



## EasyShip Quick Reference Guide



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## START AND LOG ON TO EASYSHIP

1. On the Windows desktop, click the EasyShip shortcut . After a few moments, you are prompted to log on to EasyShip.
2. Enter your **Username** and **Password**, and then click **Login**.
  - Username: **easyship**
  - Password: **admin**



## ACCESS THE EASYSHIP TUTORIAL

On the Windows desktop, click the EasyShip Tutorial shortcut  or EasyShip Help.

## GET HELP...

### Access Online Help

DHL highly recommends you access **EasyShip Help** if you have any questions about the use of EasyShip.

The Help system provides comprehensive procedural information on all aspects of EasyShip functionality.

To access the system, press **F1** or use the **Help** menu. With the Help system open, you can:

- Use the **Contents** tab to access the EasyShip Help table of contents
- Use the **Index** to access Help content by key word.
- Use the **Search** tab to locate information by specific word(s).
- Print topics using the Help viewer **Print** button.
- Select **EasyShip Tutorial** to learn more about specific EasyShip features.

### Telephone The DHL Service Desk

The most efficient means of getting EasyShip assistance is to access the Online Help. If you do encounter a problem that cannot be solved by using EasyShip's online Help, or for information regarding processing shipments, please call the EasyShip Service Desk at **1 (800) 527-7298**.

## THE EASYSHIP ENVIRONMENT

### Main Application Window

The EasyShip main application window is pictured to the right. The main application window includes the components detailed below.

### Main Menu

Primary access point for EasyShip commands and functions. Menu items will change, depending on what task you are currently performing.

### Toolbar

Single-click access to the most common EasyShip functions.

### Task Launcher

Single-click access to start basic EasyShip work tasks. All tasks on the launch window can be accessed from the main menu or the toolbar.

### Waybill Remaining Monitor

The waybills remaining monitor displays the quantity of waybills available for use.

### System Messages

Real-time input from the EasyShip system keeps you apprised of errors and processing status — a handy tool for troubleshooting any problems you might encounter.

### Server Status

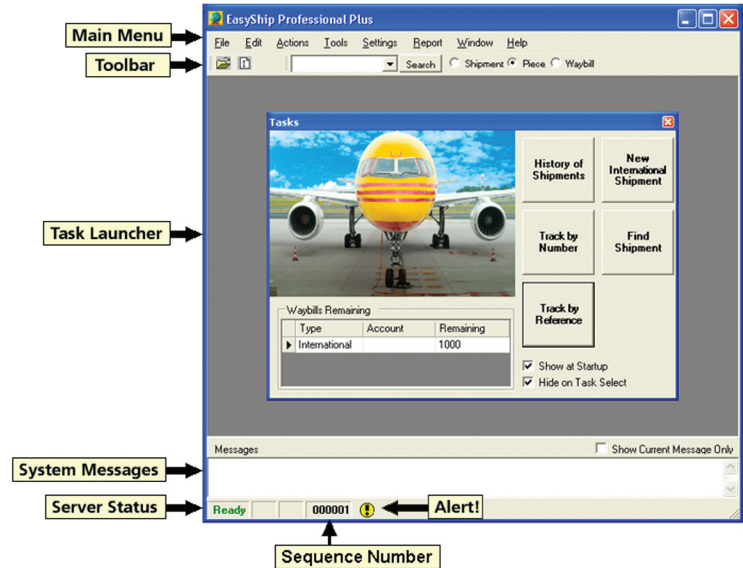
Identifies the current status of your connection to the EasyShip server — “Ready” or “Waiting.”

### Alert Icon

Double-click the Alert icon to open the Event Log containing reference file load or communication status.

### Sequence Number

A sequence number is generated when you create a new shipment.



