New Deltec Courier Website

Deltec Online – Customer User Guide

www.deltec-courier.com

Please contact your local Deltec International office with any queries.

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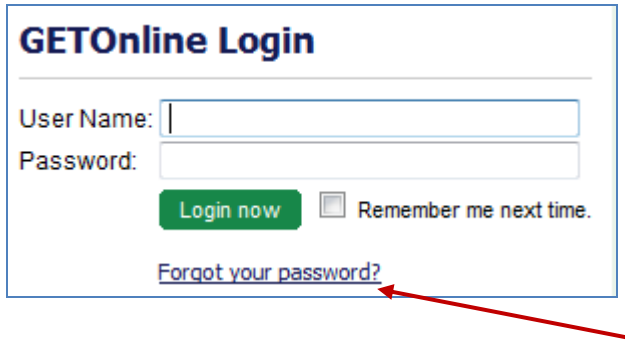
1. Login

- Ensure that pop-ups are not blocked by your browser
- Go to www.deltec-courier.com
- Select '**Start Shipping: Login Here**' on the right
- Please add your current username and password
- Please note that the password **IS** in capital letters and case sensitive



- If you have forgotten your password please select '**Forgot your password**'
- Add the email address to which the new password should be forwarded
- The password will be sent to you via email, as long as the email address is registered to the user name
- If you are unsure please contact your local Deltec International office

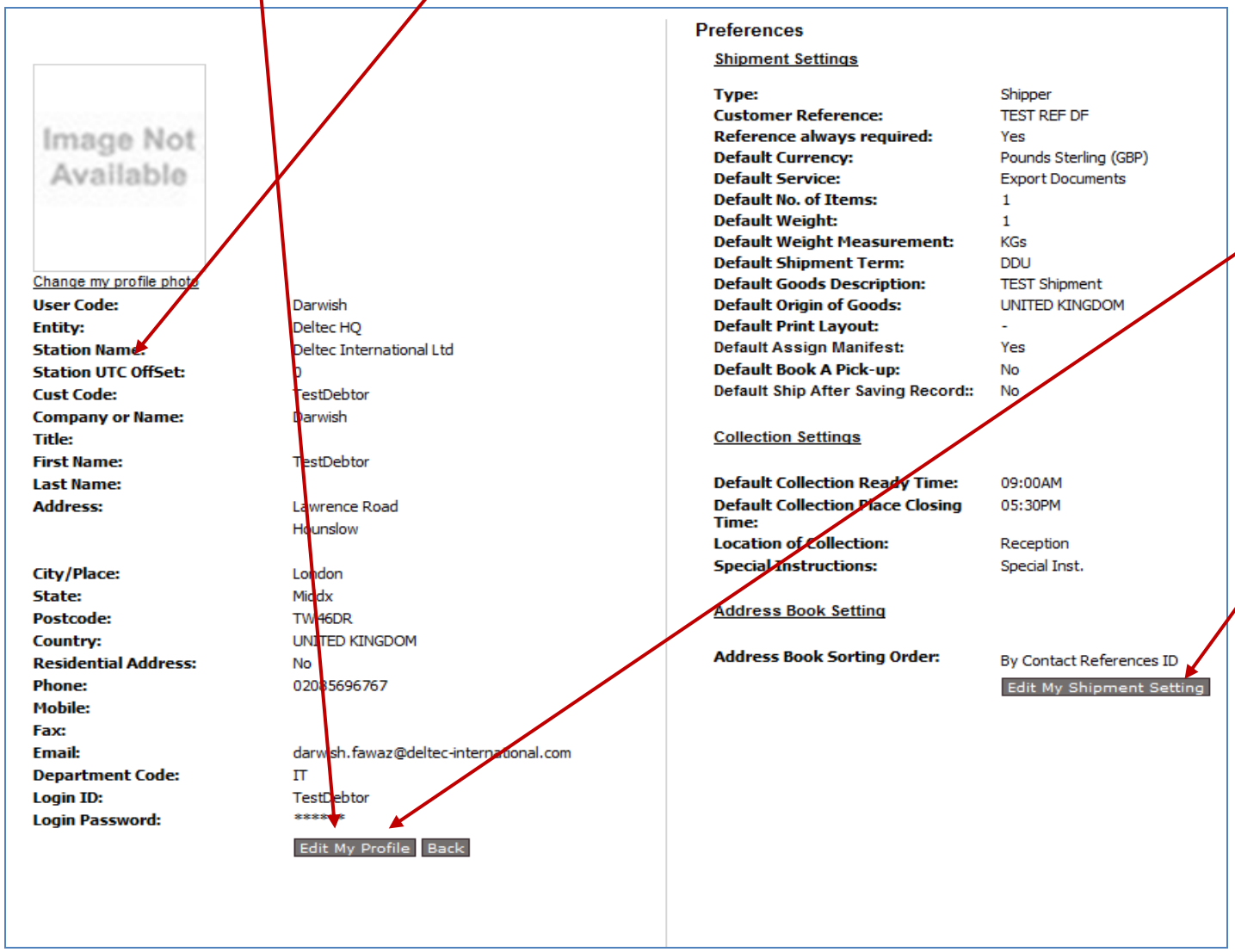
2. Profile:

After logging in for the FIRST time, please check/edit your profile.

1. The Customer Name/Company Name should appear in the top right corner

2. Select ' **Profile**'

- Please ensure that the Account No. (‘**Cust Code**’) is correct
- **If the ‘Cust Code’ is incorrect please contact support@deltec-international.com before proceeding**
- Select **‘Edit My Profile’** and CHANGE your password **(passwords are case sensitive)**



- Edit Profile/ Shipping Address if necessary
- Customers can also change the password here

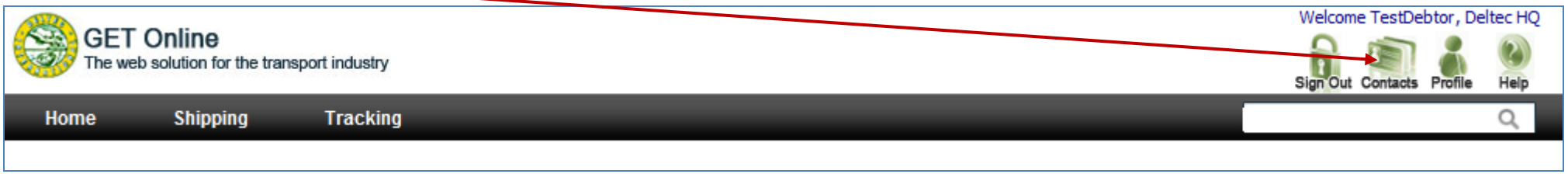
- Apply Shipment Default Settings (this is useful if the customer books identical shipments on a regular basis)

This also allows customers to set the default weight measurement unit, **preferred as KGs**

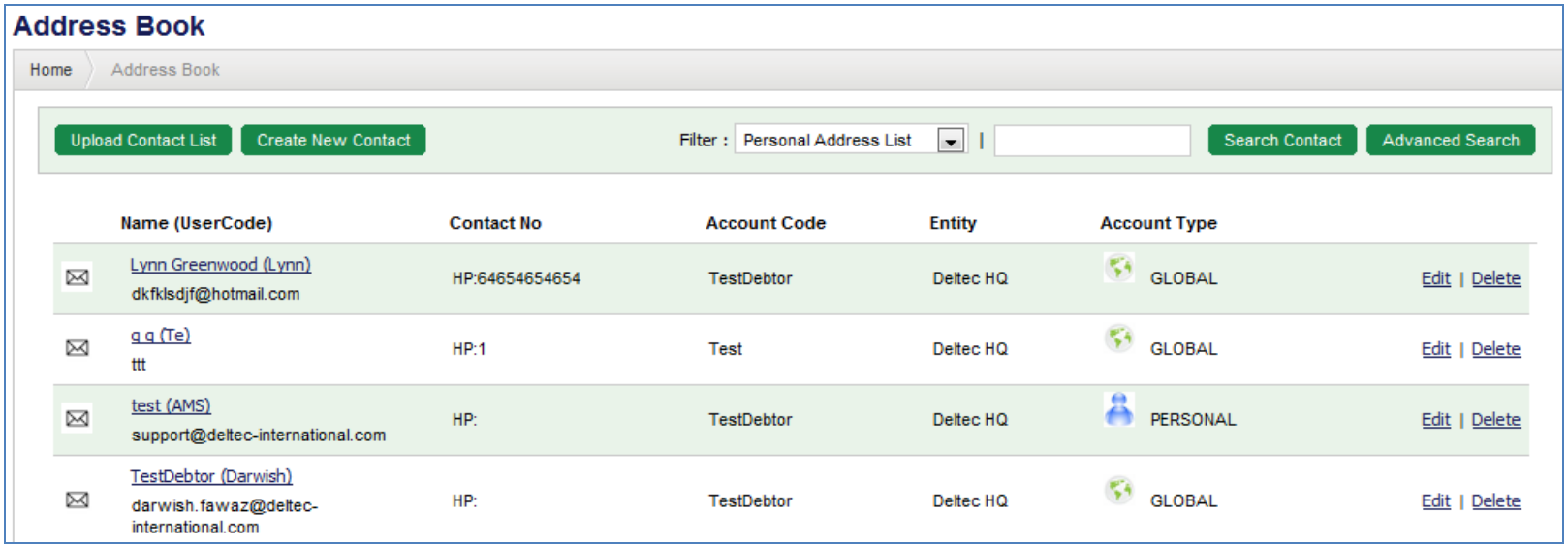
3. Contacts

The contacts menu allows you to manage your address book.

1. Select '**Contacts**' from the top right menu



- Customers can Create/Edit/Delete Contacts , or even import addresses from an excel sheet (template is downloadable as per page 8)

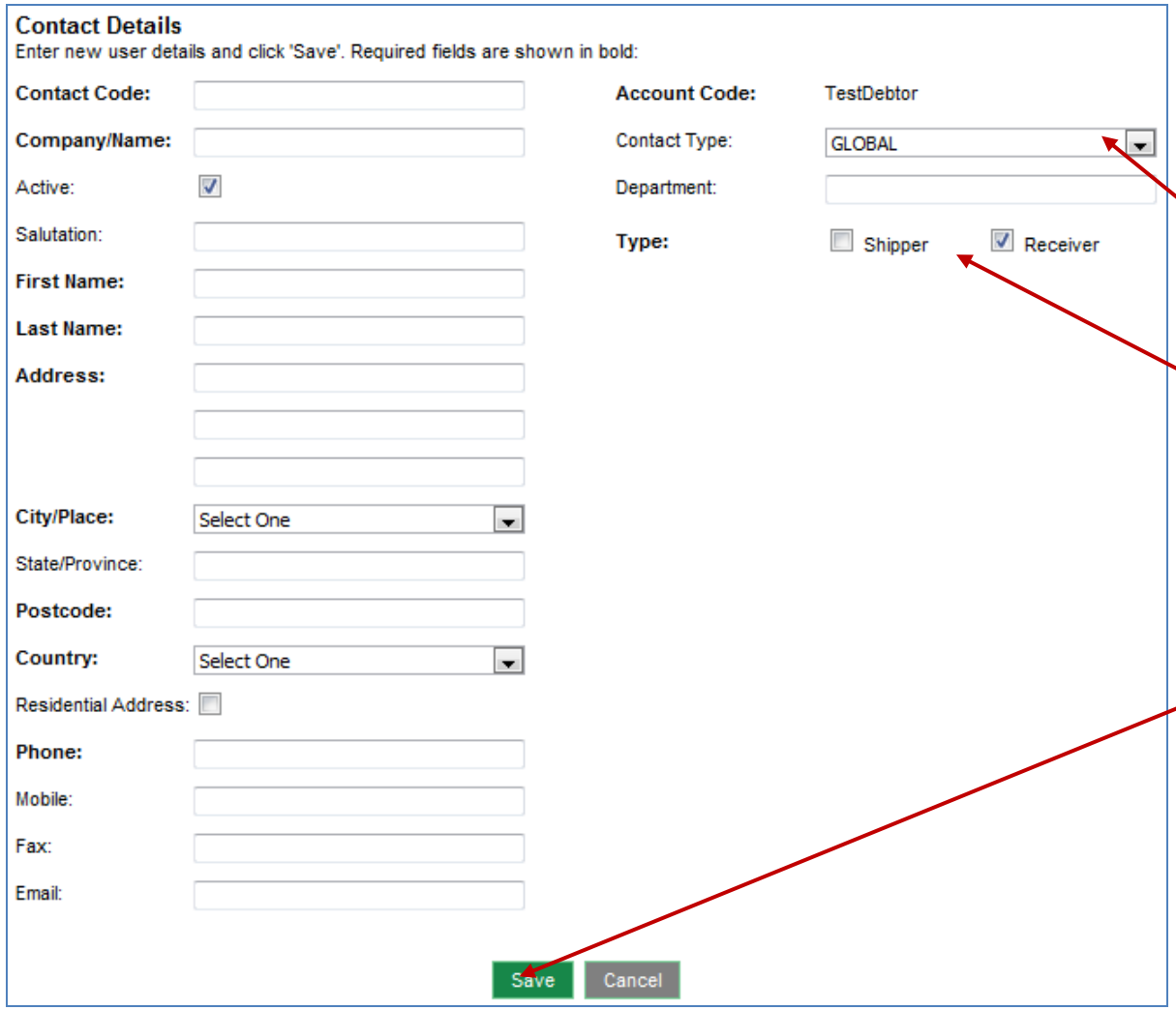


Two types of addresses/contacts exist:

- **Global:** Global contacts are shared among all users under the same account
- **Personal:** Personal contacts are only visible to the user who created the contacts

2. Creating a New Contact

- After selecting '**Contacts**' the below form will appear, all fields shown in bold are required



- Select **Contact Type**

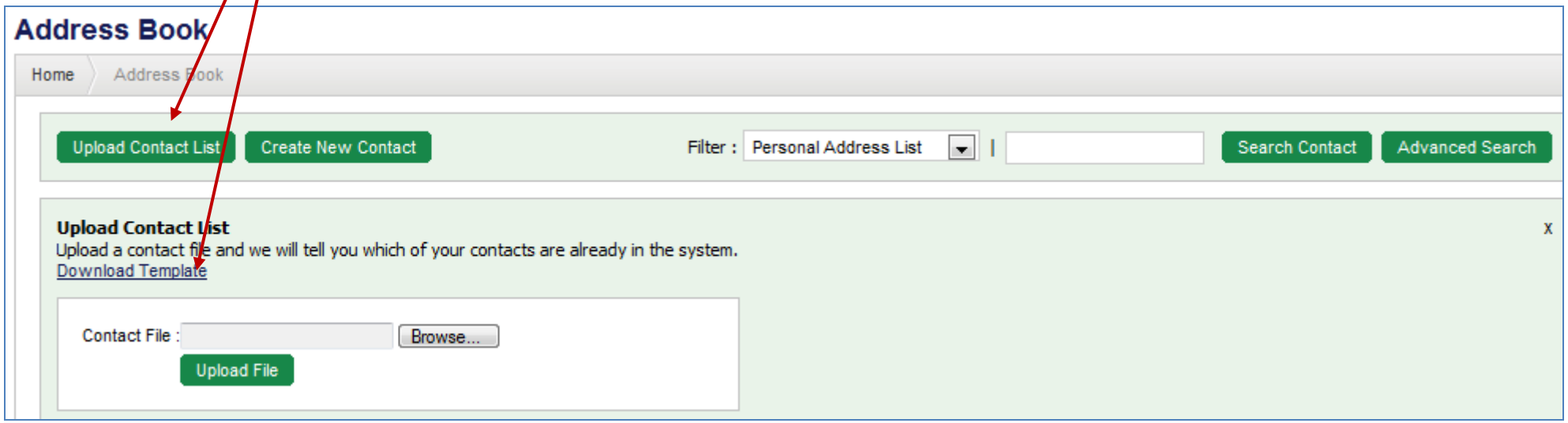
- Select **Address Type**

- **Save** Contact after adding all required fields

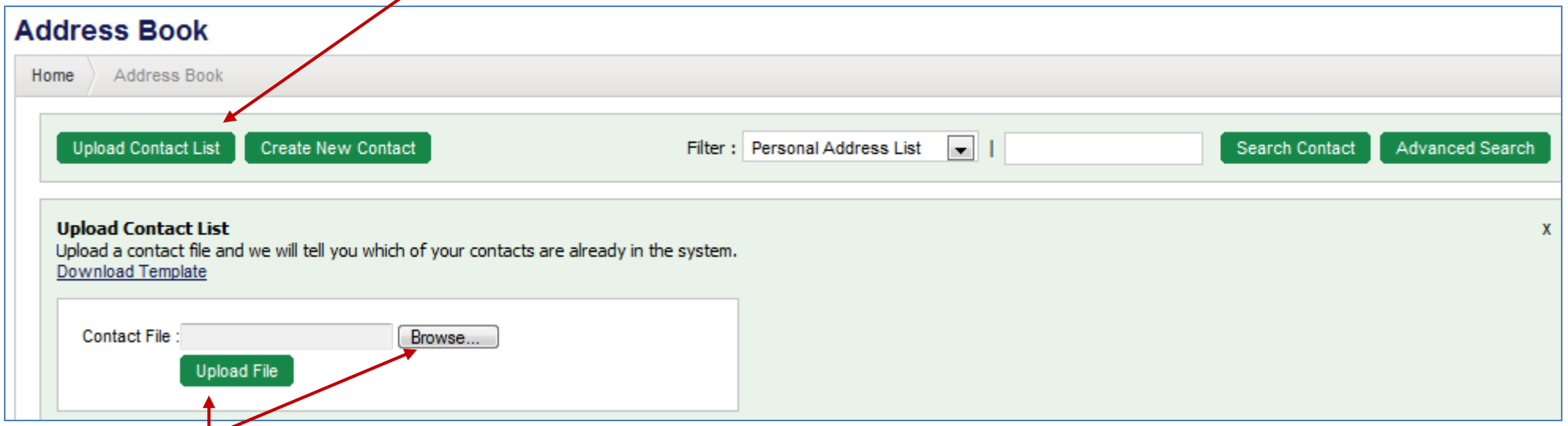
3. Uploading a Contact List

You have the option to upload addresses from .csv files (excel sheets).

- BEFORE you upload a contact list please ensure that the .csv file has been created in the correct format for upload
- You can download a template file as an example of how the .csv file should be formatted
- Select '**Upload Contact List**' and the following '**Download Template**' link will be visible
- Select '**Download Template**', included in the template is a specification of each address field



- To upload the .csv file, select '**Upload Contact List**'



- Browse to the where your .csv file is located/save
- Select '**Upload File**'
- The new addresses should appear in the contacts

Customers also have the ability of building their address book while shipping, this is explained later in the guide (please see page 13)

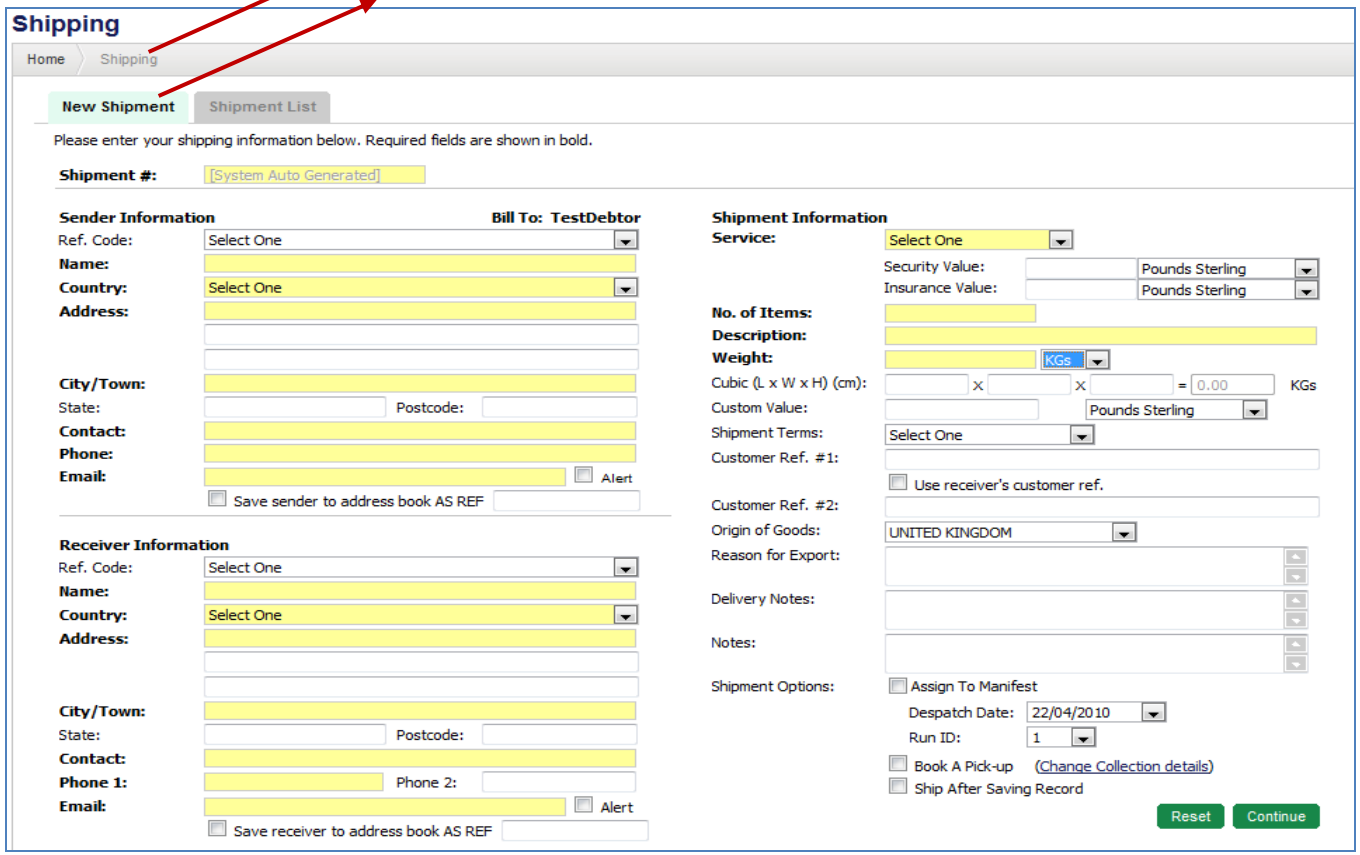
4. Shipping

4.1 SINGLE Shipment Bookings

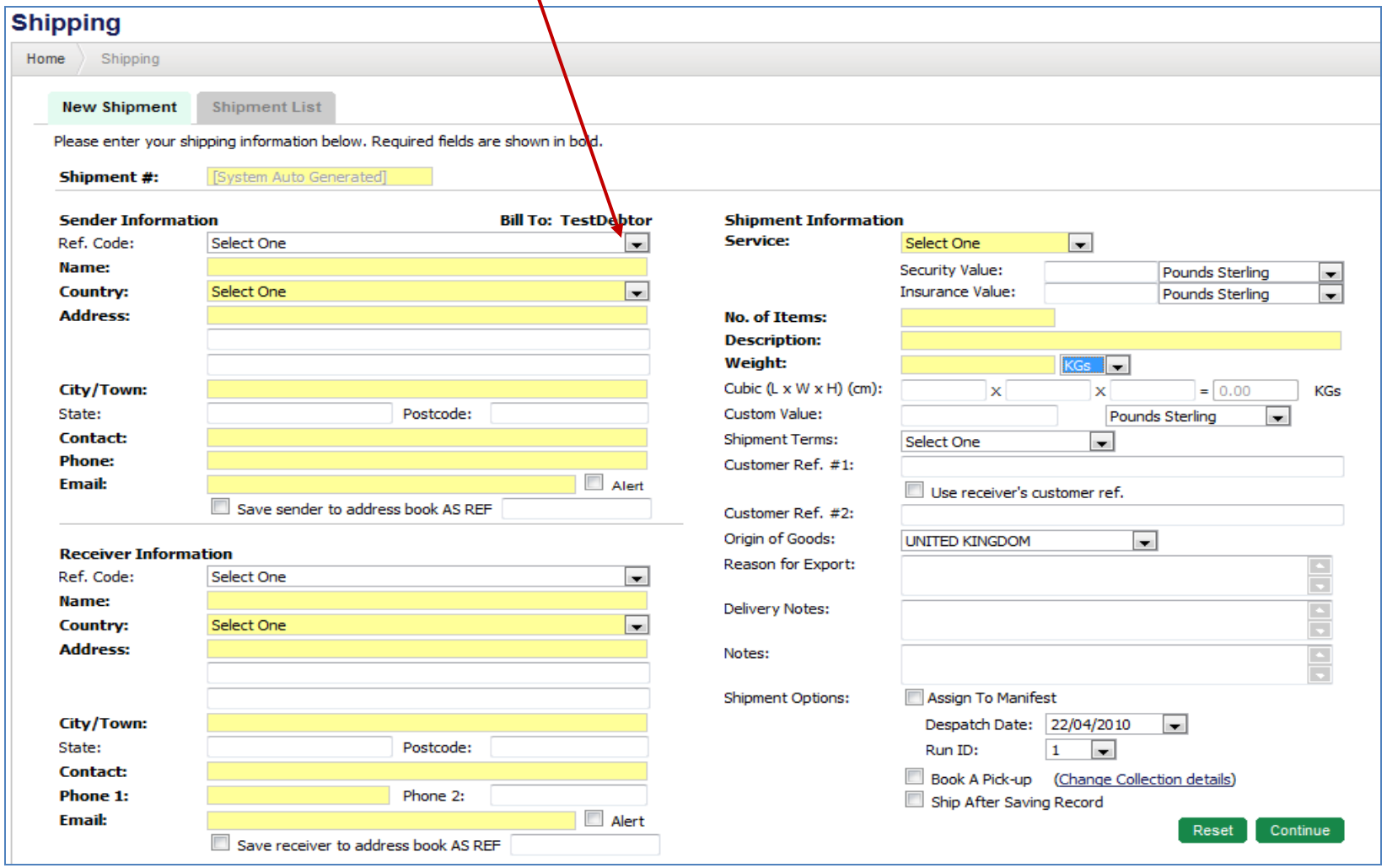
This section pertains to customers who require only **ONE shipment** to be collected from their premises on any given day.

1. Creating a Shipment

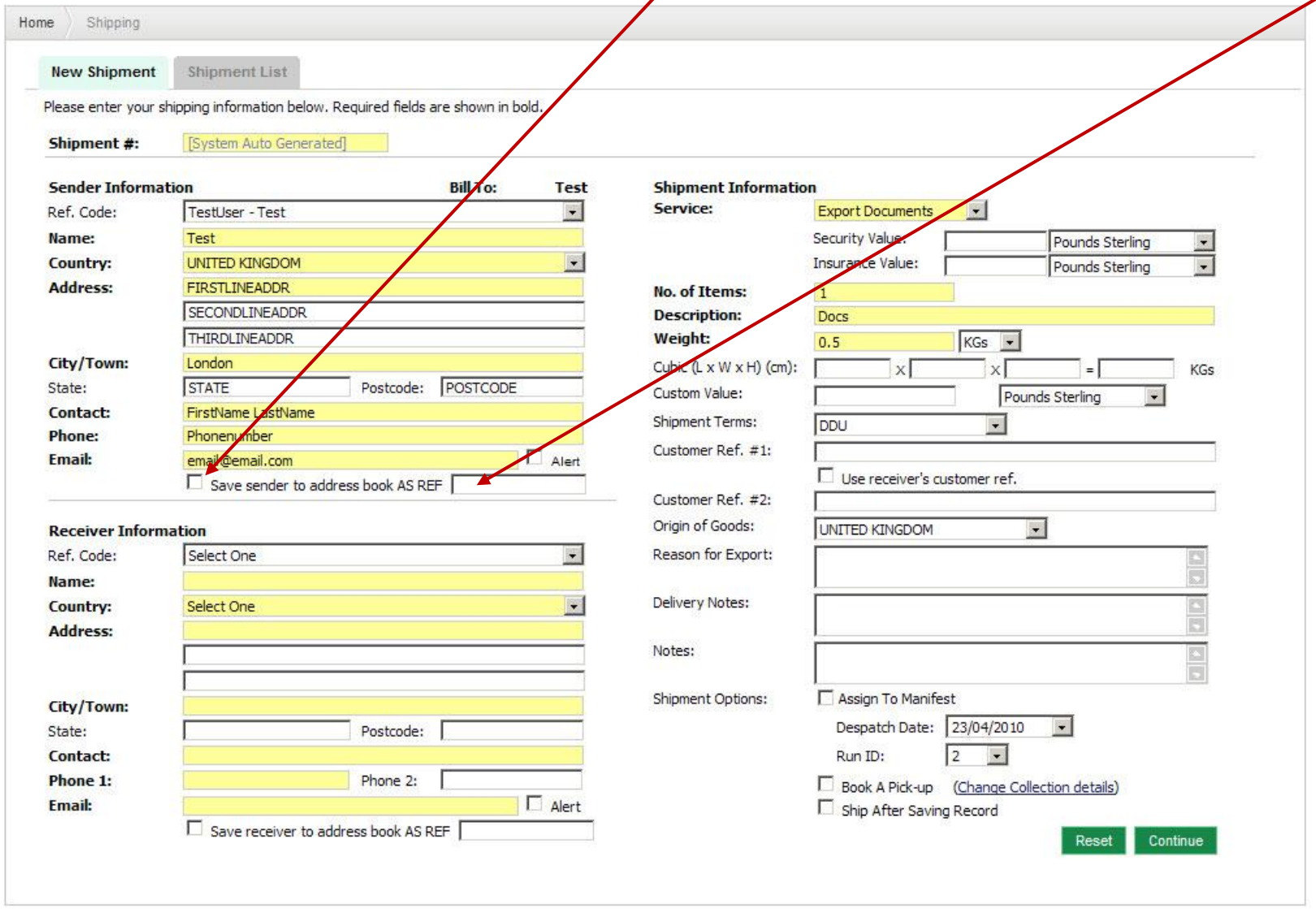
- Select the '**Shipping**'
- Select the '**New Shipment**' tab, the below shipment screen will appear



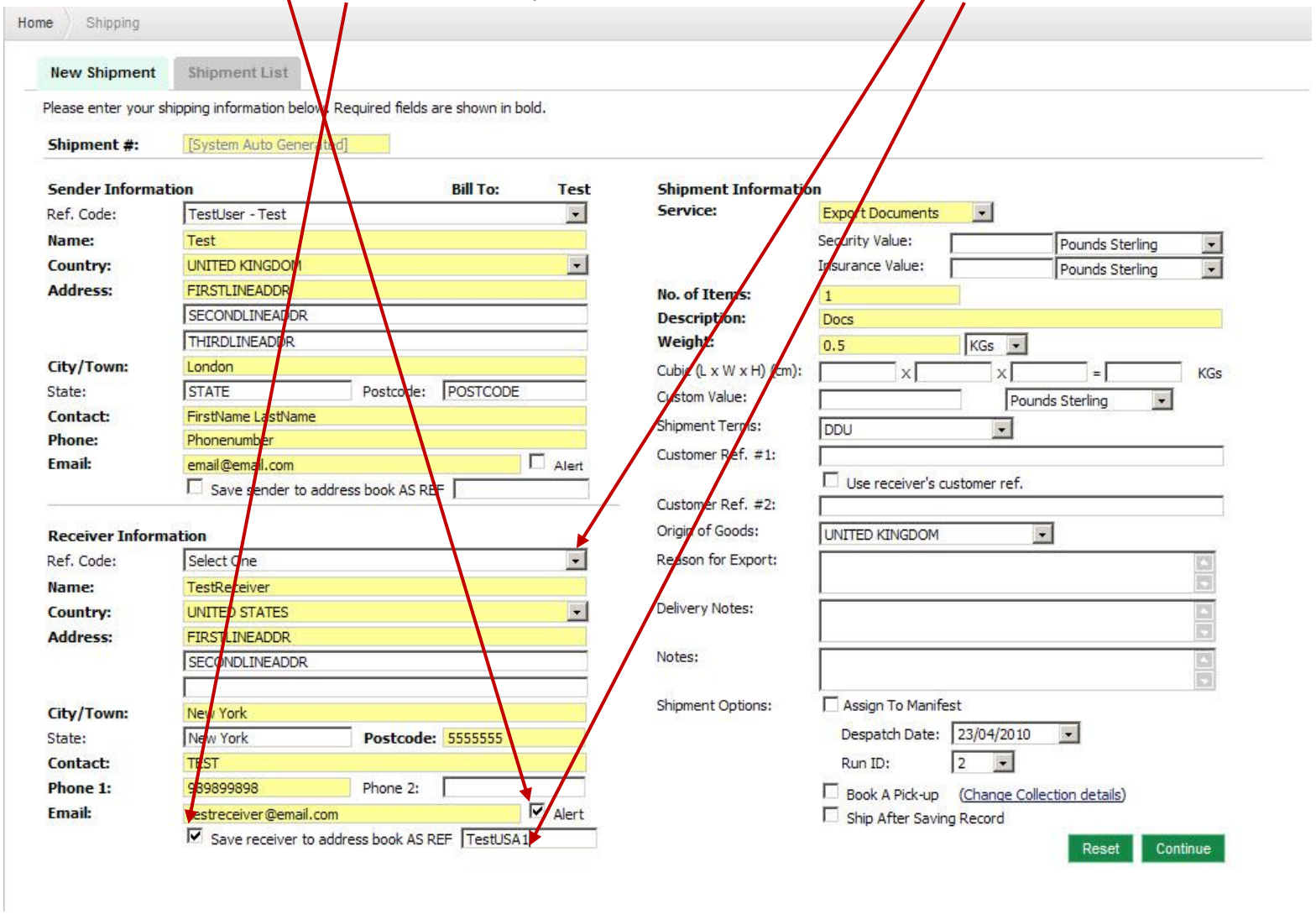
- Select the sender under '**Ref. Code**', the original account details are set as default
- If additional sender addresses have been saved while creating previous shipments, they may be selected instead



