



Business Portal „YourGLS“

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YourGLS at a glance



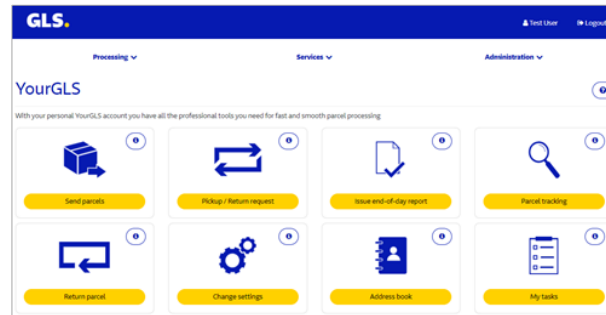
YourGLS at a glance

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**

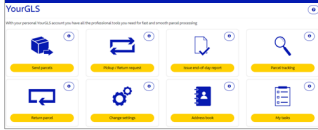
Manage your shipping easily online.
You don't need any additional software.

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

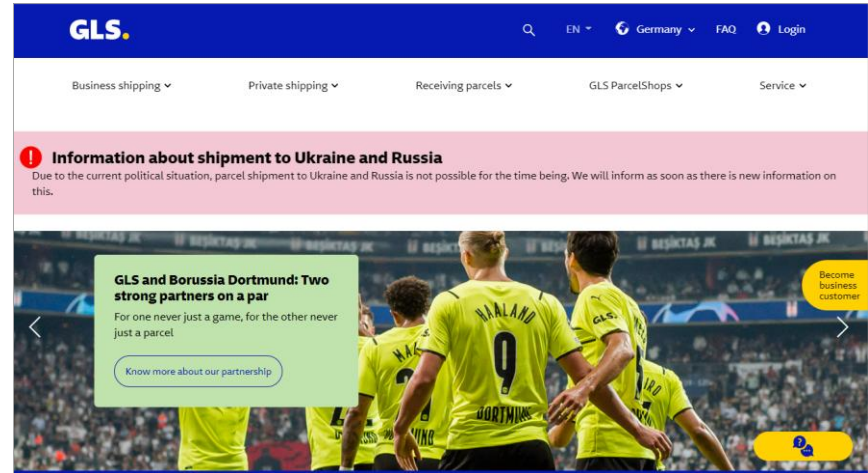
Registration

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](https://www.gls-pakete.de)

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):



The diagram illustrates the user flow from the login page to the password change page. On the left, the login page shows a language selector (English (International)), the YourGLS logo, a sign-in prompt, a username field (John Doe), a remember me checkbox, and a yellow Log In button. A blue arrow points to the right, where the password change page is shown. This page includes a back arrow, the same language selector, the YourGLS logo, a personalized greeting (Hello, John Doe), a password field, a forgot password link, a yellow Log In button, and a link to try another way.



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.

The image displays three screenshots of the YourGLS web interface. The top-left screenshot shows the 'Forgot Your Password?' page, which includes a 'Back to Login' link, a language selector for 'English (International)', a text input field for the username, a yellow 'Submit' button, and a message stating 'Enter your username and we will send you instructions on how to create a new password.' The top-right screenshot shows the 'Sign in to your account' page, featuring a language selector for 'English (International)', a green notification box stating 'You should receive an email shortly with further instructions.', a text input field, a 'Remember me' checkbox, and a yellow 'Log In' button. The bottom screenshot shows an email template with the GLS logo at the top, followed by a personalized greeting 'Hello Name!', a message about a requested password change, a blue 'Link to reset credentials' hyperlink, a 15-minute expiration warning, and a note to ignore the message if not the intended recipient. The GLS logo is also present at the bottom of the email template.

YourGLS registration

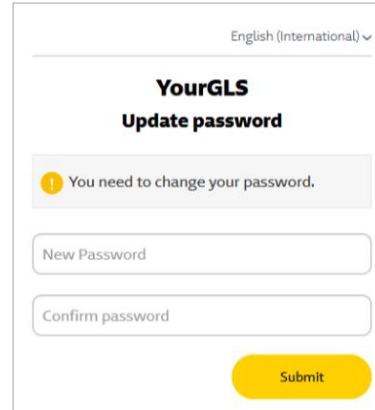
Forgot password? II

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) ▾

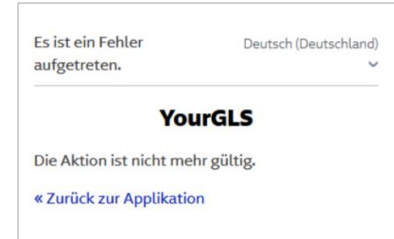
YourGLS
Update password

! You need to change your password.

New Password

Confirm password

Submit



Deutsch (Deutschland) ▾

YourGLS

Es ist ein Fehler aufgetreten.

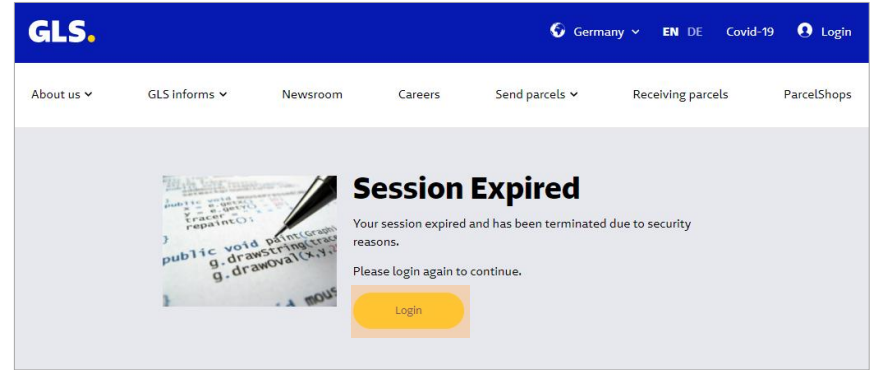
Die Aktion ist nicht mehr gültig.

