

Setting up DRC

- 1.) Open DRC Icon on Desktop



- 2.) When you first open DRC you will have to set your self up as a user within DRC. DRC grabs the User ID from Windows, so this software is windows user specific.

A screenshot of a Windows dialog box titled 'New User: Please complete form'. It contains a 'User Options' section with two input fields: 'User ID:' containing the text 'TEST' and 'Full Name:' which is currently empty.

- a. Starting with “User Options”
- b. First fill in your full name
- c. Then select what department you are in, from the drop down arrow. If you don't see your department select anyone, all this information can be changed later

A screenshot of the 'New User: Please complete form' dialog box. The 'Full Name' field is now filled with 'Test Ims'. The 'Department' field is a dropdown menu showing '123 A DEFAULT DEPT'. The 'Email Address' field is partially visible and contains '123 A DEFAULT DEPT'.

- d. Next you want to type in your company email address
- e. After that type in your desks extension number (phone system)
- f. Next select the carrier you use the most often from “Ship Via”

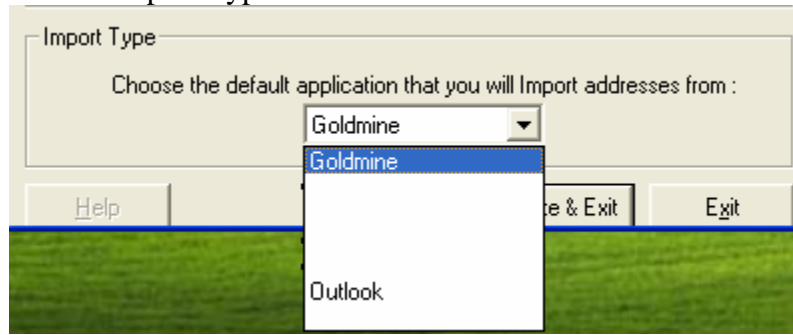
A screenshot of the 'New User: Please complete form' dialog box. The 'Email Address' field is filled with 'test@4ims.com'. The 'Extension' field is filled with '0000'. The 'Ship Via' dropdown menu is open, showing a list of shipping options: DHL A - NEXT DAY 3PM, DHL M - NEXT DAY 1030AM, FDX 1ST - OVERNITE BY 8:30, FDX EXP - SAVER 3 DAYS, FDX PRI - PRI OVERNITE 10:30, FDX STAN - OVERNITE BY 3 P.M, PO1 - POST OFFICE - 1ST CLASS LETTER, and PO FRE - POST OFFICE - FLAT RATE ENV.

3.) Under “Printing Options”

Printing Options	
Number of Shipping Orders to print for regular shipments:	<input type="text" value="1"/>
Number of Invoices to print for International shipments:	<input type="text" value="0"/>
<input checked="" type="checkbox"/> Do not prompt for confirmation	

- a. First select how many shipping orders = Birth Certificates you want to print
- b. If you ship International Select how many International, Birth Certificates you want
- c. By checking off the “Do not prompt for confirmation”, it will automatically print your birth certificates
- d. If you DO NOT check off “Do not prompt for confirmation”, then each time you go to print your birth certificate you will have to type in how many copies you want then click ok
- e. Please see the next page for the rest of the instructions

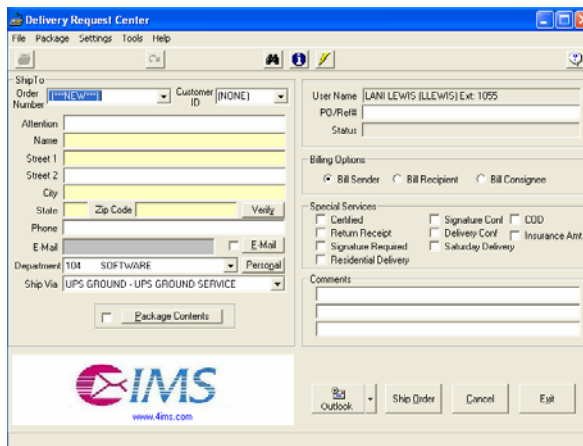
4.) Under “Import Type”