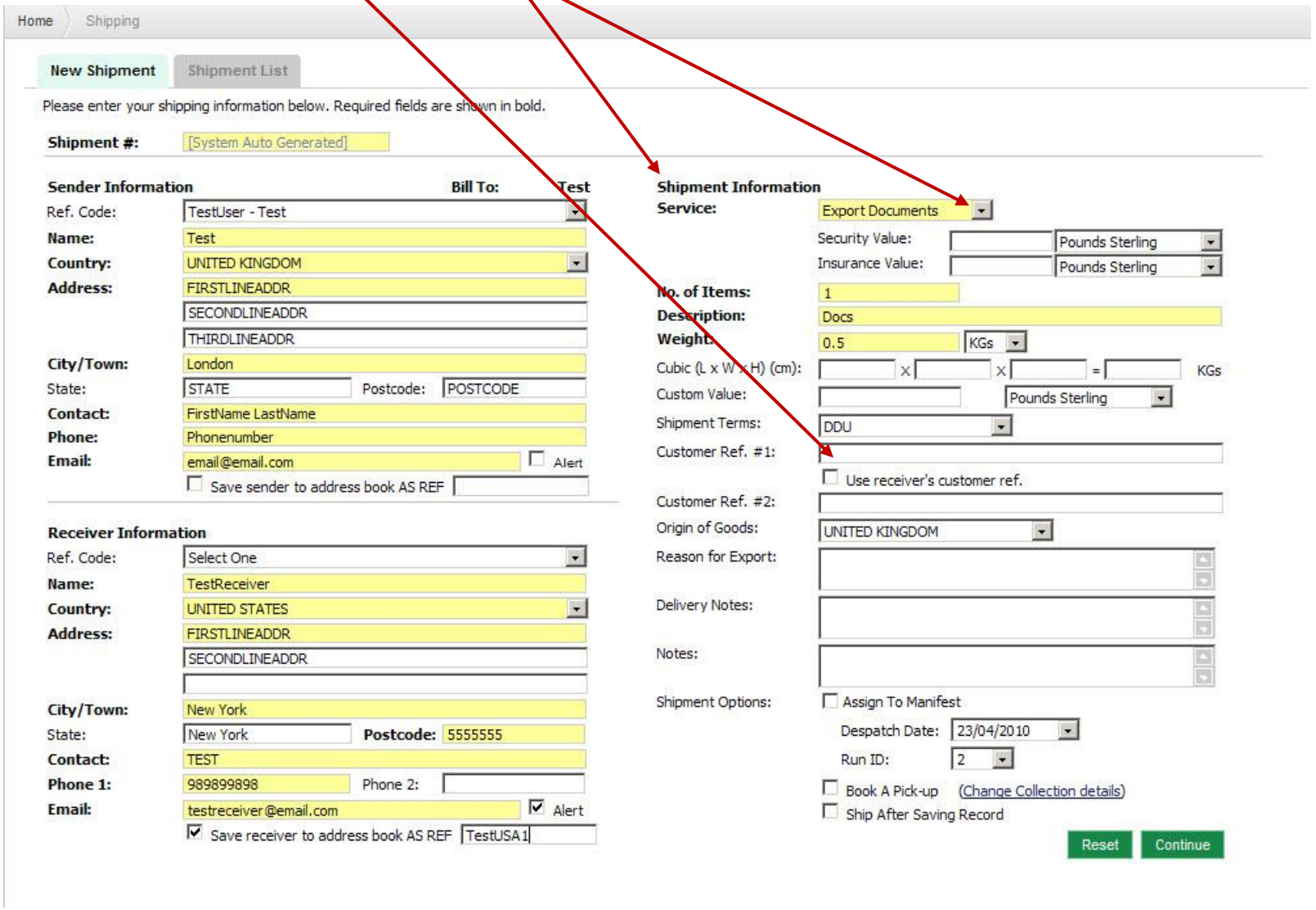
- The sender address fields will be populated automatically
- If you have created a new shipper, please select '**Save sender to ….**' and add a unique reference for future lookup in the '**AS REF**' field



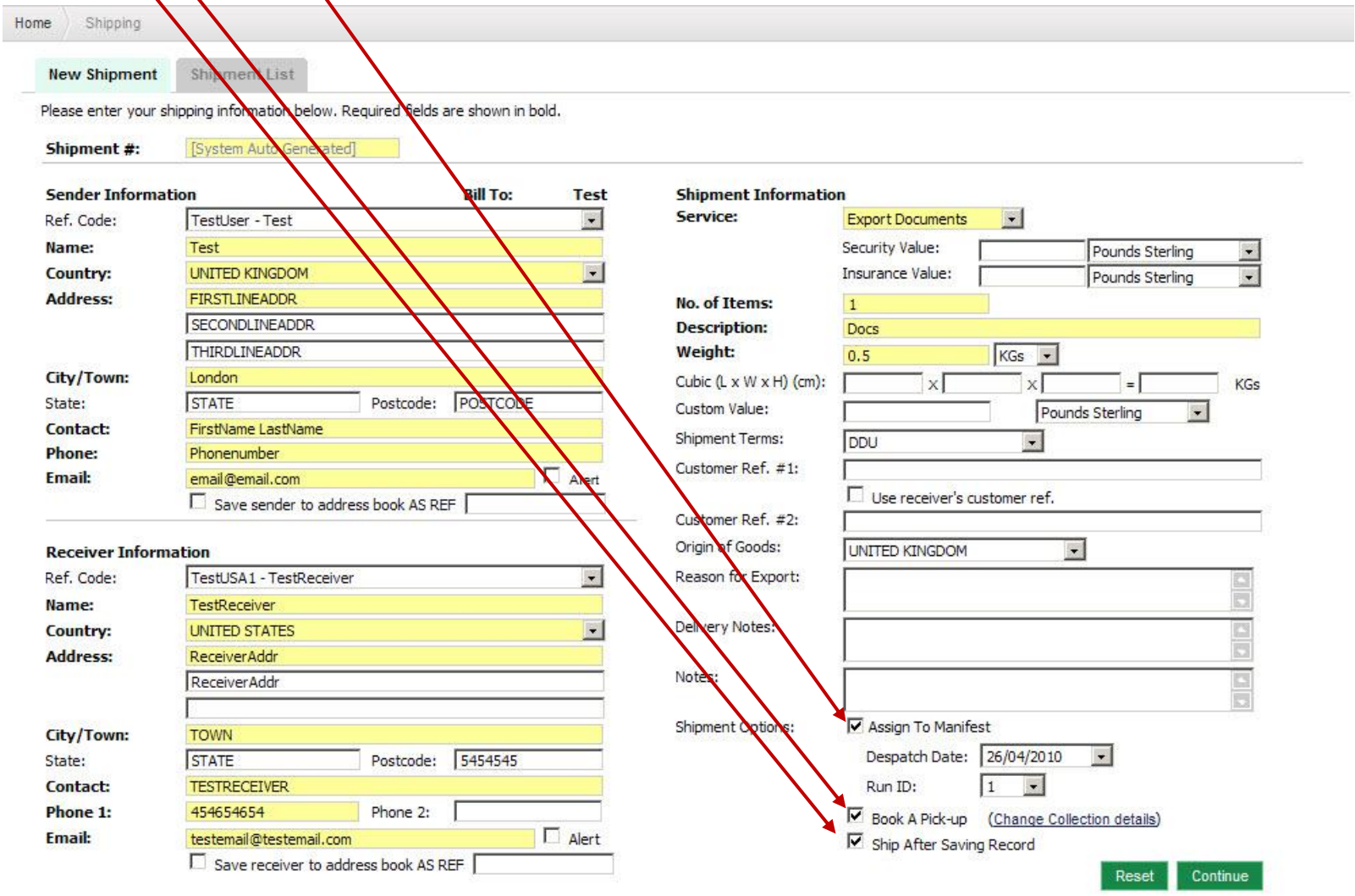
- The same applies for the receiver information
- If you have previously saved any receiver addresses select a recipient under '**Ref. Code**'
- If you need to save a recipient, enter all required data
- Select '**Alert**' only if a valid email address has been provided – this enables tracking data to be sent to the receiver
- Select '**Save receiver to …..**' and provide a reference for future use in the '**AS REF**' field



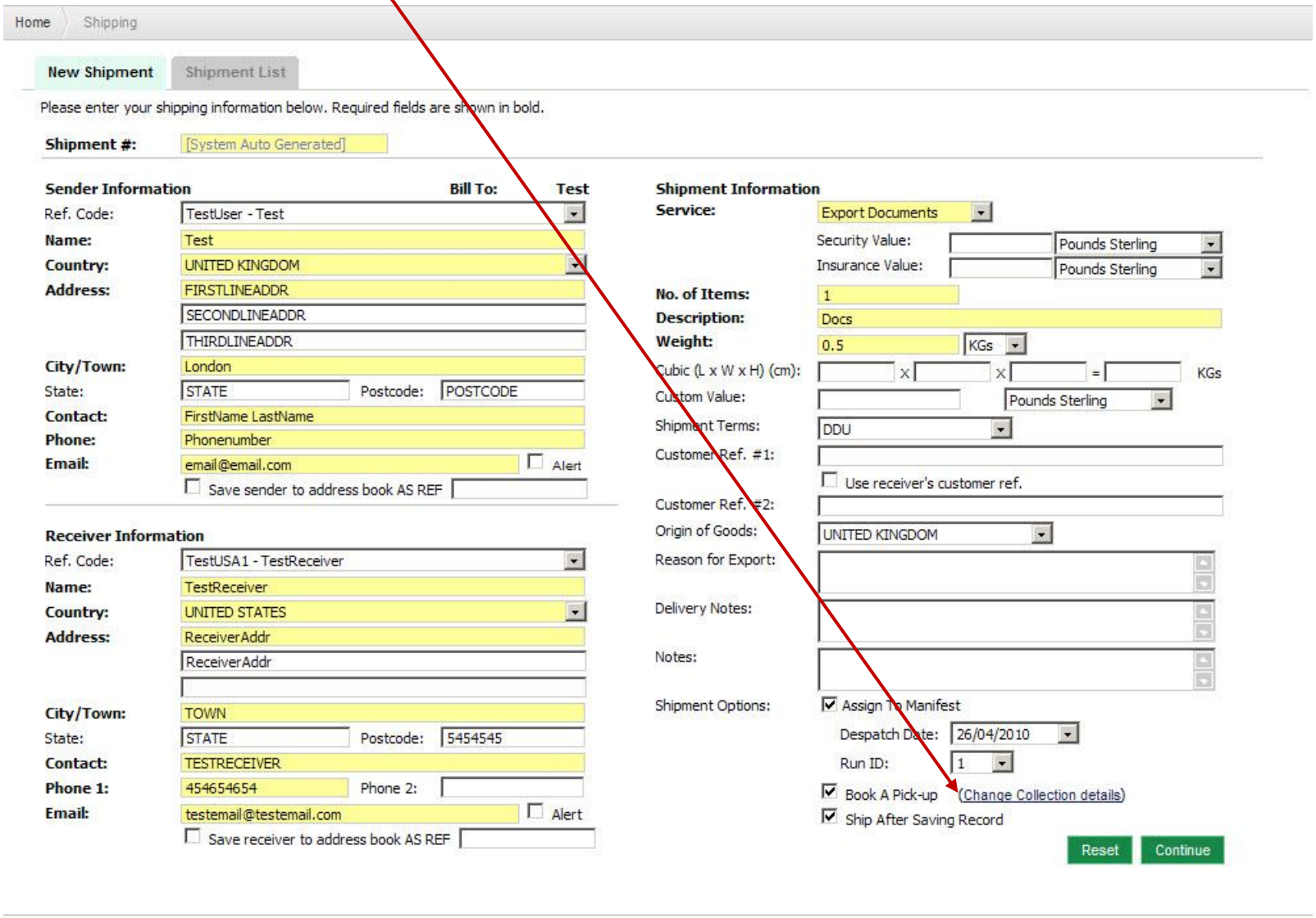
- Select the '**Service**' or type of shipment (ie. Documents, parcels)
- Ensure that the '**Shipment Information**' is completed correctly
- Add a '**Customer Reference**' if required , **do not enter any data in the 'Shipment Options' area**



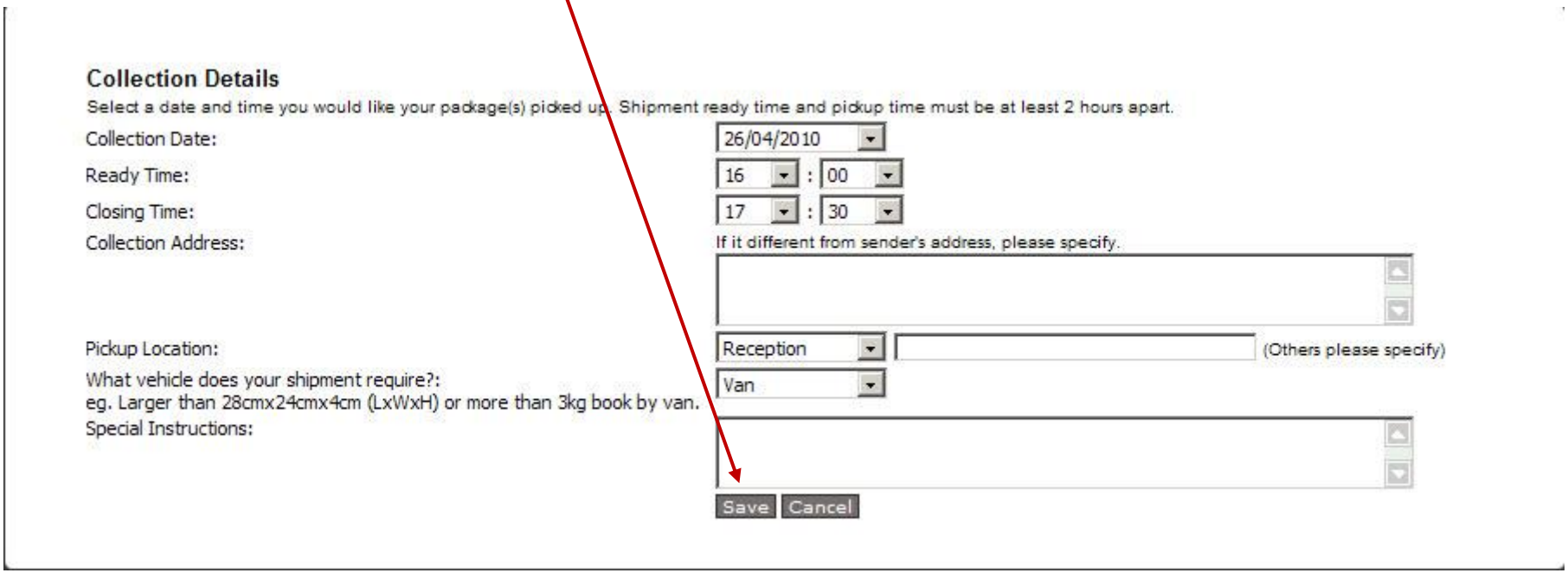
- Ensure that '**Assign to manifest**' has been selected with the required collection date
- Select '**Book a Pick-up**'
- Select '**Ship After Saving Record**'



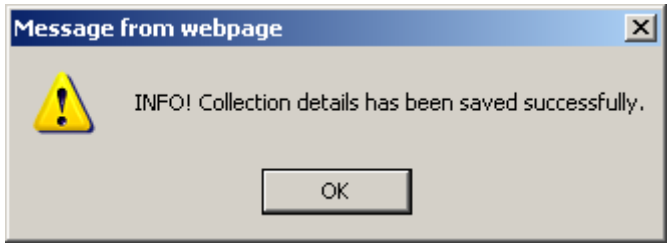
- Select '**Change Collection details**'



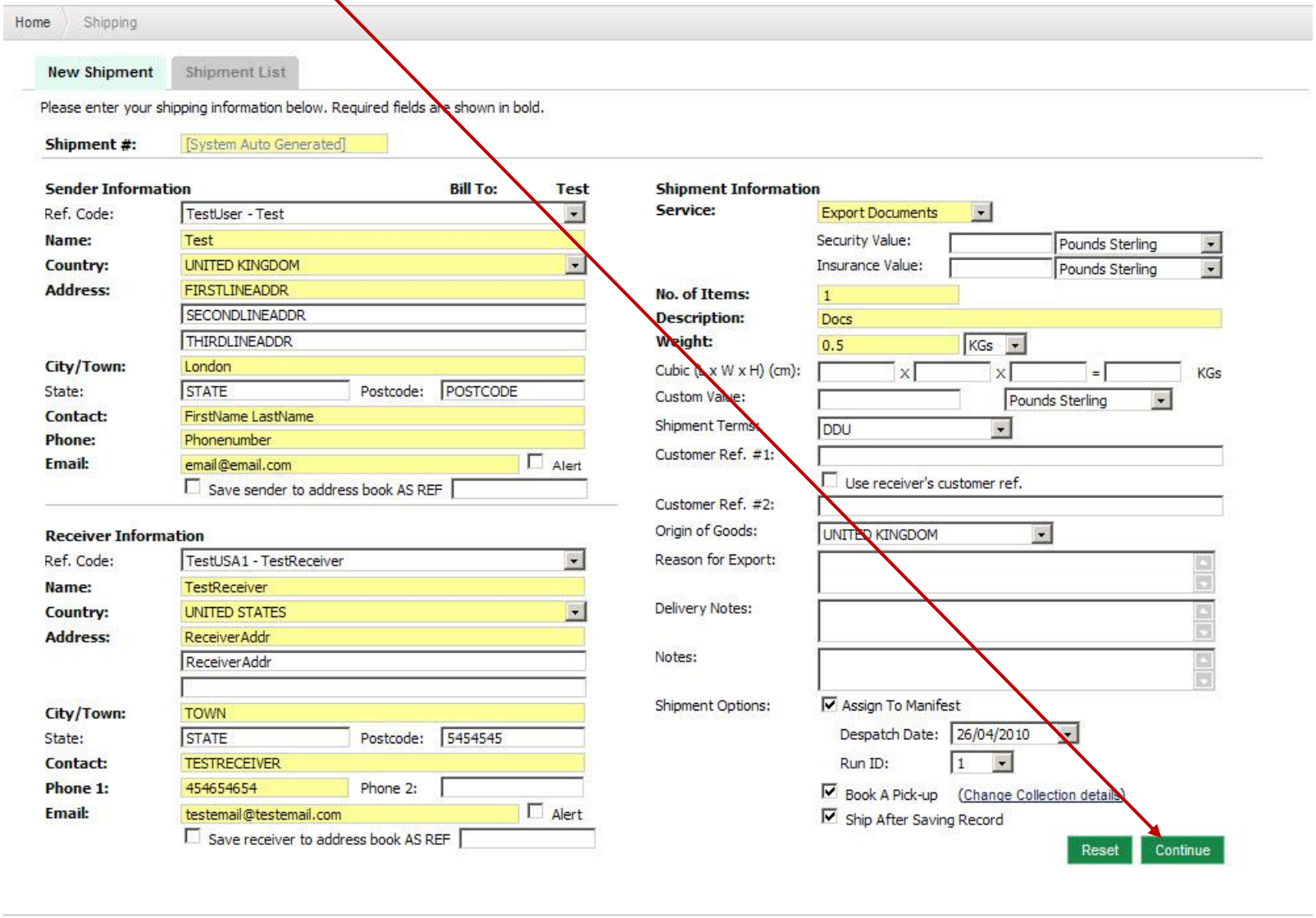
- Ensure that the **booking date/times** required for collection are correct
- If all details are correct, select '**Save**'



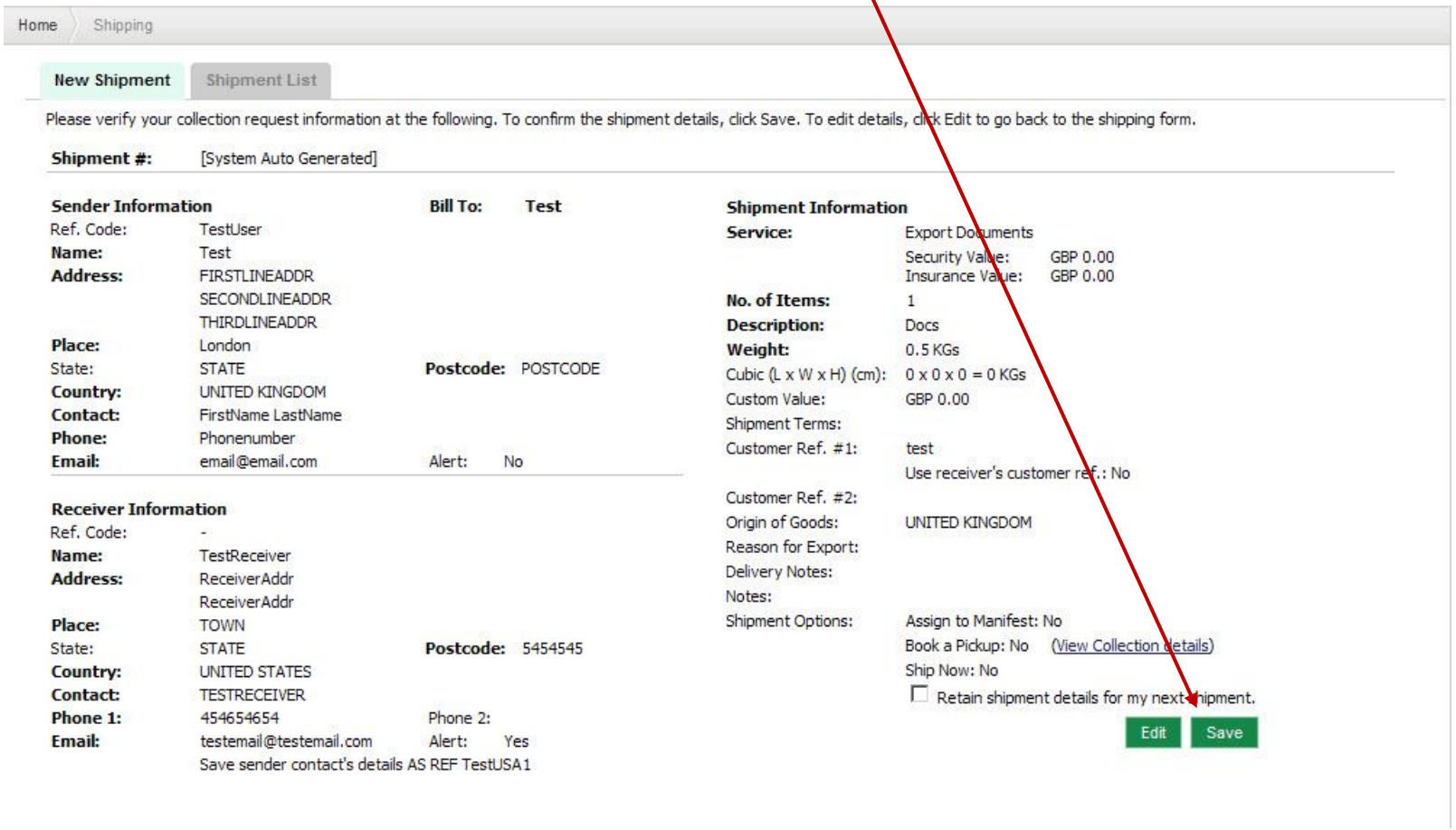
- The following message will appear
- Select '**OK**'



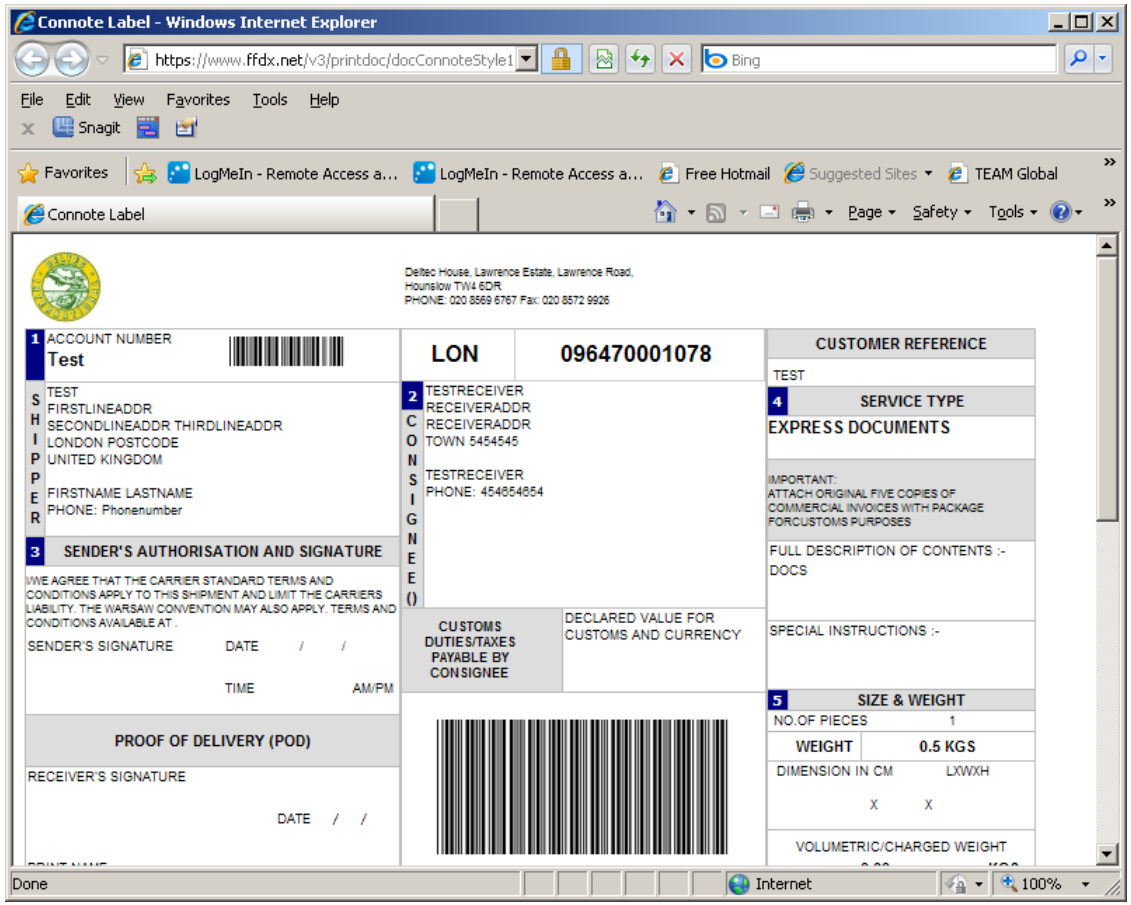
- Select '**Continue**'



- Check the shipment details are all correct **BEFORE** selecting '**Save**'
- Print your connote/label/commercial invoice from the pop up windows and affix to the parcel/items

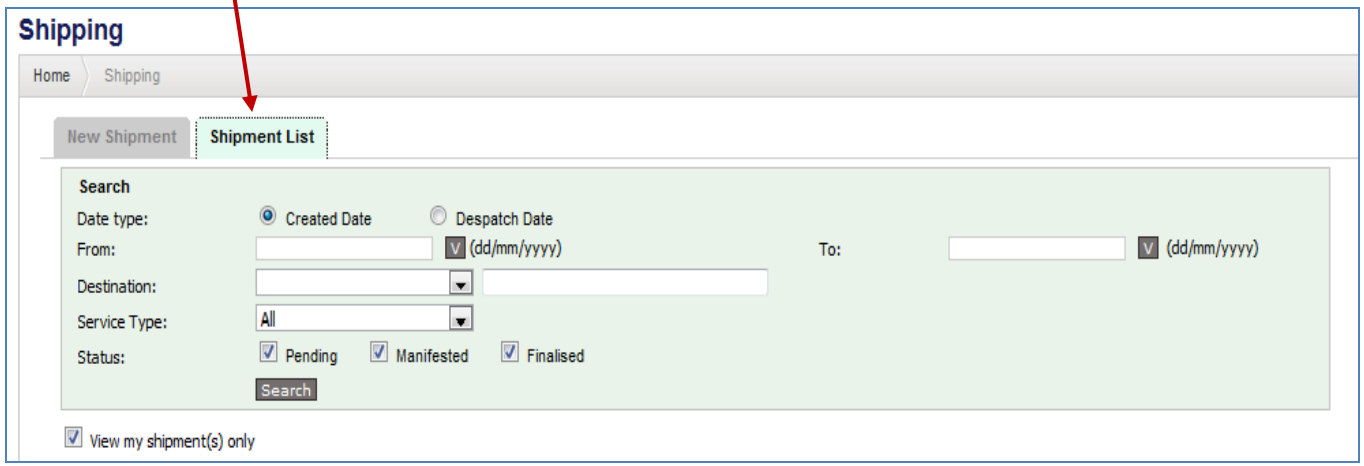


- A pop window will open up with the connote label for printing
- **Print from your browser window and attach to the parcel**
- Two labels are printed on each A4 sheet
- Close the label printing window once printing is complete



- The '**New Shipment**' window will still be open, ready for the next shipment

- Go to '**Shipment List**'



- Your shipment will show as status '**F**' as it has now been **finalised**
- Deltec despatch have been notified that your shipment will be ready for collection on the **selected date/time**

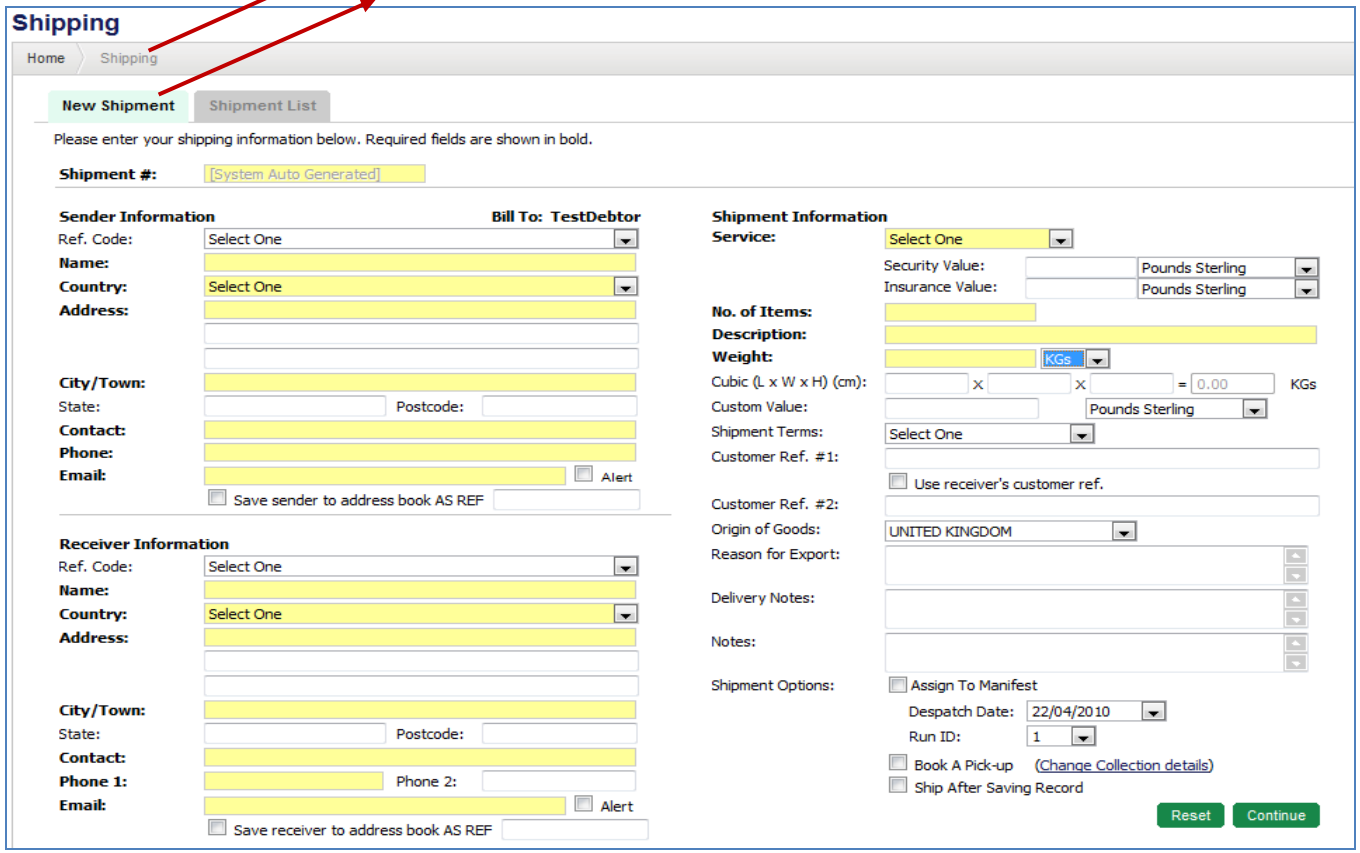
☑	F	10	TestUser	26-Apr-2010 12:16:00	096470001092	ED	TestReceiver	TOWN	UNITED STATES