[« 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

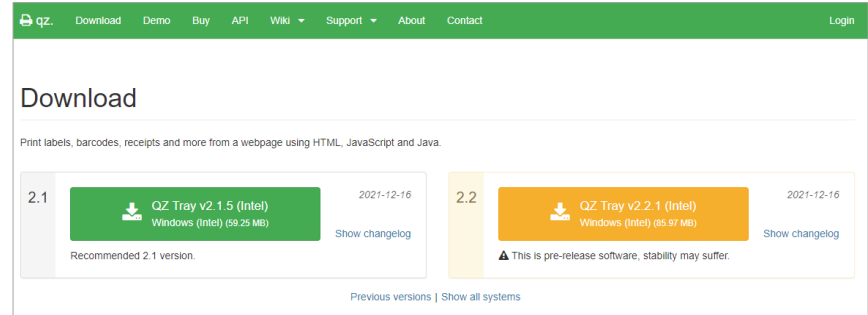


General notes

- 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/>

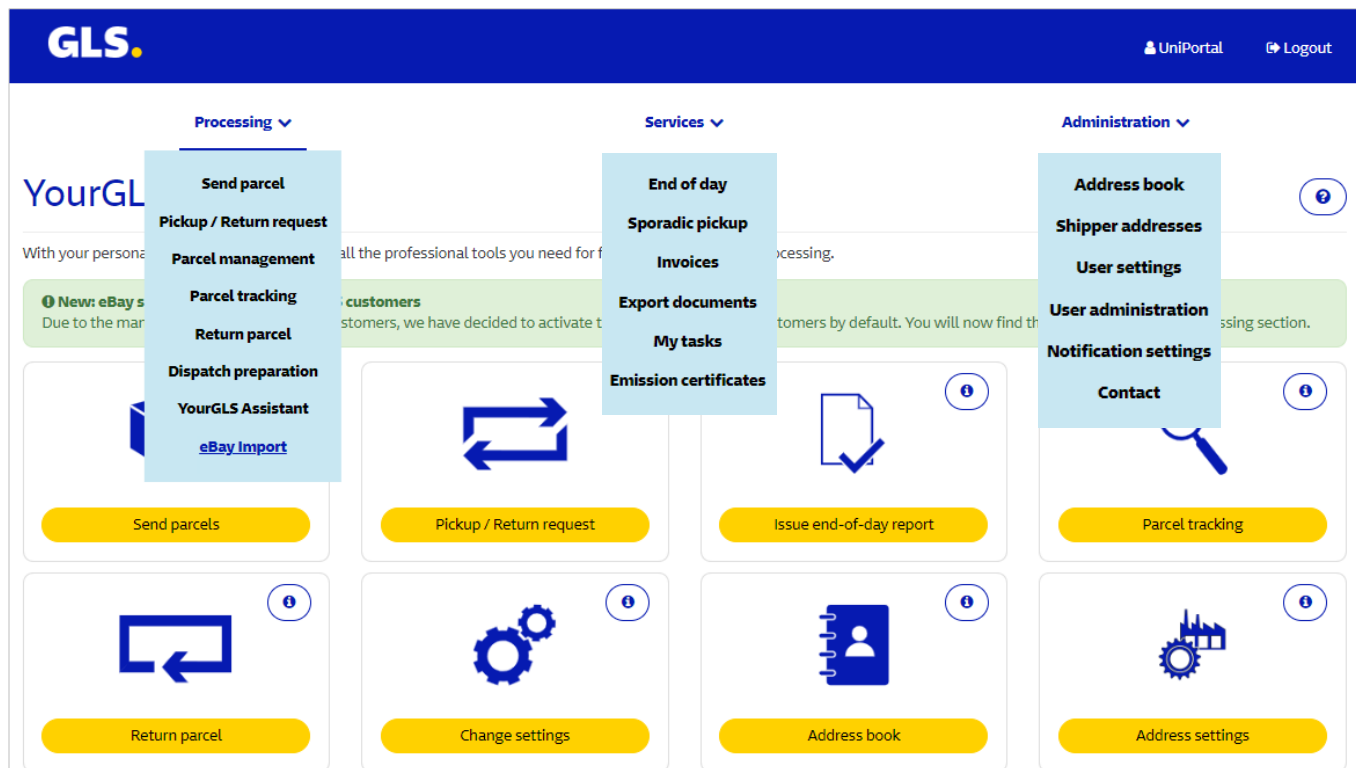
<https://qz.io/wiki/faq#java-versions>



Overview of the YourGLS features



Overview of the YourGLS features



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

User administration



User administration

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

Search for and/or add users

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

User administration

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	All users
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	English
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.

The screenshot shows the 'User administration' interface with the 'User name' tab selected. The form contains the following fields and options:

- Account Type:** A dropdown menu with 'Sub-account' selected and a checkmark.
- User name:** A text field containing 'Sub-account'.
- First name:** A text field containing 'Doe'.
- Last name:** A text field containing 'John.Doe@sample.com'.
- E-mail:** A text field containing 'Doe'.
- Language:** A dropdown menu with 'English' selected.
- Status:** Radio buttons for 'Active' (selected) and 'Inactive'.
- New password:** A text field with a strength indicator.
- Confirm new password:** A text field.

At the bottom, there is a note: '* Mandatory field' and two buttons: 'Cancel' and '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.

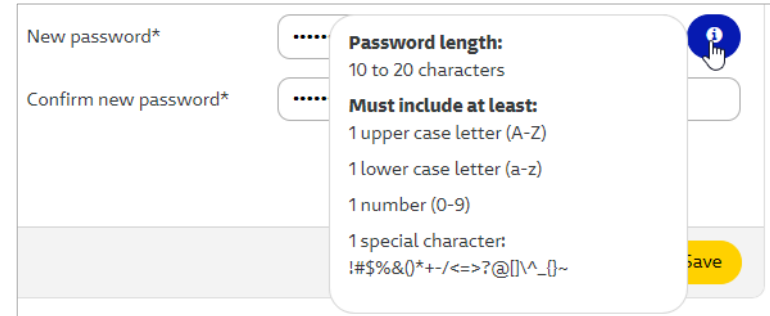
A **separate activation** is **required** to use this function!
Please contact your GLS sales department.

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 web form for creating a new user. It has two input fields: "New password*" and "Confirm new password*", both with masked text (dots). To the right of the "New password*" field is a blue circular "Info" button. A tooltip is displayed over this button, listing the password requirements. At the bottom right of the form is a yellow "Save" button.

New password* Password length:
10 to 20 characters

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

Save

- ! **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.

☒ End of day, Sporadic pickup
☐ YourGLS Assistant
☒ Send parcel, Pickup / Return request, Return parcel
☐ Parcel management
☐ Shipper addresses
☒ Address book
☒ Parcel tracking
☒ Invoices
☐ Notification settings
☒ Export documents
☐ My tasks, Notification settings
☐ User administration
☐ Dispatch preparation
☐ User settings

[Add all](#) [Remove all](#)

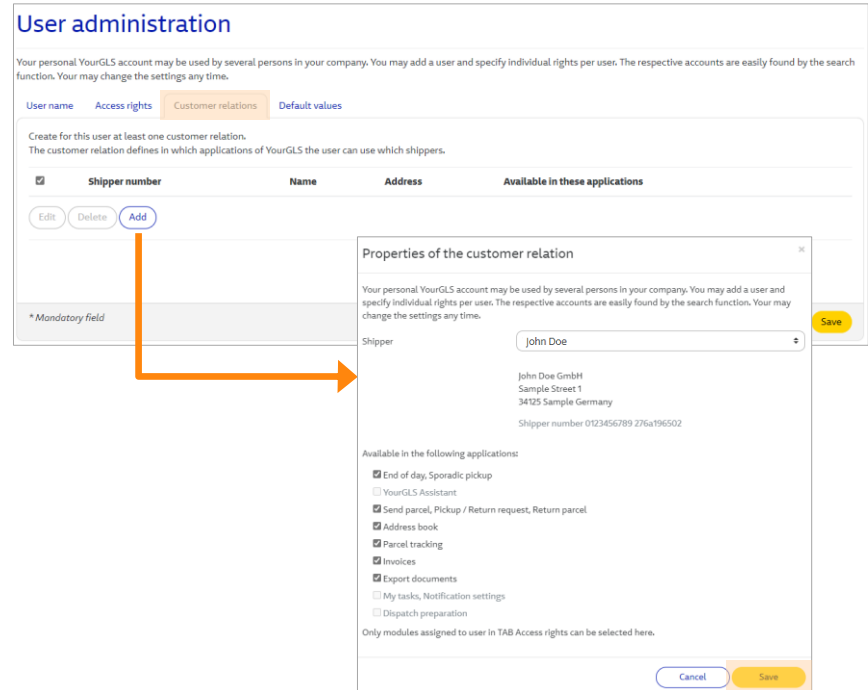
* Mandatory field

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

User administration – Customer relations

"Customer relations" tab

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



User administration

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

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

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

☒	Shipper number	Name	Address	Available in these applications
Edit	Delete	Add		
* Mandatory field				

Properties of the customer relation

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

Shipper:

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

Available in the following applications:

- ☒ End of day, Sporadic pickup
- ☐ YourGLS Assistant
- ☒ Send parcel, Pickup / Return request, Return parcel
- ☒ Address book
- ☒ Parcel tracking
- ☒ Invoices
- ☒ Export documents
- ☐ My tasks, Notification settings
- ☐ Dispatch preparation

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

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:

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

☐	User name	Type	First name	Last name	Status	E-mail
☐	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

