



# EasyShip 5.2 Advanced User Manual

**Dear EasyShip user,**

This manual provides a description of advanced usage of EasyShip 5.2. This manual is an addition on the Basic EasyShip manual. After reading this manual you will be able to (re)configure some advanced option/settings within EasyShip 5.2.

This includes:

- Creating and/or changing users, printer settings and communication settings.
- Importing and/or exporting addresses and shipments.
- The explanation of user configurations.
- Information about low numbers of AWB's, a locked user or reprinting the end-of-day manifest.
- Resolving communication issue.

For issues, questions, remarks and/or uncertainties, please contact your local eCommerce ServiceDesk:

- The Netherlands            0800-0552 (option 1,1,4)
- Belgium                        +32 (0)2 715 53 53
- Luxembourg                  +35 (0)2 35 09 09

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# 1 EasyShip main screen and configuration lay-out

This chapter will give you a first impression of the lay-out of the main screen (figure 1) and the configuration menu which can be used to configure EasyShip.



Figure 1

Via the option **Tools** (figure 2) you can enter the Configuration Utility menu (figure 3). The submenus in the Configuration Utility menu will only be accessible when a login with the correct rights is used. Please contact the eCom ServiceDesk in case of any problems.

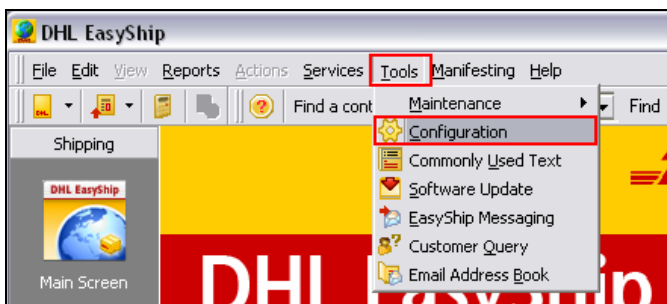


Figure 2

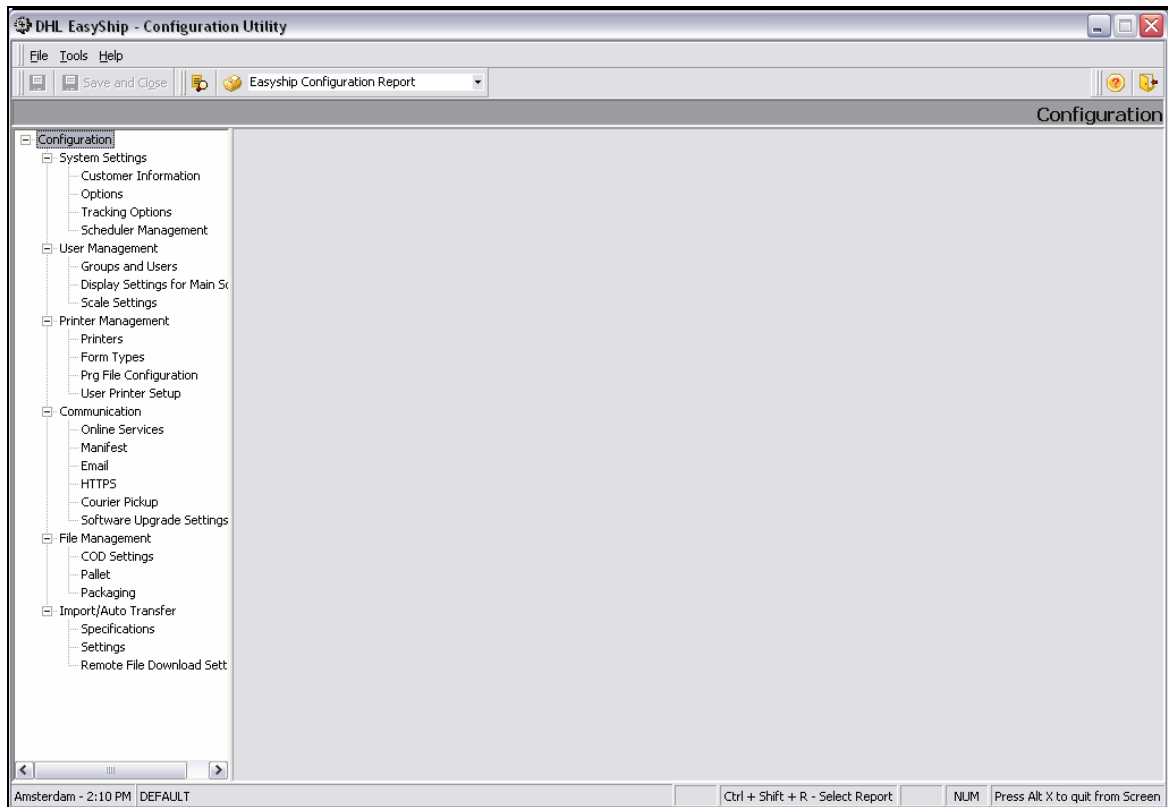


Figure 3

## 2 EasyShip users

This chapter explains how users can be added and modified within EasyShip 5.2.

### 2.1 New User Setup

To create a new user within EasyShip you have to enter the Configuration Utility Menu.

Select **Groups and Users** (User Management) in the menu on the left. The Groups and Users screen will open (Figure 4). Click on the **New User** button (figure 4).

