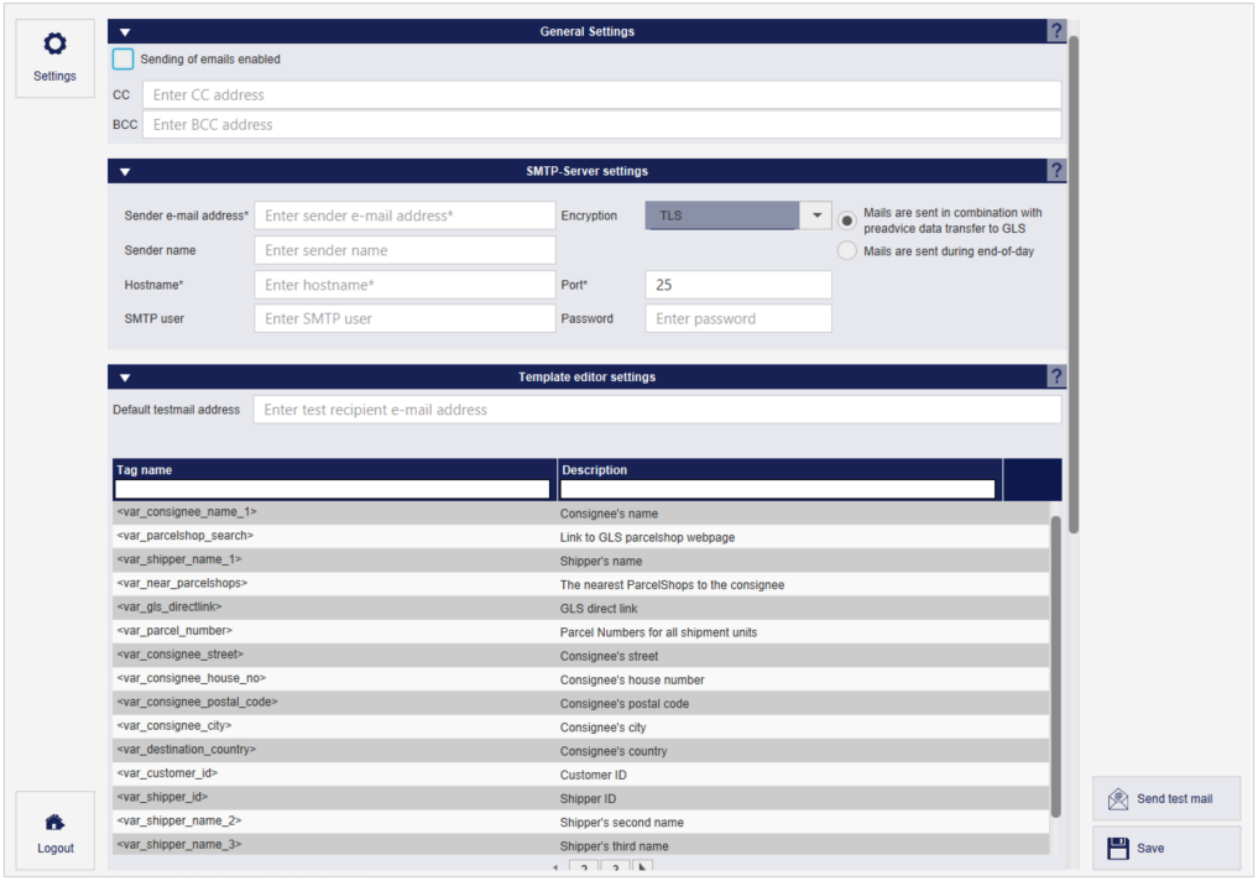


Figure 84 – Email Settings

The Email Settings concern the sending of emails and the available email templates.

In "General settings" you can activate or deactivate the sending of e–mails. After installation of the application the option is activated. Furthermore, it can be determined whether emails are to be sent to other recipients via Cc or Bcc.

In „SMTP–Server settings” you can specify technical settings for sending e–mails:

- Sender email address: E-mail address that is displayed as the sender of the e-mails
- Encryption technology used
- Sender name: Name that is displayed as the sender of the e-mails
- Hostname: Address of the SMTP server
- Port to be sent over
- SMTP user, via which the e–mails are sent
- Password of the SMTP user
- Time at which the e–mails are to be sent

The encryption and port are pre–set to common default values. Contact your system administrator to adjust the settings to your IT environment and to get the data of your outgoing mail server (SMTP server).

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

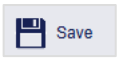
On various occasions, the application can automatically send e–mails to the recipient of a shipment

- After creating a return label
- For standard transmission
- When using the *Cash**Service***
- When using the *IdentPIN**Service***
- For Track and Trace

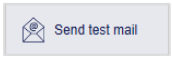
Templates can be created for each of these emails. Specify in the email settings which template is used as the default for each occasion, e. g. e–mail for return labels.

In "Template editor settings" you determine the default testmail address to be used. The default sender address is not required for sending a test e-mail.

The table below describes all the tags available for the templates and their meaning.

Click on 

to save the settings.

Once you have activated email sending and the SMTP server settings are complete, you have the option of sending a test email. Enter a standard test email address and click on the button 

.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.13 Template Editor

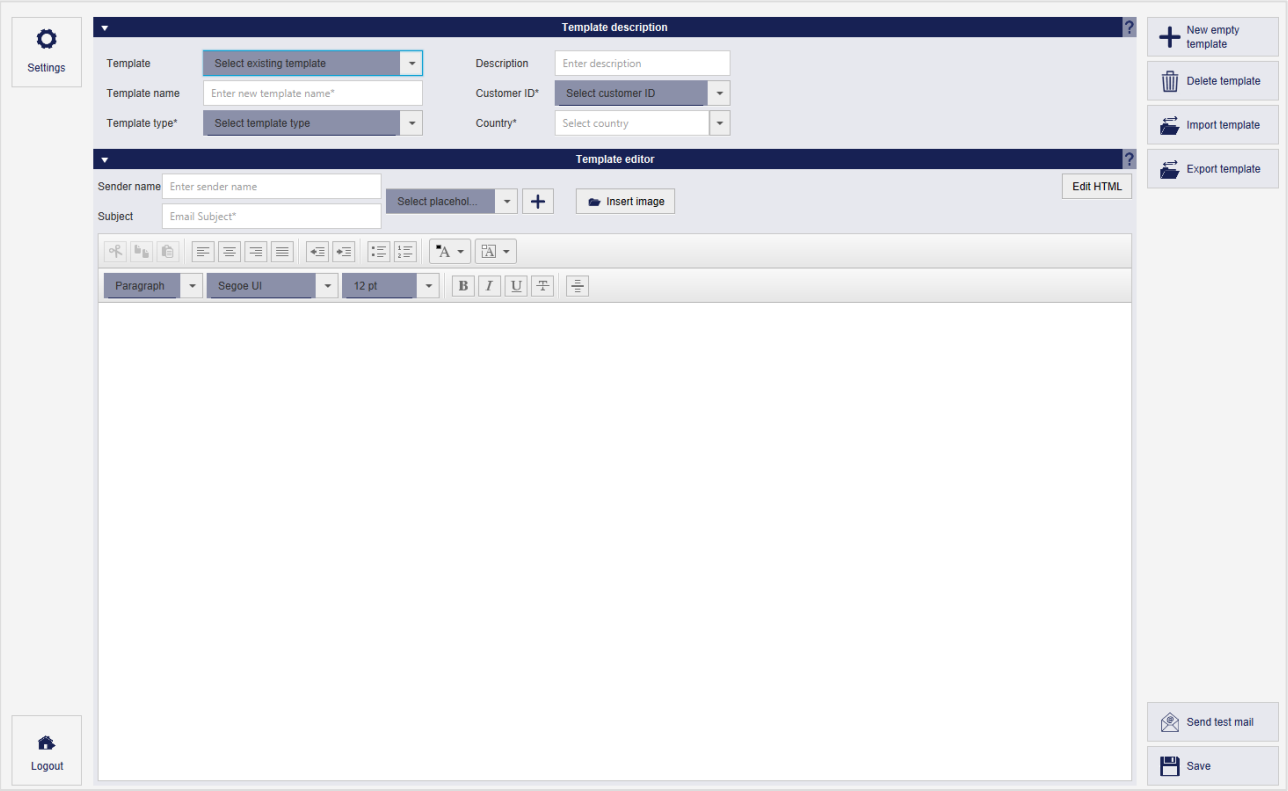
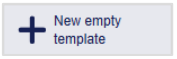


Figure 85 – Template Editor

In the Template Editor, you can create and edit templates for emails that are automatically sent to the consignees for specific occasions.

In “Template description” you can configure the properties of the template. To reset all entries, click on 

.

The “Template–Editor” is used to create or edit the message to the consignee.

If the "Sender name" field in the template editor is filled, this name will be used for the e-mail sender. If the “Sender name” field in the template editor is empty, the “Sender name” entry from the email settings is used.

Depending on the selected template type, you can insert the appropriate placeholders (tags), which will be replaced by the appropriate values in the email when you send it.

Use the button "Insert Image" to select images that are included in the e–mail similar to the placeholders, e. g. the company logo.

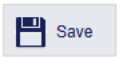
Use the “Edit HTML” and “Preview” buttons to switch between HTML editing mode and editor mode.

If you start with an existing template it will be overwritten when you save it, even if you enter a new name!

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

The buttons "Import template" and "Export template" import the contents of files directly to the template editor or export the current content to a selected file.

To check whether the placeholders are replaced with the correct values, send the template via the "Send test mail" button. The recipient address for the test mail is specified in the e–mail settings.

Click on 

to overwrite the selected template with the current changes or to create a new template if an empty template has been used.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.14 Addressbooks

The system contains various addressbooks that are used to store addresses of consignees and shippers.

8.14.1 Consignee Addresses

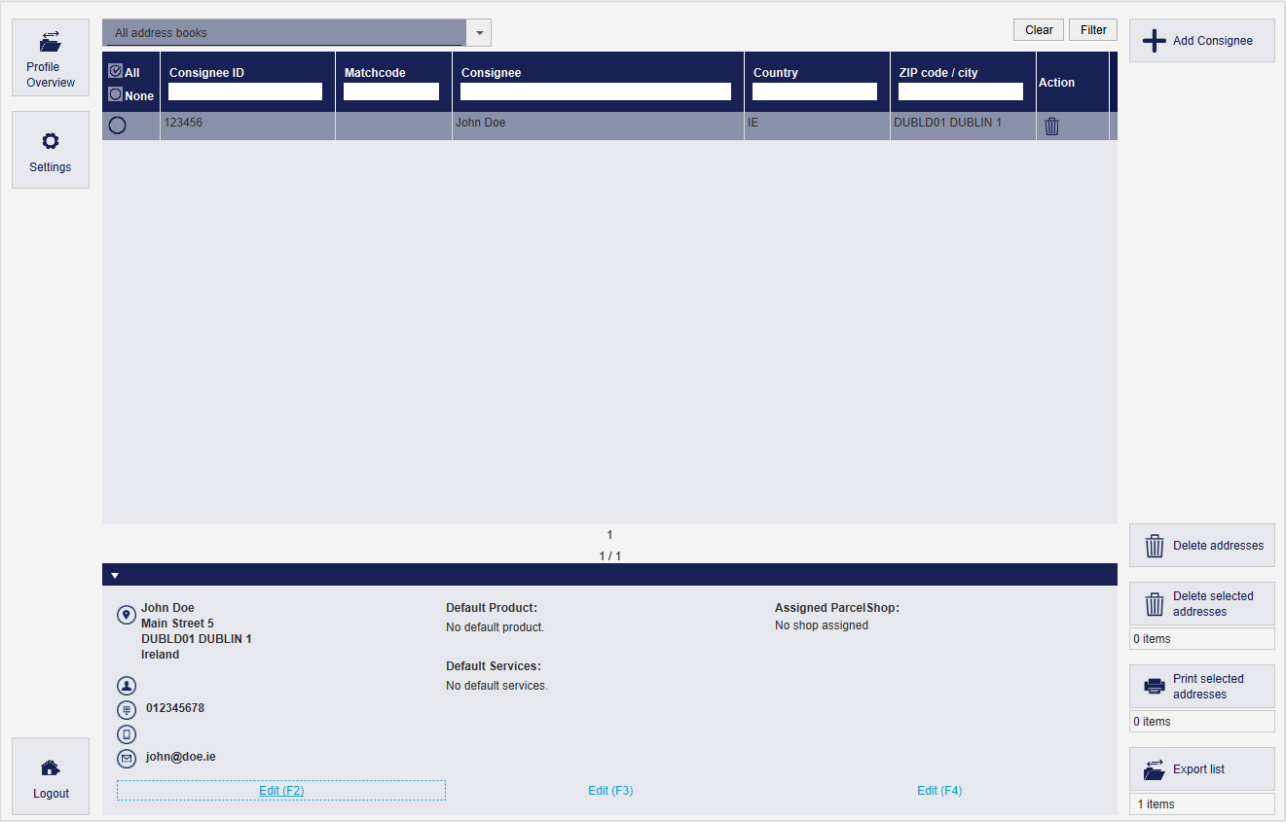


Figure 86 – Consignee Addresses

In the Consignee Addresses you can view and edit consignee addresses.

8.14.1.1 Display and edit consignee addresses

You can use the drop–down menu to select whether the consignee addresses from all address books are to be displayed or whether the display should be restricted to a specific addressbook (according to the settings in 8.3.1 Adding and assigning Addressbooks).

Select one of the consignee addresses displayed to see the details of this address in the lower area.

The detailed display in the lower area contains the following information of a consignee:

- contact details
- Default products and services
- Assigned ParcelShop

Using the respective "Edit" links, you can open individual dialogs for adjusting the consignee data. Alternatively, the dialogs can be opened using the F2, F3 or F4 keys.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

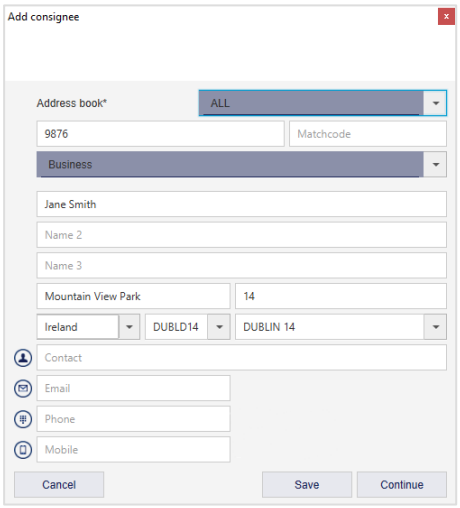


Figure 87 – Consignee Addresses: Edit consignee data

Use "Edit consignee" to enter the contact data of the consignee and to select the addressbook the address is to be saved in. You can classify the consignee according to business or private customers. The consignee's phone numbers are hidden on the label by default for data protection reasons.

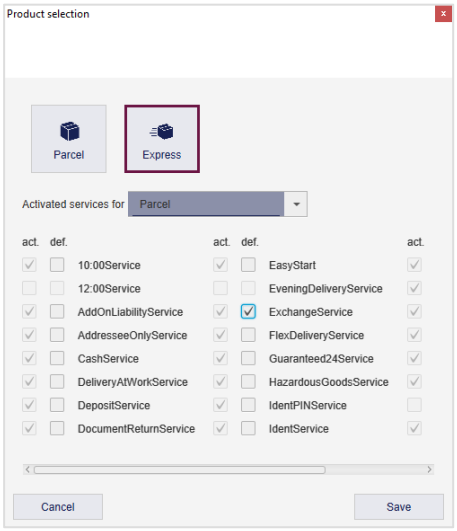


Figure 88 – Consignee Addresses: Product selection

In "Product selection" you define which product and services are preselected for the consignee.

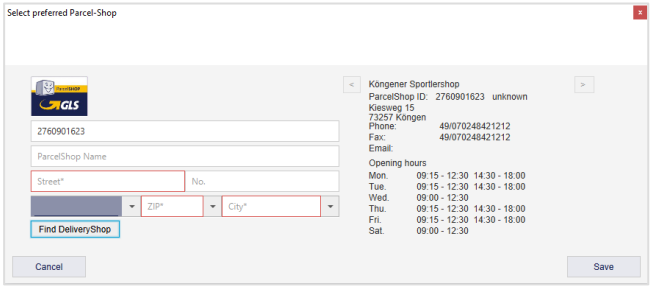


Figure 89 – Consignee Addresses: Select preferred ParcelShop

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

In "Select preferred ParcelShop" you define the preferred ParcelShop for the consignee. Use the "Search" button to display ParcelShops near the consignee's address. The result is displayed on the right side of the dialog. You can use the ">" and "<" buttons to navigate through the ParcelShops found, sorted by distance to the address. Alternatively, you can enter the name or the ParcelShop–ID and search for it.

8.14.1.2 Add a new consignee address

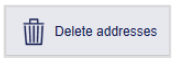
Click on

to start the Add new consignee address wizard. This wizard guides you through the three above–mentioned dialog boxes:

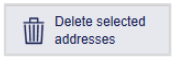
- Consignee data
- Product selection
- Select preferred ParcelShop

You can switch between the sub–dialogs by selecting the "Continue" or "Back" buttons. Once you have completed all the details, click on the "Save" button.

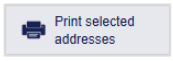
8.14.1.3 Managing consignee addresses

Click on 

to delete all addresses in all addressbooks.

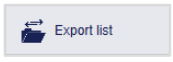
Select 

to delete all selected consignee addresses

Click on 

to print an overview of all selected consignee addresses.

Note that a document printer has to be installed that is assigned to the report "Consignee addresses". See chapter 8.7 Printer for more information.

Click on 

to export the list by default export profile.

Note that the profile has to be created beforehand or be configured as a standard export profile in the settings. More information can be found in chapter 9.13 Import / Export.

You can also import consignee addresses from another location (see chapter 9.13.2 New Import profile). If the import files contain consignee IDs that are already stored in the system, the existing data records are updated. If the consignee IDs are not yet available, a new data record with a new ID is created. The consignee IDs are valid for one address book at a time.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

8.14.2 Shipper Addresses

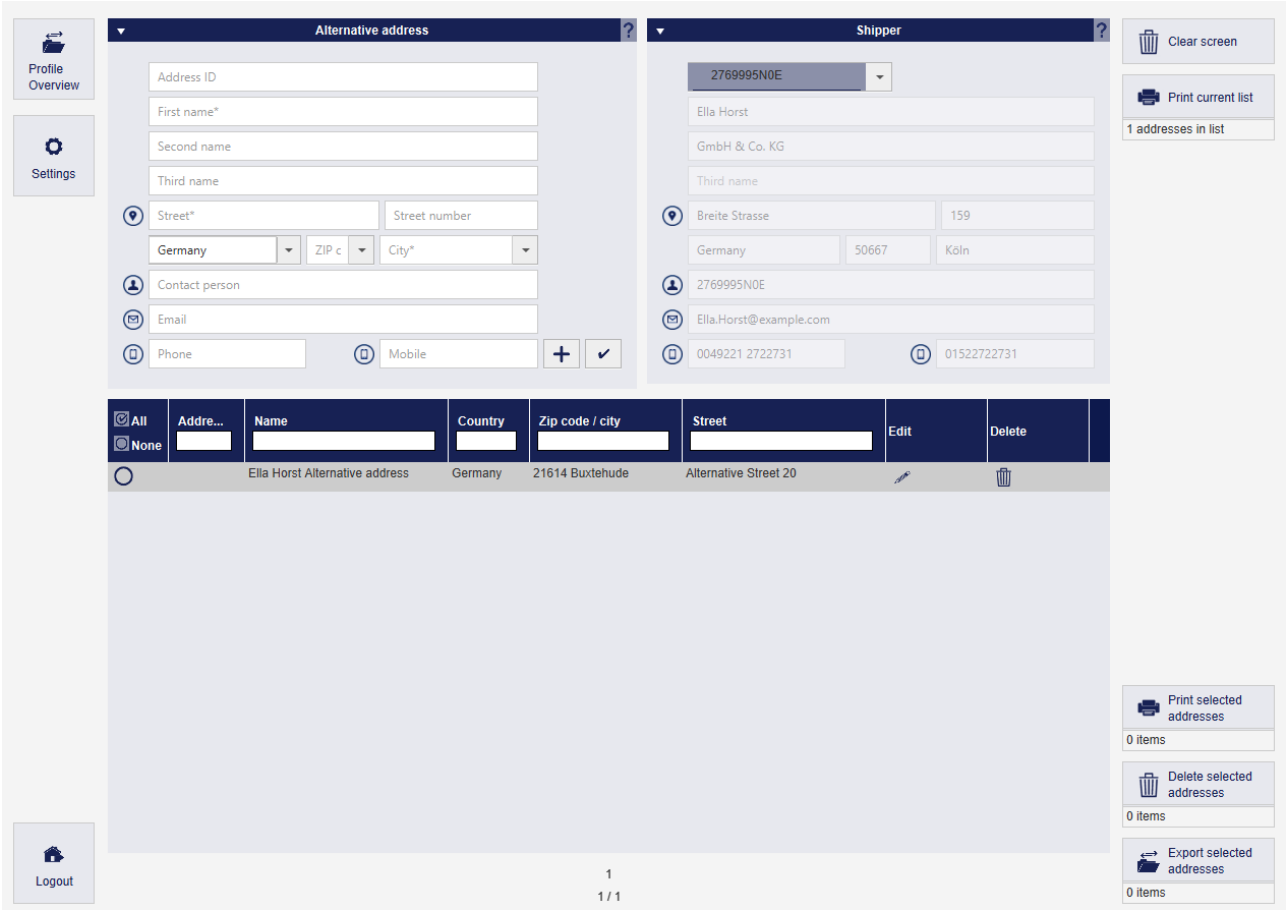


Figure 90 – Shipper Addresses

In the sender addresses, you can view sender addresses and add or edit alternative sender addresses.

8.14.2.1 Display shipper addresses

Select a shipper in the drop–down menu in the "Shipper" section to view the data. In addition to the address and contact data, the alternative addresses of the selected shipper are displayed in the lower area.

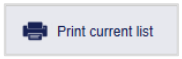
8.14.2.2 Add or edit alternative addresses

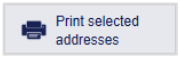
If you want to create a new alternative address for a shipper, first select the "shipper". Fill in the information in the "Alternative Address" section and press the + button. You can now select this address as an alternative shipping address when sending parcels.

To edit an existing alternative address, click on in the corresponding line of the table at the bottom. The data created for this alternative address is displayed in the Alternative address area. After you have changed the data click on ✔ to save it.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

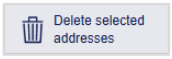
8.14.2.3 Managing alternative shipper addresses

Select 

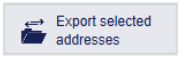
to print the addresses of a shipper. Alternatively, you can select individual addresses in the table and choose 

.

Note that in both cases, a document printer has to be configured and assigned as a document printer for the report "Shipper addresses". See chapter 8.7 Printer for more information.

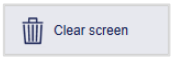
Click on 

to delete all selected shipper addresses. Alternatively, you can delete the addresses individually by clicking the button in the table.

Click 

to export the list using the default export profile.

Note that the profile has to be created beforehand or be configured as a standard export profile in the settings. More information can be found in chapter 9.13 Import / Export.

Click 

to reset the sender selection and all unsaved entries.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9 Shipment Capture

With the use of this application, the complete shipping process can be handled. Enter shipments manually or (partially) automate the creation via import/export function or web services.

Five screens are available for the shipment capture:

Screen	Description
Shipment Capture	In Shipment Capture, you can create shipments from one shipper to one consignee.
Capture (Fast Mode)	In Fast Mode, you can use a scanner to quickly capture and create parcels. Alternatively, you can use an assistant to guide you through the shipment capture process.
Capture (Batch Mode)	In Batch Mode, you can create many similar shipments from the same sender to different consignees.
Order Picking	In Order Picking, you can complete imported (possibly incomplete) shipments by entering only a shipment reference and then the missing data (e.g. the weight).
Pick&Ship Capture	Pick&Ship Capture is used to create shipments with *Pick&Ship**Service***.
Pick&Return Capture	Pick&Return Capture is used to create shipments with *Pick&Return**Service***.

Table 8 – Types of Shipment Capture

The application contains various overviews of the shipments:

Type of Overview	Description
Shipment Overview	Displays all parcels of open shipments for which the end-of-day has not yet taken place. The parcel data is transferred to GLS in advance when the shipment is captured.
P&R and P&S Overview	Shows parcels with *Pick&Ship**Service*** / *Pick&Return-**Service*** for which the end-of-day has not yet taken place.
End of Day	Displays open shipments for which end-of-day can be carried out. The defined printouts are generated and the parcels are transferred from the Shipment Overview to Track and Trace. End of Day correspond to an internal classification as "cleared.
Track and Trace	Displays all shipments for which the end-of-day has been carried out

Table 9 – Overviews of the shipments

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.1 Shipment Capture

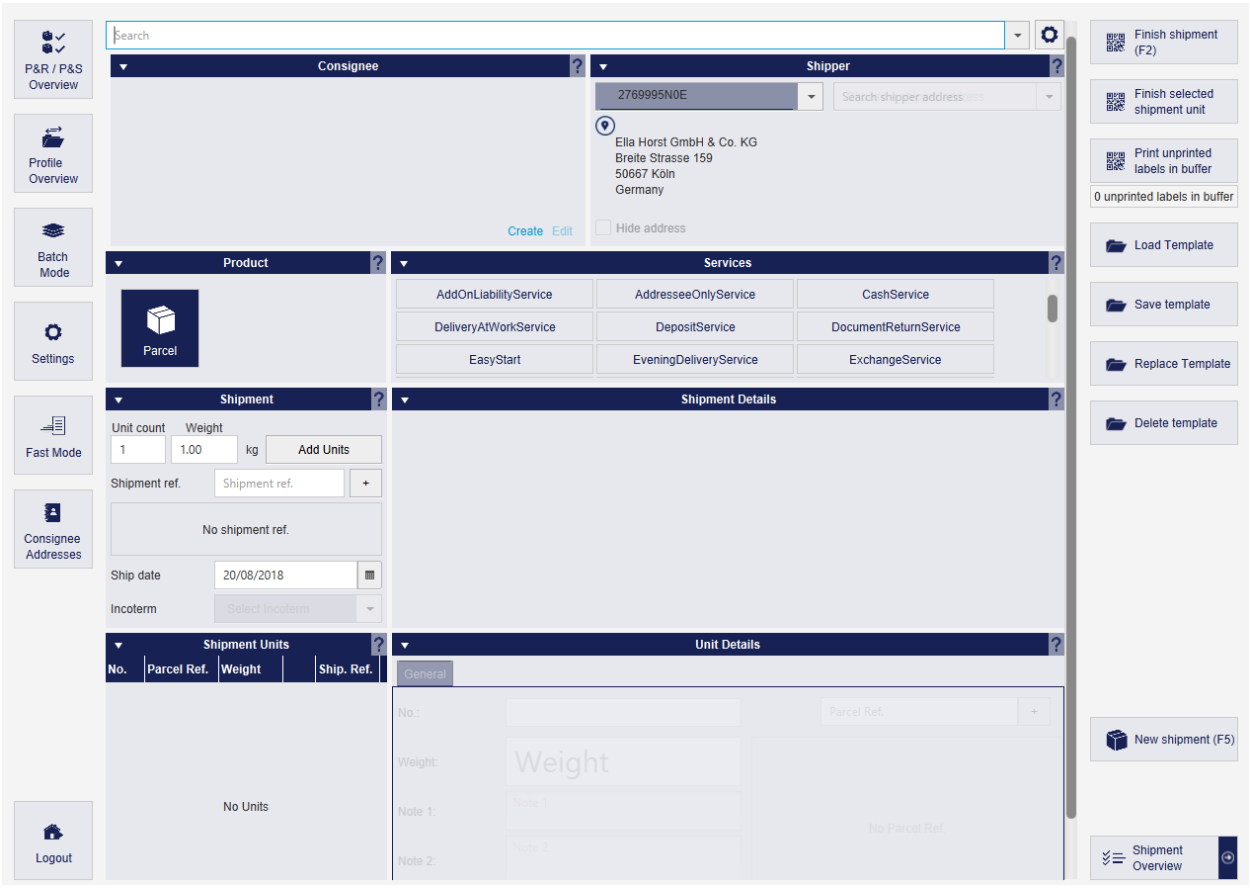


Figure 91 – Shipment Capture

Shipments can be created and labels printed with the Shipment Capture function.

The individual steps are described below and the entries required for the respective services are specified.

When you leave Shipment Capture, your shipment is automatically saved if it contains at least one parcel. You can continue processing at a later time.

9.1.1 Choosing a Consignee

Figure 92 – Determine consignee

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

The consignee of the consignment can be defined in the "Consignee" area.

Enter a detail in the search line, such as the name or postal code of the consignee, and press Enter. All records from the addressbook that contain the search term are displayed.

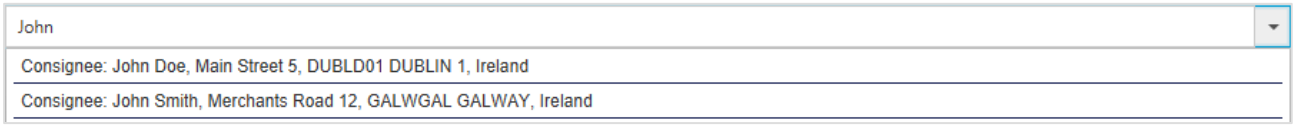


Figure 93 – Search for Consignee

You can also search in the shipment data. Only closed consignments are included in the search. Items with status "Incomplete" or "Complete" will not be searched.

By mouse click or selection via the arrow keys and Enter the consignee is added to the screen.

Use the button to configure the search settings. Specify the data and fields in which you want to search and the maximum number of results to be displayed.

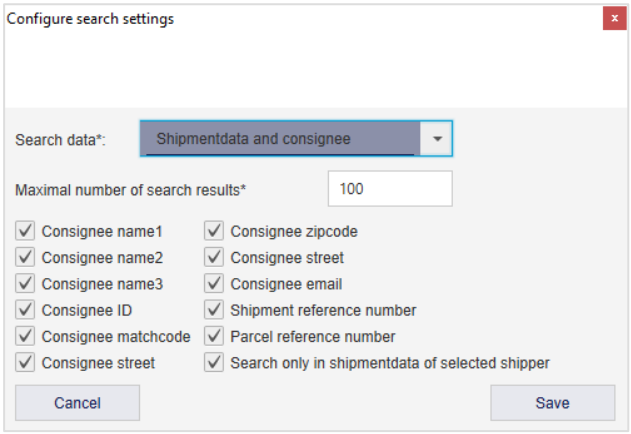


Figure 94 – Configure search settings

Which consignees can be selected depends on the available shippers and the assigned address books. For detailed information, see chapter 8.3.1 Adding and assigning Addressbooks.

It is also possible to integrate consignee databases from other software systems when searching. For details and options, please contact your GLS representative.

Note that the choice of consignee affects the services available. The services depend on postal code and destination country.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.1.1.1 Adding a consignee to the addressbook

If the consignee does not yet exist in the address book, you can add it via the link "Create". A mask for creating a new consignee is displayed.

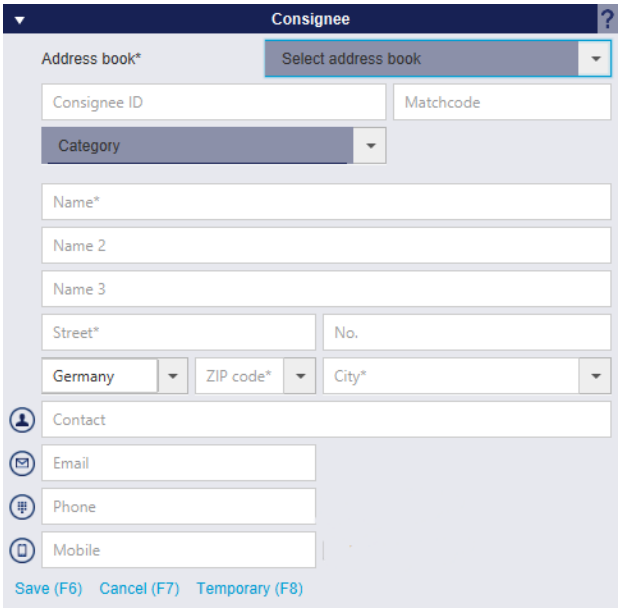


Figure 95 – Add consignee to addressbook

As soon as all mandatory fields are filled, you can add the consignee to the selected addressbook via the link "Save". If important information is missing, it will be highlighted in red.