## DHL TIME DEFINITE SERVICES

### DHL EXPORT EXPRESS SERVICES

<b>DHL EXPRESS 9:00</b>	Time-sensitive: guaranteed delivery next possible business day by 9:00 a.m.*
<b>DHL EXPRESS 10:30</b>	Time-sensitive: guaranteed delivery next possible business day by 10:30 a.m.*
<b>DHL EXPRESS 12:00</b>	Time-sensitive: guaranteed delivery next possible business day by 12:00 noon*
<b>DHL EXPRESS WORLDWIDE</b>	Guaranteed delivery by end of next possible business day**
<b>DHL EXPRESS ENVELOPE</b>	Guaranteed delivery by end of next possible business day – documents weighing up to 8 oz./0.5 lbs.**

Certain restrictions apply. All DHL Export Express Services are subject to terms and conditions.

\* A money-back guarantee applies to DHL EXPRESS 9:00, DHL EXPRESS 10:30 and DHL EXPRESS 12:00, where DHL will, upon request, provide either a credit or refund of the transportation charges paid by customer if the shipment is delivered later than DHL's published delivery commitment. The availability of all time definite services is determined by destination postcode or city name. These services are not available to and from all areas. To find out the DHL Express services available in your destination area, please contact Customer Service at 1-800-CALL DHL.

\*\* A service guarantee applies to DHL EXPRESS WORLDWIDE and to DHL EXPRESS ENVELOPE where DHL will, upon request, provide either a credit or refund of the transportation charges paid by customer if the shipment is delivered later than DHL's published delivery commitment.

For complete details, please visit [www.dhl-usa.com/terms](http://www.dhl-usa.com/terms).



For more information, please visit [www.dhl-usa.com/services](http://www.dhl-usa.com/services).

EasyShip can create dutiable and non-dutiable shipments. Dutiable shipments will require a Commercial Invoice (CI) and may also require an Electronic Export Information (EEI) if certain conditions are met.

Refer to **EasyShip Help** (from the Help menu) for full information on:



- Duties and Taxes
- EEI requirements
- Field information
- AES Filing Requirements
- Other Export Paperwork such as NAFTA Certificate of Origin

## CREATE AN INTERNATIONAL SHIPMENT



1. On the EasyShip toolbar, click  —OR— on the task launcher, click **New International Shipment**.
2. Click the **Shipper** tab and make certain the correct shipper information is shown.
3. Click the **Consignee** tab and supply recipient information by using one of the following methods:
  - Type the consignee **Code**, if known.
  - Click consignee lookup  to access the consignee address book. Review the address book and double-click the appropriate consignee.

**TIP:** To sort the consignee address book list for quicker searching, click a column heading. The list will sort in ascending and descending order based on your column selection.

- Enter and simultaneously save a new consignee to your consignee address book. To do so:
    - a. Type a new consignee **Code**, press **TAB**, and then click **Yes** on the confirmation message to add a new consignee.
    - b. Enter all pertinent information on the New Consignee Form and then click **OK**.
  - Enter consignee information on the form **without providing a Code**. The consignee information will not be saved to your consignee address book for future use.
4. Enter your customs information.
  5. Enter your shipment information.
  6. Enter the shipment piece detail, including weight, either manually or by reading the scale. If entering multiple pieces:
    - Click **New** to add each additional piece.
    - Use the up and down arrow keys to review detail of each piece.
  7. Do one or more of the following:
    - To complete a Commercial Invoice, go to page 8.
    - To complete or file the EEI, go to Step 8 below.