- a. Select which method you have chosen to use, or leave at it's default
- b. When finished click “Save & Exit” button



- c. Click “OK” to this message
- d. You will receive another message letting you know that DRC will use your default widows printer, to print the Birth certificates
- e. Click “OK” to this message as well
- f. DRC will now open for the first time



Creating a Shipment within DRC

Generic Instructions

1.) Open DRC Icon on Desktop



2.) DRC will open and look like so:

A screenshot of the Delivery Request Center (DRC) application window. The window has a blue title bar and a menu bar with 'File', 'Package', 'Settings', 'Tools', and 'Help'. The main area is divided into several sections: 'Ship To' (Order Number, Attention, Name, Street 1, Street 2, City, State, Zip Code, Phone, E-Mail, Department, Ship Via), 'Customer ID', 'User Name', 'PO/Ref#', 'Status', 'Billing Options', 'Special Services', and 'Comments'. The 'Ship To' section has several yellow fields. The 'Special Services' section has several checkboxes. The 'Comments' section has a text area. At the bottom, there is an 'IMS' logo and a 'www.ims.com' URL. There are also buttons for 'Outlook', 'Ship Order', 'Cancel', and 'Exit'.

- From this screen you can type in a customer address in, on the left side
- Or if you have an import functionality available you can click on the import button, here I have an example for “Outlook”
- Make sure that all the Yellow fields are completed, and that your spelling is correct; for Street and PO addresses
- You may use the “Verify” button to check your city, state, & zip, before continuing

3.) You can click on the “Email” button to put an email address in with the address block of information

A screenshot of the Delivery Request Center (DRC) application window with the 'E-Mail Options' dialog box open. The dialog box has a blue title bar and a close button. It contains the text 'Send E-Mail at the end of the day to the following' and a checked checkbox for 'E-Mail Recipient' with the email address 'Hello@Hotmail.com' entered in the field below it. There are 'Clear', 'Save', and 'Exit' buttons at the bottom of the dialog box. The background window shows the 'E-Mail' button highlighted in red.

- Check off E-Mail Recipient
- Then click “Save”

4.) In the "Ship Via" area:

Ship To
Order Number [***NEW***] Customer ID [NONE]
Attention
Name
Street 1
Street 2
City
State Zip Code Verify
Phone
E-Mail E-Mail
Department 104 SOFTWARE Personal
Ship Via
UPS GROUND - UPS GROUND SERVICE
P04 - PRIORITY FLAT RATE ENV.
P01 - RATE SHOP, POST OFFICE VS. UPS
U15 - UPS 2ND DAY AIR LETTER
U2 - UPS NEXT DAY AIR
U3 - UPS 2ND DAY AIR
U4 - UPS NEXT DAY AIR - LETTER
U60 - UPS EARLY AM
UPS GROUND - UPS GROUND SERVICE
www.4ims.com

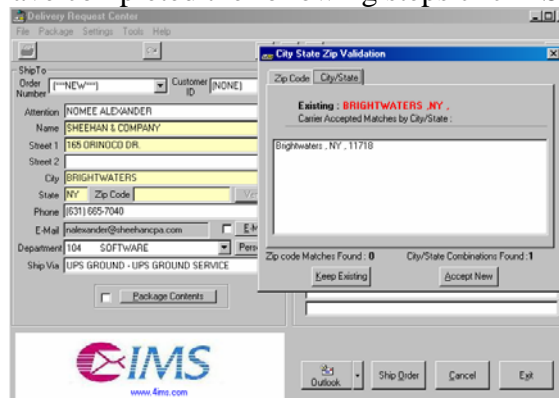
- a. You can use the drop down menu to select available carriers

5.) On the right side:

Billing Options
 Bill Sender Bill Recipient Bill Consignee
Special Services
 Certified Signature Conf COD
 Return Receipt Delivery Conf Insurance Amt
 Signature Required Saturday Delivery
 Residential Delivery
Comments
[Text Area]

- a. You have Billing Options
- b. You can select Special Services
- c. You can add Comments for internal tracking purposes
- d. See the next page for the rest of the instructions

6.) Once you have completed the following steps click “Ship Order”

