

ExpressShipper

Quick User Guide

August 2007



Section 1: Structure of the User Guide

In this section

This section contains the following topics:

Topic	See Page
What is the purpose of this User Guide	3
How the ExpressShipper User Guide is organised	3



1.1: Structure of the User Guide (continued)

What is the purpose of this User Guide

The ExpressShipper User Guide has been developed as a point of reference for customers wishing to install TNT's ExpressShipper product. It provides all the information necessary to both configure and install ExpressShipper.

How the Express Shipper User Guide is organised

The table below lists the sections that are included in the ExpressShipper User Guide and briefly describes what each one contains:

	Description
1. Structure of the User Guide	Details the sections of the ExpressShipper User Guide.
2. Introduction	Provides background information about ExpressShipper
3. Installation, Registration and Use	ExpressShipper set-up, installation and user information.



Section 2: Introduction

In this section

This section contains the following topics:

Topic	See Page
Welcome to ExpressShipper	5
Why should I use ExpressShipper?	5
I am an Existing User - What are the New Features?	5
How do I Use this Guide?	6



2.1: Introduction (continued)

Welcome to Express Shipper

Welcome to ExpressShipper, part of the family of products from TNT.

ExpressShipper is a shipping solution, for small to medium customers using TNT. It provides all the benefits of a standalone PC application as well as web interfaces for the most up to date collection, pricing and tracking.

With ExpressShipper you can:

- Create your consignments to ship via TNT
- Label and manifest them
- Arrange collections
- Track your packages
- Check prices.

You can also:

- Store your business contacts in an address book (or import your addresses and contacts from a CSV file or previous CIT products)
 - Use the consignment templates to store frequently used information
 - Modify your version of ExpressShipper to match local settings and languages as advised by your local TNT representative.
-

Why should I use Express Shipper?

ExpressShipper is a software solution specifically designed by TNT for small to medium enterprises.

If you have already used some of our web services and now wish to increase efficiency with any of the extra functionality mentioned above, then ExpressShipper could be for you. ExpressShipper is optimised for the small to medium customer shipping consignments via TNT. For further information contact your local TNT representative.

I am an Existing User - What are the New Features?

ExpressShipper 1.04.300 builds upon the capabilities of previous versions. These new features include:

- Return consignment processing.
 - Enhanced connectivity features for collection booking, pricing and tracking over the internet for both domestic and international shipments.
 - Track all option to track all shipped consignments.
 - Multiple contact details for addresses.
-

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2.1: Introduction (continued)

How do I Use this Guide?

Regardless of whether you are an existing user or a new user, this guide provides you with detailed information on how to:

- Install ExpressShipper
 - Register ExpressShipper
 - Use ExpressShipper.
 - Upgrade ExpressShipper
-



Section 3: Installation, Registration and Use

In this section

This section contains the following topics:

Topic	See Page
Overview	8
Set Up Checklist	9
Installation	10
Registration	27
Updates	30
Functional Overview	35



3.1: Overview

Overview

This section details everything you need to know and to do before installing ExpressShipper. Installation can be either via the world wide web or by CD-Rom.

The installation comprises a base version of ExpressShipper followed by a registration (either online or sent via email).

Installation is a simple process. Everything you need for successful installation is contained in this Section.

This section also contains a Functional overview of the system.



3.2: Set Up Checklist

Introduction This section details the minimum specification required to run ExpressShipper. Anything lower than the specification detailed below may lead to poor performance.

Set Up Checklist

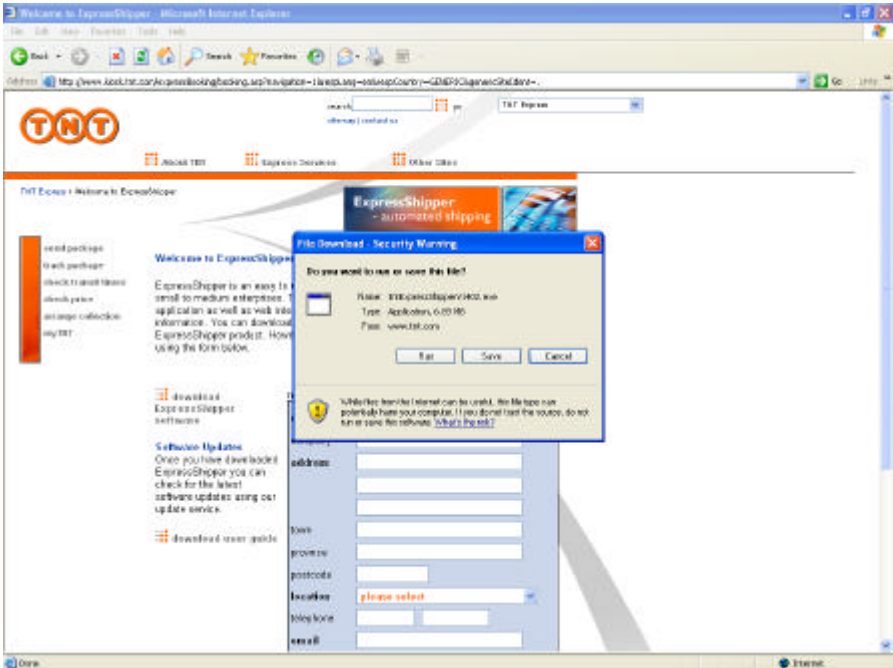
Topic	Description
Operating System	32-bit Windows operating system: <ul style="list-style-type: none">- Windows 2000- Windows XP- Windows Vista
Minimum Hardware Specification	<ul style="list-style-type: none">- Pentium II 233 Mhz- 128 MB ram
Free Hard Disk Space	<ul style="list-style-type: none">- 10mb (for the base download)
Screen size	<ul style="list-style-type: none">- 800x600 minimum- 1024x768 recommended
CD Player	<ul style="list-style-type: none">- Yes (if installing via CD ROM drive)
Printer Settings	<ul style="list-style-type: none">- PCL5 compatible LaserJet printers
Administration rights	<ul style="list-style-type: none">- Local admin rights required for installation
Internet Explorer	<ul style="list-style-type: none">- IE4 or above (Recommended IE6)

Service Centre If you require assistance, then call your local TNT Service Centre on 01827 711611 for any TNT IT related issues or questions.



3.3: Installation

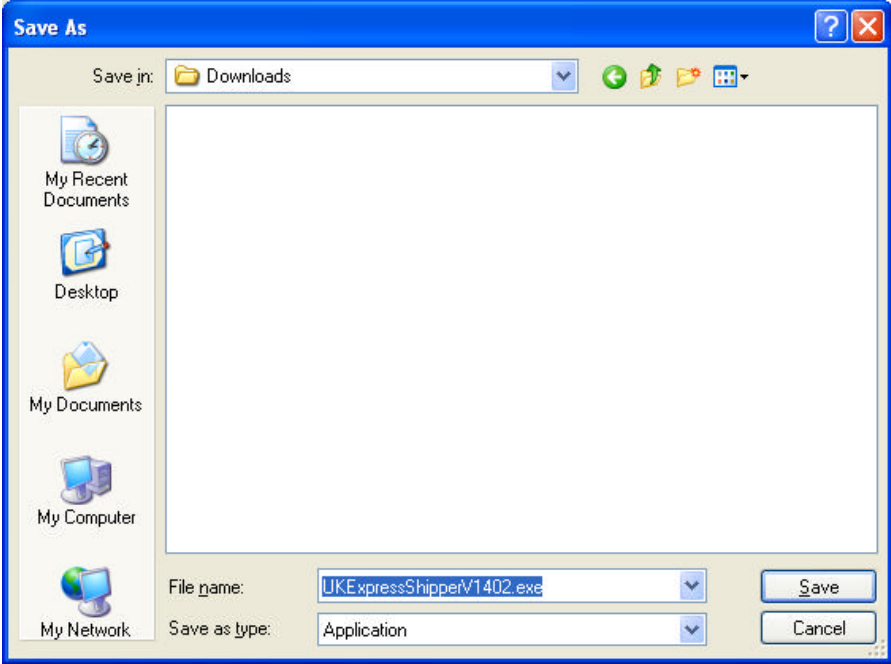
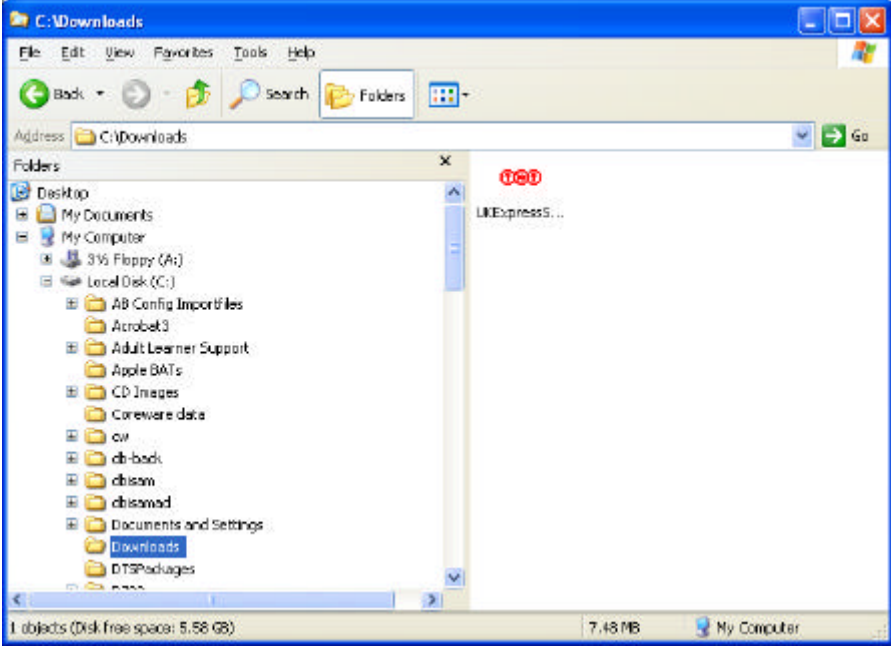
Download Follow the installation procedures:

Step	Action						
1	<p>Download Base System from either the web or receive a CD.</p>  <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="background-color: yellow;">IF...</th> <th style="background-color: yellow;">THEN...</th> </tr> </thead> <tbody> <tr> <td>You select download ExpressShipper</td> <td>Follow the procedures below.</td> </tr> <tr> <td>If you select to register ExpressShipper</td> <td>Follow the procedures in Section 3.4 (Registration).</td> </tr> </tbody> </table>	IF...	THEN...	You select download ExpressShipper	Follow the procedures below.	If you select to register ExpressShipper	Follow the procedures in Section 3.4 (Registration).
IF...	THEN...						
You select download ExpressShipper	Follow the procedures below.						
If you select to register ExpressShipper	Follow the procedures in Section 3.4 (Registration).						

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3.3: Installation (continued)

Download

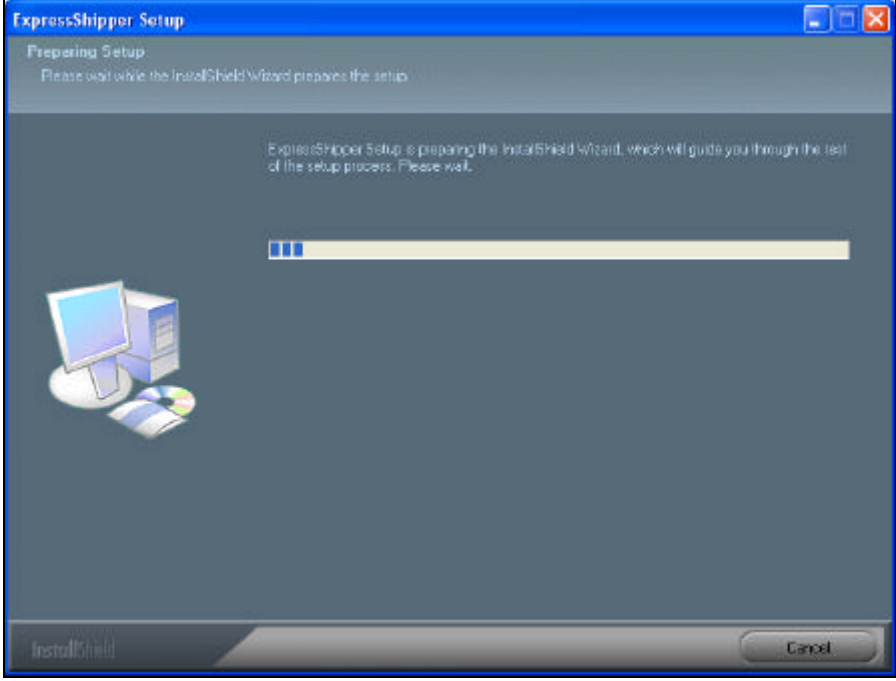
Step	Action
2	<p>Choose where to save ExpressShipper to.</p> 
3	<p>Once the file has been saved, navigate to its location and double click the file to begin the installation wizard.</p> 

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3.3: Installation (continued)

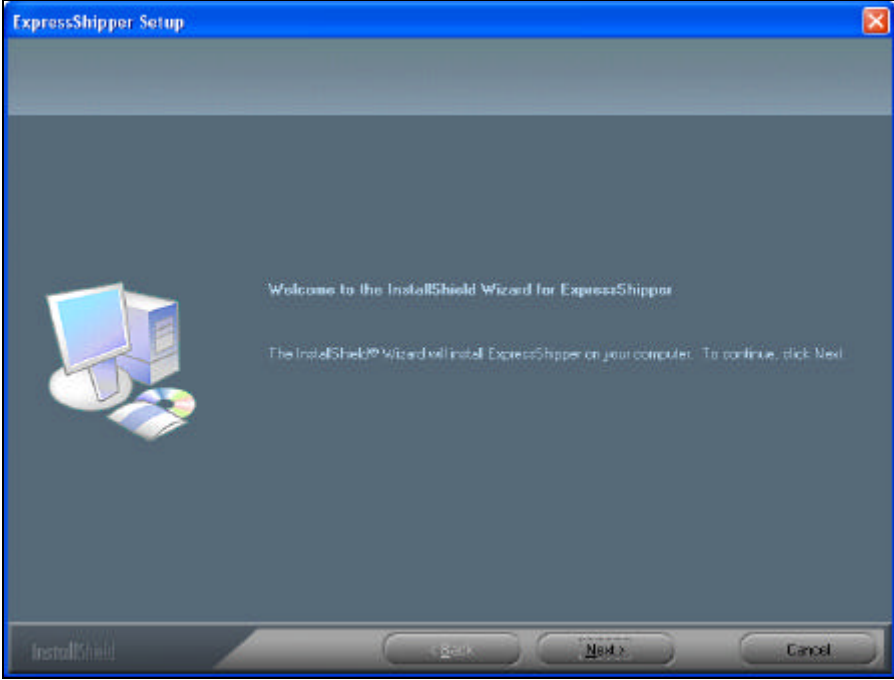
Setup (continued)

Step	Action
1	<p>A screen will display preparing for setup.</p>  <p>The screenshot shows a Windows-style window titled 'ExpressShipper Setup'. The window has a blue title bar with standard minimize, maximize, and close buttons. The main content area has a dark blue background. At the top, it says 'Preparing Setup' and 'Please wait while the InstallShield Wizard prepares the setup.' Below this, there is a progress bar with three blue segments. Further down, it says 'ExpressShipper Setup is preparing the InstallShield Wizard, which will guide you through the rest of the setup process. Please wait.' There is an icon of a computer monitor, tower PC, and CD/DVD. At the bottom left, the 'InstallShield' logo is visible, and at the bottom right, there is a 'Cancel' button.</p>

