smart shipping

Improve shipping with Dicom

User Guide

Introduction:

This user guide will show you how to quickly and effectively create a shipment on smart4 shipping, Dicom Transportation Group (DTG)'s shipping system.

This document describes the registration process, a step-by-step procedure of creating shipments and provides a full description of international functionalities and other powerful tools available on smart4 shipping.

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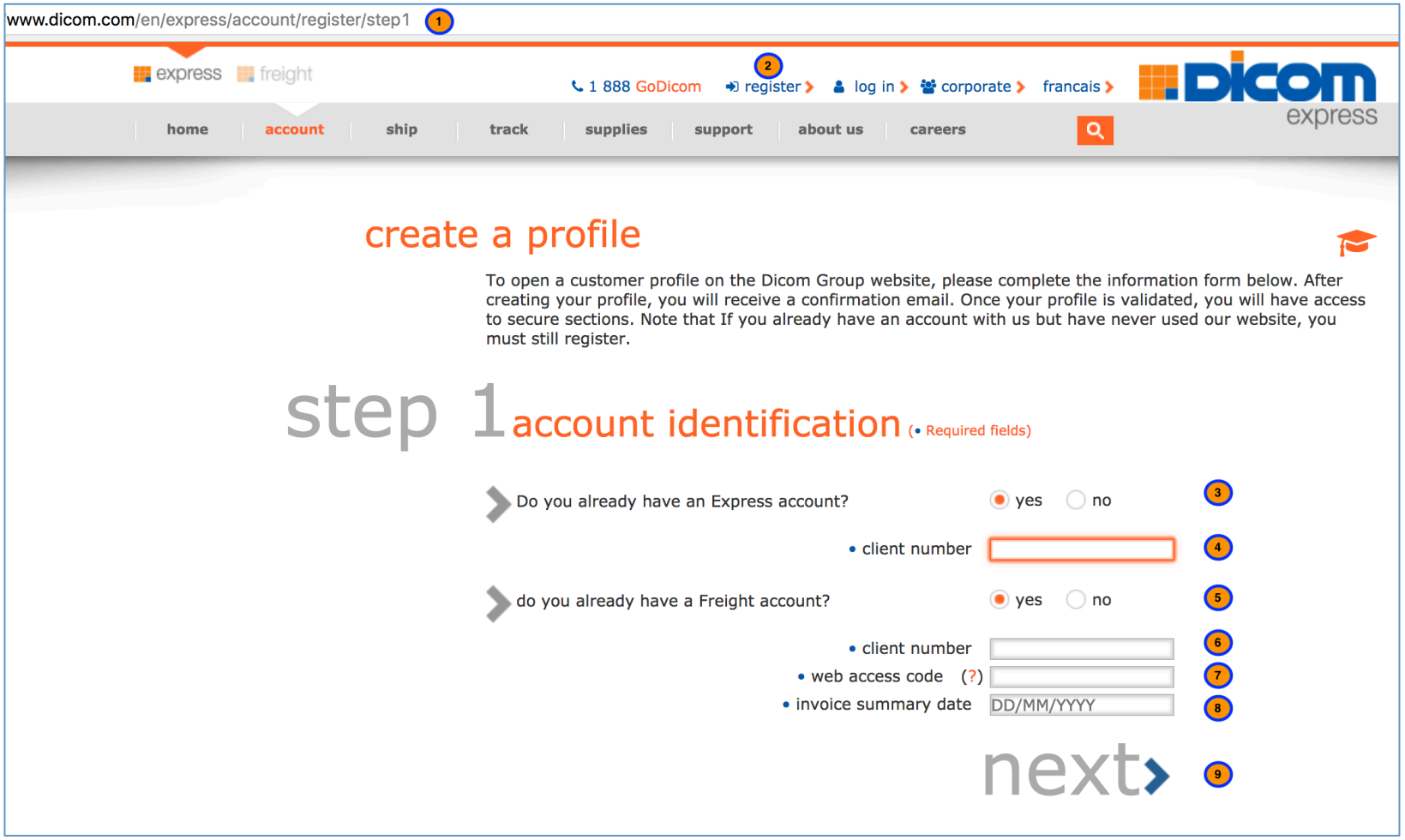
A. How to register on shipping.dicom.com

I. Register on dicom.com

a. Step 1 – with an existing billing account



1. Go to www.dicom.com
2. Click on “Register”
3. Do you already have an Express billing account: if so, select “Yes”
4. Enter your client number
5. Do you already have an Fret billing account: if so, select “Yes”
6. Enter your client number
7. Enter your web access code. *You’ll find your web access code – also named internet access code – on your invoice summary*
8. Enter the date of your invoice summary
9. When everything is completed, click on “Next”

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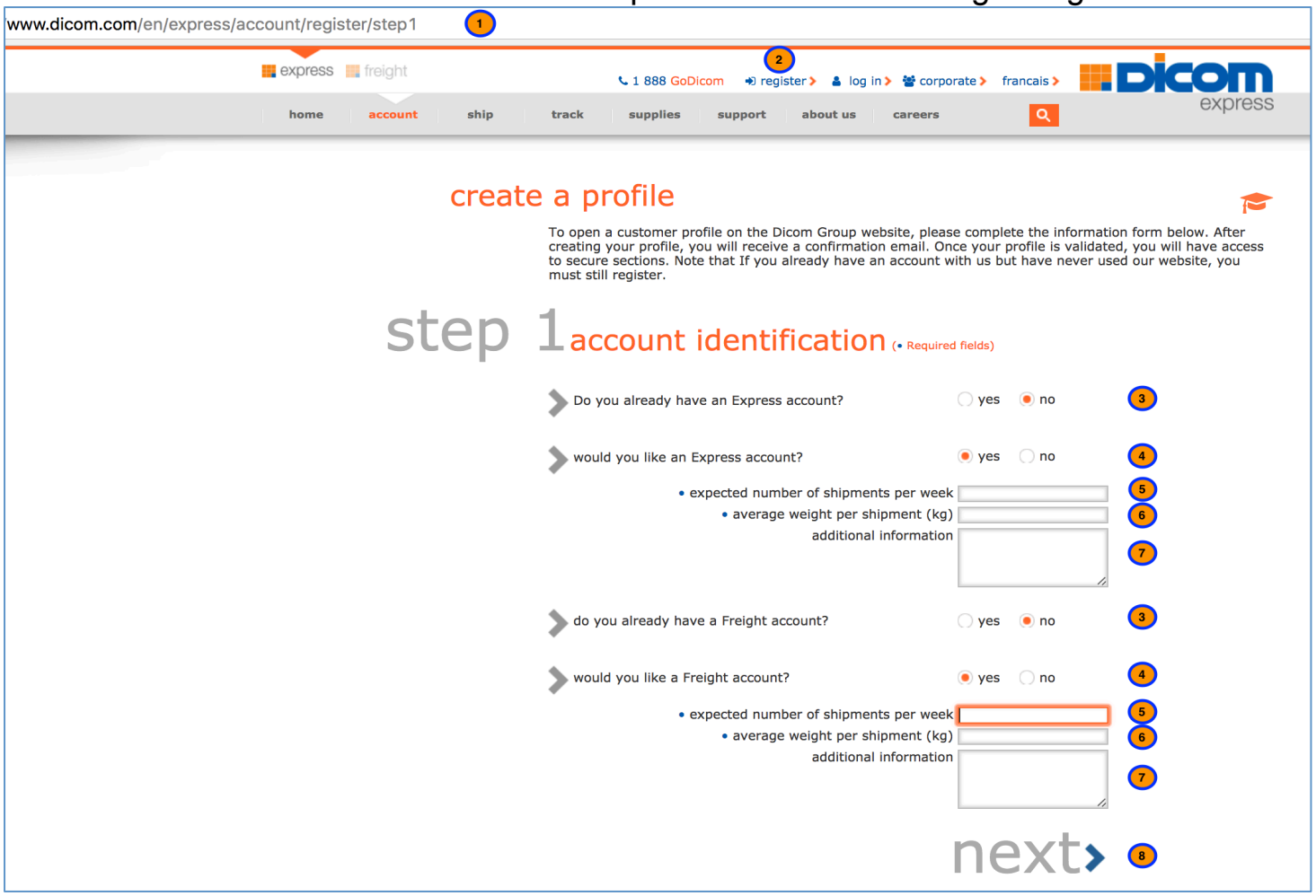
A. How to register on shipping.dicom.com

I. Register on dicom.com

b. Step 1 – without an existing billing account



1. Go on www.dicom.com
2. Click on “Register”
3. Do you already have a billing account for one of our services: select “No”
4. Would you like an account for one of our services: select “Yes”
5. Enter an expected number of shipments per week
6. Enter an average weight per shipment
7. Add any additional information
8. When everything is completed, click on “Next”

