



GLS

Business Portal „YourGLS“



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YourGLS at a glance



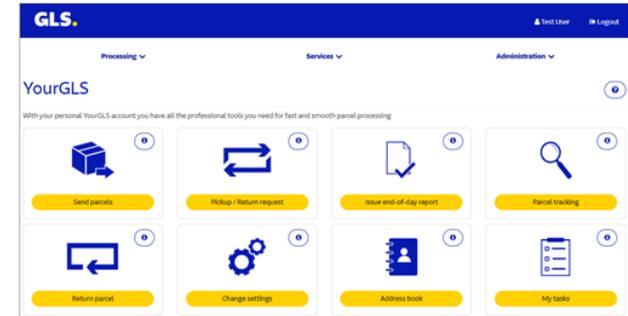
YourGLS at a glance

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



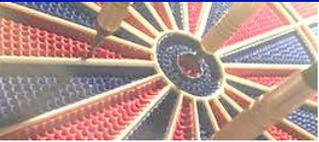
YourGLS at a glance

Short description



- **Password-protected** web portal for **business customers**
- **No additional software** required¹

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

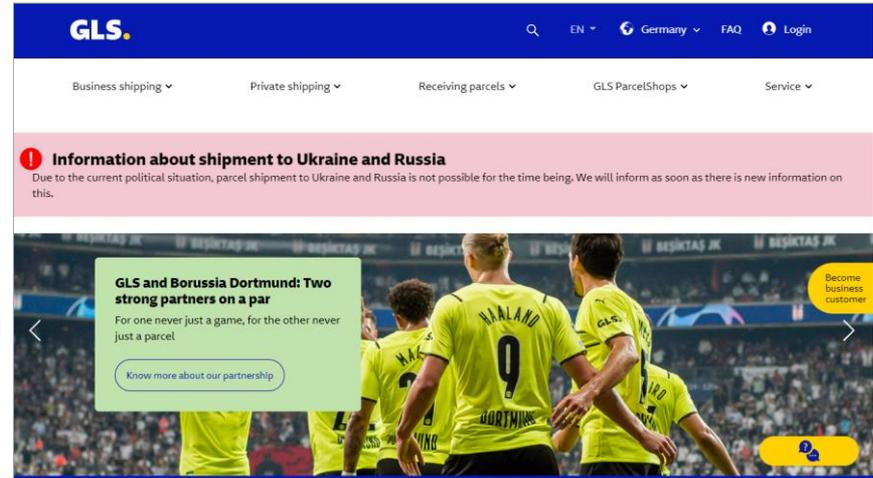
Registration

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@glg-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

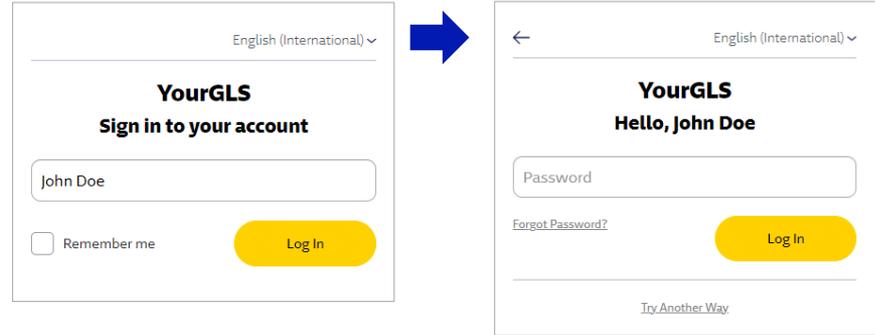
Your login

For your registration you will receive a password generated by YourGLS, which you can use to log in. After creating your account, you will receive an E-mail from GLS with a link to change your password.

Use this link to go to the YourGLS portal and enter the password generated by YourGLS. You can now change your password in the user settings.

After the password has been successfully changed, you can log in to YourGLS again.

When setting the new password, please follow the rules (see right):



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

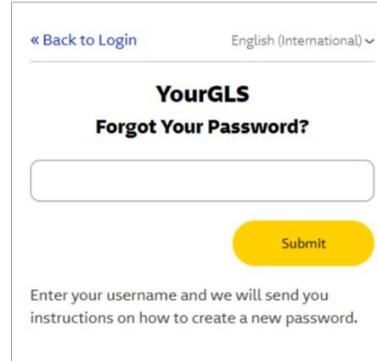
Forgot password? I

If you have forgotten your password, you can click on the "Forgot Your Password?" to receive an E-mail with a link to reset your password.

Enter your user name and then click on "Submit".

A new window will open and an E-mail will be sent to you.

To reset your password, follow the link "Link to reset credentials" in the E-mail.

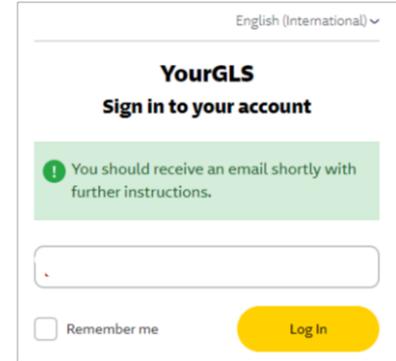


« Back to Login English (International) ▾

YourGLS
Forgot Your Password?

Submit

Enter your username and we will send you instructions on how to create a new password.

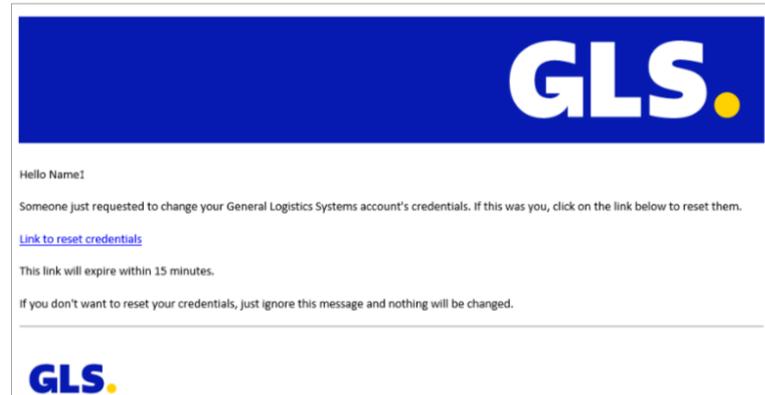


English (International) ▾

YourGLS
Sign in to your account

! You should receive an email shortly with further instructions.

Remember me Log In



GLS.

Hello Name!

Someone just requested to change your General Logistics Systems account's credentials. If this was you, click on the link below to reset them.

[Link to reset credentials](#)

This link will expire within 15 minutes.

If you don't want to reset your credentials, just ignore this message and nothing will be changed.

GLS.

YourGLS registration

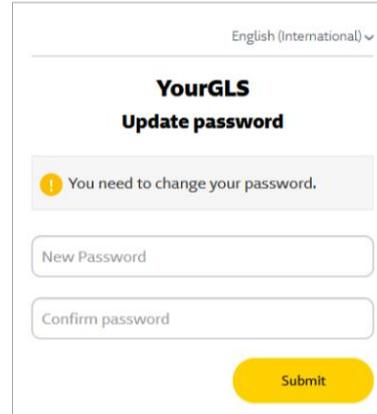
Forgot password? II

The site "Update password" opens. You can enter the new password, take the new rules into account, confirm it and then click on "Submit".

Now you can log in with your new password.

If the password has not been reset within **15 minutes**, the following message will appear after you have clicked on the link (see right):

In this case you have to go through the process again.



English (International) ▾

YourGLS
Update password

! You need to change your password.

New Password

Confirm password

Submit



Es ist ein Fehler aufgetreten. Deutsch (Deutschland) ▾

YourGLS

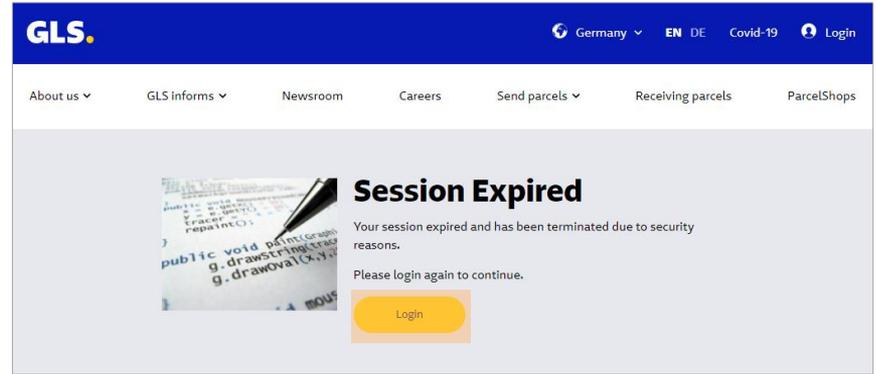
Die Aktion ist nicht mehr gültig.

[« Zurück zur Applikation](#)

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

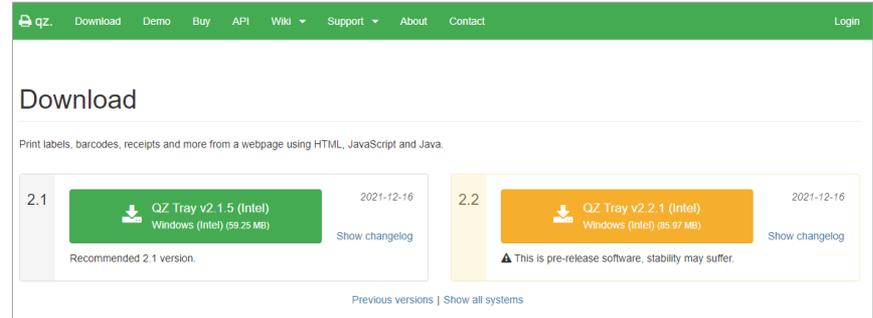


General notes

- 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>



The screenshot shows the QZ Tray download page. The navigation bar includes links for qz., Download, Demo, Buy, API, Wiki, Support, About, and Contact, along with a Login button. The main heading is "Download". Below it, there is a note: "Print labels, barcodes, receipts and more from a webpage using HTML, JavaScript and Java." Two download options are presented:

Version	Download Link	File Name	Size	Date	Notes
2.1	Download	QZ Tray v2.1.5 (Intel) Windows (Intel)	59.25 MB	2021-12-16	Recommended 2.1 version.
2.2	Download	QZ Tray v2.2.1 (Intel) Windows (Intel)	85.97 MB	2021-12-16	This is pre-release software, stability may suffer.