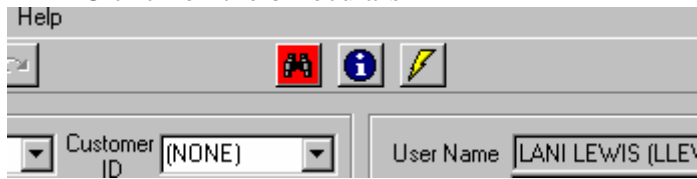


- a. If your address is incorrect you will be prompted to correct your address, before printing
- b. The “Verify” Button does this as well
- c. Highlight the correct address, and click “Accept New”
- d. If you do not see the correct address, try looking under the other tab
 - * Zip Code Tab
 - * City/State Tab
- e. This will print a Birth Certificate
- f. The Order Number on this printout is also your Package ID Number

Search on a Shipment through DViewer

** Packages will only be in DViewer if shipped through 3rd party software **

- 1.) From DRC click on the binoculars

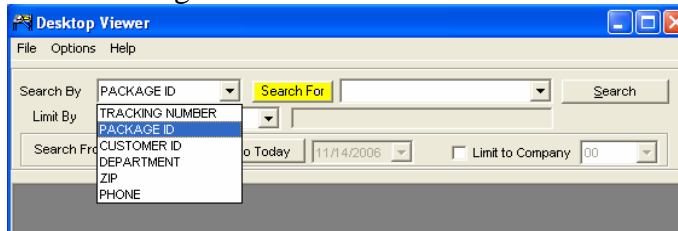


- a. DViewer will open

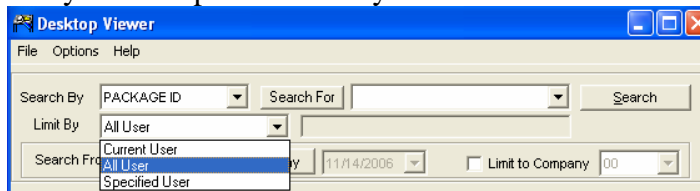


- 2.) In “Search By” use the drop down menu, select what you want to search on

- a. Click the “**Search For**” button
b. Type the Package ID/ Order Number you want to search by in the next field to the right

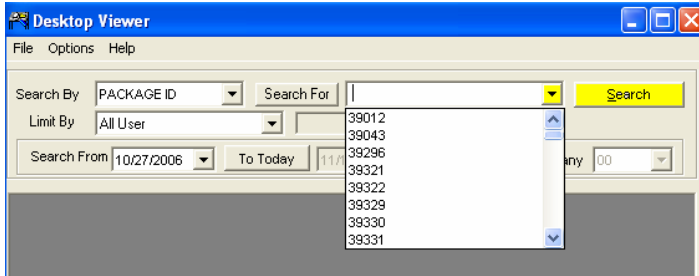


- c. You can use the “Limit By” drop down menu to search on “All Users”; everyone’s shipments. The system defaults to “Current User”; you

