## **Printing the DHLGM DSM / End of Day Manifest**

On the day appointed by your DHLGM Rep, you will use the following process to print a DSM instead of completing a BOL.

Note: The printing of your DHLGM labels using your Endicia software (or Endicia-integrated solution) does not change.

 All Endicia customers who are printing DHLGM labels access the DSM using the same process, regardless of the Endicia client or Partner solution used to print the DHLGM labels. The DSM is accessible through the Endicia Online Account Page. The Page can be accessed through the Endicia website (DAZzle users can also be directed to this page by clicking or from the "Endicia Account" button in DAZzle).



Log In from Endicia.com account

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	* From:	Jon Jecker A1A Carwash 821 San Francisco C Stanford, CA 94305	t -1021	*То:			Lookup
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In the DAZzle client, click on "Endicia Account" or go to <u>P</u>ostage, Account on Endicia.com.

2. Enter the account number and the password, and then click on the login button.

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Why Us Solutions Par	tners Tools & Resources	Support	Developer Resources
Login			
Sign in to your DYMO Endicia Internet password.	online account pages by supplyin	ng your account number and	n

3. When signed in on the Account Page, go to the drop down "My Account" scroll over the "Tools" menu, and then select "DHL Global Mail Driver Summary Manifest".

endicia* (800) 576	5-3279   SIGN OUT   🛒 (0)   🔎 🕥
Home Products Store Partners	Developers Support My Account
Account Summary Update Profile Sumwar-	Tools 🗸 Reports 🗸 Help
Charles Morelle :: Member Since 01/23/2014	Request a Postage Refund File an Insurance Claim Lookup a Package
Gain peace of mind with Endicia Safeguard against revenue loss with Endicia Parcel Ins 69% lower than USPS <sup>®</sup> rates! Learn how easy it is to a	Create a SCAN Form Create PS Form 1508 (for firearm shipments) Package Pickup DYMO Stamps Online
Account February 17, 2014	Shared PES Upload DHL Global Mail Driver Summary Manifest - vvercome cmar les

4. The page will provide a message indicating the number of parcels that will be added to the manifest and the "Create Manifest" button. Click the "Create Manifest" button to create the DSM. Labels printed within the last five (5) days will be available to be added to the manifest. (Any labels created more than 5 days in the past, will not be included in the manifest; they will have to be reprinted in order to be included on a manifest.)

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Home	Products Store	Partners	Developers	Support	My Account	
Account Su	mmary Update Profile 🔻	Software 🔻 To	ools 🔻 Repor	ts 🔻 Help		
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You ha	DHL Global N	Mail Drive Account	er Sumn 1504463 "Create Manifest" to Manifest	o generate your	anifest manifest with these pie	eces.

NOTE: If you have not printed DHLGM labels yet or have not printed DHLGM labels since the last DSM was printed, the "Create Manifest" button will not appear and you can not move to the next step until a DHLGM label has been printed using this account.

5. Click the "Download PDF" link and open the document to view the manifest. Print two copies of each manifest for the DHLGM driver and one copy for your records. See sample manifest below:

DHL Global Mail Driver Summary Manifest
Account 830690
Success! Your manifest has been created! Confirmation Number: 530795020130916234102675

Seithe # 51 Prolog # 53 Contenter 0 00 Data /Time 2 Processing Facility 00 Data /Time 2 Processing Facility 00 Data /Time 2 Data /Time /Time 2 Data /Time /	5104128 5007506 FOOT GLOBAL SUTTONE FOOT GLOBAL SUTTONE FOOT GLOBAL BUT FOOT OF Content FOOTALT 101 FOOTO FOOT 101 FOOTO FOOT 101 FOOTO FOOTO 101 FOOTO FOOTO 101 FOOTO FOOTO FOOTO FOOTO FOOTO FOOTO FOOTO FOOTO FOOTO FOOTO FOOTO FOOTO FOOTO FOOTO FOOTO FOOTO FOOTO Shipmen	Transportation Suppo	11.Lee: 800-426-7478
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SM PARCELS EXPEDITI Total:		Total Pieces	Weight
Total:	TED	,	0.5625 LB
		1	0.5625 LB
To be completed by drive	Ver if empty: Container Type	Scan on Pickup	
		Total C	ontainers:

6. Manifest history and DSM reprints are available through the Endicia.com account. Once logged into your Endicia.com account, go to the "My Account" tab, then the Reports tab, and finally click on the "DHL Global Mail Driver Summary Manifest History" link.

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Home Products Store Partners Develope Account Summary Update Profile V Software V	Reports V Help
DHL Global Mail Driver Su Account 150446	Account Transactions Service Fee History Insurance Fee History Insurance Claim History Refund Request History
Success! Your manifest has been created! Confirmation Number: 530795020140217192408165	Store Purchase History Delivery Statistics SCAN Form History Package Pickup History
Download PDF	DHL Global Mail Driver Summary Manifest History

- 7. The Manifest History page contains four (4) columns:
  - ID: A sequential number of printed manifests. A clickable link to manifest and DSM reprints.
  - **Date Created:** This is the date that the DSM was created.