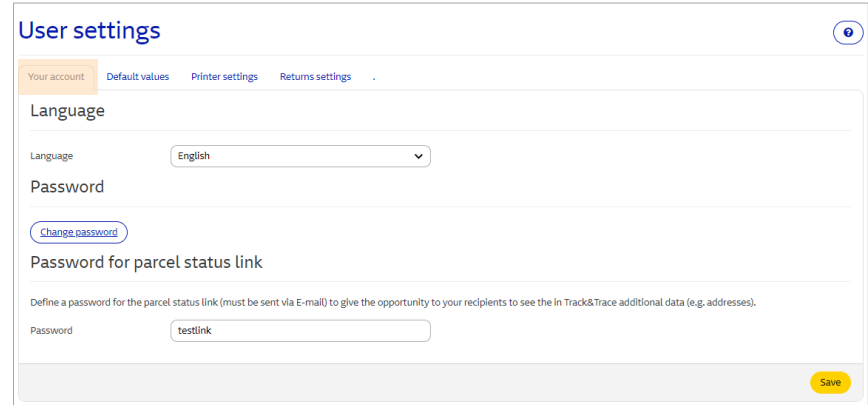


User settings – Your account

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 language dropdown set to 'English', a password field with a 'change password' link, and a 'Password for parcel status link' section with a text input containing 'testlink' and a 'Save' button.

User settings

Your account Default values Printer settings Returns settings

Language

Language English

Password

[change password](#)

Password for parcel status link

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).

Password testlink

Save



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

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 ⓘ

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

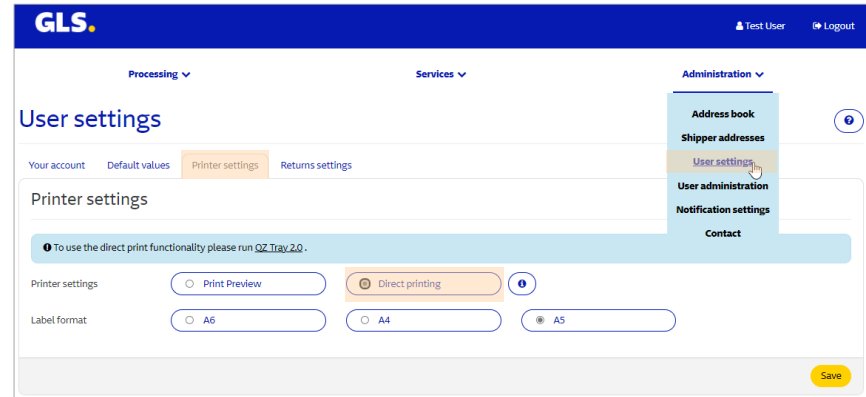


Direct printing with QZ Tray

- 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.

The screenshot shows the 'User settings' interface with the 'Returns settings' tab selected. At the top, a green banner indicates 'Settings were updated successfully!'. Below this, a navigation bar includes 'Your account', 'Default values', 'Printer settings', and the active 'Returns settings' tab. The main section is titled 'Customization' and contains the following elements:

- Please upload your company logo:** Includes 'Select image' and 'Remove image' buttons.
- Please enter the display name of your company:** A text input field containing 'John Doe'.
- Consignee self-service link:** This section includes:
 - Return address:** A dropdown menu showing 'John Doe'.
 - URL Key:** A text input field containing 'https://qs-gls-group.eu/app/se'.
 - Self-service link:** A large orange box displaying a long, complex URL: 'https://qs-gls-group.eu/return/your/package/7399b1138a157f9809293942f27b0b643bf478013528c822514e713793a142297f1e186c4cad3da83640f8bc4c0f7a7bf878acbc80152105a1e4558855628d149be62a05b546d2d94eb13c5c737463'.

A 'Save' button is located at the bottom right of the form.

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

Test User

Consignee information of return parcels

Name Contact Name

Name2 Phone

Name3

Street Number 1

Country

Postal Code/City 34225

Consignor information of return parcels

Name * Contact Name

Name2 Phone

Name3 Mobile

Street * Number Email

Country *

Postal Code * City *

Shipment reference no.

[Next](#) [Continue](#)

* 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.

Informationen zur GLS-Online-Service-Adresse
GLS-Shop-Adresse

R68 1 DE 352

375 **04125 ZITUNWIND** **SEP**



GLS.

DE 000 von 00000000 1.00 KG 000000 000000 000000

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.de](#)

Test

Test 1

DE 000 00000000 000000 000000 000000

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:

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:

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

John Doe

Shipper number

0123456789 276a196502

Consignee

Country

All countries

Consignee ID

Postal code

Match code

Add

Import

Delete all

Reset

Search

Consignee addresses

2 Address(es)

☐	Consignee ID	Consignee	Match code	Country	Postal code	Shipper ID
☐	123	Jane Doe		DE	10097 Berlin	0123456789 276a196502
☐	456	James Doe		DE	27470 Cuxhaven	0123456789 276a196502

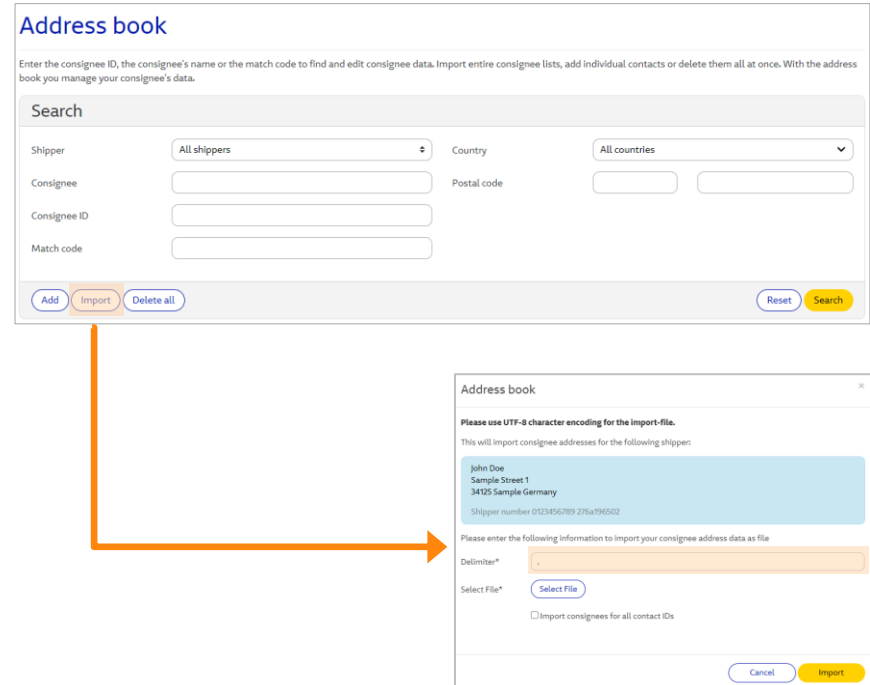
Delete

Edit

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: All shippers Country: All countries

Consignee: Postal code:

Consignee ID:

Match code:

Add Import Delete all **Reset Search**

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 276a79d502

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

Delimiter*

Select File*

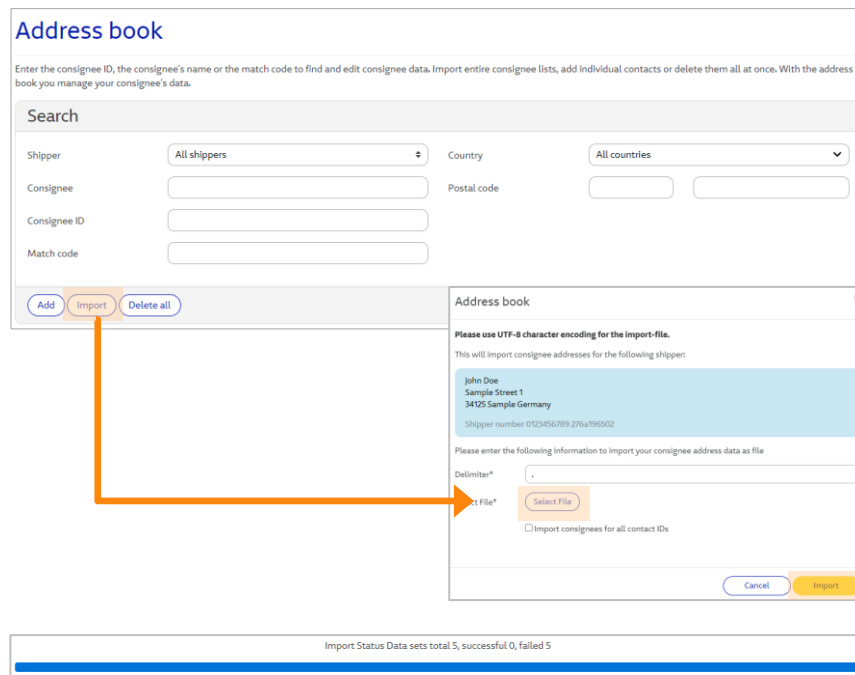
☐ Import consignees for all contact IDs

Cancel Import

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: 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 276a796502

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

Delimiter*:
File*:

☐ Import consignees for all contact IDs

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]

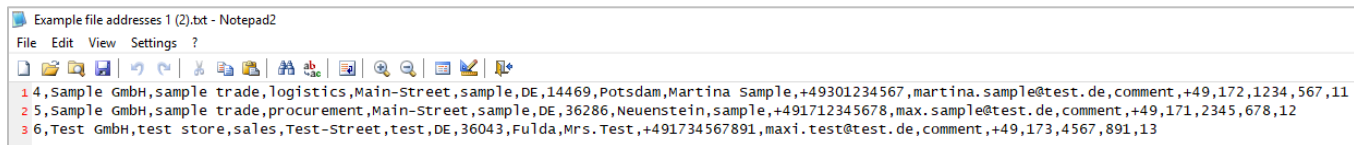
3) For Ireland, enter the Eircode (postal code in Ireland), the routing key (first three alphanumeric characters of the Eircode) or the location. The Eircode consists of a three-digit routing key and a unique identifier consisting of 4 alphanumeric characters.

Address book – Import Consignee Addresses (4/4)

Examples of imported files:

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

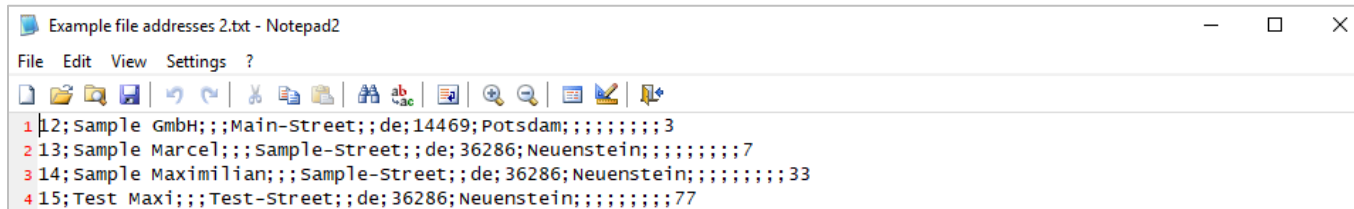
4,Sample GmbH,sample trade,logistics,Main-Street,sample,DE,14469,Potsdam,Martina
Sample,+49301234567,martina.sample@test.de,comment,+49,172,1234,567,11



```
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 consignee. 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

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

☐	Address ID	Name	Street	Postal code	Town	Country
☒	276a166uol	John Doe	Sample Street	66740	Saarlouis	DE
☐	276a166uol	John Doe	Sample Street	10439	Berlin	DE
☐	276a166uolK	John Doe	Sample Street	60311	Frankfurt	DE
☐	276a166uol	John Doe	Sample Street	29095	Hamburg	DE

[Delete](#) [Edit](#) [Add](#)



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: 123

Name*: John Doe GmbH

Name 2:

Name 3:

Street* / number: Sample 2

Country*: Germany

Postal code* / Town*: 66740 Saarlouis

Contact person:

Phone:

Mobile:

E-mail:

☒ Save consignee information in address book

Shipper address

Shipper: John Doe

Address: Address of shipper

Shipper number 0123456789 276a196502

John Doe
Sample Street 10
34125 Sample Germany

* Mandatory field

Choose address

Name, Address, ...

Match code ...

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
Consignee

John Doe, Sample Street 1, 34125 Sample
John Doe GmbH, Sample 2, 66740 Saarlouis

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*

07/03/2022

Shipment reference no.

Receiver information for DepositService parcels

Contact person

Jane Doe

Place of deposit*

Mailbox

7/100

Weight*

3

kg

Comment

Reference no

123

+

×

Add parcel(s)

Add parcel(s) with data

* Mandatory field

** One of it is mandatory field

Cancel

Back

Add to Dispatch preparation

Finish

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 85493598569
Shipping date 07.03.2022
Weight 3.00 KG
Consignment 001/001

GLS Location/Station DE 860 WWW
Routing date RTG 07032022

DEPOSITSERVICE

Jane Doe
Mallbox

John Doe GmbH

Sample 2
DE - 66740 Saarouis

Contact
Phone
Email
Ref. No

123

Informationen zur GLS-Datenschutzrichtlinie unter
gls-group.eu/dataprotection

6 DE 662

2023 66740 ZTC39HOP S

DE 860 WWW 2023-03-07 3.00 KG 001/001 RTG 07032022

DEPOSITSERVICE

Jane Doe
Mallbox

John Doe GmbH

Sample 2
DE - 66740 Saarouis

Contact
Phone
Email
Ref. No

123

Informationen zur GLS-Datenschutzrichtlinie unter
gls-group.eu/dataprotection

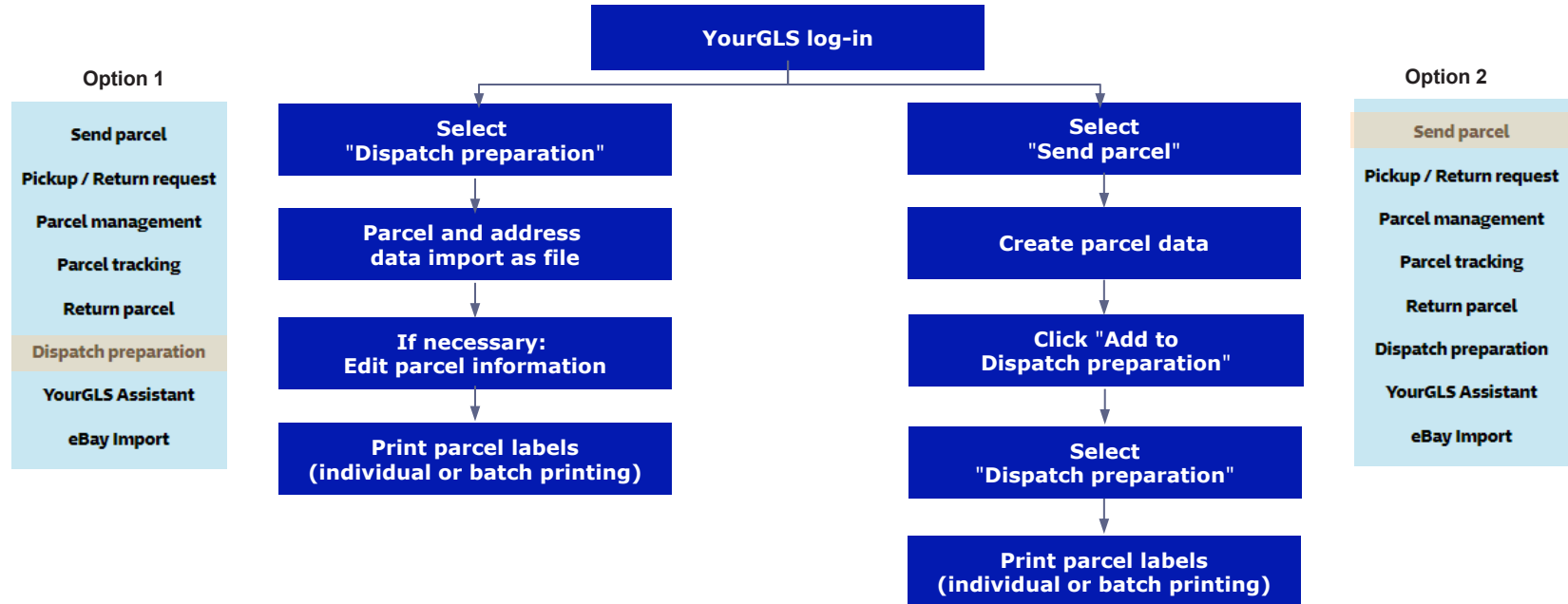
Download PDF New order

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)

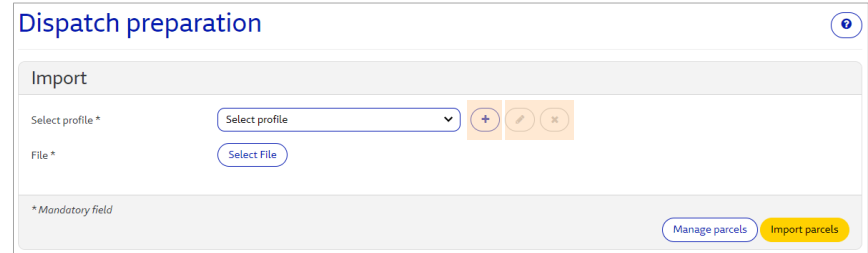
Select **"Processing"** ⇒ **"Dispatch preparation"** and then click on **"Import parcels"**.

The screenshot displays the 'Dispatch preparation' interface in the GLS system. A dropdown menu is open under the 'Processing' tab, with 'Dispatch preparation' selected. The main form includes search filters for Shipper, Shipper Id (276a196502), Delivery country (es), Reference no, Show (All), Date from/to, Delivery name, Subject, and Limit results (50). Below the filters is a 'Parcel overview' table with columns: Print order, Reference no, Date, Shipper, Delivery name, Delivery address, Subject, Product, Service, and State. The table currently shows 0 parcels. At the bottom right is an '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, both marked with an asterisk (*). The first field, "Select profile *", is a dropdown menu with the text "Select profile" and a downward arrow, followed by three orange icons: a plus sign (+), a pencil (✎), and a cross (✕). The second field, "File *", is a button labeled "Select File". At the bottom left of the "Import" section is a note: "* Mandatory field". At the bottom right are two buttons: "Manage parcels" and "Import parcels".

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

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

Enter the data for the profile:

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

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

The screenshot shows a web form titled 'File'. It contains the following fields: 'Profile Name *' with a text input containing 'Profil 1'; a sub-header 'Please enter the following information to import your parcels data as file'; 'File type' with a dropdown menu set to 'Excel'; 'Sheet *' with a text input containing 'Test'; and a checkbox 'Ignore the first' followed by a text input '1' and the label 'line(s)'.

The screenshot shows a web form titled 'File'. It contains the following fields: 'Profile Name *' with a text input containing 'Profil 1'; a sub-header 'Please enter the following information to import your parcels data as file'; 'File type' with a dropdown menu set to 'Tabular data'; 'Delimiter *' with a text input containing a comma ','; 'Format' with a dropdown menu set to 'Auto detected'; 'Text qualifier' with an empty text input; and a checkbox 'Ignore the first' followed by a text input '1' and the label '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

John Doe

Shipper number 0123456789 276a196502

☐ The shipper will be set via mapping.

Address

Address of shipper

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 *		
Customer ID *		

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

Enter the data for the profile:

- Delivery address

! In the import file, the following formats are possible for "country", for example for "Germany" :

- Germany
- DE
- D
- 276

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

Delivery address		
Please enter the field position for your delivery address:		
	Position (Position starts on 1)	Fixed value
Name *		
Name 2		
Name 3		
Street *		
Number		
Postal code *		
Town *		
Country *		
Contact person		
Phone		
Mobile		
E-mail		

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

Enter the data for the profile:

- Parcel data

Click on **"Save"**.

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

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

Parcel data	
Please enter the field position for your parcel data.	
Position (Position starts on 1)	Fixed value
Amount of parcels	
Weight (kg) *	
Parcel references	
Shipment reference no.	
Date	
Incoterm	
Subject	
Cash amount	
Cash ref. no	

* 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).

Dispatch preparation

Import

Select profile *

Select profile

+

File *

Select File

* Mandatory field

Manage parcels

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

All shippers

Date from

Shipper id

Date to

Delivery country

All countries

Delivery name

Reference no

Subject

Show

All

Limit results

50

Reset

Search

Parcel overview

☒	Print order	Reference no	Date	Shipper	Delivery name	Delivery address	Subject	Product	Service	State
☒	1			0123456789 276a196502 Test	John Doe	DE - 66111 Saarbruecken		BP		
☒	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' links on the right. Below the header, there are three main navigation tabs: 'Processing' (selected), 'Services', and 'Administration'. The 'Processing' tab is expanded, showing a dropdown menu with the following 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'. The main content area of the 'Processing' tab contains a grid of eight yellow buttons, each with an icon and a label: 'Send parcels' (with a blue arrow icon), 'Pickup / Return request' (with a blue double arrow icon), 'Issue end-of-day report' (with a blue document icon), 'Parcel tracking' (with a blue magnifying glass icon), 'Return parcel' (with a blue arrow icon), 'Change settings' (with a blue gear icon), 'Address book' (with a blue book icon), and 'Address settings' (with a blue gear and building icon). A green banner at the top of the main content area contains a message about the activation of the eBay feature for all customers by default.

