Business Portal „YourGLS“

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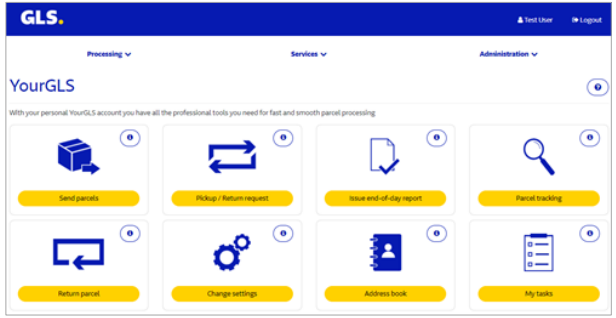
YourGLS at a glance

YourGLS at a glance

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

YourGLS at a glance

Short description

- **Password-protected** web portal for **business customers**
- **No additional software** required[1]

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**[2]

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**.

[1] Exception: Direct printing QZ.io, if necessary PDF viewer [2] desktop PC, smartphone, tablet

YourGLS registration

YourGLS registration

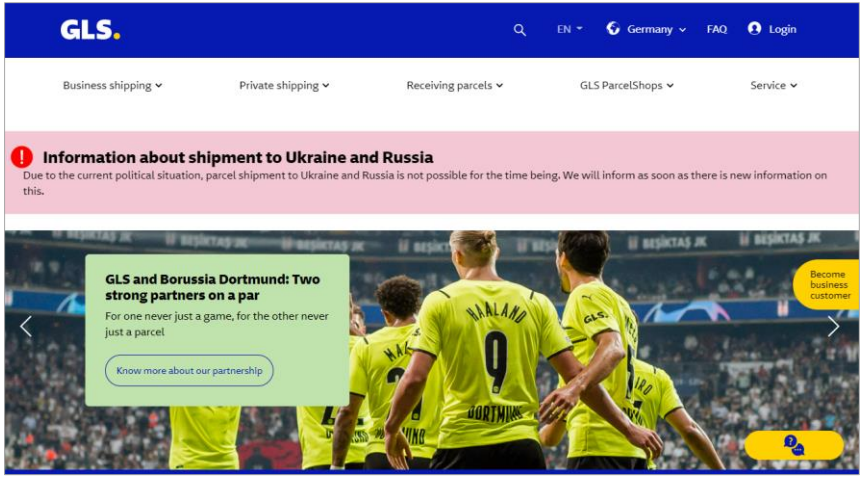
Registration

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

You can reach the 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
- E-mail: kundenservice@gls-germany.com
- Business customer contact form on the GLS website

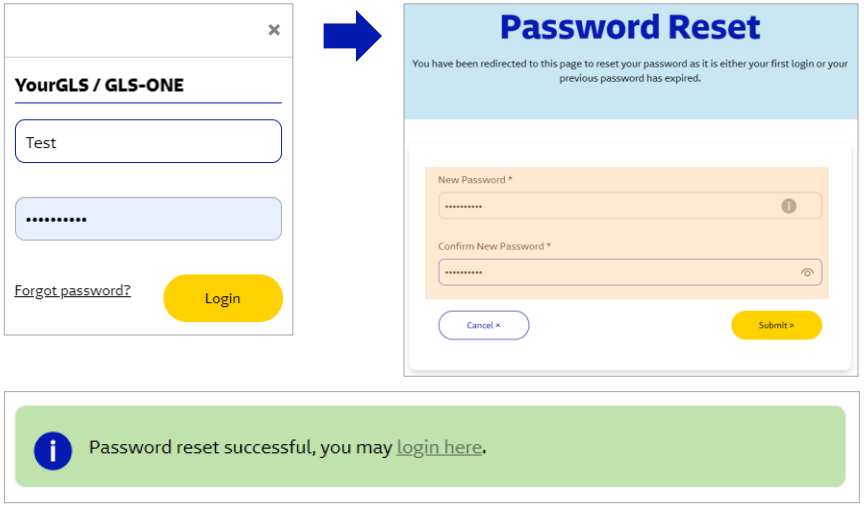
You can then log into the GLS website with your personal access data: www.gls-pakete.de



YourGLS registration

Your first login
At your first login you will be prompted to change your password.

After entering the old password and creating a new password according to the rules below, the password reset is finished and your are able to log into YourGLS.



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: !#$%&()*+-/<=>?@[]\^_{}~

YourGLS registration

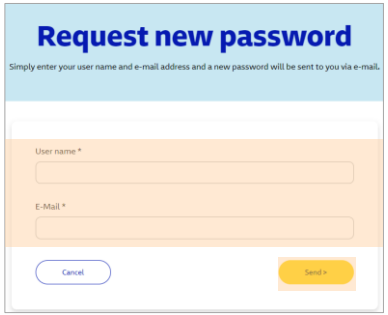
Forgot password? I

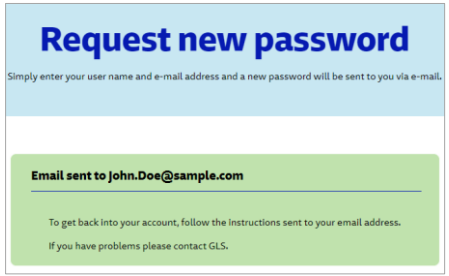
If you have forgotten your password, go to "Forgot your password" via the login button. You will be redirected to the page "Request new password".

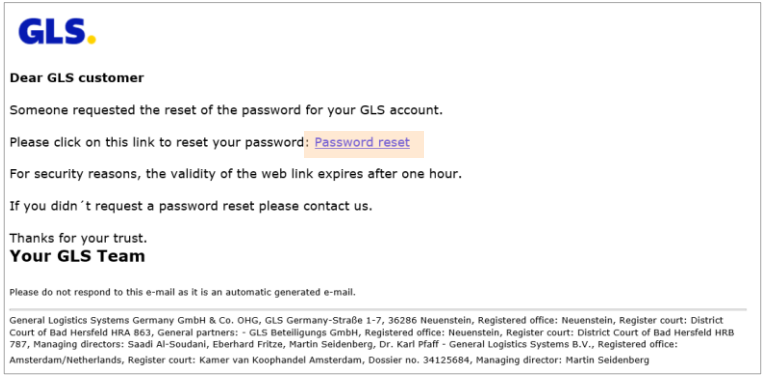
Enter your user name and E-mail address and then click on "Send".

A new window will open and you will receive an E-mail.

To reset your password, follow the "Password reset" link in the E-mail.



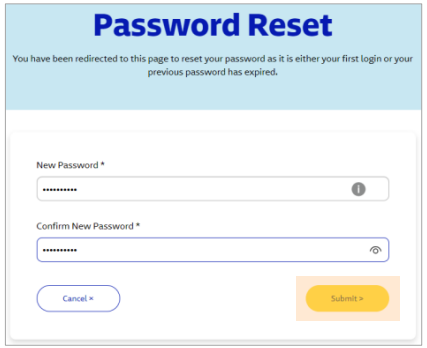




YourGLS registration

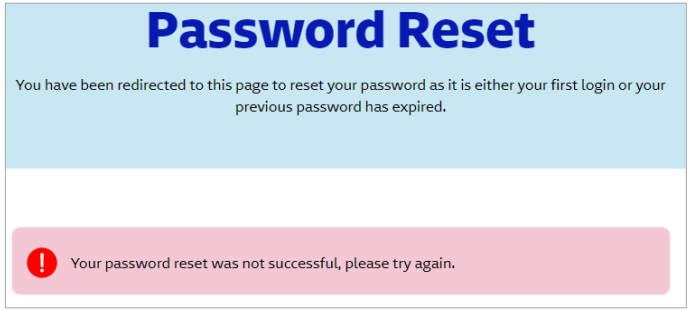
Forgot password? II

The "Password reset" web page opens. Enter a new password according to the password rules, confirm it and click on "Submit". Now you can log in with your newly created password.



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

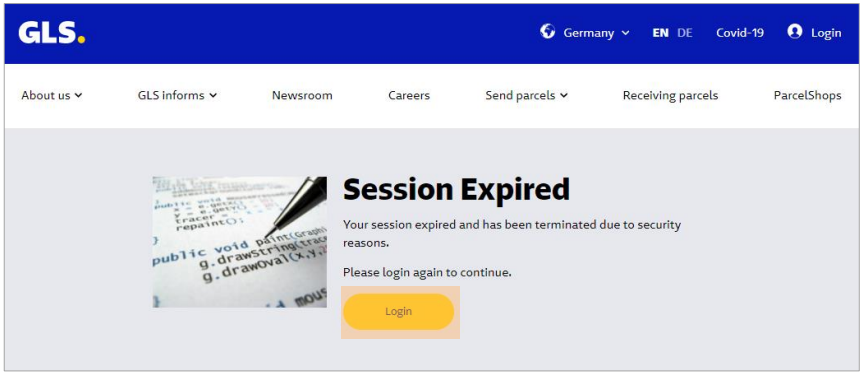
In this case you have to start the password reset process again.



YourGLS registration

Session expired

If you have been inactive on the website for more than 30 minutes, you will need to log in again.



General notes

General notes

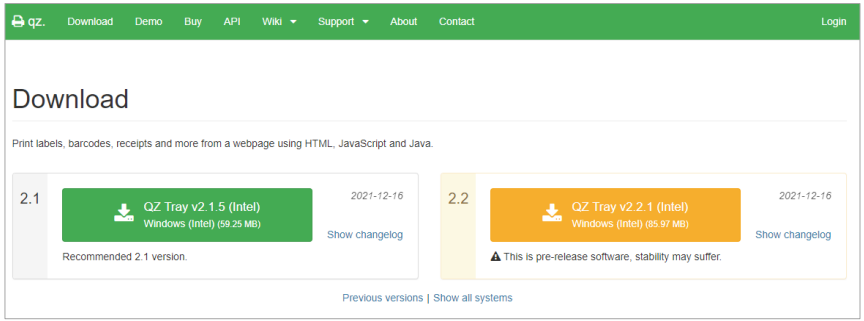
- Please accept cookies and enable JavaScript in your Internet browser so that you can use YourGLS to its full extent.

- 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:

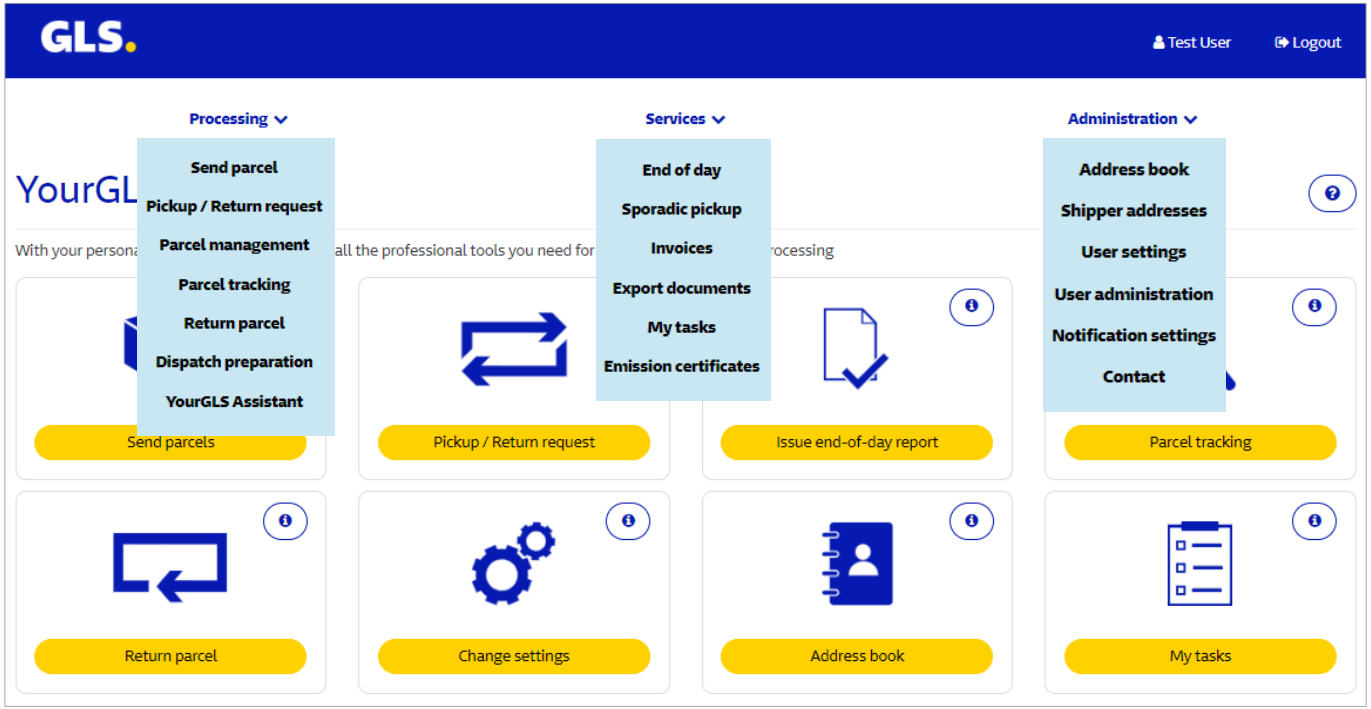
  https://qz.io/download/

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



Overview of the YourGLS features

Overview of the YourGLS features



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

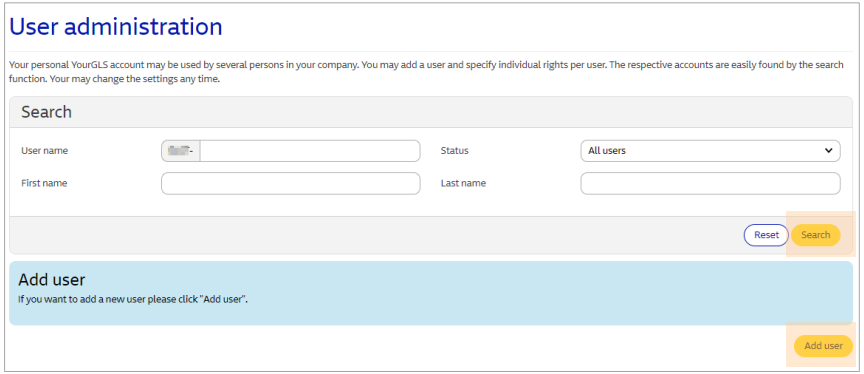
User administration

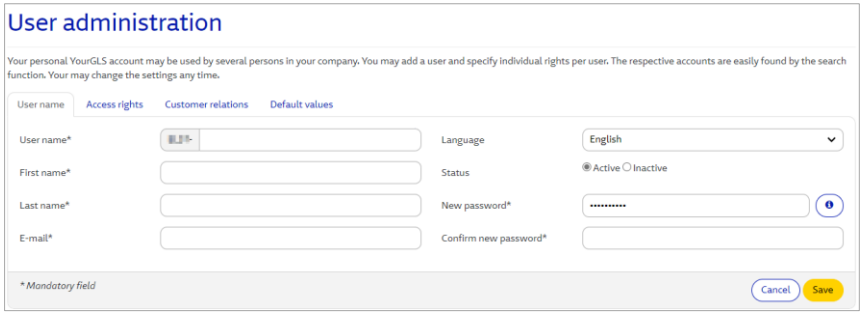
User administration

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.



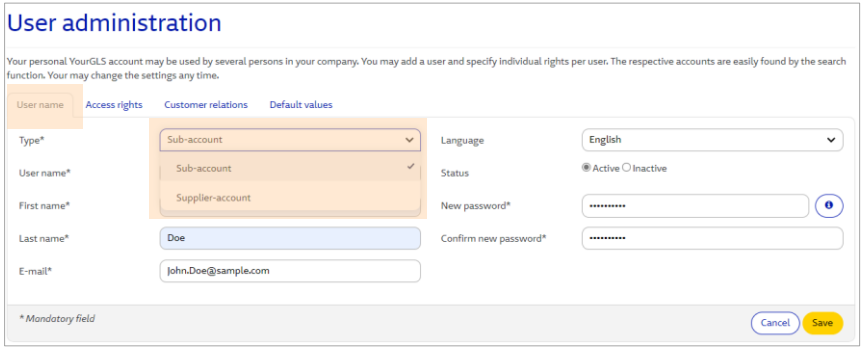


User administration – User name

"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
  - E-mail 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.



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.

