



## **Business Portal „YourGLS“**

**Customer Presentation | April 2020 | Public**

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# YourGLS at a glance

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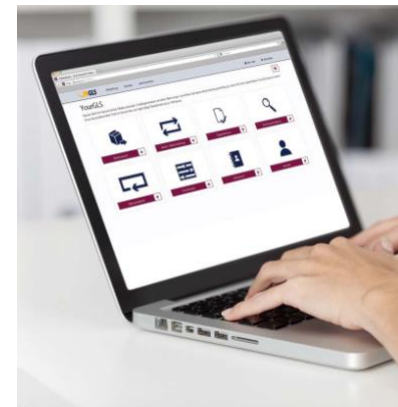
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Sending parcels, managing consignee addresses, requesting pickups, sending invoices or using advanced tracking and tracing - with your personal YourGLS account you have a user-friendly web-based platform at your disposal around the clock with tools for fast and smooth dispatch processing:

- **Full functionality** from package creation to online invoicing
- Access via all **common Internet capable devices, responsive design**
- **Easy to use**, complete the desired action with just a few clicks
- **Protection of sensitive data, only** available for **registered users**
- **Customization options**
- Comprehensive range of **self services**

Manage your shipping easily online.  
You don't need any additional software.

[gls-group.eu](https://gls-group.eu)



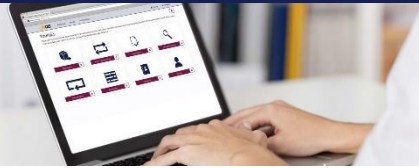
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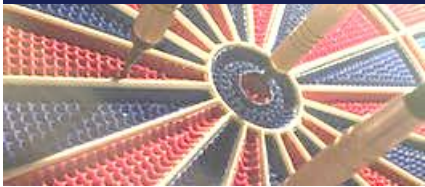
Customer Presentation | December 2019 | Public

## Short description



- **Password-protected** web portal for **business customers**
- **No additional software** required<sup>1</sup>

## Objectives



- Provide a **user-friendly, state-of-the-art web-based platform** with tools for **fast and smooth shipping processing**
- **Comprehensive** range of **self services**
- **Access via** all common **Internet-enabled devices**<sup>2</sup>

## Target group



- **Companies** that regularly or sporadically use **web-based shipping solutions**, i.e. that also create parcels online.
- **Webshops** for the simple handling of their shipment.
- Customers who **wish to ship via other systems** and **use the additional features of YourGLS.**

<sup>1</sup> Exception: Direct printing QZ.io, if necessary PDF viewer <sup>2</sup> desktop PC, smartphone, tablet

# YourGLS registration

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## Registration

As a business customer, you will receive your personal YourGLS account **on request**.

You can reach your GLS team from Monday to Friday from 8:00 am to 5:00 pm under the following contact details:

- Phone: 06677-646 90 70 30
- Email: [kundenservice@glg-germany.com](mailto:kundenservice@glg-germany.com)
- Business customer contact form on the [GLS website](#)

## Login

You can then log in to the GLS website with your personal access data.

The screenshot shows the GLS website homepage. At the top, there is a search bar, language selection (EN, DE), and a location dropdown (Germany). Below the navigation bar, there are three main sections: 'The company', 'Shipping solutions', and 'Service for recipients'. The central banner features a group of four people (three men and one woman) in business attire, with one man in a hard hat and safety vest, all raising their fists in a celebratory gesture. The text reads 'Find job now' and 'Your career at GLS – just one click away'. A 'More info' button is visible on the left. To the right, there are buttons for 'Join as business customer', 'Private shipping', and a login section for 'YourGLS / GLS-ONE' with fields for 'User name' and 'Password', a 'Forgot password?' link, and a 'Login' button. Below the banner, there are three columns of service information: 'Shipping solutions' (with a 'GLS dispatch' link), 'Online parcel dispatch' (with a 'GLS-ONE' link), and 'GLS App' (with a 'Go to app' link). On the far right, there is a 'Track & Trace' section with a 'Track ID / Parcel number' field and a search icon, and a 'Contact' section with a 'ParcelShops / Depots' section containing 'Street' and 'Postal Code / City' input fields.

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## Your first login

At the first login you will be asked to change your password.

After entering the old password and creating the new password according to the rules below, resetting the password is successful and you can log in again and work in YourGLS.

Join as business customer >

Private shipping >

YourGLS / GLS-ONE

tu-Test

.....

Forgot password?

Login

Join as business customer >

Private shipping >

YourGLS / GLS-ONE

User name

Password

Forgot password?

Login

Track & Trace

Track ID / Parcel number

Contact >

Old Password

New password

Confirm new password

**Password length:**  
10 to 20 characters

**Must include at least:**  
1 upper case letter (A-Z)  
1 lower case letter (a-z)  
1 number (0-9)  
1 special character:  
!#\$%&()\*+,-/=<=>?@[^\_{}~

Cancel Apply

Join as business customer >

Private shipping >

YourGLS / GLS-ONE

tu-Test

.....

Forgot password?

Login

Password reset successful, please log in via the login form on the right.

### **i** Rules for creating your new password:

- Password length: 10 to 20 characters
- Must include at least:
  - 1 upper case letter (A-Z)
  - 1 lower case letter (a-z)
  - 1 number (0-9)
  - 1 special character: !#\$%&()\*+,-/=<=>?@[^\_{}~

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## Forgot password? I

If you have forgotten your password, you can use the "Forgot password?" link in the login area to then have a link to reset your password sent to you by email.

Enter your user name and email address and then click on "Send".

A new window will open and you will receive an email.

To reset your password, follow the "Password reset" email.

The screenshot shows a web form titled "Request new password" with a "Print" icon. Below the title is the instruction: "Simply enter your user name and e-mail address and a new password will be sent to you via e-mail." The form has two input fields: "User name\*" and "E-mail\*", both marked as mandatory. A "Send" button is located at the bottom right of the form. To the right of the form is a sidebar with navigation links: "Join as business customer", "Private shipping", "YourGLS / GLS-ONE" (with sub-links for User name, Password, and Forgot password?), "Track & Trace" (with a search for Track ID / Parcel number), and "Contact".

This screenshot shows the same "Request new password" form, but now it displays a confirmation message: "We have sent an e-mail with new access data for your account to the address you entered. Please check your inbox." Below this message, it says "Email sent to christina.hambach@gls-ibusiness.com" and provides instructions to check the email and contact GLS if there are problems. The sidebar navigation remains the same.

The screenshot shows an email from GLS. The header includes "GLS Information", "GLS", and the email address "An: christina.hambach@gls-ibusiness.com". The date and time are "Montag, 08. April 2020 11:38". The main body of the email reads: "Dear GLS customer", "Someone requested the reset of the password for your GLS account.", "Please click on this link to reset your password: Password.reset", "For security reasons, the validity of the web link expires after one hour.", "If you didn't request a password reset please contact us.", "Thanks for your trust.", "Your GLS Team". At the bottom, there is a footer with legal information: "Please do not respond to this e-mail as it is an automatic generated e-mail.", "General Logistics Systems Germany GmbH & Co. OHG, GLS Germany Straße 1.7, 36286 Neuenstein, Registered office: Neuenstein, Register court: District Court of Bad Hersfeld HRB 813, General partners: - GLS Betriebsgangs GmbH, Registered office: Neuenstein, Register court: District Court of Bad Hersfeld HRB 787, Managing directors: Saad Al-Soudani, Eberhard Filze, Martin Seidenberg - General Logistics Systems B.V., Registered office: Amsterdam/Netherlands, Register court: Kamer van Koophandel Amsterdam, Dossier no: 34125584, Managing director: James Ratkeik.





# YourGLS registration

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## Forgot password? II

The "Password reset" web page opens. You can enter the new password taking into account the new rules, confirm it and then click on "Apply".

Now you can log in with your newly created password.

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## Password reset

You have been redirected to this page to reset your password as it is either your first login or your previous password has expired.

New password

Confirm new password

**Password length:**  
10 to 20 characters

**Must include at least:**  
1 upper case letter (A-Z)  
1 lower case letter (a-z)  
1 number (0-9)  
1 special character:  
!#5%&()\*+,-/=<>?@[\\^\_~]

[Join as business customer](#)

[Private shipping](#)

**YourGLS / GLS-ONE**

User name

Password

Forgot password?

**Track & Trace**

Track ID / Parcel number

If the password has not been reset within an hour, the following message will appear after clicking on the link (see right):

In this case you have to go through the process from the beginning.

GLS

EN | DE Germany

[The company](#) [Shipping solutions](#) [Service for recipients](#) [Career](#)

## Password Reset

**YourGLS / GLS-ONE**

User name

Password

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## Session expired

If you have been inactive on the website for more than 20 minutes, you will need to log in again.

**Session expired**

Your session expired and has been terminated due to security reasons. Please login again to continue.

**YourGLS / GLS-ONE**

User name  
Password

Forgot password?

> Register Login

**Track & Trace**

Track ID / Parcel number

# General notes

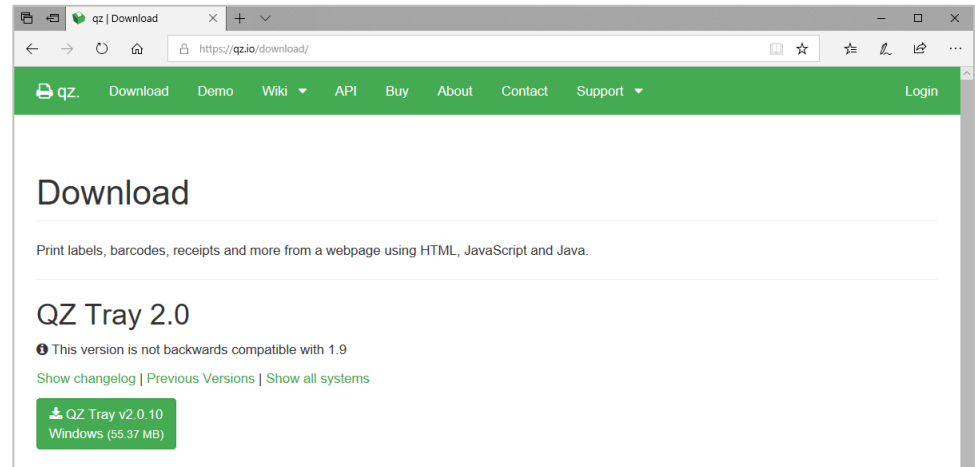
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- Please accept cookies and enable JavaScript in your Internet browser so that you can use YourGLS to its full extent.
- Internet browser recommendation:  
Mozilla Firefox (ideal), Google Chrome (ideal), Opera, Safari  
⇒ please always use the latest available version!
- To use direct printing of parcel labels, the latest version of “QZ Tray 2.0” must be installed and started. Further information can be found under:

<https://qz.io/download/>

<https://qz.io/wiki/faq#java-versions>



# Overview of the YourGLS features

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The screenshot displays the YourGLS dashboard interface. At the top, there is a navigation bar with the GLS logo and tabs for 'Processing', 'Services', and 'Administration'. A 'Logout' button is located in the top right corner. Below the navigation bar, the main content area is divided into several sections. On the left, there is a 'YourGLS' header with the text 'Manage your professional to...'. A dropdown menu is open, listing various actions: 'Send parcel', 'Pickup / Return request', 'Parcel management', 'Parcel tracking', 'Return parcel', and 'Dispatch preparation'. Another dropdown menu is open, listing: 'End of day', 'Sporadic pickup', 'Invoices', and 'Track & Trace protocol'. A third dropdown menu is open, listing: 'Address book', 'Shipper addresses', 'User settings', 'User administration', 'Notification settings', and 'Contact'. The main content area features eight large, dark blue buttons arranged in a 2x4 grid, each with an icon and a label: 'Send parcels' (with a parcel icon), 'Pickup / Return request' (with a truck icon), 'Issue end-of-day report' (with a document icon), 'Go to parcel tracking' (with a magnifying glass icon), 'Return parcel' (with a return icon), 'Change settings' (with a gear icon), 'Go to address book' (with a notebook icon), and 'Contact information' (with a person icon). Each button has a small 'i' icon in the bottom right corner. A text box above the buttons reads: 'voices or use the extended Track & Trace functionality: With your personal YourGLS account you have all the'. A help icon (?) is located in the top right corner of the main content area.

Note: The available functionalities depend on the respective user rights.

# User administration

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In the user administration you can create further YourGLS users under your "main user".

## Search for and/or add users

- Enter your search criteria and select "Search" to search for already created users and edit their individual settings.
- Select "Add user" to create a new user. You will be taken to a new page and you can perform individual settings for this user, described on the following pages.

The screenshot shows the 'User administration' search page. At the top, there is a title 'User administration' and a brief description: 'Your personal YourGLS account may be used by several persons in your company. You may add a user and specify individual rights per user. The respective accounts are easily found by the search function. You may change the settings any time.' Below this is a search section with a 'Search' header. It contains four input fields: 'User name' (with 'tu-' entered), 'Status' (with a dropdown menu set to 'all users'), 'First name', and 'Last name'. At the bottom right of the search section are 'Reset' and 'Search' buttons. Below the search section is a light blue box with the heading 'Add user' and the text 'If you want to add a new user please click "Add user"'. An 'Add user' button is located at the bottom right of this box.

The screenshot shows the 'User administration' user creation form. It has the same title and description as the search page. Below the description are four tabs: 'User name', 'Access rights', 'Customer relations', and 'Default values'. The 'User name' tab is active. It contains several input fields: 'User name\*' (with 'tu-' entered), 'Language' (dropdown set to 'English'), 'First name\*', 'Last name\*', and 'E-mail\*'. There are also 'Status' (radio buttons for 'Active' and 'Inactive', with 'Active' selected) and 'New password\*' and 'Confirm new password\*' fields. A red 'i' icon is next to the 'New password\*' field. At the bottom left, there is a note '\* Mandatory field'. At the bottom right, there are 'Cancel' and 'Save' buttons.