At the bottom of the download section, there are links for "Previous versions" and "Show all systems".

Overview of the YourGLS features



Overview of the YourGLS features

The screenshot displays the YourGLS dashboard interface. At the top, the GLS logo is on the left, and 'UniPortal' and 'Logout' are on the right. The main content area is divided into three columns: Processing, Services, and Administration. Each column has a dropdown menu and a list of feature cards. Three light blue callout boxes highlight specific features: 'Processing' (Send parcel, Pickup / Return request, Parcel management, Parcel tracking, Return parcel, Dispatch preparation, YourGLS Assistant, eBay Import), 'Services' (End of day, Sporadic pickup, Invoices, Export documents, My tasks, Emission certificates), and 'Administration' (Address book, Shipper addresses, User settings, User administration, Notification settings, Contact). Each feature card includes an icon and a yellow button with the feature name. Information icons (i) are present on several cards.

Processing

- Send parcel
- Pickup / Return request
- Parcel management
- Parcel tracking
- Return parcel
- Dispatch preparation
- YourGLS Assistant
- [eBay Import](#)

Services

- End of day
- Sporadic pickup
- Invoices
- Export documents
- My tasks
- Emission certificates

Administration

- Address book
- Shipper addresses
- User settings
- User administration
- Notification settings
- Contact

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

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

[Reset](#) [Search](#)

Add user

If you want to add a new user please click "Add user".

[Add 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](#)

User name* Language

First name* Status Active Inactive

Last name* New password*

E-mail* Confirm new password*

*Mandatory field

[Cancel](#) [Save](#)

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.

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 anytime.

User name | Access rights | Customer relations | Default values

Type* | Sub-account | Language | English

User name* | Sub-account | Status | Active Inactive

First name* | | New password* | [password field]

Last name* | Doe | Confirm new password* | [password field]

E-mail* | John.Doe@sample.com

* Mandatory field

Cancel Save



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.

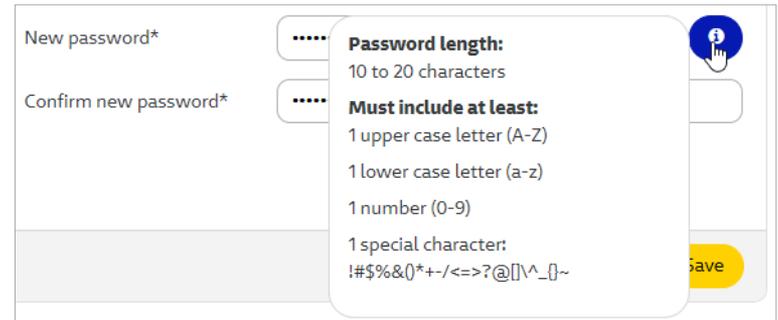
A **separate activation is required** to use this function!
Please contact your GLS sales department.

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  .



The screenshot shows a form with two input fields: "New password*" and "Confirm new password*", both with masked characters (dots). To the right of the "New password*" field is a blue circular "Info" button with a white 'i' and a hand cursor. A white tooltip box is open over this button, displaying the following password rules:

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

At the bottom right of the form, there is a yellow "Save" 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

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"/> End of day, Sporadic pickup
<input type="checkbox"/> YourGLS Assistant
<input checked="" type="checkbox"/> Send parcel, Pickup / Return request, Return parcel
<input type="checkbox"/> Parcel management
<input type="checkbox"/> Shipper addresses
<input checked="" type="checkbox"/> Address book
<input checked="" type="checkbox"/> Parcel tracking
<input checked="" type="checkbox"/> Invoices
<input type="checkbox"/> Notification settings
<input checked="" type="checkbox"/> Export documents
<input type="checkbox"/> My tasks, Notification settings
<input type="checkbox"/> User administration
<input type="checkbox"/> Dispatch preparation
<input type="checkbox"/> User settings

* Mandatory field

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.

The screenshot displays the 'User administration' interface. At the top, there are four tabs: 'User name', 'Access rights', 'Customer relations' (which is active), and 'Default values'. Below the tabs, a message states: '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 message is a table with columns: 'Shipper number', 'Name', 'Address', and 'Available in these applications'. The table is currently empty. Below the table are three buttons: 'Edit', 'Delete', and 'Add'. An orange arrow points from the 'Add' button to a modal window titled 'Properties of the customer relation'. The modal window contains the following information: '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 'Shipper' dropdown menu with 'John Doe' selected. To the right of the dropdown is a yellow 'Save' button. Below the dropdown, the shipper's details are listed: 'John Doe GmbH', 'Sample Street 1', '34125 Sample Germany', and 'Shipper number 0123456789 276a196502'. Underneath, there is a section 'Available in the following applications:' with a list of checkboxes: 'End of day, Sporadic pickup' (checked), 'YourGLS Assistant' (unchecked), 'Send parcel, Pickup / Return request, Return parcel' (checked), 'Address book' (checked), 'Parcel tracking' (checked), 'Invoices' (checked), 'Export documents' (checked), 'My tasks, Notification settings' (unchecked), and 'Dispatch preparation' (unchecked). At the bottom of the modal, there is a note: 'Only modules assigned to user in TAB Access rights can be selected here.' and two buttons: 'Cancel' and 'Save'.

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

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* John Doe GmbH John Doe GmbH
Sample Street 1
48683 Sample Germany
Shipper number 12345678 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

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".

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"/>	Its-Invoice	Sub-account	test	test	Active, password change pending	test@glsl.com

! 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

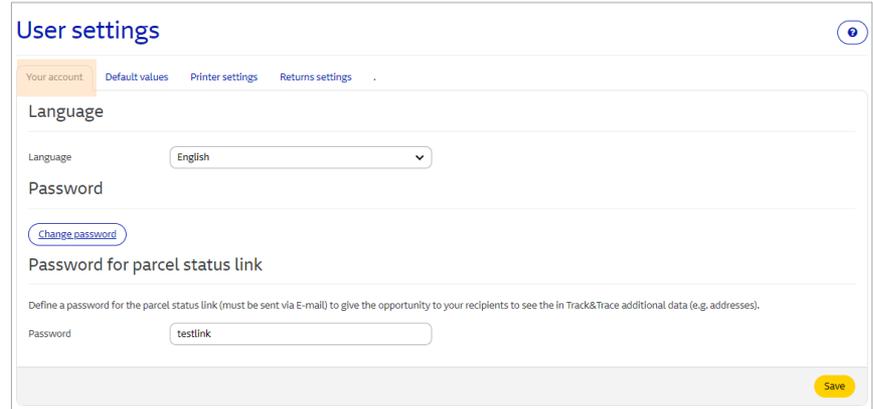


User settings – Your account

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.



The screenshot shows the 'User settings' interface with the 'Your account' tab selected. It includes a navigation bar with 'Default values', 'Printer settings', and 'Returns settings'. The 'Language' section has a dropdown menu set to 'English'. The 'Password' section has a 'Change password' button. The 'Password for parcel status link' section has a text input field containing 'testlink' and a descriptive note: '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 (e.g. addresses)'. A yellow 'Save' button is located at the bottom right of the form.



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 button "Change 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 "Change Password" to save the new password.



If you successfully changed your password, you will not receive a new E-mail confirmation.



The rules for setting the password are displayed on the right side of the window.

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
 - eBay - Weight

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: John Doe
Consignee country: Germany
Shipper number: 0123456789 276a196502

John Doe
Sample Street 1
34125 Sample Germany

Products & services

Product: BusinessParcel

Services:

- CashService
- DeliveryAtWorkService
- ExchangeService
- IntercompanyService
- Pick&ReturnService
- DepositService
- Pick&ShipService
- Guaranteed24Service
- ShopReturnService
- ShopDeliveryService
- InboundService
- IdentPINService

eBay

Weight: 0.1 kg

Save

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

User settings

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

Printer settings

To use the direct print functionality please run [QZ Tray 2.0](#).

Printer settings Print Preview Direct printing Direct printing

Label format A6 A4 A5

Save

! 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

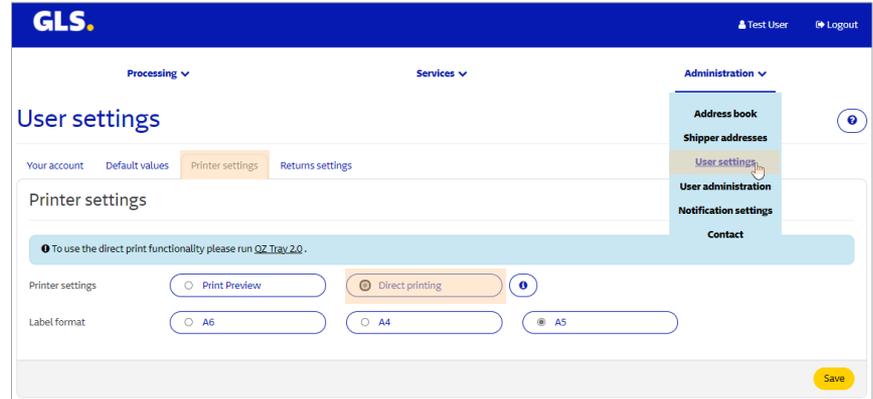


Direct printing with QZ Tray

- 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.

User settings

Settings were updated successfully!

Your account Default values Printer settings Returns settings

Customization

Please upload your company logo

Select image Remove image

Please enter the display name of your company

John Doe

Consignee self-service link

Return address

John Doe

John Doe
Sample Street 1
34125 Sample Germany
Shipper number 0123456789 276a196502

URL Key

https://qs.gls-group.eu/app/se

Self-service link

https://qs.gls-group.eu/return/your/package/7399b1138a157f9809293942f27b0b643bf478013528c822514e713793a142297f1e186c4cad3da83640f8bc4c0f7a7bfb78acbc80152105a1e45588556282d149be62a05b546d2d94eb13c5c737463

Save

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.

Return Parcels

TestUser

Consignee information of return parcels

Name Contact Name

Name2 Phone

Name3

Street Number

Country

Postal Code/City

Consignor information of return parcels

Name * Contact Name

Name2 Phone

Name3 Mobile

Street * Number Email

Country *

Postal Code * City *

Shipment reference no.