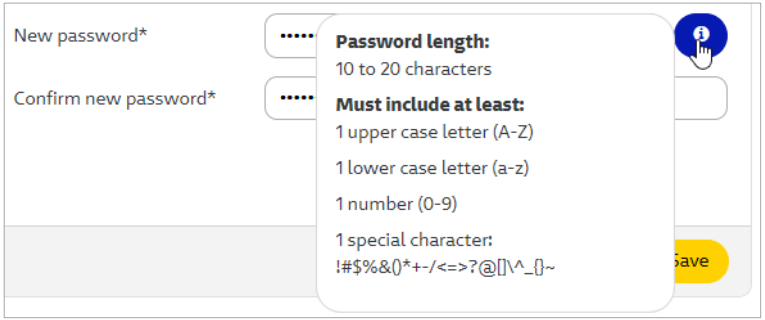
A **separate activation** is **required** to use this function! Please contact your GLS sales department.

User administration – User name

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 the rules are not met:
  - The password is too short. A minimum of 10 characters is required.
  - The new password is too long. A maximum of 20 characters is allowed.
  - The password does not contain enough special characters.
  - The new and the confirmed password do not match.

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



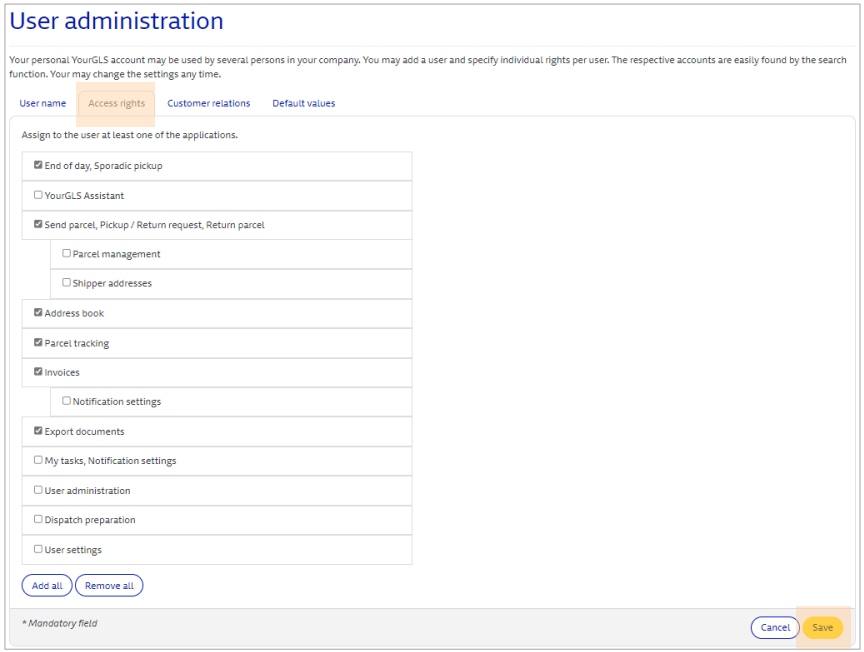
Rules for creating your new password:

- 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

"Access rights" tab

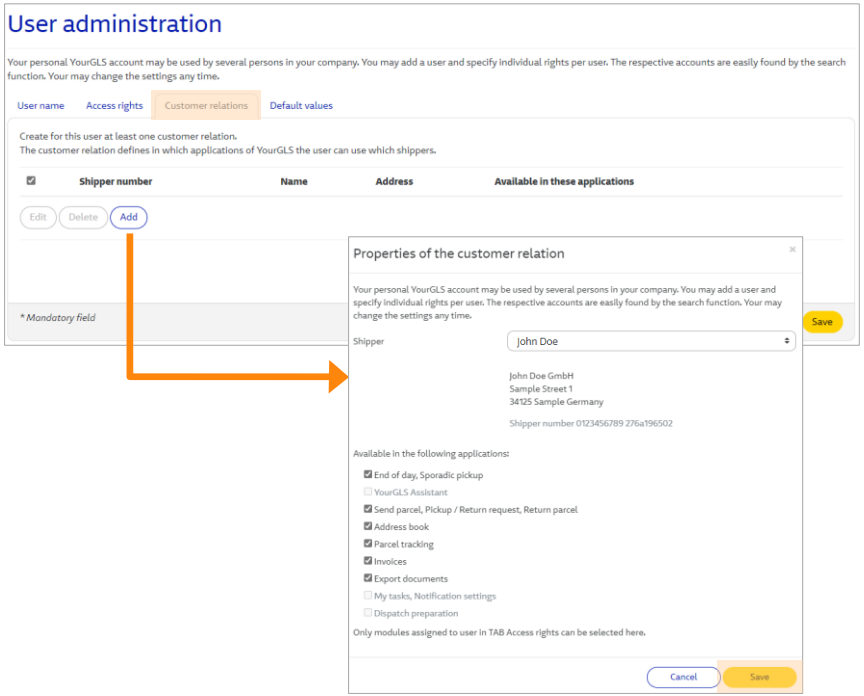
- Assign (at least) one of the YourGLS applications to the user.
- The user can then use the selected applications in his YourGLS Account.



User administration – Customer relations

"Customer relations" tab

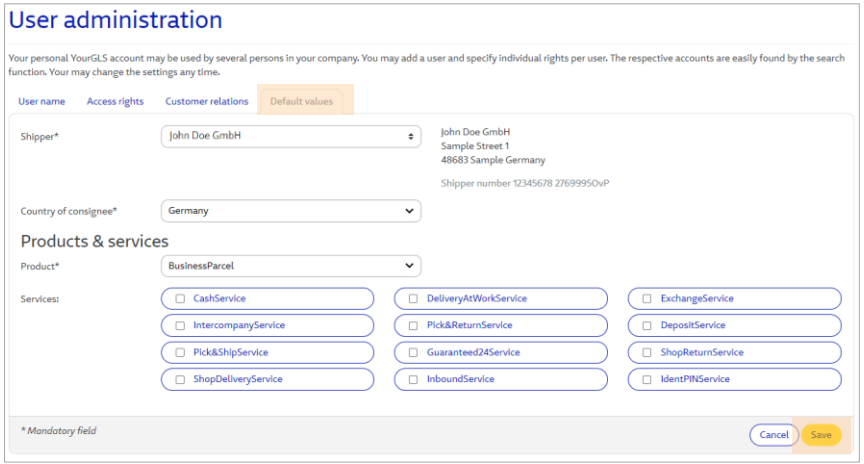
- In the "Customer relations" tab, first the shipper is specified for the user and after that the access rights per shipper are defined.
- At least one customer relation must be defined.
- Only the access rights previously assigned to the user in the "Access rights" tab can be assigned.



User administration – Default values

"Default values" tab

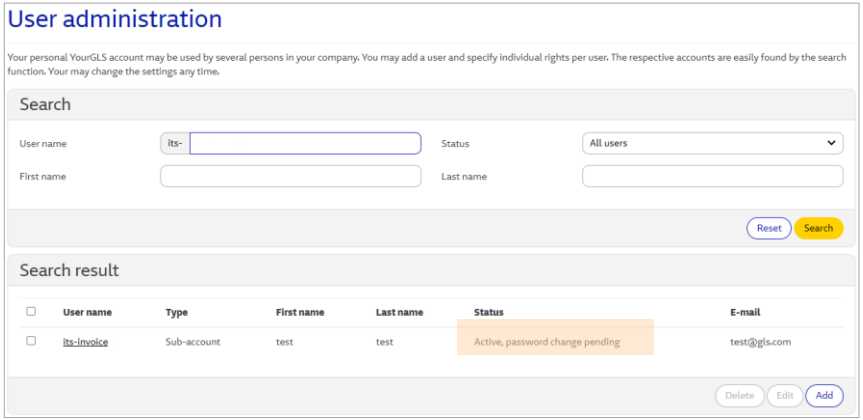
- The default values are automatically inserted when the user creates a new parcel label.
- Select the following default values for the user:
  - Shipper
  - Country of consignee
  - Product & services
- Then click on "Save" to create the user.



User administration – Successful creation of the new user

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".



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.

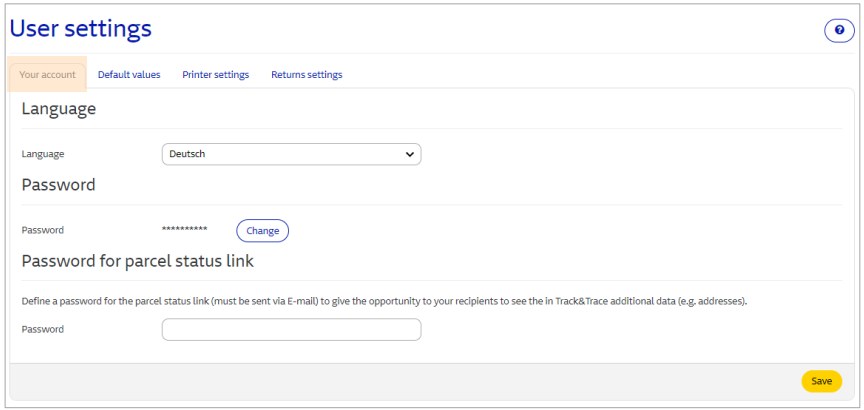
User settings

User settings – Your account

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.



What is the parcel status link?

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

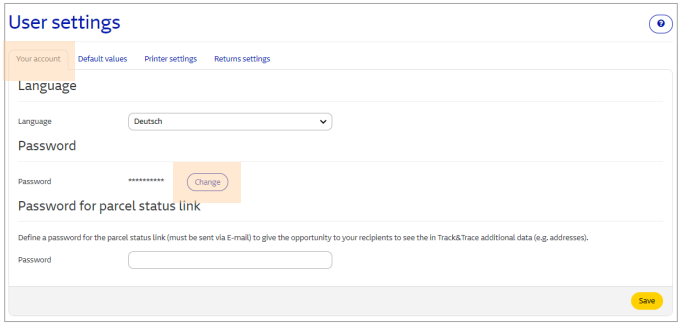
User settings – Your account – Password change

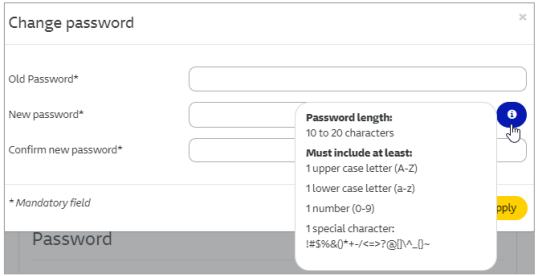
To change your password, proceed as follows:

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

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.



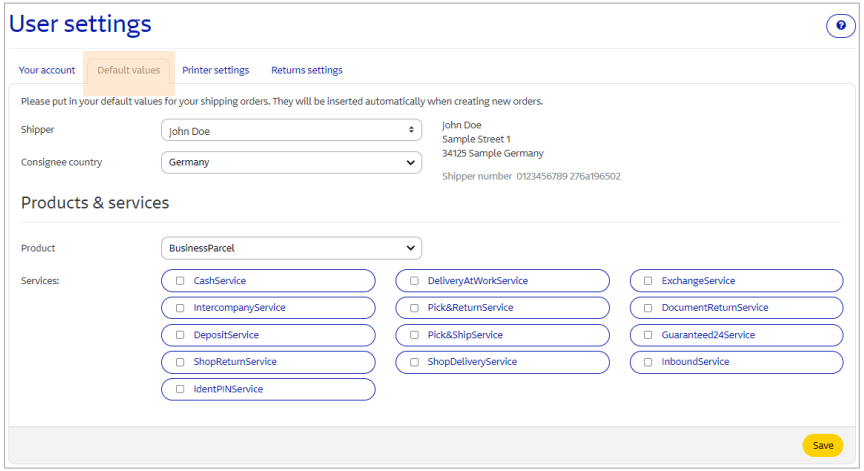


The password rules are displayed when you move the mouse over the info button.

User settings – Default values

"Default values" tab

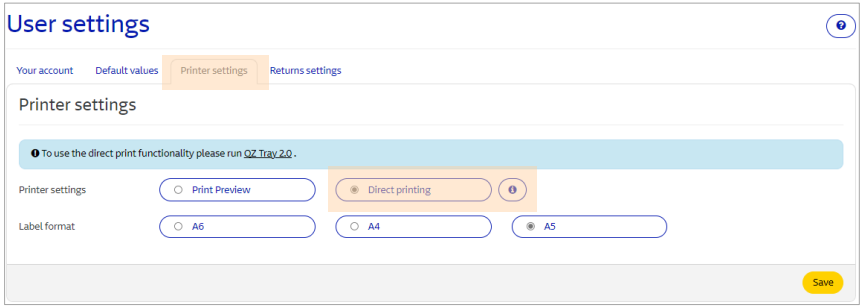
- The default values are inserted automatically when you create a new parcel label.
- Select the default values for the
  - Shipper
  - Consignee country
  - Products & Services



User settings – Printer settings

"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



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

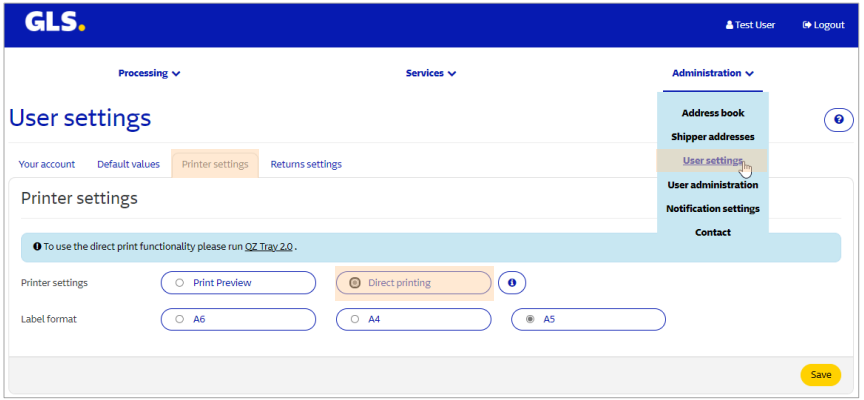
Direct printing with QZ Tray

Direct printing with QZ Tray

- 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



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

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

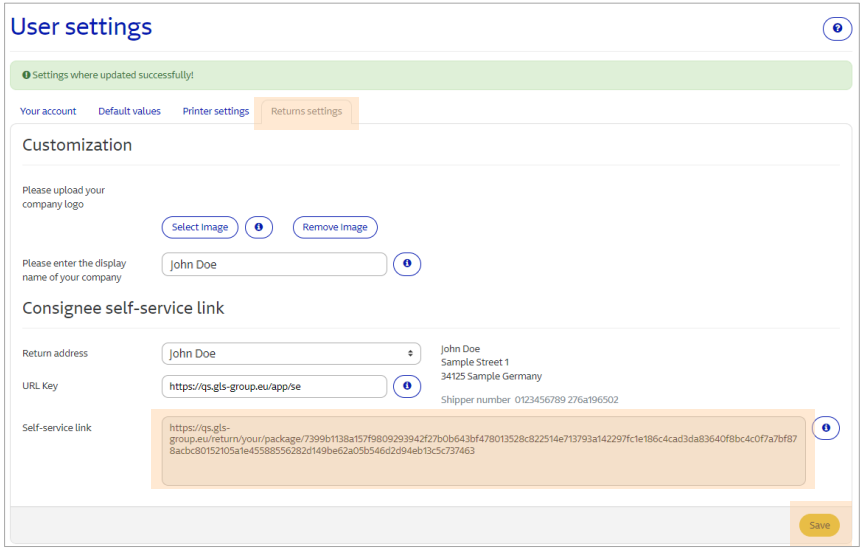
If direct printing does not work after installing the latest version of Java and QZ Tray, restart the computer.

User settings – Returns settings

User settings – Returns settings

"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).



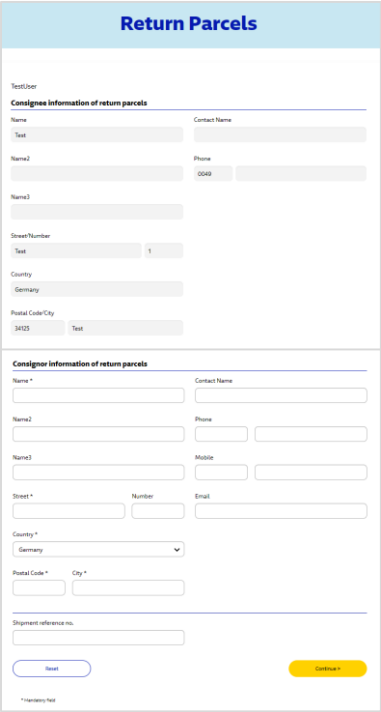
The **link** can be used as often as you like. If required, you can generate a new URL (Self-service link) as described on the left. Old links that have already been sent become invalid.
Currently, **images** can be saved in JPEG-format with a maximum size of 60 pixels height / 300 pixels width.

