

# OMS: Carrier Routing Guide (CRG)



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The process and activities associated with managing channel shipping levels, conversion to carrier SCAC, and Service levels using shipping cost models, package type(s), routing guides, address validation, and rate shopping. Plus, optional shipment manifesting to create carrier labels.

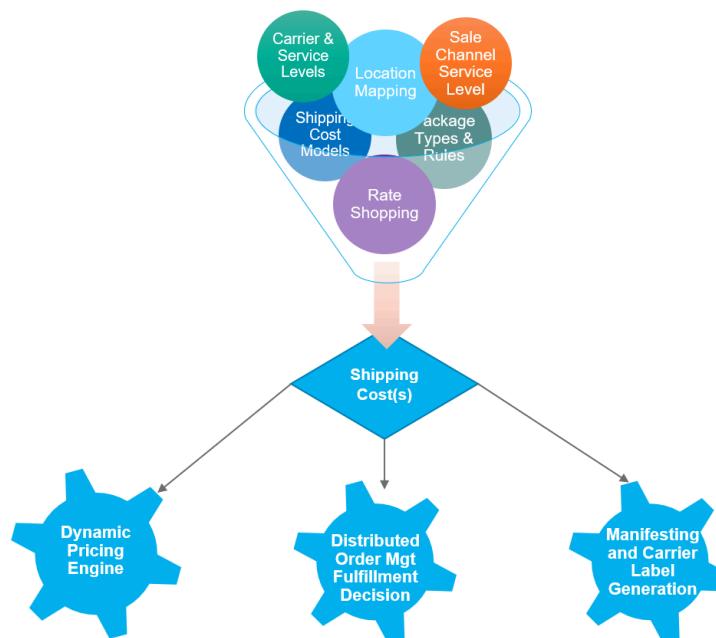
## Summary of Carrier Routing Guide Capabilities

Why is shipping important in Direct to Consumer order fulfillment:

- The rise of eCommerce has put extra emphasis on convenience and shipping. While the two go hand-in-hand, shipping has become an essential component in successful B2C businesses. The ability to order online and receive the product in a timely manner can influence buyers, drive sales, and create return visitors.
- Cost of shipping is the #1 reason named more than any other for cart abandonment. Shipping can be the difference between success and failure for D2C retailers. It matters. 45% of shoppers abandoned a cart when the order value didn't qualify for free shipping.

- By providing numerous shipping options, a D2C retailer can capitalize on the booming e-commerce experience and generate revenue streams through increased sales. Free shipping entices customers to purchase by incorporating all costs into the price of each item.

These drivers present a key challenge to D2C retailers: They need to offer fast, efficient, and flexible shipping, but most importantly, it needs to be FREE! Therefore, it is essential that a D2C retailer understand the cost of shipping every item they sell and leverage tools to optimize that shipping cost at every point in the selling and fulfillment process.



**Dynamic Pricing Engine**  
Accurate per item price based on default service level and mileage

**Distributed Order Mgt Fulfillment Decision**  
Per location shipping cost factored into landed cost fulfillment decisions

**Manifesting and Carrier Label Generation**  
Lowest cost rate shopping decision based on carton selection for order

EVP has a number of capabilities that enable a consistent shipping cost calculation that will increase in accuracy during the item selling and order fulfillment process. The key factors considered include Weight, Dimensions, Package Types, ability to mix items in the same package, service level requested by the sales channel (Standard, Second Day, etc.), the carrier service levels and packages supported by each fulfillment location



For reporting and continuous improvement purposes EVP tracks the following shipping cost details :

- Estimated shipping cost and shipping sales price of the items used in repricing when the order was placed for the item
- Estimated shipping cost and shipping sales price of the items on an order based on the fulfillment method selected
- Manifested cost of the item and order when rate shipping is performed and carrier label generated; or when shipment

confirmation from a drop ship supplier  
includes item and shipping cost details

- Carrier Invoiced shipping cost for the order which is prorated to the item details

The core EVP elements associated with the rate shopping decision are:

- Carrier and Service Levels
- Packaged Types
- Sales Channel Shipping Methods
- Order Fulfillment Shipping Methods



## CRG01: Carrier and Service Level

### Carrier and Service Levels



#### Carriers

Using the carrier option on the system module, one or more carriers and their associated service levels can be configured. When the EVP solution is initialized, several standard carrier and service-level combinations are defaulted.

Service Levels can be the carriers:

- US domestic service levels

Service Levels	
<span style="color:red;">X</span> Delete	
Code	Name
*	Click here to add a new row
UPSNextDaySaver	UPS Next Day Saver
UPS2ndDay	UPS 2nd Day
UPSNextDay	UPS Next Day
UPSGround	UPS Ground
UPS3Day	UPS 3 Day
UPSNextDayEarly	UPS Next Day Early

- Hybrid service levels that leverage the parcel carrier's cross country options and then use the USPS to deliver to the final delivery address

Service Levels	
<span style="color:red;">X</span> Delete	
Code	Name
*	Click here to add a new row
UPSMIPriority	UPSMI Priority Mail
UPSMIFirstClass	UPSMI FirstClassMail
UPSMIParcelSelect	UPSMI ParcelSelect
UPSMILightWeight	UPSMI PS LightWeight
UPSMIExpeditedIrregular	UPSMI Expedited Irregular

- International service levels

Service Levels	
<span style="color: red;">X</span> Delete	
Code	Name
*	Click here to add a new row
UPSWorldwideExpedited	UPSWorldwideExpedited
<a href="#">View Details</a> <a href="#">Edit</a> <a href="#">Delete</a>	

## Carriers

X Delete

Code	Name
Click here to add a new row	
CEVA	CEVA
DHL	DHL Global Mail

## CRG02: Channel Shipping Levels

### Channel Shipping Levels

The screenshot shows the 'Channel Shipping Levels' interface with four main panels:

- Service Level:** A table listing various shipping service levels like 'Standard', 'Expedited', and 'Priority'. Number 1 is circled around the 'Standard' entry.
- Inter-Channel Service Level Mapping:** A table showing mappings between source channels (e.g., FedEx, UPS) and target service levels (e.g., FedEx 2 Day, FedEx Ground). Number 2 is circled around the 'FedEx 2 Day' entry.
- Service Level - Carrier Mapping:** A table mapping service levels to carriers. Number 3 is circled around the 'Standard' entry under FedEx.
- Input:** A table mapping input service levels from external systems to EVP-defined service levels. Number 4 is circled around the 'FedEx International Priority' entry.

The Channel Shipping Service Level screen is a multi-dimensional mapping tool that supports the setup of almost unlimited set of shipping and rate shopping scenarios. It consists of the following elements:

**1** The 'Service Level' panel allows you to define the option support of the current sales or fulfillment channels

**2** The 'Inter-Channel Service Level Mapping' panel allows you to lookup a source channel to cross its service levels with the current channel services levels

**3** The 'Service Level - Carrier Mapping' panel allows you to define one or more true carrier/service level combinations that can be considered as valid on this channel

**4** The 'Input Service Level' panel is used to map Carrier/Service Level codes that are received from another system to a EVP defined Carrier/Service level



## Channel Shipping Service Levels

Levels are configured at the channel level. They can be set at the:

- Sales Channel
- Supplier Channel
- Integration Channel
- WMS/3PL Fulfillment Channel

The shipping level can be used to represent an expected shipping transit time , i.e., Standard equals 2 to 5 days, Expedited equals 2 to 3 days, 2Day equals two days, etc. They can also be used to represent various modes of fulfilment options and service levels offered by a carrier associated with a specific fulfillment channel.

The sales channel can pass additional data associated with a sales order to indicate not only the defined expected shipment transit time but the required order processing duration based on earliest or latest shipping date/time metrics. If the sales channel is not capable of defining this information it can be defaulted when configuring shipping levels at the channel level.

FreeEconomy	FedEx/FedEx Ground®	
International	Max Miles: 0.00000	X
NextDay	Mode: Unchanged	
NextDay	Unchanged	
	Assign	
	Create	→
	Submit	

5

The ‘Output Service Level’ panel is used to map EVP Carrier/Service Level values to codes or values that will be understood by an external system

### Channel: Amazon\_US

#### Shipping Service Levels

##### Service Levels

Service Levels

X Delete

Code	Name
Click	
Expedited	Expedited
FreeEcon...	FreeEconomy
NextDay	NextDay
Prime	Prime
Prime SL	Prime SL
SecondDay	SecondDay
Standard	Standard

#### Service Levels

Service Levels

X Delete

Code	Name	Days To Ship	Same Day Ship Cutoff	Min Days To Deliver	Max Days To Deliver
Click here to add a new row					
FDEG	FDEG	1	12:00:00 PM	3	5
FEDX	FEDX	1	12:00:00 PM	3	5
UPSN	UPSN	1	12:00:00 AM	3	5

The Dropship option is used to control if a carrier/service level combination should be limited to a maximum number of miles or the location level drop-ship allocation record mode should be changed if a specific carrier/service level combination is selected.

## Parcel Carrier Services

## Less Than Truck Load/Truck Load



**Expedited Shipping**  
Next-business-day delivery  
**FedEx**

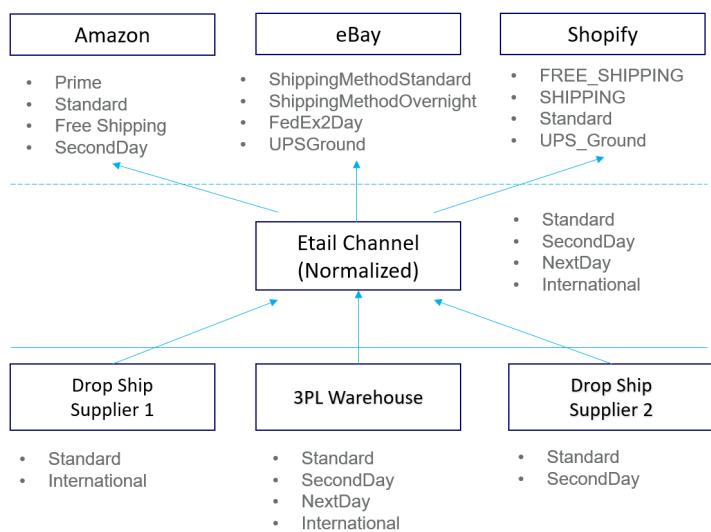


## Less Common Options: Pickup by Customer, Rail or Ship

**WILL CALL**



To minimize the number of shipping levels that have to be resolved to a specific carrier and service level the default approach is to normalize shipping level to the Etail channel

