

Intelligent Shipper

Cancel Shipments Manual Version 3.0

Document Owner	INTERSOFT Systems and Programming Limited
Version	3.0
Date	25/03/2019
Description	Instructs Customers on how to cancel shipments before close
	out
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1 Document Controls

Version History

Version	Amendments	Date	Author
2.0	Existing manual updated to new document	11/01/2019	Laura Lyonette
	format		
2.1	New user guide for cancel shipments before	15/03/2019	Deepa Sankaran
	close out		
2.2	Addition of cancelling and recalling shipments	21/03/2019	Deepa Sankaran
	through view shipments screen		
2.3	Review Comments Update	22/03/2019	Deepa Sankaran
2.4	Review Comments Update	25/03/2019	Deepa Sankaran
3.0	Reviewed and updated to version 3.0 for	25/03/2019	Deepa Sankaran
	release		

Review

Name	Title	Date Reviewed	Version Reviewed
Steve Sneath	Retail Solutions Consultant	21/03/2019	2.2
Beata Brewer	Customer Service Manager	25/03/2019	2.3
Lalitha Musnuri	Senior Test Analyst	22/03/2019	2.2

Referenced Documents

Document Name	Version	Location (e.g. Link to Shared Drive, SharePoint etc.)
N/A	N/A	N/A

INTERSOFT

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3 Introduction

Intelligent Shipper allows shipments to be cancelled up until the point of close out or scheduled close out via clean sweep functionality. Once a shipment has been closed and manifested it can no longer be cancelled. Shipments that have been cancelled can be reinstated within the first 24 hours of cancellation.

This manual instructs Customer users how to cancel shipments via GUI that have not been closed out.

4 Cancel Single or Multiple Shipments

- 1. To cancel a shipment, use the GUI to login and view the shipments via the shipment processing screen.
- 2. Cancellation of shipments can be done both on processed and unprocessed shipments before close out. For Royal Mail shipments, if the system is pre-configured with clean sweep then it must be cancelled before the automatic close out time.
- 3. Click "View Shipments" of a carrier in the shipment processing screen.

INTERSOFT	🚊 Shipment Processing	
DASHBOARD	Dashboard / Shipment Processing	< Back
SHIPMENT SEARCH	Today	Booking Wizard Bulk Mailing
SHIPMENT PROCESSING		
> Booking Wizard	Processed Shipments (125)	Unprocessed Shipments (37)
> Bulk Mailing	Last Updated 11 Mar 2019 17:23:56	Last Updated 11 Mar 2019 17:23:56
> Scanning		
> Manifest History	DHL (Express) Hold all shipments + View Services	Hold all shipments + View Services
TRACKING	Shipment Count: 2 Total Weight: 14.200 KG 🌈 Closeout	
REPORTING	View Shipments	Shipment Count: 13 Total Weight: 13.900 KG View Shipments
MAINTENANCE	Image: style="text-align: center;">Hold all shipments + View Services	DHL (Express) Hold all shipments + View Services
QUOTATION	Shipment Count: 2 Total Weight: 0.400 KG Closeout	Shipment Count: 3 Total Weight: 11.200 KG View Shipments

Figure 1: View Shipments in Shipment Processing Screen



- 4. A list of shipments related to the carrier will be displayed.
- 5. Click the "tick box" of the required shipment to be cancelled. Multiple shipments can also be selected to be cancelled at the same time. You can also cancel all the shipments by clicking the tick box next to "last modified" menu.
- 6. Click "Cancel Shipments" button to proceed with selected shipments to be cancelled.

