

easyBiz Application

User's Manual

easyBIZ is a WMS and Customer Support application offered to the clients of BIZ Courier and Logistics. It can be downloaded [here](#).

Important notes before starting the application:

- easyBIZ application is to be used with Windows OS
- It is crucial to perform **all** updates when required by the app on start-up **each time**

CONTENTS

Login	2
Warehouse	4
Product Creation	4
BIZ ID	7
Supply Warehouse (Booking)	10
Product Stock	14
My Shipments	15
New Shipment	15
Excel File Upload	17
Waybill History	20
Consolidated List	22
Recipients	24
Your Contacts at BIZ	15

LOGIN

You may log in the application using your credentials as they are provided in Table 1 of your Activation Letter:

BIZ
COURIER & LOGISTICS

Dear xxx,

The aim of this email is to inform you that your **Biz Client Account Number** has been activated.

Please find all your credentials in **Table 1** shown below:

Account No.	687
Basic CRM Code	1174
Username	demouser
Password	demouser

BIZ EasyBiz Login

BIZ
COURIER & LOGISTICS

Account No : ⓘ

Basic CRM : ⓘ

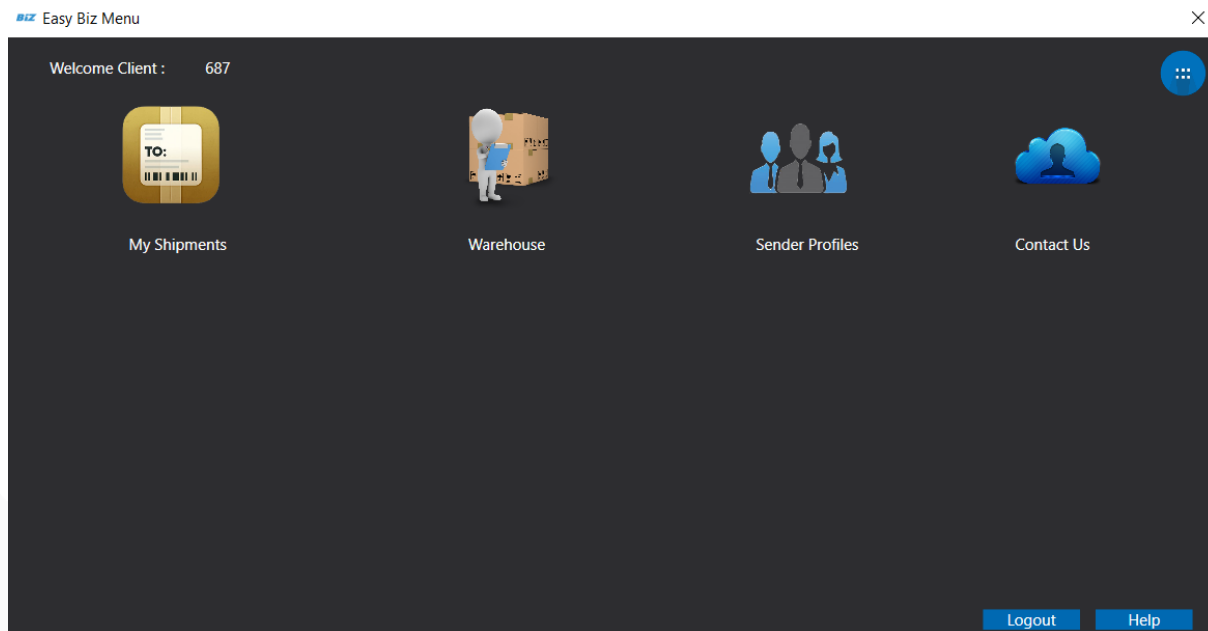
Username : ⓘ

Password : ⓘ

Language : ▼

Login

The application is available in 3 languages: English, Greek and Russian.
Once successfully logged in the application, the main menu is visible:



Common Incidences:

→ ***“Wrong Authentication Data” error message***

- i. Try to log in again by **typing** the credentials, not copying them from the activation letter. Sometimes, in copy-paste, a space might be added in the end, and the authentication will fail.
- ii. If the credentials are typed correctly and you still get the error message, contact our Customer Support for assistance (contact details are available at the end of this manual).

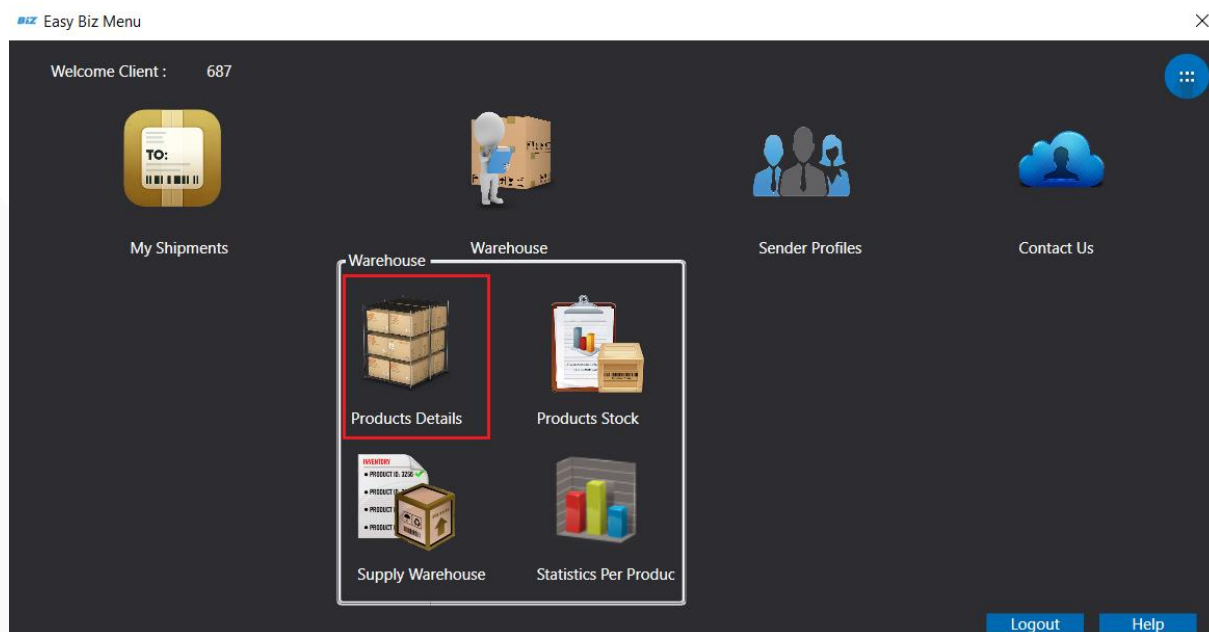
Warehouse Processes (Fulfillment)

This section is applicable to accounts that utilize our **fulfillment** services.

A. Create Products (SKUs)

The first step in commencing your fulfilment operations is to create your products in our system.