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3.3: Installation (continued)

Setup (continued)

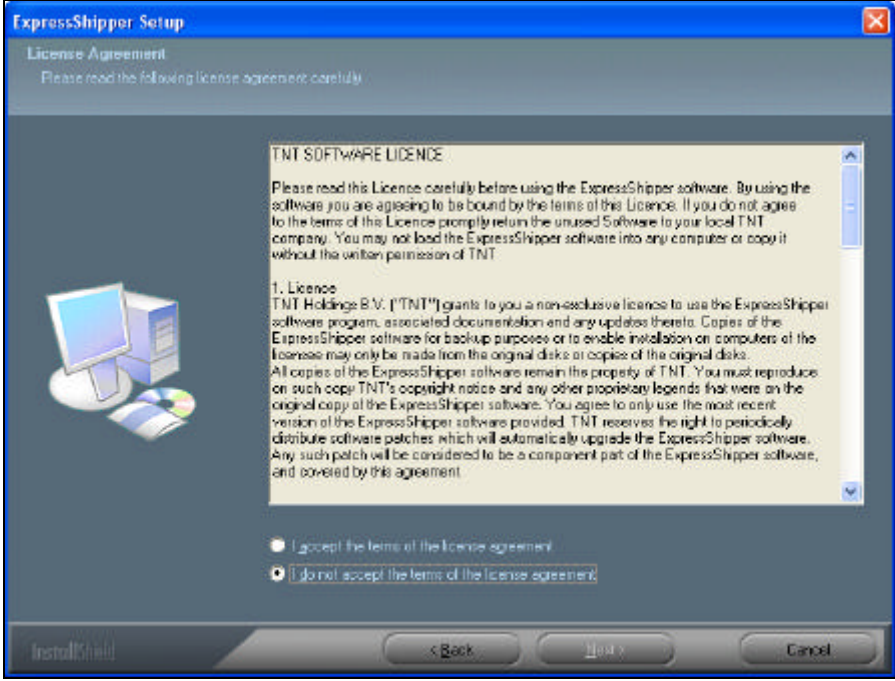
Step	Action
2	<p>A screen will display prompting you to continue with the setup. Select the Next button.</p>  <p>The screenshot shows a window titled 'ExpressShipper Setup'. The window has a blue title bar with a close button. The main area is dark grey with a light blue gradient at the top. On the left, there is an illustration of a computer monitor, a tower PC, and a CD/DVD. The text in the center reads: 'Welcome to the InstallShield Wizard for ExpressShipper' and 'The InstallShield® Wizard will install ExpressShipper on your computer. To continue, click Next.' At the bottom, there are three buttons: 'Back', 'Next >', and 'Cancel'. The 'InstallShield' logo is visible in the bottom left corner of the window.</p>

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3.3: Installation (continued)

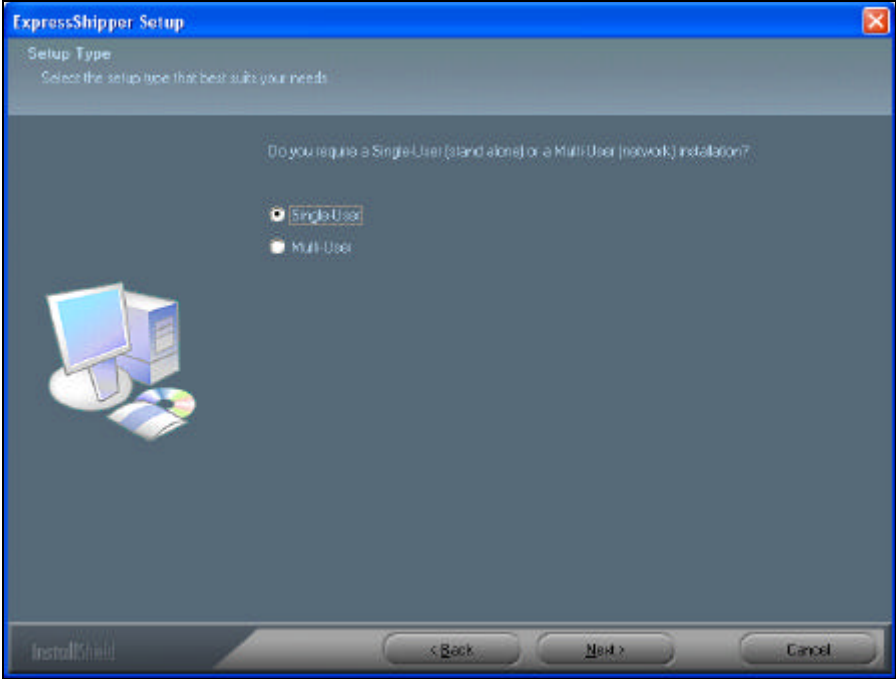
Setup (continued)

Step	Action						
3	<p>A screen will display prompting you to accept the Licence Agreement.</p>  <table border="1" data-bbox="550 1245 1369 1503"> <thead> <tr> <th style="background-color: yellow;">IF...</th> <th style="background-color: yellow;">THEN...</th> </tr> </thead> <tbody> <tr> <td>You accept the licence agreement and select the Next button</td> <td>The installation will continue.</td> </tr> <tr> <td>You do not accept</td> <td>ExpressShipper will not be installed on your computer.</td> </tr> </tbody> </table>	IF...	THEN...	You accept the licence agreement and select the Next button	The installation will continue.	You do not accept	ExpressShipper will not be installed on your computer.
IF...	THEN...						
You accept the licence agreement and select the Next button	The installation will continue.						
You do not accept	ExpressShipper will not be installed on your computer.						

Continued on next page

3.3: Installation (continued)

Setup (continued)

Step	Action						
4	<p>A screen will display prompting to select a single-user or a multi-user installation. Make your choice and select the Next button.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;">  </div> <table border="1" style="margin-top: 10px; width: 100%;"> <thead> <tr> <th style="background-color: yellow;">IF...</th> <th style="background-color: yellow;">THEN...</th> </tr> </thead> <tbody> <tr> <td>You select Single-User</td> <td>Go to step 5.</td> </tr> <tr> <td>You select Multi-User</td> <td>Go to step 7.</td> </tr> </tbody> </table>	IF...	THEN...	You select Single-User	Go to step 5.	You select Multi-User	Go to step 7.
IF...	THEN...						
You select Single-User	Go to step 5.						
You select Multi-User	Go to step 7.						

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3.3: Installation (continued)

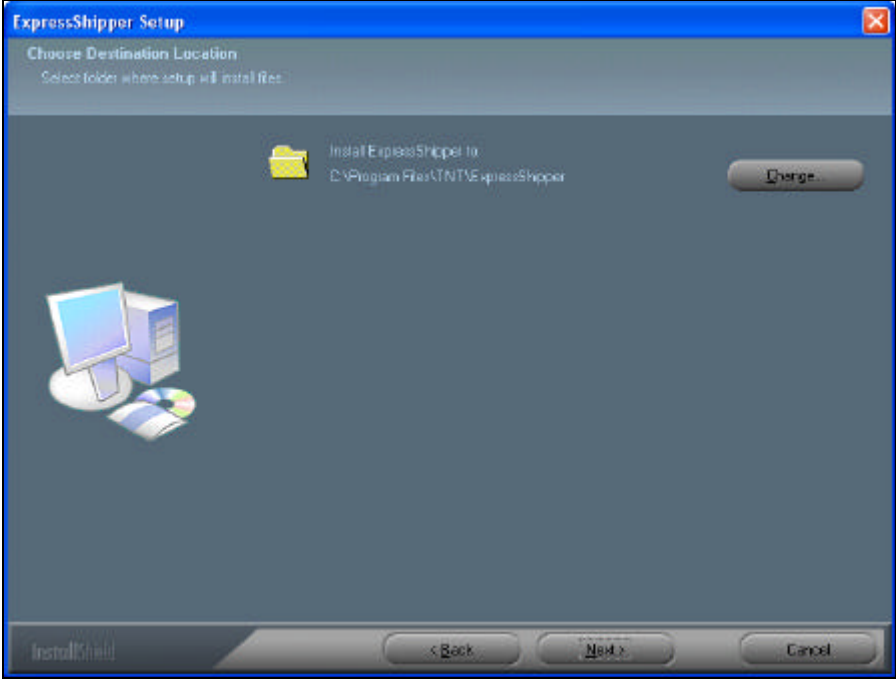
Setup (continued)

Step	Action						
5	<p data-bbox="507 434 1321 533">A screen will display prompting to select a Standard or Custom install. Make your choice and select the Next button.</p> <div data-bbox="507 568 1406 1240"></div> <table border="1" data-bbox="550 1317 1369 1429"><thead><tr><th data-bbox="550 1317 1007 1350">IF...</th><th data-bbox="1011 1317 1369 1350">THEN...</th></tr></thead><tbody><tr><td data-bbox="550 1357 1007 1391">You select Standard</td><td data-bbox="1011 1357 1369 1391">Go to step 12.</td></tr><tr><td data-bbox="550 1397 1007 1429">You select Custom</td><td data-bbox="1011 1397 1369 1429">Go to step 6.</td></tr></tbody></table>	IF...	THEN...	You select Standard	Go to step 12.	You select Custom	Go to step 6.
IF...	THEN...						
You select Standard	Go to step 12.						
You select Custom	Go to step 6.						

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3.3: Installation (continued)

Setup (continued)

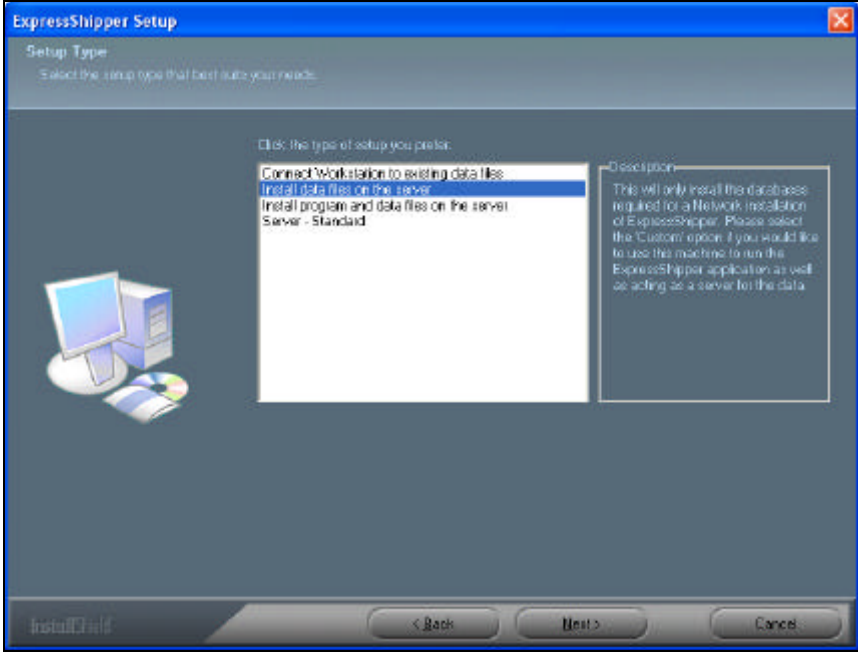
Step	Action								
6	<p>A screen will display prompting to change the directory or path where you wish to install ExpressShipper.</p>  <table border="1" style="margin-top: 20px;"> <thead> <tr> <th style="background-color: yellow;">IF...</th> <th style="background-color: yellow;">THEN...</th> </tr> </thead> <tbody> <tr> <td>You select the Change button</td> <td>You will be prompted to select where you wish to install the software.</td> </tr> <tr> <td>You do not wish to change this</td> <td>Select the Next button.</td> </tr> <tr> <td>You select Next</td> <td>Go to step 12.</td> </tr> </tbody> </table>	IF...	THEN...	You select the Change button	You will be prompted to select where you wish to install the software.	You do not wish to change this	Select the Next button.	You select Next	Go to step 12.
IF...	THEN...								
You select the Change button	You will be prompted to select where you wish to install the software.								
You do not wish to change this	Select the Next button.								
You select Next	Go to step 12.								

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3.3: Installation (continued)

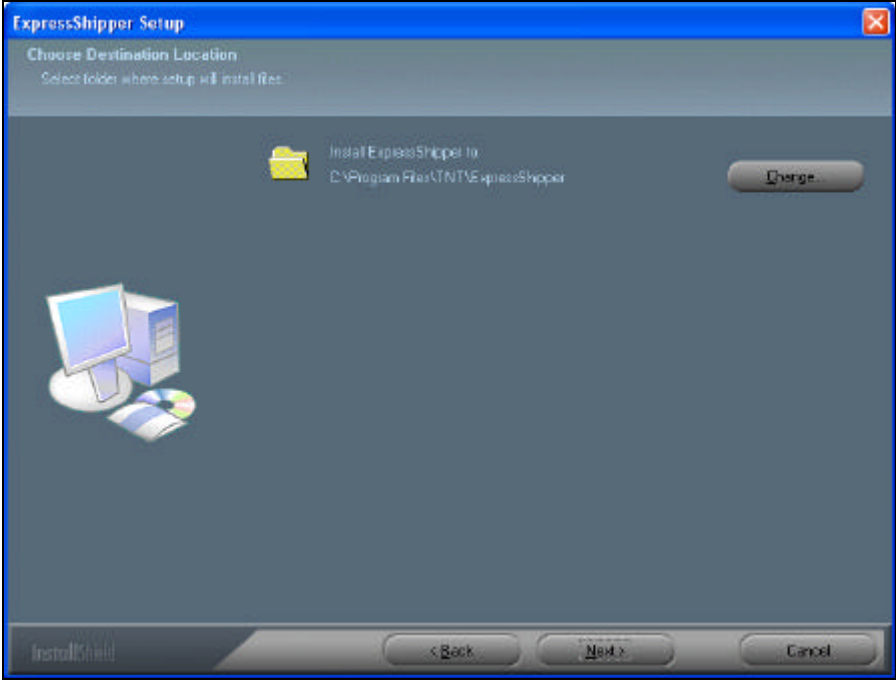
Setup (continued)

Step	Action												
7	<p>A screen will display prompting for a Client, Custom or Server install. There is also an Description of each choice. Make your choice and select the Next button.</p>  <table border="1" style="margin-top: 20px;"> <thead> <tr> <th style="background-color: yellow;">IF...</th> <th style="background-color: yellow;">THEN...</th> </tr> </thead> <tbody> <tr> <td>You wish to implement a Terminal Server installation of ExpressShipper</td> <td>This will only function if you have the capacity for terminal server. Select Install program files and data files on the server.</td> </tr> <tr> <td>You select Connect Workstation to existing data files</td> <td>Go to step 10.</td> </tr> <tr> <td>You select Install program files and data files on the server</td> <td>Go to step 8.</td> </tr> <tr> <td>You select Server - Standard</td> <td>Go to step 12.</td> </tr> <tr> <td>You select Install data files on the server</td> <td>Go to step 9.</td> </tr> </tbody> </table>	IF...	THEN...	You wish to implement a Terminal Server installation of ExpressShipper	This will only function if you have the capacity for terminal server. Select Install program files and data files on the server .	You select Connect Workstation to existing data files	Go to step 10.	You select Install program files and data files on the server	Go to step 8.	You select Server - Standard	Go to step 12.	You select Install data files on the server	Go to step 9.
IF...	THEN...												
You wish to implement a Terminal Server installation of ExpressShipper	This will only function if you have the capacity for terminal server. Select Install program files and data files on the server .												
You select Connect Workstation to existing data files	Go to step 10.												
You select Install program files and data files on the server	Go to step 8.												
You select Server - Standard	Go to step 12.												
You select Install data files on the server	Go to step 9.												