ITERSOFT	Ship	ment P	rocessi	ing	- View Shipment	S						
DASHBOARD	Dashboard /	Shipment Processing	/ Shipments								<	(Back
SHIPMENT SEARCH	Tracking Nu	mher Reference I	Postrode		0 Today	View Held Shipments			Hold S	nipme	ents Cancel Ship	oments
SHIPMENT PROCESSING	- ridening ridi	moer, nerei enee, i	osteode		Today	View Cancelled Shipments						
> Booking Wizard	2 Shipments											1
> Bulk Mailing		IL Shipment Date	Shipper Reference		Destination	Service	Packages	Weight	Tracking Number		Last Modified	
> Scanning	📦 dpd	11 Mar 2019	1234567	10	Company 1, Egham, TW20 0HJ, United Kingdom 🔀	328 - CL - PREDICT B2C DPD HOME	1	0.200kg	05178005900075 •	6		
> Manifest History	📦 dpd	11 Mar 2019	1234567	В	Intersoft_Test, Egham, TW20 0HJ, United Kingdom 🗱	328 - CL - PREDICT B2C DPD HOME	1	0.200kg	05178005900077	6		0
TRACKING												1
REPORTING												
MAINTENANCE												
QUOTATION												

Figure 2: Cancel Shipments in View Shipments Screen

- 7. A message will be displayed asking for a cancel reason to be selected.
- 8. Select a reason for cancellation from the drop-down menu. Please note that these messages are pre-configured in the system and you should select one reason from the list.

INTERSOFT	Shipment Processing - View Shipments	
DASHBOARD	Dashboard / Shipment Processing / Shipm	< Back
SHIPMENT SEARCH	Confirmation Required	Unid Chiemante Coursel Chieman
SHIDMENT	Tracking Number, Reference, Postcor Reason for Cancellation - Please select reason - *	
PROCESSING	2 Shipments Order Cancelled	
> Booking Wizard	Are you sure you want to cal Repacked its?	
> Bulk Mailing	l Ili Shipment Shi Date Ref YES No	kages Weight Tracking IT Last Modified C Number
> Scanning	t dpd 11 Mar 2019 123	1 0.200kg 05178005900075
> Manifest History	tintersoft_Test, Egham, TW20 0HJ, United 328 - CL - PREDICT B2C	1 0.200kg 05178005900077
TRACKING		•
REPORTING		
MAINTENANCE		
QUOTATION		

Figure 3: Select Reason for Cancellation in View Shipments Screen



- 9. Click "Yes" to cancel the shipment. If you click "No" the "Confirmation Required" message will be dismissed, and shipments will not be cancelled.
- 10. The shipments that are cancelled will no longer appear in the view shipments list and will not be included in the close out or in the automatic clean sweep.

INTERSOFT	Shipment Processing - View Shipments					
DASHBOARD	Dashboard / Shipment Processing / Shipm	1				< Back
SHIPMENT SEARCH	Confirmation Required			Hold	Shipments Cancel S	Shipments
SHIPMENT PROCESSING	2 Shimments					_
> Booking Wizard	Are you sure you want to cancel the selected shipments?					
> Bulk Mailing	Jà Shipment Shi Date Ref YES No	kages:	Weight	Tracking Number	Last Modified	
> Scanning	t dpd ^{11 Mar 2019}	1	0.200kg	05178005900075 •	ß	6
> Manifest History	therefore the state of the stat	1	0.200kg	05178005900077	16	C
TRACKING	Kinguuni saa Dru Hume			•		
REPORTING						1
MAINTENANCE						
QUOTATION						

Figure 4: Confirmation of Cancellation

4.1 Cancel Shipment via View Shipment Screen

You can also cancel a shipment via the View Shipment screen. The View Shipment screen can be accessed via any of the following screens:

- Shipment Processing > View Processed Shipments
- Shipment Processing > View Unprocessed Shipments
- Shipment Processing > Shipment Scanning
- Shipment Search
- 1. To cancel a shipment through the view shipment screen, you must first view the shipment. Click on the required shipment as shown below.