- If neither a Commercial Invoice or EEI are required, go to Step 9 below.
- 8. If your shipment requires an EEI:
  - a. Indicate how your EEI is to be filed with AES (Automated Export System). (See “Selecting Your AES Filing Option” on page 10.)
  - b. Complete the EEI form if necessary. (See “Complete the Electronic Export Information (EEI)” on page 9).
- 9. Do one of the following:
  - To process and print labels for a shipment **WITHOUT AN EEI**, click † on the EasyShip toolbar, review the print dialog to ensure the proper type and quantity of export documents are selected, and then click **Print**.
  - To process and print labels for a shipment **WITH AN EEI** that is being filed via WebLink, see “Process & Print Shipments Being Filed via WebLink” on page 6.
  - To process and print labels for a shipment **WITH AN EEI that is being filed by DHL**, see “Process & Print Shipments Being Filed by DHL” on page 7. (**Note:** An additional fee is applied for this service.)
  - To process and print labels for a shipment that is **EXEMPT from EEI filing requirements**, click † on the EasyShip toolbar,


review the print dialog to ensure the proper type and quantity of export documents are selected, and then click **Print**.

- To process and print labels for a shipment that has a **SELF-FILED EEI**, click † on the EasyShip toolbar, review the print dialog to ensure the proper type and quantity of export documents are selected, and then click Print.
- To save the shipment, click  on the EasyShip toolbar. After you save the shipment, you can exit EasyShip or go on to other EasyShip tasks.
- To **delete** the shipment, close the shipment window and then click **No** on the “Do you want to save?” confirmation dialog.

† You can also click  to print shipment labels.




## Process & Print Shipments Being Filed via WebLink

1. Click  on the EasyShip toolbar, review the print dialog to ensure the proper type and quantity of export documents are selected, and then click **Print**.
2. After a few moments, a window appears displaying the AES WebLink access page.




### IMPORTANT:

- If your network uses a proxy server, your proxy server settings must be properly configured to access WebLink ([www.aesdirect.gov](http://www.aesdirect.gov)).
- If your browser contains a pop-up blocker, the blocker must be configured to allow pop-ups from the AES WebLink web site. For more information, refer to your browser's online Help.

3. Click **Submit EEI** on the WebLink access page. Your EEI data will be submitted to AES via WebLink and your shipment will be saved to your shipment history with the status of "Pending".
4. On the AES Direct login dialog, enter your **username** and **password** and then click **OK**.
5. Follow the AES Direct instructions to complete the filing.

6. When you receive email from AES containing the ITN\* for the shipment, go to your Pending ITN list, open the shipment, and change the EEI filing status to Self-File.  
\*The ITN (Internal Transaction Number) is a unique transaction reference number provided by AES indicating it has accepted your shipment.
7. Click  to process and print your shipment documents.

## Process & Print Shipments Being Filed by DHL

1. Click  on the EasyShip toolbar, review the print dialog to ensure the proper type and quantity of export documents are selected, and then click **Print**.
  2. A message appears, indicating that EasyShip can only print the shipment documents after the ITN has been received.  
**Note:** Acquisition of the ITN can take several minutes.
  3. Click **OK** to dismiss the message, and then do one of the following:
    - **Wait for ITN acquisition.** EasyShip will display a shipment update message when the ITN is received. When this occurs:
      - a. Click **OK** on the message. The Shipments Pending ITN window appears.
      - b. Double-click the shipment you want to print.
      - c. Click  on the EasyShip toolbar.
      - d. Review the print dialog to ensure the proper type and quantity of export documents are selected, and then click **Print**.
    - **Save the shipment and print your documents later.** To do so:
      - a. Click  to close and save the shipment. You can now go about performing other EasyShip tasks.
- b. To check to see if the ITN has been received and the shipment is ready to print do either one of the following:
    - When the shipment update message appears, click **OK** and access your shipment(s) from the Shipment Pending ITN window.
    - On the EasyShip **Tools** menu, click **Show Pending ITN** and access your shipment(s) from the Shipment Pending ITN window.

## COMPLETE THE COMMERCIAL INVOICE TAB

1. Click the Commercial Invoice (CI) tab and complete information in the header area of the form.
2. Right-click in the lower, commodity area of the form, and then select Add Line Item from the shortcut menu.

