



GLS ShipIT

User Manual

Version 03-04 from 21.02.2024

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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 the GLS Support.

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 ShiplT version 2.2.4
V02-04	04.05.2020	Update to ShiplT version 2.4.19
V02-05	23.09.2020	<ul style="list-style-type: none"> • Update to ShiplT 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	<ul style="list-style-type: none"> • Adjustment of the versioning of the User Manual to the current ShiplT version (2.9) • Revision of the content to ShiplT 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"
V02-09	08.12.2021	<ul style="list-style-type: none"> • Document layout adapted to new GLS branding (no changes in content)
V03-02	01.11.2022	<ul style="list-style-type: none"> • Revision to ShiplT version 3.2 (for details see documentations "What's New 3.1" and "What's New 3.2") • New chapter 8.8.1 "Instructions for calibrating the scale module"
V03-03	15.08.2023	<ul style="list-style-type: none"> • Revision to ShiplT version 3.3 (for details see documentation "What's New 3.3") • Update of screenshots (new GLS branding)
V03-04	21.02.2024	<ul style="list-style-type: none"> • Revision to ShiplT version 3.4 (for details see documentation "What's New 3.4")

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`

3 System requirements

3.1 Backend

Supported operating systems (64 Bit only):

- Windows 11 / 10 / 2016 R2 / 2019 R2 / 2022

Hardware requirements:

- \geq 4 Cores
- \geq 8 GB RAM
- \geq 100 GB disc space

3.2 Frontend (Client)

Supported operating systems: see backend requirements

Hardware requirements:

- \geq 2 Cores
- \geq 4 GB RAM
- \geq 2 GB disc space

Are you running ShipIT together with other applications on the same machine? Then we recommend increasing the parameters.

4 Backend installation

The installation of the backend can only be done with administrator rights.

You can download the files required for installation from the website <https://shipit-download.gls-group.eu/installer/>. The page is password protected. Please contact your GLS Support for access data.

To start the installation, execute the file "GLS_ShipIT_backend_[version number_operating system].exe".

The installation assistant guides you through all necessary steps.

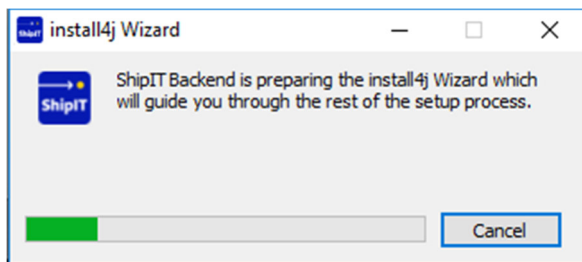


Figure 1 – Installer: Starting the assistant

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

4.2 Step 1: Selecting language

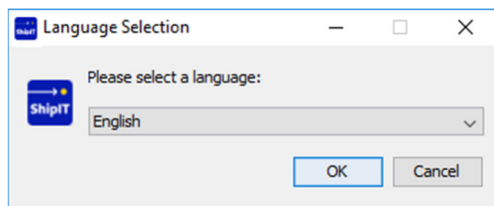


Figure 2 – Installer: Language selection

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

4.3 Step 2: Welcome

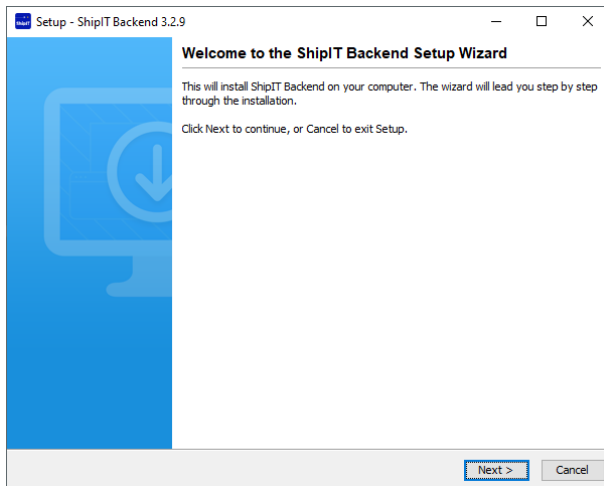


Figure 3 – Installer: Welcome

Select "Next" to continue the installation.

4.4 Step 3: Accepting license agreement

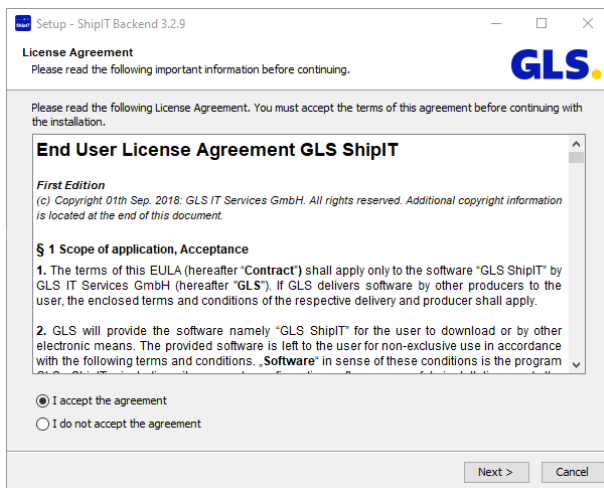


Figure 4 – Installer: License Agreement

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.

4.5 Step 4: Proxy settings

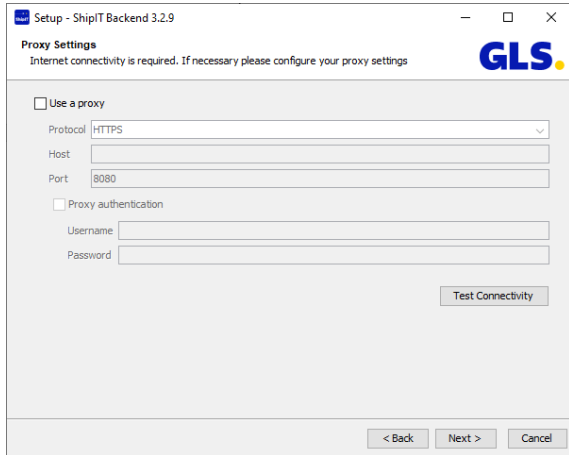


Figure 5 - Installer: Proxy Settings

If necessary, configure a proxy through which the installation is to be routed. Use the button "Test connection" to verify the entered data. You can also skip this step by clicking "Next".

4.6 Step 5: Entering backend identification

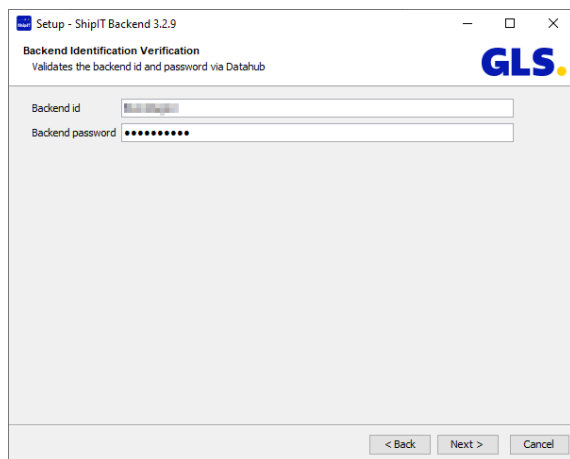


Figure 6 – Installer: Enter Backend identification

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

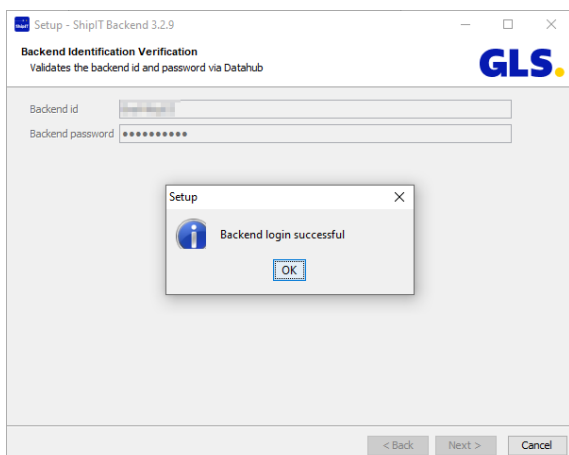


Figure 7 – Installer: Backend Login successful

4.7 Step 6: Creating the customer administrator

Figure 8 – Installer: Create customer administrator

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.

4.8 Step 7: Select and enable ports

Figure 9 – Installer: Choose Ports

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

- Communication to GLS (outgoing):
 - HTTPS Port 8443
 - central-cs-hub.gls-group.eu
 - HTTPS 443
 - api.gls-group.net
 - cs-sw.gls-group.eu
 - shipit-download.gls-group.eu
- Communication frontend to backend:
 - HTTPS Port 8443
- Internal backend ports
 - 8080
 - 8081
 - 5432

Make sure that the ports entered are enabled in your firewall.

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.

4.9 Step 8: Selecting installation directory

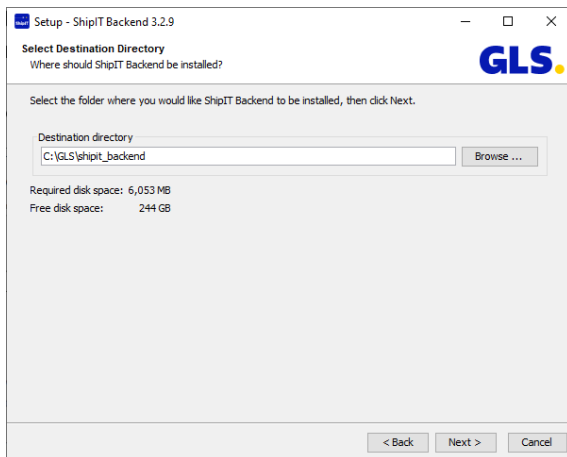


Figure 10 – Installer: Select destination directory

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.

4.10 Step 9: Start menu and shortcuts

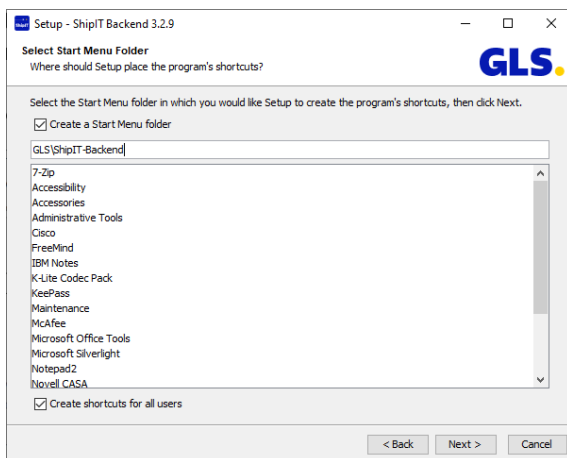


Figure 11 – Installer: Start menu and shortcuts

Specify whether to create a folder in the Start menu.

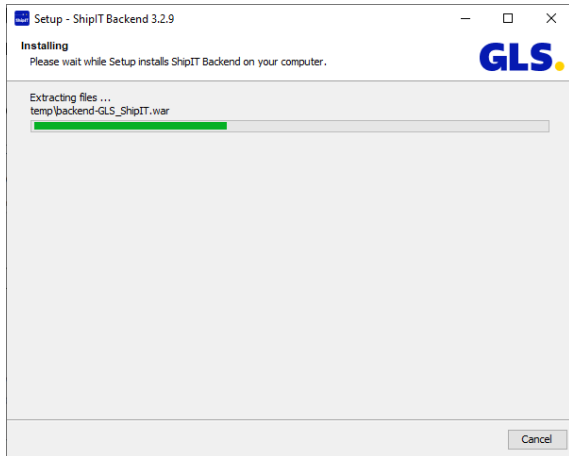


Figure 12 – Installer: Unpacking the files

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

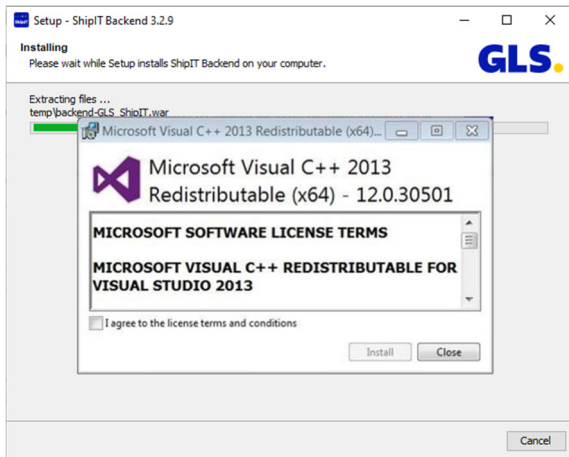


Figure 13 – Installer: Installation of Visual C++

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. Every 365 days, the certificate is automatically renewed in the background, manual intervention is not necessary.

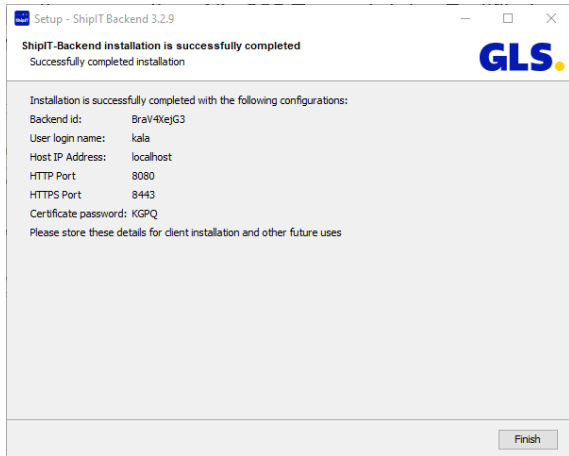


Figure 14 – Installer: Complete backend installation

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

4.11 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. This e-mail contains, among other things, a link that leads to the "News" area on the ShipIT download server (<https://shipit-download.gls-group.eu/news/>).

The update is configured via the frontend in the screen "System Settings". Via the checkbox "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.

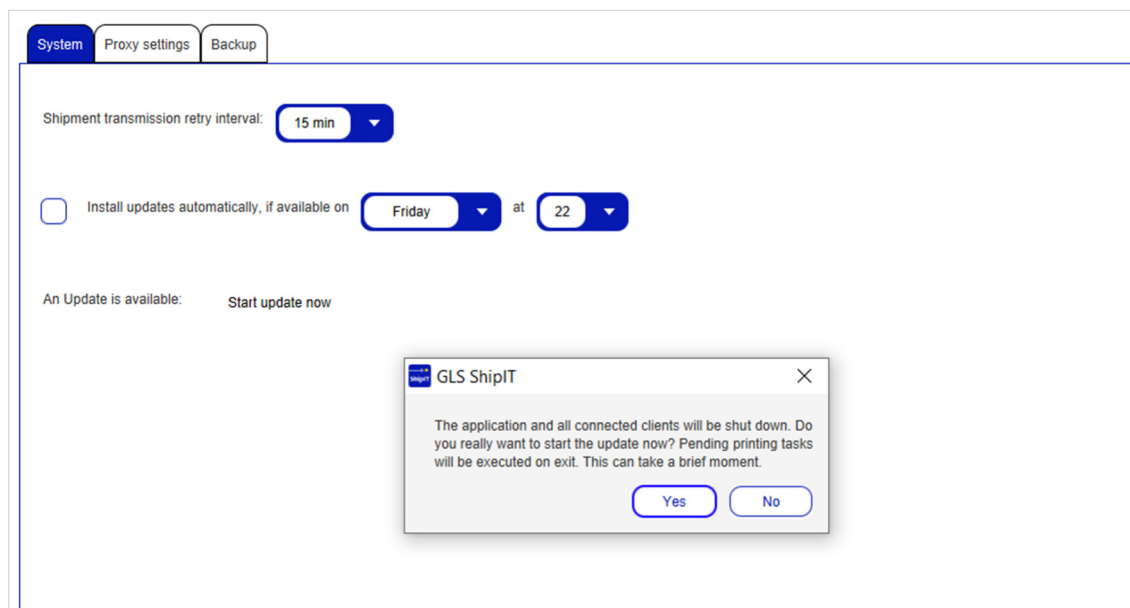


Figure 15 – System settings: Manage updates

4.12 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.

5 Frontend installation

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

The frontend can be installed without administrator rights. You can download the files required for installation from the website <https://shipit-download.gls-group.eu/installer/>. The page is password-protected. Please contact your GLS Support for access data.

To start the installation, execute the file "GLS_ShipIT_frontend_[Version number_Operating system].exe".

The installation assistant guides you through all necessary steps.

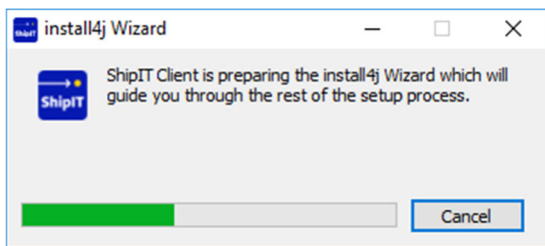


Figure 16 – Installer: Start frontend installation

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

5.1 Step 1: Selecting language

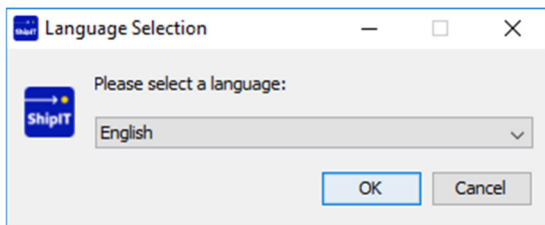


Figure 17 – Installer: Language selection

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

The frontend starts in the language of the operating system and not in the language selected during the installation.

5.2 Step 2: Welcome

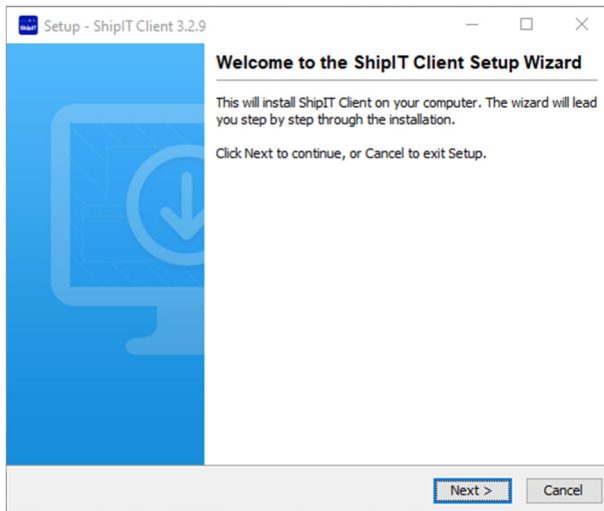


Figure 18 – Installer: Welcome

Select "Next" to continue the installation.

5.3 Step 3: Accepting license agreement



Figure 19 – 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.

5.4 Step 4: Selecting installation directory

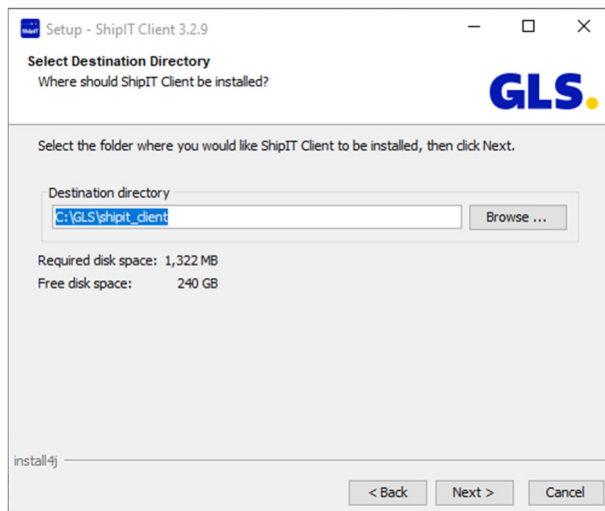


Figure 20 – Installer: Select destination directory

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

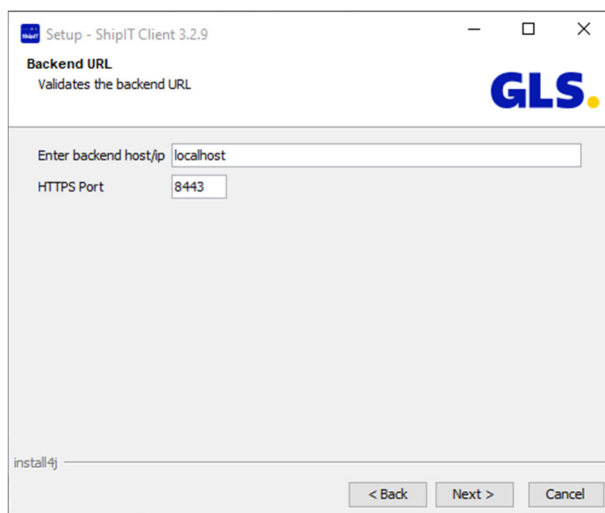


Figure 21 – Installer: Enter Backend Host and Port

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)

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

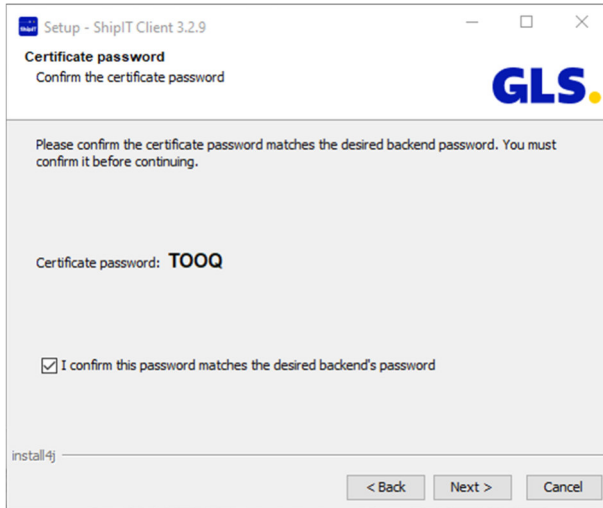


Figure 22 – Installer: Confirm certificate password

Confirm the certificate password and click on "Next".

5.7 Step 7: Start menu and shortcuts

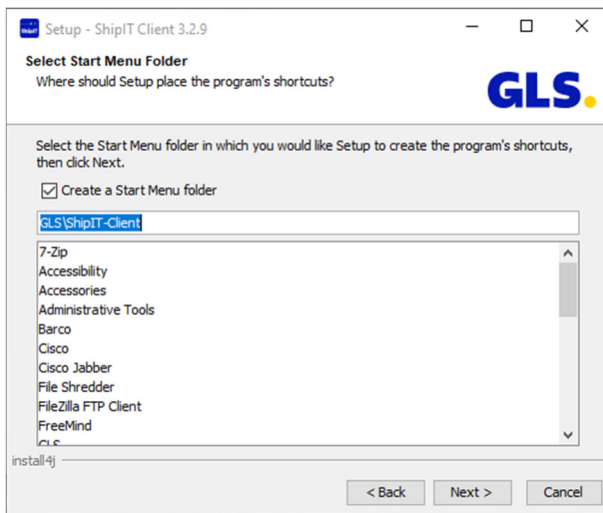


Figure 23 – Installer: Start menu and shortcuts

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.

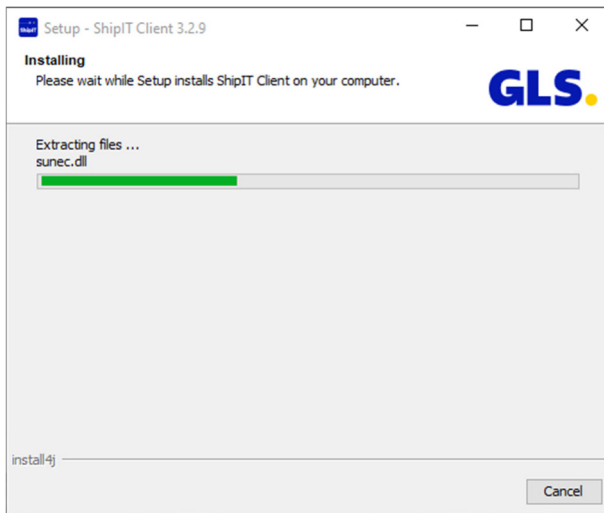


Figure 24 – Installer: Progress bar

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

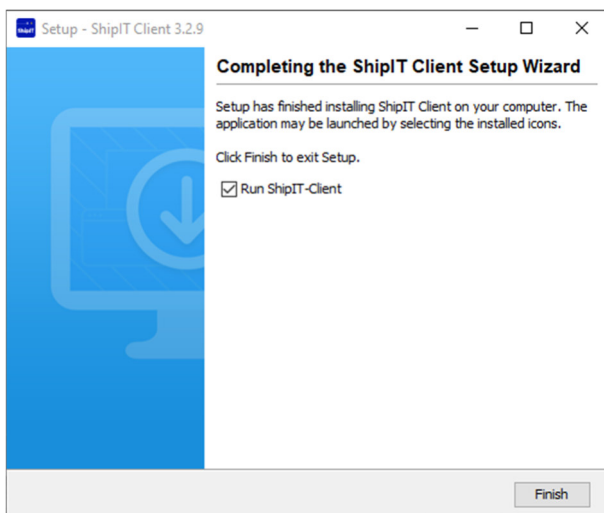


Figure 25 – Installer: Finish installation

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.

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.

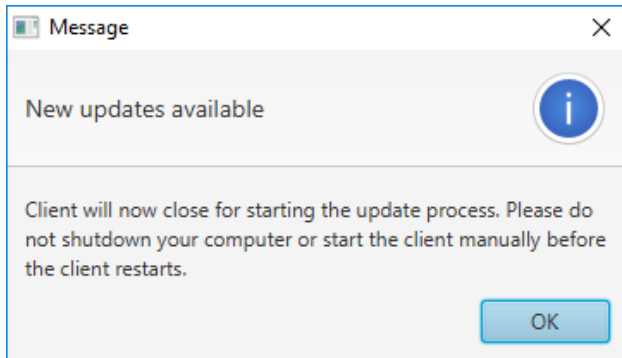


Figure 26 – Updates available

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.

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 27 – 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.

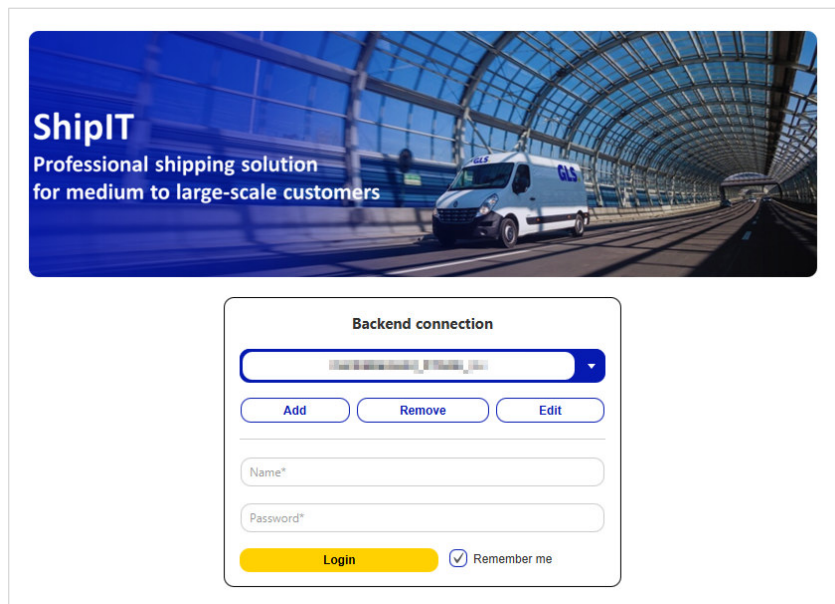


Figure 28 – Login to frontend (customer administrator)

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 Role Administration.

6.2 Logging in as user

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



Figure 29 – 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.

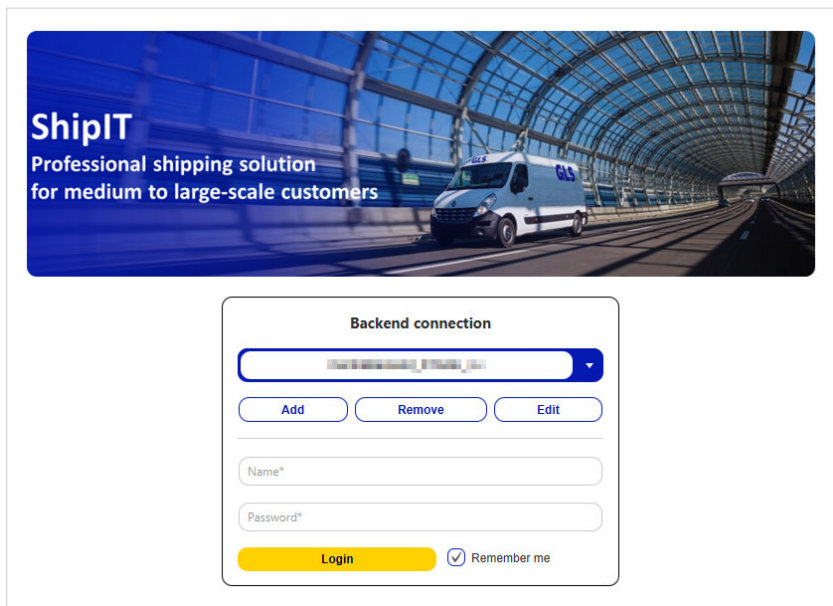


Figure 30 – Login to frontend (user)

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 "Login" 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.