Go to Warehouse -> **Product Details** -> **Add New Product**

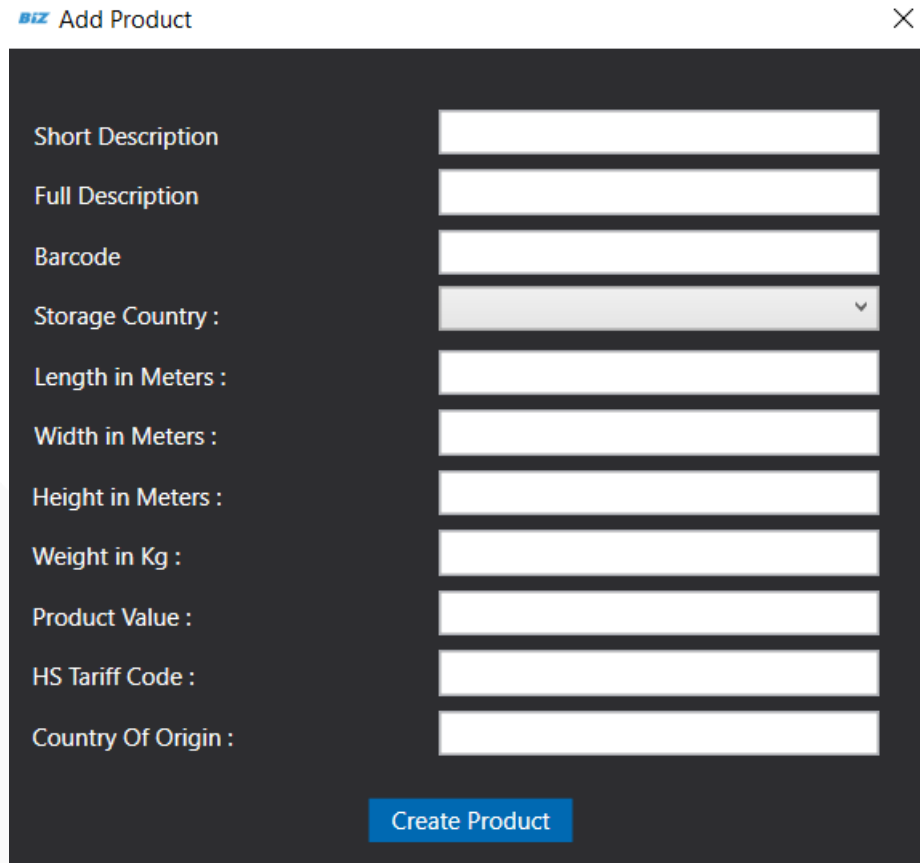


My Products

Prod Code	Customer Code	Barcode	Product Full Description	Product Sho
8687-000000029			HILLS CANINE ADULT ADV.FIT MED CHICKEN 12KG + 2.5KG ΔΩΠΟ	
8687-000000030			HILLS CANINE ADULT ADV.FIT LARGE CHICKEN 3KG	
8687-000000032			HILLS CANINE ADV.FIT ADULT CHICKEN LARGE 18KG VALUE	AC.HI.550400
8687-000000034			HILLS CANINE MATURE ADULT SMALL+MINI CHICKEN 1.5KG	
8687-000000035		52742609508	HILLS CANINE MATURE ADULT MINI CHICKEN 3KG - 3 ΕΥΡΩ ΕΚΠΤΩΣΗ	AC.HI.550400
8687-000000036		52742008240	HILLS CANINE ADULT SMALL+MINI SENSITIVE CHICKEN 1.5KG	AC.HI.550405
8687-000000037			HILLS CANINE MATURE ADULT LARGE CHICKEN 12KG -7 ΕΥΡΩ ΕΚΠΤΩΣΗ	AC.HI.550401
8687-000000038			HILLS PD CANINE W/D 370GR	
8687-000000039		52742891002	HILLS CANINE ADULT SENSITIVE SKIN 3KG	AC.HI.550402
8687-000000040		52742606002	HILLS CANINE ADULT SENSITIVE SKIN 12KG + ΚΑΔΟΣ ΔΩΠΟ	AC.HI.550400
8687-000000041			HILLS CANINE ADULT SENSITIVE STOMACH 3KG	
8687-000000042			HILLS CANINE ADULT PERFECT WEIGHT MINI 2KG -3ΕΥΡΩ	
8687-000000043			HILLS CANINE ADULT SENSITIVE STOMACH 12KG	

Add New Product

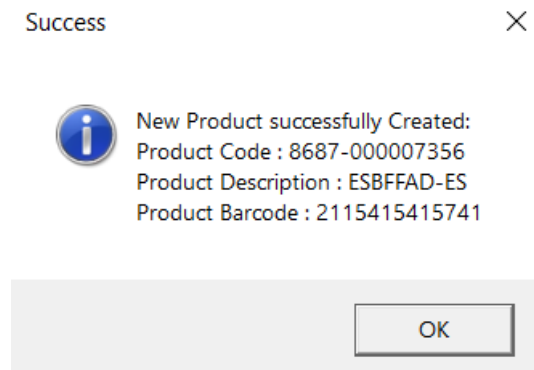
Through this screen, a new product can be created, or its details reviewed (i.e., description, product code, barcode, warehouse, and storage country). By clicking on *Add new product*, the below-mentioned information must be filled in, as per the instructions in Table 1:



Short Description	Fill in a short, coded description of the product e.g., for a Flyer Bag stored in our Valencia warehouse - ESFLYBAG
Full Description	Fill in the full name of the product, exactly as it appears on its packaging.
Barcode	Fill in the product's own barcode. This is not a mandatory field – it may be used in such cases where there is a need to monitor the products' stock through the barcode on the package.
Storage Country	Select the warehouse of storage from the drop-down list.
Dimensions & Weight	Fill in the dimensions and weight of the product, in meters (m) and kilos (Kg).
Product Value	Add the purchase/acquisition value of the product (not the commercial value). This information is required for the accurate insurance of the stock. The value should be filled out in Euro (€).
HS Tariff Code	The Harmonized System (HS) classification code of the product. This information is mandatory, in such cases where the product is to be shipped to International destinations, where Customs Clearance is needed. The HS Tariff code can be obtained from the product's manufacturer or importer. Alternatively, it can be found through this search engine: FindHS.codes
Country of Origin	The country of origin of the product. This information is mandatory, in such cases where the product is to be shipped to International destinations, where Customs Clearance is needed. Fill in the 2-digit ISO of the country.

Table 1

On completion of this step, press *Create Product*. A confirmation notification appears, with the BIZ Unique **Product Code** that has been created in our database.



Common incidents

- ***There are four product codes created instead of one***

Upon creation of a product code, our system automatically generates the dependent product codes of *Damaged*, *Without Box* and *Expired*. These are used when the returned shipments are opened, and the products are assessed. The allocation to each of these codes is done based on the condition of the returned products.

- ***The same product will be stored in multiple warehouses***

A product code must be created *for each warehouse of storage*. In such cases, the above process should be repeated for each warehouse.

- ***The storage warehouse does not appear in the drop-down list***

The warehouse is not part of the signed pricelists or has not yet been activated. Contact our Sales Dept.: sales@bizcourier.eu

- ***The dimensions and weight of each SKU are not available, as the stock is delivered directly from the supplier to the warehouse***

Fill in the dimensions and weight with approximation. We perform verification and correction of the products' dimensions and weight upon receipt.

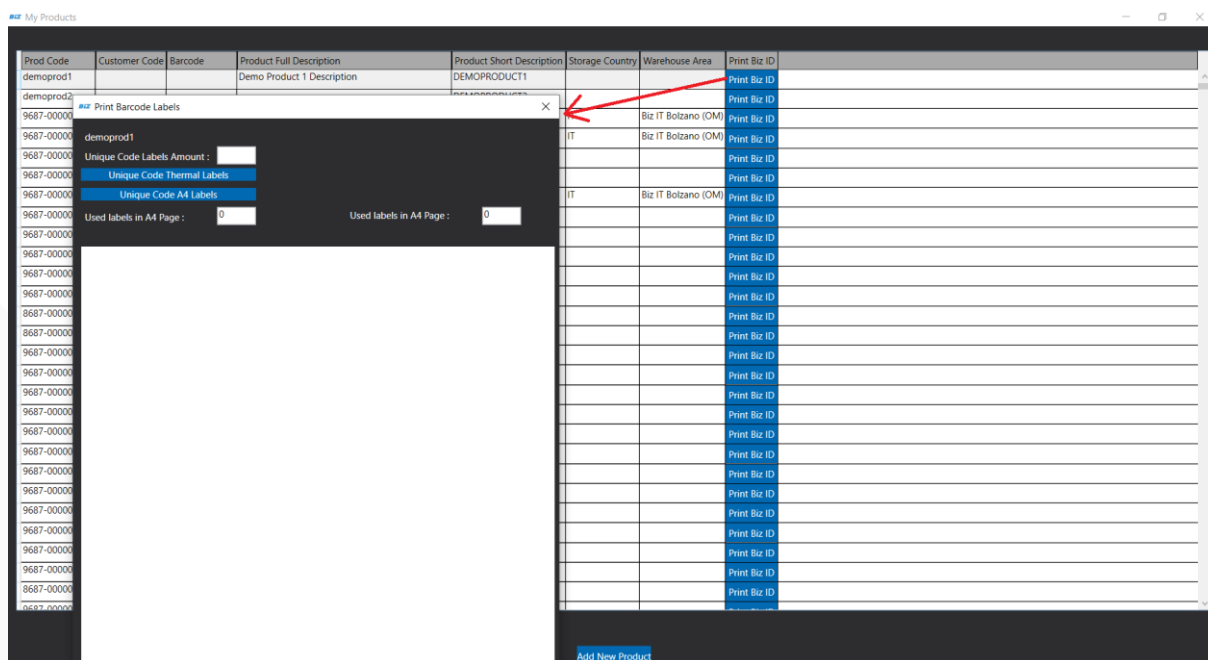
- ***I made a mistake in the Description / Dimensions / Value of a product***

Contact our Customer Support for further assistance and correction.

BIZ IDs

BIZ ID is a small label with the Unique **Product Code** of the product (SKU). All products stored within our network of warehouses must carry a BIZ ID label to guarantee every order's fulfillment accuracy and client's ownership.

In the *Products Details* screen, in the last column, there is a *Print BIZ ID* option.



IMPORTANT: When products arrive at any BIZ warehouse, the BIZ IDs are applied on each item **during the introduction** of the products to stock. This service is described also in the WMS Pricelists.

However, we offer the possibility to each client to print and apply the BIZ IDs themselves, so the stock arrives already labelled at our warehouse(s), as a cost-reducing option.