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3.3: Installation (continued)

Setup (continued)

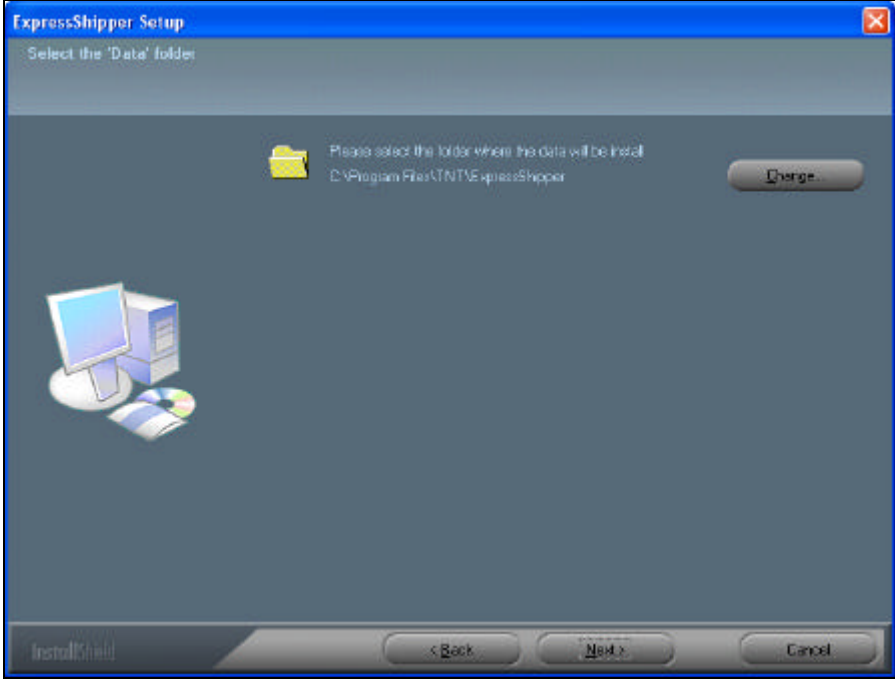
Step	Action						
8	<p>A screen will display prompting to change the directory or path where you wish to install ExpressShipper.</p>  <table border="1" data-bbox="587 1279 1406 1503"> <thead> <tr> <th data-bbox="587 1279 927 1317">IF...</th> <th data-bbox="927 1279 1406 1317">THEN...</th> </tr> </thead> <tbody> <tr> <td data-bbox="587 1317 927 1429">You select the Change button</td> <td data-bbox="927 1317 1406 1429">You will be prompted to select where you wish to install the software.</td> </tr> <tr> <td data-bbox="587 1429 927 1503">You do not wish to change this</td> <td data-bbox="927 1429 1406 1503">Select the Next button.</td> </tr> </tbody> </table>	IF...	THEN...	You select the Change button	You will be prompted to select where you wish to install the software.	You do not wish to change this	Select the Next button.
IF...	THEN...						
You select the Change button	You will be prompted to select where you wish to install the software.						
You do not wish to change this	Select the Next button.						

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3.3: Installation (continued)

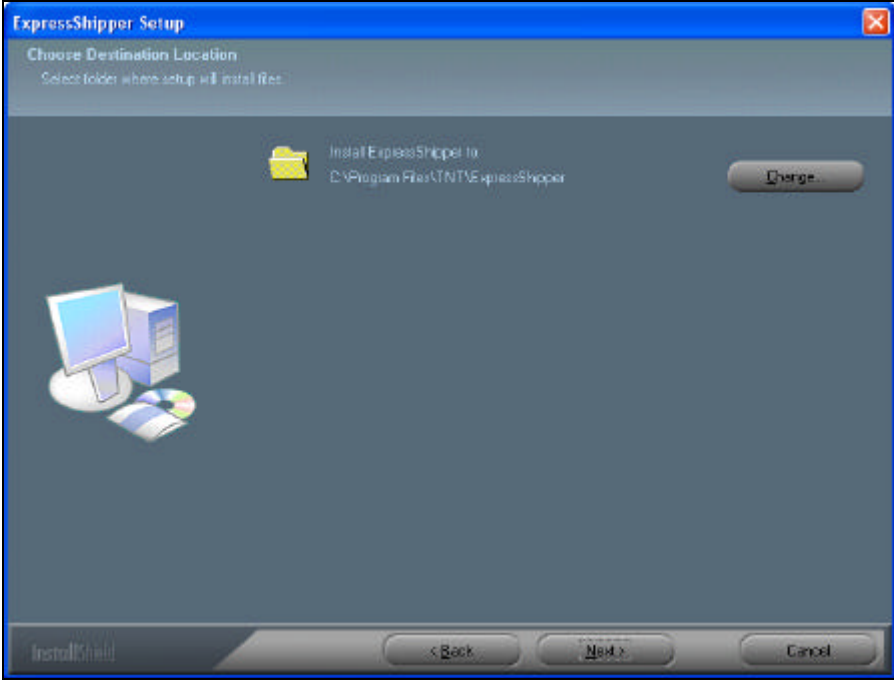
Setup (continued)

Step	Action										
9	<p>A screen will display prompting to change the directory or path where you wish to install ExpressShipper data files.</p>  <table border="1" style="margin-top: 20px;"> <thead> <tr> <th style="background-color: yellow;">IF...</th> <th style="background-color: yellow;">THEN...</th> </tr> </thead> <tbody> <tr> <td>You select the Change button</td> <td>You will be prompted to select where you wish to install the data.</td> </tr> <tr> <td>You are installing the data files as part of a network installation</td> <td>Make sure that you install them to a shared folder or a directory on a network which is available to the other users on the system. They will also need administration rights to install a client system.</td> </tr> <tr> <td>You do not wish to change this</td> <td>Select the Next button.</td> </tr> <tr> <td>You select Next</td> <td>Go to step 12.</td> </tr> </tbody> </table>	IF...	THEN...	You select the Change button	You will be prompted to select where you wish to install the data.	You are installing the data files as part of a network installation	Make sure that you install them to a shared folder or a directory on a network which is available to the other users on the system. They will also need administration rights to install a client system.	You do not wish to change this	Select the Next button.	You select Next	Go to step 12.
IF...	THEN...										
You select the Change button	You will be prompted to select where you wish to install the data.										
You are installing the data files as part of a network installation	Make sure that you install them to a shared folder or a directory on a network which is available to the other users on the system. They will also need administration rights to install a client system.										
You do not wish to change this	Select the Next button.										
You select Next	Go to step 12.										

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3.3: Installation (continued)

Setup (continued)

Step	Action						
10	<p>A screen will display prompting to change the directory or path where you wish to install ExpressShipper.</p>  <table border="1" data-bbox="587 1279 1406 1503"> <thead> <tr> <th data-bbox="587 1279 927 1317">IF...</th> <th data-bbox="927 1279 1406 1317">THEN...</th> </tr> </thead> <tbody> <tr> <td data-bbox="587 1317 927 1429">You select the Change button</td> <td data-bbox="927 1317 1406 1429">You will be prompted to select where you wish to install the software.</td> </tr> <tr> <td data-bbox="587 1429 927 1503">You do not wish to change this</td> <td data-bbox="927 1429 1406 1503">Select the Next button.</td> </tr> </tbody> </table>	IF...	THEN...	You select the Change button	You will be prompted to select where you wish to install the software.	You do not wish to change this	Select the Next button.
IF...	THEN...						
You select the Change button	You will be prompted to select where you wish to install the software.						
You do not wish to change this	Select the Next button.						

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3.3: Installation (continued)

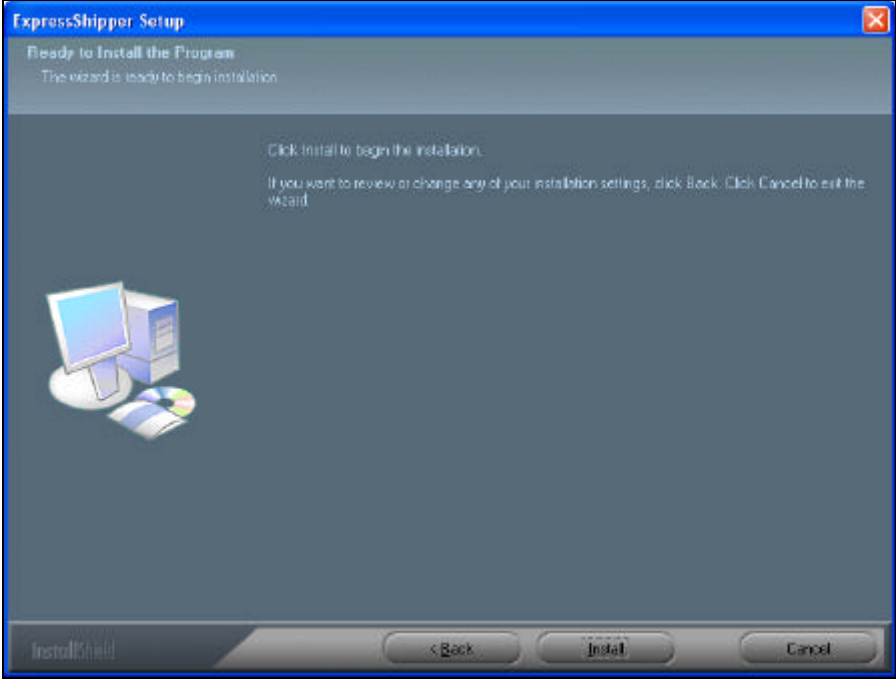
Setup (continued)

Step	Action								
11	<p>A screen will display prompting to search for the ExpressShipper data files. You can use this to connect to a set of shared data files on a server, or a networked machine. Once you have selected the data files select OK.</p> <div style="text-align: center;"> </div> <table border="1" style="margin-top: 20px;"> <thead> <tr> <th style="background-color: yellow;">IF...</th> <th style="background-color: yellow;">THEN...</th> </tr> </thead> <tbody> <tr> <td>No data files have been installed</td> <td>You will not be able to complete the installation until the data provider has completed an installation. See step 6 for details.</td> </tr> <tr> <td>You do not wish to change this</td> <td>Select the Cancel button.</td> </tr> <tr> <td>You select Next</td> <td>Go to step 12.</td> </tr> </tbody> </table>	IF...	THEN...	No data files have been installed	You will not be able to complete the installation until the data provider has completed an installation. See step 6 for details.	You do not wish to change this	Select the Cancel button.	You select Next	Go to step 12.
IF...	THEN...								
No data files have been installed	You will not be able to complete the installation until the data provider has completed an installation. See step 6 for details.								
You do not wish to change this	Select the Cancel button.								
You select Next	Go to step 12.								

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3.3: Installation (continued)

Setup (continued)

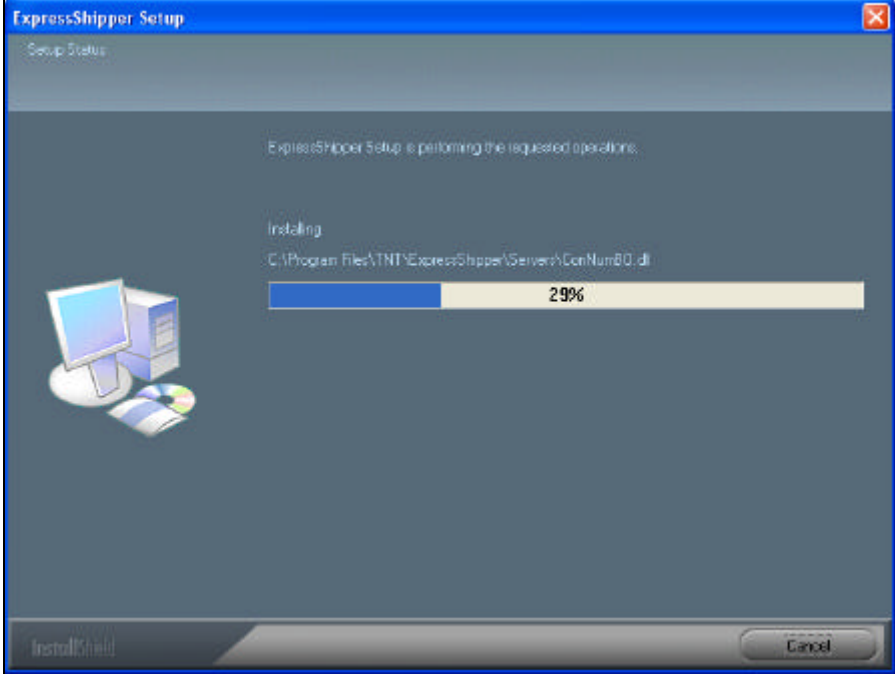
Step	Action						
12	<p>A screen will display prompting to install.</p>  <table border="1" style="margin-top: 10px;"> <thead> <tr> <th style="background-color: yellow;">IF...</th> <th style="background-color: yellow;">THEN...</th> </tr> </thead> <tbody> <tr> <td>You are happy with your choices</td> <td>Select the Install button.</td> </tr> <tr> <td>You wish to change your choices</td> <td>Select the Back button and make your changes before selecting the Next button again.</td> </tr> </tbody> </table>	IF...	THEN...	You are happy with your choices	Select the Install button.	You wish to change your choices	Select the Back button and make your changes before selecting the Next button again.
IF...	THEN...						
You are happy with your choices	Select the Install button.						
You wish to change your choices	Select the Back button and make your changes before selecting the Next button again.						

