



Global Shipping Software (GSS)

WEB VERSION 3.3 – USER GUIDE

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Global Shipping Software

Web Version 3.3 – User Guide

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1. Overview

The United States Postal Service (USPS) Global Shipping Software (GSS) is designed to streamline the International shipping process by supporting onsite label generation and manifesting for mailers, while capturing package destination and content information used to pre-advise foreign Customs.

GSS's web version 3 (V3), replacing the previous windows client and web version 2 (V2), showcases an enhanced user-centric redesign that allows for web-based end-to-end package processing for a variety of mailer types.

GSS supports functionality for a variety of mailer types, and specific functionality are determined by location types and membership groups assigned when signing up for the platform. Mailers can provide the information required for package labeling and Customs clearance through a variety including batch data transfer, single package data transfer, and direct data entry into the system. GSS validates the information when it is submitted to the USPS to ensure that all required information is provided, and all values are valid. Once a package identifier is scanned (or entered) at the mailer's location, the GSS application retrieves the package information from the GSS servers and presents it to the user for any updates or modifications. The system then generates tracking numbers, calculates postage, and prints labels for the package.

Package processing information is stored on the GSS servers until the mailer is ready to hand off the packages to the USPS. At that time, the user will be able to close the dispatch and generate forms and manifests to be presented to the USPS.

2. How to Use this Guide

This guide assumes you are using the GSS V3 web platform, henceforth referred to as the GSS website or platform, for the first time. It is structured to show a start (initial login and workstation configuration) to finish (closing dispatches and printing reports) breakdown of the GSS platform for all qualifying mailer types. Because this guide is meant to describe all features of GSS, some features may apply to some mailer types but not others. Accessibility and functionality are determined by the GSS administrative teams at the GSS Help Desk, depending on location and membership types.

Please read through the entire guide to familiarize yourself with how GSS works in general, and then use the Table of Contents to locate topics for future reference and assistance with specific tasks. A step-by-step breakdown functionality can be found in Section 6.



Looking for a Quick Start?

The **GSS Quick Start Guide** is intended for Users accessing the GSS web platform for the first time and is structure to show primary GSS processes and functionality, basic steps for initial login, workstation setup, and optional hardware configurations. For further questions on getting started quickly, email gsshelp@usps.gov.

3. Prerequisites

GSS supports multiple mailers, pending they meet the qualifying requirements listed on [USPS.com](https://usps.com) and below.

- Ability to pay postage through the at least one of the following methods:
 - **Permit Imprint**
 - **Electronic Verification System (eVS) Postage Payment**
 - **Printed Postage Statement**
- eVS account activation if paying postage through eVS as set forth in [DMM 705.2.0](#)
- Permit activation if paying postage by permit.

Before logging into GSS for the first time, mailers, or their USPS Sales Representatives, should complete the following prerequisites:

- Submit a GSS Mailer Activation Form, which mailers can request from the GSS Help Desk or their USPS Sales Representative
- Obtain a **User ID, Password, and Location ID** from the GSS Help Desk. These credentials should have been provided upon signing up for the GSS platform with USPS Account Management teams.

4. System Configuration and Setup

The following sections walkthrough requirements and necessary steps to configure the GSS platform and setup your workstations when accessing the platform for the first time.

4.1. Network Connection

Since GSS is a web-based platform, your workstation must be connected to the internet through a wireless or wired connection.

4.2. Browser Compatibility

GSS is compatible with most internet browsers. The full list includes:

- Firefox
- Chrome
- Edge Chromium
- Opera
- Internet Explorer 11
- Apple Safari



Note: The GSS Web V3 Client Control is not applicable or available in Apple Safari. Apple Safari only allows printing labels via PDF format.

4.3. Pop-ups

For the site to function properly, browser settings must be configured to allow pop-up windows from the GSS website. Follow these instructions to allow site specific pop-ups for your browser.

Firefox

In the Firefox window, click the ☰ symbol, and then click **Options**. Click **Privacy & Security**. Locate **Block pop-up windows** and, if the check box is checked, click the **Exceptions...** button. Enter the GSS website URL, click **Allow**, and then click **Save Changes**.


Chrome

In the Chrome window, click the ⋮ symbol, and then click **Settings**. On the Settings page, click **Advanced**. From the Advanced menu, click **Privacy and Security** and then click **Site settings**. Click **Pop-ups and redirects**. Click the **Add** button. Enter the GSS website URL and then click **Add**.

Opera

In the Opera window, click the ≡ symbol, and then click **Go to browser settings**. Click **Advanced**. On the Advanced menu, click **Privacy & Security** and then click **Site Settings**. Click **Pop-ups and redirects**. Click the **Add** button. Enter the GSS website URL and then click **Add**.

Microsoft Edge

Click the Windows icon  in the lower left corner of the desktop, and then click **Settings**. Type “pop” into the search box on the Settings page. Click **Block or Allow Pop-Ups** from the list of results. The **Internet Properties** window is displayed with the **Privacy** tab selected. Ensure that the **Turn on Pop-Up Blocker** check box is checked. Click **Settings**. In the **Address of web site to allow** field, enter the GSS website URL, and then click **Add**. Click **Close**.

4.4. Trusted Site

If you are using the Internet Explorer browser to access the GSS website, you should follow the instructions in this Section to make the GSS website URL a trusted site. This will ensure that the GSS Web V3 Client Control used for printing will download properly.

First, launch Internet Explorer, click the **Tools** menu, and then select **Internet Options**. On the **Security** tab, select **Trusted Sites** and then click **Sites**. This opens the **Trusted sites** window.

Enter the GSS website URL the **Add this website to the zone** field and then click **Add**. When you are finished, click **Close** to return to the main Internet Explorer window.

4.5. Login

On the GSS website login page, <https://gss.usps.com/uspsqssv2/dologin.aspx>, enter the following credentials provided by the GSS Help Desk when signing up for the platform:

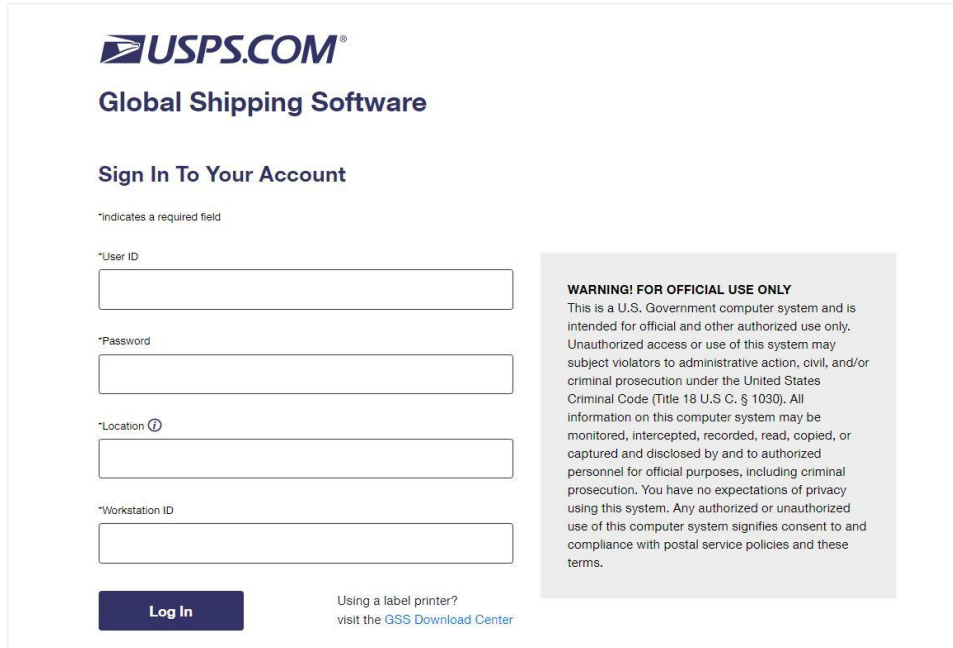


Figure 1: GSS Login Page.

- **User ID:** This will be used to identify the specific user and associated membership group in the GSS system.
- **Password:** Most Users will be able to change their own password.
- **Location ID:** This is a series of letters and numbers used to identify a GSS mailer's specific location.
- **Workstation ID:** This is a series of letters and numbers used to uniquely identify a workstation, set by the User. It can be less than or equal to 20 characters. Some mailers may use multiple workstations, therefore each workstation associated with the GSS platform must have a unique identifier. Users will need to go through initial workstation setup for each workstation with a unique Workstation ID.

For more information on Managing User Settings and information, reference **Section 8** of this guide.

4.6. Initial Workstation Setup

The first time you login onto the GSS website, you will be taken to Workstation Settings to configure and save your printer settings.

1. The Workstation ID used to login will automatically populate on the Workstation Settings page. This is a series of letters and/or numbers that you provide to identify your workstation in GSS system logs. If you are setting up multiple workstations, the ID for each workstation should be unique, and you will need to login again.

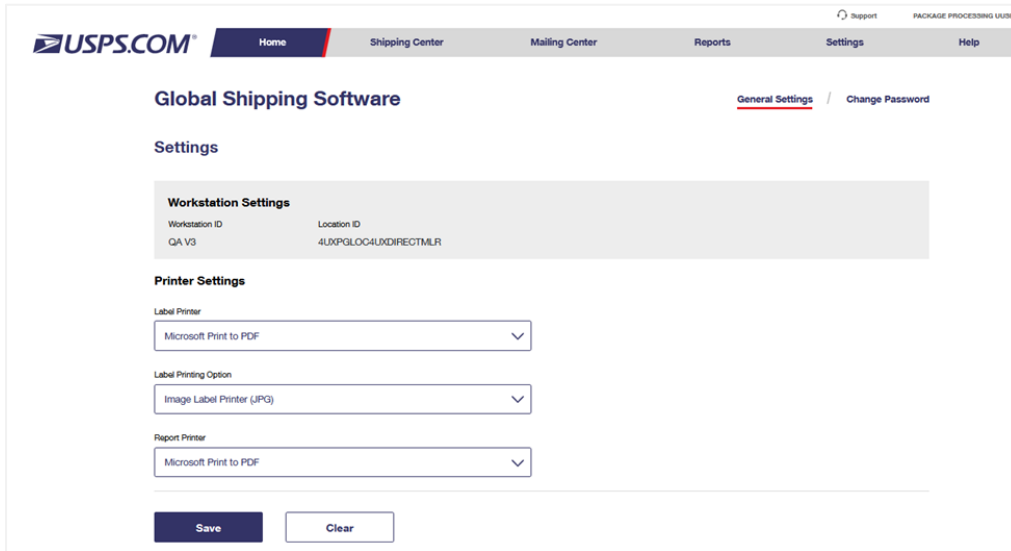


Figure 2: Workstation Settings.

2. Select your label printer from the Label Printers list. This list includes all printers associated with this workstation.

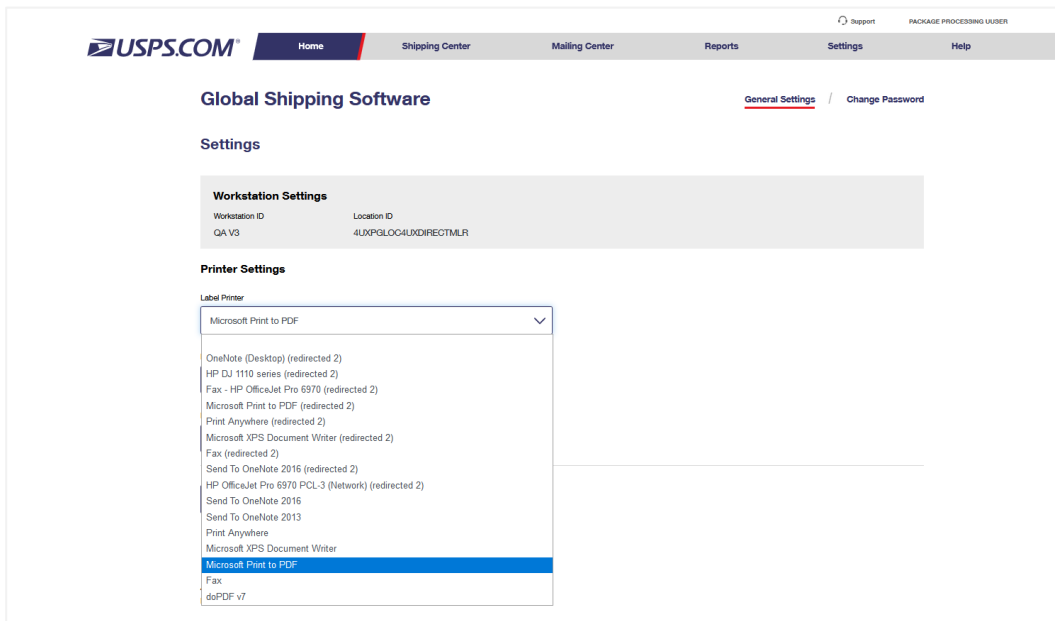


Figure 3: Label Printer Settings.

3. Select your label format from the Label Printing Options list. Image labels (JPG or PNG) work for most printers; if you are using a Zebra label printer, you may be able to use a ZPL option.

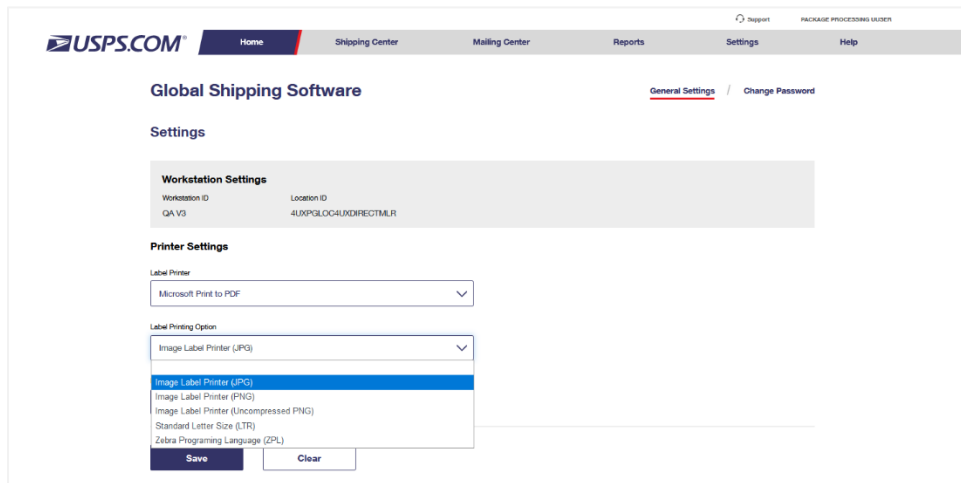


Figure 4: Image Label Printer Settings.