INTERSOFT	Ship	ment P	rocessing	- V	iew Shipments							
DASHBOARD	Dashboard /	Shipment Processing	/ Shipments								<	Back
SHIPMENT SEARCH	Tracking Nu	mbar Reference	Portrado		Today Miew Held S	<u>Shipments</u>			Hold Shipme	nts	Cancel Shipr	ments
SHIPMENT PROCESSING	Hacking No	iniber, Reference,	Posicode	4	View Cance	elled Shipments						
> Booking Wizard	75 Shipments										1 2 3	3 4
> Bulk Mailing		11 Shipment Date	Shipper Reference		Destination	Service	Packages	Weight	Tracking Number		Last Modified	
> Scanning	_DHL_	14 Mar 2019	DB070820180927	Ю	McDrogals Hans ands, Charleston, 29401, Indeed Bates of America MC	DHLD - DHL Express Worldwide WPX	1	1.000kg	8358518210 •	в	14 Mar 2019 15:23 by Test	
> Manifest History				0.00							Customer	-
TRACKING	_DHL_	14 Mar 2019	DHLAdomGB2GB / Depart01-Invoice	10	Depression of the Control of Cont	DHLA - DHL Domestic Express	1	4.000kg	<u>8319505880</u>	10	14 Mar 2019 15:23 by Test Customer	
REPORTING	_DHL_	14 Mar 2019	MaxItemDescription	10	Ng Gengang Hama, Egham, 1963) (H), United Grighten 📾	DHLA - DHL Domestic Express	9	18.000kg	8319506775 •	ю	14 Mar 2019 15:23 by Test	
MAINTENANCE											Customer	-
QUOTATION	_DHL_	14 Mar 2019	DB070820180927	10	Challend Thaters of American Inc	DHLD - DHL Express Worldwide WPX	1	1.000kg	<u>6853379466</u> •	6	14 Mar 2019 15:23 by Test Customer	U
	DHL	14 Mar 2019	DB070820180927	16	Mathematic Fernie and S. Charleston, 20421, motion practice of America Mat	DHLD - DHL Express Worldwide WPX	1	1.000kg	<u>6853379481</u> •	15	14 Mar 2019 15:23 by Test Customer	
	DHL	14 Mar 2019	DB070820180927	15	MalDongala Meranasile, Charlesine, 2007). Instant Science of Amarica 📷	DHLD - DHL Express Worldwide WPX	1	1.000kg	<u>6853379492</u>	в	14 Mar 2019 15:23 by Test	

Figure 5:View Shipments in Shipment Processing Screen

2. A detailed view of the shipment information will be displayed with a cancel button. Click "Cancel" to cancel the shipment.

Shipment Information					
Intersoft_Test			Tracking Number	8457018430 🚯 <u>copy</u>	
Blays House Englefield Green			UNI	JJD01100000003986412	
Wick Road			Reference	1234567	
Egham Surrey TW20 0HJ			Shipping Date	19 Mar 2019	
			Expected Delivery Date	22 Mar 2019	
laura.lyonette@intersoft.co.uk 01784777170			Agent	DHL (Express)	
			Service	DHLA - DHL Domestic Express	
⊘ Cancel O Hold			Status	Client Unprocessed - Scanned	
Package Information	NDX	ltems: 3	Packages: 2	Value: £75.00 (GBP)	Weight: 2.500 KG
Pricing Information	Zone: 1				

Figure 6: Cancel Button in the View Shipment Screen

3. A confirmation required message will be displayed . Select a reason to cancel and click "Yes".



🧘 Shipment Search - View	/ Shipment	
8457018430 Deshboard / Shipment Search / Shipment	Confirmation Required	×
Shipment Information	Reason for Cancellation Order Cancelled Are you sure you want to cancel this shipment?	
Intersoft_Test Blays House Englefield Green Wick Road	YES No	1 30 টি <u>508X</u> 2000003986412
Egham Surrey TW20 0HJ WUNITED KINGDOM	Executed Delivery Date	J19
laura.lyonette@intersoft.co.uk 01784777170	Agent	DHL (Express)
	Service	DHLA - DHL Domestic Express
Cancel O Hold	Status	Client Unprocessed - Scanned

Figure 7: Confirmation Required for Cancellation

4. A "Cancelled" flag will be displayed next to the shipment information header with "Reason for Cancel" and a "Cancelled" watermark will be displayed on the screen. In addition to this, a confirmation message will also be displayed in the top right corner of the screen and the text of the cancel button will be changed to "Recall".