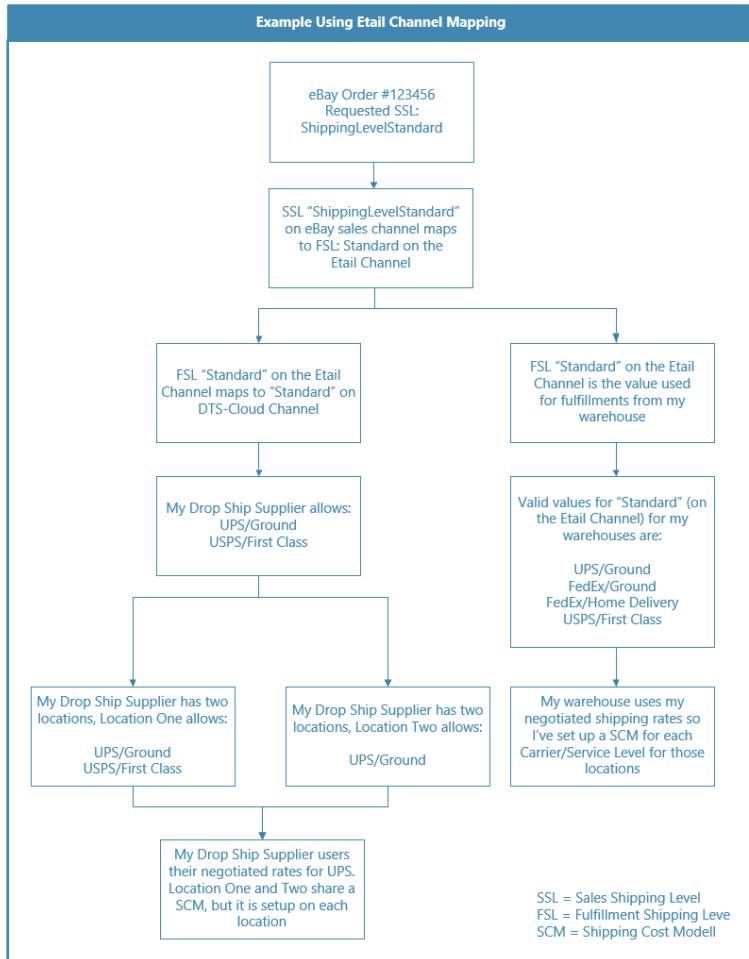


### Inter-Channel Service Level Mapping

Source Channel **WalmartMP\_Lasko**

Source Value	Target Value
OneDay	NextDay
Value	Standard
Expedited	Expedited
Standard	Standard
FreeTwoDay	Standard
Express	Expedited
Freight	Freight
FreightWithWhiteGlove	

Map Etail Channel to Sales Channel



If the sales channel is assigning the carrier and service level as the shipping costs are being charged to their 3rd Party Billing account the assigned carrier and service level

will be directly mapped from sales to fulfillment channel.

Inter-Channel Service Level Mapping	
Source Channel	Etail
Source Value	Target Value
Standard	Standard
NextDay	NextDay
FreeEconomy	Standard
SecondDay	SecondDay

Inter-Channel Service Level Mapping	
Source Channel	WalmartDSV_Lasko
Source Value	Target Value
13	UPGA11
19	FEDN30
17	FEXF01
16	UPSA01
10	USPS01
18	FEXF01
2	UPGA11
--	--

- Walmart DSV
- 2 (UPS Ground)
- 10 (USPS First Class)
- 19 (FedEx Express Saver )
- + 20 others

## CRG03: Shipping Cost Models

### Shipping Cost Models

Shipping Cost Models are used in EVP to estimate the cost of shipping an item or sales order with the results of the calculation being used as inputs to the pricing calculations and fulfillment decisions. More details will be provided in the Distributed Order Management section on how they are used for the order fulfillment decision. Their initial use is during the item pricing process in calculating the cost of shipping a single item associated with a sales listing, i.e., kit, pack of N, kit, etc. It is essential to understand that while the shipping cost aims to provide an accurate representation of the shipping cost it will not be the actual shipping cost as this will not be known until the sales order shipment is manifested or even later when the carrier invoice is loaded into the system.

- What Shipping Cost Models Do:
  - Help facilitate cost-effective pricing and fulfillment decisions
- What Shipping Cost Models Don't Do:
  - Provide the actual cost of shipping an item (this is determined by the carrier, typically through manifesting engine)
  - Do a real-time lookup of rates or rate-shopping (there is no external connection to carrier data)
  - Affects the shipping price of the item - they do affect shipping cost

The shipping cost model includes several significant capabilities to model carrier/services shipping costs:

- Multi-band rate tables – Rate tables can now be set up by mileage zones to better mirror carrier pricing.
- If preferred, a carrier zone/zip code definition can be used to get an even more accurate representation of carrier shipping costs.

- Exclusions – Items can be excluded from using a specific shipping cost model based on the dimension or weight or other selection criteria. For example, you can set up a “Next Day Air” model to exclude anything over 70 pounds.
- Fees (Surcharges) – Shipping Cost Models can be configured to allow for fees (aka surcharges) of either flat rates or percentages. These fees can include restriction criteria. For example, you can add x% to every item for a fuel surcharge or add \$11 to any item with the longest dimension of over 48 inches.

## Shipping Cost Model Configuration

To create a new Shipping Cost Model, navigate to the System tab, and click the Shipping Cost Models button. You will see the new Shipping Cost Model Main Screen.

Shipping Cost Models		FormID: SCM001
	Name	Summary
	Generic	1 Zones, 2 Ranges
	UPS 2021 Q1 - 2nd Day Air	7 Zones, 150 Ranges, Exclusions: GirthLength > 165.00 Inch - No Dims = Match or LongestDimension > 108.00 Inch - No Dims = Match or Country <> US
	UPS 2021 Q1 - 3 Day Select	7 Zones, 150 Ranges, Exclusions: Country <> US or GirthLength > 165.00 Inch - No Dims = Match or LongestDimension > 108.00 Inch - No Dims = Match
	UPS 2021 Q1 - Ground	7 Zones, 150 Ranges, Exclusions: LongestDimension > 108.00 Inch - No Dims = Match or GirthLength > 165.00 Inch - No Dims = Match or Country <> US
	UPS 2021 Q1 - Next Day Air	7 Zones, 150 Ranges, Exclusions: Country <> US or GirthLength > 165.00 Inch - No Dims = Match or LongestDimension > 108.00 Inch - No Dims = Match
	UPS 2021 Q1 - Standard to Canada	6 Zones, 85 Ranges, Exclusions: Country <> CA or GirthLength > 165.00 Inch - No Dims = Match or LongestDimension > 108.00 Inch - No Dims = Match
	UPS 2021 Q1 - Standard to Mexico	7 Zones, 85 Ranges, Exclusions: Country <> MX or GirthLength > 165.00 Inch - No Dims = Match or LongestDimension > 108.00 Inch - No Dims = Match
	USPS 2020 Q2 - First Class Mail - Letter	1 Zones, 1 Ranges, Exclusions: Country {not in list} US,PR,CA or LongestDimension > 12.50 Inch - No Dims = Match or MedianDimension > 9.50 Inch - No Dims = Match or ShortestDime...
	USPS 2021 Q4 - First Class Mail - Packages	7 Zones, 16 Ranges, Exclusions: LongestDimension > 21.75 Inch - No Dims = Match and MedianDimension > 17.75 Inch - No Dims = Match and GirthLength > 130.00 Inch - No Dims = M...
	USPS 2021 Q4 - Parcel Select - Ground	7 Zones, 70 Ranges, Exclusions: Country {not in list} US,PR,CA or GirthLength > 108.00 Inch - No Dims = Match
	USPS 2021 Q4 - Priority Mail Express	7 Zones, 71 Ranges, Exclusions: Country {not in list} US,PR,CA or GirthLength > 108.00 Inch - No Dims = Match
	USPS 2021 Q4 - Priority Mail No Dim Items	7 Zones, 70 Ranges, Exclusions: GirthLength > 108.00 Inch - No Dims = No Match or Country {not in list} US,PR,CA
	USPS 2021 Q4 - Priority Mail	7 Zones, 70 Ranges, Exclusions: GirthLength > 108.00 Inch - No Dims = Match or Country {not in list} US,PR,CA
	NTC FedEx Nov 2021 - 2 Day	7 Zones, 150 Ranges, Exclusions: Weight > 149.99 Pound or GirthLength > 130.00 Inch - No Dims = No Match or LongestDimension > 108.00 Inch - No Dims = No Match or Country <> US
	NTC FedEx Nov 2021 - Express Saver	7 Zones, 150 Ranges, Exclusions: GirthLength > 165.00 Inch - No Dims = Match or LongestDimension > 119.00 Inch - No Dims = Match or Country <> US
	NTC FedEx Nov 2021 - Express Saver-No Dim Items CM	7 Zones, 150 Ranges, Exclusions: GirthLength > 165.00 Inch - No Dims = No Match or LongestDimension > 119.00 Inch - No Dims = No Match or Country <> US
	NTC FedEx Nov 2021 - Ground	7 Zones, 150 Ranges, Exclusions: GirthLength > 165.00 Inch - No Dims = Match or LongestDimension > 108.00 Inch - No Dims = Match or Country <> US
	NTC FedEx Nov 2021 - Ground - No Dim Items	7 Zones, 150 Ranges, Exclusions: GirthLength > 165.00 Inch - No Dims = No Match or LongestDimension > 108.00 Inch - No Dims = No Match or Country <> US
	NTC FedEx Nov 2021 - Home Delivery	7 Zones, 150 Ranges, Exclusions: GirthLength > 165.00 Inch - No Dims = No Match or LongestDimension > 108.00 Inch - No Dims = No Match or Country <> US
	NTC FedEx Nov 2021 - No Dim Items	7 Zones, 150 Ranges, Exclusions: Country <> US or GirthLength > 165.00 Inch - No Dims = No Match or LongestDimension > 108.00 Inch - No Dims = No Match
	NTC FedEx Nov 2021 - Priority Overnight	7 Zones, 150 Ranges, Exclusions: Country <> US or Weight > 149.99 Pound or GirthLength > 165.00 Inch - No Dims = Match or LongestDimension > 119.00 Inch - No Dims = Match
	Fedex 2021 Q1 - Smart Post CM	7 Zones, 85 Ranges, Exclusions: Weight > 69.99 Pound or LongestDimension > 60.00 Inch - No Dims = Match or GirthLength > 130.00 Inch - No Dims = Match or Country <> US or Always
	NTC FedEx Nov 2021 - Standard Overnight	7 Zones, 150 Ranges, Exclusions: Country <> US or GirthLength > 165.00 Inch - No Dims = Match or LongestDimension > 119.00 Inch - No Dims = Match

Edit a Shipping Cost Model or Create a new one.

The details about the model are on the first tab.

The Rate Tables are loaded in the second tab.

There is a template that can be downloaded and imported back into the system with the required values.