4. Select the document printer that you will use to print reports from the Report Printers list.

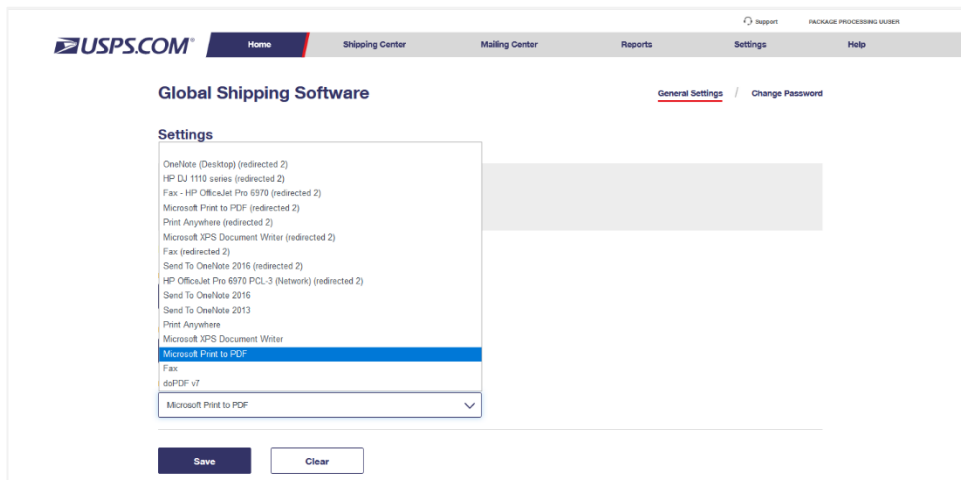


Figure 5: Report Printer Settings.

5. Click the Save button when you are finished.

You can return to Workstation Settings by clicking **Settings** on the main toolbar whenever you need to adjust or refine your settings. For more information on Managing User Settings and Information, reference **Section 8** of this document.

4.7. GSS Client Control Installation

All versions of the GSS web platform require a small client control component, known as the **GSS Client Control**, to communicate with your workstation's printer. This is specifically required to send labels and reports directly to a printer as a part of the report and label generation process.

To install the GSS Client Control, follow the steps outlined in the sections below.

4.7.1. GSS Client Control Installation Prerequisites

Please ensure the following requisites are met before installing the GSS Client Control.

1. You have administrator privileges, which are required for installation.
2. You have closed all browsers before beginning the installation.
3. You have manually uninstalled any prior versions of the GSS Client Control via the Program and Features page in the Control Panel. If you try to install the latest version (V3) of the GSS Client Control without uninstalling prior versions, you will receive a notification that the prior GSS Client Control exists.

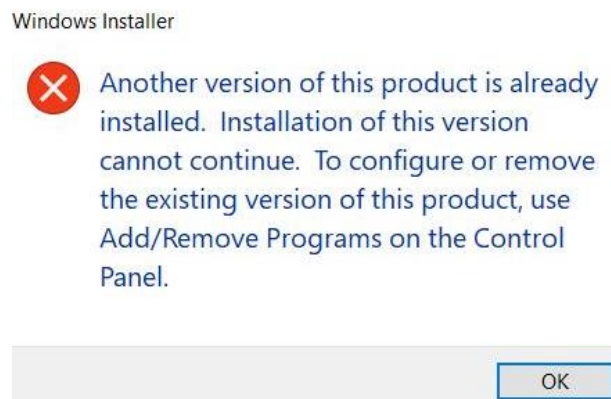


Figure 6: Pop-up will appear if another version of the GSS Client Control exists on your workstation.

4.7.2. Steps to Uninstall Prior GSS Client Control Versions

Please follow the below steps to uninstall prior versions of the GSS Client Control; this must be done before installing the latest version on your workstation.

1. Navigate to the Control Panel.
2. Open **Program and Features**.
3. Locate the **GSS v2 Client Control**.
4. Right click on the control and select **uninstall**.

Once the un-installation is successful, the GSS v2 Client Control will disappear from the **Program and Features** list in the Control Panel.

4.7.3. Steps to Install GSS Client Control

Please follow the below steps to install the latest version of the GSS Client Control onto your workstation. Ensure that the necessary steps have been taken to meet prerequisites and uninstall prior versions of the Client Control before completing this process.

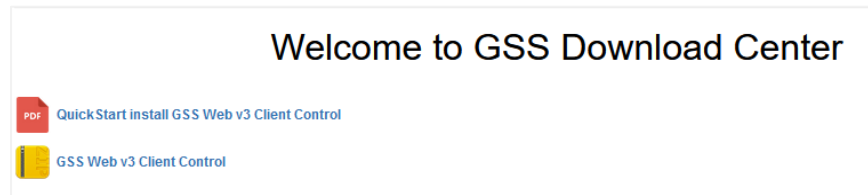


Figure 7: GSS Download Center for latest version of the GSS Client Control.

1. Locate your internet browser on your **Start** menu or desktop and double-click its icon. Your browser opens a new window.
2. Enter the latest (version 3) GSS Website URL in your browser's address bar.
3. On the login page, click the **Using a label printer? Visit the GSS Download Center** link.
 - a. If the GSS Download Center link does not appear on your browser window, enter the following URL directly into your browser window: <https://gss.usps.com/uspsgssv2/downloadcenter.aspx>.
4. Click the **GSS Client Controls** ZIP file.
5. Select the folder that you want to download the ZIP file to, and then click the **Save** button.
6. Close your internet browser.
7. Go to the folder that contains the downloaded GSS Client Control ZIP file. Double-click the file to open it.
8. Click **Unzip** on the WinZip toolbar and select **Unzip to**. Choose a location for the folder. Click the **Unzip** button. The file is unzipped, and its contents are saved to the location that you specified.
9. Locate the unzipped folder and open it. Right-click the **setup.exe** file and click **Run as Administrator** to start the installation.
10. On the Welcome screen, click **Next**.
11. Select the **Everyone** radio button. Click **Next**.
12. Click **Next** to start the installation.
13. Click **Close** to close the wizard when installation has completed.

4.7.4. Steps to Associate GSS Client Control with the GSS Website

To complete the installation process, you must associate the program with the GSS Web V3 site to be able to use the platform completely. Follow the instructions below.

1. Open your internet browser.
2. Go to the GSS website login page.

3. Associate the latest version of the GSS Client Control with the website.
 - a. The Firefox browser will display this prompt.

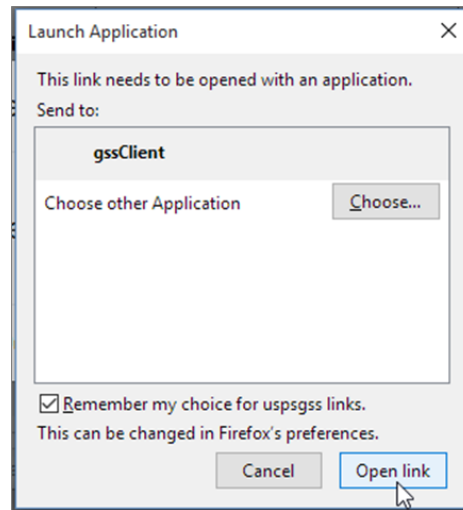


Figure 8: Firefox browser prompt to associate GSS Client Control to the website.

- i. Click the **Remember my choice for uspsgss links** check box to select it, and then click the Open link button.
 - b. If you are using Chrome, Opera, or Microsoft Edge, the browser will display this prompt.

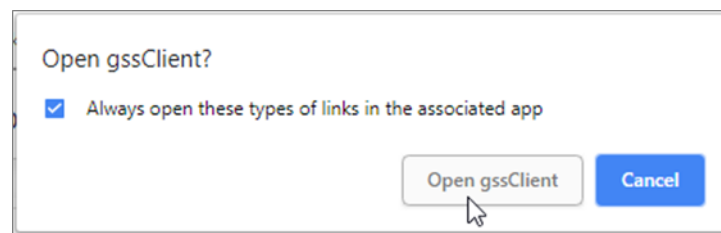


Figure 9: Chrome, Opera, Microsoft Edge browser prompt to associate GSS Client Control to the website.

- i. Click the **Always open these types of links in the associated app** check box to select it, and then click the **Open gssClient** button.

4.8. Optional Hardware Configuration

The following external hardware is optional, but compatible with the GSS platform to support end-to-end onsite package processing.



Barcode Scanner

Any keyboard-interface scanner should be compatible with GSS. The scanner should be configured to accept alphanumeric characters used for the mailer's Package ID format and length. If the scanner is not pre-programmed to perform a carriage return function after each scan, it should be configured to append a carriage return to the data received from each scanned barcode

to indicate to the system that the end of the barcode has been reached.

5. Location Types

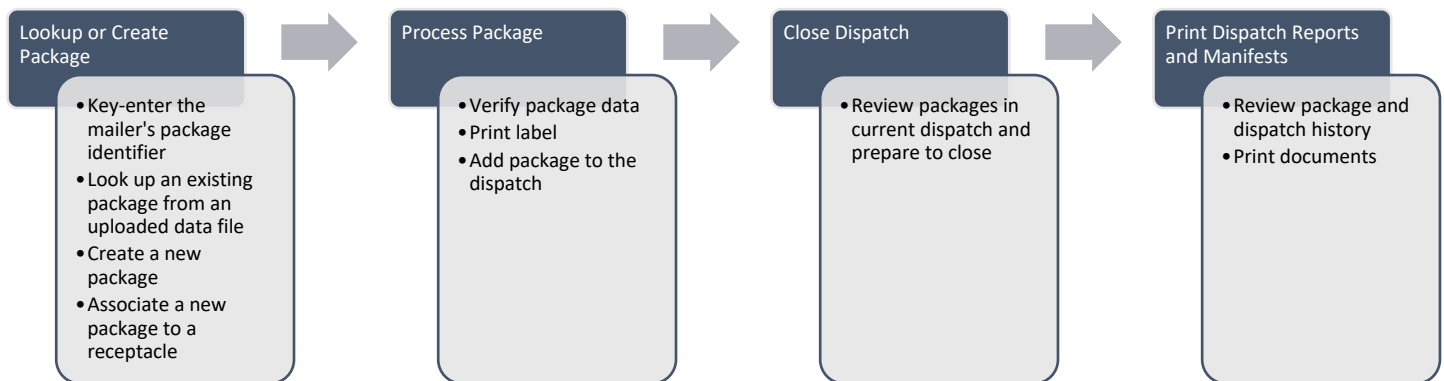
The GSS platform supports a variety of mailers and location types for the purpose of simplifying package processing and Customs reporting when shipping. The following figures break down the most common location types and high-level processes for each. A mailer’s specific location type and membership group is assigned upon signing up for the GSS platform and can be adjusted as needed with the help of the GSS help desk.

A full breakdown of GSS functionality can be found in **Section 6** of this document, broken down by task.

Table 1: Location Type Descriptions and Processes

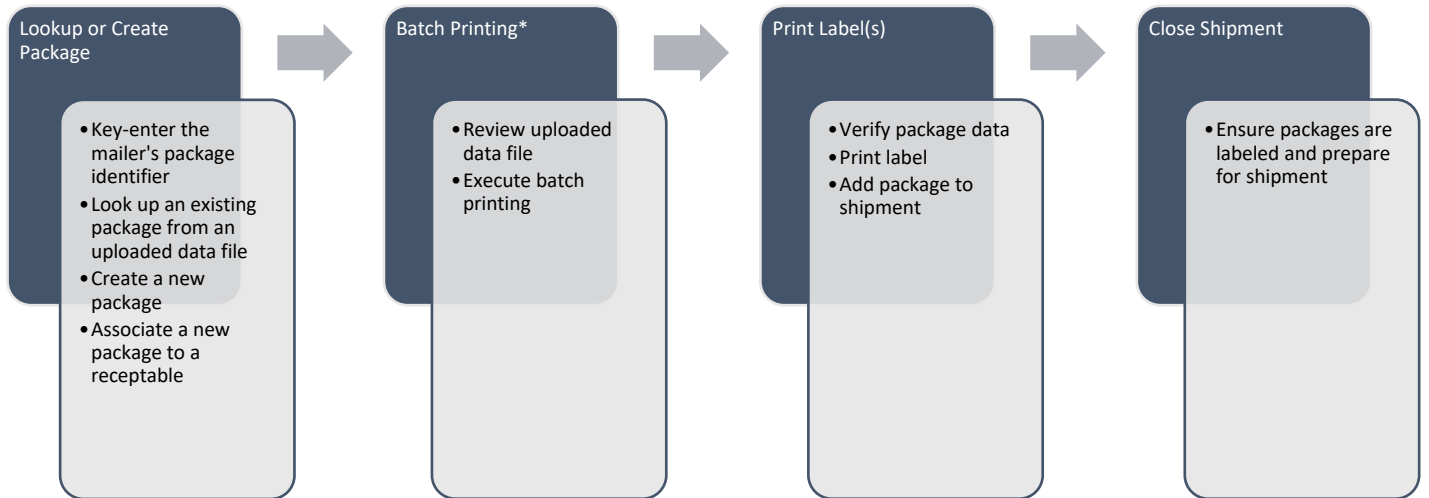
1 Package Processing

Single piece packing processing locations with dispatching capabilities can utilize GSS for end-to-end package processing, as outlined in the high-level process guide below. The mailer can prepare the package for dispatch with the necessary information, close the dispatch, and print reports and documentation as necessary.



2 Labeler with Shipment

Labeling with shipment locations can utilize GSS to label packages one at a time or in a batch. These locations are also equipped to utilize GSS to prepare packages for shipment.



*Batch Printing relies solely on package data uploaded from a package data file.