Returns based on returns settings

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

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.



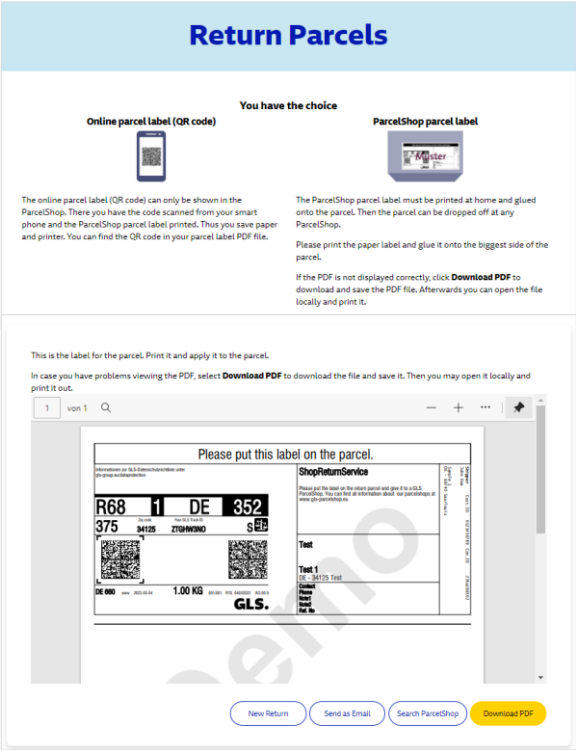
Returns based on returns settings (user settings) (2/2)

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

- Via "Send as E-mail" the returns label (including mobile parcel label) can be forwarded to an E-mail 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 create the return label yourself by using our *ShopReturnService* and provide it to the consignee.

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.



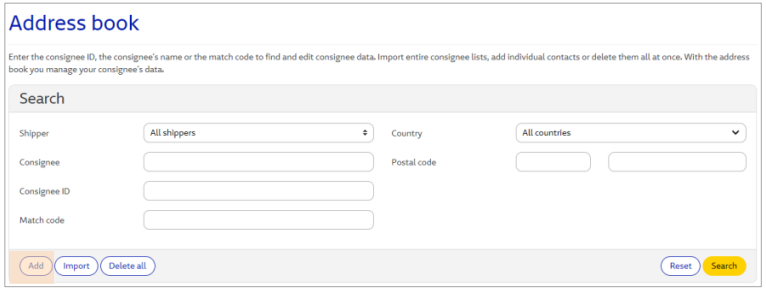
Address book

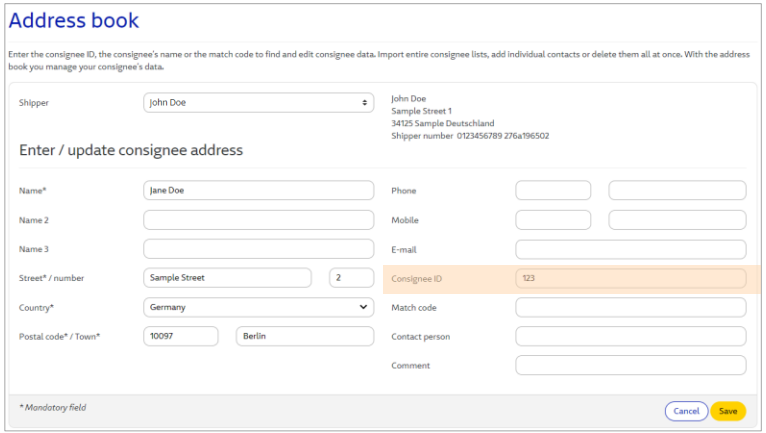
Address book – Add consignee addresses

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.

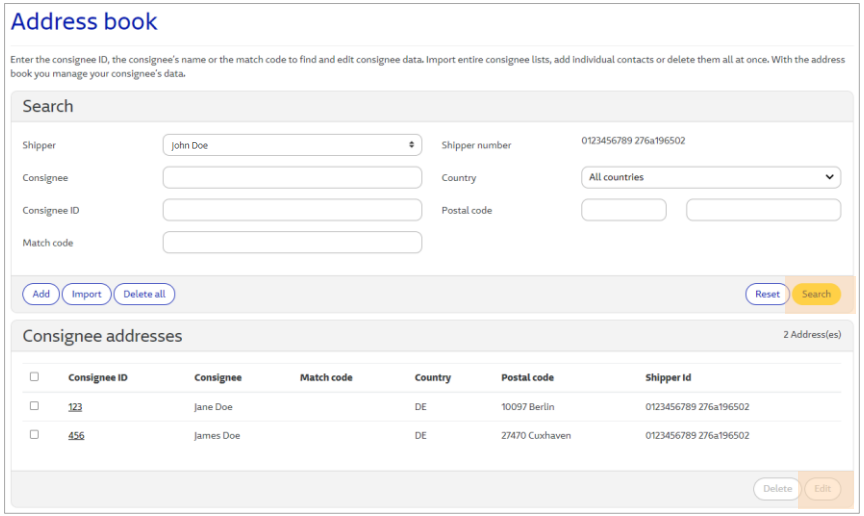




Address book – Edit consignee addresses

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.

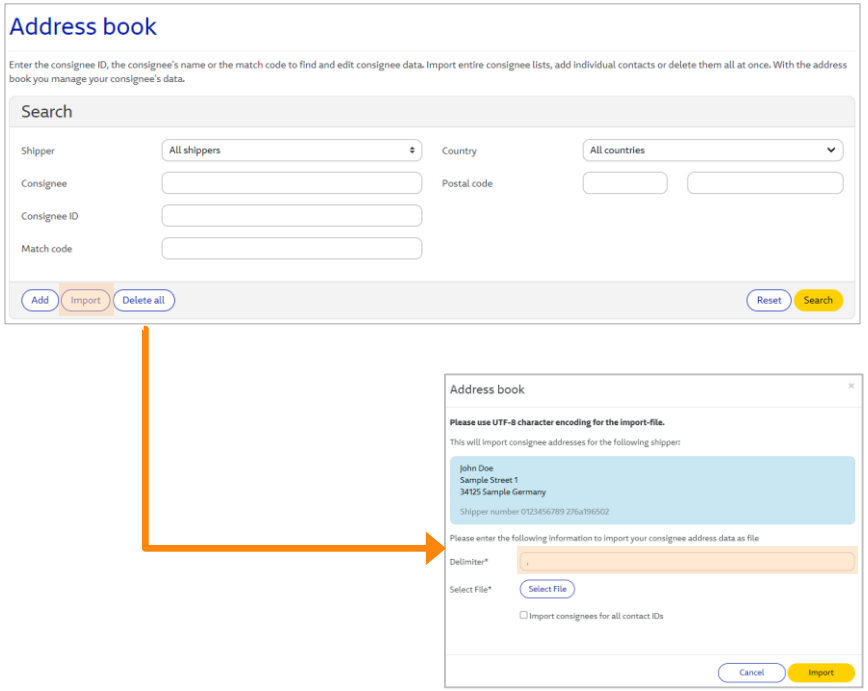


Address book – Import consignee addresses (1/4)

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.

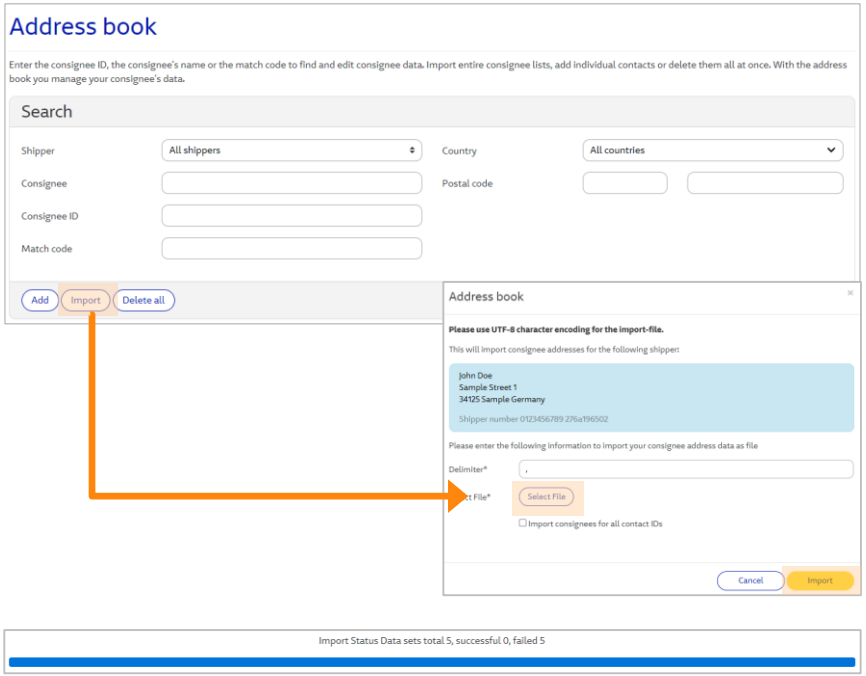
John Doe



Address book – Import consignee addresses (2/4)

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.



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[1)]	40	Y
MatchCode	10	N
CountryCode[2)]	. 2 or 3	Y
ZipCode[3)]	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[1)]	10	N

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

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.

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

2) ISO 3166-1 alpha-2 , alpha-3 , numeric [https://en.wikipedia.org/wiki/ISO_3166-1]

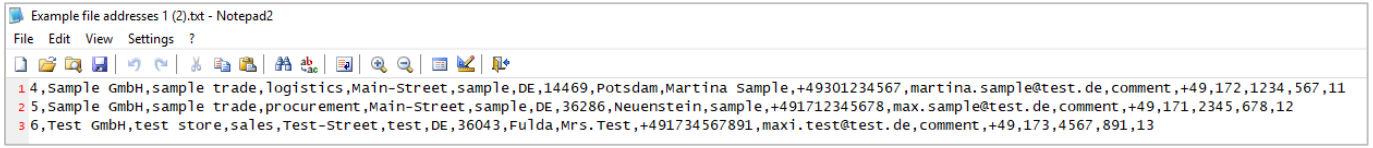
3) For Ireland, enter the Eircode (postal code in Ireland), the routing key (first three alphanumeric characters of the Eircode) or the location. The Eircode consists of a three-digit routing key and a unique identifier consisting of 4 alphanumeric characters.

Address book – Import Consignee Addresses (4/4)

Examples of imported files:

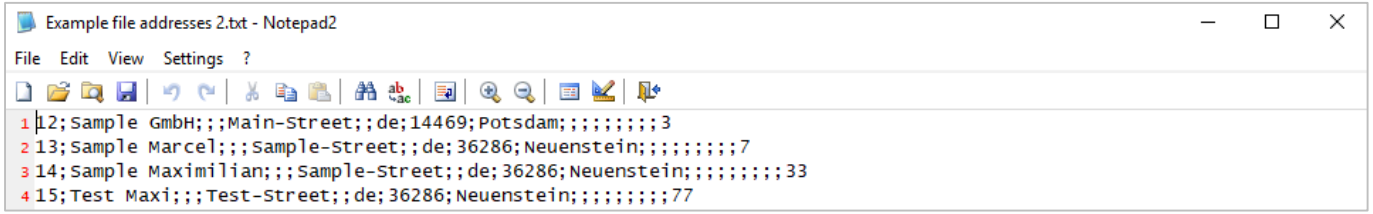
(1) All fields are filled in (separated by „,“ as delimiter):

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



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

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



Shipper addresses

Shipper addresses – Add and edit

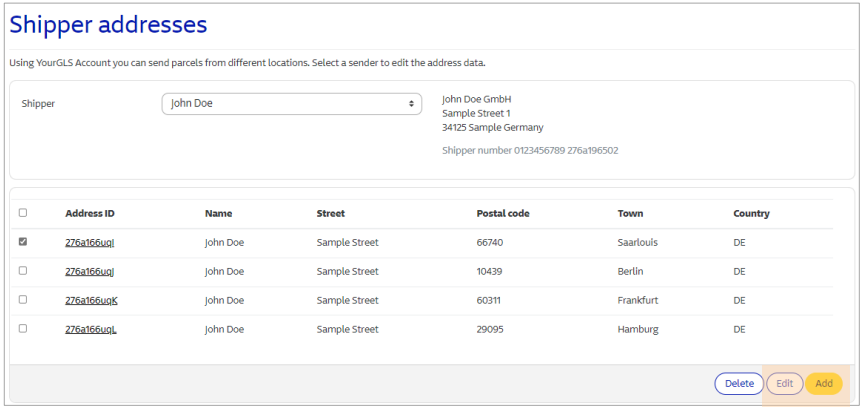
Here you can add and edit alternative shipper addresses for a consignor. These addresses are then printed as the shipper address on the parcel label.

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.



The alternative return address is only an address on the label and not a pickup or return address.

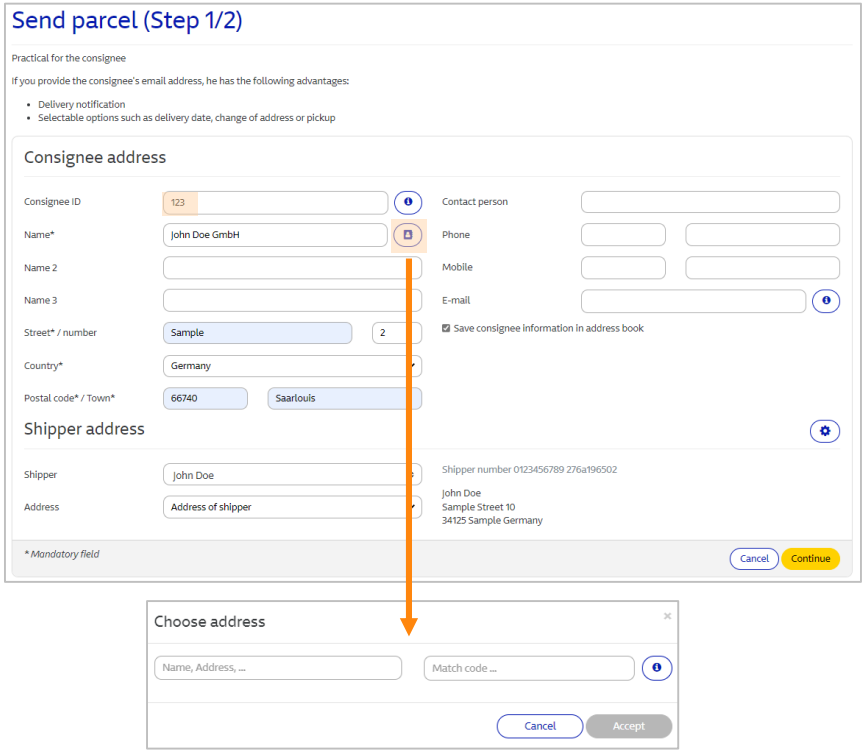
Send parcels

Send parcels – Step 1

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.

> ! 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.