Save and Close Cancel Zone Definitions

Cost Model Detail Rate Table Adjustments Exclusions
**General**

Cost Model Name: NTC FedEx Nov 2021 - Ground  
 Rounding Mode: Up  
 Weight Unit: Pound  
 Dimensional Unit: Inch  
 Currency: USD

**Dimensional Weight**
 Use Dimensional Weight

Divisor: 139

Threshold: 0

Save and Close Cancel Zone Definitions

Cost Model Detail Rate Table Adjustments Exclusions
Import Rate Table Download Template Export Rate Table

Weight	Zone 1&2 150 miles	Zone 3 300 miles	Zone 4 600 miles	Zone 5 1,000 miles	Zone 6 1,400 miles	Zone 7 1,800 miles	Zone 8 12,500 miles
1	8.76	8.76	8.76	8.76	8.76	8.76	8.76
2	8.76	8.76	8.76	8.76	9.06	9.40	9.56
3	8.76	8.76	8.95	9.32	9.70	10.03	10.52
4	8.76	8.76	9.24	9.84	10.11	10.77	11.27
5	8.76	8.76	9.56	10.27	10.72	11.26	12.01
6	8.76	8.83	9.65	10.42	10.81	11.39	12.07
7	8.76	9.04	9.91	10.75	11.01	11.70	12.52
8	8.76	9.37	10.26	11.06	11.45	12.17	13.07
9	8.82	9.49	10.39	11.16	11.69	12.67	13.77
10	8.94	9.59	10.50	11.47	11.83	13.28	14.68
11	9.40	9.79	10.71	11.51	12.21	14.37	15.62

Adjustments can be used to accommodate many different types of scenarios. For example, the Oversize Charge adjustment overrides the weight to 90lbs if the longest dimension is greater than 96 inches to mimic a balloon fee. Adjustments are applied in order, and sometimes the order matters in getting the correct calculation.

Exclusions will exclude the Shipping Cost Model from consideration when the criteria are matched. Here you see that the carrier rule is they won't ship anything above 150 lbs, but the merchant has made the business decision to exclude anything above 70 lbs.

Cost Model Detail	Rate Table	Adjustments	Exclusions
<span>Add New Adjustment</span>			
<span>Add New Exclusion</span>			
Name	Mode	Amount	
Dimension Surcharge (Carrier Policy)	AddFeeAbsolute	13.50	
LongestDimension > 44.99 Inch - No Dims = Match or MedianDimension > 26.99 Inch - No Dims = Match			
Oversize Charge (Adjust Wt based on Length)	ReplaceWeight	90	
Weight < 90.0 Pound and LongestDimension > 95.99 Inch - No Dims = Match			
Oversize Charge (Adjust Wt based on GirthLength)	ReplaceWeight	90	
Weight < 90.0 Pound and GirthLength > 129.99 Inch - No Dims = Match			
Oversize Charge (Fee-CP)	AddFeeAbsolute	90	
LongestDimension > 95.99 Inch - No Dims = Match or GirthLength > 129.99 Inch - No Dims = Match			
Fuel Surcharge (CP)	AddFeePercent	6.75	
Always			
Extremely Bulky (Business Policy)	AddFeeAbsolute	100	
GirthLength > 150.00 Inch - No Dims = Match			
Weight Surcharge (CP)	AddFeeAbsolute	20	
Weight > 60.00 Pound			

If needed a more detailed representation of carrier zones can be defined using either postal code ranges or country codes for international service levels

These are the highlevel steps involved in adding a new carrier and service level:

- Obtain Carrier Rate Sheets for the new carrier and service levels
- Add Carrier and Service Level Codes to Systems Module
- Update Unknown/Unknown Output Sales Channel service level mappings

Save and Close Cancel Zone Definitions

Cost Model Detail Rate Table Postal Codes Import
Add New Exclusion Country Codes Export
Name
Download Template

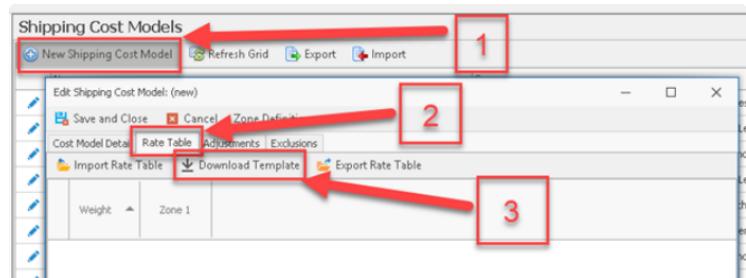
- Attempt to Rate Shop an Order and Update Manifesting engine integration channel Input shipping level mappings
- Add Carrier to the ship from locations shipping location tab

## How to Add Country and Zip Code Definitions in an SCM

Adding country code and zip code ranges to a shipping cost model must be done using the following process. If you receive these error messages and a result of failing to load, please refer to the steps outlined in this help article.

Download Rate Table Template and Import

- Select New Shipping cost model
- Navigate to the Rate Table tab
- Select Download Template and save locally



- Open the rate table template and navigate to the Rate Table tab
- In the second row include all the applicable zones

Note the format used for the Zone names as this will need to match the format of the country code or zip code import template. Row 1 (Distance (up to)) will not be considered in country or zip code zone definitions. However the first zone should have the lowest miles and the highest zone should have the highest miles.

Distance (up to)		100	200	300	500	
Weight (up to)	Zone 1	Zone 2	Zone 3	Zone 4		
0.50	\$ 1.00	\$ 1.25	\$ 1.50	\$ 2.00		
1.00	\$ 1.50	\$ 1.88	\$ 2.34	\$ 2.93		
1.50	\$ 2.00	\$ 2.50	\$ 3.13	\$ 3.91		

Each column (starting with B) represents a rate band. Add or remove as many columns as needed to the right of column A.

Enter the distance limit for the rate band in Row 1.

Enter Weights in Column A starting at A3. Add as many rows as needed.

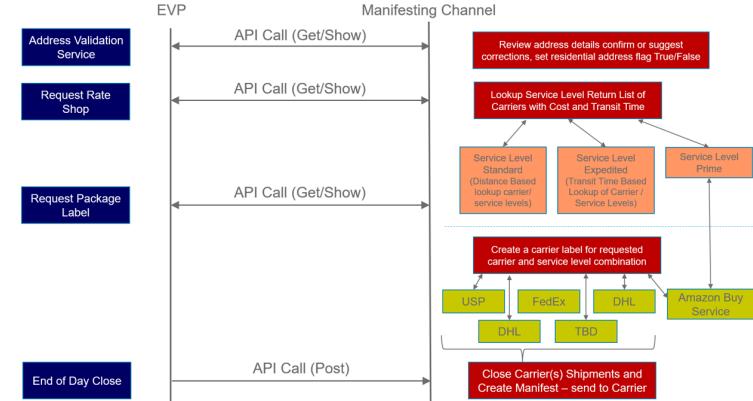
Enter the name you want to use for the rate band in row 2. These are typically carrier zone names.

- Open rate sheet from carrier and copy weight and zone details to the import template.
- Save the template with the carrier, service level, and effective date of rates in the file name.
- Select Import Rate table in the Edit Shipping Cost model window and navigate to the working file

Weight	Zone 1 100 miles	Zone 2 200 miles	Zone 3 300 miles	Zone 4 500 miles
0.5	1.00	1.25	1.50	2.00
1	1.50	1.88	2.34	2.93
1.5	2.00	2.50	3.13	3.91

## CRG04: Address Validation and Manifesting Engine Integration

For business strategy and cost reasons, Etail does not integrate directly into carrier manifesting systems; as a SaaS solution we would have to go through multiple carrier certification processes that would consume 100's of hours per year to maintain validation; It is not a core competency of Etail to add value where other solution providers can. As there are many parcel manifesting solutions on the market; several of which we have integrated with on an as-needed basis but only support a batch style integration where sales order details are passed to the remote system; The shipper then performs one or more steps to execute the shipping process and then tracking details are returned for the sales orders which are then updated in EVP and then passed on to the relevant sales channel. This is a batch-centric



model where the execution of the fulfillment process is handed off to a sub-system for some time while the sales order is in the ‘Ship Confirm’ status. This batch-centric model is not suited to many high-efficiency order processing models where labels need to be created on an on-demand basis. This includes cross-docking, bulk picking with carrier labels, or automated print & apply stations where the sales order is scanned and the label is produced or even printed on the bag as it is made to size for a specific order. We have implemented this model on 3rd party applications such as ShipStation, ReadyShip, TrueShip. These batch-centric systems are also not suited for real-time rate shopping warehouse execution.

Etail believes, the best integration model for order fulfillment is what Etail calls ‘Native Shipping’ where the external system is called in-line within the EVP process and so the label can be printed ‘On Demand’. Using this capability we have created several high-efficiency warehouse processes:

- Bulk picking instructions including packing slip and carrier label for each sales order
- Print and apply applications as a user-driven packing station or automated scales and label applicator
- Carrier label or routing label generation during cross-docking
- Carrier label generation, including Amazon Prime labels to be sent to a Drop Ship supplier
- Remote Cross-Docking where 3PL operates a cross-dock hub on behalf of the client
- Supplier portals where dropship suppliers can log in and see details of the sales orders and create packing slips or carrier labels using your

The EVP solution supports the automatic switching between manifesting engines based on which sales channel the sales order is from and the shipping service level it requires, i.e. all Amazon Prime orders will be rated and manifested using Amazon Buy Shipping service. The multi-carrier/service level rate shopping will ensure the lowest cost option is used on every order.

**Note: No setup is required for Amazon Buy Shipping; if this option is enabled on the customer’s Seller Central account it will automatically be used for Amazon Prime orders and is a valid option for shipping of any Amazon sales order.**

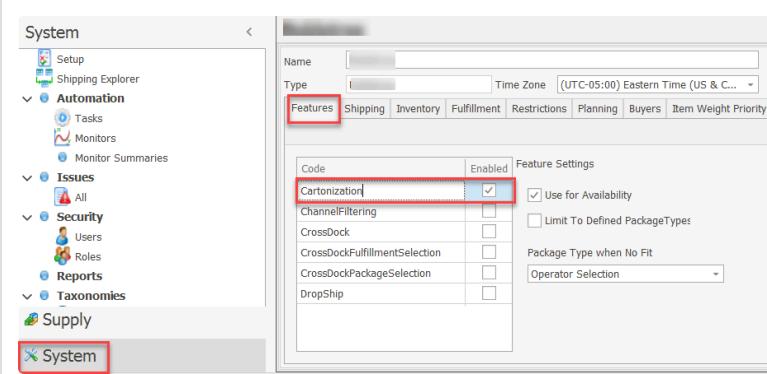
carrier accounts, including Amazon Prime

## Labels

- Shipping station rate shopping to display possible carrier/service level options with cost based on the package at the time; with the ability to flip into an automatic mode that will allow the EVP solution to automatically pick the

## CRG05: Package Types and Cartonization

### Packaged Types and Cartonization



To enable Cartonization use the features tab on the System Setup screen.

Use for Availability This controls if Cartonization will be considered when calculating a shipping cost for an Each.

Package Type when No Fit  
Operator Selection

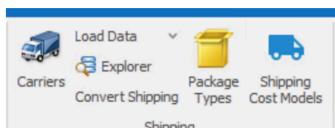
If not configured the shipper can pick the package

that will be used. Operator Selected is the default package that will be used.