*Mandatory field

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.

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 smartphone 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.

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 Q

Please put this label on the parcel.

ShopReturnService

R68 1 DE 352

375 34125 ZIGANGSHO SEP

1.00 KG

GLS

New Return Send as Email Search ParcelShop Download PDF

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

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

Search

Shipper: Country:

Consignee: Postal code:

Consignee ID:

Match code:

Address book

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

Shipper: John Doe
Sample Street 1
34125 Sample Deutschland
Shipper number: 0123456789 276a196502

Enter / update consignee address

Name*: Phone:

Name 2: Mobile:

Name 3: E-mail:

Street* / number: **Consignee ID:**

Country*: Match code:

Postal code* / Town*: Contact person:

Comment:

* Mandatory field

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

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

Search

Shipper	<input type="text" value="John Doe"/>	Shipper number	<input type="text" value="0123456789 276a196502"/>	
Consignee	<input type="text"/>	Country	<input type="text" value="All countries"/>	
Consignee ID	<input type="text"/>	Postal code	<input type="text"/>	<input type="text"/>
Match code	<input type="text"/>			

Consignee addresses

2 Address(es)

<input type="checkbox"/>	Consignee ID	Consignee	Match code	Country	Postal code	Shipper id
<input type="checkbox"/>	123	Jane Doe		DE	10097 Berlin	0123456789 276a196502
<input type="checkbox"/>	456	James Doe		DE	27470 Cuxhaven	0123456789 276a196502

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.

Address book

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

Search

Shipper: Country:

Consignee:

Consignee ID:

Match code:

Postal code:

Address book

Please use UTF-8 character encoding for the import-file.
This will import consignee addresses for the following shipper:

John Doe
Sample Street 1
34125 Sample Germany
Shipper number 0123456789 276a196502

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

Delimiter*

Select File*

Import consignees for all contact IDs

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

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

Search

Shipper: All shippers | Country: All countries

Consignee: [] | Postal code: [] []

Consignee ID: []

Match code: []

Buttons: Add | **Import** | Delete all

Address book

Please use UTF-8 character encoding for the import-file.

This will import consignee addresses for the following shipper:

John Doe
Sample Street 1
34125 Sample Germany
Shipper number: 0123456789 276a196502

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

Delimiter*: []

Select File*

Import consignees for all contact IDs

Buttons: Cancel | Import

Import Status Data sets total 5, successful 0, failed 5

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):