4.2 SINGLE Collection Bookings (one collection per day with multiple shipments being collected)

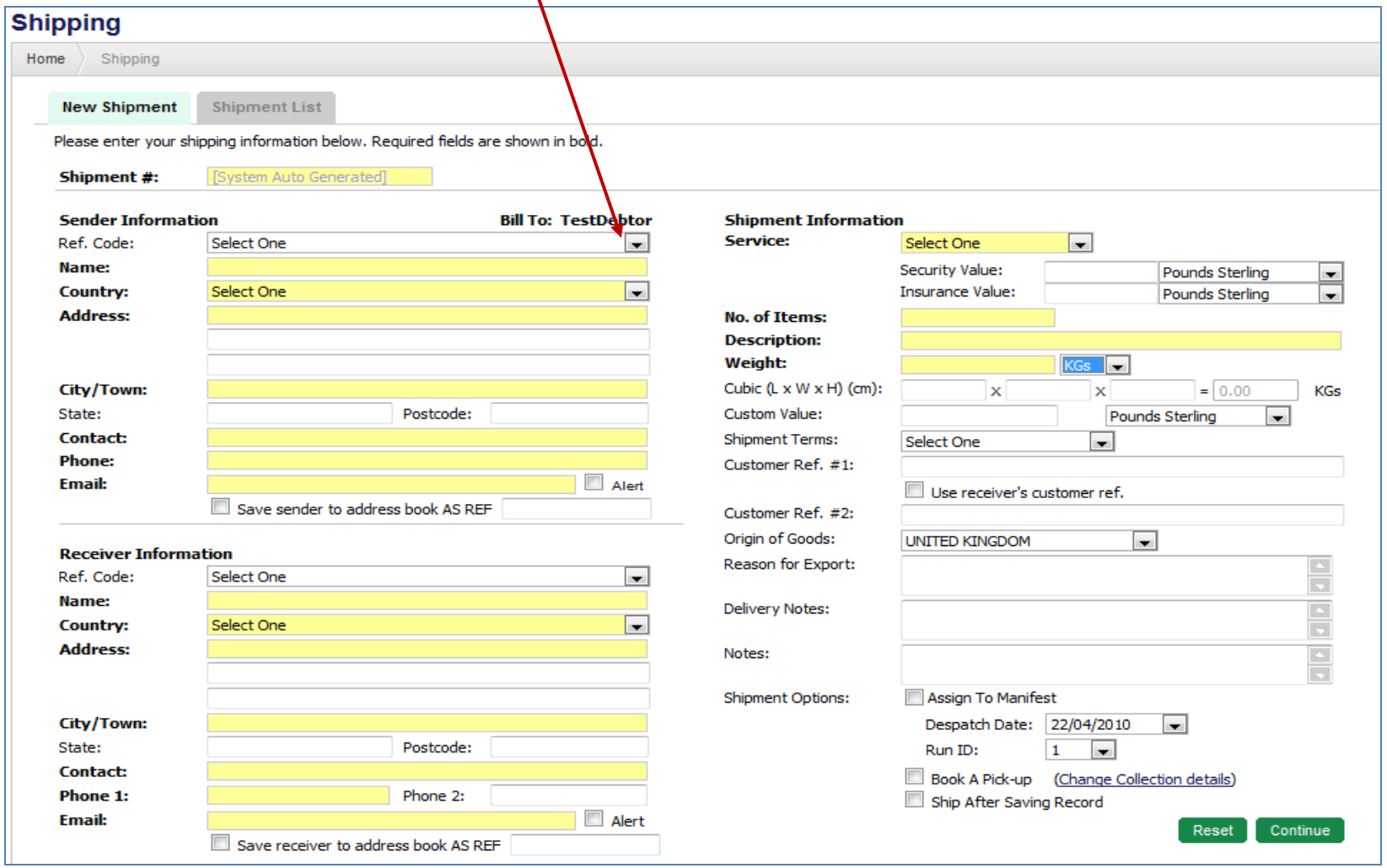
This section pertains to customers who require only **ONE driver collection** from their premises on any given day.

1. Creating a Shipment

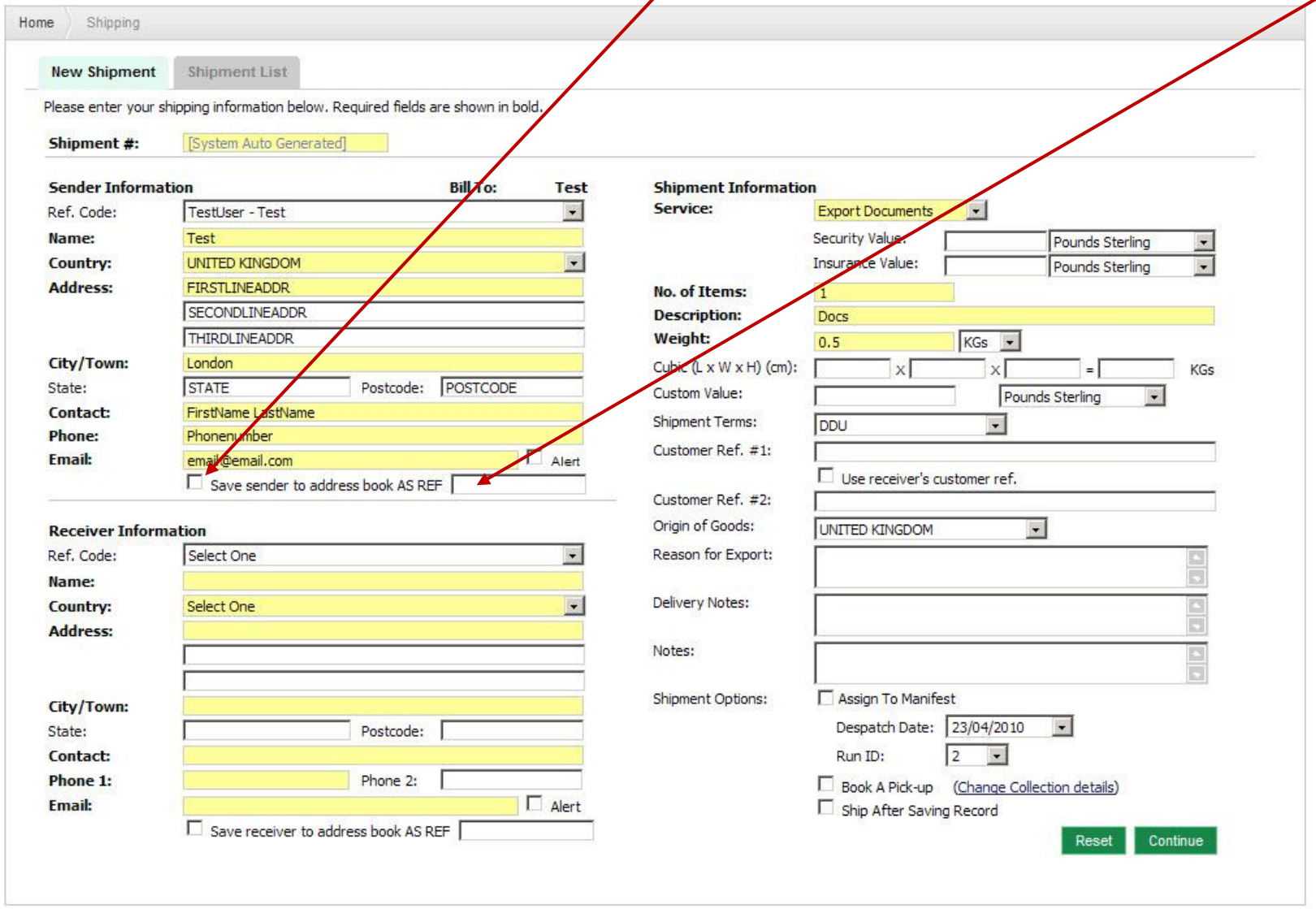
- Select the '**Shipping**'
- Select the '**New Shipment**' tab, the below shipment screen will appear



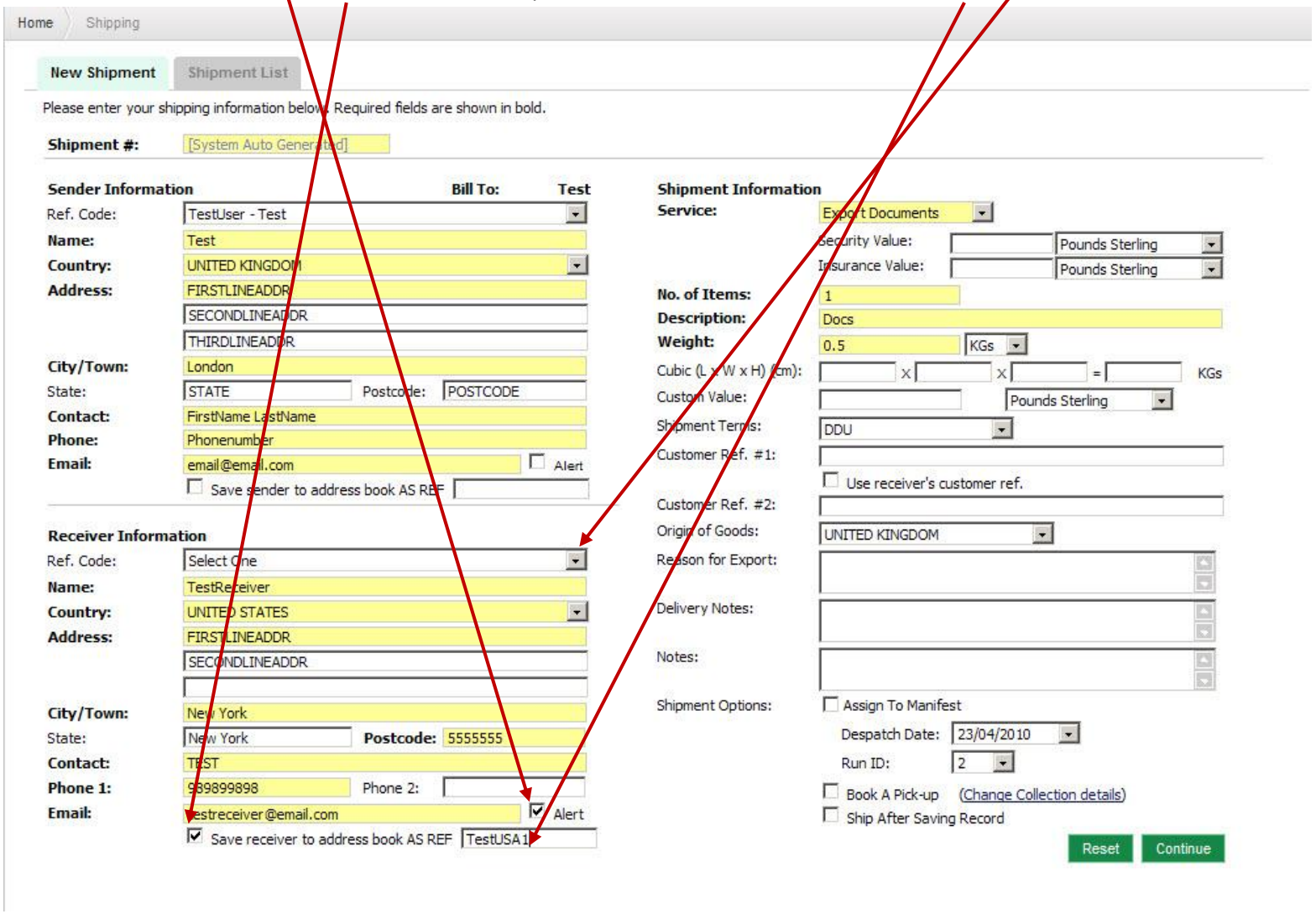
- Select the sender under '**Ref. Code**', the original account details are set as default
- If additional sender addresses have been saved while creating previous shipments, they may be selected instead



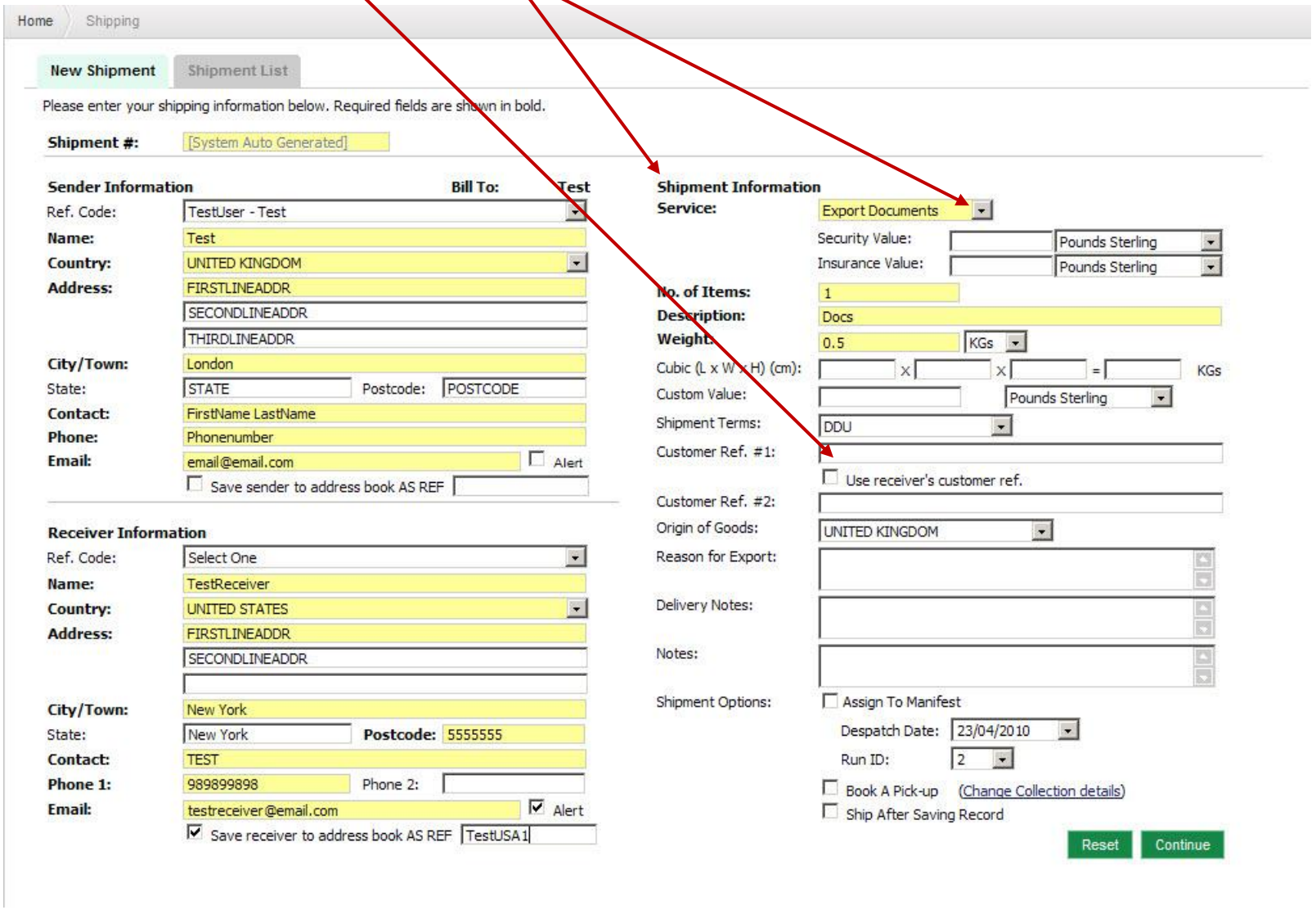
- The sender address fields will be populated automatically
- If you have created a new shipper, please select '**Save sender to ….**' and add a unique reference for future lookup in the '**AS REF**' field



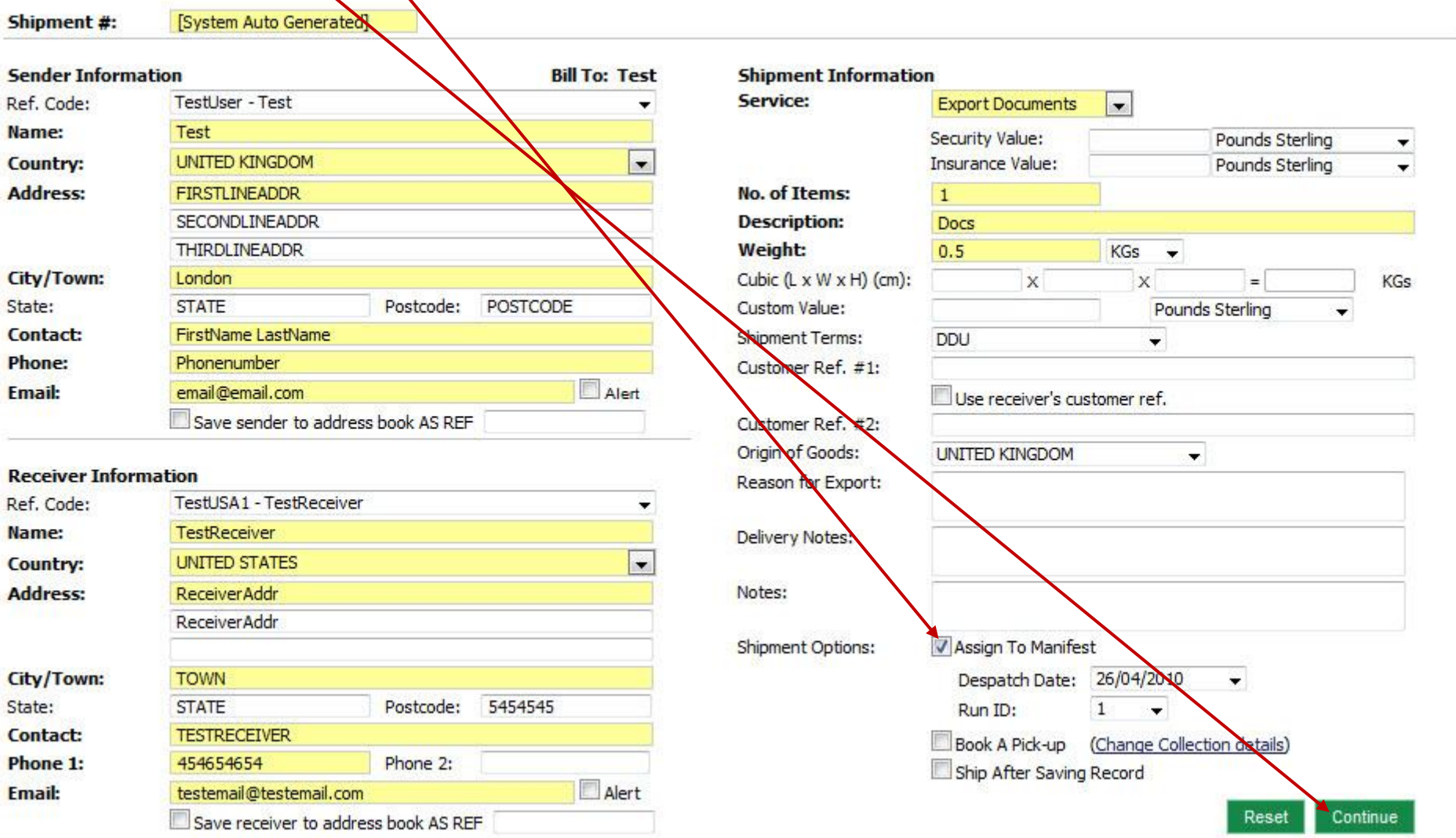
- The same applies for the **receiver/consignee** information
- If you have previously saved any **receiver/consignee** addresses select a recipient under '**Ref. Code**'
- If you need to save a recipient, enter all required data
- Select '**Alert**' only if a valid email address has been provided – this enables tracking data to be sent to the receiver
- Select '**Save receiver to …..**' and provide a reference for future use in the '**AS REF**' field



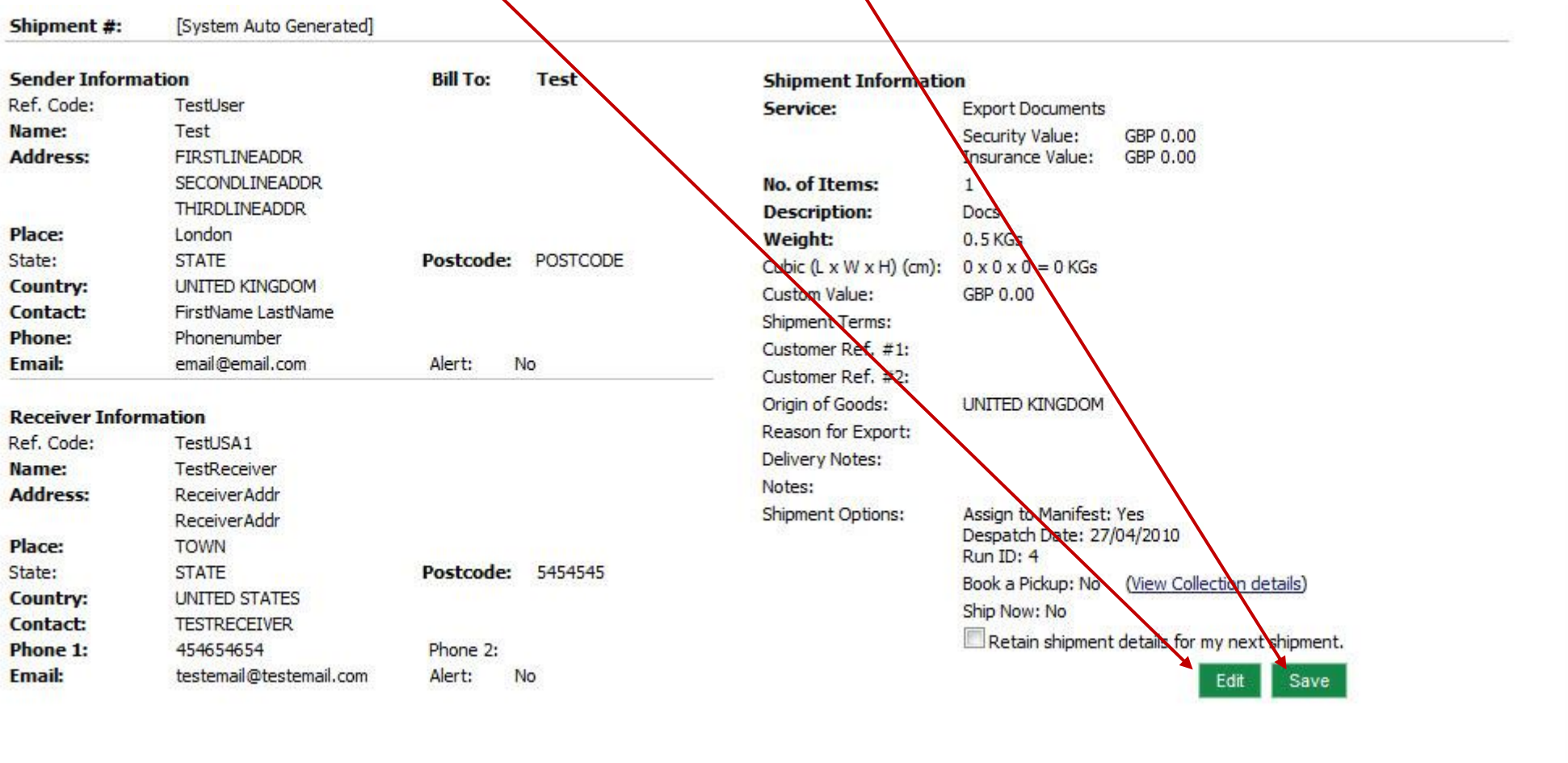
- Select the '**Service**' or type of shipment (ie. Documents, parcels)
- Ensure that the '**Shipment Information**' is completed correctly
- Add a '**Customer Reference**' if required , **do not enter any data in the 'Shipment Options' area**



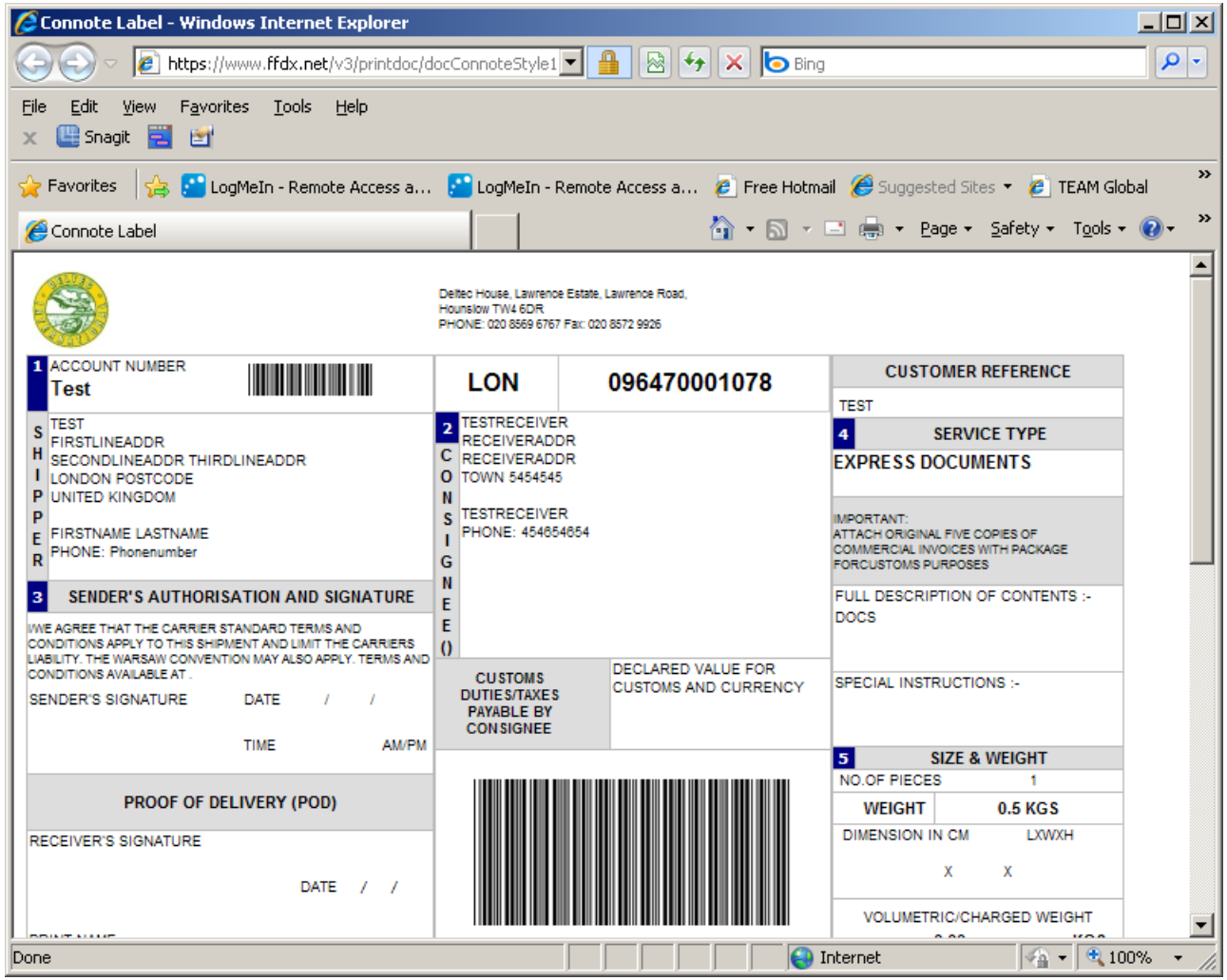
- Ensure that '**Assign to Manifest**' has been selected with the correct date for your collection
- Select '**Continue**' once all required data has been entered



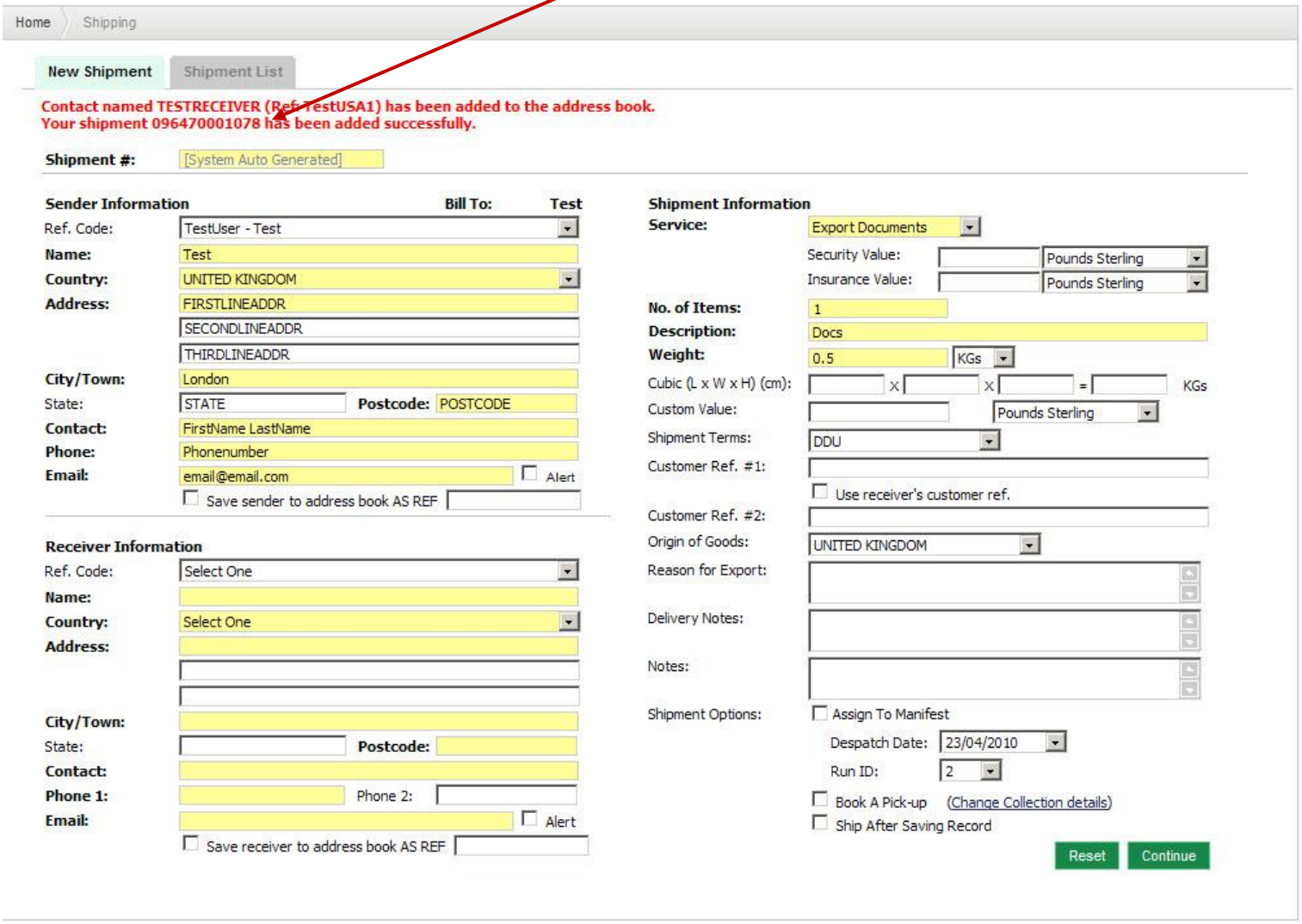
- The following screen will appear
- Please ensure that **ALL** shipment data is correct, if it is then select '**Save**'
- If changes are required, select '**Edit**'