Delete	
	Name
<input checked="" type="checkbox"/>	Packaged As Needed
<input checked="" type="checkbox"/>	Operator Selection
<input checked="" type="checkbox"/>	Box 8x8x8
<input checked="" type="checkbox"/>	Box 65x9x9
<input checked="" type="checkbox"/>	Box 5x5x5
<input checked="" type="checkbox"/>	Box 48x8x8
<input checked="" type="checkbox"/>	Box 36x6x6
<input type="checkbox"/>	USPS-PFR-SmBox
<input type="checkbox"/>	USPS-PFR-MedBox
<input type="checkbox"/>	USPS-PFR-LrgBox
<input type="checkbox"/>	USPS-PFR-LegEnv
<input type="checkbox"/>	Tube 51x3x3

This will control if all define

package types are used or just the ones configured on a locations - Package Types Tab



The System module provides access to several shipping related configuration options that can be used to configure the various elements that are considered when calculating the shipping cost of an item or sales order. With the Package Types menu option, it is possible to configure one or more package types that can then either be assigned to an item on the Item Details screen, assigned to order at the shipment packing station or EVP

carrier accounts, including Amazon Prime

can use Cartonization when the sales order is loaded into the system to assign a recommended package type(s) in which to ship the order. If a package type is assigned to an item, Pack of n or a Kit, the cost of the packing will be added into the shipping cost for the item, plus its dimensions will be used when performing a carrier rate shop to obtain the shipping costs for the item.

New Package		Refresh Grid
	Name	Summary
	Packaged for Shipment	Packaged for Shipment
	Operator Selection	Operator Selection
	Box-M	Box-M
	Box-S	Box-S
	Bubble Env-S	Bubble Env-S
	Bubble Env-M	Bubble Env-M
	Amazon One Rate	Amazon One Rate
	Amazon 1R PadPak	Amazon 1R PadPak
	F11-1R-LegEnv (Poly Bag)	F11-1R-LegEnv (Poly Bag)
	F11-1R-PadPak (Poly Bag)	F11-1R-PadPak (Poly Bag)
	Cardboard Env	Cardboard Env
	Cardboard Tube	Cardboard Tube

Edit Package Type: (new)

Save and Close Cancel

Package Type Detail	Selection Criteria
Name: (new)	
Code: PT-2100000032	
Cost: 0 USD	
Package Weight:	Pound
Maximum Weight:	x
Maximum Items:	x
Content Type:	None
Dims (L/W/H):	x x x Inch
Maximum Volume:	x
<input type="checkbox"/> Content defines size	
<input type="checkbox"/> Display Message in popup window	
Message:	
Service Level Override:	
Service Level Override Threshold:	

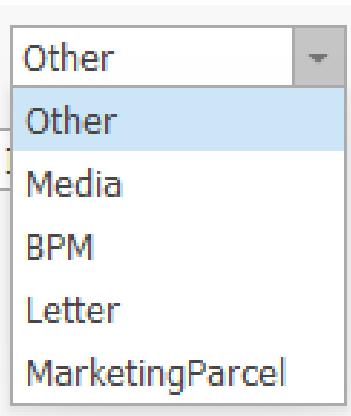
A Package Type includes the following attributes:

- **Name** – The names that will be displayed on the system module package type screen and the trace decision during manifesting
- **Code** – Internal reference code
- **Cost and Currency** – the amount that will be added to shipping cost when the package is used during pricing or shipping
- **Package Weight** - The TARE weight of the packaging, i.e a polly bag weight is a fraction of an ounce so has no impact on the shipping cost but a large cardboard tube could weigh a pound so it will impact shipping cost.
- **Maximum Weight** - this value is use to control how heavy the items in the package can be, i.e. flat rate shipping on FedEx has a 50 LBS package limit or cannot up 10 LBS on lead weight into a paper bag.
- **Maximum Items** - this value is used to control how many items can be placed in the package. This is typically used in banding scenarios

- **Length** – the external length of the package
- **Width** – the external width of the package
- **Height** – the external height of the package
- **Dimension UOM** – this is typically inches
- **Content Defines Size** - is used for package types that reflect the items being shipped and is either used to defined a default package.
- **Display Message in popup window** – a pop-up will display the package message when the shipping label is requested
- **Message** – this is a message that can be displayed in a pop-up window when the user ships using this package, i.e. Add Dry Ice. If needed it can be included on reports or labels as needed
- **Service Level Override** – used to control if a specific carrier/service level code be used when this package type is used, i.e. FedEx Flat Rate - Legal Envelope versus Medium Box
- **Service Level Override Threshold** - the \$ value of the package that will trigger the override

where you do not want to band more than 2 items together

- **Maximum Volume** - this value is used to control the overall volume of items to be placed in the package.
- **Usage** - this controls if the package is used during specific fulfillment processes; this feature is being deprecated and replaced with the location package type list
- **Content-Type** - is used to control if the items in the package should be rated with specialized carrier service rates



value to be used, i.e., if over \$600, select a carrier/service level that has insurance.

The assignment of packages to an item previously was a static 1:1 configuration at the Master Item by UOM level. With the addition of the Cartonization feature, this is now an automated decision based on the dimensions of the item or the combination of items in the order. The Cartonization process is further controlled by selection criteria associated with the item that can be used with a specific Package Type. Note: This is an item-level check, not the combination of items in the order being placed in a container.

Name	Status
Wipers Only	Active

Etail:Etail = (Package\_Code = Wiper)

## Package Type Selection Examples

In this example, tires are of a size and weight that they are best shipped as individual packages, so the system creates a master shipment with four packages associated with it.

Type	Package	Weight (LB) / Dimensions (IN)
1	Packaged for Shipment	32.000 33.000 33.000 11.500
2	Packaged for Shipment	32.000 33.000 33.000 11.500
3	Packaged for Shipment	32.000 33.000 33.000 11.500
4	Packaged for Shipment	32.000 33.000 33.000 11.500

In this example, the orders are small enough that 2 of them can be banded to get into a master shipment with two packages, which is cheaper than shipping them as four individual tires.

Type	Package	Weight (LB) / Dimensions (IN)
1	Band Together	32.000 28.500 28.500 18.000
2	Band Together	32.000 28.500 28.500 18.000

## Carrier Rate Shopping

Service Level -> Carrier Mapping

Delete

Service Level	Carrier	Dropship
Click here to add a new row		
SHP_WRLD_Exped	United Parcel Service/UPSWorld...	
SHP_WRLD_Express	United Parcel Service/UPS World...	
Standard	United Parcel Service/UPS Ground	
Standard	United Parcel Service/UPS 2nd Day	
Standard	FedEx/FedEx Home Delivery®	
Standard	FedEx/FedEx Ground®	
Standard	United Parcel Service/UPS SureP...	
Standard	US Post Office/USPS – Priority Mail	
Standard	US Post Office/USPS – First Class	

General		Sales Allocations	Latency	Fulfillment Methods	Shipping	Package Types	Max Dropship Orders
Add	Remove	Defaults (used for pricing)					
Ship To	7975 S Suburban Rd	Service Level Standard					
Ship From	7975 S Suburban Rd	Mileage 1600.000000					
Carrier Service Level	Cost Model	ORM-D					
FedEx/FedEx - One Rate - Express Saver - Envelope	FedEx - One Rate - Express Saver - Envelope	<input type="checkbox"/>					
EPost Global/EPC ePacket DDP	G ePost Jan 2021 epacket	<input type="checkbox"/>					
EPost Global/EPC ePacket DDP	G ePost Jan 2021 epacket CA	<input type="checkbox"/>					
EPost Global/EPC PMI DDP	G ePost Jan 2021 PMI	<input type="checkbox"/>					
EPost Global/EPC PMI DDP	G ePost Jan 2021 PMI CA	<input type="checkbox"/>					
DHL Global Mail/Express Worldwide	Generic Full	<input type="checkbox"/>					
US Post Office/USPS – Priority Mail International	SCM	<input type="checkbox"/>					
APC/APC parcelConnect Priority - DDU with Delcon	APC Jan 2021 - PCP DDU Delcon	<input type="checkbox"/>					
FedEx/FedEx 2Day®	FedEx Jan 2021 - 2 Day	<input type="checkbox"/>					
FedEx/FedEx Express Saver®	FedEx Jan 2021 - Express Saver	<input type="checkbox"/>					
FedEx/FedEx Express Saver®	FedEx Jan 2021 - Express Saver-No Dim Items	<input type="checkbox"/>					
FedEx/FedEx Ground®	FedEx Jan 2021 - Ground	<input type="checkbox"/>					
FedEx/FedEx Ground®	FedEx Jan 2021 - Ground No Dim Items	<input type="checkbox"/>					
FedEx/FedEx Home Delivery®	FedEx Jan 2021 - Home Delivery	<input type="checkbox"/>					
FedEx/FedEx Home Delivery®	FedEx Jan 2021 - Home Delivery-No Dim Items	<input type="checkbox"/>					
FedEx/FedEx International Economy	FedEx Jan 2021 - International Economy	<input type="checkbox"/>					
FedEx/FedEx International Priority®	FedEx Jan 2021 - International Priority	<input type="checkbox"/>					
US Post Office/USPS - PM Flat Rate - Envelopes	FedEx Jan 2021 - Priority Overnight	<input type="checkbox"/>					
FedEx/FedEx SmartPost®	FedEx Jan 2021 - Smart Post	<input type="checkbox"/>					
FedEx/FedEx Standard Overnight®	FedEx Jan 2021 - Standard Overnight	<input type="checkbox"/>					
United Parcel Service/UPS 2nd Day	United Parcel Service/UPS 2nd Day Air RS	<input type="checkbox"/>					
United Parcel Service/UPS 3 Day	UPS Jan 2021 - 3 Day Select RS	<input type="checkbox"/>					
United Parcel Service/UPS Ground	UPS Jan 2021 - Ground RS	<input type="checkbox"/>					

Once a Shipping Cost Model has been created and configured, it must be referenced to be used. This is a two-part process. First, the valid Carrier/Service Level mappings for the Supplier must be configured on the ‘Shipping Level’ channel level menu option.

Looking at one supplier’s configuration, we see six valid carrier/service levels for the shipping service level of “Standard.” These are the correct choices for standard shipping fulfilled from this supplier.

Next, on each *location* for the supplier, you must indicate the valid carrier/service levels for that supplier/location. This allows for a situation where one warehouse uses UPS, but another only uses FedEx.

The final step in setting up a Shipping Cost Model is to set a default Service Level and Mileage for pricing purposes. For fulfillment decisions, the actual mileage between the “ship from” address and the “ship to” address will be calculated, and the proper band will be chosen. For pricing, we do not know in advance where the customer purchases an item will be, so we must tell the system the mileage number to use in the calculation. The default mileage decision depends on how many shipping locations a supplier has. The default mileage could be 500 miles if they have many

locations providing nationwide coverage or a different supplier may only have an east and west coast warehouse, so 1,500 miles would be a better default mileage.