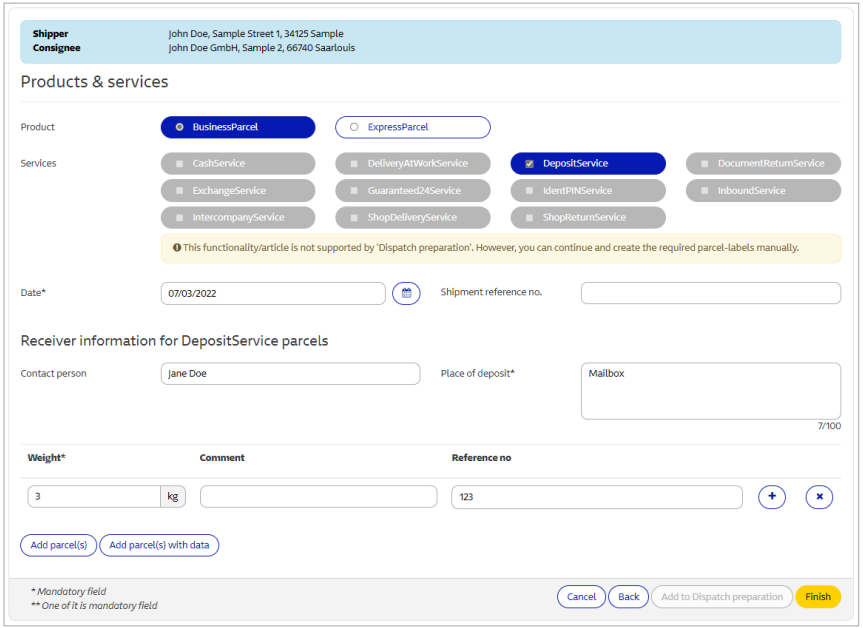


Search in the address book

Send parcels – Step 2

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 *Cash**Service*** or the deposit location for the *Deposit**Service***).
- 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 parcels – Step 3

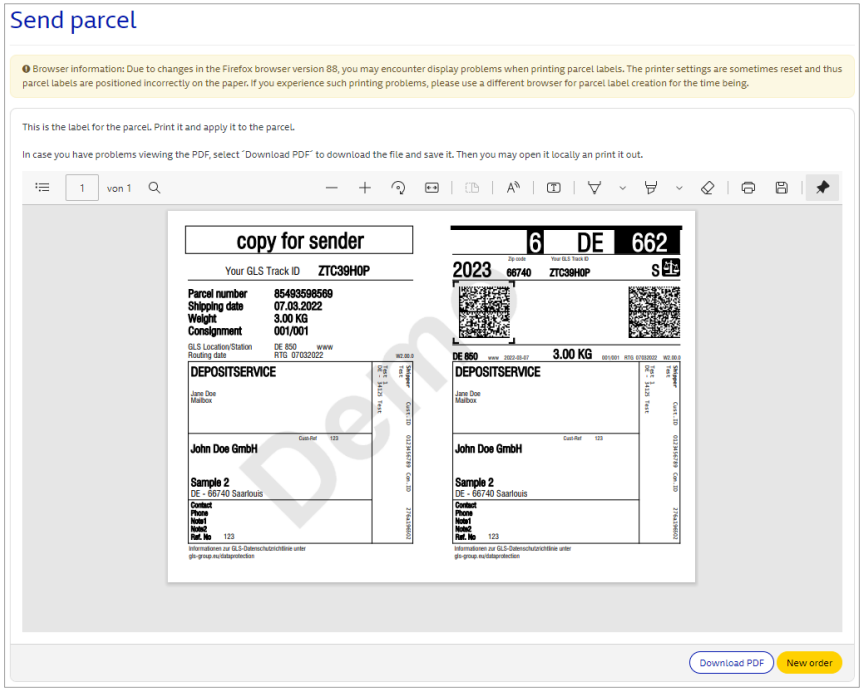
Now you can print and save the parcel labels.

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

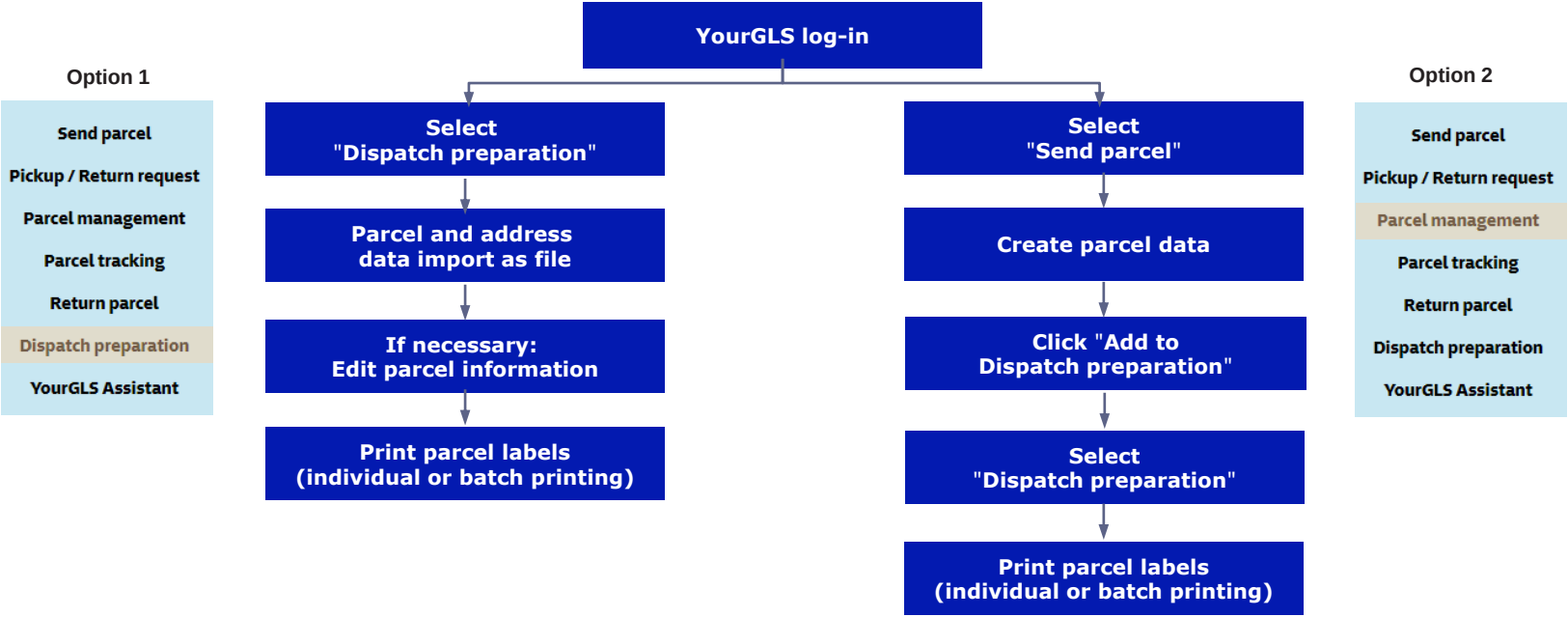
- A confirmation message is displayed indicating that the print job for the parcel label has been sent to the printer.



Dispatch preparation

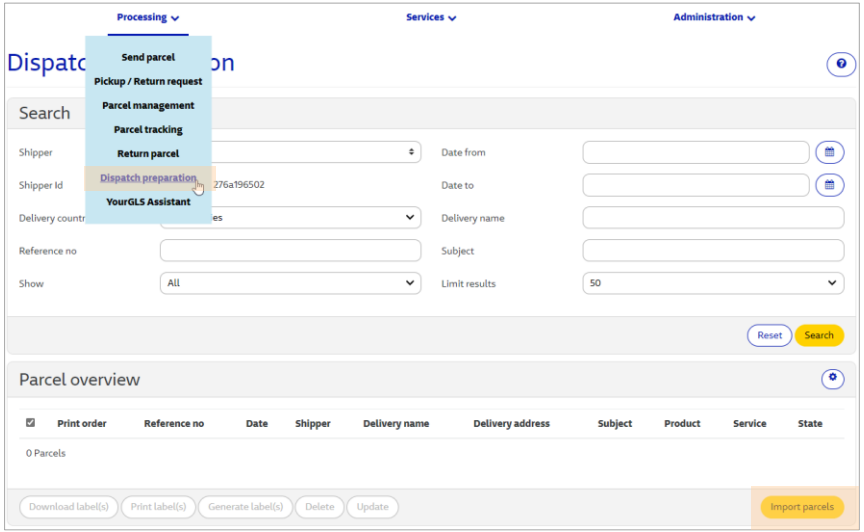
Dispatch preparation

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)

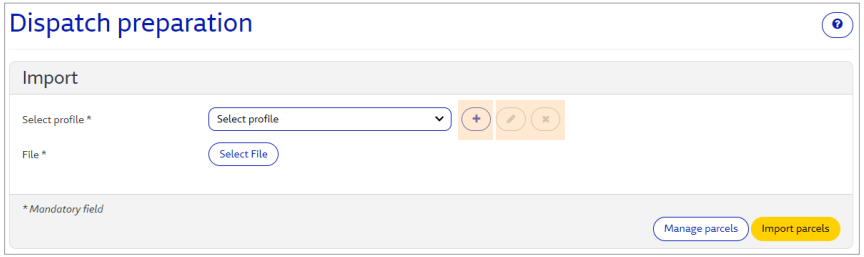
Select "Processing" ⇨ "Dispatch preparation" and then click on **"Import parcels".**



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 **"+"** or click on the pencil icon to edit the profile. **"✎".**

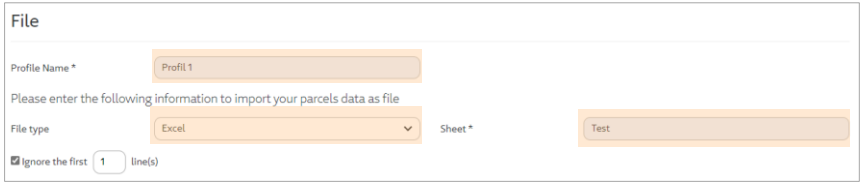


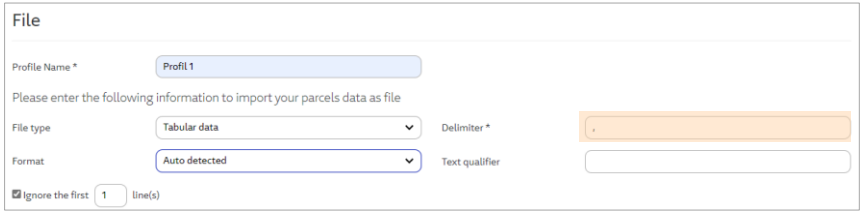
You may edit or delete previously created profiles at any time by clicking on the symbols "✎ " and "×".

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

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.





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

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

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

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

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

Enter the data for the profile:

- Delivery address

In the import file, the following formats are possible for "country", for example for "Germany" :
- Germany
- DE
- D
- 276

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.

Delivery address

Please enter the field position for your delivery address:

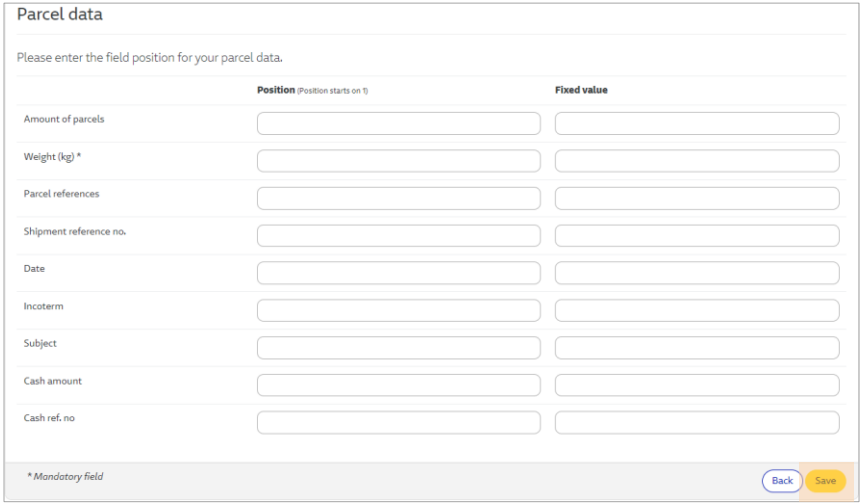
	Position (Position starts on 1)	**Fixed value**
Name *		
Name 2		
Name 3		
Street *		
Number		
Postal code *		
Town *		
Country *		
Contact person		
Phone		
Mobile		
E-mail		

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

Enter the data for the profile:

- Parcel data

Click on "**Save**".



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.

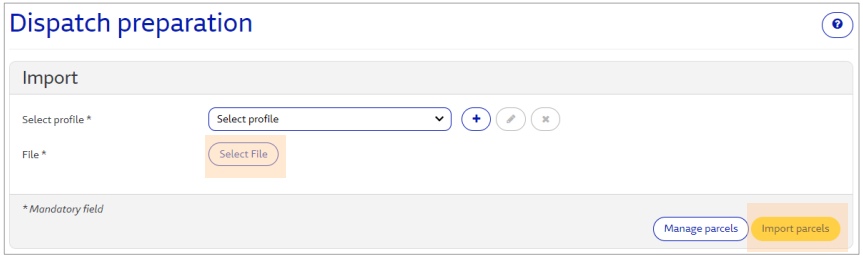
Weights can be imported as **whole numbers** or with a **comma as decimal separator** and two decimal places. The value entered for **"Weight (kg)"** is split **evenly across all packages**. Alternatively, you can enter the **weight** for **each package individually**, **separated by a semicolon.**

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

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

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

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



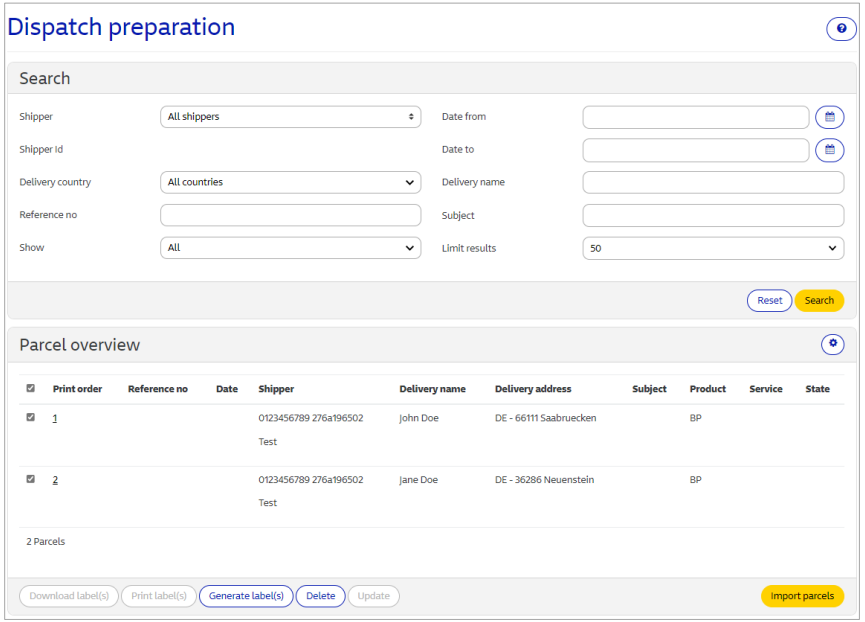
The screen can only import a **maximum of 2,000 data records** in one file. Header rows count as well. Up to 99 parcels can be specified in the file per record (= same delivery address).

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

The **imported parcel** data is **displayed in** the "**Parcel overview**".

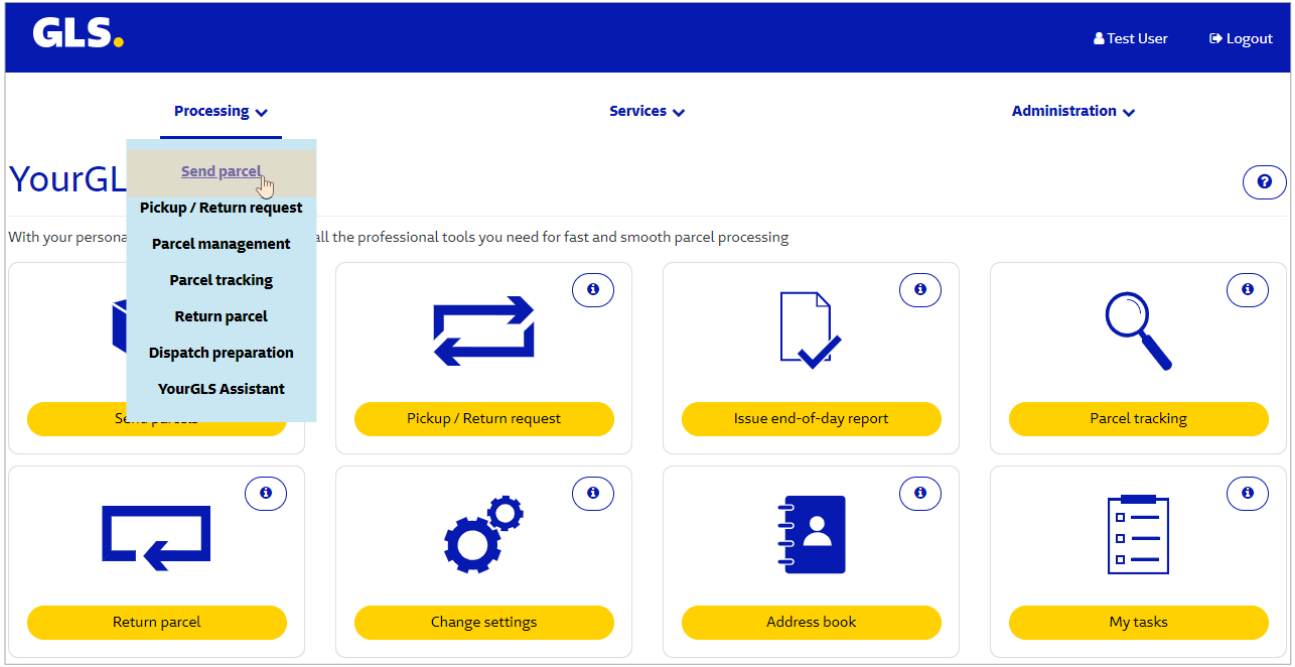
No parcel numbers are assigned **to the parcel data** at this time.