TERSOFT	🚊 Shipment Search - View S	Shipment	
DASHBOARD	8457018430		
SHIPMENT SEARCH	Dashboard / Shipment Search / Shipment		≮ Back
SHIPMENT PROCESSING	Shipment Information Cancelled - Order Cancelled	The shipment has been successfuly	C Shippers Info
TRACKING	Intersoft_Test	Jacking Rumber 8457018430	
REPORTING	Blays House Englefield Green Wisk Paul	UNI UD01100000003986412 Beference 1934567	Label
MAINTENANCE	Egham Surrey TW20 OHJ	Shipping Date: 19 Mar 2019	h
OUDTATION	laura./yonette@intersoft.co.uk 01784777170	Agent DHL (Express)	
	▶ Recall	Service DHLA-DHL Domestic Express Status Client Unprocessed - Scanned	X Customs Docs
	Package Information	terms: 3 Packages: 2 Value: £75.00 (GBP) Weight: 2.500 KG +	Q Tracking
	Pricing Information Zone: 1	+	

Figure 8: Shipment Cancelled Confirmation Screen

5 View Cancelled Shipments

This section will explain how to view the cancelled shipments.

- 1. To view the cancelled shipments, you must first navigate to the shipment processing screen.
- 2. Click "View Shipments" link

INTERSOFT	🤶 Shipment Processing	
DASHBOARD	Dashboard / Shipment Processing	< Back
SHIPMENT SEARCH	Today	Booking Wizard Bulk Mailing IIII Scan Unprocessed Shipments
SHIPMENT PROCESSING	Deserve of Children (105) On Hold (110)	On Hold (5)
> Booking Wizard	Processed Snipments (125)	Unprocessed Shipments (37)
> Bulk Mailing	Last Updated 11 Mar 2019 17:23:56	Last Updated 11 Mar 2019 17:23:56
> Scanning		
> Manifest History	DHL (Express) Hold all shipments + View Services	Hold all shipments + View Services
	Shipment Count: 2 Total Weight: 14.200 KG Closeout	Shipment Count: 13 Total Weight: 13.900 KG
		View Shipments
MAINTENANCE	Image: style="text-align: center;">Hold all shipments + View Services	DHL (Express) Hold all shipments + View Services
QUOTATION	Shipment Count: 2 Total Weight: 0.400 KG Closeout View Shipments	Shipment Count: 3 Total Weight: 11.200 KG View Shipments

Figure 9: View Shipments in Shipment Processing Screen

- 3. A list of shipments for the selected carrier will be displayed in the screen.
- 4. Click "View Cancelled Shipments" link

INTERSOFT	Ship	ment P	rocessi	ng - V	ew Shipmen	ts						
DASHBOARD	Dashboard /	Shipment Processing	/ Shipments								3	〈 Back
SHIPMENT SEARCH	Tracking Nur	mber, Reference, I	Postcode	Q	Today	View Held Shipments			Hol	d Shipments	Cancel Ship	pments
SHIPMENT PROCESSING	1 Shinmant											
> Booking Wizard	Tompment	II et t	el :						- 11	18-1		1
> Bulk Mailing		Date Date	Reference	Destina	ition	Service	Packages	weight	Number	41	Last Modified	U
> Scanning	🎁 dpd	11 Mar 2019	1234567	Intersol Kingdor	t_Test, Egham, TW20 0HJ, United n 😹	328 - CL - PREDICT B2C DPD HOME	1	0.200kg	051780059000 💊	77 🖪		0
> Manifest History												1
TRACKING												
REPORTING												
MAINTENANCE												
QUOTATION												

Figure 10: To View Cancelled Shipments in Shipment Processing Screen



5. You can now view the list of cancelled shipments for all carriers being displayed in the screen. Please note that you can only view the shipments that are cancelled on the day.