# User administration – User name

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## “User name” tab

- Select an **account type** for the new user:
  - Customer: Sub-account
  - Supplier: Supplier-account
- Enter and/or edit data for the (new) user:
  - User name
  - First and last name
  - Email address
- Also select for the user:
  - Language
  - Status (active or inactive)
  - Password (at least 10 characters)

Please find on the following page further information on password assignment.

User administration

Your personal YourGLS account may be used by several persons in your company. You may add a user and specify individual rights per user. The respective accounts are easily found by the search function. You may change the settings any time.

User name | Access rights | Customer relations | Default values

Type\*  
Sub-account  
Supplier-account

User name\*  
tu- 333

First name\*  
firstname

Last name\*  
lastname

E-mail\*  
firstname.lastname@info.com

Language  
English

Status  
 Active  Inactive

New password\*  
.....

Confirm new password\*  
.....

\* Mandatory field

Cancel Save

**i** Choose **Sub-account**, if you want to create another user for your main user within your company.

Select **Supplier-account**, if you want to create a YourGLS account for one of your suppliers so that they can send you packages on your behalf.

A **separate activation is required** to use this function!  
Please contact your GLS sales department.


# User administration – User name

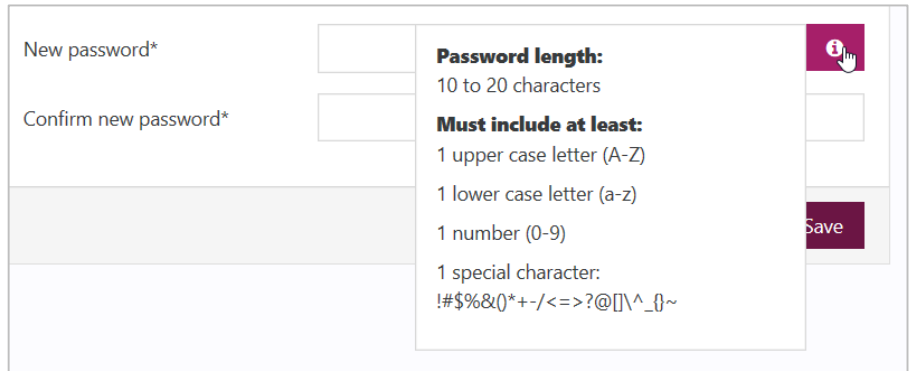
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## Password assignment for the new user

- You can only create the new sub-user if you follow the rules for assigning the password.
- For example, the following error messages may appear if they are not met:
  - The password is too short. It needs to be at least 10 chars long.
  - The new password is too long.
  - The password does not contain enough special characters.
  - The new and the confirmed password do not match.

**i** The rules for password assignment are displayed when you move the mouse over the Info button .



The screenshot shows a form with two input fields: "New password\*" and "Confirm new password\*". To the right of the form, a tooltip is displayed with the following text:

- Password length:**  
10 to 20 characters
- Must include at least:**
  - 1 upper case letter (A-Z)
  - 1 lower case letter (a-z)
  - 1 number (0-9)
  - 1 special character:  
!#\$%&()\*+,-/=<=>?@[\\^\_{}~

- i** Rules for creating your new password:
- Password length: 10 to 20 characters
  - Must include at least:
    - 1 upper case letter (A-Z)
    - 1 lower case letter (a-z)
    - 1 number (0-9)
    - 1 special character: !#\$%&()\*+,-/=<=>?@[\\^\_{}~

# User administration – Access rights

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## “Access rights” tab

- Assign (at least) one of the YourGLS applications to the user.
- The user can then use the selected applications in his YourGLS Account.

### User administration

Your personal YourGLS account may be used by several persons in your company. You may add a user and specify individual rights per user. The respective accounts are easily found by the search function. You may change the settings any time.

User name: **Access rights** | Customer relations | Default values

Assign to the user at least one of the applications.

<input checked="" type="checkbox"/> Send parcel, Pickup / Return request, Return parcel
<input checked="" type="checkbox"/> Parcel management
<input checked="" type="checkbox"/> Shipper addresses
<input checked="" type="checkbox"/> End of day, Sporadic pickup
<input checked="" type="checkbox"/> Address book
<input checked="" type="checkbox"/> Parcel tracking
<input checked="" type="checkbox"/> Invoices
<input checked="" type="checkbox"/> Invoice settings
<input checked="" type="checkbox"/> Track & Trace protocol
<input checked="" type="checkbox"/> User administration
<input checked="" type="checkbox"/> ActivityList
<input checked="" type="checkbox"/> To-do List
<input checked="" type="checkbox"/> Dispatch preparation
<input checked="" type="checkbox"/> Address settings, Address settings
<input checked="" type="checkbox"/> User settings

\* Mandatory field



# User administration – Customer relations

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## “Customer relations” tab

- In the “Customer relations” tab, first the shipper is specified for the user and after that the access rights per shipper are defined.
- At least one customer relation must be defined.
- Only the access rights previously assigned to the user in the “Access rights” tab can be assigned.

**User administration**

Your personal YourGLS account may be used by several persons in your company. You may add a user and specify individual rights per user. The respective accounts are easily found by the search function. You may change the settings any time.

User name    Access rights    **Customer relations**    Default values

Create for this user at least one customer relation.  
The customer relation defines in which applications of YourGLS the user can use which shippers.

<input type="checkbox"/>	Shipper number	Name	Address	Available in these applications
<input type="checkbox"/>	2760015847 276a17agA0	Example Company	DE 36286 Neuenstein	End of day, Sporadic pickup, Address book, Invoices, Track & Trace protocol, Send parcel, Pickup / Return request, Return parcel, Parcel tracking

**Properties of the customer relation**

Your personal YourGLS account may be used by several persons in your company. You may add a user and specify individual rights per user. The respective accounts are easily found by the search function. You may change the settings any time.

Shipper:

Example Company Neuenstein  
Example Street 1  
36826 Neuenstein Germany  
Shipper number 2760000129 276a195586

Available in the following applications:

- Send parcel, Pickup / Return request, Return parcel
- End of day, Sporadic pickup
- Address book
- Parcel tracking
- Invoices
- Track & Trace protocol
- ActivityList
- Dispatch preparation
- Shipping by Suppliers

Only modules assigned to user in TAB Access rights can be selected here.

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## “Default values” tab

- The default values are automatically inserted when the user creates a new parcel label.
- Select the following default values for the user:
  - Shipper
  - Country of consignee
  - Product & services
- Then click on „Save“ to create the user.

**User administration**

Your personal YourGLS account may be used by several persons in your company. You may add a user and specify individual rights per user. The respective accounts are easily found by the search function. You may change the settings any time.

User name   Access rights   Customer relations   **Default values**

Shipper\*   Example Company   Example Company  
Mainstreet 1  
36286 Neuenstein Deutschland  
Shipper number 2760074639 27699950vP

Country of consignee\*   Germany

Products & services

Product\*   BusinessParcel

Services:

<input type="checkbox"/> CashService	<input type="checkbox"/> DeliveryAtWorkService	<input type="checkbox"/> ExchangeService
<input type="checkbox"/> IntercompanyService	<input type="checkbox"/> Pick&ReturnService	<input type="checkbox"/> DepositService
<input type="checkbox"/> Pick&ShipService	<input type="checkbox"/> Guaranteed24Service	<input type="checkbox"/> ShopReturnService
<input type="checkbox"/> ShopDeliveryService	<input type="checkbox"/> InboundService	<input type="checkbox"/> IdentPINService

\* Mandatory field

Cancel   Save

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## Search result user administration

- After successful creation, the new user appears in the user administration search result list. Its status is "Active, password change pending".

**User administration**

Your personal YourGLS account may be used by several persons in your company. You may add a user and specify individual rights per user. The respective accounts are easily found by the search function. You may change the settings any time.

**Search**

User name:  Status:

First name:  Last name:

**Search result**

<input type="checkbox"/>	User name	Type	First name	Last name	Status	E-mail
<input type="checkbox"/>	tu-Test3	Sub-account	Test	User	Active, password change pending	chr...com

**i** Once created, the new user will be requested to change his password on his first login attempt. He or she is also requested to do so if the main user has changed the password for him or her or has changed the status from inactive to active. He will be directed to the "Password reset" page.

Only after entering the old password and creating the new password according to the rules mentioned above, the password reset is successful and the user can log in again and work in YourGLS 2.0.

# User settings – Your account

Content (1/2)

- 1 YourGLS ID in a nutshell
- 2 YourGLS Registration
- 3 General Notes
- 4 Overview of the YourGLS Features
- 5 User Administration
- 6 User Settings
- 7 User Profiles with GLS Tools
- 8 User Settings – Returns Settings
- 9 Returns Linked to Returns Settings
- 10 Address Book
- 11 Shipment Addresses
- 12 Billing Profiles

In the user settings you can make individual settings for your YourGLS account:

## “Your account” tab

- Select a language.
- Change your password if necessary. Please refer to the following page for further information.
- Choose a password for the parcel status link.

The screenshot shows the 'User settings' interface. At the top, there are four tabs: 'Your account' (highlighted), 'Default values', 'Printer settings', and 'Returns settings'. Below the tabs is a 'Settings' section. The first row contains a 'Language' dropdown menu set to 'English' and a 'Password' field with a 'Change' button. The second row is titled 'Password for parcel status link' and includes a text input field containing 'test123'. Below this field is a descriptive text: 'Define a password for the parcel status link (must be sent via E-mail) to give the opportunity to your recipients to see the in Track&Trace additional data (eg addresses)'.

## **i** What is the parcel status link?

You can send a web link to your consignee via email so that they can follow the status of the shipment directly.

# User settings – Your account – Password change

Content (1/2)

- 1 Your GLS ID in a nutshell
- 2 Your GLS Identification
- 3 General Notes
- 4 Overview of the User GLS Features
- 5 User Administration
- 6 User Settings
- 7 User Settings with GLS Tools
- 8 User Settings – Returns Settings
- 9 Returns Linked to Returns Settings
- 10 Address Book
- 11 Shipper Addresses
- 12 Basic Profile

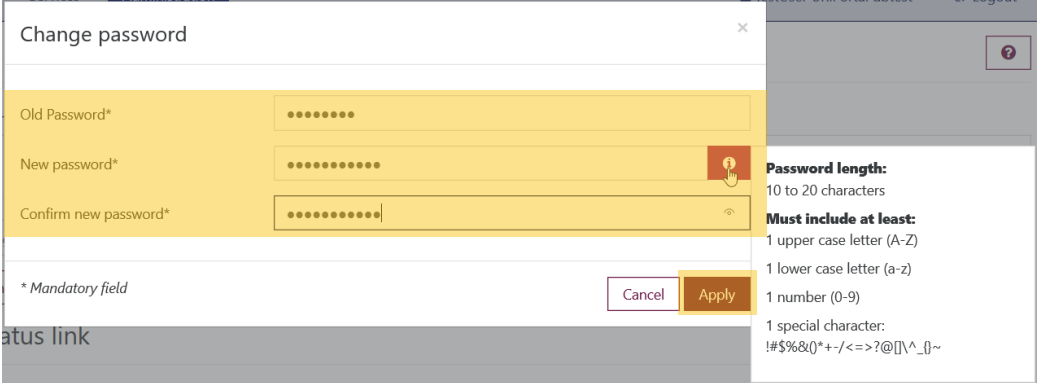
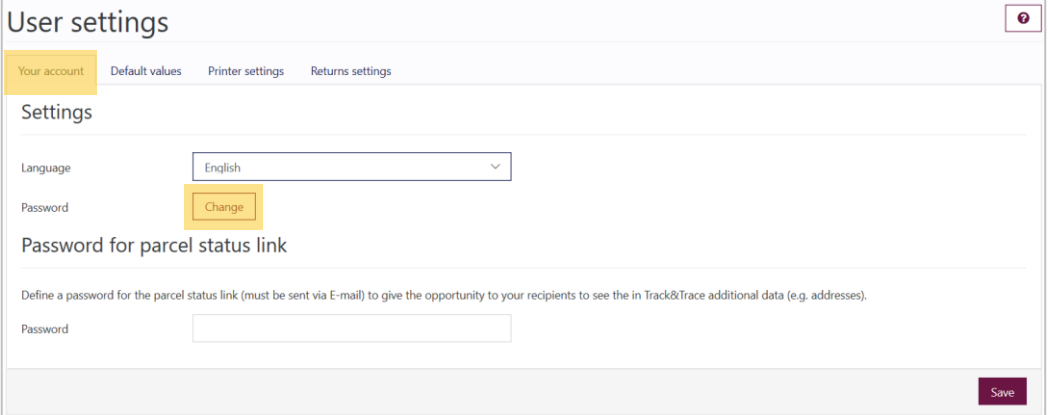
## To change your password, proceed as follows:

- Click on the "Change" button behind Password. A new window "Change password" opens.
- Enter your old password.
- Then create your new password:

### **i** Rules for creating your new password:

- Password length: 10 to 20 characters
- Must include at least:
  - 1 upper case letter (A-Z)
  - 1 lower case letter (a-z)
  - 1 number (0-9)
  - 1 special character: !#\$%&()\*+,-/=>?@[\\^\_`{~

- Click on "Apply" to save the new password.