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 default 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

3. Configure printers - see chapter 8.7 Printer Settings

4. Adjust scale - see chapter 8.8 Scale Settings

6.4 Logging out


To log out of the application, select the  button (top left) on the main menu page or exit the application by clicking the "close" button (top right).



Figure 31 – Logging out of 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.

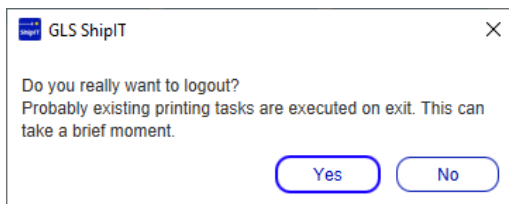


Figure 32 – Confirmation of logout

6.5 Maintenance

To improve system stability, there is a standard maintenance window on Saturdays 10-24 p.m. 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.

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. Role Administration.

The following authorizations can be assigned to a role:

Area	Authorizations
Shipment capture	<ul style="list-style-type: none"> • Shipment capture • Capture (Fast Mode) • Capture (Batch Mode) • Shipment Overview • End of Day • Sporadic Collection • Order picking
Shipment Controlling	<ul style="list-style-type: none"> • Track and Trace
Support-settings	<ul style="list-style-type: none"> • Consignee Addresses • Shipper Addresses • Import shipments • Import shipments (Batch) • Import pickup shipments • Import consignee addresses • Import shipper addresses • Profile overview • New import profile • New export profile
Pick&Return Pick&Ship processing	<ul style="list-style-type: none"> • Return Service • Pick&Return and Pick&Ship • Pick&Return and Pick&Ship Overview
Settings	<ul style="list-style-type: none"> • 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

7.2 Navigation and operation

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.

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

7.2.1 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.


The screenshot shows a form titled "Add consignee" with a close button in the top right corner. The form contains several input fields, some of which are mandatory, indicated by an asterisk (*). The fields are: "Address book*" (a dropdown menu), "Consignee ID" (text input), "Matchcode" (text input), "Category" (dropdown menu), "Name*" (text input), "Name 2" (text input), "Name 3" (text input), "Street*" (text input), "No." (text input), "Select country*" (dropdown menu), "ZIP code" (dropdown menu), and "City*" (dropdown menu).

Figure 33 – 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 **FlexDeliveryService**.

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.

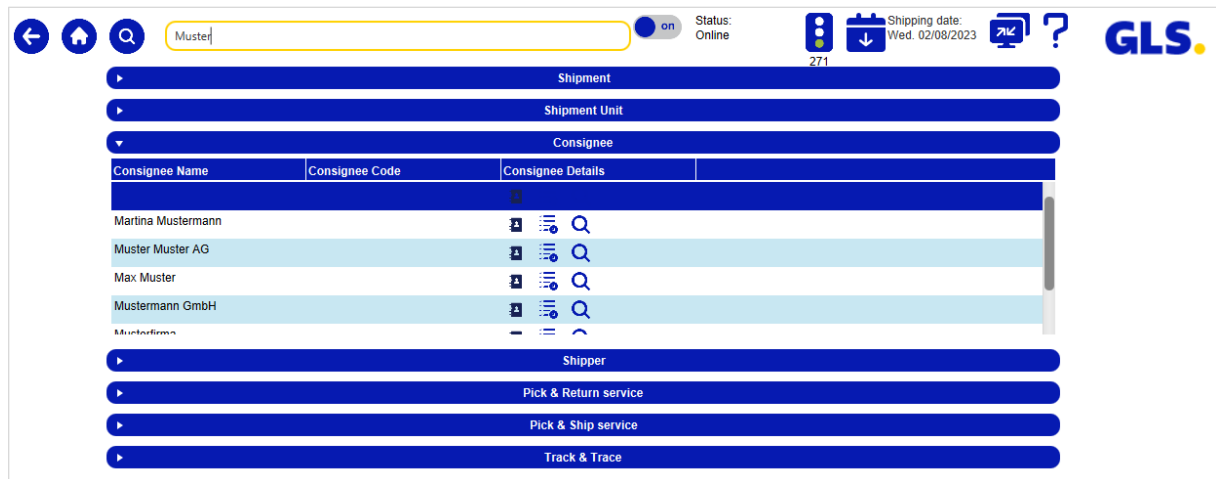


Figure 34 – Example for search

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.*

7.2.3 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.

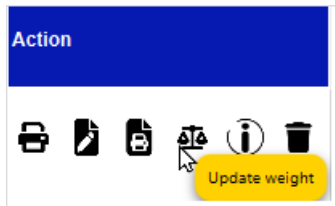


Figure 35 – Example of a tool tip

7.2.4 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 inside or outside the ShipIT application.

All	Ship. ...	Parcel Ref.	Track-ID	Parcel Number	Consignee	Shipper
<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="radio"/>	PetraS		ZD1DG6HJ	50017062359	Max Muster Musterstr. 65510 Idstein7 Germany	2769995NOE Ella Horst GM... Breite Strasse ... 50667 Köln Germany
<input type="radio"/>			ZD1DG6HH	50017062357	Dr Erika Fuchs... Hauptstraße 17B 60325 New York Germany	2769995NOE Ella Horst GM... Breite Strasse ... 50667 Köln Germany
<input type="radio"/>	TimSID		ZD1DG6HG	50017062356	Tim Test Tims ... Bahnhofstr. 2 50354 Hürth Germany	2769995NOE Ella Horst GM... Breite Strasse ... 50667 Köln Germany
<input type="radio"/>	Parcel		ZD1DG6HF	50017062355	Tim Test Clara-Zetkin-Ri... 01591 Riesa Germany	2769995NOE Ella Horst GM... Breite Strasse ... 50667 Köln Germany
<input type="radio"/>	1234				Max Muster Musterstraße 1	2769995NOE Ella Horst GM...

Figure 36 – Copy shipment data in "Shipment Overview"

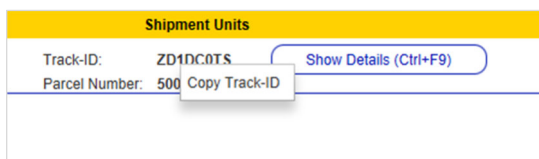


Figure 37 – Copy shipment data in "Shipment Details"

7.3 Main menu

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

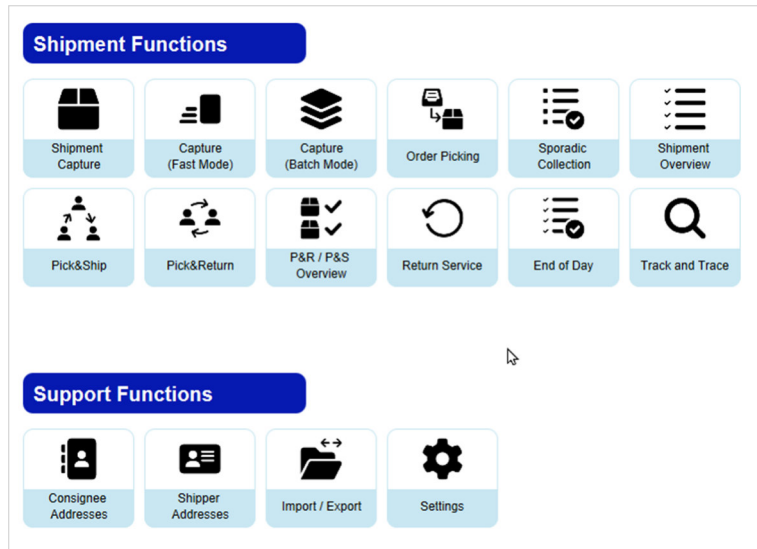


Figure 38 – Main menu

Via the main menu you can reach the following areas:

Shipment Functions

- Shipment Capture
- Capture (Fast Mode)
- Capture (Batch Mode)
- Order Picking
- Sporadic Collection
- 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.

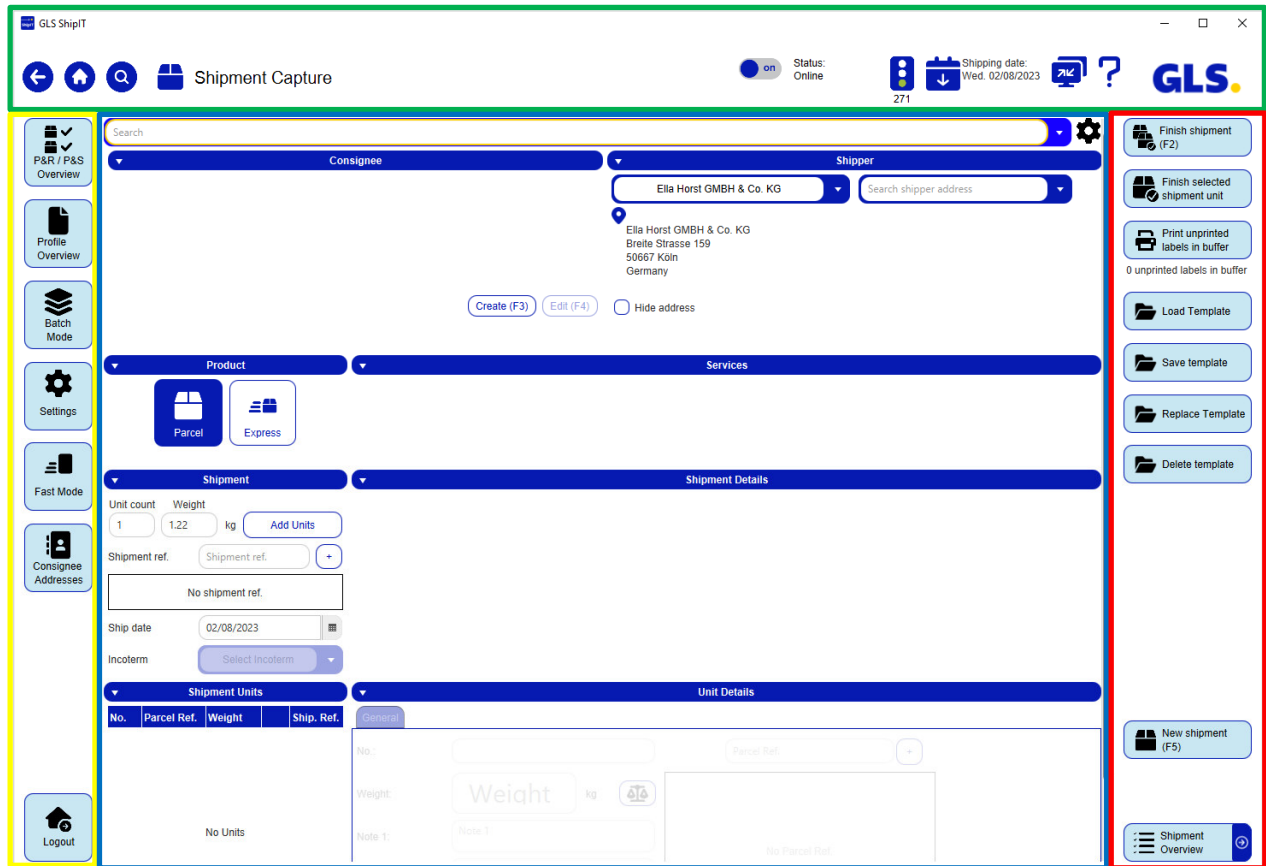


Figure 39 – Areas of a screen

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 to the main screen
 Button	Opens the search
 Shipment Capture	Name of the current screen
 Status: Online	Status "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: Tue. 01/08/2023	Set date for shipments and pickups
 1044	Hazardous goods traffic lights and currently achieved hazardous goods points (is displayed if dangerous goods labels have been printed)
 Button	Link to the ShipIT download server (https://shipit-download.gls-group.eu/). On the download server, in the "Support" section, there is a link to download "TeamViewer QuickSupport". The latest versions can always be downloaded from the download server. The TeamViewer file only needs to be downloaded once onto the computer.
 Button	Opens the user manual (when opening for the first time, search your computer for an executable PDF reader file). Please note: The latest version of the user manual can be found on the ShipIT download server in the "Documents" section.
	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.

7.5 Tables

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

Ship. Ref.	Parcel Ref.	Track ID	Parcel Number	Shipper	Consignee	Identifier	Creation Date	Shipping Date	Product	Services	Weight	Other	Import/Status
Gz-8899	Gz-8899			2769995N0E Ella Horst GML Breite Strasse ... 50667 Köln Germany	testler max oberweg 14C 51118 Bad Vilbel Germany	FoPk	22/02/2023 15:20	22/02/2023	Parcel	Exchange...	1.22		Imported
ii	PR1:PR2	ZD1DC0XG	50018888532	2769995N0E Ella Horst GML Breite Strasse ... 50667 Köln Germany	Susi Shop-Delivery Bahnhofstr. 1 65594 Runkel Germany		22/02/2023 12:18	22/02/2023	Parcel		2.77		Imported
ii	PR1:PR2			2769995N0E Ella Horst GML Breite Strasse ... 50667 Köln Germany	Susi Shop-Delivery Bahnhofstr. 1 65594 Runkel Germany		22/02/2023 12:18	22/02/2023	Parcel		2.77		Imported
ii	PR1:PR2	ZD1DC0XE	50018888530	2769995N0E Ella Horst GML Breite Strasse ... 50667 Köln Germany	Susi Shop-Delivery Bahnhofstr. 1 65594 Runkel Germany		22/02/2023 12:18	22/02/2023	Parcel		2.77		Imported
ii	PR1:PR2	ZD1DC0XK	50018888536	2769995N0E Ella Horst GML Breite Strasse ... 50667 Köln Germany	Susi Shop-Delivery Bahnhofstr. 1 65594 Runkel Germany		22/02/2023 12:50	22/02/2023	Parcel		2.77		Imported
ii	PR1:PR2			2769995N0E Ella Horst GML Breite Strasse ... 50667 Köln Germany	Susi Shop-Delivery Bahnhofstr. 1 65594 Runkel Germany		22/02/2023 12:50	22/02/2023	Parcel		2.77		Imported

Figure 40 – Shipment Overview 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.

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 in table

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.

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.

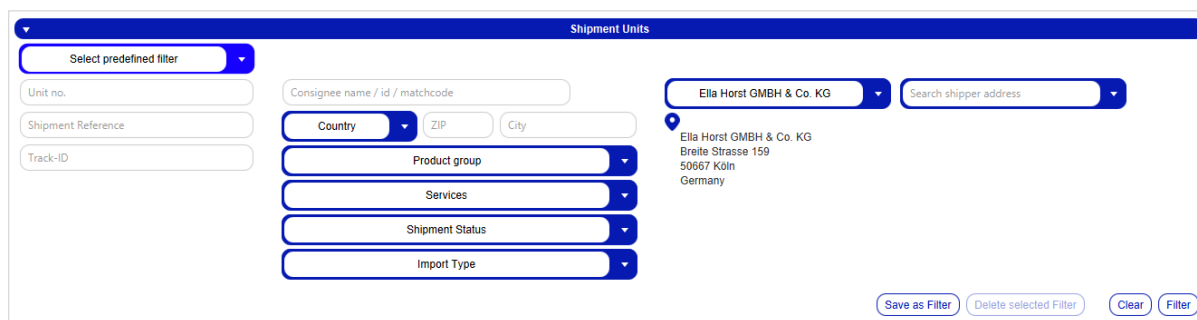


Figure 41 – Filter table content

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 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 **Clear**. Then click on **Filter** to display all table entries.

Filters that you need more often can be saved using **Save as Filter**. 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 42 – 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.

7.6 Updating masterdata

If master data is updated in the backend database, this is indicated by a progress bar at the bottom right of the screen.

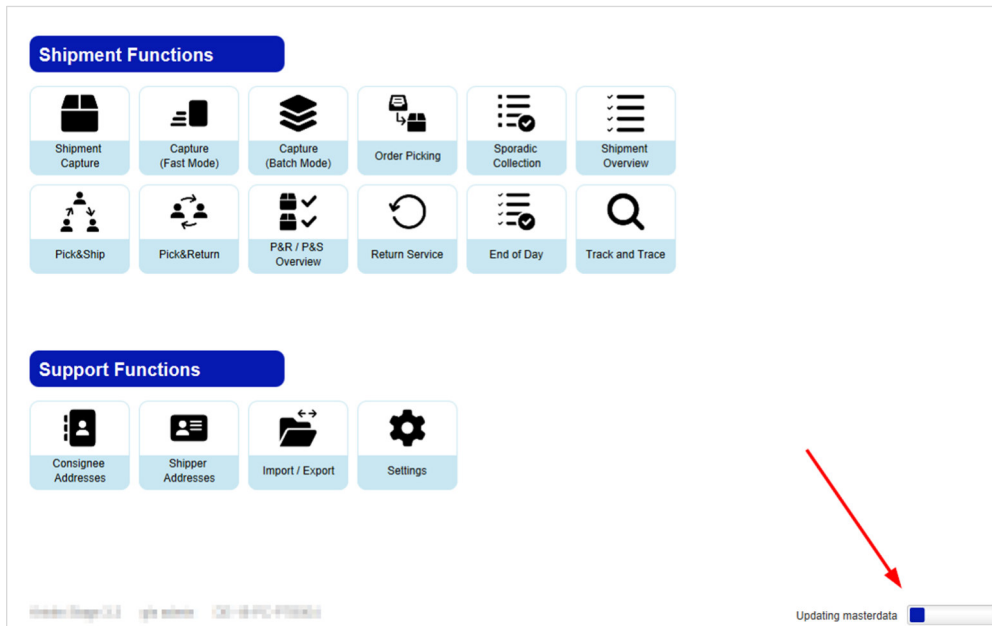


Figure 43 – Updating masterdata

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:

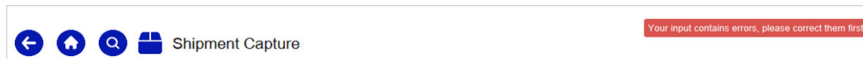


Figure 45 – Example error message

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.

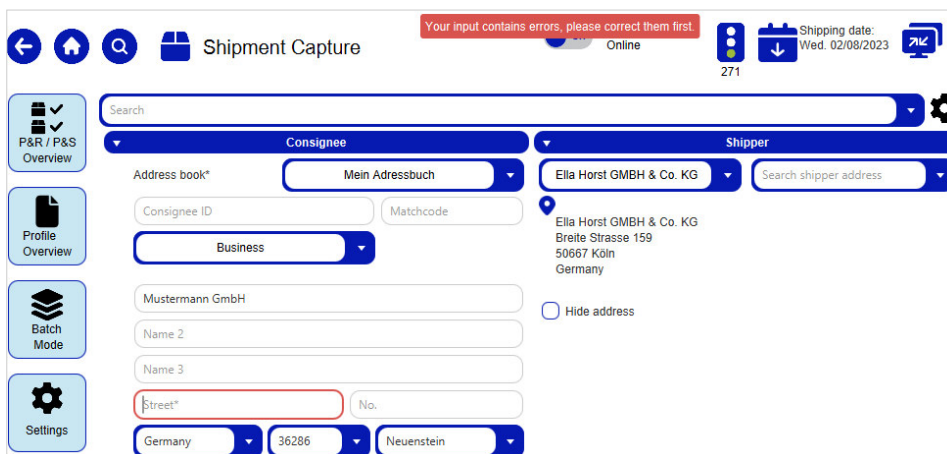


Figure 47 – Validation: Missing entry

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.

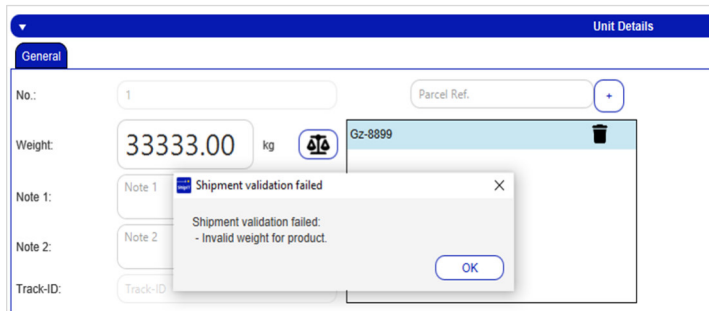


Figure 48 – Validation: Incorrect entry

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.

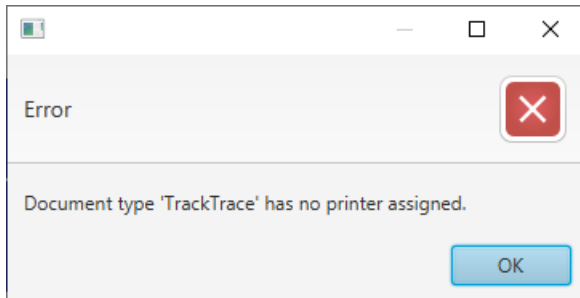


Figure 49 – Missing printer configuration

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.

8 Settings

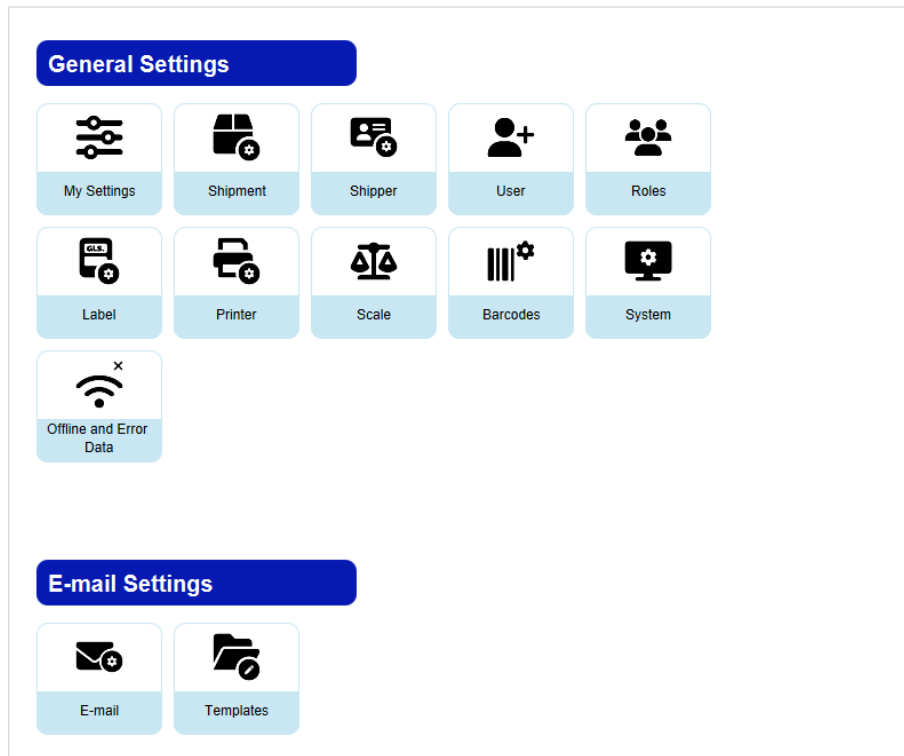


Figure 50 – Settings

All settings described in the following subchapters can be accessed via the "Settings" menu:


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


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" section 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 .

For all other changes in these settings, use  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" section, all available shippers are offered for selection in a drop-down menu. Select one of these shippers to set it as the default for shipment capture.

If a shipper has alternative shipper addresses, you can also select one of these addresses in the right drop-down menu and define it as the default. This alternative shipper address is then used as the default shipper instead of the regular shipper when capturing a shipment.

The option "Enforce default shipper on shipment edition" is not activated by default. If the checkbox is activated, the shipper will be overwritten with the default shipper when opening an existing but not yet finished shipment, even if another shipper has been entered or imported.

8.1.3 Products and Services

act.	def.	act.	def.	act.	def.	act.	def.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10:00Service		DocumentReturnService		IdentService		ProofService	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12:00Service		EasyStart		InboundService		Saturday10.00Service	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AddOnLiabilityService		ExWorksService		IntercompanyService		Saturday12.00Service	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AddresseeOnlyService		ExchangeService		LimitedQuantities		SaturdayService	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CashService		FlexDeliveryService		Pick&ReturnService		ShopDeliveryService	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CompleteDeliveryConsignmentService		Guaranteed24Service		Pick&ShipService		ShopReturnService	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
DeliveryAtWorkService		HazardousGoodsService		PreadviceService		Tyre	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
DepositService		IdentPINService		Prepaid			

Figure 52 – My Settings: Products and Services

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

In addition, for each of these products you can view which services are available ("act." column). You can also select services as default for all shipments ("def." column).

Certain services cannot be combined. The system recognizes if an invalid combination is selected as default. None of the services is then preselected in the Shipment Capture screen.

Note, that the default products and services can be defined in three different screens:

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

The settings for the consignee have priority, then the settings for the shipper take effect. This means that 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.

8.1.4 Export / Import / Shipment Data

The screenshot shows the 'Default Settings' window with the 'Export / Import / Shipment Data' tab selected. The window contains the following elements:

- Five dropdown menus for selecting default export profiles:
 - Default shipment export profile: Select shipment export profile
 - Default alt. shipper export profile: Select alt. shipper export profile
 - Default consignee export profile: Select consignee export profile
 - Default T&T export profile: Select default T&T export profile
 - Default export profile at end of day: Select EoD export profile
- Three input fields for deleting data:
 - Delete import files older than: [] days
 - Delete shipment data every: 180 days
 - Delete shipment data at end of day older than: 2 days
- A 'Printed' button with a dropdown arrow.

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

Execute profile after end of day .

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.

8.1.5 Shipment Template

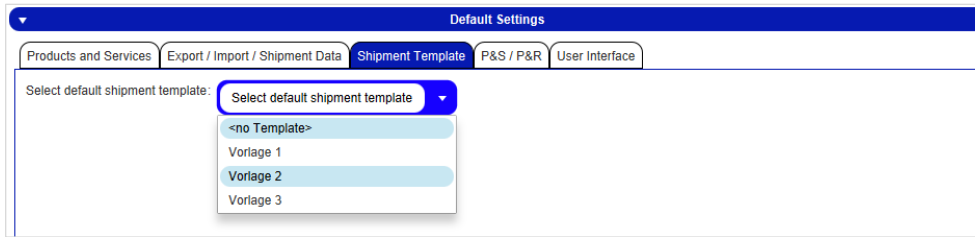


Figure 54 – My Settings: Shipment Template

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

8.1.6 Pick&Ship / Pick&Return

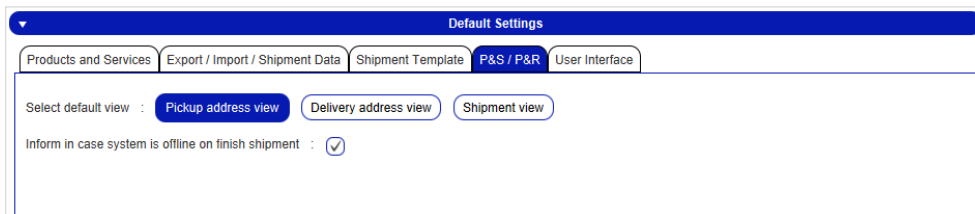


Figure 55 – My Settings: P&S / P&R

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

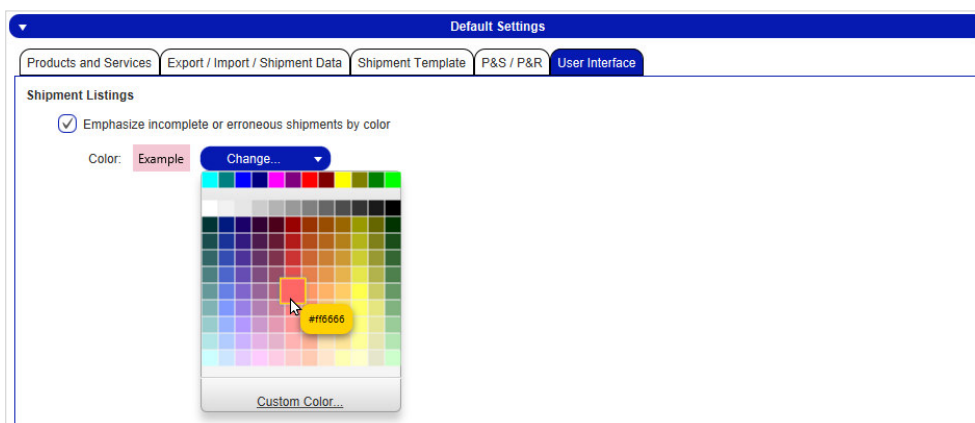


Figure 56 – My Settings: P&S / P&R

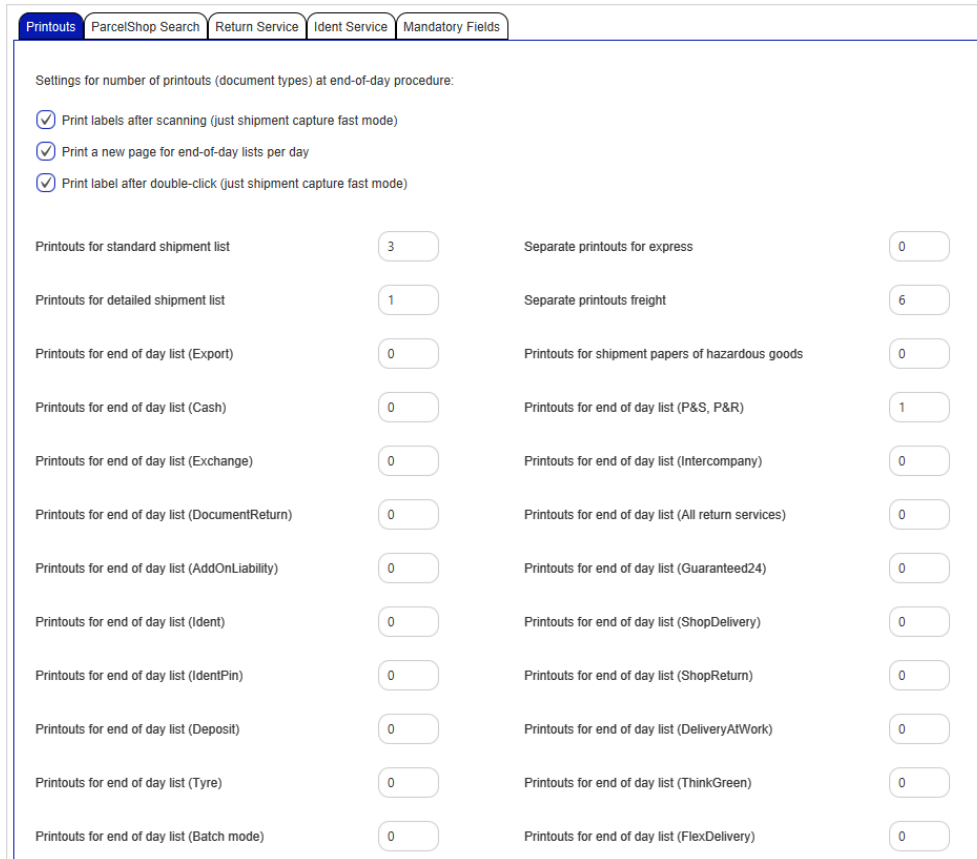
In the "User Interface" tab, you can set whether incomplete or faulty shipments should be highlighted in color in the Shipment Overview and select a corresponding color.