If no address book is available for the sender, follow the instructions in chapter 8.3.1 Adding and assigning Addressbooks.

Click “Temporary” if you want to use the consignee only for the shipment you are creating right now and do not want to save it in the addressbook.

If the data of a consignee is edited or entered and the changes are only temporarily saved, the fields "Phone" and "Mobile" are not printed on the label.

Once you have created a consignee, the address data is displayed in the panel.

If you want to edit a consignee's details, select the "Edit" link. The same screen as for "Create" opens, but the values of the receiver are already entered. After the changes have been saved, the previous information will be overwritten.

9.1.2 Selecting the shipper

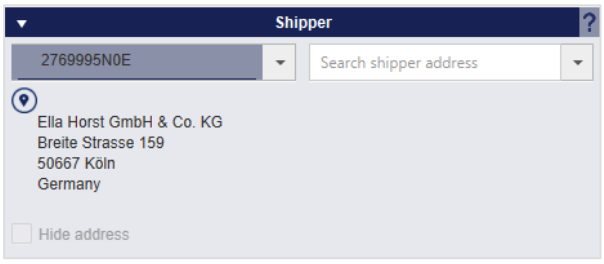


Figure 96 – Select shipper

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

In the "Shipper" panel, you can select the sender from whom the shipment is to be sent. The shipper that you have selected as the default shipper in "My Settings" is displayed. Via the selection field you can change the shipper.

If the shipper has an alternative address, you can choose it in the selection field "Search shipper address" instead of the standard address to send the shipment from there. The alternative addresses are maintained in the shipper addresses screen. For detailed information, see chapter 8.14.2 Shipper Addresses

Select the "Hide address" checkbox to prevent the sender address for this shipment from being printed on the label.

Which senders are available for selection depends on the activation by GLS.

9.1.3 Selecting the product

Figure 97 – Select product

Select the product all parcels of the shipment will be sent with. All units in a shipment share the same product and services. It is not possible for a shipment to consist of units with different products or services. The selected product affects which services are available for selection.

The products to choose from are determined by:

- Country and postcode of the consignee
- the products activated for the sender (see chapter 8.3.2 Activated Products & Services
- the products activated for the current user (see chapter 8.4.2.3 Products and Services)

9.1.4 Managing the shipment

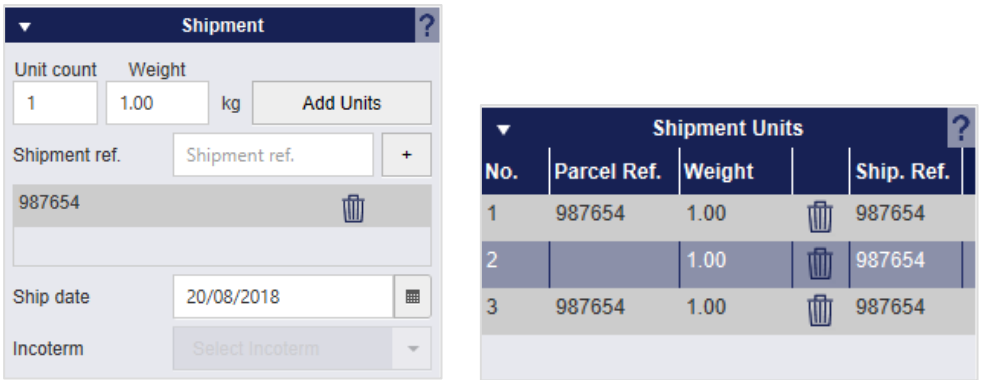


Figure 98 – Manage shipment and shipment units

In the "Shipment" area, you can add one or more parcel(s) to the shipment.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

If a weight is entered, this weight will be used for all parcels. If "Use default weight" or "Use default weight with fixation" is activated in the weight settings, the "Weight" field is automatically filled with the default weight. When adding parcels without weight, a popup window appears for entering the weight for all parcels. In the popup window, the weight can be entered manually.

To make it easier to find the shipment in the system after leaving the shipment capture screen, it is recommended that you enter at least one shipment reference number in the corresponding text field and assign it to the shipment using the + button. Added reference numbers are displayed below the text field.

Furthermore, the desired shipping date can be determined here. You can use this date for internal dispatch control. It is not binding for the driver and it is overwritten by the initial scan in the depot. If you select a date that is not a GLS shipping date, the shipping date is automatically shifted to the next business day. You cannot use this setting to postpone payment periods. For example, if you set the date to a day in 4 weeks, the settlement still starts with the scan in the GLS location.

If necessary, enter the Incoterm for parcels to certain countries, e.g. Switzerland.

By clicking on Add Units, the entered number of parcels is added to the "Shipment Units" area and can be edited there. The button deletes a single unit from the shipment.

9.1.5 Unit details

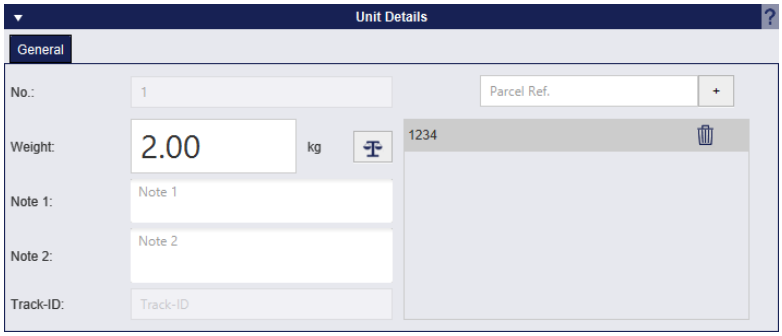


Figure 99 – Unit Details

Go to the "Unit Details" section to view and edit information on a single parcel of the current shipment. You can select the respective parcel in the "Shipment Units" section.

In the tab "General" you can edit general information on the parcel.

Customers with flexible weight recording have the option to update the weight of the parcels via a connected scale. By pressing the "Update weight" button , a pop-up window opens and the weight of the parcel is automatically determined via the connected scale. The button is displayed regardless of whether a scale is connected or not.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

To make it easier to find the parcel in the system after leaving the shipment capture screen, it is recommended that you enter at least one parcel reference number in the corresponding text field and assign it to the shipment using the + button. Added reference numbers are displayed below the text field.

By selecting certain services, additional tabs are displayed in the "Unit Details" area, e.g. the amount for *Cash**Service*** parcels.

9.1.6 Selecting services

Figure 100 –Select Services

The "Services" section shows the services that can be selected for the shipment.

The services to choose from are determined by:

- country and ZIP code of the consignee
- the product
- the services activated for the shipper
- the services activated for the current user

If one of these factors does not cover a particular service, the service is not displayed.

Some services cannot be combined with each other. If a service is selected, all services that cannot be combined with this service are automatically disabled. Only when the service is deselected by clicking on it again, all services are available again.

Additional entries may be necessary for certain services

- If the service information applies to all parcels in the shipment, the additional fields are displayed in the "Shipment details" section.
- If the details of the service have to be provided for each individual parcel, the fields will be displayed in the "Unit Details" area.

Details of the services are described below. The list is international – please note that not all services are available in every country. Detailed information on the services can be found at https://gls–group.eu/ after selecting the required country.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.1.6.1 *AddOnLiability**Service***

*Figure 101 – AddOnLiability**Service***

By default, we accept liability for the value of the goods for all parcels, the maximum value is € 750 per parcel. With the *AddOnLiability**Service*** you can apply for higher liability for high–quality goods. Depending on the destination country, you can enter an amount or select a fixed amount. The maximum liability amount for parcel shipping in Germany is 5.000 €. In addition to the label, a corresponding application document is printed. This application must be sent by fax to the responsible GLS depot by the time printed.

The specification of the parcel content is not a mandatory field and serves your own documentation.

9.1.6.2 *AddresseeOnly**Service***

With the *AddresseeOnly**Service***, delivery may only be made to the named consignee. Alternative delivery is explicitly excluded. No additional entries are necessary in the shipment capture.

9.1.6.3 *Cash**Service***

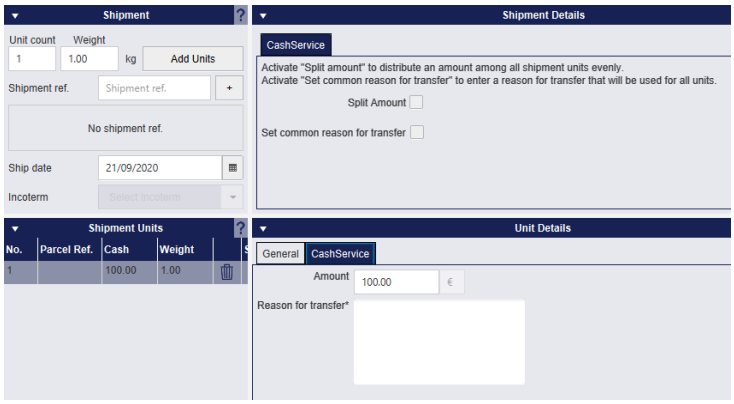


*Figure 102 – Cash**Service***

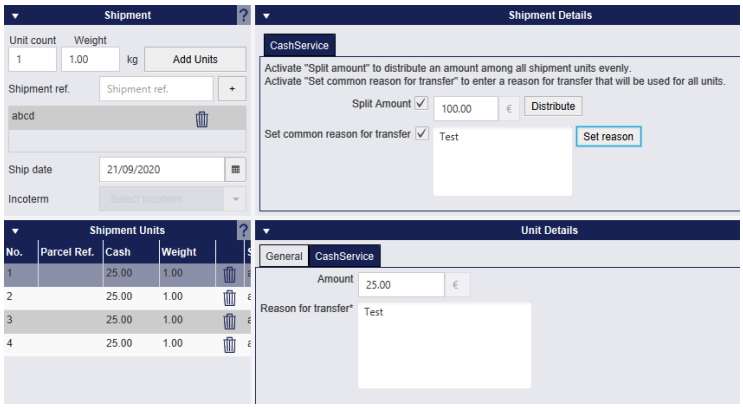


*Figure 103 – Cash**Service** – Distribute cash amount*

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

With the *Cash**Service***, the consignee pays for the goods in cash upon delivery (cash on delivery). GLS accepts the money and transfers it securely and quickly to the sender's account.

For the *Cash**Service*** it is necessary that you enter an amount. There are two ways to do this:

- Create one or more parcels. For each parcel, enter the amount and the purpose of use in the Unit Details. If you entered a reference number when you created the parcel, it is automatically used as the reason for transfer.
- Create one or more parcels. Enter the total amount in the shipment details and have it distributed to all parcels using the "Distribute" button. If you entered a reference number when you created the parcel, it is automatically used as the intended purpose. Using the "common reason for transfer", you overwrite the reason with the same entry for all parcels.

If you have set "Split amount" in the shipper settings (see chapter 8.3 Shipper Settings), the amount is automatically distributed among all parcels in the shipment.

It is not possible to enter a cash amount of 0 €. If you try to complete the shipment, an error message will be displayed.

9.1.6.4 *DeliveryAtWork**Service***

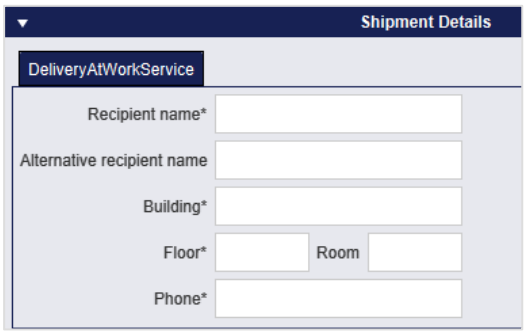


*Figure 104 – DeliveryAtWork**Service***

With the *DeliveryAtWork**Service***, the shipment is delivered directly to the consignee's workplace. This shortens internal transport routes and relieves your customer's central mail offices and warehouses.

Enter the necessary information in the "Shipment details" section. The alternative consignee name can also be a department or an office.

9.1.6.5 *Deposit**Service***

*Figure 105 – Deposit**Service***

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

With the *Deposit**Service***, the shipment is deposited at a defined location. High customer satisfaction is achieved through immediate availability of goods, even if the consignee is not at home.

Enter the place of deposit in the Shipment Details. The driver leaves the parcel exclusively at the defined parking location.

9.1.6.6 *DocumentReturn**Service***

With the *DocumentReturnService*, GLS delivers a parcel and takes along important signed documents that are returned to the sender. For example, consignees give the GLS driver the signed mobile phone contract and receive their new smartphone in return. No additional entries are necessary in the shipment capture.

9.1.6.7 *Exchange**Service***

*Figure 106 – Exchange**Service***

With the *Exchange**Service***, parcels can be exchanged efficiently. GLS delivers goods, collects others at the same time and then transports them to the GLS customers' premises or another business address of their choice. The service can be used, for example, for repairs: GLS delivers the replacement unit, collects the faulty item and delivers it to the desired repair service site. The return label is already included in the parcel.

In the Shipment Details area, the shipper address is displayed as the return address. Via "Clear delivery address" you can delete the entries and enter another address (e.g. repair shop).

9.1.6.8 *FlexDelivery**Service***

With the *FlexDelivery**Service*** GLS informs consignees about the delivery of goods and offers a variety of delivery options to choose from. The consignee can actively influence the delivery of his parcel on the day before delivery and choose online from various options, e.g. delivery on a certain date or at a new address.

For this service it is mandatory that an email address is entered for the consignee.

9.1.6.9 *Guaranteed24**Service***

With the *Guaranteed24**Service*** GLS guarantees to deliver parcels on the next working day (except for Saturdays) by 5 p.m. throughout the whole of Germany. The goods are guaranteed to be available the next day – this reduces the number of returns. If the parcel is delivered more than 15 minutes late, the money back guarantee applies (refund of the service surcharge). If no delivery is possible GLS will contact the consignee via telephone the same day.

No additional entries are necessary in the shipment capture.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.1.6.10 *HazardousGoods**Service***

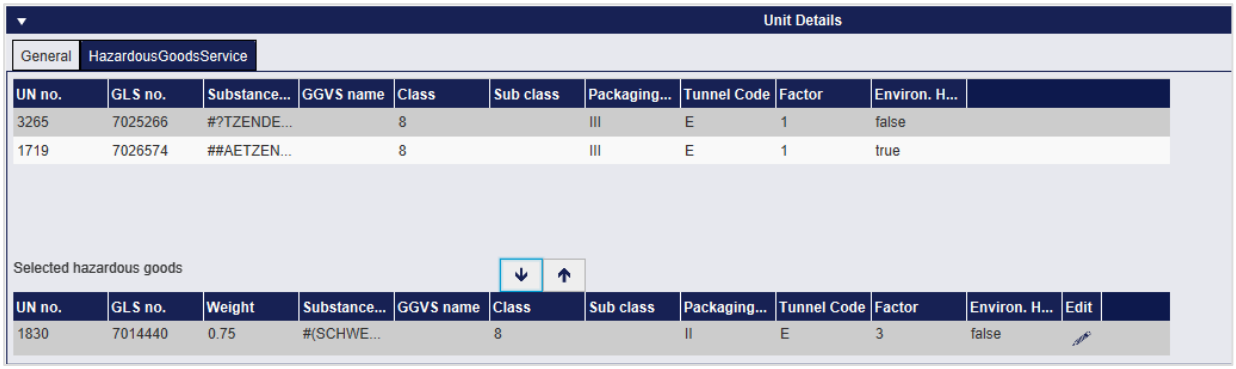


*Figure 107 – HazardousGoods**Service***

The shipment of certain types of hazardous goods within Germany is possible according to the European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR) and the Regulations for the Carriage of Hazardous Goods by Road, Rail and Ship (GGVSEB). Select the *HazardousGoods**Service*** if a shipment contains hazardous goods.

Which hazardous goods are available for a shipper and which of them are the preferred hazardous goods is defined in the settings described in chapter 8.3.3 Hazardous Goods.

The available hazardous goods are displayed in the Unit Details. The substances marked as favourites are in first place. Select a substance and click on to assign it to the parcel. For each hazardous material added, a dialog box is displayed for recording the weight.

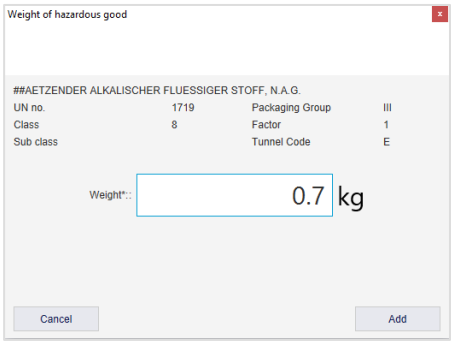


Figure 108 – Weight detection for hazardous goods

Select a row in the lower table and click to delete a substance for a parcel. The hazardous goods points are adjusted accordingly.

The ADR points used are automatically calculated on the basis of weight when the label is printed, added up for all shipments of a shipper and colour–coded in the hazardous goods traffic light in the main bar:

- from 750 points the traffic light changes to yellow
- from 900 points the traffic light changes to red
- from 1000 points a warning message appears, as the driver may only pickup parcels with a maximum of 1000 ADR points.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

If you move the mouse over the traffic light, the currently used ADR points and the next hazardous goods level are displayed.

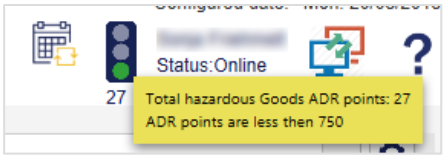


Figure 109 – Hazardous goods traffic light with used ADR points

Regardless of how many points have already been added up, you can create, save and complete new shipments with the *HazardousGoods**Service*** at any time.

If more than 1000 ADR points have been accumulated at the end of the day, a warning message is displayed again. The end-of-day documents that the driver has to take with him contain the ADR points. The driver is trained to strictly adhere to the limit of 1000 ADR points and will only pickup parcels up to this limit.

When the end-of-day is carried out, the ADR points and the dangerous goods traffic light are reset.

9.1.6.11 *Ident**Service***

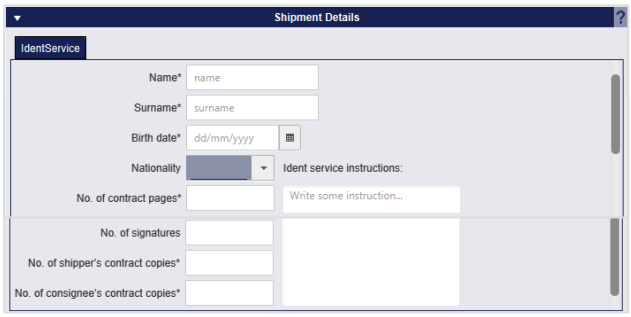


*Figure 110 – Ident**Service***

With the *Ident**Service*** the parcel is handed over exclusively to the person stated by the sender. Visual inspection of the ID card and identification criteria (specified by GLS) ensure that the consignee is authorized to accept the parcel. In addition, the consignee acknowledges the receipt of the parcel on the *Ident**Service*** identification form. The original version of this form is then sent back to the sender.

In the shipment details, enter the information about the person and the contract documents.

In the *Ident**Service*** settings you can define the return address to which the *Ident**Service*** form is to be sent (see chapter 8.2.4 IdentService).

In addition to the parcel label, an *Ident**Service*** document is printed when the shipment is completed. This document contains personal data, contract details, fields for documentation of delivery or non–delivery and instructions for checking the consignee's datas.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.1.6.12 *IdentPIN**Service***

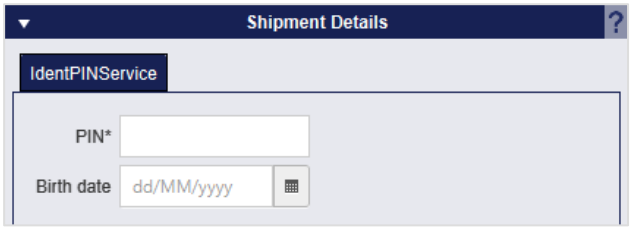


*Figure 111 – IdentPIN**Service***

With the *IdentPIN**Service,*** parcels are delivered exclusively to the stated consignee after an IT–based ID check. The PIN number must be correct otherwise GLS will refuse to hand over the parcel. This ensures that only the authorised person receives the goods. You can use any four–digit PIN, e.g. the last 4 digits of the ID card number. The PIN is sent to the consignee by e–mail when the shipment is completed. If you also provide the date of birth, the driver is obliged to check it.

The identity card has to be presented at delivery in any case. Delivery without a valid identity card is not permitted. This information should be included in the e–mail to the consignee. Further details on creating and maintaining the e–mail content can be found in chapter 8.13 Template Editor.

9.1.6.13 *InterCompany**Service***

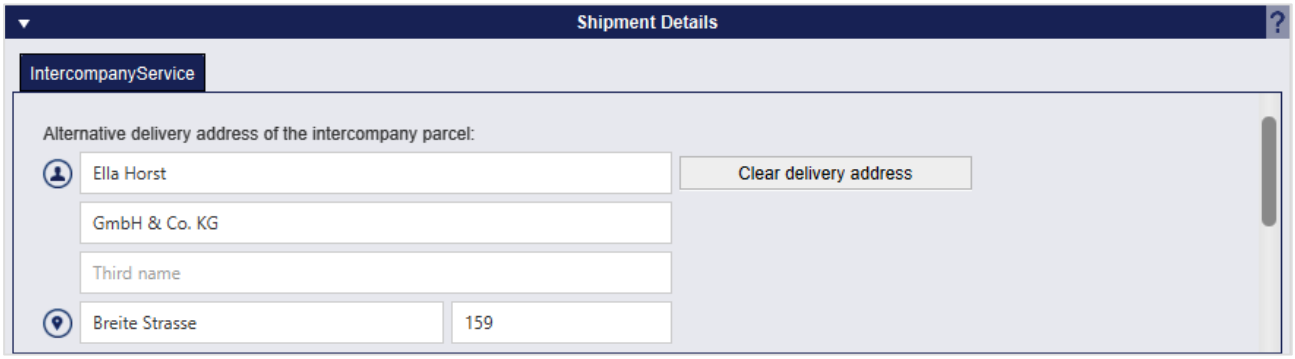


*Figure 112 – InterCompany**Service***

The *InterCompany**Service*** serves the internal parcel exchange and simplifies the parcel dispatch between the locations of a company. Whenever GLS delivers parcels at one of your company locations, GLS can also collect parcels to deliver to other locations of your company.

In the Shipment Details area, the sender address is displayed as an alternative delivery address for group–internal parcels. Use "Clear delivery address" to delete the entries and enter a different address.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.1.6.14 *ShopDelivery**Service***

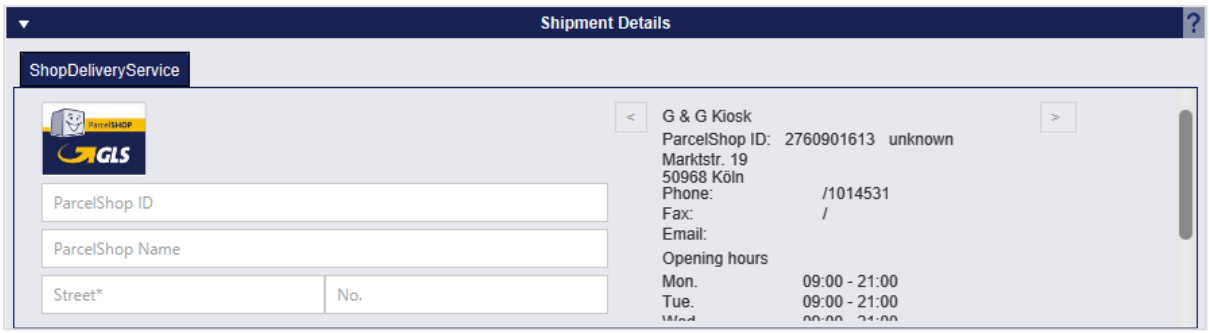


*Figure 113 – ShopDelivery**Service***

With the ShopDeliveryService GLS delivers parcels directly to a ParcelShop. Consignees select in advance the ParcelShop to which the parcel should be sent. Your parcels are available as quickly as possible – especially for consigness who are often on the move or not at home. Your customer decides when and where to pick up the parcel. Collection is conveniently possible in one of the approximately 8000 GLS ParcelShops in Germany, Austria, Belgium, Denmark and Poland.

The ParcelShop is selected during the order process. If a standard ParcelShop is preselected in the consignee settings, it is displayed.

You can use the "Search" button in the "Shipment Details" to display ParcelShops near the specified address. Using the ">" and "<" buttons, you can navigate through the number of ParcelShops found, which are sorted by distance to the address. Alternatively, you can enter the name of a ParcelShop or the ParcelShop ID.

Searching for the ParcelShop address and opening hours is only possible if the frontend is online.

9.1.6.15 *ShopReturn**Service***

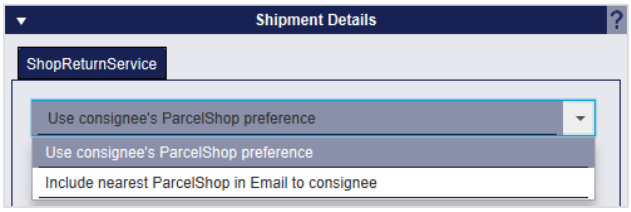


*Figure 114 – ShopReturn**Service***

With the *ShopReturn**Service*** the consignee can return his parcel via a GLS ParcelShop. Your customer returns the goods – prefranked and free of charge – to the GLS ParcelShop of his choice. The goods will be returned to you without any detours. Costs are only incurred if the parcel is actually returned.

In the Shipment Details you can select whether the preferred ParcelShop of the consignee or the nearest ParcelShop is listed in the e–mail to the consignee.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.1.6.16 TimeDefinite**Services**

*TimeDefinite**Services*** can only be booked for shipments with the "Express" product. An express parcel is generally delivered by 5 p.m. on the next working day (you do not need to select a service in shipment capture for this). You can use the services to define a fixed delivery period. Depending on which services are activated for users, senders and consignees, the following *Time-Definite**Services*** are available:

Service	Description
08:00Service	Delivery of the shipment before 8 a.m.
09:00Service	Delivery of the shipment before 9 a.m.
10:00Service	Delivery of the shipment before 10 a.m.
12:00Service	Delivery of the shipment before 12 noon
Saturday10:00Service	Delivery of the shipment before 10 a.m. on a Saturday
Saturday12:00Service	Delivery of the shipment before 12 noon on a Saturday

*Table 10 – TimeDefinite**Services***

9.1.6.17 TyreService

*Tyre**Service*** marks the delivery of tyres. A minimum weight of >3 kg is required. No additional entries are necessary in the shipment capture.

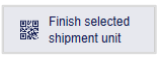
The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.1.7 Finishing the shipment

When you have made all entries for the shipment use

or the F2 key to finish the shipment and print the label. The system checks if any details are missing or need to be changed.
A message will request you to carry out the appropriate changes. If the labels for the shipment were successfully printed, you will receive a corresponding confirmation.

9.1.8 Finish a selected shipment unit

It is possible to finish a single parcel of a shipment using the button 

. The other parcels of this shipment will then appear in the Shipment Overview as complete, but not transmitted. Only the label for the selected package is printed. You can continue to process and complete the shipment at a later time.

9.1.9 Printing of unprinted labels in buffer

Use the button

to print all labels that are saved for system printing. For buffered printing, labels are collected until one page is full. The display shows you how many labels are currently saved in buffer. Use the button to trigger printing, regardless of whether the page is completely filled.

9.1.10 Shipment templates

If you regularly create similar shipments, you can use templates. The templates can be created, managed and used both in Shipment Capture and in Capture (Fast Mode). In the personal settings you can specify which standard transmission template is to be used (see chapter 8.1.5 Shipment Template).

To create a template, enter a shipment with the required settings and click on

. Enter a name for this template and confirm with OK. You receive a confirmation if the template was successfully created.

Choose

to select a template from your list of existing templates. All areas of a loaded template that are preassigned with values (for example, the consignee) are initially locked. To complete or change the information, click on the "Edit" link in the respective area.

If you want to overwrite a template with the current shipment, click the button

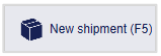
and select the desired template from the list. A status message indicates whether the saving process was successful.

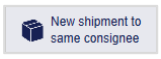
To delete an existing template, click on

and select the template to delete. A status message shows you whether the deletion process was successful.

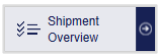
The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.1.11 Creating new shipment

To capture a new shipment, click on 

or use the F5 key. All field will be cleared and you can start a new capture. If you want to create a new shipment to the same consignee click on 

9.1.12 Shipment Overview

Use 

to go to the Shipment Overview. For more information see chapter 9.4 Shipment Overview.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.2 Capture (Fast Mode)

Figure 115 – Shipment Capture (Fast Mode) with searched parcels

The Shipment Capture (Fast Mode) offers two options:

1. Generate and complete shipments by scanning in a barcode with all data relevant to the shipment. To do this, the consignee data has to be available as a barcode and the barcode positions have to be set in the system.
2. Complete shipments by entering the shipment reference number or scanning the barcode of the shipment reference number. For this purpose, the shipment reference number must be available as a barcode.

Furthermore, Fast Mode offers the possibility to review shipments, process them via an assistant, add further shipments and complete shipments. Handling corresponds to shipment capture (see chapter 9.1 Shipment Capture).

Before use, specify in the shipment settings whether the labels are to be printed directly after the scan (see chapter 8.2.1 Number of printouts for End of Day procedures).

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.2.1 Creating shipments via scanner

To create complete shipments by scan, the information (consignee data, number of parcels, weight, etc.) has to be encrypted in a barcode. The data on the barcodes (1D or 2D) has to be strings of fixed length so that the system can process them. How the information on the barcode is interpreted is determined throughout the entire application (see chapter 8.9 Barcode Settings).

To create a shipment, activate the button “Barcode” next to the search field (dark background) and position the cursor within the search field.

Figure 116 – Search bar of shipment capture (fast mode) – bar code active

Scan the barcode. If "Print labels after scanning" is activated in the shipment settings, the shipment is automatically generated, completed and the label(s) printed immediately.

Otherwise, the input form for shipment capture is filled. When all data is complete, click on the button "Finish shipment".

9.2.2 Finishing a shipment by entering the shipment reference

To complete a shipment by scan, deactivate the "Barcode" button next to the search field (light background) and position the cursor in the field.

Figure 117 – Search bar of shipment capture (fast mode) – bar code inactive

Scan the barcode of the shipment reference number. Alternatively, you can enter the shipment reference number using the keyboard and confirm with Enter.

If you have activated "Print labels after scanning" in the shipment settings and exactly one shipment with exactly one parcel with this reference number is found in the system, the corresponding label is printed immediately.

If the function is not activated or if several items with the reference number are found or if the item contains more than one parcel, all relevant shipments are listed. If several items are displayed, you can edit the individual items by using the button in the "Action" column and print the labels using "Finish Shipment".

