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. 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

 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 must often from "Ship Via"

3.) Under "Printing Options"

Printing Options
Number of Shipping Orders to print for regular shipments: 1

Number of Invoices to print for International shipments: 0

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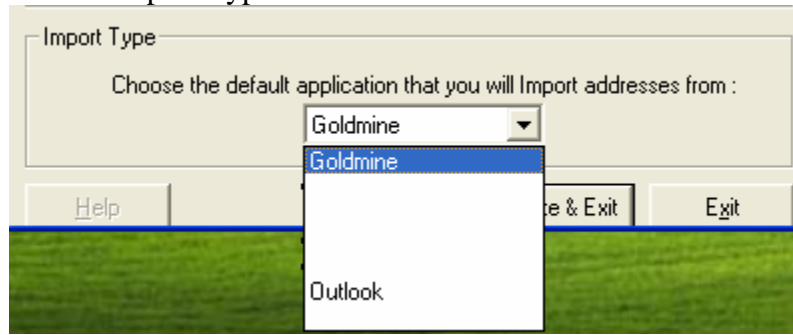
a. Select which method you have chosen to use, or leave at it's default
b. When finished click "Save & Exit" button

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
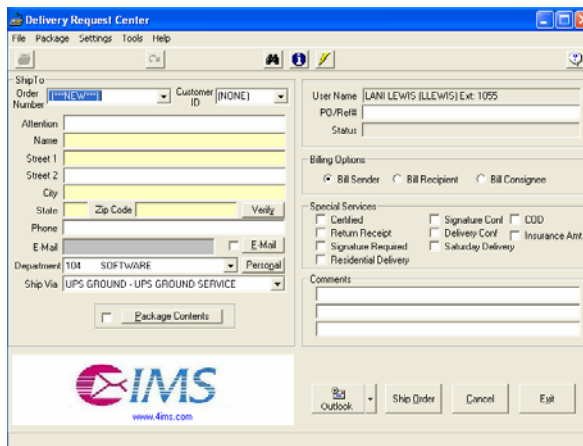
Creating a Shipment within DRC
Generic Instructions

1.) Open DRC Icon on Desktop

2.) DRC will open and look like so:

    a. From this screen you can type in a customer address in, on the left side

    b. Or if you have an import functionality available you can click on the import button, here I have an example for "Outlook"

    c. Make sure that all the Yellow fields are completed, and that your spelling is correct; for Street and PO addresses

    d. 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. Check off E-Mail Recipient

    b. Then click "Save"

4.) In the "Ship Via" area:

ShipTo
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.
PVU   - 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

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    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

    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"
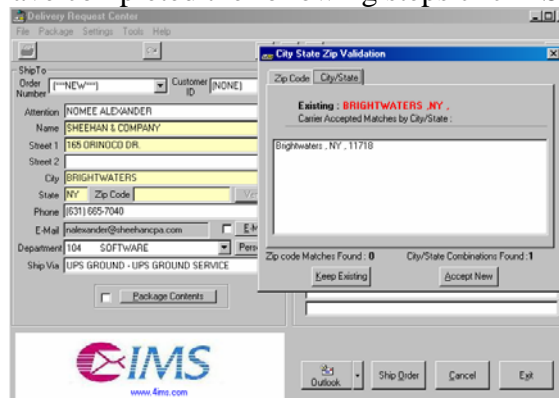
    a. If your address is incorrect you will be prompted to correct your address, before printing

    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 *
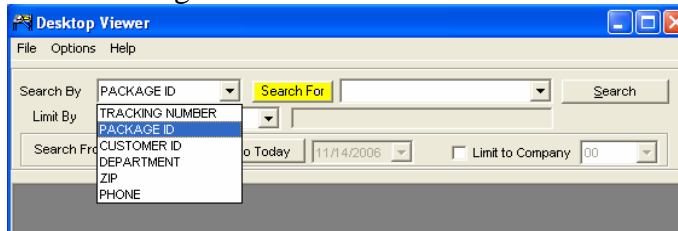
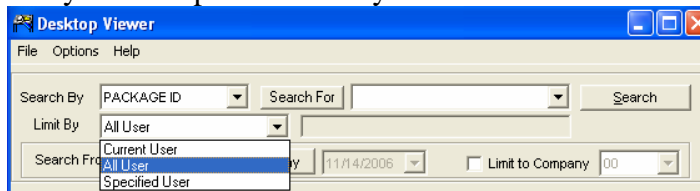1.) From DRC click on the binoculars
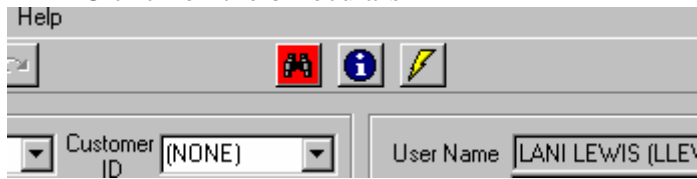
   a. DViewer will open