IMPORTANT: [Adobe Acrobat Reader](#) and a printer installed in the user's terminal are requisites, before proceeding with this option.

For printing and applying the BIZ IDs on the products, take note of the following guidelines:

- i. the BIZ ID must be applied on **all** the pieces of **all** SKUs.
- ii. the BIZ ID must be applied on the product in a position where it does **not** hide the package's barcode, the name of the product or the instructions/ingredients and does **not** affect its appearance.
- iii. the BIZ ID must **not** be bended, otherwise it will not be scannable.

iv. the recommended label size is 5cm x 1.5cm | Do **not** use large labels as they can hide important details on the product's package or alter its appearance.

There are two ways to print the BIZ ID labels, based on the user's printing capabilities or preferences:

i. Thermal Labels (Label Roll)

In the *Print Barcode Labels* screen, fill in the total number of labels that need to be printed **on the first box on the top left** and press *Unique Code Thermal Labels*. A file is created which can be used to print out the thermal labels:



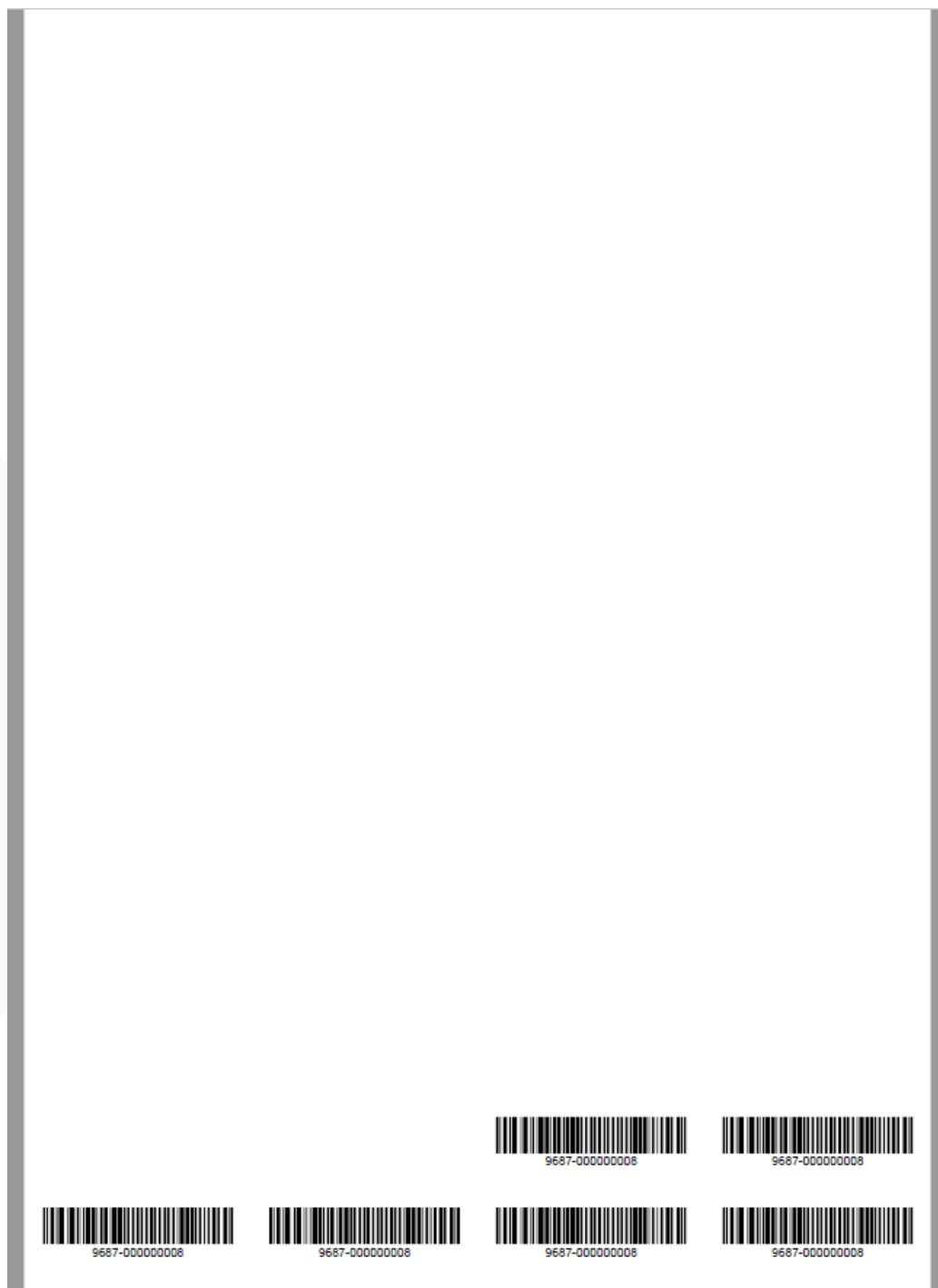
ii. A4 label sheets – Generates a sheet of 56 labels with dimensions 5cm X 1,5cm

In the *Print Barcode Labels* screen, fill in the total number of labels you would like printed, **on the first box on the top left** and press “*Unique Code A4 Labels*”. A file is created which you can use to print out your A4 sheet labels:



NOTE: If 50 labels are printed in a 56-label A4 sheet, there will be 6 blank labels left in the A4 sheet. By using the feature *Used labels in A4 page* the remaining labels in the sheet can be printed: in the first box on the top left, enter 6 (the number of labels that need to be printed) and in the second box, enter the number of labels that are **already** printed (50). The

file that is generated contains the 6 labels, positioned in the remaining labels of the A4 sheet, automatically:



B. Supply Warehouse (Booking)

Through this feature, incoming stock information is registered. It is important this information is registered for all incoming stock, **at least 3 days prior to its arrival**. BIZ Courier & Logistics uses this information to plan warehouse capacity and resources. Receiving this notification with delay may result in delays in the stock's introduction.

The image shows two screenshots of the BIZ Courier & Logistics web application. The top screenshot is the 'Easy Biz Menu' with a dark background. It displays a 'Welcome Client' message with the ID '687'. The menu includes icons for 'My Shipments', 'Warehouse', 'Sender Profiles', and 'Contact Us'. The 'Warehouse' section is expanded, showing sub-options: 'Products Details', 'Products Stock', 'Supply Warehouse' (highlighted with a red box), and 'Statistics Per Product'. The bottom screenshot is the 'Send Stock To Warehouse' form. It features a 'Select Warehouse' dropdown, a 'Product Code' dropdown, and an 'Add' button. Below these is a 'Warehouse Info' section with fields for Country, Rec. Warehouse, Area, Address, Postal Code, Telephone, Delivery Company, and Notes. A 'Print Packing List' button is located at the bottom right of the form.

1. Select the warehouse to be supplied. In *Warehouse Info* the warehouse's information (address and contact details) are shown.

2. Select the product code(s) and the quantity per product and click *Add*. All the products included in the incoming cargo must be added.
3. In the field *Delivery company*, fill in the name of the carrier which will deliver the stock. In *Notes* fill in the AWB number/Waybill number/CMR number and the estimated time of arrival.
4. Click *Print Packing List*. A successful registration notification appears:

BIZ Send Stock To Warehouse

Select Warehouse: DE - BIZ - DE (BizCourier GMBH) | 9687-000000004 | Add

Warehouse Info

Country : DE
 Rec. Warehouse :BIZ - DE (BizCourier GMBH)
 Area : Leipzig (LZ), Germany
 Address : Poststrasse 15, Tor 1
 Postal Code : 04158
 Telephone : +49 172 1672
 Delivery Company:
 Notes :

BizCourier Notification

BizCourier Will be notified in order to wait your Products.

OK Cancel

Print Packing List

By clicking *OK* a new dialog box appears, providing the order's unique code (**Booking No**):

BIZ Send Stock To Warehouse

Select Warehouse: DE - BIZ - DE (BizCourier GMBH) | 9687-000000004 | Add

Warehouse Info

Country : DE
 Rec. Warehouse :BIZ - DE (BizCourier GMBH)
 Area : Leipzig (LZ), German
 Address : Poststrasse 15, Tor 1
 Postal Code : 04158
 Telephone : +49 172 1672
 Delivery Company:
 Notes :


Order Result

Your Order Unique Code is : 810000991

OK

Print Packing List











By clicking *OK*, the BIZ Packing list appears in the next screen. Print out the document and **physically attach it** on the incoming cargo – **every** box or pallet must be accompanied by a Packing List.