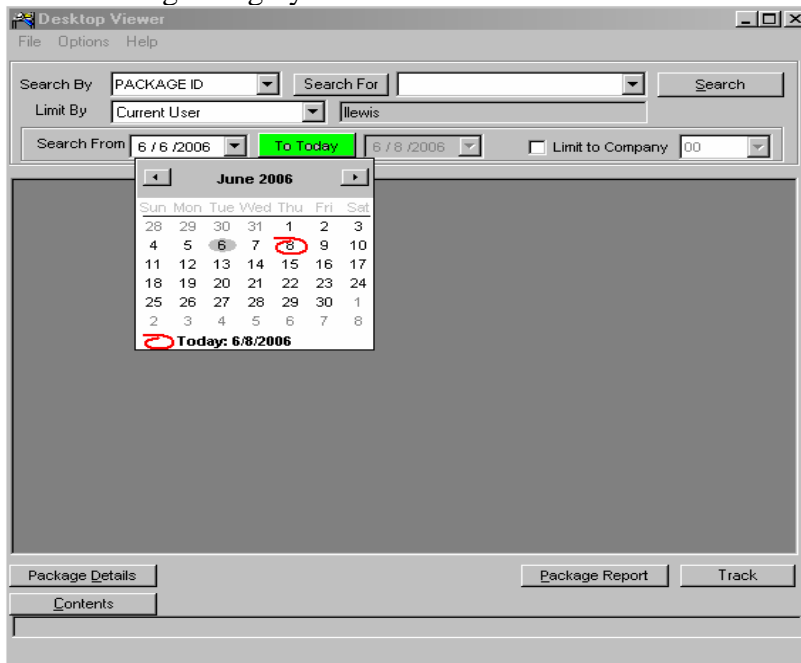


- d. See the next page for the rest of the instructions

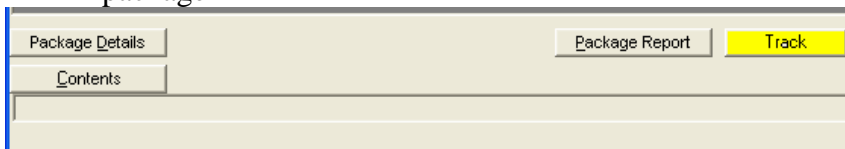
- e. Then click **“Search”** on the right, or use the drop down arrow from the field to the left



- 3.) To narrow your search, use the **“Search From”** field:
 - a. Use the drop down arrow to narrow your search down
 - b. By clicking the **“To Today”** button you will open up the availability to change the grayed out date

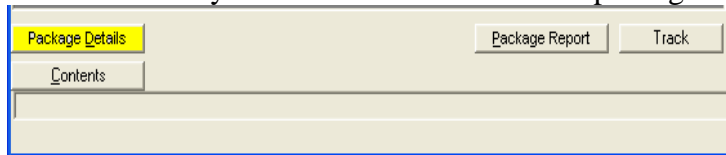


- 4.) To Track a package:
 - a. Highlight the package you want to track
 - b. Then click the **“Track”** Button to go to the carrier website and track the package

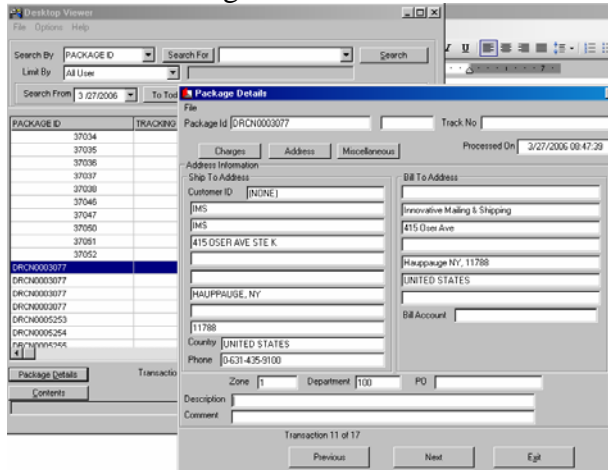


- c. Please see the next page for more DViewer options
- d. See the next page for the rest of the instructions

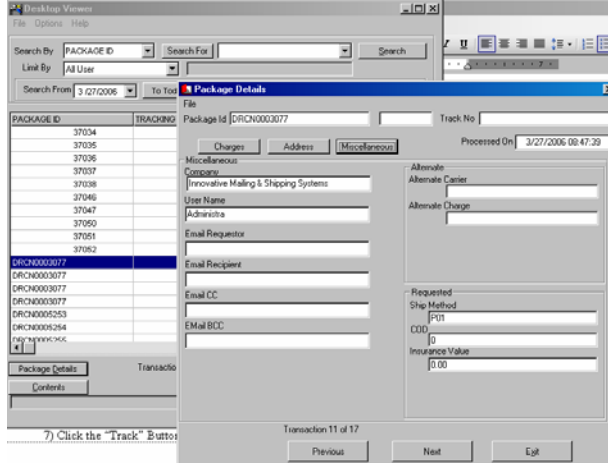
5.) From DViewer you can also retrieve detailed package information



e. Click the "Package Details" button for more info on the package



a. Click the "Miscellaneous" button; when viewing All Users' packages



7) Click the "Track" Button