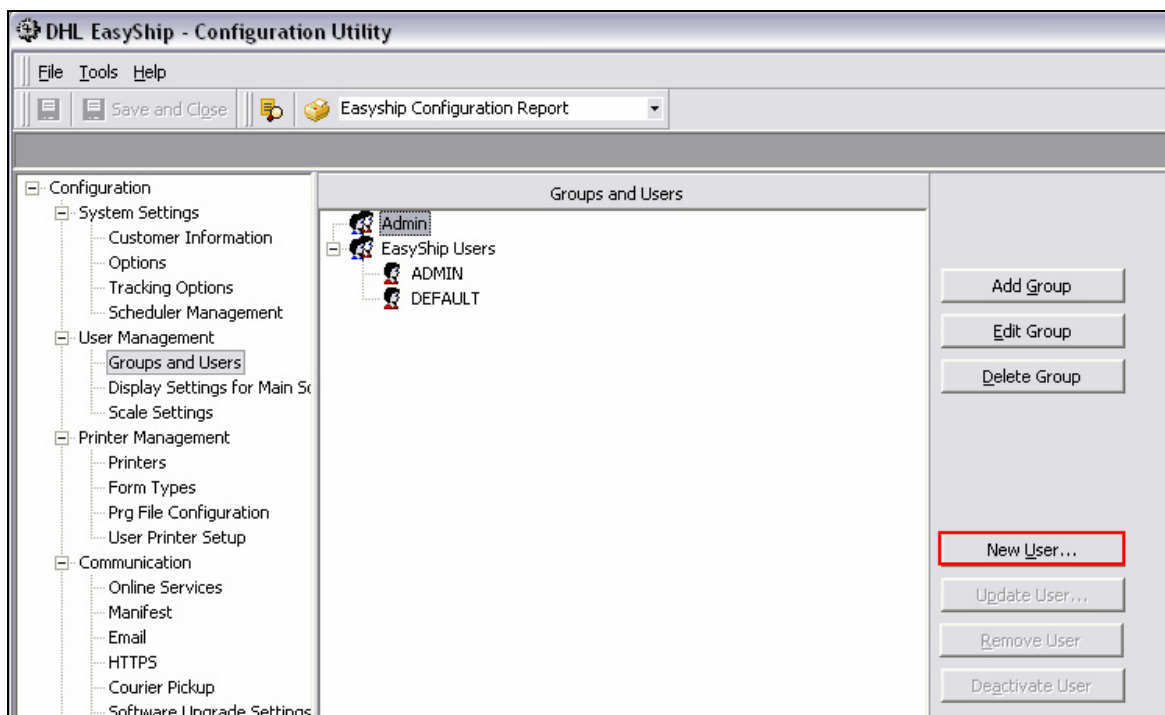


Figure 4

As displayed in figure 5 a new screen will open. Here you can configure a new user. To do this you have to fill in all the fields marked with a \*:

1. User ID. Fill in a user id which can be used by the new user to login.
2. Password & Confirm Password. Fill in any desired password for the new user.
3. Account #. In this field you can fill in the account number you want to be used by this user (shipments prepared by this user will be billed to this account).

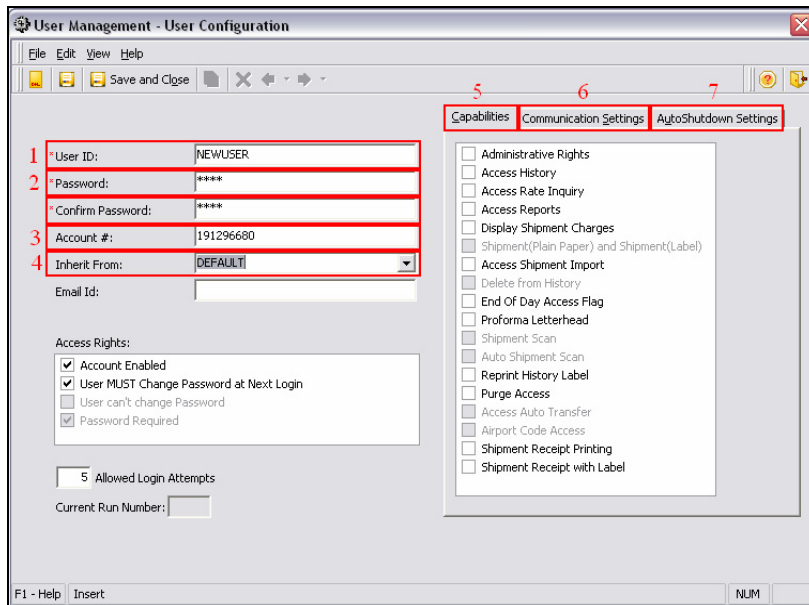


Figure 5

When you select an existing user ID in the **Inherit From** field (number 4 in figure 5), the details of this user will be copied to the new user setup. This way you can make sure the proper user settings are used for the new user setup. If you select an existing user, EasyShip will show you this message: "This will inherit the settings of the Selected User". Click **OK** to do so (figure 6).

