

Printing the DHLGM DSM / End of Day Manifest

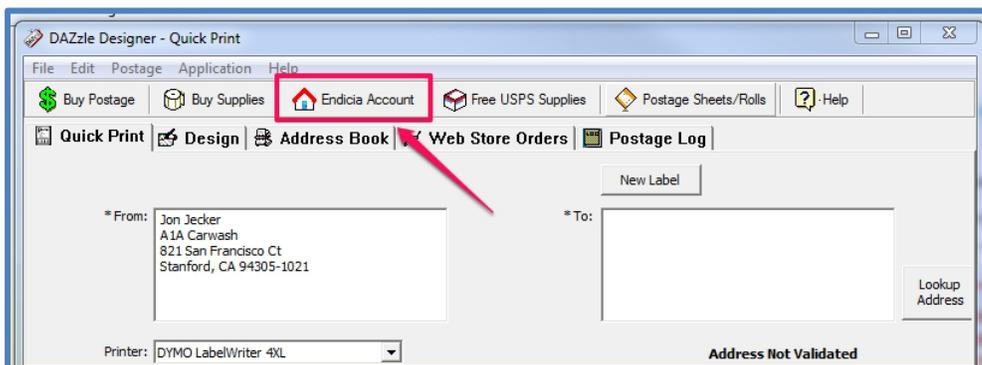
On the day appointed by your DHLGM Rep, you will use the following process to print a DSM instead of completing a BOL.

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

1. 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).

