



DSV XPress

Customer User Guide

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1.0 Start

In order to access DSV XPress online, please open the following link through your web browser:

<https://xpress.dsv.com/DSVXPRESS/login>

Alternatively: xpress.dsv.com

Our web based software runs best on the browser “Google Chrome“. Pop-ups should be allowed for DSV XPress on your browser.

2.0 Log-in



Please login with your Username and Password as supplied by DSV.

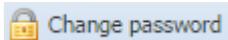
2.1 Reset and change your password

In case you forgot your password, please choose the *I forgot my password* function. On the following page please enter your user name and click the *Submit* button.

Within a few moments you will receive an e-mail, containing a temporary password.

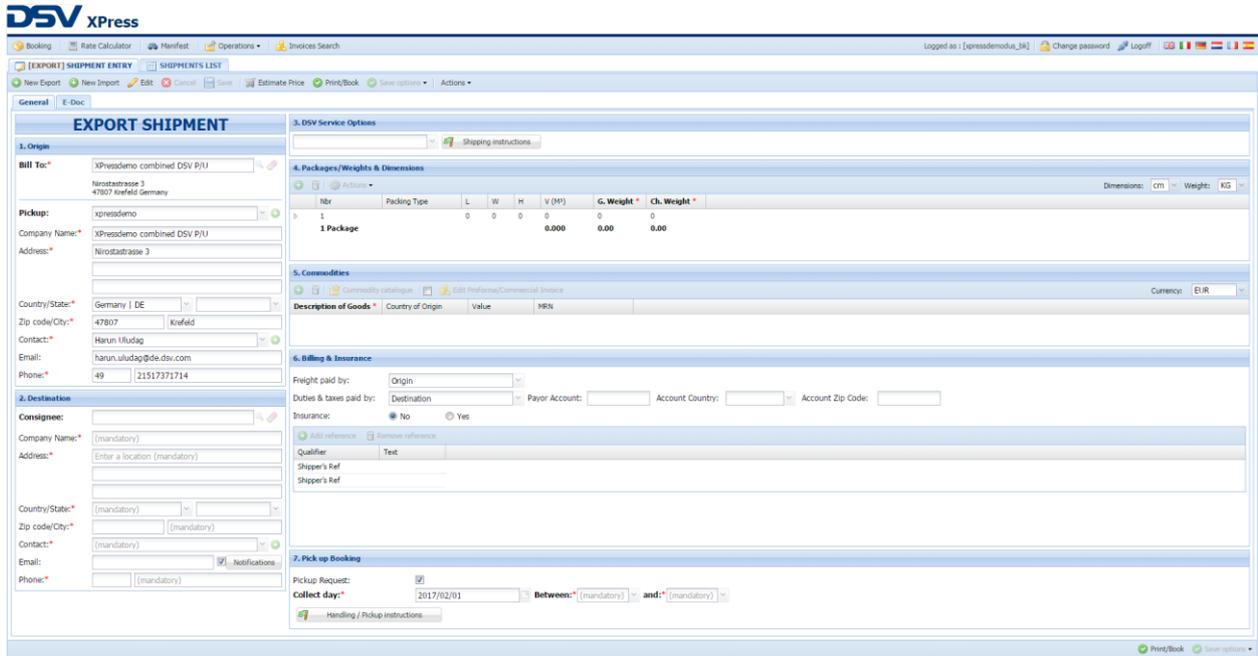
The new temporary password enables you to log in. You will be asked to set a new individual password. Please note that the password requires being between 8 and 12 characters long and needs to contain at least one capital character, as well as a number. Example: **Password1**

Once you logged in successfully, you can change your password at any time by clicking *Change Password*:



3.0 Home Screen

DSV's XPress Booking Portal offers many functions to make Courier Shipping as easy as possible. The *Home* screen gives access to those features, which will be explained in this customer user guide.



The following modules are available through the main navigation bar:

Module	Description
Booking or DSV Logo	Return to starting page of XPress
Rate Calculator	Calculate agreed shipping rates
Manifest	Daylist for handing over your shipments to the courier
Operations	Access to shipment upload facility and other admin menus
Invoices Search	View and download invoices
Change Password	Set your individual password
Logoff	Close XPress

The user surface is split into two different categories. The *Shipment Entry* and the *Shipment List*. The *Shipment Entry* offers the following tools:

Button	Description
New Export	Enter a new export shipment
New Import	Enter a new import shipment
Edit	Apply modifications to existing shipments
Cancel	Cancel applied modifications
Save	Save entered data
Save options	Save a shipment/template with selected optional actions executed
Print/Book	Book shipment, print label
Actions	Upload documents and print labels

4.0 Shipment Entry

In order to create a package label for shipping please click on *New Export* or *New Import* and select a shipper's address (if not defaulted), enter a destination address (can be selected from address book) and provide the necessary shipment details.

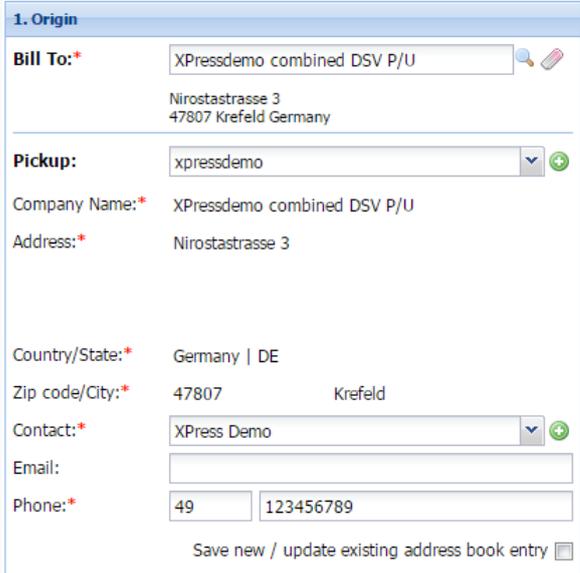
4.1 Shipping- and pick-up address

You can enter an alternative pick-up address if you would like DSV XPress to collect from a different location. Click the green plus button  to enter a different pick-up address or select a saved address from the drop down menu. If you would like to save a new address or update an existing address please tick the option *Save new / update existing address book entry*. The main address cannot be changed.