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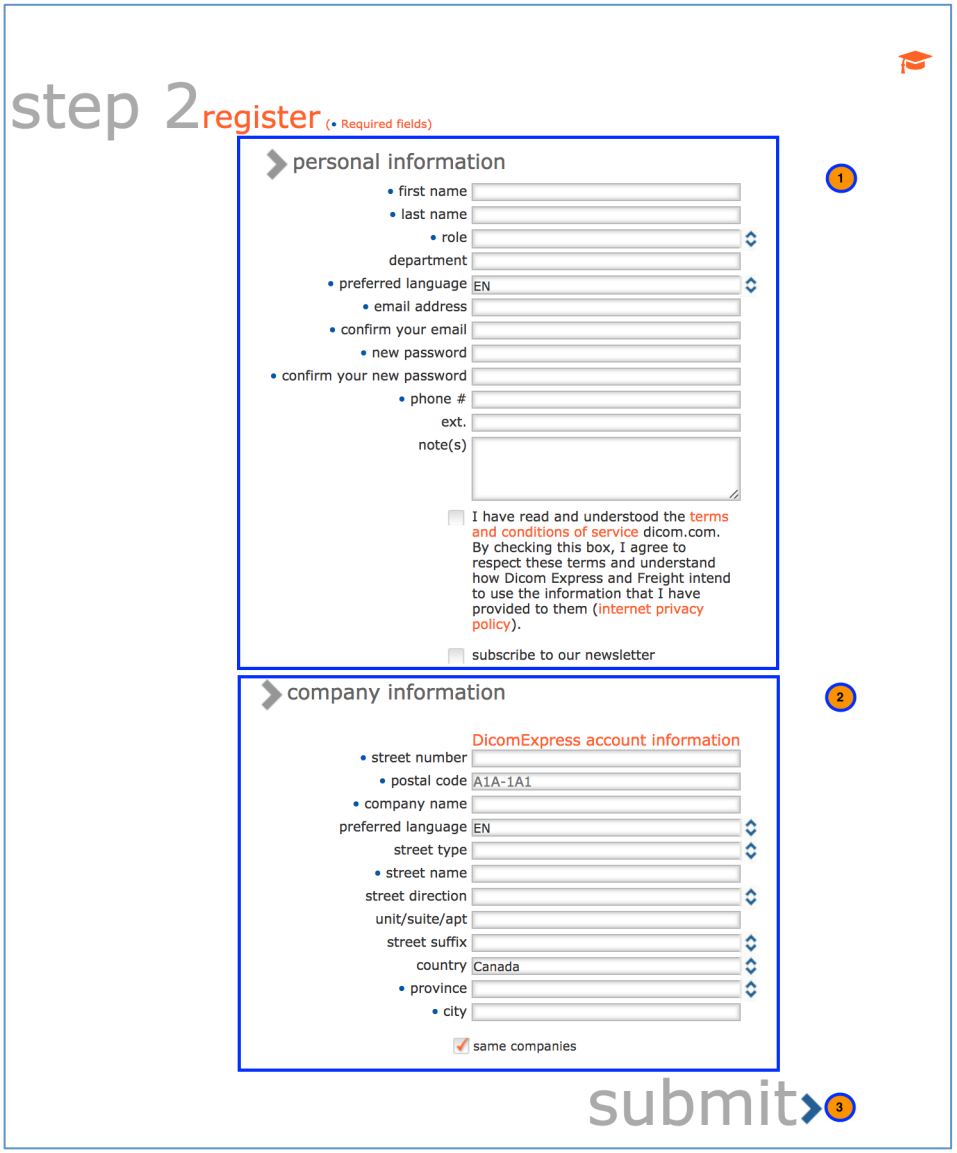
A. How to register on shipping.dicom.com

I. Register on dicom.com

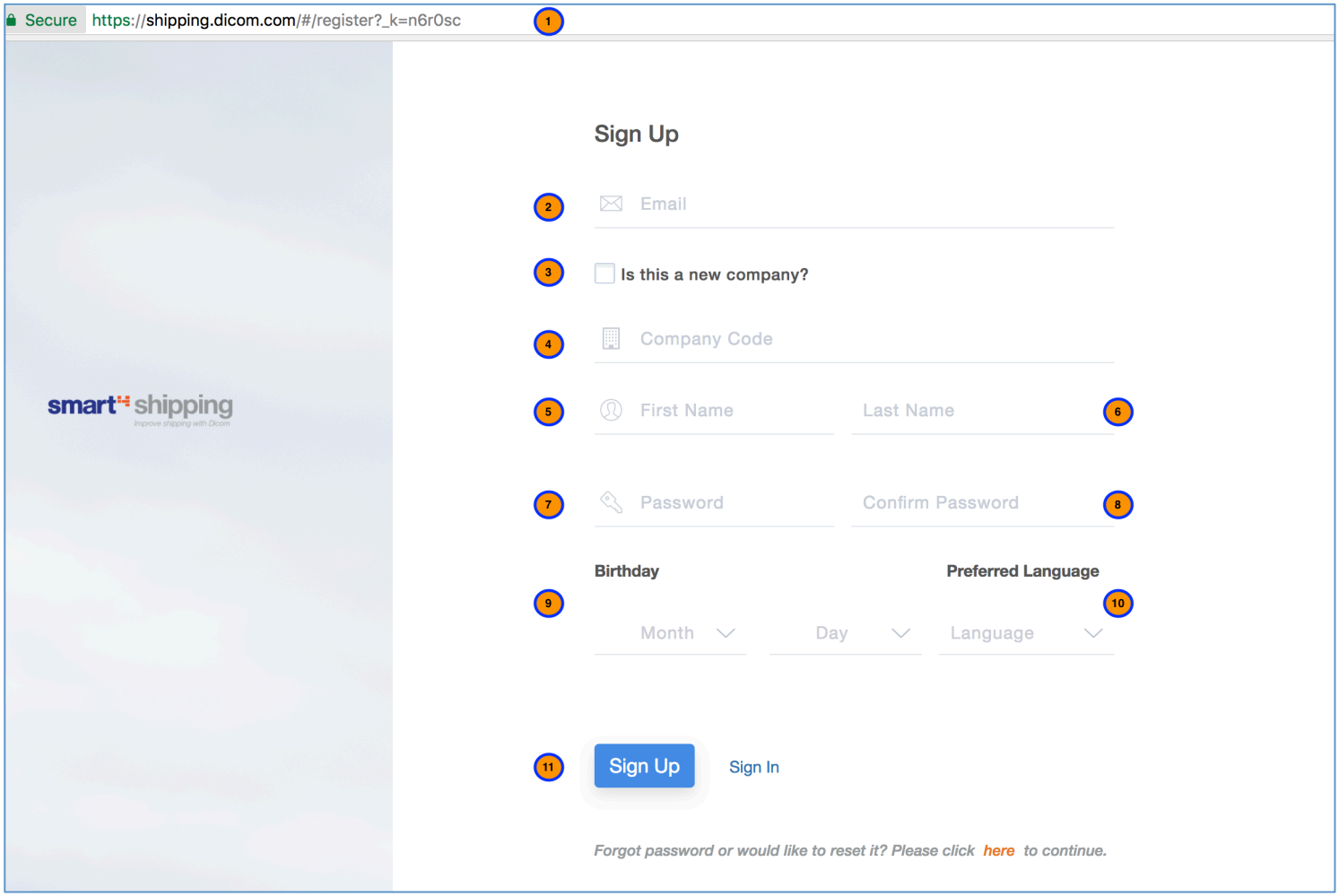
c. Step 2



1. Enter your personal information
2. Enter your company information
3. When everything is completed, click on “Submit”
   You’ll receive an automated activation email