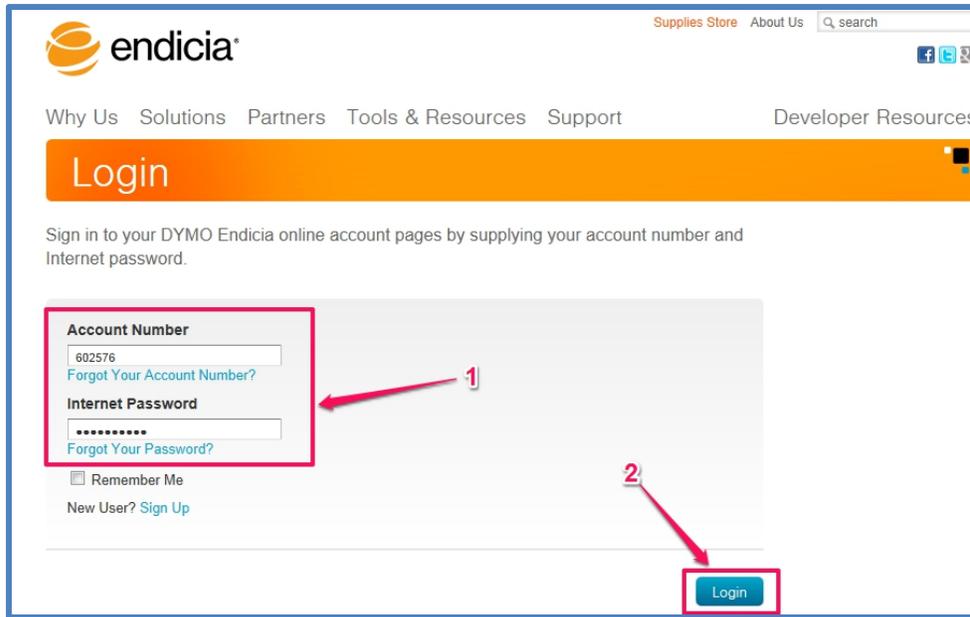


Log In from Endicia.com account

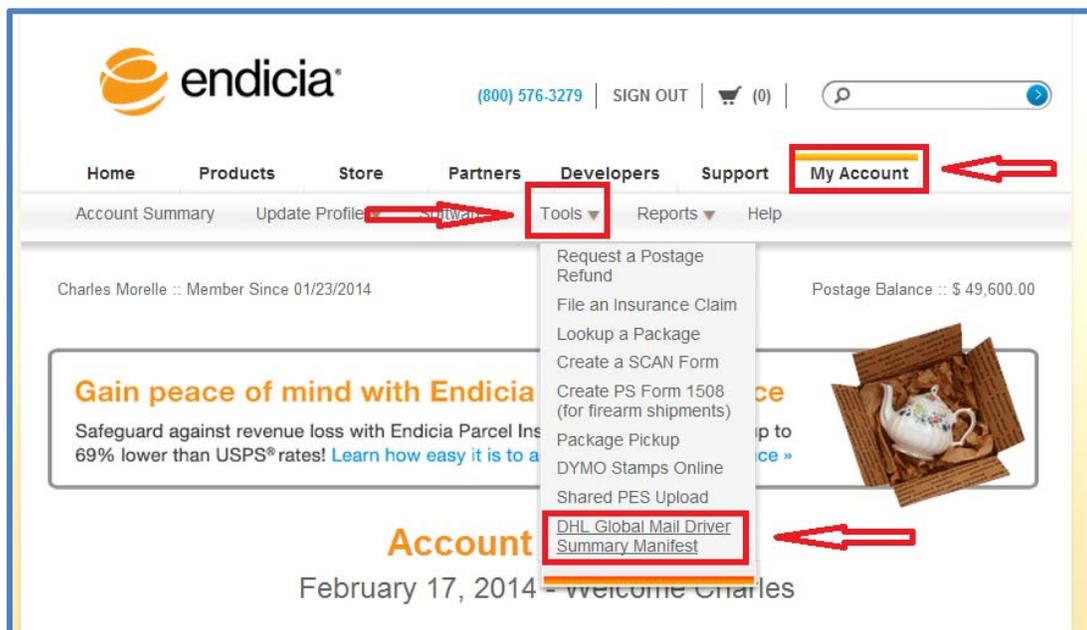


In the DAZZle client, click on “Endicia Account” or go to Postage, Account on Endicia.com.

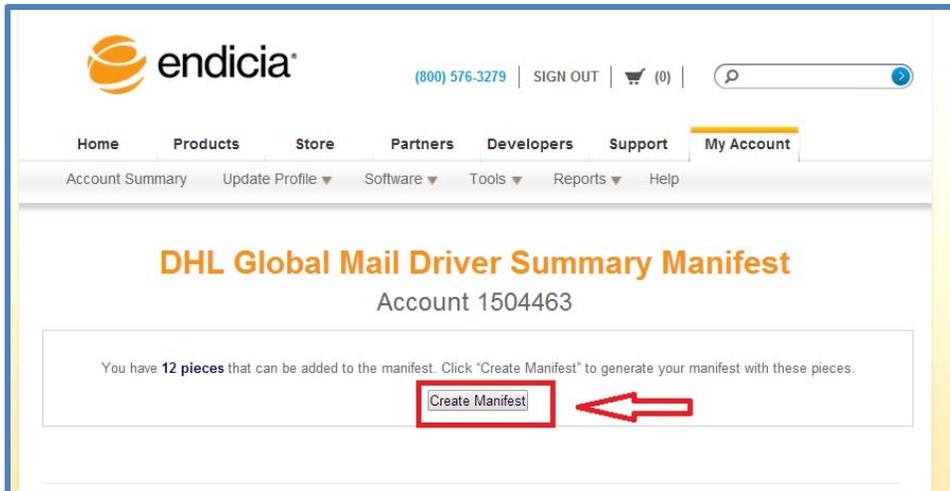
2. Enter the account number and the password, and then click on the login button.



- 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”.