GLS. UniPortal Logout

Processing Services Administration

YourGLS

Send parcel

Pickup / Return request

Parcel management

Parcel tracking

Return parcel

Dispatch preparation

YourGLS Assistant

eBay Import

With your personal account, you have access to all the professional tools you need for fast and smooth parcel processing.

New: eBay sales
Due to the market conditions, we have decided to activate the eBay feature for all customers by default. You will now find the eBay import in the processing section.

Send parcels

Pickup / Return request

Issue end-of-day report

Parcel tracking

Return parcel

Change settings

Address book

Address settings

Dispatch preparation – Option 2:

Create parcel information via "Send parcel"(2/3)

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



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

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

Send parcel (Step 2/2)

Shipper
Consignee

John Doe GmbH, Sample Street 1, 34125 Sample
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*

07/03/2022

Shipment reference no.

Receiver information for DepositService parcels

Contact person

Place of deposit*

Mailbox

Weight*

3

kg

Comment

Reference no

123

Add parcel(s)

Add parcel(s) with data

* Mandatory field

** One of it is mandatory field

Cancel

Back

Add to Dispatch preparation

Finish

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.

Processing ▾ Services ▾ Administration ▾

Dispatch preparation

Search

Shipper Date from

Shipper Id Date to

Delivery country Delivery name

Reference no Subject

Show Limit results

Reset Search

Parcel overview

Print order	Reference no	Date	Shipper	Delivery name	Delivery address	Subject	Product	Service	State
☒	1		0123456789 276a196502 Test	John Doe	DE - 66111 Saalbruecken		BP		
☒	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 – 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 										
☐	Print order	Reference no	Date	Shipper	Delivery name	Delivery address	Subject	Product	Service	State
☒	1			0123456789 276a196502 Test	John Doe	DE - 66111 Saabruicken		BP		
☐	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										



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

☐

Print order

Reference no

Date

Shipper

Delivery name

Delivery address

Subject

Product

Service

State

☒

1

0123456789 276a196502

John Doe

DE - 66111 Saabroecken

BP

Test

☒

2

0123456789 276a196502

Jane Doe

DE - 36286 Neuenstein

BP

Test

☐

3

0123456789 276a196502

Jake Doe

DE - 60311 Frankfurt

BP

Test

3 Parcels

Download label(s)

Print label(s)

Generate label(s)

Delete

Update

Import parcels

Dispatch preparation – Download/print parcel labels

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

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

Parcel overview										
☐	Print order	Reference no	Date	Shipper	Delivery name	Delivery address	Subject	Product	Service	State
☒	1			0123456789 276a196502 Test	John Doe	DE - 66111 Saabruicken		BP		
☒	2			0123456789 276a196502 Test	Jane Doe	DE - 36286 Neuenstein		BP		
☐	3			0123456789 276a196502 Test	Jake Doe	DE - 60311 Frankfurt		BP		
3 Parcels										
Download label(s) Print label(s) Generate label(s) Delete Update Import 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.

The screenshot shows the GLS YourGLS web interface. At the top is a blue header with the GLS logo, user information (TEST, 123456789, 123456789), and a Logout button. Below the header are three tabs: Processing, Services, and Administration. The Processing tab is active, and a dropdown menu is open showing options: Send parcel, Pickup / Return request, Parcel management, Parcel tracking, Return parcel, Dispatch preparation, YourGLS Assistant, and eBay Import. The eBay Import option is highlighted. The main content area shows the eBay Import section with a description: 'With eBay Import you can retrieve address data from open eBay orders and use it to create parcel labels. The parcel number is then automatically transferred to eBay. Note: Updating orders takes 60 minutes.' Below this is a 'Disconnect' button. A search bar is present with a 'Search' button. Below the search bar are two input fields: 'Date range' with a date range of '15/12/2022 - 29/12/2022' and a calendar icon, and 'Order Number' with a text input field and a magnifying glass icon. At the bottom right are 'Reset' and 'Search' buttons.

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.

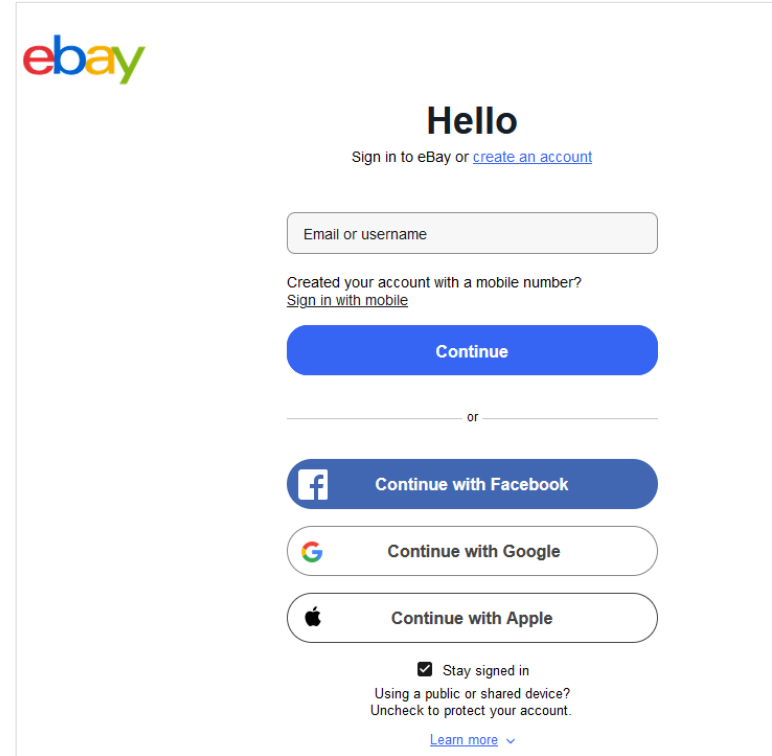
The screenshot shows the top navigation bar with 'Processing', 'Services', and 'Administration' tabs. The 'Processing' dropdown menu is open, displaying options: 'Send parcel', 'Pickup / Return request', 'Parcel management', 'Parcel tracking', 'Return parcel', 'Dispatch preparation', 'YourGLS Assistant', and 'eBay Import'. The 'eBay Import' option is highlighted. Below the menu, there is a search bar and a 'Disconnect' button. The main content area contains a 'Date range' field with '15/12/2022 - 29/12/2022' and a calendar icon, and an 'Order Number' field with a search icon. At the bottom right, there are 'Reset' and 'Search' buttons.

The screenshot shows the 'eBay Import' configuration page. It has the same top navigation bar. The main heading is 'eBay Import'. Below it, there is a description: '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.' and a note: 'Note: Updating on the eBay side can take up to 60 minutes.' In the center, there is a large yellow 'Authorize YourGLS' button. At the bottom, there is a checkbox labeled 'Connect automatically' which is checked.

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. The main heading is "Hello". Below it, the text "Sign in to eBay or [create an account](#)" is displayed. There is a text input field labeled "Email or username". Below this field, the text "Created your account with a mobile number?" is shown, 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 section from the social login options. There are three social login buttons: "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, the text "Using a public or shared device? Uncheck to protect your account." is displayed. At the very bottom, there is 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:

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 - 36206 Neuenstein	Send Parcel

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

eBay send parcel (1/3)

- With a click on "Send parcel" of an order, the address data are automatically transferred to the corresponding fields of the parcel shipping.

In addition to the address data, the E-mail address from eBay is also transferred. The eBay order and item numbers are displayed in the upper area (blue) for orientation.

- Click "Next" to go to the next page.

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

eBay Order 83019584979 Item [2] 698020 (7x), 727616 (5x)

Shipper address

Shipper: Shipper number:

Address:

Consignee address

Consignee ID:

Name*:

Name 2:

Name 3:

Street* / number:

Country*:

Postal code* / Town*:

Contact person:

Phone:

Mobile:

E-mail:

☒ Save consignee information in address book

* Mandatory field

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
Consignee
eBay

GLS - GLS Logistik Service GmbH (Reg. 4900) Name
Name 1, Street 1, 10100 Berlin
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*

Comment

Reference no

4

kg

+

x

Add parcel(s)

Add parcel(s) with data

* Mandatory field

** One of it is mandatory field

Cancel

Back

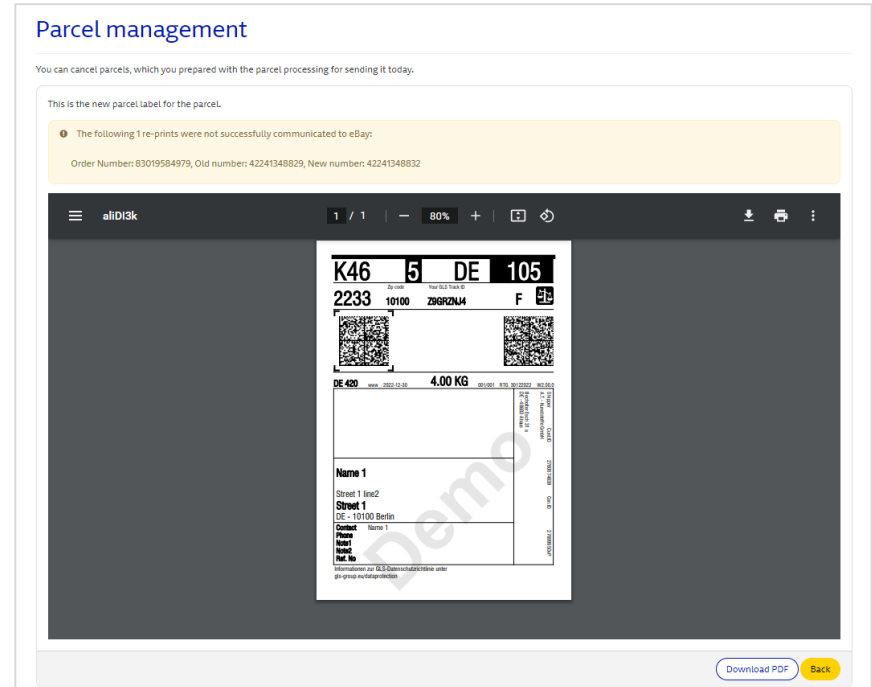
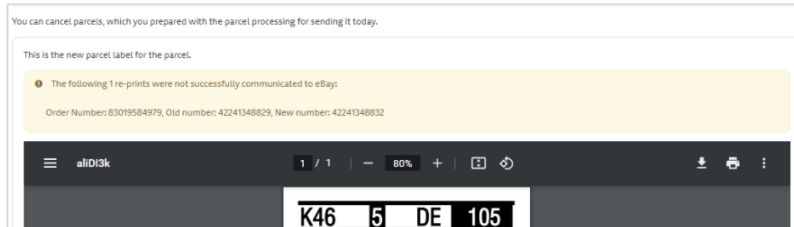
Finish

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

All shippers

Country

All countries

Parcel numbers / Track IDs

Postal code / Town

berlin

Consignee ID

Creation date*

30/12/2022

Consignee

* Mandatory field

Reset

Search

Parcel overview

	Parcel numbers / Track IDs	Shipper	Weight (kg)	Country	Postal code	Town	Consignee
☐	42241348828 - eBay	A.T.- Kunststoffe GmbH	1,00	Germany	10100	Berlin	Name 1
☒	42241348829 - eBay	A.T.- Kunststoffe GmbH	4,00	Germany	10100	Berlin	Name 1
☐	42241348830 - eBay	A.T.- Kunststoffe GmbH	4,00	Germany	10100	Berlin	Name 1
☐	42241348831 - eBay	A.T.- Kunststoffe GmbH	1,00	Germany	10100	Berlin	Name 1

Cancel parcel(s)

Reprint parcel label(s)

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GLS.

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.

Parcel management

You can cancel parcels, which you prepared with the parcel processing for sending it today.

This is the new parcel label for the parcel.

The following 1 re-prints were not successfully communicated to eBay:

Order Number: 83019584979, Old number: 42241348829, New number: 42241348832

Parcel management

Note: You still have to cancel it manually on eBay

You have selected a parcel with the parcel number 42241348830 for cancelling.

Are you sure that you want to cancel this parcel?

No, thanks

Yes

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 pick up request to your responsible depot, just enter the address of the ender and the number of parcels to be collected. Pickups may preadvise 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-advise by 11 pm at the latest.

Pickup address	John Doe		John Doe GmbH Sample Street 1 34125 Sample Germany Shipper number 0123456789 276a196502
Pickup date *	09/03/2022		
Amount of parcels *	2		
Note			

[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 pick up request to your responsible depot. Just enter the address of the ender and the number of parcels to be collected. Pickups may preadvise 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-advise by 11 pm at the latest.

☐	Created on	Pickup address	Pickup date	Amount of parcels	Note
☐	17/03/2022 01:00	James Doe, Sample Street 10, 37276, Germany	17/03/2022	1	
☐	17/03/2022 01:00	Sample GmbH, Sample Street 1, 10236, Germany	17/03/2022	6	

Cancel selected order(s)New sporadic pickup request



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	☐ 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 276x19K002
		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	☒ 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.

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* 09/03/2022 📅 Shipment reference no.

Weight	Comment	Reference no
3 kg		 + ×
5 kg		 + ×

Add parcel(s) Add parcel(s) with data

* Mandatory field

Cancel Back Submit

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 requests

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

Your order has been executed. Parcel number(s): 85894293481, 85894293482

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

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

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:	ZTPTREX
Product:	BusinessParcel
Service:	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 the 'Return parcels' interface. At the top, it says 'Using the ShopReturnService you may here create return labels for your consignees.' Below this is a section for 'Consignee information of return parcels' with a button 'Use shippers default address'. The form fields for the consignee are: Shipper (John Doe), Shipper number (0123456789 276a190302), Contact person (empty), Name* (John Doe), Name 2 (empty), Name 3 (empty), Street* / number (Sample Street, 1), Country* (Germany), and Postal code* / Town* (66740, Saarlouis). Below this is a section for 'Consignor information of return parcels'. The form fields for the consignor are: Consignee ID (123), Contact person* (empty), Name* (Jane Doe), Name 2 (empty), Name 3 (empty), Street* / number (Sample Street, 2), Country* (Germany), Postal code* / Town* (10097, Berlin), and Shipment reference no. (empty). There is a checkbox 'Save pickup address in address book' and a 'Reference no.' field. At the bottom, there is a list of parcels with a button 'Add parcel(s)' and a footer with '* Mandatory field', 'Reset', and 'Finish' buttons.

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.

The screenshot displays the ShopReturnService interface with two return labels. The left label, titled "copy for sender", and the right label, titled "NST 6 DE 662", both contain the following information:

- Your GLS Track ID:** ZTGHW3NP
- Parcel number:** 85760033869
- Shipping date:** 09.03.2022
- Weight:** 1.00 KG
- Consignment:** 001/001
- GLS Location/Station:** DE 100
- Routing date:** RTG 08032022
- 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.de
- Contact:** John Doe
- Address:** Sample Street 1, DE - 66740 Saarouis
- Information:** Informationen zur GLS-Datenschutzrichtlinie unter gl-group.eu/dataprotection

At the bottom of the interface, there are four buttons: "Send as email with attachment", "Send as email with link", "Download PDF", and "New return".

Parcel management



Parcel management – Reprinting/Cancelling

Here you can reprint your parcel labels or cancel parcels.

Enter your search criteria and select "Search".

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



You can only cancel parcel labels **before the daily closure "end of day"!**

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



Black = Default display

Green = Parcel label was reprinted (status appears when you click on "Reprint parcel label(s)" and click on "Back" in the parcel label display)

Red = Parcel label was cancelled (status appears when you click on "Cancel parcel(s)" or after reprinting and re-running the search, as the original parcel is cancelled after reprinting)

Blue = Reprint/Cancellation not possible

Parcel management

Search

Shipper: All shippers Country: All countries

Parcel numbers / Track IDs: Postal code / Town:

Consignee ID: Creation date*: 08/03/2022

Consignee:

* Mandatory field

Reset Search

Parcel overview

☐	Parcel numbers / Track IDs	Shipper	Weight (kg)	Country	Postal code	Town	Consignee
☐	85493598572	Test	1.00	Germany	66111	Saarbruecken	John Doe
☐	85493598573	Test	10.00	Germany	36286	Neuenstein	Jane Doe
☒	85760033669	Test	1.00	Germany	66740	Saarlouis	John Doe
☐	85804203481	Test	0.00	Germany	66740	Saarlouis	John Doe
☐	85804203482	Test	0.00	Germany	66740	Saarlouis	John Doe

Cancel parcel(s) Reprint parcel label(s)

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

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

Configure daily report

Date*

08/03/2022

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.

04/03/2022 - 17/03/2022 📅