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 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)

Select **"Processing"** ⇨ **"Send parcel"** to create your parcel data.

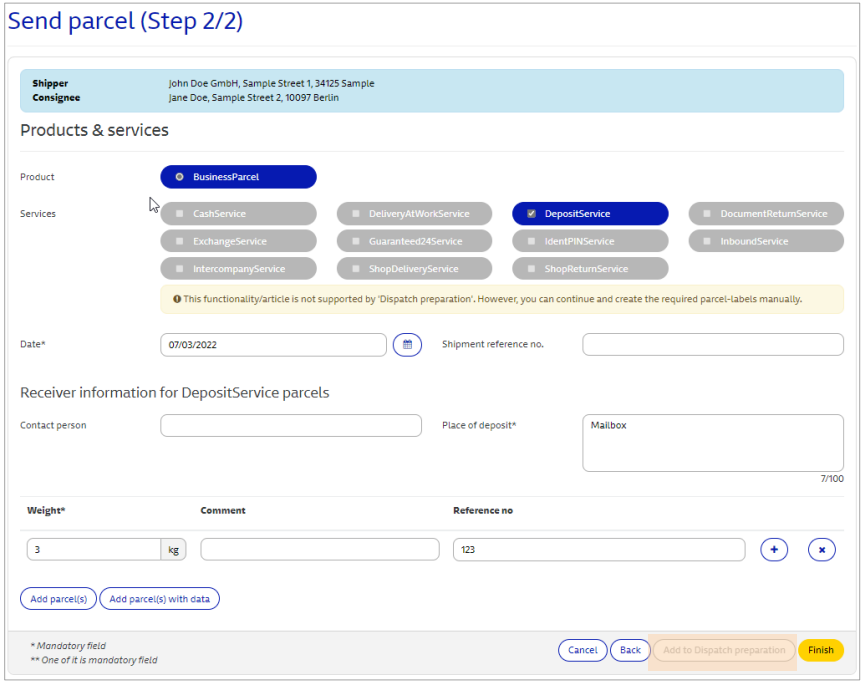


Dispatch preparation – Option 2: Create parcel information via "Send parcel"(2/3)

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).

Only parcels without services or with the following services can be saved in "Dispatch preparation" (Parcel overview):

- *Guaranteed24**Service***
- *FlexDelivery**Service***
- *Cash**Service***
- *DocumentReturn**Service***

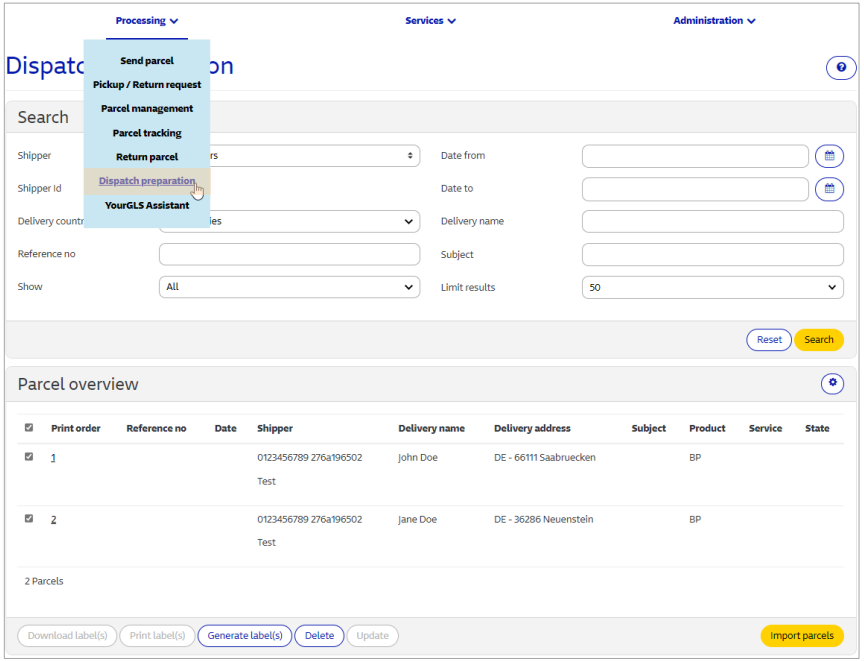


Dispatch preparation – Option 2: Create parcel data via "Send parcel" (3/3)

Then select **"Processing"** ⇨ **"Dispatch preparation"** to retrieve the saved parcel data.

No alternative shipper addresses can be used with the "Dispatch preparation" function (Add to parcel list).

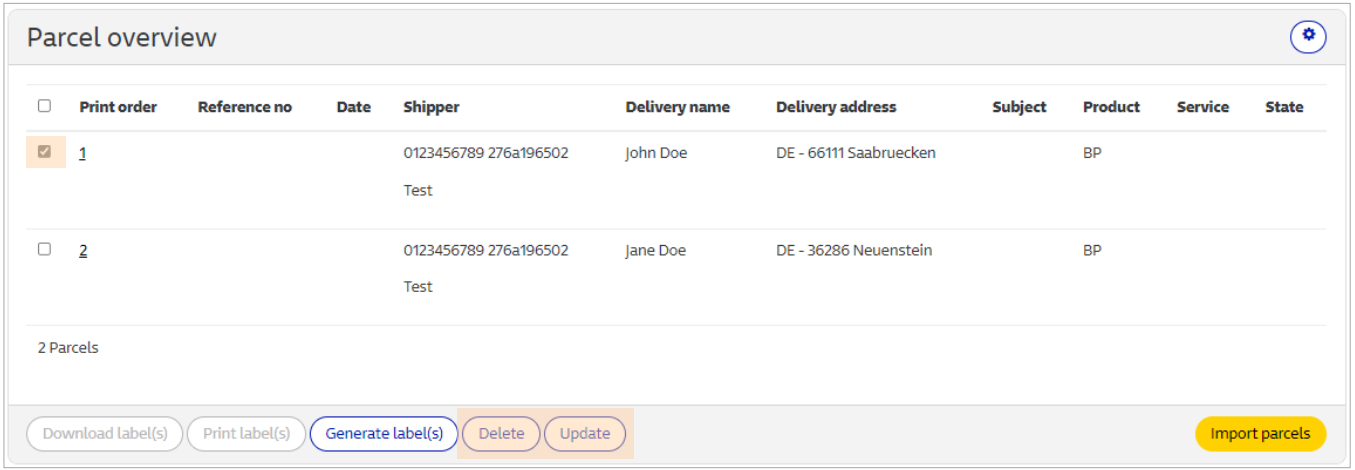
In the upper area, you can search for shipments in the parcel overview according to various criteria.



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.

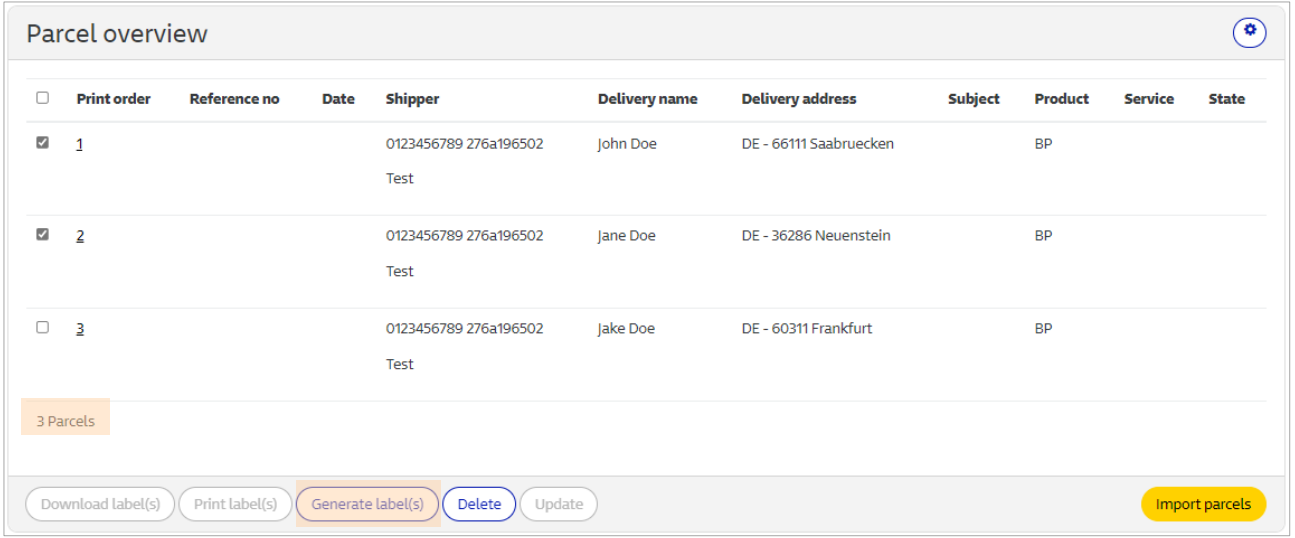


Via settings you can define which columns should be displayed in the parcel overview.

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)**".

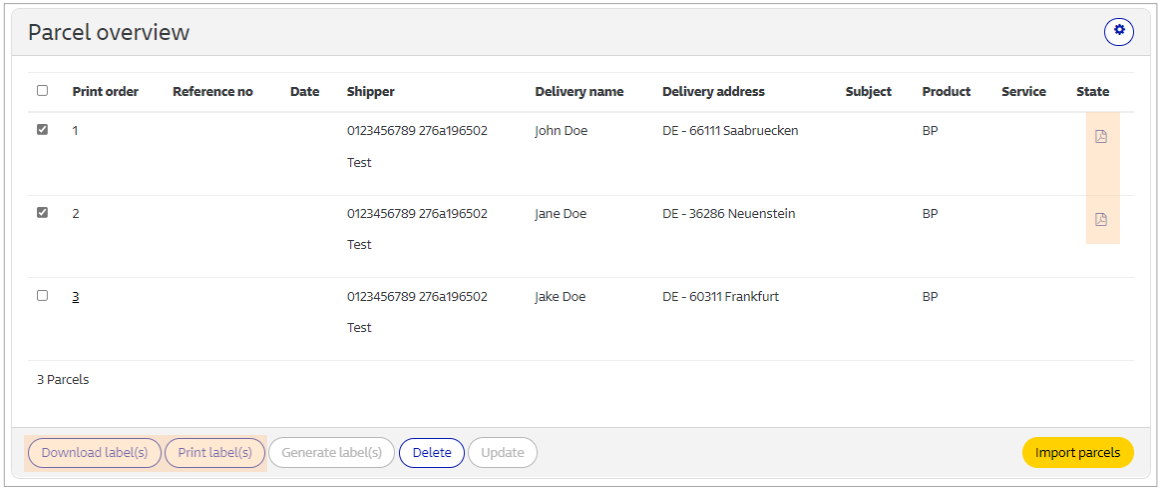
A PDF file may contain a maximum of 1,000 parcel labels. Otherwise the PDF file will be too large. If there are more than 1,000 parcel labels, an error message will be displayed on the screen.



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").



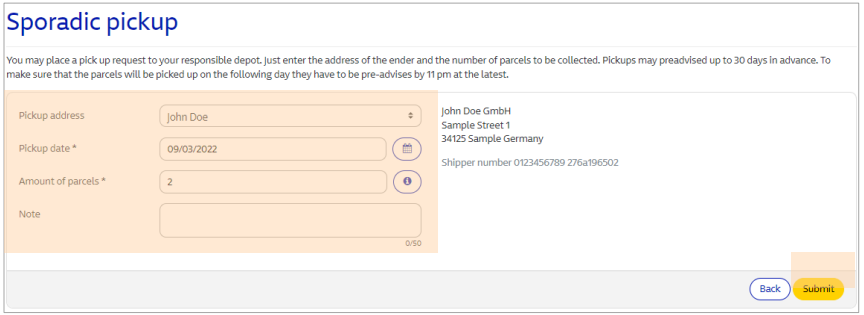
You have the option of printing parcel labels for individual shipments or simultaneously for all shipments (batch printing).

Sporadic pickup

Sporadic pickup (1/2)

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.

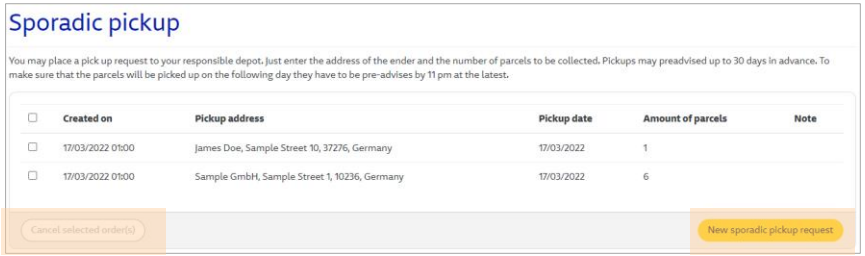


Pickups can be notified **up to 30** days in advance.

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.



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

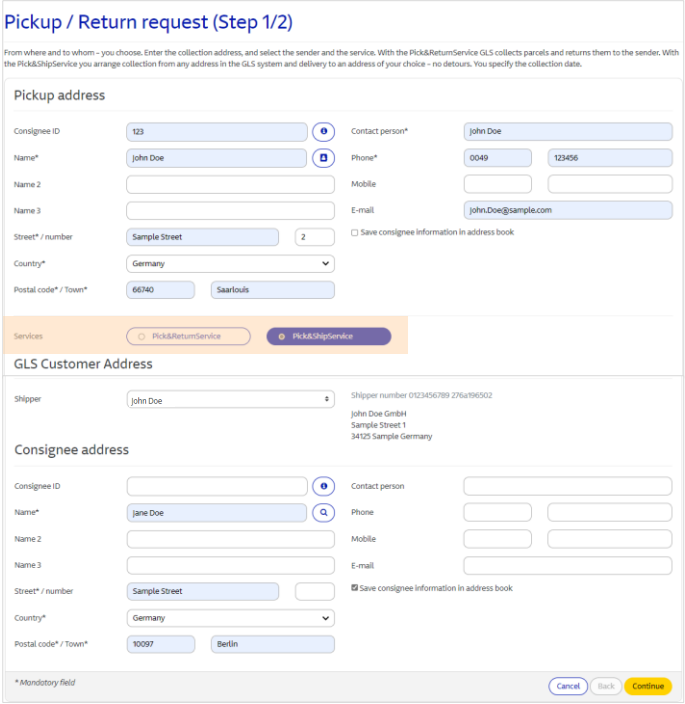
Pickup/Return request – Step 1

Enter all required address data:

- Enter the pickup address.
- Choose between *Pick&Return**Service*** or *Pick&Ship**Service**.*
- Select the shipper.
- Only when using the *Pick&Ship**Service:*** 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.



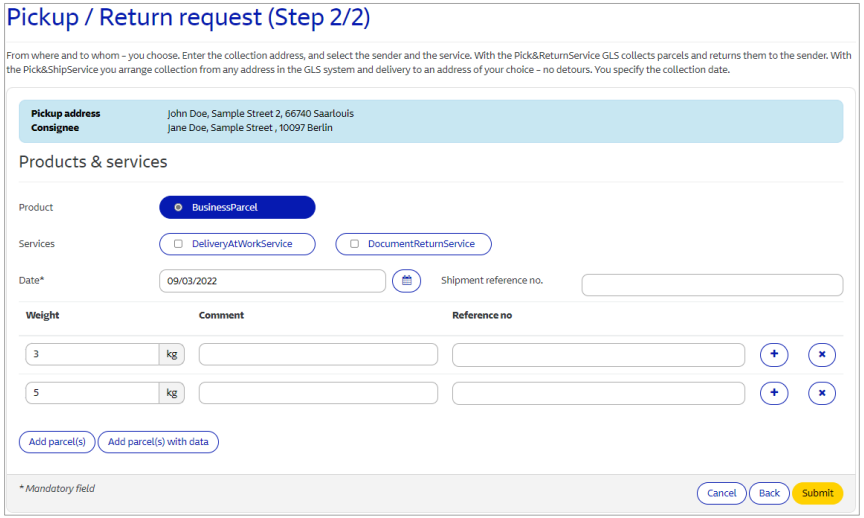
Pickup/Return request – Step 2

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

- The product "*Business**Parcel***" 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.