8.2 Shipment Settings

In the Shipment Settings, you can configure general properties of shipments for special services.

If you have made changes, click on  in the lower right corner.

8.2.1 Number of printouts for End of Day procedures



Printouts ParcelShop Search Return Service Ident Service Mandatory Fields

Settings for number of printouts (document types) at end-of-day procedure:

- Print labels after scanning (just shipment capture fast mode)
- Print a new page for end-of-day lists per day
- Print label after double-click (just shipment capture fast mode)

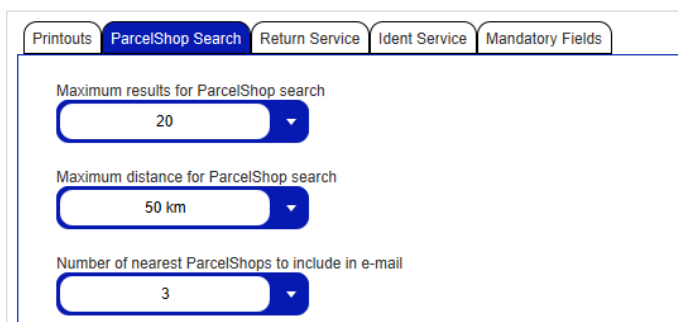
Printouts for standard shipment list	<input type="text" value="3"/>	Separate printouts for express	<input type="text" value="0"/>
Printouts for detailed shipment list	<input type="text" value="1"/>	Separate printouts freight	<input type="text" value="6"/>
Printouts for end of day list (Export)	<input type="text" value="0"/>	Printouts for shipment papers of hazardous goods	<input type="text" value="0"/>
Printouts for end of day list (Cash)	<input type="text" value="0"/>	Printouts for end of day list (P&S, P&R)	<input type="text" value="1"/>
Printouts for end of day list (Exchange)	<input type="text" value="0"/>	Printouts for end of day list (Intercompany)	<input type="text" value="0"/>
Printouts for end of day list (DocumentReturn)	<input type="text" value="0"/>	Printouts for end of day list (All return services)	<input type="text" value="0"/>
Printouts for end of day list (AddOnLiability)	<input type="text" value="0"/>	Printouts for end of day list (Guaranteed24)	<input type="text" value="0"/>
Printouts for end of day list (Ident)	<input type="text" value="0"/>	Printouts for end of day list (ShopDelivery)	<input type="text" value="0"/>
Printouts for end of day list (IdentPin)	<input type="text" value="0"/>	Printouts for end of day list (ShopReturn)	<input type="text" value="0"/>
Printouts for end of day list (Deposit)	<input type="text" value="0"/>	Printouts for end of day list (DeliveryAtWork)	<input type="text" value="0"/>
Printouts for end of day list (Tyre)	<input type="text" value="0"/>	Printouts for end of day list (ThinkGreen)	<input type="text" value="0"/>
Printouts for end of day list (Batch mode)	<input type="text" value="0"/>	Printouts for end of day list (FlexDelivery)	<input type="text" value="0"/>

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 procedure.

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

8.2.2 ParcelShop Search



Printouts **ParcelShop Search** Return Service Ident Service Mandatory Fields

Maximum results for ParcelShop search

Maximum distance for ParcelShop search

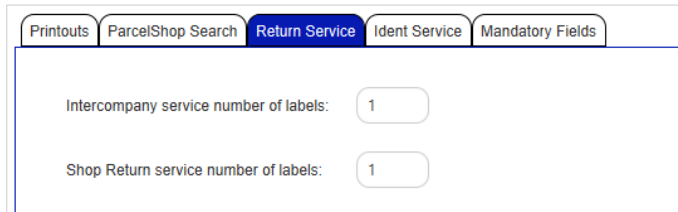
Number of nearest ParcelShops to include in e-mail

Figure 58 – Shipment Settings: ParcelShop Search

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
- Number of nearest ParcelShops that will be added to the email

8.2.3 Return Service



The screenshot shows the 'Return Service' tab selected in a settings menu. Below the tab, there are two input fields: 'Intercompany service number of labels:' with a value of '1', and 'Shop Return service number of labels:' also with a value of '1'.

Figure 59 – Shipment Settings: Return Service

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

8.2.4 IdentService

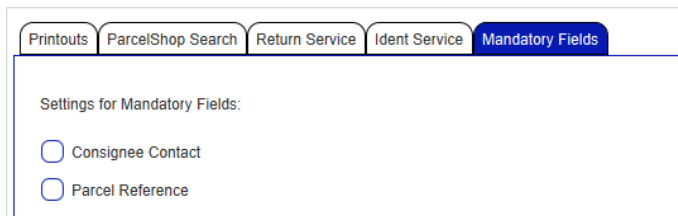


The screenshot shows the 'Ident Service' tab selected. Under the heading 'Retour address:', there are several input fields: 'Name1' (Name 1), 'Name2' (Name 2), 'Street' (Street*), and 'Country,zip,city'. The 'Country,zip,city' field is split into three dropdown menus: 'Germany', 'ZIP*', and 'City*'.

Figure 60 – Shipment Settings: IdentService

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

8.2.5 Mandatory Fields



The screenshot shows the 'Mandatory Fields' tab selected. Under the heading 'Settings for Mandatory Fields:', there are two radio button options: 'Consignee Contact' and 'Parcel Reference', both of which are currently unselected.

Figure 61 – Shipment Settings: Mandatory Fields

In the tab "Mandatory Fields" you can specify whether the fields mentioned are mandatory or not.

8.3 Shipper Settings

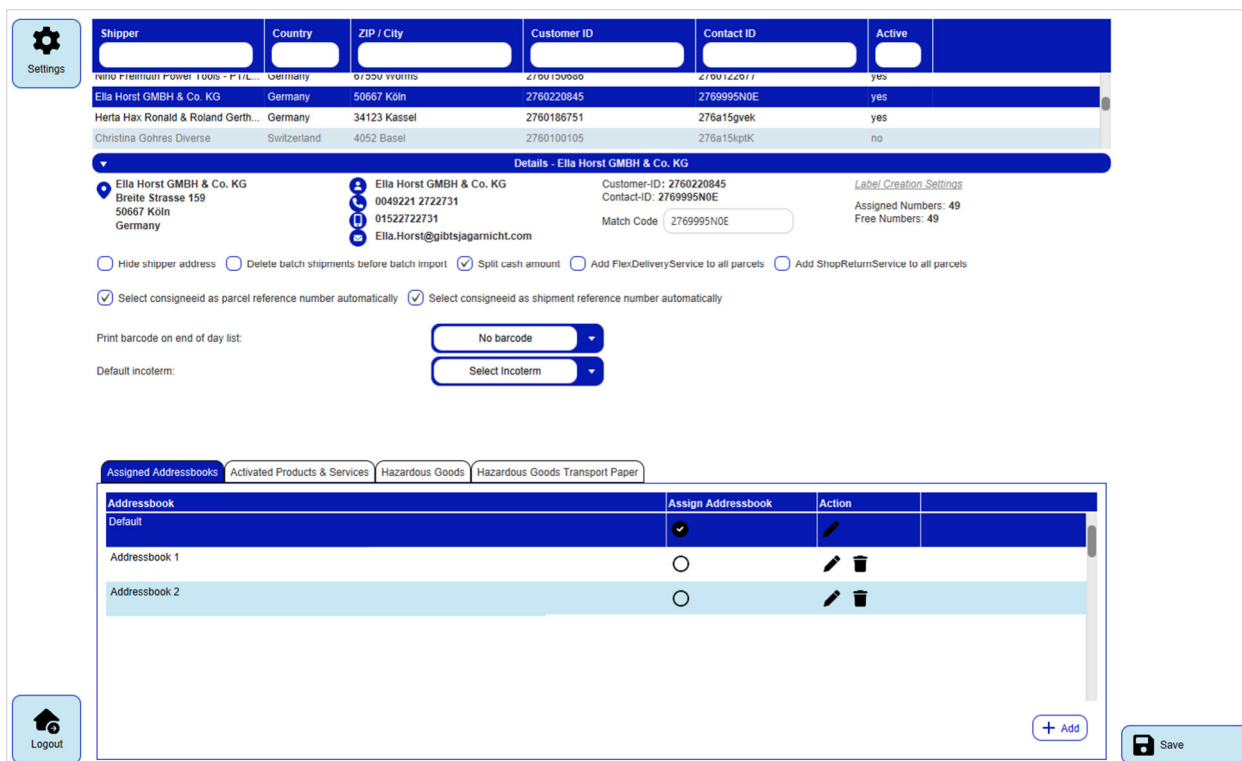


Figure 62 – Shipper Settings

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.

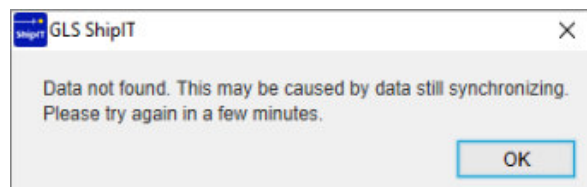


Figure 63 – Message "Data not found"

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 shipper, 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, please contact GLS Support.

You can change the following settings in the details area:

- Visibility of the shipper's address data 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.
- Amount distribution for **CashService**. 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.

- Define whether parcels should be sent automatically with the **FlexDeliveryService**. The checkbox is not activated by default. If the checkbox is activated, the **FlexDeliveryService** is automatically added when creating a shipment. The **FlexDeliveryService** is only added automatically:
 - o for the product "Parcel"
 - o for relations where the **FlexDeliveryService** is available
 - o if the **FlexDeliveryService** can be combined with the already added services
 - o if an e-mail address of the consignee is available
- Define whether parcels should be sent automatically with the **ShopReturnService**. The checkbox is not activated by default. If the checkbox is activated, the **ShopReturnService** is automatically added when creating a shipment. The **ShopReturnService** is only added automatically:
 - o when creating a shipment in Shipment Capture (all modes) or Order Picking, if a standard parcel has already been added
 - o for the product "Parcel"
 - o for relations where the **ShopReturnService** is available
 - o if the **ShopReturnService** can be combined with the already added services
- 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  in the lower right corner.

8.3.1 Adding and assigning Addressbooks

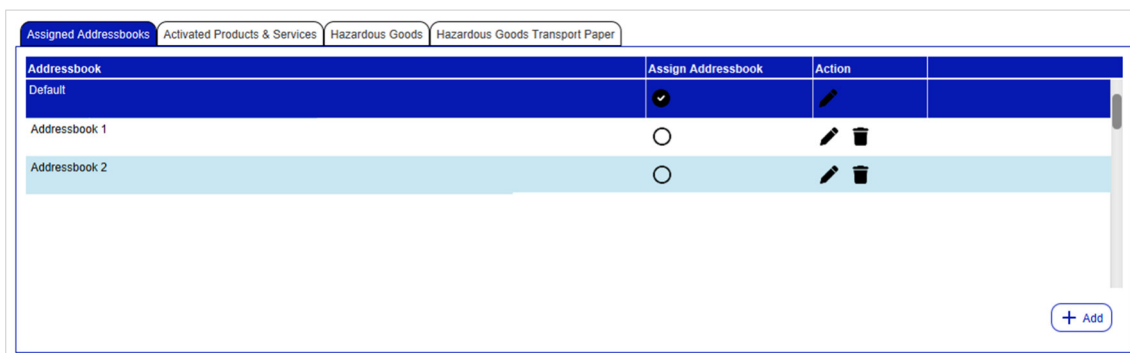



Figure 64 – Shipper Settings: Assigned Addressbooks

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  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.

8.3.2 Activated Products & Services

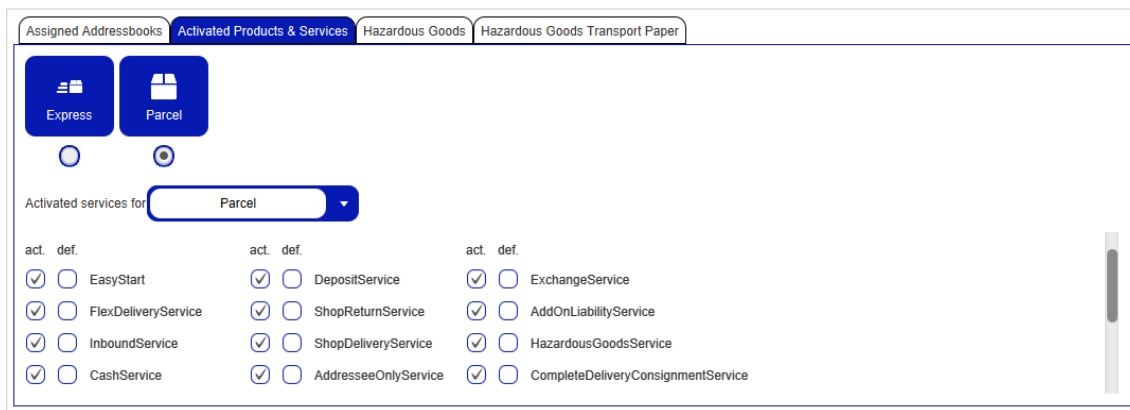


Figure 65 – Shipper Settings: Activated Products & Services

In the "Active Products & Services" tab, all products and services available to the shipper are activated by default.

Click on the product buttons in the upper area to activate a product for the shipper (product is highlighted in dark blue) or to deactivate a product (product is highlighted in light blue).

Click on the radio button below a product to select that product as the default product for the shipper.

In addition, you can determine for each product in the "act." column which services are activated or deactivated for the shipper. In the "def." (default) column, you can select services to have them displayed as default in the Shipment Capture.

The default products can be defined in three different screens:

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

The settings for the consignee have priority, then the settings for the shipper take effect. This means that 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.

8.3.3 Hazardous Goods

UN no.	GLS no.	Substance name	Class
1903	7031403	#DESINFEKTIONSMITTEL, FLUESSIG, AETZEND, N.A.G. (Quaraläre Ammoniumverbindung, C12-14 (geradzahlig) - Alkyldimethyl, Ethylsulfat	8
3267	7031405	#ÄTZENDER BASISCHER ORGANISCHER FLÜSSIGER STOFF, N.A.G. (Reaktionsprodukte von Paraformaldehyd und 2- Hydroxypropylamin)	8
3267	7031404	#ÄTZENDER BASISCHER ORGANISCHER FLÜSSIGER STOFF, N.A.G. (Reaktionsprodukte von Paraformaldehyd und 2- Hydroxypropylamin)	8

UN no.	GLS no.	GGVS name	Favorite	Substance name
2922	7002702		<input checked="" type="radio"/>	#AETZENDER FLUESSIGER STOFF, GIFTIG, N.A.G. (cyclohexyldiamin)
2924	7002703		<input type="radio"/>	#ENTZUENDBARER FLUESSIGER STOFF, AETZEND, N.A.G. (Ethanol)
1263	7029811		<input type="radio"/>	#FARBE

Figure 66 – Shipper Settings: Activated Hazardous Goods

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

Use to deactivate selected dangerous goods in the lower table.

Use to deactivate all hazardous goods simultaneously.

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 67 – 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).

Hazardous goods transport documents are attached to each shipment. Enter the sender and consignee addresses that are to be used on the document here. The sender is the default shipper. The consignee address is valid per transport unit. To be able to use a different consignee 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 are created from this time on.

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

8.4 User Administration

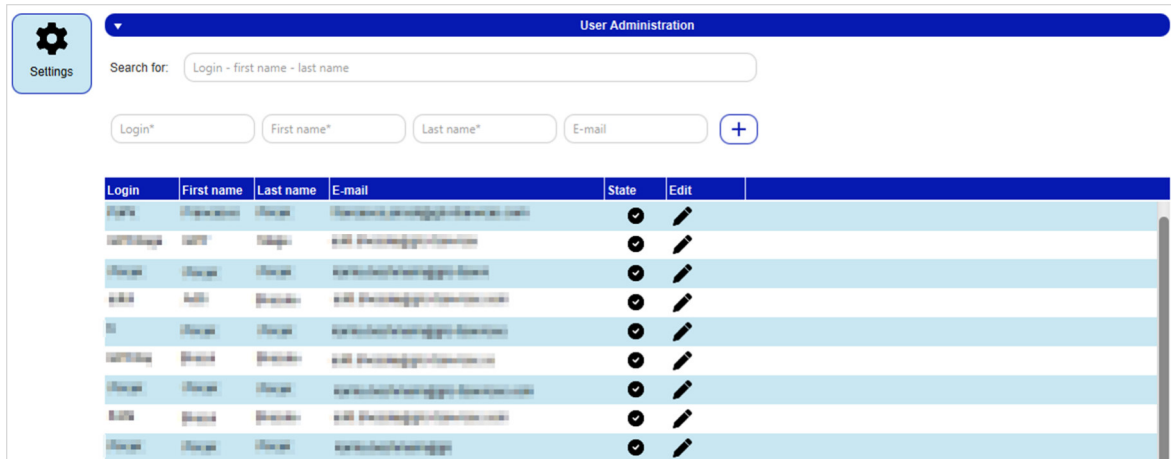



Figure 68 – User Administration


The "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 a new user.

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


8.4.2 Editing the User Settings

Figure 69 – 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  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 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 selecting . 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.

8.4.2.2 Default Shipper

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

The option "Enforce default shipper on shipment edition" is not activated by default. If the checkbox is activated, the shipper will be overwritten with the default shipper when opening an existing but not yet finished shipment, even if another shipper has been entered or imported.

8.4.2.3 Products and Services

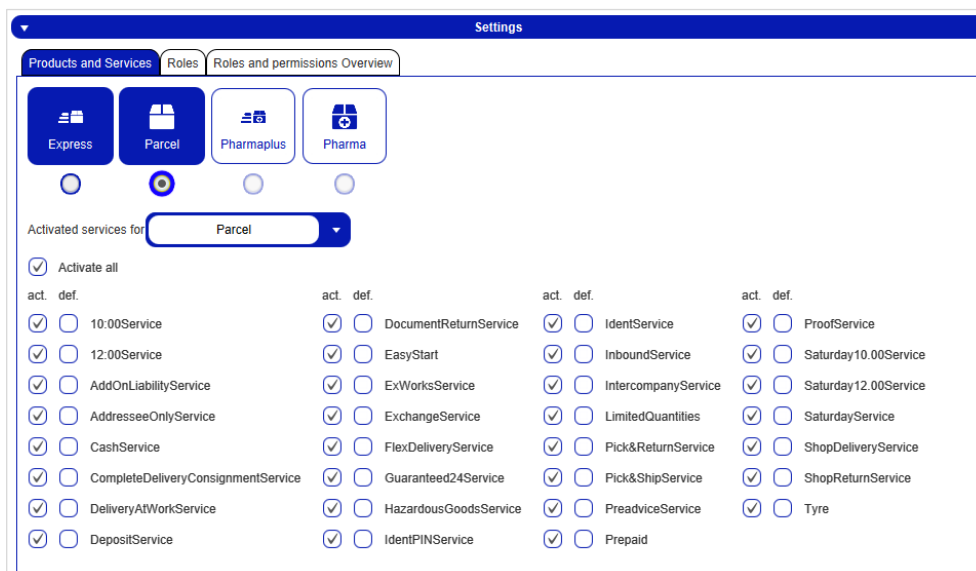


Figure 70 – User Administration – Settings: Products and Services

Click on the product buttons in the upper area to activate a product for the user (product is highlighted in dark blue). Click on the radio button below a product to select that product as the default product for the user.

In addition, you can determine for each product in the "act." column which services are activated or deactivated for the user. In the "def." (default) column, you can select services to have them displayed as default in the Shipment Capture.

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:

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

The settings for the consignee have priority, then the settings for the shipper take effect. This means that 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.

8.4.2.4 Roles

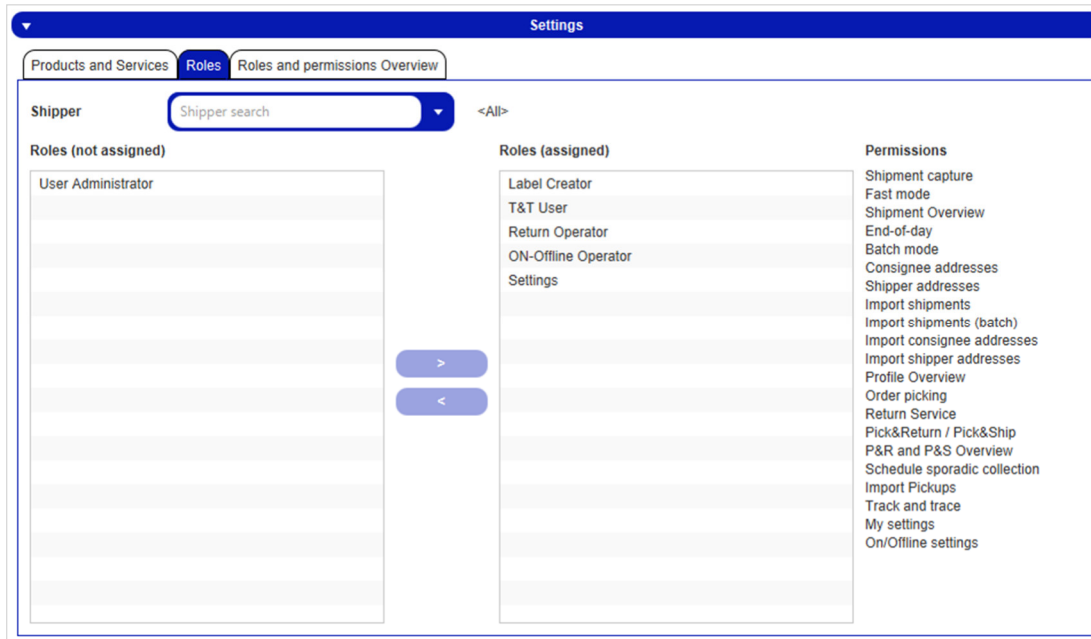


Figure 71 – User Administration – Settings: Roles

The required roles are 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

Settings			
Products and Services		Roles	Roles and permissions Overview
Shippers	Roles	Permissions	
<All>	Label Creator	Shipment capture	
<All>	Label Creator	Fast mode	
<All>	Label Creator	Shipment Overview	
<All>	Label Creator	End-of-day	
<All>	Label Creator	Batch mode	
<All>	Label Creator	Consignee addresses	
<All>	Label Creator	Shipper addresses	
<All>	Label Creator	Import shipments	
<All>	Label Creator	Import shipments (batch)	
<All>	Label Creator	Import consignee addresses	
<All>	Label Creator	Import shipper addresses	
<All>	Label Creator	Profile Overview	
<All>	Label Creator	Order picking	
<All>	Return Operator	Return Service	
<All>	Return Operator	Pick&Return / Pick&Ship	
<All>	Return Operator	P&R and P&S Overview	
<All>	Return Operator	Schedule sporadic collection	
<All>	Return Operator	Import Pickups	
<All>	Return Operator	End-of-day	

Figure 72 – User Administration – Settings: Roles and permissions Overview

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

8.5 Role Administration

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.

8.6 Label Settings

Settings

Customize labels

For customizing your labels, please click on the buttons Customize and upload your custom image.
The image at the bottom should have a size of 100 mm x 19 mm. The image on the right side should have a size of 12 mm x 41 mm.

R33 0 DE 201

ZipCode Your GLS Track ID

1211 20354 ZFFX4HDZ

552502000716

DE 550 ba 26.01.2009 11:12 16.20 kg 001 / 001 R16 2101009 E2 00.0

Company ID No.: 10168
GLS Germany GmbH & Co.OHG
Depot 20
Pinkertsweg 49
DE 20354 Hamburg

Contact:
Phone:
Note: Machine Parts
ID No.: 80018406

Vertical area:
No image or barcode

Barcode:
Reference

Horizontal area:
No image or barcode

Print logo:
GLS-Logo

Logout

Save

Figure 73 – 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

Please note that you should not use the horizontal area for additional content, as the information on the data protection regulation must be printed on all labels in the horizontal area.

Select EAN 128 or Code 39 to use a reference number or the Track ID in the barcode. In the case of the reference number, the first reference number of the parcel is 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 either, 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 [Customize](#) and select the required image.

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

8.7 Printer Settings

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

The screenshot displays the 'Printer registration' and 'List printing' sections of the settings interface. The 'Printer registration' section includes fields for printer name, type, tray, page format, orientation, and offsets. Below these are dropdowns for location and printer selection, along with protocol and USB output device options. A table lists three printers: PDF Drucker, Test Drucker, and Label Drucker, with the Label Drucker selected as the default. The 'List printing' section shows a dropdown for list printer and a table listing four list types: standard shipment list, end of day list, sporadic collection, and P&S/P&R-Summary, with the P&S/P&R-Summary list selected.

Figure 74 – 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 default printer can be configured per printer type.

Printer type	Description
Lists	<p>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.</p> <p>Advantages: Connection via network possible Customer-specific logo or barcode possible</p> <p>Disadvantages: Printing speed depends on network configuration</p> <p>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).</p> <p>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).</p>
Direct printing	<p>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)</p> <p>Advantages: Connection via network possible Fastest possible printer connection Best quality</p> <p>Disadvantages: Depending on the printer model currently no special characters No customer-specific logos or barcodes possible</p>
System printing	<p>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.</p> <p>Advantages: Connection via network possible Multiple (2 or 4) labels per page possible Customer-specific logo or barcode possible</p> <p>Disadvantages: Slower than direct printing</p>

Table 6 – Printer types

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 the 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. printer.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 label printer type and the 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.

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 frontend or backend computer and enabled for the user.

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  to add this printer to the list. Using  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  (Edit printer) in the corresponding line of the list. This displays the settings stored for the configuration in the "Printer Setup" section. Edit the configuration and save your changes with .

To delete a printer configuration, press  (Delete item) in the corresponding line.







Printer name	USB output device	Location	Port (COM)	Protocol	Printer type	Default	Edit	Delete
PDF Drucker		CLIENT			Lists	<input type="radio"/>		
Test Drucker		CLIENT			Lists	<input type="radio"/>		
Label Drucker		CLIENT			System printing	<input checked="" type="radio"/>		

Figure 75 – 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 the "Label printing settings" (e.g. in the temporary directory in /tmp/label).


▼
Label printing settings

Save labels as PDF under


Figure 76 – Label printing settings

8.7.5 Assigning list printers

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

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

▼
List printing

List printer: PDF Drucker List: P&S/P&R-List 









Printer name	List	Location	Edit	Delete
PDF Drucker	standard shipment list	CLIENT		
PDF Drucker	end of day list	CLIENT		
PDF Drucker	sporadic collection	CLIENT		
PDF Drucker	P&S/P&R-Summary	CLIENT		

Figure 77 – Assigning list printers

8.7.6 Printer selection for label printing

Labels are always created on the default 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.