A. How to register on shipping.dicom.com

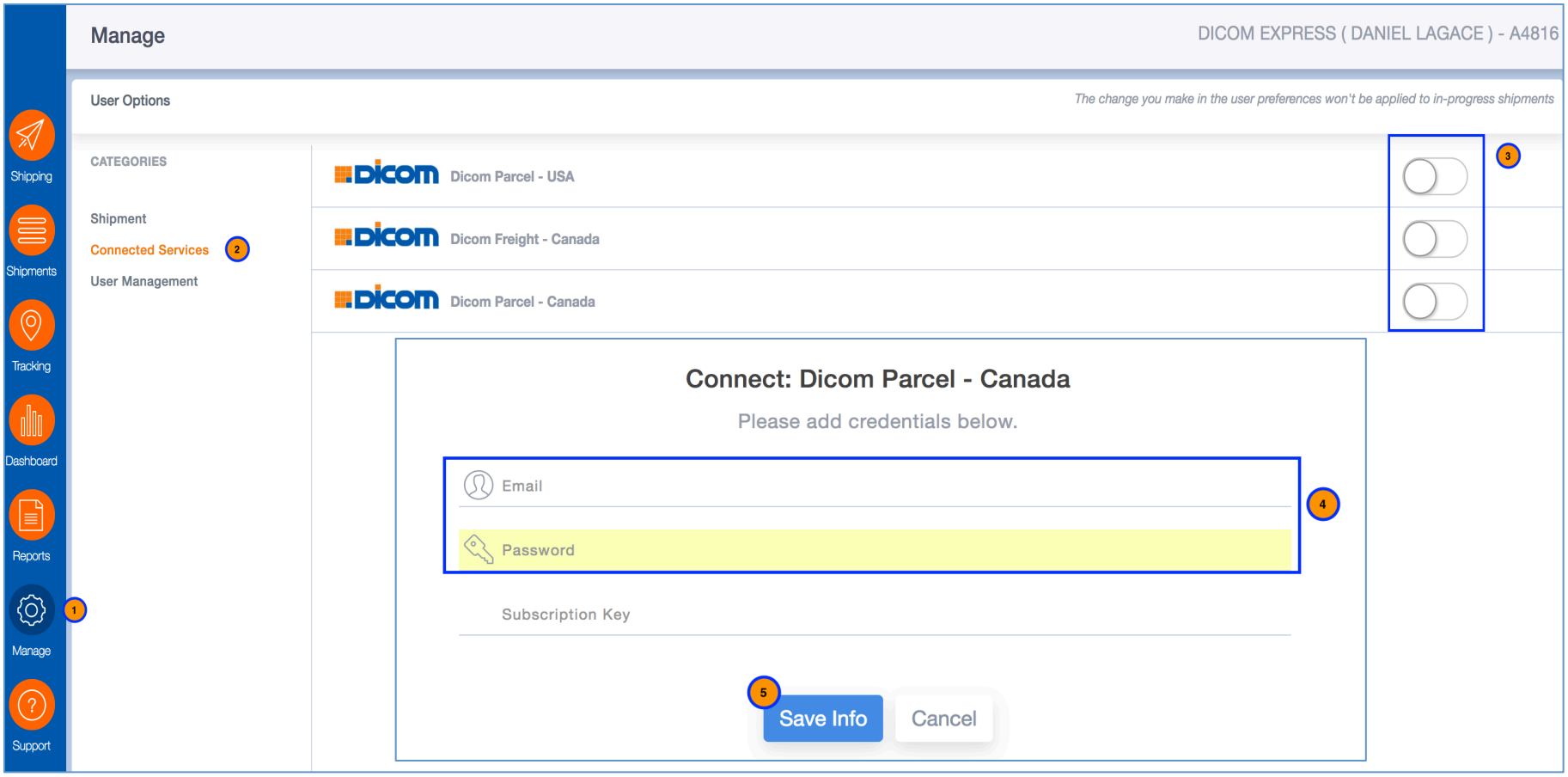
II. Sign up on shipping.dicom.com



1. Go on shipping.dicom.com and click on “Sign Up”
2. Enter the email address you used when you registered on dicom.com
3. Is this a new company?
4. Enter the name of your company
5. Enter your first name
6. Enter your last name
7. Enter the password your used when you registered on dicom.com
8. Confirm your password
9. If you want to, specify your date of birth
10. Select your preferred language
11. Click on “Sign Up”

A. How to register on shipping.dicom.com

III. Connect your services

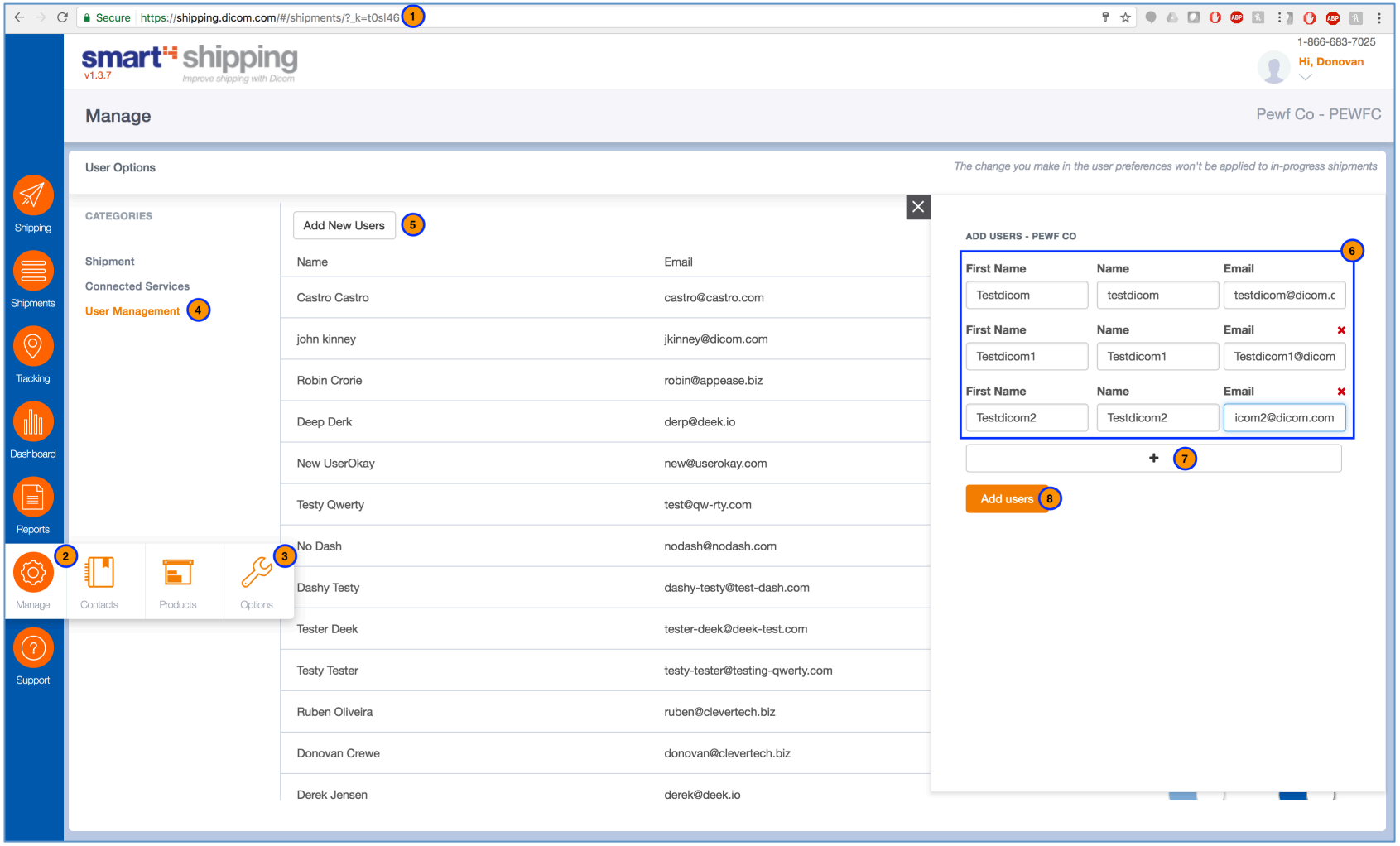


1. Click on the “Manage” button
2. Click on the option “Connected Services”. Note that you’ll see an automatic modal
3. Select the service you want to activate
4. Enter your credentials
5. Click on “Save Info”
   You are now ready to ship.

A. How to register on shipping.dicom.com

IV. Multi users creation

a. Step 1 – create your users



1. Go on shipping.dicom.com
2. Click on “Manage”
3. Click on “Options”
4. Select the option “Connected Services”.
5. Click on “Add New Users”
6. Enter the first name, last name and email address for all the users you wish to create
7. To add more lines, click on the “ + “ button
8. Click on “Add Users”
   An automatic email will be sent to all the users you just created

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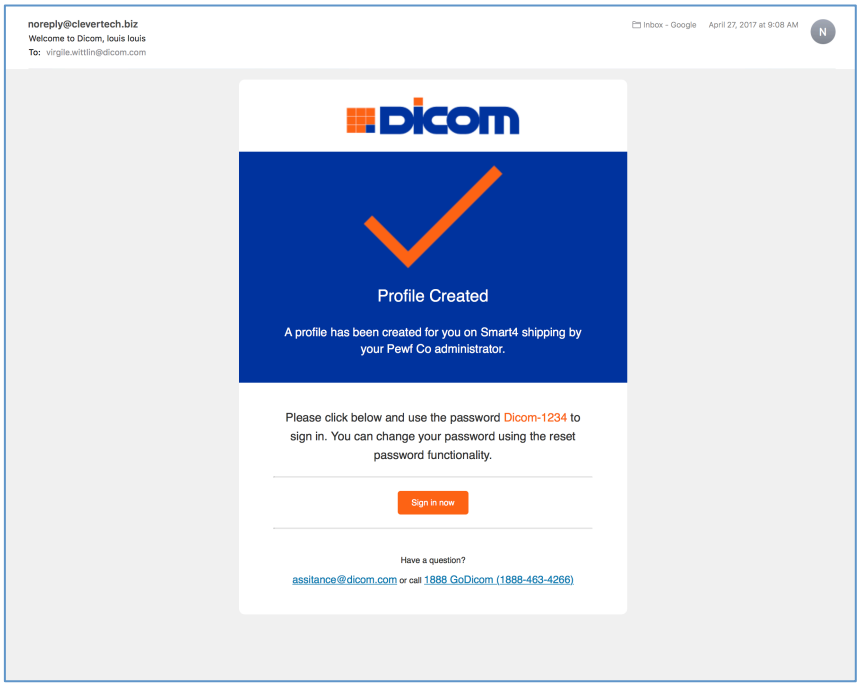
A. How to register on shipping.dicom.com