INTERSOFT	Ship	ment P	rocessing	- 1	View Shipments	s - Cancelled						
DASHBOARD	Dashboard /	Shipment Processing	/ Shipments								< B.	ack
SHIPMENT SEARCH	Tracking Nur	nber, Reference, I	Postcode	Q	Today	× Close Cancelled Shipments					Recall Shipm	ents
SHIPMENT PROCESSING	5 Shipments											1
> Booking Wizard		11. Shipment Date	Shipper Reference		Destination	Service	Packages	Weight	Tracking Number		11 Last Modified	0
> Bulk Mailing > Scanning	Hermes	14 Feb 2019	Hermes SMS notific (Cancelled - Uploaded in Error)	ю	Samilar (1997), Self-Phy Sound Regard B	HESS - Hermes Standard Signature	1	0.600kg	8835187313873584	ю	li strike litera Li strike litera Li strike	
> Manifest History TRACKING	Hermes	14 Feb 2019	D80112171321G8 (Cancelled - Uploaded in Error)	ю	Section control and any proof	HEND - Hermes Next Day UK Domestic	1	0.300kg	6835187313873887	ю	ni ilu siris 11 stranatia Shinal	0
REPORTING	Hermes	19 Feb 2019	Hermes SMS notif OFF (Cancelled -	ю	Souther interests (set) also used	HENS - Hermes Next Day Signature	1	0.600kg	6835187313874488	ю	il an inte i di angli ante i di angli ante i di angli a	
QUOTATION	Hermes	19 Feb 2019	Hermes SMS notif LN (Cancelled - Uploaded in Error)	ю	high fraction of a second state of the second secon	HEND - Hermes Next Day UK Domestic	1	0.200kg	3928490313873480	ю	aray ord naray and naray	0

Figure 11: List of Cancelled Shipments in the View Shipment Screen

6. Click "Close Cancelled Shipments" link if you need to exit the screen. This will return to the previous screen i.e. View Shipments Screen.

FT Ship	ment P	rocessing -	V	iew Shipments -	Cancelled						
Dashboard /	Shipment Processing	/ Shipments								< 8	Back
Tracking Nu	mber, Reference, I	Postcode Q]	Today	ose Cancelled Shipments					Recall Shipn	ments
5 Shipments											1
	å Shipment Date	Shipper Reference		Destination	Service	Packages	Weight	Tracking Number		11 Last Modified	
Hermes	19 Feb 2019	Hermes SMS notif OFF (Cancelled - Uploaded in Error)	10	Quarteria, ICARDON, DATS INTO, United King Karl 🖬	HENS - Hermes Next Day Signature	1	0.600kg	6835187313874488	ю		
Hermes	19 Feb 2019	Hermes SMS notif LN (Cancelled - Uploaded in Error)	16	Edge Hand Service, swindon, EC2N site, Entired Kingshow 📾	HEND - Hermes Next Day UK Domestic	1	0.200kg	3928490313873480	15		
UKMail	27 Feb 2019	0/25/1234 (Cancelled - Repacked)	16	Mi julis Realitati, Raci, 1907 I, Spani	FED2 - FedEx International Economy	1	3.250kg	794663400370	IC.		
DHL	14 Mar 2019	DHLAdomGB2GB / Depart01-invoice (Cancelled - Order Cancelled)	15	Express Birchart Sevice London, 1971 1951 Interfrequencies	DHLA - DHL Domestic Express	1	4.000kg	8319505880	ю		0
DHL	22 Mar 2019	VW-SR-12 (Cancelled - Repacked)	В	test company, shough, st. 3 per; termid- lingulars	DHLC - DHL Domestic Express 12PM	2	1.350kg	8088767352	в		

Figure 12: Close Cancelled Shipments in View Shipments Screen



6 Recall Shipments

The shipments that have been cancelled can be reinstated or recalled within the first 24 hours of cancellation. Recalling the shipment will reinstate the original shipment.