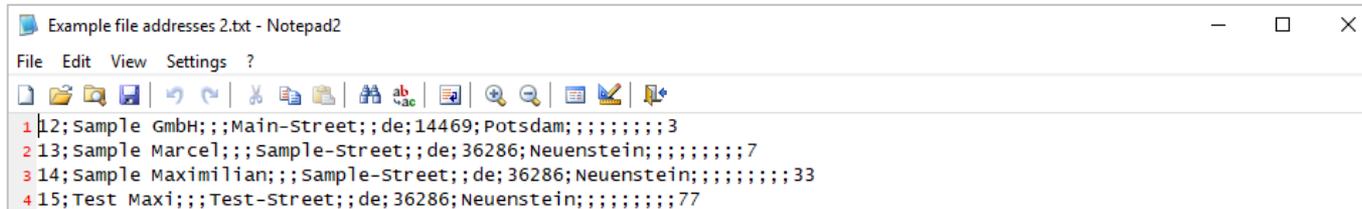
4,Sample GmbH,sample trade,logistics,Main-Street,sample,DE,14469,Potsdam,Martina
Sample,+49301234567,martina.sample@test.de,comment,+49,172,1234,567,11



```
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



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.

Shipper addresses

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

Shipper: John Doe GmbH
Sample Street 1
34125 Sample Germany
Shipper number 0123456789 276a196502

<input type="checkbox"/>	Address ID	Name	Street	Postal code	Town	Country
<input checked="" type="checkbox"/>	276a166uol	John Doe	Sample Street	66740	Saarlouis	DE
<input type="checkbox"/>	276a166uol	John Doe	Sample Street	10439	Berlin	DE
<input type="checkbox"/>	276a166uolK	John Doe	Sample Street	60311	Frankfurt	DE
<input type="checkbox"/>	276a166uol	John Doe	Sample Street	29095	Hamburg	DE

 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.

Send parcel (Step 1/2)

Practical for the consignee
If you provide the consignee's email address, he has the following advantages:

- Delivery notification
- Selectable options such as delivery date, change of address or pickup

Consignee address

Consignee ID	<input type="text" value="123"/>	<input type="button" value="ⓘ"/>	Contact person	<input type="text"/>
Name*	<input type="text" value="John Doe GmbH"/>	<input type="button" value="ⓘ"/>	Phone	<input type="text"/>
Name 2	<input type="text"/>		Mobile	<input type="text"/>
Name 3	<input type="text"/>		E-mail	<input type="text"/>
Street* / number	<input type="text" value="Sample"/>	<input type="text" value="2"/>	<input checked="" type="checkbox"/>	Save consignee information in address book
Country*	<input type="text" value="Germany"/>			
Postal code* / Town*	<input type="text" value="66740"/>	<input type="text" value="Saarlouis"/>		

Shipper address

Shipper	<input type="text" value="John Doe"/>	Shipper number 0123456789 276a196502
Address	<input type="text" value="Address of shipper"/>	John Doe Sample Street 10 34125 Sample Germany

* Mandatory field

Choose address

<input type="text" value="Name, Address, ..."/>	<input type="text" value="Match code ..."/>	<input type="button" value="ⓘ"/>
<input type="button" value="Cancel"/> <input type="button" value="Accept"/>		

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 **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".

Shipper John Doe, Sample Street 1, 34125 Sample
Consignee John Doe GmbH, Sample 2, 66740 Saarouis

Products & services

Product: BusinessParcel ExpressParcel

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

ⓘ This functionality/article is not supported by 'Dispatch preparation'. However, you can continue and create the required parcel-labels manually.

Date* Shipment reference no.

Receiver information for DepositService parcels

Contact person Place of deposit*

Weight* kg Reference no.

* Mandatory field
** One of it is mandatory field

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.

Send parcel

Browser information: Due to changes in the Firefox browser version 88, you may encounter display problems when printing parcel labels. The printer settings are sometimes reset and thus parcel labels are positioned incorrectly on the paper. If you experience such printing problems, please use a different browser for parcel label creation for the time being.

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

copy for sender

Your GLS Track ID **ZTC39HOP**

Parcel number **85493598589**
Shipping date **07.03.2022**
Weight **3.00 KG**
Consignment **001/001**

GLS Location/Station **DE 880 WNW**
Routing date **RTG 07032022**

DEPOSITSERVICE

Jane Doe
Mailbox

Customer **123**

John Doe GmbH

Sample 2
DE - 66740 Saarouis

Contact
Phone
Name
Home
Fax, No

123

Informationen zur GLS-Datenschutzrichtlinie unter [gls-group.eu/dataprotection](#)

6 DE 662

2023
66740
ZTC39HOP
S

DE 660 www.gls.de
DEPOSITSERVICE

Jane Doe
Mailbox

Customer **123**

John Doe GmbH

Sample 2
DE - 66740 Saarouis

Contact
Phone
Name
Home
Fax, No

123

Informationen zur GLS-Datenschutzrichtlinie unter [gls-group.eu/dataprotection](#)

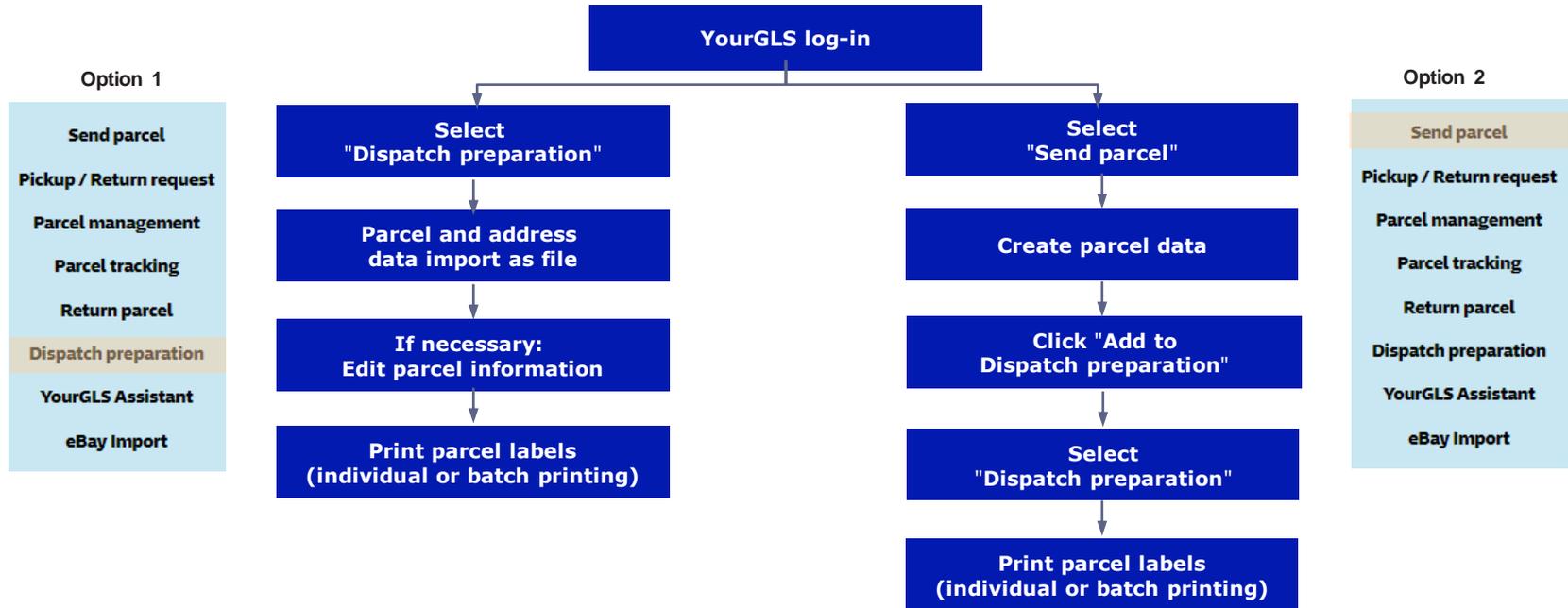
[Download PDF](#) [New order](#)

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)

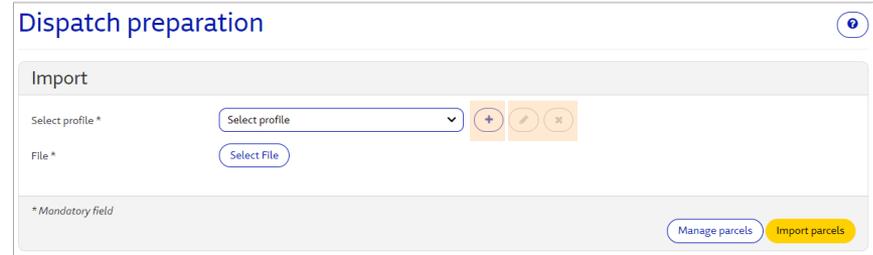
Select "Processing" ⇒ "Dispatch preparation"
and then click on "Import parcels".

The screenshot displays the GLS web interface. At the top, there are navigation tabs for "Processing", "Services", and "Administration". A dropdown menu is open under "Processing", showing options: "Send parcel", "Pickup / Return request", "Parcel management", "Parcel tracking", "Return parcel", "Dispatch preparation" (highlighted with a mouse cursor), and "YourGLS Assistant". Below the menu is a search form with fields for "Shipper", "Shipper Id" (containing "276a196502"), "Delivery country" (set to "es"), "Reference no", "Date from", "Date to", "Delivery name", "Subject", "Show" (set to "All"), and "Limit results" (set to "50"). There are "Reset" and "Search" buttons. Below the search form is a "Parcel overview" section with a table header: "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 a prominent orange "Import parcels" button.

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. "✎".



The screenshot shows a web interface titled "Dispatch preparation" with a help icon in the top right. Below the title is a section labeled "Import". It contains two mandatory fields: "Select profile *" with a dropdown menu and a "+" button, and "File *" with a "Select File" button. To the right of the dropdown are two orange buttons: a pencil icon for editing and an "x" icon for deleting. At the bottom of the form, there is a note "* Mandatory field" and two buttons: "Manage parcels" and "Import parcels".

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

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.

The screenshot shows a form titled 'File' for importing parcel data. The 'Profile Name' field contains 'Profil 1'. Below it, a note says 'Please enter the following information to import your parcels data as file'. The 'File type' dropdown is set to 'Excel'. The 'Sheet' field contains 'Test'. The 'Ignore the first' checkbox is checked, and the number '1' is entered in the adjacent input field, followed by the text 'line(s)'.

The screenshot shows the same 'File' form. The 'Profile Name' field contains 'Profil 1'. The 'File type' dropdown is set to 'Tabular data'. The 'Delimiter' dropdown is set to a comma character ','. The 'Format' dropdown is set to 'Auto detected'. The 'Text qualifier' field is empty. The 'Ignore the first' checkbox is checked, and the number '1' is entered in the adjacent input field, followed by the text 'line(s)'.

! 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.

Shipper address

Shipper Shipper number 0123456789 276a196502

The shipper will be set via mapping.

Address John Doe GmbH
Sample Street 1
34125 Sample Germany

Shipper address

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

! 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 *	<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"/>

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**.

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](#)

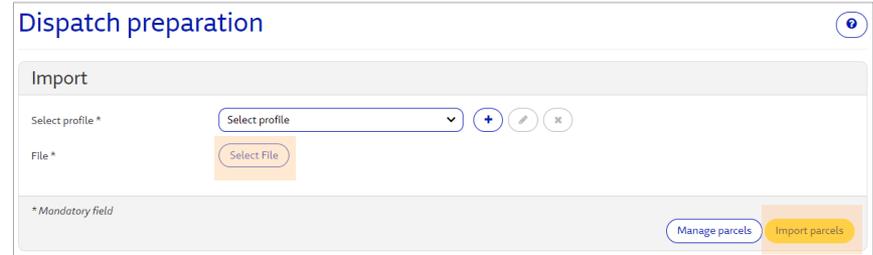
! The **date** (also in the Excel import file) must be formatted as **yyyymmdd**.

! **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).



The screenshot shows a web interface titled "Dispatch preparation" with a sub-section "Import". It features a "Select profile *" dropdown menu with a "Select profile" button and three icons (+, edit, x). Below it is a "File *" field with a "Select File" button. At the bottom, there is a "* Mandatory field" label and two buttons: "Manage parcels" and "Import parcels".

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

Search

Shipper	<input type="text" value="All shippers"/>	Date from	<input type="text"/>
Shipper Id		Date to	<input type="text"/>
Delivery country	<input type="text" value="All countries"/>	Delivery name	<input type="text"/>
Reference no	<input type="text"/>	Subject	<input type="text"/>
Show	<input type="text" value="All"/>	Limit results	<input type="text" value="50"/>

[Reset](#) [Search](#)

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			0123456789 276a196502 Test	John Doe	DE - 66111 Saabruucken		BP		