**i** The password rules are displayed when you move the mouse over the info button  .

Content (1/2)

- 1 Your GLS ID in a nutshell
- 2 Your GLS Presentation
- 3 General Notes
- 4 Overview of the Your GLS Features
- 5 User Administration
- 6 User Settings
- 7 Data Protection with GLS Plus
- 8 User Settings - Returns Settings
- 9 Returns Labels and Returns Settings
- 10 Address Book
- 11 Shipper Addresses
- 12 Mail Entries

# User settings – Default values

## “Default values” tab

- The default values are inserted automatically when you create a new parcel label.
- Select the default values for the
  - Shipper
  - Consignee country
  - Products & Services

### User settings

Your account **Default values** Printer settings Returns settings

Please put in your default values for your shipping orders. They will be inserted automatically when creating new orders.

Shipper  Example Company  
Mainstreet 1  
36286 Neuenstein  
Deutschland  
Shipper number 2760074639 27699950vP

Consignee country

#### Products & services

Product

Services:

<input type="checkbox"/> CashService	<input type="checkbox"/> DeliveryAtWorkService	<input type="checkbox"/> ExchangeService
<input type="checkbox"/> IntercompanyService	<input type="checkbox"/> Pick&ReturnService	<input type="checkbox"/> DepositService
<input type="checkbox"/> Pick&ShipService	<input type="checkbox"/> Guaranteed24Service	<input type="checkbox"/> ShopReturnService
<input type="checkbox"/> ShopDeliveryService	<input type="checkbox"/> InboundService	<input type="checkbox"/> IdentPINService

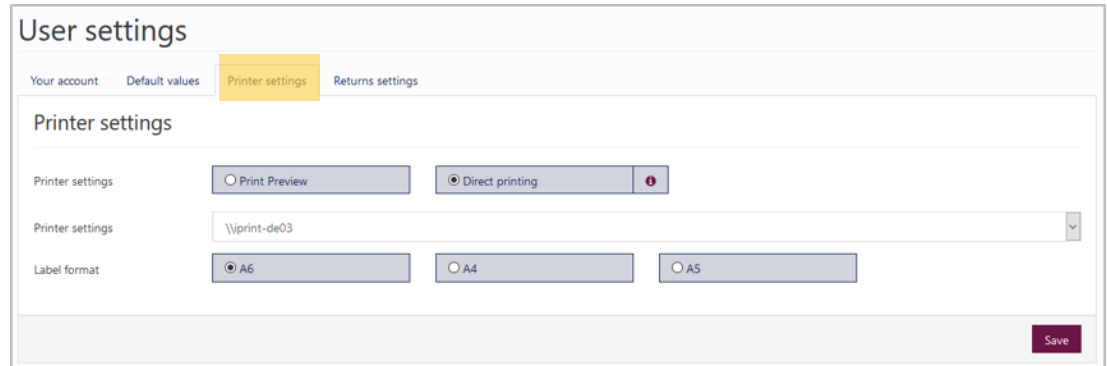
# User settings – Printer settings

Content (1/2)

- 1 Your GLS ID in a nutshell
- 2 Your GLS Identification
- 3 General Notes
- 4 Overview of the User GLS Features
- 5 User Administration
- 6 User Settings
- 7 Direct Printing with QZ Tray
- 8 User Settings – Returns Settings
- 9 Returns Linked to Returns Settings
- 10 Address Book
- 11 Shipping Addresses
- 12 Billing Details

## “Printer settings” tab

- Select a default printer setting for printing your parcel labels:
  - **Print Preview:**  
The parcel labels are displayed in the browser window and can then be saved and printed.
  - **Direct printing:**  
The parcel labels are printed directly on the assigned printer.
- Select a **parcel label format:** A4 (delivery note pocket format), A5 or A6



**i** To use direct printing, the latest version of Java and QZ Tray 2.0 must be installed and started, see the following page.

# Direct printing with QZ Tray

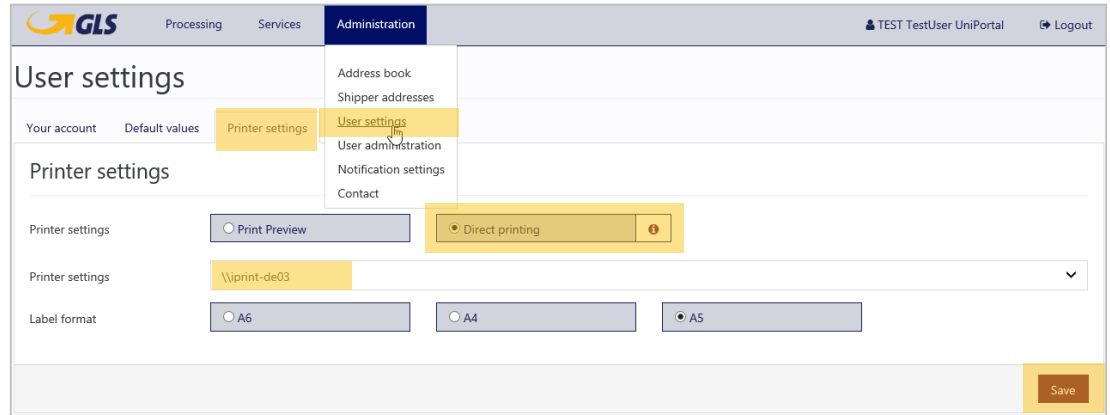
Content (1/2)

- 1 YourGLS in a nutshell
- 2 YourGLS Registration
- 3 General Notes
- 4 Overview of the YourGLS Features
- 5 User Administration
- 6 User Settings
- 7 Direct Printing with QZ Tray
- 8 User Settings - Runtime Settings
- 9 Runtime Issues and Runtime Settings
- 10 Address Book
- 11 Shipper Addresses
- 12 Billing Process

- Download the latest version of QZ Tray
- Logout of YourGLS and close your browser
- Install the latest version of Java
- Install the latest version of QZ Tray
- Restart the browser
- New login to YourGLS

## „Printer settings“ tab

- In the „Administration“ tab, select the “User settings” menu item.
- Select „Direct Printing“ in the „Printer settings“ tab
- Save your settings



**i** QZ Tray requires at least **512 MB free RAM**.

Please **delete** older versions of **Java and QZ Tray**.

If direct printing does not work after installing the latest version of Java and QZ Tray, restart the computer.



# User settings – Returns settings

Content (1/2)

- 1 Your GLS ID in a nutshell
- 2 Your GLS Identification
- 3 General Notes
- 4 Overview of the Your GLS Features
- 5 User Administration
- 6 User Settings
- 7 User Administration with GLS Tools
- 8 User Settings – Returns Settings
- 9 Returns Labels and Returns Settings
- 10 Address Book
- 11 Shipper Addresses
- 12 Brand Profile

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## “Returns settings” tab

- Here you can personalise your “Returns” page with your company logo and name.
- By selecting a shipper (= returns address), entering any URL key and then clicking on “Save”, you can generate a link for your consignees.
- This link enables your consignees to create their own returns labels.
- Save the link and send it to a consignee if required (see next page).

The screenshot shows the 'Returns settings' tab in a user settings interface. It includes sections for 'Customization' (uploading a company logo and entering a display name), 'Consignee self-service link' (selecting a return address, entering a URL key, and generating a self-service link), and a 'Save' button at the bottom right.

**i** The **link** can be used as often as you like. If required, you can generate a new URL (Self-service link) as described on the left. Old links that have already been sent become invalid. Currently, **images** can be saved in JPEG-format with a maximum size of 60 pixels height / 300 pixels width.

# Returns based on returns settings (user settings) (1/2)

Content (1/2)

- 1 YourGLS ID in a nutshell
- 2 YourGLS Registration
- 3 General Notes
- 4 Overview of the YourGLS Features
- 5 User Administration
- 6 User Settings
- 7 User Settings with GLS Plus
- 8 User Settings - Returns Settings
- 9 Returns based on Returns Settings
- 10 Address Book
- 11 Shipper Addresses
- 12 Brand France

The link takes the consignee to your “Return Parcels” page in the open area of the GLS web portal.

- The consignee address of the returns parcel (the returns address entered in the user settings under returns settings) is displayed.
- Your consignee (now the shipper of the returns package) enters his or her shipper address for the returns parcel (consignor information of returns parcels).
- Click “Continue” to create the returns label.

The screenshot shows the 'Return Parcels' page in the GLS web portal. The page has a navigation bar with 'The company', 'Shipping solutions', and 'Service for recipients'. The main content area is titled 'Return Parcels' and contains a form for entering consignee and consignor information. The consignee information is pre-filled with 'Beispiel-Firma' and 'Example Company'. The consignor information is pre-filled with 'Mustermann GmbH' and 'Max Mustermann'. The form includes fields for name, phone, street, country, and postal code. A 'Continue' button is visible at the bottom right of the form.

Beispiel-Firma

Consignee information of return parcels

Name  Contact person

Name 2  Phone

Name 3

Street/number

Country

Postal code/Town

Consignor information of return parcels

Name\*  Contact person

Name 2  Phone

Name 3  Mobile

Street\*/number   E-mail

Country\*

Postal code\*/Town\*

Shipment reference no.

\* Mandatory field

# Returns based on returns settings (user settings) (2/2)

Content (1/2)

- 1 YouGLS in a nutshell
- 2 YouGLS Presentation
- 3 General Notes
- 4 Overview of the YouGLS Features
- 5 User Administration
- 6 User Settings
- 7 Online Parcels with QR Code
- 8 User Settings - Returns Settings
- 9 Returns based on Returns Settings
- 10 Address Book
- 11 Shipper Addresses
- 12 Brand Groups

Now the consignee or return parcel sender can save and print the return parcel label via **“Download PDF”**.

- Via “Send as email” the returns label (including mobile parcel label) can be forwarded to an email address.
- Via “Search ParcelShop” the nearest ParcelShop including address, contact details, and opening hours will be displayed.
- Using “New return” the consignee or return parcel shipper can generate another returns label.
- Alternatively, you can generate the returns label yourself and make it available to the consignee. You can find more information [here](#).

## **i** What is a mobile parcel label?

The customer can present his smartphone with the mobile parcel label (QR-Code) in the ParcelShop. There, the QR code is scanned from the smartphone and a parcel label is printed out.

The screenshot displays the 'Return Parcels' section of the GLS web interface. It offers two choices: 'Online parcel label (QR code)' and 'ParcelShop parcel label'. The 'Online parcel label' option shows a QR code on a smartphone. The 'ParcelShop parcel label' option shows a printed label with a QR code and the word 'Muster'. Below these options, there is explanatory text and a 'Download PDF' button. The interface also includes a sidebar with navigation options like 'Join as business customer', 'Private shipping', 'YourGLS', 'Track & Trace', and 'Contact'. At the bottom, there are buttons for 'New return', 'Send as email', 'Search ParcelShop', and 'Download PDF'.

**Return Parcels**

You have the choice:

**Online parcel label (QR code)**

The online parcel label (QR code) can only be shown in the ParcelShop. There you have the code scanned from your smart phone and the ParcelShop parcel label printed. Thus you save paper and printer. You can find the QR code in your parcel label PDF file.

**ParcelShop parcel label**

The ParcelShop parcel label must be printed at home and glued onto the parcel. Then the parcel can be dropped off at any ParcelShop or picked up at your door by GLS.

Important: In case of a pick-up all parcels need to have a valid parcel label.

Please print the paper label and glue it onto the biggest side of the parcel.

If the PDF is not displayed correctly, click "Download PDF" to download and save the PDF file. Afterwards you can open the file locally and print it.

Important: The online parcel label cannot be used for a valid parcel label.

Please print the paper label and glue it onto the biggest side of the parcel.

If the PDF is not displayed correctly, click "Download PDF" to download and save the PDF file. Afterwards you can open the file locally and print it.

This is the label for the parcel. Print it and apply it to the parcel.

In case you have problems viewing the PDF, select "Download PDF" to download the file and save it. Then you may open it locally and print it out.

1 von 1

Please put this label on the parcel.

Information zum Etikett: In der GLS-Gruppe finden Sie unter [www.gls.com](#) Informationen.

**BUSINESSPARCEL SHOPRETURNSERVICE**

**NST 2 DE 422**

1202 48683 29PG773J S

Sample Company  
Mainstreet 1  
36286 Neuenstein

DE 640 1.00 KG

GLS

Contact:  
Phone: 00493681707010  
Email:  
Web:  
Ref. No.

New return Send as email Search ParcelShop Download PDF

# Address book – Add consignee addresses

Content (1/2)

- 1 Your GLS ID in a nutshell
- 2 Your GLS Identification
- 3 General Notes
- 4 Overview of the Your GLS Features
- 5 User Administration
- 6 User Settings
- 7 Data Protection with GLS Tool
- 8 User Settings - General Settings
- 9 Personalization and Business Settings
- 10 Address Book
- 11 Shipper Addresses
- 12 Basic Finance

Here you can edit consignee addresses, add individual consignee addresses and import entire consignee lists.

## Adding consignee addresses

- Select "Add" and select a shipper.
- Enter all required data for the new consignee address.
- You can use numbers and letters for the consignee ID.
- You can then enter this consignee directly by using his or her consignee ID during generating a parcel label.

### Address book

Enter the recipient ID, the recipient's name or the match code to find and edit recipient data. Import entire recipient lists, add individual contacts or delete them all at once. With the address book you manage your recipient's data.

Search

Shipper: All shippers | Country: All countries

Consignee: | Postal code: |

Consignee ID: |

Match code: |

Buttons: Add, Import, Delete all, Reset, Search

### Address book

Enter the recipient ID, the recipient's name or the match code to find and edit recipient data. Import entire recipient lists, add individual contacts or delete them all at once. With the address book you manage your recipient's data.