If only one shipment is found, you can process and complete it directly.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

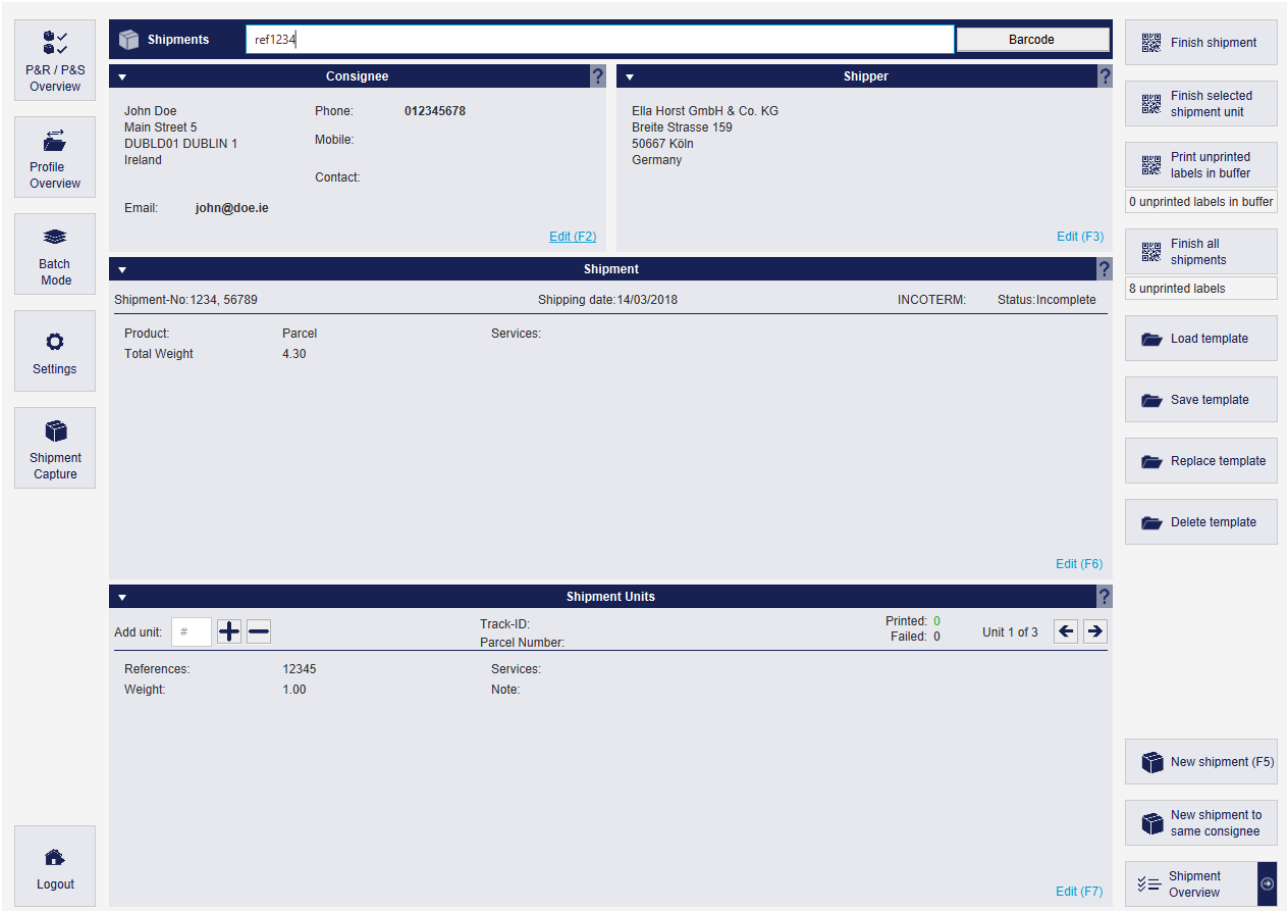
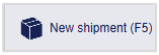


Figure 118 – Shipment Capture (Fast Mode) with one shipment

9.2.3 Creating shipments via assistant

To create a new shipment, click on 

or use the F5 key. The wizard that guides you through the process opens. Click “Continue” to proceed to the next step of editing. You can cancel processing or save the interim status at any time.

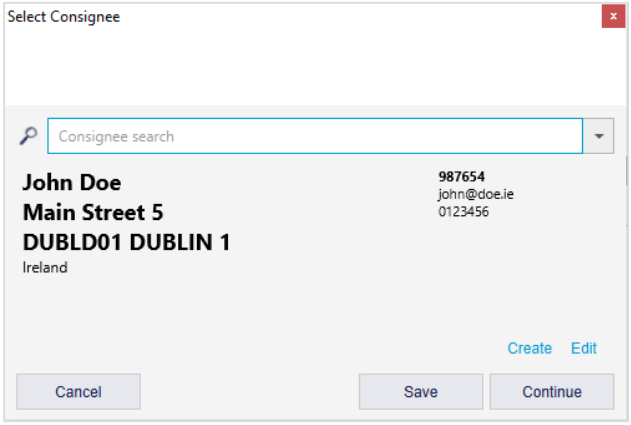


Figure 119 – Assistant in Capture (Fast Mode): Select Consignee

Use the search to add a consignee from the address book or use „Create” to add a new address.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

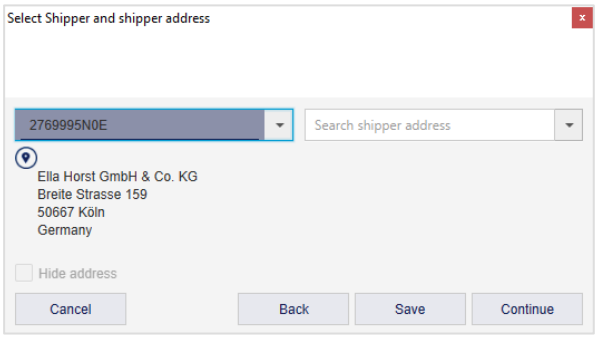


Figure 120 – Assistant in Capture (Fast Mode): Select Shipper

Select the shipper or the alternative shipper address.

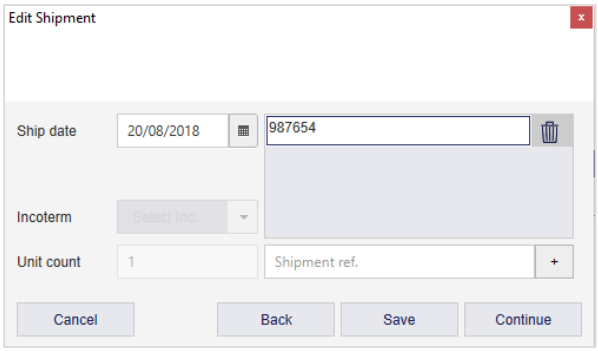


Figure 121 – Assistant in Capture (Fast Mode): Edit Shipment

Add the required ship date and a shipment reference number.

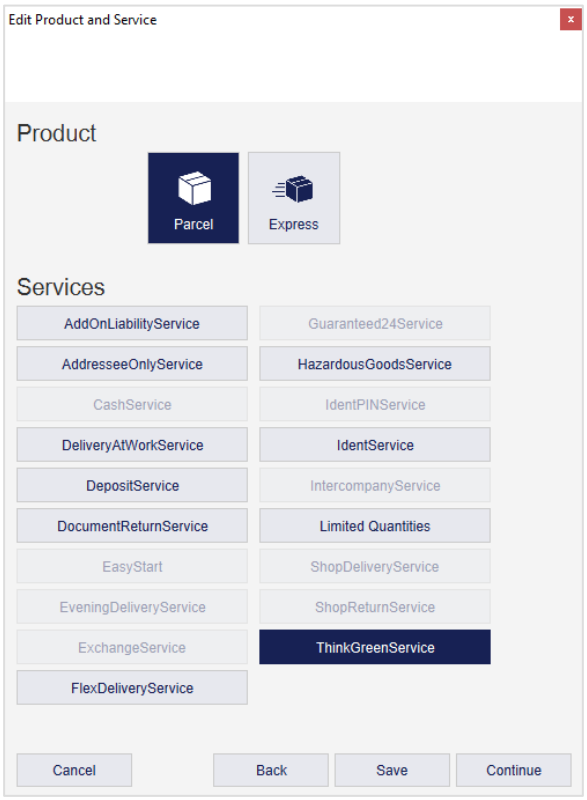


Figure 122 – Assistant in Capture (Fast Mode): Edit Product and Service

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

In the next step, you define the product and the required services. Further information is for certain services, e.g. the information on hazardous substances for the *HazardousGoods**Service***. The information is added in individual steps. For a list of all mandatory information for the individual services, see chapter 9.1.6 Selecting services.

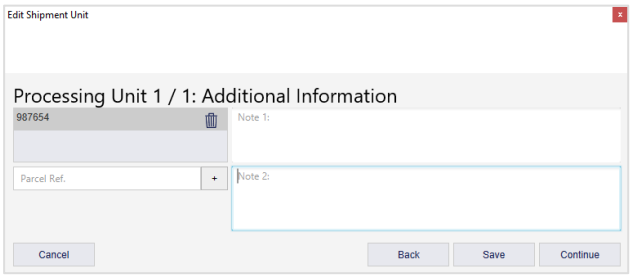


Figure 123 – Assistant in Capture (Fast Mode): Additional information

Add additional information to the parcel, e.g. a parcel reference number or notes.

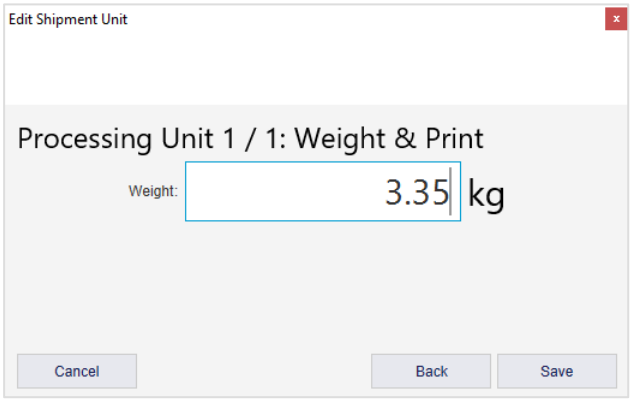


Figure 124 – Assistant in Capture (Fast Mode): Weight and Print

In the last step, you determine the weight of the parcel.

Click “Save” to create the shipment for the consignee and display it in the Fast Mode screen. Select all parcels and print the labels.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.3 Shipment Capture (Batch Mode)

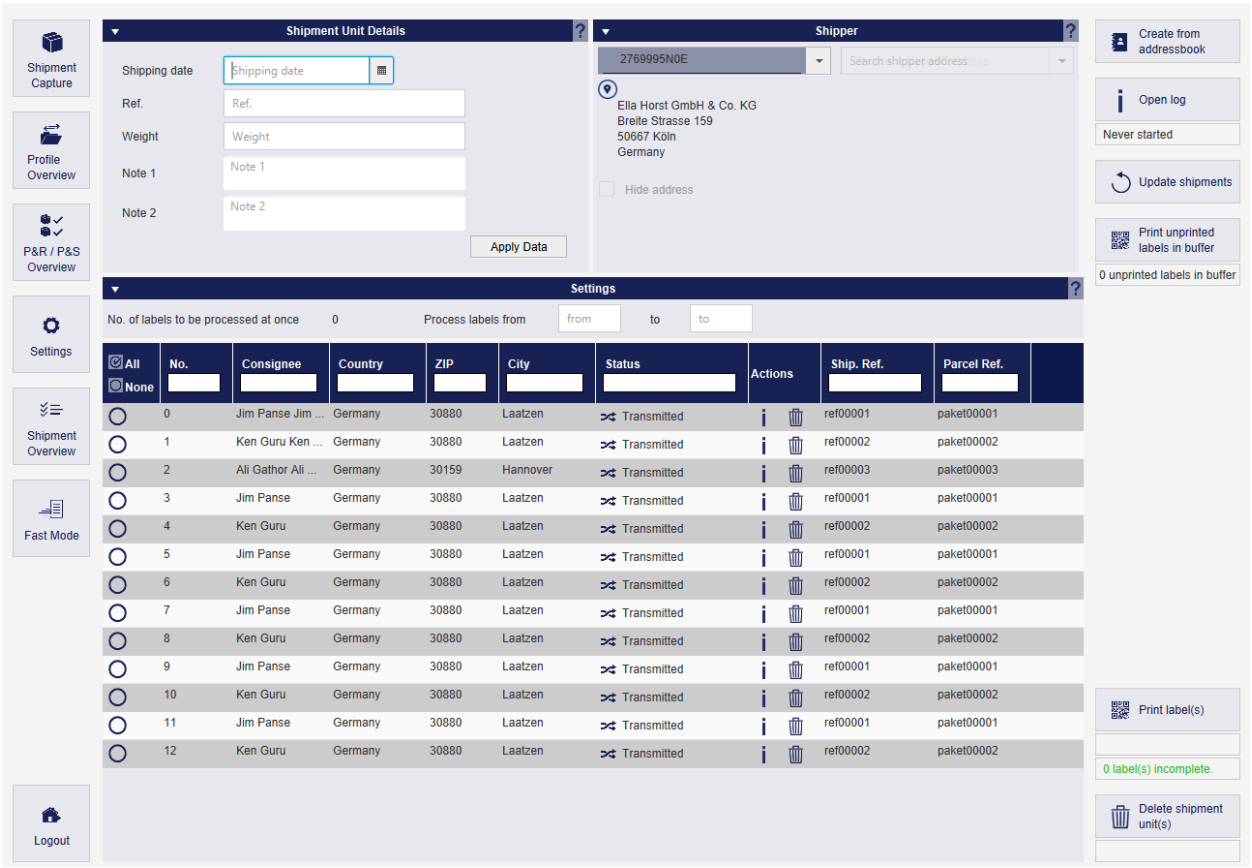


Figure 125 – Shipment Capture (Batch Mode)

With the Shipment Capture (Batch Mode), you can create many parcels simultaneously from one shipper to different consignees in just a few steps. To be able to use the screen, the parcel data has to be imported and marked as type “Shipment (Batch)”. For more information, see chapter 9.13.2 New Import profile.

After the import, the parcels are displayed in a list in the Batch Mode screen.

You can select individual parcels from this list via in the first column or enter the sequential numbers in the "Process labels from/to" area.

Delete individual or all parcels by making a selection and clicking the button “Delete shipment unit(s). You can also remove individual parcels by clicking on (Delete item) in the corresponding line.

Incomplete parcels can be edited by clicking the (Edit parcel) button in the corresponding line.

In the "Shipment Unit Details" section you can add certain information for the selected parcels. By clicking the "Apply Data" button, these parameters are set for all selected parcels. The reference number is added and existing reference numbers are not overwritten.

An alternative shipper address can be selected in the "Shipper" section. Click on the "Apply Data" button in the "Shipment Unit Details" area to complete the assignment.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

When all settings are complete, the labels for all selected parcels can be printed using the “Print label(s)” button.

The display 2 label(s) incomplete shows at any time whether any parcels in the list are incomplete. If mandatory information is still missing for the selected parcels during printing, an error message appears for these parcels. You cannot finish the parcels until all data is complete.

If the labels for the selected parcels have already been printed, a prompt appears asking whether the labels should be printed again.

9.3.1 Create a shipment via assistant

You also have the option of creating new shipments for all consignees in your address book via the Batch Mode screen. This function is suitable for sending identical items to a large group of consignees. The shipments may only contain one parcel at a time. All services can be selected, but these settings apply to all consigness. To create it, click on Create from addressbook.

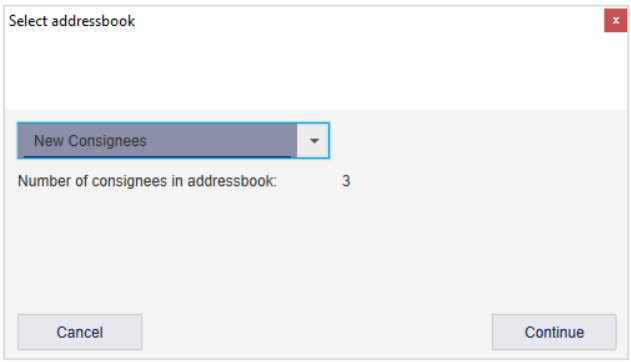


Figure 126 – Shipment Capture (Batch Mode): Select addressbook

Select an address book. The number of consignees is displayed.

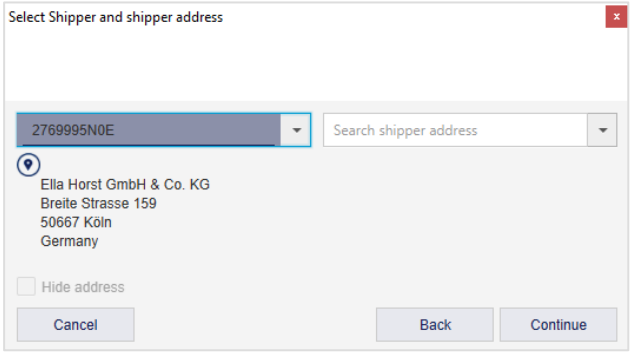


Figure 127 – Shipment Capture (Batch Mode): Select shipper

In the next step, select the shipper or the alternative shipper address.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

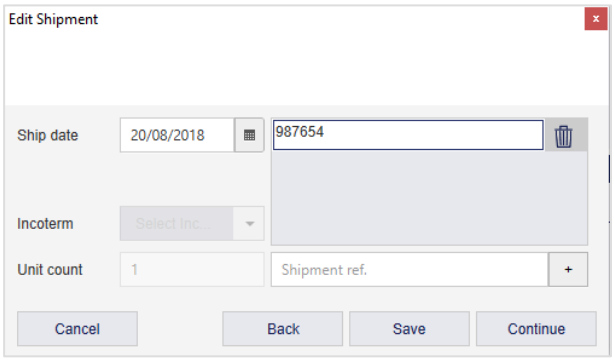


Figure 128 – Shipment Capture (Batch Mode): Edit Shipment

Add the required ship date and a shipment reference number.

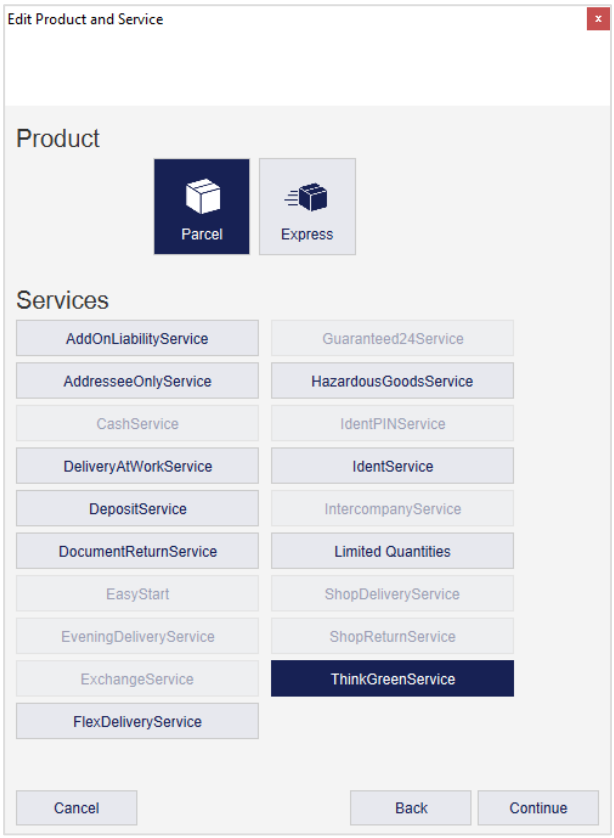


Figure 129 – Shipment Capture (Batch Mode): Edit Product and Service

In the next step, you define the product and the required services. Further information is for certain services, e.g. the information on hazardous substances for the *HazardousGoods**Service***. The information is added in individual steps. For a list of all mandatory information for the individual services, see chapter 9.1.6 Selecting services.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

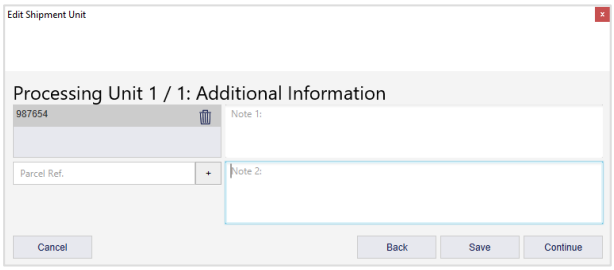


Figure 130 – Shipment Capture (Batch Mode): Additional Information

Add additional information to the parcel, e.g. a parcel reference number or notes.

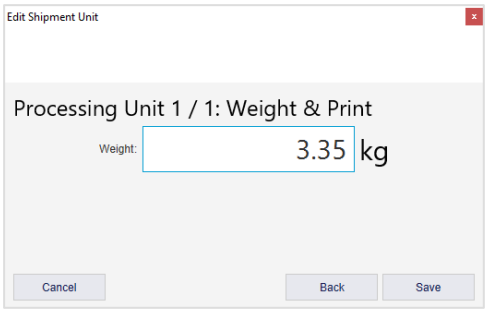


Figure 131 – Shipment Capture (Batch Mode): Weight and Print

In the last step, you determine the weight of the parcel.

Click “Save” to create the shipment for all consignees in the selected addressbook. The shipments will be displayed in the screen Shipment Capture (Batch Mode). Select all parcels and print the labels or edit a single shipment and click on

to print the label.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.4 Shipment Overview

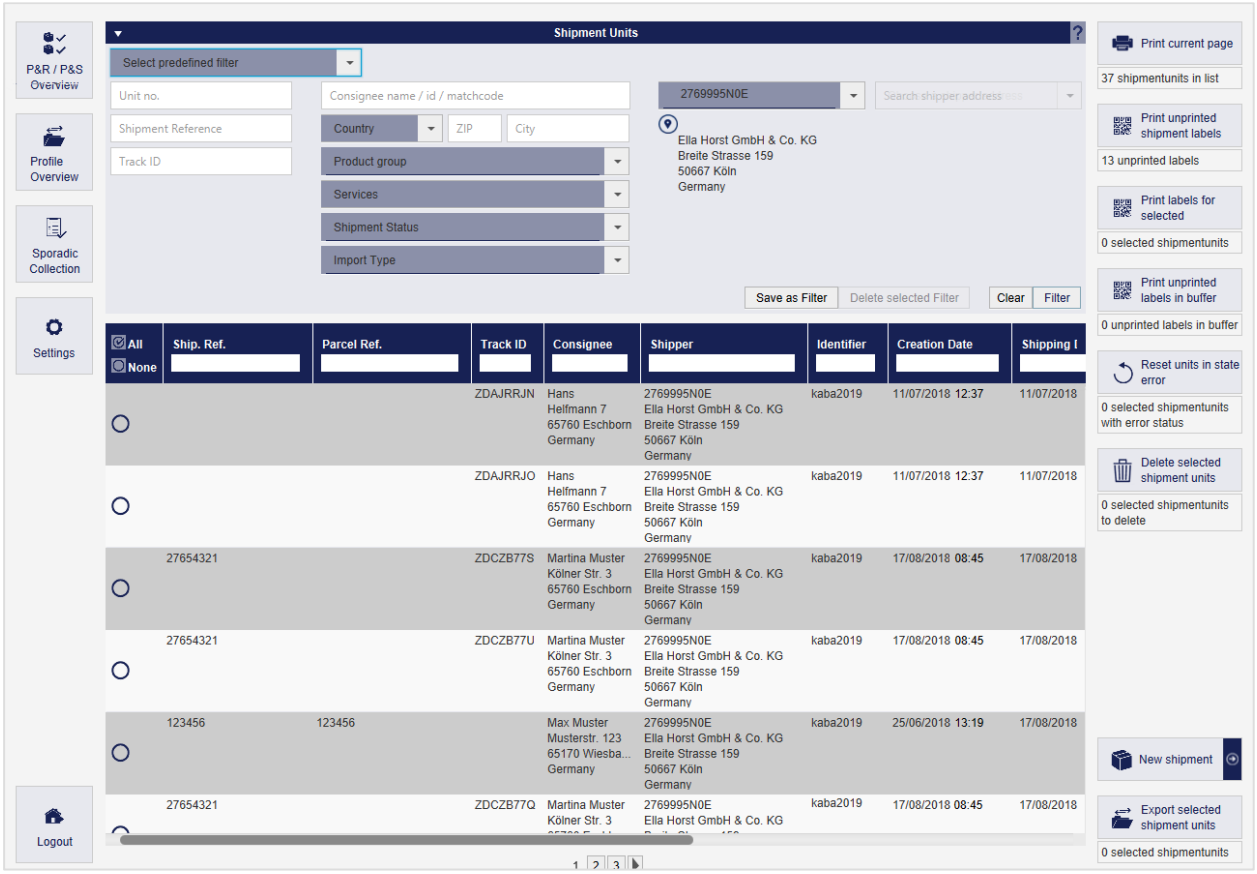


Figure 132 – Shipment Overview

All previously created parcels are displayed in the Shipment Overview. The following actions can be executed for these parcels:

- Filter list of shipment units
- Edit shipment details
- Print list of shipment units
- Print parcel labels (again)
- Update weight of shipment units
- Display error log for incomplete shipments
- Reset shipment units in error status
- Delete shipment units
- Export shipment units using a profile
- Add new shipment

9.4.1 Filter list of shipment units

You can restrict the display of table elements using predefined filters or individual in the „Shipment Units" section of the screen.

Depending on the criteria, you can enter reference values or choose from a list. You can select any number of criteria to restrict the result. Click on "Filter" to apply the criteria.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

The list then displays all elements that match the filter criteria. If there are no elements that match the entered criteria, "No content in table" is displayed. Remove one or more filters until you get a result in the table.

If you want to reset all filter fields to their initial value, click on the "Clear" button. Then click on "Filter" to display all table entries.

Filters that you need more often can be saved using the "Save as Filter" button. A saved filter can be removed by clicking on "Delete selected Filter".

Alternatively, you can enter a search text in the text field under the column name and confirm it with the Enter key. The search is case insensitive. To reset the search, remove the search text and confirm with Enter.

Figure 133 – Search in table column

Each parcel is assigned a status at any time. The status determines the actions that are possible for the parcel.

Status	Description
Incomplete	Parcel data is captured but the shipment cannot yet be completed. Mandatory information is missing. The corresponding line is highlighted in red.
Complete	Parcel data is complete. All mandatory information is recorded. The label can be printed.
Printed / In Transmission	The label was printed.
Transmitted	The parcel data has been electronically transmitted to the GLS backend systems.
Scanned	The parcel was already processed in a GLS system. This status occurs, if a data set for a parcel is to be cancelled, but the parcel is already being processed.
Error	Unknown error in the data transmission. After the error has been corrected, the data is automatically retransmitted.

Table 11 – Overview Parcel status

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.4.2 Edit shipment details

In the Shipment Overview, you have the option of editing the individual shipment units.

For all parcels with the status "Transmitted" you can view the shipment details using the button in the "Action" column.

Figure 134 – Shipment Details

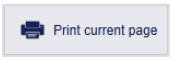
This overview contains all details on the shipment and the individual parcels. The shipment can no longer be changed or deleted, but you have the option of adding further similar parcels to the shipment via "Add Unit". The processing and completion of the parcels is carried out via the Shipment Capture screen. Here you can also make required entries for the selected services (for example, cash amounts or hazard goods substances).

The shipment details can be printed via Print shipment details.

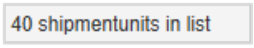
For all parcels that have not yet been transmitted, you can make changes using the (Edit) button in the "Action" column. The shipment is opened in the Shipment Capture screen. Processing is the same as described in chapter 9.1 Shipment Capture.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.4.3 Print list of shipment units

To print the current list of shipment units click on 

. A list of all entries on the current page of the Shipment overview is printed.

The status bar 

below the button informs you how many shipment units are contained in the list. The display is adjusted when you navigate using the arrow keys.

Please note that the appropriate printer has to be configured (see chapter 8.7 Printer).

9.4.4 Print parcel labels (again)

Depending on the status of a parcel, the label can either be printed for the first time or reprinted.

A label is reprinted for parcels with the following status:

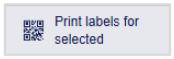
- Printed/In transmission
- Transmitted

This function can be particularly helpful, if a label is damaged or lost.

Shipment units in status „complete” can be finished and the corresponding label can be printed.

Parcels in status „incomplete” cannot be finished or printed. An error message is shown if you try to print the label. The missing data has to be added first.

There are four options to print a label in the Shipment Overview:

- Click on (Print item) in the "Action" column for a single shipment unit
- Select the parcel in the table and click on 

- Select the button

.
(Caution: this action causes the error message "Error Finish Unit" if the list contains incomplete items. A single error message is displayed for each validation error and must be confirmed. If only complete shipments are included, printing is triggered.)
- Select the button

to print all labels that are saved for system printing. In this mode, labels are collected until the page is filled and then printed together. The status bar below the button informs you how many shipment units are contained in the buffer. Use the button to trigger printing, regardless of whether the page is completely filled.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.4.5 Update weight of shipment units

Via the "Update weight" button in the "Action" column you have the possibility to update the weight after the shipment capture has been completed. Please note that the changed weight will not be transmitted to GLS.

9.4.6 Display error log for incomplete shipments

For incomplete shipments, the "Show error log" icon is displayed in the "Action" column. Click on the icon to open the error log with the corresponding details (e.g. postal code missing, invalid weight, etc.).

Figure 135 – Shipment Overview: Error log

9.4.7 Reset shipment units in state error

In some cases, a parcel is set to the status "error" and is skipped during data transfer. As soon as the incorrect status has been corrected, the error status can be reset and the data can be transferred again. To do this, select the parcels with errors and click on Reset units in state error.

9.4.8 Delete shipment units

Via the Shipment Overview it is possible to delete individual parcels from shipments. Select the parcels you want to delete, click on Delete selected shipment units and confirm the following query with OK. If deletion is not possible, an error message is displayed.

9.4.9 Export shipment units

Via the button Export selected shipment units selected parcels can be exported using a corresponding export profile. Detailed information on export profiles can be found in chapter 9.13.3 New Export profile.

As described in chapter 8.1.4 Export/Import/Shipment Data you need to enter the profile that you would like to use for export in the Shipment Overview in the screen "My settings".

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.5 Order Picking

Using the "Order Picking", you can complete imported (possibly incomplete) shipments by entering only a shipment reference and then the missing data (e.g. the weight). In this way, shipping orders can be processed quickly and easily.

The overview shows all parcels that have been completed on the current day via "Order picking".

For fast processing, the order picking is optimized for operation with the keyboard.

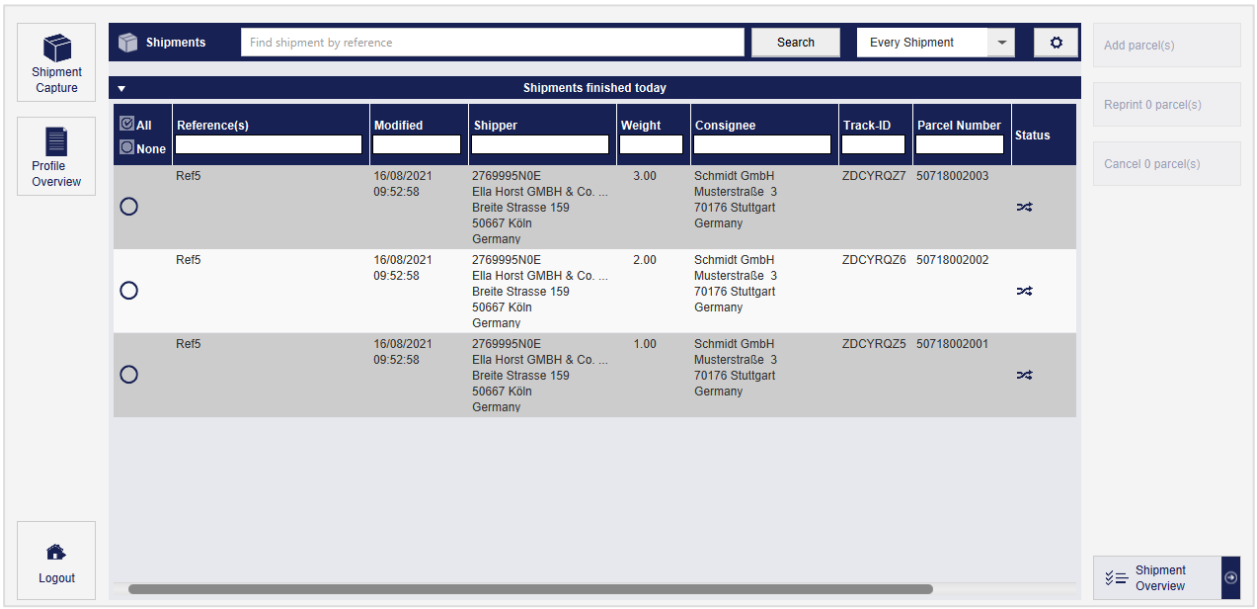


Figure 136 – Order picking

9.5.1 Search shipments / shipment units

The search function can be used to search for shipments or individual parcels by shipment reference number or parcel reference number. For this purpose, the parcels must have been imported with the corresponding shipment reference beforehand. It is also possible to use a barcode scanner.