The screenshot shows a software interface for creating a Commercial Invoice. The 'Header Area' contains fields for Consignee VLT Number, Export Reason 1, 2, and 3, Terms of Trade, and Named Destination Port. It also includes dropdown menus for Currency Code (USD - United States Of America), Export Reason (Permanent), and Invoice Number. There are input fields for SVP Charge, Misc. Charge, and Invoice Total (7400.00). Below the header is a table for 'Line Item Detail' with columns for Description, Schedule B, Quantity, Unit Type, Unit Value, Unit Weight, and Country of Mfg.

Description	Schedule B	Quantity	Unit Type	Unit Value	Unit Weight	Country of Mfg.
Aircraft Pneumatic System Gate	9471 20.0000	2000	Each	\$2.50		0 1 United States Of America
AN Standard Aircraft Bolts	7318 15.2000	1000	Each	\$2.40		0 1 United States Of America


3. Enter the line item commodity information using one of the following methods:
  - Type the Item Code, if known.
  - Click Item lookup to access the CI inventory list. Review the list and double-click the appropriate commodity item.
  - Enter commodity information on the form without providing a Code. The item information will not be saved to your inventory list for future use.

- Enter and simultaneously save a new commodity item to your inventory list. To do so:
    - a. Type a new Item Code and press **TAB**.
    - b. Click **Yes** on the confirmation message to add a new commodity item.
    - c. Enter all pertinent field information on the Edit Inventory Item form and then click **OK**.
    - d. Enter the Quantity, confirm the Unit Value and then click **OK**.
4. Repeat steps 2-3 as necessary.

Access **EasyShip Help** (from the Help menu or by pressing **F1**) for full information on international shipment creation, including export documentation, AES filing, and shipment processing procedures.

## COMPLETE THE ELECTRONIC EXPORT INFORMATION (EEI)

If your shipment requires an EEI, the EEI form will appear when you select the AES filing option of **DHL to file** or **File via WebLink**. To complete the EEI:

1. Click **Accept** on the Use Production AES dialog. (**Note:** This message only appears the first time you file via WebLink.)
2. Complete the header area of the EEI form.
3. Add the EEI line item detail. To do so:
  - Type the **Item Code**, if known.
  - Click Item lookup  to access the EEI inventory list. Review the list and double-click the appropriate commodity item.
  - Enter commodity item information on the form **without providing a Code**. The item information will not be saved to your inventory list for future use.
  - Enter and simultaneously save a new commodity item to your EEI inventory list. To do so:
    - a. Type a new **Item Code**, press **TAB**, and then click **Yes** on the confirmation message to add a new commodity item.
    - b. Enter all pertinent information on the EEI Inventory Item Form and then click **OK**.

Schedule B	Primary Quantity	Primary UOM	Secondary Quantity	Secondary UOM	Total Value	Total Weight	Country of Mfg	Foreign Military Sale
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Access **EasyShip Help** (from the Help menu) for full information on international shipment creation, including detailed information on export documentation and AES Filing procedures.

## SELECTING YOUR AES FILING OPTION

If your shipment requires an EEI, you must indicate how the declaration will be filed with AES (Automated Export System). The following options are available:

- Self file.
- Self file via AES Direct, but need to acquire the Port of Export and Carrier information.
- Self-file via WebLink.
- Shipment exempt from EEI requirements.
- DHL to file the EEI. (Additional charges may apply.)

### Self File

If you are filing the EEI yourself, you must provide DHL with your AES filing option as well as your ITN (Internal Transaction Number). To do so:

1. Click the **I want to self file** selection button located within the EEI filing option area of the EasyShip shipment form.
2. On the Self File dialog, select one of the two possible AES filing options:
  - **2** — Requires full pre-departure transmission and is the basic way of reporting export shipments in AES.

### Self File, (continued)

- **4** — Available to approved exporters only. It allows the approved exporter to send the shipment without pre-departure notification to AES. Full post-departure information must be reported within ten working days from the date of exportation.
3. Do one of the following:
    - If you selected AES Filing Option 2, enter your **ITN\*** and then click **OK**.  
  