Shipper: Example Company Neuenstein | Example Company  
Example Street 1  
36286 Neuenstein Germany  
Shipper number 2760015847 276a17agA0

Enter / update consignee address

Name\*: Mustermann GmbH | Phone: 0123 | 456

Name 2: | Mobile: 0172 | 132456789

Name 3: | E-mail: info@Mustermann.de

Street\* / number: Muster Street | 1 | **Consignee ID: 123**

Country\*: Germany | Match code: smith

Postal code\* / Town\*: 65760 | Eschborn | Contact person: Max Mustermann

# Address book – Edit consignee addresses

- Content (1/2)
- 1 Your GLS ID in a nutshell
- 2 Your GLS Identification
- 3 General Notes
- 4 Overview of the Your GLS ID Features
- 5 User Administration
- 6 User Settings
- 7 Data Protection with GLS Tool
- 8 User Settings – General Settings
- 9 Billing Linked to Business Settings
- 10 Address Book
- 11 Shipper Addresses
- 12 Billing Entries

## Editing consignee addresses

- Enter your search criteria and select “Search”.
- Select a consignee address in the search results (Consignee list) and select “Edit”.
- Edit the data.

### Address book

Enter the recipient ID, the recipient's name or the match code to find and edit recipient data. Import entire recipient lists, add individual contacts or delete them all at once. With the address book you manage your recipient's data.

#### Search

Shipper:  Country:

Consignee:  Postal code:

Consignee ID:

Match code:

#### Consignee List

5 Address(es)

<input type="checkbox"/>	Consignee ID	Consignee	Match code	Country	Postal code	Shipper Id
<input checked="" type="checkbox"/>	1487769715909	Test Company 1		DE	50667 Köln	2760015845 276a17agyB
<input type="checkbox"/>	1487769746790	Test Company 2		DE	50667 Köln	2760015845 276a17agyB

# Address book – Import consignee addresses (1/4)

Content (1/2)

- 1 Your GLS ID in a nutshell
- 2 Your GLS ID Registration
- 3 General Notes
- 4 Overview of the Your GLS ID Features
- 5 User Administration
- 6 User Settings
- 7 Data Protection with GLS Tool
- 8 User Settings - General Settings
- 9 Returns Labels and Returns Settings
- 10 Address Book
- 11 Shipper Addresses
- 12 Basic Finance

## Importing consignee addresses

- Select “Import” to import an address file containing the data of your consignees.
- The addresses of your consignees will automatically be available to you if you want to generate a parcel label.
- Define a delimiter. Use the delimiter you defined in the file you want to import, such as comma (,), semicolon (;), colon (:), and so on. Do not use spaces.

Address book

Enter the recipient ID, the recipient's name or the match code to find and edit recipient data. Import entire recipient lists, add individual contacts or delete them all at once. With the address book you manage your recipient's data.

Search

Shipper: All shippers (dropdown) Country: All countries (dropdown)

Consignee: [text input] Postal code: [text input]

Consignee ID: [text input]

Match code: [text input]

Buttons: Add, Import, Delete all, Reset, Search

Address book

This will import consignee addresses for the following shipper:

Example Company  
Example Street 1  
36286 Neuenstein Germany  
Shipper number 2760015847 276a17agA0

Please enter the following information to import your consignee address data as file

Format: ASCII (dropdown)

Delimiter\*: ,

Select File\*: [Select File]

Import consignees for all contact IDs

Buttons: Cancel, Import

# Address book – Import consignee addresses (2/4)

- 1 You're in a hurry!
- 2 Your GLS Presentation
- 3 General Notes
- 4 Overview of the Your GLS Features
- 5 User Administration
- 6 User Settings
- 7 Data Protection with GLS Tool
- 8 User Settings - General Settings
- 9 Personalization and Mailbox Settings
- 10 Address Book
- 11 Shipper Addresses
- 12 Mail Profiles

## Importing consignee addresses

- Select your address file via “Select file”. The file must be a text file (ASCII coded). You can use formats such as CSV or TXT.
- Then select the “Import” button.
- The import status of the data records is displayed. Please make sure that the import was processed without errors.

The screenshot shows the 'Address book' interface. At the top, there is a search bar with the text: 'Enter the recipient ID, the recipient's name or the match code to find and edit recipient data. Import entire recipient lists, add individual contacts or delete them all at once. With the address book you manage your recipient's data.' Below this is a search form with fields for Shipper (dropdown menu set to 'All shippers'), Country (dropdown menu set to 'All countries'), Consignee, Postal code, Consignee ID, and Match code. At the bottom of the search form are buttons for 'Add', 'Import', 'Delete all', 'Reset', and 'Search'. An arrow points from the 'Import' button to a modal dialog box titled 'Address book'. The dialog box contains the following information: 'This will import consignee addresses for the following shipper:' followed by a blue box containing 'Example Company', 'Example Street 1', '36286 Neuenstein Germany', and 'Shipper number 2760015847 276a17agA0'. Below this, it says 'Please enter the following information to import your consignee address data as file'. There is a 'Format' dropdown menu set to 'ASCII', a 'Delimiter\*' field with a dot, a 'Select File\*' button, and a checkbox for 'Import consignees for all contact IDs'. At the bottom of the dialog are 'Cancel' and 'Import' buttons. Below the dialog, a status bar displays 'Import Status Data sets total 50, successful 50, failed 0'.

# Address book – Import consignee addresses (3/4)

## Information on the file format of the imported file

Field name	Maximum field length	Mandatory field
Consignee-ID	40	Y
Name	40	Y
Name2	40	N
Name3	40	N
Street <sup>1)</sup>	40	Y
MatchCode	10	N
CountryCode <sup>2)</sup>	2 oder 3	Y
ZipCode <sup>3)</sup>	10	Y
City	40	Y
Contact	40	N
Phone	15	N
Email	255	N
Comments	40	N
MobileCountry	6	N
MobileRegion	15	N
MobileContact	15	N
MobileExtension	5	N
BlockNo <sup>1)</sup>	10	N

**i** The import file must not contain a header line, but only the pure address data.

**i** The address data must be specified from left (Consignee-ID) to right (BlockNo) separated by commas in the import file. Examples can be found on [the following page](#).

<sup>1)</sup> Recommendation: "BlockNo" should be entered in a separate field, independent of "Street".

<sup>2)</sup> ISO 3166-1 alpha-2 / alpha-3 / numeric [[https://en.wikipedia.org/wiki/ISO\\_3166-1](https://en.wikipedia.org/wiki/ISO_3166-1)]

<sup>3)</sup> For Ireland, enter the Eircode (postal code in Ireland), the routing key (first three alphanumeric characters of the Eircode) or the location. The Eircode consists of a three-digit routing key and a unique identifier consisting of 4 alphanumeric characters.



# Address Book – Import Consignee Addresses (4/4)

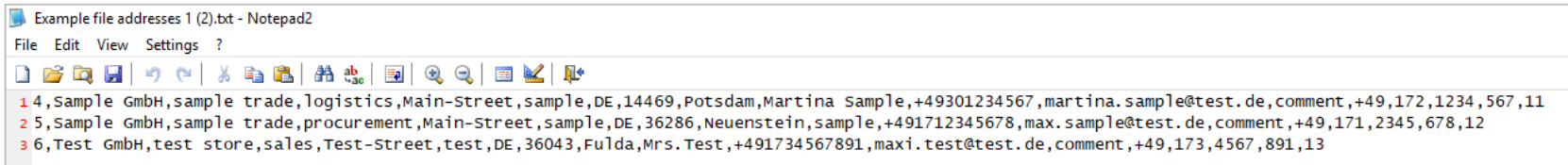
Content (1/2)

- 1 Your GLS ID in a nutshell
- 2 Your GLS Identification
- 3 General Notes
- 4 Overview of the Your GLS Features
- 5 User Administration
- 6 User Settings
- 7 Data Protection with GLS Plus
- 8 User Settings - Business Settings
- 9 Business Linked to Business Settings
- 10 Address Book
- 11 Shipper Addresses
- 12 Import Addresses

## Examples of imported files:

### (1) All fields are filled in (separated by „,“ as delimiter):

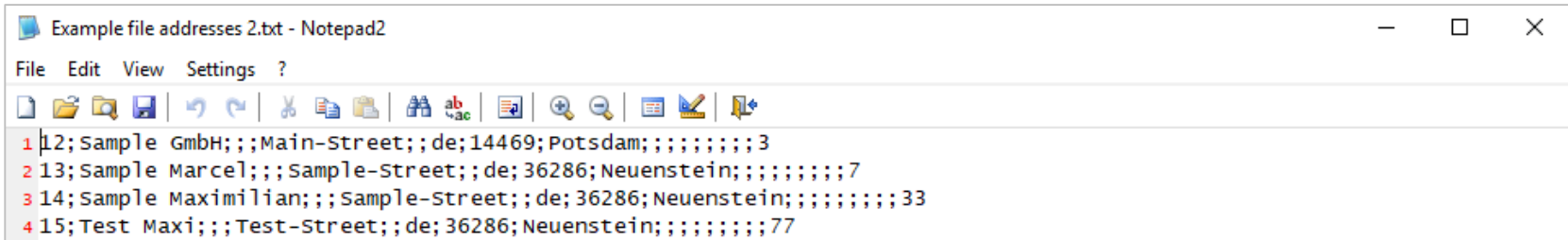
4,Sample GmbH,sample trade,logistics,Main-Street,sample,DE,14469,Potsdam,Martina  
Sample,+49301234567,martina.sample@test.de,comment,+49,172,1234,567,11



```
Example file addresses 1 (2).txt - Notepad2
File Edit View Settings ?
1 4,Sample GmbH,sample trade,logistics,Main-Street,sample,DE,14469,Potsdam,Martina Sample,+49301234567,martina.sample@test.de,comment,+49,172,1234,567,11
2 5,Sample GmbH,sample trade,procurement,Main-Street,sample,DE,36286,Neuenstein,sample,+491712345678,max.sample@test.de,comment,+49,171,2345,678,12
3 6,Test GmbH,test store,sales,Test-Street,test,DE,36043,Fulda,Mrs. Test,+491734567891,maxi.test@test.de,comment,+49,173,4567,891,13
```

### (2) Only mandatory fields are filled in + BlockNo [recommended] (separated by „;“ as delimiter):

12;Sample GmbH;;;Main-Street;;de;14469;Potsdam;;;;;;;3



```
Example file addresses 2.txt - Notepad2
File Edit View Settings ?
1 12;Sample GmbH;;;Main-Street;;de;14469;Potsdam;;;;;;;3
2 13;Sample Marcel;;;Sample-Street;;de;36286;Neuenstein;;;;;;;7
3 14;Sample Maximilian;;;Sample-Street;;de;36286;Neuenstein;;;;;;;33
4 15;Test Maxi;;;Test-Street;;de;36286;Neuenstein;;;;;;;77
```

# Shipper addresses – Add and edit

Content (1/2)

- 1 YourGLS in a nutshell
- 2 YourGLS Registration
- 3 General Notes
- 4 Overview of the YourGLS Features
- 5 User Administration
- 6 User Settings
- 7 Data Protection with GLS Plus
- 8 User Settings – Business Settings
- 9 Business Linked to Business Settings
- 10 Address Book
- 11 Shipper Addresses
- 12 Billing Process

Here you can add and edit alternative shipper addresses for a consignor. These addresses are then printed as the shipper address on the parcel label.

## Adding alternative addresses

- Select “Add”.
- Enter all required data for the new address.

## Editing the alternative addresses

- Select an address in the list and select “Edit”.
- Edit all required data of the existing address.

### Shipper addresses

Using YourGLS Account you can send parcels from different locations. Select a sender to edit the address data.

Shipper:  Example Company  
Example Street 1  
36286 Neuenstein Germany  
Shipper number 2760015847 276a17agA0

<input type="checkbox"/>	Address ID	Name	Street	Postal code	Town	Country
<input checked="" type="checkbox"/>	276a151820	Shipper 1	Street	10115	Berlin	DE
<input type="checkbox"/>	276a151821	Shipper 2	Street	80331	München	DE
<input type="checkbox"/>	276a151822	Shipper 3	Street	20095	Hamburg	DE

# Send Parcels – Step 1

- 1 YourGLS in a nutshell
- 2 YourGLS Registration
- 3 General Notes
- 4 Overview of the YourGLS Features
- 5 User Administration
- 6 User Settings
- 7 Data Protection with GLS Tool
- 8 User Settings – Partner Settings
- 9 Partner Linked to Business Settings
- 10 Address Book
- 11 Shipper Addresses
- 12 Send Parcels

## Enter all the address data required for parcel shipping.

- Enter the consignee address.
  - Option 1: Enter the consignee ID
  - Option 2: Use the “Search” button
  - Option 3: Manual input
- Select the shipper and, if necessary, an alternative shipper address.

**i** You can also use YourGLS with the **keyboard for quick data entry**:  
To do this, enter the **consignee ID**, select the **TAB** button, then press the **ENTER** button to go to step 2.

Send parcel (Step 1/2)

Consignee address

Consignee ID: 2

Name\*: Mustermann

Name 2: Max

Name 3:

Street\* / number: Musterstraße 1

Country\*: Germany

Postal code\* / Town\*: 36286 Musterstadt

Contact person: Max Mustermann

Phone: 6677 1234567

Mobile:

E-mail: max.mustermann@test.de

Save consignee information in address book

Shipper address

Shipper: Max Mustermann Neuenstein

Address: Absender 1 Neuenstein

Shipper number 2760000055 276a185425

Absender 1  
Musterstraße 1  
36862 Neuenstein Germany  
24725

\* Mandatory field

Cancel Back Continue

Choose address

Name, Address, ...

Match code ...