Packing List

Delivery Information

Client Account Number : 687
 Rec. Warehouse : BIZ - DE (BizCourier GMBH)
 Country : DE
 Area : Leipzig (LZ), German
 Address : Poststrasse 15, Tor 1
 Postal Code : 04158
 Telephone : +49 172 1672

Products		
Barcode	Product Code	Pieces
 9687-000000001	 9687-000000001	1500
 2	 9687-000000002	4000
 GR	 9687-000000003	2700
 13215223	 9687-000000004	800
 123456789	 9687-000000018	652

Order Unique Code : 810000992

Notes : 55242111451236 | ETA 27.9.2021

Common incidents

- *The storage warehouse does not appear in the drop-down list*

The warehouse is not part of the signed pricelists or has not yet been activated. Contact our Sales Dept.: sales@bizcourier.eu

- **The quantities of each SKU are not available, as the stock is delivered directly from the supplier to the warehouse / I made a mistake in the products' quantities / I added more products by accident**

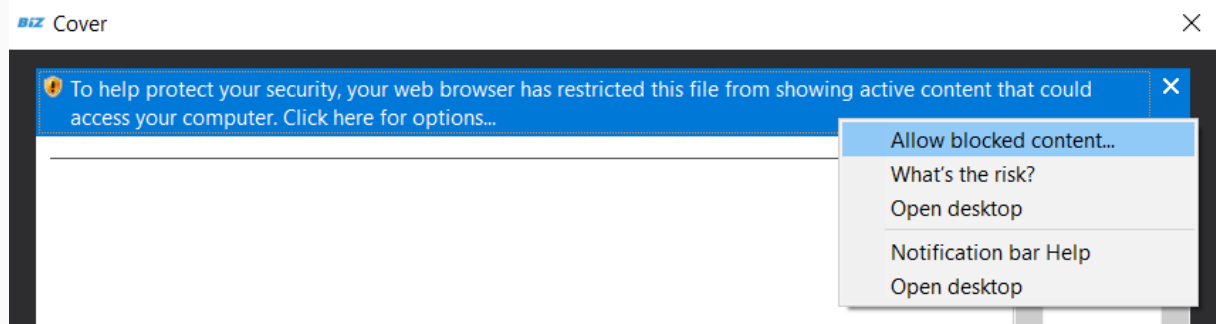
Fill in the quantities by approximation. We perform thorough counting and correction upon receipt of the products and we update the stock as per the physical count. Automail notification is being sent at the end of the introduction process, containing information about the actual products and quantities received,.

- **The BIZ Packing List did not appear / I closed the dialogue box before printing it**

The file is stored locally in the user's terminal. The .pdf file with the generated BIZ Packing List can be retrieved through this folder **C:\BIZ\Labels**.

- **The BIZ Packing List does not appear / a blank page is produced, and a message appears at the top**

- Make sure that a printer is set up in the terminal that is operating the application.
- Make sure that Adobe Acrobat Reader is installed in the terminal.
- Allow the content:



- If the BIZ Packing List still does not appear, the file is stored locally and may be retrieved through this folder **C:\BIZ\Labels**.

- **I forgot to add a product(s)**

Create a new Supply Warehouse (Booking) with the remaining items and attach it also on the cargo (repeat the process as explained above).

C. Product Stock

Through this feature the products' stock can be monitored. The stock is updated in real-time.

EasyBiz Product Stock

				A	B	C	D	
Product Code	Product BarCode	Product Short Description	Product Full Description	Committed Quantity	Remaining Quantity	Storage Country	Warehouse Area	
8687-000000692	Real/long description her	abc-123-x	Some short description	0	0	IT	Biz IT Bolzano (OM)	
8687-000000691	Real/long description her	abc-123-x	Some short description	0	0	IT	Biz IT Bolzano (OM)	
8687-000000690	Real/long description her	abc-123-x	Some short description	0	0	IT	Biz IT Bolzano (OM)	
8687-000000689	Real/long description her	abc-123-x	Some short description	0	0	IT	Biz IT Bolzano (OM)	
8687-000000713	descr 100-005	29-167-100-005	descr 100-005	0	0	IT	Biz IT Bolzano (OM)	
9687-000000001		DEMOPRODEASY	Demoproduct Easy Biz1	14	502	IT	Biz IT Bolzano (OM)	
9687-000000000		DEMOPRODEASY	Demoproduct Easy Biz1	24	-1	IT	Biz IT Bolzano (OM)	
9687-000000004	13121223	DemoProd-IT	Demopord EasyBiz 4	0	28	IT	Biz IT Bolzano (OM)	
8687-000000711	test description	30-166-100-004	test description	0	0	IT	Biz IT Bolzano (OM)	
8687-000000710	test description	29-166-100-004	test description	0	0	IT	Biz IT Bolzano (OM)	
9999-999999042	Biz Box 002 HU	Biz Box 002 HU		4	-4	HU	Biz HU Budapest (AL)	
8687-000000476		egrege	edgdbthvd1	0	0	HU	Biz HU Budapest (AL)	
8687-000000805		tufta-200000004	tufta	0	0	HU	Biz HU Budapest (AL)	
8687-000004428	13121213	test	test	0	0	GR	Biz GR Koropi (BI)	
8687-000004465	13121213	test2-X	test2-X	0	0	GR	Biz GR Koropi (BI)	
8687-000004479	13121213	test-W	test-W	0	0	GR	Biz GR Koropi (BI)	
8687-000004478	13121213	test-EXP	test-EXP	0	0	GR	Biz GR Koropi (BI)	
8687-000004480	13121213	test2	test2	0	0	GR	Biz GR Koropi (BI)	
8687-000004431	13121213	test-W	test-W	0	0	GR	Biz GR Koropi (BI)	
8687-000004430	13121213	test-EXP	test-EXP	0	0	GR	Biz GR Koropi (BI)	
8687-000004466	13121213	test2-EXP	test2-EXP	0	0	GR	Biz GR Koropi (BI)	
8687-000004467	13121213	test2-W	test2-W	0	0	GR	Biz GR Koropi (BI)	
8687-000004468	13121213	test	test	0	0	GR	Biz GR Koropi (BI)	
8687-000004429	13121213	test-X	test-X	0	0	GR	Biz GR Koropi (BI)	
8687-000004432	13121213	test-X	test-X	0	0	GR	Biz GR Koropi (BI)	

E
Export

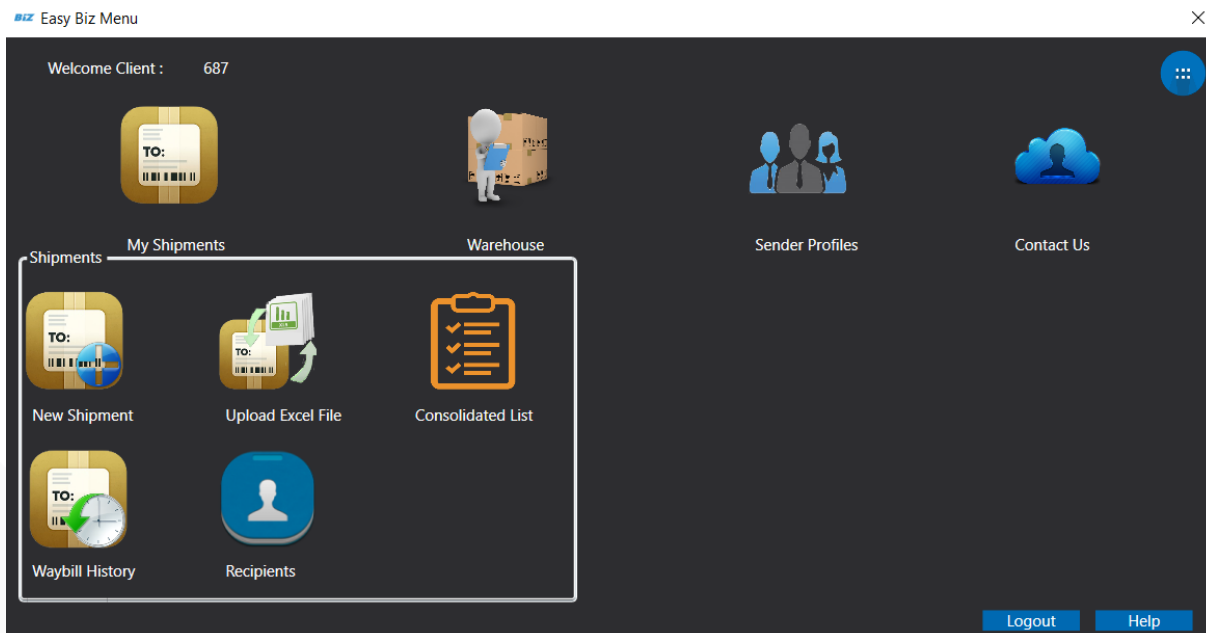
Besides the products' BIZ Product Code, Barcode (if applicable) and short and full descriptions, this screen provides the following information:

- A. **Committed quantity:** this is the quantity that is already committed to uploaded orders.
- B. **Remaining quantity:** this is the quantity **physically** available in the warehouse, that can be used to upload orders; the stock available for sales.
- C. **Country of Storage:** the country in which the BIZ warehouse that the goods are stored at, is located.
- D. **Warehouse Area:** the BIZ warehouse each product is stored at.
- E. **Export:** export the above-mentioned data to an excel file (Ms Office Excel is required to be installed in the terminal that the application is used through, in order to use this option).