4.1.1 Select or enter a pick-up contact

The section *Pick-up contact* enables you to enter an alternative contact and phone number, which will be shown on the label. If you would like to select an existing alternative pick-up contact, please choose from the drop down menu.

Click the green plus button  to enter a new pick-up contact. If you would like to save a new pick-up contact or update an existing pick-up contact please tick the option *Save new / update existing address book entry*.



1. Origin

Bill To: XPressdemo combined DSV P/U
Nirostastrasse 3
47807 Krefeld Germany

Pickup: xpressdemo

Company Name: XPressdemo combined DSV P/U
Address: Nirostastrasse 3

Country/State: Germany | DE
Zip code/City: 47807 Krefeld

Contact: XPress Demo

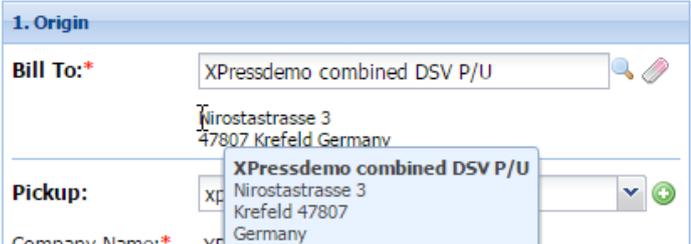
Email:

Phone: 49 123456789

Save new / update existing address book entry

4.1.2 Billing address

Your billing address will be shown in full detail if you use your mouse to hover over the *Bill To* address.



1. Origin

Bill To: XPressdemo combined DSV P/U
Nirostastrasse 3
47807 Krefeld Germany

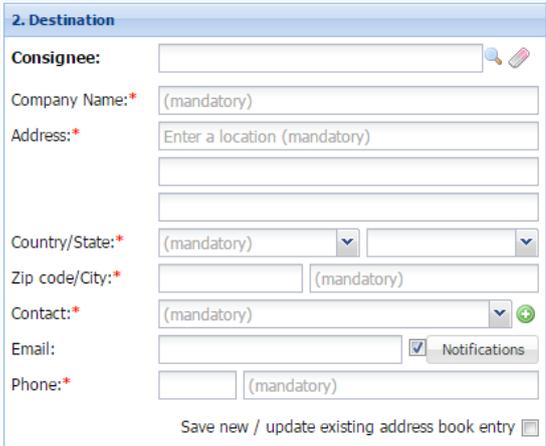
Pickup: XPressdemo combined DSV P/U
Nirostastrasse 3
Krefeld 47807
Germany

4.2 Destination address

The destination address can either be entered manually or chosen from the address book by clicking the magnifying glass . Alternatively you can use the quick search by typing a consignee (short)name in the entry field *Consignee*.

In order to save a newly entered consignee address to your address book please tick the option *Save new / update existing address book entry*.

In case you would like to amend an existing destination address please choose it from the address book and tick the option *Save new / update existing address book entry* in order to update the existing record. For removing an address from the current shipment entry you just need to click the rubber button .



2. Destination

Consignee:

Company Name: (mandatory)

Address: Enter a location (mandatory)

Country/State: (mandatory)

Zip code/City: (mandatory)

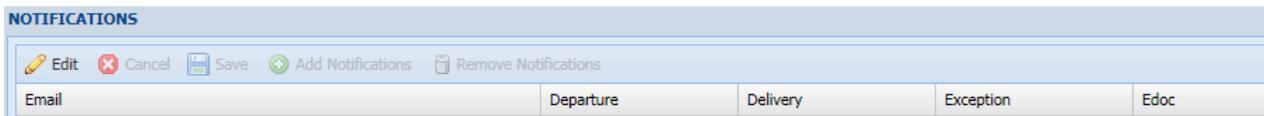
Contact: (mandatory)

Email: Notifications

Phone: (mandatory)

Save new / update existing address book entry

4.2.1 Notification e-mails

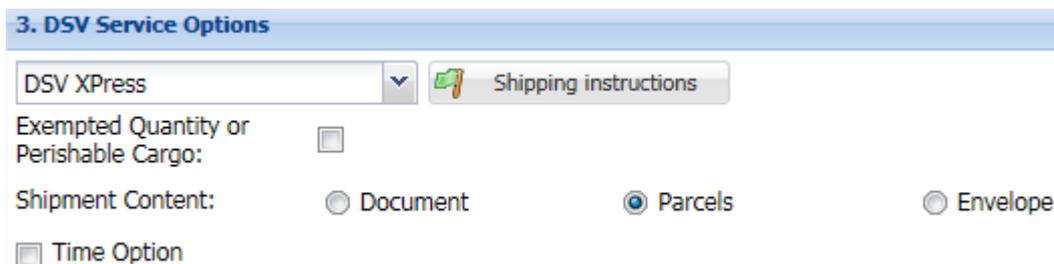


Email	Departure	Delivery	Exception	Edoc
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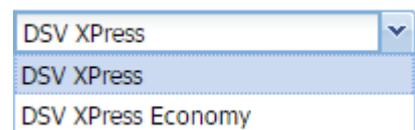
The  button allows you to enter e-mail addresses which you would like to supply with one or multiple off the following notifications:

- Departure: Shipping advice
- Delivery: Proof of Delivery
- Exception: Information about delays or any other exception
- E-Doc: Uploaded documents will be sent to the e-mail recipient automatically. Please see chapter 3.9 for further information.

4.3 DSV Service Options



- Dangerous goods (EQ) or perishable goods
- Shipment Content: Parcels (goods), Documents or Envelope (up to 300g shipment weight)
- If you need to have your shipment delivered before a certain time, please choose one of the time options. Service availability depends on the destination area.
- Service: Depending on the destination area you can choose between different DSV XPress Services.



4.3.1 Shipping instructions

If you would like to give shipping instructions to DSV XPress, please provide these under *Shipping Instructions*.



4.4 Packaging details

4. Packages/Weights & Dimensions								
   Actions ▾								
	Nbr	Packing Type	L	W	H	V (M³)	G. Weight *	Ch. Weight
▶	1		0	0	0	0	0	0
	1 Package					0.000	0.00	0.00

- *Nbr*: Number of packages
- *Packing Type*: choose packing type from drop down menu if choice is maintained on database (not mandatory)
- *L / W / H*: Please enter dimensions – length, width, height in cm
- *G. Weight*: Actual gross weight
- If you would like to add additional lines to add further pieces to your shipment, please click the green plus button . For deleting lines/pieces, please click the bin button .
- Weights and dimensions are defaulted to show in kg and cm.