Cancel Accept

*Search in the address book*

# Send Parcels – Step 2

Content (1/2)

- 1 Your GLS ID number
- 2 Your GLS Identification
- 3 General Notes
- 4 Overview of the Your GLS Partners
- 5 User Administration
- 6 User Settings
- 7 Data Protection with GLS Tool
- 8 User Settings - Business Settings
- 9 Business Settings - Business Settings
- 10 Address Book
- 11 Shipper Addresses
- 12 Billing Process

## Enter product and service-related information and parcel details:

- Select a product and, if necessary, one or more service(s).
- Depending on the service, additional information may be required (for example the cash on delivery amount for the **CashService** or the deposit location for the **DepositService**).
- Enter the shipping date, parcel weight and reference numbers, if applicable.
- You can add further parcels to a shipment via “Add parcel(s)” or “Add parcel(s) with data”.

### Send parcel (Step 2/2)

**Shipper** Absender 1, Musterstraße 1, 36862 Neuenstein  
**Consignee** Mustermann, Musterstraße 1, 36286 Musterstadt

#### Products & services

Product  BusinessParcel  ExpressParcel

Services  CashService  DeliveryAtWorkService  DepositService  DocumentReturnService  
 ExchangeService  Guaranteed24Service  IdentPINService  InboundService  
 IntercompanyService  ShopDeliveryService  ShopReturnService

Date\* 01/07/2019 Shipment reference no. Test

Weight*	Comment	Reference no		
3 kg		abc	+	x
5 kg		123	+	x

\* Mandatory field  
\*\* One of it is mandatory field

# Send Parcels – Step 3

Content (1/2)

- 1 Your GLS ID in a nutshell
- 2 Your GLS Identification
- 3 General Notes
- 4 Overview of the Your GLS Features
- 5 User Administration
- 6 User Settings
- 7 Data Exchange with GLS Tools
- 8 User Settings - Barima Settings
- 9 Barima Settings - Barima Settings
- 10 Address Book
- 11 Shipper Addresses
- 12 Basic Profile

Now you can print and save the parcel labels.

## With “Print preview” setting

- Parcel labels are displayed in the browser window. You can now save and print them.
- Via “Download PDF” you may download the parcel labels as PDF files.
- Via “New order” you can generate further parcel orders.

## With “Direct printing” setting

- A confirmation message is displayed indicating that the print job for the parcel label has been sent to the printer.

Send parcel

This is the label for the parcel. Print it and apply it to the parcel.

In case you have problems viewing the PDF, select 'Download PDF' to download the file and save it. Then you may open it locally and print it out.

copy for sender	
Your GLS Track ID <b>ZJJAYN5D</b>	
Parcel number	64161970097
Shipping date	01.07.2019
Weight	3.00 KG
Consignment	001/002
GLS Location/Station	DE 640 www
Routing date	RTG 01072019
WZ.00.0	
Shipper: 1 Cust-Ref: 2 Cust-ID: Z16000035 Com-ID: Z16A13413	
Mustermann Max Musterstraße 1 DE - 36286 Musterstadt	
Contact	MaxMustermann
Phone	6677 1234567
Note1	Test
Note2	
Ref. No	abc

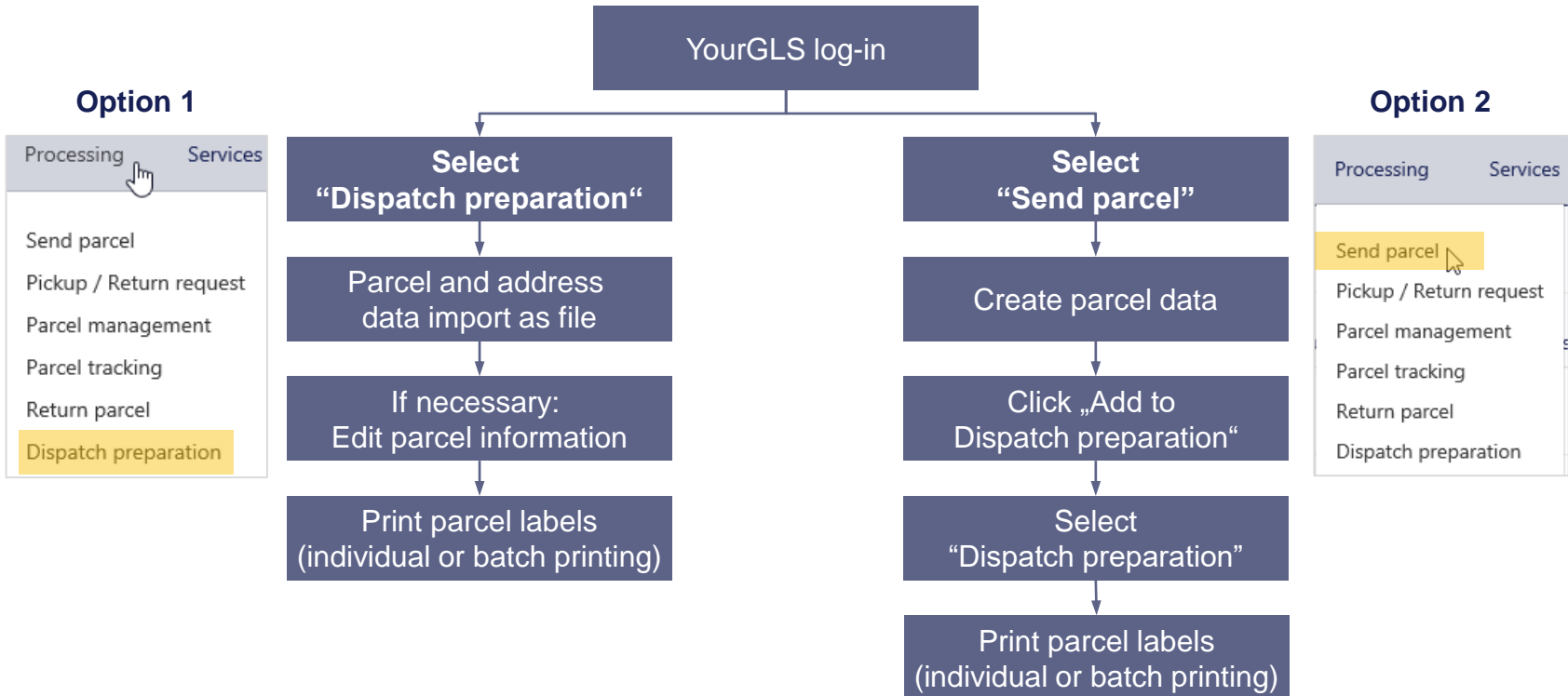
0 DE 642	
DE 640 www 2019-07-01 3.00 KG 001/002 RTG 01072019 WZ.00.0	
Shipper: 1 Cust-Ref: 2 Cust-ID: Z16000035 Com-ID: Z16A13413	
Mustermann Max Musterstraße 1 DE - 36286 Musterstadt	
Contact	MaxMustermann
Phone	6677 1234567
Note1	Test
Note2	
Ref. No	abc

Informationen zum Datenschutz in der GLS-Gruppe finden Sie unter [gls-group.eu/datsaprotection](http://gls-group.eu/datsaprotection)

Download PDF New order

# Dispatch preparation

As before, you can create your parcel label via "Send parcel" and save them temporarily before printing the parcel labels by clicking on "Add to dispatch preparation". Or you can import your parcel and address data directly from your web shop via "Dispatch preparation", edit them as required and print out the parcel labels individually or in batch printing.



# Dispatch preparation – Option 1: Import parcel data (1/8)

Select “Processing” ⇒ “Dispatch preparation” and then click on “Import parcels”.





The screenshot shows the GLS web application interface. At the top, there are navigation tabs for 'Processing', 'Services', and 'Administration'. The 'Processing' tab is active, and a dropdown menu is open, showing options like 'Send parcel', 'Pickup / Return request', 'Parcel management', 'Parcel tracking', 'Return parcel', and 'Dispatch preparation' (which is highlighted in yellow). Below the menu, there are search filters for 'Shipper', 'Shipper Id', 'Delivery country', 'Reference no', and 'Show'. There are also date filters for 'Date from' and 'Date to', and a 'Limit Results' dropdown set to 50. At the bottom right of the search area, there are 'Reset' and 'Search' buttons. Below the search area is a 'Parcel overview' section with a table header including 'Print order', 'Reference no', 'Date', 'Shipper', 'Delivery name', 'Delivery address', 'Subject', 'Product', 'Service', and 'State'. The table currently shows '0 Parcels'. At the bottom of the interface, there are buttons for 'Download label(s)', 'Print label(s)', 'Generate label(s)', 'Delete', 'Update', and 'Import parcels'.

# Dispatch preparation – Option 1: Import parcel data (2/8)

Before you can import your parcel data, you must first create a **new import profile**. To do this, click on “+”.




## Dispatch preparation

### Import

Select Profile \*     

File \*

\* Mandatory field

 You may edit or delete previously created profiles at any time by clicking on the symbols “” and “”.



# Dispatch preparation – Option 1: Import parcel data (3/8)

- Content (2/2)
- 10 Dispatch Preparation
- 11 Dispatch Profile
- 12 Dispatch/Parcel Research
- 13 Parcel Labels
- 14 Parcel Management
- 15 End of Day
- 16 Parcel Tracking
- 17 Track & Trace Protocol
- 21 Notification Settings
- 22 Location
- 23 Shipping Parcels for Suppliers
- 24 Incidents in International Trade - Overview

Enter the data for the profile:

- Profile name
- Selection of file type: Excel or tabular data (text files)
- Check "Ignore first line(s) x line(s)" and enter a number if you do not want the first line(s) of the import file to be taken into account. The number determines how many lines are not imported from the top. In this way, you can exclude the number of otherwise used rows (e.g. labels) from the import.

File

Profile Name \*

Please enter the following information to import your parcels data as file

File type  Sheet \*

Ignore the first  line(s)

File

Profile Name \*

Please enter the following information to import your parcels data as file

File type  Delimiter \*

Format  Text Qualifier

Ignore the first  line(s)

**i** With the Excel file type, only files in xls and xlsx format may be uploaded. CSV files and all other formats must be uploaded with the tabular data file type.

**i** For Excel files, the name of the worksheet must be entered.

**i** Empty lines are not imported as a matter of principle.

# Dispatch preparation – Option 1: Import parcel data (4/8)

Enter the data for the profile:

- Select a shipper or an alternative shipper address from the list or determine the shipper using mapping

Shipper address

Shipper  Shipper number 2760000055 276a196465

The shipper will be set via mapping.

Address  Mustermann Alternativ  
 Straße 1  
 36286 Neuenstein Germany

**i** Specify the position of the contact ID and customer ID in the import file or enter a fixed value.

Shipper address

Shipper

The shipper will be set via mapping.

Please enter the field position for shipper Id:

	Position (Position starts on 1)	Fixed value
Contact Id *	<input type="text"/>	<input type="text"/>
Customer ID *	<input type="text"/>	<input type="text"/>

# Dispatch preparation – Option 1: Import parcel data (5/8)

Enter the data for the profile:

- Delivery address

Delivery address

Please enter the field position for your Delivery Address:

	Position (Position starts on 1)	Fixed value
Name *	<input type="text"/>	<input type="text"/>
Name 2	<input type="text"/>	<input type="text"/>
Name 3	<input type="text"/>	<input type="text"/>
Street *	<input type="text"/>	<input type="text"/>
Number	<input type="text"/>	<input type="text"/>
Postal code *	<input type="text"/>	<input type="text"/>
Town *	<input type="text"/>	<input type="text"/>
Country *	<input type="text"/>	<input type="text"/>
Contact person	<input type="text"/>	<input type="text"/>
Phone	<input type="text"/>	<input type="text"/>
Mobile	<input type="text"/>	<input type="text"/>
E-mail	<input type="text"/>	<input type="text"/>

**i** In the import file, the following formats are possible for “country”, for example for “Germany”:

- Germany
- DE
- D
- 276

**i** Specify the position (table column): if, for example, the street is in the seventh column of your import file, enter 7 as the position. Alternatively, you can enter a fixed value.

# Dispatch preparation – Option 1: Import parcel data (6/8)

Enter the data for the profile:

- Parcel data

Click on **“Save”**.

Parcel data

Please enter the field position for your parcel data.

	Position (Position starts on 1)	Fixed value	
Amount of Parcels	<input type="text"/>	<input type="text"/>	
Weight (kg) *	<input type="text"/>	<input type="text"/>	
Parcel References	<input type="text"/>	<input type="text"/>	
Shipment reference no.	<input type="text"/>	<input type="text"/>	
Date	<input type="text"/>	<input type="text"/>	
Incoterm	<input type="text"/>	<input type="text"/>	
Subject	<input type="text"/>	<input type="text"/>	
Cash amount	<input type="text"/>	<input type="text"/>	
Cash ref. no	<input type="text"/>	<input type="text"/>	

\* Mandatory field

Back Save

**i** Only the first parcel receives the value for **“Parcel References”**, **“Shipment reference no.”**, **“Cash ref. no.”** and **“Cash amount”**. If **several Cash amounts** are to be imported for the parcels of the shipment, a **semicolon** must be used as a **separator**. Example: 2,50;7,00;3,99.

**i** **Weights** can be imported as **whole numbers** or with a **comma as decimal separator** and two decimal places. The value entered for **“Weight (kg)”** is split **evenly across all packages**. Alternatively, you can enter the **weight for each package individually, separated by a semicolon**.

**i** Parcel references, Shipment reference number and subject are customer-specific entries.

**i** The **date** (also in the Excel import file) must be formatted as **yyyymmdd**.

# Dispatch preparation – Option 1: Import parcel data (7/8)

You can then select your import file and click “**Import parcels**”.

## Dispatch preparation

### Import

Select Profile \*  + ✎ ✕

File \*

*\* Mandatory field*

**i** The screen can only import a **maximum of 2,000 data records** in one file. Header rows count as well. Up to 99 parcels can be specified in the file per record (= same delivery address).