IMPORTANT: By **pressing on the name of each column**, the list of products is sorted based on the required criteria.

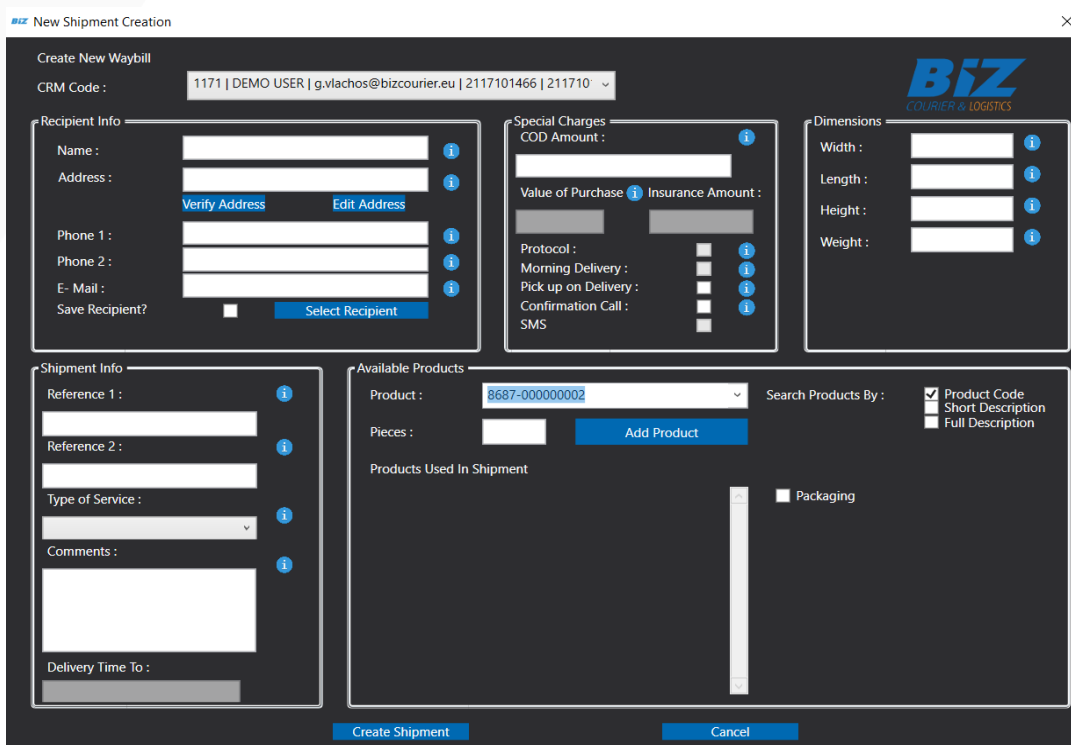
My Shipments

My Shipments feature is used for uploading, updating, and monitoring shipments/orders.



A. New Shipment

New Shipment is used for individual order/shipment uploading (low daily volume). Instructions and explanations of each field are provided in the following Table:



Create New Waybill

CRM Code : 1171 | DEMO USER | g.vlachos@bizcourier.eu | 2117101466 | 211710

Recipient Info

Name :

Address : [Verify Address](#) [Edit Address](#)

Phone 1 :

Phone 2 :

E- Mail :

Save Recipient? ☐ [Select Recipient](#)

Special Charges

COD Amount :

Value of Purchase Insurance Amount :

Protocol : ☐

Morning Delivery : ☐

Pick up on Delivery : ☐

Confirmation Call : ☐

SMS ☐

Dimensions

Width :

Length :

Height :

Weight :

Shipment Info

Reference 1 :

Reference 2 :

Type of Service :

Comments :

Delivery Time To :

Available Products

Product : Search Products By : ☒ Product Code ☐ Short Description ☐ Full Description

Pieces : [Add Product](#)

Products Used In Shipment

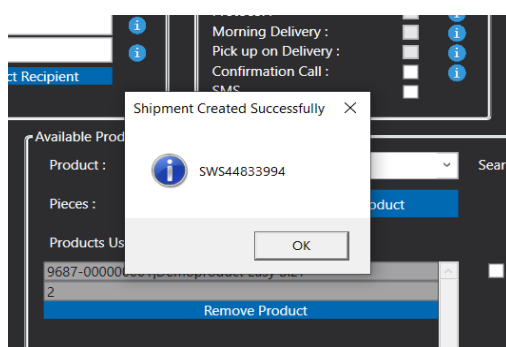
☐ Packaging

[Create Shipment](#) [Cancel](#)

*CRM Code	Select the appropriate CRM code from the drop-down list (more information in the <i>Sender Profiles</i> section), based on the warehouse the shipment is dispatched from.
*Name	The full name and surname of the recipient. NOTE: orders uploaded with first names only, or nicknames are likely to be rejected and cancelled automatically.
*Address	Street name and number and any additional address detail, such as apartment number etc. Use the <i>Verify Address</i> button to check the address's accuracy and correct it if necessary by double clicking on the respective field (the verification is done through Google Maps). The <i>Edit Address</i> button may be used to amend the address, if necessary.
*Phone 1	The mobile phone number of the recipient. It is important to have this information, as notifications are sent via SMS, by many delivery networks.
Phone 2	Additional phone numbers the recipient might have provided, such as a land-line number.
email	The email address of the recipient. It is very important to have this information, as notifications are sent via SMS, by most delivery networks.
Save Recipient?	This checkbox allows for returning/regular customers' data to be saved for future use.
Reference 1	This field can be used to log an order number or order ID.
Reference 2	This free-text field is available for any information associated with this order.
*Type of Service	Leave this field blank , unless our Customer Support has provided specific service types (in such case, select the indicated Service Type from the drop-down list).
Comments	Fill in any information the recipient has provided, that will assist in the delivery of the shipment. Information irrelevant to the delivery will not be processed.
COD Amount	Amount of cash to be collected by the driver, during delivery of the shipment. The amount must be filled out in the local currency of the recipient's country. IMPORTANT: The COD sub-amounts must be logged using a dot , not a comma (e.g., 63.50)
Value of Purchase	This service is available only for orders/shipments to Greece.
Insurance Amount	The service of additional insurance of a shipment is not available for all destination countries. Contact our Sales Dept. for details.
Protocol	This service is available only for orders/shipments to Greece.
Morning Delivery	This service is available only for orders/shipments to Greece.
Pick up on Delivery	This service is available only for orders/shipments to Greece.
Confirmation Call	Please consult our Customer Support before using this service.
SMS	Please consult our Customer Support before using this service.
Dimensions & Weight	For ready-packed shipments only: log the dimensions and weight of the parcel(s).
Product & Pieces	This is applicable to fulfillment service accounts. Select the product(s) that are to be packed and shipped, from the drop-down list. You can also search the product list by typing the product code, short or full description (make sure to check the respective box on the right, in each case). Fill in the pieces of the product in the second box. Press <i>Add</i> to add the product in the shipment. You may select as many products as necessary.
Packaging	Please consult our Customer Support before using this option.

***This field is mandatory for the creation of an order/shipment**

Table 2

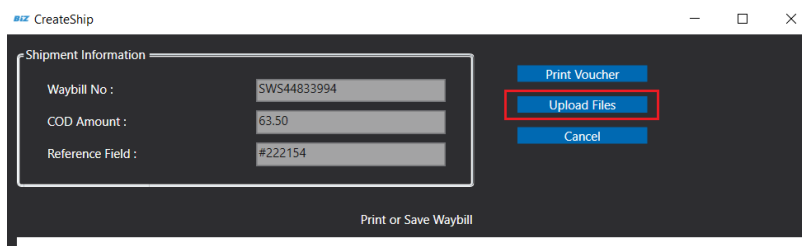


Once you fill in all necessary information, click on *Create Shipment*. If all information is correct, a success dialog box will appear providing the shipment's Waybill number.

By confirming, a new screen provides the possibility to:

i. Print the BIZ Waybill (applicable for Ready-Packed shipments accounts). In order to print the BIZ Waybill, Adobe Acrobat Reader must be installed in the user's terminal. The generated file is also stored locally: **C:\BIZ\Waybills**.

ii. Attach documents to the order/shipment, such as Invoice, Delivery Note, Return Form, Instructions form, marketing flyers etc.