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3.3: Installation (continued)

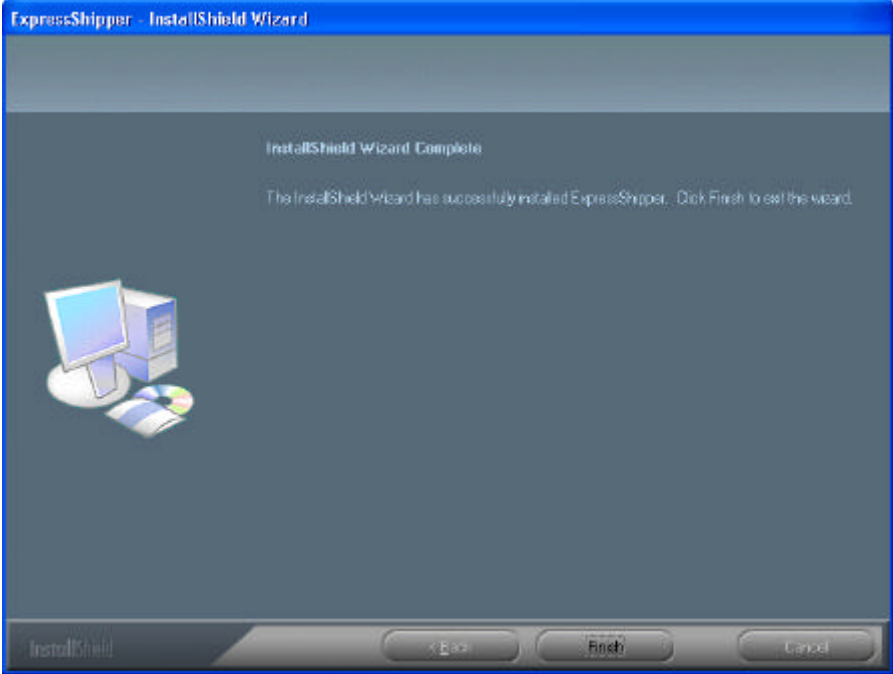
Setup (continued)

Step	Action				
13	<p data-bbox="507 465 1262 504">A screen will display that the software is installing.</p> <div data-bbox="507 533 1406 1205"><p>The screenshot shows the 'ExpressShipper Setup' window. The title bar reads 'ExpressShipper Setup'. Below the title bar, it says 'Setup Status:'. The main area contains the text: 'ExpressShipper Setup is performing the requested operations.' followed by 'Installing C:\Program Files\TNT\ExpressShipper\Server\ConNum80.dll'. A progress bar is shown with a blue segment and the text '29%'. On the left side of the window, there is an icon of a computer monitor, a tower PC, and a CD/DVD. At the bottom of the window, there is a 'Cancel' button.</p></div> <table border="1" data-bbox="550 1243 1369 1355"><thead><tr><th data-bbox="550 1243 890 1281">IF...</th><th data-bbox="895 1243 1369 1281">THEN...</th></tr></thead><tbody><tr><td data-bbox="550 1288 890 1355">You select the Cancel button</td><td data-bbox="895 1288 1369 1355">The Install will end.</td></tr></tbody></table>	IF...	THEN...	You select the Cancel button	The Install will end.
IF...	THEN...				
You select the Cancel button	The Install will end.				

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3.3: Installation (continued)

Setup (continued)

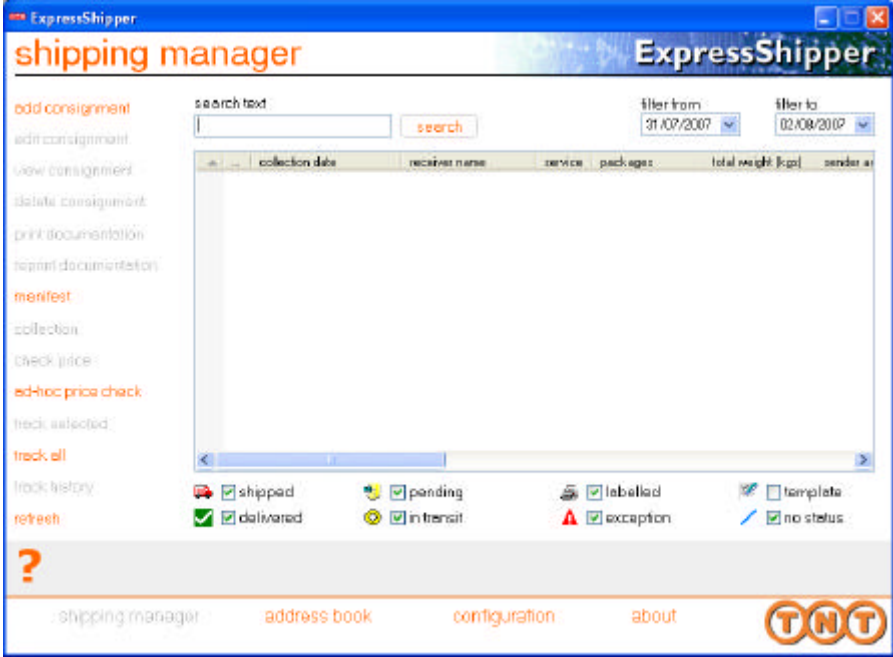
Step	Action				
14	<p>A screen will display confirming the installation has been completed, select the Finish button.</p>  <table border="1" style="margin-top: 10px;"> <thead> <tr> <th style="background-color: yellow;">IF...</th> <th style="background-color: yellow;">THEN...</th> </tr> </thead> <tbody> <tr> <td>You select the Finish button</td> <td>The Install will be complete.</td> </tr> </tbody> </table>	IF...	THEN...	You select the Finish button	The Install will be complete.
IF...	THEN...				
You select the Finish button	The Install will be complete.				

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3.3: Installation (continued)

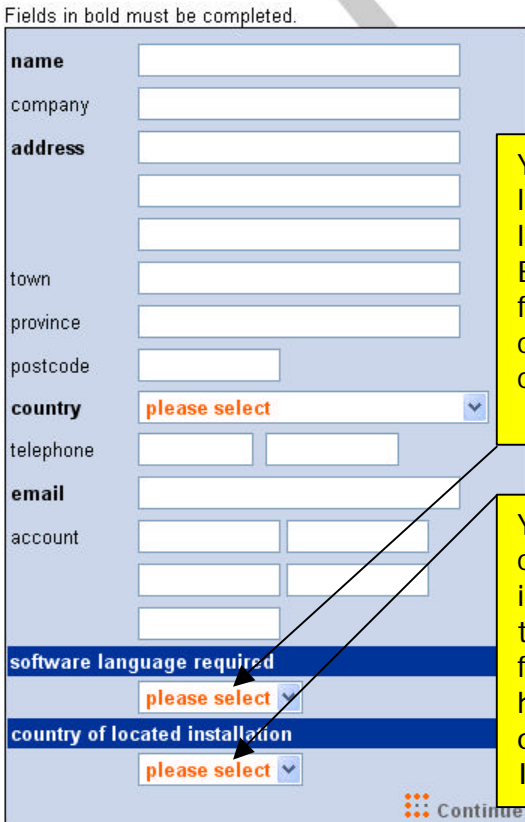
Setup (continued)

Step	Action				
15	<p>ExpressShipper can be opened from Start>Programs>TNT>ExpressShipper or by clicking on the desktop icon. This screen will be displayed.</p>  <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="background-color: yellow;">IF...</th> <th style="background-color: yellow;">THEN...</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;">You have not registered</td> <td style="vertical-align: top;"> <p>This software will not function correctly.</p> <p>Select to register via the TNT website (www.tnt.co.uk -> TNT UK -> Internet Solutions -> ExpressShipper) and follow the procedures in Section 3.4 (Registration). Alternatively, the application can be registered via the option presented within the CD start-up menu. If the CD registration is selected then contact your local TNT representative for a registration number and a range of consignment note numbers.</p> </td> </tr> </tbody> </table>	IF...	THEN...	You have not registered	<p>This software will not function correctly.</p> <p>Select to register via the TNT website (www.tnt.co.uk -> TNT UK -> Internet Solutions -> ExpressShipper) and follow the procedures in Section 3.4 (Registration). Alternatively, the application can be registered via the option presented within the CD start-up menu. If the CD registration is selected then contact your local TNT representative for a registration number and a range of consignment note numbers.</p>
IF...	THEN...				
You have not registered	<p>This software will not function correctly.</p> <p>Select to register via the TNT website (www.tnt.co.uk -> TNT UK -> Internet Solutions -> ExpressShipper) and follow the procedures in Section 3.4 (Registration). Alternatively, the application can be registered via the option presented within the CD start-up menu. If the CD registration is selected then contact your local TNT representative for a registration number and a range of consignment note numbers.</p>				



3.4: Registration

Registration Register ExpressShipper in order for it to function correctly.

Step	Action						
1	<p>Registration is performed online at http://www.kiosk.tnt.com/expressBooking/booking.asp?navigation=1&respLang=en&respCountry=GENERIC&genericSiteIdent= or can be emailed if you have already been contacted by a TNT representative. Fill in all of the fields. Once you have done so, select Next.</p> <p>Fields in bold must be completed.</p>  <p>IF...</p> <table border="1"> <thead> <tr> <th style="background-color: yellow;">IF...</th> <th style="background-color: yellow;">THEN...</th> </tr> </thead> <tbody> <tr> <td>You are a TNT Account Holder</td> <td>Make sure the information you give here matches the account information you already have with TNT.</td> </tr> <tr> <td>You are not a TNT Account Holder</td> <td>You will be contacted about your application by your local TNT representative.</td> </tr> </tbody> </table>	IF...	THEN...	You are a TNT Account Holder	Make sure the information you give here matches the account information you already have with TNT.	You are not a TNT Account Holder	You will be contacted about your application by your local TNT representative.
IF...	THEN...						
You are a TNT Account Holder	Make sure the information you give here matches the account information you already have with TNT.						
You are not a TNT Account Holder	You will be contacted about your application by your local TNT representative.						

Continued on next page



3.4: Registration (continued)

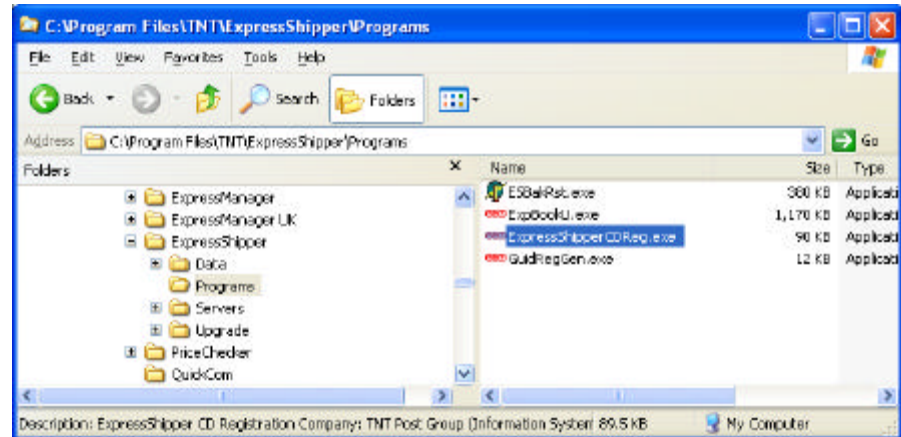
Registration (Continued)

Step	Action				
2	<p data-bbox="507 463 1399 566">You will be informed that your registration application has been sent. You will then be emailed a registration number and a 21 character consignment number range code</p> <table border="1" data-bbox="550 600 1367 784"><thead><tr><th data-bbox="555 600 890 636">IF...</th><th data-bbox="895 600 1362 636">THEN...</th></tr></thead><tbody><tr><td data-bbox="555 642 890 779">You have not already downloaded the base system of ExpressShipper</td><td data-bbox="895 642 1362 779">Do so before running the registration update.</td></tr></tbody></table>	IF...	THEN...	You have not already downloaded the base system of ExpressShipper	Do so before running the registration update.
IF...	THEN...				
You have not already downloaded the base system of ExpressShipper	Do so before running the registration update.				

3 When you receive your registration number and consignment range code you can register ExpressShipper by executing the registration tool located in the programs folder of ExpressShipper. If you install to the default location this will be:

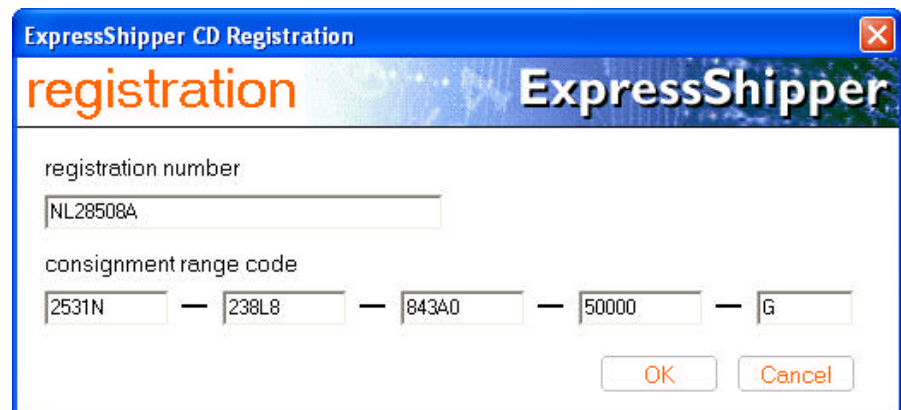
C:\Program Files\TNT\ExpressShipper\Programs

Double click the program 'ExpressShipperCDReg.exe'.



Alternatively select the registration option from the CD start-up menu.

The following screen will be displayed and the registration details are entered:



The consignment number range code is entered in 4 groups of 5 characters and the final character in the last group box. Click 'OK' to complete the registration process.

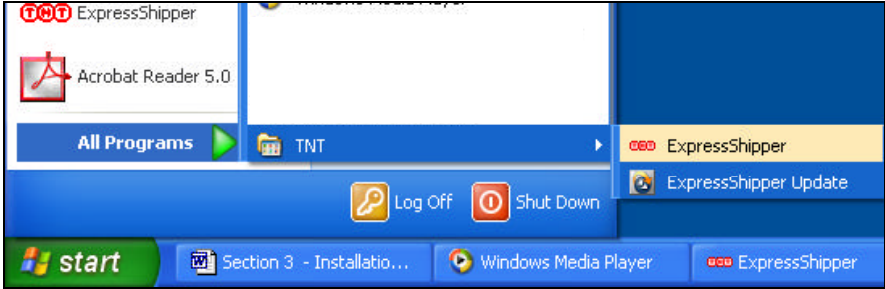
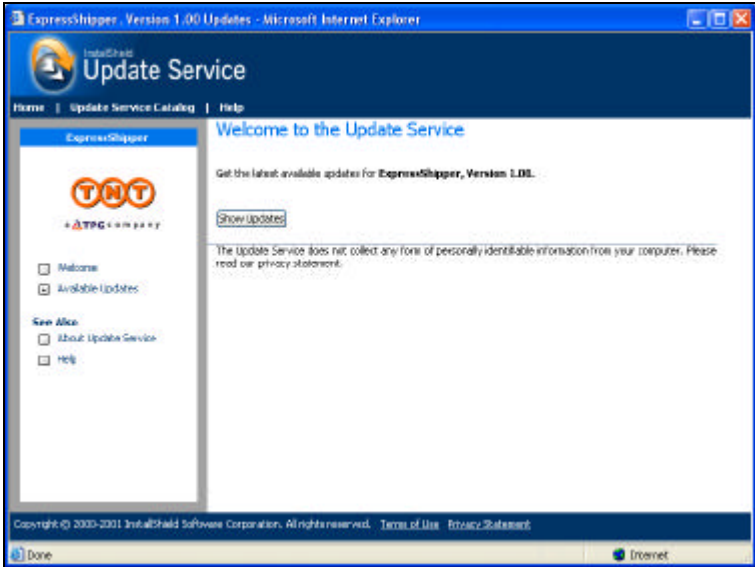
Note - You must not run it more than once, or on any other machines or versions of ExpressShipper. To do so will invalidate your consignments within TNT. If you have a network installation run the registration update on any machine that contains the application and is connected to the main data source.



3.5: Updates

Updates

Once you have a registered version of ExpressShipper, you can get updates via the web.