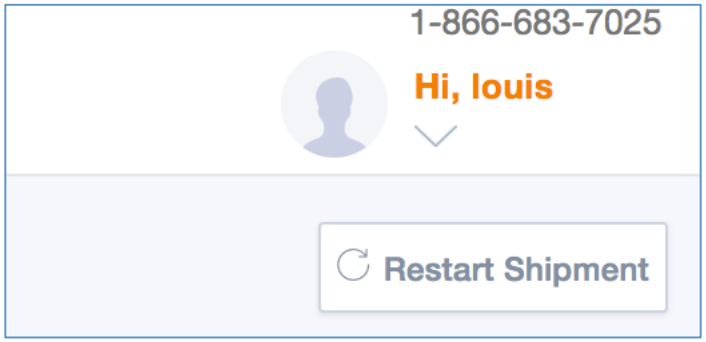
IV. Multi users creation

b. Step 2 – activate your account



This is the automatic email the users will receive.
By clicking on “sign in now”, you will be redirected to shipping.dicom.com.
Enter your email address and the password Dicom-1234

To change your password, click on the arrow located under your name on the top right corner of your screen



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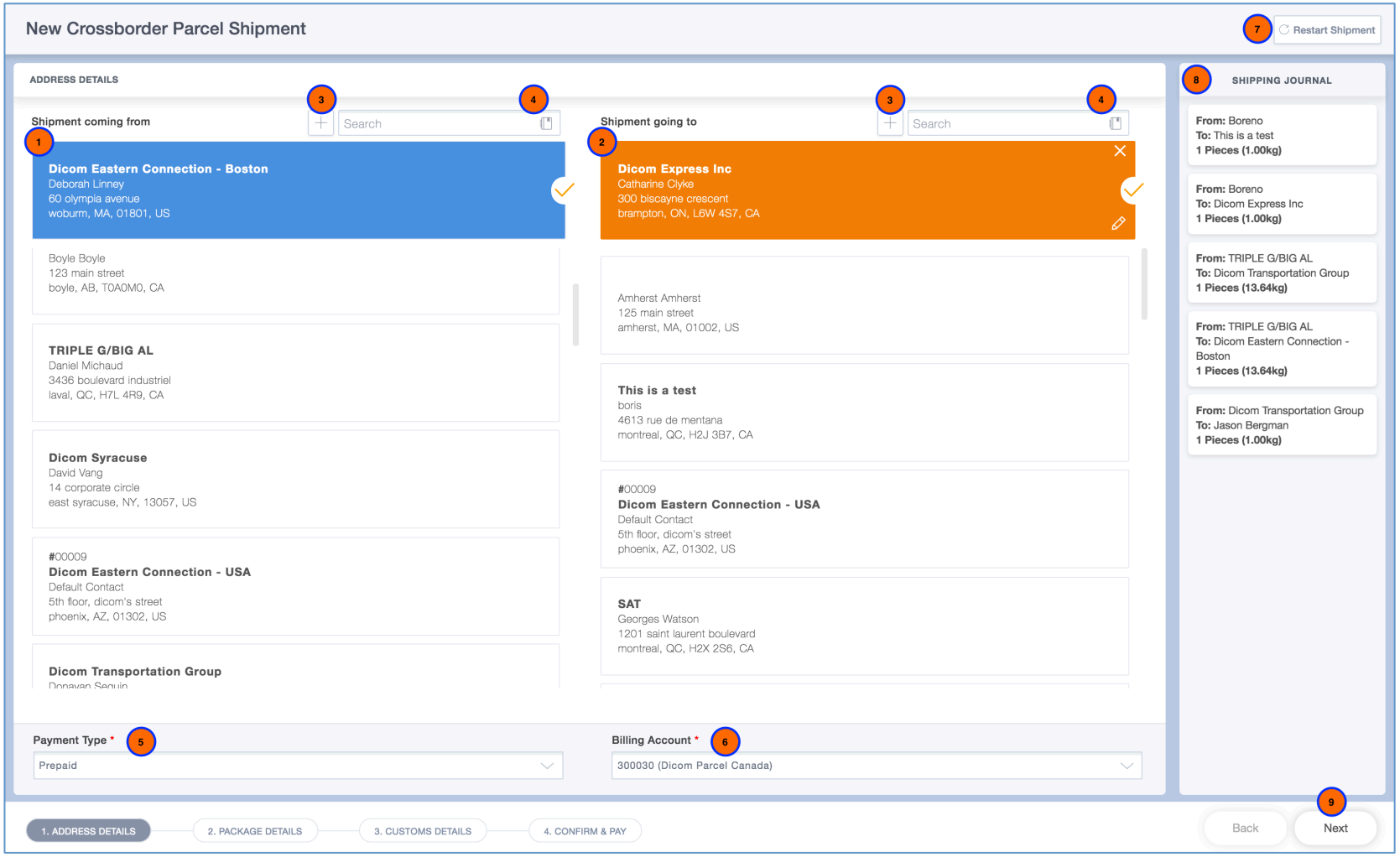
B. Shipment Creation Process

I. Address Details Screen



1. Select your shipper
2. Select your consignee
3. You can also create a new contact…
4. … or consult the address book.
5. Select the payment type applicable to this shipment
6. Select a billing account
7. At any time, you can start over your shipment creation
8. The shipping journal helps to create a shipment by analyzing your previous shipments
9. When everything is completed, click on “Next”

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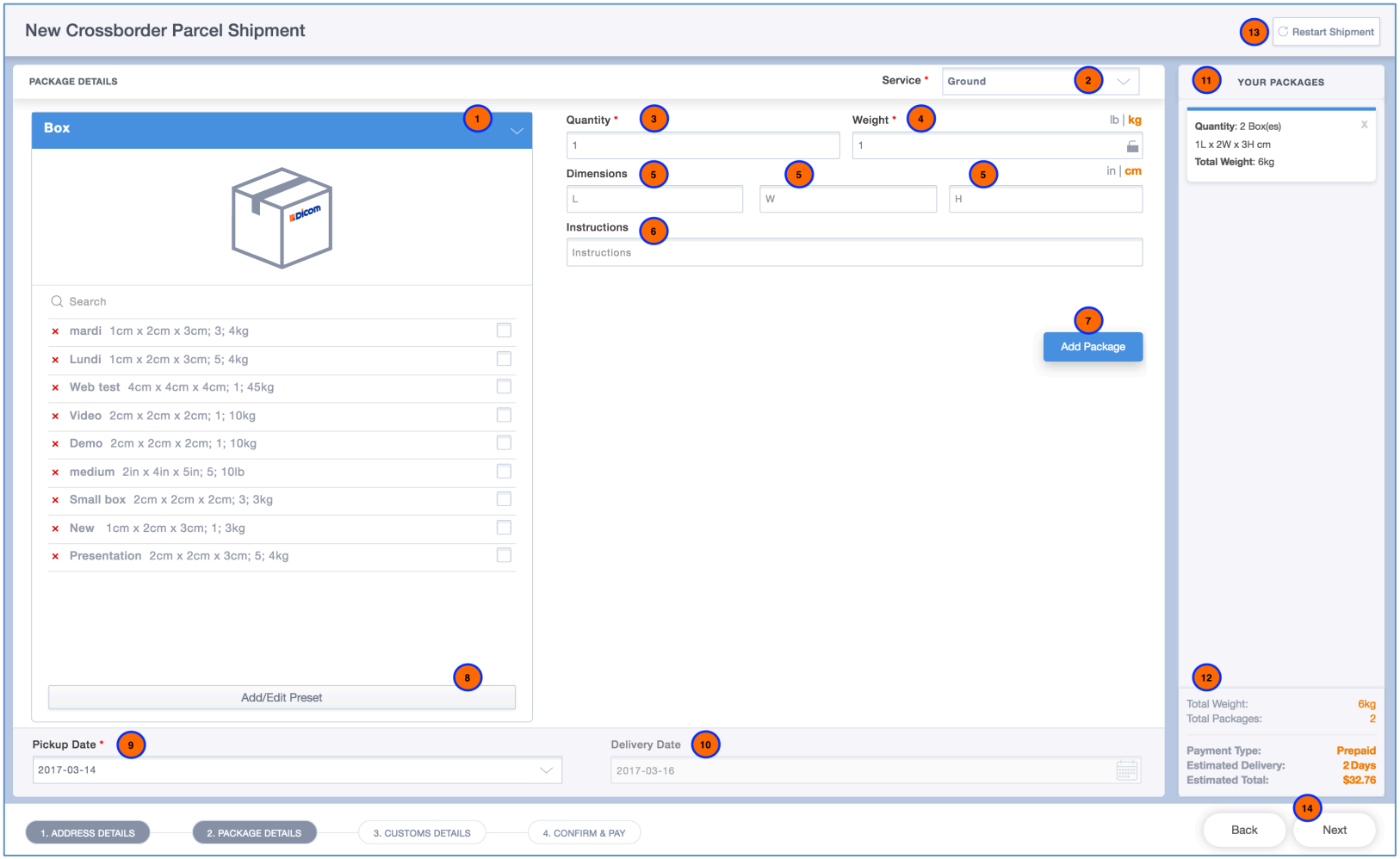
B. Shipment Creation Process