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

☐ Show all ☒ Open ☐ Done

- 3 Sorting: Use the arrow on the column label

Created ▾

- 4 Filter option: Enter the parameter

Created ▾ Subject
⌵ Address

My tasks – Overview start screen (2/10)

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

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

☐ 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		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

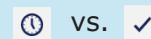
Options for multiple parcels

☐ 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.

20.03.2022 VS. 21/03/2022

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	
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	
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	

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

Due date: 21/03/2022

Category: Delivery problems

Status: Open

Internal status: <No status>

Shipper Id: 0123456789 276a196502

Customer reference: 6

Parcel number: 85493598579

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 Team16/03/2022 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:

NameSample GmbH

StreetSample Street

House no.115

Zip Code27499

CityHamburg

CountryDE

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".

Options for multiple parcels

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

☐ Show all ☒ Open ☐ Done

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
☐				3 Selected		
☒	Address problem: Consignee unknown / moved	Test Test 1 DE 34125 Test	Sample GmbH Sample Street 115 DE 27499 Hamburg	6	85493598579	<No status>
☒	Address problem: P.O. Box	Test Test 1 DE 34125 Test	Jane Doe Sample Street 15 DE 15228 Frankfurt	3	85493598576	<No status>
☒	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

☐ Subject	Shipper address	Consignee address	Customer ref.
☐			3 Selected ▾
☒ Address problem: Consignee unknown / moved	Test Test 1 DE 34125 Test	Sample GmbH Sample Street 115 DE 27499 Hamburg	6
☒ 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

Shipper

All shippers

Shipper id

Reset

Search

Parcel overview

3 Parcels

☐ Parcel numbers / Track IDs	Date	Status	Addresses	Consignee
☐ 85493528520	07/03/2022	Preadvice	DE-10097 Berlin	Jane Doe
☐ 85493528569	07/03/2022	Preadvice	DE-66740 Saarlouis	John Doe GmbH
☐ 85493528571	07/03/2022	Preadvice	DE-66740 Saarlouis	John Doe

Proof of delivery

Export

Details

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GLS.

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 Saarbrücken	Parcel number:	85493598571
Shipper:	John Doe Sample Street 10 DE, 34125 Sample	Track ID	ZTC39H0R
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

☐	Period	Shipper	Document	Type
☒	2020-04-01 - 2020-04-30	John Doe	Track & Trace protocol	
☐	2020-01-01 - 2020-01-31	John Doe	Track & Trace protocol	
☐	2019-06-01 - 2019-06-30	John Doe	Track & Trace protocol	
☐	2019-06-01 - 2019-06-30	John Doe	Track & Trace protocol	
☐	2019-06-01 - 2019-06-30	John Doe	Track & Trace protocol	
☐	2018-08-01 - 2018-08-31	John Doe	Track & Trace protocol	
☐	2018-04-01 - 2018-04-30	John Doe	Track & Trace protocol	
☐	2018-03-01 - 2018-03-31	John Doe	Track & Trace protocol	
☐	2018-03-01 - 2018-03-31	John Doe	Track & Trace protocol	
☐	2018-03-01 - 2018-03-31	John Doe	Track & Trace protocol	
☐	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

☐	Period	Shipper	Document	Type
☐	2022-02-01 - 2022-02-28	GLS Germany Neuenstein	Export certificate	
☐	2020-09-01 - 2020-09-30	GLS Germany Neuenstein	Export certificate	
☐	2020-07-10 - 2020-07-10	John Doe	Export certificate	
☐	2020-07-10 - 2020-07-10	John Doe	Export certificate	
☐	2020-07-10 - 2020-07-10	John Doe	Export certificate	
☐	2020-07-10 - 2020-07-10	John Doe	Export certificate	

1

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

☐	Shippers	Shipper number	Type
☒	John Doe	2760311261 276a45e0IZ	

Salutation	First name	Last name*	E-mail*	PDF	Info-Mail	Delete
Mrs.				☒	☐	X

* Mandatory field

☐	John Doe	2760170489 276a148jYu	
☐	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

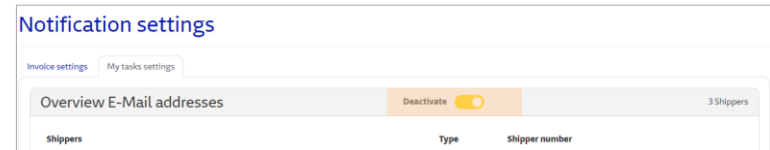
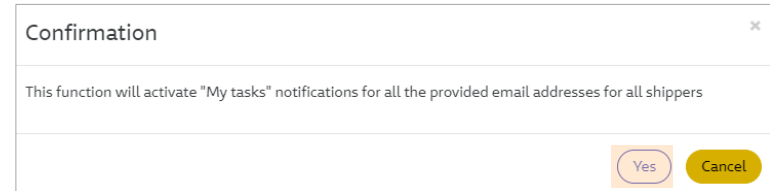
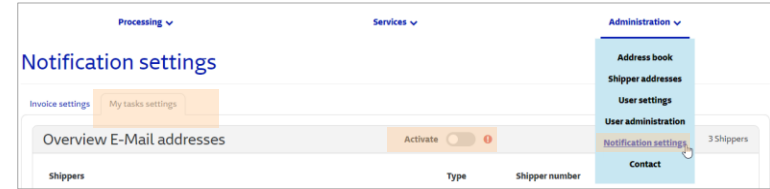
This email is an automated notification. Please do not reply to this email.
General Logistics Systems Germany GmbH & Co. OHG, GLS Germany-Straße 1-7, 36286 Neuenstein, Registered office: Neuenstein, Register court: District Court of Bad Hersfeld HRA 863, General partners: - GLS Beteiligungs GmbH, Registered 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 276a45e012
Add E-mail * Mandatory field		
John Doe		2760170489 276a1481Yu
John Doe		0123456789 276a196502

Cancel

Save Settings

Notification settings

Invoice settings | My tasks settings

Overview E-Mail addresses Deactivate ☒ 3 Shippers

Shippers	Type	Shipper number
John Doe		2760311261 276a45e012
E-Mail address* john.doe@example.com john.doe@example.com Once a day Right away Add E-mail * Mandatory field		
John Doe		2760170489 276a1481Yu
John Doe		0123456789 276a196502

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

Shipper Id

Invoice No.

Year*

Month*

Document Type

Document SubType

Format

All

All

All

2022

7

* Mandatory field

Reset

Search

Invoices

☐	Invoice No.	Customer Number	Parcel number	Country	Document Type	Document SubType	Invoice Date	Document
☒	3100209850	0		xx	Customs document	Export Declaration		
☐	3100209850	0		xx	Customs document	Export Declaration Confirmation		
☐	3100209850	0		xx	Customs document	Export Declaration		
☐	3100209850	0		xx	Customs document	Export Declaration Confirmation		
☐	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](#).

Processing Services Administration

Sending parcels

Upon agreement with your supplier, you may send your parcels directly to predefined customer locations.

Pickup address

Name* Contact person* John Doe

Name 2 Phone* 0049 00000000

Name 3 Mobile

Street* / number Sample Street 1 E-mail John.Doe@test.com

Country* Germany

Postal code* / Town* 10097 Berlin

Consignee

GLS customer Jane Doe

GLS Customer Address

Name Jane Doe Phone

Street / number Sample Street 5

Postal code / Town 10115 Berlin

Country Germany

Shipment reference no. Date* 10/02/2022

Weight Comment Reference no.

kg

Add parcel(s) Add parcel(s) with data

*Mandatory field Cancel Back Submit

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!

Shipping by Suppliers

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

This is the summary for the parcel.

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

The screenshot shows a web browser window displaying the 'Parcel Processing' summary page for GLS. The page title is 'Parcel Processing' and the GLS logo is in the top right corner. The 'Parcel number' is 15893025516. The page is divided into two main sections: 'Shipping details' and 'Parcel details'. The 'Shipping details' section includes 'Pick up date' (21/03/2017), 'Consignee' (Meier GmbH, Bahnhofstraße 1, DE 53123 Bonn, 0228-123456), 'Shipper' (Müller OHG, Hauptstraße 1, DE 50660 Köln, Hans Müller, 0221-123456), and 'Order by' (Meier GmbH, Bahnhofstraße 1, DE 53123 Bonn, 0228-123456). The 'Parcel details' section shows the 'Parcel number' (15893025516).

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

Parcel details	
Parcel number:	15893025516



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.