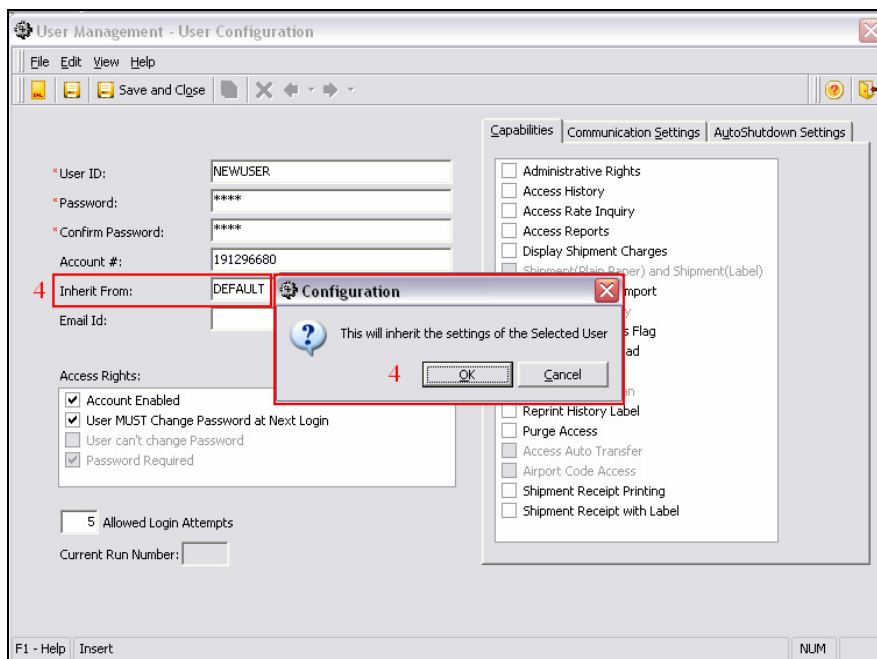


Figure 6

When you do not select an existing user within the Inherit From field, you have to select Capabilities (paragraph 2.1.1) and Auto Shutdown Settings (paragraph 2.1.2) in the tabs on the right. You can not change anything in the Communication Settings tab. For access, please contact the eCom ServiceDesk.

## 2.1.1 Capabilities

Within the capabilities tab (number 5 in figure 5) you can select the specific options the new user will be able to access within EasyShip. The most important options will be explained below:

1. **Administrative Rights:** when this option is selected the user has access to several configurations menus, including the printer setup and the creating/modifying new users menu.
2. **Access Rate Inquiry:** this option is only available when your rates are uploaded in EasyShip.
3. **Display Shipment Charges:** this function is only available when your rates are uploaded in EasyShip
4. **Purge Access:** with this option you can purge your database files.

## 2.1.2 Auto Shutdown Settings

In the Auto Shutdown Settings tab you can setup a timer which enables EasyShip to automatically shutdown. To do this check the Auto Shutdown box and fill in the three fields (figure 7).

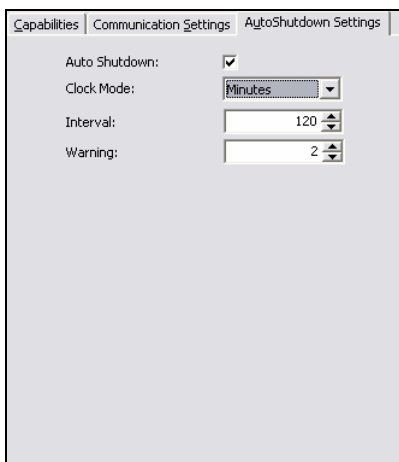


Figure 7

## 2.2 Change an existing user

To change the settings of an existing user you have to enter the Configuration Utility Menu and select **Groups and Users** (User Management) in the menu on the left. To select the user you want to change click on this user and click **Update User** (figure 8). The User Configuration Screen will open (figure 5). Here you can change the settings. Click **Save and Close** to save the changes.

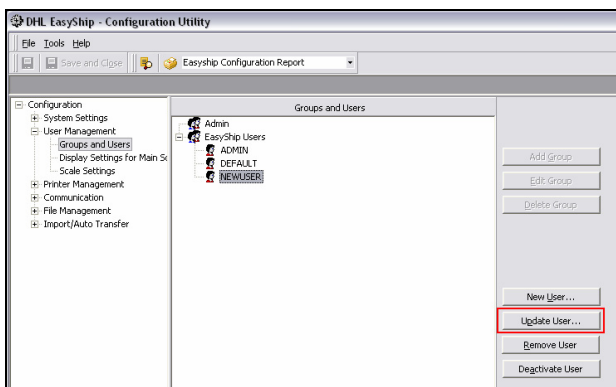


Figure 8

## 3 Printer settings

This chapter will explain how a new printer can be configured and how an existing printer can be modified. You always have to configure a printer when a new user is set up. A pop-up message will be shown as reminder (figure 9).

Note: after configuring printers you need to restart EasyShip to make the changes available.

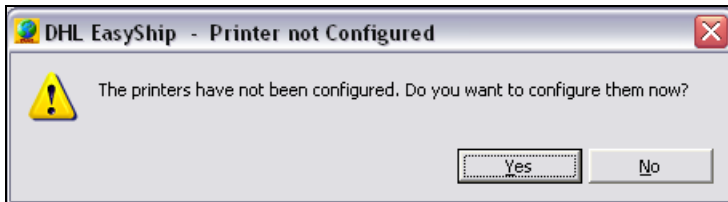


Figure 9

### 3.1 Configure a new printer

To access the printer configuration screen you can either click **yes** (figure 9) or access the printer management menu in the Configuration Utility Menu (figure 3).