Dimensions: Weight:

4.5 Commodities

Please enter a description of goods, a country of origin and a value if your shipment will be shipped to a non-EU destination.

5. Commodities			
   Commodity catalogue  Edit Proforma/Commercial Invoice			
Description of Goods *	Country of Origin	Value	MRN
default goods	DE	0	

The currency code shows your home currency as a default. Different currencies can be chosen from a drop down menu.

Currency: ▾

4.5.1 Description of goods

Description of Goods *	Country of Origin	Value	MRN
Engine spare parts	DE	1000	12DE123456780E

Description of goods: Please enter a precise goods description. DSV XPress' customer service can set up a default description on request

Country of origin: defaulted to show your home country

Value: Please enter the goods value

MRN no.: Required if an export customs clearance needs to be done for your shipment

If you would like to select a goods description from your commodity catalogue, please click on the commodity catalogue button:



Please select your shipper organization and click "Search":

- For adding new items please click *Edit* and *New*
- Confirm your entry by clicking *Save*
- Select the required goods description and click *Select* to show the selected description on your shipment.

COMMODITY CATALOGUE

SEARCH COMMODITY CATALOGUE

Shipper : 6499999999 | XPress DE Demo Account DSV LABEL

Search

COMMODITY CATALOGUE

	Shipper	Description of Goods	Commodity Code	Country of Origin
1	6499999999 XPress DE Demo Acco...	engine spare parts		
2	6499999999 XPress DE Demo Acco...	music instrument		IR
3	6499999999 XPress DE Demo Acco...	tyres	80798090	DE
4	6499999999 XPress DE Demo Acco...	Laptop	12312351253	IN
5	6499999999 XPress DE Demo Acco...	ship spares	12	DE

Page 1 of 1

Displaying 1 - 5 of 5

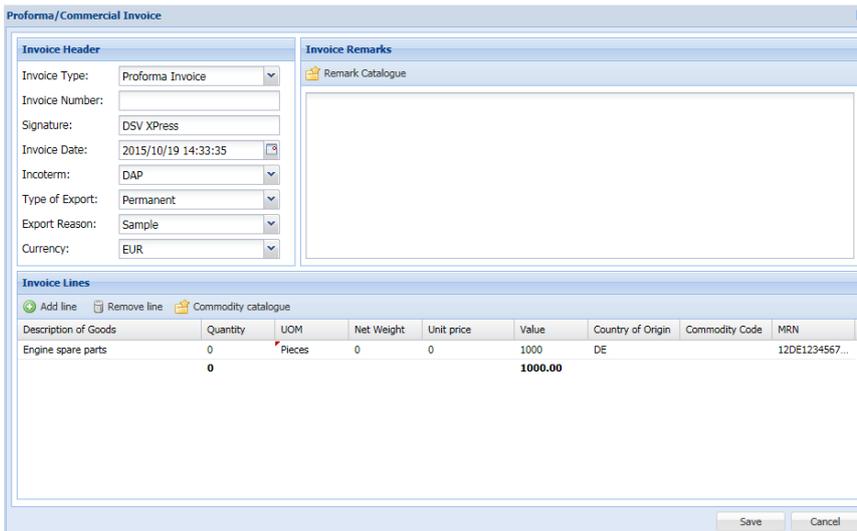
Select Cancel

4.5.2 Generate a Proforma-/Commercial Invoice

If you would like to generate a proforma or commercial invoice, please tick the box *Proforma Invoice*:



Once the box is ticked a pop-up window will allow you to add and edit invoice details:

The screenshot shows a window titled 'Proforma/Commercial Invoice'. It is divided into three main sections: 'Invoice Header', 'Invoice Remarks', and 'Invoice Lines'.
- **Invoice Header:** Contains several fields: 'Invoice Type' (dropdown menu set to 'Proforma Invoice'), 'Invoice Number' (text input), 'Signature' (text input with 'DSV XPress'), 'Invoice Date' (calendar icon and date '2015/10/19 14:33:35'), 'Incoterm' (dropdown menu set to 'DAP'), 'Type of Export' (dropdown menu set to 'Permanent'), 'Export Reason' (dropdown menu set to 'Sample'), and 'Currency' (dropdown menu set to 'EUR').
- **Invoice Remarks:** Features a 'Remark Catalogue' button and a large empty text area.
- **Invoice Lines:** Includes 'Add line', 'Remove line', and 'Commodity catalogue' buttons. Below is a table with columns: 'Description of Goods', 'Quantity', 'UOM', 'Net Weight', 'Unit price', 'Value', 'Country of Origin', 'Commodity Code', and 'MRN'. One row is visible with 'Engine spare parts', '0', 'Pieces', '0', '0', '1000', 'DE', and '12DE1234567...'.
At the bottom right of the window are 'Save' and 'Cancel' buttons.

Please enter the following details:

- Invoice Type: Select if your invoice should be a proforma or commercial invoice
- Invoice number: Enter an invoice number
- Signature
- Invoice Date
- Incoterm: Please choose one. Default is DAP
- Type of Export
- Export Reason
- Currency

In order to create individual invoice lines, please click *Add line*. In case you have already quoted details like goods description, country of origin, goods value and MRN, these will be populated from the shipment entry screen. You can also choose items from your goods catalogue and add them to the invoice.

The following details are mandatory for each line item: goods description, quantity, unit of measurement, net weight, unit price and country of origin. The commodity code is optional.

If you would like to save new or choose from existing text templates you can click the button *Remark catalogue*  Remark Catalogue .

Once you completed your entry, please click *Save*. Your entries will be saved and you will be redirected to the shipment entry screen.

The invoice will be shown as a PDF document, as soon as you finish your shipment entry by clicking *Print/Book*.

4.6 Billing and Insurance

6. Billing & Insurance

Freight paid by:

Duties & taxes paid by: Payor Account: Account Country: Account Zip Code:

Split Duties and Taxes

Insurance: No Yes Declared Value:*

Qualifier	Text
Shipper's Ref	
Shipper's Ref	

Freight paid by: Depending on your agreement with DSV XPress, you can choose who will pay for freight charges. If the consignee or a third party will pay for freight charges, please enter the payer's carrier account number, country of residence and the zip code which the account is registered with.