- A pop window will open up with the connote label for printing
- **Print from your browser window and attach to the parcel**
- Two labels are printed on each A4 sheet
- Close the label printing window once printing is complete

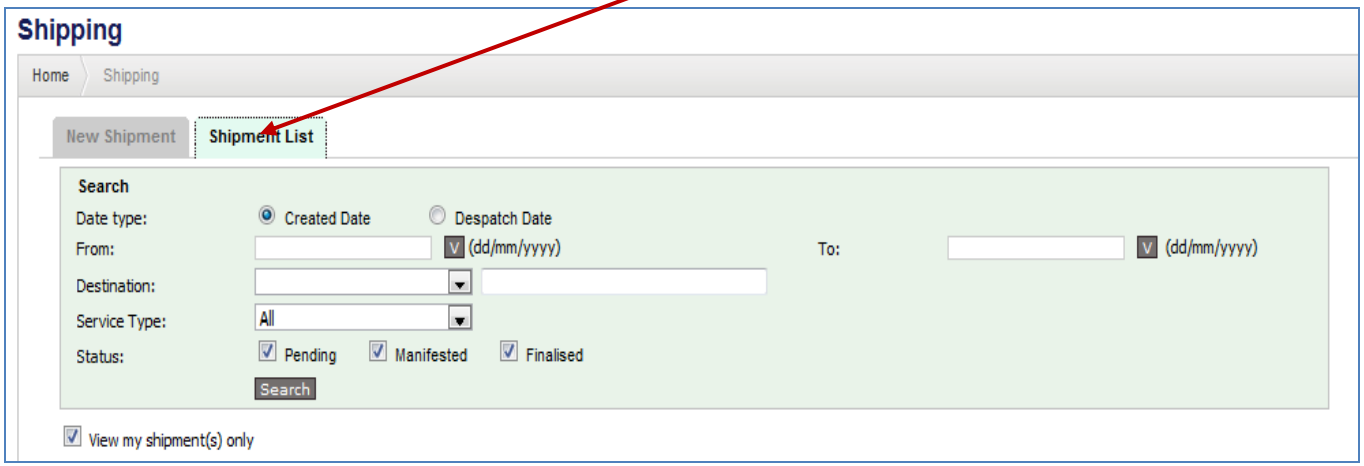


- The '**New Shipment**' window will still be open, ready for the next shipment
- Please note that the previous shipment's connote number is verified here in **red**
- Continue with the next shipment

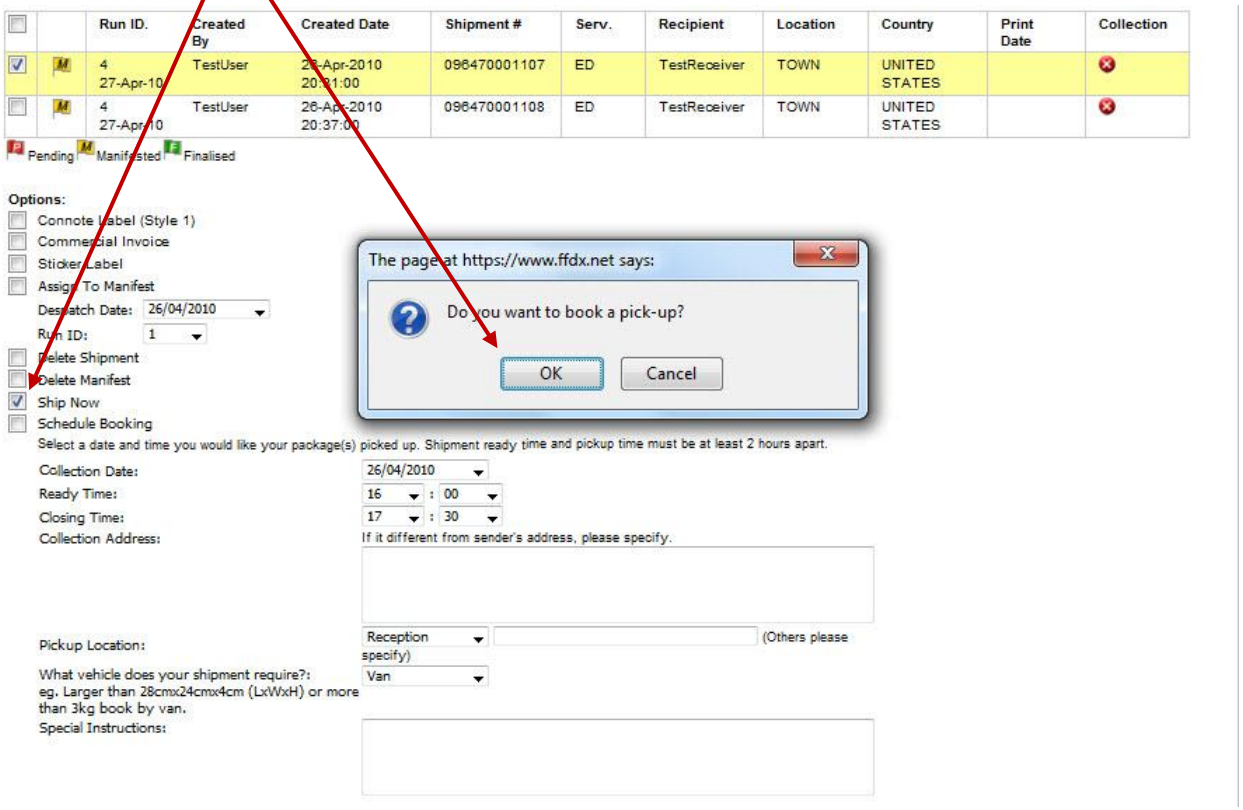


2. Booking a Collection

- To view the shipments already created please select the '**Shipment List**' tab
- Shipment data will be listed, select the connote number to view the details if required



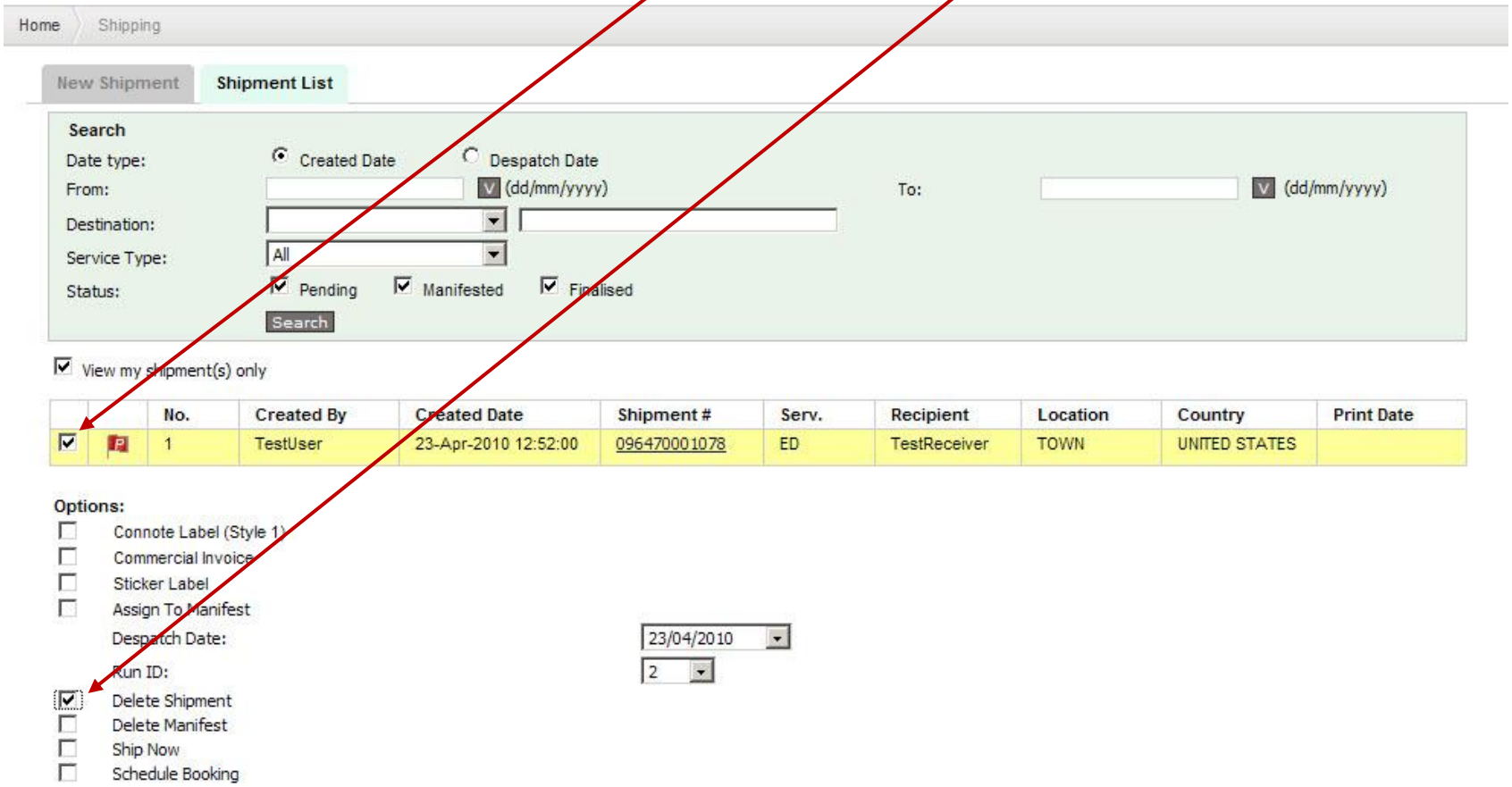
- Next ensure that your shipments are scheduled for a collection by selecting the shipments to be finalised
- Select '**Ship Now**'
- The message '**Do you want to book a pickup?**' will appear
- Select '**OK**' and ensure that you complete the **correct date/time** for the pickup otherwise the **default** will be used



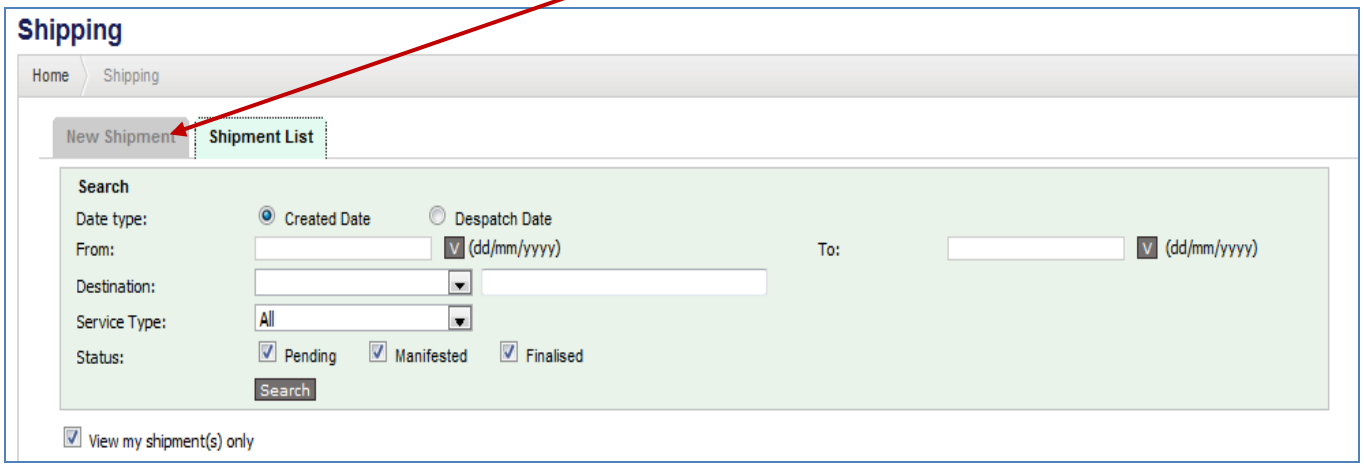
- If you select '**Cancel**' no collection will be booked

3. Deleting a shipment

- A shipment may be deleted by selecting the shipment and '**delete shipment**'(**please note that there is no way to retrieve this data if deleted in error!**)



- To return to the shipment creation page, select the '**New Shipment**' tab



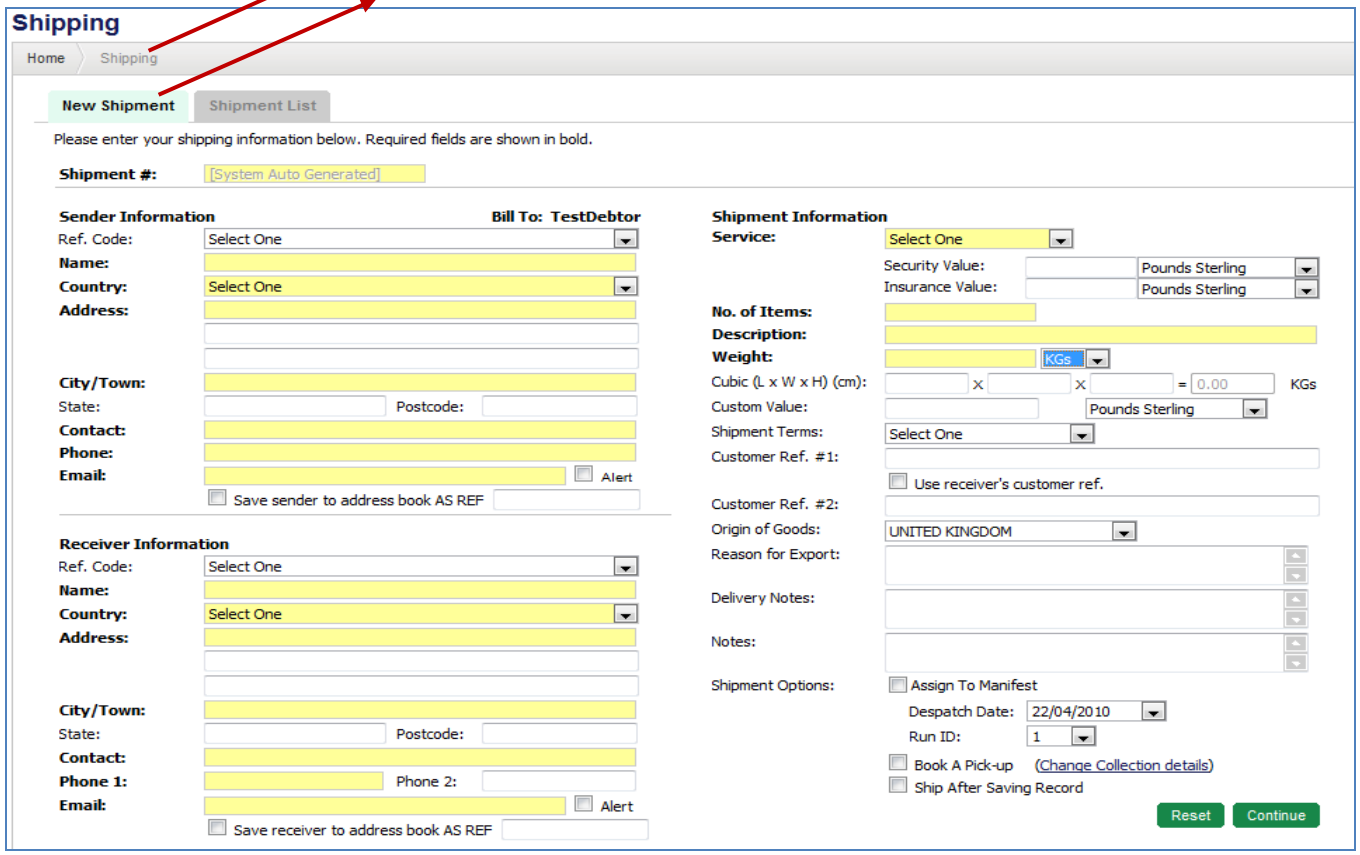
- See **section 8 'Reporting'** for more detail

4.3 Multiple Collection Bookings (more than one collection per day required at various times, with single/multiple shipments for each collection)

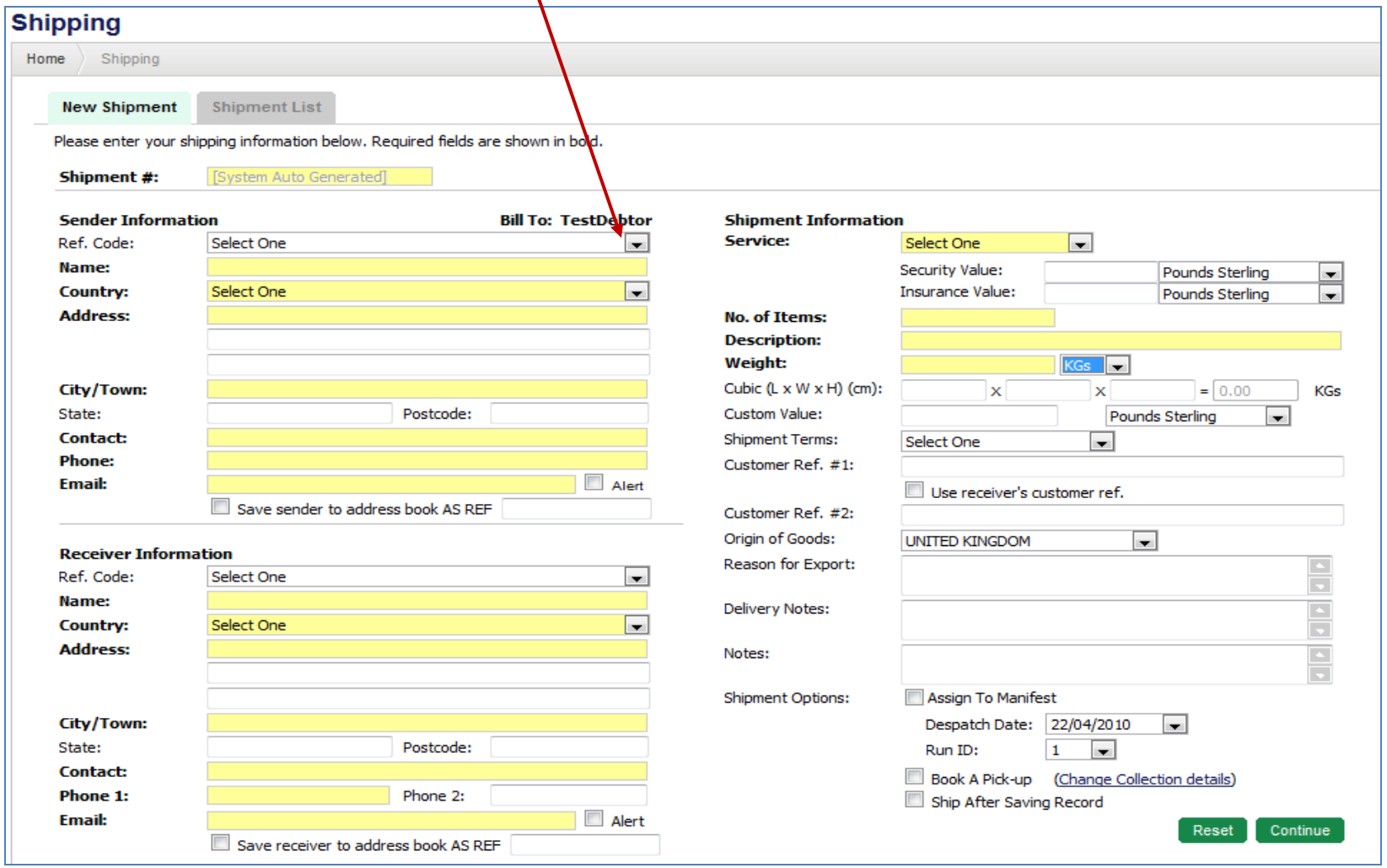
This section pertains to customers who require **MULTIPLE driver collections** from their premises or any other on any given day.

1. Creating a Shipment

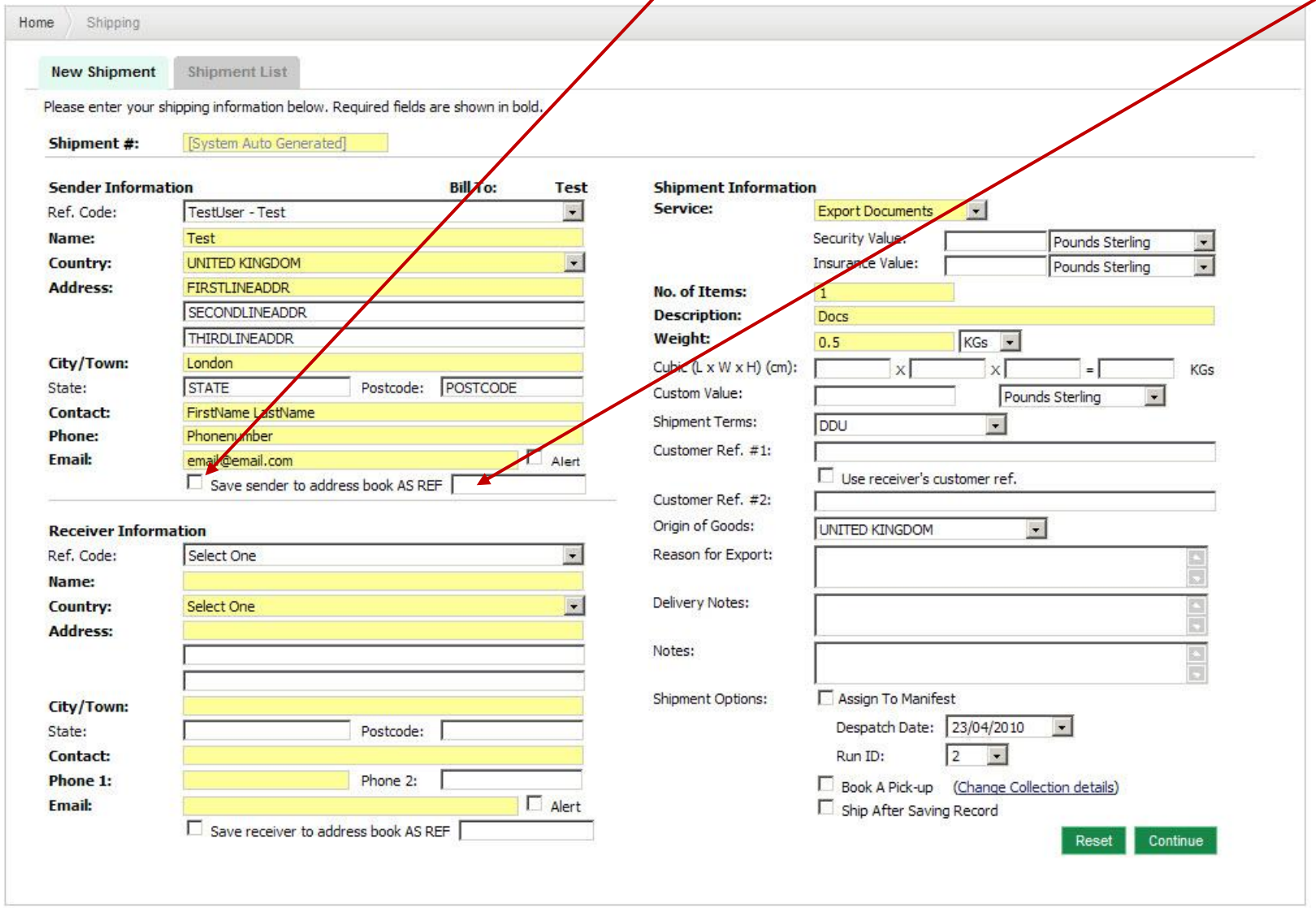
- Select the '**Shipping**'
- Select the '**New Shipment**' tab, the below shipment screen will appear



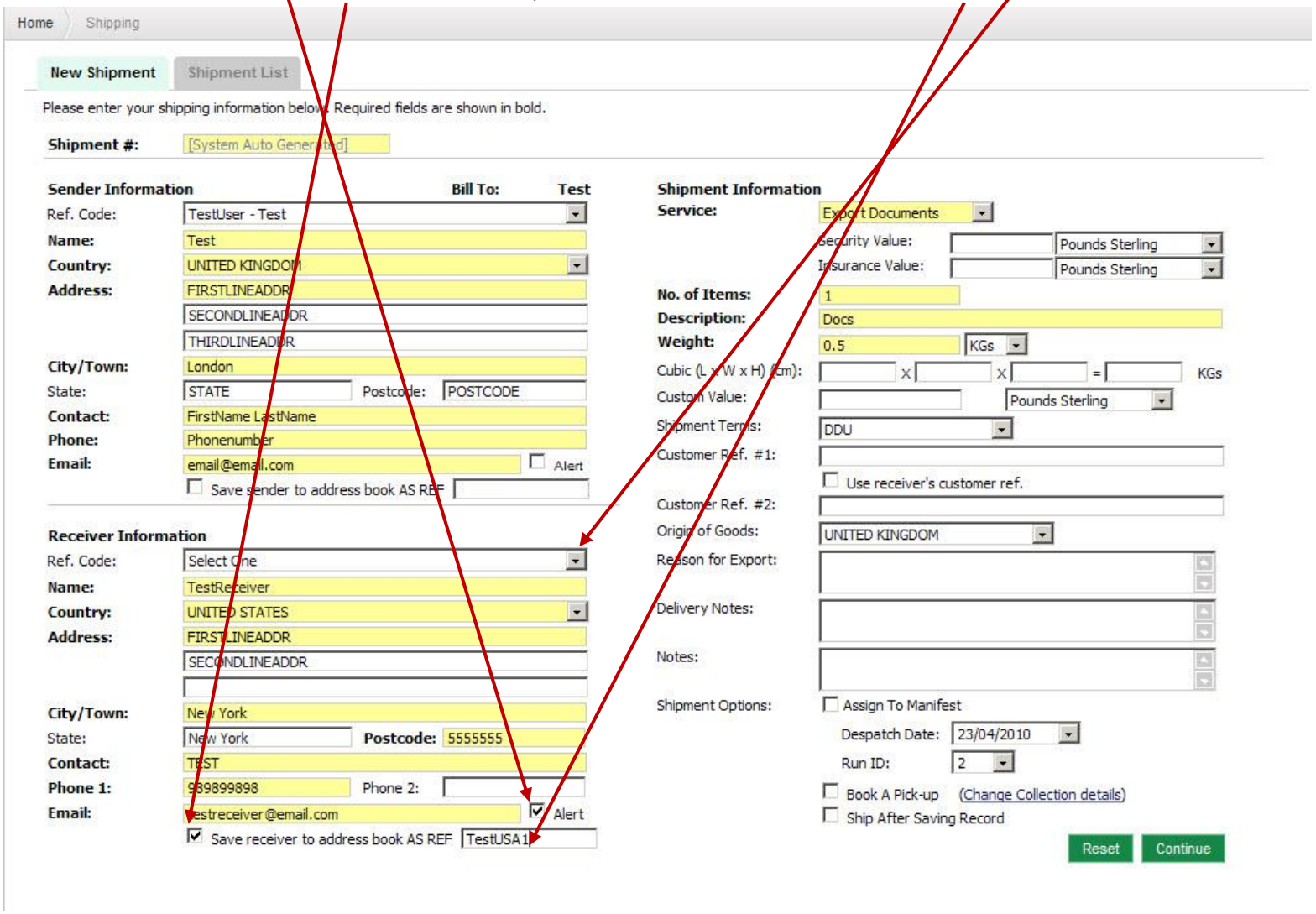
- Select the sender under '**Ref. Code**', the original account details are set as default
- If additional sender addresses have been saved while creating previous shipments, they may be selected instead



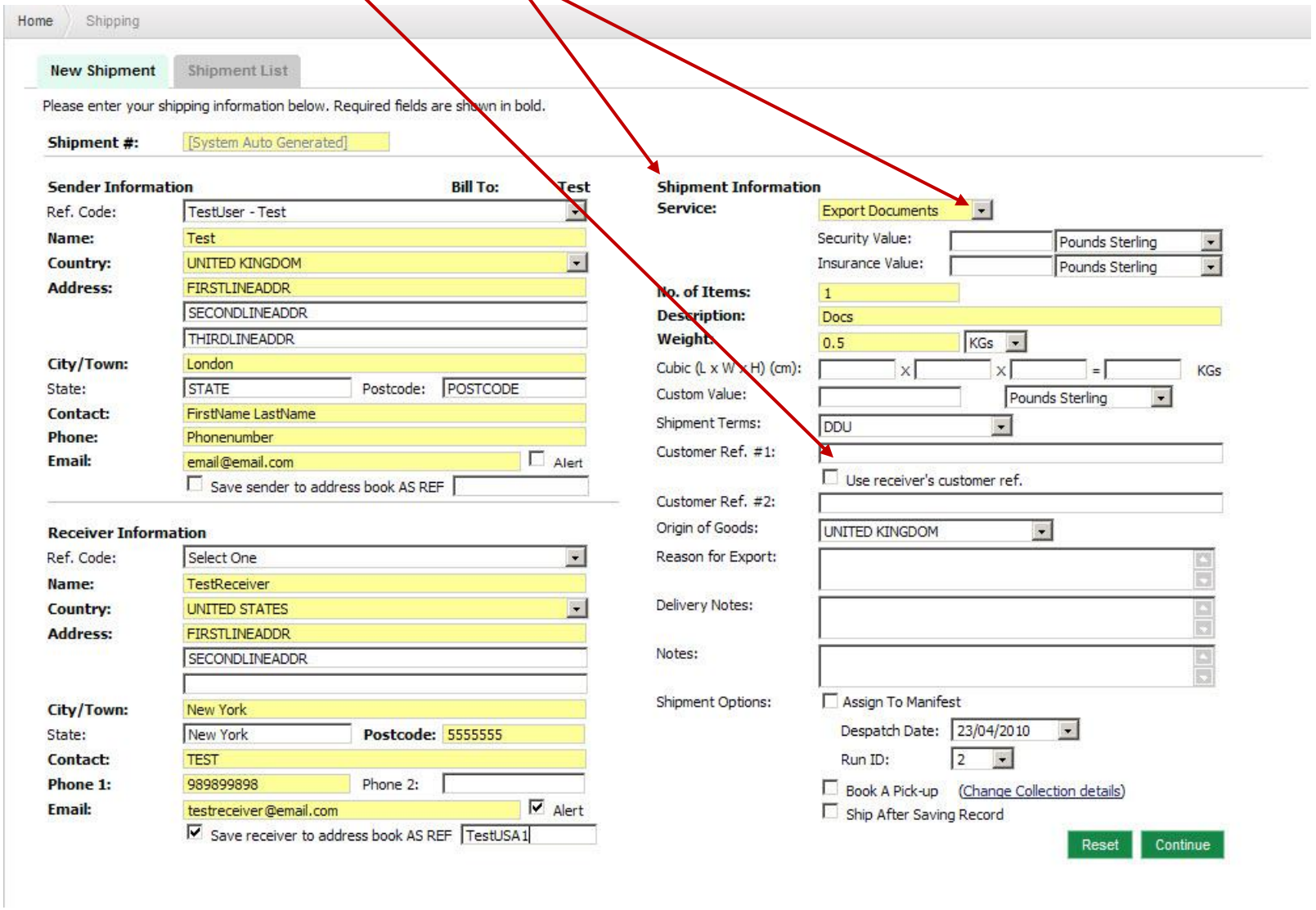
- The sender address fields will be populated automatically
- If you have created a new shipper, please select '**Save sender to ….**' and add a unique reference for future lookup in the '**AS REF**' field