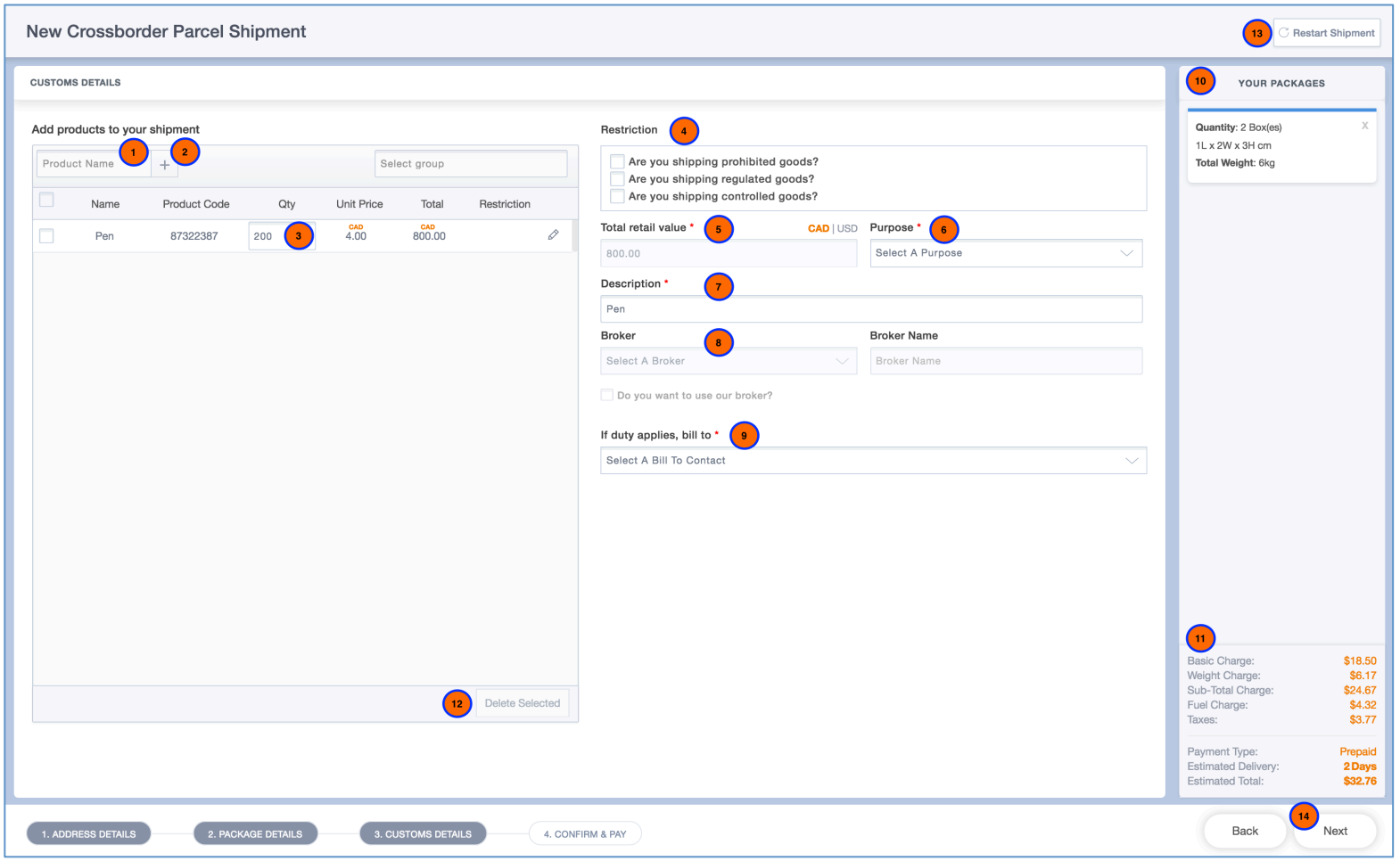
II. Package Details Screen



1. Select your package type
2. Select your service
3. Specify the quantity of your package
4. And its weight
5. You can also enter its dimensions
6. And any special instructions
7. Finally, click on Add Package
8. You can also use pre-sets
9. Select your pickup date…
10. … your delivery date will be automatically calculated
11. A list of parcels included in your shipment appears here
12. Your rate estimate will be automatically updated
13. At any time, you can start over your shipment creation
14. Once all your pieces are properly defined, click on Next

B. Shipment Creation Process

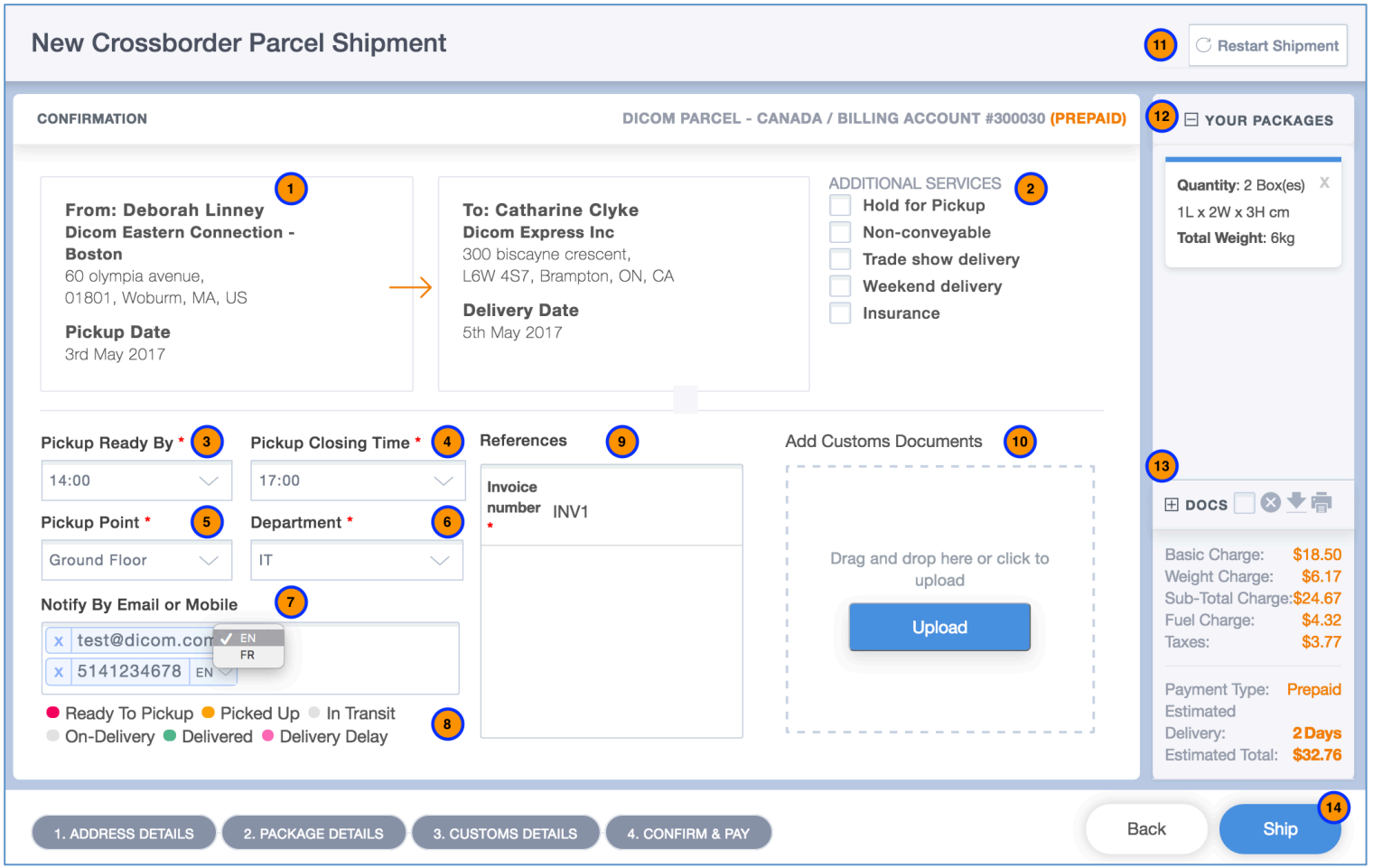
III. Customs Details Screen



1. Select one of your products…
2. …Or create a new one see: Section B, part I
3. Adjust the quantity of each product you are shipping
4. The restriction area will be automatically populated according to the products you are shipping
5. And so will be the Total retail value
6. If available, please select the purpose of your shipment
7. A global description of your shipment is needed for every international transactions
8. If available, please select a broker
9. If available, please specify the person who will pay for duties and taxes
10. A list of parcels included in your shipment appears here
11. Your rate estimate will be automatically updated
12. At any time, you can delete products from your shipment
13. At any time, you can start over your shipment creation
14. Once all your international information is entered, click Next