Duties & Taxes paid by: Depending on your agreement with DSV XPress, you can choose who will pay for duties and taxes. If the shipper or a third party will pay for duties and taxes, please enter the payer's carrier account number, country of residence and the zip code which the account is registered with.

Transport insurance: Please advise if you would like to cover insurance for your shipment

If you would like to add a reference to your shipment, please click the button *Add reference*  .
To remove a reference, please click the button *Remove reference*  .

The *Shipper's reference* will be shown on the shipping label and the freight invoice.

4.7 Request a collection and book shipment

Please enter a collection date and time for your shipment, if not done already with a previous shipment entry. If you have agreed on a daily collection with DSV XPress, this step will be auto-filled.

7. Pick up Booking

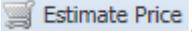
Pickup Request:

Collect day:* Between:* and:*

By clicking *Handling / Pickup Instructions* you can enter instructions which are relevant for handling and/or collection.

Please make sure your collection time window allows a minimum of two hours.

4.8 Print a label and estimate shipping charges

Once you have saved your shipment entry you can estimate the shipping charges by clicking *Estimate Price* .

Estimated charges like the fuel surcharge and insurance will be shown in a pop-up window.

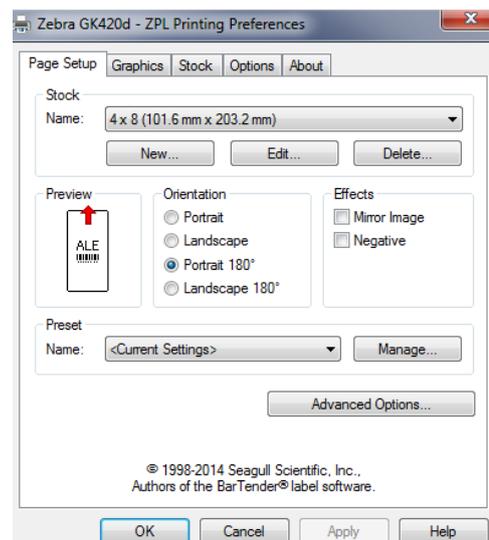
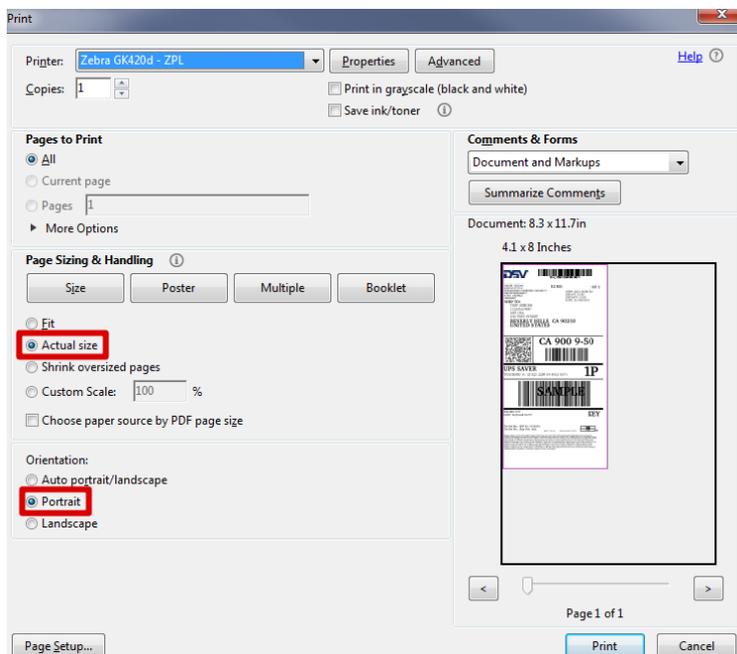
In order to create the shipping label, please click *Print/Book* . If you would like to skip the price estimation you can click *Print/Book* directly, without having to save the shipment first.

Your browser's pop-up blocker should allow DSV XPress' websites to show the shipping label on screen correctly.

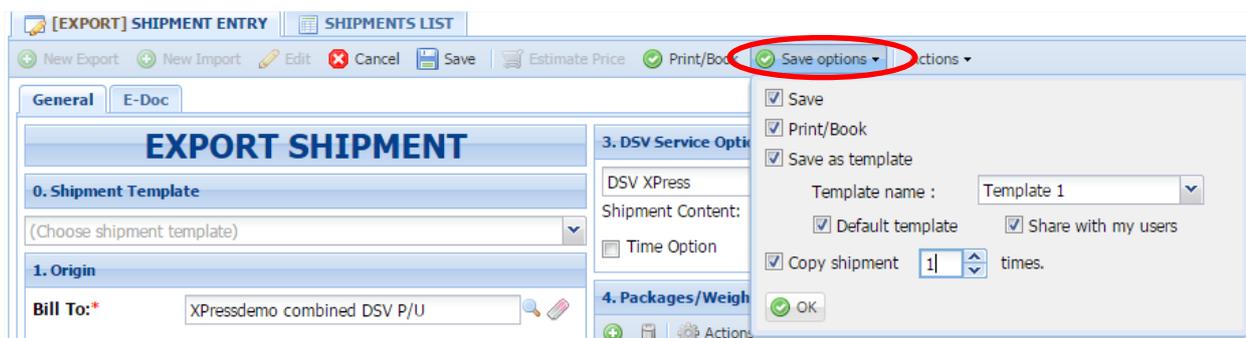
The shipping label will be shown in an A4 format. If you would like to print labels on a thermal printer, the label size can be changed by sending a request to your local DSV XPress customer service.

Your thermal printer should be set up as follows for printing DSV XPress shipping labels:

- Select your thermal printer
- Labels should be printed in *actual size*
- The page orientation should be set to *portrait*
- Access the printer settings
- Print speed and temperature should be set to the manufacturer's recommendation
- Please set the paper format to inches
- The paper format should be set to 4" x 8"
- Confirm the settings with a click on *OK* and start the print process by clicking *Print*



4.9 Save Options



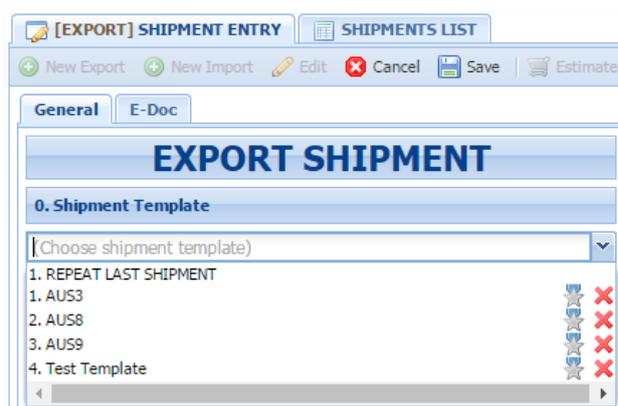
Chose which steps you want XPress to execute once you have completed your entry.