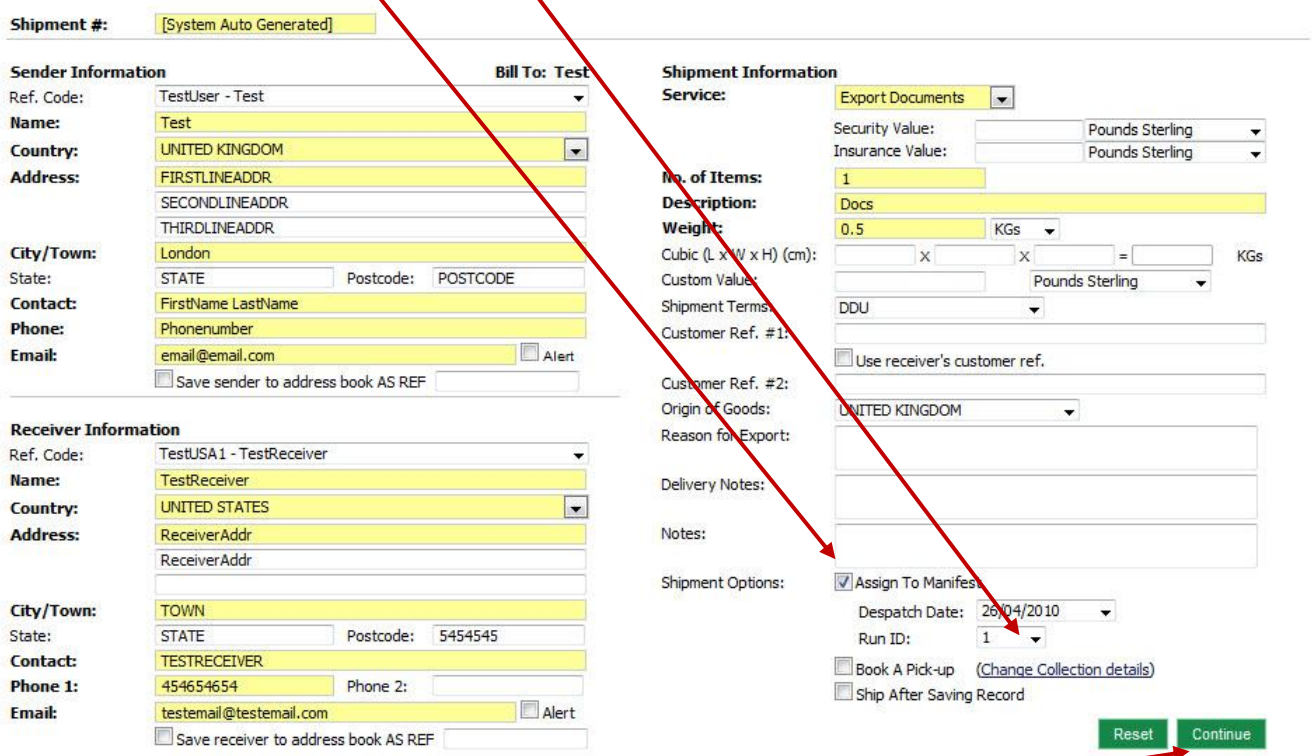
- The same applies for the **receiver/consignee** information
- If you have previously saved any **receiver/consignee** addresses select a recipient under '**Ref. Code**'
- If you need to save a recipient, enter all required data
- Select '**Alert**' only if a valid email address has been provided – this enables tracking data to be sent to the receiver
- Select '**Save receiver to …..**' and provide a reference for future use in the '**AS REF**' field



- Select the '**Service**' or type of shipment (ie. Documents, parcels)
- Ensure that the '**Shipment Information**' is completed correctly
- Add a '**Customer Reference**' if required , **do not enter any data in the 'Shipment Options' area**

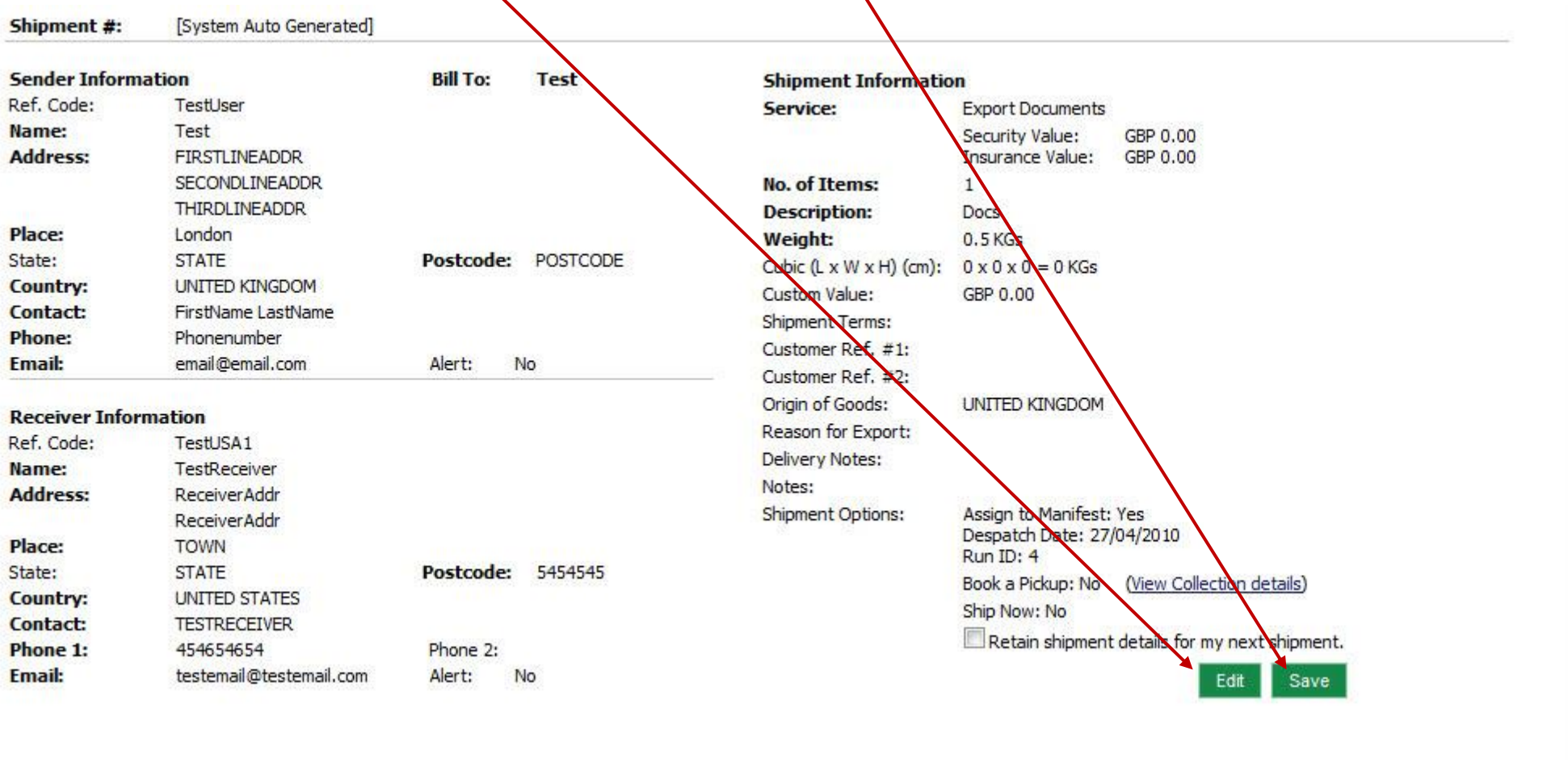


- Ensure that '**Assign to Manifest**' has been selected with the correct date for your collection
- Ensure that the shipment is on the **CORRECT RUNID** manifest for the collection required

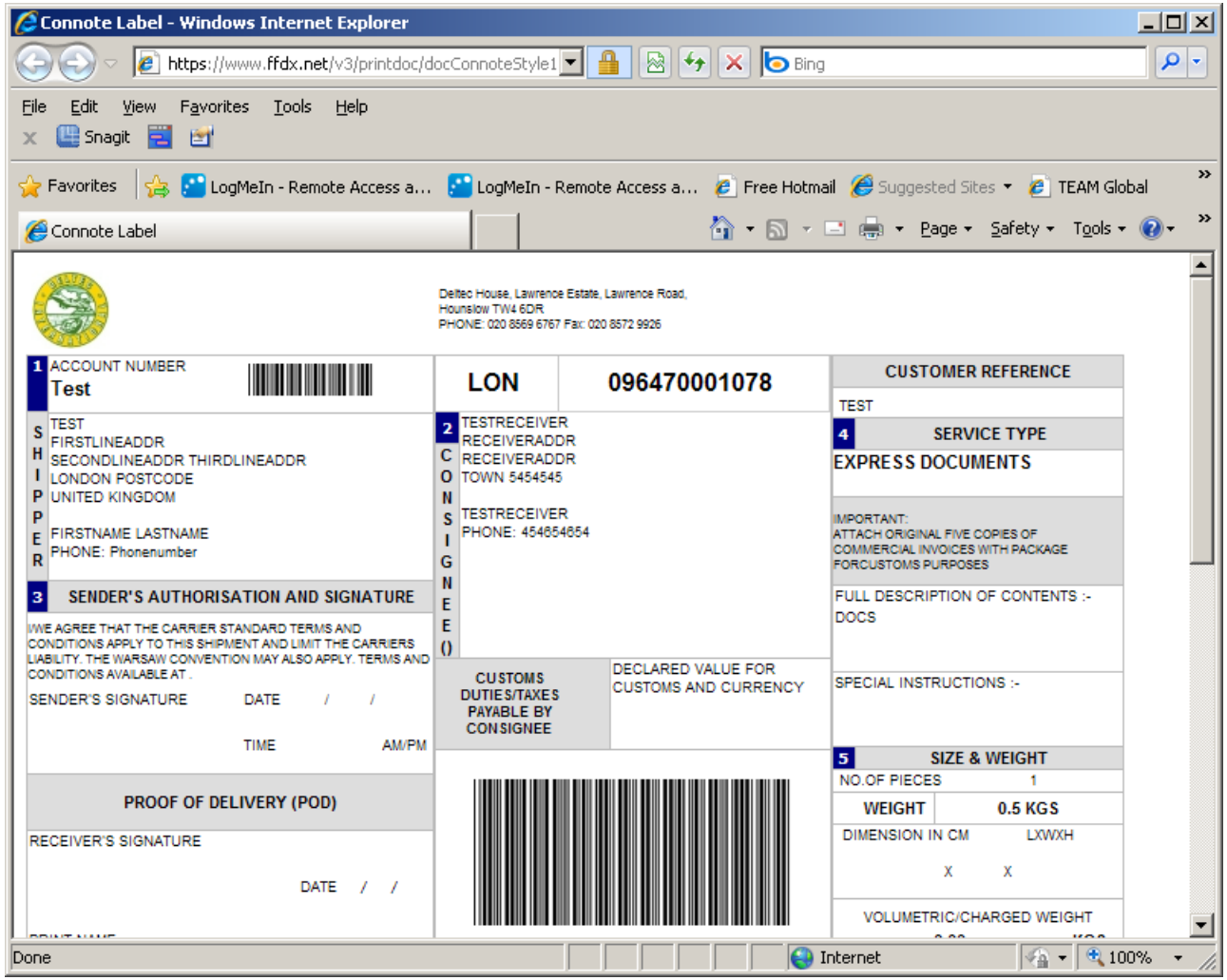


- Select the next '**RunID**' if **more than one** collection time is required on that day/or a collection from a **different location** is required
- Select '**Continue**' once all required data has been entered

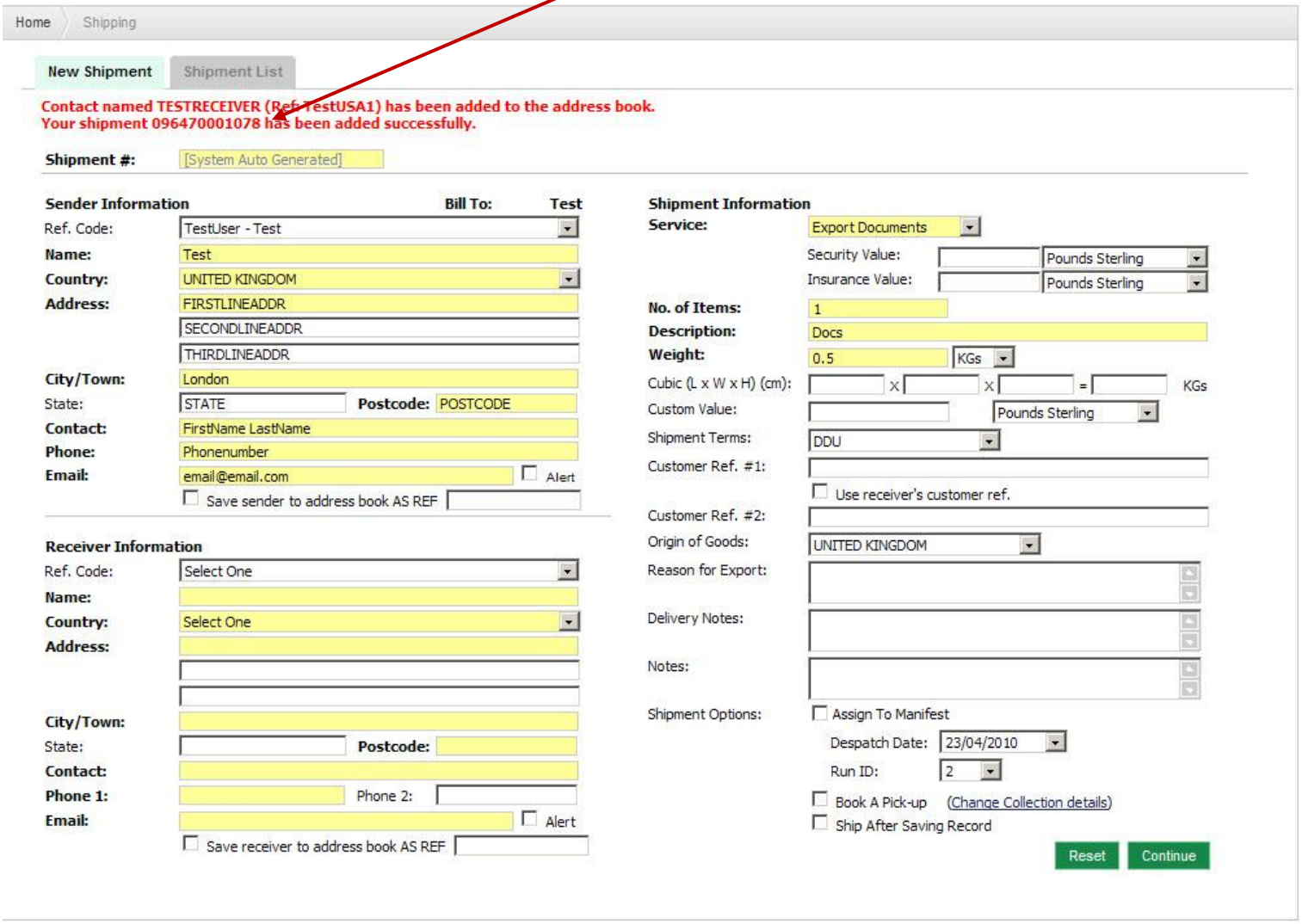
- The following screen will appear
- Please ensure that **ALL** shipment data is correct, if it is then select '**Save**'
- If changes are required, select '**Edit**'



- A pop window will open up with the connote label for printing
- **Print from your browser window and attach to the parcel**
- Two labels are printed on each A4 sheet
- Close the label printing window once printing is complete

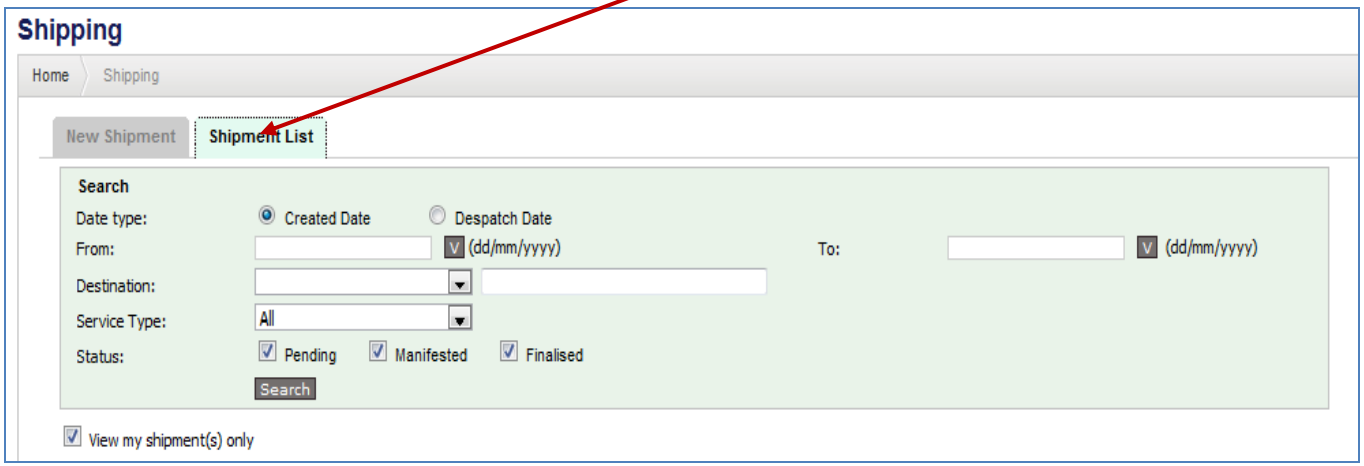


- The '**New Shipment**' window will still be open, ready for the next shipment
- Please note that the previous shipment's connote number is verified here in **red**
- Continue with the next shipment

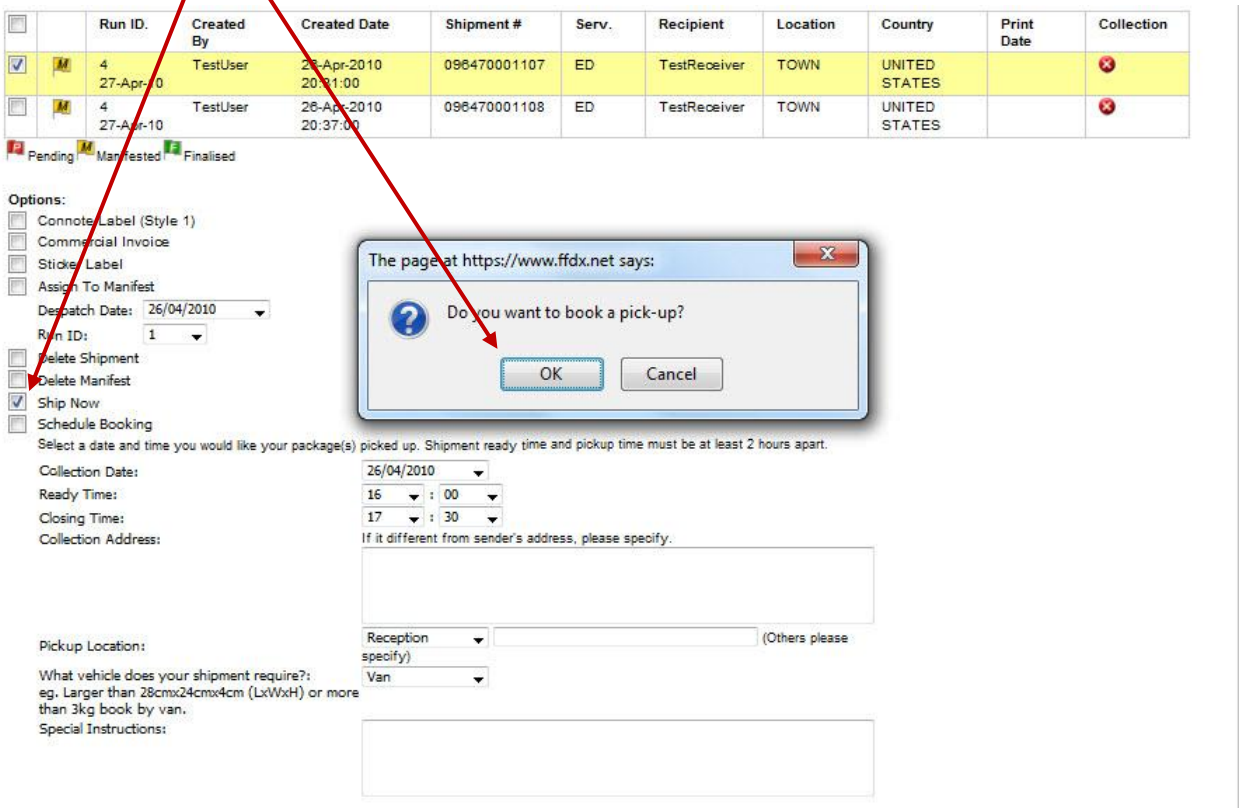


2. Booking a Collection

- To view the shipments already created please select the '**Shipment List**' tab
- Shipment data will be listed, select the connote number to view the details if required



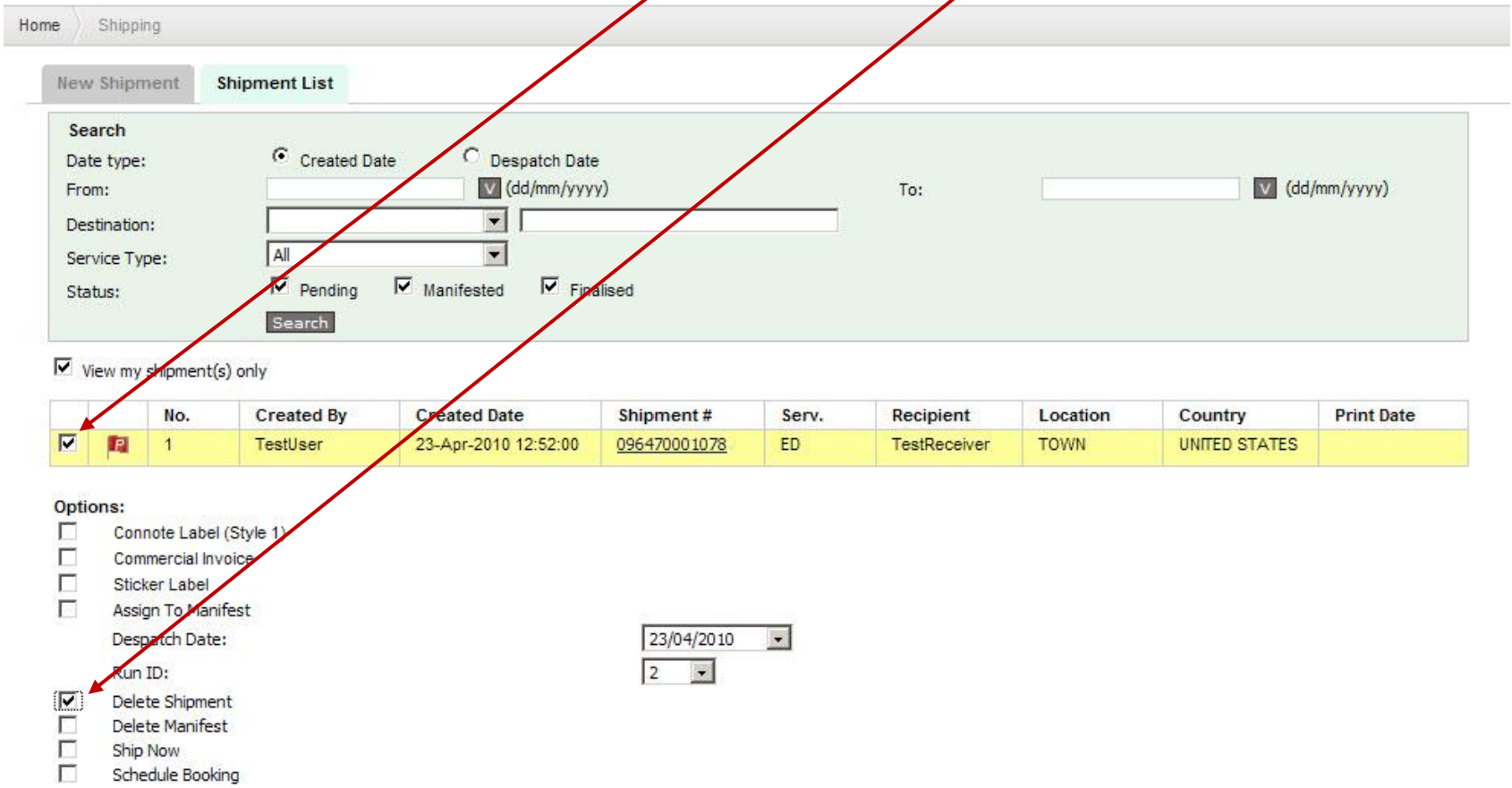
- Next ensure that your shipments are scheduled for a collection by selecting the shipments **PER RUNID/MANIFEST** to be finalised
- If you have more than one collection requirement for the day then you need to 'close' each **RUNID/MANIFEST** created
- Select '**Ship Now**'
- The message '**Do you want to book a pickup?**' will appear
- Select '**OK**' and ensure that you complete the **correct date/time** for the pickup otherwise the **default** will be used



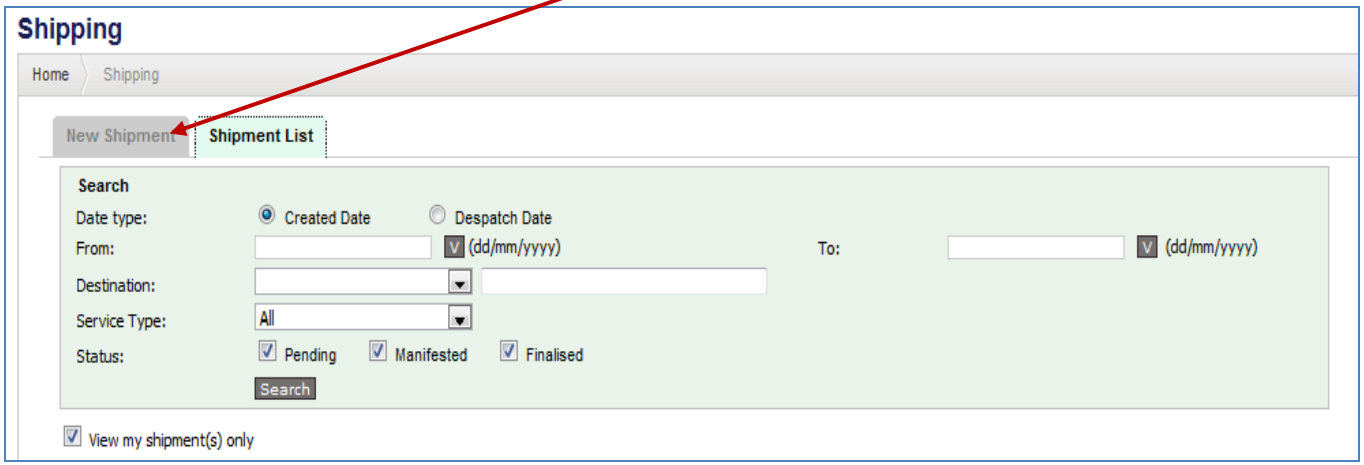
- If you select '**Cancel**' no collection will be booked

3. Deleting a shipment

- A shipment may be deleted by selecting the shipment and '**delete shipment**'(**please note that there is no way to retrieve this data if deleted in error!**)



- To return to the shipment creation page, select the '**New Shipment**' tab



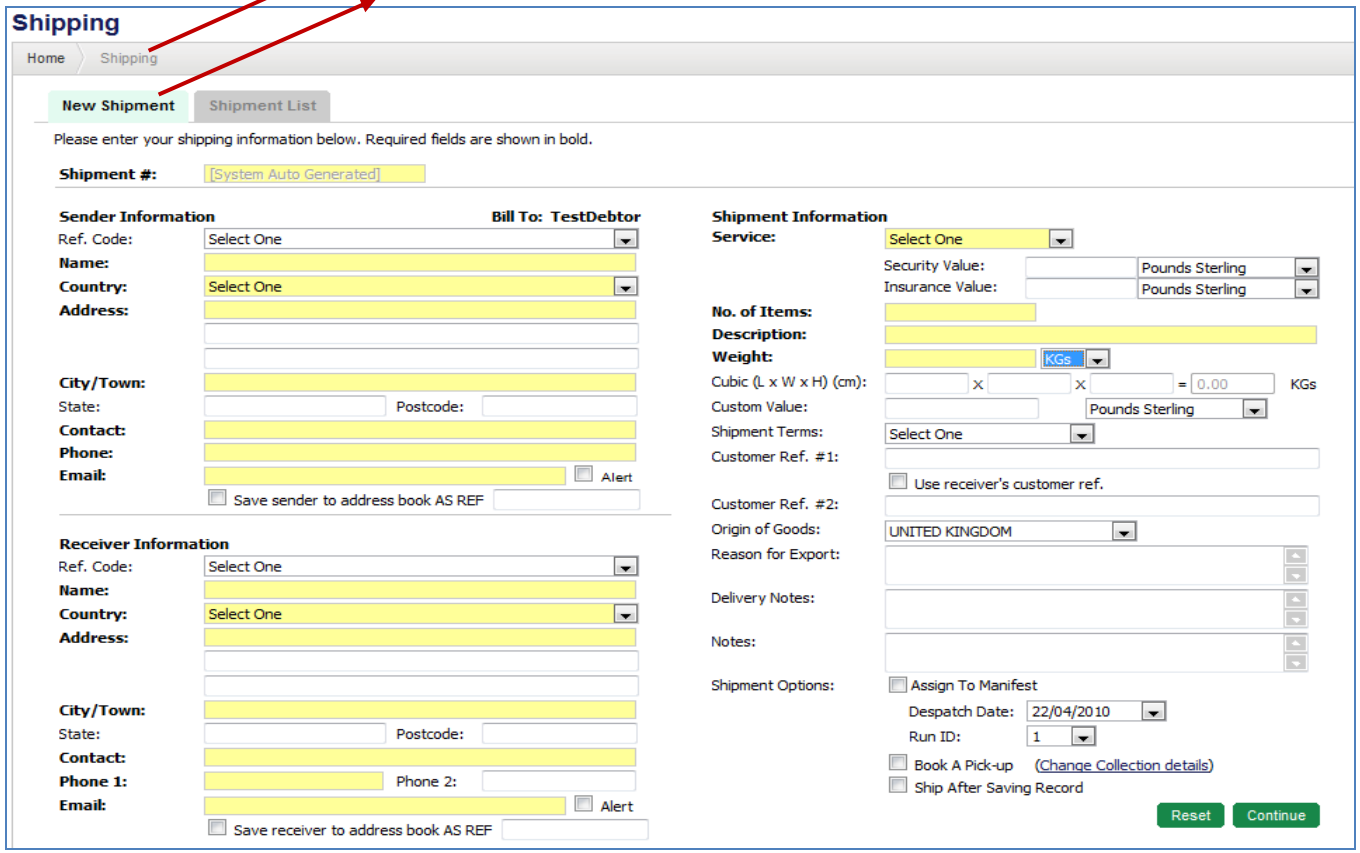
- See **section 8 'Reporting'** for more detail

4.4 Scheduled/Advance Bookings

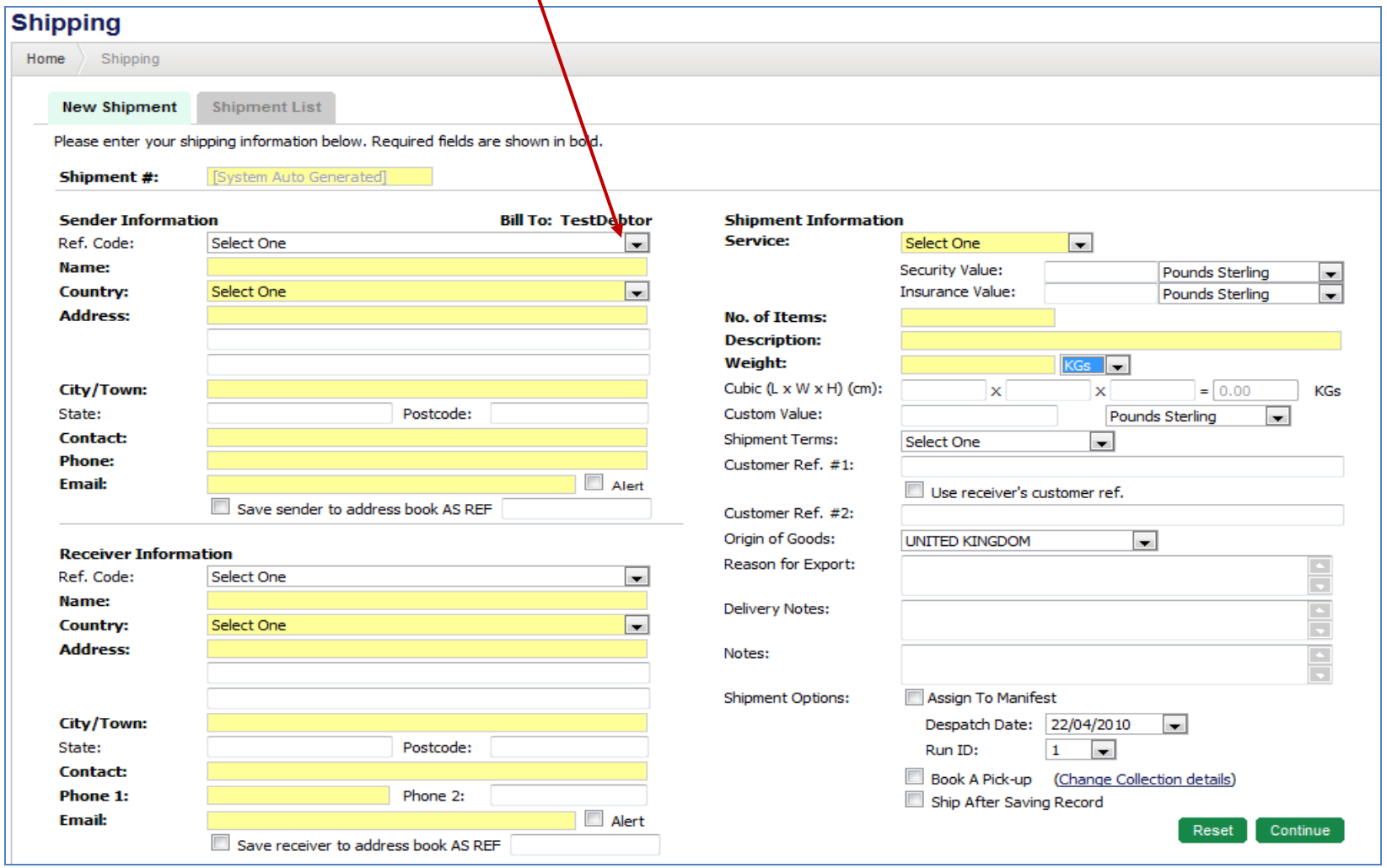
This section pertains to customers who book shipments in **ADVANCE for a future collection date.**