Using the search

, it is possible to search for shipments or parcels in the incomplete / not finished shipments.

Using the search

, it is possible to search for shipments that have already been finished (without an End of day) and parcels can be added to these shipments.

Using the search settings you can configure whether the search should be based on the shipment reference and/or the parcel reference. Furthermore, you can choose whether an exact or a fuzzy search should be performed.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

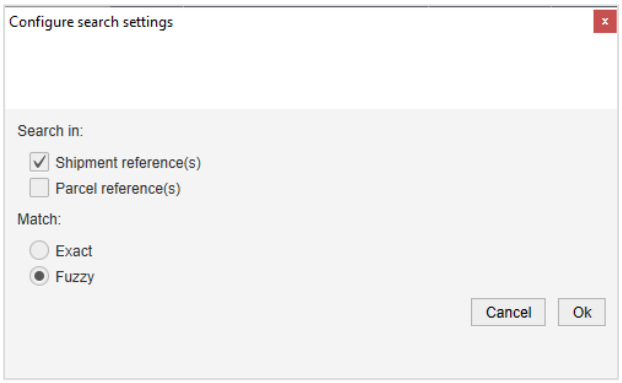


Figure 137 – Order picking: Configure search settings

If the search returns several hits, a pop-up window appears with the search results. Select the desired shipment from the list - either by double-clicking, by entering the index on the keyboard or by using the cursor keys and the "Continue" button. If there is exactly one hit, the input window for parcel processing will be displayed directly.

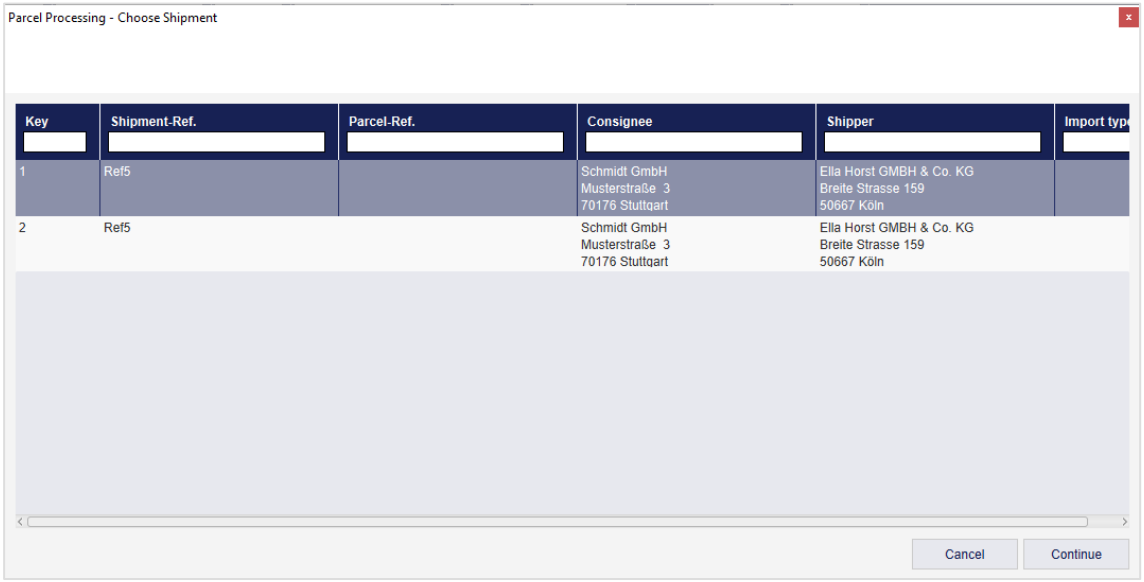


Figure 138 – Order picking: Search results with several hits

9.5.2 Finish parcels

In the first step of the parcel processing all parcel data are displayed and can be changed / supplemented.

- Shipment reference plus if necessary further references (no change possible).
- Incoterm
- Consignee and (alternative) shipper
- Product
- Services

The "Total number of parcels" field is pre-populated with the imported number of packages. If this value is not given, ShipIT will start with one parcel. It is possible to change the total number of parcels and complete only a part of the parcels. Likewise, it is also possible to add more parcels (than originally imported).

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

You can add services to the shipment at this point. To do this, you can click on the service or use the Tab key to navigate through the window and select the service with the space bar.

- The details that belong to the entire shipment are recorded here. Click on the "Edit shipment details" link to enter the necessary shipment details. If you click "Continue" and details are still missing, the "Shipment details" window will also open automatically.
- The details that have to be entered for each parcel will appear in the second step (in the weight entry screen).

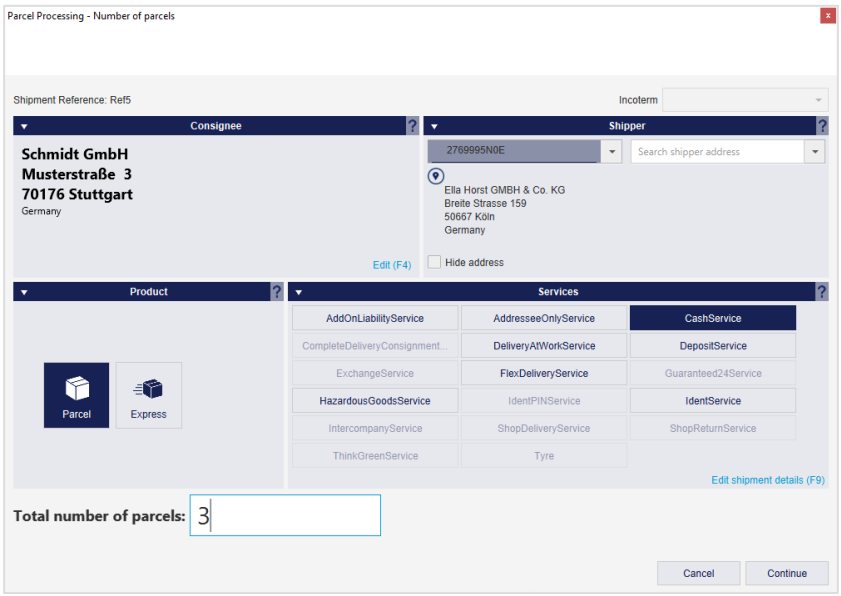


Figure 139 – Order picking: Parcel Processing (step 1)

If parcels from this shipment have already been completed, a corresponding note will appear. If you add additional parcels, you will not be able to edit/change the consignee, the shipper, the product and the services.

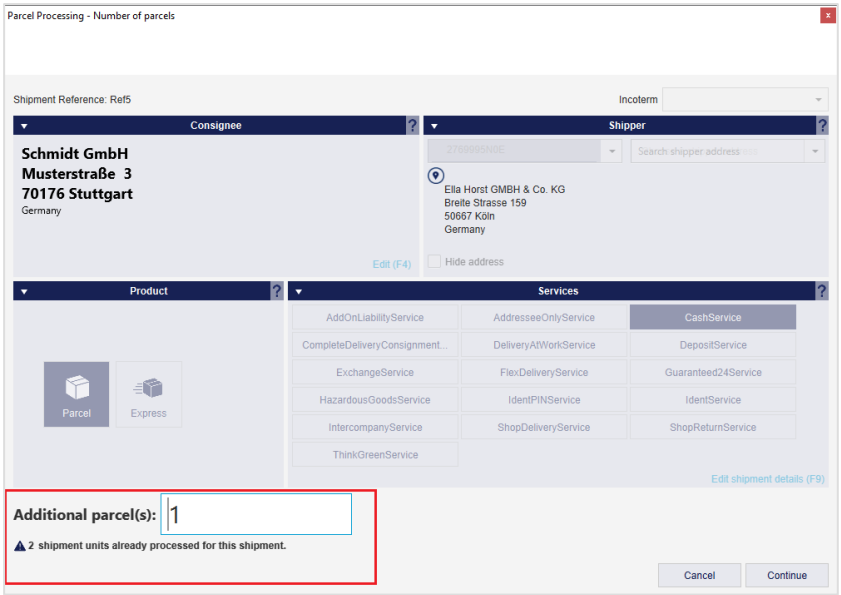


Figure 140 – Order picking: Shipment units already processed

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

Clicking the ENTER button or "Continue" will take you to the next step.

In the second step, the weights of the individual parcels and (if required) the parcel details for the selected services are entered.

If a weight has been imported, it will be displayed, otherwise the default weight will be displayed and can be changed. If a scale is connected, the weight will be updated every two seconds.

By clicking on the ENTER button or on "Continue" the respective parcel is completed. The parcel label is generated directly after each completed parcel. At the last parcel, a "Save" button will be displayed instead of the "Continue" button (the window will close automatically when you click on "Save").

For example, if you enter the weight for two out of three parcels and click "Cancel" on the third parcel, two parcels will be processed and the process will be completed. If necessary, you can add more parcels to this shipment at a later time.

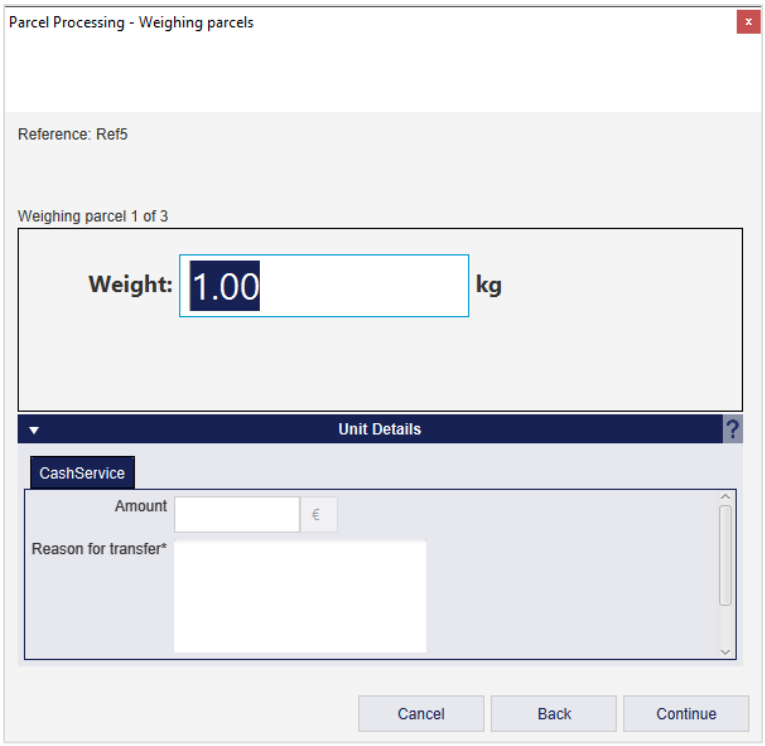


Figure 141 – Order picking: Parcel Processing (step 2)

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.5.3 Add parcels

It is possible to add more parcels to already completed shipments. To do this, select a line in the overview and click on the "Add parcel(s)" button. Alternatively, you can add further parcels by double-clicking on the respective line.

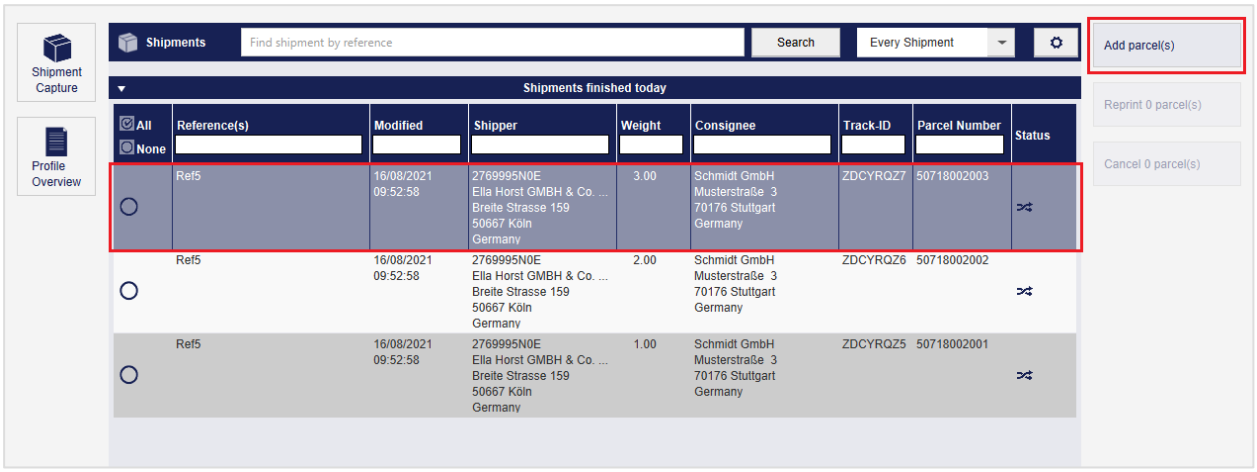


Figure 142 – Order picking: Add parcels

9.5.4 Print parcels again / Cancel parcels

It is possible to reprint parcel labels or to cancel parcels. To do this, select one or more parcels in the first column and then click on "Reprint parcel(s)" or "Cancel parcel(s)". A parcel can be canceled as long as the parcel has not yet been scanned at GLS.

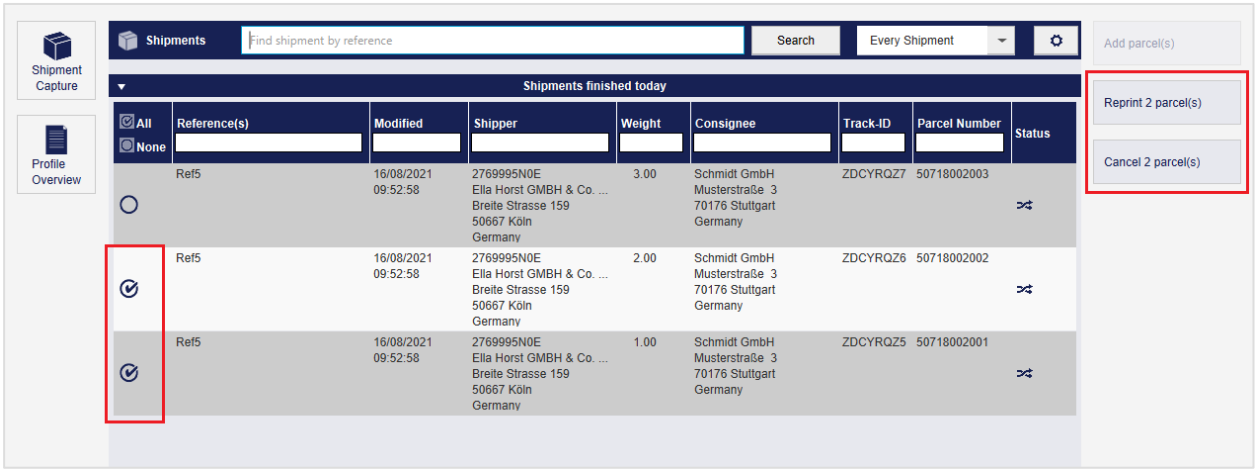


Figure 143 – Order picking: Reprint and cancel parcels

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.6 Pick&Return Shipment Capture

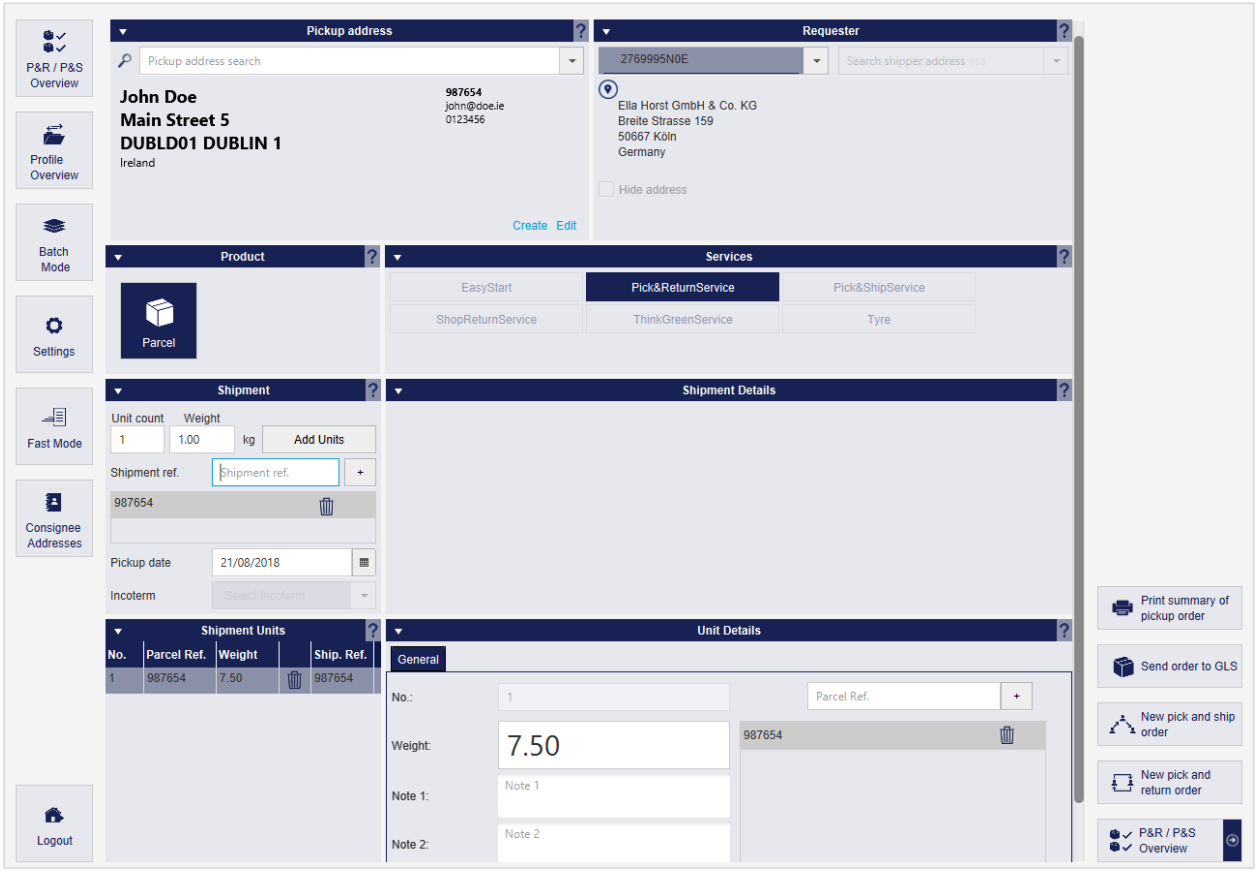
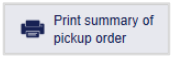
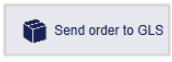


Figure 144 – Pick&Return Shipment Capture

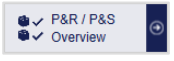
The *Pick&Return* Shipment Capture can only be used for the *Pick&Return**Service***. With this service GLS collects parcels from any address and brings them to the client. The basic handling of the screen corresponds to the explanation in chapter 9.1 Shipment Capture.

In the "Pickup address" section you define where the shipment is to be picked up. The location can be any address, but has to contain a contact person and a telephone number.

Once all the information required for a shipment has been entered, you can print out the order for the *Pick&Return**Service*** using the button 

. Since the parcel is not present, but has to be collected from the address first, an order overview is printed instead of a label. Click on 

to submit the order to GLS. GLS will print the label and take it to the pickup address on the pickup date entered.

To access the overview of all *Pick&Return* and *Pick&Ship* shipments, click on 

.

*Please note that the Pick&Return**Service** has to be activated for both the user and the shipper to be able to use the screen.*

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.7 Pick&Ship Shipment Capture

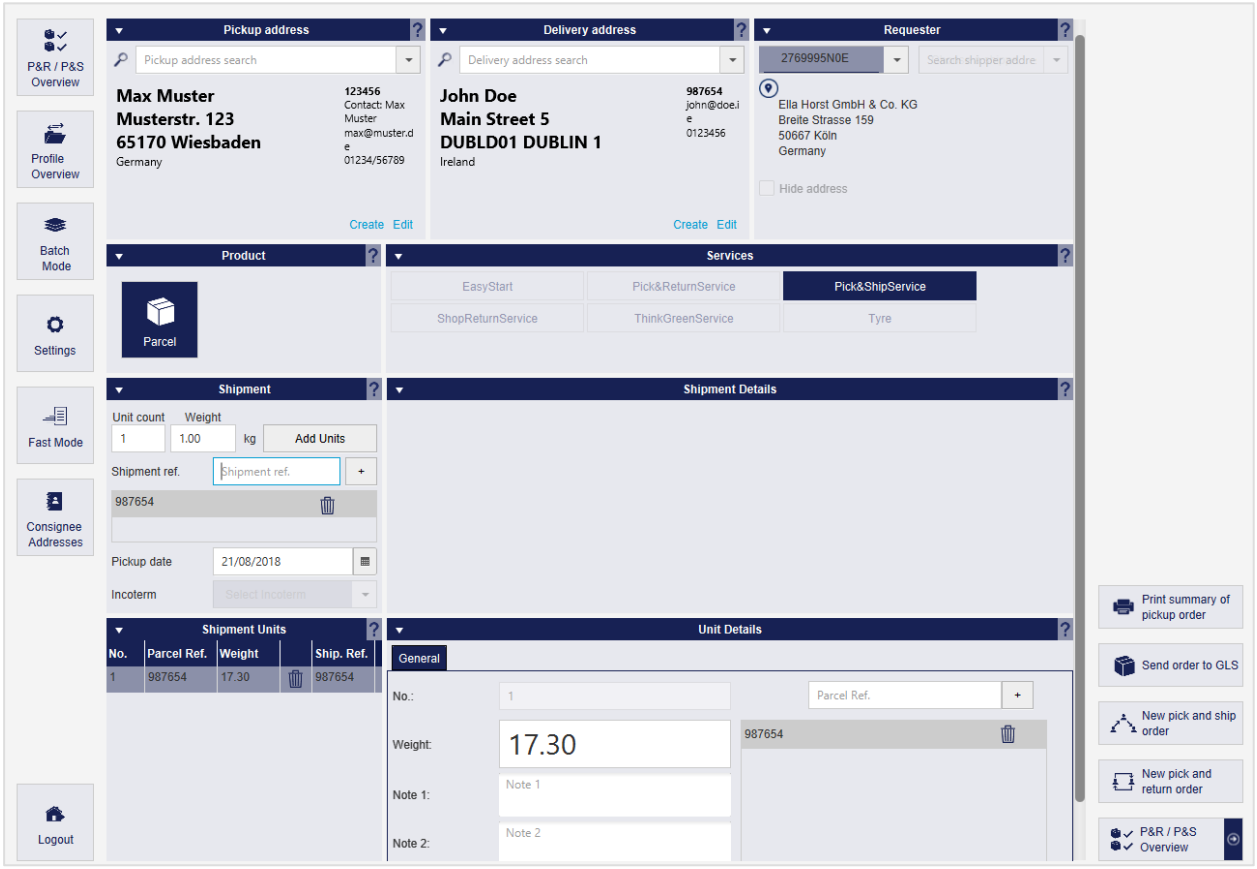
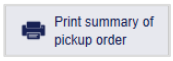
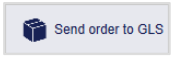


Figure 145 – Pick&Ship Shipment Capture

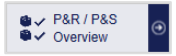
The *Pick&Ship* Shipment Capture can only be used for the *Pick&Ship**Service***. With this service GLS collects parcels from any address of your choice and delivers them directly to the desired consignee. The basic handling of the screen corresponds to the explanation in chapter 9.1 Shipment Capture.

In the "Pickup address" section you define where the shipment is to be picked up. In the "Delivery address" section you define where the shipment is to be delivered. Both locations can be any address, but has to contain a contact person and a telephone number.

Once all the information required for a shipment has been entered, you can print out the order for the *Pick&Ship**Service*** using the button 

. Since the parcel is not present, but has to be collected from the address first, an order overview is printed instead of a label. Click on 

to submit the order to GLS. GLS will print the label and take it to the pickup address on the pickup date entered.

To access the overview of all *Pick&Return* and *Pick&Ship* shipments, click on 

.

*Please note that the Pick&Ship**Service** has to be activated for both the user and the shipper to be able to use the screen.*

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.8 Pick&Return and Pick&Ship Overview

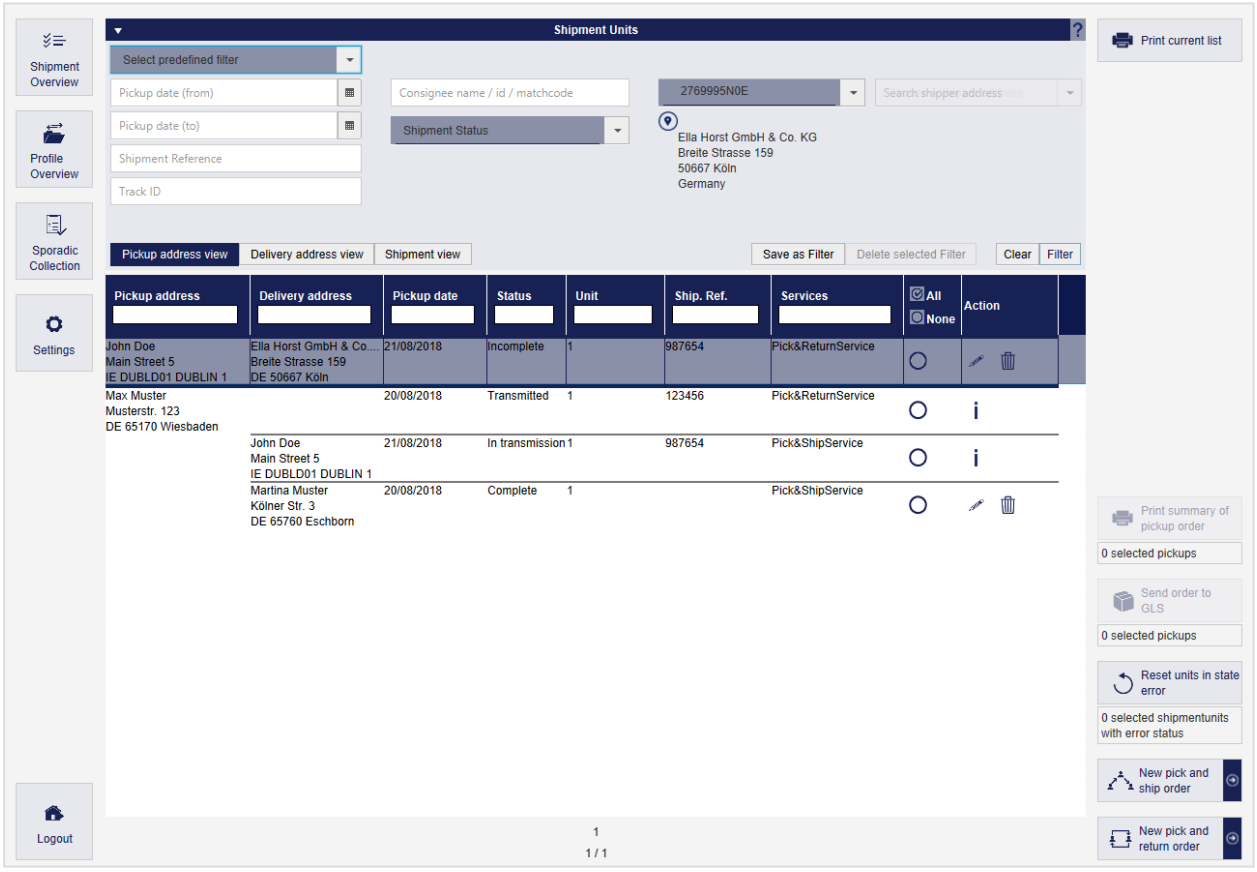


Figure 146 – P&R and P&S Overview

All previously created parcels with *Pick&Return**Service*** and *Pick&Ship**Service*** are displayed in the overview. The following actions can be executed for these parcels:

- Filter list of shipment units
- Edit shipments
- Print list of parcels
- Print pickup orders
- Send order to GLS
- Reset parcels in state error
- Create new P&R/P&S shipment

To open a new Pick&Ship order, select the button "New pick and ship order". If you want to open a Pick&Return order instead, select the button "New pick and return order".

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.8.1 Filter Shipment Units

You can restrict the display of table elements using predefined filters or individual in the „Shipment Units” section of the screen.

Depending on the criteria, you can enter reference values or choose from a list. You can select any number of criteria to restrict the result. Click on "Filter" to apply the criteria.

The list then displays all elements that match the filter criteria. If there are no elements that match the entered criteria, "No content in table" is displayed. Remove one or more filters until you get a result in the table.

If you want to reset all filter fields to their initial value, click on the "Clear" button. Then click on "Filter" to display all table entries.

Filters that you need more often can be saved using the "Save as Filter" button. A saved filter can be removed by clicking on "Delete selected Filter".

Alternatively, you can enter a search text in the text field under the column name and confirm it with the Enter key. The search is case insensitive. To reset the search, remove the search text and confirm with Enter.

Figure 147 – Search in table column

9.8.2 Editing Shipments

In the P&R/P&S Shipment Overview, you have the option of editing the individual shipment units.

For all orders that have not yet been transmitted, you can make changes using the (Edit) button in the "Action" column. The shipment is opened in the Pick&Return or Pick&Ship Shipment Capture screen. Processing is the same as described in chapter 9.1 Shipment Capture and chapter 9.7 Pick&Ship Shipment Capture.

For all orders that have not yet been transmitted, you can delete the P&R/P&S shipment using the (Delete) button in the "Action" column.

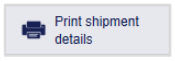
After carrying out the “End of day”, the transferred P&R and P&S orders are no longer displayed in the overview.

For all parcels with the status "Transmitted" you can view the P&R/P&S shipment details using the button in the "Action" column.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

Figure 148 – P&R / P&S Details

This overview contains all details on the shipment and the individual parcels. The shipment can no longer be changed or deleted, but you have the option of adding further similar parcels to the shipment via "Add Unit". The processing and completion of the parcels is carried out via the Shipment Capture screen. Here you can also make required entries for the selected services (for example, cash amounts or hazard goods substances).

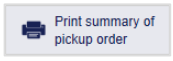
The shipment details can be printed via 

.

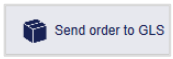
9.8.3 Printing options

To print the current list of shipment units click on

. A list of all entries on the current page of the Shipment overview is printed.

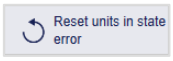
Click on 

to print the selected pickup order.

Click on 

to submit the order to GLS. GLS will print the label and take it to the pickup address on the pickup date entered.