- 1. To recall shipments, you must first view the shipments as described in <u>section 5</u>.
- 2. Click "View Cancelled Shipments" link.

	Dashboard /	Shipment Processing	/ Shipments								<
сн	Tracking Nu	mber, Reference,	Postcode	Q	Today	w Held Shipments			Hold	Ship	ments Cancel Ship
	3 Shipments										
3		↓ Shipment Date	Shipper Reference		Destination	Service	Packages	Weight	Tracking Number		11 Last Modified
	DHL	11 Mar 2019	MultipieceGBDHLA	ю	My Company, Karna, Jajkam, Paliti 199, United Templori 🖬	DHLA - DHL Domestic Express	2	10.000kg	<u>6743043193</u>	ю	TT Mar 2019 YouThly Deepe Serikaran
	DHL	11 Mar 2019	Test	ß	Colored Hough, NYAN, Solid Weighter	DHLA - DHL Domestic Express	3	4.200kg	<u>6743043440</u>	6	TT Mar 2019 (Stating Despa Sankaral
	DHL	11 Mar 2019	Test	в	I shmel, Nogh, 10 tits United implicit	DHLA - DHL Domestic Express	3	4.200kg	<u>6743043521</u>	6	TT Mill 2013 10121-lip Despa Garikanan

Figure 13: To View Cancelled Shipments in View Shipments Screen

- 3. Choose the shipment you want to be recalled by clicking the "tick box" next to the shipment.
- 4. You can also choose multiple shipments by checking the multiple tick boxes.

ITERSOFT	Ship	ment P	rocessing	g - \	liew Shipments	s - Cancelled	ĺ					
DASHBOARD	Dashboard /	Shipment Processing	/ Shipments								< ₽	3ack
SHIPMENT SEARCH	Tracking Nu	mber, Reference,	Postcode	Q	Today	× Close Cancelled Shipments					Recall Shipn	nents
SHIPMENT PROCESSING	5 Shipments											1
> Booking Wizard		1 Shipment Date	Shipper Reference		Destination	Service	Packages	Weight	Tracking Number		Last Modified	
> Bulk Mailing > Scanning	Hermes	19 Feb 2019	Hermes SMS notif C (Cancelled - Upload in Error)	off 🚯	Darkbe, uphothe pAra mik under Kingdom	HENS - Hermes Next Day Signature	1	0.600kg	6835187313874488	16	23 Moi 2019 1127 Ny Lolitsa Monusi	
> Manifest History TRACKING	Hermes	19 Feb 2019	Hermes SMS notif L (Cancelled - Upload in Error)	N 🖍	Edge Fund Karutna nationkun, EC2H AX Institut Kingdom 📾	HEND - Hermes Next Day UK Domestic	1	0.200kg	3928490313873480	10	23 Mai 2019 1152 by Lakina Bhamari	
REPORTING	UKMail	27 Feb 2019	0/25/1234 (Cancelled - Repack	ed)	Mi palve Preatfull, Rain, 1807 I, Ipan	FED2 - FedEx International Economy	1	3.250kg	794663400370	16	22 Mar 2019 (NHS by Lakina Rhamat	
QUOTATION	_DHL_	14 Mar 2019	DHLAdomGB2GB / Depart01-Invoice (Cancelled - Order Cancelled)	10	Express Rends of Service London, 9 591, United States (1997)	DHLA - DHL Domestic Express	1	4.000kg	8319505880	В	22 Mai 2019 13 29 Ny Despa Laniaran	
	<u>-DHL_</u>	14 Mar 2019	DB070820180927 (Cancelled - Order Cancelled)	16	MinDrongarin History and a , Draw Senters, 20 Decided Transac of America 100	DHLD - DHL Express Worldwide WPX	1	1.000kg	6853379466	16	23 Mar 2019 13-29 by Deepa Serikanan	V

Figure 14: Select Shipments to Recall in View Shipments – Cancelled Screen



- 5. A message will be displayed asking for confirmation you want to proceed with recalling the shipments.
- 6. Click "Yes" to recall the selected shipments. If you click "No" the confirmation message will be dismissed and the shipments will not be recalled.