The screenshot shows a window titled 'CreateShip' with a 'Shipment Information' section containing three input fields: 'Waybill No' (SW544833994), 'COD Amount' (63.50), and 'Reference Field' (#222154). To the right of these fields are three buttons: 'Print Voucher', 'Upload Files' (highlighted with a red rectangle), and 'Cancel'. At the bottom right of the window is a link that says 'Print or Save Waybill'.

IMPORTANT:

- i. The attached documents must be .pdf files.
- ii. Each uploaded file must **not** exceed 500Mb in size.

B. Excel File Upload

For multiple orders/shipments, we offer the possibility to simultaneously upload them through an excel file. MS Office Excel installed in the user's terminal is a requisite in order to use this option.

In *My Shipments* -> *Upload Excel File* the template excel file may be downloaded either in .xlsx or in .csv format. In Table 3 you can find the data you are requested to fill in:

****IMPORTANT**

- Do **not** change the columns' names
- Do **not** format the cells in any way, just insert the text (e.g., fonts, highlights etc.)
- Do **not** use any special characters (e.g., ' , ")

Column A	Order Number	The client's order number (if applicable). This may be used to associate the order number with the BIZ Waybill number, once generated.
Column B	CRM Code	Type the respective CRM code you were given in Table 2 , in your activation letter. NOTE: the basic CRM is not to be used in order creation. The CRM Codes in Table 2 of the activation letter are based on the warehouse of storage and should be correctly used, for an order to be successfully created and fulfilled.
Column C	Recipient Name	The full name and surname of the recipient.
Column D	Recipient Country	Always use the 2-digit ISO country code .
Column E	Recipient Address	Full, accurate address. i.e. street name and number.
Column F	Recipient Area	The city corresponding to the address – not states or counties.
Column G	Postal Code	The postal code corresponding to the address.
Column H	Recipient's Tel 1	The recipient's mobile telephone number.
Column I	Recipient's Tel 2	Optional, in such case the recipient provides additional telephone number (e.g., a landline).
Column J	Recipient's email	The recipient's email **Strongly recommended**
Column K	COD Amount	If the order is to be delivered with Cash on Delivery service, fill in the amount, <u>in the local currency</u> of the destination country. **IMPORTANT: use a dot (.) not a comma (,) for sub-amounts, e.g.,

		50.85 Do not fill in the currency symbol.
Column L	Product Code	For fulfilment orders, fill in the Product Code.
Column M	Pieces	Fill in the quantity of the product.
Column N	Multiple Products	In case there are more products (<i>additional to the primary product logged in Column L</i>) to be send in the same order, please use the following rule: ProductCodeA:1#ProductCodeB:4#ProductCodeC:2 *Where 1, 4 and 2 are the quantities of each product code that are to be packed in the order.
Column O	Comments	Any comment relevant to the delivery of the order, such as recipient's availability, different name on doorbell, instructions on how to find the address etc.
Column P	Service Type	Leave this blank unless a specific service type has been provided by our Customer Support.
Column Q	Special treatment	Please consult our Customer Support before using this service.
Column R	Confirmation Call	Please consult our Customer Support before using this service.
Column S	Weight	Leave this field blank.
Column T	Height	Leave this field blank.
Column U	Width	Leave this field blank.
Column V	Length	Leave this field blank.
Column W	SMS	Please consult our Customer Support before using this service.
Column X	Insurance Amount	Please consult our Customer Support before using this service.

Once all the necessary fields are filled in and the excel file saved, search for the file locally by clicking on the Search button. Once the excel is uploaded, the orders will appear on screen:

Upload Excel File With Shipments

Please Select File :

C:\Users\i.voulgaraki\OneDrive - BIZ COURIER\Desktop

Search

Help

First Time Here ?

Download xlsx Template

Download CSV Template

Print Waybill	Attach Docs	Created Waybill	Error	ORDER NUMBER	CRM CODE	RECIPIENT NAME	RECIPIENT COUNTRY	RECIPIENT ADDRESS	RECIPIENT AREA	POSTAL CODE	RECIPIENTS TEL1	RECIPIENTS TEL2	RECIPIENTS EMAIL	COD A
Print Waybill	Attach Docs			#1032	3000476	Joan Voulgaraki	DE	Sonneborner StraSe 26	Aspach	99880	5161305612		i.voulgaraki@bizcourier.eu	20.54
Print Waybill	Attach Docs			#1033	100002456	Chara Voulgaraki	CZ	Tolarova 378	Volary	38451	5101520551		x.voulgaraki@bizcourier.eu	223.40
Print Waybill	Attach Docs			#1034	100002456	Markos Skirianos	HU	Halasz G abor u 7.	Budapest - III. kerulet	1039	3513515101		m.skirianos@bizcourier.eu	10.50
Print Waybill	Attach Docs			#1035	100002456	Joan Voulgaraki	SI	Novi trg 4	Celje	3000	5215510152		i.voulgaraki@bizcourier.eu	
Print Waybill	Attach Docs			#1036	100002456	Chara Voulgaraki	SK	Mlynska 694/2	Stropkov	091 01	151055120		x.voulgaraki@bizcourier.eu	
Print Waybill	Attach Docs			#1037	100002456	Markos Skirianos	RO	Bulevardul Nicolae Titulescu Nr 9, Ap 19	Calarasi	910146	1515005505		m.skirianos@bizcourier.eu	45
Print Waybill	Attach Docs			#1038	100002456	Joan Voulgaraki	PL	Wypoczynkowa, 22, -	Dlugie	66-500	1551054512		i.voulgaraki@bizcourier.eu	65
Print Waybill	Attach Docs			#1039	100002456	Chara Voulgaraki	HR	Uli. Istarska 18	Novigrad	53465	53654110651		x.voulgaraki@bizcourier.eu	189
Print Waybill	Attach Docs			#1040	3000448	Markos Skirianos	ES	C/Lluis Barcelo i Bou, Esc 3, p: 10-12, b2	Palamos	17230	881516354		m.skirianos@bizcourier.eu	147.85
Print Waybill	Attach Docs			#1041	3000448	Joan Voulgaraki	PT	Estradas dos Pescadores nr 10, Porta3	Porto santo	9400-182	5644110584		i.voulgaraki@bizcourier.eu	111.66
Print Waybill	Attach Docs			#1042	200000902	Chara Voulgaraki	IT	Lorenteggio n.205 cit. 8	Milano	20147	54205321		x.voulgaraki@bizcourier.eu	55
Print Waybill	Attach Docs			#1043	200000902	Markos Skirianos	AT	Hofwiese 2 / Top 29	Mitterndorf an der Fischa	2441	588148856		m.skirianos@bizcourier.eu	42
Print Waybill	Attach Docs			#1044	200000902	Joan Voulgaraki	FR	13 rue robespierre / batiment 18 s/c Bokoto Amba	Ivry sur seine	94200	6654605100		i.voulgaraki@bizcourier.eu	47
Print Waybill	Attach Docs			#1045	800000301	Chara Voulgaraki	GR	Αρκαδίας 24	Περιστέρι	12132	5150555200		x.voulgaraki@bizcourier.eu	362.05

Create Shipments

Print Created Waybills

There are additional options prior to creating the orders in BIZ system:

- i. Print Waybill: print the waybill and attach it on the parcel – Only applicable for ready-packed shipments.
- ii. Attach Docs: Attach documents to the order/shipment, such as Invoice, Delivery Note, Return Form, *Instructions* form, marketing flyers etc.

IMPORTANT:

- i. The attached documents must be .pdf files.
- ii. Each uploaded file must **not** exceed 500Mb in size.