<input checked="" type="checkbox"/>	2			0123456789 276a196502 Test	Jane Doe	DE - 36286 Neuenstein		BP		

2 Parcels

[Download label\(s\)](#) [Print label\(s\)](#) [Generate label\(s\)](#) [Delete](#) [Update](#) [Import parcels](#)

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

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

The screenshot displays the GLS UniPortal interface. At the top, there is a dark blue header with the GLS logo on the left and 'UniPortal' and 'Logout' on the right. Below the header, there are three main navigation tabs: 'Processing', 'Services', and 'Administration'. The 'Processing' tab is active, and its dropdown menu is open, showing several options: 'Send parcel' (highlighted in a light blue box), 'Pickup / Return request', 'Parcel management', 'Parcel tracking', 'Return parcel', 'Dispatch preparation', 'YourGLS Assistant', and 'eBay Import'. Below the menu, there is a green banner with a notification about eBay integration. The main content area features a grid of eight yellow buttons, each with an icon and a label: 'Send parcels' (with a box and arrow icon), 'Pickup / Return request' (with a circular arrow icon), 'Issue end-of-day report' (with a document and checkmark icon), 'Parcel tracking' (with a magnifying glass icon), 'Return parcel' (with a box and arrow icon), 'Change settings' (with a gear icon), 'Address book' (with a calendar and person icon), and 'Address settings' (with a gear and factory icon). Each button has a small information icon in the top right corner.

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):

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

Send parcel (Step 2/2)

Shipper John Doe GmbH, Sample Street 1, 34125 Sample
Consignee Jane Doe, Sample Street 2, 10097 Berlin

Products & services

Product: BusinessParcel

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

! This functionality/article is not supported by 'Dispatch preparation'. However, you can continue and create the required parcel-labels manually.

Date* Shipment reference no.

Receiver information for DepositService parcels

Contact person Place of deposit*

7/100

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"/>

* 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.

! 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.

The screenshot displays the GLS web interface. At the top, there are navigation tabs for 'Processing', 'Services', and 'Administration'. A dropdown menu is open under 'Processing', showing options: 'Send parcel', 'Pickup / Return request', 'Parcel management', 'Parcel tracking', 'Return parcel', 'Dispatch preparation' (highlighted with a mouse cursor), and 'YourGLS Assistant'. Below the menu is a search form with fields for Shipper, Shipper Id, Delivery country, Reference no, Show, Date from, Date to, Delivery name, Subject, and Limit results. A 'Search' button is visible. Below the search form is a 'Parcel overview' section with a table of parcels. The table has columns for checkboxes, Print order, Reference no, Date, Shipper, Delivery name, Delivery address, Subject, Product, Service, and State. Two parcels are listed, both with reference numbers 0123456789 276a196502. At the bottom of the interface, there are buttons for 'Download label(s)', 'Print label(s)', 'Generate label(s)', 'Delete', 'Update', and 'Import parcels'.

<input checked="" type="checkbox"/>	Print order	Reference no	Date	Shipper	Delivery name	Delivery address	Subject	Product	Service	State
<input checked="" type="checkbox"/>	1			0123456789 276a196502 Test	John Doe	DE - 66111 Saabruecken		BP		
<input checked="" type="checkbox"/>	2			0123456789 276a196502 Test	Jane Doe	DE - 36286 Neuenstein		BP		

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 type="checkbox"/>	Print order	Reference no	Date	Shipper	Delivery name	Delivery address	Subject	Product	Service	State
<input checked="" type="checkbox"/>	1			0123456789 276a196502	John Doe	DE - 66111 Saabruecken		BP		
				Test						
<input type="checkbox"/>	2			0123456789 276a196502	Jane Doe	DE - 36286 Neuenstein		BP		
				Test						

2 Parcels

Download label(s) Print label(s) Generate label(s) Delete Update Import 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)**".



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 checked="" type="checkbox"/>	1			0123456789 276a196502	John Doe	DE - 66111 Saabroecken		BP		
				Test						
<input checked="" type="checkbox"/>	2			0123456789 276a196502	Jane Doe	DE - 36286 Neuenstein		BP		
				Test						
<input type="checkbox"/>	3			0123456789 276a196502	Jake Doe	DE - 60311 Frankfurt		BP		
				Test						

3 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 checked="" type="checkbox"/>	1			0123456789 276a196502 Test	John Doe	DE - 66111 Saabruecken		BP		
<input checked="" type="checkbox"/>	2			0123456789 276a196502 Test	Jane Doe	DE - 36286 Neuenstein		BP		
<input type="checkbox"/>	3			0123456789 276a196502 Test	Jake Doe	DE - 60311 Frankfurt		BP		

3 Parcels

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

eBay Import



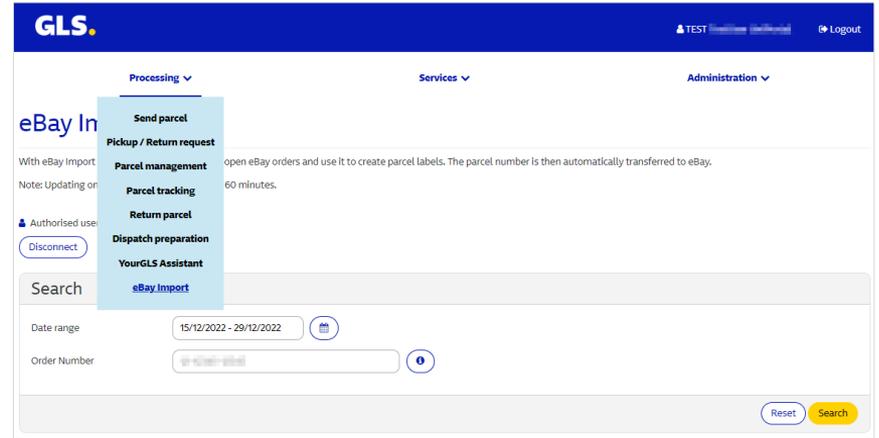
eBay Details

With the eBay connection you can retrieve address data from open eBay orders in YourGLS. These are transferred to the fields in the parcel dispatch.

After the parcel label has been created, the TrackID is automatically transferred to eBay.



Dispatch preparation and the use of multiple eBay accounts are not supported.



eBay Import (1/3)

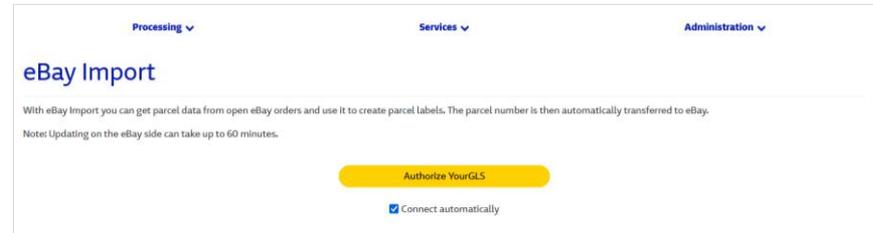
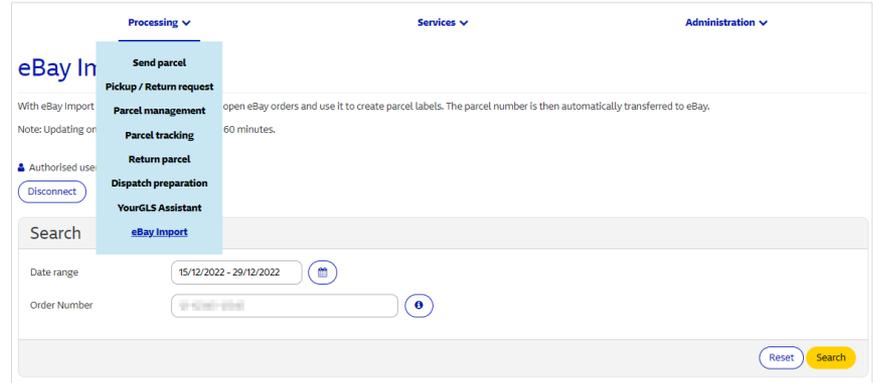
On the YourGLS overview page you will find the new menu item "eBay Import" under "Processing".

- Select the menu item "eBay Import".

In order to retrieve your order details from eBay, we need your permission.

- Click on "Authorize YourGLS".

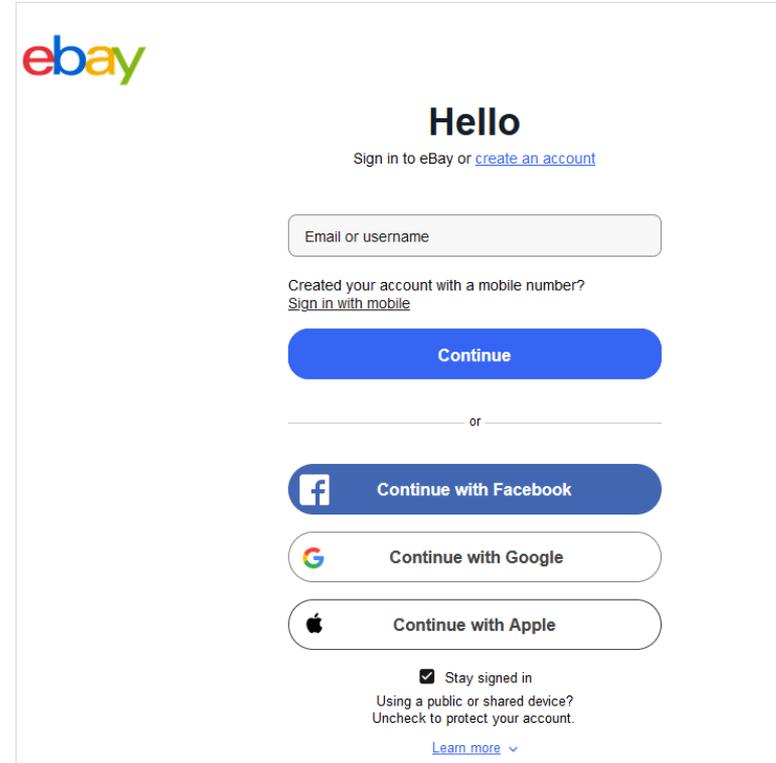
! By clicking on "Connect automatically", you will be automatically connected to eBay when you restart the page. You do not need to log in to eBay again.



eBay Import (2/3)

You will be redirected to a page of eBay (not GLS!). Please log in there with your eBay credentials and allow access to the data. GLS does not have access to your login data (username and password). The eBay page is only offered in English by eBay.

Two-factor authentication on the side of eBay may be required.



The screenshot shows the eBay login interface. At the top left is the eBay logo. Below it, the word "Hello" is displayed in a large, bold font. Underneath "Hello" is the text "Sign in to eBay or [create an account](#)". There is a text input field labeled "Email or username". Below this field is the text "Created your account with a mobile number?" followed by a link "Sign in with mobile". A large blue button labeled "Continue" is positioned below the mobile sign-in link. A horizontal line with the word "or" in the center separates this from the social login options. There are three buttons for social login: "Continue with Facebook" (with the Facebook logo), "Continue with Google" (with the Google logo), and "Continue with Apple" (with the Apple logo). At the bottom, there is a checkbox labeled "Stay signed in" which is checked. Below the checkbox is the text "Using a public or shared device? Uncheck to protect your account." and a link "Learn more" with a downward arrow.

eBay Import (3/3)

After authorisation, you will automatically return to YourGLS.

! If you click on "Disconnect", your connection to eBay will be cancelled.

The authorised user is displayed. In the search mask you can change the period (by default the last 14 days) or search for an order number.

! Any date filtering will not be applied when searching by order number. You can only search for one order number.

- By clicking on "Search", the connection to eBay is established and all open eBay orders are retrieved and displayed.

eBay Import

With eBay Import you can get parcel data from open eBay orders and use it to create parcel labels. The parcel number is then automatically transferred to eBay.
Note: Updating on the eBay side can take up to 60 minutes.

Authorised user: ██████████
[Disconnect](#)

Search

Date range: 15/12/2022 - 29/12/2022 

Order Number: 

[Reset](#) [Search](#)

eBay Orders

Order Number	Date	Status	Address	
85620630795	25/10/2022	Not started	Name 1 Street 1 line2 Street 1 DE - 10100 Berlin	Send Parcel
69870342085	15/10/2022	Not started	Name 2 Company2 Street 2 line2 Street 2 DE - 10115 Berlin	Send Parcel
12962227491	18/10/2022	Not started	Name 3 Street 3 line2 Street 3 DE - 36286 Neuenstein	Send Parcel