B. Shipment Creation Process

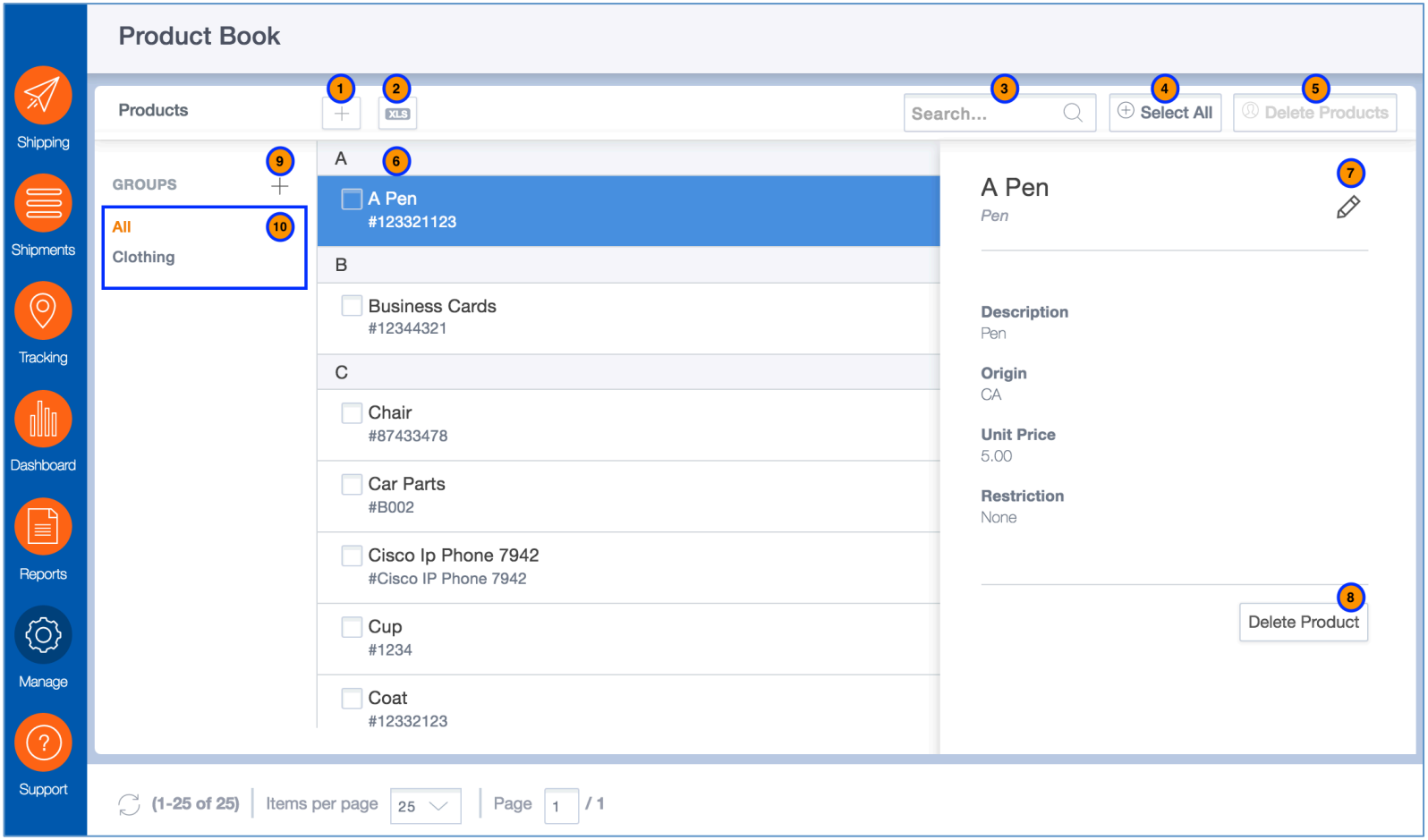
IV. Confirm and Pay Screen



1. Verify your shipment information
2. Add any additional services required
3. Specify your pickup time…
4. … and your pickup closing time
5. Select a pickup point
6. Specify your department
7. Specify the email address or phone number you wish to notify on shipment status
   You can also select the language of the notifications
8. Then select the statuses you wish to be notified for
9. If your billing account requires mandatory Reference numbers, enter them here
10. Drag and drop any international documents that you wish to transmit to the border
11. At any time, you can start over your shipment creation
12. A list of parcels included in your shipment appears here
13. Your rate estimate will be automatically updated
14. Once you have verified all your shipment information, you are ready to create a shipment by clicking on ship

C. International Shipping Features

I. Products Book Management



1. Click on the + icon to create a new product
2. To import multiple addresses, click on the xls icon
3. You can search for an existing product
4. You can select all your products in one click…
5. Delete the selected products
6. By clicking on a product…
7. …You will be able to edit it
8. … Or delete it
9. You can also group products together to speed up your product selection process when creating a shipment
10. See all your existing groups here

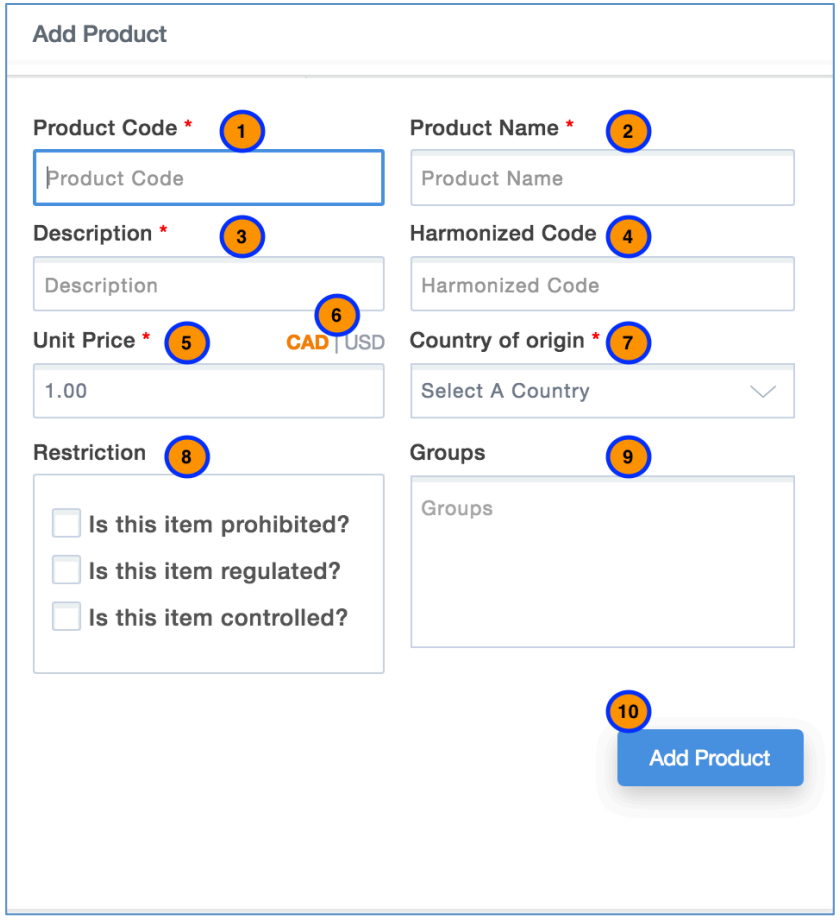
C. International Shipping Features

II. Products Creation

When shipping internationally, clear product details and descriptions are required.

Smart4Shipping allows you to create and maintain a full product book or database that will speed up the creation of your international shipments.
You can create a product from the menu Manage ➔ Products, or directly in the international shipment creation process; by clicking on the + icon

Here is how to complete the Add a product section:



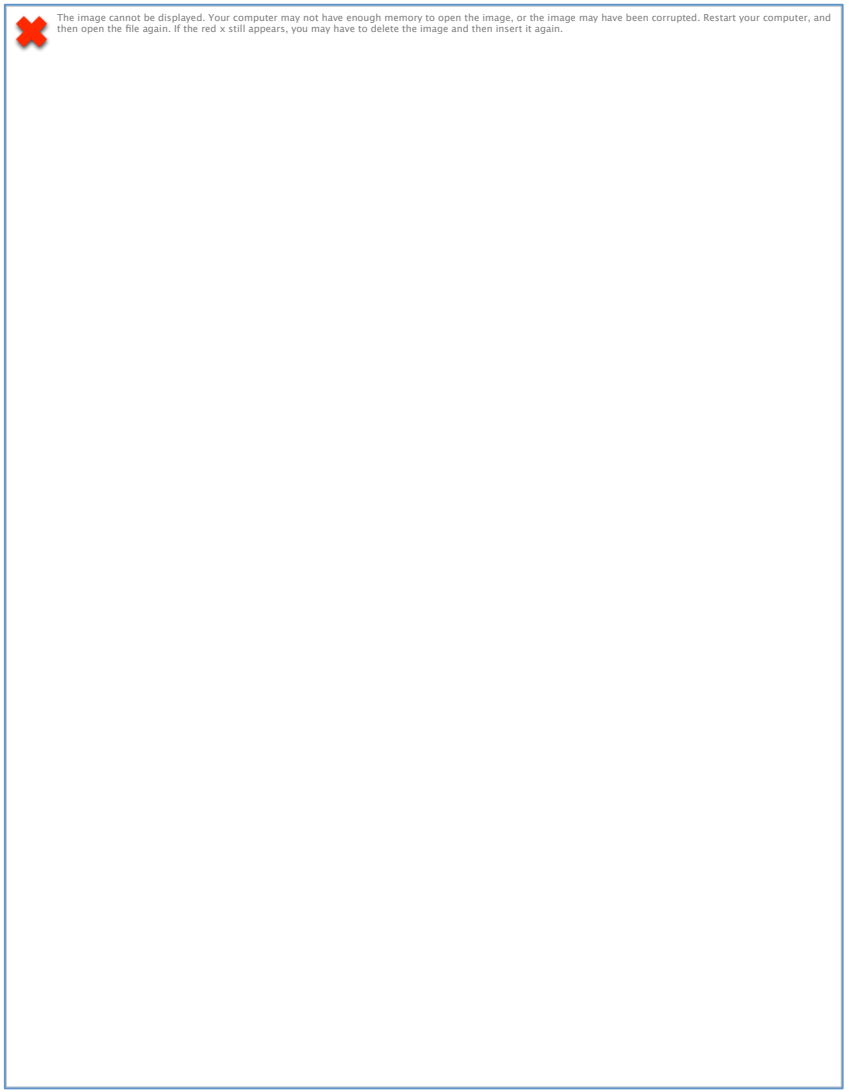
1. Enter or scan a product code *(unique entry)*
2. Enter a product name *(unique entry)*
3. Enter a precise description of your product
4. Enter the harmonized code for the product. *The harmonized code is used by customs to determine duties and taxes*
5. Set a unit price of your product
6. Select the currency of this price. *We will make sure to covert the price to the proper currency*
7. Select the country of origin of your product
8. Set the restrictions for your product
9. Add your new product to one or multiple groups
10. Finally, save your product

C. International Shipping Features

III. International Documents Generation

Smart4 Shipping automatically generates the necessary documents for international shipments based on the information you have specified when creating your international shipments.

All documents are forwarded to Customs in advance to speed up the customs clearance process, whether it is the documents generated by the system or the documents you uploaded when you created your shipment



A Commercial Invoice generated by smart[4] shipping

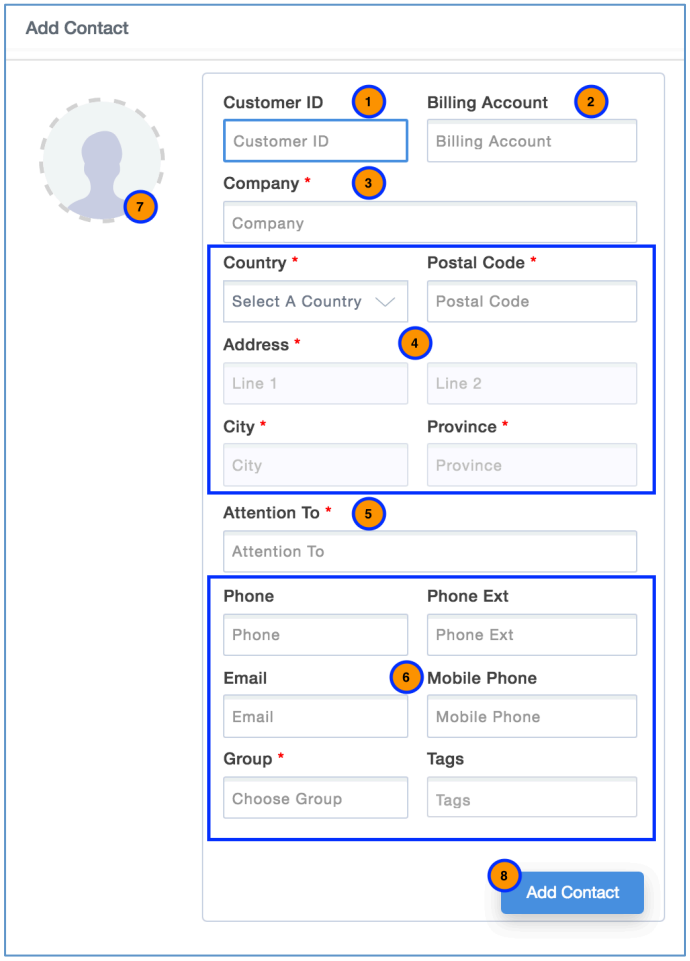
D. Tools

I. Address Creation

Smart4Shipping allows you to create and maintain an address book that will speed up the creation of your shipments.

You can either create a product from the Manage ➔ Contacts screen, or directly in the shipment creation process; by clicking on the + icon

Here is how to create a new contact:



1. You can specify a unique customer ID to help you search through your contacts more easily
2. If you know your contact's billing account, enter it here
3. You can use an existing company to populate all your address fields…
4. …Or manually enter the value for each mandatory field. Smart4shipping validates that the information you enter corresponds to a valid address.
5. Specify a contact within this company
6. And you can add more info to help us contact your contact if needed
7. You can even personalize every contact by adding a photo
8. Once all the information is completed, click on Add Contact to save your new contact

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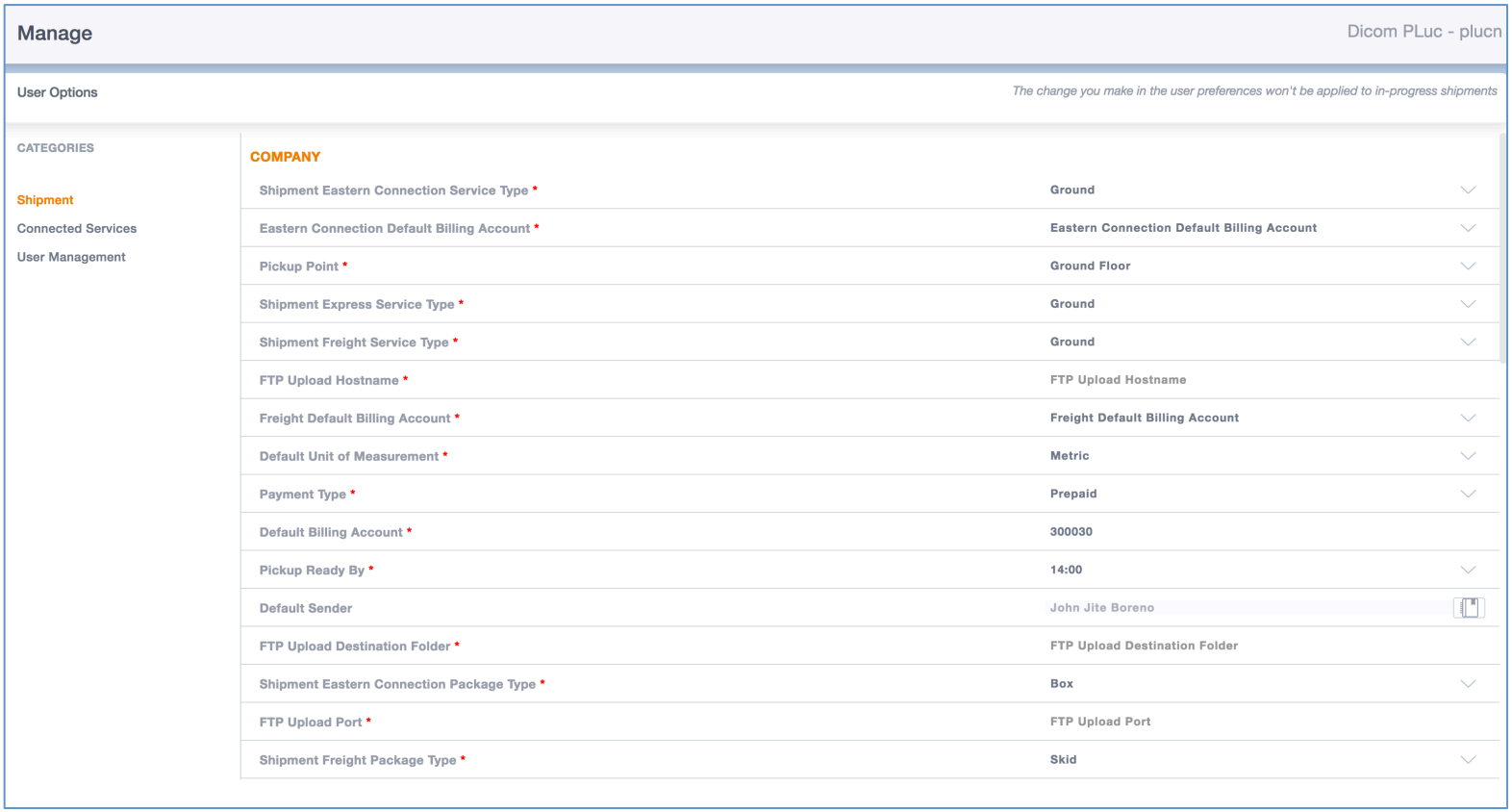
D. Tools

II. Customizable environment, adaptable to your needs



In order to speed up and optimize your shipment creation procedure, smart[4] shipping is customizable to suit your needs'

You can customize your environment by going to the options screen, available on the Manage tab.