Here you find 4 submenus (figure 10);

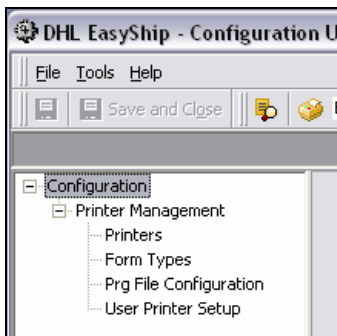


Figure 10

#### 1. Printers

In this menu you can add the printers you want to use in EasyShip. When you click the right mouse button and select **Add printer**, you can add all printers available in the Windows configuration off your PC/Network.

To add a printer fill in the **Printer Alias** and choose the printer in the **Printer Path** field.

#### 2. Form Types

The settings in this menu should not be modified.

#### 3. PRG File Configuration

The PRG file is the source code for a form or (barcode) label. The PRG files should be linked to the form types for every user. This can be configured in the User Printer Setup menu.

#### 4. User Printer Setup

In this menu you can setup a printer for every user. You can setup more than one printer per user. For every printer you need to follow the following steps:

- Select the user who's printer you want to configure;
- Click **Configure Printer**;

- Choose the printer you want to use (all printers you added in the Printers menu (number 1) are shown);
- Define the form(s) the printer should print by dragging the required form type towards the printer you just configured and click **Save and Close** (figure 11):

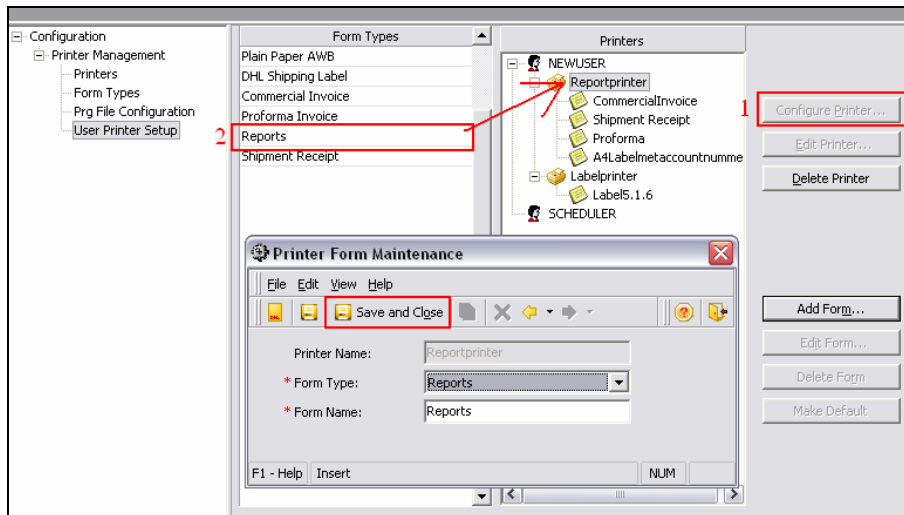


Figure 11

### 3.2 Change an existing printer

If you want to change an existing printer you need to follow the following steps:

- Configure/change the correct printer in the Printers menu (Printer Management);
- Change the needed PRG file in the PRG File Configuration menu;
- Go to the User Printer Setup menu, select the involved printer alias and click **Delete Printer**. You have to do this for all users that used the new/changed printer. A pop-up will show this message: "Delete printer and all associated forms?" Click **Yes** (figure 12);
- Now set up a new/changed printer for the user(s) and add the correct forms as described in the previous paragraph (number 4).

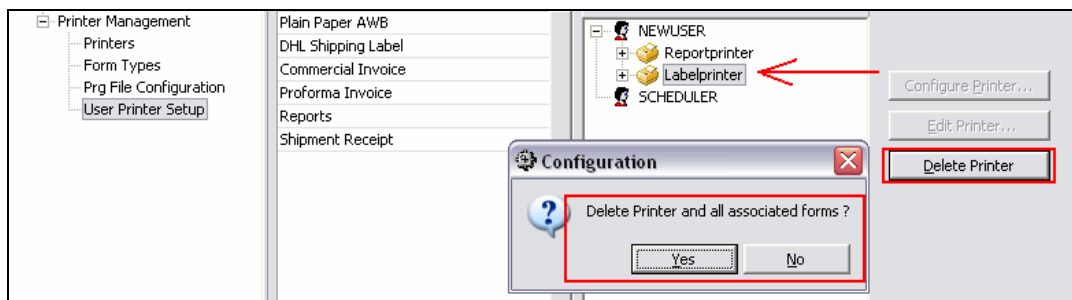


Figure 12

## 4 Communication settings

In the Communication menu in EasyShip you can configure the settings to establish the data communication between EasyShip and the Data Communication Server of DHL (DCS4 ). This communication is necessary to make sure that the shipment information is transferred to the shipment terminal (End of Day manifest). This is necessary to guarantee a correct handling of your shipments.

This chapter will explain what the correct settings are and how to configure these communication settings.

### 4.1 Online services

In the Online Services menu (Communication) you can configure the communication settings when you want to transfer your shipment data via Modem or HTTP(S).

Make sure the line **Shipment Data Files** and **Tracking** (figure 13) contain the following data and are selected with a  in the box in the "Active" column.