3 Labeler

Labeling locations can utilize GSS to label packages one at a time or in a batch.

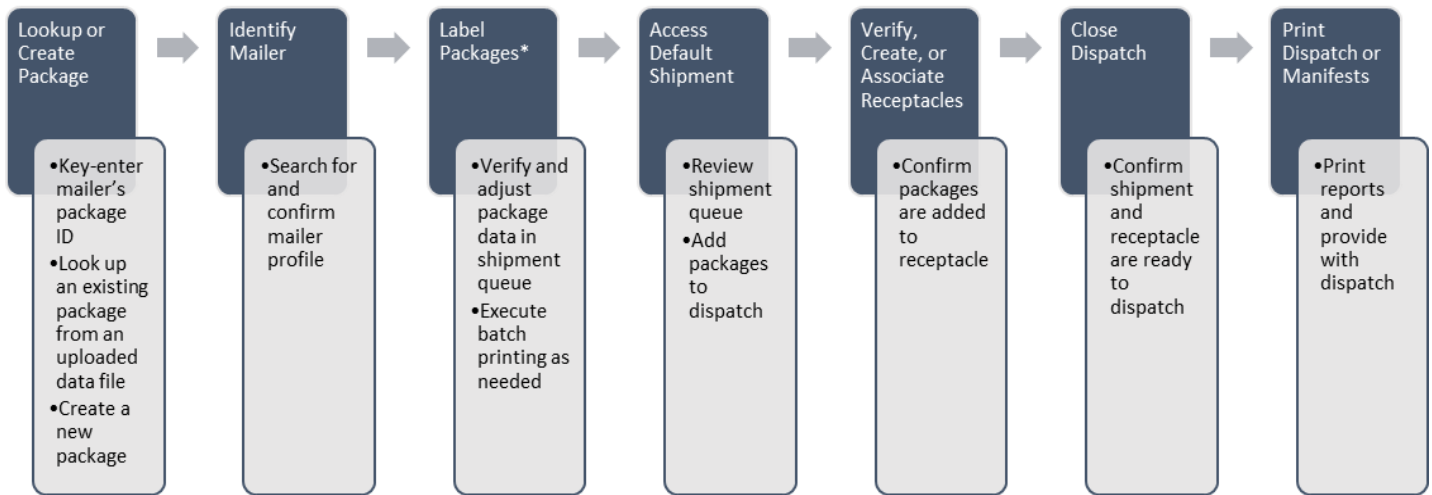


*Batch Printing relies solely on package data uploaded from a package data file.

4

Consolidator with Shipment

Consolidator with shipment locations with dispatching capabilities can utilize GSS for a typical, receptacle-based consolidator process flow, beginning with labeling packages and ending with generating the necessary dispatch or manifest documents.



*Batch Printing relies solely on package data uploaded from a package data file.

6. GSS Functionality and Processes

The below sections detail core GSS functionality and associated processes. As mentioned previously, not all functionality or processes are applicable to all mailer types.

If your questions are not answered throughout the following sections, contact the [GSS Help Desk](#).

6.1. Upload and Review Data Files

GSS allows Users to upload data files to expedite labeling and package processing. Before Users can begin uploading and reviewing data files on the GSS website, Users must email sample files to the GSS Help Desk for review. This testing process perfects the upload implementation format to ensure a seamless user experience. Once validated by the GSS Help Desk, the automated transfer option for User files will be enabled.

In addition to processing, Users can reference previous files that have been uploaded and review the files' validation statuses.

6.1.1. Upload a Recipient Address Book File

If you will be key-entering package data and making repeat shipments to some recipients, then you can upload recipient address information via excel to your GSS address book for repeat use. To upload a recipient address file, follow these steps:

- Go to **Mailing Center** on the main toolbar.
- Click **Upload Recipient Address Book File**.
 - If you do not see this menu option, contact the [GSS Help Desk](#) to request that Recipient Address Book uploading be added to your GSS profile.
- On the **Upload Recipient Address Book** page, click the **Browse** button and locate the file on your workstation.
- Select the file and click the **Open** button.
- GSS will display the file's path in the text field.
- Click the **Upload Recipient Address Book** button to upload the file to GSS.
- Once the file is uploaded give GSS at least five minutes to incorporate the new or updated addresses into the system, at which point you can use the **Recipient Address** search feature to look up addresses in your Address Book.

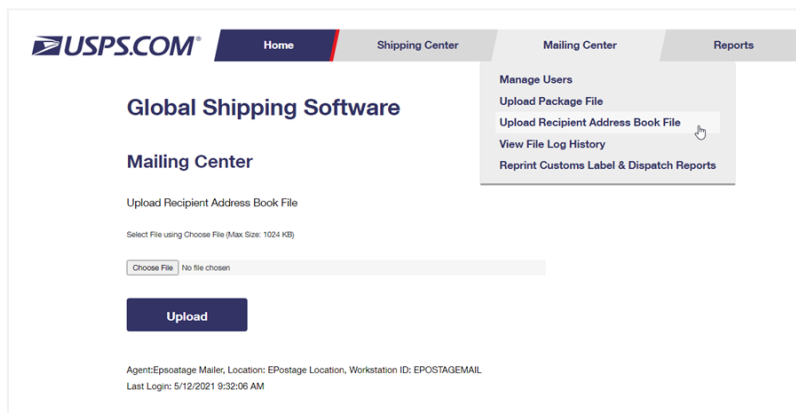


Figure 10: Navigate to Upload Recipient Address Book file page from the Mailing Center in the main menu.

6.1.2. Upload a Package Data File

GSS Users can use the file transfer option within the GSS application to send package data files to the GSS server via HTTPs. To upload a package data file, follow these steps:

- Go to **Mailing Center** on the main toolbar.
- Click **Upload Package File**.
 - If the Mailing Center menu does not show the Upload Package File option, and you would like to upload data files to the GSS application, please contact the GSS Help Desk.
- On the **Upload Package File** page, enter the name of the file or click **Browse** to locate it.
- Click **Upload** to upload the file.

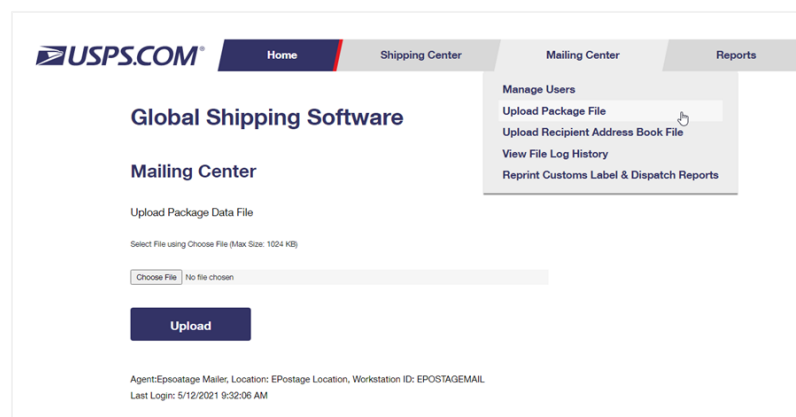
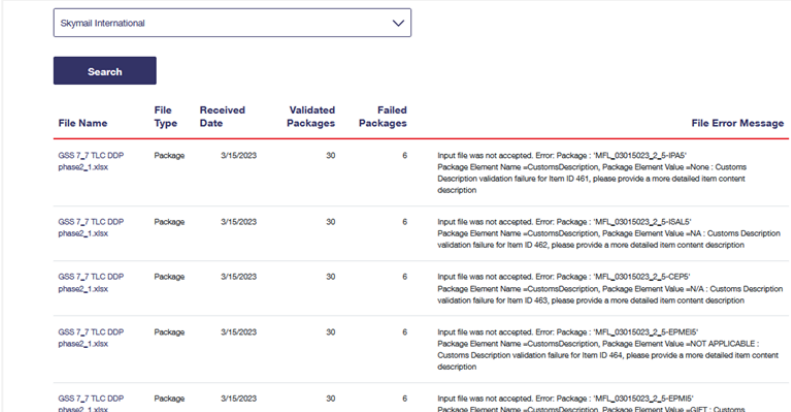


Figure 11: Navigate to Upload Package file page from the Mailing Center in the main menu.

- The **Upload Package File** page will close when the file has finished uploading.
- Wait approximately five minutes after uploading data files before attempting to look up packages in GSS, to allow the system to validate the files and finish loading into the database.
- During the time of data upload, for items destined to countries that require harmonization code classification, item description will be checked for vague phrases, such as but not limited to (none, not applicable, n/a, null, gift, merchandise). If the item description contain any of the noted vague phrases, then a notification message will appear beside the impacted data file on the status column.



File Name	File Type	Received Date	Validated Packages	Failed Packages	File Error Message
GSS 7_7 TLC DDP phase2_1.xlsx	Package	3/15/2023	30	6	Input file was not accepted. Error: Package : 'MFI_03015023_2_5-IPAS' Package Element Name =CustomsDescription, Package Element Value =None - Customs Description validation failure for item ID 461, please provide a more detailed item content description
GSS 7_7 TLC DDP phase2_1.xlsx	Package	3/15/2023	30	6	Input file was not accepted. Error: Package : 'MFI_03015023_2_5-ISALS' Package Element Name =CustomsDescription, Package Element Value =NA - Customs Description validation failure for item ID 462, please provide a more detailed item content description
GSS 7_7 TLC DDP phase2_1.xlsx	Package	3/15/2023	30	6	Input file was not accepted. Error: Package : 'MFI_03015023_2_5-CEPS' Package Element Name =CustomsDescription, Package Element Value =N/A - Customs Description validation failure for item ID 463, please provide a more detailed item content description
GSS 7_7 TLC DDP phase2_1.xlsx	Package	3/15/2023	30	6	Input file was not accepted. Error: Package : 'MFI_03015023_2_5-EPMSB' Package Element Name =CustomsDescription, Package Element Value =NOT APPLICABLE - Customs Description validation failure for item ID 464, please provide a more detailed item content description
GSS 7_7 TLC DDP phase2_1.xlsx	Package	3/15/2023	30	6	Input file was not accepted. Error: Package : 'MFI_03015023_2_5-EPMAIS' Package Element Name =CustomsDescription, Package Element Value =GFT - Customs

Figure 12: *Item Descriptions Containing Vague Phrases Notification Message*

6.1.2.1. Alternative Ways to Upload Package Data

While most mailers using GSS choose to upload package data files directly through the site, it is also possible to upload package data files through a GSS Application Programming Interface (API) or by using a Secure File Transfer Protocol (SFTP).

API: Mailers can use the GSS API to upload information for a package to GSS in an XML object format. More information about using the GSS API can be found in the GSS API Developer Guide, which is available from the GSS Help Desk.

SFTP: Mailers can transmit data files to the GSS server over the Internet via SFTP. Each transmission must be in a predefined format as described in the *GSS File Formats and Transfer Options* document. The maximum data file size is 1 MB by default. If you need to send a larger data file, contact the [GSS Help Desk](#). Allow 5 minutes after uploading a package data file before looking up the file or its packages in GSS.

6.1.3. Review Uploaded Data Files and Package Records

To review previously uploaded data files, go to the **Mailing Center** on the main menu and click **View File Log History**. The **View File Log History** page displays a list of uploaded data files in a grid, including the file name, type, received date, the number of successfully validated and failed packages, and any file-level errors.

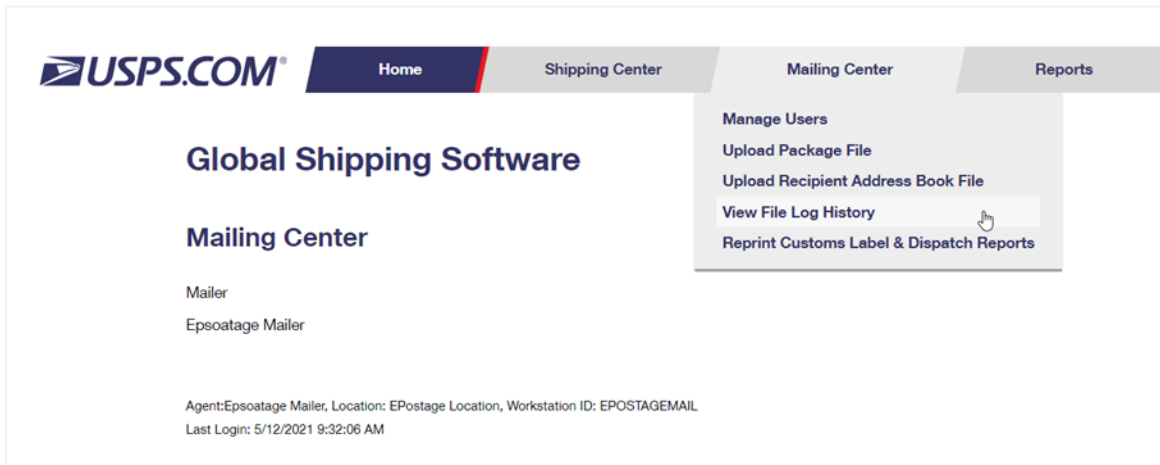


Figure 13: Navigate to the View File Log History page from the Mailing Center in the main menu.

Details about the validation status of individual package records are shown on the **File Details** page. Packages are divided into three categories: failed, hold, and validated.

Failed Packages are packages that failed validation. This may occur for many reasons, such as missing required information or invalid information. Use the grid to identify problems with the package data and, once these have been corrected, upload the packages to GSS again.

Hold Packages are packages that have successfully uploaded to GSS but have problems with their information that must be corrected before processing can be completed. Hold packages can be caused by a weight amount beyond the maximum, an incorrect AES/ITN code assignment, or invalid service type given the package's recipient address. Use GSS to correct the information before processing the packages and/or adding them to a dispatch. Alternatively, the user can correct the information and upload the package again.

Validated Packages have been successfully uploaded to GSS and are ready to be processed and/or added to a dispatch.

6.2. Lookup or Create a Package

There are several ways to work with individual packages in GSS. Users can:

- Look up (retrieve) a package previously uploaded as part of a data file
- Create a new package record by manually entering the information

6.2.1. Look up Existing Package

GSS package search functionality allows Users to retrieve individual package information that has been uploaded as part of a data file. It is highly recommended that mailers use this option rather than entering the data into GSS manually, as it greatly reduces both the time required to process a package and the opportunity for data entry errors.