9.8.4 Reseting units in state error

In some cases, a parcel is set to the status "error" and is skipped during data transfer. As soon as the incorrect status has been corrected, the error status can be reset and the data can be transferred again. To do this, select the parcels with errors and click on 

.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.9 Sporadic Collection

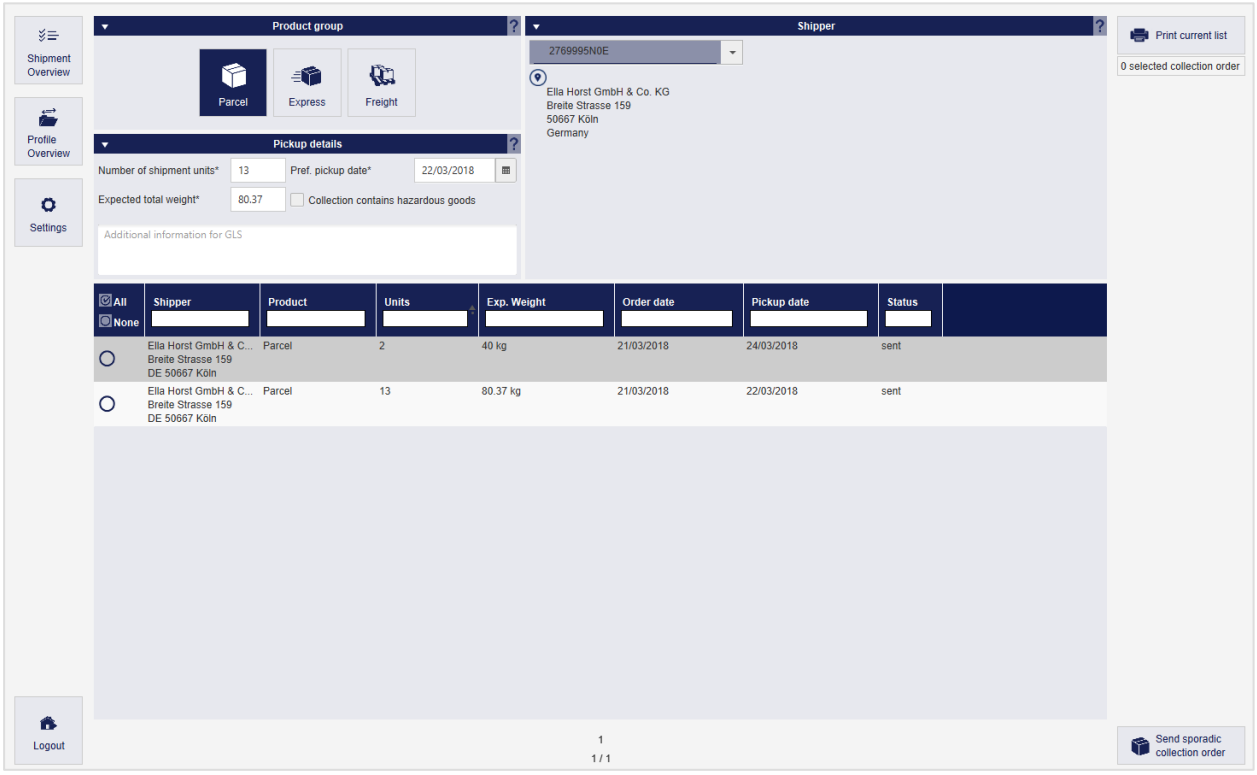
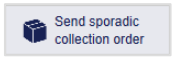


Figure 149 – Sporadic Collection

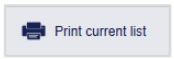
The sporadic collection can be used to inform GLS that you have a specific number of parcels that require an unscheduled pickup. This information is transmitted to the responsible GLS depot. The depot will contact you to coordinate the details.

The following details have to be entered in the screen:

- Product group (Parcel, Express or Freight)
- Shipper
- Number of shipment units
- Expected total weight of the parcels
- Preferred pickup date
- Information if shipment contain hazardous goods
- If necessary, additional information to GLS

Using the button 

the sporadic pickup is requested and the pickup order is sent to the pickup location.

Select 

to print an overview of the selected pickup orders.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.10 Return Service

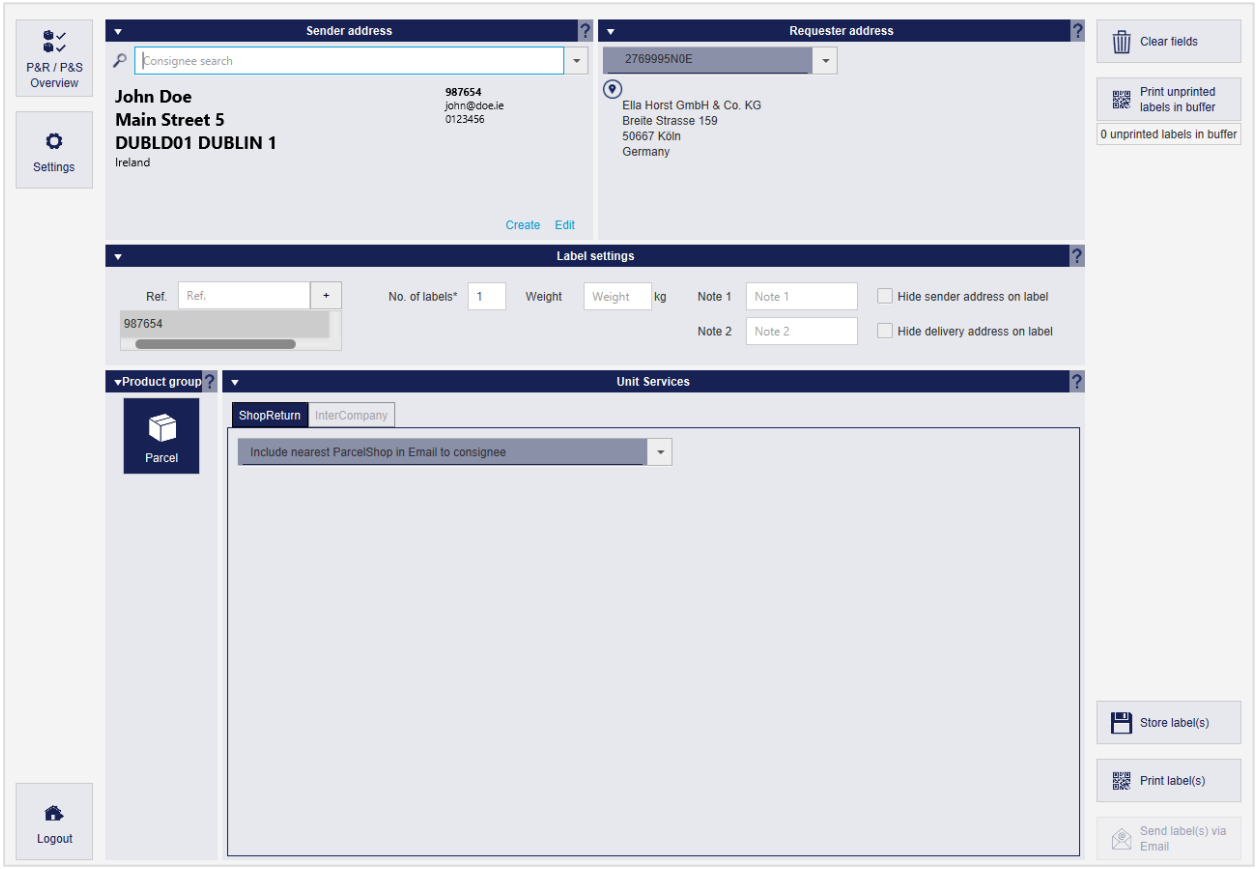


Figure 150 – Return Service

The Return Service screen is used to create return shipments. Either the *ShopReturn**Service*** or the *Intercompany**Service*** can be selected.

The “Sender address” and “Requester address” areas can be operated like the “Consignee address” and “Shipper address” in the Shipment capture screen.

The following information can be provided in the “Label settings” section:

- Reference numbers
- Number of labels to be printed
- Weight of the parcel(s)
- Notes
- Hide sender address or delivery address on label

Select a product for the return parcel of the shipment. The selected product determines which services are available for selection. The following factors influence which products are available for selection:

- Country of the consignee
- The products activated for the shipper
- The products activated for the current user

In the „Unit Services” section you can choose between the *ShopReturn**Service*** and the *Intercompany**Service***.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

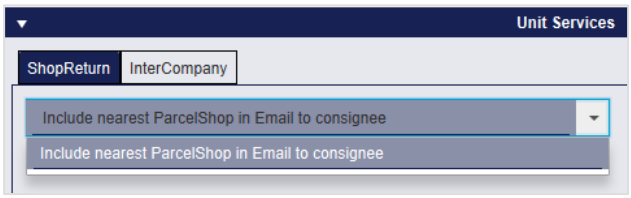


*Figure 151 – ShopReturn**Service***

With the *ShopReturn**Service,*** the consignee can return the parcel via a GLS ParcelShop. The parcel is then returned to the shipper.

If you have configured the email settings, you can send the *ShopReturn**Service*** labels directly to the consignee via email (see chapter 8.12 E-mail Settings). You can choose whether the consignee's preferred ParcelShop or the nearest ParcelShop is included in the email to the consignee.

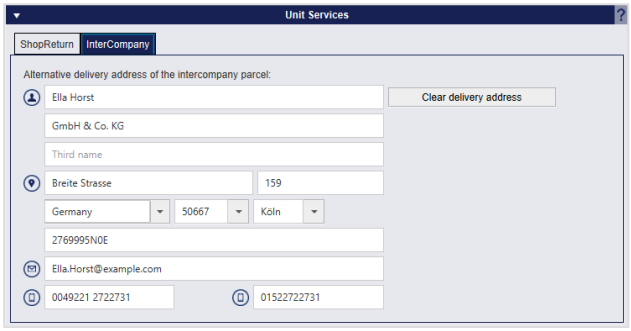


*Figure 152 – Intercompany**Service***

The *InterCompany**Service*** serves the internal parcel exchange and simplifies the parcel dispatch between the locations of a company. The delivery address is prefilled with the sender's address. Optionally a different delivery address can be entered.

Once you have selected the *Intercompany**Service*** the options for hiding addresses on the label are activated. Select whether the sender and/or the delivery address is not to be displayed. This allows you to print out the "blank" label and add the addresses later.

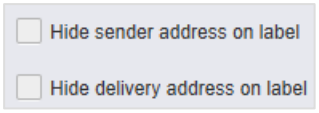


*Figure 153 – Intercompany**Service**:* Hide address on the label

After completing the data entering, you can use the "Store label(s)", "Print label(s)" or "Send label(s) via e–mail" buttons to generate or send the labels as a file or printout to the consignee.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.11 End of Day

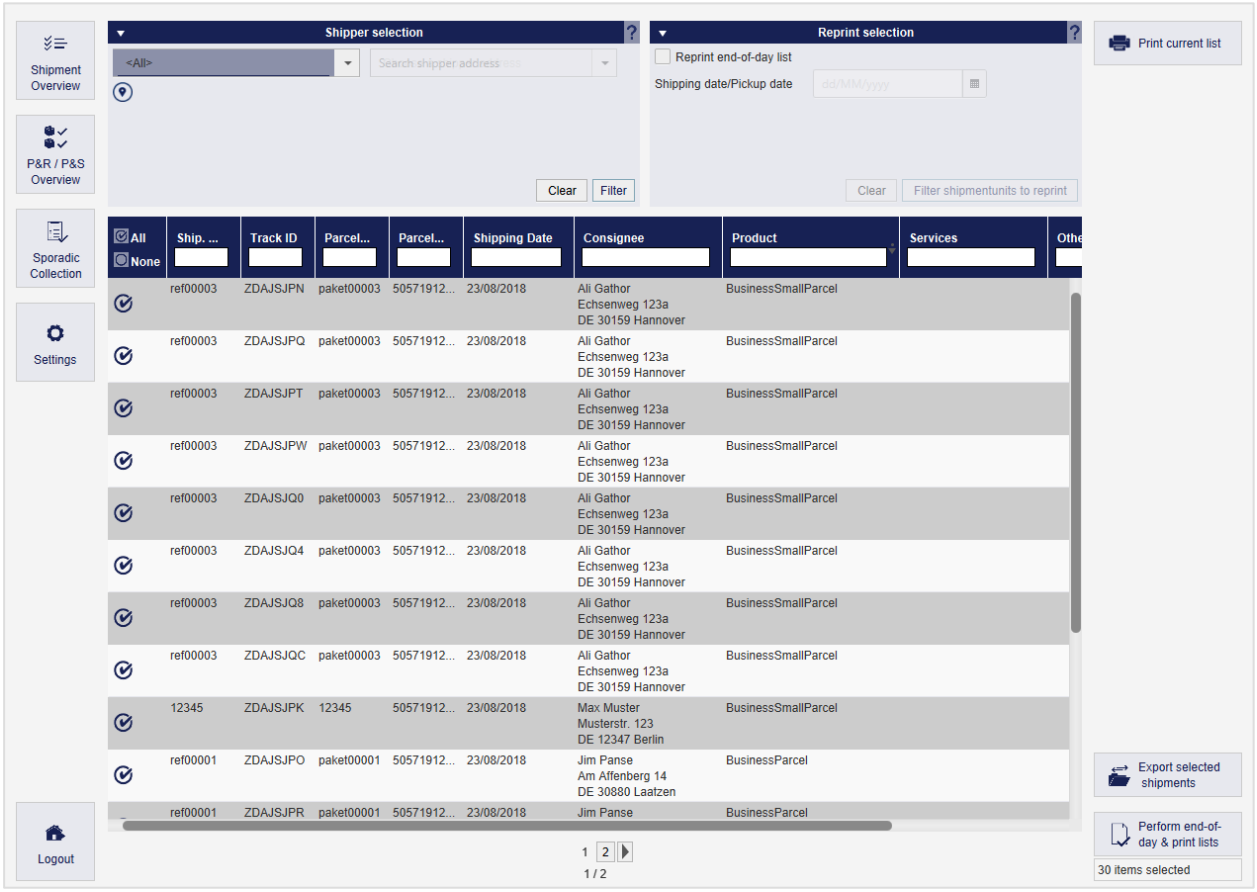
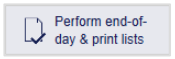


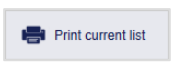
Figure 154 – End of Day

End of Day is used to create the print–outs configured in the shipment settings and to move the parcels from the "Shipment Overview" to the "Track and Trace". The parcel data is already transmitted to GLS during Shipment Capture. End of Day correspond to an internal classification as "cleared".

Select all shippers or one specific shipper in the panel "Shipper selection" in order to display all relevant shipments in the list.

Select the parcels from the list and click on 

. The type and number of print–outs to be created is be configured in the settings as described in chapter 8.2.1 Number of printouts for End of Day procedures. The list will be cleared and the hazardous goods traffic light is reset. The shipments can now be displayed in the track and trace screen.

If you do not want to close parcels, but just print them out as a list, click on 

.

The "Reprint Selection" area is used to reprint End of Day list for a specific date. Click on "Filter shipments for reprint" to display all parcels that were closed at the entered date.

If you would like to export shipments with a specific export profile, select

.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.12 Track and Trace

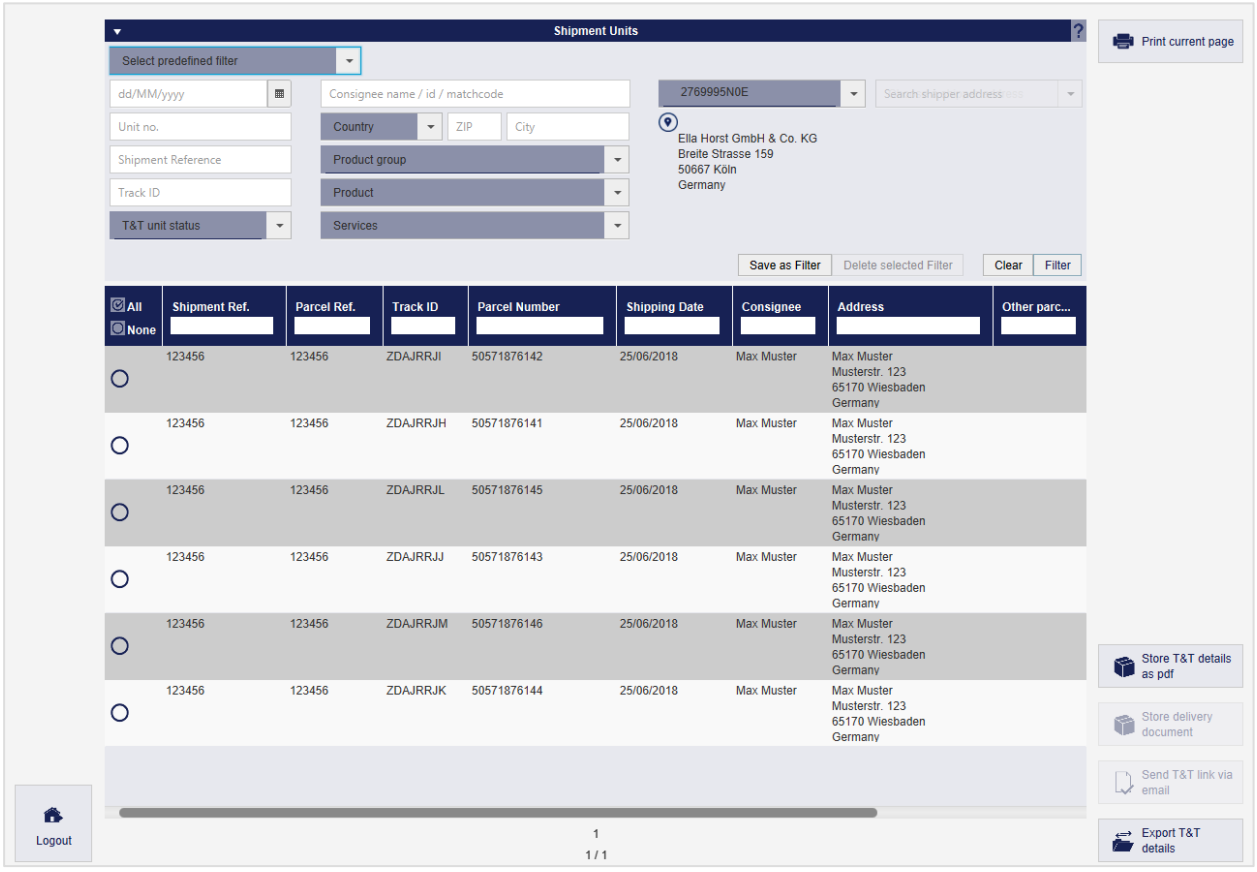


Figure 155 – Track and Trace

Via the Track and Trace screen, you can see into the shipment status of parcels which have already been closed via the End of Day procedure. The following actions are available in the screen:

- View shipment and T&T details
- Store T&T details
- Store delivery documents
- Send T&T link via email
- Export T&T details

Click on "Store T&T details as PDF" to save the tracking details of the selected shipments.

Select the “Store delivery document” button to store the PODs (Proof of Delivery) of the selected shipments.

Click on "Send T&T link via email" to send an email with the T&T link to the consignees of the selected shipments.

Select the "Export T&T details" button to export the tracking data of the selected shipment using the corresponding export profile. More information can be found in chapter 9.13.3 New Export profile.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

If you want to restrict the number of parcels displayed according to specific criteria, use the filters in the "Shipment Units" area:

- Shipment date
- Unit number
- Shipment reference number
- Track ID
- Track and Trace status
- Consignee name / ID / match code
- Country / zip code / city of consignee
- Product group
- Product
- Services
- Shipper
- Address of the shipper

To view the Track and Trace details of a shipment click on i of the respective shipment in the list. Then select "Show Details" in the “Shipment Units” section.

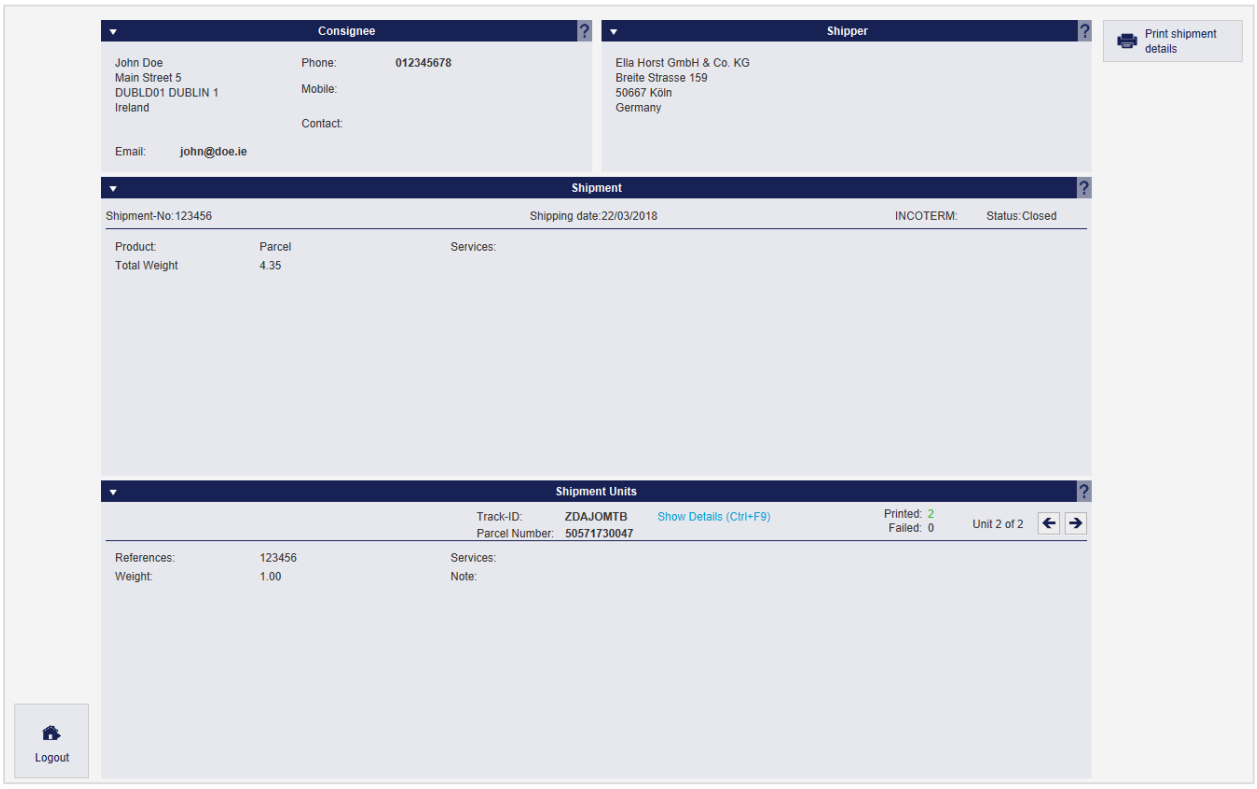


Figure 156 – Shipment Details

You see an overview of all transit stages of the parcel. The overview offers the same processing options as the main tracking screen:

- Store T&T details
- Store delivery document
- Send T&T link via email
- Export T&T details

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

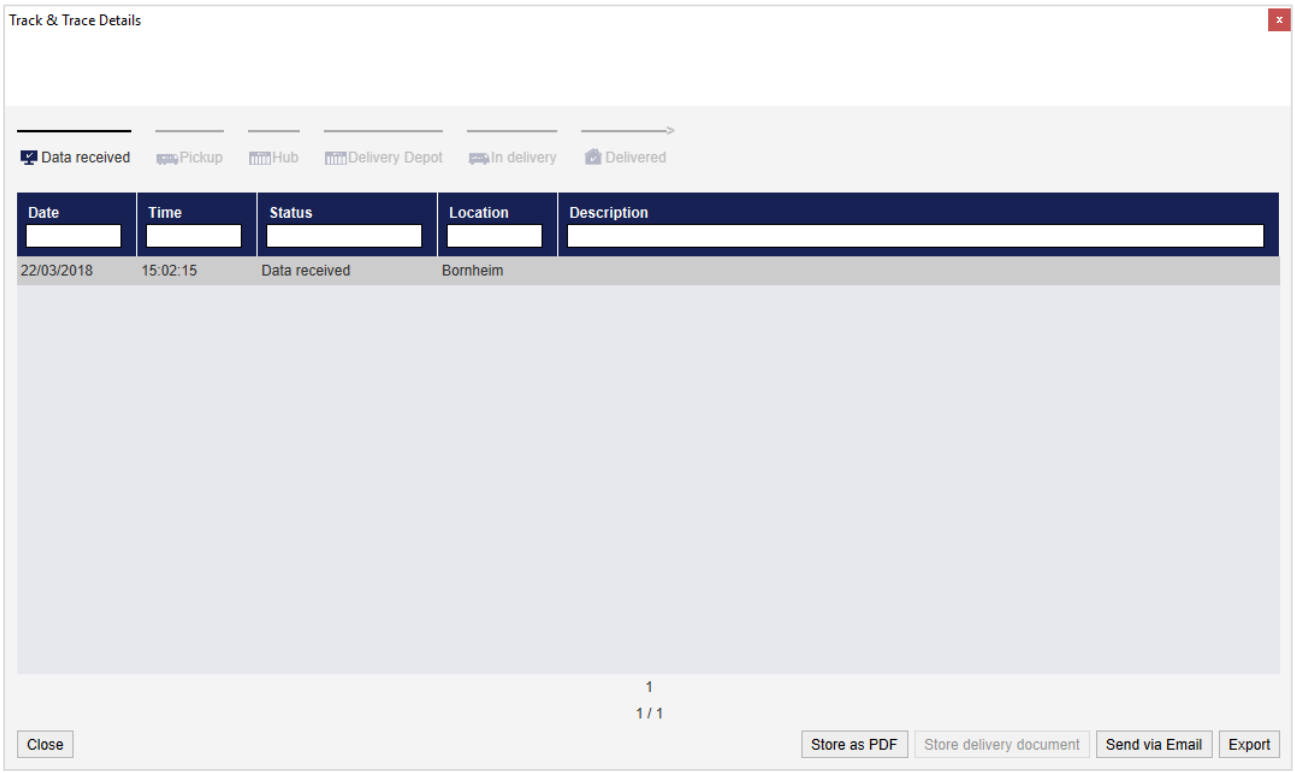


Figure 157 – Track and Trace Details

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.13 Import / Export

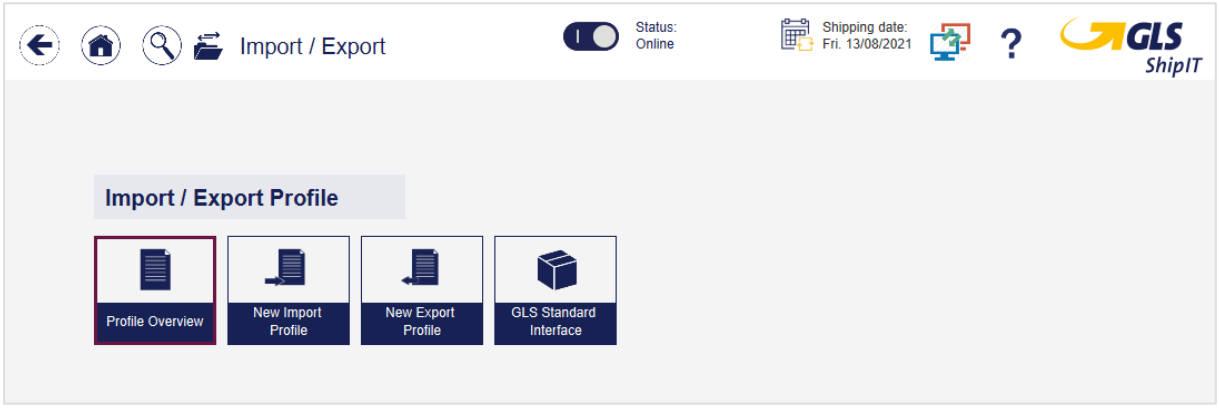


Figure 158 – Import / Export

The import and export functions allow you to import different types of data into the application or export them from the application.

You can either use the GLS standard format for the import or create your own profiles.

A profile defines

- *what*
- is *imported* or *exported*
- *(from) where* and
- *when*.

A profile can be activated or deactivated and started or stopped.

9.13.1 Profile Overview

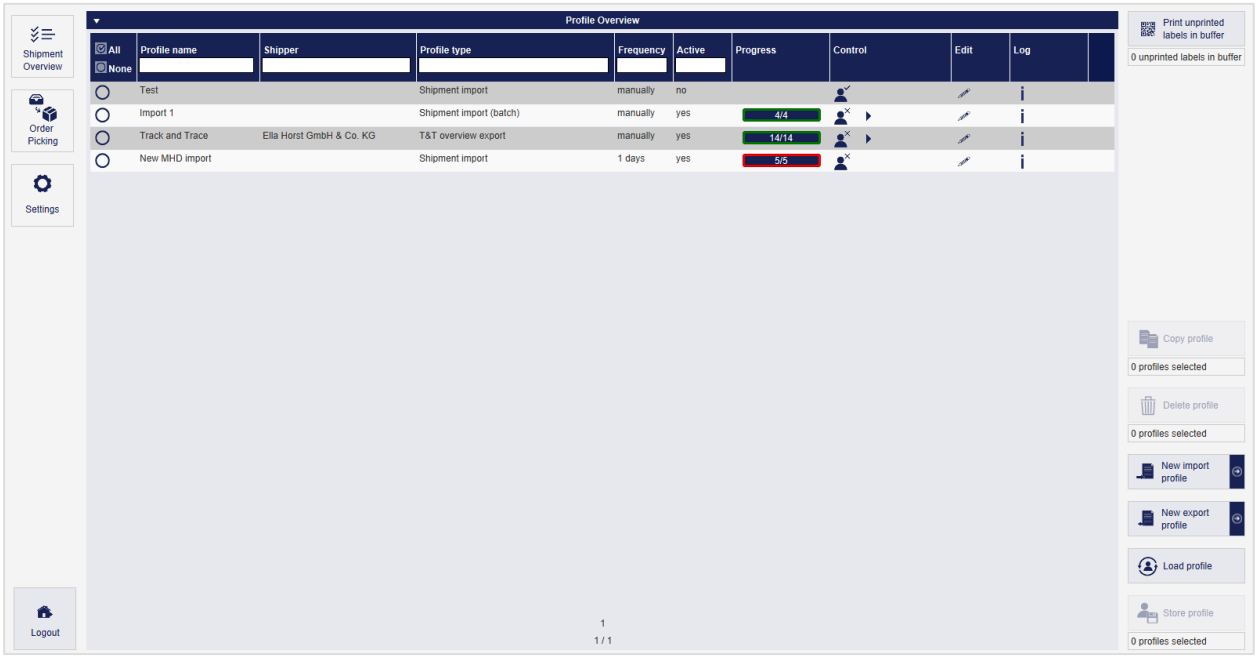


Figure 159 – Profile Overview

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

In the Profile Overview, all available profiles are listed.

For each profile, the status (column "Active" – yes/no) and the progress of processing can be viewed. The colour coding indicates whether there are processing errors for active profiles.

- Green: everything is ok, parcel labels can be created or have been printed
- Yellow: no error, but incomplete data (e.g. postal code missing, weight missing, etc.) → the missing data must be added manually on the user interface, before the shipment can be finished
- Red: error in import, no data was imported → check import log and correct upload

You can activate ( ) and deactivate ( ) profiles in the "Control" column. Use the button to start active profiles. Profiles that are automatically controlled by an interval do not have to be re-started manually.

To edit a profile, select the button in the "Edit" column.

You can view the execution log for the respective profile using the button in the "Log" column. At the end of each log you will find a summary of the imported data sets as well as further details for incomplete and faulty data sets.

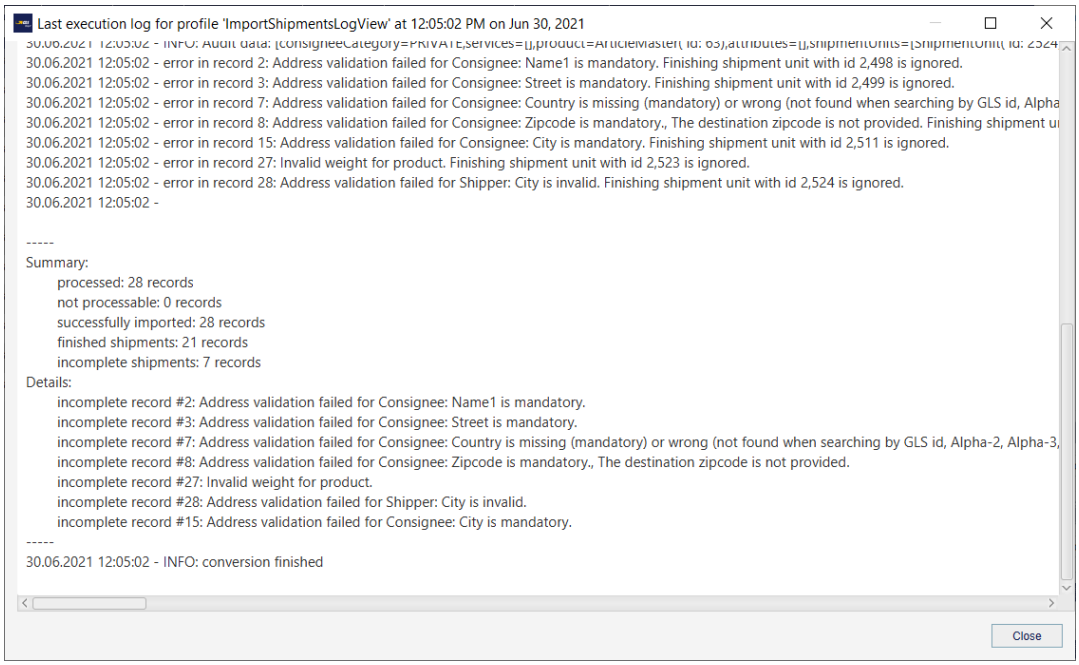


Figure 160 – Import execution log

If you want to copy, delete or save a profile as an XML file, select the profile in the table and then choose the corresponding button in the right action bar.