Mode: MODEM AND HTTP

Primary- and Secondary phone: 0206555656

HTTP(S) Server: http:\\dcs4-ea.dhl.com

		Online					
Configuration	Service	Active	Mode	Primary Phone	Secondary Phone	HTTP(S) Server	HTTP
System Settings	Automatic LP Number Allocation	<input type="checkbox"/>	MODEM	0206555656	0206555656		
User Management	Automatic Shipment Number Allocation	<input type="checkbox"/>	MODEM	0206555656	0206555656		
Printer Management	Schedule Pickup	<input type="checkbox"/>	MODEM	0206555656	0206555656		
Communication	Shipment Data Files	<input checked="" type="checkbox"/>	MODEM AND HTTP	0206555656	0206555656	http:\\dcs4-ea.dhl.com	
Online Services	Site Registration	<input type="checkbox"/>	HTTP	0206555656	0206555656	http:\\dcs4-ea.dhl.com	
Manifest	Software Upgrade	<input type="checkbox"/>	MODEM	0206555656	0206555656		
Email	Tracking	<input type="checkbox"/>	HTTP	0206555656	0206555656	http:\\dcs4-ea.dhl.com	
HTTPS	Third Party Pickup	<input type="checkbox"/>					
Courier Pickup	Shipment Notification Via DCS	<input type="checkbox"/>					
Software Upgrade Settings							
File Management							
Import/Auto Transfer							

No. Of Retries:	<input type="text" value="1"/>
Default Modem:	<input type="text"/>
* Gateway IATA:	<input type="text" value="AMS"/>

Figure 13

## 4.2 Manifest

In the Manifest menu (figure 14) (Communication) you can configure the manifesting settings.

- Invoice Seq #:  
This number should not be changed.
- 1. Customer#:  
This number is configured during installation and should not be changed. If you did change it, please contact your local ServiceDesk to acquire the correct number.
- 2. Auto Manifest Settings:  
In this part of the screen you can set up an Automatic Manifest. This will start the communication procedure automatically. This includes printing the End of Day report and the transmission of the shipment data. To do this check the **Automatic Manifest** field and fill in the time(s) you want the manifesting to start in the **Cutoff Times** fields. To receive a reminder before the manifesting starts, fill in the **Reminder** field.
- 3. Manifest FTP settings:  
Whenever FTP is set up as manifesting option this part of the menu needs to be configured correctly. The correct settings are:
  - Host: ftp2.dhl.com
  - Port: 21
  - User ID: dcsftpmn
  - Password: 8q8q9a9a
  - Build directory path\*: /Build
  - Work directory path\*: \Work*\* Please be aware that the first character should be a capital*
- 4. Email/FTP settings:  
In this part of the screen you can choose via which medium you want to communicate your End of Day. To do this check either (or both) **End of day options via FTP and E-Mail**.

Configuration

- System Settings
- User Management
- Printer Management
- Communication
  - Online Services
    - Manifest
    - Email
    - HTTPS
    - Courier Pickup
    - Software Upgrade Settings
- File Management
- Import/Auto Transfer

1 Customer #: 1234

2 Auto Manifest Settings

Automatic Manifest:

Reminder at: 0 minutes prior

Manifest Cutoff Time in Ascending Order

1:	00:00	4:	00:00
2:	00:00	5:	00:00
3:	00:00	6:	00:00

With End of Day Manifest at cutoff: 1

3 Manifest FTP Settings

\* Host: ftp2.dhl.com

\* Port: 21

\* User ID: dcsftpmn

\* Password: \*\*\*\*\*

\* Build Directory Path: /Build

\* Work Directory Path: /Work

FTP Transfer Mode

Active Mode Transfer

Passive Mode Transfer

4 Email/FTP Settings

End of day via Email:

End of day via FTP:

\* Electronic Manifest Email: amsspsupl@dhl.com

Figure 14

### 4.3 E-mail

In the E-mail settings screen (communication) the access-details for the local SMTP are configured. These settings allow EasyShip to mail the End of Day data to the DHL server.

There are four fields to fill-in:

1. Host:

This field contains the DNS or IP from the local SMTP (outgoing mail) server.

2. Port:

This field contains through which port the e-mail communication is set up. Most common is port 25.

3. User ID:

This field contains an existing user ID, which has access on the local SMTP.

4. Password:

This field contains the password of the user, entered in field User ID.

The Third Party Pickup via E-mail Field can be left empty.

## 4.4 HTTPS

In the HTTP(S) menu the settings to communicate through HTTP(S) can be configured. There are three available options to choose from;

HTTP(S) settings:

1. "Internet connection without proxy server". Within this setting nothing has to be configured. This option is standard and does not require any configuration.
2. "I use this dial-up networking location to connect to the internet": Here you set up the local dial-up connection configured in Windows.
3. "I use a proxy server to connect to the internet": When you choose this option you have to fill in the fields below to configure the proxy server access through HTTP, HTTPS or FTP. And fill in a user (and password) that is allowed to use the proxy server (figure 15).