## CRG07: Catalog Management Extensions for Shipping

### Item Detail UOM Extensions

Standard Catalog Item UOM capabilities support the ability to define a channel-level UOM to indicate how you sell, pick, or purchase at EACH or CASE UOM. At this level you can define weight and dimensions details which will be during manifesting and carton selection

Unit of Measure								Physical Locations	Restrictions	Packaging	
								Add New UOM	Update Weights from Channel Data		
								Weight Unit	Ounce	Dimension Unit	Inch
Code	Quan...	Base	Pre-Pack	Weight	Width	Length	Height	Source	Lock		
EACH	1.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>								<input type="button" value="Delete"/>
	12.000	5.750	3.500	11.250	Manual	<input type="checkbox"/>					
CASE_6	6.00	<input type="checkbox"/>	<input type="checkbox"/>					None	<input type="checkbox"/>		<input type="button" value="Delete"/>

As the shipping package size when shipping multiple of an EACH UOM the Item UOM details have been extended to support the ability to define a pre-pack UOM level for multiples of the Base UOM. This type of UOM will be used when a customer orders say 2 or 3 of an EACH UOM and the EACH has a nesting or compression factor so 2 Each is not the same dimensions as 1 Each x 2. If Pre-Packs are defined its dimension are used when performing package selection during Cartonization.

Unit of Measure								Physical Locations	Restrictions	Packaging	
								Add New UOM	Update Weights from Channel Data		
								Weight Unit	Ounce	Dimension Unit	Inch
Code	Quan...	Base	Pre-Pack	Weight	Width	Length	Height	Source	Lock		
EACH	1.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>								<input type="button" value="Delete"/>
	12.000	5.750	3.500	11.250	Manual	<input type="checkbox"/>					
BAG_2	2.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>								<input type="button" value="Delete"/>
	24.000	10.000	6.000	5.000	Manual	<input type="checkbox"/>					
BAG_3	3.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>								<input type="button" value="Delete"/>
	36.000	10.000	6.000	5.000	Manual	<input type="checkbox"/>					

### Single SKU Multiple Package Support

Details will be added once development is complete.

## CRG08: Sales Order Bulk Picking, Packing, and Carrier Label Generation using Advanced Manifesting Capabilities

### Shipping Feature Control

System

- Setup
- Shipping Explorer
- Automation**
  - Tasks
  - Monitors
  - Monitor Summaries
- Issues**
  - All
- Security**
  - Users
  - Groups
  - Roles
- Reports**
- Taxonomies**
  - Amazon US 202010617-0313
  - DTS\_Cloud
  - Etail
  - Supplier
  - Walmart\_20210622-0837
  - Walmart\_20210630
- System**

Name: [REDACTED]  
Type: [REDACTED] Time Zone: (UTC-05:00) Eastern Time (US & C...

Features	Shipping	Inventory	Fulfillment	Restrictions	Planning	Buyers	Item Weight Priority	Selection Order	UPP Config
Cartonization	<input checked="" type="checkbox"/>	<input type="checkbox"/>							
ChannelFiltering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CrossDock	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CrossDockFulfillmentSelection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CrossDockPackageSelection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DropShip	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GiftMessagePrompt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PricingSelectionOrder	<input checked="" type="checkbox"/>	<input type="checkbox"/>							
PutAway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Shipping</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>							
WorkOrderFulfillmentSelection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Feature Settings

- Disable Legacy Shipping
- Sales Orders
- Cross-Dock
- Supplier
- Enable Cost Different Check
- Cost Difference Percentage: [REDACTED]
- Require Dimensions

Sales Orders

This option enables the display of advance manifesting capabilities on the sales order screen

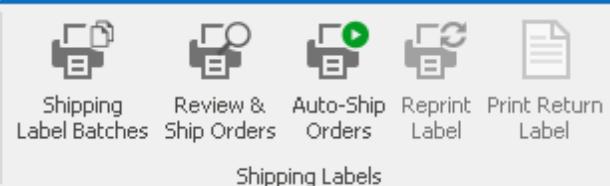
1



It is possible to have advanced shipping manifesting capabilities enabled at the same time as the legacy web service driven DSX client enabled shipping options, which are highlighted above.

Disable Legacy Shipping

When the Legacy Shipping option is disabled these are the available advanced manifesting options that will be displayed



## Cross-Dock

When this

option is enabled advanced manifesting capabilities will be used when cross-docking versus legacy shipping

Enable Cost Different Check  
Cost Difference Percentage: [REDACTED]

The Cost Difference

Check will do a comparison between the service level selected during manifesting and the estimated shipping cost for the order. If the manifested shipping cost is greater than the estimated shipping cost (within a defined percentage amount) a pop-up will display requiring the user to confirm the

## Supplier

When this option is

enabled it will be possible to use advance manifesting capabilities to create and send pre-manifested carrier labels to a drop ship supplier

Require Dimensions

When this option is set to true the advanced manifesting screen will enforce the entry of dimensions

creation of the label. The user can choose to create the label or mark the order for review to research why the manifested shipping cost is greater than the estimated shipping cost.

## Review and Ship Orders



The Review and Ship Orders button brings up the manifesting screen, which is the advance pack and manifesting screen. The manifesting screen is the pop-up window that comes up when selecting review and ship orders or an exception occurs in the auto-ship order process. This page will go into detail on the sections and buttons of the manifesting screen. The manifesting screen may also be referred to as the processing screen or Native Shipping screen.

This screenshot shows the 'Review and Ship Orders' interface. On the left, there's a sidebar with options like 'Save View As', 'From', 'To', 'Select Max', 'Clear All', 'Max 500', 'Label Batches', 'Auto Ship', 'Review & Ship Orders' (which is highlighted), 'Print Label', 'Print Return Label', 'Bulk Pack', 'Packing Slip', 'Settings', 'Cross-Dock Order', 'Change Fulfillment Method', 'Manual', 'Actions', 'Create New Order', and 'Sales Order'. Below this is a 'Sales Orders' grid with columns for Order Date, Order Number, and various status indicators. A modal window titled 'Processing Amazon Order 113-0089375-7277834 (EVP Order SO-210115318-A)' is open. It contains sections for 'Send To Address' (with address: 2617 S 1590 W SYRACUSE, UT 84075-9090 United States), 'Select Shipping Service' (set to 'DTS-Cloud MainWarehouse...'), 'Service Level' (Standard), and 'Rates' (table showing rates for UPS, FedEx, and USPS services). At the bottom of the modal, it says 'Requested rates via DTS-Cloud MainWarehouse (Stock). Weight: EvpServer.Data.Units.Weight.Lb Pound: Dims 5.000/3.000/3.000 Inch' and has buttons for 'Get Rates', 'Print This Label', and 'Skip This Order'.

## Select Shipping Service

In the top left of the manifesting screen is a drop-down to select the shipping service. There are two shipping service methods: ENS-Cloud and Amazon Buy Shipping. If the client has multiple profiles in their ENS configuration channel, the drop-down will have a list of profiles and Amazon Buy Shipping in the select shipping service drop-down. For Amazon Prime orders, the selected shipping service defaults to Amazon Buy Shipping. For standard Amazon Orders, the select shipping service will default to ENS-Cloud but can be toggled to use Amazon Buy Shipping. For non-Amazon orders, the Select Shipping service defaults to ENS-Cloud.

This screenshot shows a dropdown menu for 'Select Shipping Service'. It lists 'DTS-Cloud MainWarehouse...', 'DTS-Cloud MainWarehouse (Stock)', and 'Amazon\_US Buy Shipping'. The 'Amazon\_US Buy Shipping' option is currently selected.

## Send To Address

This section contains the Send To Address on the Sales Order.

This screenshot shows a 'Send To Address' input field containing the placeholder text 'SYRACUSE, UT 84075-9090 United States'.

## Order Numbers

This section contains the EVP Order number and Sales Channel Order number for the selected sales Order.

## Order Numbers

EVP Order: SO-210115318-A  
Amazon Order: 113-0089375-7277834

## Service Level

The service level section has the requested service level and the Override Service Level. Requested is the service level from the Sales Order and Sales Channel. The Override Service Level automatically returns the target value from the ENS-Cloud shipping level mappings. In most scenarios this is a one to one match to the Requested service level. The shipper has the opportunity to adjust the override service level by selecting the drop-down list. If the shipper knows this order needs to be shipped expedited he can adjust it here and then select get rates button and the rates will update.

The Override Service Level drop down list contains all shipping services available on their ENS-Cloud account and all the Service Groups configured on their ENS-Cloud account. This is the same list as the service levels section of the shipping levels on the ENS-Cloud Integration Channel,

Service Level	
Requested	
Standard	
Override Service Level	
Standard Carriers (01_Standard)	▼

1

The List Items panel provides key manifesting control features

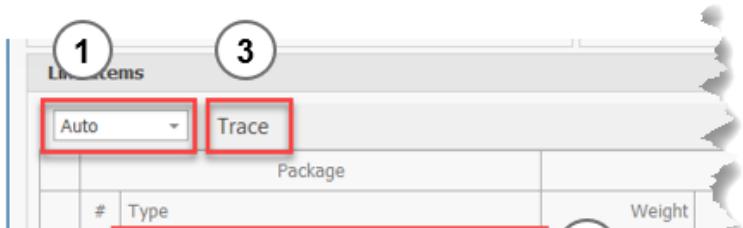
## Line Items

The Bottom Left contains the items associated with the sales order. Each line item contains the product details.

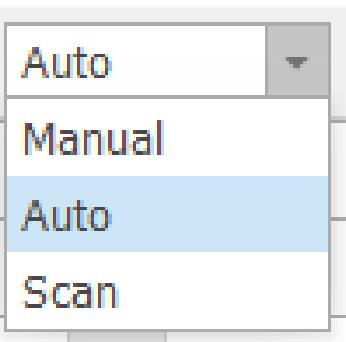
Line Items		Trace				
		Package		Weight (LB) / Dimensions (IN)		
#	Type	Weight	L	W	H	
1	Box 11x8.5x6	2.750	11.100	8.510	6.010	
	Sku	Title	Need	Quantity		
	NT-850017244030	Dromedaire Cuvee Whol...	1	1		
	RR-850017244092	Royal Roast Empress W...	1	1		
	RR-855900007983	Royal Roast Majestic W...	1	1		

2

Above the line item details is the Trace button. This button is only active when Cartonization is enabled in the systems module. The trace button is similar to the fulfillment assignment in a Sales Order History. It shows how the system selected the package type most appropriate for the line items



Next to the Trace button is a drop down list to select the Review and Ship Order Mode. There are three order modes:



- **Manual** - In Manual mode the screen will not perform any package selection or rate selection steps until the user confirms ship quantities, selects a pacakge type and requests a rate
- **Auto** - In Auto mode the sales order will automatically be processed to select the best fit package type, using 1 or more packages and then rate shop the order. When the ship button is selected the carrier label for the sales order is created and the next order automatically processed. **Note:**  
**This is the most efficient mode for**

in the sales order. The trace will only show the package types the order did not fit into.