Use the button "Load profile" to add a profile in XML format from a storage location. Before starting, activate it via the button .

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.13.2 New Import profile

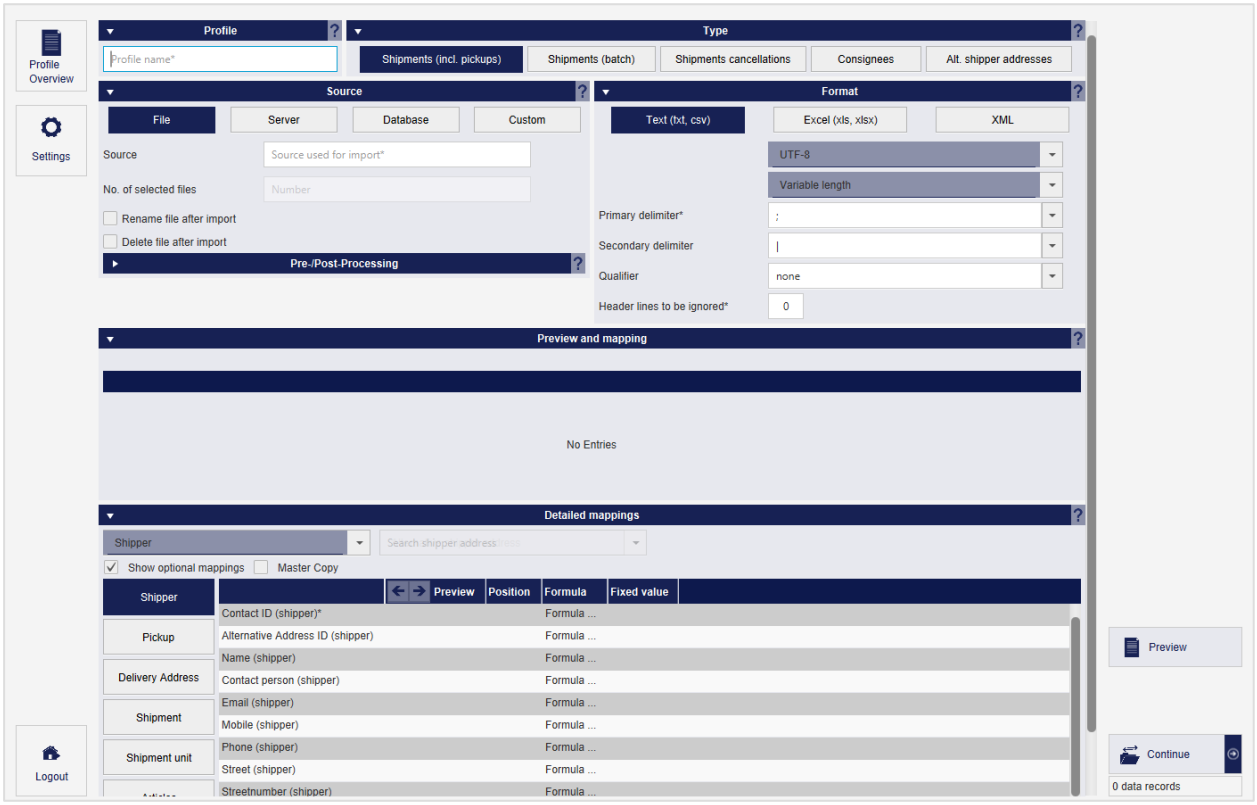


Figure 161 – New import profile

Import profiles define the source and structure of the files you upload from a location into the system. Using the screen you can define all details of the profile step by step.

9.13.2.1 Profile name

In the "Profile" section, enter a unique name for your import profile. Select a descriptive description to find the profile later in the profile overview. Make sure that no other profile with the same name exists on this backend.

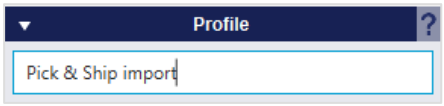


Figure 162 – New import profile: Profile name

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.13.2.2 Profile type

In the "Type" area you determine what type of data you are importing. With this setting you determine how the data is to be interpreted and where you will find it later:

- **Shipments (incl. pickups)**: contain complete or incomplete shipment data and are provided either in the Shipment Overview or in the P&S / P&R Overview.
- **Shipments (batch)**: contain shipment data with a special indicator that allows processing in Shipment Capture (Batch Mode)
- **Shipments cancellations**: allow to delete existing elements in the Shipment Overview or in the P&S / P&R Overview by TrackID
- **Consignees**: contain consignee data that can be processed in the consignee addresses and used in shipment entry.
  If the import files contain consignee IDs that are already stored in the system, the existing data records are updated. If the consignee IDs are not available, a new data record with a new ID is created. The consignee IDs are valid for one address book.
- **Alt. Shipper addresses**: contain alternative shipper data that you can edit in the Shipper Addresses screen and that can be used to enter shipments.

Figure 163 – New import profile: Profile type

9.13.2.3 Source

In the "Source" area you can define where the data is to be imported from (file, server, database, custom). Further details may be required depending on the source.

Via the "Pre-/Post-Processing" it is possible to define an extended import profile to cover special import scenarios that cannot be covered with the current column mapping definition.

- Pre-Processing: Some files to be used for import do not fit the currently existing 1-to-1 mapping for columns to import fields. These files need to be processed prior to import in order to map the records accordingly. Therefore, a kind of preprocessor is needed, which converts the import file in such a way that a mapping can be implemented afterwards. Most of the advanced import functionalities can be expressed by a preprocessing transformation script. This bean shell script reads a file/record, transforms the file/record accordingly, and then applies the import mapping to the transformed file/record.
- Post-Processing: It is possible that after importing a file, the user may want to have additional information in that file. Also, the user may want to perform some "transformations" on the imported shipments before printing them. These advanced import functionalities can be expressed by a post-processing transformation script.

The pre-/post-processsing of import profiles is an expert function. Please contact your GLS Support.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

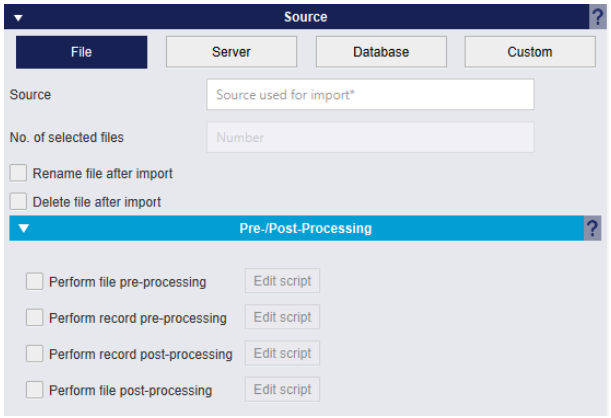


Figure 164 – New import profile: Source – File

Use "**File**" to import data from a file or folder. To do this, enter the corresponding path under "Source". You cannot access all locations when importing. The possible source of the file depends installation location of the backend. Access to your workstation's network folders is only possible under certain conditions. Contact GLS Support to determine the storage locations.

If you specify a directory as the source, e.g. C:\Import, all files in the directory are imported. If there are subdirectories in this folder, they are **not** selected for import.

If you specify a specific file, e.g. C:\Import\import.csv, only this one file will be imported. Under "Number of selected files" you can see how many files are imported from the source.

When entering the sources, you can use the placeholder "*" as often as you like.

Select "Rename file after import" to attach the current time stamp to the file after import and "Delete file after import" to delete it afterwards.

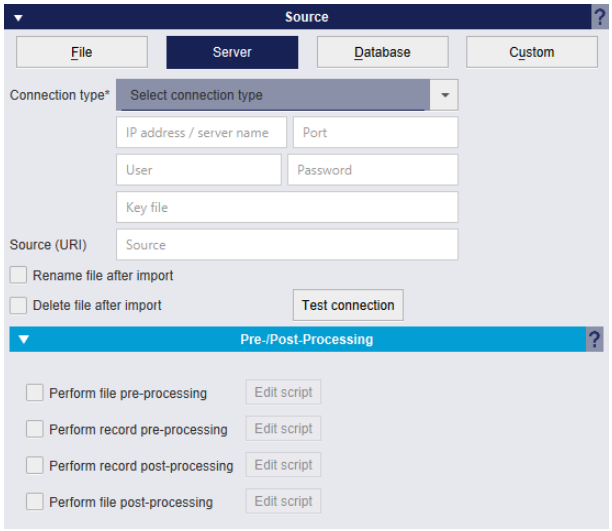


Figure 165 – New import profile: Source – Server

Via "**Server**" you can connect to a server and process a file that is in the file system. Choose "Test connection test" to check whether a connection to the server can be established.

Select "Rename file after import" to attach the current time stamp to the file after import and "Delete file after import" to delete it afterwards.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

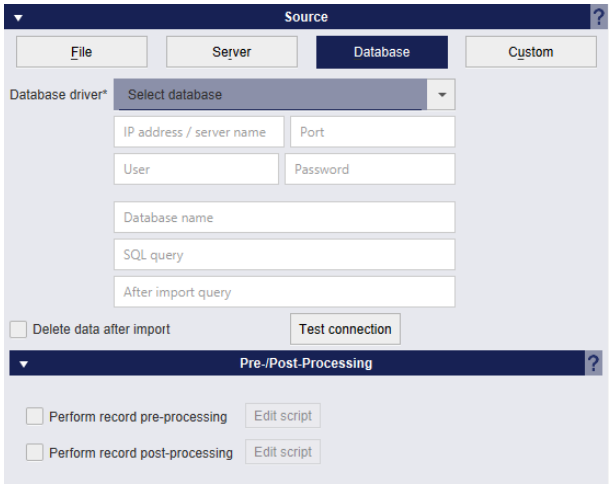


Figure 166 – New import profile: Source – Database

Via “**Database**” you can obtain data from a database by entering the appropriate data in the fields.

Specify an SQL query to return the data to be imported, for example:

```
SELECT * from ADDRESS where export = 1;
```

Optionally, you can enter a SQL query as “After import query”. This query is carried out after the execution of the import, e.g.:

```
UPDATE ADDRESS SET export = 0;
```

Choose “Test connection” to check whether a connection to the database can be established. If the data is to be deleted from the database afterwards, choose “Delete data after import”.

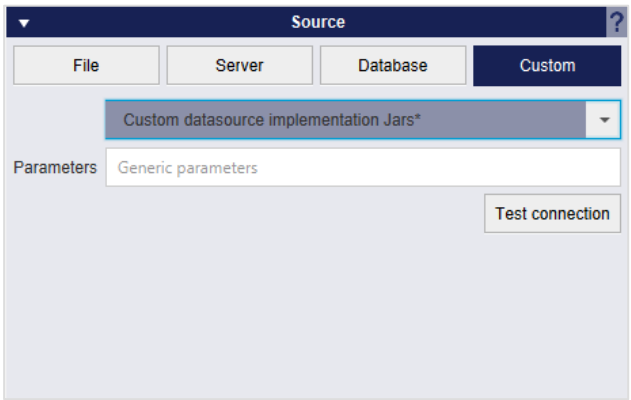


Figure 167 – New import profile: Source – Custom

Via "**Custom**" you can use data sources in the form of jar files. Store these files in the data sources folder. The folder is located under "<Path to user directory>\.gls\fpcs\customds". You can use generic parameters defined in the corresponding parameters text field. Select "Test Connection" to check the correct integration of the data source.

This is an expert function that requires GLS support.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.13.2.4 Format

In general, you can import files of any format and file extension. It is essential that the data structure within their data is correct. In the "Format" section, you use the data you have to determine how it is to be interpreted during the import. You define for the files in which areas data and "non–data" (e.g. separators, headers, encodings, etc.) are located. You can make settings for Text, Excel and XML.

This selection is only available for the "File" and "Server" sources.

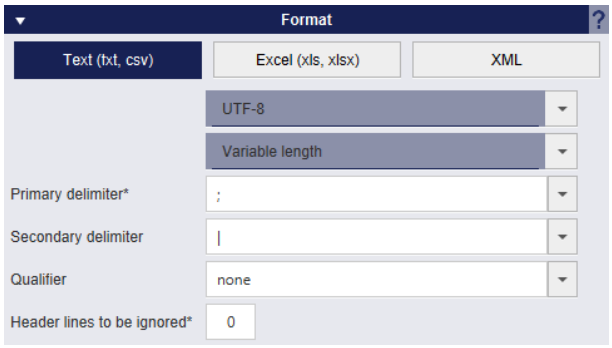


Figure 168 – New import profile: Format – Text

Select "Text (txt, csv)" if the file to be imported has a text structure.

The "Primary delimiter" is used to separate the data fields when reading them from the file. Each of these data fields can then be mapped to an attribute in the import.

The "Secondary delimiter" is used to separate the values within the data fields if a field contains several values, e.g. n services or n hazardous goods.

The separators must be chosen in a way that they are compatible with real imported characters in the customer data such as comma, period or semicolon (e.g. as decimal separator). Therefore, it is recommended to use the pipe character for the secondary delimiter.

If you do not want the file headers to be read because they do not contain any data records, but rather, for example, titles, enter the number of these lines. Otherwise, set the value to 0.

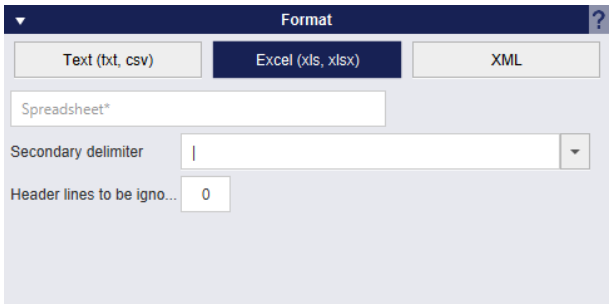


Figure 169 – New import profile: Format – Excel

Select "Excel (xls, xlsx)" if the file to be imported has a table structure.

In the text field, enter the table sheet in which the data is located.

If you do not want the file headers to be read because they do not contain any data records, but rather, for example, titles, enter the number of these lines. Otherwise, set the value to 0.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

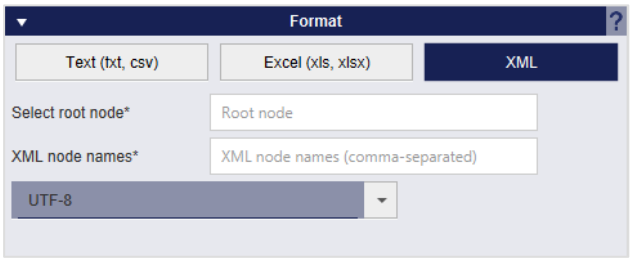


Figure 170 – New import profile: Format – XML

Choose “XML” for XML files. Choose the root nodes that contain all the data and numerate all node names separated by comma.

9.13.2.5 Preview and Mapping

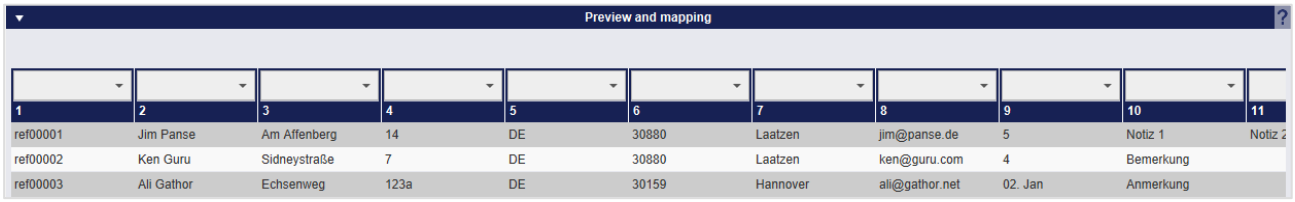
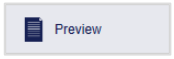


Figure 171 – New import profile: Preview and Mapping

As soon as you have completed all settings, it is recommended to use the button 

to create a preview of the data to be imported in the "Preview and Mapping" area to avoid errors. You can see which of your data is located in which columns. You can use the selection fields above the columns to specify which default attribute corresponds to this column (e.g. name or customer ID). This creates an assignment (so–called "mapping").

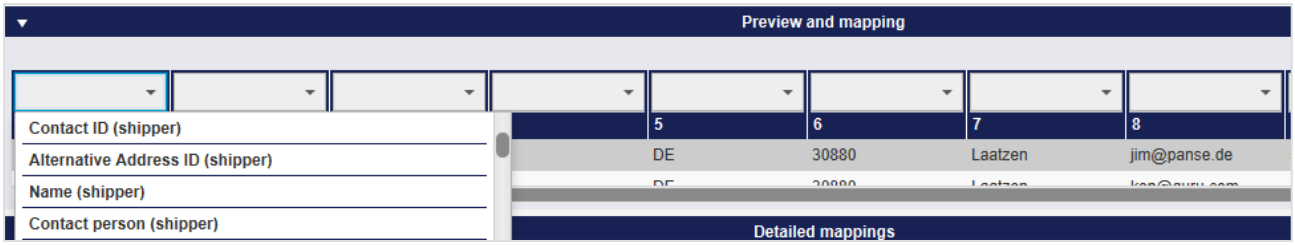


Figure 172 – New import profile: Create assignment

The assignment gives you a lot of freedom. In principle, you can assign each column any attribute. You need to know what the imported data means or how it should be interpreted (for example, street, contact ID). The system does not check whether your assignment is logical and useful. If, for example, you assign the country code to the shipment number, this is technically possible. At the latest when printing the labels this wrong assignment leads to problems. At the end of the assignment, your import structure must correspond to the logical data structure of the system.

During import, completely incorrect entries are already rejected by the system. In the profile overview, you can see from the framing in the "Progress" column whether there were errors in the processing of the import data.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

The two areas "Preview and Mapping" and "Detailed Mappings" are the same. If you create an assignment using the preview, it will also be displayed in the "Detailed Mappings" area.

Alternatively, you can also make the assignment in the “Detailed Mappings” area.

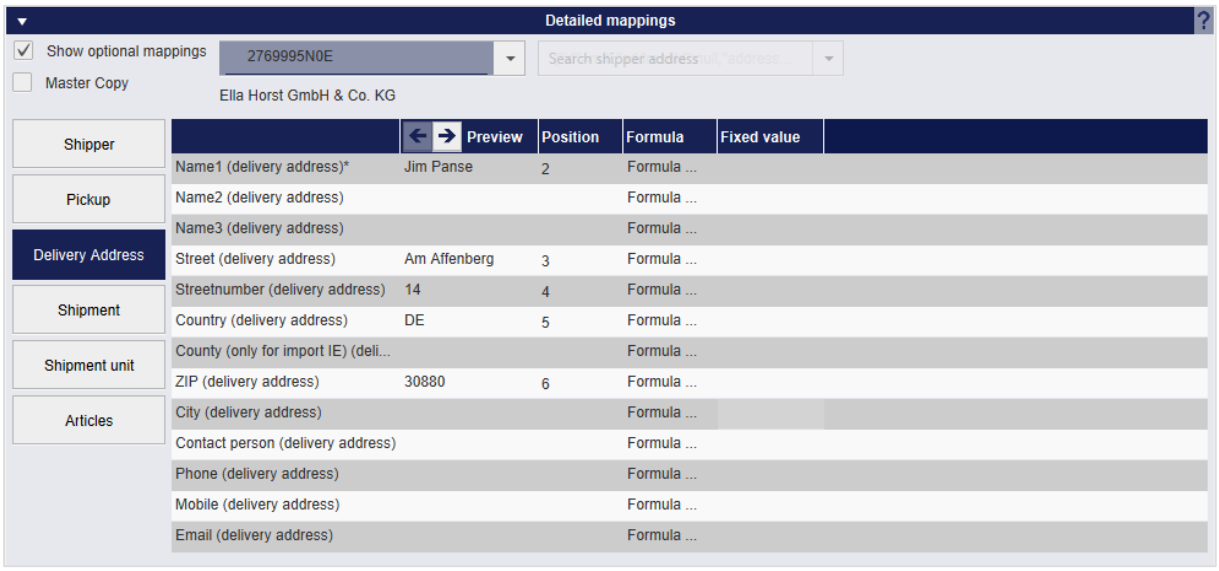


Figure 173 – New import profile: Detailed mappings

In this area you can see all field descriptions that are stored in the system. For a better overview, the attributes are pre–grouped according to Shipper, Collection, Delivery Address, Shipment, Shipment unit and Articles.

To assign an attribute to a column in your file, select the corresponding name and enter the sequential number of the column in the import file in the "Position" column.

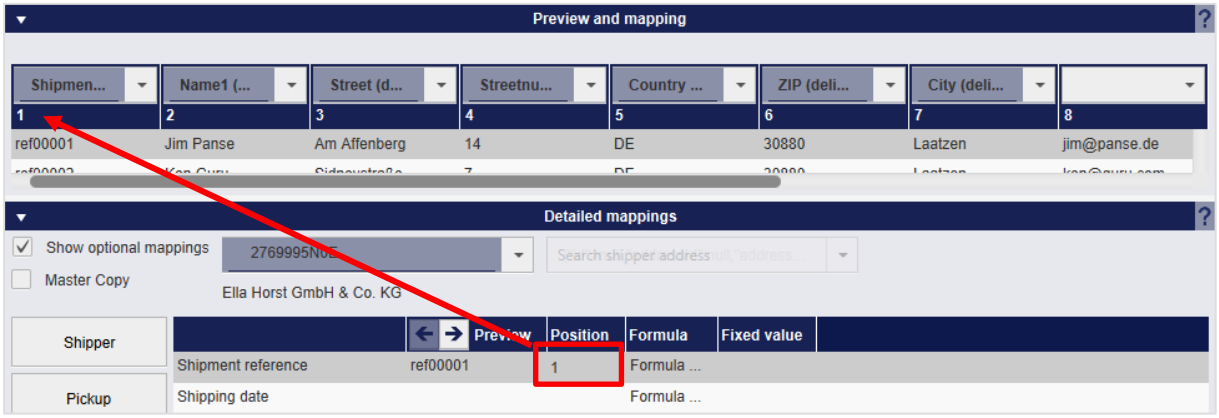


Figure 174 – New import profile: Assignment using the position column

For the format type "XML" there is the column "XML attribute" instead of the column "Position", i.e. for XML imports no position is assigned, but the XML attribute.

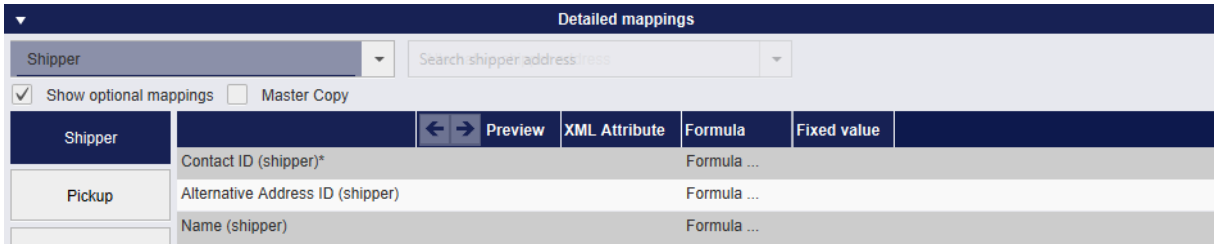


Figure 175 – New import profile: Assignment via XML attribute

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

Note: If the value of the attribute "Skip Import Record" is set to "TRUE" (or "true") during the shipment import, the corresponding line will be ignored / skipped during the import.

To check whether you have assigned the correct name to the column, you can scroll between the individual data records in the import file using the buttons and .

To change a value in the "Detailed mappings" table, click on the respective position, delete the assignment or enter a new value and press the Enter key.

If you deselect the checkbox "Show optional mappings", you will only see the columns of the imported data that must be filled to create an executable import profile. These attributes are marked with an asterisk. For a shipment, these are, for example, the shipper's ContactID, the name1 of the delivery address, the product and the weight.

You can use the "Master Copy" checkbox to determine whether reusable data records should be generated automatically. This is useful if you want to use data sets with the same parcel data (consignee, number of parcels, weight, etc.) on a regular basis. In the standard application case, the imported data records are called up in the Shipment Capture (Fast Mode) by scanning or entering the shipment reference number and the shipment is generated. Alternatively, the shipment reference number can also be called up in the Shipment Capture and in the Order Picking. If you select the shipment in the Shipment Overview, you will be redirected to the Shipment Capture (Fast Mode). If “Master Copy” is activated during import, it is retained and the shipment reference number can be used until the shipment data is deleted. (You can set in your own settings in the tab "Export / Import / Shipment Data” after how many days the shipment data will be deleted). Note that if “Master Copy” is activated, direct printing of the labels is not possible.

9.13.2.5.1 Allocating fixed values

You can also set fixed values instead of a column assignment. Select the appropriate label and enter the required information in the "Fixed value" column, e.g. you can set the weight of all parcels to 5 kg. Any existing assignment is overwritten.

To assign the same shipper to all data records in your import file, select the shipper in the selection field

.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.13.2.5.2 Transformation of data via formulas

Using the "Formula" column, you can perform a column transformation of the data using a script language (BeanShell) by double–clicking in the corresponding row. More information about BeanShell Scripting is available at http://www.beanshell.org/.

Data transformations are required whenever different formats are used for the data in the import file, for example, if the weight is specified in g and kg or if the customer name is listed separately as name and as first name and surname. For example, if you want to change the decimal separator from"," to", you can use the following script:

```
return input.replace(',', '.');
```

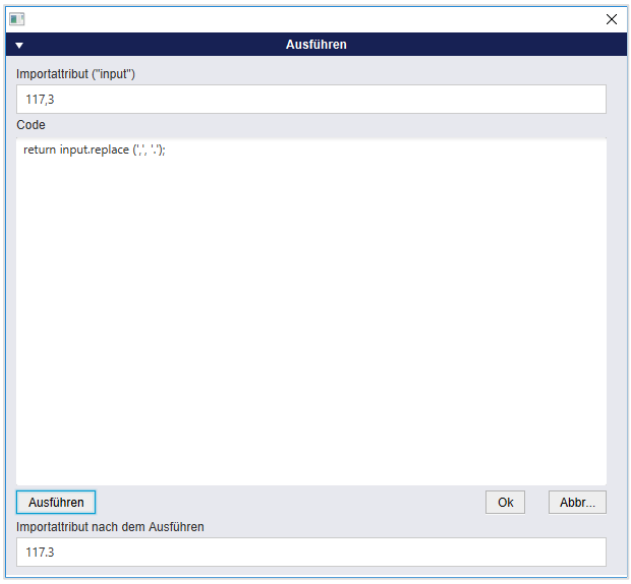
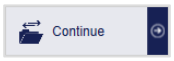


Figure 176 – New import profile: Example of formula during import

The use of formulas is an expert function. Contact GLS if you need support.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

When you have completed all assignments, click on 

.

On the second page of the screen, the preview of the assignment of data to fields is displayed again for checking. You still have the option of making adjustments here.

A shipment import profile can only be saved and executed if all mandatory attributes (fields with *) are assigned. It is possible to import incomplete shipments via import. In this case, the missing data must be completed manually on the user interface before the shipment can be completed. In the profile overview, such a profile has the status "yellow", which means that data is missing to create the parcel label.

Note that imported fields that exceed certain field lengths will be cut off after the allowed number of characters.

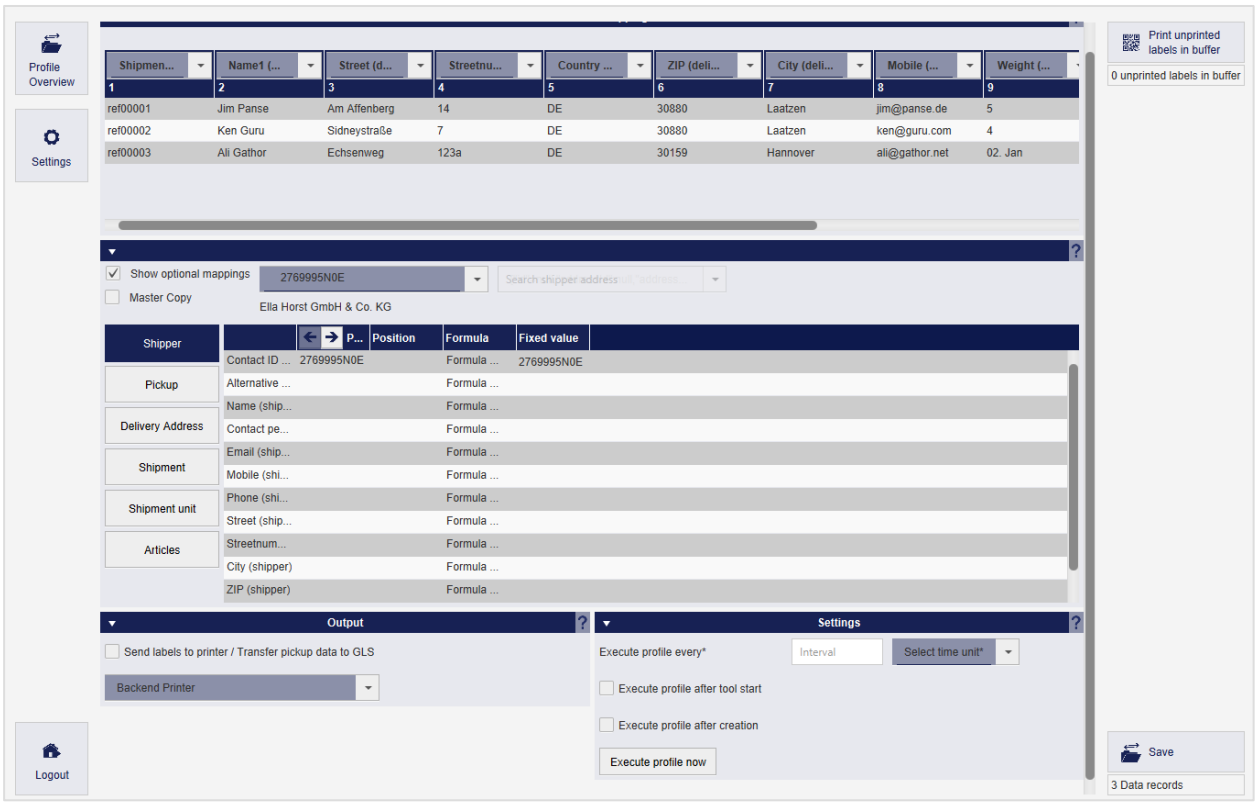


Figure 177 – New import profile: Page 2

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.13.2.6 Output

The "Output" area is only available for importing shipments. Here you can choose whether and on which backend printer the labels of your shipments are to be printed directly after the import. Only printers defined in the printer settings are displayed for selection. The data of the shipment must be complete.

If the record contains errors, for example, if no postal code is specified for the delivery address, error labels are produced. The incorrect or incomplete data is printed on the error labels. This information can also be found in the "Profile Overview" in the "Log" column. In addition, incomplete shipments are highlighted in colour (red) in the shipment overview. If "Save labels as PDF under" has been selected in the printer settings, the error labels will also be saved as PDFs.