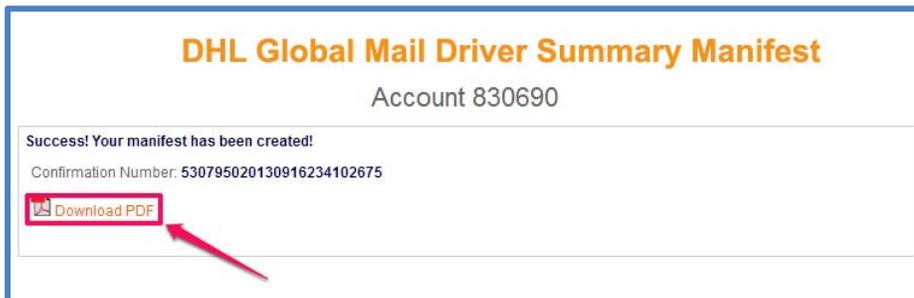


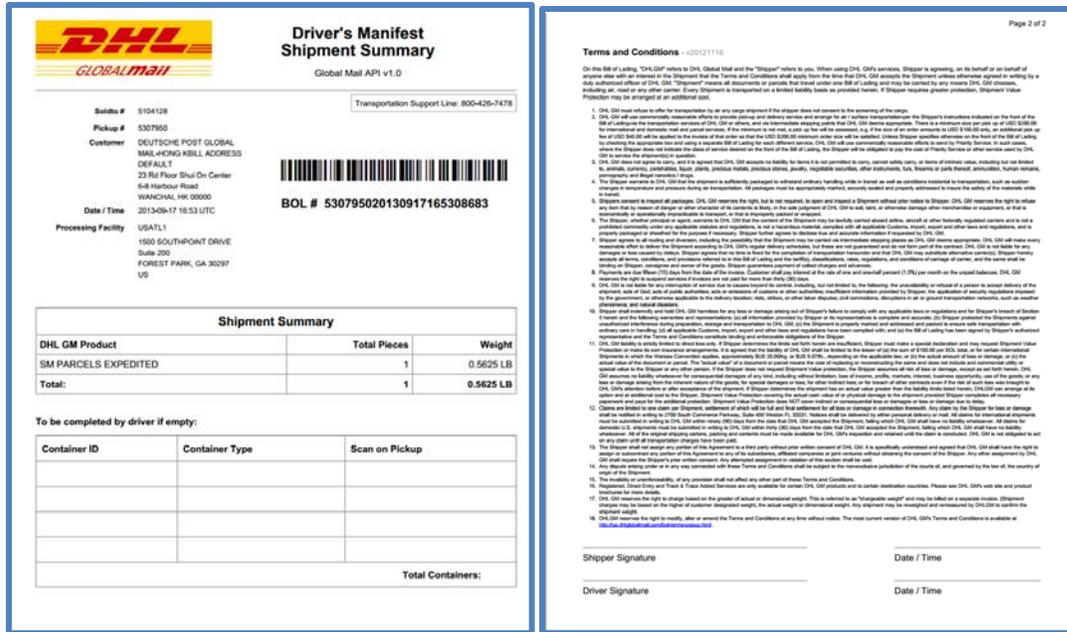
- The page will provide a message indicating the number of parcels that will be added to the manifest and the “Create Manifest” button. Click the “Create Manifest” button to create the DSM. Labels printed within the last five (5) days will be available to be added to the manifest. (Any labels created 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.)



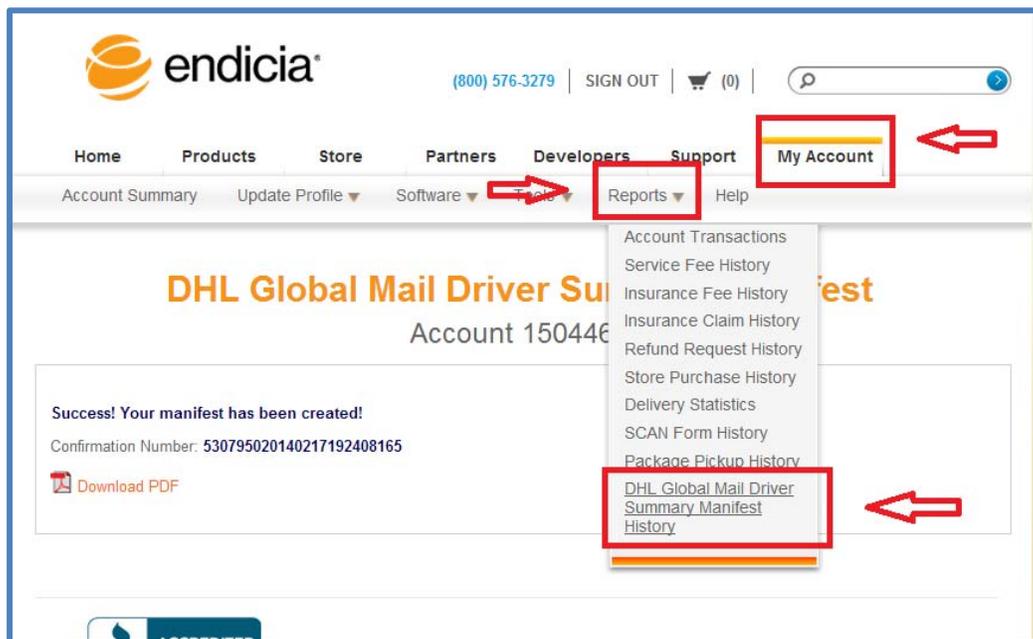
NOTE: If you have not printed DHLGM labels yet or have not printed DHLGM labels since the last DSM was printed, the “Create Manifest” button will not appear and you can not move to the next step until a DHLGM label has been printed using this account.

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:





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.



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

DHL Global Mail Driver Summary Manifest History
Account 1504463

ID	Date Created	Submission ID	Pieces
19	02/17/2014	530795020140217192408165	12
18	02/17/2014	530795020140217191808164	12
17	01/24/2014	530795020140124182008042	540
16	01/24/2014	530795020140124173608041	540
15	01/24/2014	530795020140124000808033	112

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:

DHL Global Mail Driver Summary Manifest History
Account 1504463

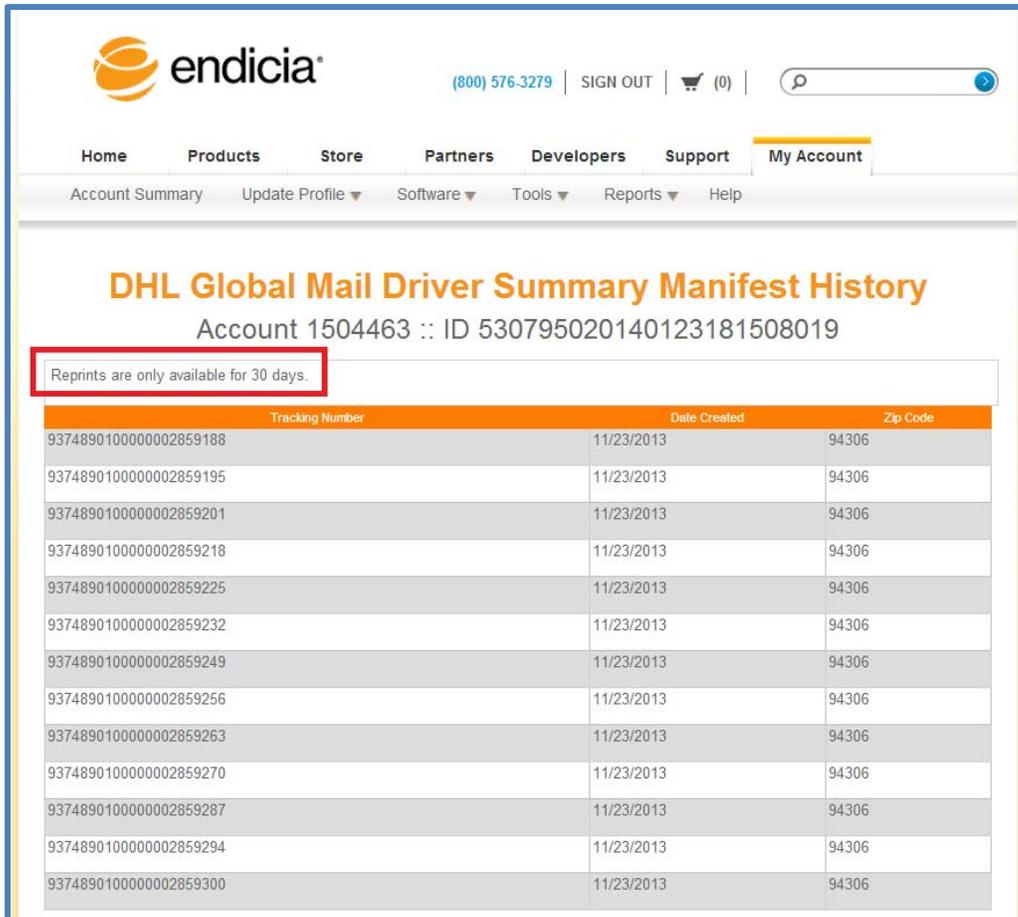
ID	Date Created	Submission ID	Pieces
19	02/17/2014	530795020140217192408165	12
18	02/17/2014	530795020140217191808164	12
17	01/24/2014	530795020140124182008042	540
16	01/24/2014	530795020140124173608041	540
15	01/24/2014	530795020140124000808033	112

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:

The screenshot shows the Endicia web interface. At the top, there is the Endicia logo, a phone number (800) 576-3279, a SIGN OUT link, a shopping cart icon with (0) items, and a search bar. Below this is a navigation menu with links for Home, Products, Store, Partners, Developers, Support, and My Account. Under My Account, there are links for Account Summary, Update Profile, Software, Tools, Reports, and Help. The main content area displays the title "DHL Global Mail Driver Summary Manifest History" and the account information "Account 1504463 :: ID 530795020140217192408165". A "Download PDF" link is highlighted with a red box and a red arrow. Below this is a table with three columns: Tracking Number, Date Created, and Zip Code. The table contains 13 rows of data.

Tracking Number	Date Created	Zip Code
9361290100000002937934	02/17/2014	94306
9361290100000002937941	02/17/2014	94306
9341990100000002937953	02/17/2014	94306
9341990100000002937960	02/17/2014	94306
9341990100000002937977	02/17/2014	94306
9341990100000002937984	02/17/2014	94306
9374890100000002937992	02/17/2014	94306
9374890100000002938005	02/17/2014	94306
9374890100000002938012	02/17/2014	94306
9305590100000002938028	02/17/2014	94306
9300190100000002938032	02/17/2014	94306
9300190100000002938049	02/17/2014	94306

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:



endicia® (800) 576-3279 | SIGN OUT | (0) |

Home Products Store Partners Developers Support My Account

Account Summary Update Profile Software Tools Reports Help

DHL Global Mail Driver Summary Manifest History

Account 1504463 :: ID 530795020140123181508019

Reprints are only available for 30 days.

Tracking Number	Date Created	Zip Code
937489010000002859188	11/23/2013	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
937489010000002859300	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 driver 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: Sales-CRM@dhlglobalmail.com.
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.