8.8 Scale Settings

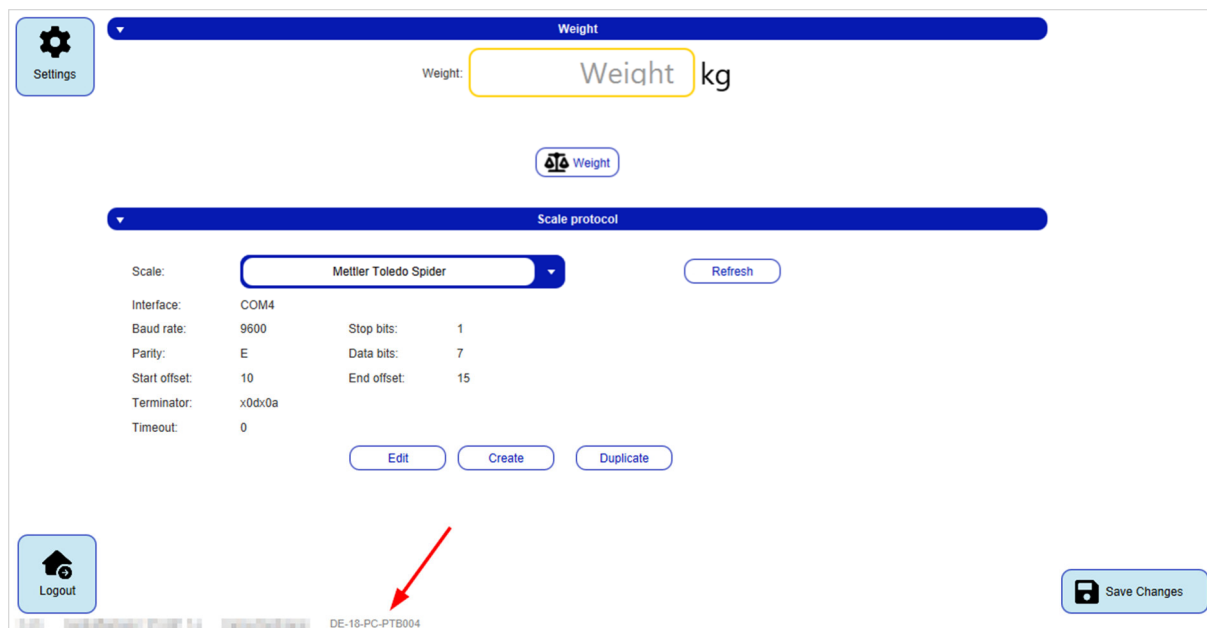


Figure 78 – Scale Settings

The scale settings are used to configure the scale being used.

In the "Weight" section, the weight currently measured by the scale is displayed.

In the "Scale protocol" section, the scales described in the configuration file are offered for selection and their values are displayed. Select a scale to display its configuration. Use **Refresh** to select this scale for the application.

If you want to check the functionality of the scale, press **Weight** 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: /eiqhinq 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 scaleconfiguration_windows.json. If the scale you have selected is not found, manually set the COM port of your scale in the file.

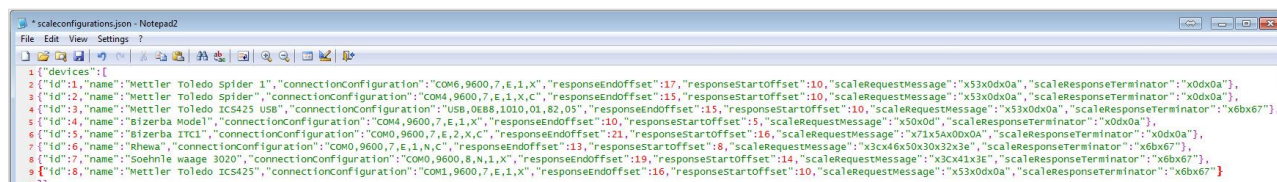


Figure 79 – Scale configuration file

8.8.1 Instructions for calibrating the scale module

The login screen contains the software version of the custody transfer module and indicates whether the internal CRC check was successful. Furthermore, the test certificate number is displayed on all screens (in the lower left area).

Detailed information on the recorded weights, their checksums and the electronic module certificate can be found in the separate documentation "Instructions for calibrating the scale module". This documentation can be found on the GLS ShipIT download server in the "Documents" section (<https://shipit-download.gls-group.eu/documentation/>).

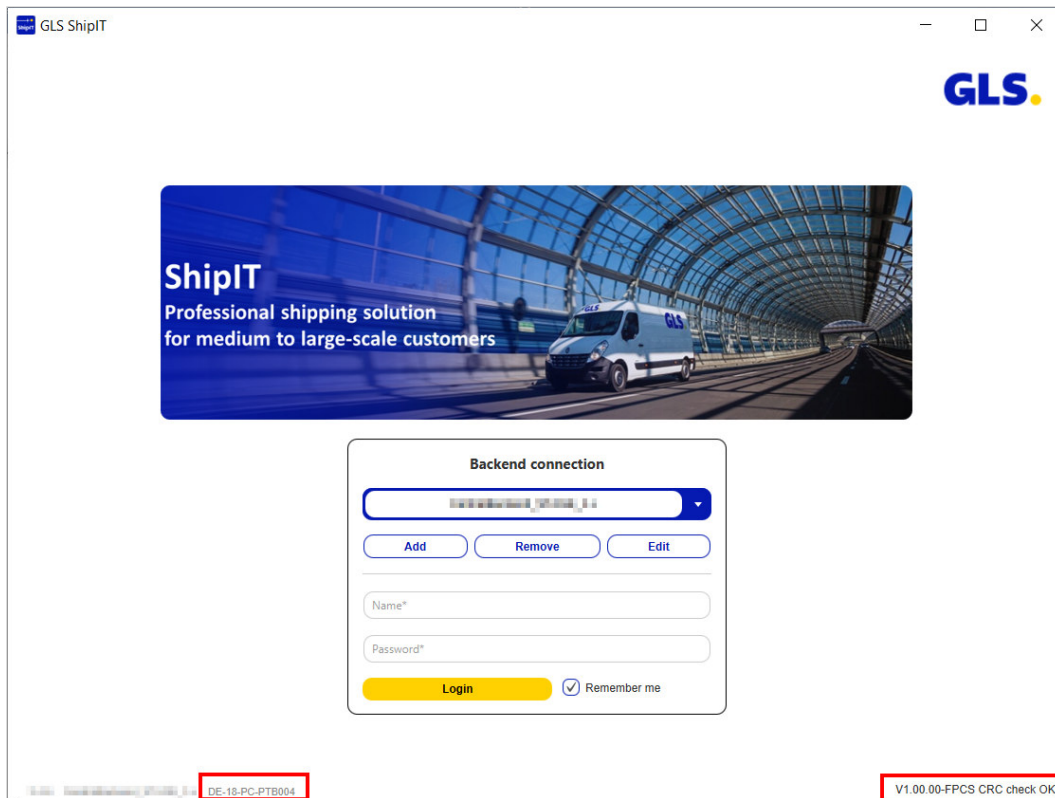


Figure 80 – ShipIT login screen

8.9 Barcode Settings

Figure 81 – Barcode scanner (1)

For Shipment 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 character 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 consignee 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.

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.

Field	From	To	Value
Shipment Ref.	1	12	DE2765013108
No. of Units	from	to	
Weight	from	to	
Consignee ID	from	to	
First name	14	17	Test
Second name	from	to	
Third name	from	to	
Street	from	to	
Street No.	from	to	
Country('DE',276)	from	to	
ZIP	19	23	36251
City	from	to	
Contact Person	from	to	
E-mail	from	to	
Mobile	from	to	
Phone	from	to	
Barcode			DE2765013108-Test-36251

Figure 82 – Barcode scanner (2)

Click on  to save the settings.

8.10 System Settings

The system settings include general settings of the application and can 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 a failed transmission attempt.
- Which updates are to be carried out at what time. Detailed information can be found in chapter 4.11 Updates.

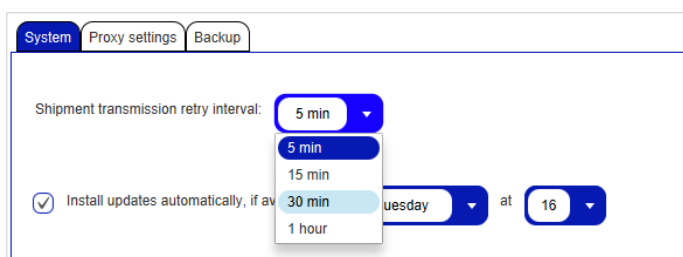


Figure 83 – System Settings

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.

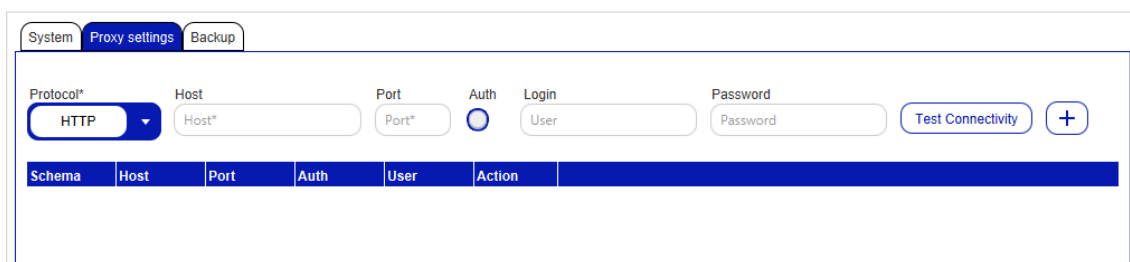


Figure 84 – System Settings: Proxy settings

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 [Backup now](#) to start the backup manually.

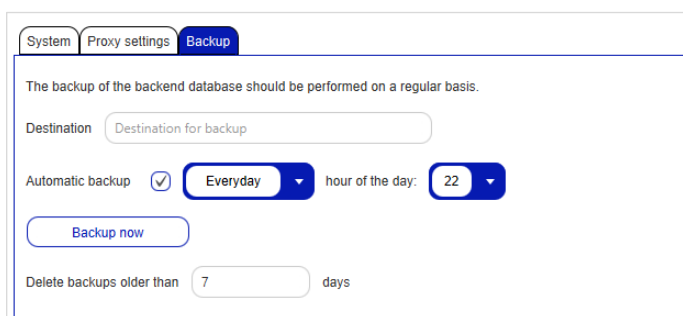


Figure 85 – System Settings: Backup

8.11 Offline and Error Data

Settings

After a label has been printed, the parcel data is automatically transmitted to GLS as soon as the backend is online and can connect to the datahub.
In rare cases, shipment units go to state Error and no longer considered for transmission. If the source of error has been removed, the Error state can be reset in order to transmit the data again.

Offline and Error Data

Reset Error States

Shipment units in state Error: 0 Execute

Transmit Data Now

Shipment units waiting for transmission: 0 Execute

Figure 86 – Offline and Error Data

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

8.12 E-mail Settings

Settings

General Settings

Sending of e-mails enabled

CC:

BCC:

SMTP-Server settings

Sender e-mail address*: Encryption: **TLS** Mails are sent in combination with preadvice data transfer to GLS Mails are sent during end-of-day

Sender name:

Hostname*: Port*:

SMTP user: Password:

Template editor settings

Default testmail address:

Tag name	Description
<var_consignee_name_1>	Consignee's name
<var_parcelshop_search>	Link to GLS parcelshop webpage
<var_shipper_name_1>	Shipper's name
<var_near_parcelshops>	The nearest ParcelShops to the consignee
<var_gis_directlink>	GLS direct link
<var_parcel_number>	Parcel Numbers for all shipment units
<var_consignee_street>	Consignee's street
<var_consignee_house_no>	Consignee's house number
<var_consignee_postal_code>	Consignee's postal code
<var_consignee_city>	Consignee's city
<var_destination_country>	Consignee's country
<var_customer_id>	Customer ID
<var_shipper_id>	Shipper ID
<var_shipper_name_2>	Shipper's second name
<var_shipper_name_3>	Shipper's third name

1 2 3 | 1 / 3

Return label mail

Default template: **Standard Template**

Standard transmission mail

Default template: **Standard Template**

Cash service mail

Default template: **Standard Template**

IdentPIN mail

Default template: **Standard Template**

Track & Trace mail

Default template: **Standard Template**

Logout Send test mail Save

Figure 87 – E-mail Settings

The E-mail Settings concern the sending of e-mails and the available e-mail templates.

In the "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 e-mails are to be sent to other recipients via CC or BCC.

In the "SMTP-Server settings" you can specify technical settings for sending e-mails:

- Sender e-mail 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 via which the e-mails are sent
- 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 the 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).

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

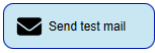
- After creating a return label
- For standard shipment
- When using the **CashService**
- When using the **IdentPINService**
- For Track and Trace

Templates can be created for each of these e-mails. You can specify in the e-mail settings which template is used as the default for each occasion, e.g. e-mail for return labels.

In the "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 placeholders available for the templates and their meaning.

Click on  to save the settings.

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

8.13 Template Editor

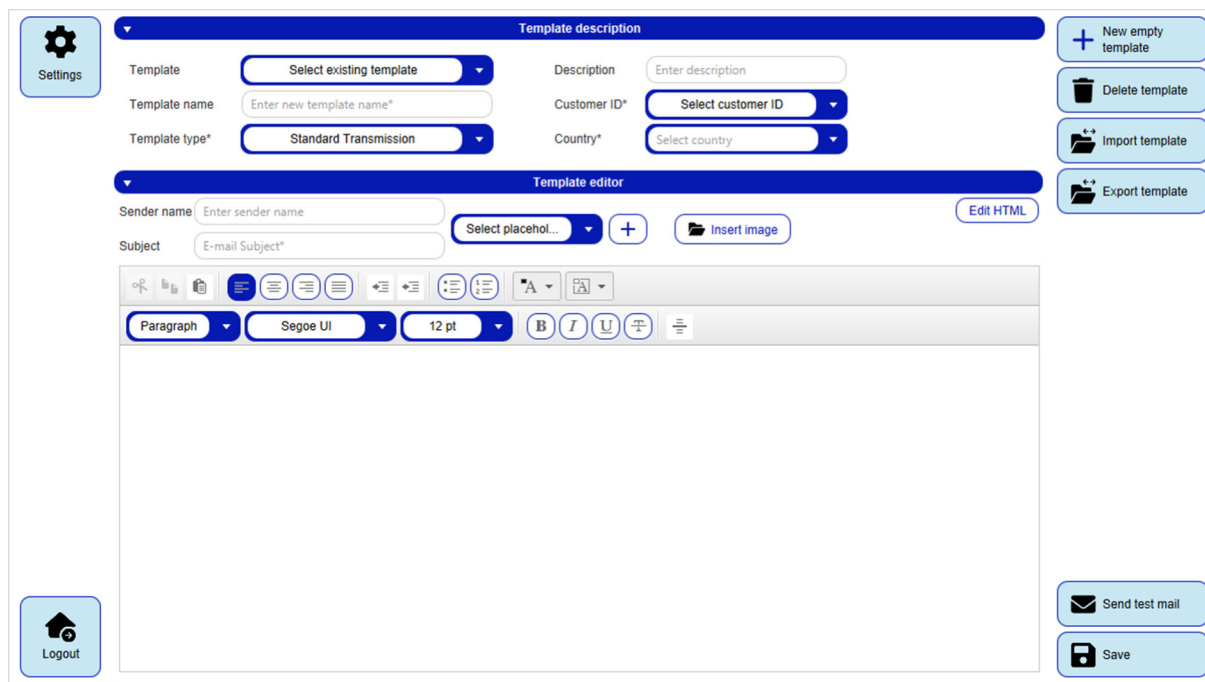
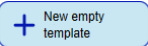


Figure 88 – Template Editor

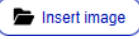
In the Template Editor, you can create and edit templates for e-mails that are automatically sent to the recipients on specific occasions.

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 recipient.

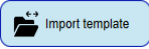

If the "Sender name" field in the template editor is filled, this name will be used for the e-mail sender. If the "Sender name" field in the template editor is empty, the "Sender name" entry from the e-mail settings is used.

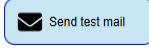
Depending on the selected template type, corresponding placeholders can be inserted, which are replaced by the appropriate values in the e-mail when it is sent.

Use  to select images that are included in the e-mail similar to the placeholders, e. g. the company logo.

Use  and  to switch between HTML editing mode and editor mode.

Note that an existing template will be overwritten when you save it (if you have selected it under "Template"), even if you enter a new name!

Click on  and  to import the content of files directly to the template editor or to export the current content to a selected file.

To check whether the placeholders are replaced with the correct values, send the template via . 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.

8.14 Address books

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

8.14.1 Consignee Addresses

The screenshot shows the 'All address books' interface. At the top, there is a dropdown menu set to 'All address books' and buttons for 'Clear', 'Filter', and '+ Add Consignee'. Below this is a table with columns: 'All/None', 'Consignee ID', 'Matchcode', 'Consignee', 'Country', 'ZIP code / city', and 'Action'. The table lists several consignees, with 'Jack Smith' selected. Below the table, there is a detailed view for the selected consignee, 'Jack Smith', showing contact information (address, phone, email), default product, default services, and assigned ParcelShop. On the right side, there are buttons for 'Delete addresses', 'Delete selected addresses', 'Print selected addresses', and 'Export list'.

All/None	Consignee ID	Matchcode	Consignee	Country	ZIP code / city	Action
<input type="radio"/>				DE	36286 Neuenstein	
<input type="radio"/>				DE	36251 Bad Hersfeld	
<input type="radio"/>				DE	18565 Insel Hiddensee	
<input type="radio"/>				DE	18565 Insel Hiddensee	
<input type="radio"/>				PT	2955 Pinhal Novo	
<input type="radio"/>				PT	2955 Pinhal Novo	
<input type="radio"/>				DE	99706 Sondershausen	
<input checked="" type="radio"/>			Jack Smith	AT	5524 Klockau	
<input type="radio"/>				CH	4500 Solothurn	
<input type="radio"/>				CH	4500 Solothurn	
<input type="radio"/>				DE	75177 Pforzheim	
<input type="radio"/>				NO	0010 OSLO	
<input type="radio"/>				DE	06313 Ahlsdorf	
<input type="radio"/>				DE	06313 Ahlsdorf	
<input type="radio"/>				DE	47388 Ahdorf	

Jack Smith
 Holzkopf 22
 5524 Klockau
 Austria

Default Product: No default product.
 Assigned ParcelShop: No shop assigned.

Default Services: No default services.

Contact information:
 Lory
 068546415
 0194594665
 lory@glory.au

Buttons: Edit (F2), Edit (F3), Edit (F4), Delete addresses, Delete selected addresses, Print selected addresses, Export list.

Figure 89 – 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 consignees addresses to display the details of this address in the lower area.

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

- Contact information
- Default products and services
- Assigned ParcelShop

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

Figure 90 – Consignee Addresses: Edit consignee data

Use "Edit consignee" to enter the contact information of the consignee and to select the address-book the address is to be saved in. You can classify the consignee according to business or private customers. For data protection reasons the consignee's phone numbers are not printed on the label.

Figure 91 – Consignee Addresses: Product selection


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

Figure 92 – Consignee Addresses: Select preferred ParcelShop



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 Parcel-Shops 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

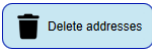
Click on  to start the wizard for adding a new consignee address. This wizard guides you through the three above-mentioned dialogs:

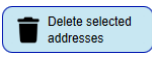
- Consignee information
- Default product and default services
- Preferred ParcelShop

You can switch between the dialogs by selecting  or .

Once you have completed all the details, click on .

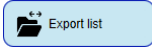
8.14.1.3 Managing consignee addresses

Select  to delete all addresses in all addressbooks.

Select  to delete all selected consignee addresses.

Select  to print an overview of all selected consignee addresses.

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

Click on  to export the list using a 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.

8.14.2 Shipper Addresses

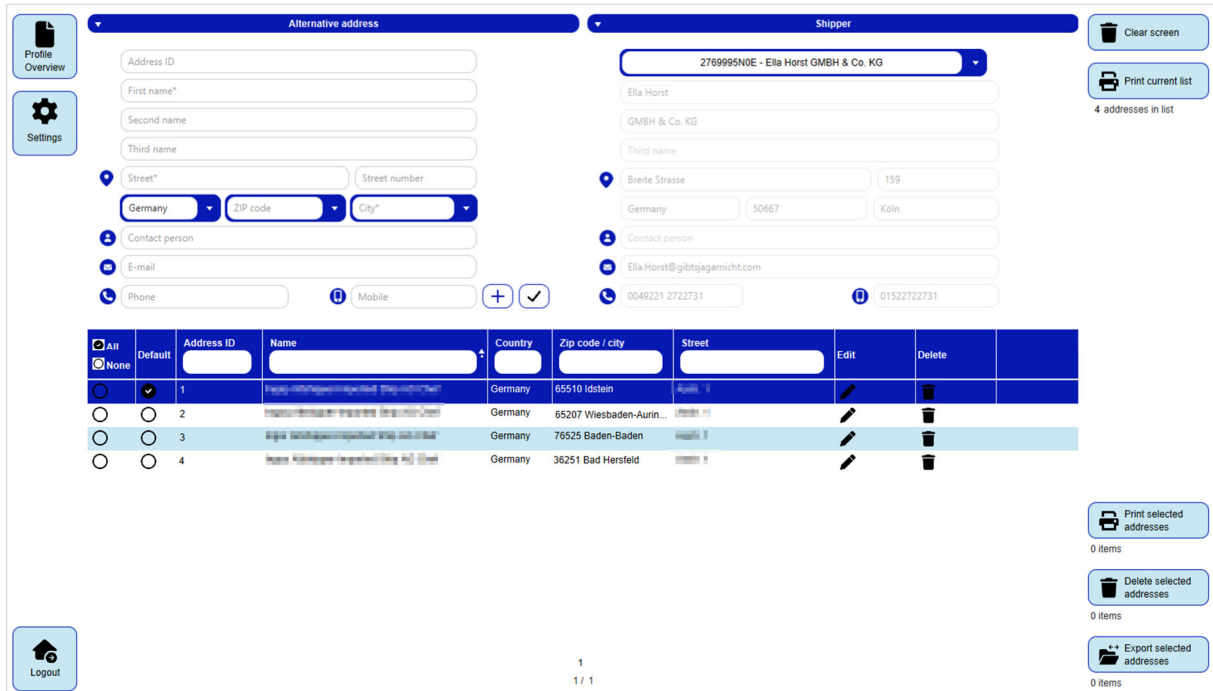


Figure 93 – Shipper Addresses

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

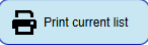
8.14.2.2 Add or edit alternative addresses

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 . You can now select this address as an alternative shipping address when sending parcels.

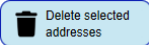

Via the column "Default" it is possible to define an alternative shipper address as default for each shipper. This alternative shipper address is then used as the default shipper instead of the regular shipper when creating shipments.

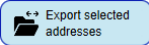
To edit an existing alternative address, click on (edit item) in the corresponding line of the table. The data created for this alternative address is displayed in the "Alternative address" section. After you have changed the data click on to save it.

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 on  (delete item) in the table.

Click on  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 on  to reset the shipper selection and all unsaved entries.

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.
Shipment 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.
Shipment Capture (Batch Mode)	In Batch Mode, you can create many similar shipments from the same shipper 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&ShipService .
Pick&Return Capture	Pick&Return Capture is used to create shipments with Pick&ReturnService .

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 been carried out. The parcel data is already transferred to GLS when the shipment is captured.
P&R and P&S Overview	Displays parcels with Pick&ShipService / Pick&Return-Service for which the end-of-day has not yet been carried out.
End of Day	Displays open shipments for which the 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 "closed".
Track and Trace	Displays all shipments for which the end-of-day has been carried out.

Table 9 – Overviews of shipments

9.1 Shipment Capture

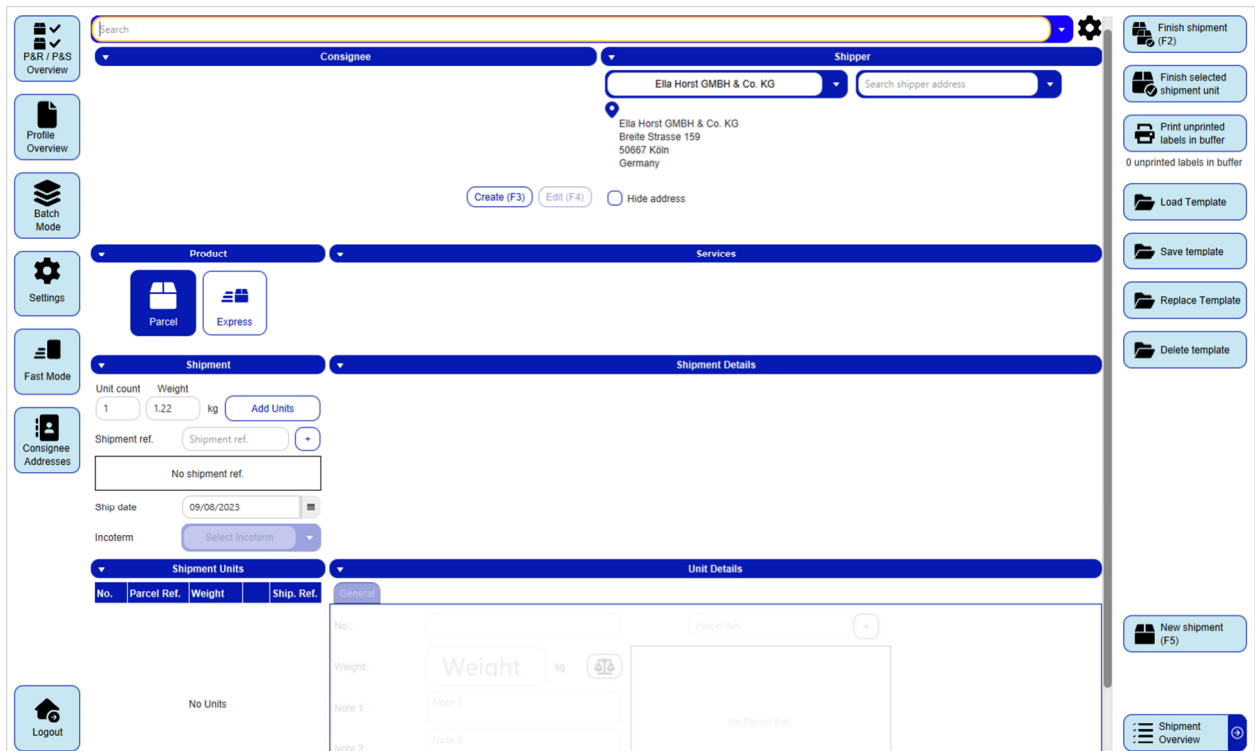


Figure 94 – Shipment Capture

Shipments can be created and labels can be 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 the 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 Selecting the consignee

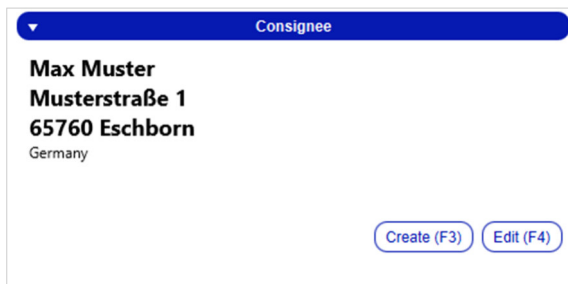


Figure 95 – Select consignee

The consignee of the shipment can be defined in the "Consignee" section.

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.




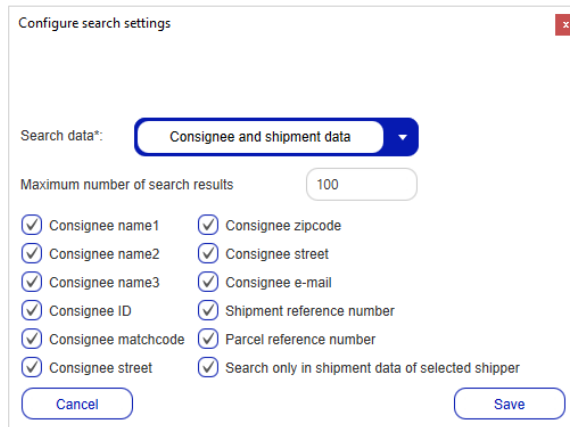
The screenshot shows a search bar containing the text 'muster'. Below the search bar, a list of four consignee records is displayed, each on a separate line with a light blue background:

- Consignee: Max Muster, Musterstraße 1, 65760 Eschborn, Germany
- Consignee: Martina Mustermann, Hauptstraße 7, 36251 Bad Hersfeld, Germany
- Consignee: Muster Muster AG, Bahnhofstraße 45, 50667 Cologne, Germany
- Consignee: Mustermann GmbH, Musterstraße 2B, 36286 Neuenstein, Germany

Figure 96 – Search for Consignee

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

Use  (top right on the screen) 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.



The screenshot shows a dialog box titled 'Configure search settings'. It contains the following elements:

- A dropdown menu labeled 'Search data:' with 'Consignee and shipment data' selected.
- A text input field for 'Maximum number of search results' with the value '100'.
- A grid of 14 checkboxes, all of which are checked:
 - Consignee name1
 - Consignee name2
 - Consignee name3
 - Consignee ID
 - Consignee matchcode
 - Consignee street
 - Consignee zipcode
 - Consignee street
 - Consignee e-mail
 - Shipment reference number
 - Parcel reference number
 - Search only in shipment data of selected shipper
- 'Cancel' and 'Save' buttons at the bottom.

Figure 97 – Search for consignee: 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.

Please note that the choice of consignee may affect the services available (the services depend on postal code and destination country).

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 **Create (F3)**. A mask for creating a new consignee is displayed.

Figure 98 – Add consignee to addressbook

As soon as all mandatory fields are filled, you can add the consignee to the selected addressbook via **Save (F6)**. If important information is missing, it will be highlighted in red.

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

Click on **Temporary (F8)** if you want to use the consignee only for the shipment you are creating and do not want to save it in the addressbook.

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

If you want to edit a consignee's details, select **Edit (F4)**. The same screen as for "Create" opens, but the values of the consignee are already entered. After the changes have been saved, the previous information will be overwritten.

For data protection reasons the consignees's phone numbers are not printed on the label.