To look up an existing package, navigate to the **GSS Shipping Center** on the main menu and execute the following steps:

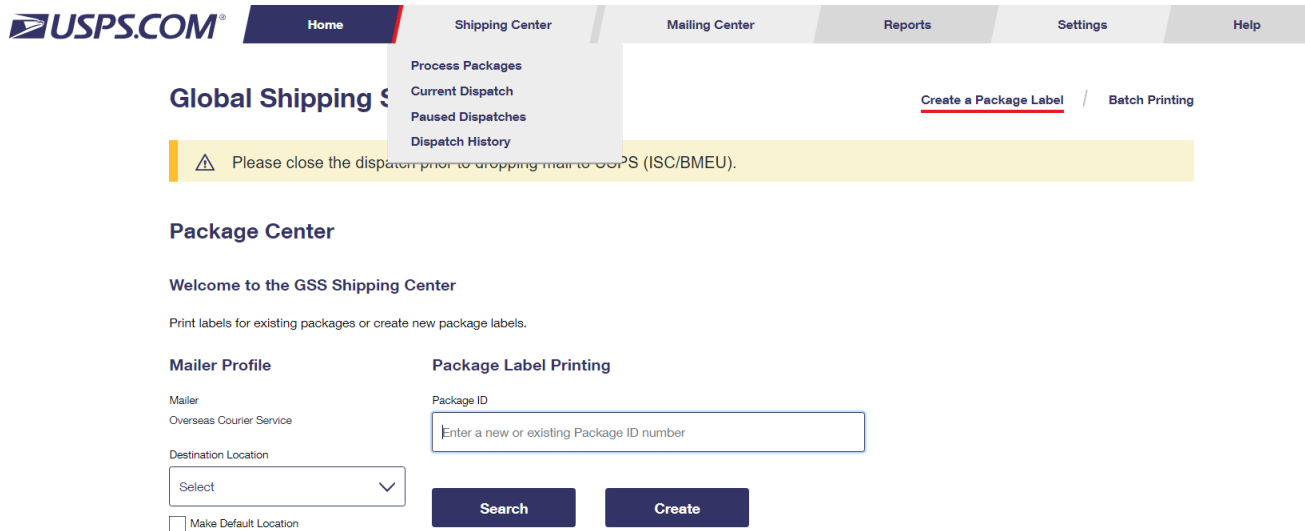


Figure 14: Navigate to Process Packages or Label Packages from the Shipping Center on the Main Menu. This is applicable for Package Processing Location types.

- Select **Process Packages** (Package Processing locations) or **Label Packages** (Labeler with Shipment, Labeler, and Consolidator with Shipment locations).
- Enter the Package Identifier (ID) in the search bar under Package Label Printing.
- Click **Search**.
 - Each package processed through GSS is expected to have a unique Package ID, which is assigned by the mailer. If the Package ID entered does not match the pattern set for the mailer, a message will be displayed stating the required length and type of Package ID.

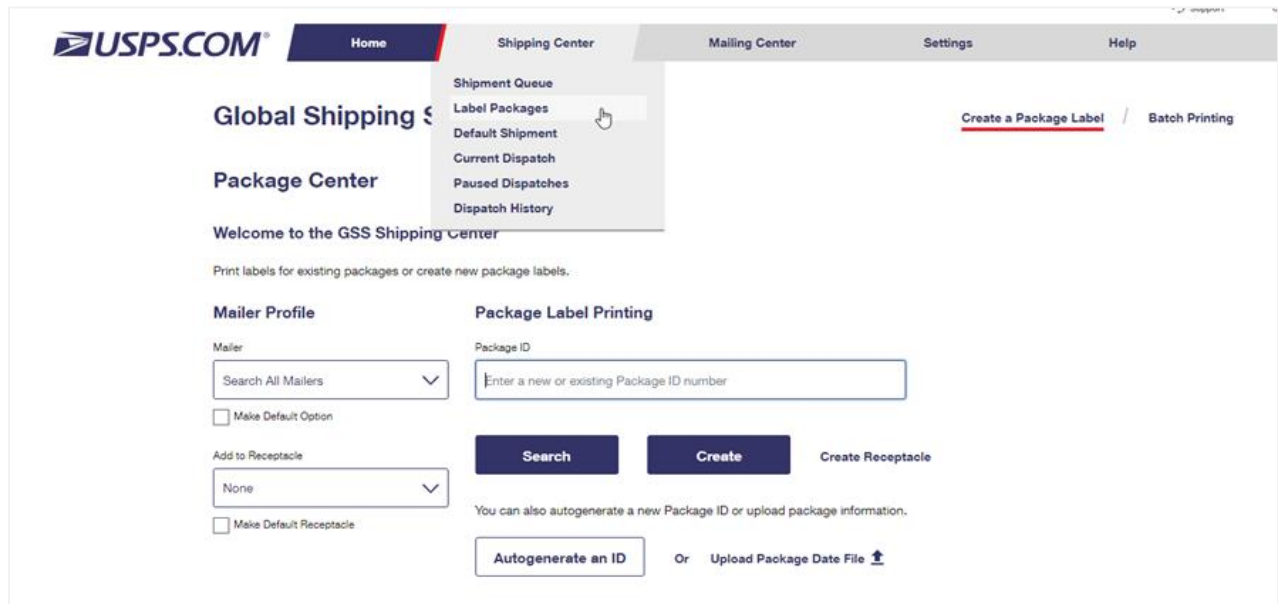


Figure 15: Navigate to Label Packages data from the Shipping Center on the Main Menu. This is applicable for Consolidator with Shipment, Labeler with Shipment, and Labeler location types.



Note: Depending on location type, you may need to enter additional information to locate the correct package. Follow the steps outlined below when and if applicable. If you have further questions, email the GSS Help Desk.

Table 2: Additional Selection Criteria to Look up Packages

Mailer Selection from the Package Mailer List

Most applicable to Consolidator with Shipment location types, some facilities process packages from multiple associated mailers. In this case, you should select the appropriate mailer from the Package Mailer list. Click the **Search** button to retrieve the package.

If you do not know the package's mailer, the list can be left blank. However, you will be prompted to choose a mailer if the Package ID matches packages from more than one mailer or if GSS cannot locate the package in the database. At the prompt, select from the Package Mailer list and then click the Accept button.

Click the Use this option for the next package check box to process several packages from the same mailer without having to re-select.

Destination Location Selection

If the mailer uses multiple USPS acceptance locations, you must select a package's destination location from the list before retrieving package information. To retain this selection to use for the next package, click the **Make Default Location** check box.

- The GSS System will render one of two possible Package ID Match Results. Reference the table below.

Table 3: Package ID Match Results

Package ID Match Results

Match Found: When GSS finds a match for the Package ID, it retrieves and displays the package's information. You will be able to review and make modifications to package information if the package has not yet been processed (or, for labeling mailers, if the package has not had a label generated for it). If the package has already been processed (or labeled), its information cannot be modified.

Match Not Found: If GSS does not find a match for the Package ID, you can create a new package record using that Package ID. If your location accepts packages from multiple associated mailers, GSS will prompt you to select a mailer before creating a new package.

6.2.2. Create a New Package

The GSS interface is primarily designed to allow Users to review and edit package information before Customs documentation is printed; however, it can also be used to create a new package record and key-enter package information. All information that is entered manually is validated through the same data checks as transmitted, or uploaded package information.

If using a system that creates its own unique Package IDs, mailers should navigate to the GSS **Shipping Center** on the main menu, then follow these steps to create a new package.

- Select **Process Packages** (Package Processing locations) or **Label Packages** (Labeler with Shipment, Labeler, and Consolidator with Shipment locations).
- If necessary, reference **Table 2** for Destination Location and Mailer Selection.
- Enter a new Package ID in the field listed under Package Label Printing.

- Click **Create**.



Note: Package ID must be unique for a 12-month period for each mailer. If the Package ID you entered matches an existing Package ID for the selected mailer, GSS will retrieve that package's information instead of creating a new package.

For mailers not using an internal system to generate unique Package IDs, user can choose to have GSS generate a unique ID automatically. To create a new package this way, follow these steps:

- Select **Process Packages** (Package Processing locations) or **Label Packages** (Labeler with Shipment, Labeler, and Consolidator with Shipment locations).
- If necessary, reference **Table 2** for Destination Location and Mailer Selection.
- Click the **Autogenerate an ID** button.

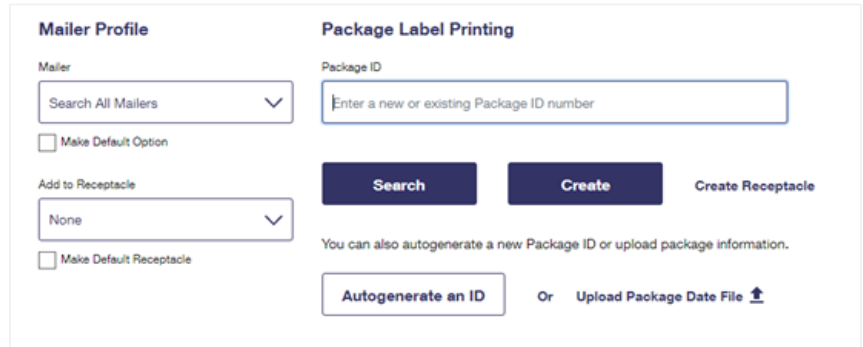


Figure 16: Navigate to Process Packages or Label Packages from the Shipping Center on the Main Menu. Click "Autogenerate an ID" to create a unique Package ID for processing.

6.3. Enter or Modify Package Information for Processing

After entering a Package ID for a new or existing package record, GSS will automatically display the **New Package Label** or **View Package Information** page. This page will display any data for the package that is stored in the GSS database, including the identified mailer and Package ID at the top for new and existing records. You can make modifications to the existing information or add new information.

To update the package data and label, you must first select the destination country from the drop-down list under **What is the destination country?** The destination country will trigger the GSS system to only populate product types available to ship to the country selected.

In the event that you are modifying or reviewing data from an existing Package ID, the option to select a destination country from the dropdown will not populate. Instead, the destination country associated with the Package ID will automatically populate at the top of the screen. Please note that you cannot change the destination country of a package record that already exists. To change the destination country, you will need to create a new record entirely.

To update package data, Users will need to complete Steps 1 through 8 as listed below and in the corresponding Sections of this document. Complete the information for Steps 1 through 8 as follows and use the mouse or Tab key to navigate between fields. **All fields marked with an asterisk (*) are required.**

Table 4: Steps to Enter or Modify Package Information

Step 1 of 8:	Package Information
Step 2 of 8:	Mailing Information
Step 3 of 8:	Order Information
Step 4 of 8:	Customs Information
Step 5 of 8:	Package Contents
Step 6 of 8:	U.S. Census Information
Step 7 of 8:	Restrictions
Step 8 of 8:	Additional Information

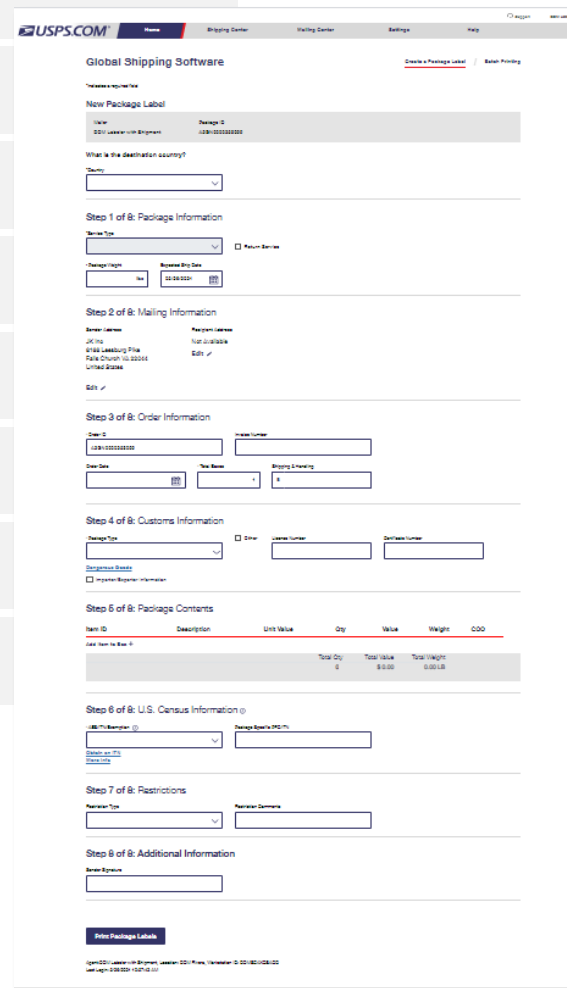
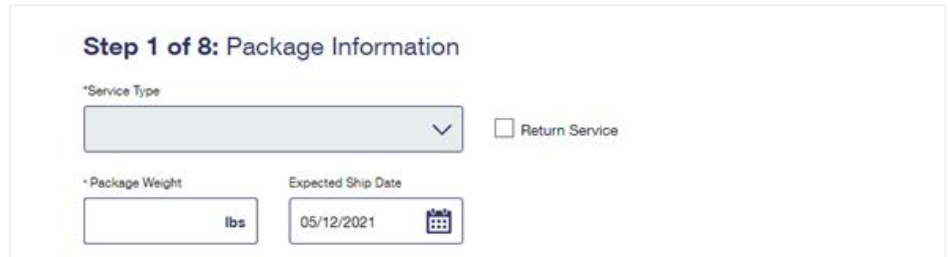


Figure 17: New Package Label page thumbnail displaying steps 1-8.

6.3.1. Step 1 of 8: Package Information

The first step, Package Information, prompts the User to enter details on how the package will be sent, and the details related to selected sending services. To ensure completeness, enter the following information as described.

Figure 18: Step 1 of 8 on the New Package Label page refers to package information. It includes a drop-down to select from multiple service-level options.



The screenshot shows a form titled "Step 1 of 8: Package Information". It contains the following fields:

- "Service Type": A dropdown menu.
- "Return Service": A checkbox.
- "Package Weight": A text input field with "lbs" as a unit.
- "Expected Ship Date": A date picker showing "05/12/2021".