\*The ITN (Internal Transaction Number) is a unique transaction reference number provided by AES indicating it has accepted your shipment.
    - If you selected AES Filing Option 4, enter your **EIN** (IRS Employer Identification Number) and then click **OK**.

### EEI Self File, but Need Port of Export & Carrier Info

If you are self filing with AES but need to acquire Port of Export and Carrier information, do the following:

1. Click **Get Info** located within the EEI filing option area of the EasyShip shipment form. After a few moments the Port of Export and Carrier Information appear.
2. Enter the Port of Export and Carrier information into AES Direct.

3. Once you receive your ITN back from AES Direct, click the **I want to self file** selection button located within the EEI filing option area of the EasyShip shipment form.
4. On the Self File dialog, select one of the two possible AES filing options:
  - **2** — Requires full pre-departure transmission and is the basic way of reporting export shipments in AES.
  - **4** — Available to approved exporters only. It allows the approved exporter to send the shipment without pre-departure notification to AES. Full post-departure information must be reported within ten working days from the date of exportation.
5. Do one of the following:
  - If you selected AES Filing Option 2, enter your **ITN\*** and then click **OK**.

\*The ITN (Internal Transaction Number) is a unique transaction reference number provided by AES indicating it has accepted your shipment.
  - If you selected AES Filing Option 4, enter your **EIN** (IRS Employer Identification Number) and then click **OK**.

## EEI Self File via WebLink

1. Click the WebLink selection button located within the EEI filing option area of the EasyShip shipment form.
2. Complete data entry on the EEI form and then click **OK** to close the form.

## Shipment Exempt from EEI Filing Requirements

1. If your shipment is exempt from EEI filing requirements, click the exemption selection button located within the EEI filing option area of the EasyShip shipment form.
2. On the Exempt from EEI dialog, select the Foreign Trade Statistical Regulation number under which your shipment is exempt.

## DHL to file EEI

1. Click the DHL filing agent selection button located within the EEI filing option area of the EasyShip shipment form.
2. Complete data entry on the EEI form and then click **OK** to close the form.

## SHIPMENT TRACKING

EasyShip provides access to all tracking functionality. You can track by Waybill number, by shipment reference, or by selecting and tracking shipments in your shipment history. Access **EasyShip Help** for full information on tracking.

### ProView

ProView is DHL's newest online service giving you total visibility to all your shipments. It's easy to use and accessible anywhere and anytime.

ProView provides email notification and text messages when shipments are picked up, delivered, and more. This means you're always in the know, whether you're in the office or on the go.

Go to <http://www.dhl-usa.com> to register and use ProView.

## TRACK SHIPMENTS BY WAYBILL NUMBER

1. On the EasyShip **Tools** menu, click **Track by Number/Trace** —OR— on the task launcher, click **Track by Number**.
2. In the **Waybill** box, type one or more Waybill numbers.  
**Note:** Only one Waybill number can be entered per line.
3. Click **Track**.

## TRACK SHIPMENTS BY REFERENCE

1. On the EasyShip **Tools** menu or task launcher, click **Track by Reference**.
2. On the Track/Trace window, select **Track by Reference** and enter the Reference you want to track.  
**Note:** When tracking Waybills not produced on EasyShip, you must enter the account number for the shipment.
3. Optionally select a delivery date range.
4. Click **Track**.

## TRACK SHIPMENTS IN YOUR HISTORY LIST

1. On the EasyShip **Tools** menu, click **Shipment History** —OR— on the task launcher, click **History of Shipments**.
2. In the header area of the Shipment History window, select filtering criteria and then click **Apply Filters**.  
All shipments meeting your criteria are displayed.
3. Right-click the shipment you want to track and then select **Track** on the shortcut menu.