9.1.2 Selecting the shipper

Figure 99 – Select shipper

In the "Shipper" section, you can select the shipper 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. 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 shipper's address from being printed on the label for this shipment.

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

9.1.3 Selecting the product



Figure 100 – Select product

Select the product all parcels of the shipment are to be sent. 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 postal code of the consignee
- the products activated for the shipper (see chapter 8.3.2 Activated Products & Services)
- the products activated for the user (see chapter 8.4.2.3 Products and Services)

9.1.4 Managing the shipment

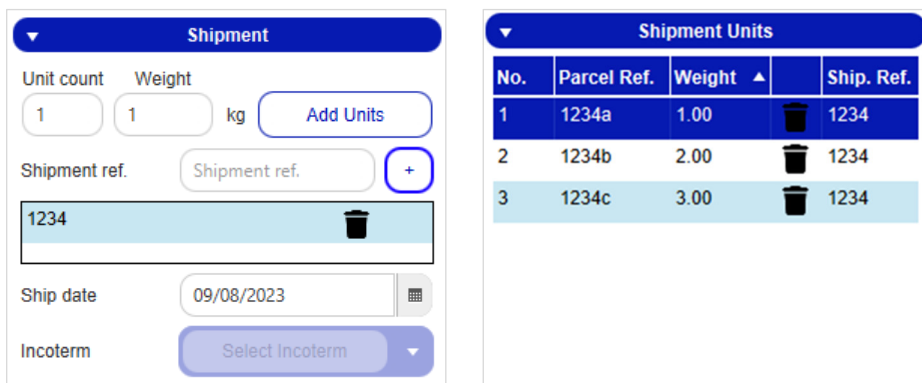



Figure 101 – Manage shipment and shipment units



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

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 to enter at least one shipment reference number in the corresponding text field and assign it to the shipment using . 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 , the entered number of parcels is added to the "Shipment Units" section and can be edited there. The button  deletes a single unit from the shipment.

9.1.5 Unit details

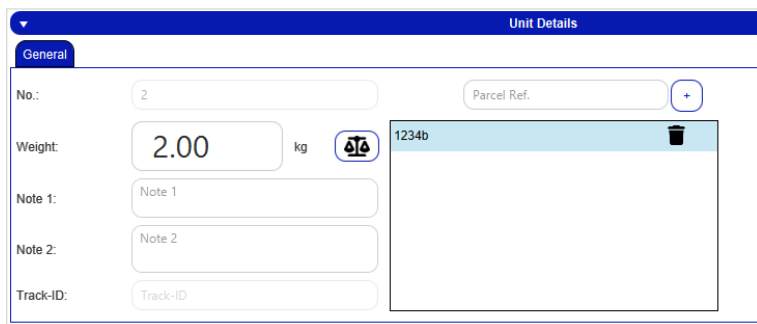




Figure 102 – Unit Details

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  (Update weight), 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.

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 . Added reference numbers are displayed below the text field.

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

9.1.6 Selecting services



Figure 103 – 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 postal code of the consignee
- the product
- the services activated for the shipper
- the services activated for the 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" section.

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.

9.1.6.1 AddOnLiabilityService

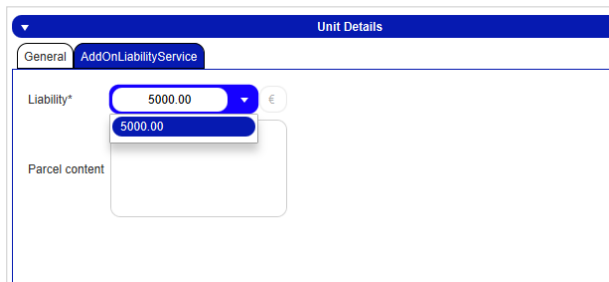


Figure 104 – AddOnLiabilityService

By default, liability is assumed for all parcels at the value of the goods, the maximum value is € 750 per parcel. With the **AddOnLiabilityService** 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. For example, the maximum liability amount for parcel shipping in Germany is 5.000 €. When a shipment is created with the **AddOnLiabilityService**, all data is automatically transmitted to GLS.

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

9.1.6.2 AddresseeOnlyService

With the **AddresseeOnlyService**, 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 CashService

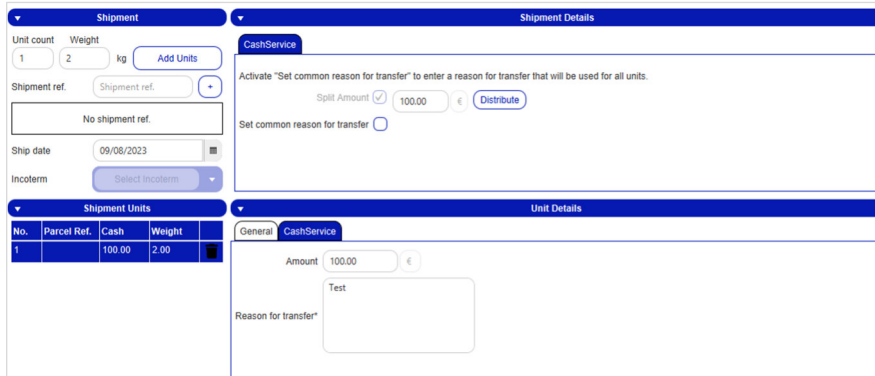


Figure 105 – CashService

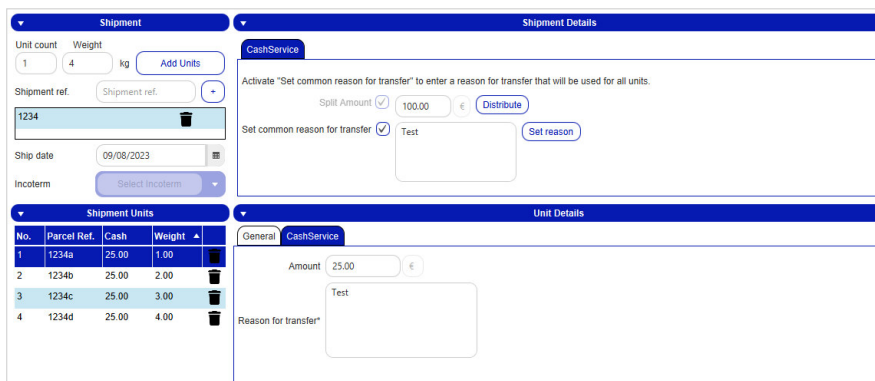


Figure 106 – CashService: Distribute cash amount

With the **CashService**, 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.

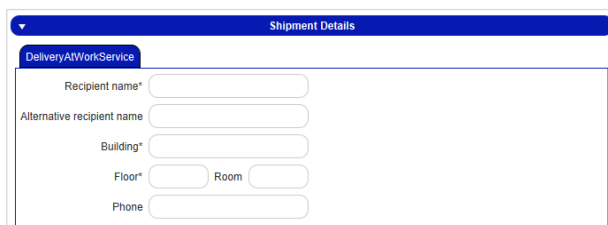
For the **CashService** it is necessary that you enter an amount. There are two ways to do this:

- Create one or more parcels. For each parcel, enter the amount and the reason of transfer 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 **Distribute**. If you entered a reference number when you created the parcel, it is automatically used as the reason of transfer. Using "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 DeliveryAtWorkService



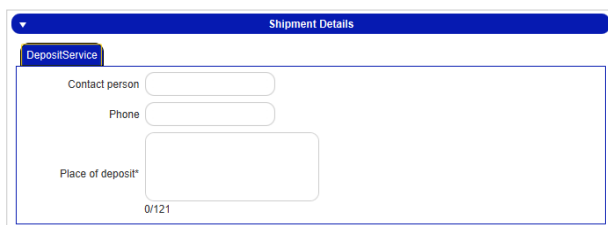
The screenshot shows a web form titled "Shipment Details" with a sub-header "DeliveryAtWorkService". The form contains the following fields: "Recipient name*" (text input), "Alternative recipient name" (text input), "Building*" (text input), "Floor*" (text input) and "Room" (text input), and "Phone" (text input).

Figure 107 – DeliveryAtWorkService

With the **DeliveryAtWorkService**, 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. The alternative consignee name can also be a department or an office.

9.1.6.5 DepositService



The screenshot shows a web form titled "Shipment Details" with a sub-header "DepositService". The form contains the following fields: "Contact person" (text input), "Phone" (text input), and "Place of deposit*" (text input). A small "0/121" indicator is visible at the bottom of the "Place of deposit*" field.

Figure 108 – DepositService

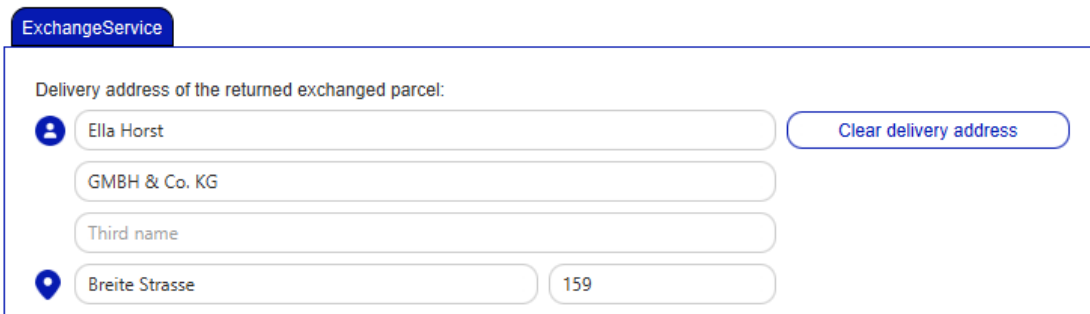
With the **DepositService**, the shipment is deposited at a defined location. High customer satisfaction is achieved through immediate availability of goods, even if the consignee is not at home.

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

9.1.6.6 DocumentReturnService

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

9.1.6.7 ExchangeService



The screenshot shows a web form titled "ExchangeService". Below the title, it says "Delivery address of the returned exchanged parcel:". There are five input fields: a name field with "Ella Horst", a company field with "GMBH & Co. KG", a "Third name" field, a street field with "Breite Strasse", and a number field with "159". A "Clear delivery address" button is located to the right of the name field.

Figure 109 – ExchangeService

With the **ExchangeService**, parcels can be exchanged efficiently. When a parcel is handed over to the consignee, another parcel is accepted and returned to the shipper or to an alternative address. For example, the consignee receives a replacement unit and the defective unit is collected at the same time. The return label is already included in the parcel.

In the Shipment Details, 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 FlexDeliveryService

With the **FlexDeliveryService** GLS informs the consignee about the parcel delivery 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 e-mail address is entered for the consignee.

9.1.6.9 Guaranteed24Service

With the **Guaranteed24Service** GLS guarantees to deliver parcels on the next working day (monday - friday) by 5 pm. 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 to the service charge. If delivery is not possible GLS will directly contact the consignee via telephone to make a flexible arrangement.

No additional entries are necessary in the Shipment Capture.

9.1.6.10 HazardousGoodsService

UN no.	GLS no.	Substance name
2922	7002701	#AETZENDER FLUESSIGER STOFF, GIFTIG, N.A.G.(cyclohexylamin)
2922	7002702	#AETZENDER FLUESSIGER STOFF, GIFTIG, N.A.G.(cyclohexyldiamin)

UN no.	GLS no.	Substance...	GGVs name	Class	Sub class	Packaging...	Tunnel Code	Factor	Environ. H...	Weight	Edit
2924	7002703	#ENTZUE...		3	8	II	D/E	3	false	1.00	

Figure 110 – HazardousGoodsService

The shipment of certain types of hazardous goods is possible within Germany 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 **HazardousGoodsService** 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 hazardous goods must be set individually for each parcel in the Unit Details. 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 good added, a dialog box is displayed for recording the weight.

Figure 111 – Recording weight for hazardous good

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

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



Figure 112 – 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 **HazardousGoodsService** 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 hazardous goods traffic light are reset.

9.1.6.11 IdentService

Figure 113 – IdentService

With the **IdentService** the parcel is handed over exclusively to the person stated by the shipper. 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 **IdentService** identification form. The original version of this form is sent back to the shipper.

In the Shipment Details, enter the information about the person and the contract documents.

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

In addition to the parcel label, an **IdentService** 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.

9.1.6.12 IdentPINService

Figure 114 – IdentPINService

With the **IdentPINService**, parcels are delivered exclusively to the stated consignee after an IT-based ID check.

Parcels may only be handed over to a consignee who knows the PIN. 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 this.

The ID card has to be presented at delivery in any case. Delivery without a valid ID 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 InterCompanyService

Figure 115 – InterCompanyService

The **InterCompanyService** 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, the shipper 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.

9.1.6.14 ShopDeliveryService



Figure 116 – ShopDeliveryService

With the **ShopDeliveryService** you can send goods (except tyres) directly to a GLS ParcelShop chosen by your customer. Your parcels are available as quickly as possible - especially for the consignee who is often on the road or not at home. Your customer decides when and where to collect the parcel. Collection is conveniently possible from one of the numerous GLS ParcelShops within Europe.

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

You can use [Find DeliveryShop](#) 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.

The search for the ParcelShop address and the display of opening hours and company holidays is only possible if the frontend is online.

9.1.6.15 ShopReturnService

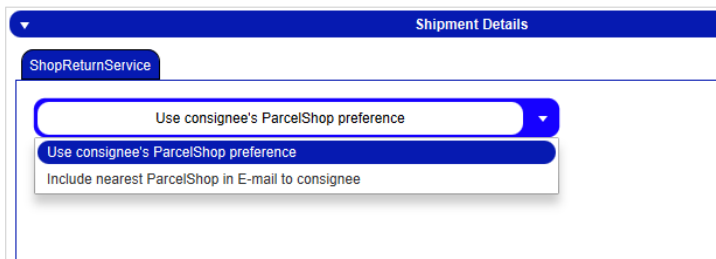


Figure 117 – ShopReturnService

With the **ShopReturnService** the consignee can return his parcel via a GLS ParcelShop.

Your customer returns the parcel – prefranked and free of charge – to the GLS ParcelShop of his choice. The parcel 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.

9.1.6.16 TimeDefiniteServices

TimeDefiniteServices can only be booked for shipments with the "Express" product.

An express parcel is generally delivered by 5 pm 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 the user, shipper and consignee, the following **TimeDefiniteServices** are available:

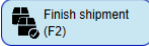
Service	Description
08:00Service	Delivery of the shipment before 8 a.m.
09:00Service	Delivery of the shipment before 9 a.m.
10:00Service	Delivery of the shipment before 10 a.m.
12:00Service	Delivery of the shipment before 12 noon
Saturday10:00Service	Delivery of the shipment before 10 a.m. on a Saturday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

Table 10 – TimeDefiniteServices

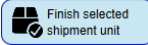
9.1.6.17 TyreService

TyreService marks the delivery of tyres. A minimum weight of > 3 kg is required. No additional entries are necessary in the Shipment Capture.

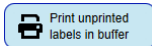
9.1.7 Finishing the shipment

When you have made all entries for the shipment use  or the F2 key to finish the shipment and print the labels. 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 were successfully printed, you will receive a confirmation.

9.1.8 Finish a selected shipment unit

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

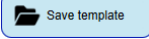
9.1.9 Printing of labels in buffer

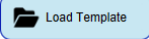
Use  to print all labels that are saved for buffered printing. For buffered printing, labels are collected until one page is full. The display shows how many labels are currently saved in buffer. Use the button to trigger printing, regardless of whether the page is completely filled.


9.1.10 Shipment templates

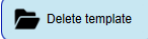
If you regularly create similar shipments, you can use templates.

The templates can be created, managed and used in Shipment Capture and in Shipment Capture (Fast Mode). In the personal settings you can specify which default shipment template is to be used (see chapter 8.1.5 Shipment Template).

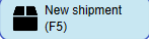
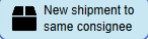
To create a template, create a shipment with the required settings and click on . Enter a name for this template and confirm with OK. You receive a confirmation if the template was successfully created.

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

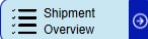
If you want to overwrite a template with the current shipment, click on  and select the desired template from the list. A status message indicates whether the saving process was successful.

To delete an existing template, click on  and select the template. A status message shows you whether the deletion process was successful.

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 shipment 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.

9.2 Shipment Capture (Fast Mode)

Track-ID	Parcel Ref.	Shipment Ref.	Consignee	Shipper	Shipping date	Import type	Status	Action
DEGLS2023-03	1234c	1234	Mustermann GmbH Musterstraße 2B 36286 Neuenstein Germany	276a15gvek Herfa Hax Ronald ... Nürnberger Str. 10... 34123 Kassel Germany	31/07/2023		✓	✎
	1234c	1234	Max Muster Musterstraße 1 36251 Bad Hersfeld Germany	2769995NOE Ella Horst GMBH ... Breille Strasse 159 50667 Köln Germany	31/07/2023		ⓘ	✎
DEGLS2023-02		1234	Mustermann GmbH Musterstraße 2B 36286 Neuenstein Germany	276a15gvek Herfa Hax Ronald ... Nürnberger Str. 10... 34123 Kassel Germany	31/07/2023		✓	✎
DEGLS2023-01		1234	Mustermann GmbH Musterstraße 2B 36286 Neuenstein Germany	276a15gvek Herfa Hax Ronald ... Nürnberger Str. 10... 34123 Kassel Germany	31/07/2023		✓	✎
	1234b	1234	Max Muster Musterstraße 1 36251 Bad Hersfeld Germany	2769995NOE Ella Horst GMBH ... Breille Strasse 159 50667 Köln Germany	31/07/2023		ⓘ	✎

Figure 118 – Shipment Capture (Fast Mode) with searched parcels

The Shipment Capture (Fast Mode) offers two options:

1. Generate and complete shipments by scanning 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, Shipment Capture (Fast Mode) offers the possibility to review shipments, process them via an assistant, add further shipments and complete shipments. The 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).

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 119 – 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 labels are printed immediately.

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

9.2.2 Finishing a shipment by entering the shipment reference


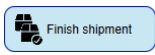
To complete a shipment by scan, deactivate the "Barcode" button next to the search field (light background) and position the cursor in the field.



Figure 120 – 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 shipments with the reference number are found or if the shipment contains more than one parcel, all relevant shipments are listed. If several shipments are displayed, you can edit the individual shipments by using  (Edit item) in the "Action" column and print the labels using .

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

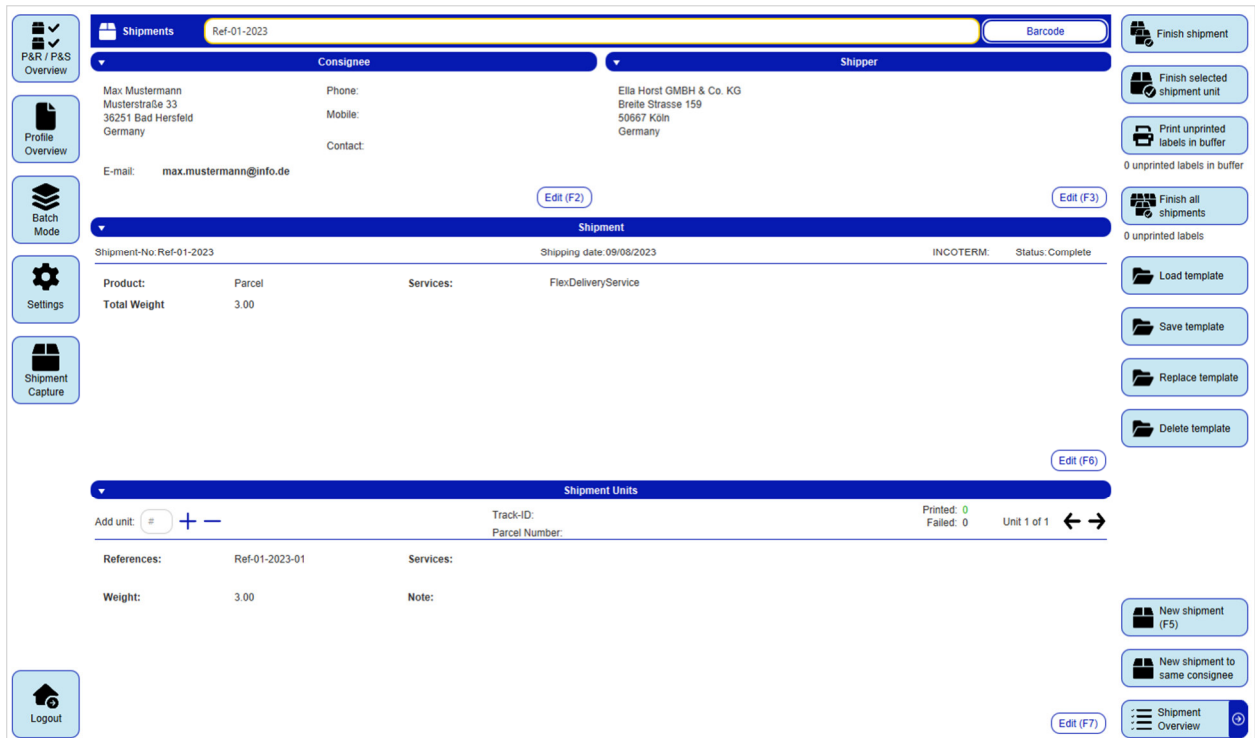



Figure 121 – Shipment Capture (Fast Mode) with one shipment

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 status at any time.

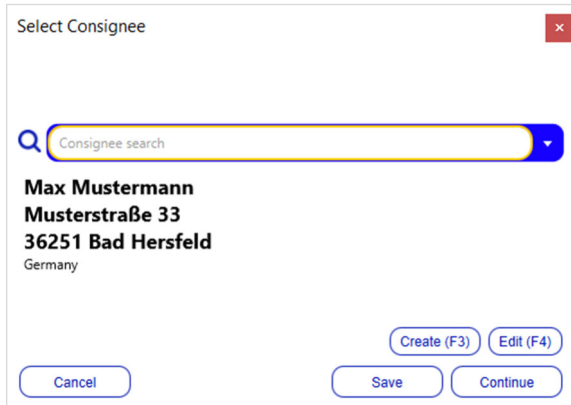


Figure 122 – Shipment Capture (Fast Mode): Consignee

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

The dialog box titled "Select Shipper and shipper address" features a search bar with "Ella Horst GMBH & Co. KG" selected. Below the search bar, the address "Ella Horst GMBH & Co. KG, Breite Strasse 159, 50667 Köln, Germany" is displayed. A "Hide address" checkbox is present and unchecked. At the bottom, there are four buttons: "Cancel", "Back", "Save", and "Continue".

Figure 123 – Shipment Capture (Fast Mode): Shipper

Select the shipper or the alternative shipper address.

The "Edit Shipment" dialog box shows a "Ship date" of "09/08/2023" and a "Ref-01-2023" reference number. The "Incoterm" is set to "Select In...". The "Unit count" is "1" and the "Shipment ref." field is empty with a "+" button. Buttons at the bottom include "Cancel", "Back", "Save", and "Continue".

Figure 124 – Shipment Capture (Fast Mode): Shipment

Select the shipping date and add a shipment reference number.

The "Edit Product and Service" dialog box displays two product options: "Parcel" and "Express". Under the "Services" section, a grid of buttons lists various services, with "FlexDeliveryService" highlighted in blue. The services listed are: AddOnLiabilityService, Guaranteed24Service, AddresseeOnlyService, HazardousGoodsService, CashService, IdentPINService, CompleteDeliveryConsignment..., IdentService, DeliveryATWorkService, IntercompanyService, DepositService, ShopDeliveryService, DocumentReturnService, ShopReturnService, EasyStart, Tyre, ExchangeService, and FlexDeliveryService. Buttons at the bottom include "Cancel", "Back", "Save", and "Continue".

Figure 125 – Shipment Capture (Fast Mode): Product and Services

In the next step, you select the product and the services. Further information is required for certain services, e.g. the information on hazardous substances for the **HazardousGoodsService**. 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.

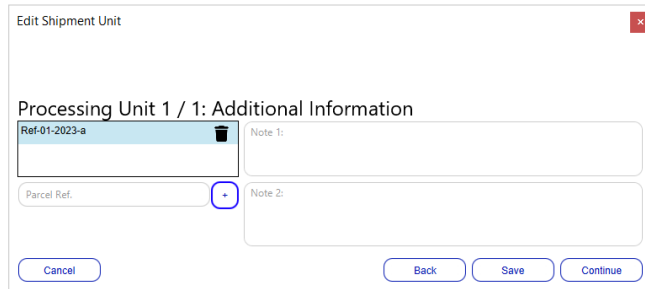


Figure 126 – Shipment Capture (Fast Mode): Additional information

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

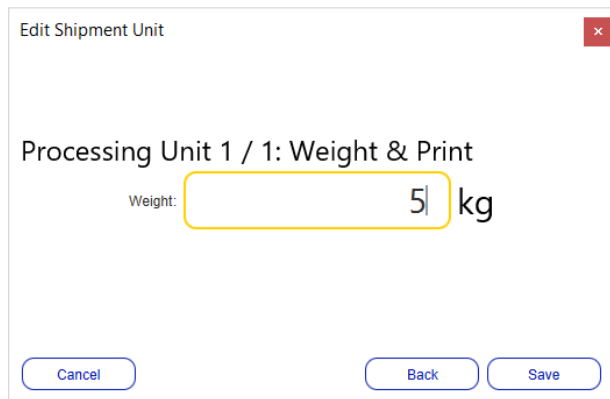


Figure 127 – Shipment Capture (Fast Mode): Weight and Print

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

Click "Save" to create the shipment for the consignee and display it in the "Shipment Capture (Fast Mode)". Select all parcels and print the labels.

9.3 Shipment Capture (Batch Mode)

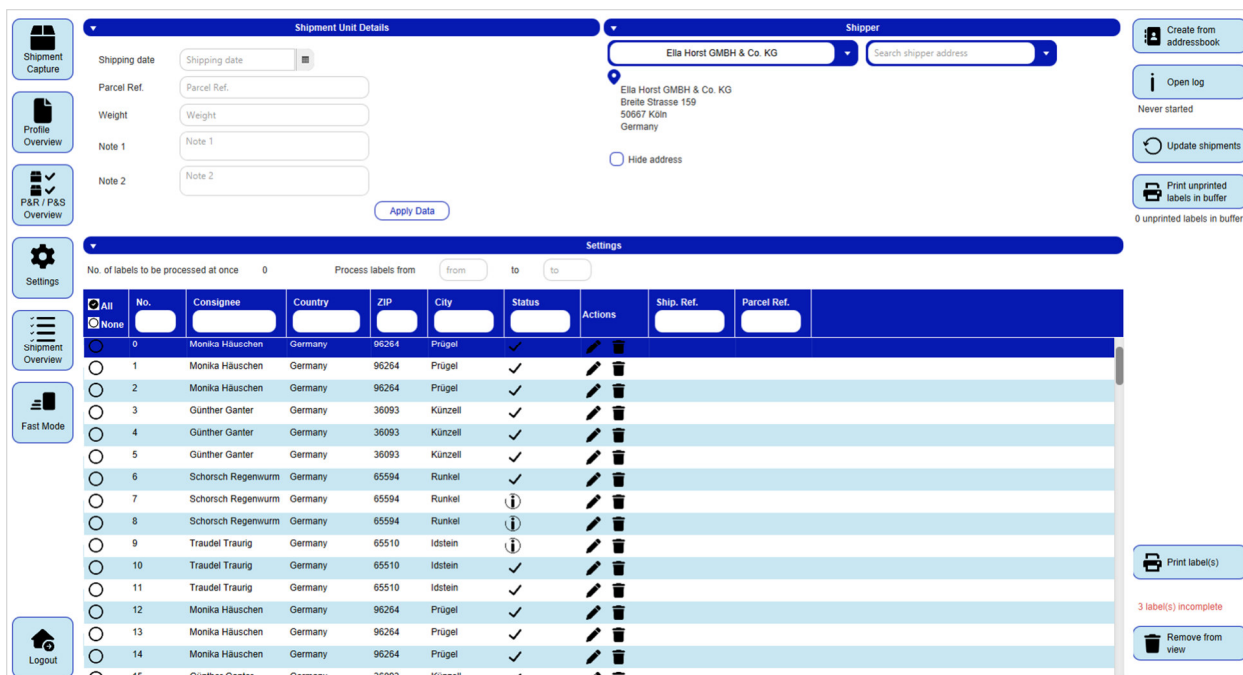

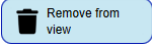




Figure 128 – Shipment Capture (Batch Mode)


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.

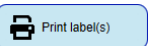
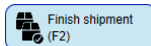
After the import, the parcels are displayed in a list in the "Shipment Capture (Batch Mode)". You can select individual parcels from this list using  in the first column or enter the sequential numbers in the "Process labels from/to" section.

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

Incomplete parcels can be edited by clicking on  (Edit item) in the corresponding line.

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

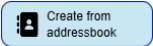
An alternative shipper address can be selected in the "Shipper" section. Click on  in the "Shipment Unit Details" section to complete the assignment.

When all settings are complete, the labels for all selected parcels can be printed using  or edit a single shipment and click on  to print the label.

The display **3 label(s) incomplete** (bottom right of the screen) 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 new shipment via assistant

You also have the option of creating new shipments for all consignees in your address book via the "Shipment Capture (Batch Mode)". This function is suitable for sending identical shipments 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 consignees. To create shipments, click on .