# Dispatch preparation – Option 1: Import parcel data (8/8)

- 10 Dispatch Preparation
- 11 Dispatch Profile
- 12 Dispatch Rules, Research
- 13 Filter Criteria
- 14 Parcel Management
- 15 End of Day
- 16 Parcel Tracking
- 17 Track & Trace Protocol
- 18 Notification Settings
- 19 Location
- 20 Shipping Details for Suppliers
- 21 Incidents in International Trade - Overview

The imported parcel data is displayed in the “Parcel overview”.

The screenshot shows the GLS Dispatch Preparation interface. At the top, there is a navigation bar with 'Processing', 'Services', and 'Administration' tabs, and a user profile for 'Test User' with a 'Logout' button. The main heading is 'Dispatch preparation'. Below this is a search section with various filters: Shipper (All shippers), Shipper id, Delivery country (All countries), Reference no, Show (All), Date from, Date to, Delivery name, Subject, and Limit Results (50). There are 'Reset' and 'Search' buttons. The 'Parcel overview' section contains a table with the following data:

<input checked="" type="checkbox"/>	Print order	Reference no	Date	Shipper	Delivery name	Delivery address	Subject	Product	Service	State
<input checked="" type="checkbox"/>	1		11/01/2018	Max	Testfirma	DE - 36251 Bad Hersfeld		BP		
<input checked="" type="checkbox"/>	2		11/01/2018	Max	Sebastian Schulz	DE - 70173 Stuttgart-Mitte		BP		
<input checked="" type="checkbox"/>	3		11/01/2018	Max	Martin Müller	DE - 80331 München		BP		
<input checked="" type="checkbox"/>	4		11/01/2018	Max	Willi Weber	AT - 1010 Wien		EBP		
<input checked="" type="checkbox"/>	5		11/01/2018	Max	Friedrich Fischer	DE - 60311 Frankfurt		BP		
<input checked="" type="checkbox"/>	6		11/01/2018	Max	Martina Mustermann	DE - 65760 Eschborn		BP		

Below the table, it says '40 Parcels'. At the bottom, there are buttons for 'Download label(s)', 'Print label(s)', 'Generate label(s)', 'Delete', 'Update', and 'Import parcels'.

**i** No parcel numbers are assigned to the parcel data at this time.

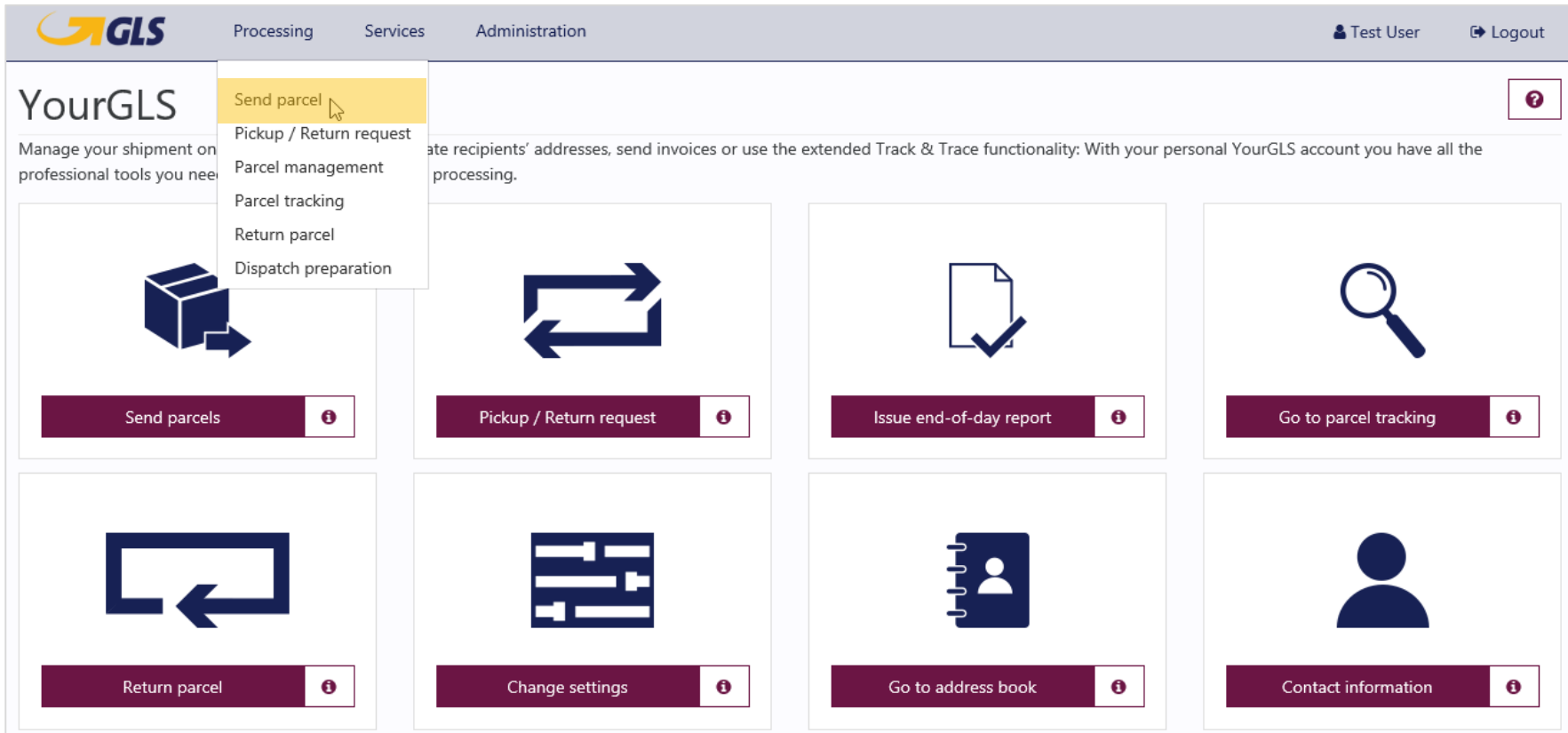
**i** Of a maximum of 2,000 imported data records, only a **maximum of 500 are displayed** on the screen. In order to display the other data records, you must first print or delete them. If not all records are to be printed at once, it is therefore recommended to import only 500 records with a maximum of 1,000 parcels at the same time. Because of the file size, a maximum of 1,000 parcel labels can be created at the same time.

# Dispatch preparation – Option 2: Create parcel data via “Send parcel” (1/3)

Content (2/2)

- 13 Dispatch Preparation
- 14 Dispatch Parcel
- 15 Dispatch Return Request
- 16 Return Parcel
- 17 Parcel Management
- 18 End of Day
- 19 Parcel Tracking
- 20 Track & Trace Protocol
- 21 Notification Settings
- 22 Issues
- 23 Send parcel via Scanline
- 24 Incidents in International Trade - Overview

Select “Processing” ⇒ “Send parcel” to create your parcel data.



# Dispatch preparation – Option 2: Create parcel information via “Send parcel”(2/3)

After entering the parcel data you decide whether you want to create the parcel labels directly or whether you want to save the parcel data in “Dispatch preparation” (Parcel overview).

**i** Only parcels without services or with the following services can be saved in “Dispatch preparation” (Parcel overview):

- **Guaranteed24Service**
- **FlexDeliveryService**
- **CashService**
- **DocumentReturnService**

### Send parcel (Step 2/2)

**Shipper** Absender 1, Musterstraße 1, 36862 Neuenstein  
**Consignee** Mustermann, Musterstraße 1, 36286 Musterstadt

**Products & services**

Product:  BusinessParcel  ExpressParcel

Services:  CashService  DeliveryAtWorkService  DepositService  DocumentReturnService  
 ExchangeService  Guaranteed24Service  IdentPINService  InboundService  
 IntercompanyService  ShopDeliveryService  ShopReturnService

Date\* 01/07/2019  Shipment reference no. Test

Weight*	Comment	Reference no		
3 kg	<input type="text"/>	abc	<input type="button" value="+"/>	<input type="button" value="x"/>
5 kg	<input type="text"/>	123	<input type="button" value="+"/>	<input type="button" value="x"/>

\* Mandatory field  
\*\* One of it is mandatory field



# Dispatch preparation – Option 2: Create parcel data via “Send parcel” (3/3)

Then select “Processing” ⇒ “Dispatch preparation” to retrieve the saved parcel data.

**Dispatch preparation**

Search

- Send parcel
- Pickup / Return request
- Parcel management
- Parcel tracking
- Return parcel
- Dispatch preparation**

Shipper: [ ] Date from: [ ]

Shipper Id: [ ] Date to: [ ]

Delivery country: [ ] Delivery name: [ ]

Reference no: [ ] Subject: [ ]

Show: [ ] Limit Results: 50

Reset Search

**Parcel overview**

Print order	Reference no	Date	Shipper	Delivery name	Delivery address	Subject	Product	Service	State
<input checked="" type="checkbox"/>	1	11/01/2018	Max	Testfirma	DE - 36251 Bad Hersfeld		BP		
<input checked="" type="checkbox"/>	2	11/01/2018	Max	Sebastian Schulz	DE - 70173 Stuttgart-Mitte		BP		
<input checked="" type="checkbox"/>	3	11/01/2018	Max	Martin Müller	DE - 80331 München		BP		
<input checked="" type="checkbox"/>	4	11/01/2018	Max	Willi Weber	AT - 1010 Wien		EBP		
<input checked="" type="checkbox"/>	5	11/01/2018	Max	Friedrich Fischer	DE - 60311 Frankfurt		BP		
<input checked="" type="checkbox"/>	6	11/01/2018	Max	Martina Mustermann	DE - 65760 Eschborn		BP		

6 Parcels


**i** No alternative shipper addresses can be used with the “Dispatch preparation” function (Add to parcel list).




**i** In the upper area, you can search for shipments in the parcel overview according to various criteria.

# Dispatch preparation – Edit parcel data



You can **edit the parcel data** at any time in the “Dispatch preparation”. Select the corresponding shipment(s) and click on “Update”. Alternatively, you can click directly on the respective item number.

Select “**Delete**” to remove the desired parcel data from shipment preparation.

Parcel overview 

<input checked="" type="checkbox"/>	Print order	Reference no	Date	Shipper	Delivery name	Delivery address	Subject	Product	Service	State
<input checked="" type="checkbox"/>	1		11/01/2018	Max	Testfirma	DE - 36251 Bad Hersfeld		BP		
<input checked="" type="checkbox"/>	2		11/01/2018	Max	Sebastian Schulz	DE - 70173 Stuttgart-Mitte		BP		
<input checked="" type="checkbox"/>	3		11/01/2018	Max	Martin Müller	DE - 80331 München		BP		
<input checked="" type="checkbox"/>	4		11/01/2018	Max	Willi Weber	AT - 1010 Wien		EBP		
<input checked="" type="checkbox"/>	5		11/01/2018	Max	Friedrich Fischer	DE - 60311 Frankfurt		BP		
<input checked="" type="checkbox"/>	6		11/01/2018	Max	Martina Mustermann	DE - 65760 Eschborn		BP		

6 Parcels

 Via settings  you can define which columns should be displayed in the parcel overview.

# Dispatch preparation – Generate parcel labels

To create parcel labels (as PDF) for the shipments in “Dispatch preparation” please select the relevant shipment(s) and click on “**Generate label(s)**”.

**i** A PDF file may contain a maximum of 1,000 parcel labels. Otherwise the PDF file will be too large. If there are more than 1,000 parcel labels, an error message will be displayed on the screen.

Parcel overview ⚙️

<input type="checkbox"/>	Print order	Reference no	Date	Shipper	Delivery name	Delivery address	Subject	Product	Service	State
<input type="checkbox"/>	1		11/01/2018	Max	Testfirma	DE - 36251 Bad Hersfeld		BP		
<input checked="" type="checkbox"/>	2		11/01/2018	Max	Sebastian Schulz	DE - 70173 Stuttgart-Mitte		BP		
<input checked="" type="checkbox"/>	3		11/01/2018	Max	Martin Müller	DE - 80331 München		BP		
<input checked="" type="checkbox"/>	4		11/01/2018	Max	Willi Weber	AT - 1010 Wien		EBP		
<input type="checkbox"/>	5		11/01/2018	Max	Friedrich Fischer	DE - 60311 Frankfurt		BP		
<input type="checkbox"/>	6		11/01/2018	Max	Martina Mustermann	DE - 65760 Eschborn		BP		

6 Parcels


Download label(s)
Print label(s)
Generate label(s)
Delete
Update




Import parcels

# Dispatch preparation – Download/print parcel labels


If the PDF parcel labels were successfully generated, a PDF symbol is displayed in the “State” column. Now, you can save or print the parcel labels.

- Download labels = Download and save parcel labels
- Print labels = Print parcel labels or display print preview (depending on whether “Direct printing” or “Print preview” is enabled in the YourGLS “User settings”).

Parcel overview 

<input type="checkbox"/>	Print order	Reference no	Date	Shipper	Delivery name	Delivery address	Subject	Product	Service	State
<input type="checkbox"/>	1		11/01/2018	Max	Testfirma	DE - 36251 Bad Hersfeld		BP		
<input checked="" type="checkbox"/>	2		11/01/2018	Max	Sebastian Schulz	DE - 70173 Stuttgart-Mitte		BP		
<input checked="" type="checkbox"/>	3		11/01/2018	Max	Martin Müller	DE - 80331 München		BP		
<input checked="" type="checkbox"/>	4		11/01/2018	Max	Willi Weber	AT - 1010 Wien		EBP		
<input type="checkbox"/>	5		11/01/2018	Max	Friedrich Fischer	DE - 60311 Frankfurt		BP		
<input type="checkbox"/>	6		11/01/2018	Max	Martina Mustermann	DE - 65760 Eschborn		BP		

6 Parcels

 You have the option of printing parcel labels for individual shipments or simultaneously for all shipments (batch printing).