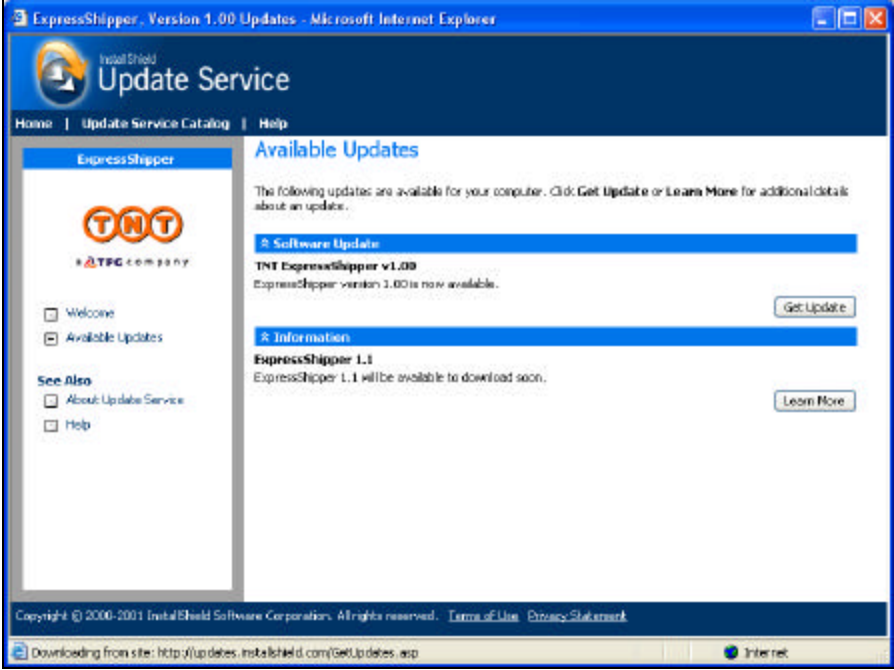
Step	Action								
1	<p>You can reach updates by selecting ExpressShipper Update from the menu. You are also prompted to check for updates during installation.</p> 								
2	<p>Your PC will connect to the web. You may need to enter a username and password for your internet account. A Welcome screen will display prompting you to Show Updates.</p>  <table border="1" style="margin-top: 10px;"> <thead> <tr> <th style="background-color: yellow;">IF...</th> <th style="background-color: yellow;">THEN...</th> </tr> </thead> <tbody> <tr> <td>You select Show Updates</td> <td>Go to step 3.</td> </tr> <tr> <td>You select About Update Service</td> <td>Go to Step 5.</td> </tr> <tr> <td>You select Help</td> <td>Go to Step 6.</td> </tr> </tbody> </table>	IF...	THEN...	You select Show Updates	Go to step 3.	You select About Update Service	Go to Step 5.	You select Help	Go to Step 6.
IF...	THEN...								
You select Show Updates	Go to step 3.								
You select About Update Service	Go to Step 5.								
You select Help	Go to Step 6.								

Continued on next page



3.5: Updates (continued)

Updates (continued)

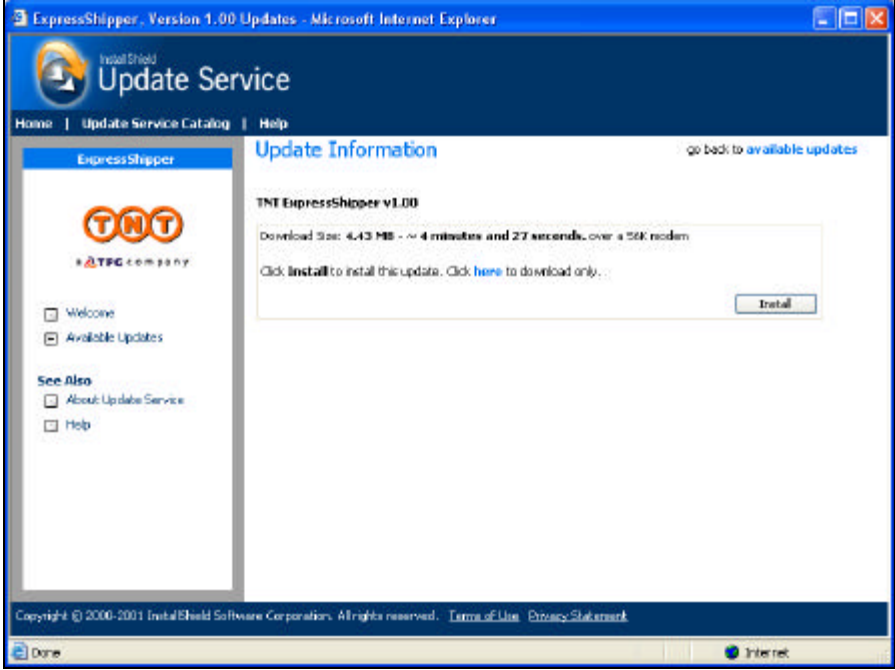
Step	Action								
3	<p>A screen will display showing available updates. You will be prompted to Get Update.</p>  <table border="1" style="margin-top: 10px;"> <thead> <tr> <th style="background-color: yellow;">IF...</th> <th style="background-color: yellow;">THEN...</th> </tr> </thead> <tbody> <tr> <td>You select Get Update</td> <td>Go to Step 4.</td> </tr> <tr> <td>You select About Update Service</td> <td>Go to Step 5.</td> </tr> <tr> <td>You select Help</td> <td>Go to Step 6.</td> </tr> </tbody> </table>	IF...	THEN...	You select Get Update	Go to Step 4.	You select About Update Service	Go to Step 5.	You select Help	Go to Step 6.
IF...	THEN...								
You select Get Update	Go to Step 4.								
You select About Update Service	Go to Step 5.								
You select Help	Go to Step 6.								

Continued on next page



3.5: Updates (continued)

Updates (continued)

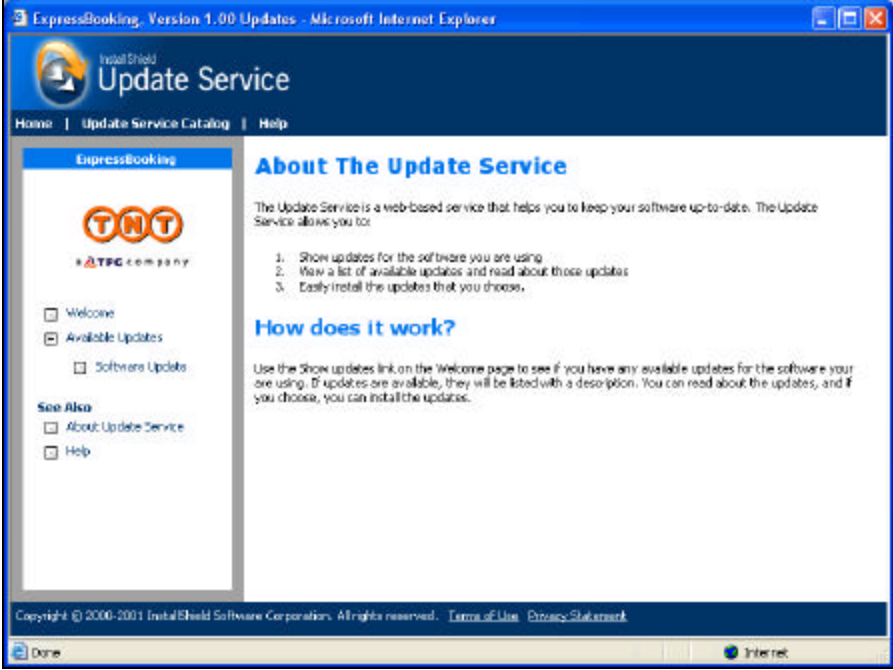
Step	Action								
4	<p>A screen will display further information about the selected update. You will be prompted to Install.</p>  <table border="1" style="margin-top: 10px;"> <thead> <tr> <th style="background-color: yellow;">IF...</th> <th style="background-color: yellow;">THEN...</th> </tr> </thead> <tbody> <tr> <td>You select Install</td> <td>Go to Step 7.</td> </tr> <tr> <td>You select About Update Service</td> <td>Go to Step 5.</td> </tr> <tr> <td>You select Help</td> <td>Go to Step 6.</td> </tr> </tbody> </table>	IF...	THEN...	You select Install	Go to Step 7.	You select About Update Service	Go to Step 5.	You select Help	Go to Step 6.
IF...	THEN...								
You select Install	Go to Step 7.								
You select About Update Service	Go to Step 5.								
You select Help	Go to Step 6.								

Continued on next page



3.5: Updates (continued)

Updates (continued)


Step	Action
5	<p>About Update Service provides further information about the Update Service.</p>  <p>Use the Software Update button to return you to the Update information screen.</p>

Continued on next page



3.5: Updates (continued)

Updates (continued)

Step	Action
6	<p>If you select Help a pop-up help window will appear.</p> 
7	<p>Following on from step 4, when you select the Install button it will prompt you to save the update to your PC or run from present location.</p>



3.6: Functional Overview

Summary

The Functional overview aims to list all screens and functions that can be accessed by users with details on how to use them. The system is not restricted by any security, so if ExpressShipper is installed, all the screens below will be available to the user. You can navigate round ExpressShipper using mouse clicks, or by using the tab and return keys.

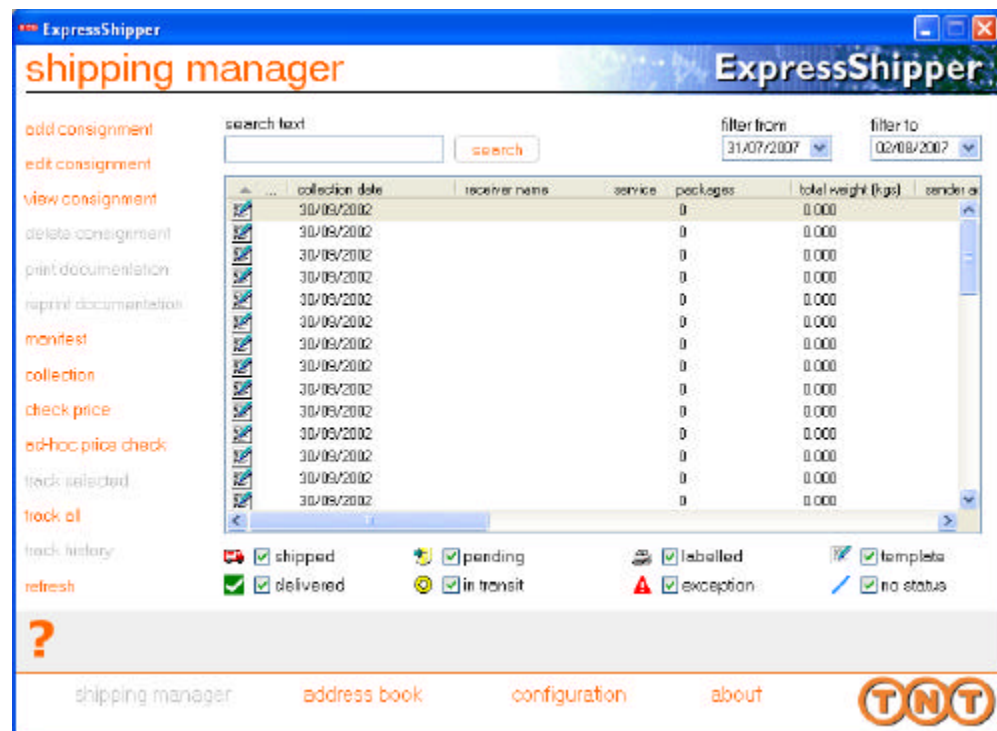
The consignment

The concept of a consignment is key to the process followed by ExpressShipper.

A consignment should contain all the information required to send something from one place to another via TNT. It can be a document or non-document and should include details about any receiver, sender, collection or delivery addresses. A consignment should also note how many packages are being sent, who pays and the TNT account number used. Once all the details are entered for a consignment it is allocated a unique consignment number, which can be used for tracking.

Shipping Manager

Shipping Manager is the main screen of ExpressShipper. From here you can manage all of your shipping tasks. To help you to view your consignments, you can re-order them in the view panel by clicking on the column heading.



To search, highlight the column that contains the text to be found for example, **Customer Reference**. Then enter the text you wish to find and click **Search** or press **Enter**.



3.6: Functional Overview (continued)

Summary The following options are available from within Shipping Manager.



Add consignment

In order to send a package, you must first enter the package details by adding a consignment.

Enter the sender address and receiver address. Only enter the collection or delivery addresses if they are different to the sender and receiver addresses. Once the origin and destinations are known, you will be able to select the service you require and any options that may be appropriate.

If you have set up a sender in the address book you can select it here. As well as selecting a sender address from the address book, it is also possible to select any one of the other addresses (collection, receiver and delivery) as long as they exist in the address book. You can also add an address by clicking the **add address** button. Choose from the selection of Package (non-docs) or Document docs) services.

Either the sender is paying for the shipment or the receiver is paying for the shipment. If the receiver declines to pay for the shipment, the freight charges will revert to the sender.

The date that the goods will be collected can be in the future, but not in the past.

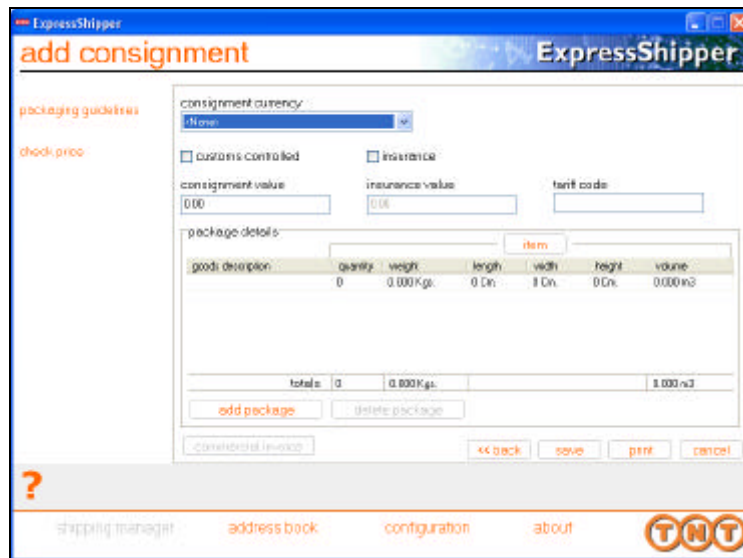
You can enter a reference for the consignment. This will appear on the invoice, and can be used for tracking purposes.

Continued on next page

3.6: Functional Overview (continued)

Add consignment (continued)

Use the arrow keys, **TAB** or **SHIFT+TAB** to tab backwards to navigate the package grid. Press **ENTER** to edit the value in the focused field. Press **ESC** to cancel any changes made to the current field. Press **TAB** to accept changes and proceed to the next field in edit mode. To add a new package line, press add package or **CTRL** and **INS** at the same time. To delete the selected package line press delete or **CTRL** and **DEL** at the same time.



If you press **Packaging Guidelines** this will display information explaining packaging.

If you press **Check price** this will take you to a TNT website allowing you to check the price of any shipment. This will not check the price of the consignment you are adding.

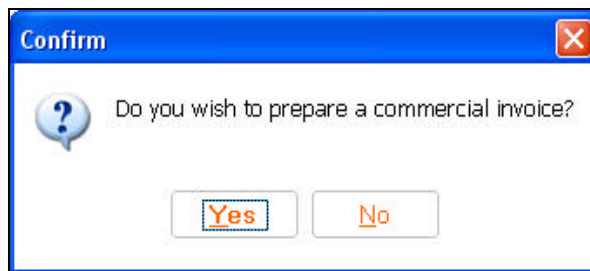
You can cancel the consignment [Ctrl]+[Q] at any time.