- Save:** Save shipment only
- Print/Book:** Saves and books the shipment and produces a shipping label
- Save as template:** Saves your current shipment entry as a template for future use (see chapter 4.10 Shipment templates)
- Default template:** Saves your current shipment entry as a default template for future use (see next chapter)
- Share with my users:** Makes your template available for your sub-users (for admins only)
- Copy shipment:** Creates 1 to 10 copies of your current entry, which will be saved to your shipment list ready for use. If you have ticked *Print/Book*, the system will book the copy shipments and produce labels for the individual shipments

4.10 Shipment Templates

XPress allows saving up to 10 shipment templates (for import and export each) for speeding up your future shipment entries. Use the save option *Save as template* (see chapter 4.09 Save Options) in order to save all or single items of the following to your template:

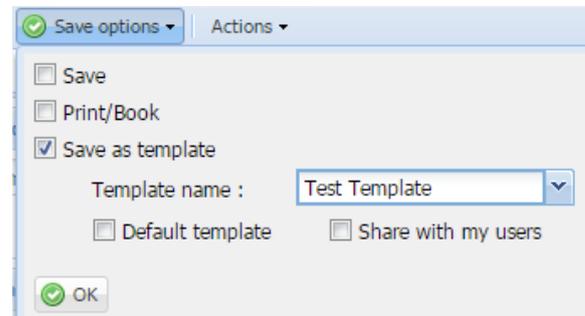
- Origin address
- Destination address
- Service level (only available if destination country is selected)
- Package count, weights and dimensions (only available if service is selected)
- Commodities incl. invoice details
- Billing and insurance settings
- References



Once you have entered the data you would like to save to your template please click *Save Options* and select *Save as template*. If it is a new template enter a name for your template. If you would like to update an existing entry please select the record to be updated from the dropdown menu.

It is furthermore possible to define your template as a default for every shipment entry – please select *Default template* if your template should be used for every shipment entry.

Admin booking users can share templates with the users they have created.

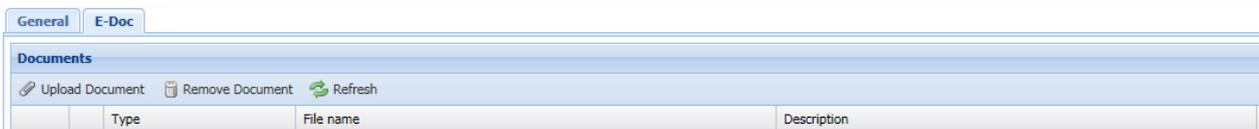


For selecting an existing template as your default shipment template, please select it as a favourite by clicking the star button .

Templates can be deleted by clicking the red X button .

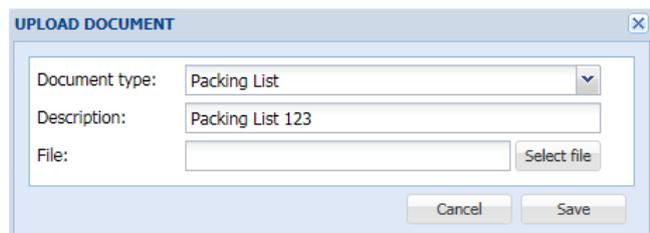
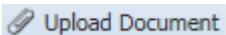


4.11 E-Docs



The E-Doc tab allows you to upload shipment specific documents, such as delivery notes, packing lists etc.

For doing so please open the *E-Doc* tab of a shipment and click *Upload Document*



In the next step please specify the *Document Type*, add a *Document Description* and confirm the location of the file to be uploaded on your local drive. By clicking *Save* the document will be uploaded to DSV XPress and stored in the shipment's E-Docs.

In case you would like the system to send the uploaded document to an e-mail recipient, this can be done as explained in chapter 3.2.1.

Once the documents are uploaded you will need to *Save* the shipment details.