Detailed Results	
	Seconds
Message	0.0000
Root	0.0313
Pre-Pack Consolidation	0.0313
Items	0.0469
RR-850017244092: 1 L=4.125 / W=3.000 / H=8.000 Inch	0.0469
RR-855900007983: 1 L=12.000 / W=8.500 / H=0.500 Inch	0.0469
NT-850017244030: 1 L=3.500 / W=5.500 / H=9.500 Inch	0.0469
Content Size: Volume=182.875/Longest=9.500/Median=5.500/Shortest=3.500 Inch	0.0469
Check Box 6x5x5	0.0625
Volume too big	0.0625
Check Box 10x4x4	0.0625
Volume too big	0.0625
Check Bubble Mailer 12x6.5x3.5	0.0782
Content Size: Volume=332.875/Longest=12.000/Median=8.500/Shortest=3.500 Inch	0.0782
Check Box 6x5x5	0.0782
Volume too big	0.0782
Check Box 10x4x4	0.0782
Volume too big	0.0782
Check Bubble Mailer 12x6.5x3.5	0.0782
Volume too big	0.0782
Check Box 11x8.5x6	0.0938
Volume too big	0.0938
Check Case 8x8x9	0.0938
Volume too big	0.0938
Check Case 10x10x10	0.0938
Volume too big	0.0938
Check Case 20x16x6	0.0938
Add carton C20166 = 44.000 Ounce	0.1094
Carton Size: L=20.010/W=16.010/H=6.010 Inch	0.1094
Content Size: L=8.500/W=6.000/H=12.000 Inch	0.1094
NT-850017244030: 1	0.1094
RR-850017244092: 1	0.1094
RR-855900007983: 1	0.1094

Once a package type that fits all line items in an order is detected the trace analysis end.

**carrier label creation as the user needs only to review the rate shop, adjust shipping service if needed, and select Print this label.**

- **Scan** - In Scan mode the screen will display order line details but no line item quantities. Scan mode on the manifesting screen allows for a quality assurance step before the rate shop. Only after the user scans all the items for the order will the system select the override service level, assign a package type, and rate shop the order. If the barcode is not available for the item the user can copy the sku from the item list and paste it into the scan box.  
If the user needs to create multiple labels for a single order in scan mode the user should scan the items for the first package and select get rates. This will create a shipment using the weight and dimensions only for the items scanned. Print the label and continue scanning the remaining items in the order.

**3**

In all modes the user can override the default package type selection

Type	
Box 11x8.5x6	
Code	Name
B1065	Box 10x6x5
B11856	Box 11x8.5x6
B655	Box 6x5x5

## Rates

On the right side of the manifesting screen is the rates section. The rates section contains two tabs Available Rates and Unavailable Rates. The Available Rates tab returns all carrier services in the service group associated with the Override Service Level mapping that were successful in the API request to ENS-Cloud and the carriers. The unavailable rates tab shows all carrier services in the service group associated with the override service level mapping that were unsuccessful in the API request to ENS-Cloud and the carriers. A carrier service level may be unsuccessful due to the package size, package weight, or shipping address etc. The cheapest option will select the cheapest Available Rate by Default. The user has the opportunity to select a different service before printing the label.

Rates					
Available Rates		Unavailable Rates			
Carrier	Service	Cartons	Cost	Delivery Date	▲
USPS-PB	USPS First Class Parcels	1	3.99	11/23/2021	
FEDEX	2Day ENV	1	8.20	11/23/2021	
USPS-PB	USPS Priority Flat Rate Padded Envelope	1	8.75	11/22/2021	
USPS-PB	USPS Priority Mail	1	9.27	11/22/2021	
FEDEX	2Day PAK	1	10.20	11/23/2021	
UPS	UPS® Ground	1	10.82	11/29/2021	
FEDEX	Home Delivery (Our Pack)	1	13.28	11/29/2021	
UPS	UPS® Ground + SIGN	1	16.98	11/29/2021	
FEDEX	Home Delivery SIGN (Our Pack)	1	17.95	11/29/2021	
FEDEX	2Day (Our Pack)	1	30.17	11/23/2021	
UPS	UPS 2nd Day Air®	1	37.76	11/24/2021	
UPS	UPS Next Day Air®	1	76.56	11/23/2021	

## Get Rates Button



The Get Rates Button refreshes the available rates and unavailable rates section on the manifesting screen.

While the Manifesting screen is in an auto mode an API request is sent to ENS automatically to return and populate the rates

## Print This Label Button



The Print This Label button prints a carrier label for the service level selected in the Rates section and optionally a packing slip. If multiple orders are selected the manifesting screen will close and reopen for the

section. The get rates button calls the API again to get the ship options and refresh the rates section accounting for any changes made on the manifesting screen.

next order. The highlight number is how many sales orders are left to process

## Skip This Order



**Skip This Order**

The Skip This Order Button skips the selected order. If there is only one order selected the manifesting screen will close.

## Stop Button



**Stop (6)**

The Stop Button closes the manifesting screen. This button indicates how many orders are remaining from the original selection of orders.

## Auto-Ship Orders

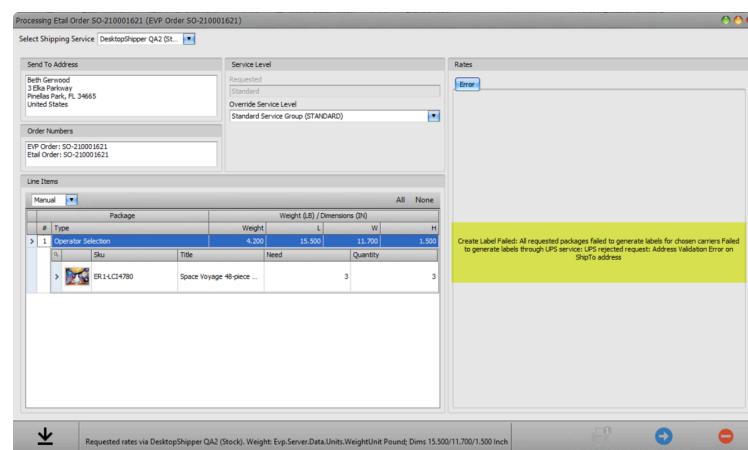


**Auto-Ship Orders**

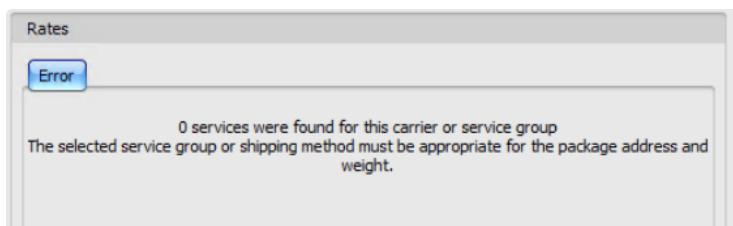
Auto-Ship Orders is a Advanced Manifesting Button on the Sales Order Module that will automatically select the cheapest shipping option for the service level indicated on the Sales Order. Packing Slips and Carrier

Labels will print automatically for the selected orders until all are processed or an order exception occurs. The user will then have the opportunity to skip the order or attempt to resolve the exception on the manifesting screen. Once the order is skipped or the exception is handled and the label is printed, the auto-ship process will resume until another exception is encountered. After all the orders have been processed the shipper will be left with a list of exception orders. Examples of exception orders:

- Items on the Sales Order having no weight or dimensions
- Orders having an invalid Country of Origin
- The shipping service level requested has no carrier service level mappings



- Order has an Invalid Shipping Address



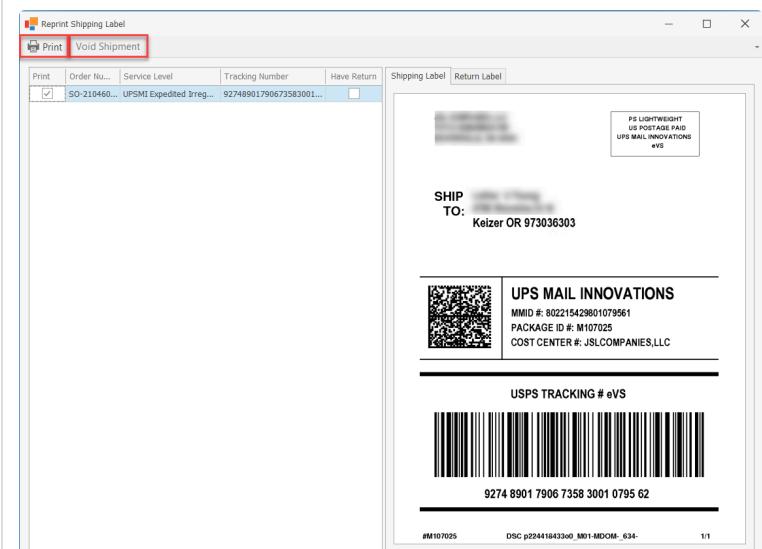
- The Shipping Service Level is not appropriate for the Shipping Address
  - a. The service level is standard and the shipping address is outside the US

## Reprint and Void Shipping Labels



### Reprint Label

The reprint Label menu option of the Sales Order screen allow a user to request a reprint of the original shipping label, void the original shipment and in future perform the same actions on the return carrier label.



## Create and Print a Sales Order Return Label



The Print Return Label button opens the Create Return Labels window or the Returns Manifesting Screen. A user can select a fulfilled order and printing a label from this screen will create a returns label for the end customer to send the order back. This page will go into detail on the sections and buttons of the Returns Manifesting Screen. This screen is similar to the Native Shipping Screen/Manifesting screen with added details necessary for returns.

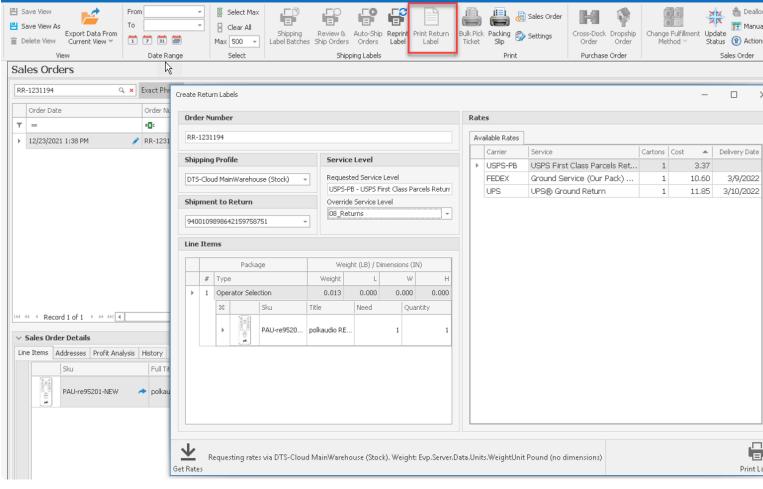
### Order Numbers

This section contains the Sales Channel Order number for the selected sales Order.

Order Number
RR-1231194

### Shipping Profile

This section displays the shipping profile for using the setup in ENS. A shipping profile contains the address details tied to the client's warehouse and is used to calculate a shipping cost based on mileage to and from the end shipping destination. This will default to the



shipping profile used when manifesting the initial shipment of the order. If a client has multiple warehouses and multiple shipping profiles set up on ENS, the list of shipping profiles would be selectable from this drop-down in the Returns Manifesting Screen.



## Shipment to Return

This section displays the tracking number for the initial shipment of the order to the end customer.