Service Type: Select a Service Type from the drop-down list. Service types reflect the speed and handling of the package during shipment. The package must meet the size and weight requirements for the selected Service Type. Additional package detail options are displayed based on the Service Type selected.

- Certain extra USPS services may be available (or in some cases, required) based on the Service Type selected. These extra services will appear when a Service Type is selected. Click an extra service's check box to select it. Adding these services may affect the postage for the package.
- GSS automatically adds Delivery Confirmation to domestic mail pieces that have the following conditions:
 - Delivery Confirmation is available for the mail piece's selected Service Type.
 - The mail piece does not already have Delivery Confirmation or Signature Confirmation assigned to it.
- Packages that have a package type of "Live Animals" are required to also have the "Live Animal Transportation Fee" extra service. This fee is automatically added to the package's postage when the package is processed, and appears on dispatch reports as extra service type LATF.
- Domestic packages that have the extra service "Hold For Pickup" selected must also include the USPS facility information for where the package will be held, as well as the Recipient Phone and Recipient Email. Refer to Section 6.3.2 for more information on Recipient addresses.
- If a package has Insurance selected as an extra service, you can select an insurance tier that includes, but does not exceed, the total value of the package. For example, if a package's value is \$450, you can assign it to the \$500 tier, but not a \$600 or higher tier. If you want the package to have less insurance coverage (which will reduce the package's extra service cost), you can select a lower insurance tier from the list.
 - To select an insurance tier, you should first ensure that all of the package content items (Section 6.3.2) have been entered, to establish the package's value. Click the Insurance check box to select it. Click the Insured Amount list and select the appropriate insurance tier.

Package Weight: Package Weight is necessary for calculating postage. In the V3 website, Users will need to enter the Package Weight manually.

Expected Ship Date: Expected Ship Date is an optional field for mailers to input the date they expect to ship the package. This field can be the current date or any future date and does not need to be the same as the processing day.

- In the event that a User does not specify an Expected Ship Date, the following priority is used to determine the Expected Ship Date displayed on the package label.
 - 1) Entered on-screen for the package
 - 2) Mailer-provided (applicable to Consolidator with Shipment locations)
 - 3) Current Dispatch Expected Ship Date (if set for the whole dispatch)
 - 4) Default Expected Ship Date (current date + N days; N can be managed in backend User settings and defaults to 0)
- For applicable location types, Users must close the dispatch or shipment before sending to USPS.

Return Service: The **Return Service** check box defines how the USPS should handle the package if it cannot be delivered to the Recipient.

- For U.S.-bound packages, selecting this service causes “Return Service Requested” to be printed on the mailing label. Packages with this instruction will be returned to the mailer’s designated return address printed on the Customs Declaration label.
- For Internationally bound packages, selecting Request Return Service causes the Customs Declaration label to show the instruction “If Undeliverable Return to Sender”. If the service is not selected, the Customs Declaration label will show “If undeliverable treat as abandoned.” The Request Return Service box may be selected by default.
- If you wish to have the undeliverable package returned to an address that is not the Sender address, click the **Redirect Address** link to specify a different address. Enter the required name and address information as well as any optional information you wish to provide. Specifying a non-Sender redirect address causes the Customs Declaration label (if generated) to show “Redirect if Undeliverable” and the specified address.



Note: The GSS System will only populate product types available to ship to the country selected in the drop-down at the top of the **New Package Label** page.

6.3.2. Step 2 of 8: Mailing Information

Each package must have both a Sender Address and Recipient Address. To enter or make changes to address information, click the **Edit** button next to the address you want to modify. GSS will display the **Sender Address Book** or **Recipient Address Book**.

Step 2 of 8: Mailing Information

<p><small>Sender Address</small></p> <p>JD6059 6059 South Street New Castle DE 19720 United States</p> <p><small>Edit</small> </p>	<p><small>Recipient Address</small></p> <p>Not Available</p> <p><small>Edit</small> </p>
--	--

Edit

Figure 19: Step 2 of 8 on the New Package Label page refers to mailing information, with the option to edit Sender and Recipient Addresses.



Note: Provide either the First Name and Last Name or the Company Name. If all three pieces are provided, GSS will print them on the label only if there is room. For Sender addresses, if you provide all three pieces of information and there is not enough room to print them on the label, GSS will print the Business Name. If present, the First Name and Last Name must each contain at least two alphabetic characters. Name and address information should include only English/Roman characters.

Sender Address Book ×

Add Contact

*Indicates a required field

This address is a business

Name

First Name

Last Name

* Company Name

Address

* Street Address1

Street Address2

Street Address3

PO Box

* City

* State/Province * Postal Code Country

Email Phone Number

Save to Address Book

Search for Contact

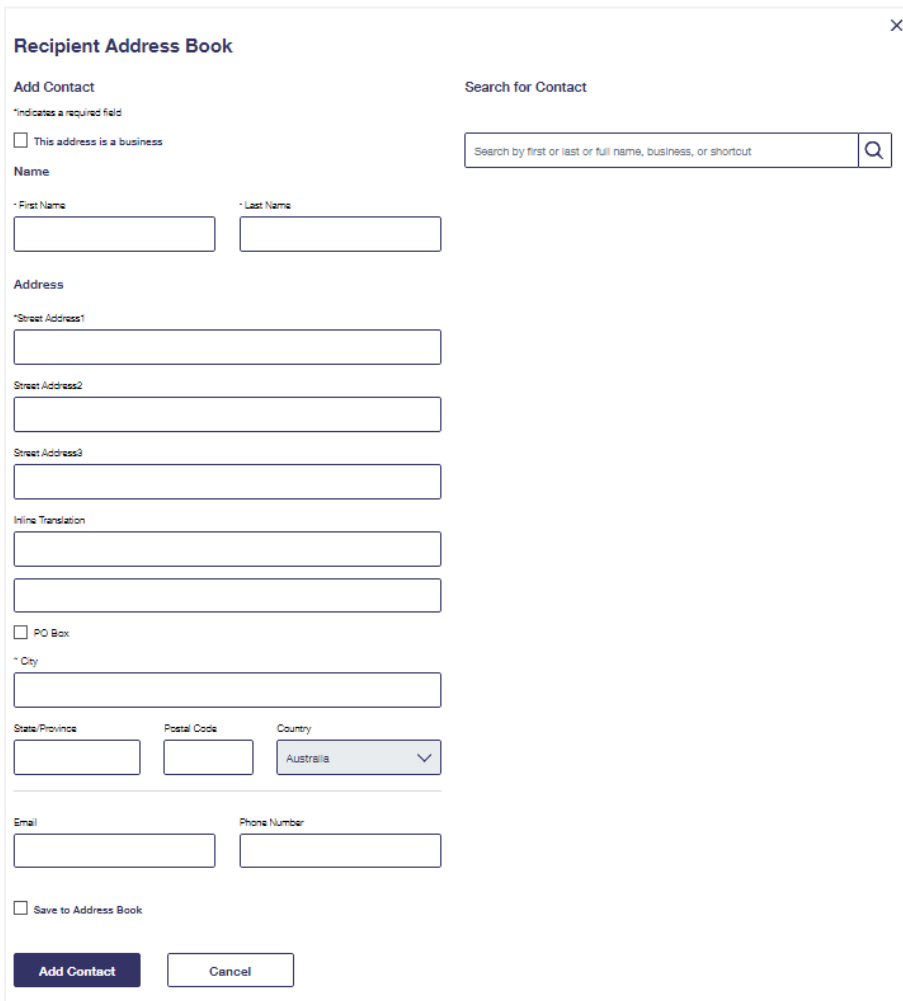
Enter the following information for the Sender and/or Recipient Address:

- **First Name***
- **Last Name***
- **Company Name**
- **Street Address***
- **City***
- **State/Province***
- **Postal Code***
- **Phone**
- **Email**

The **Country** field will populate automatically.

Any information entered inaccurately will flag in red ink. Correct any flagged mistakes and click **Add Contact**. When all package data has been entered accurately, click **Add Contact**.

Figure 20: Sender Address Book displaying all fields. Fields marked with an asterisk (*) are required.



Recipient Address Book ×

Add Contact Search for Contact

*Indicates a required field

This address is a business Search by first or last or full name, business, or shortcut

Name

*First Name *Last Name

Address

*Street Address1

Street Address2

Street Address3

Inline Translation

PO Box

* City

State/Province Postal Code Country

Email Phone Number

Save to Address Book

Figure 21: Recipient Address Book displaying all fields. Fields marked with asterisk (*) are required.

Users should note these additional considerations when updating Sender and Recipient information:

- Select the **PO Box check box** if the Street Address is a Post Office box.
- For optional **Phone** and **Email** information, make sure the following criteria are met:
 - Phone numbers should only contain digits, parenthesis, and dashes.
 - Email addresses may include letters, numbers, symbols, and punctuation marks. They must be formatting to be used as a valid address for receiving (includes “@” symbol followed by a valid domain name like “.com”).
- For International Recipient addresses that use characters that fall outside the ISO 8859-1-character set (for example, addresses using Chinese characters) you may optionally include a Unicode character translation of the Recipient address in the In-line Translation fields. Information you enter in these fields will be printed on the mailing label along with the required ISO character Recipient address.
- For packages being shipped using an International service type (such as Priority Mail Express International), the Sender address must be a US address and the Recipient address must include the City and the State/Province if applicable (or both).
- The recipient’s name and address information of all packages will be screened to help ensure the recipient party is not on watch lists maintained by multiple U.S. government and international agencies.

If the recipient party is restricted, then a notification message will appear at the top right-hand corner of the “Recipient Address Book” dialog and the package will not be processed until the recipient address information is modified.

Recipient Address Book
×

Add Contact

*Indicates a required field

This recipient is flagged as a denied party. Denied party lists (or restricted party lists) are lists of individuals, organizations, and entities maintained by the government and international bodies around the world with whom it is forbidden to do business, in whole or in part.

To continue, please enter a different recipient.

This address is a business

Name

* First Name * Last Name

Address

* Street Address1

Street Address2

Street Address3

Inline Translation

PO Box

* City

State/Province Postal Code Country

Search for Contact

Figure 22: Recipient Party flagged as Denied Party

For particularly unique situations, Users should reference the table below.

Table 5: Unique Mailing Information Situations

<p>Entering a Hold for Pickup Address (Domestic Packages Only)</p>	<p>The extra service “Hold for Pickup” allows the package to be delivered to a specified USPS facility where the Recipient can pick it up themselves. This extra service may be applied to some domestic packages and requires additional Recipient Address information:</p> <ul style="list-style-type: none"> • The Recipient First Name and Last Name must be provided. • The Business Name must be provided and should be the name of the USPS facility where the package will be held. • The Street Address, City, State, and Postal Code must be those of the USPS facility. • The Phone Number and Email of the Recipient must be provided. <p>You can search for a USPS local to the Recipient by clicking the Hold for Pickup Search link. GSS displays a form that allows you to search by the</p>
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Recipient's ZIP code or by City and State. To search by ZIP code, enter the ZIP code in the field and click Search. To search by City and State, select a State from the list and then select the City. GSS displays a list of available USPS facilities in the selected City.

Click a USPS facility's Location link to select it. GSS will automatically populate the Recipient Business Name field of the Recipient address with the USPS facility's location name, and the Street Address, City, State, and Postal Code with the facility's information. Click the Accept button to add the Recipient Address information and return to the Process a New Package page.

Selecting a Validated Recipient Address

GSS offers an optional Recipient address validation feature for mailers using certain rate types (domestic, and some International rate types that are used for packages destined for China) that allows you to either select or automatically accept a standardized version of the package's Recipient address prior to printing labels.

Address validation helps to lessen the chance of incorrect package delivery by confirming that the USPS recognizes the address as a real, physical location. There are two versions of this feature: Automatic Update, and Suggested Address.

- In the Automatic Update version, GSS finds and selects a matching address in a standardized format without prompting you. When you print labels, GSS prints the standardized address that it selected. This option allows GSS to control the address matching and format but is faster because it does not include a review step. If you are using this version, you do not need to take any additional steps for address validation.
- In the Suggested Address version, GSS prompts you to review one or more Recipient addresses that the system determines to be a match. You can either select the Recipient address as it was entered or select a USPS-approved match that has been put into a standardized address format. GSS prints the address you select on the package's labels. This option allows you to have control over the printed address but adds a step to your workflow.

If you are using Suggested Address validation and are labeling packages from package data that was previously uploaded to GSS, GSS will prompt you to review Recipient address matches when you click the Print Package Labels button.

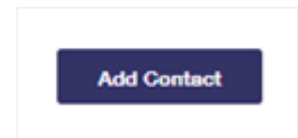
If you are entering package data manually, GSS will prompt you to review the address match after you enter the Recipient Address information and click OK.

When GSS displays the Address Standardization Results prompt, click the radio button for the suggested address to select it, or, if it is not a close enough match, click the radio button for the address as you entered it (existing address). Click the Accept button to save your selection.

6.3.2.1. Address Shortcuts

To create an address shortcut, enter all known address information on the Sender or Recipient address form and then check the **Save to Address Book** box. Enter text in the field that will allow you to look up the shortcut in the future.

Click **Add Contact** to save the address to your Address Book. Click **Cancel** to return to the address form; if you click Cancel, the shortcut will not be saved.



Note: Some mailers have a need to use the same Sender or Recipient address for most or all their packages. In this case, it may be more convenient for the user if GSS automatically populates the Sender or Recipient address with a default address rather than using saved shortcuts. If this describes your situation, contact the [GSS Help Desk](#) for assistance with assigning a default Sender or Recipient address to the GSS location profile.