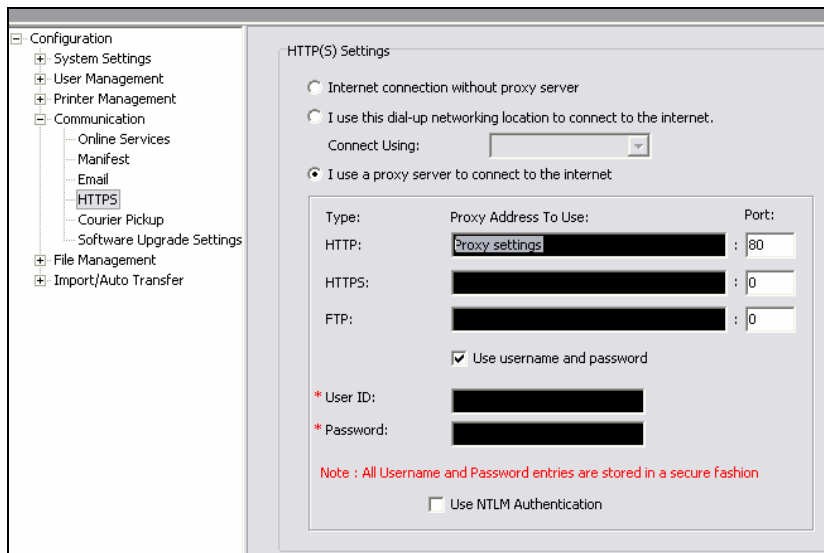


Figure 15

The Communication menu options Courier Pickup and Software Upgrade Settings should not be changed and are therefore not clarified in this chapter.

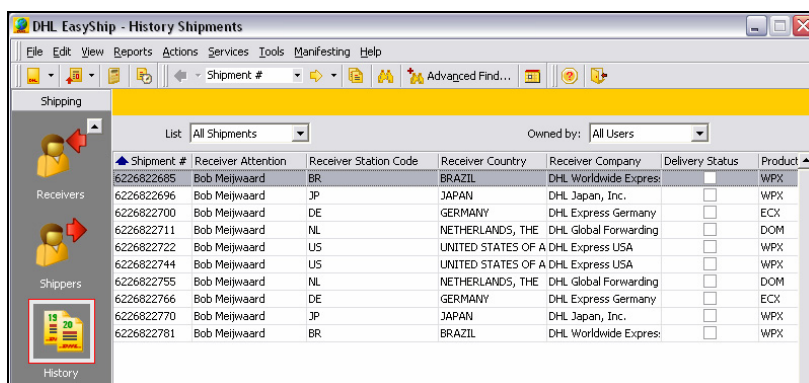
## 5 Export Shipment & Addresses

It is possible to export details out of the Recipient, Shipper or Shipments list and the Shipment history of EasyShip. This functionality works the same for all these lists.

To export information from EasyShip you have to:

- Enter the list you want to export (in this case the History list (figure 16)).
- Select the number of rows you want to export by holding "shift" or "ctrl" or by right-clicking in a random row and select **Tag All** (figure 17).
- Right-click on the selection to access the menu list (figure 17) and select **Export Grid**. A new screen will open (figure 18). If a warning pops up, just ignore this message and click **OK**.
- A couple of fields in the Export Grid will be explained below (figure 18):
  1. Available Columns: This area contains the available fields that can be added to the export file. By double clicking on a column name you can add it to the **selected columns list** (3). You can also use the arrows (2).
  2. Arrows: Can be used to switch items between the Available Columns and the Selected Columns.
  3. Selected Columns: This area contains the selected columns from the available area (1). When you want to remove items from the **selected column list** double click on the item again or use the opposite arrow (2).
  4. List Order: By using the up or down arrow (3) you can change the order in which the selected items will be exported. The order will be from "up" (left) to "down" (right) in the eventual export file.
  5. Export to file named: Here you have to specify to which directory and to what name the file should be exported.  
Export selected rows only: Here you can select to either export the selected rows or the entire table.
  6. Field names in first row: Here you can select the first row to be specified with the actual column title.
  7. Export Type: Select either "delimited" (for field separator) or "fixed" (for specified lengths of columns).
  8. Record Delimiter: Select the record delimiter for the import file, based on which the import will be done by the system.  
Text qualifier: Select a text qualifier if you want to identify actual text in the export format.  
Field Delimiter: In case of a delimited file (7), specify the field separator

After completing this screen, click **OK** and the records will be exported to the desired location (5).



Shipment #	Receiver Attention	Receiver Station Code	Receiver Country	Receiver Company	Delivery Status	Product
6226822685	Bob Meijwaard	BR	BRAZIL	DHL Worldwide Express	<input type="checkbox"/>	WPX
6226822696	Bob Meijwaard	JP	JAPAN	DHL Japan, Inc.	<input type="checkbox"/>	WPX
6226822700	Bob Meijwaard	DE	GERMANY	DHL Express Germany	<input type="checkbox"/>	ECX
6226822711	Bob Meijwaard	NL	NETHERLANDS, THE	DHL Global Forwarding	<input type="checkbox"/>	DOM
6226822722	Bob Meijwaard	US	UNITED STATES OF A	DHL Express USA	<input type="checkbox"/>	WPX
6226822744	Bob Meijwaard	US	UNITED STATES OF A	DHL Express USA	<input type="checkbox"/>	WPX
6226822755	Bob Meijwaard	NL	NETHERLANDS, THE	DHL Global Forwarding	<input type="checkbox"/>	DOM
6226822766	Bob Meijwaard	DE	GERMANY	DHL Express Germany	<input type="checkbox"/>	ECX
6226822770	Bob Meijwaard	JP	JAPAN	DHL Japan, Inc.	<input type="checkbox"/>	WPX
6226822781	Bob Meijwaard	BR	BRAZIL	DHL Worldwide Express	<input type="checkbox"/>	WPX