By clicking *Create Shipments*, the orders will be uploaded in BIZ's system, unless one or more contains errors and needs to be revised:

Upload Excel File With Shipments

Please Select File : [Search](#) [Help](#)

First Time Here ? [Download xlsx. Template](#) [Download CSV Template](#)

Print Waybill	Attach Docs	Created Waybill	Error	ORDER NUMBER	CRM CODE	RECIPIENT NAME	RECIPIENT COUNTRY	RECIPIENT ADDRESS	RECIPIENT AREA	POSTAL CODE	RECIPIENTS TEL1	RECIPIENTS TEL2	RECIPIENT
Print Waybill	Attach Docs	SW545009046		#1032	3000476	Joan Voulgaraki	DE	Sonneborner StraÙe 26	Aspach	99880	5161305612		j.voulga
Print Waybill	Attach Docs	SW545009047		#1033	100002456	Chara Voulgaraki	CZ	Tolarova 378	Volary	38451	5101520551		x.voulga
Print Waybill	Attach Docs	SW545009048		#1034	100002456	Markos Skirianos	HU	Halasz Gabor u 7.	Budapest - III. kerulet	1039	3513515101		m.skiria
Print Waybill	Attach Docs	SW545009049		#1035	100002456	Joan Voulgaraki	SI	Novi trg 4	Celje	3000	5215510152		j.voulga
Print Waybill	Attach Docs	SW545009050		#1036	100002456	Chara Voulgaraki	SK	Mlynska 694/2	Stropkov	091 01	151055120		x.voulga
Print Waybill	Attach Docs	SW545009051		#1037	100002456	Markos Skirianos	RO	Bulevardul Nicolae Titulescu Nr 9, Ap 19	Calarasi	910146	1515005505		m.skiria
Print Waybill	Attach Docs	SW545009052		#1038	100002456	Joan Voulgaraki	PL	Wypoczynkowa, 22, -	Diugie	66-500	1551054512		j.voulga
Print Waybill	Attach Docs	SW545009053		#1039	100002456	Chara Voulgaraki	HR	Ul. Istarska 18	Novigrad	53465	53654110651		x.voulga
Print Waybill	Attach Docs	SW545009054		#1040	3000448	Markos Skirianos	ES	C/Llus Barcelo i Bou, Esc 3, p: 10-12, b2	Palamos	17230	881516354		m.skiria
Print Waybill	Attach Docs	SW545009055		#1041	3000448	Joan Voulgaraki	PT	Estradas dos Pescadores nr 10, Porta3	Porto santo	9400-182	5644110584		j.voulga
Print Waybill	Attach Docs	SW545009056		#1042	200000902	Chara Voulgaraki	IT	Lorenteggio n.205 cit. 8	Milano	20147	54205321		x.voulga
Print Waybill	Attach Docs	SW545009057		#1043	200000902	Markos Skirianos	AT	Hofwiese 2 / Top 29	Mitterndorf an der Fischa	2441	588148856		m.skiria
Print Waybill	Attach Docs	SW545009058		#1044	200000902	Joan Voulgaraki	FR	13 rue robespierre / batiment 18 s/c Bokoto Amba	Ivry sur seine	94200	6654605100		j.voulga
Print Waybill	Attach Docs	SW545009059		#1045	800000301	Chara Voulgaraki	GR	Αρκοβιάς 24	Περιοτερι	12132	5150555200		x.voulga
Print Waybill	Attach Docs		Wrong Authentication Data										

[Fix Errors and Create Rest](#) [Print Created Waybills](#)

In the column *Created Waybill*, the BIZ Waybill appears for the created orders.

In the column *Error*, the error description is visible. The order does not have to be uploaded again through the Excel Template in order to be corrected. Each field in the above screen is amendable by double clicking on it and changing the data where necessary.

After any corrections take place, press the button *Fix Errors and Create Rest*. Only the orders that contained errors will be created; the already created orders will **not** be created again.

C. Waybill History

In this section, the shipments' progress, current status and full status history can be monitored. There are also options to automatically send BIZ updates on the delivery of pending shipments, which are processed in real time.

BIZ My Shipments

From Date : 2021-11-17 15 To Date : 2021-11-17 15 Select Status : All Search by Waybill Search By Reference 1 Search By Recipient Search Waybills

Full History	Shipment Number	Partner Tracking Number	Date	Country	Sender Code	Recipient	Area	Address	Phone 1
Full History	SWS45009046		2021-11-17	DE	3000476	Joan Voulgaraki	Aspach	Sonneborner StraSe 26	5161305612
Full History	SWS45009047		2021-11-17	CZ	100002456	Chara Voulgaraki	Volary	Tolarova 378	5101520551
Full History	SWS45009048		2021-11-17	HU	100002456	Markos Skirianos	Budapest - III. kerulet	Halasz Gabor u 7.	3513515101
Full History	SWS45009049		2021-11-17	SI	100002456	Joan Voulgaraki	Celje	Novi trg 4	5215510152
Full History	SWS45009050		2021-11-17	SK	100002456	Chara Voulgaraki	Stropkov	Mlynska 694/2	151055120
Full History	SWS45009051		2021-11-17	RO	100002456	Markos Skirianos	Calarasi	Bulevardul Nicolae Titulescu Nr 9, Ap 19	1515005505
Full History	SWS45009052		2021-11-17	PL	100002456	Joan Voulgaraki	Dlugie	Wypoczynkowa, 22, -	1551054512
Full History	SWS45009053		2021-11-17	HR	100002456	Chara Voulgaraki	Novigrad	Ul. Istarska 18	53654110651
Full History	SWS45009054		2021-11-17	ES	3000448	Markos Skirianos	Palamos	C/Lluís Barcelo i Bou, Esc 3, p: 10-12, b2	881516354
Full History	SWS45009055		2021-11-17	PT	3000448	Joan Voulgaraki	Porto santo	Estradas dos Pescadores nr 10. Porta3	5644110584
Full History	SWS45009056		2021-11-17	IT	200000902	Chara Voulgaraki	Milano	Lorenteggio n.205 cit. 8	54205321
Full History	SWS45009057		2021-11-17	AT	200000902	Markos Skirianos	Mitterndorf an der Fische	Hofwiese 2 / Top 29	588148856
Full History	SWS45009058		2021-11-17	FR	200000902	Joan Voulgaraki	Ivry sur seine	13 rue robespierre / batiment 18 s/c Bokoto Amba	6654605100
Full History	SWS45009059		2021-11-17	GR	800000301	Chara Voulgaraki	Περιστερι	Αρκαδίας 24	5150555200
Full History	W810020851		2021-11-17	GR	1171	MIKY MAOYΣ	Αθήνα	Πυργωτέλους, Αθήνα 116 35	2101010100

Waybills Per Page : 25 Previous Page Next page Export To Excel Request Shipment Cancellation

There are several criteria which can be used individually or in combination to search for shipments, **after selecting a date range**:

a. Search via shipment status, by selecting a status from the drop-down menu

Select Status : All

- TIM - Προς Τιμολόγηση -
- OK - ΤΙΜΟΛΟΓΗΜΕΝΗ - Priced
- ΤΣΕΚ - Εγινε έλεγχος Παραλαβής από Αποθήκη -
- ΕΚΠ - Εκκρεμεί Προς Παράδοση - Pending For Delivery
- ANAM - Αναμονή Παράδοσης - Consignee Requested To Hold
- ΕΠΙΣ1 - Σε Διαδικασία Επιστροφής - Returning
- ΑΡΝ - Άρνηση Παραλαβής - Refused From Consignee
- ΑΓΝ - Αδυναμία Εντόπισης Παραλήπτη - Cannot Locate Consignee
- ΑΠΩΝ - Απουσία Παραλήπτη - Absent
- ΕΠΙΣ2 - Επεστράφη στην BizCourier - Returned to BizCourier
- COD - Απόδοση Αντικαταβολής - Confirmation Of Deposit
- MHEN - Μη Διαθέσιμη Ενημέρωση - Not Updated
- ΜΔΕ - Εκτός Αποθέματος - Stockout
- ΑΔΡΟΜ - Μη Δρομολογημένη Αποστολή - Not Shipped

Number	Date	Coun
	2021-11-17	DE
	2021-11-17	CZ
	2021-11-17	HU
	2021-11-17	SI
	2021-11-17	SK
	2021-11-17	RO
	2021-11-17	PL
	2021-11-17	HR
	2021-11-17	ES
	2021-11-17	PT
	2021-11-17	IT
	2021-11-17	AT
	2021-11-17	FR
	2021-11-17	GR

800000301 Chara Voulgaraki Περιστερι Αρκαδίας 24

b. Search via Waybill

Multiple BIZ waybill numbers may be inserted, using a comma (,) to separate them.

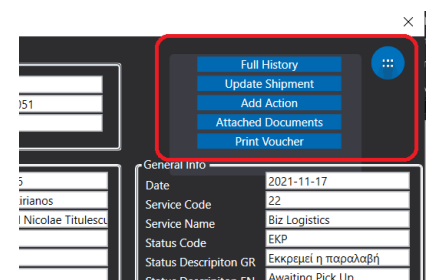
c. Search via client's Order ID (*Search by Reference 1*)

d. Search via Recipient Name (*Search by Recipient*)

There are additional options By double-clicking on an order, as described below:

1. The order's full details can be viewed, including the recipient's data, the products and quantities included in the order, the current status, the COD amount, additional services etc.