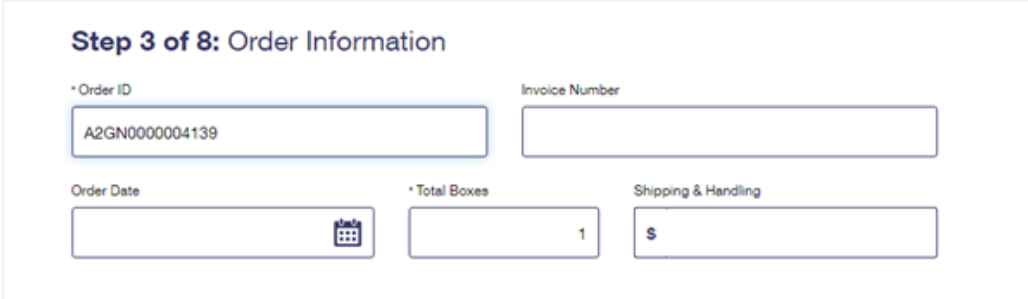
Table 6: Previously Saved Addresses

Searching for a Previously Saved Address

If the address is already on your address list, you can search for the information in the search bar and populate the form automatically. Users can search by First Name, Last Name, or Business Name. Enter the information in the search bar and click the search icon or hit **ENTER** on your keyboard.

6.3.3. Step 3 of 8: Order Information

Order Information allows the Mailer to associate the package with a specific Recipient or customer's order. To ensure completeness, enter the following information as described.



Step 3 of 8: Order Information

* Order ID: A2GN000004139

Invoice Number: [Empty]

Order Date: [Calendar icon]

* Total Boxes: 1

Shipping & Handling: \$ [Empty]

Figure 23: Step 3 of 8 on the New Package Label Page prompts the User to enter Order Information.

Order ID*: This field should populate automatically based on the Package ID number. Users can choose to modify this if they wish to associate a different **Order ID** with the package.

Invoice Number: If there is an Invoice Number associated with the package, it should be entered here.

Order Date: This represents the date the order was placed.


Total Boxes*: This field is required and represents the number of physical boxes associated with the Package ID. The default for this field is 1. This should only be changed if the package's content items will be sent in multiple boxes (a multiple package set).

- For more information on Assigning Items to Boxes for a Multiple Package Set, reference Section 6.4 of this guide.

Shipping & Handling: If the Sender has charged a specific Shipping & Handling fee to the Recipient, it should be entered in this field. If no fee was charged, or the amount is not known, this field may be left blank.

6.3.4. Step 4 of 8: Customs Information

Customs information is required for packages shipping Internationally. GSS is designed to streamline the Customs process. To ensure completeness, enter the following information as described.



Step 4 of 8: Customs Information

* Package Type: [Dropdown menu with options: Merchandise, Documents, Gift, Sample, Returned Goods, Cremated Remains]

Other

License Number: [Empty]

Certificate Number: [Empty]

Figure 24: Step 4 of 8 on the New Package Label Page prompts the User to enter a variety of Customs Information.

Package Type*: Select the general type or contents of the package from the drop-down list. You can select up to two package types by selecting one type, pressing and holding the CTRL key, and then selecting a second type.

License Number: This field appears on the USPS Customs declaration form and should be populated if available. If not applicable or available, you may leave the field blank.

Certificate Number: This field appears on the USPS Customs declaration form and should be populated if available. If not applicable or available, you may leave the field blank.

For more information on Dangerous Goods, click the Dangerous Goods link. This will open a new browser window displaying the USPS Postal Explorer country listed entry for the Recipient’s Country in the *USPS International Mail Manual (IMM)*. The Individual Country Listing describes items that are prohibited or restricted from entering the country, additional observations, required Customs forms, package size and insurance limits, and other important information. Please refer to this information to best ensure that the package will clear the country’s Customs and be delivered to the Recipient.

6.3.4.1. Importer Exporter Information

If available, **Importer and Exporter** information can be provided to inform Customs in the package’s country of import and country of export about the importer and/or exporter of the goods for restriction or tax purposes. Reference the table below for more specifics.

Figure 25: Step 4 of 8 on the New Package Label Page prompts the User to enter a variety of Customs Information, including Importer/Exporter Information when selected.

Table 7: Importer and Exporter Information

Importer Information	This information relates to restrictions or taxes on goods entering a country. These fields may be useful for mailers whose packages are inspected by commercial Customs. Direct Inbound mailers who perform their own Customs clearance may find this Section unnecessary.
<ul style="list-style-type: none"> • Importer Reference Type: Select a reference type from the drop-down list. • Importer Reference Value: Enter the value associated with the Reference Type. For example, if you selected Tax Code as the Reference Type, enter the tax code associated with the package's contents in the Reference Value field. • Importer Phone: Enter the phone number of the Importer. 	

- **Importer Email:** Enter the e-mail address of the Importer.

Exporter Information

This information is relevant to restrictions or taxes on goods being sent out of the country.

- **Exporter Reference Type:** Select a reference type from the drop-down list.
- **Exporter Reference Value:** Enter the value associated with the Reference Type. For example, if you selected Tax Code as the Reference Type, enter the tax code associated with the package's contents in the Reference Value field.
- **Exporter Phone:** Enter the phone number of the Exporter.
- **Exporter Email:** Enter the e-mail address of the Exporter.

6.3.5. Step 5 of 8: Package Contents

Step 5, Package Contents, prompts Users to update details about the items contained in the package. This information is essential for Customs clearance purposes, except for inbound dispatches where the USPS partner is responsible for Customs clearance into the U.S.



Note: Direct inbound and domestic mailers handing mail off to the USPS from within the U.S. are usually not required to provide content item information. In these situations, to prevent unnecessary information from being entered, the Package Contents Section appears dimmed. However, there are situations where a direct inbound or domestic mail piece requires Customs documentation (such as destination in certain U.S. territories). In this case, after you enter package information as usual and click the Process Package button.

6.3.5.1. Add Item to Box

To add an Item to the Package, click Add Item to Box +, listed under Item ID. A pop-up window will display, prompting the User to enter the following information. Fields marked with an asterisk (*) are required.

Item ID	Description	Unit Value	Qty	Value	Weight	COO
123	Coffee Mug	\$6.00	1	\$6.00	3 LB	x
Add Item to Box +			Total Qty	Total Value	Total Weight	
			1	\$ 6.00	3.00 LB	

Figure 26: Step 5 of 8 on the New Package Label Page prompts the User to add items to the package and review package contents, including qualifiers like quantity, value, and weight.

The Global Shipping Software (GSS) system incorporated additional optional fields to support new European Union (EU) shipping regulations effective March 2023. HS Code classification is now available in the GSS system for items destined to European Union (EU) countries and for military mailings that have military state = “AE” or no state provided.

To enhance HS Code classification capabilities, GSS will introduce category and sub-category data elements to package data. Although these data elements are optional, GSS mailers are encouraged to provide category and subcategory assignments for all items to yield a higher confidence of HS Code classification.

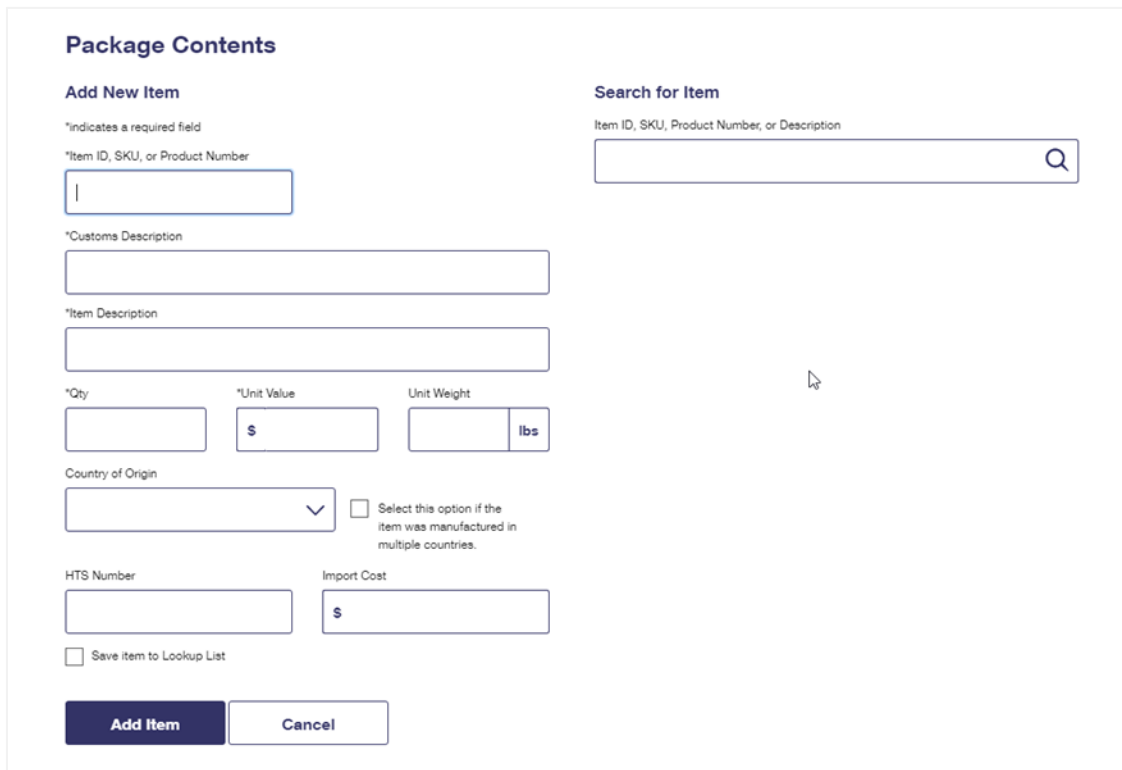


Figure 27: After selecting Add Item to Box, this pop-up box will display all fields required to populate package contents for packages not destined to EU countries nor to military post codes with military state = ‘AE’ or no state provided.

Package Contents

Add New Item

*Indicates a required field

*Item ID, SKU, or Product Number

*Customs Description

*Item Description

*Qty

*Unit Value

Unit Weight

 lbs

Country of Origin

Select this option if the item was manufactured in multiple countries.

HTS Number

Brand

Color

Item Category

Item Subcategory

Import Cost

Save item to Lookup List

Search for Item

Item ID, SKU, Product Number, or Description

Figure 28: After selecting Add Item to Box, this pop-up box will display all fields to populate package contents for packages destined to EU countries or to military post codes with military state = 'AE' or no state provided.

Item ID: This represents an identifier for the product, such as a UPC (Universal Product Code) or other type of SKU (stock keeping unit).

Customs Description: This field is intended to reflect a description of the content item that would be meaningful to a Customs agent.

- **Note:** The Customs description for a package that is being shipped using the First-Class Mail International service type must represent documents.

Commodity Name: This field is required for packages shipped through GXG service types and is not applicable to other packages. Select a commodity name from the list that best represents the item.

Item Description: This field will be automatically populated with the description provided in the Customs Description field. If your company maintains a separate list of customer-relevant descriptions, provide the appropriate description in this field.

Quantity: This refers to the number of pieces of this type of item that are included in the package.

Unit Value: This field should contain the manufacturer's value of one item in U.S. dollars. This value will be multiplied by the quantity when determining the package value.

Unit Weight: This field should contain the weight of one item unit in pounds (LB). Ounces should be entered as fractions of a pound (for example, 0.5 LB).

Country of Origin: The Country of Origin is relevant to Customs administration and represents the country of manufacture of the item, not necessarily the country it is being shipped from. If the item has multiple countries of origin, the primary country of origin should be selected. This field is optional for most service types.

Multi-Source check box: The Multi-Source check box should be checked for an item that is made of components with multiple countries of origin. The text prompts the User to "Select this option if the item was manufactured in multiple countries."

HTS Number: The harmonization number is the International Customs classification number for the item. This field is optional.

Import Cost: Represents the cost of importing a quantity of one (1) of the content item into the country, if it was manufactured outside of the U.S. This field is optional.

***Brand:** Brand of the item. This field is optional for HTS code classification

***Color:** Color of the item. This field is optional for HTS code classification.

***Parent Category:** Parent category to which the item belongs. This field is optional for HTS code classification. The full list of available parent categories can be found in the GSS Data Field Definitions document, Section 9 Table 12.

***Subcategory:** Subcategory of the parent category to which the item belongs. This field is optional for HTS code classification. The full list of available subcategories/parent categories mapping can be found in in the GSS Data Field Definitions document, Section 9 Table 12.

** Brand, color, parent category, subcategory fields are only shown as optional entry fields for items destined to European Union (EU) countries and for military mailings that have military state = "AE" or no state provided*

Once the fields have been populated, click Add Item and GSS will direct you back to the Label Packages page.



Note: Direct inbound and domestic mailers handing mail off to the USPS from within the U.S. are usually not required to provide content item information. In these situations, to prevent unnecessary information from being entered, the Package Contents Section appears dimmed. However, there are situations where a direct inbound or domestic mail piece requires Customs documentation (such as destination in certain U.S. territories). In this case, after you enter package information as usual and click the Process Package button.

6.3.5.2. Item or Product Shortcuts

Like Address Book shortcuts, Users can add Items to their GSS Lookup List to save time in populating Item or Product information used frequently. Item information is associated with a unique Item ID.

If you have previously entered the Item and saved it to the Lookup List, you can search for it and populate the fields immediately. Enter the Item ID in the field and click Search.

- Search by Item ID requires that the user enter the exact Item ID; otherwise, no results will be returned.
- Search by Description requires at least three consecutive characters in the description to be entered. For example, if you are searching for “shirt,” entering characters such as “shi,” “hir,” or “irt” will all return results related to “shirt”; however, to obtain the closest results, you should enter at least the first three characters of a word. If you enter fewer than three characters, GSS will not return any results.



Figure 29: The Search for Item box allows Users to reference items previously saved to the Lookup List by Item ID, SKU, Product Number, or Description.

Results are provided in the table below the search bar. If the search returns no results, the user should key enter the item information in the required fields.

6.3.6. Step 6 of 8: U.S. Census Information

To comply with U.S. Department of Commerce and U.S. Census Bureau regulations, the USPS collects information about each International package sent. Each International package processed through GSS must have either an **Automated Export System Internal Transaction Number (AES/ITN)** or an **Exemption Exclusion Legend (EEL)**.

- An **AES/ITN** is a number provided by the U.S. Census Bureau’s Automated Export System (AES) when you electronically file a package’s Electronic Exemption Information.
- An **EEL** represents an exemption to the requirement to electronically file the package’s information with AES, based on certain package details such as value or destination.