The "Print error label" option is enabled by default (precondition: the "Send labels to printer" option is enabled in the import profile). It is possible to deactivate the "Print error label" option.

If you are importing P&R/P&S data, also select the "Send label to printer/Transfer pickup data to GLS" option to print the corresponding pickup order and transfer the data to GLS.

Always ensure that the shipment data is complete when you trigger printing via the import. When you execute the profile, the system does not check whether the labels are correct. In case of doubt and to avoid error labels, first import the data and control the printing via the Shipment Capture!

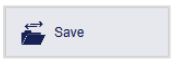
9.13.2.7 Settings

In the "Settings" area you define the execution time of the profile. You can choose fixed intervals (e.g. every 5 minutes) or define the manual execution of the profile.

In addition, you can set whether your import profile is to be executed every time you start the application, after creating the profile or immediately via "Execute now".

The profile is always executed at the selected time or in the specified interval, regardless of whether an import file exists in the specified path or whether data is contained in this file. The status in the profile overview tells you whether data has been imported (green mark and number of data records) or whether no data exists (red mark).

If you do not specify an interval for executing the profile, the import must be controlled manually using the profile overview.

After you have completed all entries, save the profile using the button 

.

The profile is then displayed in the profile overview. Depending on the type of profile, the imported data is made available for editing in different screens (see chapter 9.13.2.2 Profile type)

If mandatory data is missing in the profile, the corresponding fields are highlighted in red and you must complete or correct the entries.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.13.3 New Export profile

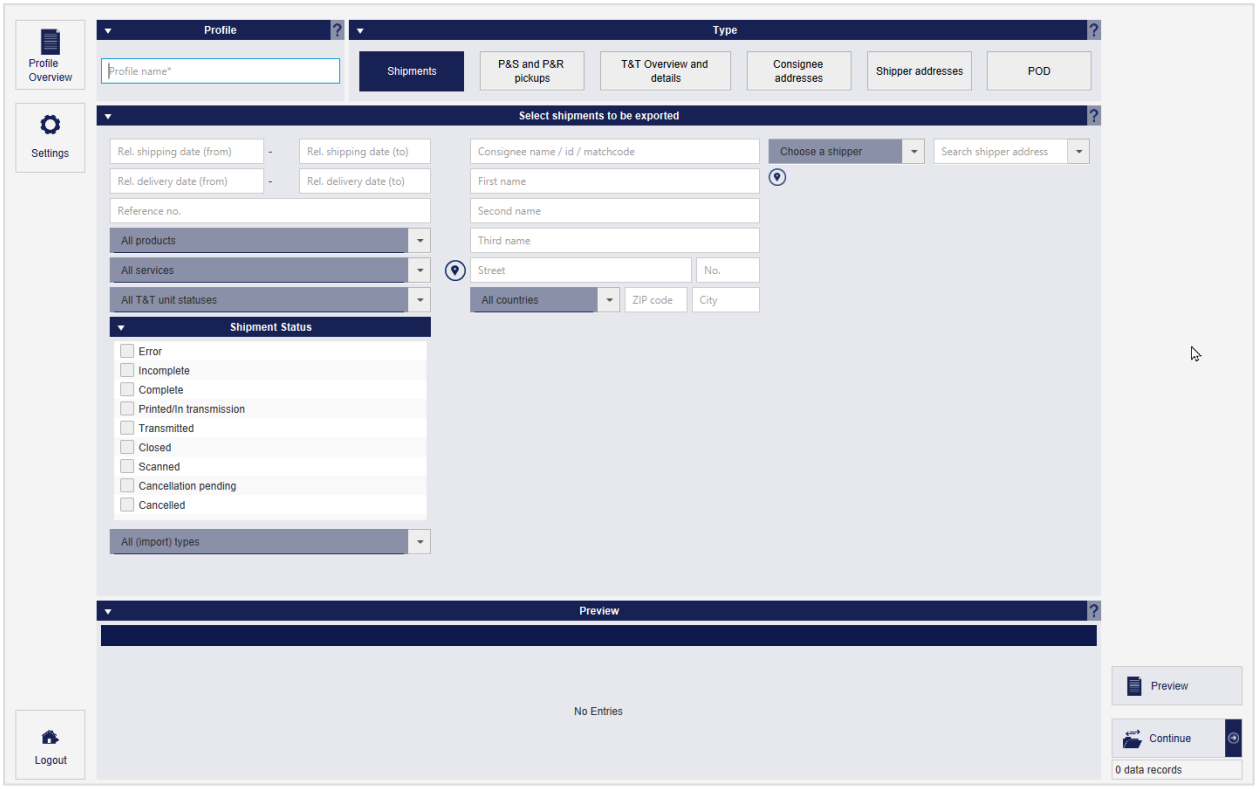


Figure 178 – New Export profile: Define export profile

Export profiles define the structure of the files you download from the system. Using the screen you can define all details of the profile step by step.

9.13.3.1 Profile name

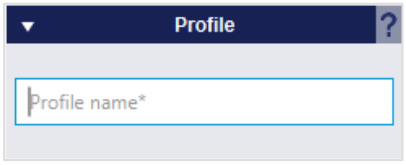


Figure 179 – New export profile: Profile name

In the "Profile" section, enter a unique name for your export profile. Select a descriptive description to find the profile later in the profile overview. Make sure that no other profile with the same name exists on this backend.

9.13.3.2 Profile type

Figure 180 – New export profile: Profile type

In the "Type" area you determine what type of data you are exporting. With this setting you determine from which area of the application the information is exported and which details the file will contain.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.13.3.3 Filter

The selection of filters depends on the selected profile type.

For the export of shipments, P&S/P&R pickups and Track and Trace information, filters can be set for the shipping and delivery date.

The date is not specified absolutely (for example, July 01–07), but relative to the execution point of the profile, so that the export profile can also supply data in the future. Enter the number of days relative to the time the profile is to be executed.

For example, if you want to export the data for today and the previous day, set the relative date to 1 to 0, and if you want to export the data for the last week (including today), select 7 and 0.

It is recommended that you further restrict the export using the criteria, otherwise your file will contain a large number of data records. The filters for all shipment related exports are almost identical.

When selecting filters, pay particular attention to their status. Via the export, shipment data can be retrieved in any state, e.g. also cancelled or closed shipments. Use the checkboxes to select the status in which the items are to be sent. You can select one or more statuses.

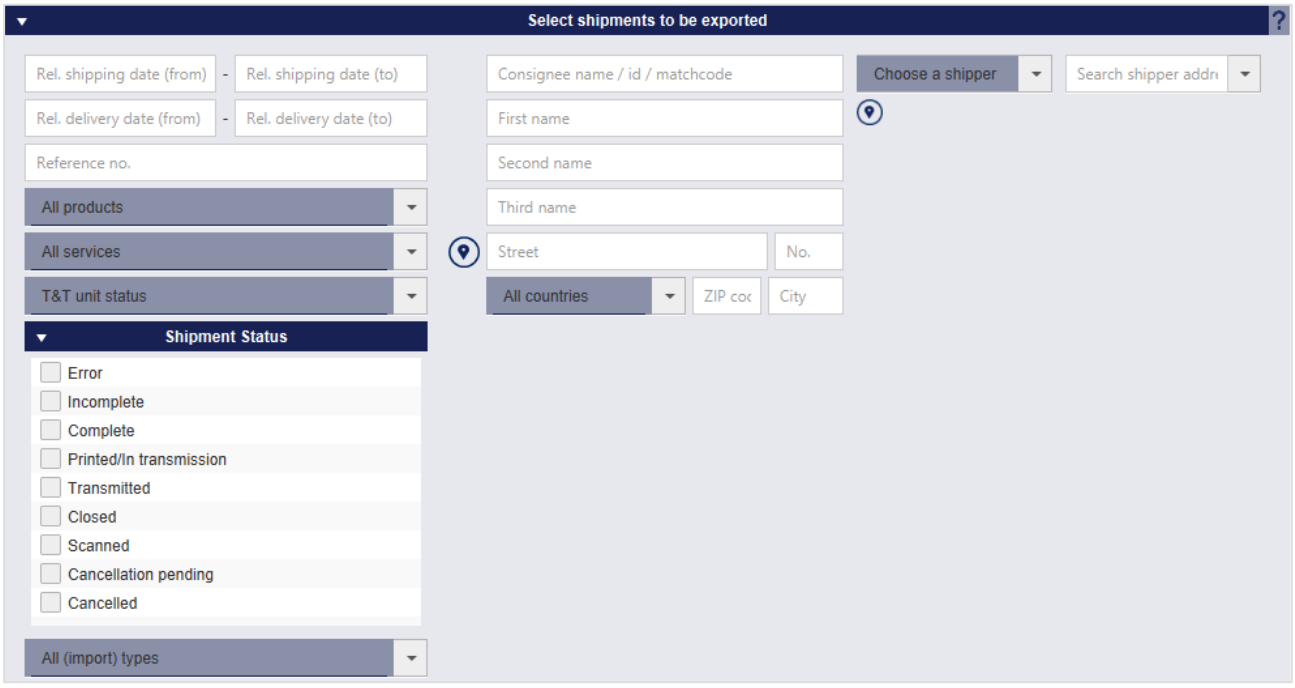


Figure 181 – New export profile: Filter – Shipments

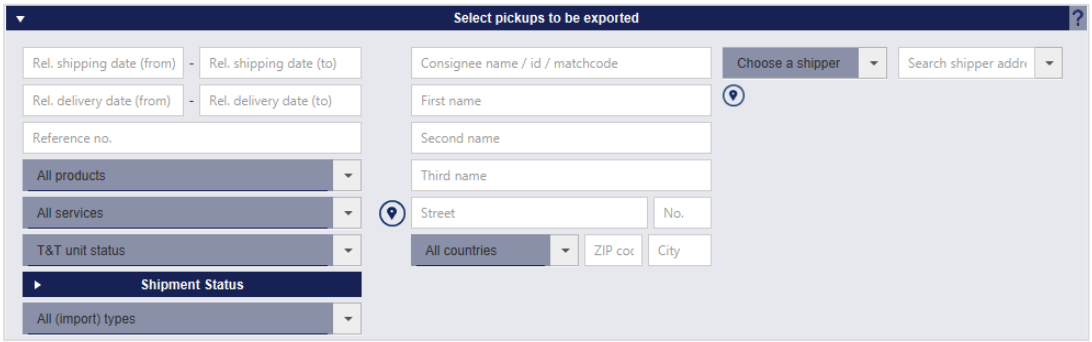


Figure 182 – New export profile: Filter – P&S and P&R Pickups

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

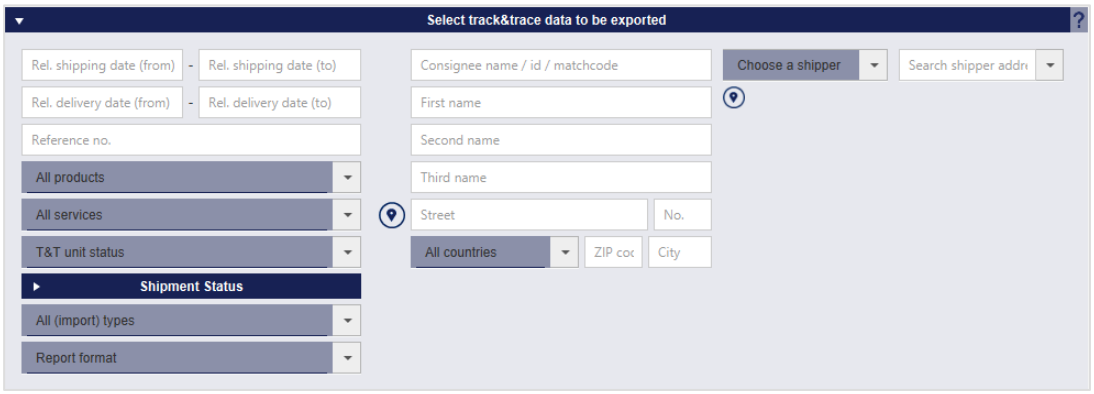


Figure 183 – New export profile: Filter – Track&Trace

For Track and Trace data, you can also specify which report format (standard/detailed) is to be loaded.

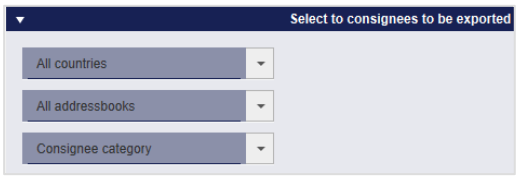


Figure 184 – New export profile: Filter – Consignee addresses

You can restrict consignee addresses to a specific country, address book or consignee category (business/private).

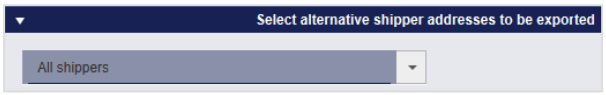


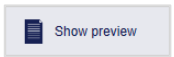
Figure 185 – New export profile: Filter – Shipper addresses

You can select individual or all senders for the alternative shipper addresses.

Figure 186 – New export profile: Filter – POD

The export of POD (proof of delivery) can be set to a relative delivery period (e.g. 7–0 for the previous week). The drop-down box allows to select a specific shipper (and, if available, an alternate shipper address). If no shipper is selected, the preview shows the parcels from all shippers (assigned to the user).

9.13.3.4 Show preview

As soon as you have completed all settings, it is recommended to use the button 

to create a preview of the data to be exported to avoid errors. In the "Preview" area you can see which data is in the columns and the number of data records.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

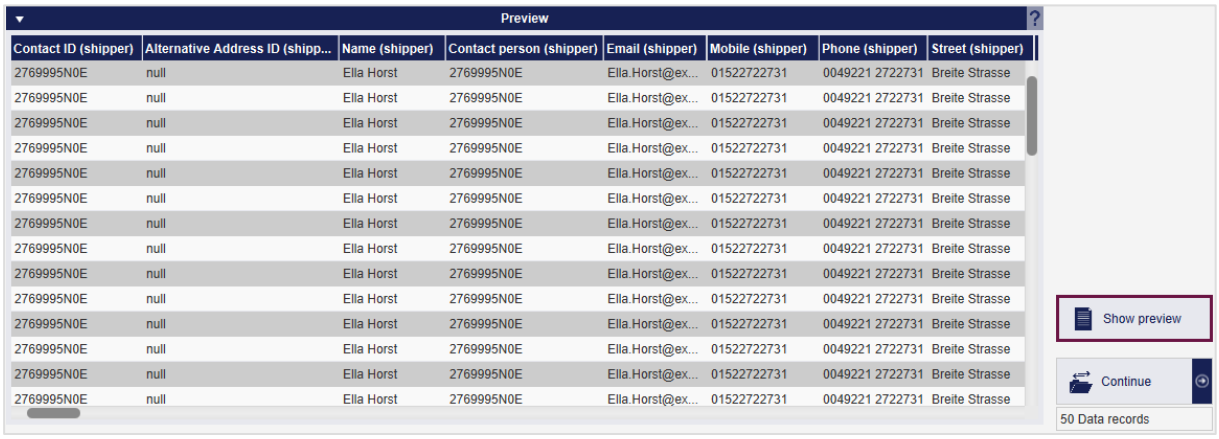
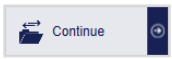


Figure 187 – New export profile: Preview of export data

Adjust the filters until the preview meets your needs. Click on 

.

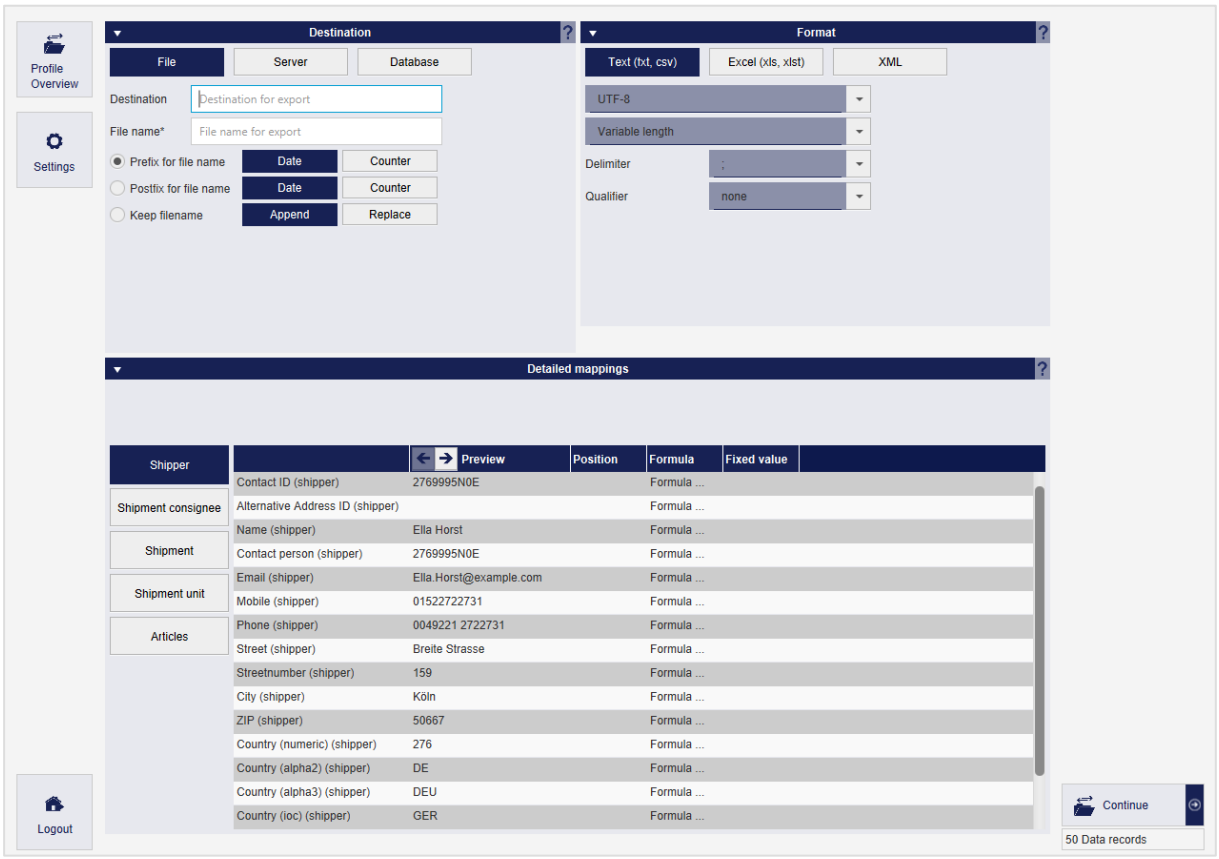


Figure 188 – New export profile: Page 2

9.13.3.5 Destination

Select where to export your data (file, server or database). You cannot access any location when exporting. The possible location of the file depends on where your backend is installed. Access to your workstation's network folders is only possible under certain conditions. Contact GLS Support to determine the storage locations.

In principle, you can export files with any file extension. It is crucial that the data structure within the data corresponds to your target format. So you can choose any file extension you need for your applications.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

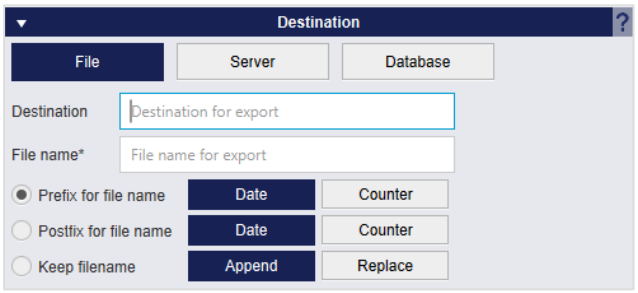


Figure 189 – New export profile: Destination – File

Via "File" you can save your export data in a file of your choice. Enter the complete directory path as the target, e.g. C:\Users\UserDocuments\Export\.

In addition, you can specify whether your file name is to be given the date or a counter as a prefix or postfix, or whether the file name is to be replaced.

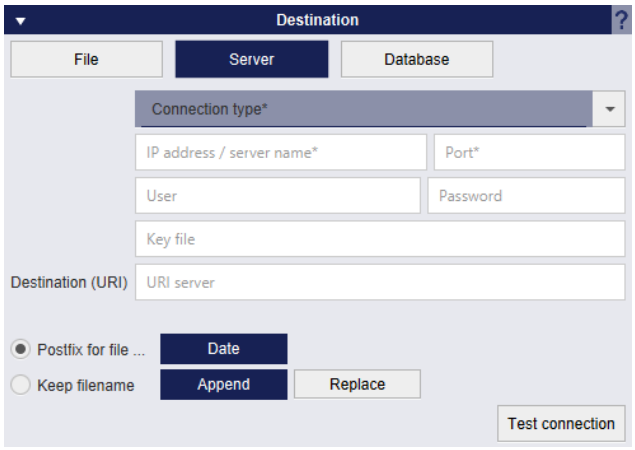


Figure 190 – New export profile: Destination – Server

Using "Server" you can save your export data as a file on a server. In addition, you can specify whether your file name is to be provided with the date as a postfix or whether the file name is appended or replaced.

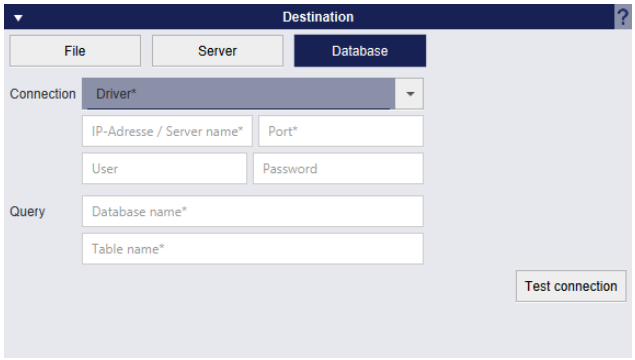


Figure 191 – New export profile: Destination – Database

Using "Database" you can save your export data in a database.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.13.3.6 Format

Specify in which format your data is to be exported (text, Excel or XML). In principle, you can export files with any file extension. It is essential that the data structure within the data corresponds to your target format.

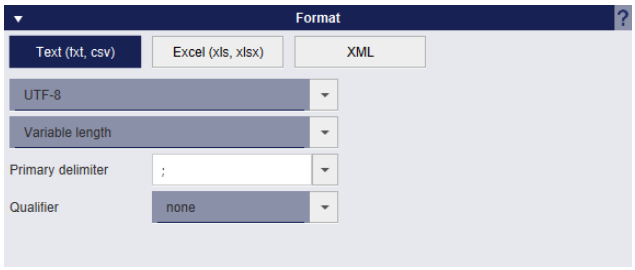


Figure 192 – New export profile: Format – Text

You can export your data to a text file using "Text".

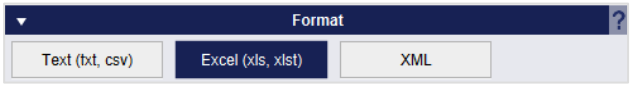


Figure 193 – New export profile: Format – Excel

You can export your data as a data structure using "Excel".

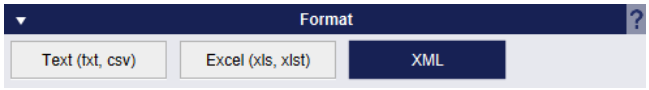


Figure 194 – New export profile: Format: XML

You can export your data as an XML file using "XML".

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.13.3.7 Detailed Mappings

In the "Detailed mappings" area you can assign the data you wish to export to individual columns. To do this, click on the field in the "Position" column and enter the desired position for the export.

For the format type "XML" there is the column "XML attribute" instead of the column "Position". i.e. for XML imports no position is assigned but the XML attribute.

For the destination "Database" there is the column "Column name" instead of the column "Position". Here the corresponding column name is taken from the database table.

The assignment is similar to the creation of an import profile, see chapter 9.13.2.5 Preview and Mapping.

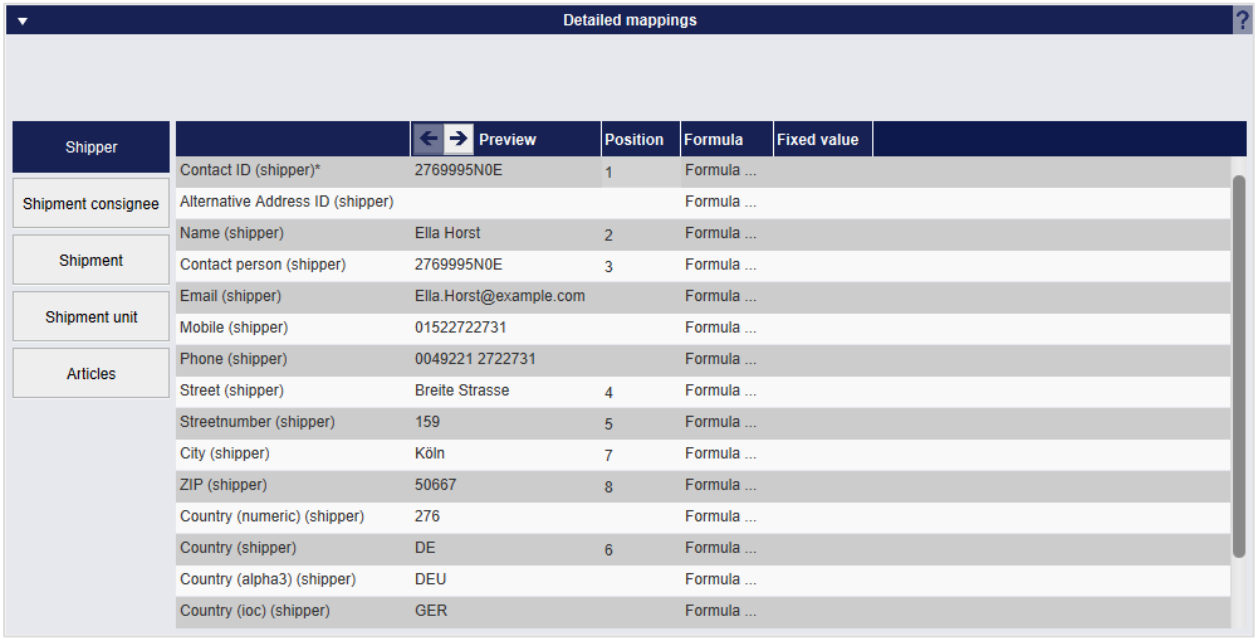


Figure 195 – New export profile: Detailed mappings via “Position”

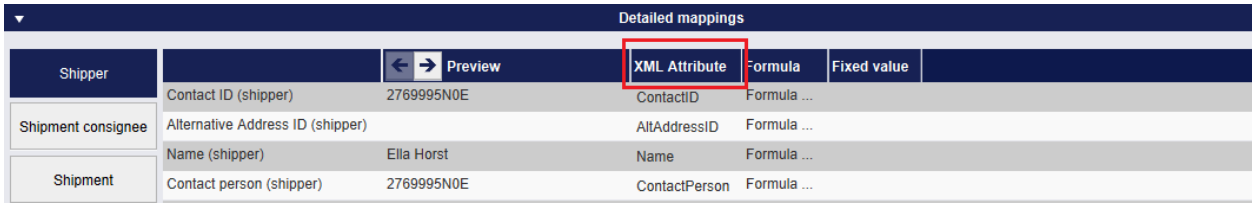


Figure 196 – New export profile: Detailed mappings via “XML attribute”

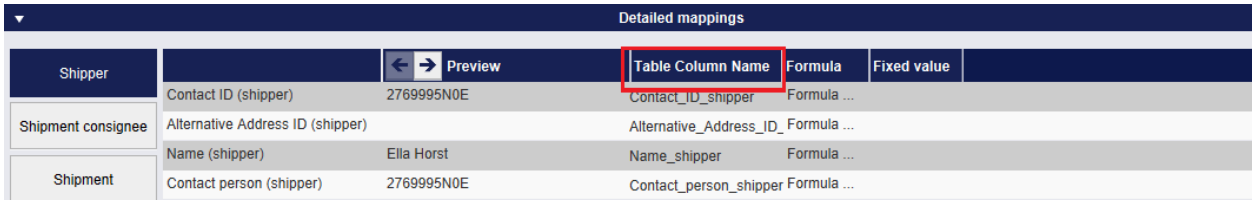
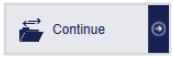


Figure 197 – New export profile: Detailed mappings via “Table Column Name”

Click on 

when you have completed all entries.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

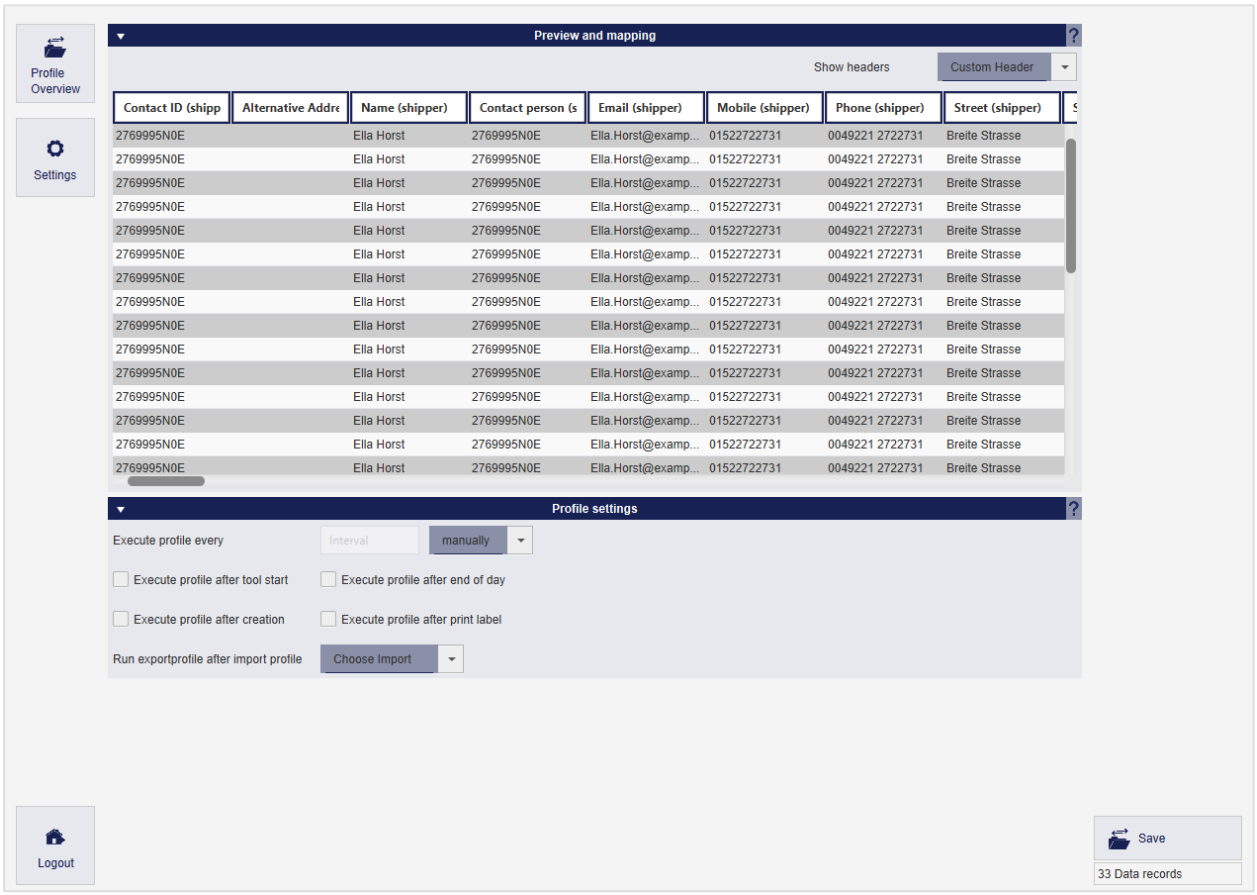


Figure 198 – New export profile: Page 3

In the "Preview and mapping" area you can check the selection of data to be exported again. You can show and hide the column headings or enter a user-defined header using "Show headers".