2. Through the button on the top right corner, the following options are available:

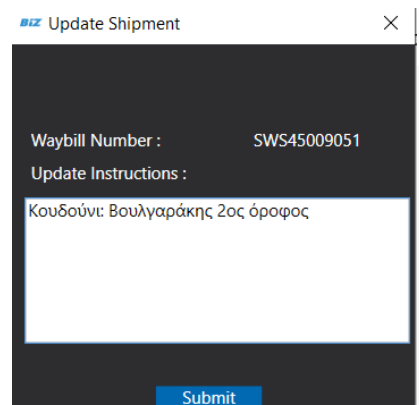


i. Full Tracking history

Waybills History :						
StatusCode	StatusDescription	StatusDescription_En	StatusDate	StatusTime	StatusComments	ActionCode
EKP	Εκκρεμεί η παραλαβή	Awaiting Pick Up	2021-10-19	16:16:28		
ATBIZ	Άφιξη στον Υπεύθυνο Σταθμό	Arrived at HUB	2021-10-20	10:30:16		
ANAS	Ανάθεση στον Συνεργάτη	Assigned to the Responsible Associate	2021-10-20	10:30:56		PCH
EKTI	Εκκρεμεί Προς Παράδοση	Pending For Delivery	2021-10-20	10:32	Εκκρεμεί (προς Παραλαβή)	
EKTI	Εκκρεμεί Προς Παράδοση	Pending For Delivery	2021-10-20	19:32	ΕΙΣΟΔΟΣ ΣΤΗΝ ΚΕΝΤΡΙΚΗ ΑΠΟΘΗΚΗ	
ANA	Ανάθεση στον Οδηγό	Assigned to Courier	2021-10-21	08:44	ΑΝΑΘΕΣΗ ΣΕ COURIER	
ΠΡΑ	Αποστολή Παραδόθηκε	Delivered	2021-10-21	11:40	ΑΠΟΣΤΟΛΗ ΠΑΡΑΔΟΘΗΚΕ	

ii. Update Shipment

Via this module, shipment updates can be sent to BIZ automatically, for pending shipments that are in delivery. Updates should be useful information that will facilitate the delivery, such as address clarifications (name on doorbell, special directions etc.), recipient's availability, correct address or contact data. Any information uploaded that is irrelevant to the delivery of the shipment, is discarded. The updates are received and actualized **in real-time**, within the working days and hours of BIZ Customer Support.



iii. Add Action

Via this Customer Support tool, the client has the option to log any actions taken when contacting the recipient, which are not transmitted to BIZ.

iv. Attached Documents

Via this option, any attached document(s) that were uploaded during order creation may be reviewed or downloaded.

v. Print Waybill

Option to print the waybill and attach it on the parcel – Only applicable for ready-packed shipments.

D. Consolidated List (Ready-packed shipments)

This section is applicable to accounts that are sending consolidated, ready-packed shipments to our BIZ warehouses, for deconsolidation and distribution.

Each shipment that is to be received in a BIZ warehouse should bear the BIZ Waybill. Upon the shipment's creation, the BIZ Waybill must be printed and applied on the package, with the steps described in [New Shipment](#) and [Excel File Upload](#).

After all the ready packed shipments are labelled with the BIZ Waybill, we offer a simple, effective way of consolidating them, which provides a Packing List per consolidation through the easyBIZ application and at the same time, BIZ is automatically notified about the incoming consolidation.

Create New List

Through the *Create New List* screen, the shipments that will be included in the consolidation (box or pallet) can be searched and selected. There are various criteria via which this can be accomplished, which can be used individually or in combination:

i. From Date Range

By selecting a start date, the application returns as a result, a list of all the shipments that have been created during this time range (from start date until the current day), that are in status *Awaiting Pick Up*.

ii. Delivering Country

By using this filter, the search returns as a result, a list of all the shipments that are uploaded for delivery in a specific country, that are in status *Awaiting Pick Up*. **NOTE:** fill in the [2-digit ISO](#) of the delivery country,






iii. Waybills

Via this filter, specific shipments may be selected, either by scanning the BIZ Waybills in the *Waybills* box or by manually registering them, separating each shipment's waybill number by a comma (,).

Once all the shipments of the consolidation are registered, press *Create List*. In the resulting screen, a Print button appears, that allows for the Consolidation's Packing List to be printed.

The Packing List must be printed and applied visibly on the consolidation box or pallet that contains the shipments.

We strongly suggest also saving a copy of the Packing List locally.

Ship To : Recipient : OMEST S.A.S Country : IT Address : Via L. Negrelli 15 Postal Code : 39100 Area : Bolzano (BZ) Phone :			
  List Number: 40012557 Date of Issue: 2021-11-19 Total of Items : 3			
Waybill	Date	Country	Reference
	2021-11-19	IT	#1042
	2021-11-19	AT	#1043
	2021-11-19	FR	#1044

Important:

- The above process must be repeated for each packing unit; if the shipments will occupy 2 or more consolidation boxes/pallets, **a packing list for each consolidation box/pallet must be created and applied.**
- In such case where there are shipments to multiple delivery countries, **they must be separated and packed in consolidations, per delivery country.** The application will automatically separate the shipments per delivery country in the event that they are all scanned in the Waybill search box.

BIZ Create New Consolidated Lists

From Date :

Delivery Country :

Waybills :

Error Code	Error Description	Unique Code	Warehouse Country	Print
0		40012553	RO	<input type="button" value="Print"/>
0		40012554	ES	<input type="button" value="Print"/>
0		40012555	GR	<input type="button" value="Print"/>
0		40012556	DE	<input type="button" value="Print"/>
0		40012557	IT	<input type="button" value="Print"/>

Common incidents

- I forgot to add one or more shipments to the Packing List, but they are physically in the consolidation box

Inform BIZ Customer Support via email to delete the Packing List and proceed to repeat the process anew, including all the shipments in the consolidation box/pallet.

- The shipments are prepared at a different location, and I do not have access to apply the Packing List on the consolidation boxes

Proceed to create the Packing Lists and provide them to your supplier in order to apply them on each consolidation unit. The optimal and timely flow of acceptance and distribution of your shipments is dependent on this process. In different case, we cannot guarantee introduction and delivery times, as stated in our Protocols.

- The BIZ Packing List did not appear / I closed the dialogue box before printing it

The possibility to reprint the List is offered through the module *Consolidated Lists->Search Lists* , by using any of the search criteria on the screen, individually or in combination.

- I tried to create a Packing List but I received the error "No Shipments Found"

Adjust/correct your search criteria. Otherwise, the shipments have been previously included in a list, or they have changed status (e.g., Cancelled). If the error persists, contact BIZ Customer Support, for more details.

E. Recipients

Via this option, we offer the possibility to store the data of frequent or recurring recipients.

This can be done in 2 ways:

1. In [individual order uploading](#) select the check box *Save Recipient* under the *Recipient Info* box. Saved Recipient Data may be selected via *Select Recipient*.

Create New Waybill

CRM Code : 1171 | DEMO USER | 2117

Recipient Info

Name :

Address :

[Verify Address](#) [Edit Address](#)

Phone 1 :

Phone 2 :

E- Mail :

Save Recipient? ☐ [Select Recipient](#)

2. By creating a new recipient, in the Recipients section:

BIZ All Recipients

Edit	Recipient's Code	Recipient's Name	Recipient's Address	Recipient's Area	Recipient's Postal Code	Recipient's Phone 1	Recipient's Phone 2	Recipient's E-Mail
Edit	725	ΚΥΡΙΟΣ	ΑΡΓΟΥΣ 52	ΝΑΥΠΛΙΟ	ΤΡΙΤΗΘ	ΗΔΕΗΚΑΚΗΦΗΚΛΗΚΛ	ΚΠΤΦΗΚΔ	ΕΓΕΓΚΕΓΚΕΓΚ
Edit	werwe	werwerw			21100	62242342342		wefewe@dfgsd.dfg
Edit	8888	gerioge						edwdwsd
Edit	687	George (V						12121212
Edit	687	George (V						12121212
Edit	4444444	george						55555
Edit	777777	Test παρ						dsfsdfsdf
Edit	9999	γεοργε						
Edit	555	ΒΛΑΧΟΣ Γε					11	11@11.gr
Edit	555	ΒΛΑΧΟΣ Γε					11	11@11.gr
Edit	121121	Βλάχος Γε					66	info@bizcourier.gr
Edit	12	Βλάχος Γε						g.vlachos@bizcourier
Edit	777777	Test παρ						
Edit	555	ΒΛΑΧΟΣ Γε					11	11@11.gr
Edit	666	ΒΛΑΧΟΣ Γε						
Edit	12	TEST ΠΑΡΑΛΗΠΤΗΣ 2	Αργούς 10	Ναύπλιο	21100	2752021132		
Edit	11	oxridawloannis	Panormou 18	Athina	11523	6999999999		

New Recipient

Code :

Name :

Address :

[Verify Address](#) [Edit](#)

Phone 1 :

Phone 2 :

Email :

[Create](#)

[Create New Recipient](#)



Your Contacts @ BIZ Courier & Logistics

- **Administration**

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Mr Alex Karavounarlis | C.T.O. | a.karavounarlis@bizcourier.eu

- **Sales Department**

Mr Nikos Pantazopoulos | Senior Inside Sales Representative | sales@bizcourier.eu

- **European Network Department**

- Mr Markos Skyrianos | Senior Warehouse Network Operations Agent |

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