1. Creating a Shipment

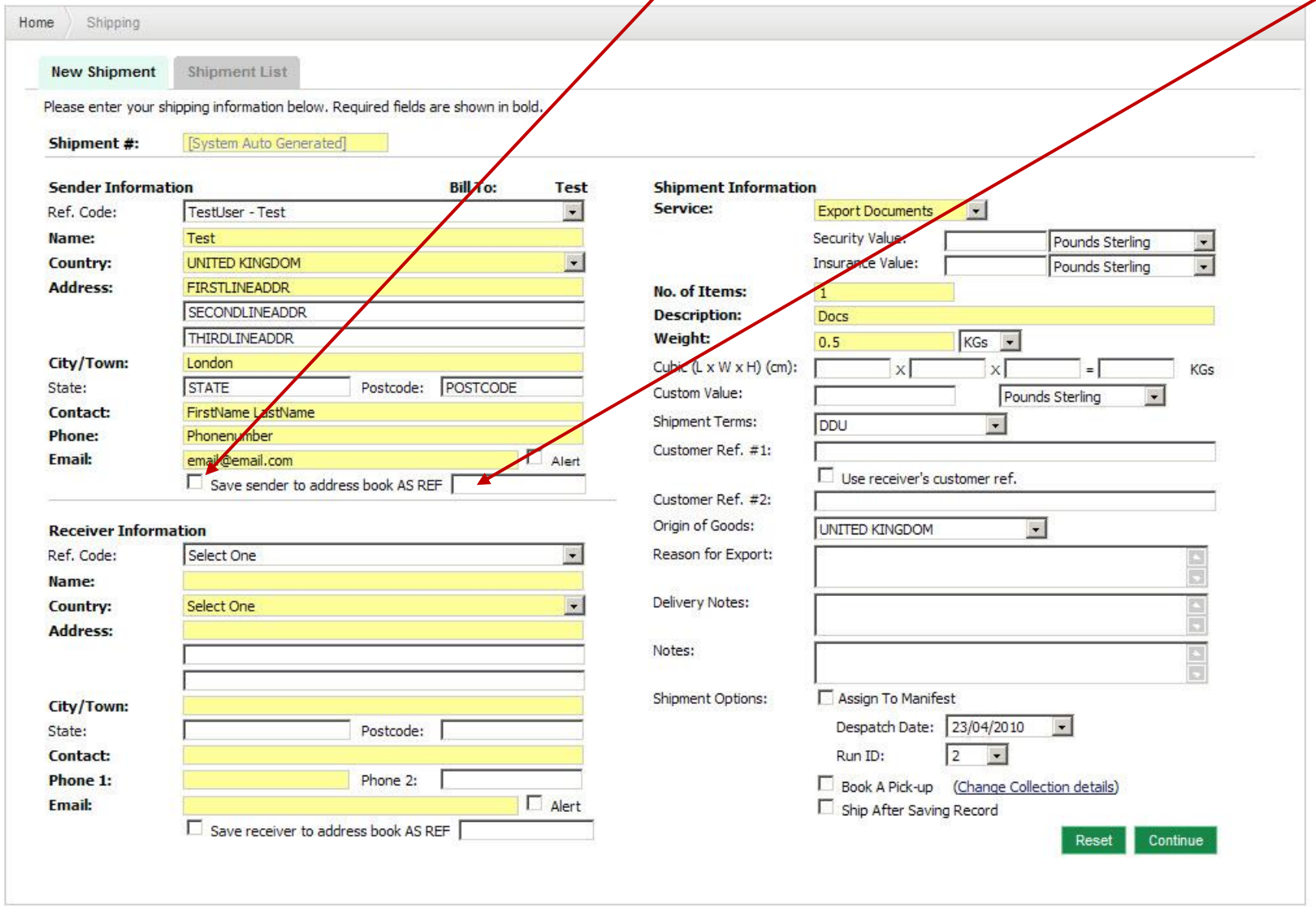
- Select the '**Shipping**'
- Select the '**New Shipment**' tab, the below shipment screen will appear



- Select the sender under '**Ref. Code**', the original account details are set as default
- If additional sender addresses have been saved while creating previous shipments, they may be selected instead

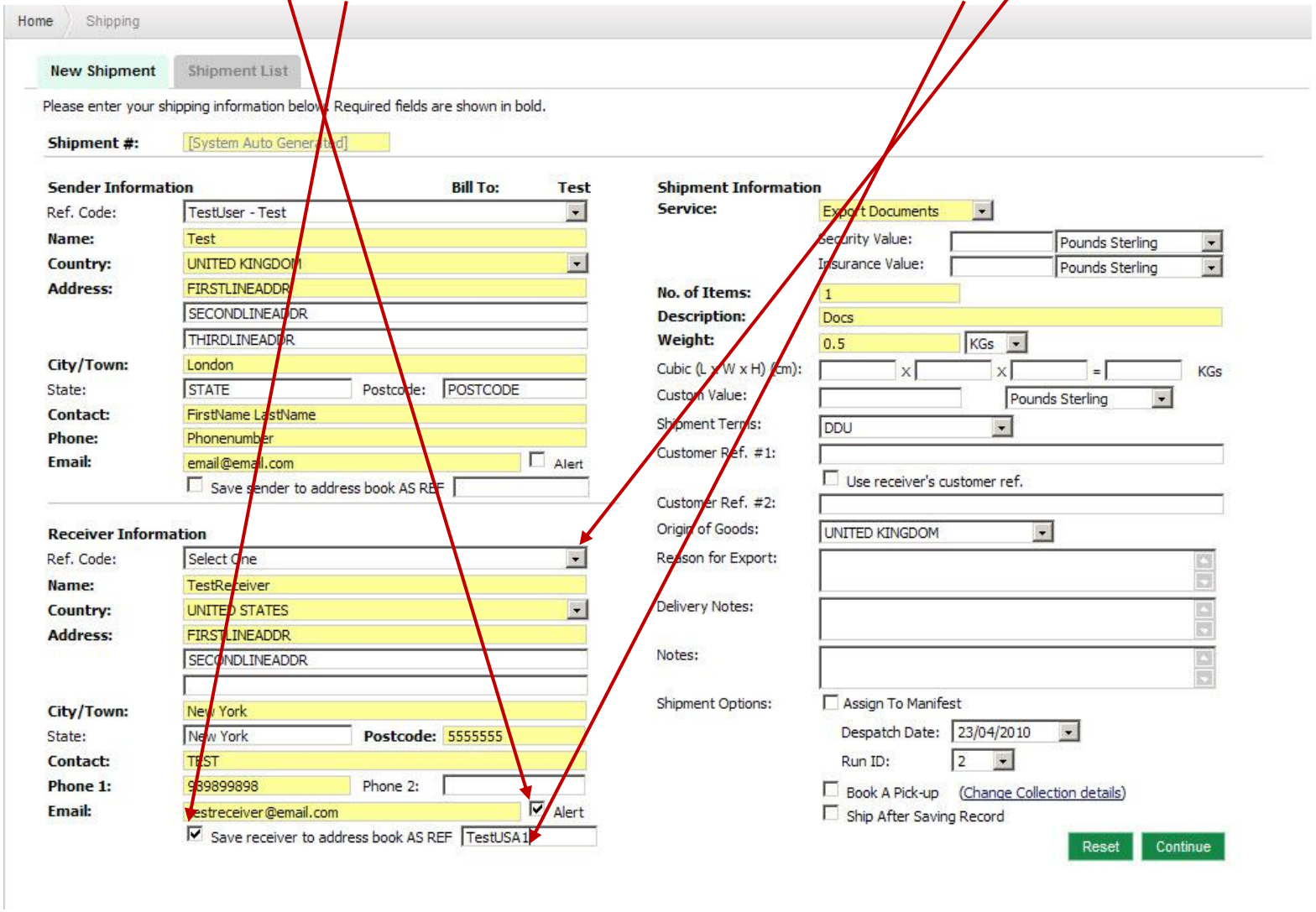


- The sender address fields will be populated automatically
- If you have created a new shipper, please select '**Save sender to ….**' and add a unique reference for future lookup in the '**AS REF**' field

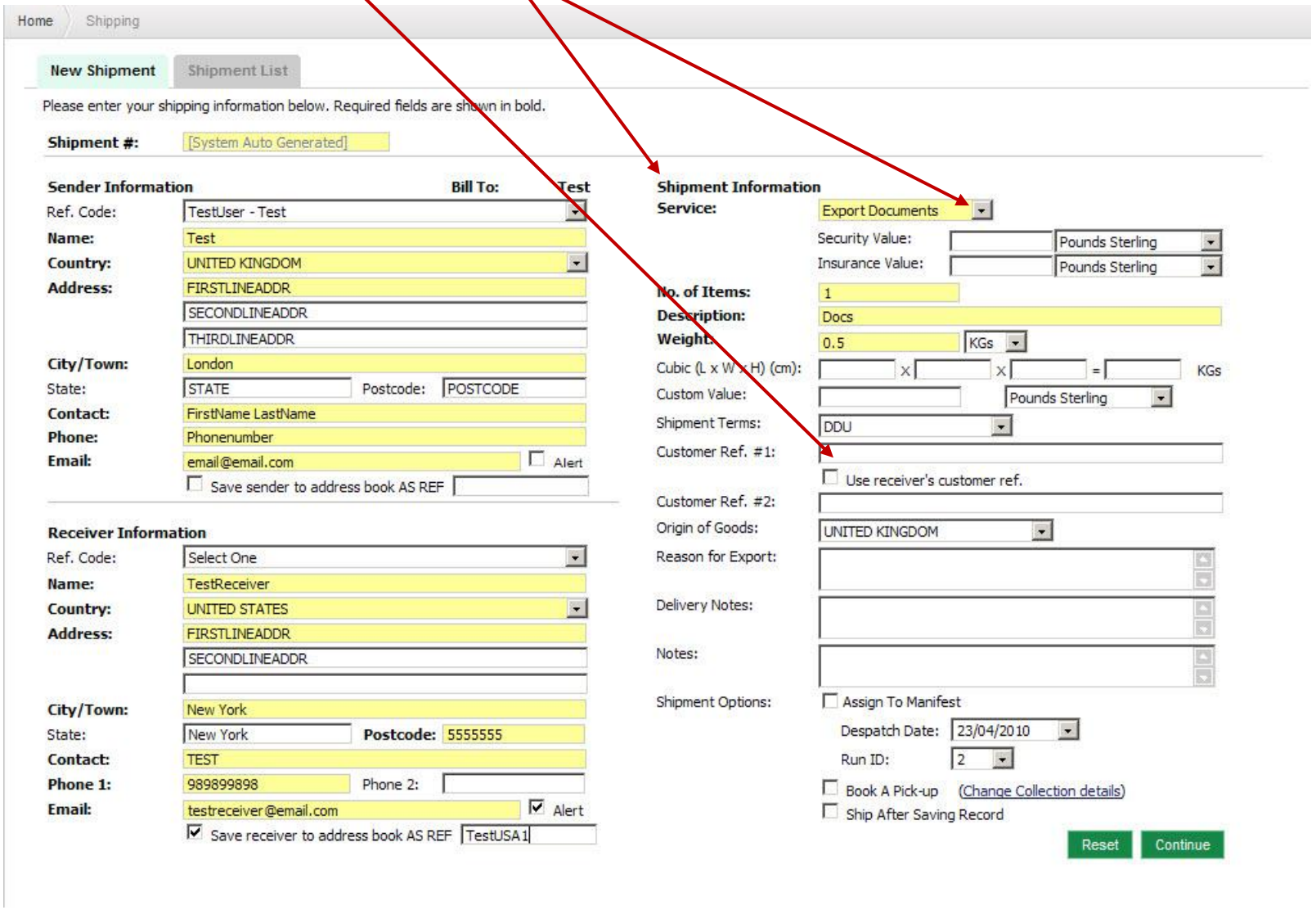


- The same applies for the **receiver/consignee** information

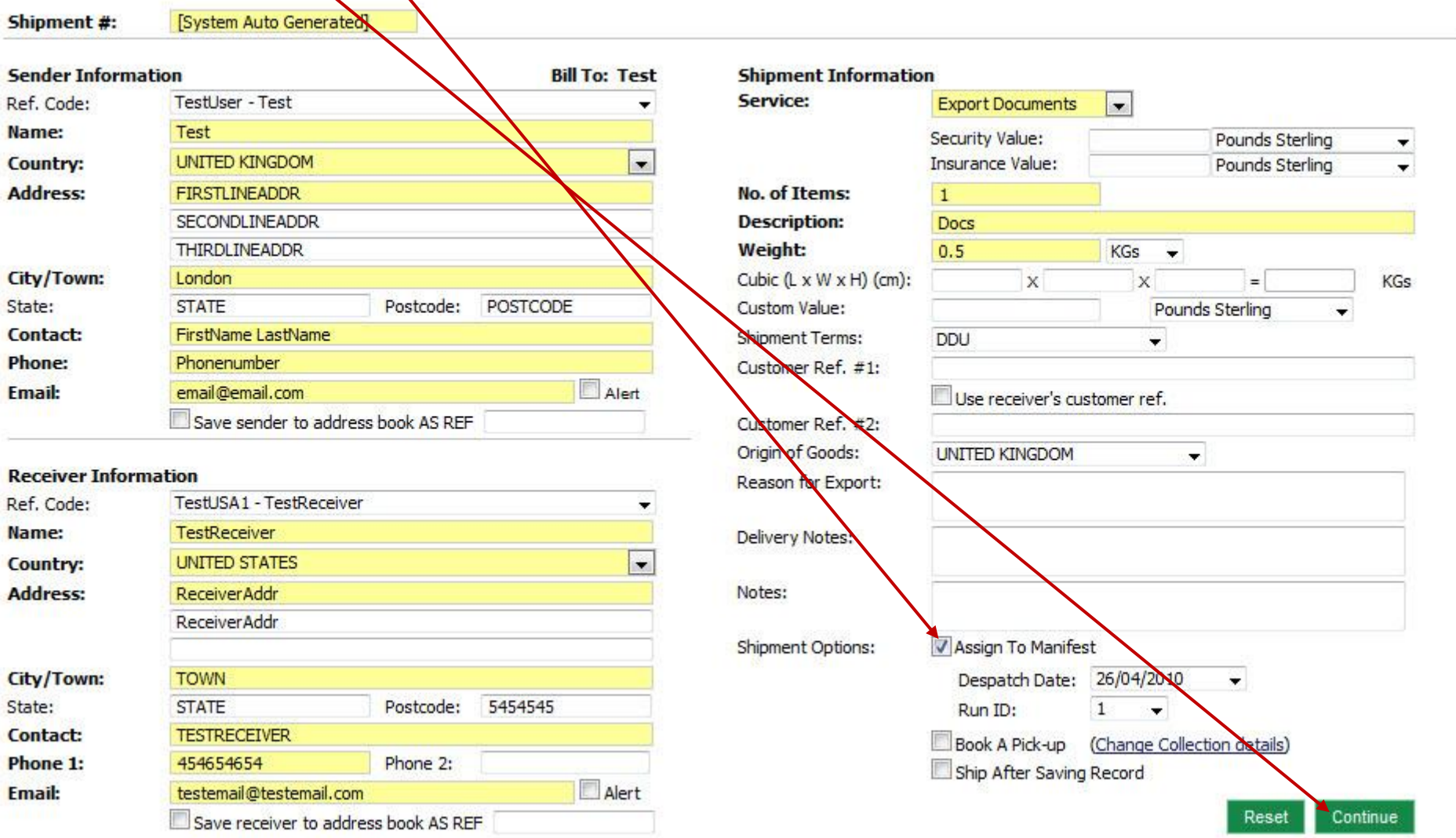
- If you have previously saved any **receiver/consignee** addresses select a recipient under '**Ref. Code**'
- If you need to save a recipient, enter all required data
- Select '**Alert**' only if a valid email address has been provided – this enables tracking data to be sent to the receiver
- Select '**Save receiver to …..**' and provide a reference for future use in the '**AS REF**' field



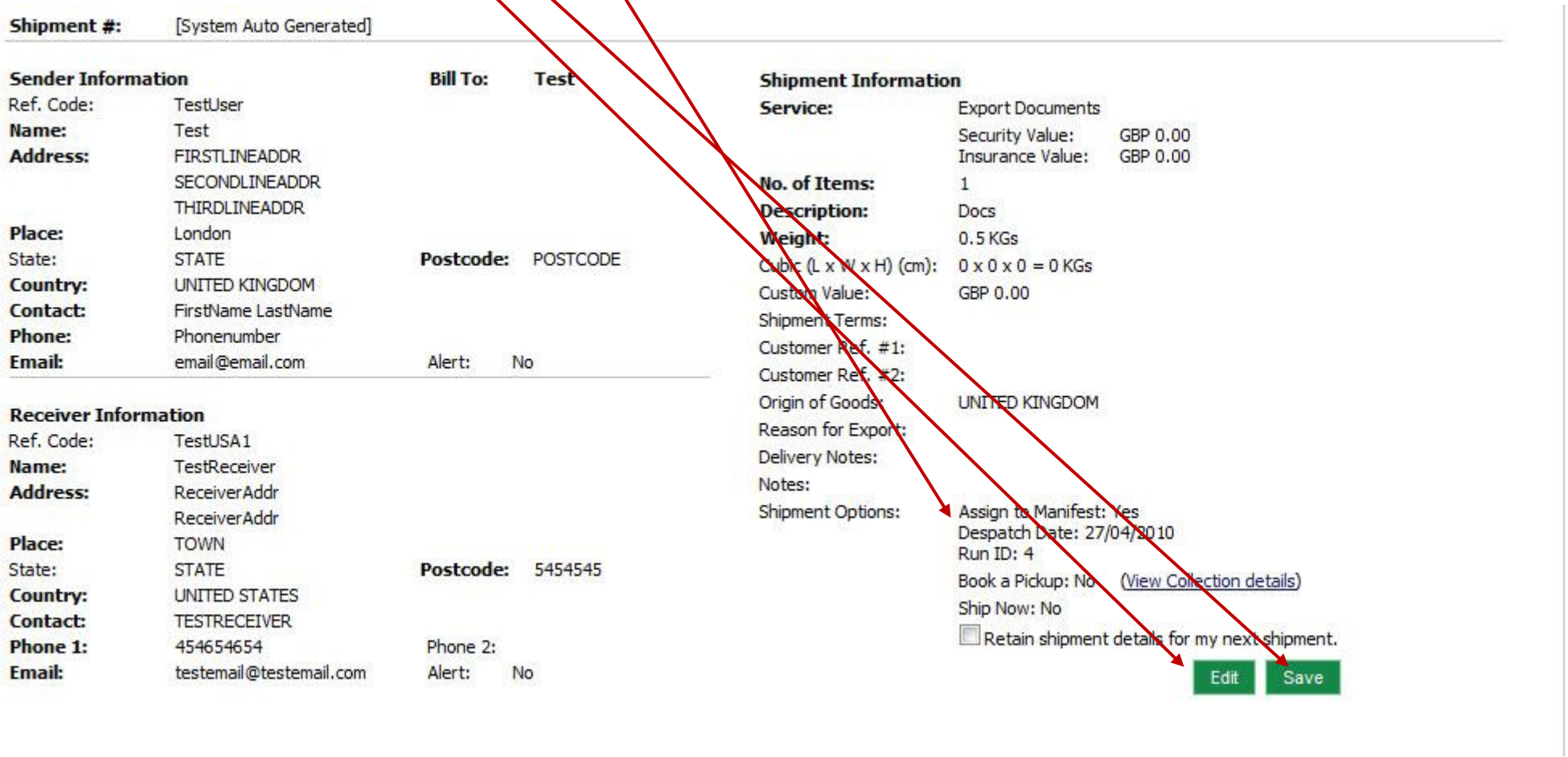
- Select the '**Service**' or type of shipment (ie. Documents, parcels)
- Ensure that the '**Shipment Information**' is completed correctly
- Add a '**Customer Reference**' if required , **do not enter any data in the 'Shipment Options' area**



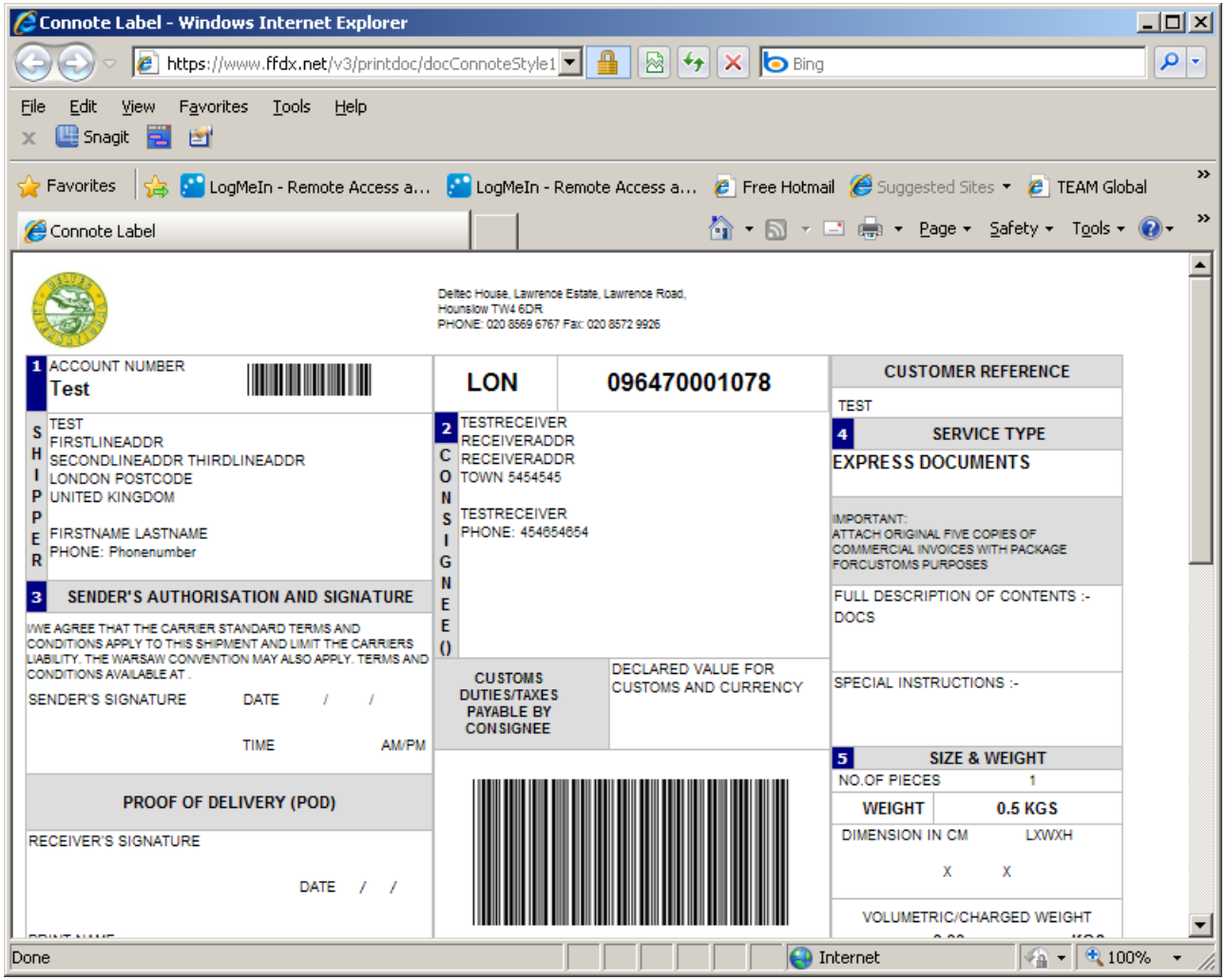
- Ensure that '**Assign to Manifest**' has been selected with the **FUTURE DATE** for your collection selected
- Select '**Continue**' once all required data has been entered



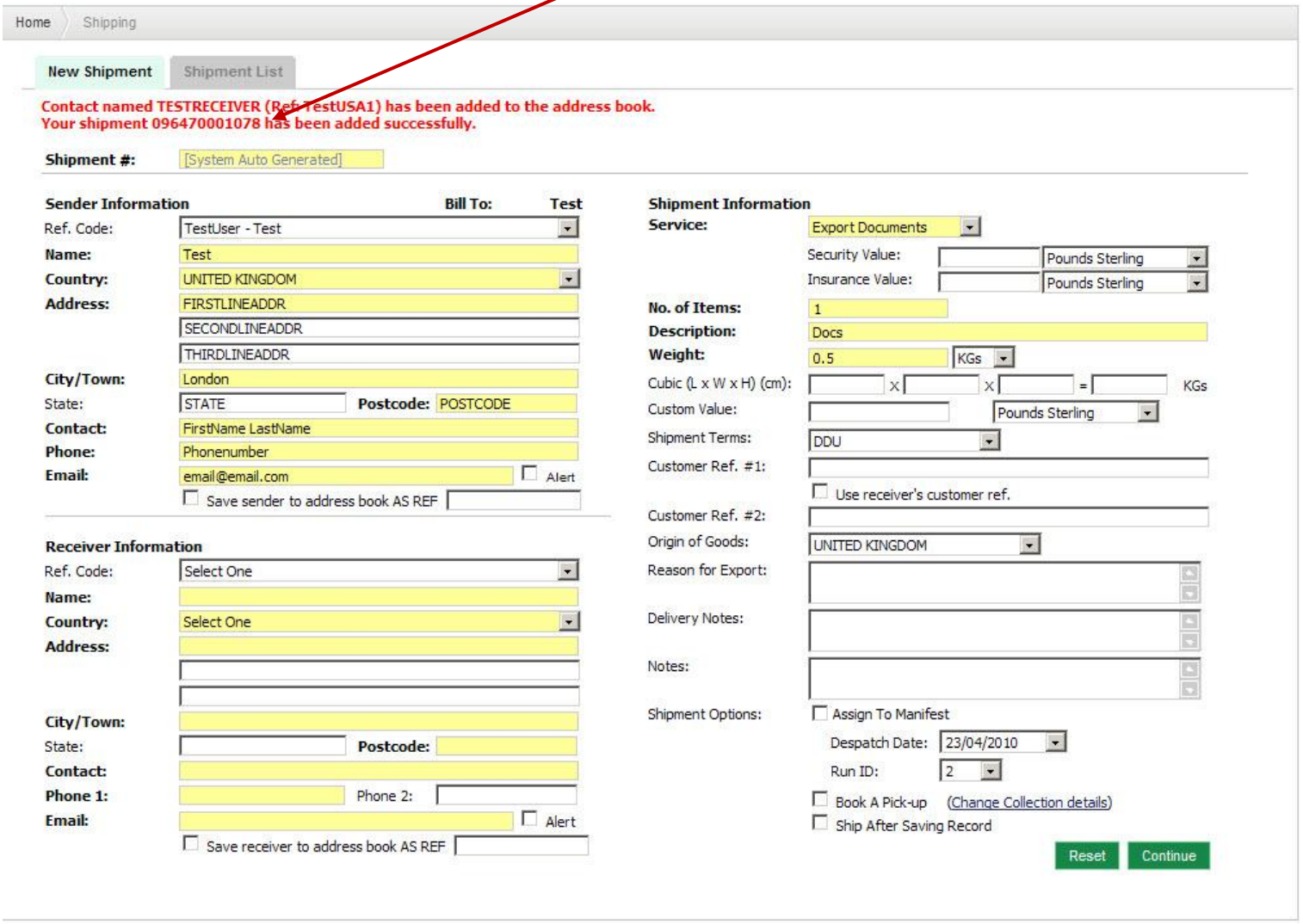
- The following screen will appear
- Please ensure that **ALL** shipment data is correct
- Ensure that the '**Assign to Manifest**' despatch date is your FUTURE collection date
- If all is correct then select '**Save**'
- If changes are required, select '**Edit**'



- A pop window will open up with the connote label for printing
- **Print from your browser window and attach to the parcel**
- Two labels are printed on each A4 sheet
- Close the label printing window once printing is complete

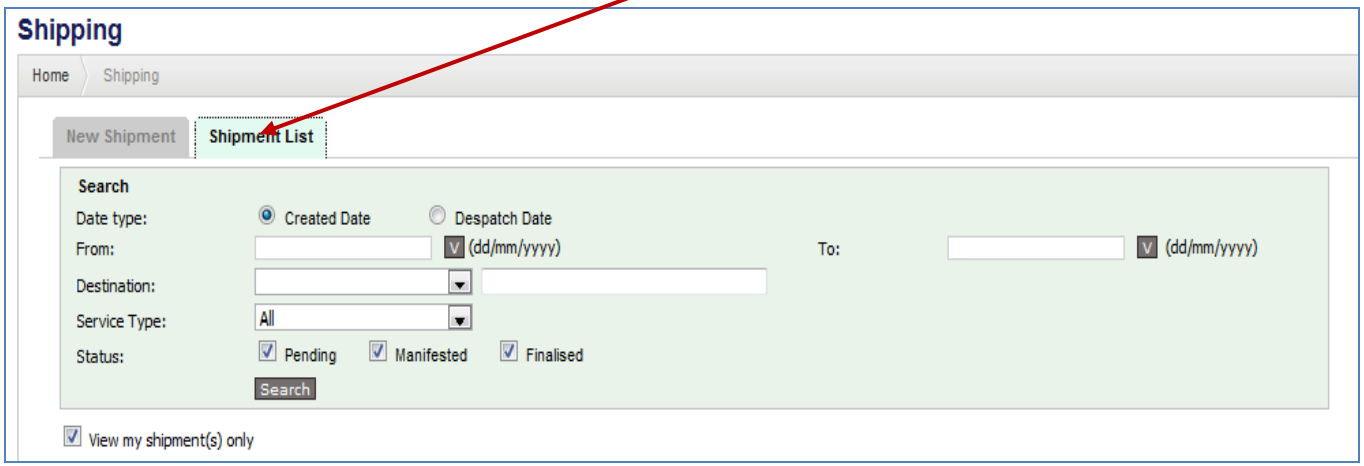


- The '**New Shipment**' window will still be open, ready for the next shipment
- Please note that the previous shipment's connote number is verified here in **red**
- Continue with the next shipment being careful to ensure that you are adding it to the correct '**Despatch Date**'