INTERSOFT	Ship	ment P	rocessing	- V	'iew Shipments - (Cancelled						
DASHBOARD	Dashboard /	Shipment Processing	/ Shipn								< 8	lack
SHIPMENT SEARCH	Tracking Nu	mber, Reference, I	Postcor	Co	onfirmation Requir	ed					Recall Shipm	ients
SHIPMENT PROCESSING	5 Shipments		Are y	ou s	ure you want to Recall the selected	shipments? 닪						1
> Booking Wizard		1 Shipment Date	Ship		YES No		Packages	Weight	Tracking Number		Last Modified	
> Bulk Mailing	Hermes	19 Feb 2019	Hermes SMS notif OFF	ю	Question, all Marine State of the second of the	HENS - Hermes Next	1	0.600kg	6835187313874488	ю	CO March 1979	0
> Manifest History			in Error)			bay signature					Burner	
TRACKING	Hermes	19 Feb 2019	Hermes SMS notif LN (Cancelled - Uploaded in Error)	IC .	Edge Sand Sensing, and site, EDB date, Descal Regulario	HEND - Hermes Next Day UK Domestic	1	0.200kg	3928490313873480	10	Contraction Contraction	
REPORTING	UKMail	27 Feb 2019	0/25/1234 (Cancelled - Repacked)	16	an provinsional Para, 2020, Spar 🖬	FED2 - FedEx International Economy	1	3.250kg	794663400370	16	Di Mar Dirit Di Hanasi Manusi	
	DHL	14 Mar 2019	DHLAdomGB2GB / Depart01-Invoice (Cancelled - Order	16	States of the Association Street, Spirit W.	DHLA - DHL Domestic Express	1	4.000kg	8319505880	В	10 Mar 2014 10.07 de Despo Generati	0
	HL	14 Mar 2019	Cancelled) DB070820180927 (Cancelled - Order Cancelled)	ю	Retroopel Managath, Chadeston, 2002. Instant haves of America 10	DHLD - DHL Express Worldwide WPX	1	1.000kg	6853379466	ю	12 Mar 2015 12 Mar 2015 12 Diffe Templer Tentionen	S

Figure 15: Confirmation Required to Recall the Shipment

7. You can now view the recalled shipment in the view shipment list. The recalled shipment will be reinstated in the state it was previously in (processed or unprocessed), so that it can be processed if needed and closed out ready for shipping. The "Shipment Date" of the recalled shipment will now be updated to the date of recall.