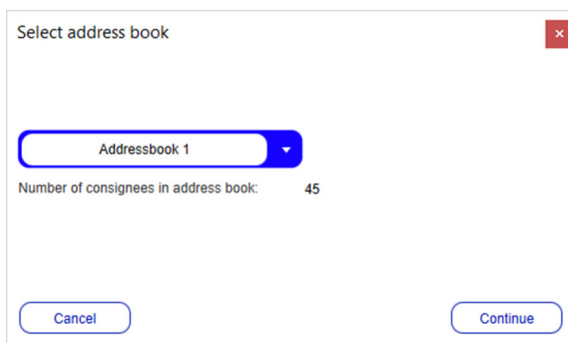


Figure 129 – Shipment Capture (Batch Mode): Address book

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

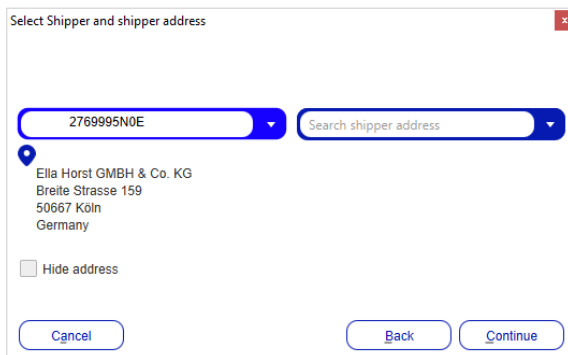


Figure 130 – Shipment Capture (Batch Mode): Shipper

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

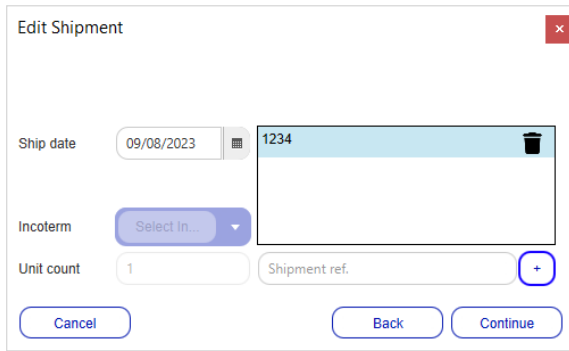


Figure 131 – Shipment Capture (Batch Mode): Shipment

Select the shipping date and add a shipment reference number.

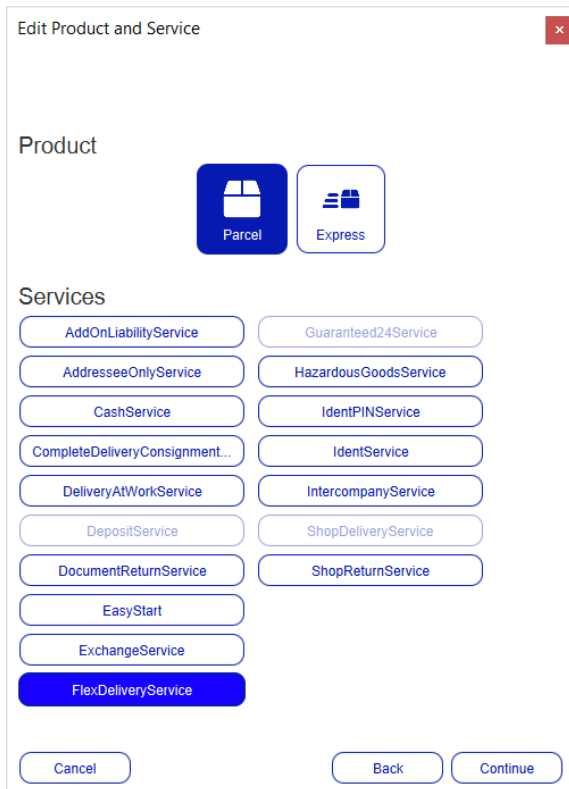
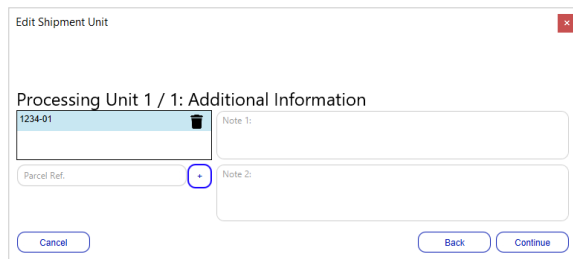


Figure 132 – Shipment Capture (Batch Mode): Product and services

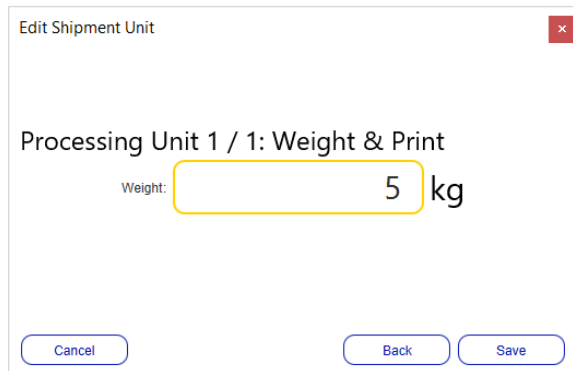
In the next step, you select the product and the services. Further information is required for certain services, e.g. the information on hazardous substances for the **HazardousGoodsService**. The information is added in individual steps. For a list of all mandatory information for the individual services,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



The screenshot shows a dialog box titled "Edit Shipment Unit" with a close button (X) in the top right corner. The main heading is "Processing Unit 1 / 1: Additional Information". Below this, there is a list of items, with the first item "1234-01" selected and highlighted in blue. To the right of the list is a text input field labeled "Note 1:". Below the list is a "Parcel Ref." field with a plus sign icon to its right, and another text input field labeled "Note 2:". At the bottom of the dialog, there are three buttons: "Cancel", "Back", and "Continue".

Figure 133 – Shipment Capture (Batch Mode): Additional Information

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



The screenshot shows a dialog box titled "Edit Shipment Unit" with a close button (X) in the top right corner. The main heading is "Processing Unit 1 / 1: Weight & Print". Below this, there is a "Weight:" label followed by a text input field containing the number "5" and the unit "kg". At the bottom of the dialog, there are three buttons: "Cancel", "Back", and "Save".

Figure 134 – Shipment Capture (Batch Mode): Weight and Print

In the last step, you enter 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 "Shipment Capture (Batch Mode)".

9.4 Shipment Overview

The screenshot displays the 'Shipment Units' interface. At the top, there are search and filter options including 'Select predefined filter', 'Unit no.', 'Consignee name / id / matchcode', 'Country', 'ZIP', and 'City'. A dropdown menu shows 'Ella Horst GMBH & Co. KG' with its address: 'Ella Horst GMBH & Co. KG, Breite Strasse 159, 50667 Köln, Germany'. Below this, there are buttons for 'Product group', 'Services', 'Shipment Status', and 'Import Type'. A table lists shipment units with columns: Shp. Ref., Parcel Ref., Track ID, Parcel Number, Consignee, Shipper, Identifier, Creation Date, Shipping Date, Product, Services, Weight, Other..., Import..., Status, and Action. The table contains several rows, including one highlighted in pink. On the right side, there are various utility buttons like 'Print current page', 'Print unprinted shipment labels', and 'Export selected shipment units'. A 'Logout' button is located in the bottom left corner.

All	Shp. Ref.	Parcel Ref.	Track ID	Parcel Number	Consignee	Shipper	Identifier	Creation Date	Shipping Date	Product	Services	Weight	Other ...	Import...	Status	Action	
<input type="radio"/>	Ref-01-2023	1234-01			Max Mustermann Musterstraße 13 50251 Bad Hersfeld Germany	2769995NOE Ella Horst GMBH & Co. KG 50667 Köln Germany	Ella	09/08/2023 13:04	09/08/2023	Parcel	FlexDeliv...					<input type="checkbox"/>	
<input type="radio"/>	1234a				2769995NOE Ella Horst GMBH & ... Breite Strasse 159 50667 Köln Germany	Ella Horst GMBH & ... Breite Strasse 159 50667 Köln Germany		09/08/2023 12:39	09/08/2023	Parcel						<input type="checkbox"/>	
<input type="radio"/>	Ref D				Tester D Violestr. 4 61476 Kronberg Germany	2769995NOE Ella Horst GMBH & ... Breite Strasse 159 50667 Köln Germany		31/07/2023 10:09	31/07/2023	Parcel		1.00		Imported	<input checked="" type="checkbox"/>		
<input type="radio"/>	Ref C				Tester C Blasstr. 3 61476 Kronberg Germany	2769995NOE Ella Horst GMBH & ... Breite Strasse 159 50667 Köln Germany		31/07/2023 10:09	31/07/2023	Parcel		1.00		Imported	<input checked="" type="checkbox"/>		
<input type="radio"/>	Ref B				Tester B Gelbstr. 2 61476 Kronberg Germany	2769995NOE Ella Horst GMBH & ... Breite Strasse 159 50667 Köln Germany		31/07/2023 10:09	31/07/2023	Parcel		1.00		Imported	<input checked="" type="checkbox"/>		

Figure 135 – 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)
- Copy parcels
- 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 number of parcels displayed according to certain criteria by using the filters in the "Shipment Units" section.

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 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 **Clear**. Then click on **Filter** to display all table entries.

Filters that you need more often can be saved using [Save as Filter](#). A saved filter can be removed by clicking on [Delete selected Filter](#).

Alternatively, you can enter a search text in the text field below 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.

Ship. Ref.	Parcel Ref.	Track-ID	Parcel Number	Consignee	Shipper
1234					

Figure 136 – Search in table column

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








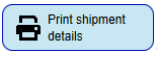
Status	Description
 Incomplete	The parcel data is captured but the shipment cannot yet be completed. Mandatory information is missing. The corresponding line is highlighted in red.
 Complete	The parcel data is complete. All mandatory information is recorded. The label can be printed.
 Printed / In Transmission	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 usually occurs, if a data record for a parcel is to be cancelled, but the parcel is already being processed in the logistics process.
 Error	Unknown error in the data transmission. After the error has been corrected, the data is automatically retransmitted.

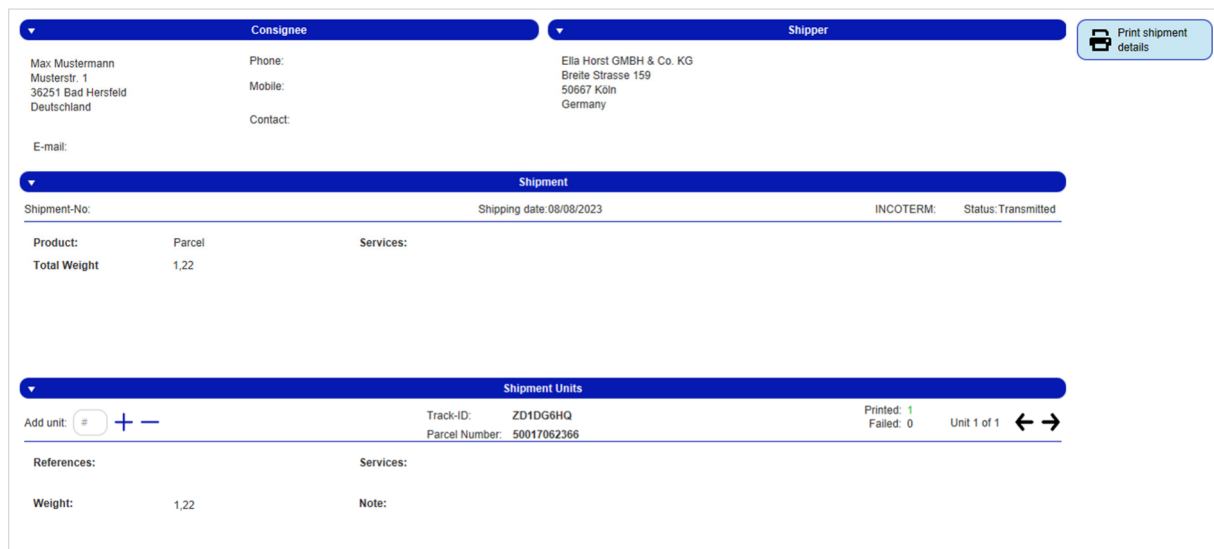
Table 11 – Overview Parcel status

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  (Details) in the "Action" column. This overview contains all details on the shipment and the individual parcels. The shipment can no longer be changed or deleted, however you have the option of adding further similar parcels to the shipment via "Add Unit". The processing and completion of the parcels is done via the Shipment Capture screen. Here, for example, mandatory information can be added to the selected services (for example, cash amounts or hazard goods substances).

The shipment details can be printed using .

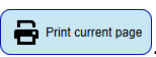


The screenshot displays the 'Shipment Details' interface. It is divided into four main sections: 'Consignee', 'Shipper', 'Shipment', and 'Shipment Units'. Each section has a blue header bar with a dropdown arrow. The 'Consignee' section shows contact information for Max Mustermann. The 'Shipper' section shows contact information for Ella Horst GmbH & Co. KG. The 'Shipment' section provides details like Shipment-No., Shipping date (08/08/2023), INCOTERM, and Status (Transmitted). The 'Shipment Units' section includes an 'Add unit' button with a plus sign, track ID (ZD1DG6HQ), parcel number (50017062366), and a status bar indicating 'Printed: 1', 'Failed: 0', and 'Unit 1 of 1'. There are also 'References' and 'Services' fields.

Figure 137 – Shipment Details

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

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

Please note that a corresponding printer configuration must be created for printing the list (see chapter 8.7 Printer Settings).

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


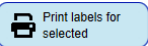
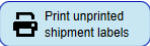
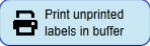
A label can be reprinted for parcels with the following status:

- Printed/In transmission
- Transmitted

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



Shipment units in status "incomplete" cannot be finished or printed. An error message is shown. 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 parcels in the table and click on .
- Select .
Caution: This action causes the error message "Error Finish Unit" if the list contains incomplete shipments. A single error message is displayed for each validation error and must be confirmed. If only complete shipments are included, printing is triggered.
- Select  to print all labels that are saved for buffered 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.

9.4.5 Copy parcels

Use the following options in the "Action" column to create another label for an already printed label.

- Via  (Copy & Print) all data of the parcel are copied, a new shipment is created and the new label is printed directly on the default printer.
- Click on  (Copy & Edit) to open the Shipment Capture with the data of the label already printed. You can adjust the data if necessary, before finishing the shipment and printing the label.

9.4.6 Update weight of shipment units

Using  (Update weight) in the "Action" column you have the possibility to update the weight after the Shipment Capture has been completed. All changes > 0.2 kg are transmitted to GLS.

9.4.7 Display error log for incomplete shipments


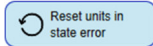
For incomplete shipments, the icon  (Show error log) is displayed in the "Action" column. Click on the icon to open the error log with the corresponding details (e.g. postal code missing, invalid weight, etc.).

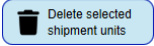


Figure 138 – Shipment Overview: Error log

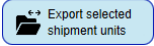
9.4.8 Reset shipment units in state error

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 transmitted again. To do this, select the parcels with errors and click on .

9.4.9 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  and confirm the query with OK. If deletion is not possible, an error message is displayed.

9.4.10 Export shipment units

Via  the 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.

Furthermore, you need to enter the profile that you would like to use for export in the Shipment Overview in the screen "My settings" (see chapter 8.1.4 Export / Import / Shipment Data)

9.4.11 Add new shipment

Click on  to open the Shipment Capture and to create a new shipment.

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.

	Reference(s)	Modified	Shipper	Weight	Consignee	Track-ID	Parcel Number	Status	Product	Services
<input type="radio"/>	Ref-2022-01c,Ref-2022-01	10/08/2023 08:47:19	2769995NOE Ella Horst GMBH & Co. ... Breille Strasse 159 50667 Köln Germany	1.22	Mustermann GmbH Musterstraße 2B 36286 Neuenstein Germany	ZD1DG6HT	50017062369	✘	Parcel	FlexDelive...
<input type="radio"/>	Ref-2022-01b,Ref-2022-01	10/08/2023 08:47:19	2769995NOE Ella Horst GMBH & Co. ... Breille Strasse 159 50667 Köln Germany	1.22	Mustermann GmbH Musterstraße 2B 36286 Neuenstein Germany	ZD1DG6HS	50017062368	✘	Parcel	FlexDelive...
<input type="radio"/>	Ref-2022-01a,Ref-2022-01	10/08/2023 08:47:19	2769995NOE Ella Horst GMBH & Co. ... Breille Strasse 159 50667 Köln Germany	1.22	Mustermann GmbH Musterstraße 2B 36286 Neuenstein Germany	ZD1DG6HR	50017062367	✘	Parcel	FlexDelive...
<input type="radio"/>	Ref-2022-12-04,Ref-2022-12	10/08/2023 08:45:17	2769995NOE Ella Horst GMBH & Co. ... Breille Strasse 159 50667 Köln Germany	4.50	Max Muster Musterstraße 1 36251 Bad Hersfeld Germany	ZDCYS22N	50718016383	✘	Parcel	CashService
<input type="radio"/>	Ref-2022-12-03,Ref-2022-12	10/08/2023 08:45:17	2769995NOE Ella Horst GMBH & Co. ... Breille Strasse 159 50667 Köln Germany	3.50	Max Muster Musterstraße 1 36251 Bad Hersfeld Germany	ZDCYS22M	50718016382	✘	Parcel	CashService
<input type="radio"/>	Ref-2022-12-02,Ref-2022-12	10/08/2023 08:45:17	2769995NOE Ella Horst GMBH & Co. ... Breille Strasse 159 50667 Köln Germany	2.50	Max Muster Musterstraße 1 36251 Bad Hersfeld Germany	ZDCYS22L	50718016381	✘	Parcel	CashService
<input type="radio"/>	Ref-2022-12-01,Ref-2022-12	10/08/2023 08:45:17	2769995NOE Ella Horst GMBH & Co. ... Breille Strasse 159 50667 Köln Germany	1.50	Max Muster Musterstraße 1 36251 Bad Hersfeld Germany	ZDCYS22K	50718016380	✘	Parcel	CashService


Figure 139 – 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, parcel reference number or consignee ID. 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 to add parcels to these shipments.

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

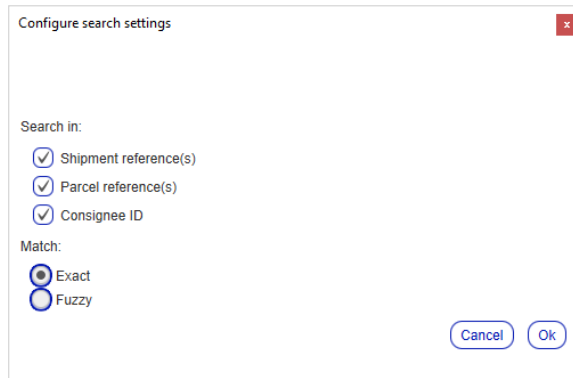


Figure 140 – Order picking: Configure search settings

If the search returns several hits, a pop-up window appears with the search results. Select the relevant 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.

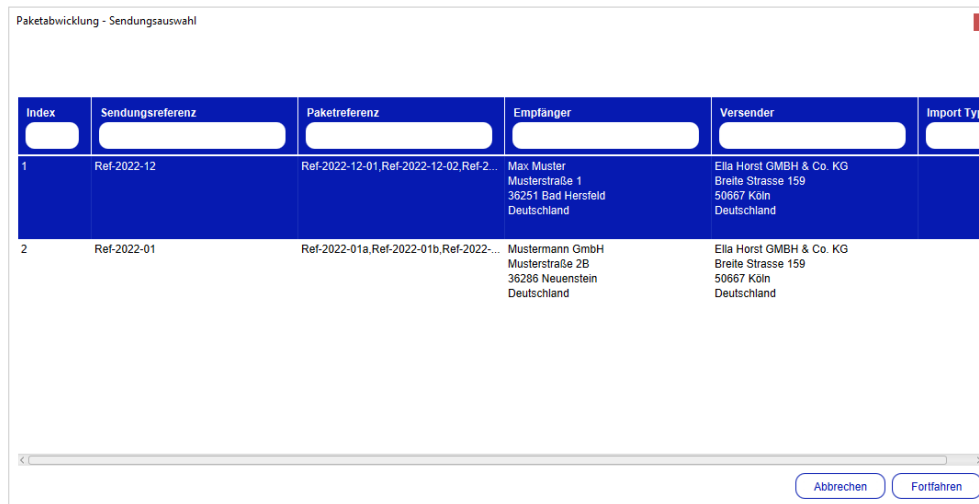


Figure 141 – Order picking: Search results with several hits

9.5.2 Finish parcels

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

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

The "Total number of parcels" field is pre-filled with the imported number of parcels. 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).

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

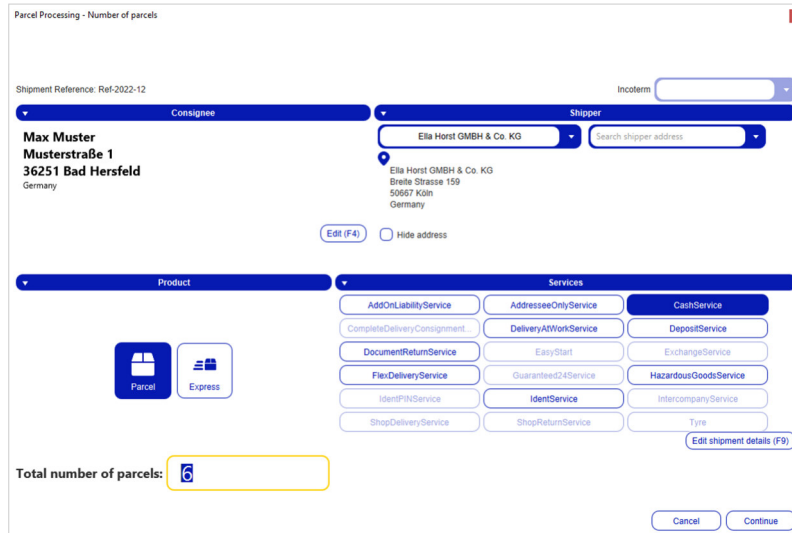


Figure 142 – Order picking: Parcel Processing (step 1)

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.

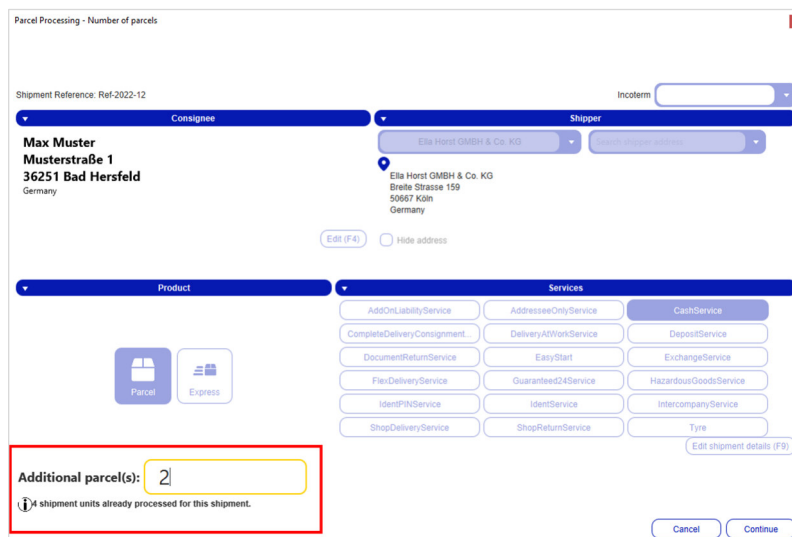


Figure 143 – Order picking: Shipment units already processed

Clicking on the ENTER key or on "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 key 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.

Parcel Processing - Weighing parcels

Reference: Ref-2022-12-01;Ref-20...

Weighing parcel 1 of 6

Weight: 1.50 kg

Unit Details

CashService

Total amount 0.00 €

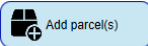
Single amount 0.00 €

Reason for transfer*

Cancel Back Continue

Figure 144 – Order picking: Parcel Processing (step 2)

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 . Alternatively, you can add further parcels by double-clicking on the respective line.

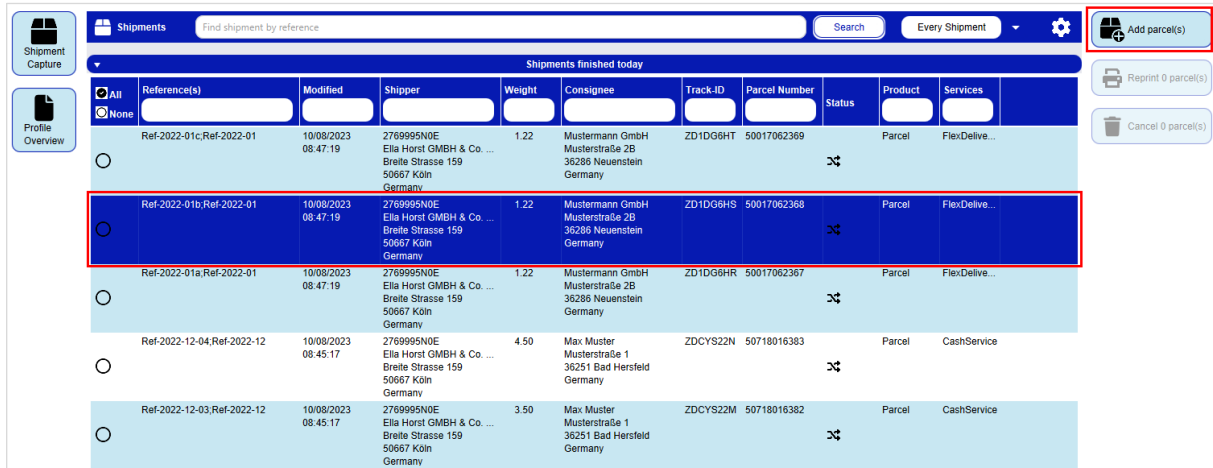
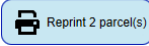
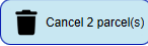


Figure 145 – Order picking: Add parcels

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  or . A parcel can be canceled as long as the parcel has not yet been scanned at GLS.

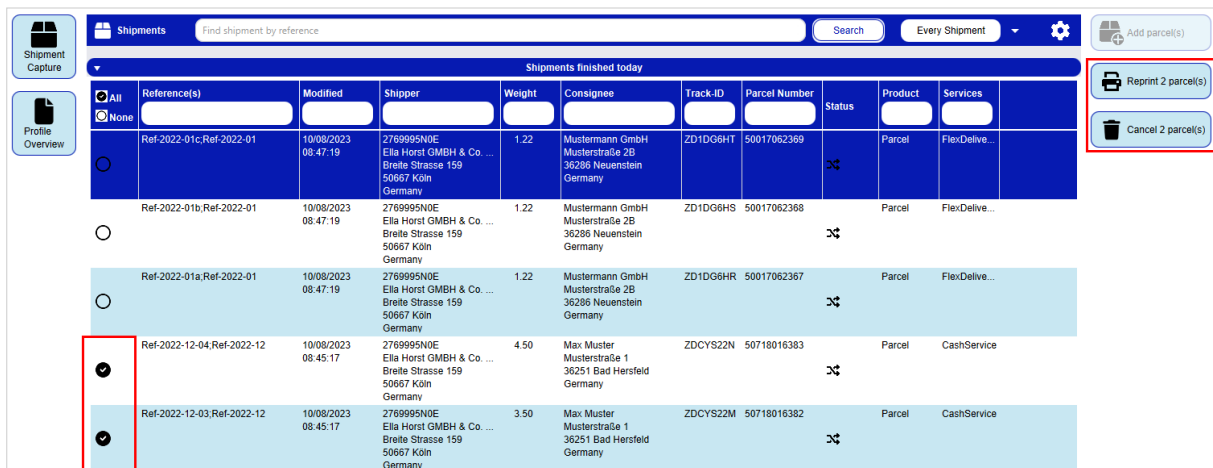


Figure 146 – Order picking: Reprint and cancel parcels

9.6 Pick&Return Shipment Capture

Pickup address

Consignee search:

Martina Mustermann
 Contact: Martina Mustermann
 0170-123456789
 Hauptstraße 7
 36251 Bad Hersfeld
 Germany

Requester

Ella Horst GMBH & Co. KG
 Breite Strasse 159
 50667 Köln
 Germany

Hide address

Create (F3) Edit (F4)

Product

Parcel

Services

ExchangeService FlexDeliveryService Guarantee24Service HazardousGoodsService
 IdentPINService IdentService IntercompanyService Pick&ReturnService
 Pick&ShipService ShopDeliveryService ShopReturnService

Shipment

Unit count: 1 Weight: 1.00 kg Add Units

Shipment ref.: Ref-2023-01

Pickup date: 11/08/2023

Incoterm: Select Incoterm

Shipment Units

No.	Parcel Ref.	Weight	Ship. Ref.
1		1.00	Ref-202...
2		2.00	Ref-202...
3		3.00	Ref-202...

Unit Details

General

No.: 1

Weight: 1.00 kg

Note 1: Note 1

Note 2: Note 2

Track-ID: Track-ID

Print summary of pickup order

Send order to GLS

New Pick&Ship order

New Pick&Return order

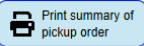
P&R / P&S Overview

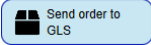
Figure 147 – Pick&Return Shipment Capture

The Pick&Return Shipment Capture can only be used for the **Pick&ReturnService**. With this service GLS collects parcels from any address and returns them to the shipper. 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 address can be any address, but has to contain a contact person and a telephone number.