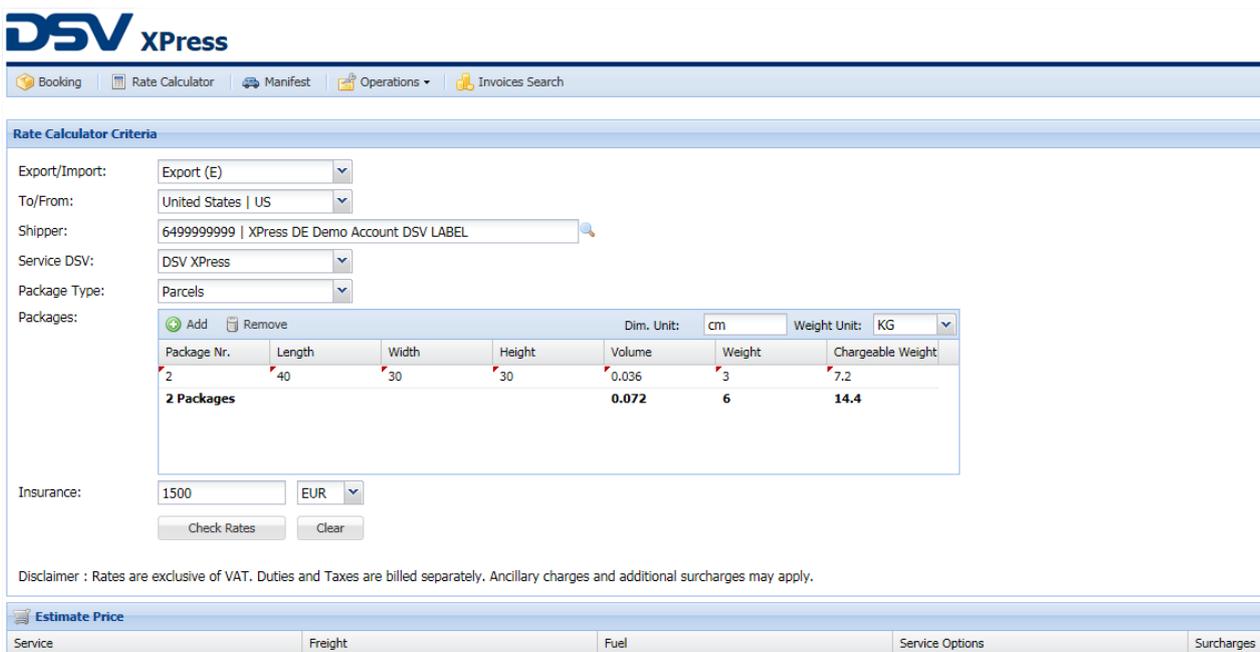
5.0 Rate Calculator

The *Rate Calculator* is a tool to estimate shipping prices, based on your tariff, agreed with DSV. In order to get access, please click on *Rate Calculator*  [Rate Calculator](#).

Please enter the following details and confirm your inquiry by clicking *Check Rates*.

- Import or Export
- Origin or Destination country, depending on Import or Export
- Shipper (only in case you have got multiple shipping organizations)
- DSV Service
- Package type: Envelope, Documents or Parcels (goods)
- Packaging details
- Insurance value, in case you would like to cover insurance

The result grid will show your agreed DSV XPress shipping rate. In addition the system will show the fuel surcharge, service options and ancillary surcharges (click on ).



DSV XPress

Booking | Rate Calculator | Manifest | Operations | Invoices Search

Rate Calculator Criteria

Export/Import:

To/From:

Shipper:

Service DSV:

Package Type:

Packages:

Package Nr.	Length	Width	Height	Volume	Weight	Chargeable Weight
2	40	30	30	0.036	3	7.2
2 Packages				0.072	6	14.4

Dim. Unit: Weight Unit:

Insurance:

Disclaimer : Rates are exclusive of VAT. Duties and Taxes are billed separately. Ancillary charges and additional surcharges may apply.

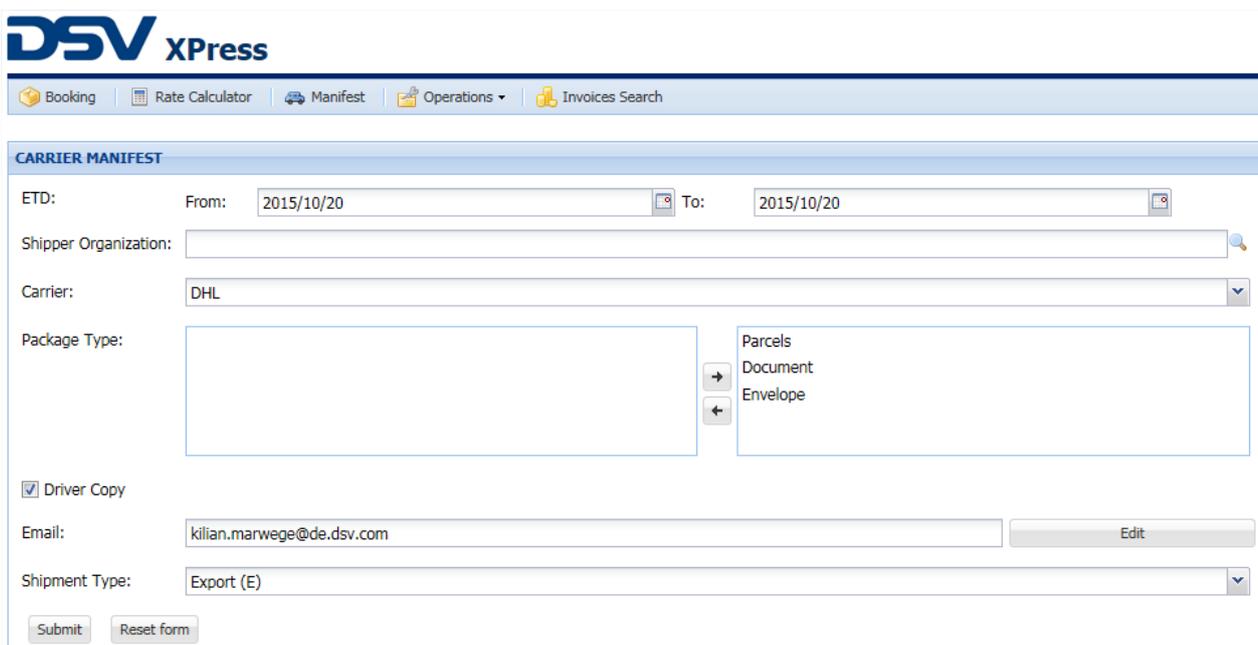
Estimate Price

Service	Freight	Fuel	Service Options	Surcharges
---------	---------	------	-----------------	------------

6.0 Manifest

If required you can print a Manifest / Daylist, using the *Manifest* Menu. The Manifest can be signed by the driver once the shipments of a day were handed over. Please enter the following details, if not filled automatically:

- ETD (Estimated Time of Departure): Today's date
- Shipper Organization: Your DSV XPress account
- Carrier: Please select carrier if you are not shipping on DSV Labels
- Driver Copy: Please tick, if you would like to print two copies
- E-Mail: Your e-mail address(es), which you would like to provide with a copy of the manifest. Multiple e-mail addresses need to be separated by a comma.
- Once the above details were entered, please click the *Submit* button in order to create the manifest. It will be sent to the mentioned e-mail address. Alternatively you can download it from your *report list*. You just need to refresh it by clicking the  symbol. Afterwards you can download the manifest in a PDF format by clicking the  symbol.



The screenshot shows the 'CARRIER MANIFEST' form in the DSV XPress system. The form includes the following fields and options:

- ETD:** From: 2015/10/20, To: 2015/10/20
- Shipper Organization:** (Empty text field)
- Carrier:** DHL (Selected from a dropdown menu)
- Package Type:** A list of options: Parcels, Document, Envelope. The 'Document' option is currently selected.
- Driver Copy:** Driver Copy
- Email:** kilian.marwege@de.dsv.com (Text field with an 'Edit' button)
- Shipment Type:** Export (E) (Selected from a dropdown menu)
- Buttons:** Submit, Reset form

7.0 Shipment list

T&T	Shipment ID	Creation Date	ETD	Department	Bill To	Bill To Country	Bill To Zip Code	Destination
	427348	2015/10/19	2015/10/19	AXE	XPress DE Demo Account DSV LABEL	DE - Germany	40472	DSV Air & Sea Ltd
	427338	2015/10/19	2015/10/19	AXE	XPress DE Demo Account DSV LABEL	DE - Germany	40472	DSV Air & Sea GmbH

Your shipment list will show all entered shipments of the last 30 days. Older shipments can be searched. Please see next chapter.