# Sporadic pickup (1/2)

- 10 Customer Presentation
- 11 Sporadic Pickup
- 12 Pickup/Return Request
- 13 Return Labels
- 14 Parcel Measurement
- 15 End of Day
- 16 Parcel Tracking
- 17 Track & Trace Protocol
- 18 Notification Services
- 19 Insurance
- 20 Specialized Services for Suppliers
- 21 Incidents in International Trade - Overview

## Here you can order a sporadic pickup from your responsible GLS depot.

- Choose a pickup address, the pickup date and the quantity of parcels to be picked up. You can optionally add the comment.
- Click the „Submit” button to order a sporadic pickup.

### Sporadic pickup

You may place a pick up request to your responsible depot. Just enter the address of the ender and the number of parcels to be collected. Pickups may preadvised up to 30 days in advance. To make sure that the parcels will be picked up on the following day they have to be pre-advised by 11 pm at the latest.

Pickup address	Max Mustermann Neuenstein	Max Mustermann GLS-Germany Straße 1-7 36286 Neuenstein Germany
Pickup date *	02/07/2019	Shipper number 2760000055 276a185425
Amount of parcels *	4	
Note		

Back Submit

**i** Pickups can be notified **up to 30** days in advance. In order **to guarantee that the parcels can be picked up the following day**, they must be reported **by 11 pm the evening before**.

# Sporadic pickup (2/2)

- With a click on the button „**New sporadic pickup request**“ you can enter further pickups.
- With a click on the button „**Cancel selected order(s)**“ you can **cancel** selected pickup orders **until 11 pm** of the day before the planned pickup.

### Sporadic pickup

You may place a pick up request to your responsible depot. Just enter the address of the ender and the number of parcels to be collected. Pickups may preadvised up to 30 days in advance. To make sure that the parcels will be picked up on the following day they have to be pre-advised by 11 pm at the latest.

<input type="checkbox"/>	Created on	Pickup address	Pickup date	Amount of parcels	Note
<input type="checkbox"/>	01/07/2019 01:03	Musterfirma Alternativ GmbH, Musterstr. 3. 66778 Musterstadt	01/07/2019	3	
<input type="checkbox"/>	01/07/2019 01:03	Musterfirma GmbH, Musterstr. 1. 66778 Musterstadt	01/07/2019	1	test
<input type="checkbox"/>	01/07/2019 14:29	Musterfirma GmbH, Musterstr. 1. 66778 Musterstadt	02/07/2019	3	

**i** Please note that **each parcel** to be collected must be provided with a **valid parcel label!**

**Pickups** are carried out from **Monday to Friday**.

# Pickup / Return request – Step 1

## Enter all required address data:

- Enter the pickup address.
- Choose between **Pick&ReturnService** or **Pick&ShipService**.
- Select the shipper.
- Only when using the **Pick&ShipService**: Enter the consignee address.

### Pick&ReturnService

Parcel pickup from any address in Europe and return to GLS customer.

### Pick&ShipService

Parcel collection and delivery from / to any address all over Europe.

### Pickup / Return request (Step 1/2)

From where and to whom – you choose. Enter the collection address, and select the sender and the service. With the Pick&ReturnService GLS collects parcels and returns them to the sender. With the Pick&ShipService you arrange collection from any address in the GLS system and delivery to an address of your choice – no detours. You specify the collection date.

#### Pickup address

Consignee ID	<input type="text" value="1"/>	Contact person*	<input type="text" value="MaxMustermann"/>	
Name*	<input type="text" value="Mustermann"/>	Phone*	<input type="text" value="6677"/>	<input type="text" value="1234567"/>
Name 2	<input type="text" value="Max"/>	Mobile	<input type="text"/>	
Name 3	<input type="text"/>			
Street* / number	<input type="text" value="Musterstraße1"/>	E-mail	<input type="text" value="max.mustermann@test.de"/>	
Country*	<input type="text" value="Germany"/>	<input checked="" type="checkbox"/> Save consignee information in address book		
Postal code* / Town*	<input type="text" value="36286"/>	<input type="text" value="Musterstadt"/>		

Services
 Pick&ReturnService
  Pick&ShipService

#### GLS Customer Address

Shipper	<input type="text" value="Max Mustermann Neuenstein"/>	Shipper number 2760000055 276a185425
		Max Mustermann GLS-Germany Straße 1-7 36286 Neuenstein Germany 0049 444 555

#### Consignee address

Consignee ID	<input type="text" value="12"/>	Contact person	<input type="text"/>	
Name*	<input type="text" value="Sample GmbH"/>	Phone	<input type="text"/>	<input type="text"/>
Name 2	<input type="text"/>			
Name 3	<input type="text"/>			
Street* / number	<input type="text" value="Main-Street"/>	E-mail	<input type="text"/>	
Country*	<input type="text" value="Germany"/>	<input checked="" type="checkbox"/> Save consignee information in address book		
Postal code* / Town*	<input type="text" value="14469"/>	<input type="text" value="Potsdam"/>		

\* Mandatory field

# Pickup / Return request – Step 2

## Enter product and service-related information as well as the parcel data:

- The product “*BusinessParcel*” is displayed, select a service if necessary.
- Enter the pickup date, parcel weight and, if necessary, reference numbers.
- You can enter additional parcels by choosing “Add parcel(s)” or “Add parcel(s) with data”.

### *DeliveryAtWorkService*

Parcel delivery directly to the consignee’s desk.

### *DocumentReturnService*

Parcel delivery and return of original documents.

### Pickup / Return request (Step 2/2)

From where and to whom – you choose. Enter the collection address, and select the sender and the service. With the Pick&ReturnService GLS collects parcels and returns them to the sender. With the Pick&ShipService you arrange collection from any address in the GLS system and delivery to an address of your choice – no detours. You specify the collection date.

**Pickup address** Mustermann, Musterstraße 1, 36286 Musterstadt  
**Consignee** Sample GmbH, Main-Street 3, 14469 Potsdam

#### Products & services

Product  BusinessParcel

Services  DeliveryAtWorkService  DocumentReturnService

Date\* 02/07/2019 Shipment reference no.

Weight	Comment	Reference no		
<input type="text" value="3"/> kg	<input type="text"/>	<input type="text" value="123"/>	<input type="button" value="+"/>	<input type="button" value="x"/>
<input type="text" value="5"/> kg	<input type="text"/>	<input type="text" value="abc"/>	<input type="button" value="+"/>	<input type="button" value="x"/>

\* Mandatory field



# Pickup / Return request – Step 3

- 13 Customer Presentation
- 14 Parcel Management
- 15 Parcel Management
- 16 Parcel Management
- 17 Parcel Management
- 18 Parcel Management
- 19 Parcel Management
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- 100 Parcel Management

## Now you can print and save the summary of your order.

### If “Print preview” is selected

- The summary is displayed in the browser window. You can now save and/or print the summary.
- You can download the summary as a PDF file via “Download PDF”.
- Via “New order” you can generate further orders.

### If “Direct printing” is selected

- A confirmation message appears indicating that the print job has been sent to the printer.

**i** The driver supplies the parcel labels when picking up the parcels!

**i** Parcels with *Pick&ShipService* and *Pick&ReturnService* cannot be cancelled using parcel management. To do this, contact your responsible depot.

## Pickup / return requests

From where and to whom – you choose. Enter the collection address, and select the sender and the service. With the Pick&ReturnService GLS collects parcels and returns them to the sender. With the Pick&ShipService you arrange collection from any address in the GLS system and delivery to an address of your choice – no detours. You specify the collection date.

Your order has been executed. Parcel number(s): 64895277235, 64895277236

To create a summary of the parcel data click on “Print summary”.

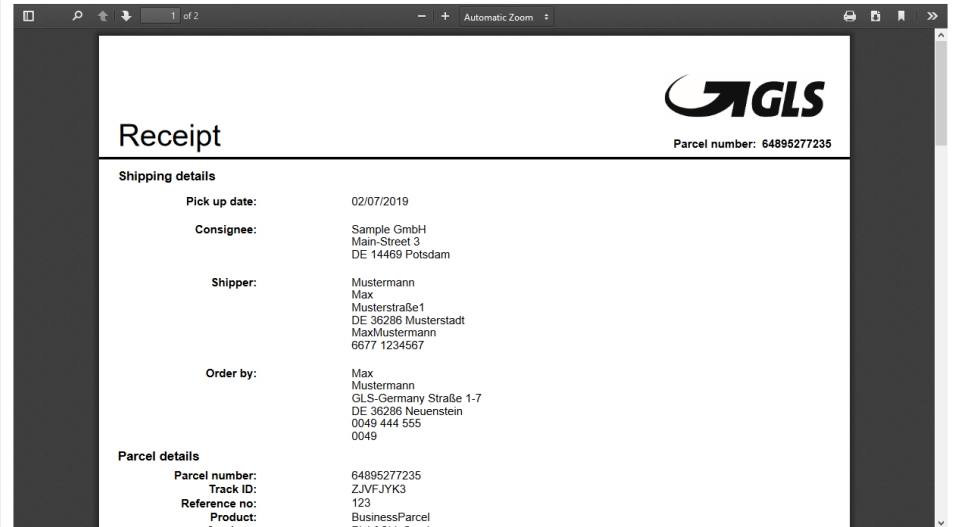
[Back](#) [Print summary](#)

## Pickup / return requests

From where and to whom – you choose. Enter the collection address, and select the sender and the service. With the Pick&ReturnService GLS collects parcels and returns them to the sender. With the Pick&ShipService you arrange collection from any address in the GLS system and delivery to an address of your choice – no detours. You specify the collection date.

Please find a summary of your parcel data below.

In case you have problems viewing the PDF, select “Download PDF” to download the file and save it. Then you may open it locally and print it out.



Shipping details	
Pick up date:	02/07/2019
Consignee:	Sample GmbH Main-Street 3 DE 14469 Potsdam
Shipper:	Mustermann Max Musterstraße1 DE 35289 Musterstadt MaxMustermann 6677 1234567
Order by:	Max Mustermann GLS-Germany Straße 1-7 DE 36286 Neuenstein 0049 444 555 0049

Parcel details	
Parcel number:	64895277235
Track ID:	ZJVFJYK3
Reference no:	123
Product:	BusinessParcel

[Download PDF](#) [New order](#)

# Return parcels – Step 1

If you want to generate a returns label (without a dispatch label) for your consignee, first enter the address data:

- Select the consignee address for the return parcel(s).
  - If a separate returns address has been entered in the GLS system, this is displayed. The fields are filled with your standard customer address via “Use shipper’s default address”.
  - If no separate returns address is stored in the GLS system, your standard customer address is displayed. The button is then inactive.
- Enter the shipper’s address of the return parcel(s).
- You can enter additional parcels by choosing “Add parcel(s)”.

### Return parcels

Using the ShopReturnService you may here create return labels for your consignees.

Use shippers default address

#### Consignee information of return parcels

Shipper: Max Mustermann Neuenstein  Contact person:

Shipper number: 276000055 276a185425 Phone: 0049  444 555

Name\*: Max

Name 2: Mustermann

Name 3:

Street\* / number: GLS-Germany Straße  1-7

Country\*: Germany

Postal code\* / Town\*: 36286  Neuenstein

#### Consignor information of return parcels

Consignee ID: 12  Contact person\*:

Name\*: Sample GmbH

Name 2:

Name 3:

Street\* / number: Main-Street  3

Country\*: Germany

Postal code\* / Town\*: 14469  Potsdam

Shipment reference no.:

Save pickup address in address book

Reference no:

123

1

\* Mandatory field

# Return parcels – Step 2

**You can now save the returns labels and send them to your consignee.**

- Via “Send as email with attachment” you can make the returns label available to the consignee as a PDF file and as a mobile parcel label (QR code).
- Via “Send as email with link” you can send the consignee a link to download the returns parcel label.
- “Download PDF” allows you to download and save the returns label.
- You can create further return labels via "New return".

**Return parcels**  
 Using the ShopReturnService you may here create return labels for your consignees.

This is the label for the parcel. Print it and apply it to the parcel.  
 In case you have problems viewing the PDF, select "Download PDF" to download the file and save it. Then you may open it locally and print it out.

**copy for sender**

Your GLS Track ID **ZJT70RTA**

Parcel number **64760012750**  
 Shipping date **01.07.2019**  
 Weight **1.00 KG**  
 Consignment **001/001**

GLS Location/Station **DE 120** www  
 Routing date **RTG 01072019**

**BUSINESSPARCEL SHOPRETURNSERVICE**

**Max Mustermann**

**GLS-Germany Straße 1-7**  
 DE - 36286 Neuenstein

Contact  
 Phone 0049 444 555  
 Note1  
 Note2  
 Ref. No 123

Informationen zum Datenschutz in der GLS-Gruppe finden Sie unter [gls-group.eu/datalprotection](http://gls-group.eu/datalprotection)

**copy for recipient**

**NST 0 DE 642**

Zip code **36286** Your GLS Track ID **ZJT70RTA**

**6016** **64760012750**

**DE 120** www 2019-07-01 **1.00 KG** 001/001 RTG 01072019

**BUSINESSPARCEL SHOPRETURNSERVICE**

**Max Mustermann**

**GLS-Germany Straße 1-7**  
 DE - 36286 Neuenstein

Contact  
 Phone 0049 444 555  
 Note1  
 Note2  
 Ref. No 123

Informationen zum Datenschutz in der GLS-Gruppe finden Sie unter [gls-group.eu/datalprotection](http://gls-group.eu/datalprotection)

Send as email with attachment Send as email with link Download PDF New return

# Parcel management – Reprinting / Cancelling

Here you can reprint your parcel labels or cancel parcels.