Continued on next page

3.6: Functional Overview (continued)

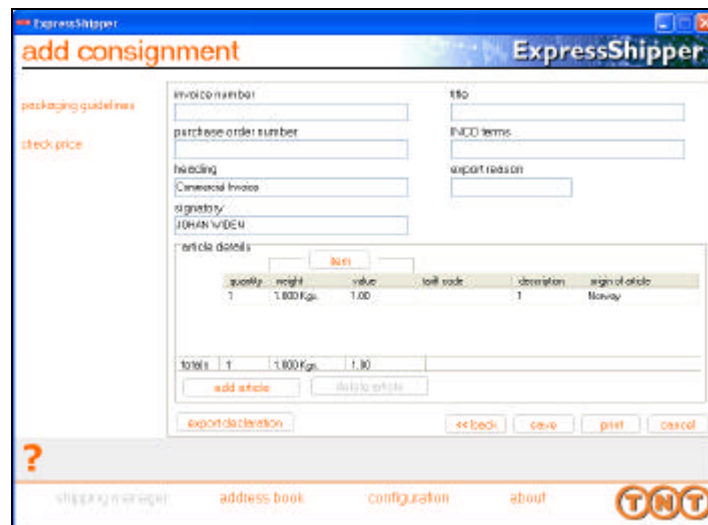
Add consignment (continued)

By saving the consignment you will be allocated a consignment number and the consignment will appear on the Shipping Manager Screen. If the consignment requires a commercial invoice and your commercial invoice is enabled then you will see this message:



If you choose to prepare a commercial invoice then you will be taken to the commercial invoice screen as below. If you do not wish to prepare a commercial invoice then one will not be printed.

Pressing **commercial invoice** will take you to the commercial invoice screen



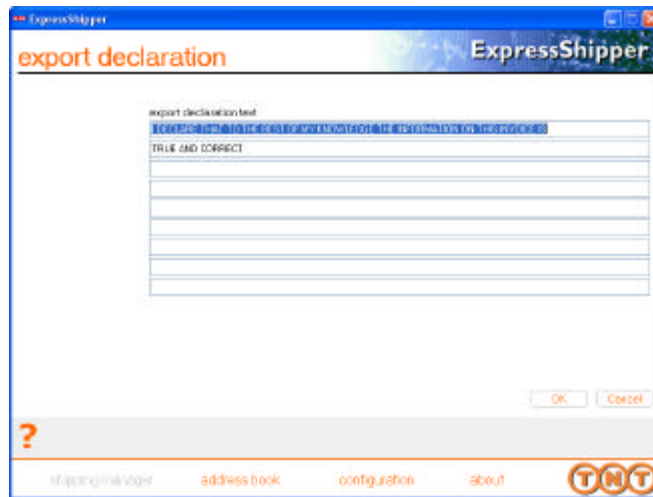
You will be invited to enter details regarding the invoice, including your article details, which are mandatory for some destinations. If articles are mandatory then one will have been defaulted for you using your package details. You can edit this article if you wish the information to be different from that held against the package.

Continued on next page

3.6: Functional Overview (continued)

Add consignment (continued)

You can also amend the export declaration by pressing the **export declaration** button.



Edit consignment

If you need to change the details on a consignment, you can edit it at any time until it has been shipped. This follows the same format as 'Add Consignment'.

View consignment

Selecting to view consignments will allow you to see the consignment details without editing them. This follows the same format as 'Add Consignment'.

Delete consignment

This option allows you to delete a highlighted consignment or selection of consignments. You can delete consignments with a status of pending or labelled.

Templates

If you have regular shipments where the details remain the same, there are a number of templates provided for your use. You can change them at any time by double clicking on the one you wish to edit. This follows the same format as 'Add Consignment'.

Print Documents

Once you have entered all of the details for the packages to be shipped you will need to print the documentation for the consignment, and attach the delivery information to the relevant package being careful to ensure that the text can be seen clearly.

Reprint Documents

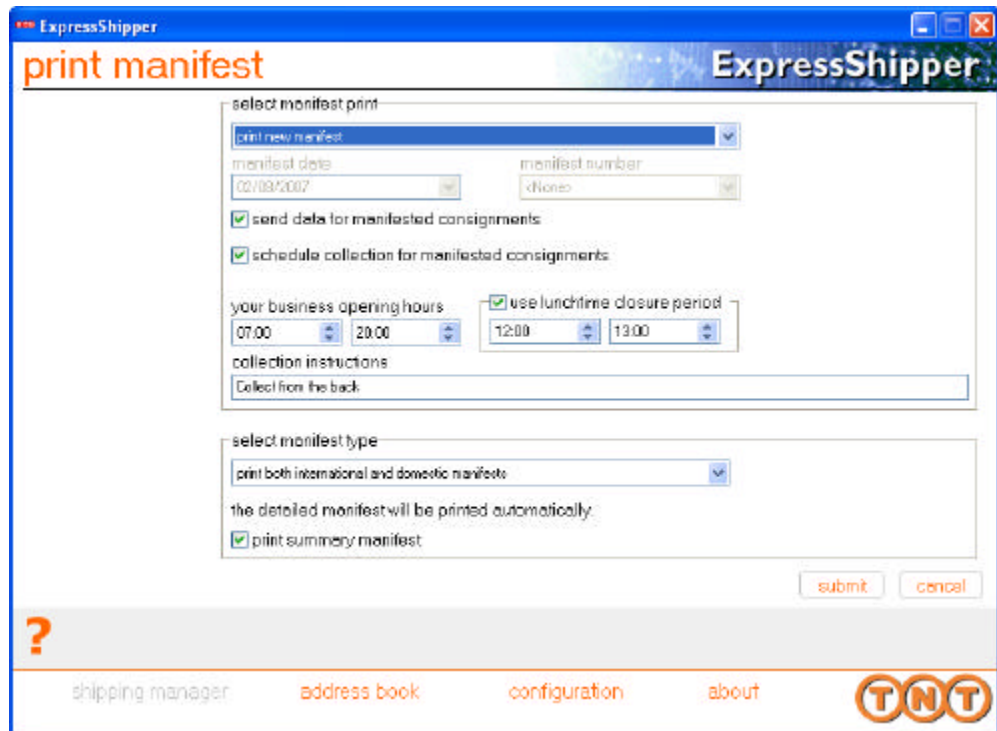
If the details have changed for a consignment, or you have experienced difficulty in printing, you can reprint your documentation at any time.

Continued on next page

3.6: Functional Overview (continued)

Manifest

Before the TNT driver arrives to collect your consignment, you will need to print off the manifest, and hand it to the driver on their arrival.



The screen offers options to print manifests for your domestic consignments and/or international. The consignments will appear on different manifest reports, as they will require different collection requests.

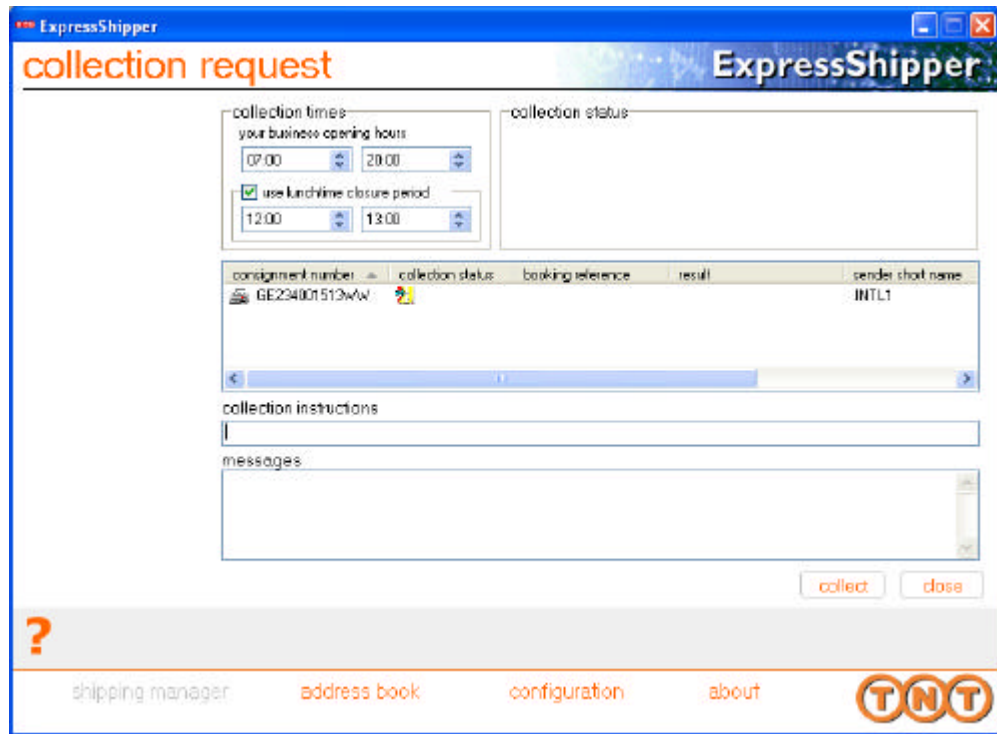
Continued on next page



3.6: Functional Overview (continued)

Collection

To arrange a collection, you can either select the consignments to be selected and click the 'collection' option on the shipping manager screen, or telephone the TNT Customer Service Centre on 0800 100 600.



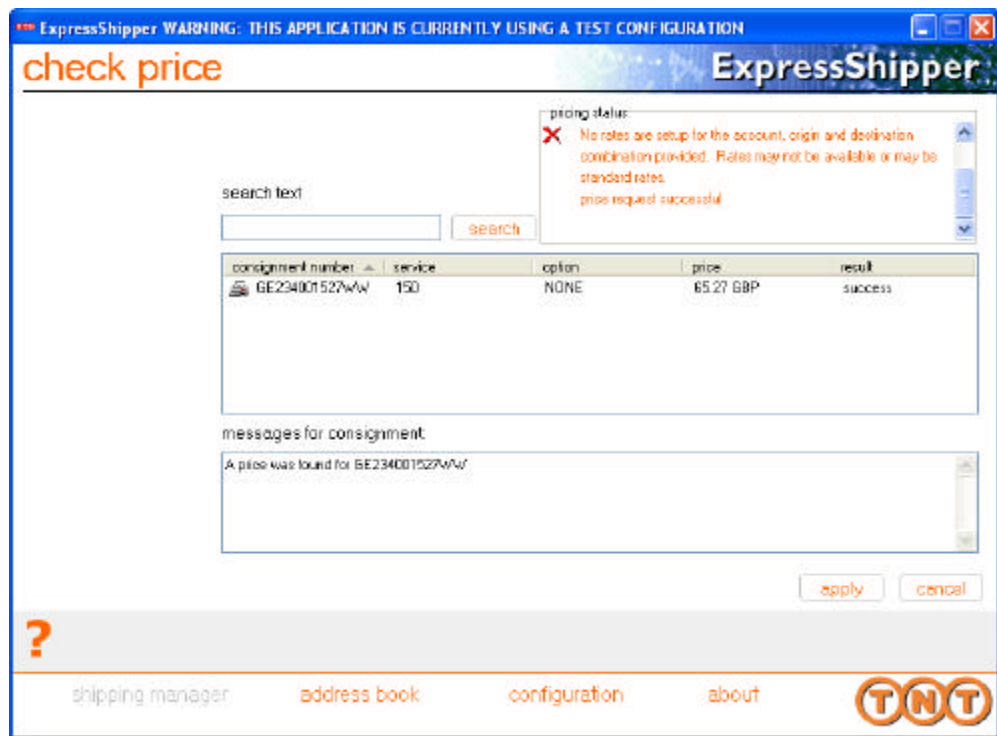
The Collection screen displays the selected consignments. Click 'collect' to upload the collection details to TNT via the internet connection.

Continued on next page



3.6: Functional Overview (continued)

Check price You can find the estimated cost of shipping your consignment at any time by selecting the 'check price' option from either the 'shipping manager' or 'consignment entry' screens. The resulting screen is shown below:



Continued on next page

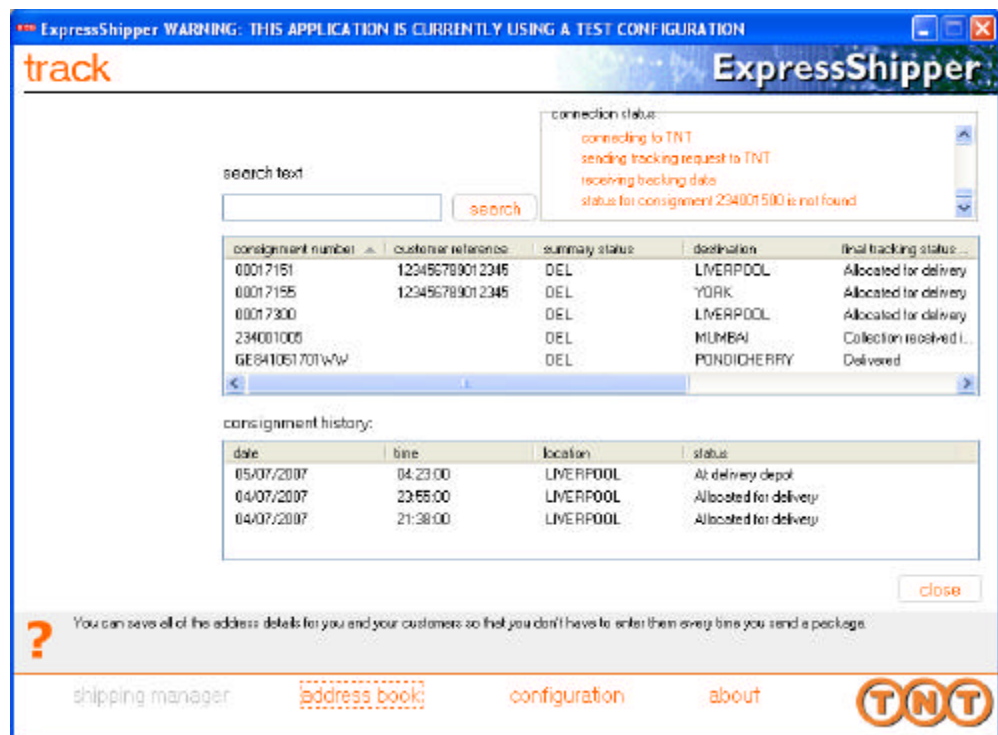


3.6: Functional Overview (continued)

Track

Once your consignment has been collected, and has arrived at the nearest depot, you will be able to track its progress to its final destination.

You are now provided with the ability to track both international and domestic consignments created within ExpressShipper. Firstly, select those shipped consignments that you wish to track from the 'shipping manager' screen, and then select the 'track' option, the following screen will be displayed. The 'track all' option will track all shipped consignments displayed in the shipping manager view.

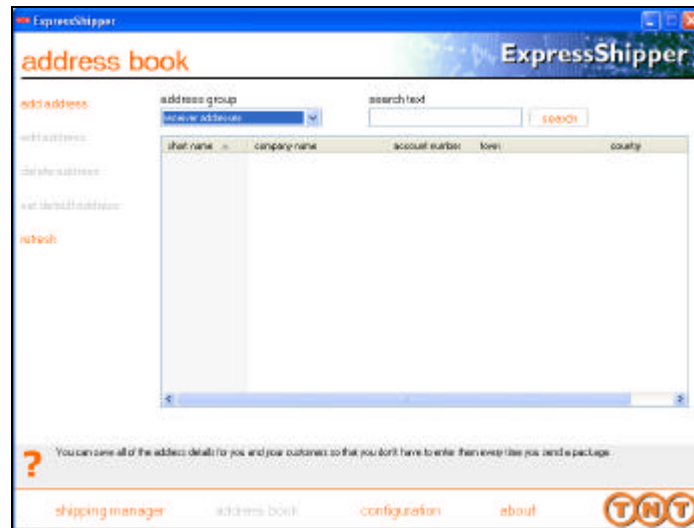


Continued on next page

3.6: Functional Overview (continued)

Address Book

You can save all of the address details for you and your customers so that you do not have to enter them every time you send a package.