## Service Level

The service level section has the requested service level and the Override Service Level. Requested is the service level from the Sales Order and Sales Channel. The Override Service Level automatically displays the service level defined in the Returns Labels Service Level configured on the profile tab of the DesktopShipper integration channel. The shipper has the opportunity to adjust the override service level by selecting the drop-down list. If the shipper knows this order needs to be shipped expedited he can adjust it here and then select get rates button and the rates will update.

The Override Service Level drop down list contains all shipping services available on their ENS-Cloud account and all the Service Groups configured on their ENS-Cloud account. This is the same list as the service levels section of the shipping levels on the ENS-Cloud Integration Channel,

## Line Items

The Bottom Left contains the items associated with the sales order. Each line item contains the product details.

**Service Level**

Requested Service Level  
USPS-PB - USPS First Class Parcels Return

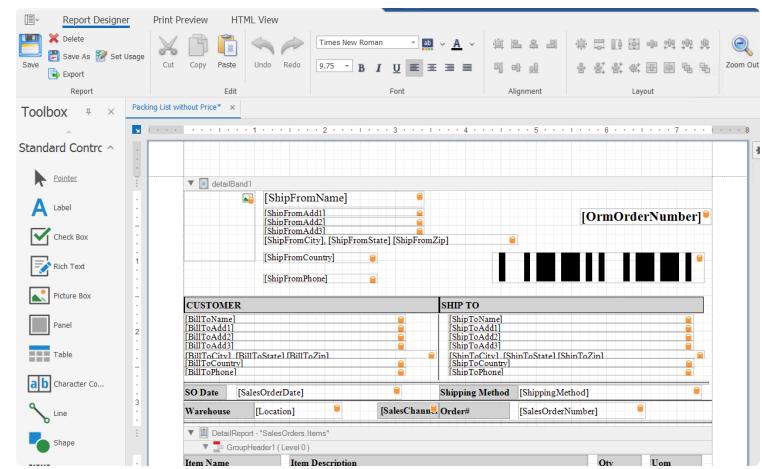
Override Service Level  
08\_Returns

## Supported Batch Picking, Packaing List and Carrier Label Formats

### Analytics and Data

- > Order Monitor
- > Dashboards
- > Data Sources
- < Reports
  - Sales
    - Packing List without Price
    - Bulk Pick Ticket
    - Sales Order
    - Work Batch
  - Catalog
  - > Supplier
  - Inbound Shipment CD Label
  - < Default Manifesting Reports
    - Bulk Pick Ticket 4x6 New Imported
    - 8x11 Packing Slip
    - 6x4 Packing Slip
    - 4x6 Packing Slip

Using the report editor it is now possible to create an design multiple packing or carrier label format to support:



- Batch Picking 8" x 11"
- Batching Picking 8" x 4"
- Batching Picking 6" x 4"
- Packing List 8" x 11"
- Packing List 8" x 4"
- Packing List 6" x 4"
- Carrier Label 8" x 4"
- Carrier Label 6" x 4"
- Combined Packing List and Carrier Label 8" x 11"

- Customer specific size and format

These

### Sample 8x11 Pack List Label

Packing Slip								
<b>Nobletree Coffee Roasters</b>								
499 Van Brunt St								
Brooklyn, NY 11231								
<b>Ship To:</b>	[REDACTED]	<b>Order #:</b> 6456						
		<b>Date:</b> 10/25/2021						
		<b>Ship Date:</b> 10/25/2021						
<b>Item</b>	<b>Description</b>	<b>Bag Type</b>	<b>Price</b>	<b>Qty</b>	<b>Ext. Price</b>			
DA-855900007860-B2C	Dois Americanos Morning Roast Ground Coffee, Light Roast, 12 oz Bag		\$11.99	6	\$71.94			
DA-855900007822-B2C	Dois Americanos Breakfast Blend Ground Coffee, Light/Medium Roast, 12 oz Bag		\$11.99	6	\$71.94			
DA-855900007877-B2C	Dois Americanos Americano Roast Ground Coffee, Dark Roast, 12 oz Bag		\$11.99	6	\$71.94			
DA-855900007839-B2C	Dois Americanos French Roast Ground Coffee, Dark Roast, 12 oz Bag		\$11.99	6	\$71.94			
DA-855900007907-B2C	Dois Americanos Espresso Ground Coffee, Espresso Roast, 12 oz Bag		\$11.99	6	\$71.94			
		<b>Sub Total:</b>	\$359.70					
		<b>Shipping:</b>	\$0.00					
		<b>Tax:</b>	\$0.00					
		<b>Total:</b>	\$359.70					
Thank you for order. Please contact us with any issues at <a href="mailto:customerservice@nobletreecoffee.com">customerservice@nobletreecoffee.com</a>								
								
SO-210000173								

### Sample 4x6 Pack List Label

Packing Slip	
<b>Nobletree Coffee Roasters</b>	
<b>Ship To:</b>	
499 Van Brunt St	
Brooklyn, NY 11231	
Fife, WA 98424	
United States	
<b>Order #:</b> 6456	<b>User:</b> ahinds@farwestsports.com
<b>Date:</b> 10/25/2021 9:36:26 PM	<b>Ship Date:</b> 10/25/2021 12:00:00 AM

<b>Item</b>	<b>Description</b>	<b>Qty</b>
DA-855900007860-B2C	Dois Americanos Morning Roast Ground Coffee, Light Roast, 12 oz Bag	6
DA-855900007822-B2C	Dois Americanos Breakfast Blend Ground Coffee, Light/Medium Roast, 12 oz Bag	6
DA-855900007877-B2C	Dois Americanos Americano Roast Ground Coffee, Dark Roast, 12 oz Bag	6
DA-855900007839-B2C	Dois Americanos French Roast Ground Coffee, Dark Roast, 12 oz Bag	6
DA-855900007907-B2C	Dois Americanos Espresso Ground Coffee, Espresso Roast, 12 oz Bag	6

Thankyou for order. Please contact us with any issues at [customerservice@nobletreecoffee.com](mailto:customerservice@nobletreecoffee.com)

### Sample 4x8 Packing List Label

### Sample 8 x 11 Packing List and Carrier Label



65459BRV

# BOAT & RV ACCESSORIES

www.BoatAndRVAccessories.com

**Ship To:** Via  
 Order Number: 65459BRV  
 Order Date: 10/25/2021

Burton, MI 48519  
 United States

SKU	Qty.	Description
DOM-33082	1	Kit, Svc Df Sail Sw W/Brkt M/L

## Bulk Picking Report

Order Number	Sku:	Quantity:
T21082508T	31105015PRX926525	4
	0006	
T21081288T	ATH12030	4
T21082501A	ATH12034	4
T21080707T	ATH12050	4
T21082537T	ATH13026	2
T21082535T	ATH140769	4
T21082633T	ATH140799	4
T21080744T	KN70505	4
T21082568A	KN70530	1
T21082656T	N700056	2
T21082604A	N700070	1

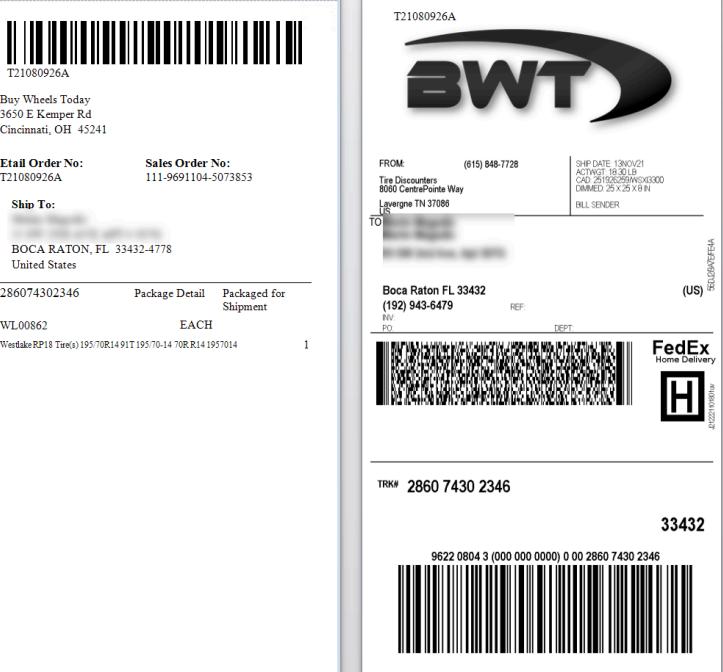


## Packing List

S H I P P I N G D E P A R T M E N T	Sales Order Number: 113-7636172-7513820		
H Dan's Electronics Etc., Inc.	ERP Order: SO-210115149-A		
I 4945 Reynolda Road			
P Winston-Salem, NC 27106			
F United States			
R			
O			
M			
SKU AND-chq8bt7098t-NEW 1	Qty. EACH	Description ANDERIC RR7098T for Harbor Breeze Ceiling Fan Remote Control	Location Primary-A-1-5-19, Overstock-AA-07-07

REPLACEMENT REMOTES RETURN POLICY  
 -- YOU MUST RETURN THE SAME PRODUCT PURCHASED, IN THE SAME CONDITION AS WHEN RECEIVED, FOR A REFUND TO BE PROCESSED. Please view our full return policy located on [DansElectronics.com](http://DansElectronics.com).

All damaged (from transit) or incorrect items received should be reported to us within 5 days upon receipt.



## CRG09: Purchase Order Drop Shipper Carrier Labels

### Purchase Order Drop Shipper Carrier Labels

# CRG10: Loading Carrier Invoices

## Loading Carrier Invoices

It is possible to load carrier using a CSV file processor that can be used to process a carrier invoice file that can include:

- Order Number
- Tracking Number
- Shipping Price
- Package Height
- Package Length
- Package Width
- Package Weight

The processor includes the following options

- TrackingNumberPrefix
- UpdateUomDimensions - True/False
- UpdateUomWeight - True/False
- DefaultWeightUnit
- DefaultDimensionUnit

```
<Processor
    RenameFilesOnMove="true"
    CreateOutputSubdirectories="true"
    ServiceName="Carrier Loader"
    UpdateUomDimensions="True"
    UpdateUomWeight="True"
    DefaultWeightUnit="Pound"
    DefaultDimensionUnit="Inch"
    RenameFiles="true"
    InputFile="OzLink*"
    Delimiter=","
    Quote="0x22"
    DeleteRemoteFiles="false">
<ColumnMap>
    <OrderNumber
        Column="Package Reference Number Value 1" />
    <TrackingNumber
        Column="Tracking Number" />
    <ShippingPrice
        Column="Neg Total Charge" />
    <PackageHeight
        Column="Height" />
    <PackageLength
        Column="Length" />
    <PackageWidth
        Column="Width" />
    <PackageWeight
        Column="Package Weight" />
</ColumnMap>
</Processor>
```