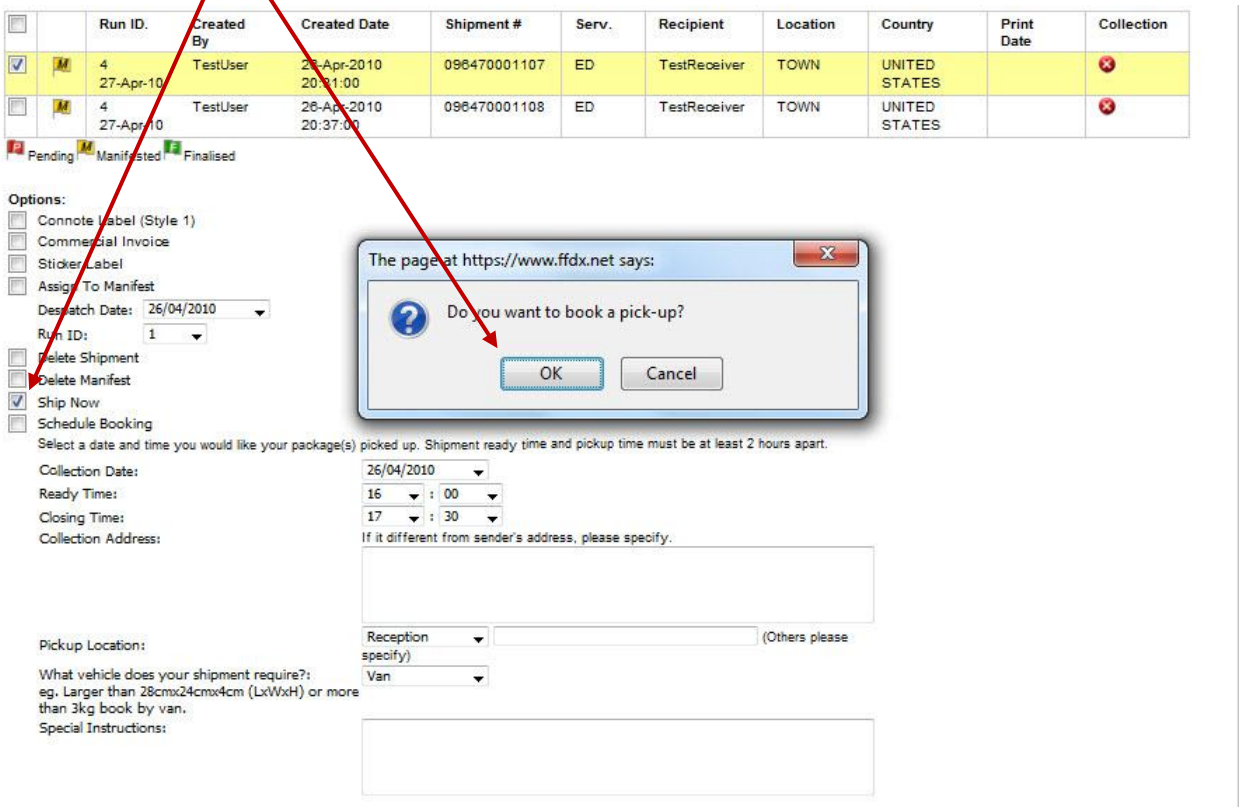


4. Booking a Collection

- To view the shipments already created please select the '**Shipment List**' tab
- Shipment data will be listed, select the connote number to view the details if required



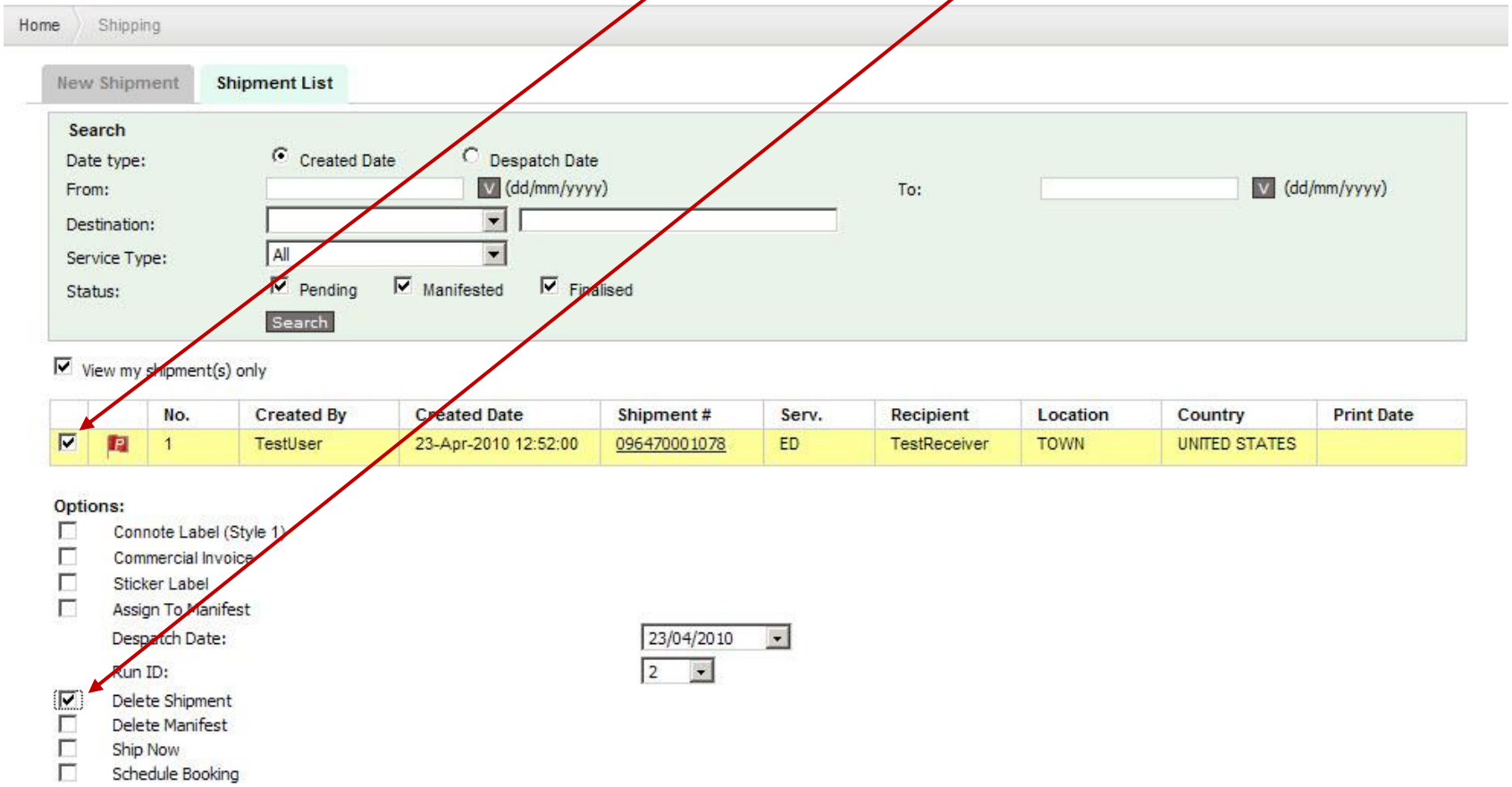
- Next ensure that your shipments are scheduled for a collection by selecting the shipments to be finalised
- Select '**Ship Now**'
- The message '**Do you want to book a pickup?**' will appear
- Select '**OK**' and ensure that you complete the **correct date/time** for the pickup otherwise the **default** will be used



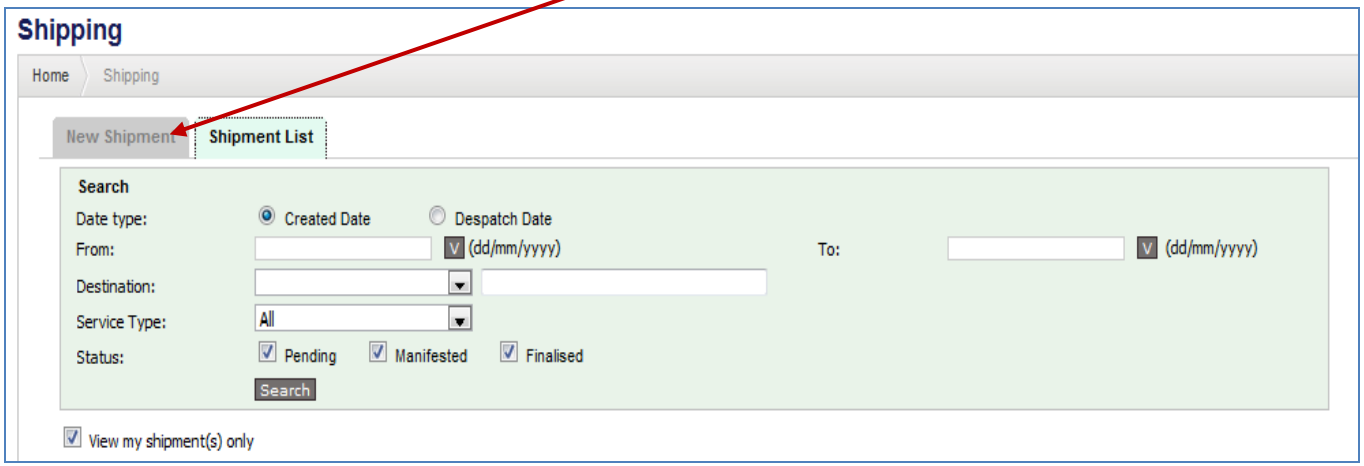
- If you select '**Cancel**' no collection will be booked

5. Deleting a shipment

- A shipment may be deleted by selecting the shipment and '**delete shipment**'(**please note that there is no way to retrieve this data if deleted in error!**)

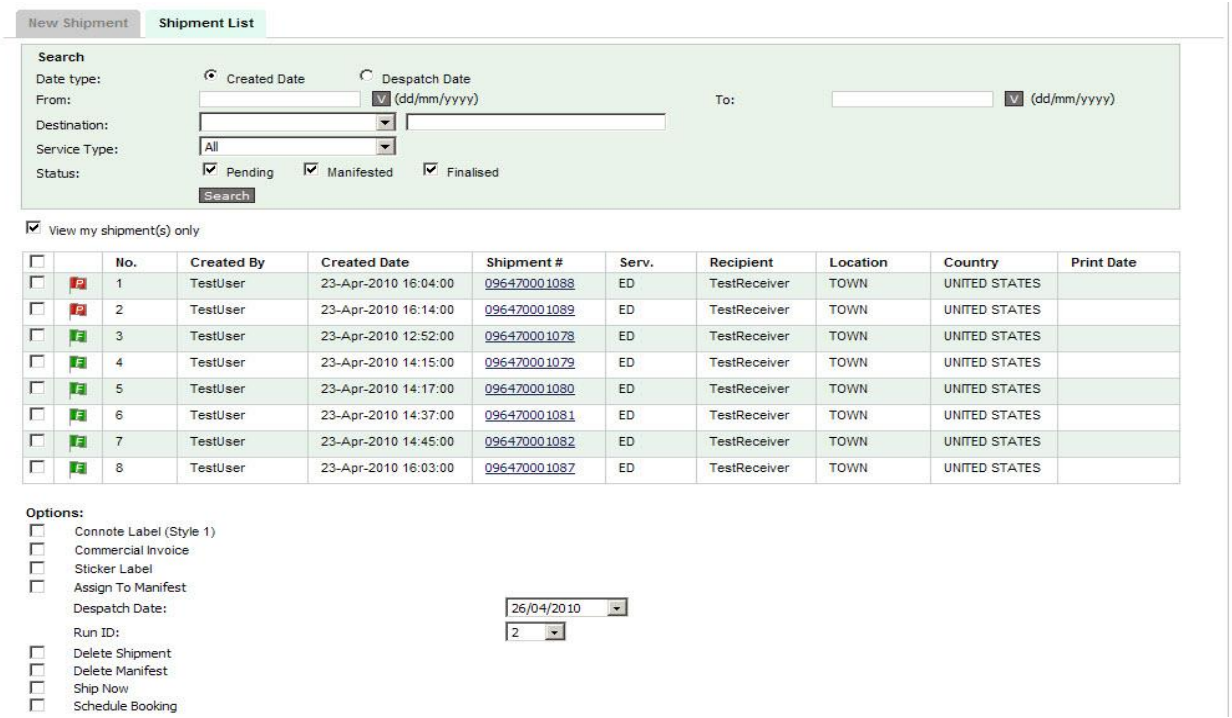


- To return to the shipment creation page, select the '**New Shipment**' tab



- See **section 8 'Reporting'** for more detail

5. Manifest List/Shipment List

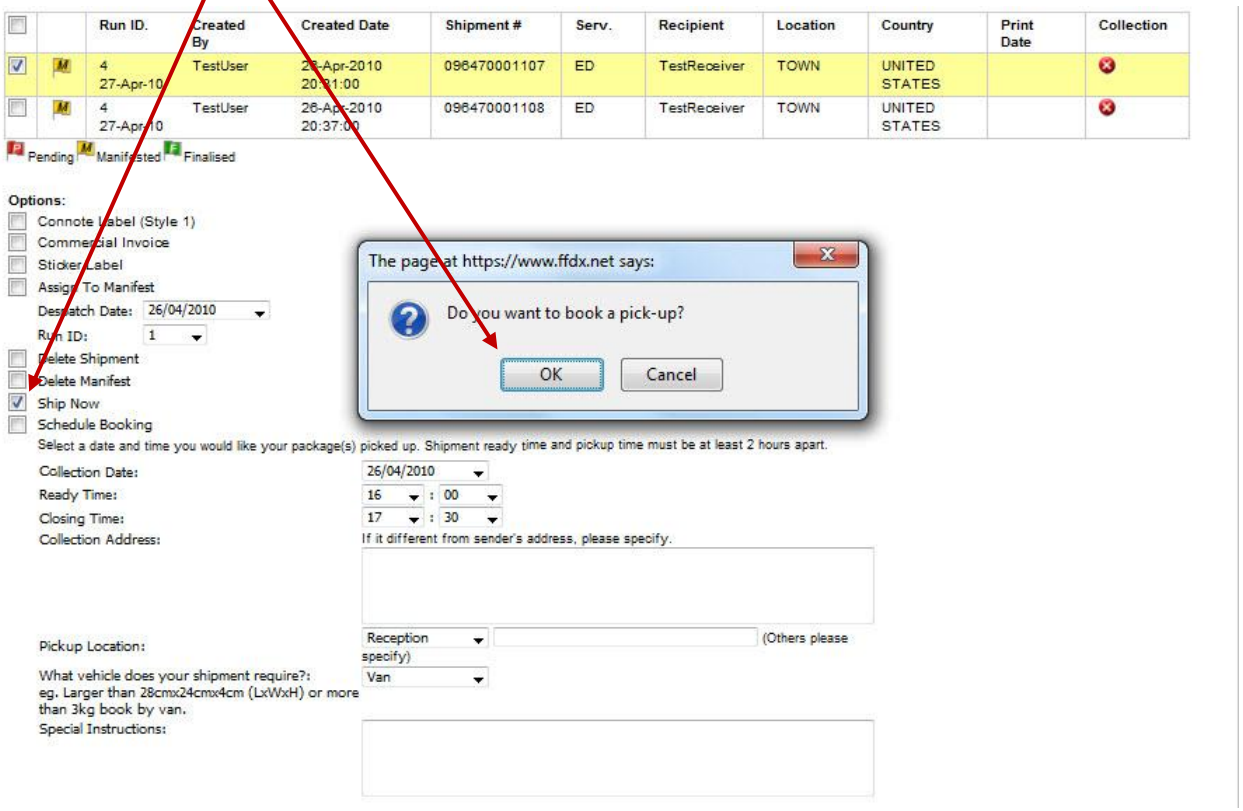


The '**Shipment List**' allows you to:

- View the status of your shipments depending on various criteria such as date, destination, status, etc.
- Assign your shipments to a manifest
- Book a collection date/time
- Delete shipments – only shipments with the status of '**pending**' can be deleted
- Delete manifests – will delete the manifest only, shipments will need to be reassigned to another manifest for collection
- Print/Reprint labels and Commercial invoices
- If '**ship now**' is selected all manifested shipments will be finalised
- '**View My shipment(s) only**' option allows the user to see his **own** shipments only, if this option is not ticked the user will be able to see all shipments booked by any user/username, under the same account number

5.1 Booking collections/Closing Manifests

- Select the shipments to be finalised/collected
- Select '**Ship Now**', if additional unmarked shipments exist on that manifest you will be prompted to add them to the booking
- The message '**Do you want to book a pickup?**' will appear
- Select '**OK**' and ensure that you complete the **correct date/time** for the pickup otherwise the **default** will be used



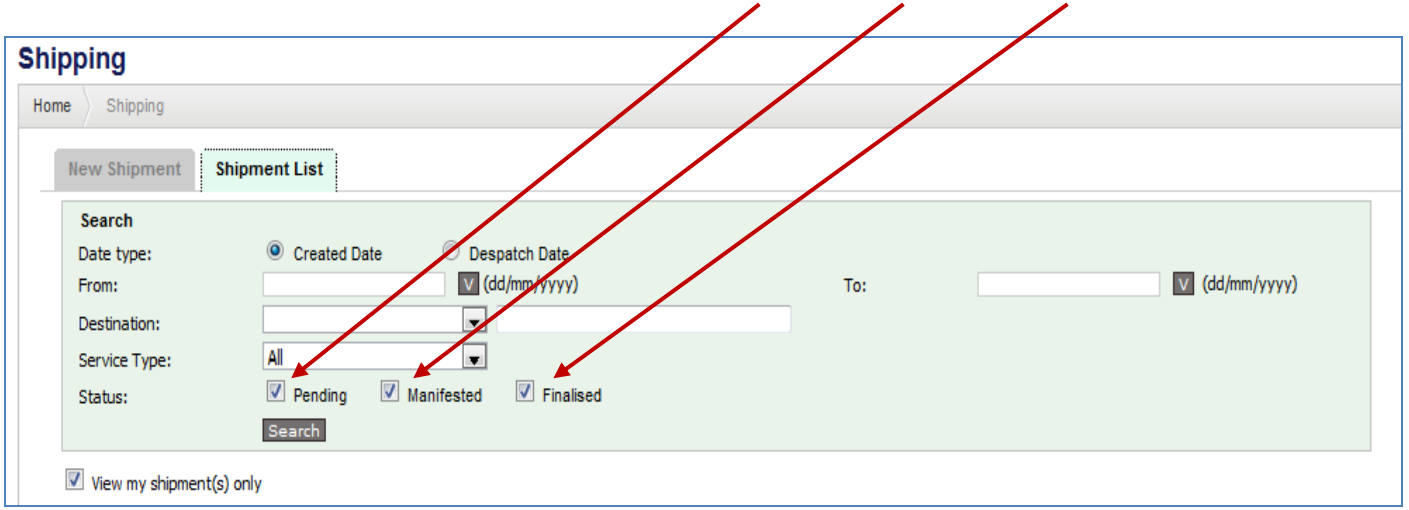
- If you select '**Cancel**' no collection will be booked

5.2 Schedule an Advance Booking

- Select the shipments required for the booking
- Select the shipments to be finalised/collected
- Select '**Ship Now**', if additional unmarked shipments exist on that manifest you will be prompted to add them to the booking
- The message '**Do you want to book a pickup?**' will appear
- Select '**OK**' and ensure that you complete the **ADVANCE/FUTURE booking date/time** for the pickup otherwise the **default** will be used

5.3 Shipment List view options

- Select /deselect to view shipments by their status: '**Pending**', '**Manifested**' or '**Finalised**'



5.4 Shipment Status Legend

'**P**' = **pending**, these shipments have been created, but have not been assigned to a manifest, booked for a collection or 'shipped'. These shipments **will NOT be collected.**
'**M**' = **manifested**, these shipments have been created and assigned to a manifest, but these shipments **will NOT be collected.**
'**F**' = **finalised**, these shipments have been created, assigned to a manifest and shipped/booked for a collection on the stipulated date/time. These shipments **WILL be collected.**

6. Printing Consignmnet Notes

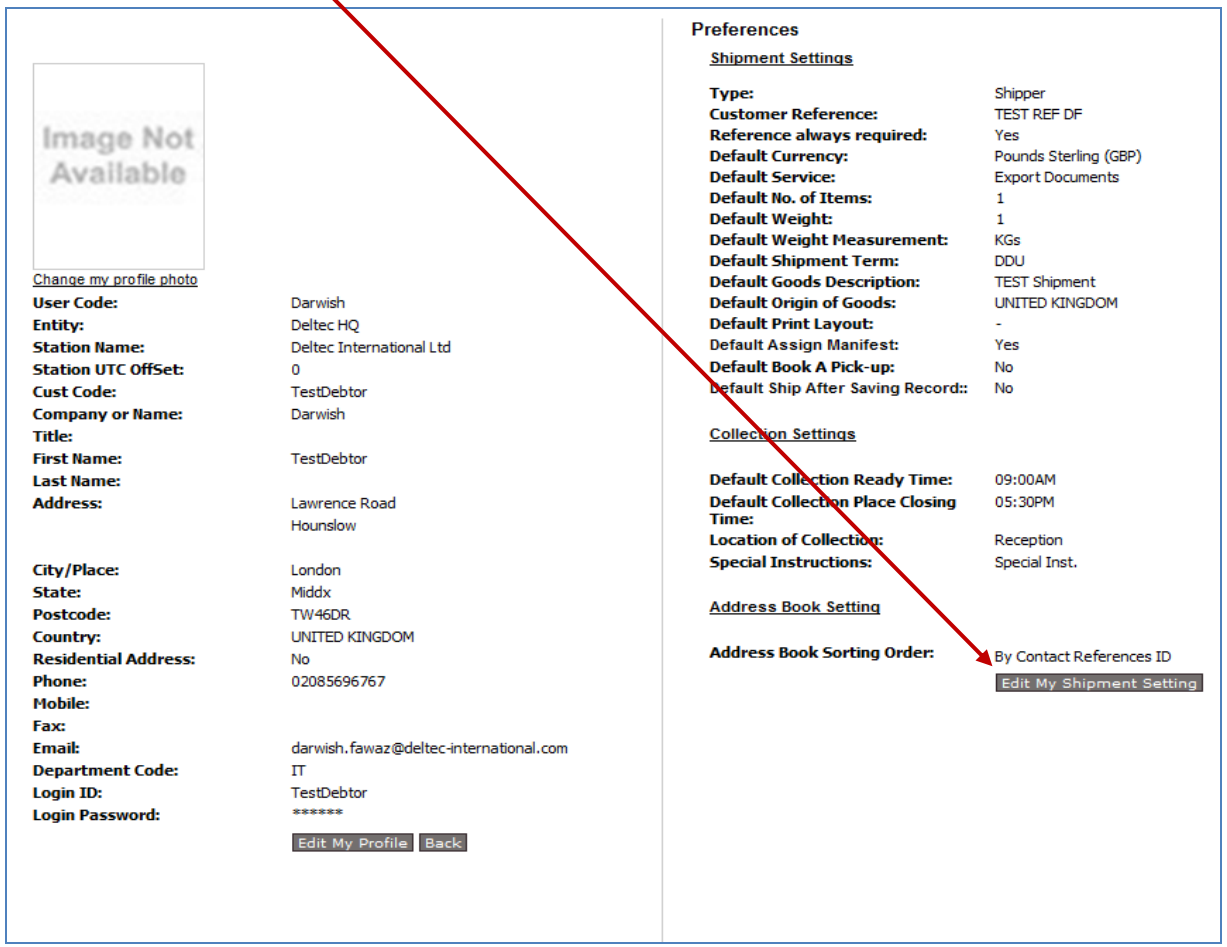
1. Printing the connote

   - A pop window will open up with the connote label for printing after a shipment has been saved
   - **Print from your browser window, to an A4 printer and attach to the parcel**
   - Two labels are printed on each A4 sheet
   - Close the label printing window once printing is complete
   - See 10.1 for an example

2. Setting printing options

   - Once logged in select '**Profile**'

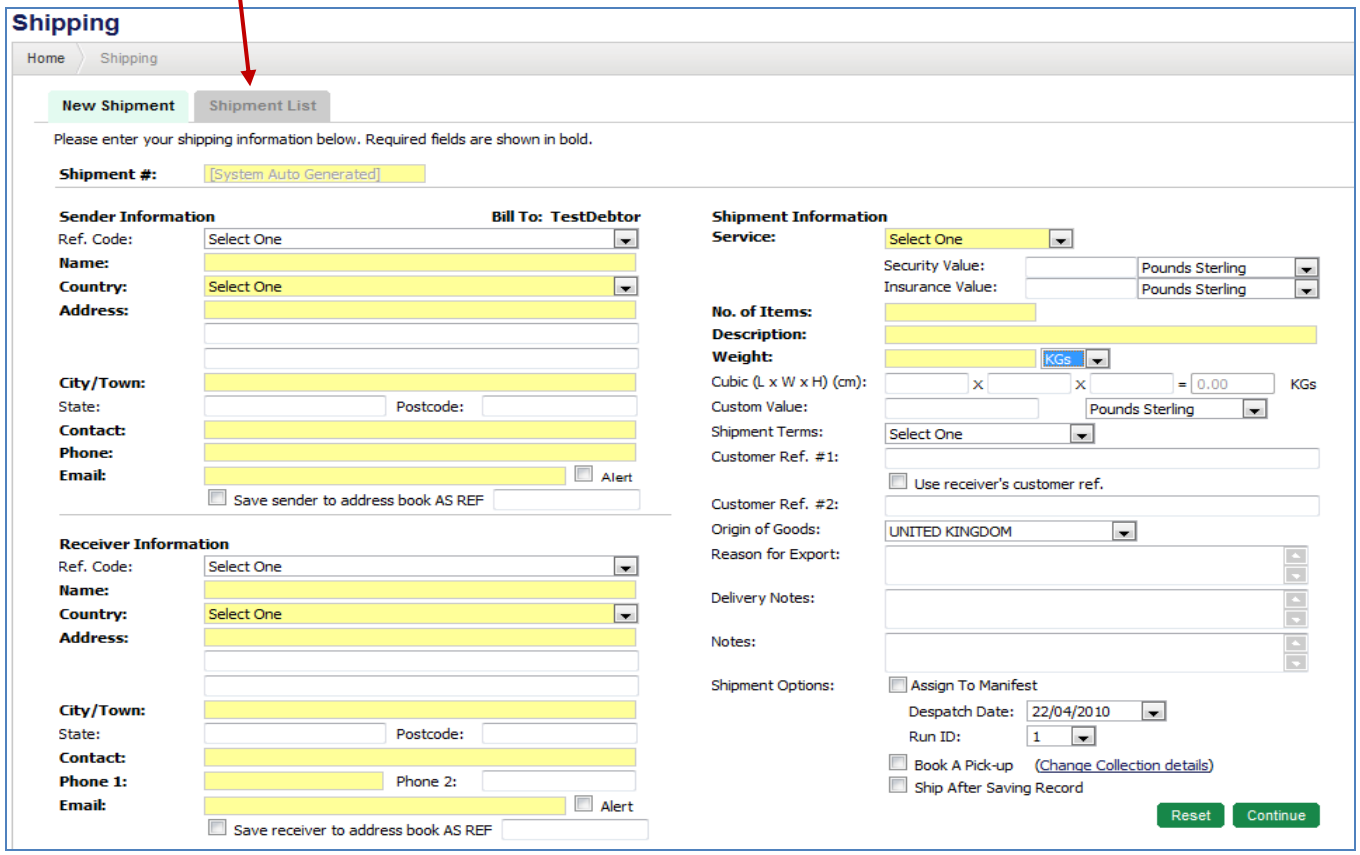
- Select '**Edit my Shipment Settings**'



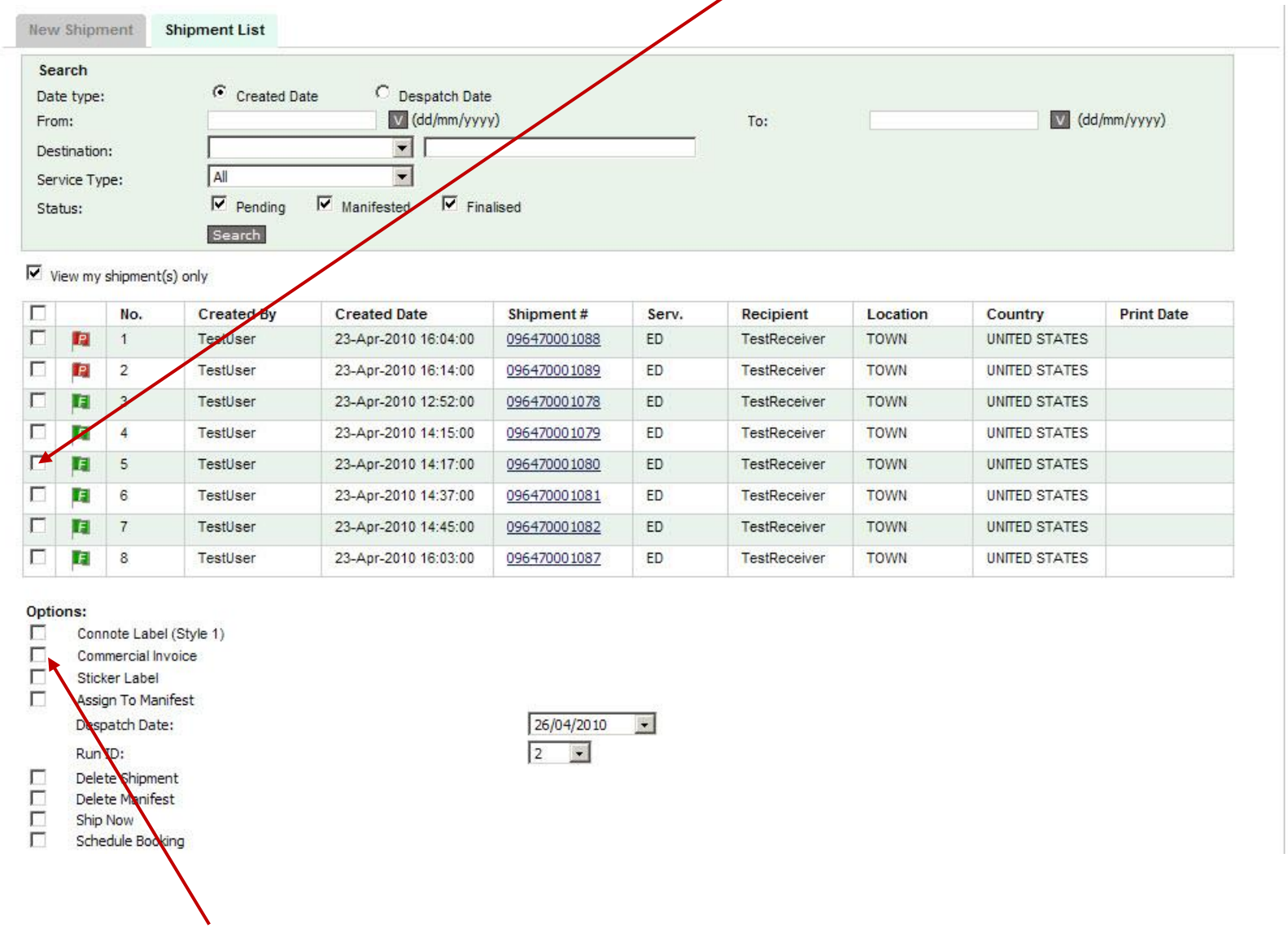
- Select the required printout options

7. Creating a Commercial Invoice

- Select '**Shipment List**'