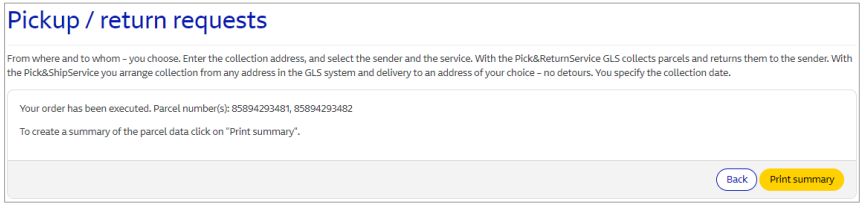


Pickup/Return request – Step 3

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.



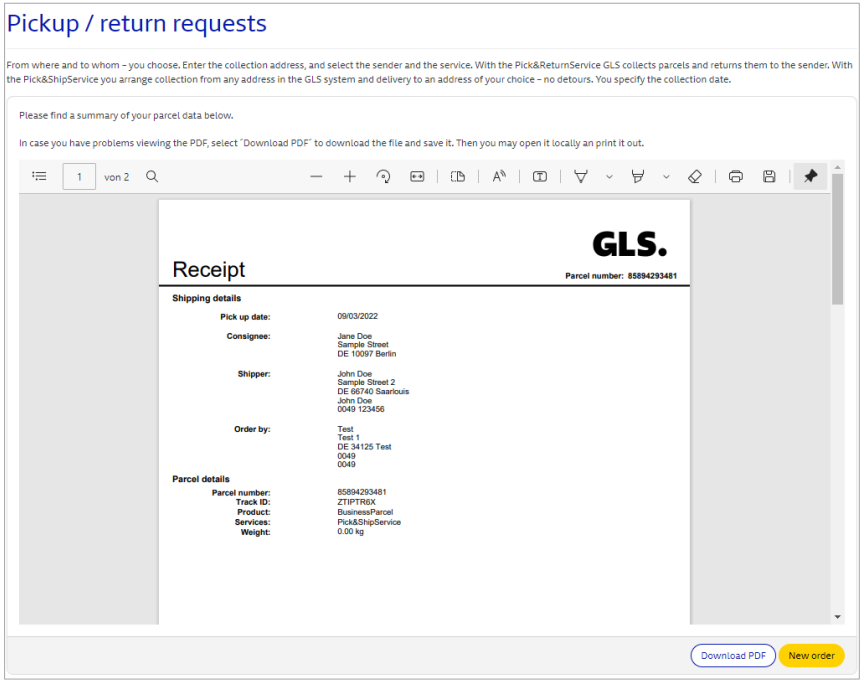
Pickup/Return request – Step 3

If "Direct printing" is selected

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

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

Parcels with *Pick&Ship**Service*** and *Pick&Return**Service*** cannot be cancelled using parcel management. To do this, contact your responsible depot.

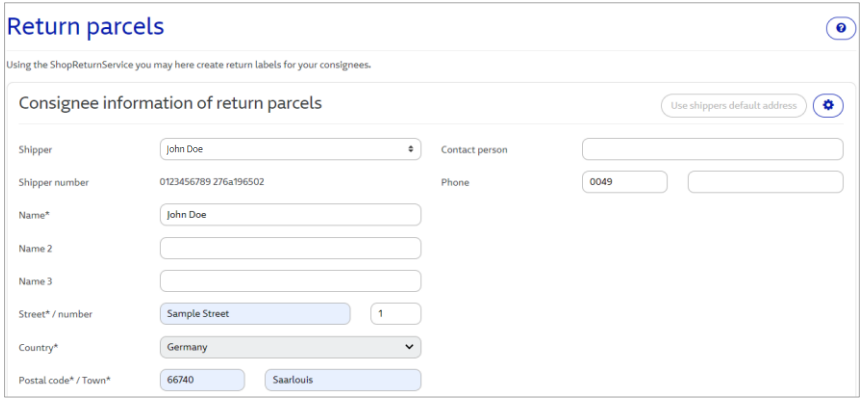


Return parcels

Return parcels – Step 1

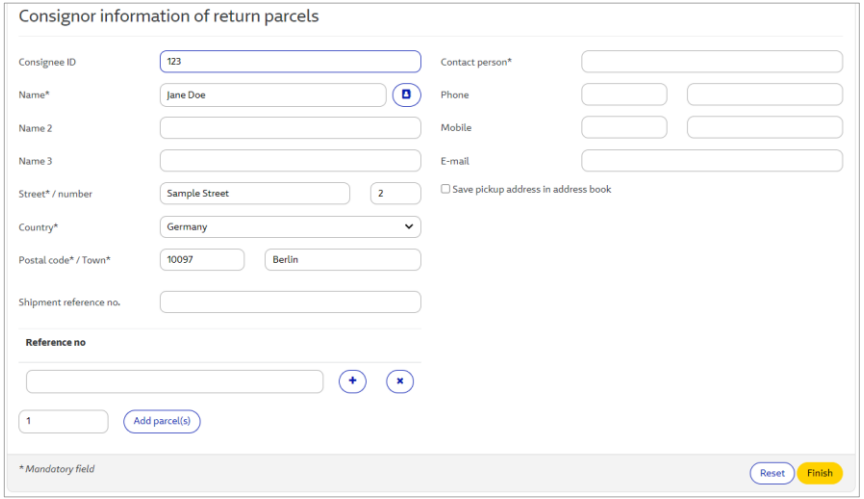
If you want to generate a returns label (without a dispatch label) for your consignee, first enter the address data:

- 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.



Return parcels – Step 1

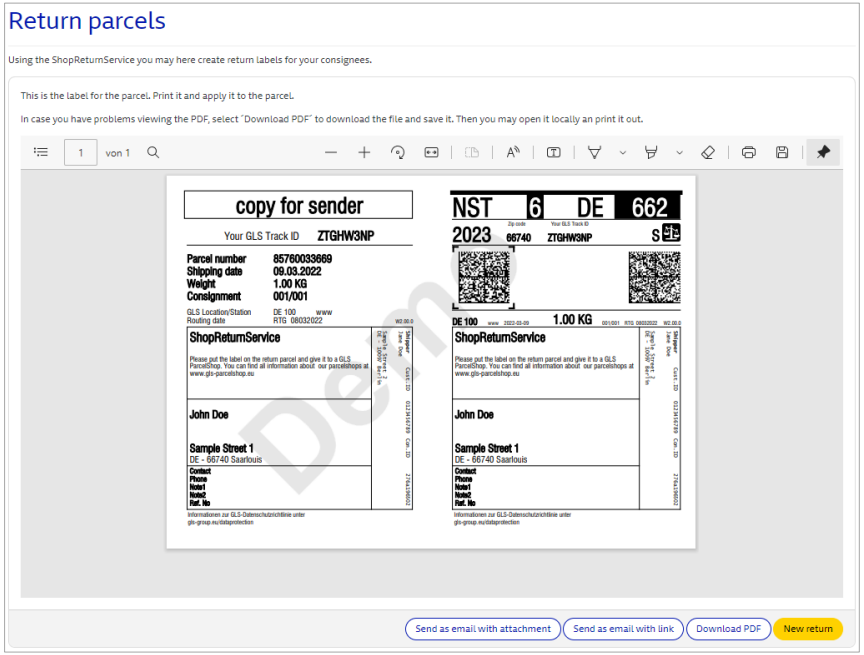
- Enter the shipper’s address of the return parcel(s).
- You can enter additional parcels by choosing "Add parcel(s)".



Return parcels – Step 2

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

- Via "Send as E-mail 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 E-mail 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".



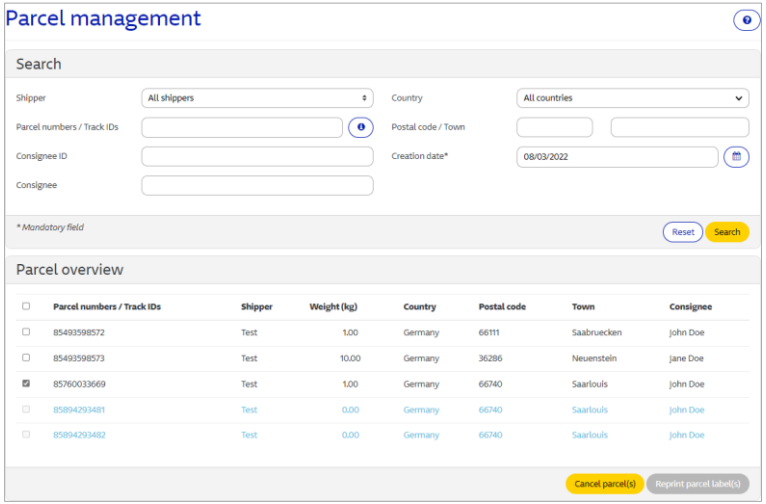
Parcel management

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)".



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.

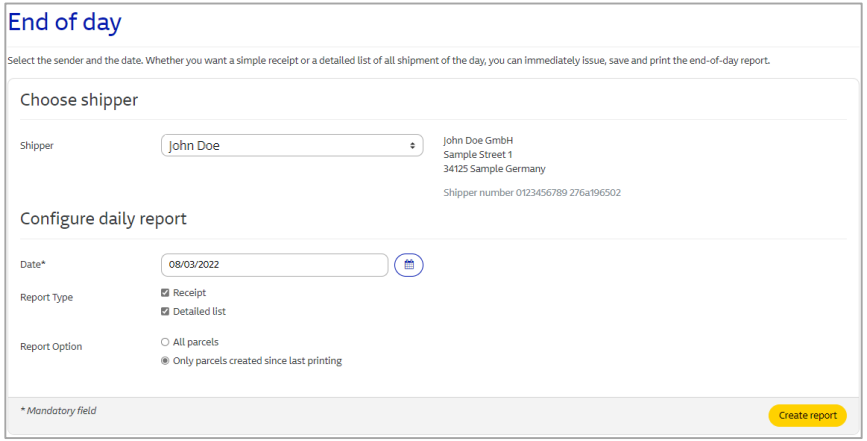
Black = Default display
Green = Parcel label was reprinted (status appears when you click on "Reprint parcel label(s)" and click on "Back" in the parcel label display)
Red = Parcel label was cancelled (status appears when you click on "Cancel parcel(s)" or after reprinting and re-running the search,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

End of day

End of day

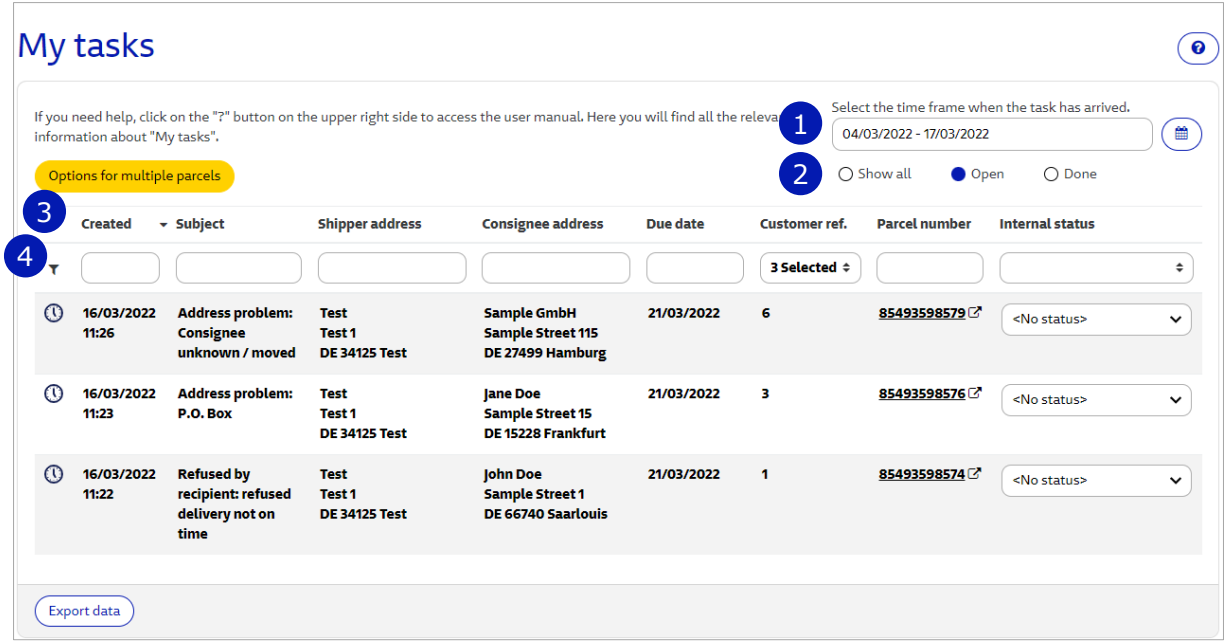
Select a shipper and date to generate the end of day report.

- 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".



My tasks

My tasks – Overview start screen (1/10)



1. Filter time frame in which the request was received.

   04/03/2022 - 17/03/2022

2. Restrict the search (open/done request)
   or show all requests

   Show all Open Done

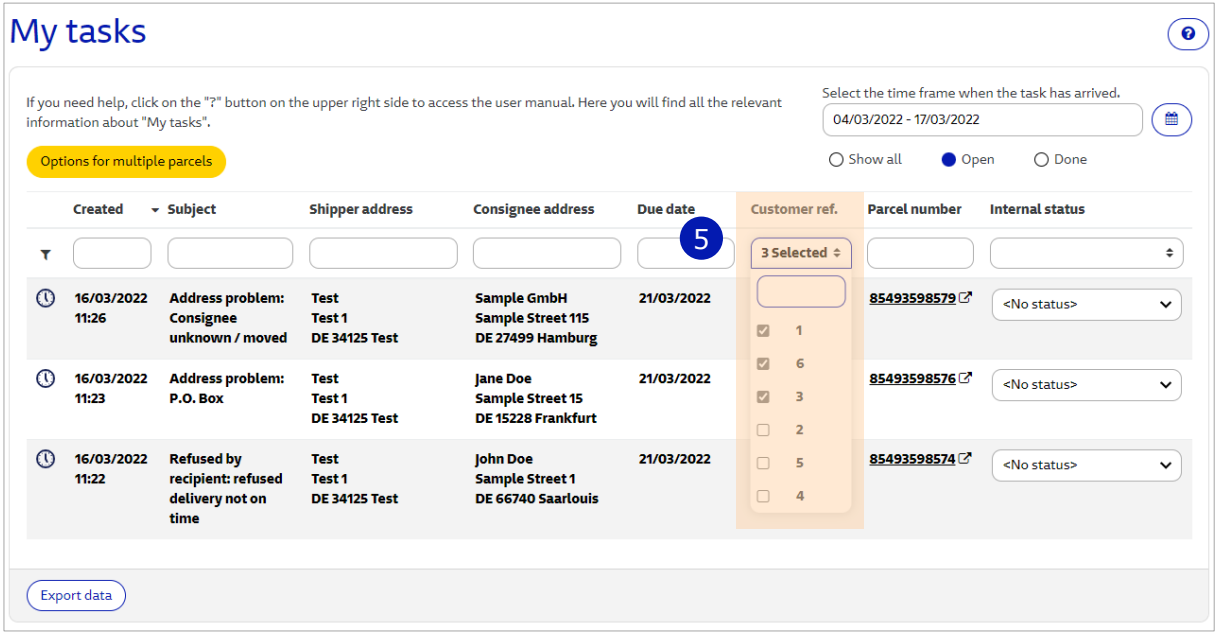
3. Sorting: Use the arrow on the column label

   Created

4. Filter option: Enter the parameter

   Created Subject
   Address

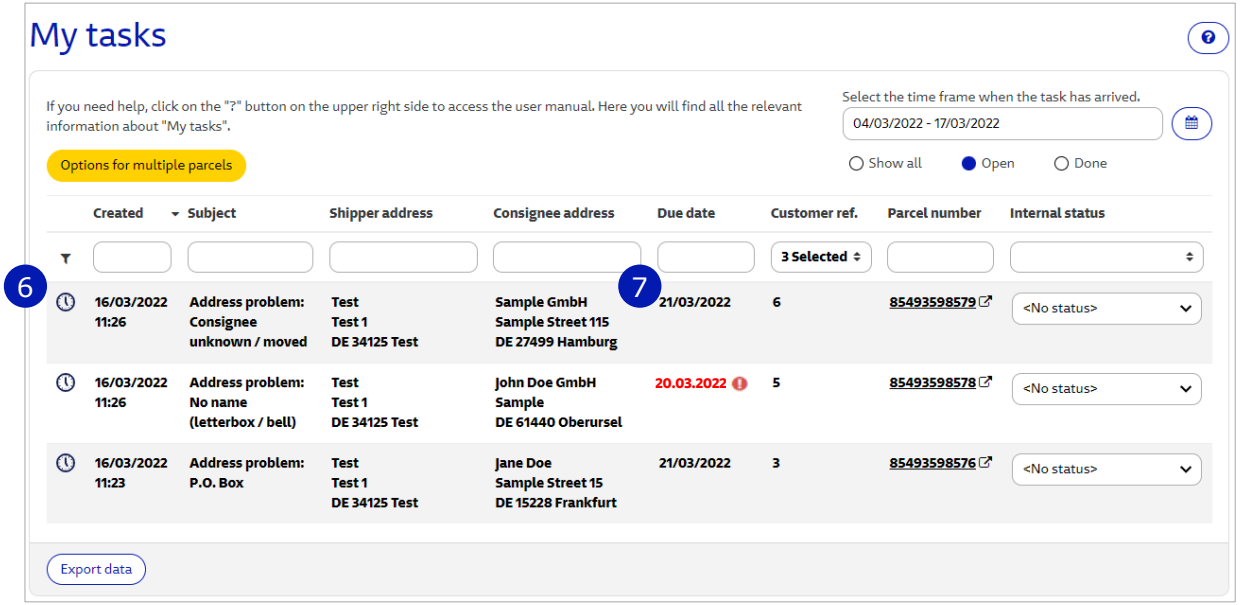
My tasks – Overview start screen (2/10)



5 When you click on the arrows, a drop-down box opens. Here you have the possibility to limit the displayed requests by customer reference (numbers) by activating individual checkboxes with a click. After selection you have the possibility to sort the customer reference in ascending or descending order. To do this, click on the arrow next to "Customer ref.".