Figure 16

Shipment #	Receiver Attention	Receiver Station Code	Receiver Country
6226822685	Bob Meijwaard	BR	BRAZIL
6226822696	Bob Meijwaard	JP	JAPAN
6226822700	Bob Meijwaard	DE	GERMANY
6226822711	Bob Meijwaard	NL	
6226822722	Bob Meijwaard	US	
6226822744	Bob Meijwaard	US	
6226822755	Bob Meijwaard	NL	
6226822766	Bob Meijwaard	DE	
6226822770	Bob Meijwaard	JP	
6226822781	Bob Meijwaard	BR	

Figure 17

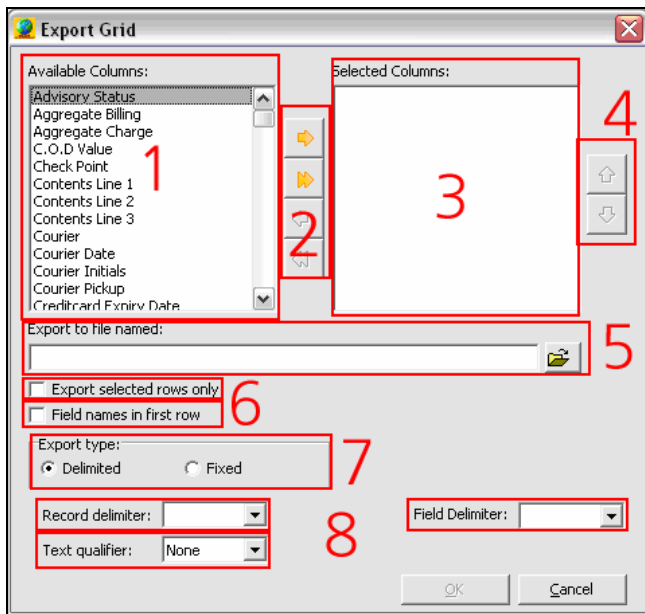


Figure 18

## 6 Additional specific configuration settings

This chapter will answer some frequently asked questions.

To solve some of these issues you will need to enter the **DHL Expert Mode** via the tools option in the Configuration menu (figure 19). To receive the correct password you have to contact the eCom ServiceDesk (figure 20).

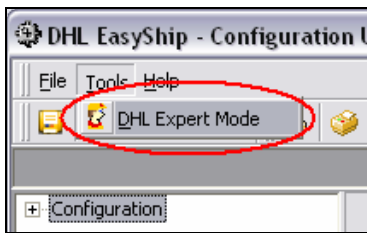


Figure 19

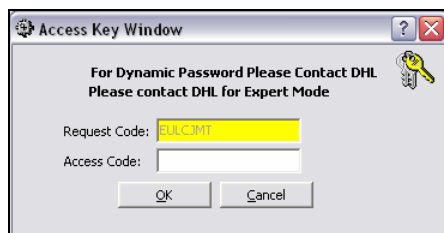


Figure 20

### 6.1 Low or empty AWB/LP range

EasyShip will alert the user when either the airwaybill range or the LP range is low. When this alert appears, please contact the eCom ServiceDesk. Please give the ServiceDesk agent the exact message.

The DHL employee will report this message and prepare a new range.

When EasyShip alerts the user that the range is completely, please contact the ServiceDesk again. The DHL employee will replace the range.

### 6.2 Locked users

When a user enters the wrong username/password for three times in a row, the user will be locked. When this happens a pop-up will appear asking for an access-code (figure 21). When this happens please contact your local eCom ServiceDesk to unlock EasyShip.



Figure 21

## 6.3 Reprint End of Day manifest

This paragraph explains how to reprint a manifest.

To reprint a manifest go to **Reports** and choose **List**.

In this screen you can choose which report you want to reprint.

To reprint the manifest look for **=====REPRINT MANIFEST** (figure 22). Right-click on this report and select **Print Report**. Choose the date of the report you want to print and click **OK** (figure 23).

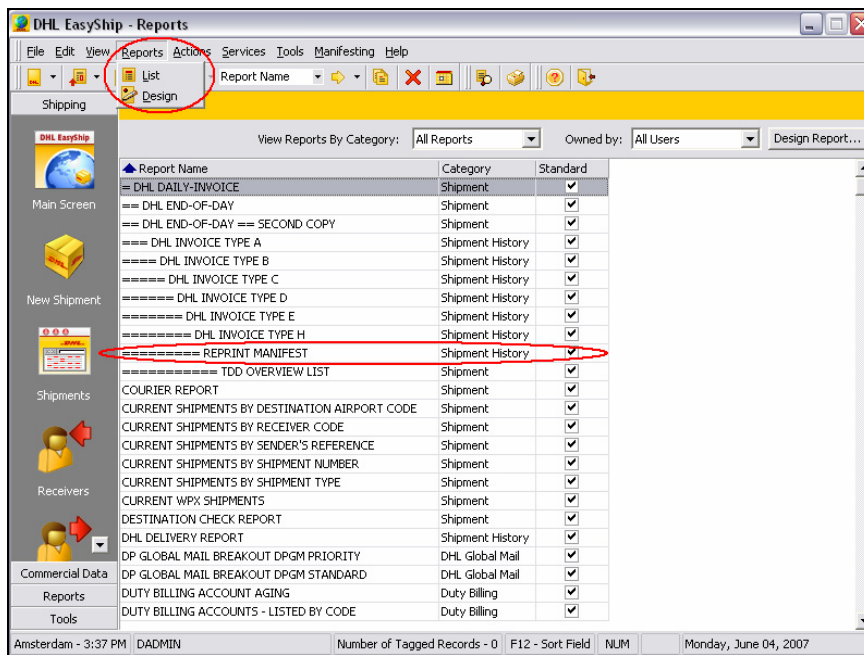


Figure 22

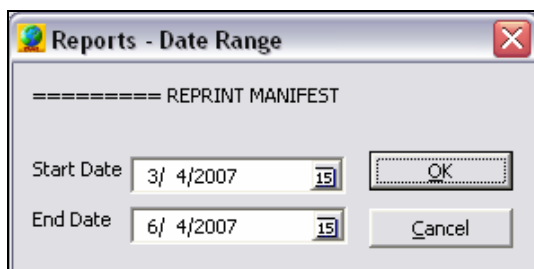


Figure 23

## 6.4 Mailing List

A mailing list can be used to create large mailings with same content to many recipients. The mailing list is based on the recipients in the address book.