5 3 Bestellungen(en) << < 1/1 > >>

eBay send parcel (2/3)

In this step you add the weight and click on "Finish".

The weight is NOT taken over by eBay and must be entered manually.



If you add more parcels, you have to add their parcel numbers manually in eBay. Only the first parcel number is automatically transferred to eBay.



The weight is set to 0.1 kg by default. If the weight has already been defined in the user settings, the weight is taken from the default values of the user settings.

Send parcel (Step 2/2)

Shipper GLS - Geschäftsstelle Berlin/Post-Box 40000
Consignee Name 1, Street 1, 10100 Berlin
eBay Order 83019584979 Item [2] 698020 (7x), 727616 (5x)

Products & services

Product: BusinessParcel

Services: CashService DeliveryATWorkService DepositService ExchangeService
 Guaranteed24Service IdentPINService InboundService IntercompanyService
 ShopDeliveryService ShopReturnService

Date*: 30/12/2022 Shipment reference no.

Weight* kg

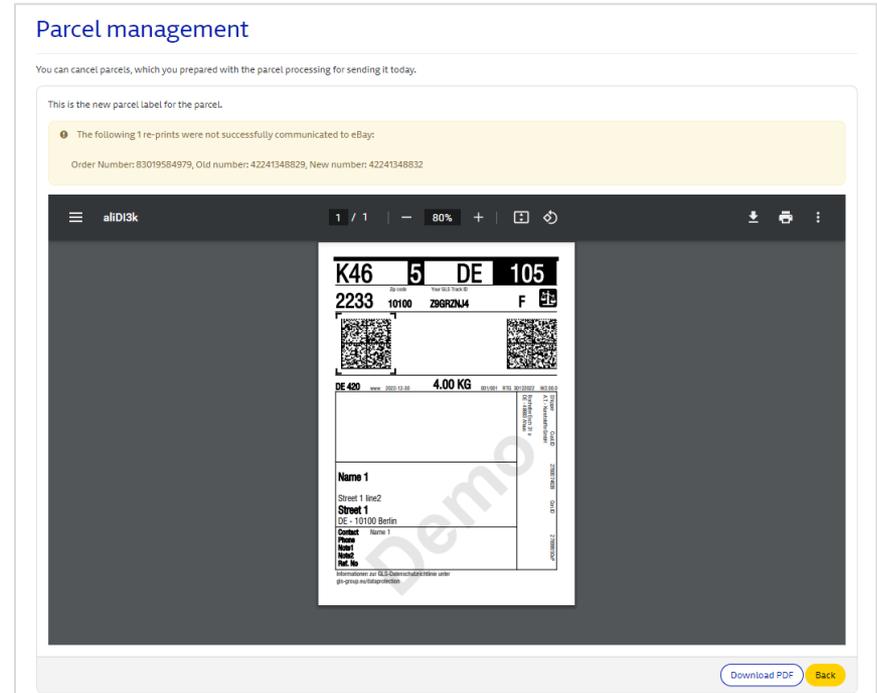
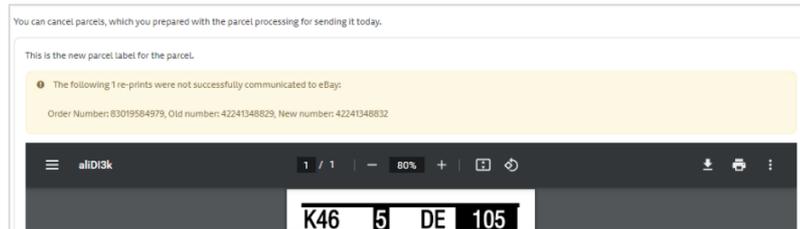
* Mandatory field
** One of it is mandatory field

eBay send parcel (3/3)

After the parcel label has been created, it is displayed in the preview and is available for printing.

The TrackID is also transmitted to eBay.

In case of a problem with the transfer of the TrackID, a message is displayed above the PDF:



eBay parcel management (1/2)

In the parcel management, parcels that were created via the eBay import are marked (" - eBay" behind the parcel number).

You have the option to reprint or cancel the selected parcel.

If a parcel label needs to be reprinted, the newly generated TrackID will be sent to eBay. Please note that YourGLS must be connected to eBay for this. If the transmission is not possible, a message will be displayed.

Parcel management

Search

Shipper: Country:

Parcel numbers / Track IDs: Postal code / Town:

Consignee ID: Creation date*:

Consignee:

* Mandatory field Reset Search

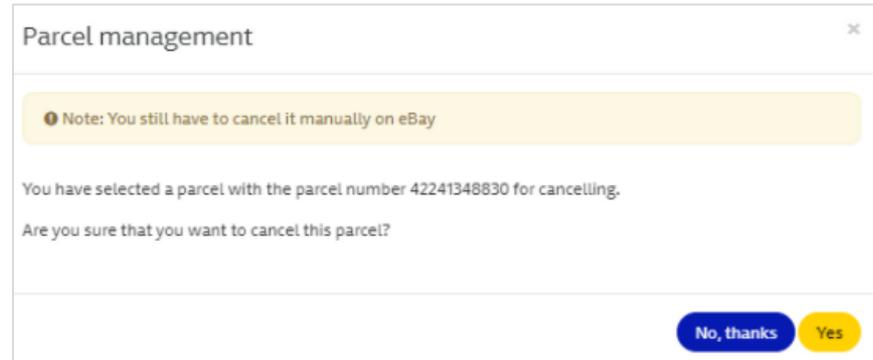
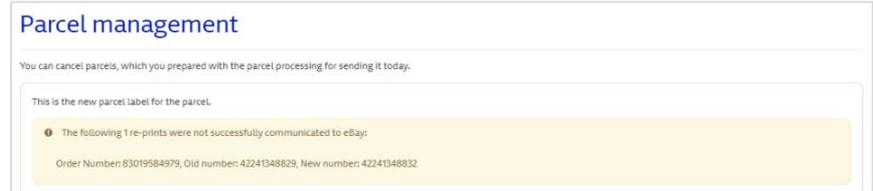
Parcel overview

<input type="checkbox"/>	Parcel numbers / Track IDs	Shipper	Weight (kg)	Country	Postal code	Town	Consignee
<input type="checkbox"/>	42241348828 - eBay	A.T.- Kunststoffe GmbH	1.00	Germany	10100	Berlin	Name 1
<input checked="" type="checkbox"/>	42241348829 - eBay	A.T.- Kunststoffe GmbH	4.00	Germany	10100	Berlin	Name 1
<input type="checkbox"/>	42241348830 - eBay	A.T.- Kunststoffe GmbH	4.00	Germany	10100	Berlin	Name 1
<input type="checkbox"/>	42241348831 - eBay	A.T.- Kunststoffe GmbH	1.00	Germany	10100	Berlin	Name 1

Cancel parcel(s) Reprint parcel label(s)

eBay parcel management (2/2)

Parcel labels can also be cancelled. This is done as before. However, please note that eBay does not support this through interfaces. You must manually delete the parcel number for the order via the eBay website. A corresponding note will be displayed as a reminder when cancelling.



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.

Sporadic pickup

You may place a pickup request to your responsible depot, just enter the address of the ender and the number of parcels to be collected. Pickups may be pre-adviced 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-adviced by 11 pm at the latest.

Pickup address	<input type="text" value="John Doe"/>	John Doe GmbH Sample Street 1 34125 Sample Germany Shipper number 0123456789 276a196502
Pickup date *	<input type="text" value="09/03/2022"/>	
Amount of parcels *	<input type="text" value="2"/>	
Note	<input type="text"/>	

[Back](#) [Submit](#)



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 pickup request to your responsible depot. Just enter the address of the ender and the number of parcels to be collected. Pickups may be pre-adviced 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-adviced by 11 pm at the latest.

<input type="checkbox"/>	Created on	Pickup address	Pickup date	Amount of parcels	Note
<input type="checkbox"/>	17/03/2022 01:00	James Doe, Sample Street 10, 37276, Germany	17/03/2022	1	
<input type="checkbox"/>	17/03/2022 01:00	Sample GmbH, Sample Street 1, 10236, Germany	17/03/2022	6	



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&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	123	Contact person*	John Doe
Name*	John Doe	Phone*	0049 123456
Name 2		Mobile	
Name 3		E-mail	John.Doe@sample.com
Street* / number	Sample Street 2	<input type="checkbox"/> Save consignee information in address book	
Country*	Germany		
Postal code* / Town*	66740 Saarlouis		

Services: Pick&ReturnService Pick&ShipService

GLS Customer Address

Shipper	John Doe	Shipper number 0123456789 2761916032
John Doe GmbH Sample Street 1 34125 Sample Germany		

Consignee address

Consignee ID		Contact person	
Name*	Jane Doe	Phone	
Name 2		Mobile	
Name 3		E-mail	
Street* / number	Sample Street	<input checked="" type="checkbox"/> Save consignee information in address book	
Country*	Germany		
Postal code* / Town*	10097 Berlin		

* Mandatory field

Cancel Back Continue

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 John Doe, Sample Street 2, 66740 Saarlouis
Consignee Jane Doe, Sample Street, 10097 Berlin

Products & services

Product BusinessParcel

Services DeliveryAtWorkService DocumentReturnService

Date* Shipment reference no.

Weight	Comment	Reference no
<input type="text" value="3"/> kg	<input type="text"/>	<input type="text"/>
<input type="text" value="5"/> kg	<input type="text"/>	<input type="text"/>

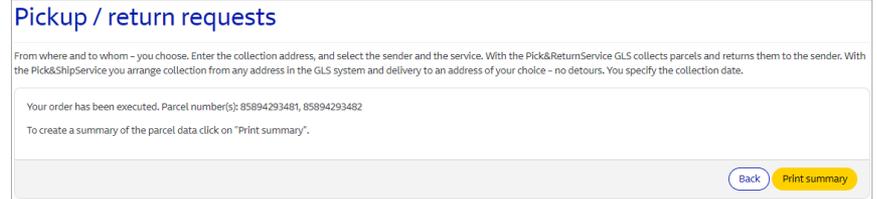
* Mandatory field

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&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.

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.

1 von 2

GLS.
Parcel number: 85894293481

Receipt

Shipping details

Pick up date: 09/03/2022

Consignee: Jane Doe
Sample Street
DE 10097 Berlin

Shipper: John Doe
Sample Street 2
DE 66740 Saarouis
John Doe
0049 123456

Order by: Test
Test 1
DE 34125 Test
0049
0049

Parcel details

Parcel number: 85894293481

Track ID: Z1P1TR6X

Product: BusinessParcel

Services: Pick&ShipService

Weight: 0.00 kg

Download PDF New order

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

The screenshot shows a web form titled "Return parcels" with a sub-header "Using the ShopReturnService you may here create return labels for your consignees." The form is divided into two main sections: "Consignee information of return parcels" and "Consignor information of return parcels".

Consignee information of return parcels:

- Shipper: John Doe (dropdown)
- Shipper number: 0123456789 276a196502
- Name*: John Doe
- Street*/ number: Sample Street 1
- Country*: Germany
- Postal code*/ Town*: 66740 Saarouis
- Contact person: (empty)
- Phone: 0049 (empty)
- Buttons: "Use shippers default address" (inactive), "Use" (active)

Consignor information of return parcels:

- Consignee ID: 123
- Name*: Jane Doe (dropdown with "B" icon)
- Street*/ number: Sample Street 2
- Country*: Germany
- Postal code*/ Town*: 10097 Berlin
- Contact person*: (empty)
- Phone: (empty)
- Mobile: (empty)
- E-mail: (empty)
- Checkbox: "Save pickup address in address book" (unchecked)
- Shipment reference no.: (empty)
- Buttons: "Add parcel(s)" (active), "Reset" (inactive), "Finish" (active)

At the bottom, there is a "Reference no." field with a "+" button and a "1" in a box next to the "Add parcel(s)" button. A note at the bottom left says "* Mandatory field".

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".

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 ZTGHW3NP	
Parcel number	85760033669
Shipping date	09.03.2022
Weight	1.00 KG
Consignment	001/001
GLS Location/Station	DE 100 www
Routing date	RTG 09032022
ShopReturnService	
Please put the label on the return parcel and give it to a GLS ParcelShop. You can find all information about our parcelshops at www.gls-parcelshops.eu	
John Doe	
Sample Street 1 DE - 66740 Saarouis	
Contact: Phone: Email: Mobile: Fax: No	
Informationen zur GLS-Datenschutzrichtlinie unter gls-group.eu/dataprotection	

NST 6 DE 662	
2023	66740 ZTGHW3NP
DE 100	1.00 KG
ShopReturnService	
Please put the label on the return parcel and give it to a GLS ParcelShop. You can find all information about our parcelshops at www.gls-parcelshops.eu	
John Doe	
Sample Street 1 DE - 66740 Saarouis	
Contact: Phone: Email: Mobile: Fax: No	
Informationen zur GLS-Datenschutzrichtlinie unter gls-group.eu/dataprotection	