Click on the down arrow to select an address group from the drop down list. This includes sender, receiver, collection and delivery address groups. Click on the address group you want, to reveal the addresses in this group.

The search text enables you to search on a particular address. The currently sorted column will be searched on. By default this will be the short name field.

Continued on next page



3.6: Functional Overview (continued)

Summary The following options are available from within the Address Book.

Add Address Select **add address** and this will take you to the **add address** screen to add a new address to your address book. Highlighting an address group, will determine which address group the new address belongs to.

The screenshot shows a window titled 'add receiver address' with the ExpressShipper logo. The window contains several input fields: 'short name' (with an 'address book' button), 'company name', 'account number', 'country' (a dropdown menu), 'address' (two lines), 'town', 'postcode', 'county', 'VAT code', 'preferred contact details' (with sub-fields for 'name', 'telephone number', 'fax number', and 'Email address'), and a 'manage contacts' button. At the bottom right are 'OK' and 'cancel' buttons. A navigation bar at the bottom of the window includes a question mark icon, 'shipping manager', 'address book', 'configuration', 'about', and the TNT logo.

A short name is given by you to a record which can then be used as a quick method of locating the record. The short name can be an abbreviation, keyword or code that will uniquely identify the record. Click the 'manage contacts' button to add and maintain contacts for this address.

To cancel the adding of an address click **cancel** and this will return you to the address book. The address will not be added.

Once the necessary fields have been completed, click **OK** to confirm and add the address.

Edit Address Highlight an address and click on edit and this will take you to the **edit address** screen which will enable you to change the address details of the selected address. This follows the same format as 'Add Address'.

Delete Address Highlight your address and click **Delete** to delete an address from your address book. To delete multiple addresses, depress the **CTRL** key and click on all the addresses you would like to delete. Once you have highlighted the addresses click **Delete**.



**Default
address**

In the sender address group you can select one address to be your default sender. Also you can change your default sender by highlighting the address you would like to set as your default sender and then clicking on the **set default address** option.

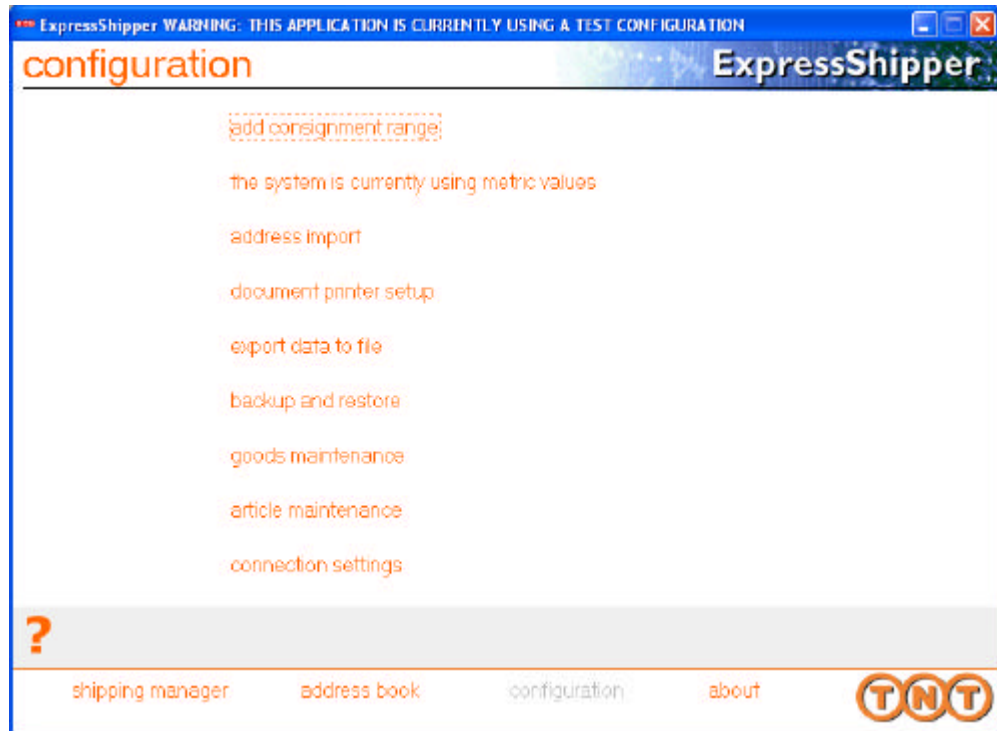
Continued on next page



3.6: Functional Overview (continued)

Configure Express Shipper

All the details for configuring ExpressShipper are on the configuration screen.



Add consignment range

When you save a consignment, ExpressShipper will tell you how many of your allocated consignment numbers remain unused. You can enter new consignment ranges in Configuration.

registration number EB000014

consignment range code

- - - -

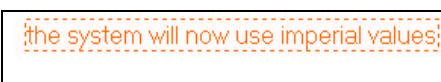
To obtain a consignment range the customer must contact the TNT Service Centre on 01827 711611, who will then administrate the new consignment range on behalf of the customer.

Metric

You can configure ExpressShipper to work with either metric weights and measures or imperial weights and measures.



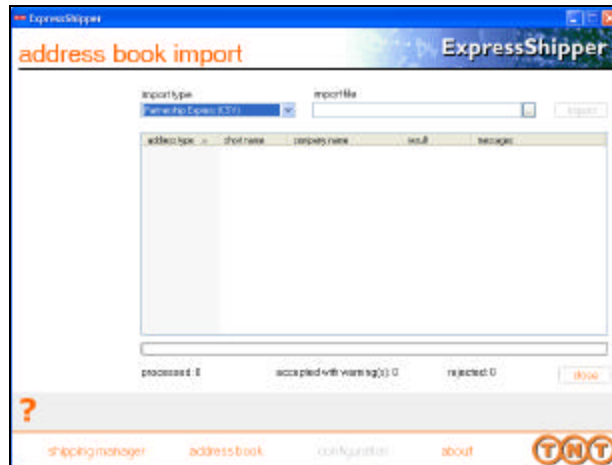
(Click the words and the values will change)



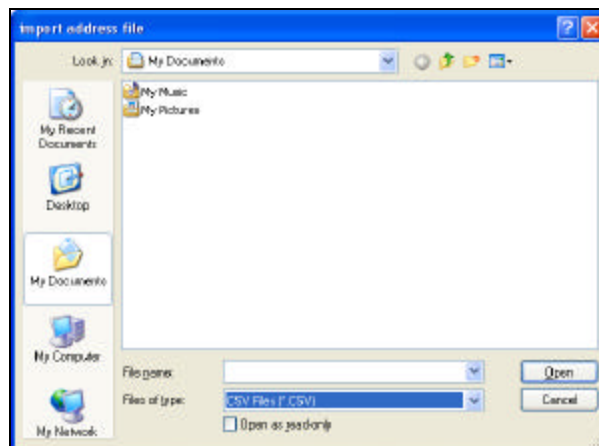
3.6: Functional Overview (continued)

Address Import

ExpressShipper offers the ability to import addresses. The import can be used to bring in addresses from a previous TNT customer solution, Partnership Express or Despatcher Express. However, by following the format below, you can import any addresses provided in a standard CSV file.



Browse for a csv or txt file by clicking the '...' button



Then click **import** and the progress will be displayed.

Continued on next page



3.6: Functional Overview (continued)

Address Import Format

Standard CSV Address File Import Format

Field	Field Name	Type	Width	Dec	Database Fields
Column 1		2	3	4	5
DATABASE FIELDS			EXPORT FIELDS		
1	ShortName	C	15	0	as is
2	FullName	C	30	0	as is
3	Line1	C	30	0	as is
4	Line2	C	30	0	as is
5	Line3	C	30	0	as is
6	Town	C	30	0	as is
7	PostCode	C	9	0	as is
8	County /State	C	30	0	as is
9	CountryCode	C	3	0	as is
10	CountryName	C	30	0	as is
11	Telephone	C	16	0	as is
12	Fax	C	16	0	as is
13	Contact	C	22	0	as is
14	TNT Account	C	10	0	as is
15	VAT	C	20	0	as is
16	E-mail	C	50	0	as is
17	Addtype	C	1	0	code as per following

S=SENDER, C=COLLECTION, R=RECEIVER, D=DELIVERY

Guide to Column Numbers as above

- 1) This is a description of the data that will be imported.
- 2) This is the type of data that can be imported. C = either Alpha or Numeric Character, N = Numeric character, D = Date in the format DD/MM/YY, L= Logical
- 3) This is the number of characters that will be imported.
- 4) This column tells you whether the data allows any decimal places, and if so how many.
- 5) This column tells you what will be imported and in what form, 'as is' indicates that the data can be imported exactly as it appeared in previous TNT customer solutions.

Note – to create the file format above, export the data as a CSV format, or within a spreadsheet package ensure all the fields are represented and completed and save as a 'CSV' format.



**Address
Import
Format**

Partnership Express Address Import Format

Field	Field Name	Type	Width	Dec	Database Fields
Column 1		2	3	4	5
	DATABASE FIELDS				EXPORT FIELDS
1	ShortName	C	10	0	as is
2	FullName	C	30	0	as is
3	Line1	C	30	0	as is
4	Line2	C	30	0	as is
5	Town	C	30	0	as is
6	PostCode	C	9	0	as is
7	State	C	30	0	as is
8	CountryCode	C	3	0	as is
9	CountryName	C	30	0	as is
10	Tel1	C	7	0	as is
11	Tel2	C	9	0	as is
12	Fax1	C	7	0	as is
13	Fax2	C	9	0	as is
14	Contact	C	22	0	as is
15	Account	C	9	0	as is
16	VAT	C	20	0	as is
17	Addtype	C	1	0	

S=SENDER, C=COLLECTION, R=RECEIVER, D=DELIVERY

**Address
Import
Format**

Despatcher Express Address Import Format

Field	Field Name	Type	Width	Dec	Database Fields
Column 1		2	3	4	5
	DATABASE FIELDS				EXPORT FIELDS
1	ShortName	C	10	0	as is
2	FullName	C	30	0	as is
3	Line1	C	30	0	as is
4	Line2	C	30	0	as is
5	Line3	C	30	0	as is
5	Town	C	30	0	as is
6	PostCode	C	9	0	as is
7	State	C	30	0	as is
8	CountryCode	C	3	0	as is
9	CountryName	C	30	0	as is
10	Tel1	C	7	0	as is
11	Tel2	C	9	0	as is
12	Fax1	C	7	0	as is
13	Fax2	C	9	0	as is
14	Contact	C	22	0	as is
15	Account	C	10	0	as is
16	VAT	C	20	0	as is
17	Addtype	C	1	0	
18	Dom Account	C	10	0	as is

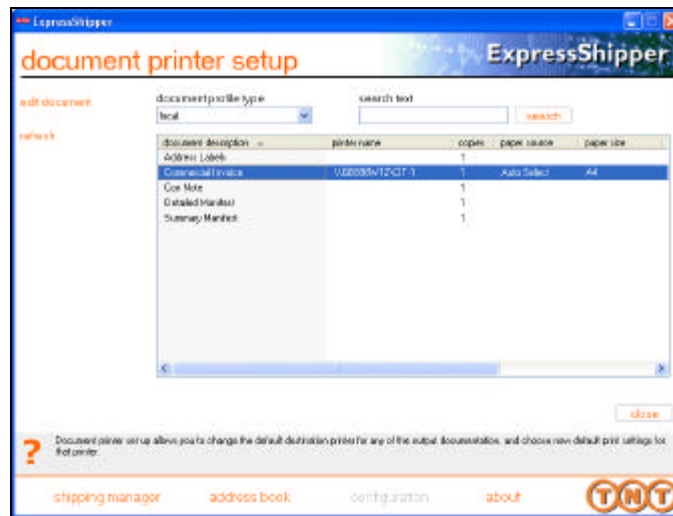
S=SENDER, C=COLLECTION, R=RECEIVER, D=DELIVERY

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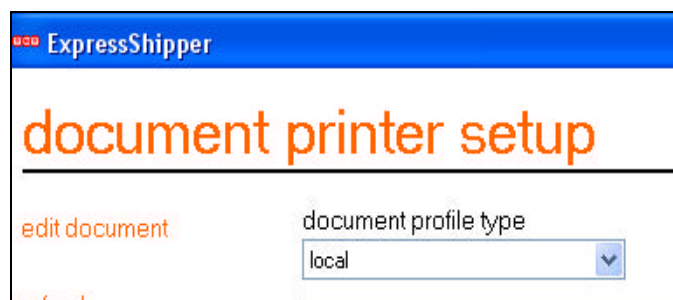
3.6: Functional Overview (continued)

Document Print Set-up

ExpressShipper offers the ability to set up documents available to be printed. It is recommended that this is done before using the system – especially if you have a network version. Double click on a document in the list or highlight the document and click **edit document**. Note – printers do not have to be defined at this point, as the 'default' Windows printers will automatically be assigned. This option is only required if you wish to force the output to a particular printer or to define paper sources.



The document profile type allows you to select the document profile to edit.



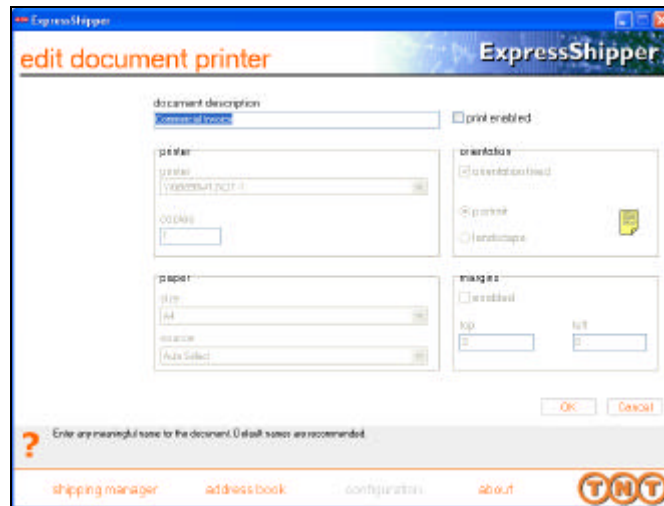
If you are using a network installation and select **Generic** you will be editing print profiles available across all installs. Do this as part of the initial install and all subsequent installs will pick up the settings as their default **Local** settings. If you select **Local** you will be editing print profiles just for your install.

Continued on next page

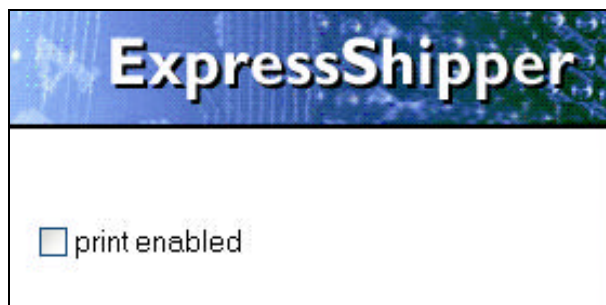
3.6: Functional Overview (continued)

Document Print Set-up

The screen 'edit document printer' will appear offering you the opportunity to change the orientation, printer and printer settings for that document.