Here you can set, among other things, that this export profile is automatically executed when an End of day is performed.

"Show header" is always deactivated for the "XML" format type. In the header the "XML attribute" is always displayed.

For the destination "Database", "Show header" is also always deactivated. The column name of the database table is always displayed in the header.

9.13.3.8 Profile settings

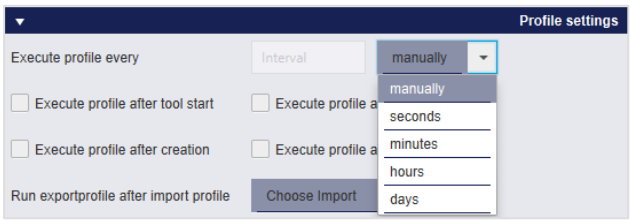


Figure 199 – New export profile: Profile settings

In the "Profile settings" area, specify the time at which the profile is to be executed. You can choose fixed intervals (e.g. every 5 minutes) or define manual execution.

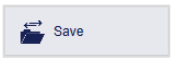
The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

You can also specify whether your export profile is to be executed each time the application is started, after the profile has been created, after end of day is completed or after a label is printed.

You can also specify that the export profile is always executed after a specific import profile.

The profile is always executed at the selected time or in the specified interval, irrespective of whether data is available for export. The status in the profile overview tells you whether data has been exported (green marking and number of data records) or whether no data exists (red marking).

If you do not specify an interval for executing the profile, the export must be controlled manually using the profile overview.

When you have made all entries, save the profile using the button 

.

The profile is then displayed in the profile overview.

If mandatory data is missing in the profile, the corresponding fields are highlighted in red and you must complete or correct the entries.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.13.4 GLS Standard Interface

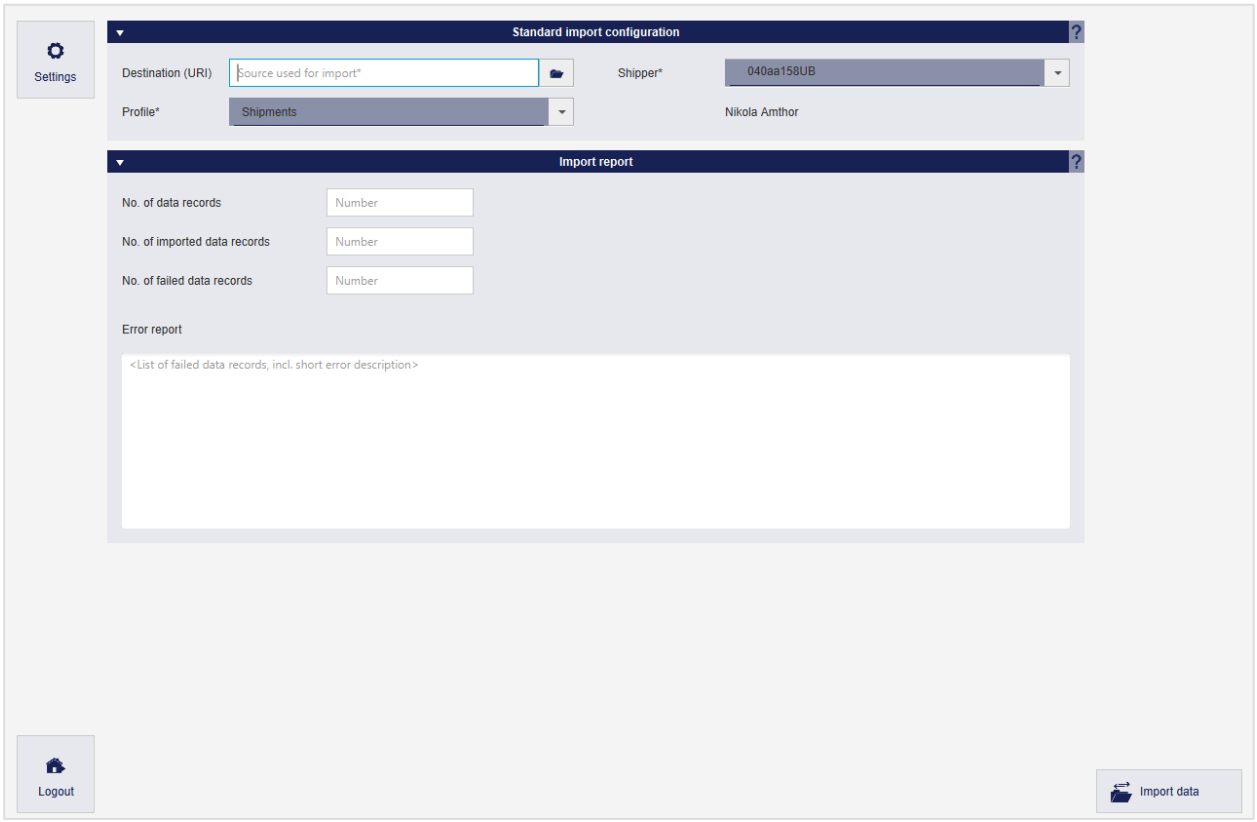


Figure 200 – GLS Standard Interface

You can read data from a GLS standard import profile via the GLS standard interface. This profile must be provided by GLS once.

This is an expert function that requires GLS support.

9.13.4.1 GLS standard import profile

A GLS standard import profile has the following properties:

- Data source: File
- File format: Text
- File extension: e.g..csv,.dat,.log
- Character encoding: UTF–8
- Length of the columns: Variable
- column separator: ;
- Qualifier: "
- Headers: 0

Depending on the type of data to be imported, certain columns must be filled. Contact GLS for the current overview of attributes and mandatory fields.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

Tip: To edit the file, open it with an editor, not Excel. This ensures that you can recognize the exact character representation.

Note that all columns in the CSV file must be filled in the correct order. When you open and edit the import file in the editor, the columns are separated by semicolons.
Columns that are not required must remain empty.
Additional information on services must be entered in the correct place in the import file. Entries can be made for a service that is not selected, but have no effect on the import.

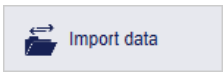
9.13.4.2 Settings before importing

Under "Destination (URI)" you can determine where the file is to be searched for from which the data is to be imported. Select the file from your computer using the button or enter the corresponding URI manually.

Under "Profile" you can specify what kind of data will be imported.

The shipper is a mandatory entry. Select the appropriate shipper in the selection field. Information on the shipper in the import file is overwritten by this selection.

9.13.4.3 Executing the Import

Click on 

to start the import process. In the "Import report" section you can see how many data records were imported and whether there were any errors during the import. In case of a successful import only the success is reported, in case of an incomplete import the incorrect data records and error messages are listed.

```
...
-----
Summary:
    processed:              87 records
    not processable:         7 records
    successfully imported:  80 records
    finished shipments:     75 records
    incomplete shipments:    5 records
Errors:
    erroneous record #21: invalid character
    erroneous record #32: additional columns
...
    incomplete record #73: missing zip code
    incomplete record #84: Cash is not combinable with Hazardous Goods
-----
```

Figure 201 - Summary import

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.13.5 Overview of import fields and field lengths

Below you will find an overview of all import fields including the maximum field lengths. Imported fields that exceed these field lengths will be cut off according to the allowed number of characters.

The format for all import fields is "text". If the import expects specific values, they are listed in brackets in the table (e.g. true, false).

Legend:

Minimum input
Needed to complete shipment
Needed when selected

Shipper	**Field length**
Contact ID	20
Alternative Adress ID	20
Name	40
Contact person	40
Email	80
Mobile	40
Phone	40
Street	40
Streetnumber	40
ZIP	10
City	40
Country	40

Alternative shipper addresses	**Field length**
Adress ID	20
Shipper ID	20
Name1	40
Name2	40
Name3	40
Street	40
Streetnumber	40
ZIP	10
City	40
Country	40
Contact person	40
Phone	40
Mobile	40
Email	80
Skip Import Record (true, false)	5

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

Pick up	Field length
Name1	40
Name2	40
Name3	40
Street	40
Streetnumber	40
ZIP	10
City	40
Country	40
County (only for import Ireland)	20
Contact person	40
Phone	40
Mobile	40
Email	80
Pickup date	10

Consignee	Field length
Consignee ID	80
Cost Center	80
Addressbook name	40
Name1	40
Name2	40
Name3	40
Street	40
Streetnumber	40
ZIP	10
City	40
Country	40
County (only for import Ireland)	20
Contact person	40
Phone	40
Mobile	40
Email	80
Category (private, business)	8
Skip Import Record (true, false)	5

Shipment	Field length
Shipment reference	40
Shipping date	10
Incoterm	2
Identifier	40
Express Alt. Delivery Allowed (true, false)	5
Middleware	50
Product (Parcel, Express, Freight)	7
Number of units	-
Shipment services	80
Skip Import Record (true, false)	5

Shipment unit	Field length
ID-No./Customer reference	40
Note1	50
Note2	50
Weight	-
TrackID (Shipment cancellations)	40
Printer name	255

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

Service attributes	Field length
Cash single amount	-
Cash total amount	-
Cash currency	3
Cash reasom	160
DaW Contact person	40
DaW Phone	40
DaW Alternative contact person	40
DaW Building	40
DaW Room	40
DaW Floor	40
Deposit/Exchange/IC phone	40
Deposit/Exchange/IC contact person	40
Deposit place	255
HazardousGoods information	8
IC Hide delivery address on label (true, false)	5
IC/Exchange Name1	40
IC/Exchange Name2	40
IC/Exchange Name3	40
IC/Exchange Street	40
IC/Exchange Streetnumber	40
IC/Exchange ZIP	10
IC/Exchange City	40
IC/Exchange Country	2
IC/Exchange Mobile	40
IC/Exchange Email	40

Service attributes	Field length
IdentPin PIN Code	4
IdentPin Birthdate	10
Ident Birthdate	10
Ident Firstname	40
Ident Lastname	40
Ident Nationality	2
Liability note	255
Liability amount	-
SDS Parcelshop	10
DSD Next Parcelshop	10
SRS Hide sender address on label (true, false)	5
SRS Expected Weight	-
SRS Preferred parcelshop	10

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

9.13.6 Service descriptions in import files

Please use the following service descriptions in the import files if a certain service is to be booked. For example, "service_flexdelivery" hast to be specified in the import data record if the *FlexDelivery**Service*** is to be booked.

Please note that the available products and services may vary by country and relation. If you have any questions in this regard, please contact your GLS sales team.

Product	Service name	Service identifier	Level
Parcel	*AddOnLiability**Service***	service_addonliability	Shipment unit
Parcel	*AddresseeOnly**Service***	service_addresseeonly	Shipment (without attributes)
Parcel	*Cash**Service***	service_cash	Shipment unit
Parcel	*DeliveryAtWork**Service***	service_deliveryatwork	Shipment
Parcel	*Deposit**Service***	service_deposit	Shipment
Parcel	*DocumentReturn**Service***	service_documentreturn	Shipment (without attributes)
Parcel	*Exchange**Service***	service_exchange	Shipment
Parcel	*ExWorks**Service***	service_exworks	Shipment unit
Parcel	*FlexDelivery**Service***	service_flexdelivery	Shipment (without attributes)
Parcel	*Guaranteed24**Service***	service_guaranteed24	Shipment (without attributes)
Parcel	*HazardousGoods**Service***	service_hazardousgoods	Shipment unit
Parcel	*Ident**Service***	service_ident	Shipment
Parcel	*IdentPIN**Service***	service_identpin	Shipment
Parcel	*InboundLogistics*	service_inbound	Shipment
Parcel	*Intercompany**Service***	service_intercompany	Shipment
Parcel	*Pick&Return**Service***	service_pickandreturn	Shipment
Parcel	*Pick&Ship**Service***	service_pickandship	Shipment
Parcel	*ShopDelivery**Service***	service_shopdelivery	Shipment
Parcel	*ShopReturn**Service***	service_shopreturn	Shipment
Parcel	*Tyre**Service***	service_tyre	Shipment (without attributes)
Express	*Tyre**Service***	service_tyre	Shipment (without attributes)
Express	*0800**Service***	service_0800	Shipment
Express	*0900**Service***	service_0900	Shipment
Express	*1000**Service***	service_1000	Shipment

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

Express	*1200**Service***	service_1200	Shipment
Express	Delivery next working day (EOB)	No service needed	
Express	*Saturday1000**Service***	service_saturday_1000	Shipment
Express	*Saturday1200**Service***	service_saturday_1200	Shipment
Express (Euro)	*Saturday**Service***	service_saturday	Shipment

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

10 Working in offline mode

The system is designed in such a way that it can be offline for a period of one week if the parcel volume remains unchanged. The system is offline whenever it is no longer connected to the central GLS unit. This happens either if the backend works without network or WLAN connection or if a central GLS unit has failed. The system independently checks every two minutes whether a data connection exists. The display in the main bar does not change to "offline" until the start page has been updated.

When the system is offline, shipments can still be created and labels printed until all stored parcel numbers are used up. The driver who comes regularly collects these parcels as usual. However, no data is transferred to GLS. The generated shipments are displayed in the Shipment Overview as "printed" and not as "transmitted". Track and Trace cannot be used.

Shipments with *Pick&Return**Service***, *Pick&Ship**Service***, sporadic pick–ups and shipments with return service cannot be created in offline mode, as no e–mails can be sent to GLS or the customers. The transmissions are stored, but an error message appears and the processing can only be completed when a data connection exists again.

As soon as the system is online again or the error in the central GLS unit has been corrected, the data records are automatically transferred to GLS. This automatic transmission of offline shipments runs every five minutes when the system is online.

If the system is offline for a very long time, e.g. if a user is absent for a long time during vacation, problems may occur during shipment processing because, among other things, the current routing data is missing. If a data connection is established after a long period of time, the system is filled with data as in a new installation.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

11 GLS parcel label

Within the GLS transport network the so-called integrated router label is used.

All necessary information about the shipper and consignee, the booked product or service, the parcel number ranges and the route/tour data are included with the creation of the label. This ensures a speedy and smooth transport of the parcels.

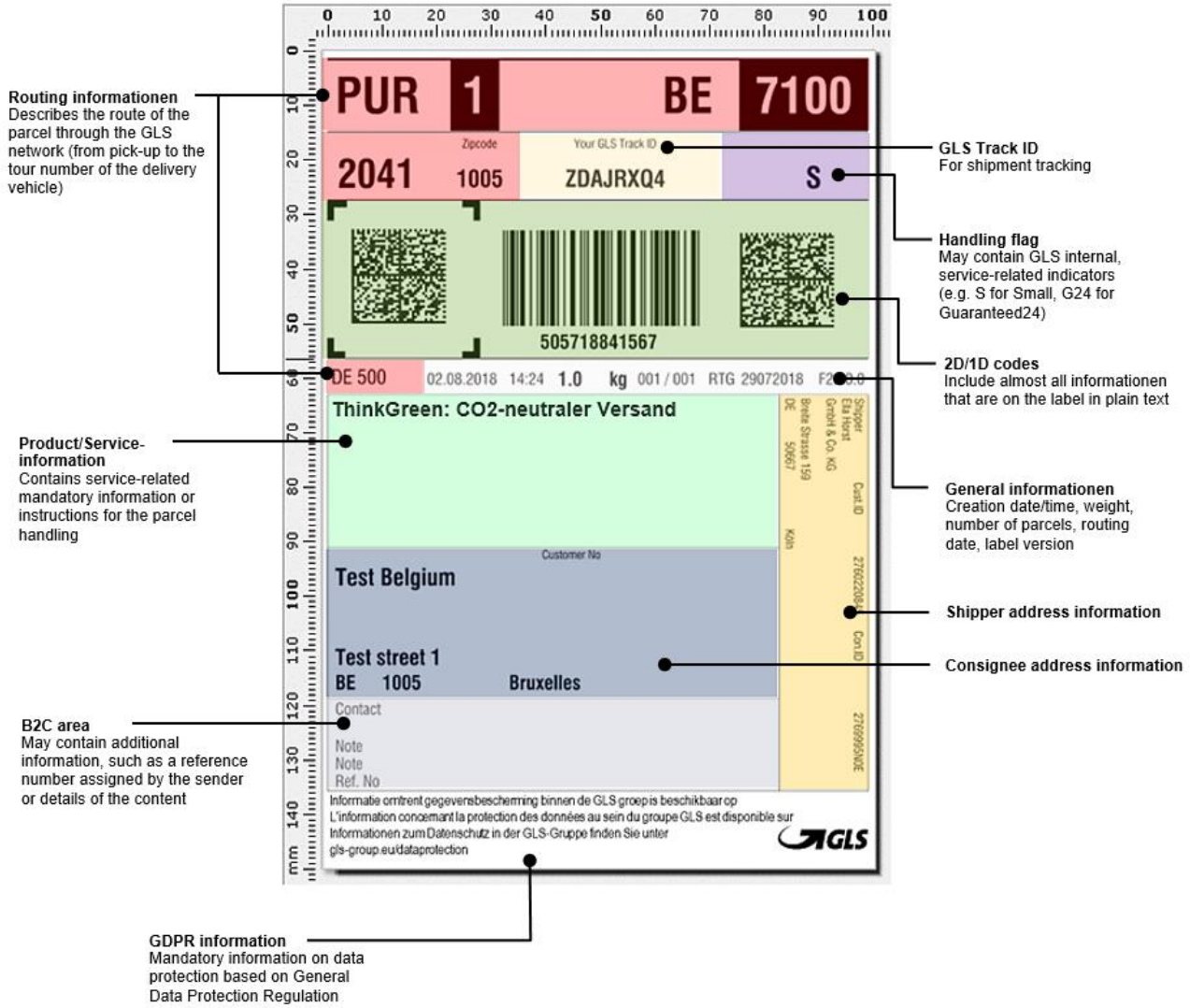


Figure 202 – GLS parcel label

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

GLS **return parcels** use the so-called **UniShip code**. This code contains all necessary sender and consignee information, but no routing information. Depending on which GLS location is responsible with the pick-up or exchange, the actual routing is done at the responsible GLS depot and an additional label is applied.

The UniShip code is used for the following services:

- *Exchange**Service***
- *Exchange-* plus *Cash**Service***
- *ShopReturn**Service***
- *Intercompany**Service***

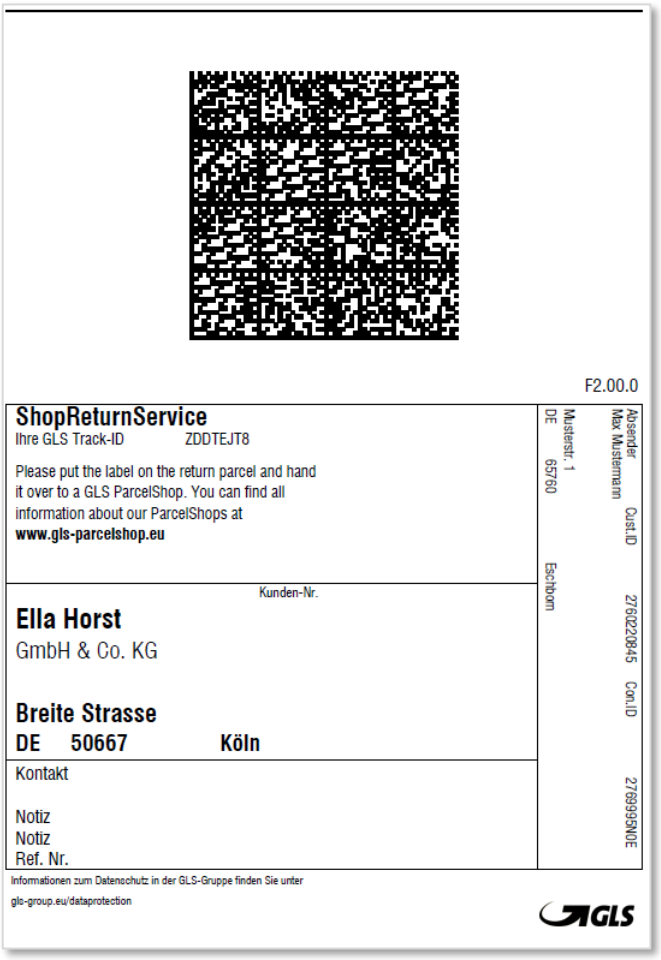


Figure 203 – UniShip label

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

12 Glossary

In the glossary the technical terms and abbreviations related to the application are explained.

Information on GLS–specific products and services can be found on the internet, e.g., at:

https://gls-group.eu.

Term/Abbreviation	Description
Account	User account / Access rights. A user must authenticate himself with his user name and password when logging in. Different rights are assigned to a user, depending on the role. Together with the user account, personal master data and configuration settings are saved.
Backend	The backend covers all business logic for creating, tracking, labelling and routing of shipments. It requires a connection to the central GLS system. It can operate for one or several frontends.
Barcode	Consists of parallel lines and gaps of different widths. The data in a barcode is read mechanically by optical readers, such as barcode readers (scanners) or cameras, and processed electronically.
Client	Other term for “frontend”, user interface
CSV	“Comma Separated Values” describes a text file format, in which the values are separated from one another with commas.
Data hub	Part of the connection to the central GLS system, used for the synchronisation and intermediate storage of data with the backend of the application.
Database	The backend requires a database for the persistence of the recorded data as well as the comparison with the central GLS system.
Editor	A (text) editor is a computer program for editing texts. The editor loads the text file to be edited and displays the content on the screen. Through various actions, the data can then be altered, e.g., copy, insert, delete.
Frontend	Other term for “client”, user interface
Host address	Numerical or alpha–numerical indication of an internet address of a specific (server) computer.
HTML	The Hypertext Markup Language, abbreviated HTML, is a text–based language for structuring of digital documents such as texts with hyperlinks, images and other contents.

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

Term/Abbreviation	Description
Mnemonic	A mnemonic is a memory aid, in this case, a letter to quickly select an entry from the menu or a function button.
Path	Directory name on a specific computer.
Port	Numeric component of a network connection.
Proxy	A proxy is a communication interface in a computer network.
Qualifier	Special character to keep data, which contain the separator, together.
SMTP	The Simple Mail Transfer Protocol is a protocol, which is used for the exchange of emails in computer networks.
TrackID	Unique identification of a parcel.
Update	Updating programs or data.
URI	A Uniform Resource Identifier (abbreviated URI) is used to identify an abstract or physical resource such as websites, other files, access of web services, etc.
UTF–8	Abbreviation for 8–bit Universal character set Transformation Format, is the most widespread form of coding for the standardised representation of national special signs.
XML	The Extensible Markup Language, abbreviated XML, is used for the representation of hierarchically structured data in the form of text files.

Table 12 – Glossary

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

13 Overview Mnemonics

Initial Screen

ALT + T - Track and Trace	ALT + D - Shipper Addresses
ALT + E - Return Service	ALT + S - Shipment Capture
ALT + N - End Of Day	ALT + A - Capture (Batch Mode)
ALT + C - Capture (Fast Mode)	ALT + R - P&R / P&S Overview
ALT + M - Import / Export	ALT + I - Pick&Ship
ALT + K - Pick&Return	ALT + O - Consignee Addresses
ALT + H - Shipment Overview	ALT + P - Sporadic Collection
ALT + G - Settings	

Shipment Capture

F3 - Create Consignee	ALT + O - Profile Overview
F4 - Edit Consignee	ALT + B - Batch Mode
F6 - Save Consignee	ALT + E - Settings
F7 - Cancel Editing of Consignee	ALT + F - Fast Mode
F8 - Save Consignee Temporary	ALT + C - Consignee Addresses
ALT + S or F2 - Finish Shipment	ALT + L - Logout
ALT + I - Finish Unprinted Labels In Buffer	CTRL + 1 - Focus Consignee
ALT + D - Load Template	CTRL + 2 - Focus Shipper
ALT + A - Save Template	CTRL + 3 - Focus Product
ALT + R - Replace Template	CTRL + 4 - Focus Services
ALT + T - Delete Template	CTRL + 5 - Focus Shipment
ALT + N or F5 - New Shipment	CTRL + 6 - Focus Shipment Details
ALT + M - Shipment Overview	CTRL + 7 - Focus Shipment Unit
ALT + P - P&R / P&S Overview	CTRL + 8 - Focus Shipment Unit Details

Capture (Fast Mode)

ALT + F - Finish Shipment	ALT + N or F5 - New Shipment
ALT + H - Finish All Shipments	ALT + P - P&R / P&S Overview
ALT + I - Finish Unprinted Labels In Buffer	ALT + M - Shipment Overview
ALT + A - Load Template	ALT + O - Profile Overview
ALT + V - Save Template	ALT + B - Batch Mode
ALT + R - Replace Template	ALT + E - Settings
ALT + T - Delete Template	ALT + S - Shipment Capture

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

ALD + D - Button Barcode	F3 - Edit Shipper on specific shipment
ALT + L - Logout	F6 - Edit Shipment on specific shipment
ESC - Reset	F7 - Edit Shipment Units on specific shipment
F2 - Edit Consignee on specific shipment	

Capture (Batch Mode)

ALT + C - Create From Addressbook	ALT + P - P&R / P&S Overview
ALT + N - Open Logout	ALT + E - Settings
ALT + U - Update Shipments	ALT + H - Shipment Overview
ALT - R - Print Label(s)	ALT + F - Fast Mode
ALT + D - Delete Shipment Unit(s)	ALT + L - Logout
ALT + S - Shipment Capture	ALT + A - Apply Data on Shipment Unit Details
ALT + O - Profile Overview	

Order Pickinig

F3 - Create Consignee	Space bar - Confirm/Select
F4 - Edit Consignee	Esc - Close Dialog
F6 - Save Consignee	ALT + S - Shipment Capture
F7 - Cancel Editing Of Consignee	ALT + M - Shipment Overview
F8 - Save Consignee Temporary	ALT + O - Profile Overview
F9 - Edit Shipment Details	ALT + A - Add Parcels
Enter - Continue/Save	ALT + L - Logout
Tab - Jump (e.g. Services)	

Sporadic Collection

ALT + P - Print Current List	ALT + A - Select Parcel on Product Group
ALT + H - Shipment Overview	ALT + X - Select Express on Product Group
ALT + O - Profile Overview	ALT + F - Select Freight on Product Group
ALT + E - Settings	ALT + L - Logout
ALT + S - Send Sporadic Collection Order	ALT + C - Focus Collection Contains Hazardous Goods

Shipment Overview

ALT + G - Print Current Page	ALT + D - Delete Selected Shipment Units
ALT + U - Print Unprinted Shipment Labels	ALT + N - New Shipment
ALT + T - Print Labels For Selected	ALT + X - Export Selected Shipment Units
ALT + S - Reset Units In State Error	ALT + P - P&R / P&S Overview

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

ALT + O - Profile Overview
ALT + R - Sporadic Collection
ALT + E - Settings
ALT + L - Logout

ALT + A - Focus Button Save As Filter
ALT + F - Focus Button Filter
ALT + B - Print Unprinted Labels In Buffer

Pick&Ship

F3 - Create Delivery Address
F4 - Edit Delivery Address
F6 - Save Delivery Address
F7 - Cancel Edition of Delivery Address
F8 - Save Delivery Address Temporary
F2 - Create Pickup Address
F5 - Edit Pickup Address
F10 - Save Pickup Address
F11 - Cancel Edition of Pickup Address
F12 - Save Pickup Address Temporary
ALT + P or ALT + V - P&R / P&S Overview

ALT + O - Profile Overview
ALT + B - Batch Mode
ALT + E - Settings
ALT + F - Fast Mode
ALT + C - Consignee Addresses
ALT + L - Logout
ALT + Y - Print Summary Of Pickup Order
ALT + G - Send Order To GLS
ALT + W - New Pick And Ship Order
ALT + K - New Pick And Return Order

Pick&Return

F3 - Create Pickup Address
F4 - Edit Pickup Address
F6 - Save Pickup Address
F7 - Cancel Edition of Pickup Address
F8 - Save Pickup Address Temporary
ALT + P or ALT + V - P&R / P&S Overview
ALT + O - Profile Overview
ALT + B - Batch Mode
ALT + E - Settings

ALT + F - Fast Mode
ALT + C - Consignee Addresses
ALT + L - Logout
ALT + Y - Print Summary Of Pickup Order
ALT + G - Send Order To GLS
ALT + W - New Pick And Ship Order
ALT + K - New Pick And Return Order
ALT + V - P&R / P&S Overview

P&R / P&S Overview

ALT + Y - Print Summary Of Pickup Order
ALT + S - Send Order To GLS
ALT + T - Reset Units In State Error
ALT + N - New Pick And Ship Order
ALT + C - New Pick And Return Order
ALT + H - Shipment Overview

ALT + O - Profile Overview
ALT + R - Sporadic Collection
ALT + E - Settings
ALT + L - Logout
ALT + K - Pickup Address View
ALT + D - Delivery Address View

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

ALT + M - Shipment View	ALT + F - Delete Selected Filter
ALT + A - Save As Filter	

Return Service

F3 - Create Sender Address	ALT + S - Store Label(s)
F4 - Edit Sender Address	ALT + R - Print Label(s)
F6 - Save Sender Address	ALT + V - Send Label(s) Via Email
F7 - Cancel Edition Of Sender Address	ALT + P - P&R / P&S Overview
F8 - Save Sender Address temporary	ALT + E - Settings
ALT + F - Clear Fields	ALT + L - Logout
ALT + B - Print Unprinted Labels In Buffer	

End of Day

ALT + C - Clear Shipper Selection	ALT + F - Perform End-Of-Day & Print Lists
ALT + A - Clear Shipment Units To Reprint	ALT + H - Shipment Overview
ALT + S – Filter Shipment Units To Reprint	ALT + P - P&R / P&S Overview
ALT + T - Print Current List	ALT + R - Sporadic Collection
ALT + N - Reprint End-Of-Day List	ALT + E - Settings
ALT + X - Export Selected Shipments	ALT + L - Logout

Track and Trace

ALT + A - Save As Filter	ALT + S - Store T&T Details As PDF
ALT + C - Delete Selected Filter	ALT + T - Store Delivery Document
ALT + R – Clear	ALT + D - Send T&T Link Via Email
ALT + F - Filter	ALT + E - Export T&T Details
ALT + P - Print Current Page	ALT + L - Logout

Consignee Addresses

F2 - Edit Consignee	ALT + D - Delete Selected Addresses
F3 - Edit Product	ALT + P - Print Selected Addresses
F4 - Edit ParcelShop	ALT + X - Export List
ALT + C - Clear	ALT + O - Profile Overview
ALT + F – Filter	ALT + E - Settings
ALT + A - Add Consignee	ALT + L - Logout
ALT + T - Delete Addresses	

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.

Shipper Addresses

ALT + C - Clear Screen	ALT + X - Export Selected Addresses
ALT + P - Print Current List	ALT + O - Profile Overview
ALT + R - Print Selected Addresses	ALT + E - Settings
ALT + D - Delete Selected Addresses	ALT + L - Logout

Import / Export - Profile Overview

ALT + B - Print Unprinted Labels In Buffer	ALT + P - Load Profile
ALT + C - Copy Profile	ALT + T - Store Profile
ALT + D - Delete Profile	ALT + E - Settings
ALT + I - New Import Profile	ALT + L - Logout
ALT + X - New Export Profile	

Import / Export - New Import Profile

ALT + V – Preview	ALT + W - Show Optional Mappings Checkbox
ALT + C - Continue	ALT + Y - Master Copy Checkbox
ALT + F - Select File in Source	ALT + O - Profile Overview
ALT + R - Select Server in Source	ALT + E - Settings
ALT + D - Select Database in Source	ALT + L - Logout
ALT + U - Select Custom in Source	

Import / Export - New Export Profile

ALT + P - Show Preview	ALT + E - Settings
ALT + C – Continue	ALT + L - Logout
ALT + O - Profile Overview	

Import / Export - GLS Standard Interface

ALT + I - Import Data	ALT + L - Logout
ALT + E - Settings	

The above information is confidential business information, which has to be protected from unauthorised notice. You are not allowed to forward, reproduce or distribute the contents of this document without authority.