# CRG11: Shipping Cost (Estimated, Manifested, and Invoiced ) Reporting

## Shipping Cost Reporting

### Dashboards

### Data Sources

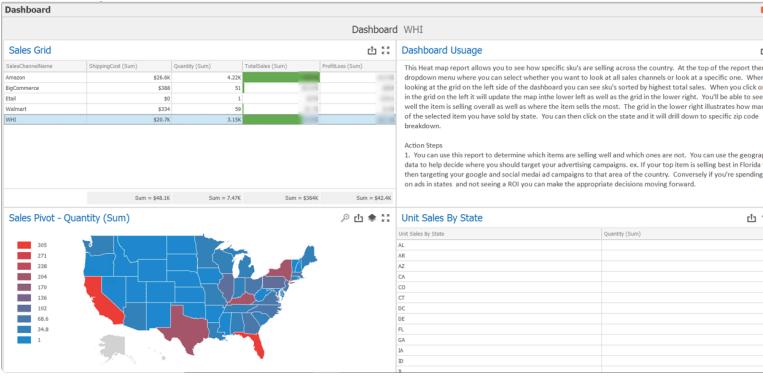
## Dashboards

### Sales Channel Heat Map Final - Shipping

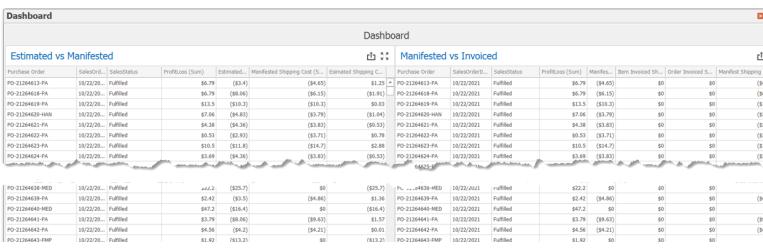
- [Sales Channel Heat Map Final - Shipping - By Supplier](#)
- [Sales Channel Heat Map Final - Shipping - By Manufacturer](#)
- [Sales Channel Heat Map Final - Shipping - By Sales Channel](#)
- [Sales Channel Heat Map Final - Shipping - By Item - By Sales Channel](#)
- [Sales Channel Heat Map Final - Shipping - By Item - By Supplier Channel](#)
- [Sales Channel Heat Map Final - Shipping - By Item - By Manufacturer](#)
- [Sales Channel Heat Map Final - Shipping - ALL](#)
- [Shipping Cost Comparison Report](#)

## Shipping Cost Reports

### Estimated vs. Manifested vs. Invoiced Shipping Cost - with Differences - Updated



Sales Channel Code	Sales Order Date	Sales Status	Purchase Order	Profit Loss	Estimated Shipping Cost	Manifested Shipping Cost	Item Invoiced Shipping Cost	Manifest Shipping Cost Minus Invoice	Order Invoiced Shipping Cost
01-0799-61737	10/23/2021	Fullfilled	PO-21264777-PA	3,82000	-6,32000	0,00000	0,00000	0,00000	0,00000
01-0799-98481	10/25/2021	Fullfilled	PO-21261183-PA	24,30000	-27,00000	0,00000	0,00000	0,00000	27,40000
01-0799-98482	10/25/2021	Fullfilled	PO-21261184-PA	3,20000	-6,70000	0,00000	0,00000	0,00000	0,00000
01-0799-44403	10/13/2021	Fullfilled	PO-21261739-PA	7,40000	-8,00000	-0,60000	1,00000	0,00000	0,00000
01-0799-45226	10/19/2021	Fullfilled	PO-21270962-PA	11,60000	-4,20000	-4,92000	6,68000	0,00000	4,32000
02-0779-94430	10/23/2021	Fullfilled	PO-21264933-PA	9,12000	-3,12000	-4,24000	1,12000	0,00000	4,00000
02-0779-94431	10/23/2021	Fullfilled	PO-21264934-PA	5,20000	-9,00000	-6,80000	0,00000	0,00000	0,00000
02-0779-46213	10/29/2021	Open	PO-21231815	19,30000	0,00000	0,00000	0,00000	0,00000	0,00000
02-0779-46214	10/29/2021	Fullfilled	PO-21265972-PA	6,80000	-8,00000	-9,40000	1,34000	0,00000	9,40000
02-0779-75393	10/30/2021	Fullfilled	PO-21265973-PA	5,70000	-4,20000	-4,24000	0,00000	0,00000	4,20000
02-0791-66946	11/17/2021	Fullfilled	PO-2126995-HAN	7,17000	-10,00000	-12,40000	8,18000	0,00000	12,40000
02-0791-67000	11/17/2021	Open	PO-2126997-HAN	5,40000	-4,70000	-5,40000	0,40000	0,00000	5,00000
02-0791-67077	11/17/2021	Fullfilled	PO-2126998-HAN	7,25000	-4,20000	-5,44000	0,44000	0,00000	5,70000



Sales Order Date	Purchase Order	Profit Loss	Estimated Shipping Cost	Manifested Shipping Cost	Invoice Shipping Cost	Estimated Shipping Cost ABS	Manifest Shipping Cost ABS	Invoice Shipping Cost ABS	Estimated Shipping Cost Minus Manifested...
11/21/2021	PO-21270227-PA	21,50000	-12,72000	-18,40000	0,00000	12,72000	16,14000	0,00000	2,50000
11/21/2021	PO-21270267-HAN	2,54000	-4,43000	-3,79000	0,00000	4,83000	3,79000	0,00000	1,04000
11/21/2021	PO-21270268-HAN	4,00000	-4,00000	-4,83000	0,00000	4,83000	8,16000	0,00000	-4,00000
11/21/2021	PO-21270269-PA	4,74000	-11,79000	-4,63000	0,00000	11,79000	8,16000	0,00000	-2,63000
11/21/2021	PO-21270283-HAN	3,61000	-4,13000	-4,13000	0,00000	4,13000	4,13000	0,00000	0,02000
11/21/2021	PO-21270283-PA	1,39000	-4,13000	-3,79000	0,00000	3,79000	0,00000	0,00000	-3,40000
11/21/2021	PO-21270286-HAN	16,93000	-15,28000	-16,73900	0,00000	15,28000	16,73900	0,00000	1,45000

**Cost Comparison**

Sales Order Date	Purchase Order	Profit Loss	Estimated Shipping Cost	Manifested Shipping Cost	Invoice Shipping Cost	Estimated Shipping Cost ABS	Manifest Shipping Cost ABS	Invoice Shipping Cost ABS	Estimated Shipping Cost Minus Manifested...
10/14/2021	10,14000	0,00000	-2,50000	0,00000	0,00000	0,00000	0,00000	0,00000	0,00000
10/14/2021	3,79000	0,00000	-1,00000	0,00000	0,00000	0,00000	0,00000	0,00000	0,00000
10/14/2021	8,00000	0,00000	-2,00000	0,00000	0,00000	0,00000	0,00000	0,00000	0,00000
10/14/2021	9,00000	0,00000	-2,00000	0,00000	0,00000	0,00000	0,00000	0,00000	0,00000
10/14/2021	4,15000	0,00000	-0,80000	0,00000	0,00000	0,00000	0,00000	0,00000	0,00000
10/14/2021	3,79000	0,00000	-0,34000	0,00000	0,00000	0,00000	0,00000	0,00000	0,00000
10/14/2021	26,75000	0,00000	1,40000	0,00000	0,00000	0,00000	0,00000	0,00000	0,00000

**Shipments Per User**

Date Shipped	Created By	Full Name	Shipments
11/22/2021	t		7
11/22/2021	t		535
11/22/2021	t		305
11/22/2021	t		90
11/22/2021	t		1
11/22/2021	t		1
11/20/2021	t		1
11/20/2021	t		151
11/20/2021	t		358
11/20/2021	t		7
11/19/2021	t		23

## CRG12: Frequently Asked Questions

### Question

Why can I not print labels for UPS International orders

### Answer

- This is a none limitation caused by the way UPS needs the the Province name in the state field UPS needs it to be a two letter code, i.e. Alberta needs to be AB
  - This is the Rate Error message in API Response:
- "rateErrors": [
- "UPS - U50:UPS Worldwide Express™ Alberta is not a valid state for the specified shipment.",
- "UPS - U70:UPS Worldwide Express Saver® Alberta is not a valid state for the specified shipment.",

	<p>"UPS - U80:UPS Worldwide Expedited™ Alberta is not a valid state for the specified shipment.",</p> <ul style="list-style-type: none"> <li>The work around for now is to edit the address to the required 2 digit code</li> </ul>
Can I connect a scale to collect order weight information?	<ul style="list-style-type: none"> <li>This is not a currently supported capability</li> <li>Collecting weight on a per order basis is a sub-optimal basis as it means you have to touch every order to collect weight, deal with exceptions, etc.</li> </ul> <p>The best lean warehouses practice is to have known shipping weights per item, known packaging and dunnage weight information and leverage Cartonization to assign the order items to the fewest number of packages possible. This</p> <ul style="list-style-type: none"> <li>If we encounter a scenario where weight collection is needed Etail will look into creating a downloadable client widget to all a USB weight scale to be connected with the manifesting screen</li> </ul>
Can I have different return message text and formats for my packing slip	<ul style="list-style-type: none"> <li>Yes this is a supported capability <ul style="list-style-type: none"> <li>Option 1 - Using a report designer script this can be supported using a single packaging slip report template</li> <li>Option 2 - It is also possible to configure a packing list template to be used with a specific sales channel</li> </ul> </li> </ul>
Can I automatically add Carrier Insurance and/or Signature Required to my sales order shipment	<ul style="list-style-type: none"> <li>Yes this is a supported capability <ul style="list-style-type: none"> <li>Option 1 - use setting available in ENS-Cloud to automatically add</li> <li>Option 2 - use order action rules to change requested services level based on multiple sales order and line item details or attributes</li> </ul> </li> </ul>
Can I scan the item barcode to confirm that my shipper is shipping the right items and not shipping short	<ul style="list-style-type: none"> <li>Yes this is a supported capability, using the scan mode on the manifesting screen</li> </ul>

Is it possible to create a shipping label for my drop ship supplier	<ul style="list-style-type: none"> <li>Yes this is a supported capability, using the Purchase Order Manifesting capability, which allows the creation of a carrier label which will be sent to the supplier as a PDF when sending this PO details via email</li> </ul>
Do you support a country of origin for an item	<ul style="list-style-type: none"> <li>The COO is an optional field when shipping domestically, but for some international carrier service level it is a mandatory field and will therefore need to be added to address a shipping label creation error</li> </ul>
Do you support Duties Paid for FedEx and UPS	<ul style="list-style-type: none"> <li>Many carriers have a Duties Paid (DDP) or Duties Unpaid (DDU) services level that can be used to indicate who will be paying the duties for an international order. The typical scenario is that the online retailer pays the duties; however UPS and FedEx work by sending a flag indicating if duties are paid or unpaid.</li> <li>Within the ENS-Cloud Channel configuration we allow this value to be configured</li> </ul>
Do you support DHL Express Marketing Parcel service level	<ul style="list-style-type: none"> <li>Yes this is a supported capability, which allows you to use this very cost effective rate for small and light items, i.e ~\$2 for US shipping</li> </ul>
Do you support 3rd Party Billing for a carrier and service level	<ul style="list-style-type: none"> <li>Yes this is a supported capability, which can be setup via the ENS-Cloud channel</li> </ul>