## GET READY FOR YOUR COURIER

End of day activities are simple procedures you should follow to ready your packages for your DHL Courier Pickup:

### Ensure your Packages are Ready to Ship

- Each package should have a label attached.
- Proper export documentation must accompany all dutiable (nondoc) shipments.

### Run the End of Day Manifest

1. On the EasyShip **Actions** menu, click **Start End of Day**.

2. On the End of Day dialog:

- Enter or select the number of manifest copies required.
- If this is the final manifest of the day, select the check box.
- Click **Start**.

The Shipment Summary report and Detailed Driver's Manifest reports print out.

### Sign the Shipment Summary and Detailed Driver's Manifest

Sign and date all copies of the Shipment Summary and Detailed Driver's Manifest. One complete copy of each report is for your records, and two copies of each report are for DHL.

When your DHL Courier arrives, he or she will:

- Compare your packages against the Detailed Driver's Manifest.
- Sign and date the Shipment Summary and the Detailed Driver's Manifest, notating any discrepancies between your shipments and the detailed manifest.

**Note:** Should you need to process more packages after running the End-of-Day Manifest, you can run a second End of Day Manifest before your shipping cut-off time. Remember to give your DHL Courier copies of both signed manifests.



## HOW DO I SEND A SHIPMENT ADVISORY?

When creating a shipment, make sure to select the **Send Email Notification** check box and enter your consignee's email address. The check box and email field are located on the Consignee tab. When you run your manifest, the shipment advisory will process automatically.

## HOW DO I IMPORT SHIPMENT DATA?

On the **Tools** menu, click **Launch Import Utility**. Full information on importing shipment data is detailed in the EasyShip Help under the heading "Importing & Exporting EasyShip Data".

## MUST I USE THE EASYSHIP COMMERCIAL INVOICE?

No. You can use a Commercial Invoice produced by EasyShip or one generated by your company, as long as all required information is included on the invoice.

## DOES EASYSHIP NOTIFY DHL TO PICK UP MY SHIPMENTS?

No. Your courier pick up schedule is arranged at the time you open your DHL account. If you require an extra pickup, call your local DHL office or **(800) CALL-DHL**.

## HOW DO I RUN A REPORT?

EasyShip provides a number of standardized reports that can help you keep apprised of your shipping activity and costs. To run a report:

1. On the **Reports** menu, select a report.
2. Define the report date range by selecting beginning and end dates.
3. Click **Finish**.

The report is displayed in a preview window.

For complete information on reports, including instructions to print and export report data, refer to EasyShip Help.

## WHERE CAN I FIND DETAILED EASYSHIP PROCEDURES?

Use the **Help** menu or press **F1**. The EasyShip Help system details procedures covering all EasyShip functionality.

## HOW CAN I LEARN EASYSHIP BASIC PROCEDURES?

Review the EasyShip Tutorial. To access the tutorial, click the EasyShip Tutorial shortcut on your desktop or from EasyShip Help.

## HOW CAN I VOID A SHIPMENT?

All waybills printed by DHL shipment automation tools\* are invoiced, unless they are properly voided. Each system has unique voiding processes and time frames that must be followed to prevent billing for shipments that are not sent. Please refer to the shipment voiding procedures below specific to EasyShip Professional. For immediate technical assistance, please call 1-800-527-7298.

To void a shipment in EasyShip Professional, do one of the following:

- Open the shipment, and on the **Edit** menu, click **Void**.
- In the Shipment History list, right-click a shipment that has a status of **Shipped**, and then select **Void** on the shortcut menu.

*\*WebShip®, CorporateShip®, EasyShip® Connect, EasyShip® Professional, EasyShip® Professional Plus and EasyShip® Enterprise*

## WHAT DO I DO IF I AM INVOICED FOR A SHIPMENT I VOIDED OR DID NOT SEND?

In the event that you are invoiced for a shipment that was not sent or voided, please contact the DHL Customer Finance Support Center (CFSC) at 1-800-CALL DHL (225-5345).