In the **Requester** section you define where the shipment is to be delivered. If a shipper has alternative shipper addresses, you can also select one of these addresses in the right-hand drop-down menu and define it as the delivery address.

Once all the information required for a shipment has been entered, you can print out the order for the **Pick&ReturnService** using . 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&ReturnService* has to be activated for both the user and the shipper to be able to use the screen.

9.7 Pick&Ship Shipment Capture

Figure 148 – Pick&Ship Shipment Capture

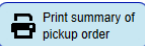
The Pick&Ship Shipment Capture can only be used for the **Pick&ShipService**. With this service GLS collects parcels from an address of your choice and delivers them to a consignee. The basic handling of the screen corresponds to the explanation in chapter 9.1 Shipment Capture.

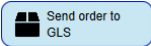
In the **Pickup address** section you define where the shipment is to be picked up.

In the **Delivery address** section you define where the shipment is to be delivered.

Both addresses can be any address, but they have to contain a contact person and a telephone number.

In the **Requester** section you define who is the requester of the Pick&Ship order. If a shipper has alternative shipper addresses, you can also select one of these addresses in the right drop-down menu. In contrast to the Pick&Return screen, the selection of the requester has no effect on the delivery address of the shipment.

Once all the information required for a shipment has been entered, you can print out the order for the **Pick&ShipService** using . 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&ShipService* has to be activated for both the user and the shipper to be able to use the screen.

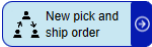
9.8 Pick&Return and Pick&Ship Overview

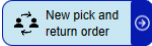
The screenshot displays the 'Shipment Units' overview page. At the top, there are search filters for 'Pickup date (from)', 'Consignee name / id / matchcode', and 'Shipment Status'. Below these is a table with the following columns: Pickup address, Delivery address, Pickup d..., Status, Unit, Ship. Ref., Parcel Ref., Track-ID, Parcel Number, Services, and Action. The table contains several rows of shipment data, including addresses like 'Ella Horst GMBH & Co. KG' and 'Martina Mustermann'. On the right side of the interface, there are several utility buttons: 'Print current list', 'Print summary of pickup order', 'Send order to GLS', 'Reset units in state error', 'New pick and ship order', and 'New pick and return order'.

Figure 149 – P&R and P&S Overview

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

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

To create a new Pick&Ship order, select .

To create a new Pick&Return order, select .

9.8.1 Filter shipment units

Use the filters in the "Shipment Units" section to limit the number of parcels displayed according to certain criteria.

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 displays all elements that match the filter criteria. If there are no elements that match the entered criteria, "No Entries" 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 **Clear**. Then click on **Filter** to display all table entries.

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


Alternatively, you can enter a search text in the text field below 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.


Pickup address	Delivery address	Pickup date	Status	Unit	Ship. Ref.	Parcel Ref.	Track-ID
<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>	1234	<input type="text"/>	<input type="text"/>


Figure 150 – Search in table column

9.8.2 Editing shipment units

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

For all orders that have not yet been transmitted, you can make changes using  (Edit item) in the "Action" column. The order is opened in the Pick&Return or Pick&Ship Shipment Capture screen.

For all orders that have not yet been transmitted, you can delete the parcels using  (Delete item) in the "Action" column.

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

After carrying out the End-of-day, the transmitted P&R and P&S orders are no longer displayed in the this overview.




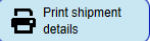
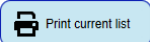
Delivery address		Pickup address		Requester
Martina Mustermann Hauptstraße 7 36251 Bad Hersfeld Germany	Phone: 0170-123456789 Mobile: Contact: Martina Mustermann E-mail:	Mustermann GmbH Musterstraße 2B 36286 Neuenstein Germany Contact: Max Mustermann 0150-987654321	Ella Horst GMBH & Co. KG Breite Strasse 159 50667 Köln Germany	
				
Shipment				
Shipment-No: Ref-2023-01		Shipping date: 11/08/2023		INCOTERM: Status: Complete
Product:	Parcel	Services:	Pick&ShipService	
Total Weight	8.00			
Shipment Units				
Add unit: #		Track-ID: ZDFVN1D8	Printed: 3	Unit 1 of 3 
		Parcel Number: 50894141868	Failed: 0	
References:	Services:			
Weight: 2.00	Note:			

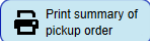
Figure 151 – P&R / P&S Details

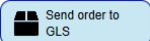
The P&R/P&S details contain all details on the shipment and the individual parcels. The information on the shipment can no longer be changed or deleted, however you have the option of adding further similar parcels to the shipment via "Add unit". You can access, edit and complete the added parcels via the P&R/P&S Overview.

The shipment details can be printed via .

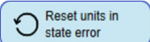
9.8.3 Print order and send order to GLS

Click on  to print a list of all parcels on the current page of the overview.

Click on  to print the selected pickup orders.

Click on  to submit the selected orders to GLS. GLS will print the labels and take it to the pickup address.

9.8.4 Resetting 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 transmitted again. To do this, select the parcels with errors and click on .

9.9 Sporadic Collection

Product group

Shipper
Ella Horst GMBH & Co. KG

Print current list
0 selected collection order

Pickup details

Number of shipment units: #* 10 Pref. pickup date*: 11/08/2023

Expected total weight: kg* 50 Collection contains hazardous goods

Additional information for GLS

<input checked="" type="radio"/> All	Shipper	Product	Units	Exp. Weight	Order date	Pickup date	Status
<input checked="" type="radio"/> None							
<input checked="" type="radio"/>	Ella Horst GMBH & Co. KG Breite Strasse 159 DE 50667 Köln	Parcel	10	50 kg	10/08/2023	11/08/2023	sent
<input type="radio"/>	Herta Hax Ronald & Rola... Nürnberger Str. 101 A DE 34123 Kassel	Parcel	15	30 kg	10/08/2023	11/08/2023	sent
<input type="radio"/>	Desiree Himmelberg-Zwei Friedrichthaler Str. 5 DE 66280 Sulzbach/Saar	Parcel	7	14 kg	10/08/2023	16/08/2023	sent
<input type="radio"/>	Reiner Woudboer Metall... Gutenbergring 7-9 DE 63110 Rodgau	Parcel	8	40 kg	10/08/2023	17/08/2023	sent

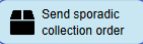
Logout 1 / 1 **Send sporadic collection order**

Figure 152 – 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
- Shipper
- Number of shipment units
- Expected total weight
- Preferred pickup date
- Information if shipment contain hazardous goods
- If necessary, additional information to GLS

Using  the sporadic collection is requested and the collection order is sent to the pickup depot.

Select  to print an overview of the selected collection orders.

9.10 Return Service

Figure 153 – Return Service

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

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 (for **IntercompanyService**)

Select a product for the return parcel. 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 user

In the "Unit Services" section you can choose between the **ShopReturnService** and the **IntercompanyService**.

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

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

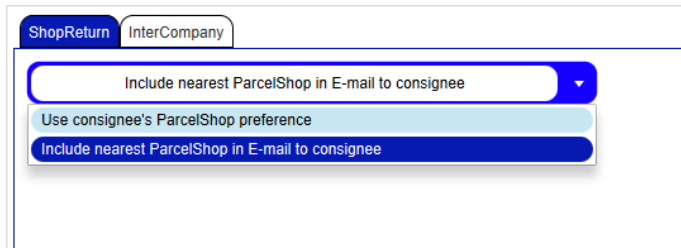


Figure 154 – ShopReturnService

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

Once you have selected the **IntercompanyService** the options for hiding the 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.

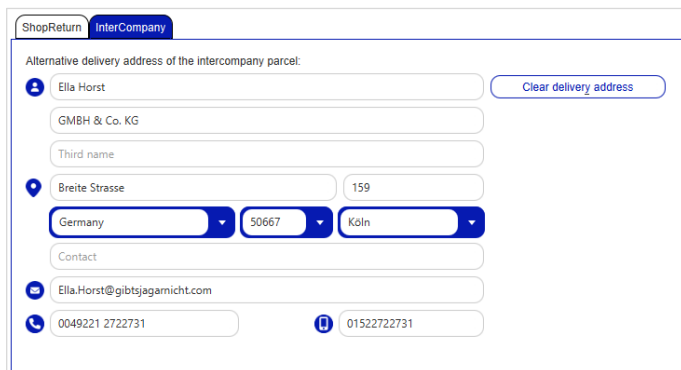


Figure 155 – IntercompanyService

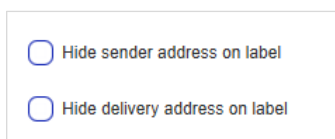


Figure 156 – IntercompanyService: Hide addresses on label

After you have entered all data, you can use ,  or  to generate the labels as a file or printout or send them to the consignee.

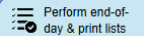
9.11 End of Day

Ship. Ref.	Track ID	Parcel Ref.	Parcel Number	Shipping Date	Consignee	Product	Services	Other Parcels T...	Status	Details
Ref-2022-12	ZDCYS22K	Ref-2022-12-01	50718016380	10/08/2023	Max Muster Musterstraße 1 DE 36251 Bad Hersfeld	BusinessParcel	CashService			
Ref-2022-12	ZDCYS22L	Ref-2022-12-02	50718016381	10/08/2023	Max Muster Musterstraße 1 DE 36251 Bad Hersfeld	BusinessParcel	CashService			
Ref-2022-12	ZDCYS22M	Ref-2022-12-03	50718016382	10/08/2023	Max Muster Musterstraße 1 DE 36251 Bad Hersfeld	BusinessParcel	CashService			
Ref-2022-12	ZDCYS22N	Ref-2022-12-04	50718016383	10/08/2023	Max Muster Musterstraße 1 DE 36251 Bad Hersfeld	BusinessParcel	CashService			
Ref-2022-01	ZD1DG6HR	Ref-2022-01a	50017062367	10/08/2023	Mustermann GmbH Musterstraße 2B DE 36286 Neuenstein	BusinessSmallParcel	FlexDeliveryService			
Ref-2022-01	ZD1DG6HS	Ref-2022-01b	50017062368	10/08/2023	Mustermann GmbH Musterstraße 2B DE 36286 Neuenstein	BusinessSmallParcel	FlexDeliveryService			
Ref-2022-01	ZD1DG6HT	Ref-2022-01c	50017062369	10/08/2023	Mustermann GmbH Musterstraße 2B DE 36286 Neuenstein	BusinessSmallParcel	FlexDeliveryService			
Ref-2023-01	ZDFVW1DC		50894141872	11/08/2023	Martina Mustermann Hauptstraße 7 DE 36251 Bad Hersfeld	BusinessSmallParcel	Pick&ShipService			
Ref-2023-01	ZDFVW1DB		50894141871	11/08/2023	Martina Mustermann Hauptstraße 7 DE 36251 Bad Hersfeld	BusinessSmallParcel	Pick&ShipService			
Ref-2023-01	ZDFVW1DD		50894141873	11/08/2023	Martina Mustermann Hauptstraße 7 DE 36251 Bad Hersfeld	BusinessSmallParcel	Pick&ShipService			

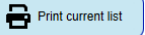
Figure 157 – End of Day

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

In the "Shipper selection" section, define whether you want to display the parcels of all shippers or only of a specific shipper.

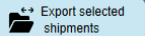
Select the relevant parcels from the list and click on .

The type and number of print-outs to be created is configured in the Shipment Settings (see 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.

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

The "Reprint Selection" section is used to reprint the End-of-Day list for a specific date. Click on

 to display all parcels that were closed at the entered date.

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

9.12 Track and Trace

The screenshot displays the 'Shipment Units' section of a software interface. At the top, there are search filters for 'Select predefined filter', 'Unit no.', 'Shipment Reference', 'Track-ID', and 'T&T unit status'. A search bar is set to 'Ella Horst GMBH & Co. KG'. Below the filters is a table with the following columns: 'All/None', 'Parcel Ref.', 'Track-ID', 'Parcel Number', 'Shipping Date', 'Consignee', 'Address', 'Other parcels T...', and 'T&T Status'. The table contains several rows of shipment data. On the right side, there are four action buttons: 'Store T&T details as PDF', 'Store delivery document', 'Send T&T link via e-mail', and 'Export T&T details'. A 'Logout' button is located in the bottom left corner.

All/None	Parcel Ref.	Track-ID	Parcel Number	Shipping Date	Consignee	Address	Other parcels T...	T&T Status
<input checked="" type="checkbox"/>		ZDFVN1DB	50994141871	11/09/2023	Martina Mustermann	Martina Mustermann Hauptstraße 7 36251 Bad Hersfeld Germany		
<input type="checkbox"/>	Ref-2022-01c	ZD1DG6HT	50017062369	10/09/2023	Mustermann GmbH	Mustermann GmbH Musterstraße 2B 36286 Neuenstein Germany		
<input type="checkbox"/>	Ref-2022-01b	ZD1DG6HS	50017062368	10/09/2023	Mustermann GmbH	Mustermann GmbH Musterstraße 2B 36286 Neuenstein Germany		
<input type="checkbox"/>	Ref-2022-01a	ZD1DG6HR	50017062367	10/09/2023	Mustermann GmbH	Mustermann GmbH Musterstraße 2B 36286 Neuenstein Germany		
<input type="checkbox"/>	Ref-2022-12-04	ZDCYS22N	50718016383	10/09/2023	Max Muster	Max Muster Musterstraße 1 36251 Bad Hersfeld Germany		
<input type="checkbox"/>	Ref-2022-12-03	ZDCYS22M	50718016382	10/09/2023	Max Muster	Max Muster Musterstraße 1 36251 Bad Hersfeld Germany		

Figure 158 – Track and Trace

Via Track and Trace, you can see the shipment status of parcels which have 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 e-mail
- Export T&T details


You can restrict the number of parcels displayed according to certain criteria by using the various filters in the "Shipment Units" section.

Select to save the tracking details of the selected shipments as PDF file.

Select to save the PODs (Proof of Delivery) of the selected shipments.

Select to send an e-mail with the T&T link to the consignees of the selected shipments.

Select 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.

To view the Track and Trace details of a shipment click on  of the respective shipment. Then select [Show Details \(Ctrl+F9\)](#) in the "Shipment Units" section.



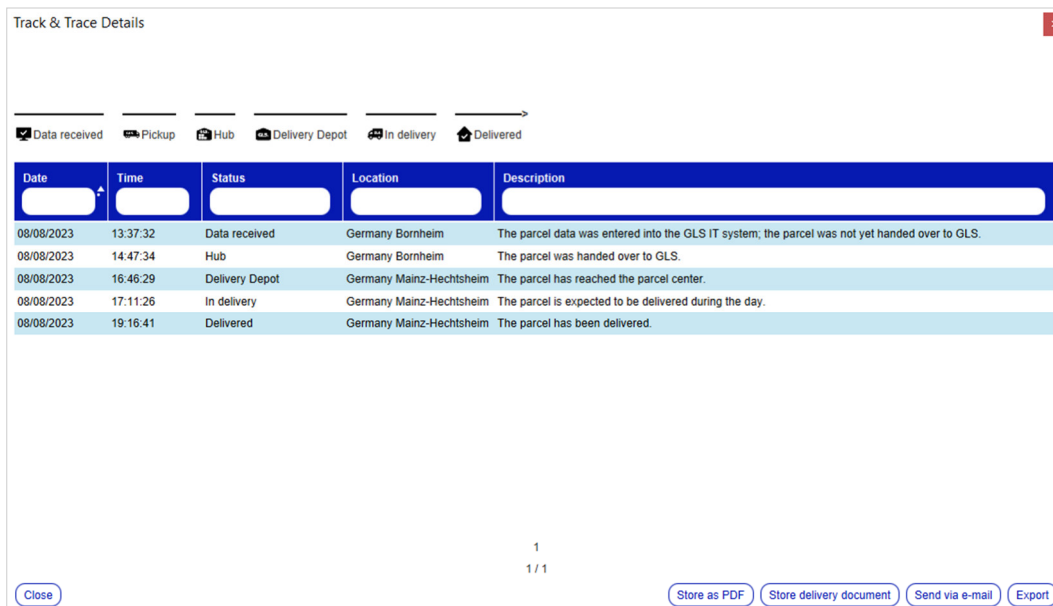
The screenshot displays the 'Shipment Details' interface. It is divided into several sections:

- Consignee:** Max Muster, Musterstraße 1, 36251 Bad Hersfeld, Germany. Contact information is partially visible.
- Shipper:** Ella Horst GMBH & Co. KG, Breite Strasse 159, 50667 Köln, Germany.
- Shipment:** Shipment-No: Ref-2022-12, Shipping date: 10/08/2023, INCOTERM: Status: Closed. Product: Parcel, Services: CashService (Total amount: 50EUR), Total Weight: 24.00.
- Shipment Units:** Track-ID: ZDCYS22N, Parcel Number: 50718016383. A 'Show Details (Ctrl+F9)' button is highlighted. It also shows 'Printed: 4', 'Failed: 0', and 'Unit 4 of 6'.

Figure 159 – Shipment Details

An overview opens that shows all the stations of the parcel and offers the same processing options as the main screen of the shipment tracking:

- Store T&T details
- Store delivery document
- Send T&T link via e-mail
- Export T&T details



The 'Track & Trace Details' window shows a timeline of events for the shipment. The events are as follows:

Date	Time	Status	Location	Description
08/08/2023	13:37:32	Data received	Germany Bornheim	The parcel data was entered into the GLS IT system; the parcel was not yet handed over to GLS.
08/08/2023	14:47:34	Hub	Germany Bornheim	The parcel was handed over to GLS.
08/08/2023	16:46:29	Delivery Depot	Germany Mainz-Hechtsheim	The parcel has reached the parcel center.
08/08/2023	17:11:26	In delivery	Germany Mainz-Hechtsheim	The parcel is expected to be delivered during the day.
08/08/2023	19:16:41	Delivered	Germany Mainz-Hechtsheim	The parcel has been delivered.

At the bottom of the window, there are buttons for 'Close', 'Store as PDF', 'Store delivery document', 'Send via e-mail', and 'Export'.

Figure 160 – Track & Trace Details

9.13 Import / Export



Figure 161 – 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

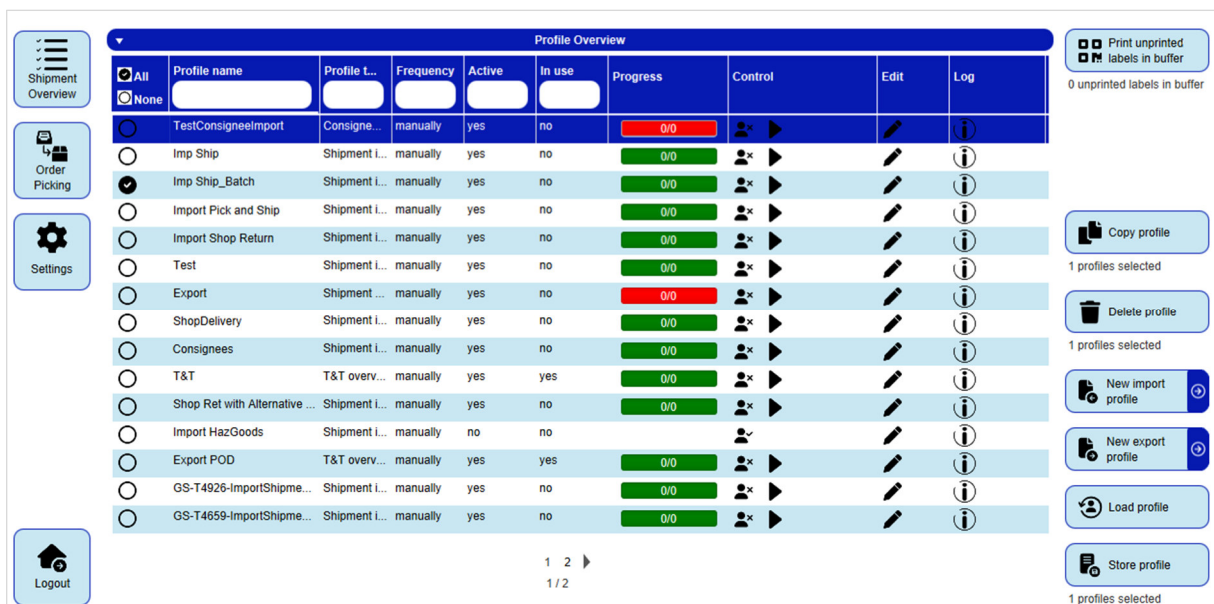





Figure 162 – Profile Overview


In the Profile Overview, all available profiles are listed.

For each profile, the status (column "Active" – yes/no) and the progress of processing is displayed. 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 restarted manually.

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

You can view the execution log for the respective profile using  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.

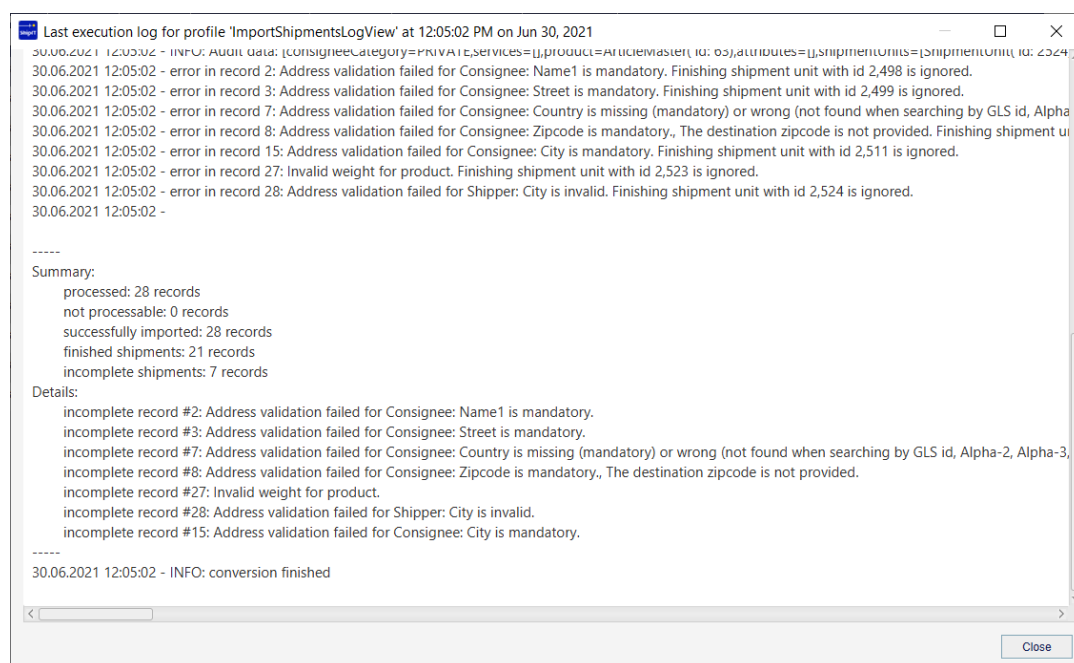
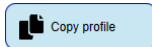
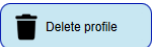
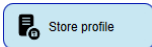
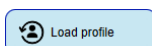



Figure 163 – Import execution log

Use ,  or  to copy or delete a profile or save it as an XML file.

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

9.13.2 New Import Profile

Figure 164 – New import profile

Import profiles define the source and structure of the files you upload from a storage location into the system. Using the screen, you can define all details of the import 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 name to find the profile later in the profile overview. Make sure that no other profile with the same name exists on this backend.

Figure 165 – New import profile: Profile name

9.13.2.2 Profile type

In the "Type" section 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 Capture.
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 in Shipment Capture.



Figure 166 – New import profile: Profile type

9.13.2.3 Source

In the "Source" section you can define the location from which the data is to be imported (file, server, database or 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 pre-processing 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-processing of import profiles is an expert function. Please contact your GLS support.

Figure 167 – 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 any storage locations when importing. The possible source of the file depends on the installation location of the backend. Access to your workstation's network folders is only possible under certain conditions. Contact your 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 source, 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 168 – New import profile: Source – Server

Via **"Server"** you can connect to a server and process a file that is located there in the file system. Choose "Test connection" 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.

Figure 169 – New import profile: Source – Database

Via "**Database**" you can obtain data from a database.

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 170 – 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\fpcc\customds". You can use generic parameters defined in the corresponding text field.

Select "Test connection" to check the correct integration of the data source.

This is an expert function that requires GLS support.

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 your data is correct. In the "Format" section, you determine how the data 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.

The screenshot shows the 'Format' configuration window with the 'Text (txt, csv)' tab selected. The settings are as follows:

- Encoding: UTF-8
- Length: Variable
- Primary delimiter*: ;
- Secondary delimiter: |
- Qualifier: none
- Header lines to be ignored*: 0

Figure 171 – 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 do not collide with real imported characters in the customer data such as comma 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, for example, titles, enter the number of these lines. Otherwise, set the value to 0.

The screenshot shows the 'Format' configuration window with the 'Excel (xls, xlsx)' tab selected. The settings are as follows:

- Spreadsheet*: Spreadsheet
- Secondary delimiter: |
- Header lines to be ignored*: 0

Figure 172 – 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, for example, titles, enter the number of these lines. Otherwise, set the value to 0.

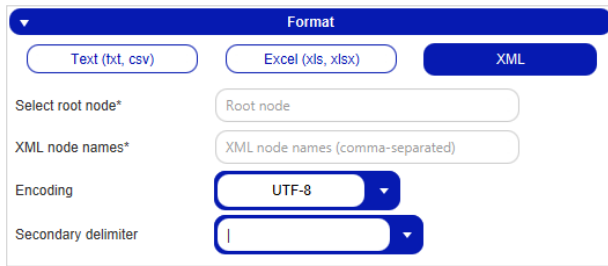

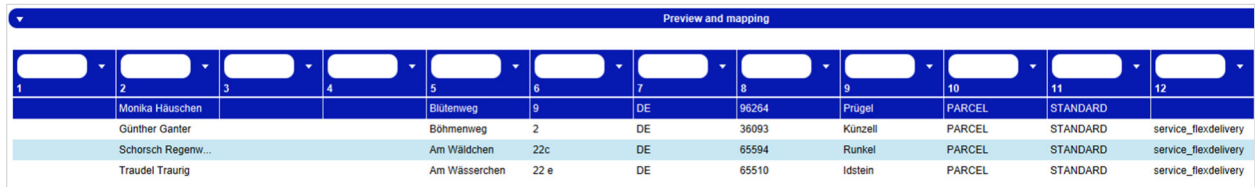


Figure 173 – New import profile: Format – XML

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

As soon as you have completed all settings, it is recommended to use  Preview to create a preview of the data to be imported in the "Preview and Mapping" section to avoid errors. You can see which of your data is located in which columns.



1	2	3	4	5	6	7	8	9	10	11	12
	Monika Häuschen			Blütenweg	9	DE	96264	Prügel	PARCEL	STANDARD	
	Gunther Ganter			Böhmenweg	2	DE	36093	Künzell	PARCEL	STANDARD	service_flexdelivery
	Schorsch Regenw...			Am Wäldchen	22c	DE	65594	Runkel	PARCEL	STANDARD	service_flexdelivery
	Traudel Traurig			Am Wässerchen	22 e	DE	65510	Idstein	PARCEL	STANDARD	service_flexdelivery

Figure 174 – New import profile: Preview and Mapping

You can use the selection fields above the columns to specify which attribute corresponds to this column (e.g. Name or Contact ID). This way you create an assignment, a so-called "mapping".



Figure 175 – 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). 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 coloured marking in the "Progress" column whether there were errors in processing the import data.

The two sections "Preview and Mapping" and "Detailed Mappings" correspond to each other. If you create an assignment using the preview, it will also be displayed in the "Detailed Mappings" section.

Alternatively, you can also make the assignment in the "Detailed Mappings" section.

In this section you can see all field names 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.

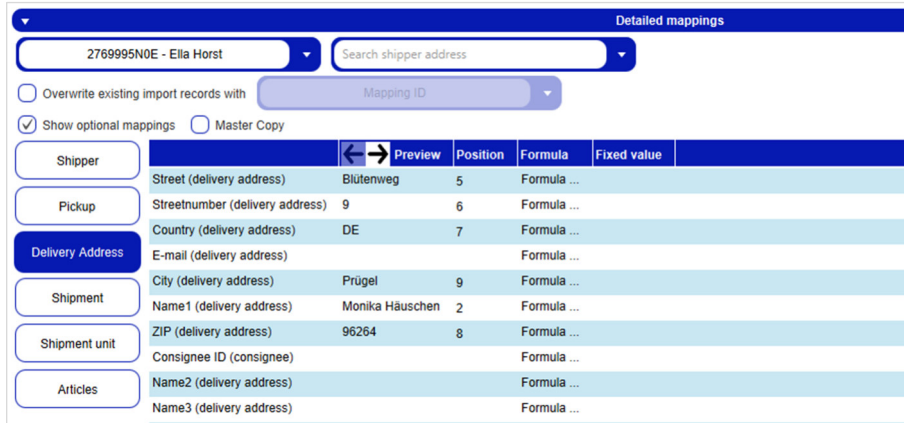


Figure 176 – New import profile: Detailed mappings

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

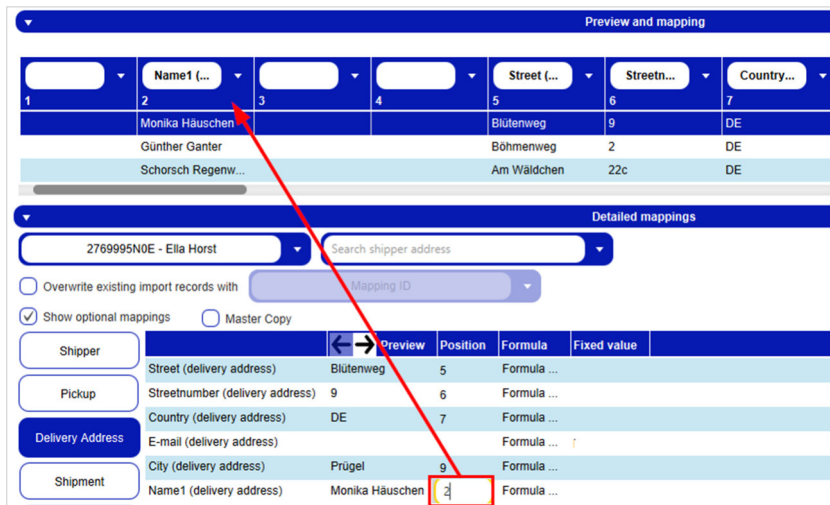


Figure 177 – New import profile: Assignment via position

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.