Your set filters for time frame, status and customer reference (selected numbers in the dropdown field) remain saved until the browser is closed. If you log out and log in again the set filters are still active.

My tasks – Overview start screen (3/10)



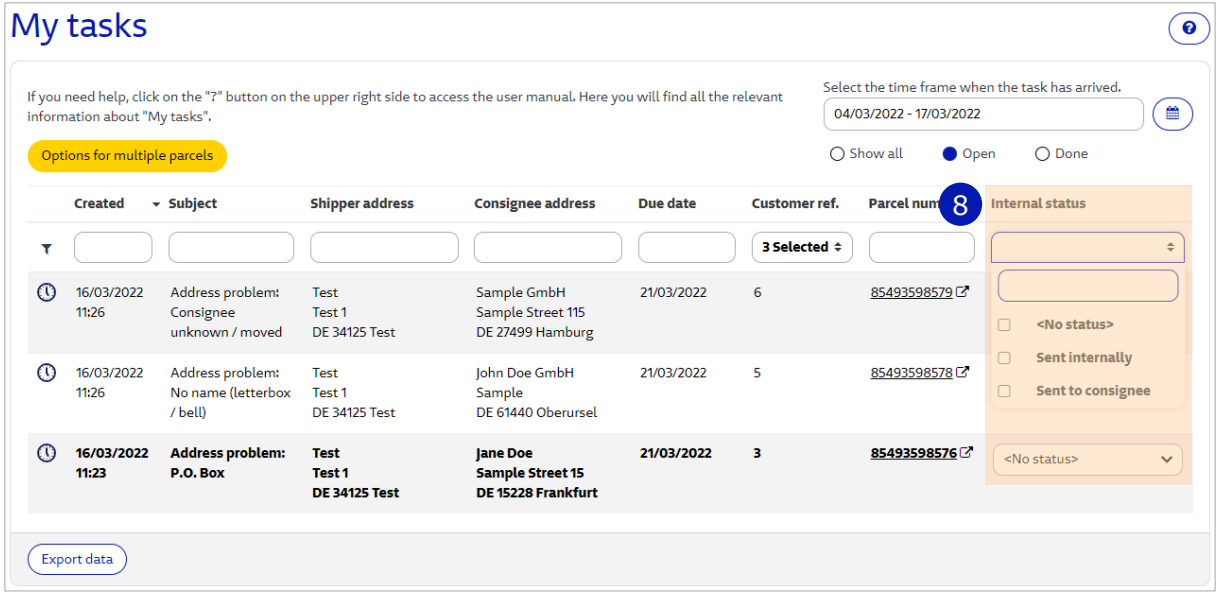
6 The tasks marked with the clock should be processed before the due date. After processing a check mark is displayed instead of the clock.

vs.

7 If a due date is highlighted in red, the request should be processed immediately. The date is highlighted in red on the day before the due date and on the due date. Once the due date has expired, the parcels are automatically returned to you. The date is displayed in black again.

20.03.2022 vs. 21/03/2022

Overview of the "My tasks" screen (4/10)



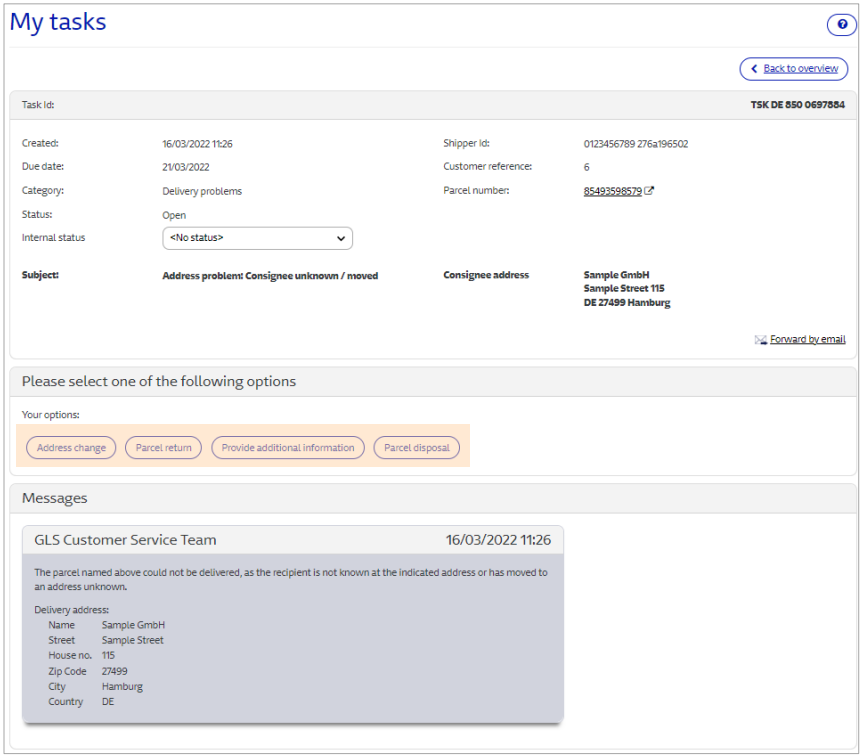
8 You can use the "Internal status" to document internal actions. If you click on the arrows ⇕, a drop-down field opens. Here you have the possibility to select a predefined status. After the selection, a set status can be changed at any time via the main menu or in the detailed view. Via the column "Internal status" parcel data can be filtered or searched for a certain status.

My tasks – Individual processing (5/10)

You can process each request of the "My tasks" list individually or answer multiple tasks at once.

Below is a description of individual processing.

- To process a single request, click on the respective line in the overview.
- A window with the details of the request and the following processing options opens:
  - Address change
  - Parcel return
  - Provide additional information
  - Parcel disposal



My tasks – Individual processing (6/10)

Decide on a processing option:

- **Address change:**
  If you want the parcel to be delivered to a new address. Or if the street or house number was missing or incorrect at the first delivery attempt. This option allows you to send us the **corrected and complete address**.

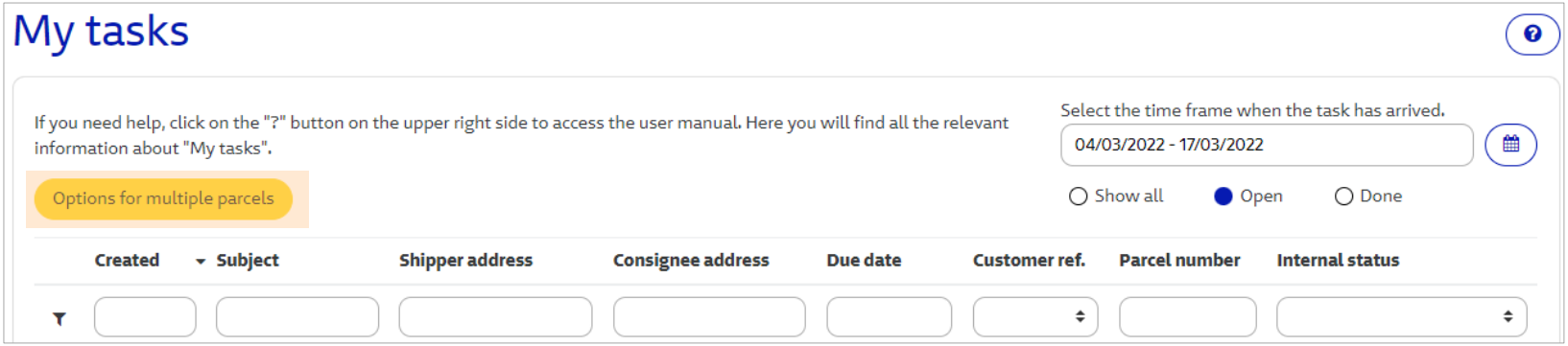
- **Parcel return:**
  If you want the parcel to be returned to one of your return addresses.

- **Provide additional information:**
  To give us further information about the delivery location, such as "in the backyard" etc. The additional information should help us in case of a **re-delivery to the same address**. Missing address data should not and cannot be provided here.

- **Parcel disposal:**
  If you want us to dispose of the parcel.

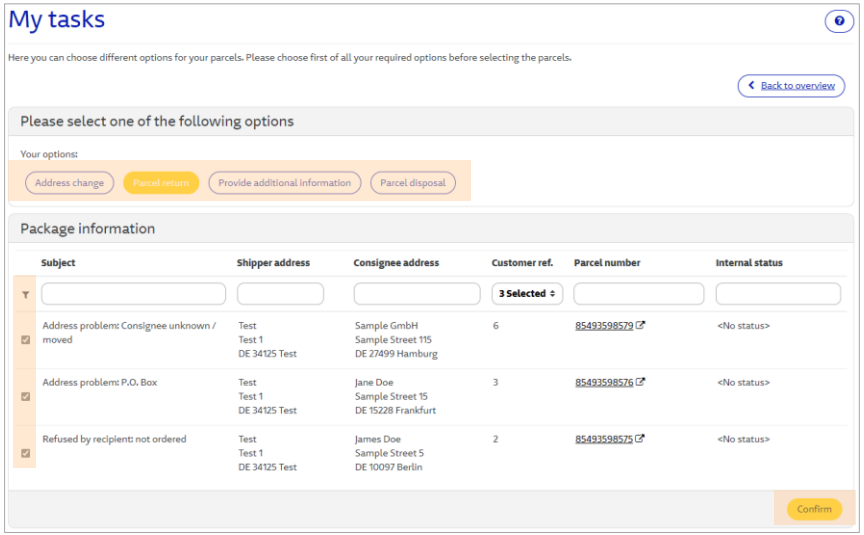
My tasks – Options for multiple parcels (7/10)

You can answer several requests at once. To do so, click on the button "Options for multiple parcels".



My tasks – Options for multiple parcels (8/10)

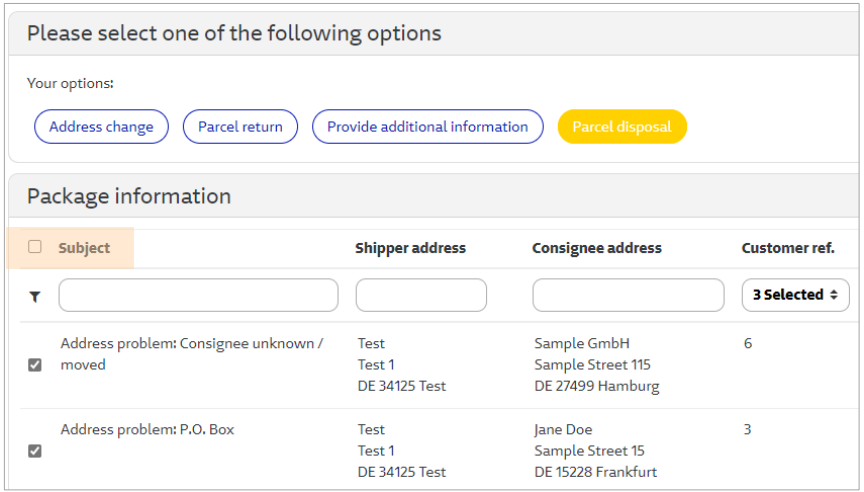
- A new window opens with the processing options and a list of your shipments.
- The following options are available:
  - Address change
  - Parcel return
  - Provide additional information
  - Parcel disposal
- **First select the desired option.**
- Then mark with a check mark on the left side which shipments are to be processed simultaneously.
- The pre-selected option then applies to all shipments you have selected.
- Click on "Confirm".



This function enables you to clarify addresses more quickly, especially for your customers who often receive several parcels at the same time.

My tasks – Options for multiple parcels (9/10)

- **Address change:**
  For this option only parcels that have the **same consignee address** can be selected (street, number, postal code and city are checked). With this option you can, for example, send several parcels from a 2B customer to another branch without having to process each request individually.
- **Parcel return:**
  For this option only parcels that have the **same shipper address** and therefore the **same return address** can be selected.



My tasks – Options for multiple parcels (10/10)

- **Provide additional information:**
  For this option only parcels that have the **same consignee address** can be selected.
- **Parcel disposal:**
  For this option the check mark next to "Subject" can be activated. This will mark all parcels from the list.

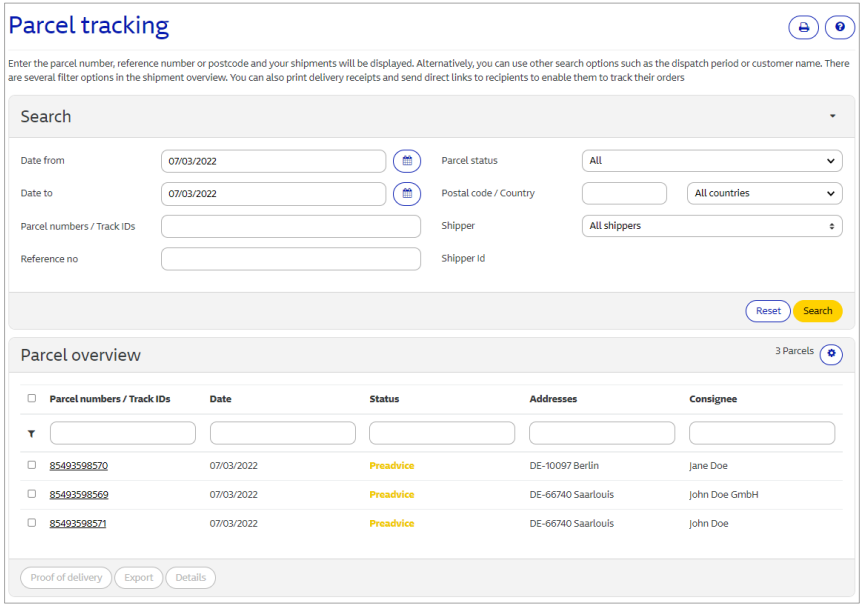
! If the shipper address/consignee address does not match the already selected parcel, you will not be able to select the corresponding line. Please check the addresses of the already selected parcels.