Enter your search criteria and select “search”.

In the parcel overview, select one or more parcels and select “Cancel parcel(s)” or “Reprint parcel label(s)”.

**i** You can only cancel parcel labels **before the daily closure “end of day”!**

If you have already completed an end of day closing and still wish to cancel a parcel label, please contact your responsible depot.

### Parcel management

**Search**

Shipper:  Country:

Parcel numbers / Track IDs:  Postal code / Town:

Consignee ID:  Creation date\*:

Consignee:

\* Mandatory field

<input type="checkbox"/>	Parcel numbers / Track IDs	Shipper	Weight (kg)	Country	Postal code	Town	Consignee
<input type="checkbox"/>	64161970095	Max	3.00	Germany	36286	Musterstadt	Mustermann
<input type="checkbox"/>	64161970096	Max	5.00	Germany	36286	Musterstadt	Mustermann
<input type="checkbox"/>	64161970097	Max	3.00	Germany	36286	Musterstadt	Mustermann
<input type="checkbox"/>	64161970098	Max	5.00	Germany	36286	Musterstadt	Mustermann
<input type="checkbox"/>	64760012750	Max	1.00	Germany	36286	Neuenstein	Max
<input type="checkbox"/>	64895277235	Max	0.00	Germany	36286	Musterstadt	Mustermann
<input type="checkbox"/>	64895277236	Max	0.00	Germany	36286	Musterstadt	Mustermann
<input type="checkbox"/>	64161970100	Max	5.00	Germany	36286	Musterstadt	Mustermann

- Black** = Default display
- Green** = Parcel label was reprinted (status appears when you click on "Reprint parcel label(s)" and click on "Back" in the parcel label display)
- Red** = Parcel label was cancelled (status appears when you click on "Cancel parcel(s)" or after reprinting and re-running the search, as the original parcel is cancelled after reprinting)
- Blue** = Reprint/Cancellation not possible

# End of day

## Select a shipper and date to generate the end of day report.

- You can choose whether you want to create a receipt (to be signed by the driver) and / or a detailed daily list of all parcels.
- If you have already generated an end of day report and then created further parcel labels, you can choose whether you want to create the end of day report again for all parcels or only for the additional parcels.
- Select “Create report”.

### End of day

Select the sender and the date. Whether you want a simple receipt or a detailed list of all shipment of the day, you can immediately issue, save and print the end-of-day report.

#### Choose shipper

Shipper  Example Company  
Example Street 1  
36286 Neuenstein Germany  
Shipper number 2760015847 276a17agA0

#### Configure daily report

Date\*

Report Type  Receipt  Detailed list

Report Option  All parcels  Only parcels created since last printing

\* Mandatory field

[Create report](#)

# Parcel tracking – Overview

You can view the status of your shipments at any time in parcel tracking.

- Enter your search criteria and select “Search”.
- In the parcel overview you can filter the parcels according to various criteria. Also, you may sort the columns by clicking on a column header, e.g. "Status" or “Consignee”.
- Click "Details" to display the shipment details of the selected parcel. Alternatively, you can click on the respective parcel number.
- If the search results in only one parcel, the parcel details will be displayed directly.

### Parcel tracking

Enter the parcel number, reference number or postcode and your shipments will be displayed. Alternatively, you can use other search options such as the dispatch period or customer name. There are several filter options in the shipment overview. You can also print delivery receipts and send direct links to recipients to enable them to track their orders.

**Search**

Date from: 01/01/2017  
Date to: 28/02/2017  
Parcel numbers / Track IDs:   
Reference no:

Parcel status: All  
Postal code / Country:  All countries  
Shipper: Example Company Neuenstein  
Shipper ID: 2760015847 276a17agA0

### Parcel overview

240 Parcels

<input type="checkbox"/>	Parcel numbers / Track IDs	Date	Status	Addresses	Consignee	Services
<input type="checkbox"/>	35541010499	16.01.17	Cancelled	DE-20095 Hamburg	Müller GmbH	
<input type="checkbox"/>	35896125339	18.01.17	Preadvice	DE-20095 Hamburg	Müller GmbH	
<input type="checkbox"/>	35896125704	01.02.17	Preadvice	DE-20095 Hamburg	Müller GmbH	
<input type="checkbox"/>	15308869605	13.02.17	In transit	DE-80331 München	Meier AG	
<input type="checkbox"/>	15308869543	24.01.17	Delivered	DE-80331 München	Meier AG	
<input checked="" type="checkbox"/>	15308869549	24.01.17	Delivered	DE-80331 München	Meier AG	
<input type="checkbox"/>	15308869547	24.01.17	In warehouse	DE-50668 Köln	Schulze OHG	

# Parcel tracking – Details

## Detailed view parcel tracking

- Via “Proof of delivery” you can open or save the proof of delivery including all shipment details and the consignee’s signature as a PDF file. For up to 200 parcel numbers the proof of delivery can be opened or saved simultaneously.
- Click "Export“ to export the data in txt, xml, pdf, xls or csv format.
- You can use the “Parcel status link” function to send a web link to the consignee via email so that he or she can follow the progress of the shipment directly.


### Parcel tracking

Enter the parcel number, reference number or postcode and your shipments will be displayed. Alternatively, you can use other search options such as the dispatch period or customer name. There are several filter options in the shipment overview. You can also print delivery receipts and send direct links to recipients to enable them to track their orders.

#### Current parcel status

The parcel data was entered into the GLS IT system; the parcel was not yet handed over to GLS. Jun 3, 2019 9:09 am

**Preadvice**



#### Shipment information

Addresses	Reference no
Consignee: Walter Schimmel GmbH & Co. KG Werrastrasse, 8 DE, 35625 Hüttenberg	Parcel number: 64161969205 Track ID: ZJJAYMGL
Shipper: Max Mustermann GLS-Germany Straße 1-7 DE, 36286 Neuenstein	Customer's own reference number: 11111 Customer's consignee number: 12345
Order by: Max Mustermann GLS-Germany Straße 1-7 DE, 36286 Neuenstein	Parcel details Weight: 0.1 kg Product: BusinessParcel

#### Parcel overview

Date	Time	Parcel status	GLS Location	Event no
03/06/2019	09:09:33	The parcel data was entered into the GLS IT system; the parcel was not yet handed over to GLS.	Germany Neuenstein	0.100

[Proof of delivery](#) [Export](#) [Parcel status link](#) [Further parcels](#)

# Track & Trace protocol

The Track & Trace protocol lists all parcels sent to other EU countries. The parcels are displayed monthly and can also be retrieved retrospectively.

- Via "Download" you can download the Track & Trace protocol for the selected shipper.
- By clicking on the PDF symbol you can display the Track & Trace protocol in the browser window.

## Track & Trace protocol

Here you will find information about your packages shipped to EU countries.

3 Documents

<input checked="" type="checkbox"/>	Periode	Absender	Kontotyp
<input checked="" type="checkbox"/>	2016-10-01 - 2016-10-31	Example-Company	
<input checked="" type="checkbox"/>	2016-11-01 - 2016-11-30	Example-Company	
<input checked="" type="checkbox"/>	2017-02-01 - 2017-02-28	Example-Company	

<
1
>

Download

**i** The Track & Trace protocol must be linked to the commercial invoice and can be used together with the framework agreement on the transportation of goods as proof of shipments of goods to other EU countries. Only those parcels are listed that have been delivered.



# Notification settings – Invoice settings

In the tab “Invoice settings” you can manage the email addresses of your colleagues or employees for electronic invoice dispatch.

- Select a shipper and click on “Add E-mail”.
- You can store up to three email addresses per shipper.
- For each employee, you can specify individually whether the invoice is to be sent as a PDF file attached to an email or whether the employee is to receive only an info email, indicating that a new invoice is available in the online archive.

Notification settings

Invoice settings To-do settings

Overview E-Mail addresses 1 Shippers

<input checked="" type="checkbox"/>	Shippers	Shipper number	Type
<input checked="" type="checkbox"/>	Max Mustermann Neuenstein Mustermann@info.com	276000055 276a185425	INFO

Salutation	First name	Last name*	E-mail*	PDF	Info-Mail	Delete
Company	Max	Mustermann	m.mustermann@info.com	<input type="radio"/>	<input checked="" type="radio"/>	<input type="button" value="X"/>
Mr.	Antony	Ans	a.a@info.com	<input checked="" type="radio"/>	<input type="radio"/>	<input type="button" value="X"/>

\* Mandatory field

# Invoices

Here you will find the online invoices, credit notes and customs documents for the last six months.

- To retrieve invoices, credit notes and customs documents enter your search criteria and select “Search”.
- Via “E-mail” you can send the selected documents to several employees by email.
- Via “Download” you can download the selected documents as a ZIP file.
- By clicking on the PDF symbol or on the document number, the respective file opens directly in the browser.

Further information on “Online Invoices” can be found under the Help function (top right).

**Invoices**

Retrieve invoices using the customer number or use other search options such as the dispatch period. You can immediately download, print or e-mail each document to your customer.

**Search**

Debitor No.  Doc. Number

Customer No.  Doc. Type

Depot  Doc. Subtype

Year  Parcel No.

Month

**Your online invoices** Documents 6

	Doc. Number	Customer No.	Country	Doc. Type	Doc. Subtype	Posting Period
<input type="checkbox"/>	81608575	010009730	x	Invoice	Standard	201711
<input type="checkbox"/>	81608535	010009730	de	Invoice	Pick & Return	201711
<input type="checkbox"/>	81608536	010009730	de	Invoice	Standard	201711
<input type="checkbox"/>	81608963	010009730	de	Invoice	Standard	201711
<input type="checkbox"/>	81608996	010009730	x	Invoice	Standard	201711

**i** If you would also like to receive the invoice attachments additionally as CSV files in your online archive, please contact your GLS sales department.

**i** To display the online archive correctly, you must allow pop-ups in the browser.

# Sending parcels for suppliers – Step 1

Here your suppliers can generate parcels on your account being picked up at the supplier’s site and delivered to your address.

Enter the address and parcel details:

- Pickup address of the supplier
- Selection of a predefined consignee address
- Pickup date and reference numbers if applicable.

You can enter additional parcels by selecting “Add parcel(s) or “Add parcel(s) with data”.

**i** A separate activation is required to use this function. Please contact your GLS sales representative.

### Shipping by Suppliers

Upon agreement with your customers and for account of these, you may send your parcels directly to predefined customer locations.

Pickup address

Name\* Müller OHG Contact person\* Hans Müller  
 Name 2 Phone\* 0221 123456  
 Name 3 Mobile  
 Street\* / number Hauptstraße 1 E-mail  
 Country\* Germany  
 Postal code\* / Town\* 50660 Köln

Consignee

GLS customer Meier GmbH Bonn  
 GLS Customer Address  
 Name Meier GmbH Phone 0228-123456  
 Street / number Bahnhofstraße 1  
 Postal code / Town 55123 Bonn  
 Country Germany

Shipment reference no. Abc123 Date\* 04/12/2017

Weight	Comment	Reference no
<input type="text"/> kg	<input type="text"/>	<input type="text"/>

\* Mandatory field

**i** After activation, a supplier account must be created via user administration, click [here](#).

# Sending parcels for suppliers – Step 2

- Content (2/2)
- 13 Overview Presentation
- 14 Overview Parcel
- 15 Pickup/Return Request
- 16 Return Labels
- 17 Parcel Measurement
- 18 End of Day
- 19 Parcel Tracking
- 20 Track & Trace Protocol
- 21 Notification Services
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- 23 Sending Parcels for Suppliers
- 24 Incidents in International Trade - Overview

The supplier can now print and save the summary of his order.

## With “Print preview” setting

- The summary is displayed in the browser window. The supplier can save and/or print the summary.
- The supplier can download the summary as a PDF file via “Download PDF”.
- The supplier can generate further parcels via “New order”.

## With “Direct printing” setting

- A confirmation message appears indicating that the print job has been sent to the printer.

**i** The driver supplies the parcel labels when picking up the parcels!

## Shipping by Suppliers

Upon agreement with your customers and for account of these, you may send your parcels directly to predefined customer locations.

This is the summary for the parcel.

If you have problems showing the PDF then use the ‘Download PDF’ button to save the PDF for opening and printing.

**Parcel Processing**  
Parcel number: 15893025516

**Shipping details**

Pick up date:	21/03/2017
Consignee:	Meier GmbH Bahnhofstraße 1 DE 53123 Bonn 0228-123456
Shipper:	Müller OHG Hauptstraße 1 DE 50660 Köln Hans Müller 0221-123456
Order by:	Meier GmbH Bahnhofstraße 1 DE 53123 Bonn 0228-123456

**Parcel details**

Parcel number:	15893025516
----------------	-------------

**i** A separate activation is required to use this function. Please contact your GLS sales representative.

# Incoterms in international trade – Overview

- 10 Free house, duty paid, tax paid – Customs clearance costs, customs duties and taxes are paid by exporter (DDP)**
- 20 Free house, duty unpaid, untaxed – Customs clearance costs, customs duties and taxes are paid by importer (DAP)**
- 30 Free house, duty paid, untaxed – Customs clearance costs and customs duties are paid by exporter, taxes are paid by importer (DDP, VAT unpaid)**
- 40 Free house, no duty, no tax – Customs clearance costs are paid by exporter, customs duties and taxes are paid by importer (DAP, cleared)**
- 50 Free house, duty paid, free writing – Low value shipments which are not subject to customs duties and taxes, customs clearance costs are paid by exporter (DDP, low value)**
- 60 *Pick&ShipService, Pick&ReturnService*: Customs clearance costs, customs duties and taxes are paid by the client who issued the P&S/P&R**