2.) In "Search By" use the drop down menu, select what you want to search on
   a. Click the "**Search For**" button
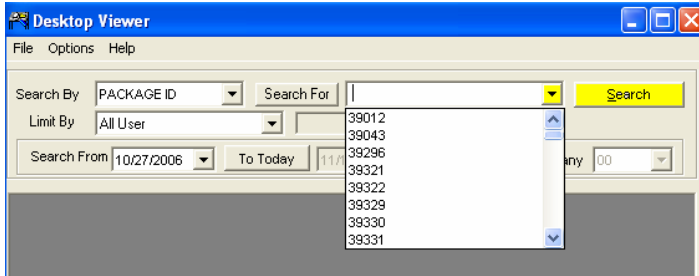   b. Type the Package ID/ Order Number you want to search by in the next field to the right

   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
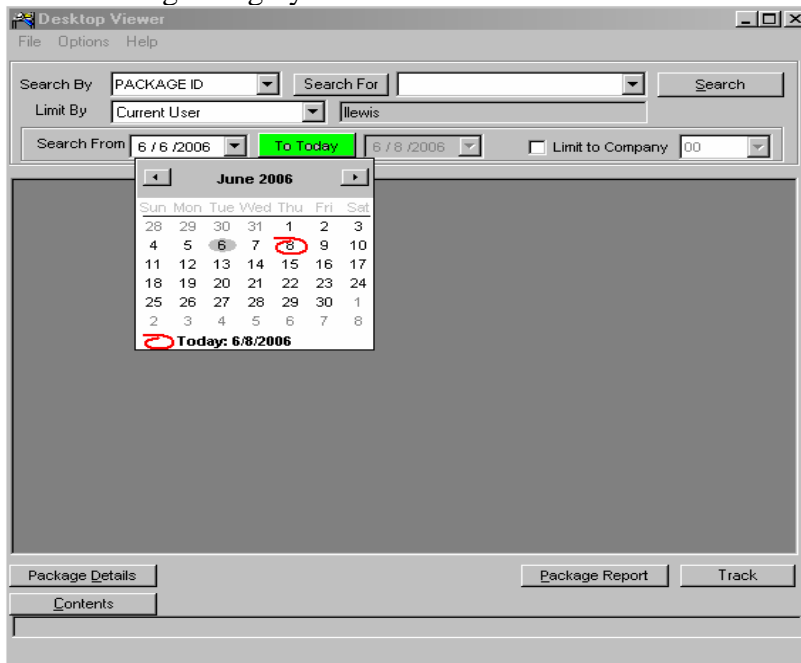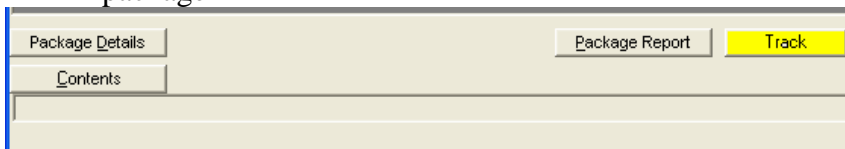

   d. See the next page for the rest of the instructions

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

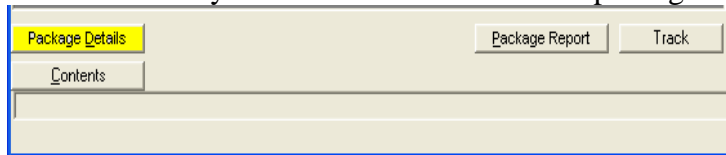4.) To Track a package:
   a. Highlight the package you want to track
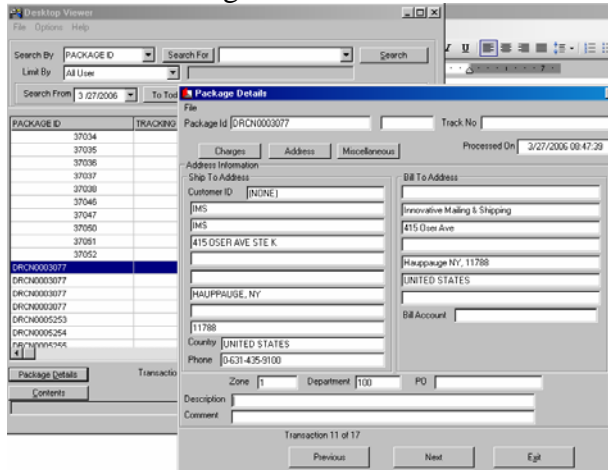   b. Then click the "Track" Button to go to the carrier website and track the package

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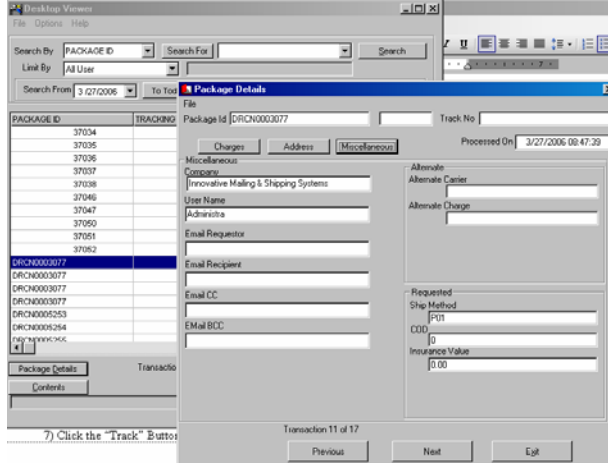   d. See the next page for the rest of the instructions

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