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

Parcel management



Parcel management – Reprinting/Canceling

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

The screenshot shows the 'Parcel management' interface. At the top, there is a search section with several input fields: 'Shipper' (set to 'All shippers'), 'Country' (set to 'All countries'), 'Parcel numbers / Track IDs', 'Postal code / Town', 'Consignee ID', and 'Creation date*' (set to '08/03/2022'). Below these fields are 'Reset' and 'Search' buttons. The main section is titled 'Parcel overview' and contains a table with the following columns: 'Parcel numbers / Track IDs', 'Shipper', 'Weight (kg)', 'Country', 'Postal code', 'Town', and 'Consignee'. The table lists five parcels, with the third one (ID: 85760013669) selected. At the bottom right of the table, there are two buttons: 'Cancel parcel(s)' and 'Reprint parcel label(s)'.

<input type="checkbox"/>	Parcel numbers / Track IDs	Shipper	Weight (kg)	Country	Postal code	Town	Consignee
<input type="checkbox"/>	85493598572	Test	1.00	Germany	66111	Saabruecken	John Doe
<input type="checkbox"/>	85493598573	Test	10.00	Germany	36286	Neuenstein	Jane Doe
<input checked="" type="checkbox"/>	85760013669	Test	1.00	Germany	66740	Saarlouis	John Doe
<input type="checkbox"/>	85894293481	Test	0.00	Germany	66740	Saarlouis	John Doe
<input type="checkbox"/>	85894293482	Test	0.00	Germany	66740	Saarlouis	John Doe

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".

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: John Doe GmbH
Sample Street 1
34125 Sample Germany
Shipper number 0123456789 276a196502

Configure daily report

Date*: 

Report Type: Receipt Detailed list

Report Option: All parcels Only parcels created since last printing

* Mandatory field

[Create report](#)

My tasks



My tasks – Overview start screen (1/10)

My tasks ?

If you need help, click on the "?" button on the upper right side to access the user manual. Here you will find all the relevant information about "My tasks".

Options for multiple parcels

1 Select the time frame when the task has arrived.
04/03/2022 - 17/03/2022 📅

2 Show all Open Done

3 Created ▾ Subject Shipper address Consignee address Due date Customer ref. Parcel number Internal status

4 3 Selected ▾

🕒	16/03/2022 11:26	Address problem: Consignee unknown / moved	Test Test 1 DE 34125 Test	Sample GmbH Sample Street 115 DE 27499 Hamburg	21/03/2022	6	85493598579 🔗	<No status> ▾
🕒	16/03/2022 11:23	Address problem: P.O. Box	Test Test 1 DE 34125 Test	Jane Doe Sample Street 15 DE 15228 Frankfurt	21/03/2022	3	85493598576 🔗	<No status> ▾
🕒	16/03/2022 11:22	Refused by recipient: refused delivery not on time	Test Test 1 DE 34125 Test	John Doe Sample Street 1 DE 66740 Saarlouis	21/03/2022	1	85493598574 🔗	<No status> ▾

Export data

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

My tasks – Overview start screen (2/10)

My tasks

If you need help, click on the "?" button on the upper right side to access the user manual. Here you will find all the relevant information about "My tasks".

Select the time frame when the task has arrived.
04/03/2022 - 17/03/2022

Options for multiple parcels

Show all Open Done

Created	Subject	Shipper address	Consignee address	Due date	Customer ref.	Parcel number	Internal status
16/03/2022 11:26	Address problem: Consignee unknown / moved	Test Test 1 DE 34125 Test	Sample GmbH Sample Street 115 DE 27499 Hamburg	21/03/2022	3 Selected	85493598579	<No status>
16/03/2022 11:23	Address problem: P.O. Box	Test Test 1 DE 34125 Test	Jane Doe Sample Street 15 DE 15228 Frankfurt	21/03/2022	<input checked="" type="checkbox"/> 1 <input checked="" type="checkbox"/> 6 <input checked="" type="checkbox"/> 3 <input type="checkbox"/> 2 <input type="checkbox"/> 5 <input type="checkbox"/> 4	85493598576	<No status>
16/03/2022 11:22	Refused by recipient: refused delivery not on time	Test Test 1 DE 34125 Test	John Doe Sample Street 1 DE 66740 Saarlouis	21/03/2022		85493598574	<No status>

Export data

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)

My tasks ?

If you need help, click on the "?" button on the upper right side to access the user manual. Here you will find all the relevant information about "My tasks".

Select the time frame when the task has arrived.
04/03/2022 - 17/03/2022 📅

Options for multiple parcels Show all Open Done

Created	Subject	Shipper address	Consignee address	Due date	Customer ref.	Parcel number	Internal status
16/03/2022 11:26	Address problem: Consignee unknown / moved	Test DE 34125 Test	Sample GmbH Sample Street 115 DE 27499 Hamburg	21/03/2022	6	85493598579 🔗	<No status> ⌵
16/03/2022 11:26	Address problem: No name (letterbox / bell)	Test DE 34125 Test	John Doe GmbH Sample DE 61440 Oberursel	20.03.2022 🚨	5	85493598578 🔗	<No status> ⌵
16/03/2022 11:23	Address problem: P.O. Box	Test DE 34125 Test	Jane Doe Sample Street 15 DE 15228 Frankfurt	21/03/2022	3	85493598576 🔗	<No status> ⌵

Export data

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.



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.



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

My tasks

If you need help, click on the "?" button on the upper right side to access the user manual. Here you will find all the relevant information about "My tasks".

Select the time frame when the task has arrived.
04/03/2022 - 17/03/2022

Options for multiple parcels

Show all Open Done

Created	Subject	Shipper address	Consignee address	Due date	Customer ref.	Parcel num	Internal status
16/03/2022 11:26	Address problem: Consignee unknown / moved	Test Test 1 DE 34125 Test	Sample GmbH Sample Street 115 DE 27499 Hamburg	21/03/2022	6	85493598579	<No status>
16/03/2022 11:26	Address problem: No name (letterbox / bell)	Test Test 1 DE 34125 Test	John Doe GmbH Sample DE 61440 Oberursel	21/03/2022	5	85493598578	<No status>
16/03/2022 11:23	Address problem: P.O. Box	Test Test 1 DE 34125 Test	Jane Doe Sample Street 15 DE 15228 Frankfurt	21/03/2022	3	85493598576	<No status>

Export data

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

[Back to overview](#)

Task Id: **TSK DE 850 0697854**

Created:	16/03/2022 11:26	Shipper Id:	0123456789 276a196502
Due date:	21/03/2022	Customer reference:	6
Category:	Delivery problems	Parcel number:	85493588579
Status:	Open		
Internal status:	<No status>		
Subject:	Address problem Consignee unknown / moved	Consignee address:	Sample GmbH Sample Street 115 DE 27499 Hamburg

[Forward by email](#)

Please select one of the following options

Your options:

[Address change](#) [Parcel return](#) [Provide additional information](#) [Parcel disposal](#)

Messages

GLS Customer Service Team 16/03/2022 11:26

The parcel named above could not be delivered, as the recipient is not known at the indicated address or has moved to an address unknown.

Delivery address:

Name	Sample GmbH
Street	Sample Street
House no.	115
Zip Code	27499
City	Hamburg
Country	DE

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 ?

If you need help, click on the "?" button on the upper right side to access the user manual. Here you will find all the relevant information about "My tasks".

Select the time frame when the task has arrived.
04/03/2022 - 17/03/2022 📅

Show all Open Done

Options for multiple parcels

Created	Subject	Shipper address	Consignee address	Due date	Customer ref.	Parcel number	Internal status
⌵					⌵		⌵

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".

My tasks

Here you can choose different options for your parcels. Please choose first of all your required options before selecting the parcels.

[Back to overview](#)

Please select one of the following options

Your options:

[Address change](#) [Parcel return](#) [Provide additional information](#) [Parcel disposal](#)

Package information

	Subject	Shipper address	Consignee address	Customer ref.	Parcel number	Internal status
<input type="checkbox"/>				3 Selected		
<input checked="" type="checkbox"/>	Address problem: Consignee unknown / moved	Test Test 1 DE 34125 Test	Sample GmbH Sample Street 115 DE 27499 Hamburg	6	85493598579 🔗	<No status>
<input checked="" type="checkbox"/>	Address problem: P.O. Box	Test Test 1 DE 34125 Test	Jane Doe Sample Street 15 DE 15228 Frankfurt	3	85493598576 🔗	<No status>
<input checked="" type="checkbox"/>	Refused by recipient: not ordered	Test Test 1 DE 34125 Test	James Doe Sample Street 5 DE 10097 Berlin	2	85493598575 🔗	<No status>

[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.