The different colours of the individual shipments indicate the shipments' status.

If you would like to show full details of a shipment, please mark it by ticking the box on the left of the entry and click on *Show Detail*. Alternatively you can simply double click the shipment you would like to show the details for.

7.1 Advanced search

Creation Date From: 09/20/15 To: 10/31/15 Search Add Search Criteria Reset XLS

Criteria List: Shipment # begins with

Criteria List: Shipper's Reference begins with

The *Advanced search* offers a large variety of search criteria. The most common ones are Shipment no., Shipper's reference and AWB no. You can also add more search criteria to narrow down your search.

7.2 Batch tracking

For displaying all shipments of the last 30 days, filtered by tracking status, you can click on one of the tracking filter buttons: *Created*, *Submitted*, *In Transit* and *Delivered*.

7.3 Export search results to Excel

Every search result can be extracted into an Excel spreadsheet. You just need to execute a shipment search. Once the results are displayed please click the  button. After a short moment of processing the data, the system will offer you to download the file. Please confirm by clicking *Yes*.

8.0 Tracking & Tracing

To show a shipment's tracking you can either click the  button on an individual shipment or right-click a shipment and select *Track & Trace*.



SHPTS ID: 464091 (1ZF0A1586890617253)



Current Shipment Status: _____

1. INITIATED	2. PICKED UP	3. IN TRANSIT	4. DELIVERED
--------------	--------------	---------------	--------------



Origin: Rochester, GB
Departure Date: 2015-05-07

→



Destination: Terrassa, ES

Shipment Details: _____

Shipping Date	Delivery Date	Origin	Destination
2015-05-07		Rochester, GB	Terrassa, ES
No. of Packages	Weight	Description of goods	Shipped by
1	2.0	tableware	DSV XPress Economy

Shipment References: _____

Reference Type	Reference
SHPR_REF	439964

Shipment Progress History: _____

Location	Date	Activity
	2015-05-07 21:36	Picked up by carrier
GB-BARKING	2015-05-07 20:41	Arrival Scan
GB-DARTFORD	2015-05-07 20:00	Departure Scan
GB-DARTFORD	2015-05-07 16:37	Pickup Scan
	2015-05-07 13:28	Shipment submitted
	2015-05-07 13:28	Carrier booked
	2015-05-07 12:28	Shipment created
GB	2015-05-07 07:28	Order Processed: Ready for UPS

For inquiries about this shipment click [Here](#) to submit a customer care request or contact destination office at +34 90 288820 with reference no [1ZF0A1586890617253](#) or contact origin office at (+44) 2088974300

9.0 Online Invoicing

DSV XPress

Booking | Rate Calculator | Manifest | Operations | **Invoices Search**

INVOICE SEARCH

Branch: DEAIRI404 | DUS

Debtor/Creditor: Transaction type:

Date: equals

Invoice number: equals

Shipment ID:

Reference:

Amount: equals

Ignore case (slower):

Search Clear

INVOICES

Actions

Invoice Number	Supplier Invoice Number	Transaction Category	Transaction Type	Debtor/Creditor Account	Debtor/Creditor Name
----------------	-------------------------	----------------------	------------------	-------------------------	----------------------

The *Invoices Search* Menu gives direct access to your DSV XPress invoices. You can either click *Search* to display all invoices or search for certain criteria, such as

Date / Time Range

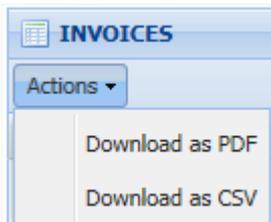
Shipment ID

Invoice Number

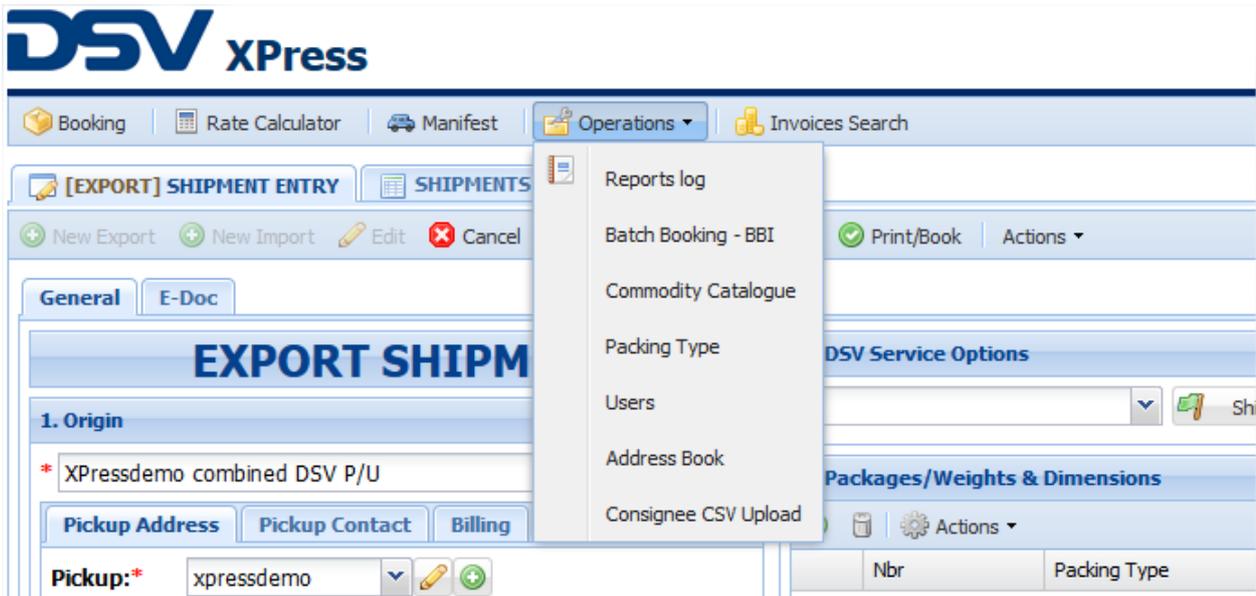
Transaction Type

Etc. ...

