

QUICK START FOR SHIPPING USING THE POLLING SOFTWARE

The polling software automates the control of parcel shipments sent using the "Ship" function of the Post & DHL Business Customer Portal.

HOW WILL POLLING SOFTWARE HELP ME?

Automatic polling:

- Automatic import of your shipment data via "Ship"
- Automatic printout of shipping labels on your local printer
- Automatic export of your End of Day Closing

Semi-automatic polling:

- Automatic import of your shipment data via "Ship"
- Manual triggering of shipping label printout via "Ship"

Local printing

- Direct printout of shipping labels on your local printer

REQUIREMENTS

- Windows Operating System (Windows XP and newer)
- At least 512 MB RAM
- Internet access
- Current web browser (Firefox, Chrome, Internet Explorer)

ONLY A FEW STEPS ARE REQUIRED TO SET UP THE POLLING SOFTWARE

1. DOWNLOADING THE POLLING SOFTWARE

The polling software can be downloaded from the Post & DHL Business Customer Portal by selecting "Polling software" from the "Help & information > Ship > Downloads" menu. That same section also contains helpful instructions and tools for optimal use of the polling software.

2. INSTALLATION AND SETUP OF THE POLLING SOFTWARE

Double-clicking on the installation file launches the installer. A set-up wizard guides through the installation process, which primarily involves picking a directory for the software to be installed.

STARTING THE POLLING SOFTWARE

Launch the polling software by double-clicking on the desktop symbol or the "DHL Shipment Polling Client.exe" executable file in the installation directory. Once launched on your computer, the application and configuration dialog will then open. To use the functions of the polling software, a few fundamental settings must first be made.

CONFIGURING THE POLLING SOFTWARE

Initial Registration

After starting the polling software, enter your **access data** for the Post & DHL Business Customer Portal into the "Online Access Data" tab.

Printer Configuration

The "Printer Configuration" tab lets you specify which printer and which configurations should be used to print your shipping labels. The settings then apply for manual printing via the polling software (initiated within "Ship") and automated printing when importing shipment data. The "Add" function can be used to insert as many printer configurations as desired.

Assign a name to the respective printer configuration and associate different types of documents to a specific printer. You can choose between all locally connected computers (such as via USB) or network printers installed on your computer. If no changes are made here, then the default settings are used. Confirm with "OK."

Import Settings

Specify the directories in which the polling software should check for shipment data for automated import into "Ship."

Within the "Import Settings" tab, click on "Add" to create a new polling configuration. First assign a name for the configuration and specify a local or network import directory from which the polling software should read the shipment data. Click on "Browse".

You can also define the polling mode (automatic or semi-automated) and polling frequency.

To ensure trouble-free import of your shipment data, use the "Ship" tab to select an existing **shipment data import template**. For this reason, it is recommended that you first import shipments into "Ship" during polling setup. Afterward, if the process worked correctly, those settings can then be reused for future imports via the polling software.

Export of the End of Day Closing

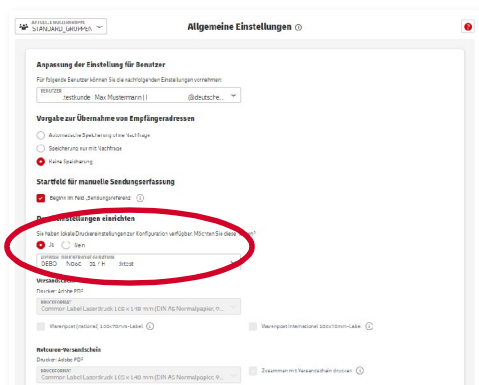
To export the End of Day Closing, select the "Export End of Day Closing" option in the "Export directory" tab. Create a directory to store the export file and select an **export template**. Confirm with "OK."

CLOSE THE POLLING SOFTWARE

Please close the application by selecting "Exit" from the "File" menu.

Please note that clicking on the Close Window symbol on the upper right corner does not end the polling software, but rather only hides it. The software continues to run in the background. Its functions, including revealing the application window or exiting the software, can be found by clicking on the symbol in the notification area.

3. PRINT LOCALLY VIA THE POLLING SOFTWARE IN "SHIP"



You can print shipments via the polling software using the "Ship" function. You must first select a print configuration in the polling software and select it in the "Ship" section

4. AUTOMATIC UPDATES

The polling software checks automatically for updates every 12 hours. If an update is found, this is indicated in a log report. The update can be initiated by selecting "Check for Updates" in the "Help" menu.

Note:

Once installed, the user name in the polling software configuration section CANNOT be changed to allow more than one DHL customer number (EKP) to operate it in the Post & DHL Business Customer Portal. Attempting to run with more than one user causes the polling process to abort. If the software aborts in this way, it must be un-installed, re-installed and then re-configured.

For more details on this, please see the handbook included during download of the polling software.

CONTACT TECHNICAL SUPPORT POST & DHL BUSINESS CUSTOMER PORTAL

If you have questions on the "Ship" function, please contact our customer service team at our toll-free hotline:
+49 (0228) 76 36 76 79 (Choice 1) Mo - Fr from 8 a.m. – 6 p.m.