By enabling margins you affect the position of the document on the A4 page. This may require different settings for different printers. ExpressShipper currently supports PCL5 compatible LaserJet printers.



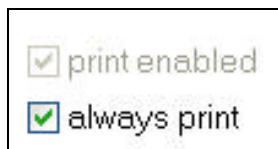
The check box **print enabled** controls whether the document will be printed. If it is unchecked the document will not be printed. This is useful if you have your own system for printing documents. However, if you are not printing invoices and one is required, you will still be required to fill in article information, as this is mandatory information for customs.

Continued on next page



3.6: Functional Overview (continued)

Document Print Set-up For consignment notes, you also have the ability to set the **always print** checkbox.

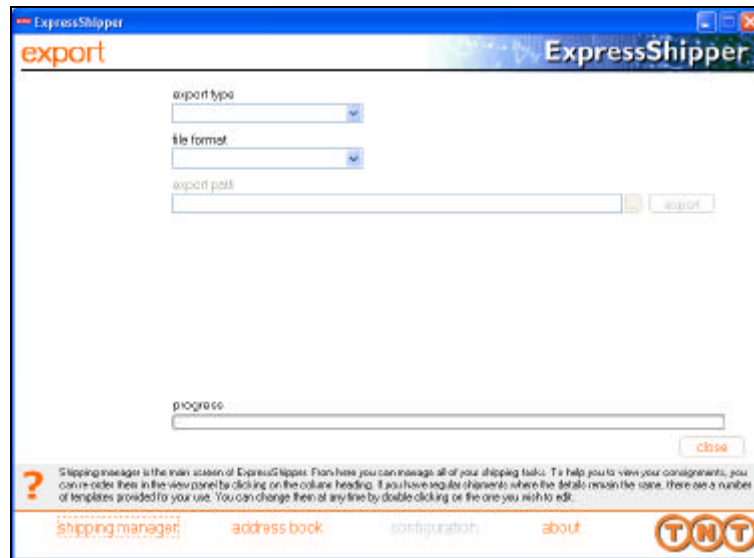


With this set, all your consignment printing will include consignment notes. Your TNT representative will be able to advise you if this is recommended in your area.



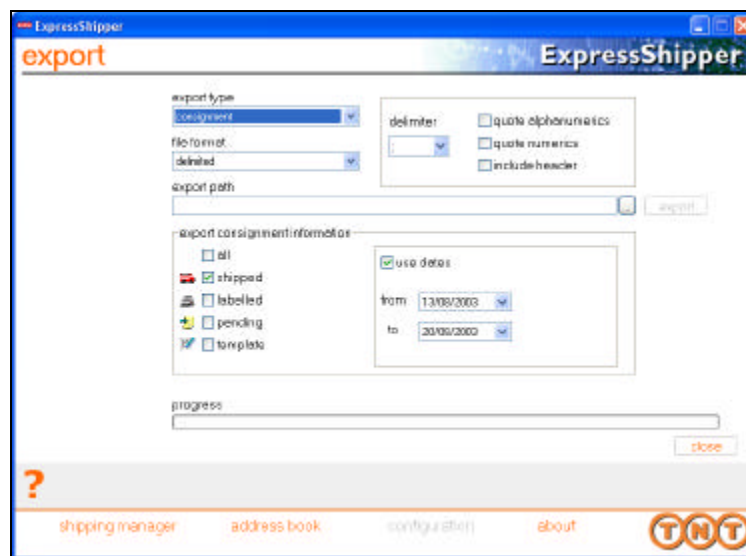
Export to file

ExpressShipper offers the ability to export consignment or address data to a number of reportable formats, such as CSV and delimited, for use in other applications (such as Microsoft Excel ©).



From this screen you can choose where you wish the file to be exported to.

If you choose to export consignment data you will see the following options:



The formats you can select are fixed or delimited. You can then select , ; : . | or 'tab' as your delimiters.

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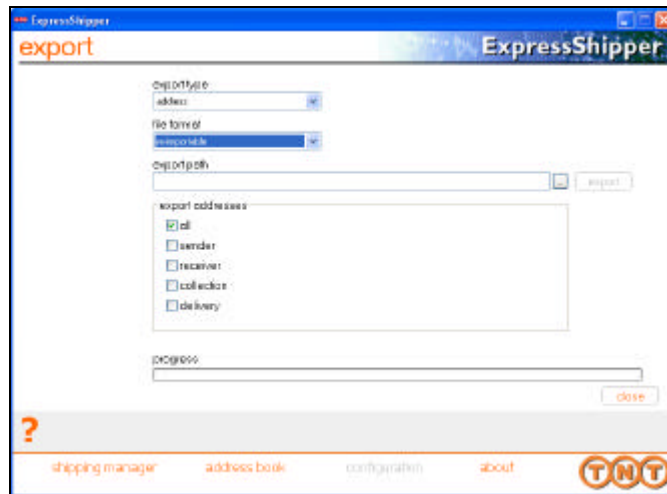


3.6: Functional Overview (continued)

Export to file

You can export all or some consignment statuses. You will also be able to export for a specific date range.

Choosing to export address data will provide the following options:



The formats you can select are fixed, delimited and a re-importable format. You can then select , ; : . | tab as your delimiters.

You may choose to export all or some of the address groups.

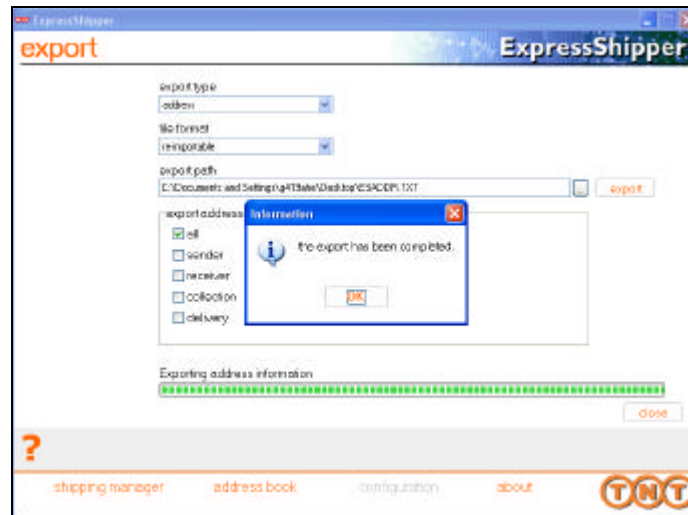
Note – the re-importable option is useful if you wish to transfer data from one copy of ExpressShipper to another of the same version. Please be aware that this will overwrite the data in the new version

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3.6: Functional Overview (continued)

Export to file

Once you have made your selections, press export, and your data will be exported to the specified location.



The following information explains the formats available in more detail.

Reimportable Schema

Field	Field Name	Type of Data	Width
1	Short Name	A	15
2	Full Name	A	30
3	Line1	A	30
4	Line2	A	30
5	Line3	A	30
6	Town	A	30
7	Postcode	A	9
8	Province	A	30
9	Country Code	A	3
10	Country Name	A	30
11	Tel1	A	16
12	Fax1	A	16
13	Contact	A	22
14	Account	A	15
15	VAT	A	20
16	Email	A	50
17	Address Type	A	1

Continued on next page



3.6: Functional Overview (continued)

Export to file

Fixed Width Address Export Schema

Field	Field Name	Type of Data	Width
1	Short Name	A	15
2	Full Name	A	30
3	Line1	A	30
4	Line2	A	30
5	Line3	A	30
6	Town	A	30
7	Province	A	30
8	Postcode	A	9
9	Country Code	A	3
10	Country Name	A	30
11	Tel1	A	16
12	Fax1	A	16
13	Email	A	50
14	Contact	A	22
15	Account	A	15
16	VAT	A	20
17	Address Type	A	1

Consignment Extract Schema

(Field lengths are given for fixed width export, otherwise the data will be delimiter separated)

1	Consignment Number	A	15
2	Collection Date	A	24
3	Customer Reference	A	24
4	Consignment Status	A	20
5	Total Weight	N	11v3
6	Total Volume	N	11v3
7	Value of Goods	N	11v2
8	Currency Code	A	3
9	Division	A	3
10	Service Code	A	30
11	Document Indicator	A	20
12	Option Code 1	A	30
13	Option Code 2	A	30
14	Option Code 3	A	30
15	Option Code 4	A	30
16	Goods Description	A	20
17	Special Instructions	A	60
18	Terms of Payment	A	20
19	Insurance Indicator	A	1
20	Insurance Amount	N	11v2
21	Customs Control Flag	A	1
22	Manifest Number	N	8
23	Total Number of Packages	N	2

Continued on next page



3.6: Functional Overview (continued)

Export to file	24	Collection Status Indicator	A	1	
	25	Consolidation Status Indicator	A	1	
	26	Rated Currency Code	A	3	
	27	Rated Currency Description	A	30	
	28	Rated Service Code	A	3	
	29	Rated Service Description	A	30	
	30	Rated Option Code	A	3	
	31	Rated Option Description	A	30	
	32	Rate Retrieval Date	A	24	
	33	Rate Retrieval Time	A	24	
	34	Rate Value	N	5v2	
	Sender				
	35	Country Code	A	3	
	36	Address Line 1	A	30	
37	Address Line 2	A	30		
38	Address Line 3	A	30		
39	City	A	30		
40	Email	A	50		
41	Fax Number	A	16		
42	Contact Name	A	22		
43	Telephone Number	A	16		
44	Company Name	A	30		
45	Postcode	A	9		
46	County	A	30		
47	Short Name	A	15		
48	Address Type	N	1		
49	VAT Code	A	20		
50	Account Number	A	15		
Receiver					
51	Country Code	A	3		
52	Address Line 1	A	30		
53	Address Line 2	A	30		
54	Address Line 3	A	30		
55	City	A	30		
56	Email	A	50		
57	Fax Number	A	16		
58	Contact Name	A	22		
59	Telephone Number	A	16		
60	Company Name	A	30		
61	Postcode	A	9		
62	County	A	30		
63	Short Name	A	15		
64	Address Type	N	1		
65	VAT Code	A	20		
66	Account Number	A	15		

Continued on next page



3.6: Functional Overview (continued)

Export to file

Collection

67	Country Code	A	3
68	Address Line 1	A	30
69	Address Line 2	A	30
70	Address Line 3	A	30
71	City	A	30
72	Email	A	50
73	Fax Number	A	16
74	Contact Name	A	22
75	Telephone Number	A	16
76	Company Name	A	30
77	Postcode	A	9
78	County	A	30
79	Short Name	A	15
80	Address Type	N	1
81	VAT Code	A	20
82	Account Number	A	15

Delivery

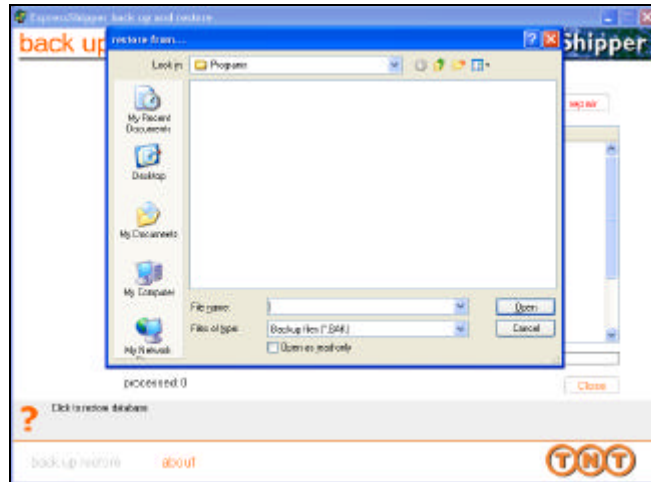
83	Country Code	A	3
84	Address Line 1	A	30
85	Address Line 2	A	30
86	Address Line 3	A	30
87	City	A	30
88	Email	A	50
89	Fax Number	A	16
90	Contact Name	A	22
91	Telephone Number	A	16
92	Company Name	A	30
93	Postcode	A	9
94	County	A	30
95	Short Name	A	15
96	Address Type	N	1
97	VAT Code	A	20
98	Account Number	A	15

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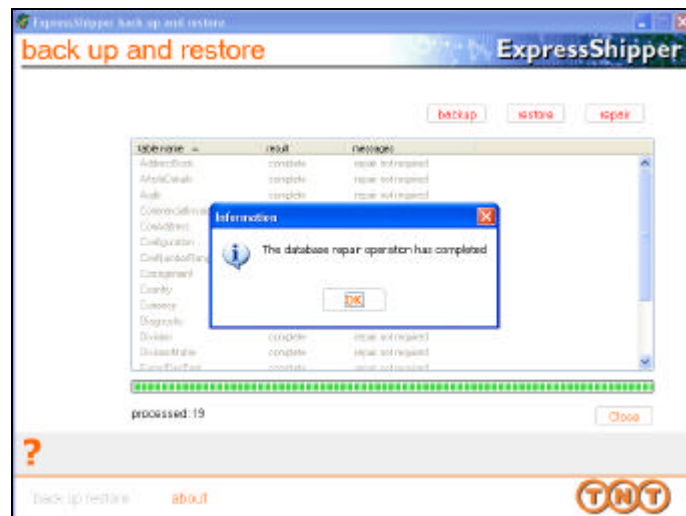
3.6: Functional Overview (continued)

Back up and restore

To restore the data from a backup at a later date use **restore**. This will prompt you to locate the backup file from which you wish to restore.



If you find you have a problem with one of your data files, you can use the **repair** function. This will inform you if any tables need to be repaired and indicate when it is complete.



If problems are encountered when running the backup process from within ExpressShipper, the routine can be run as an independent process. Close the current ExpressShipper software and go to Start ->All Programs ->TNT ->ExpressShipper Backup and Restore.

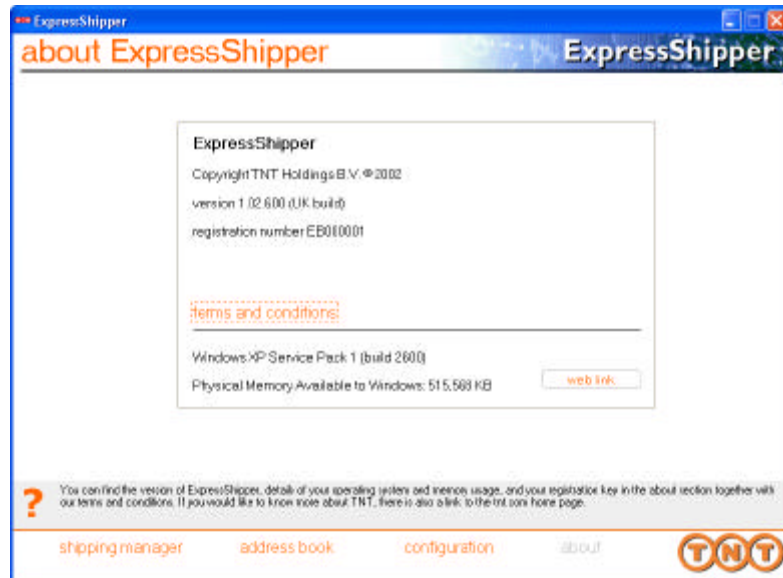
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3.6: Functional Overview (continued)

About

You can find the version of ExpressShipper, details of your operating system and memory usage, and your Registration key in the About section together with our Terms and Conditions. If you would like to know more about TNT, there is also a link to the TNT home page.



The page informs you if you are running either the International or UK version.