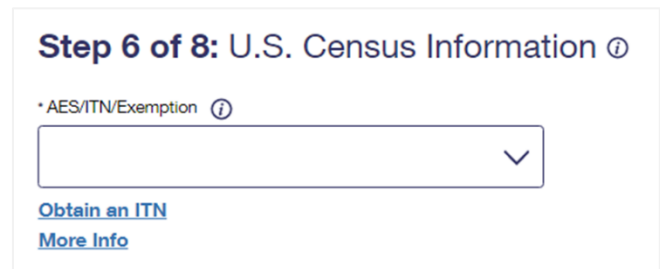


Figure 30: The applicable U.S. Census Information can be selected from the dropdown list by the User in Step 6 of 8 on the New Package Label page.



Note: Electronic Exemption Information for International packages should be filed using the U.S. Census Bureau’s AESDirect website. To access this web site, you must first submit an ACE Exporter account form using the following link:

https://ace.cbp.dhs.gov/acexpub/acexpub_Apps/ExporterAccountApplication/expForm.php.

After submitting this form, the U.S. Census Bureau will review it and, upon approval, provide you with access to the ACE AESDirect system. After you file your EEI through ACE AESDirect, you should receive an e-mail from AES containing an alphanumeric Internal Transaction Number (ITN) for each package.

If you have an ITN, you can enter it in the AES/ITN/Exemption field. Otherwise, select one of the commonly used exemption codes from the AES/ITN/Exemption drop-down list or type a specific exemption code.

Click the blue information button to display information about the exemption codes included in the list. Use this information to determine which code best suits the package.

Additionally, you can refer to the following link to the **USPS International Mail Manual** for more exemption codes: http://pe.usps.com/text/imm/immc5_012.htm. For general awareness, the NOEEI 30.37(a): Value less than or equal to \$2500 per type of goods, will apply in most cases.

6.3.7. Step 7 of 8: Restrictions

If necessary, step 7 prompts the User to select a **Restriction Type** from the drop-down list to apply to the mail piece. Restriction Types include the following:

- Quarantine
- Sanitary/Phytosanitary
- Other

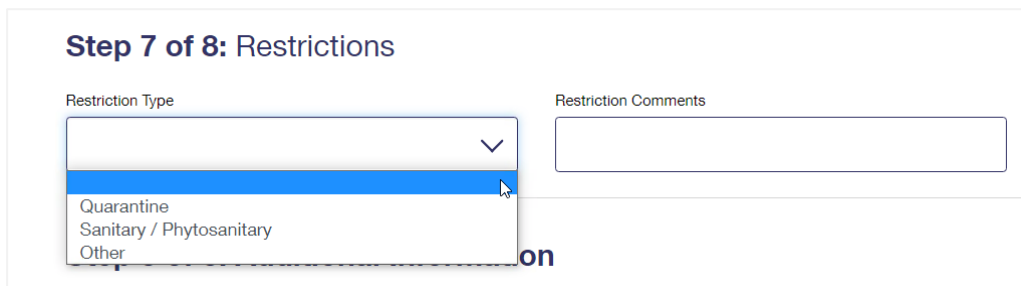


Figure 31: The applicable restriction can be selected from the dropdown by the User to complete Step 7 of 8 on the New Package Label page.

If you select a Restriction Type, you may also include a description or additional information about the restriction in the **Restriction Comments** field.

For more information on Restrictions, click the **View Restrictions and Prohibitions** link under step 5, **Package Contents**, in Section 6.3.5. This will open a new browser window displaying the USPS Postal Explorer country listed entry for the Recipient's Country in the *USPS International Mail Manual* (IMM). The Individual Country Listing describes items that are prohibited or restricted from entering the country, additional observations, required Customs forms, package size and insurance limits, and other important information. Please refer to this information to best ensure that the package will clear the country's Customs and be delivered to the Recipient.

6.3.8. Step 8 of 8: Additional Information

The **Additional Information** Section includes a prompt for a **Sender Signature**. Entering the Sender's first name and last name in the **Sender Signature** field allows GSS to print the Sender's signature in the appropriate box on the Customs declaration form. If a **Sender Signature** is not provided, the name from the

Sender address will be used (if it is not a Business Name). Otherwise, the default **Sender Signature** associated with the mailer's profile will be used.

Table 8: Completing the New Package Label and Processing a Package

Process Packages

Upon completing steps 1 through 8 as outlined in section 6.3 of this document, package data has been entered and is ready for validation and processing.

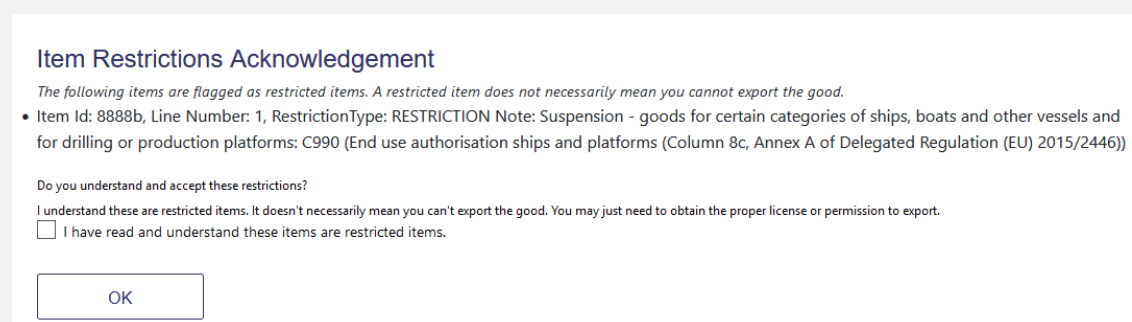
Any incomplete fields in the package processing form will flag with red text and a red box. Correct any errors and click **Process Package** when complete.

For items destined to European Union (EU) countries and for military mailings that have military state = "AE" or no state provided, item restriction screening and estimated total land cost calculations will be performed when **Process Package** is clicked.

If any item is deemed to be "restricted" per international regulations, then a notification message will appear as a pop-up display. To proceed with processing, the GSS customer will have to click on the provided checkbox to acknowledge that the item has been flagged as "restricted".

Item description validation will be performed for vague phrases, such as but not limited to "none, not applicable, n/a, na, null, gift, merchandise" to ensure quality item description is provided per data requirements. If any item description contains the noted vague phrases, then a warning message banner will appear at the top of the package processing page and the package will not proceed with processing. To proceed with processing, please provide a more detailed item content description.

After **Process Package** is successfully completed, an estimated duties, taxes, and fees informational summary will be shown.



The screenshot shows a dialog box titled "Item Restrictions Acknowledgement". The text inside reads: "The following items are flagged as restricted items. A restricted item does not necessarily mean you cannot export the good." Below this is a bullet point: "Item Id: 8888b, Line Number: 1, RestrictionType: RESTRICTION Note: Suspension - goods for certain categories of ships, boats and other vessels and for drilling or production platforms: C990 (End use authorisation ships and platforms (Column 8c, Annex A of Delegated Regulation (EU) 2015/2446))". A question follows: "Do you understand and accept these restrictions?". Below the question is a line of text: "I understand these are restricted items. It doesn't necessarily mean you can't export the good. You may just need to obtain the proper license or permission to export." At the bottom of this line is a checkbox with the text "I have read and understand these items are restricted items." and an "OK" button.

Figure 32: "Restricted" Item Acknowledgement

USPS.COM
Home Shipping Center Mailing Center Reports Settings Help
807 MAIL.NET/USPS

Global Shipping Software

[Create a Package Label](#) / [Batch Printing](#)

⚠️ Customs Description validation failure for Item ID 222. please provide a more detailed item content description.

*Indicates a required field

New Package Label

Mater Air & Sea International	Package ID A23H0000482317
----------------------------------	------------------------------

What is the destination country?

*Country
Germany

Step 1 of 8: Package Information

*Service Type
Commercial ePacket® Return Service

*Package Weight
4 lbs

*Expected Ship Date
08/16/2023

Package Size

*Length In	*Height In	*Width In	*Unit of Measurement INCHES
---------------	---------------	--------------	--------------------------------

Step 2 of 8: Mailing Information

*Sender Address J05245 5245 South Street Salt Lake City UT 84104 United States	*Recipient Address Heather Amerl HSBC Tower, Suite 502 Berlin Germany
--	---

Edit ✎ Edit ✎

Step 3 of 8: Order Information

*Order ID
A23H0000482317

*Invoice Number

*Order Date

*Total Boxes
1

*Shipping & Handling
\$

Step 4 of 8: Customs Information

*Package Type
Merchandise

Other

*License Number

*Certificate Number

Importer/Exporter Information

Step 5 of 8: Package Contents

Figure 33: item Description containing vague phrases warning message banner

Estimated Duties, Taxes and Fees

Estimated duties and taxes are calculated at the item level and broken out in the table below. Shipping cost and estimated fees are calculated at the package level.

Package ID: A2GN0000322083

Item ID	Box ID	Description	Unit Value	Qty	Value	Weight	COO	HTS Number	Estimated Duties	Estimated Taxes
111	1	Phone Case3	\$567.00	3	\$1,701.00	0		4202.99.0010	\$67.35	\$377.50
222	1	toc	\$567.00	3	\$1,701.00	0			\$218.42	\$407.72

*Shipping Charges: \$238.31

^Estimated Duties, Taxes and Fees: \$1,070.99

+Total Landed Cost: \$1,309.30

*Shipping charges are USPS postage that is currently collected by USPS payment systems.

^Upon delivery, the destination country's government may require the recipient to pay the shipment's estimated duties, taxes, and fees based on the mail item's custom assessment. Estimated duties and taxes are calculated at the item level and broken out in the table above. Shipping cost and estimated fees are calculated at the package level. The sender does NOT pay these landed costs at this time. Although USPS does not determine landed costs for the recipient, an estimate is provided.

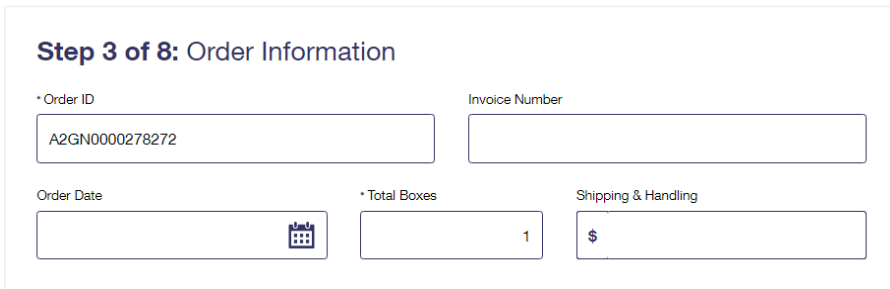
+Total Landed Cost is the sum of Shipping Charges and the estimated duties, taxes and fees. Informational and not collected at this time.

OK

Figure 34: Estimated duties, taxes, and fees informational summary for items destined to European Union (EU) countries and for military mailings that have military state = "AE" or no state provided

6.4. Assign Items to Boxes for a Multiple Package Set

A multiple package set consists of two or more physical boxes that are associated with a single Package ID in the GSS system. You will need to create a multiple package set if the Box Count in the package information equals 2 or more. You must assign content items to each box before processing can be completed. This functionality is available in Step 3 of 8 on the Label Packages or Enter Package Information pages that can be found in the Shipping Center. Based on the count identified in Step 3 of 8, Box Inventory will be displayed under Step 5 of 8.



The screenshot shows a form titled "Step 3 of 8: Order Information". It contains several input fields: "Order ID" with the value "A2GN0000278272", "Invoice Number" (empty), "Order Date" (with a calendar icon), "Total Boxes" with the value "1", and "Shipping & Handling" with a dollar sign icon.

Figure 35: Total Box count numbers can be manually changed in Step 3 of 8, to assign items to a box for a Multiple Package Set.

When you have finished entering (or modifying) package information, click the Complete Processing button (or Print Package Labels, if applicable). GSS will display the Item Assignment page, which allows you to assign content items to boxes. In each item's line entry, select a box number from the list to assign the item to that box. Repeat until all items have been assigned to a box. Alternatively, mailers may assign the item contents to fill the inventory of each box for pre-loaded order items.

6.4.1. Split the Quantity of an Item Between Boxes

Sometimes quantities of an item will need to be split between two or more boxes. In the Split Quantity field, you should enter the number of items that you want to place into a different box and then click the Split link. This will add another row to the list of items, allowing you to assign a box to the new item row.

In Figure 40, the items have been split in the following way:

- Item 123 has been added to Box #1 as the sole item.
- Item 345 has been split between Box #2 and Box #3, with a quantity of 1 in each box.
- Item 556 has been split between Box #2 and Box #3, with a quantity of 2 in each box.

Step 5 of 8: Package Contents

Box Inventory

Box 1 of 3

Total Box 1 Weight lbs

Item ID	Description	Unit Value	Qty	Value	Weight	COO
No Items Added						
Add Item to Box +						
			Subtotal	0	\$0.00	0lbs

Box 2 of 3

Total Box 2 Weight lbs

Item ID	Description	Unit Value	Qty	Value	Weight	COO
No Items Added						
Add Item to Box +						
			Subtotal	0	\$0.00	0lbs

Box 3 of 3

Total Box 3 Weight lbs

Item ID	Description	Unit Value	Qty	Value	Weight	COO
No Items Added						
Add Item to Box +						
			Subtotal	0	\$0.00	0lbs

			Total Qty	Total Value	Total Weight	
			0	\$0.00	0 LB	

Figure 36: Items can be split between the number of boxes indicated in Step 3 of 8. Update the Package Contents accordingly across the relevant boxes.

6.4.2. Process the Remaining Boxes

To process the remaining boxes associated with the Package ID, navigate to the What Would You Like to Do? page and re-enter the Package ID. At the prompt, select a box that you have not yet processed and then click OK. You may process the boxes in any order.

When you have made your selection, GSS displays the Process Package page. Most of the package information cannot be edited, but you can change the Weight to reflect the weight of your selected box. Click Complete Processing to process the box and/or print labels for it.

These steps should be repeated for all remaining boxes associated with the Package ID.

6.5. Print Package Labels

Once you have retrieved or entered package data, you are ready to save the data, pre-process and label the package, or complete package processing, depending on your facility's location type. Follow the steps outlined in the tables below for each task to close out a package.