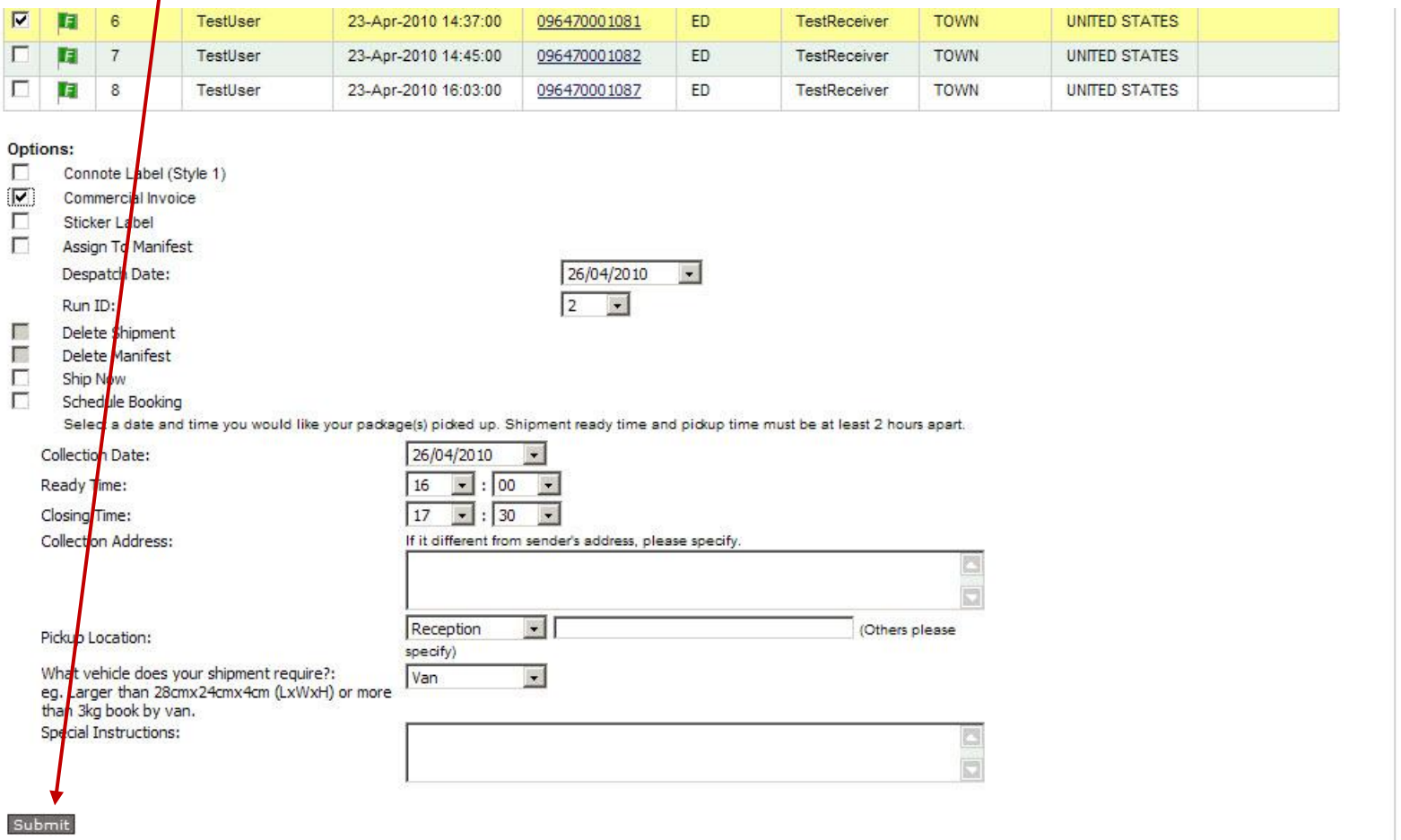


- Select which shipments require a commerical invoice by clicking in the block

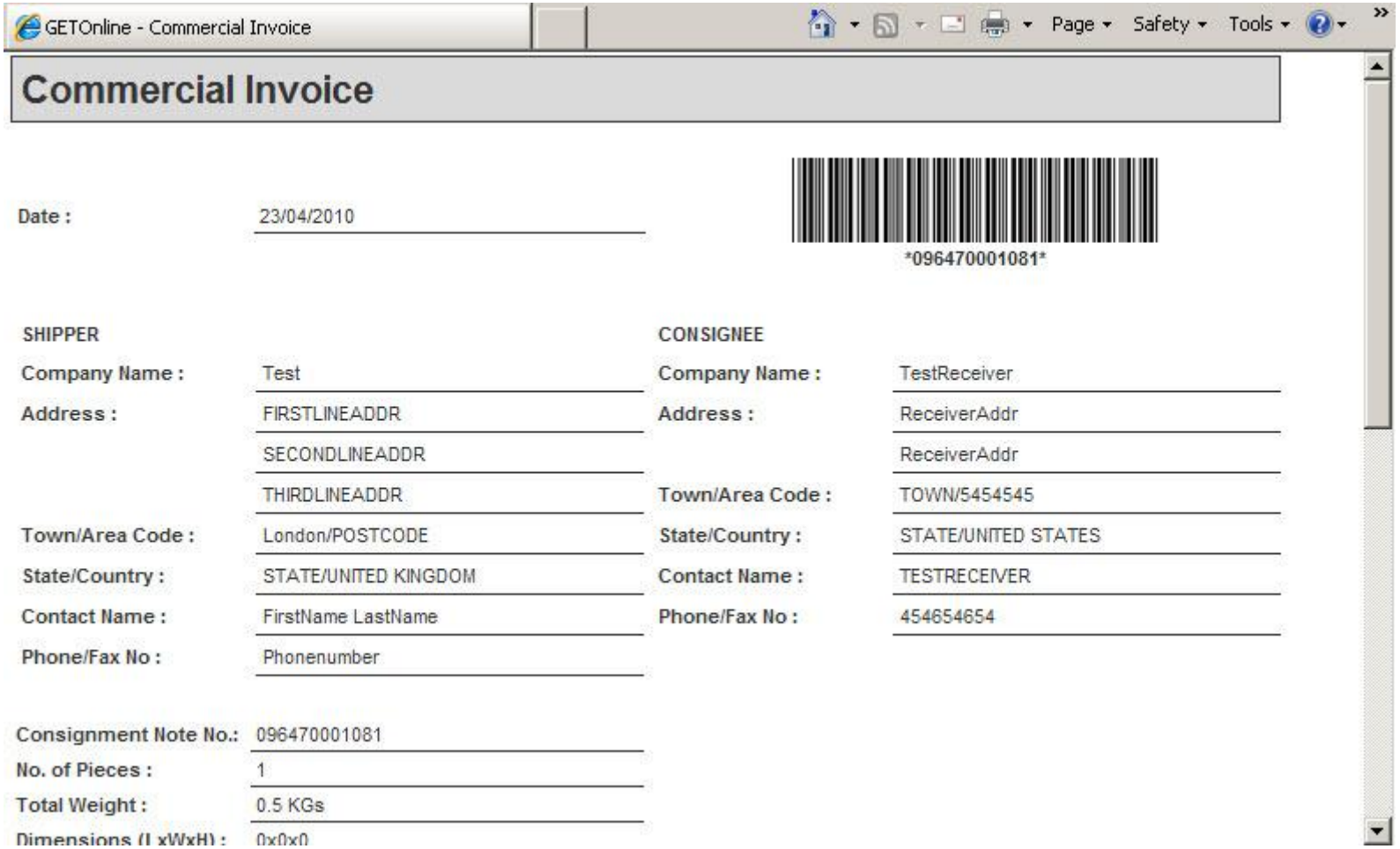


- Select '**Commercial Invoice**' from the '**options**'

- Select '**Submit**'

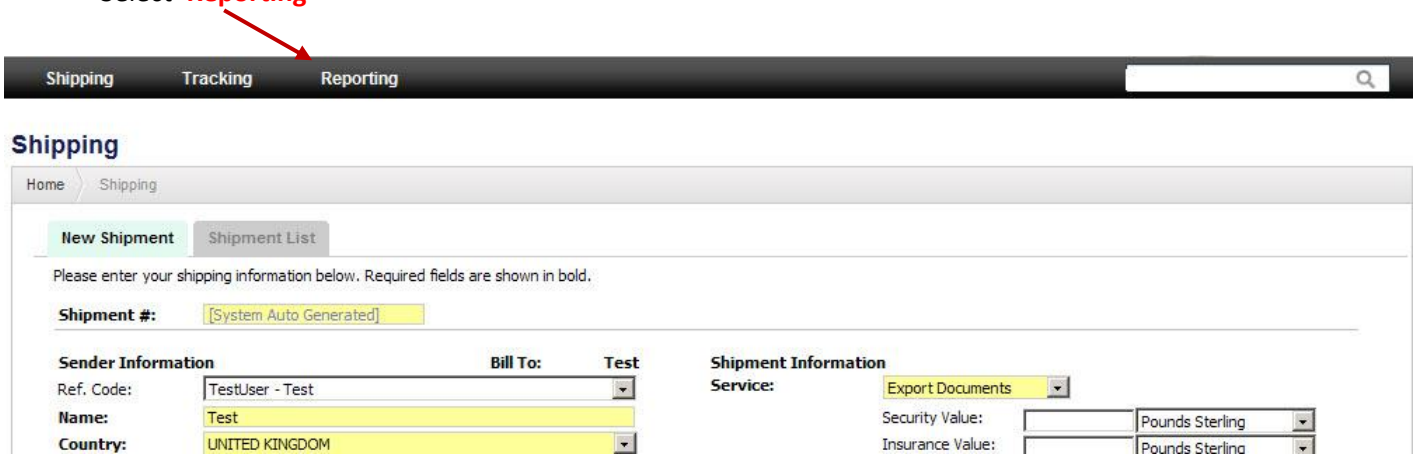


- A popup window will appear
- Print from your browser



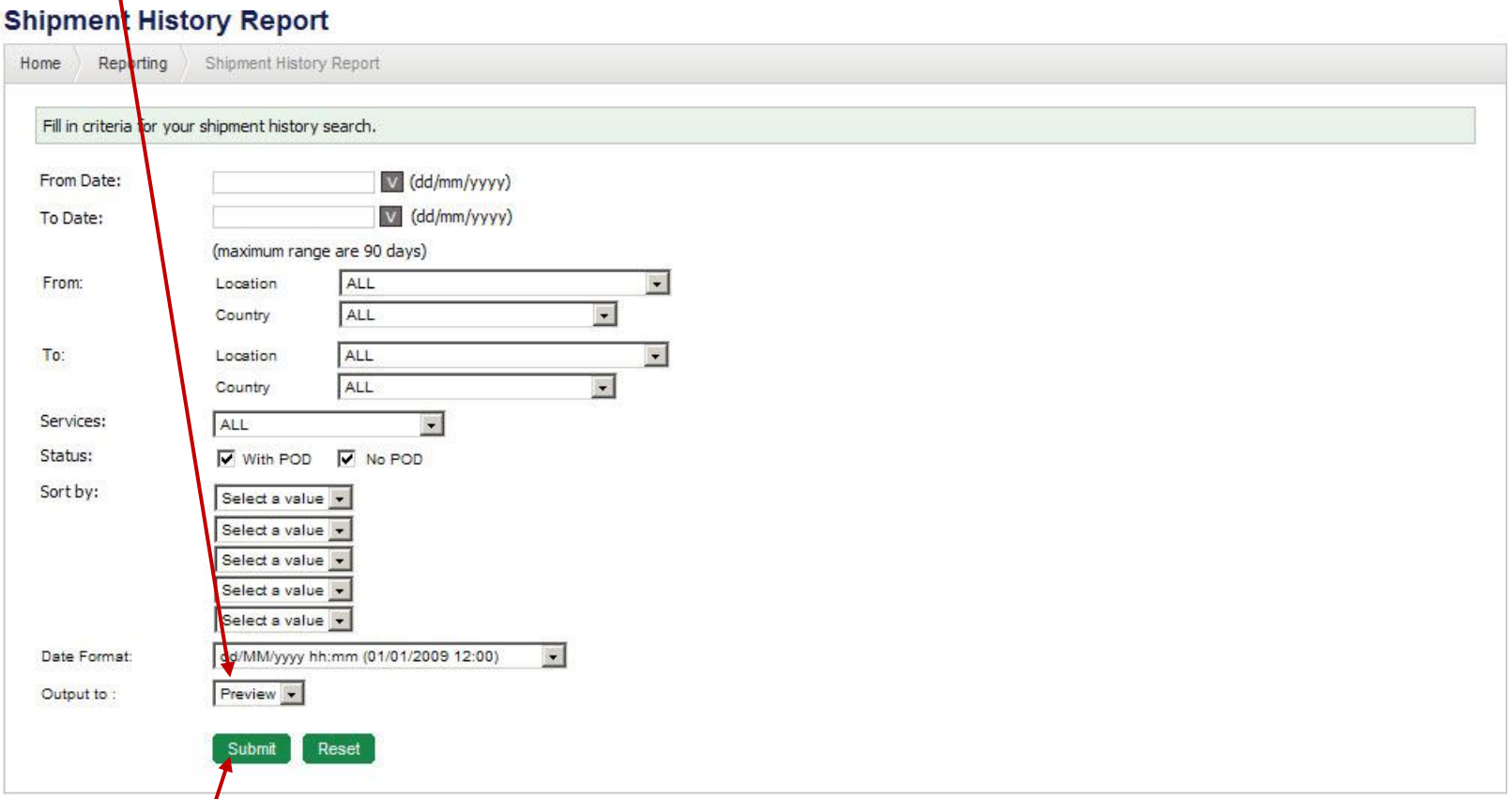
8. Reporting

- Select '**Reporting**'



- Select '**Shipment History Report**'

- Complete the information required to run your choice of report
- '**Output to'** allows you to preview the data on screen or select to download a file to '**.csv**' or '**.xls**' format for your convenience

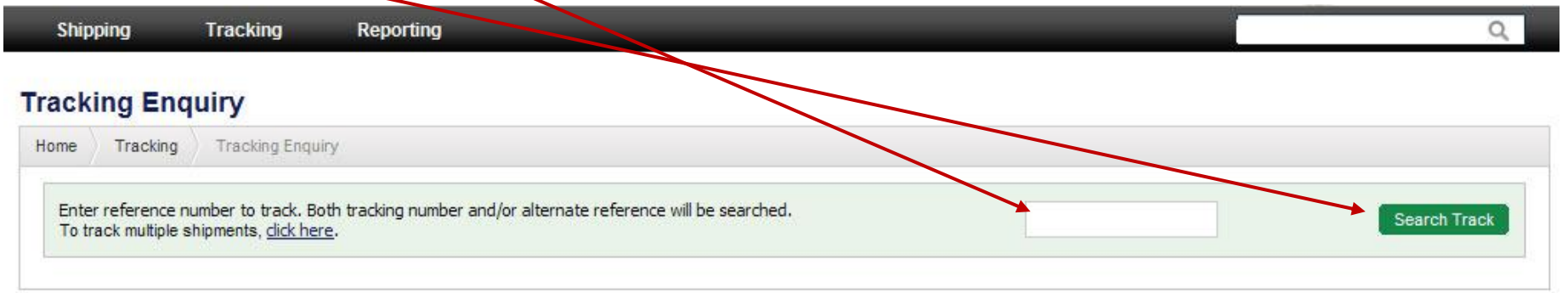


- Select '**Submit**' and the details will be displayed below the window if '**Preview**' was selected
- If downloading to a file in '**.csv**' or '**.xls**' format was selected, a popup window will alert you to the download being completed

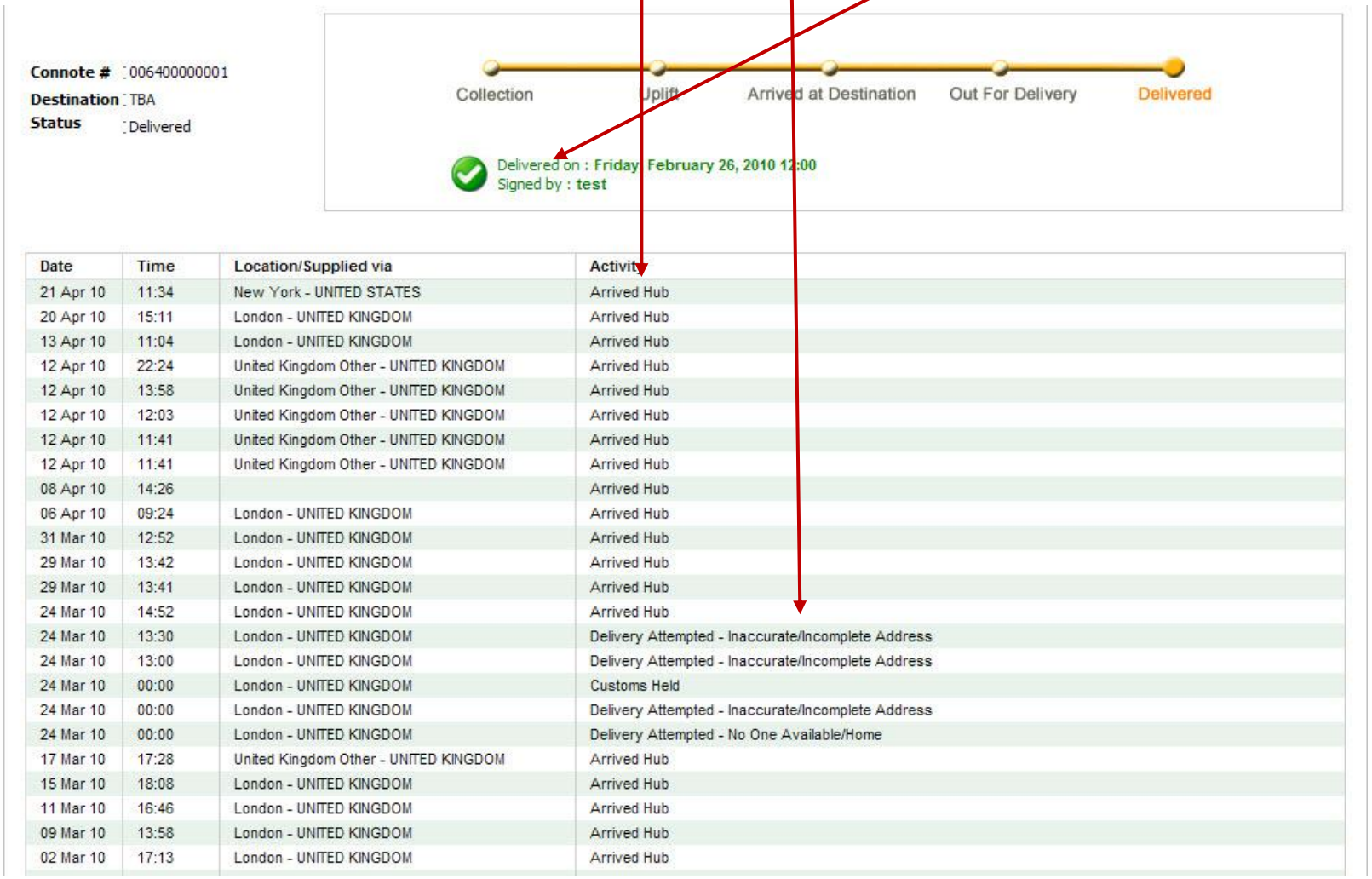
9. Tracking

- If logged in select '**Tracking**'

- It will take you to the tracking enquiry screen
- Add your connote number or your reference
- Select '**Search Track**'



- The results will appear as follows: (for instance the hub arrival, delivery issues and POD details will be displayed)



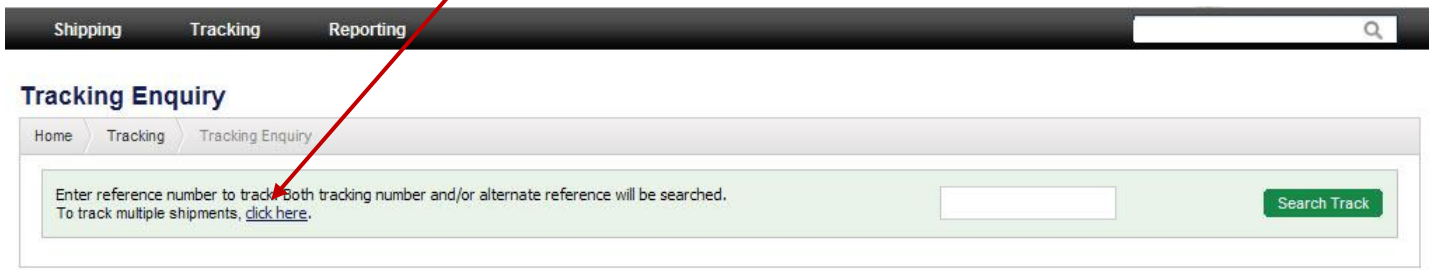
Connote # : 006400000001
Destination : TBA
Status : Delivered

Collection — Uplift — Arrived at Destination — Out For Delivery — Delivered

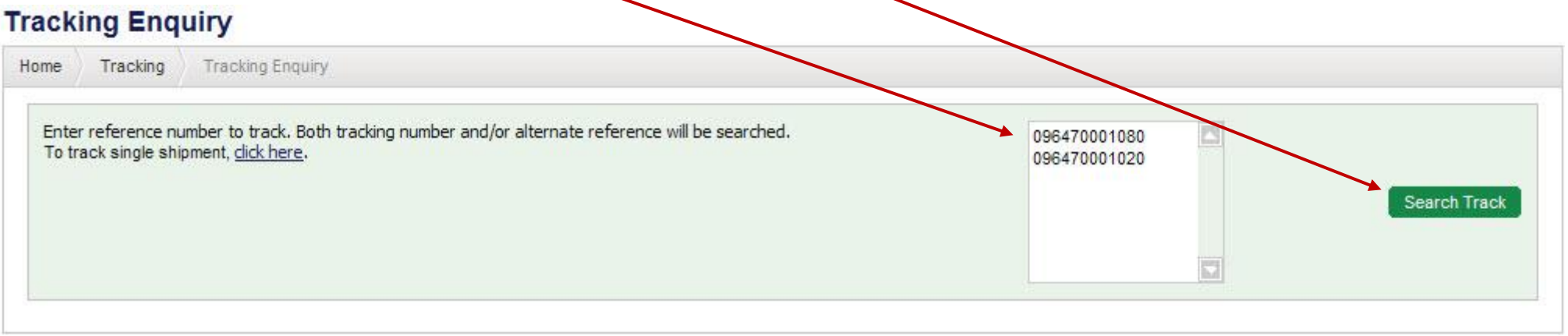
Delivered on : **Friday, February 26, 2010 12:00**
Signed by : **test**

Date	Time	Location/Supplied via	Activity
21 Apr 10	11:34	New York - UNITED STATES	Arrived Hub
20 Apr 10	15:11	London - UNITED KINGDOM	Arrived Hub
13 Apr 10	11:04	London - UNITED KINGDOM	Arrived Hub
12 Apr 10	22:24	United Kingdom Other - UNITED KINGDOM	Arrived Hub
12 Apr 10	13:58	United Kingdom Other - UNITED KINGDOM	Arrived Hub
12 Apr 10	12:03	United Kingdom Other - UNITED KINGDOM	Arrived Hub
12 Apr 10	11:41	United Kingdom Other - UNITED KINGDOM	Arrived Hub
12 Apr 10	11:41	United Kingdom Other - UNITED KINGDOM	Arrived Hub
08 Apr 10	14:26		Arrived Hub
06 Apr 10	09:24	London - UNITED KINGDOM	Arrived Hub
31 Mar 10	12:52	London - UNITED KINGDOM	Arrived Hub
29 Mar 10	13:42	London - UNITED KINGDOM	Arrived Hub
29 Mar 10	13:41	London - UNITED KINGDOM	Arrived Hub
24 Mar 10	14:52	London - UNITED KINGDOM	Arrived Hub
24 Mar 10	13:30	London - UNITED KINGDOM	Delivery Attempted - Inaccurate/Incomplete Address
24 Mar 10	13:00	London - UNITED KINGDOM	Delivery Attempted - Inaccurate/Incomplete Address
24 Mar 10	00:00	London - UNITED KINGDOM	Customs Held
24 Mar 10	00:00	London - UNITED KINGDOM	Delivery Attempted - Inaccurate/Incomplete Address
24 Mar 10	00:00	London - UNITED KINGDOM	Delivery Attempted - No One Available/Home
17 Mar 10	17:28	United Kingdom Other - UNITED KINGDOM	Arrived Hub
15 Mar 10	18:08	London - UNITED KINGDOM	Arrived Hub
11 Mar 10	16:46	London - UNITED KINGDOM	Arrived Hub
09 Mar 10	13:58	London - UNITED KINGDOM	Arrived Hub
02 Mar 10	17:13	London - UNITED KINGDOM	Arrived Hub

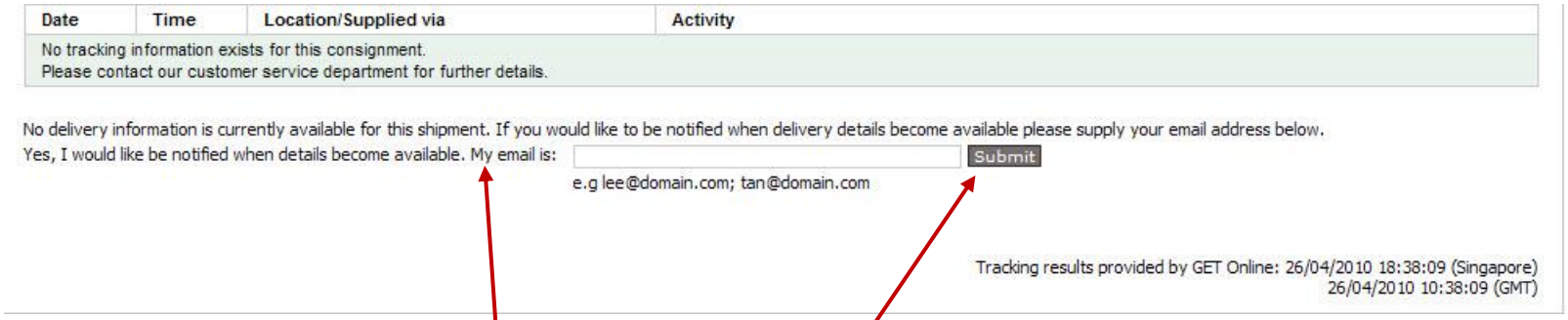
- For multiple shipment tracking select '**click here**'



- Add the connote or reference numbers in the box provided and select '**Search Track**'



- If no tracking exists, as yet, for a particular shipment the following option to receive notification of tracking data will appear



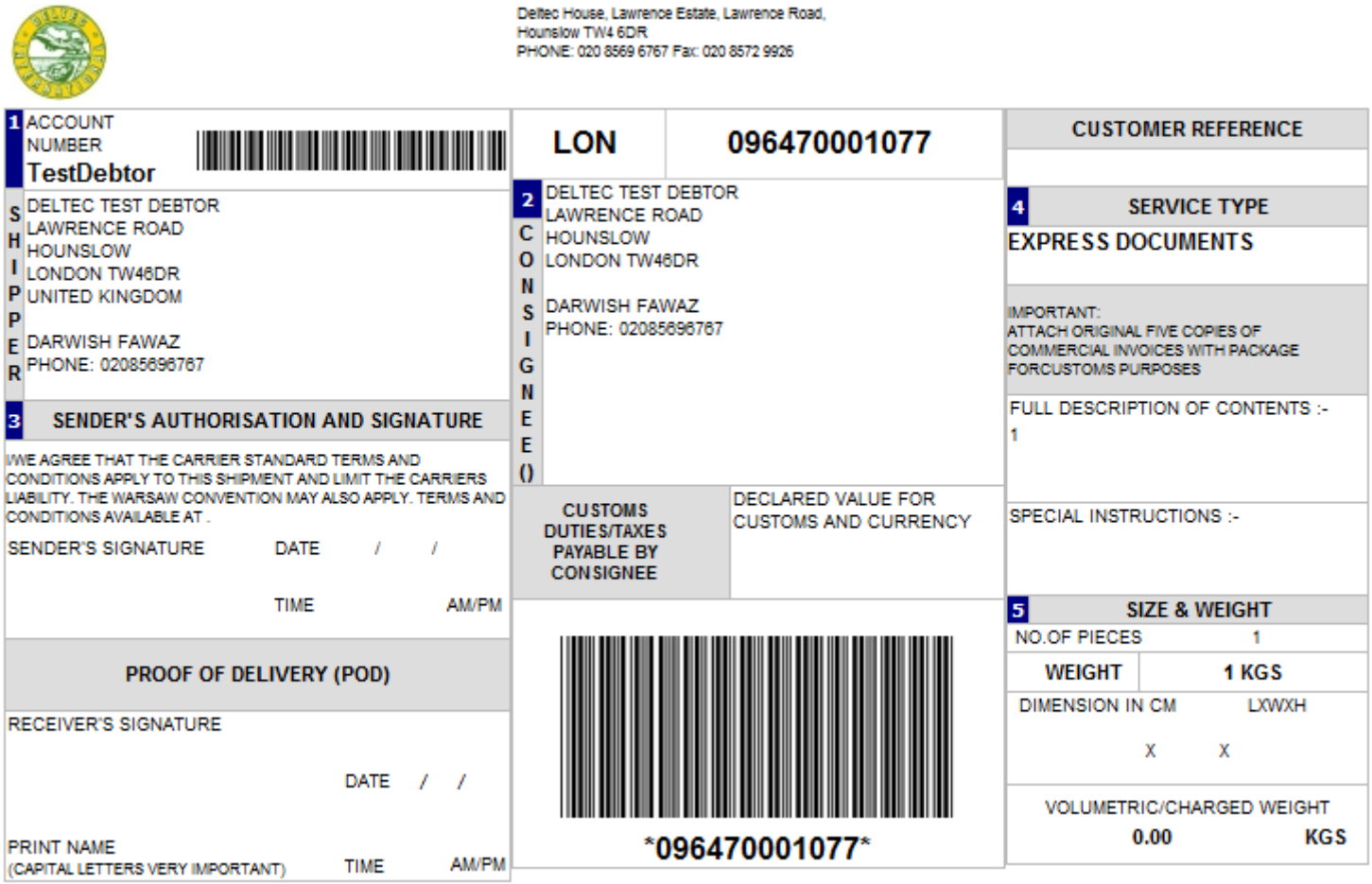
- Add your email address in the '**My email is:**' block and select '**Submit**'
- Any updated tracking will be forwarded to you via email

- If the **Receiver** needs to track a shipment or you need to track a shipment **without** being logged, in there is a tracking link on the homepage

10. Appendix

10.1 Example of Connote/Consignment Note

Connote Label (Style 1): Prints a connote label style 1



Deltec House, Lawrence Estate, Lawrence Road,
Hounslow TW4 6DR
PHONE: 020 8569 6767 Fax: 020 8572 9926

1 ACCOUNT NUMBER
TestDebtor

SHIPPER
DELTEC TEST DEBTOR
LAWRENCE ROAD
HOUNSLOW
LONDON TW46DR
UNITED KINGDOM

DARWISH FAWAZ
PHONE: 02085696767

3 SENDER'S AUTHORISATION AND SIGNATURE

I/WE AGREE THAT THE CARRIER STANDARD TERMS AND CONDITIONS APPLY TO THIS SHIPMENT AND LIMIT THE CARRIERS LIABILITY. THE WARSAW CONVENTION MAY ALSO APPLY. TERMS AND CONDITIONS AVAILABLE AT .

SENDER'S SIGNATURE DATE / /

TIME AM/PM

PROOF OF DELIVERY (POD)

RECEIVER'S SIGNATURE

DATE / /

PRINT NAME
(CAPITAL LETTERS VERY IMPORTANT) TIME AM/PM

LON 096470001077

2 CONSIGNEE()
DELTEC TEST DEBTOR
LAWRENCE ROAD
HOUNSLOW
LONDON TW46DR

DARWISH FAWAZ
PHONE: 02085696767

CUSTOMS DUTIES/TAXES PAYABLE BY CONSIGNEE

DECLARED VALUE FOR CUSTOMS AND CURRENCY

096470001077

CUSTOMER REFERENCE

4 SERVICE TYPE
EXPRESS DOCUMENTS

IMPORTANT:
ATTACH ORIGINAL FIVE COPIES OF COMMERCIAL INVOICES WITH PACKAGE FORCUSTOMS PURPOSES

FULL DESCRIPTION OF CONTENTS :-
1

SPECIAL INSTRUCTIONS :-

5 SIZE & WEIGHT
NO.OF PIECES 1
WEIGHT 1 KGS
DIMENSION IN CM LXWXH
X X
VOLUMETRIC/CHARGED WEIGHT
0.00 KGS

10.2 Example of Commercial Invoice

Commercial Invoice: Prints a commercial Invoice

Commercial Invoice

Date : 22/04/2010

096470001077

SHIPPER		CONSIGNEE	
Company Name :	Deltec Test Debtor	Company Name :	Deltec Test Debtor
Address :	Lawrence Road	Address :	Lawrence Road
	Hounslow		Hounslow
Town/Area Code :	London/TW46DR	Town/Area Code :	London/TW46DR
State/Country :	Middx/UNITED KINGDOM	State/Country :	Middx/UNITED KINGDOM
Contact Name :	Darwish Fawaz	Contact Name :	Darwish Fawaz
Phone/Fax No :	02085696767	Phone/Fax No :	02085696767

Consignment Note No.:	096470001077
No. of Pieces :	1
Total Weight :	1 KGs
Dimensions (LxWxH) :	0x0x0
Shipment Terms :	

DESCRIPTION	CURRENCY CODE	CUSTOMS VALUE
1	GBP	0.00

Total invoice Value GBP 0.00

Reason For Export

10.3 Example of Manifest Printout

Manifest Print: Prints Manifest Style with Barcodes

Manifest

Consigned From: 0422_1_TestDeb **Date:** 22/04/2010 **Run ID:** 1

Cons: 0 **Pieces:** 0 **Weight:** 0 Kgs

Connote From #	Receiver	Serv	Goods Desc	Pcs	Weight	Dest	Cust. Val	Curr.	Info
096470001077	Deltec Test Debtor Lawrence Road Hounslow London Middx TW46DR UNITED KINGDOM Attn: Darwish Fawaz Ph: 02085696767	Express Documents	1	1	1	London	0.0000	GBP	

Drivers Signature: _____ **Collected date/time:** _____

11. NOTES

Volumetrics

Please add volumetric measurements of your items as required on the 'new shipment' form.

What is a 'RunID'?

The 'RunID' is the collection number for the day. If a user has only one driver collection on that day, all of the shipments will be saved to 'RunID 1' . This means that the driver will only collect once. 'RunID2' , etc would be used for each additional collection required. Each 'RunID' may have only 1 or 10 shipments. There are 5 RunID's available per day.

Address/Contact book

Two types of addresses/contacts exist:

- *Global: Global contacts are shared among all users under the same account*
- *Personal: Personal contacts are only visible to the user who created the contacts*

Shipment status legend

*'**P**' = **pending**, these shipments have been created, but have not been assigned to a manifest, booked for a collection or 'shipped'. These shipments **will NOT be collected.***
*'**M**' = **manifested**, these shipments have been created and assigned to a manifest, but these shipments **will NOT be collected.***
*'**F**' = **finalised**, these shipments have been created, assigned to a manifest and shipped/booked for a collection on the stipulated date/time. These shipments **WILL be collected.***

Default Printing

Your A4 label will pop up for printing by default. If you would like to print your commercial invoice by default please set these within the user profile.