- Submission ID: This is the "BOL #" that appears on the printed DSM
- Pieces: The number of labels printed and included in DSM

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<mark>р</mark> 19	DHL Global Date Created 02/17/2014	Mail Driv Ac	ver Sumr count 1504 530795020	mary Man 463 mission D 140217192408165	ifest His	Pieces 12
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8. Reprinting a DSM / viewing the transaction details of a DSM:

From the DHL Global Mail Driver Summary Manifest History page, click on the ID link:

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The details of the DSM will be displayed. If the DSM is less than 30 days old, a "Download PDF" link will be displayed at the top of the page, allowing the user to reprint the DSM:

endicia	(800) 576-3279   SIGN OUT   🛒 (0)	٩
Home Products Store	Partners Developers Support	My Account
Account Summary Update Profile 🔻 S	Software 🔻 Tools 🔻 Reports 🔻 Help	
DHL Global Mail D Account 1504463	Driver Summary Manife 3 :: ID 5307950201402171924	est History 08165
Tracking Number 9361290100000002937934	Date Created 02/17/2014	Zip Code 94306
936129010000002937941	02/17/2014	94306
934199010000002937953	02/17/2014	94306
934199010000002937960	02/17/2014	94306
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934199010000002937960 9341990100000002937977 9341990100000002937984 9374890100000002937992 9374890100000002938005 9374890100000002938012	02/17/2014 02/17/2014 02/17/2014 02/17/2014 02/17/2014 02/17/2014 02/17/2014	94306 94306 94306 94306 94306 94306 94306 94306
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If the DSM is more than 30 days old, the PDF link will not be available, but all transactions included in the DSM are displayed on the page:

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Home Products Store	Partners Developers Support	My Account
Account Summary Update Profile 🔻	Software 🔻 Tools 🔻 Reports 🔻 Help	
DHL Global Mail I Account 150446 Reprints are only available for 30 days.	Driver Summary Manife 33 :: ID 5307950201401231815	est History 08019
Tracking Number 9374890100000002859188	Date Created 11/23/2013	Zip Code 94306
937489010000002859195	11/23/2013	94306
937489010000002859201	11/23/2013	94306
937489010000002859218	11/23/2013	94306
937489010000002859225	11/23/2013	94306
937489010000002859232	11/23/2013	94306
937489010000002859249	11/23/2013	94306
937489010000002859256	11/23/2013	94306
937489010000002859263	11/23/2013	94306
937489010000002859270	11/23/2013	94306
937489010000002859287	11/23/2013	94306
937489010000002859294	11/23/2013	94306

## FAQs:

- 1. What is the maximum number of transactions per manifest?
  - a. There is no maximum number of transactions per manifest.
- 2. Can I print more than one manifest per day?
  - a. Yes, there is no limit on the number of manifests that can be printed on a given day.
- 3. Can I add to a manifest once it's printed?
  - a. No, you must start a separate manifest.
- 4. Can I delete a transaction from the manifest after it is printed?
  - a. No, there is no way to alter a manifest after printing it.
- 5. What if I included a transaction on the manifest that I didn't mean to?
  - a. DHLGM will accept the manifest with no issue. A shipper will only be charged if the parcel is scanned by DHLGM. If the parcel is to be included in the next day's shipment, the data will already be entered DHLGM's system from the previous day's manifest and will be charged upon being scanned.
- 6. What if I give DHLGM a parcel that is not on today's manifest?

- a. That Parcel will be manually processed by DHLGM. The parcel will be included in the next manifest; DHLGM will recognize that the package has already been scanned.
- 7. Does the manifest include both domestic and international transactions?
  - a. No, domestic only.
- 8. How many copies of the DSM manifest do I have to print?
  - a. DHLGM requires that shippers print and sign two (2) copies of the Driver Manifest document and give both to the DHLGM driver. Customers who want to have a signed copy for their records should photocopy one of the above or print out a third copy for the drive to sign.
- 9. What if I print a DHLGM label but don't use the label on any package? Will I get charged for that label? Do I need to void or request a refund?
  - a. If you print a DHLGM label and for whatever reason, you never apply that label to a package for pickup, there will be no charge for shipping fees corresponding to that label. There is no need to void or refund any unused labels.
- 10. I use several Endicia Accounts to print and manifest my transactions. However, I ship from a single location. Can I combine my manifests?
  - a. You cannot combine manifests from different Endicia accounts, you will have to print and manifest those transactions separately.
- 11. How do I get support regarding the DSM?
  - a. For assistance with accessing your Endicia.com account or printing the DSM from your Endicia.com account, contact Endicia Support at www.endicia.com/support,
     Support@endicia.com or 1-800-576-3279, ext 130.
  - b. For all other questions regarding the DSM, please contact DHL Global Mail at: <u>Sales-CRM@dhlglobalmail.com</u>.
- 12. I forgot my login credential to my Endicia.com account. How do I retrieve it?
  - a. Go to www.endicia.com , click on Support and select the "Forgot Password" option to have the Internet Password emailed to the email address on record for the account.