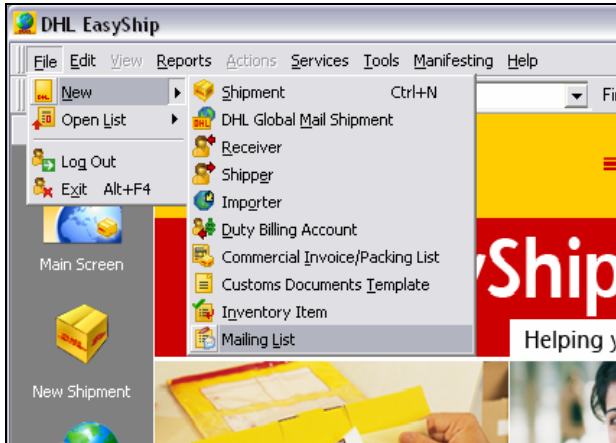


Figure 24

### 6.4.1 Create a mailing list

To create a new mailing list, go to **File, New** and select **Mailing list** (figure 24). In the screen that opens you have to enter a name for the mailing list (figure 25).

Then you can choose the addresses from the recipient list displayed below. Selecting addresses can be done by holding down the "CTRL" (or "SHIFT") button and click the desired addresses (or range of addresses). After you have selected the addresses click **Save and Close**. A pop-up will appear, asking you if you want a short cut for this list on the sidebar. Choose either yes or no and the mailing list is ready.

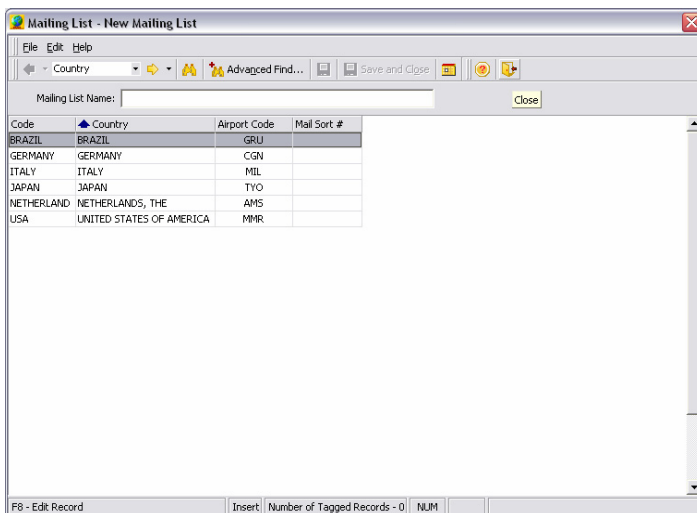


Figure 25

## 6.4.2 Edit a mailing list

To edit a mailing list or to ship with a mailing list go to **File, Open List**, and choose **Mailing List List**.

In this screen you can edit and process a mailing list.

To process a mailing list right-click on the desired list and select **Process Mailing List**. A new window will open: Mailing List – Conformation (figure 26). Here you can select if you have shipments with either the same number of pieces in one shipment with different piece details or different number of identical pieces. The second option will ask you if you want to send “Domestic” or “International” shipments. After you have selected the right options click **Continue**.

A shipment preparation screen will open. Here you are able to fill in the shipment details for the mailing list. If you are done select **Process** (figure 27) and the mailing list will be processed.



Figure 26

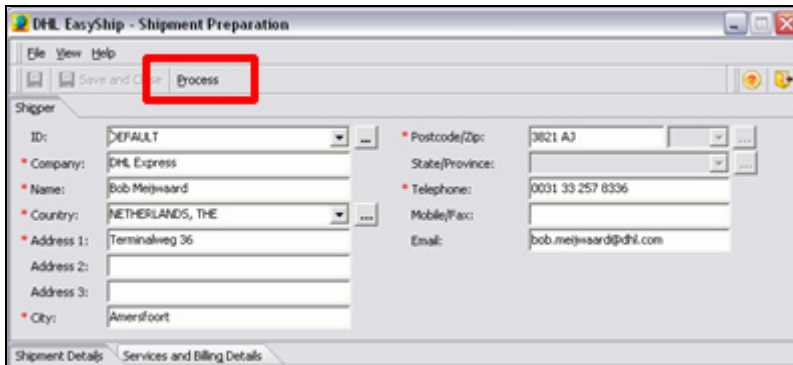


Figure 27

Deutsche Post  World Net

*MAIL EXPRESS LOGISTICS FINANCE*

DHL Express  
Terminalweg 36  
3821 AJ Amersfoort

0800-0552

[www.dhl.nl/be/lu](http://www.dhl.nl/be/lu)