Parcel tracking

Parcel tracking – Overview

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

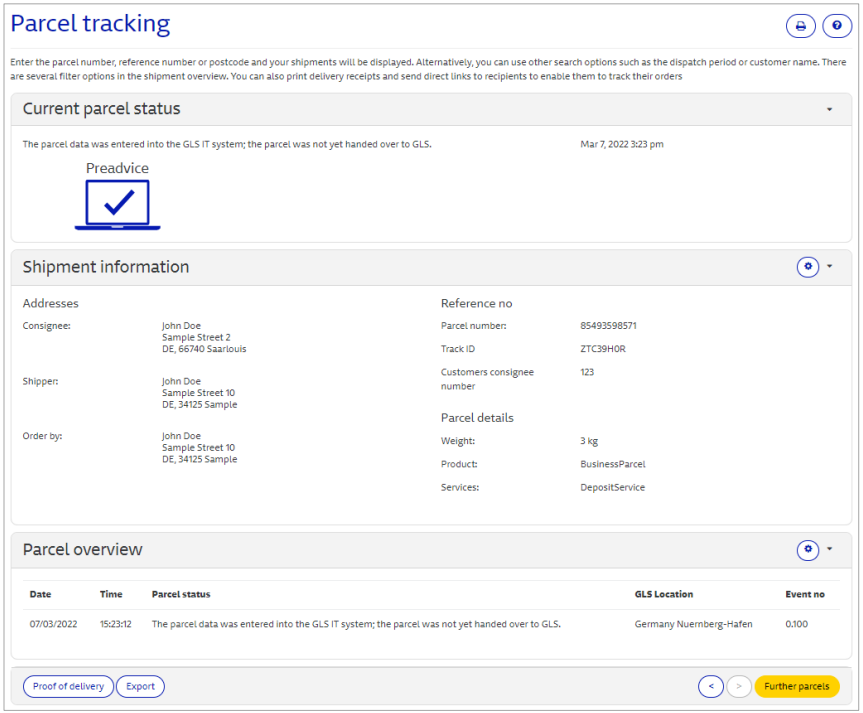
- Enter your search criteria and select "Search".
- In the parcel overview you can filter the parcels according to various criteria. Also, you may sort the columns by clicking on a column header, e.g. "Status" or "Consignee".
- Click "Details" to display the shipment details of the selected parcel. Alternatively, 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 – 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 E-mail so that he or she can follow the progress of the shipment directly.

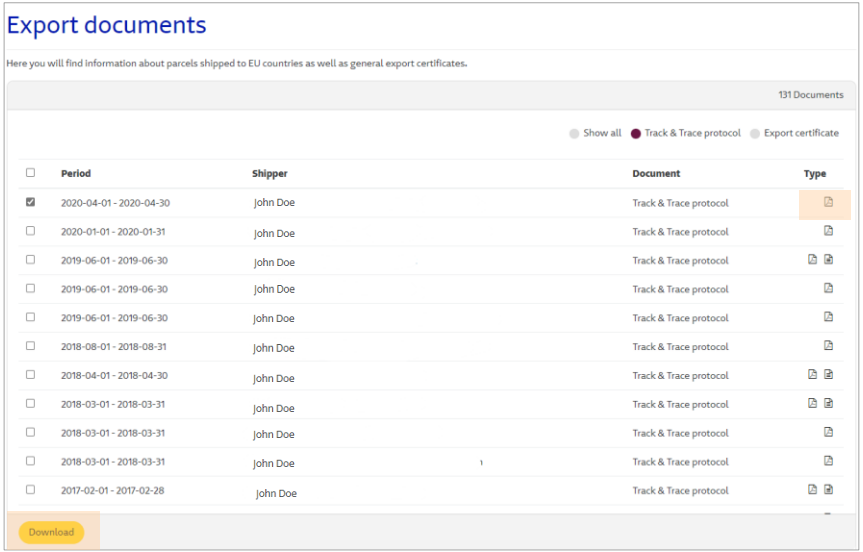


Export documents

Export documents (1/2)

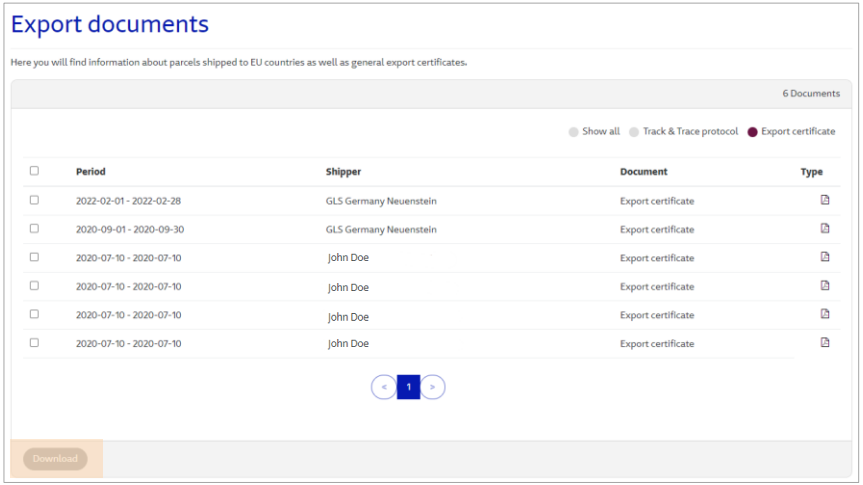
The Track & Trace protocol and the Export certificates can be accessed in the Export documents section.

- By clicking on the PDF symbol you can open the Track & Trace protocol and Export certificates in the browser window.
- Via "Download" you can download the Track & Trace protocol and the Export certificates for the selected shipper.
- If multiple documents are selected, they will be downloaded as a zip file.



Export documents (2/2)

- The **export certificate** is a customs document that is issued for exporting goods to third countries and is valid as proof of exemption from VAT.
- The **Track & Trace protocol** lists all parcels sent to other EU countries.
- The parcels are displayed monthly and can also be retrieved retrospectively.



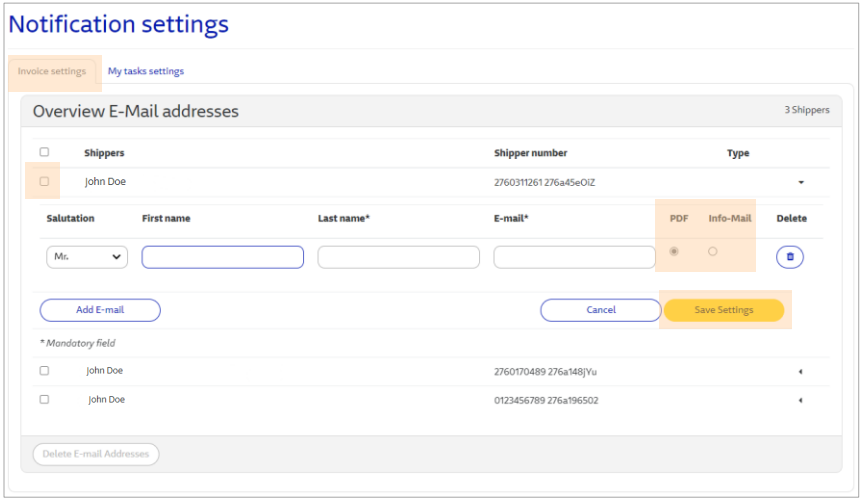
The Track & Trace protocol must be linked to the commercial invoice and can be used together with the framework agreement on the transportation of goods as proof of shipments of goods to other EU countries. Only those parcels are listed that have been delivered.

Notification settings

Notification settings – Invoice settings (1/4)

In the tab "Invoice settings" you can manage the E-mail 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 E-mail addresses per shipper.
- For each employee, you can specify individually whether the invoice is to be sent as a PDF file attached to an E-mail or whether the employee is to receive only an info E-mail, indicating that a new invoice is available in the online archive.



Notification settings – E-mail notifications (2/4)

Upon request, we will send you a notification immediately or once a day if we have a new request about one of your parcels. You can save up to three E-mail addresses for this notification function.

When using the "My tasks" list for the first time, please enter your E-mail addresses under "Administration" → "Notification settings" in the tab "My tasks settings". This ensures that you will be informed about new entries in your tasks list.

Example of an E-mail notification:

Von:
An:
Datum: 01/31/2020 10:55 AM
Betreff: Open tasks in YourGLS

Dear customer,

Please take a look at your "tasks" - a new message has just appeared.
If requests are not processed until the due date, affected parcels will be returned to you.

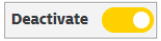
Best regards
GLS Customer Service Team

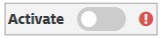
This email is an automated notification. Please do not reply to this email.
General Logistics Systems Germany GmbH & Co. OHG, GLS Germany-Straße 1-7, 36286 Neuenstein, Registered office: Neuenstein, Register court: District Court of Bad Hersfeld HRA 863, General partners: - GLS Beteiligungs GmbH, Registered office: Neuenstein, Register court: District Court of Bad Hersfeld HRB 787, Managing directors: Klaus Conrad, Saadi Al-Soudani, Eberhard Fritze, Martin Seidenberg - General Logistics Systems B.V., Reg. office: Amsterdam/NL, Register court: Kamer van Koophandel Amsterdam, Dossier no. 34125684, Managing director: James Rietkerk

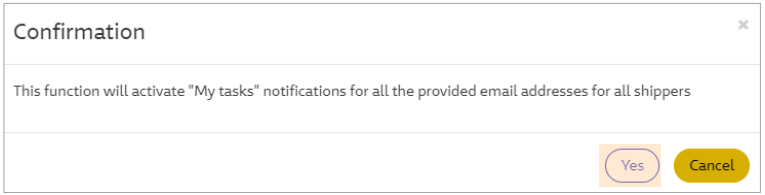
Sender of E-mail address: noreply@gls-group.eu

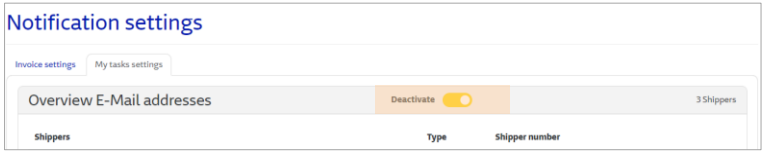
Notification settings – My tasks settings (3/4)

In the notification settings, you can set whether you would like to receive an E-mail if a request is received from GLS. You can deactivate this function at any time.

- In the tab "Administration" select the menu item "Notification settings" to activate the notifications in the tab "My tasks settings" by clicking the button.
- A query will appear. The notification service is activated as soon as you click on "Yes".
- The notification service is active: 

- Deactivate the service by clicking on the button again. A query will appear, which you confirm again with "Yes". 



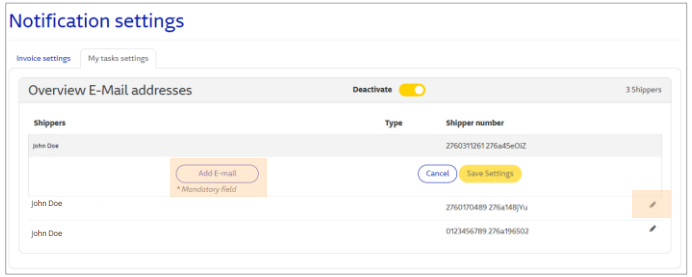


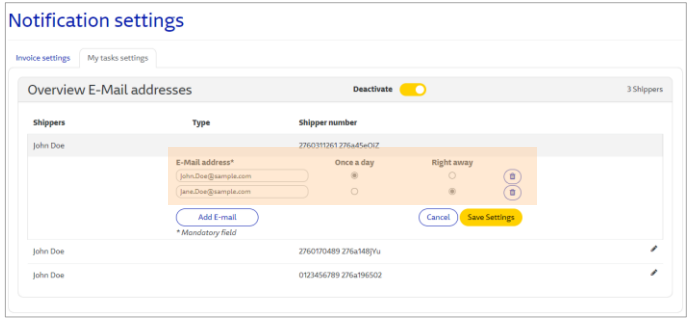
Notification settings – My tasks settings (4/4)

If you have activated the notification service, you can enter up to three E-mail addresses to which a message will be sent.

- To edit, click on the pen on the right edge of the screen.
- Click "Add E-mail" to create a new E-mail address.
- For each E-mail address you have saved, set whether you want to receive a notification once a day or right away when GLS sends a message.
- Click on "Save settings".

> ! If you have listed several shippers in your account, please note that at least one E-mail address must be created for each shipper. Otherwise, you will only receive a notification for whose shippers E-mail addresses are saved.





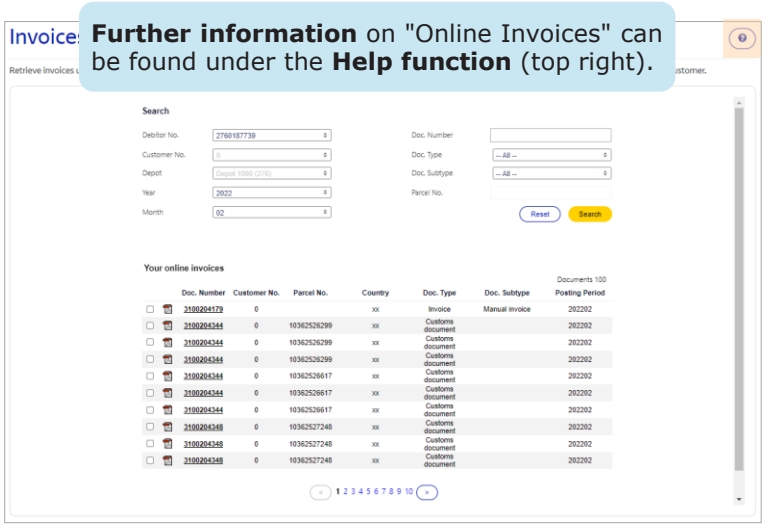
Invoices

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 E-mail.
- 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.

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



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

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

Sending parcels for suppliers

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.

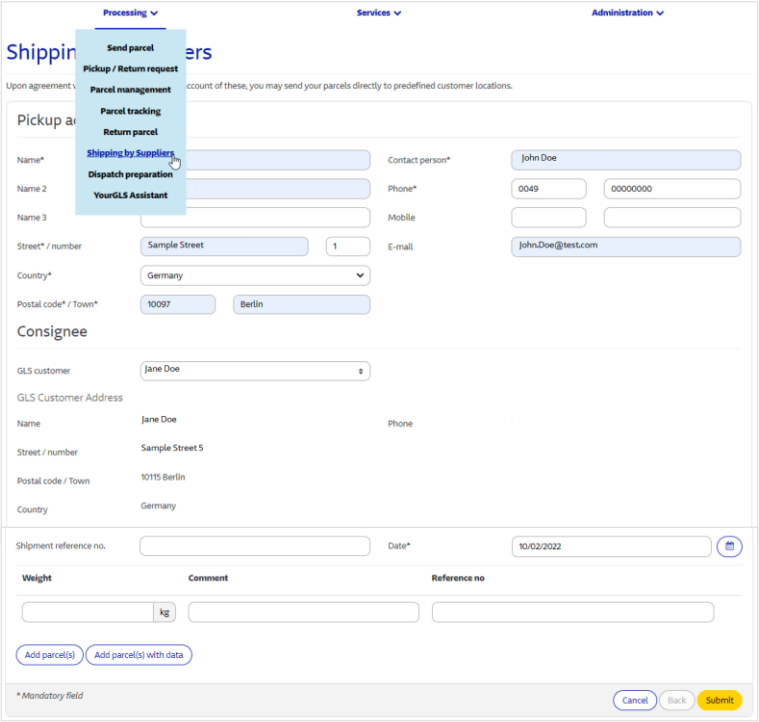
Enter the address and parcel details:

- 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".

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

After activation, **a supplier account must be created via user administration**, click here.



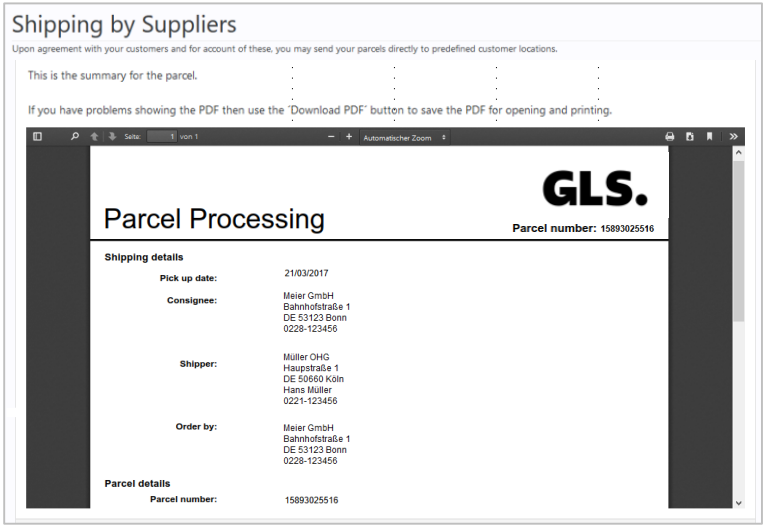
Sending parcels for suppliers – Step 2

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.



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

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

Incoterms in international trade – Overview

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**

Thank you!

GLS.