The displayed invoices can be downloaded in CSV or PDF format. Please select the invoices you would like to download and click *Actions*. You can then choose to download the selected invoices in CSV or PDF.

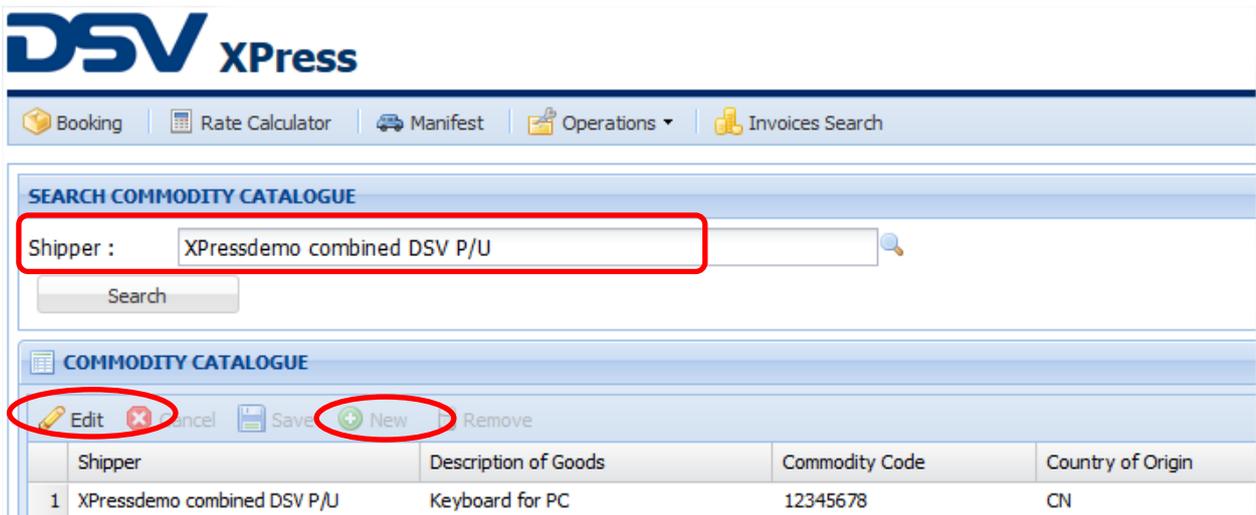


10.0 Operations menu



The „Operations“ menu offers different options to administrate default values, user details and address book data. A more detailed explanation can be found in the following chapters.

10.1 Commodity catalogue



Default Descriptions of Goods can be stored in your Commodity Catalogue. Simply access the *Operations\Commodity Catalogue* menu, click search, then *Edit* and *New* to enter a new Item. Storing default Goods Descriptions will allow you to select these from a drop down menu when entering shipments and creating proforma invoices.

10.2 Packing type catalogue

DSV XPress

Booking | Rate Calculator | Manifest | Operations | Invoices Search

SEARCH PACKING TYPE

Packing Code: begins with

Organization: 6400000000 | XPressdemo DSV Label

Service Dsv:

Search Clear

PACKING TYPE

+ Add a packing type Edit Cancel Save Delete Selection

<input type="checkbox"/>	Packing Code	Organization	Service Dsv	Length	Width
<input type="checkbox"/>	Box 1	6400000000 XPressdemo DSV Label	DSVEconomy	20	30

Default package types will make your shipment booking even quicker. Simply enter your shipper organisation and click on search. To add or remove a packing type please click the edit button and enter your packing type including dimensions and a weight. Once you saved the entry you will be able to select your packing type from a drop down during your shipment entry.

10.3 User administration

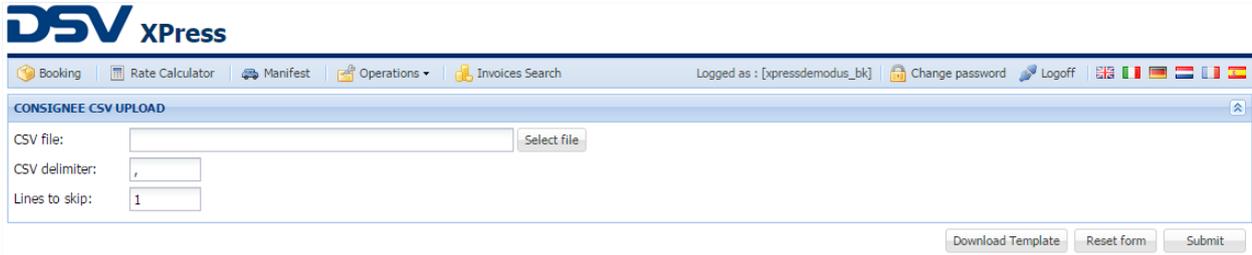
The user administration menu allows you to create additional logins for your co-workers as well as to administrate their print- and book setup.

10.4 Address book administration

Please access your address book if you want to look up or change saved consignee addresses and contact persons.

10.5 Address book import

If you would like to upload an address book which you have stored on your computer, please access the Consignee CSV upload menu.



The screenshot shows the DSV XPress web application interface. At the top, there is a navigation bar with the DSV XPress logo and several menu items: Booking, Rate Calculator, Manifest, Operations, and Invoices Search. The user is logged in as [xpressdemodus_bk]. There are also links for Change password, Logoff, and language selection (English, German, Spanish). The main content area is titled 'CONSIGNEE CSV UPLOAD'. It contains three input fields: 'CSV file:' with a 'Select file' button, 'CSV delimiter:' with a dropdown menu showing a comma, and 'Lines to skip:' with a text input field containing the number '1'. At the bottom right of the form, there are three buttons: 'Download Template', 'Reset form', and 'Submit'.

In the first step you will need to download the address book template file by clicking “Download Template”. Please store this file on your local drive and open it in Microsoft Excel. The mandatory columns need to be filled for each line, being equal to one address book entry. Once you finished entering your consignee addresses to the file save and close it. In the last step please select your file from your local drive again by clicking “select file” and start the upload by clicking “Submit”. Your addresses will now be uploaded. The upload result will be displayed in the lower part of the screen.