You will have the possibility to:

- Manage your users
- Connecting your services
- Enter a default value for each of the fields required to create a shipment

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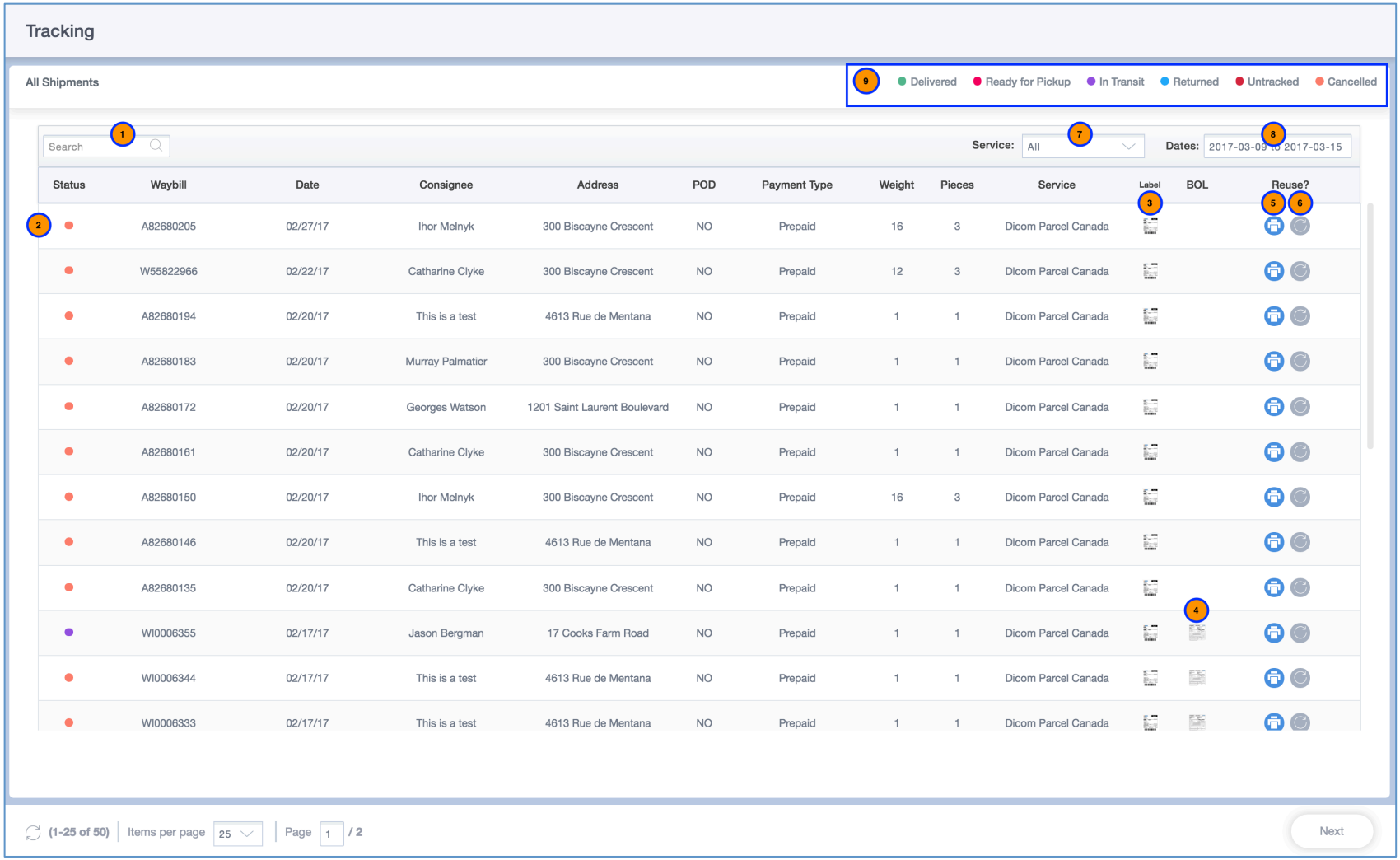
D. Tools

III. Tracking



1. You can search for a particular shipment
2. Or search for a shipment within the list
3. You can consult your generated waybills…
4. …Or the international documentation
5. At any time, you can reprint documents
6. At any time, you can reuse a shipment to create another one
7. Filter your shipments by service here
8. Filter your shipments by date here
9. Filter your shipments by statuses by selecting the statuses you want to display

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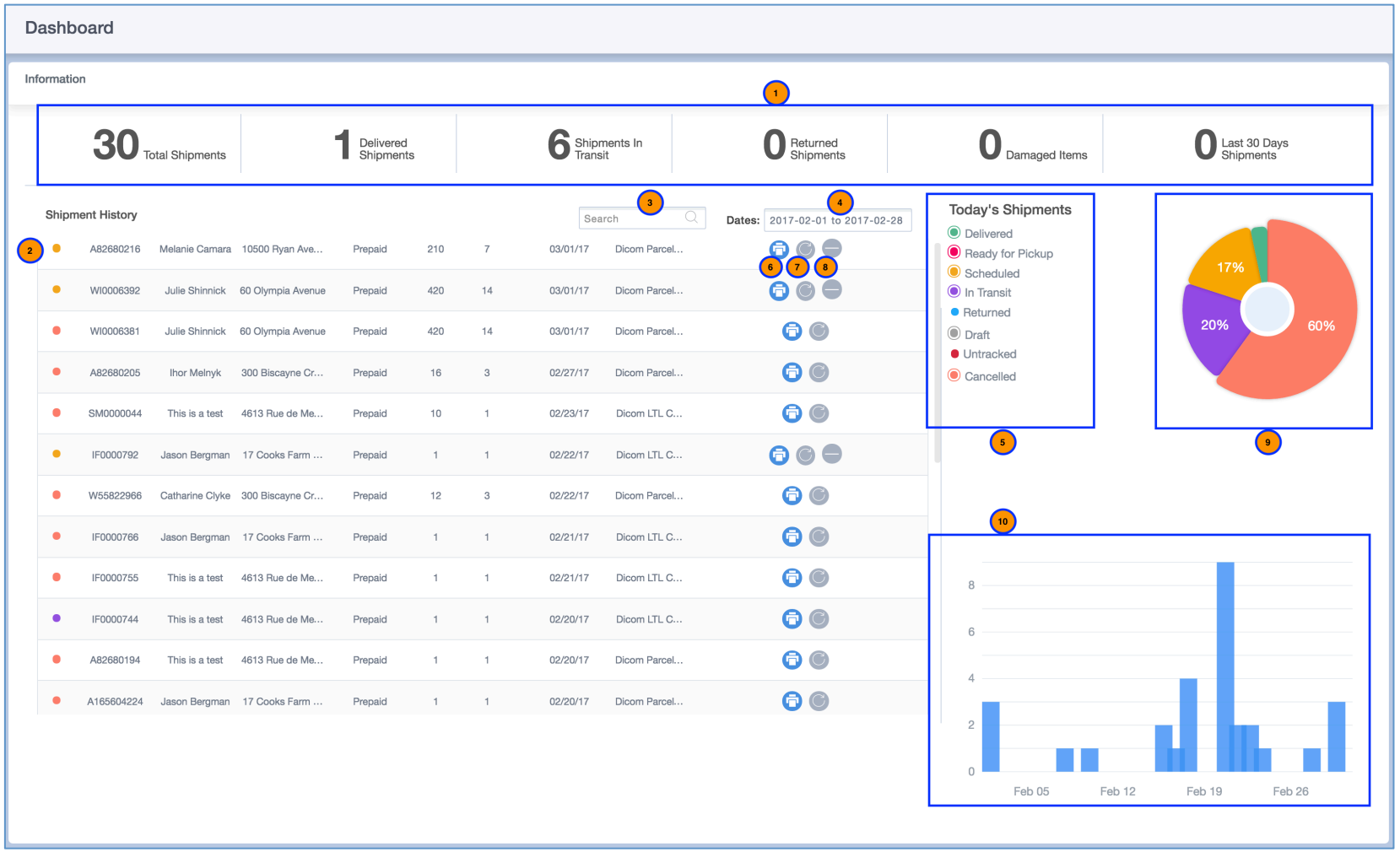
D. Tools

IV. Dashboard



1. See your overall shipment statistics
2. Find your shipment within the list
3. Filter your shipments by service
4. Filter your shipments by date
5. Filter your shipments by statuses by selecting the statuses you want to display
6. At any time, you can reprint documents
7. At any time, you can reuse a shipment to create another
8. At any time, you can delete a shipment
9. Analyze your shipments by statuses along given period of time
10. See your shipment volume over a period of time