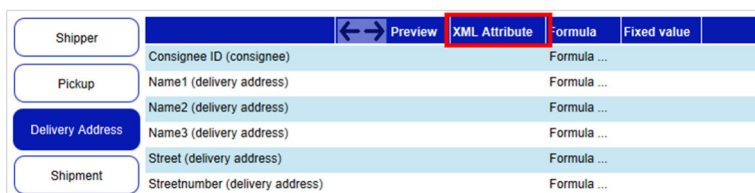




Figure 178 – New import profile: Assignment via XML attribute

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

To check whether you have assigned the correct field 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 in order to create an executable import profile. These attributes are marked with an asterisk.

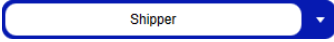
You can use the **checkbox "Master Copy"** to determine whether reusable data records should be generated automatically. This is useful if you want to use data sets with the same parcel data (consignee, number of parcels, weight, etc.) on a regular basis. In the standard application case, the imported 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). If the checkboxes "Master Copy" and "Send label to printer" are activated in an import profile, the data is imported and the additionally created copy is printed directly.

The **checkbox "Overwrite existing import records with"** is available for the import types "Shipments (incl. pickups)", "Shipments (batch)" and "Alt. shipper addresses". If the checkbox is activated during the import, the system searches for existing data records with the same reference number (Consignee ID, Parcel Reference, Shipment Reference or Address ID) and overwrites the existing data record with the new information. As soon as a shipment is finished/printed, it can no longer be overwritten. In this case, the shipment is skipped and a new data record with the same reference number is created.

Please note for the import type "Consignee": When importing consignees with an already existing and assigned Consignee ID, the data record is always overwritten.

9.13.2.5.1 Allocating fixed values

You can also set fixed values instead of a column assignment. Select the corresponding field name and enter the required information in the "Fixed value" column, for example 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 .

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(',', '.');
```

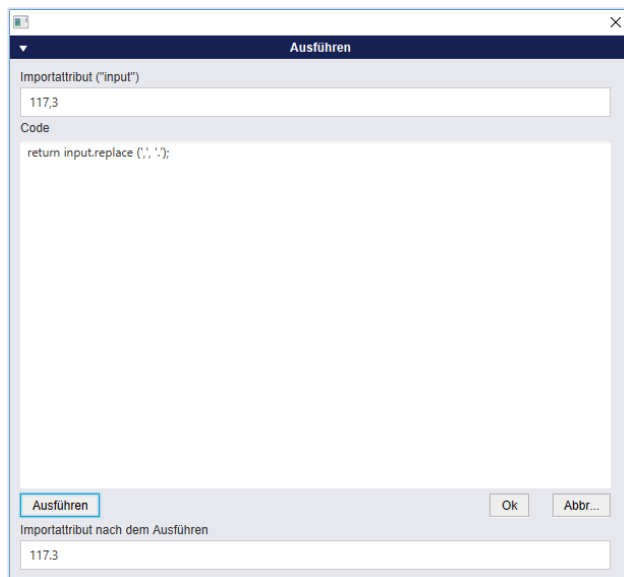
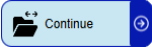


Figure 179 – New import profile: Example of formula during import

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

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.

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.

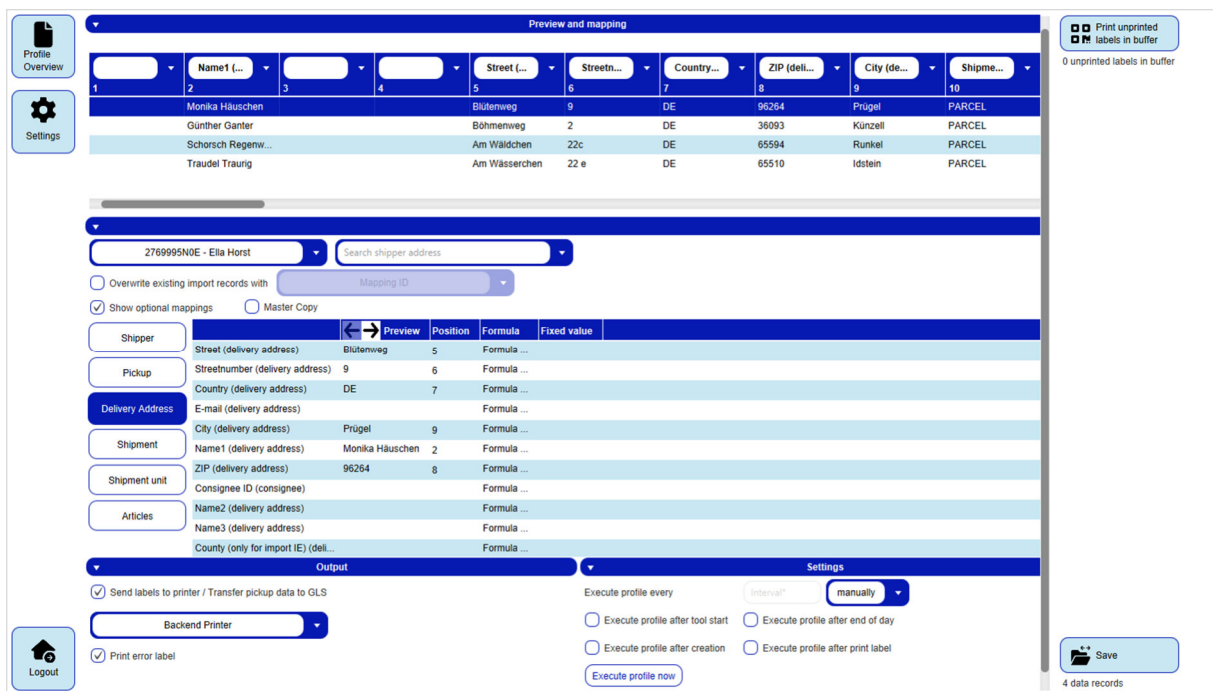


Figure 180 – New import profile: Page 2

The **"Output" section** 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 labels 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 content of the labels is correct. In case of doubt and to avoid error labels, first import the data and control the printing via the Shipment Capture.

Figure 181 – New import profile: Page 2 (Output)

In the **"Settings"** section 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 specify whether your import profile is to be executed every time the application is started, after the profile is created, after the End-of-day is completed or after the label print. You can also execute the profile immediately via [Execute profile 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. You can see from the status in the Profile Overview whether data has been imported (green mark and number of data records) or whether no data is available (red mark).

If you do not specify an interval for executing the profile, the import must be controlled manually using the Profile Overview.

Figure 182 – New import profile: Page 2 (Settings)

After you have completed all entries, save the profile using [Save](#).

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.

9.13.3 New Export Profile

Figure 183 – 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 184 – New export profile: Profile name

In the "Profile" section, enter a unique name for your export profile. Select a descriptive name 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 185 – New export profile: Profile type

In the "Type" section 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.

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&Trace information, filters can be set for the shipping date and delivery date.

The date is not specified in absolute terms (for example, July 01–07), but relative to the time of execution, 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 different 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 the 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 of the shipments. You can select one or more statuses.

Figure 186 – New export profile: Filter – Shipments

Figure 187 – New export profile: Filter – P&S and P&R pickups

Figure 188 – New export profile: Filter – Track&Trace

For the Track&Trace data, you can also specify which report format (standard/detailed) is to be loaded.

Figure 189 – New export profile: Filter – Consignee addresses

You can restrict consignee addresses to a specific country, address book or consignee category (business/private).

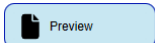
Figure 190 – New export profile: Filter – Shipper addresses

For the alternative shipper addresses, you can select individual or all shippers.

Figure 191 – 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  to create a preview of the data to be exported to avoid errors. In the "Preview" section you can see which data is in the columns as well as the number of data records.

Preview											
Contact ID (shipper)	Alternative Address ID (shipp...	Name (shipper)	Contact person (shipper)	E-mail (shipper)	Mobile (shipper)	Phone (shipper)	Street (shipper)	Streetnumber (shipper)	City (shipper)	ZIP (shipper)	Country (n
2769995NOE	null	Ella Horst	2769995NOE	Ella.Horst@gibt...	01522722731	0049221 2722731	Breite Strasse	159	Köln	50667	276
2769995NOE	null	Ella Horst	2769995NOE	Ella.Horst@gibt...	01522722731	0049221 2722731	Breite Strasse	159	Köln	50667	276
2769995NOE	null	Ella Horst	2769995NOE	Ella.Horst@gibt...	01522722731	0049221 2722731	Breite Strasse	159	Köln	50667	276
276a15gvek	null	Herta Hax	276a15gvek	Herta.Hax@ex...	01517476840	0049561 7476840	Nürnberger Str.	101 A	Kassel	34123	276
276a15gvek	null	Herta Hax	276a15gvek	Herta.Hax@ex...	01517476840	0049561 7476840	Nürnberger Str.	101 A	Kassel	34123	276
2769995NOE	null	Ella Horst	2769995NOE	Ella.Horst@gibt...	01522722731	0049221 2722731	Breite Strasse	159	Köln	50667	276
2769995NOE	null	Ella Horst	2769995NOE	Ella.Horst@gibt...	01522722731	0049221 2722731	Breite Strasse	159	Köln	50667	276
276a15gvek	null	Herta Hax	276a15gvek	Herta.Hax@ex...	01517476840	0049561 7476840	Nürnberger Str.	101 A	Kassel	34123	276
276a15gvek	null	Herta Hax	276a15gvek	Herta.Hax@ex...	01517476840	0049561 7476840	Nürnberger Str.	101 A	Kassel	34123	276
2769995NOE	null	Ella Horst	2769995NOE	Ella.Horst@gibt...	01522722731	0049221 2722731	Breite Strasse	159	Köln	50667	276
2769995NOE	null	Ella Horst	2769995NOE	Ella.Horst@gibt...	01522722731	0049221 2722731	Breite Strasse	159	Köln	50667	276
2769995NOE	null	Ella Horst	2769995NOE	Ella.Horst@gibt...	01522722731	0049221 2722731	Breite Strasse	159	Köln	50667	276
2769995NOE	null	Ella Horst	2769995NOE	Ella.Horst@gibt...	01522722731	0049221 2722731	Breite Strasse	159	Köln	50667	276

Figure 192 – New export profile: Preview of export data

Adjust the filters until the preview meets your needs. Click on .

Destination

File | Server | Database

Destination*

File name*

Prefix for file name

Postfix for file name

Keep filename

Format

Text (txt, csv) | Excel (xls, xlsx) | XML

Encoding

Length

Primary delimiter

Qualifier

Detailed mappings

Shipper	Preview	Position	Formula	Fixed value
Contact ID (shipper)	2769995NOE		Formula ...	
Alternative Address ID (shipp...			Formula ...	
Name (shipper)	Ella Horst		Formula ...	
Contact person (shipper)	2769995NOE		Formula ...	
E-mail (shipper)	Ella.Horst@gibtsjagarnicht.com		Formula ...	
Mobile (shipper)	01522722731		Formula ...	
Phone (shipper)	0049221 2722731		Formula ...	
Street (shipper)	Breite Strasse		Formula ...	
Streetnumber (shipper)	159		Formula ...	
City (shipper)	Köln		Formula ...	
ZIP (shipper)	50667		Formula ...	
Country (numeric) (shipper)	276		Formula ...	
Country (alpha2) (shipper)	DE		Formula ...	
Country (alpha3) (shipper)	DEU		Formula ...	
Country (ioc) (shipper)	GER		Formula ...	
Country (GLS ID) (shipper)	D		Formula ...	

276 data records

Figure 193 – New export profile: Page 2

9.13.3.5 Destination

Select where to export your data (file, server or database). You cannot access any storage location when exporting. The possible source of the file depends on the installation location of the backend. Access to your workstation's network folders is only possible under certain conditions. Contact your GLS Support to determine the storage locations.

Figure 194 – 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 provided with the date or a counter as a prefix or postfix or whether the file name is to be appended or replaced.

Figure 195 – New export profile: Destination – Server

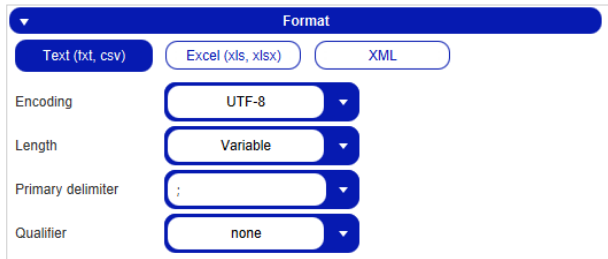
Using **"Server"** you can save your export data as a file on a server. In addition, you can specify whether your file name is to be provided with the date as a postfix or whether the file name is to be appended or replaced.

Figure 196 – New export profile: Destination – Database

Using **"Database"** you can save your export data in a database.

9.13.3.6 Format

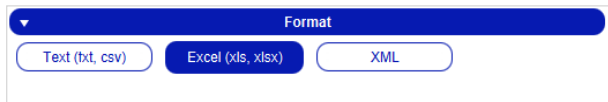
Specify in which format your data is to be exported (Text, Excel or XML). In principle, you can export files with any file extension. It is essential that the data structure within the data corresponds to your target format.



The screenshot shows a 'Format' dropdown menu with three options: 'Text (txt, csv)', 'Excel (xls, .xlsx)', and 'XML'. The 'Text (txt, csv)' option is selected. Below the format selection, there are four dropdown menus for configuration: 'Encoding' is set to 'UTF-8', 'Length' is set to 'Variable', 'Primary delimiter' is set to ';', and 'Qualifier' is set to 'none'.

Figure 197 – New export profile: Format – Text

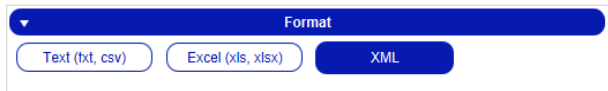
You can export your data to a text file using **"Text"**.



The screenshot shows a 'Format' dropdown menu with three options: 'Text (txt, csv)', 'Excel (xls, .xlsx)', and 'XML'. The 'Excel (xls, .xlsx)' option is selected.

Figure 198 – New export profile: Format – Excel

You can export your data as a data structure using **"Excel"**.



The screenshot shows a 'Format' dropdown menu with three options: 'Text (txt, csv)', 'Excel (xls, .xlsx)', and 'XML'. The 'XML' option is selected.

Figure 199 – New export profile: Format: XML

You can export your data as an XML file using **"XML"**.

9.13.3.7 Detailed mappings

In the "Detailed mappings" section you can assign the data you want to export to individual columns. To do this, click on the respective 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.

Shipper	Position	Formula	Fixed value
Contact ID (shipper)	1	Formula ...	
Alternative Address ID (shipper)		Formula ...	
Name (shipper)	2	Formula ...	
Contact person (shipper)		Formula ...	
E-mail (shipper)	7	Formula ...	
Mobile (shipper)	8	Formula ...	
Phone (shipper)		Formula ...	
Street (shipper)	3	Formula ...	
Streetnumber (shipper)	4	Formula ...	
City (shipper)	6	Formula ...	
ZIP (shipper)	5	Formula ...	
Country (numeric) (shipper)		Formula ...	
Country (alpha2) (shipper)		Formula ...	
Country (alpha3) (shipper)		Formula ...	
Country (ioc) (shipper)		Formula ...	
Country (GLS ID) (shipper)		Formula ...	

Figure 200 – New export profile: Detailed mappings via "Position"

Shipper	XML Attribute	Formula	Fixed value
Contact ID (shipper)	ContactID	Formula ...	
Alternative Address ID (shipper)	AltAddressID	Formula ...	
Name (shipper)	Name	Formula ...	
Contact person (shipper)	ContactPerson	Formula ...	

Figure 201 – New export profile: Detailed mappings via "XML attribute"

Shipper	Table Column Name	Formula	Fixed value
Contact ID (shipper)	Contact_ID_shipper	Formula ...	
Alternative Address ID (shipper)	Alternative_Address_ID_shipper	Formula ...	
Name (shipper)	Name_shipper	Formula ...	
Contact person (shipper)	Contact_person_shipper	Formula ...	

Figure 202 – New export profile: Detailed mappings via "Table Column Name"

Click on  when you have completed all entries.

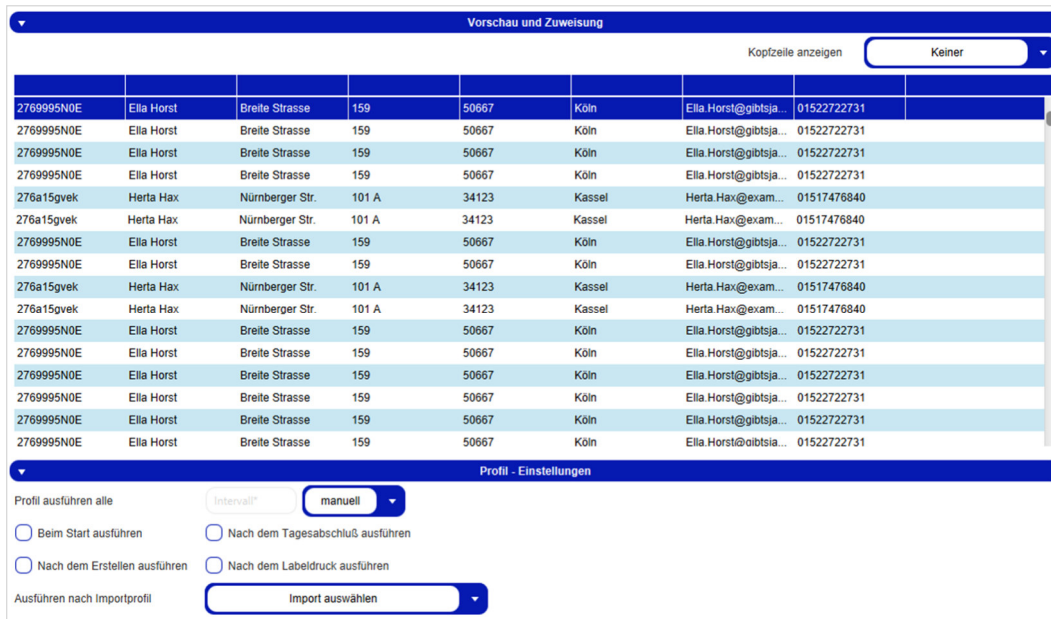


Figure 203 – New export profile: Page 3

In the "Preview and mapping" section you can check the selection of data to be exported again. Using "Show headers", you can show and hide the column headings or enter a custom header.

"Show header" is always deactivated for the "XML" format type. The "XML attribute" is always displayed in the header.

"Show header" is also always deactivated for the destination "Database". The column name of the database table is always displayed in the header.

9.13.3.8 Profile settings

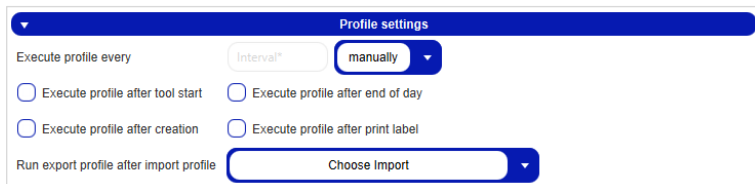


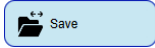
Figure 204 – New export profile: Profile settings

In the "Profile settings" section, 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.

In addition, you can specify whether your export profile is to be executed every time the application is started, after the profile is created, after End-of-day is completed or after the label print. You can also determine 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, regardless of whether data is available for export. The status in the Profile Overview shows 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 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 have to complete or correct the entries.

9.13.4 GLS Standard Interface

The screenshot displays the GLS Standard Interface. It features a left sidebar with 'Settings' and 'Profile Overview' icons. The main content area is divided into two sections:

- Standard import configuration:** Contains a 'Destination (URI)' field with a file upload icon, a 'Shipper*' dropdown menu showing '2769995NOE - Ella Horst GMBH & Co. KG', and a 'Profile*' dropdown menu showing 'Shipments'.
- Import report:** Contains three input fields for 'No. of data records', 'No. of imported data records', and 'No. of failed data records', each with a 'Number' label. Below these is an 'Error report' section with a text area containing the placeholder '<List of failed data records, incl. short error description>'. At the bottom right of the interface is an 'Import data' button.

Figure 205 – 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. Please contact GLS for the current overview of attributes and mandatory fields.

Tip: To edit the file, open it with an editor, not with 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. The order of the attributes in the columns is analogous to the order when creating an import profile.


Shipper		Preview	Position	Formula	Fixed value
	Contact ID (shipper)*			Formula ...	
Pickup	Alternative Address ID (shipper)			Formula ...	
	Name (shipper)			Formula ...	
Delivery Address	Contact person (shipper)			Formula ...	
	E-mail (shipper)			Formula ...	
Shipment	Mobile (shipper)			Formula ...	
	Phone (shipper)			Formula ...	
Shipment unit	Street (shipper)			Formula ...	
	Streetnumber (shipper)			Formula ...	
Articles	City (shipper)			Formula ...	
	ZIP (shipper)			Formula ...	

Figure 206 – Attributes when creating an import profile

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.

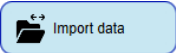
9.13.4.2 Settings before importing

Under "Destination (URI)" you can determine where to search for the file from which the data is to be imported. Select the file from your computer using  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 successfully 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 / erroneous 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 207 – Summary import

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:

Mandatory field (must always be specified for import)
Not needed for import; required to complete the shipment or for import with direct printing
Required if precondition is fulfilled (e.g. CashService information for import CashService)

Shipper	Field length
Contact ID	20
Alternative Adress ID	20
Name	40
Contact person	40
Email	80
Mobile	40
Phone	35
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	35
Mobile	40
Email	80
Skip Import Record (TRUE, FALSE)	5

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	35
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	35
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

Service attributes	Field length
Cash single amount	-
Cash total amount	-
Cash currency	3
Cash reason	160
DaW Contact person	40
DaW Phone	35
DaW Alternative contact person	40
DaW Building	40
DaW Room	40
DaW Floor	40
Deposit/Exchange/IC Phone	35
Deposit/Exchange/IC Contact person	40
Deposit place	121
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 ID	7-50
DSDS Next Parcelshop (no longer in use)	10
SRS Hide sender address on label (TRUE, FALSE)	5
SRS Expected Weight	-
SRS Preferred parcelshop	7-50

9.13.6 Import of services

9.13.6.1 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" has to be specified in the import data record if the **FlexDeliveryService** 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	AddOnLiabilityService	service_addonliability	Shipment unit
Parcel	AddresseeOnlyService	service_addresseeonly	Shipment (without attributes)
Parcel	CashService	service_cash	Shipment unit
Parcel	DeliveryAtWorkService	service_deliveryatwork	Shipment
Parcel	DepositService	service_deposit	Shipment
Parcel	DocumentReturnService	service_documentreturn	Shipment (without attributes)
Parcel	ExchangeService	service_exchange	Shipment
Parcel	ExWorksService	service_exworks	Shipment unit
Parcel	FlexDeliveryService	service_flexdelivery	Shipment (without attributes)
Parcel	Guaranteed24Service	service_guaranteed24	Shipment (without attributes)
Parcel	HazardousGoodsService	service_hazardousgoods	Shipment unit
Parcel	IdentService	service_ident	Shipment
Parcel	IdentPINService	service_identpin	Shipment
Parcel	InboundLogistics	service_inbound	Shipment
Parcel	IntercompanyService	service_intercompany	Shipment
Parcel	Pick&ReturnService	service_pickandreturn	Shipment
Parcel	Pick&ShipService	service_pickandship	Shipment
Parcel	ShopDeliveryService	service_shopdelivery	Shipment
Parcel	ShopReturnService	service_shopreturn	Shipment
Parcel	TyreService	service_tyre	Shipment (without attributes)
Express	TyreService	service_tyre	Shipment (without attributes)
Express	0800Service	service_0800	Shipment
Express	0900Service	service_0900	Shipment

Express	1000Service	service_1000	Shipment
Express	1200Service	service_1200	Shipment
Express	Delivery next working day (EOB)	No service needed	
Express	Saturday1000Service	service_saturday_1000	Shipment
Express	Saturday1200Service	service_saturday_1200	Shipment
Express (Euro)	SaturdayService	service_Saturday	Shipment

Table 12 – Service descriptions in import files

9.13.6.2 Special information on service handling when importing

It is possible to import service information/attributes (e.g. cash amount = €500) without importing the corresponding service (service_cash). You can decide whether the service should be added when you finish the shipment. In this case, all the necessary information is already stored and can be used.

When importing the **ExchangeService**, it must be ensured that all address fields stored in the Shipper Settings in the frontend are overwritten 1:1 when the address is changed. Otherwise the existing (not overwritten) address data will be taken over.

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&Trace cannot be used.

Shipments with **Pick&ReturnService**, **Pick&ShipService**, 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 shipments are saved, but an error message appears and the processing can only be completed when a data connection is available 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.

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.

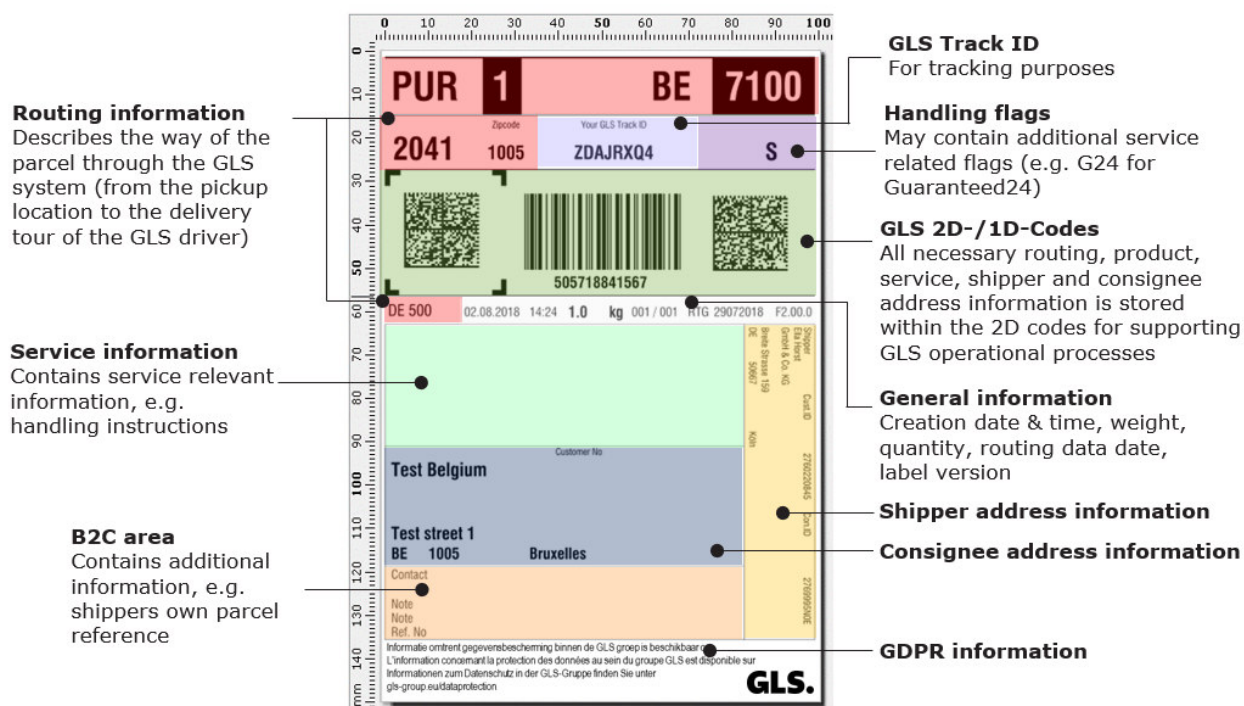


Figure 208 – GLS parcel label

GLS return parcels use the so-called **UniShip code**. This code contains all necessary shipper and consignee information, but no routing information. Depending on which GLS location is responsible for the return 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:

- **ExchangeService**
- **Exchange- plus CashService**
- **ShopReturnService**
- **IntercompanyService**



Figure 209 – UniShip label

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, for example 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. The backend requires a connection to the central GLS system. One or several frontends can operate with the backend.
Barcode	Consists of parallel lines and gaps of different widths. The data in a barcode is read by machine using 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 collection 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.
Path	Directory name on a specific computer.

Term/Abbreviation	Description
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 e-mails 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 widely used encoding for the standardised representation of national special characters.
XML	The Extensible Markup Language (abbreviated XML) is used for the representation of hierarchically structured data in the form of text files.

Table 13 – Glossary