Please select one of the following options

Your options:

[Address change](#) [Parcel return](#) [Provide additional information](#) [Parcel disposal](#)

Package information

<input type="checkbox"/> Subject	Shipper address	Consignee address	Customer ref.
<input type="checkbox"/>			3 Selected ▾
<input checked="" type="checkbox"/> Address problem: Consignee unknown / moved	Test Test 1 DE 34125 Test	Sample GmbH Sample Street 115 DE 27499 Hamburg	6
<input checked="" type="checkbox"/> Address problem: P.O. Box	Test Test 1 DE 34125 Test	Jane Doe Sample Street 15 DE 15228 Frankfurt	3

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

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: 07/03/2022

Date to: 07/03/2022

Parcel numbers / Track IDs:

Reference no:

Parcel status: All

Postal code / Country: All countries

Shipper: All shippers

Shipper id:

Parcel overview

3 Parcels

<input type="checkbox"/> Parcel numbers / Track IDs	Date	Status	Addresses	Consignee
<input type="checkbox"/> <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> 85493528520	07/03/2022	Preadvice	DE-10097 Berlin	Jane Doe
<input type="checkbox"/> 85493528569	07/03/2022	Preadvice	DE-66740 Saarlouis	John Doe GmbH
<input type="checkbox"/> 85493528571	07/03/2022	Preadvice	DE-66740 Saarlouis	John Doe

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.

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. Mar 7, 2022 3:23 pm

Preadvice



Shipment information

Addresses		Reference no	
Consignee:	John Doe Sample Street 2 DE, 66740 Saarouis	Parcel number:	85493598571
Shipper:	John Doe Sample Street 10 DE, 34125 Sample	Track ID	ZTC39HOR
Order by:	John Doe Sample Street 10 DE, 34125 Sample	Customers consignee number	123
		Parcel details	
		Weight:	3 kg
		Product:	BusinessParcel
		Services:	DepositService

Parcel overview

Date	Time	Parcel status	GLS Location	Event no
07/03/2022	15:23:12	The parcel data was entered into the GLS IT system; the parcel was not yet handed over to GLS.	Germany Nuernberg-Hafen	0.100

[Proof of delivery](#) [Export](#) [Further parcels](#)

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

Here you will find information about parcels shipped to EU countries as well as general export certificates.

131 Documents

● Show all ● Track & Trace protocol ● Export certificate

<input type="checkbox"/>	Period	Shipper	Document	Type
<input checked="" type="checkbox"/>	2020-04-01 - 2020-04-30	John Doe	Track & Trace protocol	
<input type="checkbox"/>	2020-01-01 - 2020-01-31	John Doe	Track & Trace protocol	
<input type="checkbox"/>	2019-06-01 - 2019-06-30	John Doe	Track & Trace protocol	
<input type="checkbox"/>	2019-06-01 - 2019-06-30	John Doe	Track & Trace protocol	
<input type="checkbox"/>	2019-06-01 - 2019-06-30	John Doe	Track & Trace protocol	
<input type="checkbox"/>	2018-08-01 - 2018-08-31	John Doe	Track & Trace protocol	
<input type="checkbox"/>	2018-04-01 - 2018-04-30	John Doe	Track & Trace protocol	
<input type="checkbox"/>	2018-03-01 - 2018-03-31	John Doe	Track & Trace protocol	
<input type="checkbox"/>	2018-03-01 - 2018-03-31	John Doe	Track & Trace protocol	
<input type="checkbox"/>	2018-03-01 - 2018-03-31	John Doe	Track & Trace protocol	
<input type="checkbox"/>	2017-02-01 - 2017-02-28	John Doe	Track & Trace protocol	

Download

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.

Export documents

Here you will find information about parcels shipped to EU countries as well as general export certificates.

6 Documents

Show all Track & Trace protocol Export certificate

<input type="checkbox"/>	Period	Shipper	Document	Type
<input type="checkbox"/>	2022-02-01 - 2022-02-28	GLS Germany Neuenstein	Export certificate	📄
<input type="checkbox"/>	2020-09-01 - 2020-09-30	GLS Germany Neuenstein	Export certificate	📄
<input type="checkbox"/>	2020-07-10 - 2020-07-10	John Doe	Export certificate	📄
<input type="checkbox"/>	2020-07-10 - 2020-07-10	John Doe	Export certificate	📄
<input type="checkbox"/>	2020-07-10 - 2020-07-10	John Doe	Export certificate	📄
<input type="checkbox"/>	2020-07-10 - 2020-07-10	John Doe	Export certificate	📄

[Download](#)

! 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

Invoice settings My tasks settings

Overview E-Mail addresses 3 Shippers

<input type="checkbox"/>	Shippers	Shipper number	Type
<input type="checkbox"/>	John Doe	2760311261 276a45e0IZ	

Salutation	First name	Last name*	E-mail*	PDF	Info-Mail	Delete
Mr. ▾	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="button" value="✕"/>

*Mandatory field

<input type="checkbox"/>	John Doe	2760170489 276a148JYu	
<input type="checkbox"/>	John Doe	0123456789 276a196502	

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

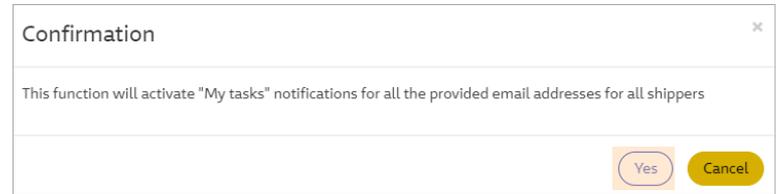
This email is an automated notification. Please do not reply to this email.
General Logistics Systems Germany GmbH & Co. OHG, GLS Germany-Straße 1-7, 36286 Neuenstein, Registered office: Neuenstein, Register court: District Court of Bad Hersfeld HRA 863, General partners: - GLS Beteiligungs GmbH, Registered 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
- Deactivate the service by clicking on the button again. A query will appear, which you confirm again with "Yes". Activate



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.

Notification settings

Invoice settings | My tasks settings

Overview E-Mail addresses Deactivate 3 Shippers

Shippers	Type	Shipper number
John Doe		2760311261 276a45a012
John Doe		2760170489 276a1481Yu
John Doe		0123456789 276a196502

Add E-mail * Mandatory field

Cancel Save Settings

Notification settings

Invoice settings | My tasks settings

Overview E-Mail addresses Deactivate 3 Shippers

Shippers	Type	Shipper number
John Doe		2760311261 276a45a012
John Doe		2760170489 276a1481Yu
John Doe		0123456789 276a196502

E-Mail address*
john.Doe@sample.com
Jane.Doe@sample.com

Once a day Right away

Add E-mail * Mandatory field

Cancel Save Settings

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 "Send as 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).

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

Shipper: Document Type: All

Shipper Id: Document SubType: All

Invoice No.: Format: All

Year*: 2022

Month*: 7

*Mandatory field

[Reset](#) [Search](#)

Invoices

<input type="checkbox"/>	Invoice No.	Customer Number	Parcel number	Country	Document Type	Document Sub Type	Invoice Date	Document
<input checked="" type="checkbox"/>	3100209850	0		xx	Customs document	Export Declaration		
<input type="checkbox"/>	3100209850	0		xx	Customs document	Export Declaration Confirmation		
<input type="checkbox"/>	3100209850	0		xx	Customs document	Export Declaration		
<input type="checkbox"/>	3100209850	0		xx	Customs document	Export Declaration Confirmation		
<input type="checkbox"/>	3100209850	0		xx	Customs document	Export Declaration		

Items per page: 5 | 89 Invoices | Page 1 / 18

[Download](#) [Send as email](#)

! 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.

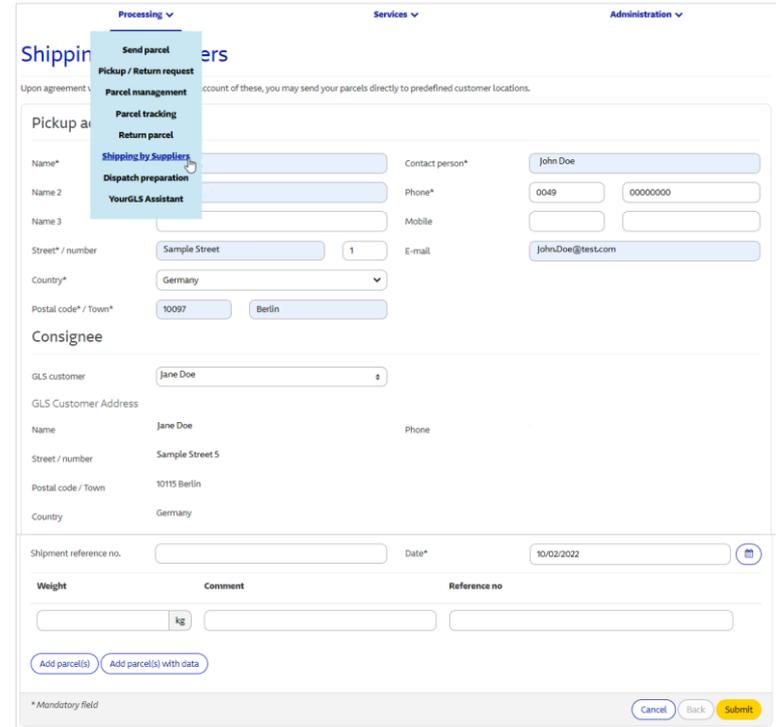
Enter the address and parcel details:

- 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](#).



The screenshot displays the GLS shipping management interface. At the top, there are navigation tabs for 'Processing', 'Services', and 'Administration'. The main heading is 'Shipping by Suppliers'. A dropdown menu is open, listing several options: 'Send parcel', 'Pickup / Return request', 'Parcel management', 'Parcel tracking', 'Return parcel', 'Shipping by Suppliers' (highlighted with a mouse cursor), 'Dispatch preparation', and 'Your GLS Assistant'. Below the menu, the 'Pickup address' section contains fields for Name*, Name 2, Name 3, Street* / number, Country* (set to Germany), and Postal code* / Town* (10097 Berlin). The 'Consignee' section includes a dropdown for 'GLS customer' (Jane Doe) and fields for 'GLS Customer Address' (Name, Street / number, Postal code / Town, Country). At the bottom, there are fields for 'Shipment reference no.', 'Date*' (10/02/2022), 'Weight' (kg), and 'Reference no.'. Two buttons at the bottom are labeled 'Add parcel(s)' and 'Add parcel(s) with data'. A footer note states '*Mandatory field' and includes 'Cancel', 'Back', and 'Submit' buttons.

Sending parcels for suppliers – Step 2

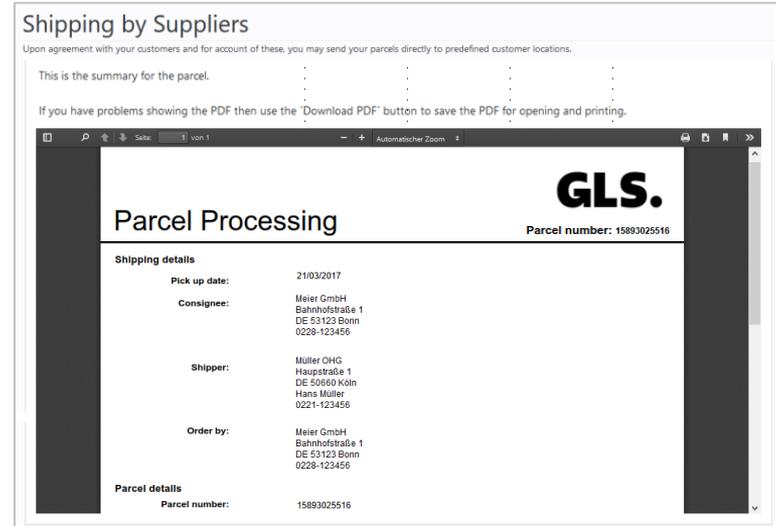
The supplier can now print and save the summary of his order. With "Print preview" setting

- 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.