INTERSOFT	Ship	ment P	rocessing -	V	iew Shipments							
DASHBOARD	Dashboard /	Shipment Processing	/ Shipments								< B	lack
SHIPMENT SEARCH	Tracking Nu	mber, Reference,	Postcode Q	1	Today View Hel	d Shipments			Hold Shipme	ents	Cancel Shipm	ients
SHIPMENT PROCESSING	63 Shinments			_	View Can	icelled snipments						
> Booking Wizard	os sinpinents										1 2 3	4
> Bulk Mailing		11 Shipment Date	Shipper Reference		Destination	Service	Packages	Weight	Tracking Number		↓F Last Modified	
> Scanning	_DHL_	22 Mar 2019	DB070820180927	В	Michneggly, New costs, Dischedule, 2003), tented Distance of versions a	DHLD - DHL Express Worldwide WPX	1	1.000kg	<u>6853379466</u> •	16	33 Mar 2019 13.3859 Despis	0
> Manifest History		22 Mar 2019	DB070820180927	B	Millional Maximum Parlows Mills	DHLD - DHL Express	1	1.000kg	8358518710	R	Ti Mar 2018	- 0
TRACKING		22 mar 2013	00070020100027		Loted Bases of Terreta 🔤	Worldwide WPX	,	1.00045	•	-	TEDHIN LARINA Manazari	
REPORTING	_DHL_	22 Mar 2019	DB070820180927	В	McDinegals Normatilis, Charloston, 20001, United States of America 🖬	DHLD - DHL Express Worldwide WPX	3	5.000kg	<u>6459942602</u>	10	33 Mar 2019 extension and	0
MAINTENANCE	_DHL_	21 Mar 2019	VW-SR-13	16	Seattlemann, Baugh, 523 (PR Linded) Region 🖬	DHLC - DHL Domestic Express 12PM	З	2.500kg	8088769920 •	16	21 Mar 2015 T6 27 by United	D
QUOTATION	_DHL_	21 Mar 2019	VW-SR-12	16	Next Company, Hough, S.J. 299, Second Registers	DHLC - DHL Domestic Express 12PM	2	3.000kg	8088767481 •	В	21 Mar 2019 15:15 by Shand	D
	DHL	21 Mar 2019	VW-SR-12	ß	Yest Company, Mough, 513 (1997, Smithol Graphics 1997	DHLC - DHL Domestic Express 12PM	2	3.350kg	8088767411 •	16	31 Mar 2019 TETRIN Market	D

Figure 16: Recalled Shipment in View Shipment Screen

6.1 Recall Shipments via View Shipment Screen

Shipments can also be recalled via the view shipment screen. To view the shipments, follow the steps mentioned in <u>Section 5</u>.

- 1. To recall a cancelled shipment, select the "Recall" button in the View Shipment screen. A confirmation window will then be displayed.
- 2. Select the "Yes" button. If the "No" button is selected, the window will be closed, and the shipment will not be recalled.

8457018430 Dashboard / Shipment Search / Shipment	Confirmation Required	×
Shipment Information	Are you sure you want to Recall this shipment? elled - Order Cancelled	
Intersoft_Test Blays House Englefield Green	YES No	130 🚯 <u>5087</u> 2000003986412
Wick Road Egham Surrey TW20 0HJ WUNITED KINGDOM	Reference Shipping Date	1234567 19 Mar 2019
laura.lyonette@intersoft.co.uk 01784777170	Agent Service	DHL (Express) DHLA - DHL Domestic Express
▶ Recall	Status	Client Unprocessed - Scanned

Figure 17: Recall Cancelled Shipment via View Shipment Screen

- 3. The shipment will now be released, and a confirmation message will be displayed in the top right corner of the screen.
- 4. The text of the "Recall" button will be changed back to "Cancel". The shipment will now be reinstated and will be included in the shipment close out process so that it can be manifested and shipped.

Shipment Information			The shipment has been successfully reinstated
Intersoft_Test Blays House Englefield Green Wick Road Egham Surrey TW20 OHJ I UNITED KINGDOM Iaura.lyonette@intersoft.co.uk 01784777170	Tracking Number UNI Reference Shipping Date Expected Delivery Date Agent Service	8457018430 C copy JD01100000003986412 1234567 19 Mar 2019 22 Mar 2019 DHL (Express) DHLA - DHL Domestic Express	
Ø Cancel Ø Hold	Status	Client Unprocessed - Scanned	

Figure 18: Successful Recall of a Cancelled Shipment Message

7 Appendix 1 – Glossary

Term	Definition
Close Out	Before shipments are handed over to the carrier they must be closed out in the system. This finalises the shipment so that it can no longer be edited and generates the paperwork required by the carrier (e.g. manifest). For more information on closing out shipments see the Manifest & Closeout manual.
Customer User	The core users of the system who will be creating, processing and closing out shipments. This user role will be assigned to a customer account. Please check the user roles manual for further reference.
Clean Sweep	A process that runs at set days and times configured in the maintenance screens to automatically close out any outstanding shipments for a customer that have not yet been closed. This is only available for Royal Mail shipments only and it does not include other carriers.