6.5.1. Closing out a Package

Depending on location type and mailer preference, follow the steps below for options related to closing out a package.

Print Package Labels

Table 9: Options to Close out a Package

Save Package Information	If your location uses GSS for data entry only, click Save Package to save the data to the GSS database. Then, return to the Shipping Center to begin entering information for the next package.
Complete Package Processing by Printing Package Labels	<p>To process the package and print a set of labels (if the package has not already been labeled), click the Print Package Labels button. GSS will validate the information that you have provided for the package. If there are any issues with the information, GSS will display a message describing the issue to allow you to troubleshoot and correct it. Any incomplete or incorrect information will flag in red text with a red box highlight.</p> <p>When the information validates successfully, GSS calculates postage, prints labels for the package, and adds the package to the current dispatch.</p>
View Package Information for Processed Packages	You can view package information for a processed package by entering the Package ID number on the Process Packages or Label Packages (Package Center) page in the Shipping Center and clicking Search . The View Package Information page will display.

6.5.2. Label a Package

Depending on location type and mailer preference, follow the steps below for options related to labeling a package.

Table 10: Options to Label a Package

<p>Label a Pre-Processed Package</p>	<p>If your location type is a labeler that pre-processes packages for a consolidator, you can click Print Package Labels to create set of labels for the package. The package is now ready to be given to the consolidator for further processing. Return to the Process Packages or Label Packages (Package Center) page in the Shipping Center to begin entering information for the next package.</p>
<p>Apply Physical Labels</p>	<p>Affix the mailing label to one side of the package. Depending on the destination and service type, there may be additional labels (such as a Customs declaration, continuation label, etc.). Place these additional labels into a plastic sleeve and attach the sleeve to the package. All labels should be attached the same side of the package if possible.</p> <p>If printing is incomplete due to a printer malfunction or other issue, it is possible to reprint labels for the same package. Refer to Section 6.4.1 for more information on reprinting labels.</p>

6.5.3. Reprint Previous Labels

You may be able to reprint labels for a previously labeled or processed package based on the time elapsed since it was originally labeled or processed. If labels can be reprinted, a Reprint Labels button will be displayed at the bottom of the **View Package Information** page, which can be accessed by selecting the Mailer Package ID from the **Label Packages**, **Default Shipment**, or **Current Dispatch** pages. Click this button to generate a new set of the original labels.

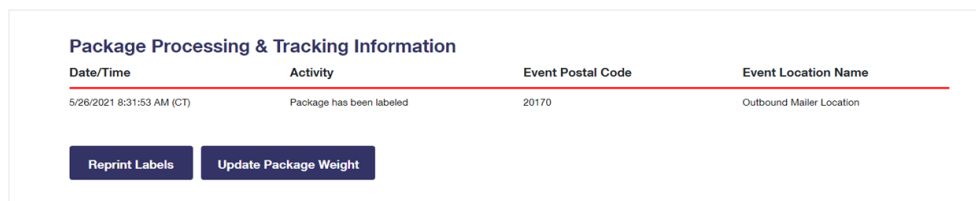


Figure 37: Mailers can reprint labels from the View Package Information page; the option is listed under Package Processing & Tracking Information.



Note: The mailer has three days to reprint the label after the dispatch has been closed.

In some cases (such as filing a claim), you may need to reprint a package's Customs label or reports for that package's dispatch even if the dispatch was closed over one month ago. After one month, package and dispatch information are usually "archived," or removed from your **Dispatch History**. This information remains in the GSS system for up to six months and can be retrieved and reprinted until then.

Navigate to the **Mailing Center** on the main menu and click **Reprint Customs Label & Dispatch Reports** to display the Search for a Package Page. Follow the steps outlined in the table below for each task.

Table 11: Reprinting Labels

Reprint Archived Customs Labels

In some cases (such as filing a claim), you may need to reprint a package's Customs label or reports for that package's dispatch even if the dispatch was closed over one month ago. After one month, package and dispatch information are usually "archived," or removed from your Dispatch History. This information remains in the GSS system for up to six months and can be retrieved and reprinted until then.

Navigate to the **Mailing Center** on the main menu and click **Reprint Customs Label & Dispatch Reports** to display the Search for a Package Page. Follow the steps outlined in the table below for each task.

Reprint Archived Dispatch Reports

To reprint dispatch reports for a dispatch that is more than one month old, follow the steps in "Reprint Archived Customs Labels" above to retrieve a package or group of packages from the dispatch. When GSS returns results in the grid, locate the appropriate row and click its Dispatch ID link in the Dispatch Reports column.

GSS displays the **Review Dispatch Reports** page for that dispatch, where you can elect to print the dispatch's required reports without viewing them or view and print individual reports.

Note: A reprinted label should be affixed over the original label and must completely cover it so that the original label does not show.

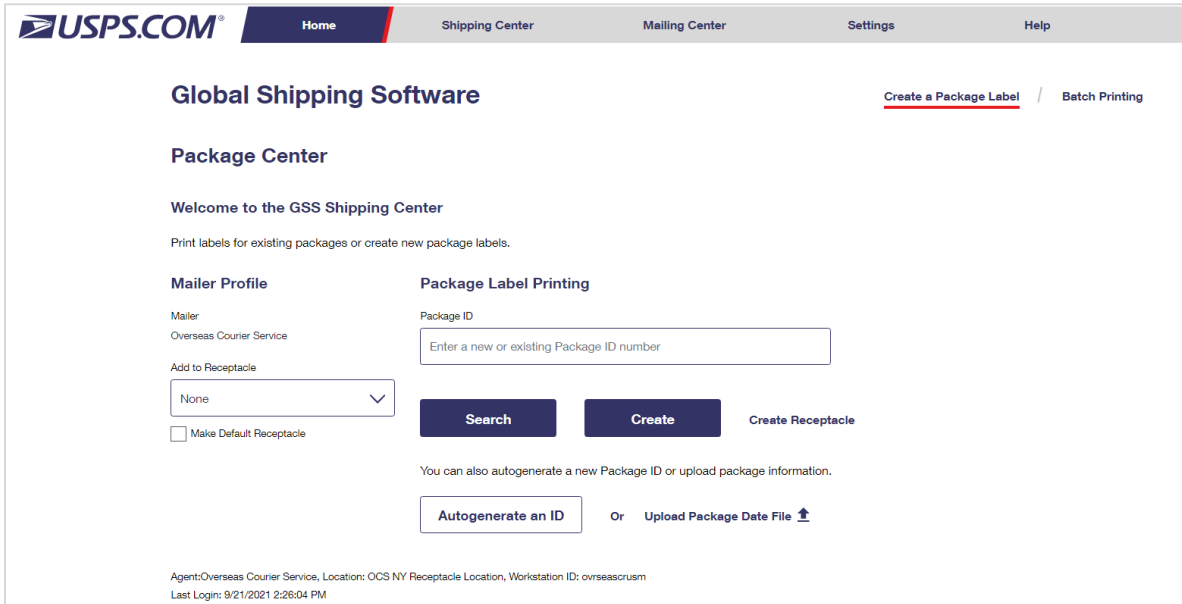


In the case of multiple labels, affix the new mailing label over the old one, remove the old labels from the sleeve, and put the remaining new labels in the sleeve. If the old sleeve was sealed and cannot be opened without damage, you should remove the old sleeve completely and affix a new sleeve with the new labels inside. **Include only the new set of labels;** do not include both the old and new labels in the sleeve.

6.6. Process Batch Files (Batch Processing)

To utilize the Batch Processing functionality in GSS, Users must be set up to upload and process data files. For more information on this functionality, reference Section 6.1 of this guide.

To access the Batch Processing page, navigate to the Shipping Center via the main menu and select **Process Packages** (Package Processing locations) or **Label Packages** (Labeler with Shipment, Labeler, and Consolidator with Shipment locations).



The screenshot shows the USPS Global Shipping Software interface. At the top, there is a navigation bar with links for Home, Shipping Center, Mailing Center, Settings, and Help. Below this, the main heading is "Global Shipping Software" with a breadcrumb trail: "Create a Package Label / Batch Printing". The page is titled "Package Center" and includes a welcome message: "Welcome to the GSS Shipping Center" and "Print labels for existing packages or create new package labels." There are two main sections: "Mailer Profile" and "Package Label Printing". The "Mailer Profile" section includes a "Mailer" dropdown set to "Overseas Courier Service", an "Add to Receptacle" dropdown set to "None", and a checkbox for "Make Default Receptacle". The "Package Label Printing" section has a "Package ID" input field with the placeholder "Enter a new or existing Package ID number", a "Search" button, a "Create" button, and a "Create Receptacle" link. Below these buttons, there is a note: "You can also autogenerate a new Package ID or upload package information." and two options: "Autogenerate an ID" and "Upload Package Data File" with an upload icon. At the bottom, there is a footer with agent information: "Agent:Overseas Courier Service, Location: OCS NY Receptacle Location, Workstation ID: ovseascrum" and "Last Login: 9/21/2021 2:26:04 PM".

Figure 38: *Batch Processing, also known as Batch Printing, can be found on the same page where Users go to Lookup or Process new packages.*

After selecting packages on the Batch Printing on the **Process Packages** or **Label Packages** page, execute the following steps.

- Click the Process Selected Packages. GSS will display the Batch File Packages Process page, which shows a list of the packages you have selected.
- To change the packages in this list, either click the Back button in the browser window or click the Start Over link on the page. Clicking the Back button returns you to the Batch File Packages Select page, where you can select different packages. Clicking the Start Over link returns you to the GSS Home page to select a different batch file.
- When you are ready to process the selected packages, click the Start Processing button. All packages in the list will be processed in the order that they are shown.

GSS automatically generates labels for successfully processed packages. The Status column in the packages list shows which packages have been processed successfully.

If a package does not process successfully, you should edit and process the package individually (refer to Sections 6.2 and 6.3). If editing the package data and troubleshooting any messages produced by the GSS system does not clarify why the package does not process successfully, contact the [GSS Help Desk](mailto:gsshhelp@usps.gov) for assistance.

6.6.1. Select Packages in a Batch File

GSS processes packages in the order that they appear on the page. By default, packages are listed in the same order that they were in the uploaded file. If you would like to change the sort order, you can click the header at the top of each column (for example, Row ID, Package ID, Rate Type, etc.) Please ensure that the packages are in the order that you need them to be before processing them.

You can manually select packages to process or have GSS select several packages for you.

- To manually select packages, click the check box next to the package row.
- To have GSS select the first “X” number of packages for you, enter the number of packages in the Check first field and then click the Update button. This option is useful for mailers who need to process a large number of packages that exceeds the number of labels on a roll. For example, if you have a batch file with 500 packages, but your label roll has 300 labels, you can enter “300” in the Check first field to tell GSS to process the first 300 packages. Then you can change the label roll and enter “200” to process the remaining 200 packages.
- To select all the packages in the batch file, click Check All. To clear the selection, click Clear All.

Clicking the **Start Over** link will return you to the GSS Home Page, where you can select a different batch file to process.

Global Shipping Software Create a Package Label / Batch Printing

Package Center

Filter By

Mailing Agent
 Mailer:

File Status
 All
 Printed
 Partially Printed
 Not Printed

Date Uploaded
 From:
 To:

Batch Files

Or [Upload Packages Data File](#)

Batch ID	File Name	Date	Packages	Printed	Mailer Name
GSS10202020_3	EPMI with city_With RedirectA Webv1.XML	12/4/2020	1	0	Outbound Mailer1
BBTS93191	OUTBOUNDCNLSLDTISAL.xlsx	11/25/2020	18	18	Outbound Mailer1
BBTS93190	OUTBOUNDCNLSLDTIPA.xlsx	11/24/2020	18	18	Outbound Mailer1
PKG11242020_1	Batch_OUTBOONSLDTR11242020_1.XML	11/24/2020	16	16	Outbound Mailer1
11242020_1	QA_Batch_International 11242020_1.XML	11/24/2020	8	8	Outbound Mailer1
BBTS93181	OUTBOUNDCNLSLDTFCM.xlsx	11/18/2020	27	27	Outbound Mailer1
BBTS93178	OUTBOUNDCNLSLDTCEP.xlsx	11/18/2020	14	14	Outbound Mailer1
BBTS93176	OUTBOUNDCNSLDT11172020.xlsx	11/17/2020	62	0	Outbound Mailer1
BBTS93177	OUTBOUNDCNSLDT11172020.xlsx	11/17/2020	86	8	Outbound Mailer1
BBTS93175	OUTBOUNDCNSLDT11172020.xlsx	11/17/2020	16	16	Outbound Mailer1

Figure 39: Batch Files will display for reference in under the Batch Printing page.

6.6.2. Edit Batch File Package Information

In some situations, it may be necessary to edit package information for individual packages in a batch (for example, the package weight may need to be entered if it was not included).

Click a package's Package ID link. This opens the **Process Packages** page, where you can edit the package information. Click Complete Processing to process the package.



Note: If you make a change to a package's information, you must process it as an individual package, not as part of the batch.

6.6.3. Process Packages in a Batch File

After selecting packages on the Batch File Packages Select page, click the Process Selected Packages. GSS will display the Batch File Packages Process page, which shows a list of the packages you have selected.

To change the packages in this list, either click the Back button in the browser window or click the Start Over link on the page. Clicking the Back button returns you to the Batch File Packages Select page, where you can select different packages. Clicking the Start Over link returns you to the What Would You Like to Do? page to select a different batch file.

When you are ready to process the selected packages, click the Start Processing button. All packages in the list will be processed in the order that they are shown.

GSS automatically generates labels for successfully processed packages. The **Status** column in the packages list shows which packages have been processed successfully.

For items destined to countries that require harmonization code classification, denied party screening, and item restriction screening will be performed during batch processing. The recipient address information of all packages will be screened to help ensure the recipients are not flagged as a denied party from the U.S. State Department. If a recipient party is determined to be "restricted", then a notification message will appear beside the impacted package on the status column. If any items are determined to be "prohibited" or "restricted", then a notification message, with the restricted reason, will appear as a pop-up display. To proceed processing and return to the Batch Printing Status page, click "OK" on the message pop-up. After **batch processing** is completed successfully, estimated duties, taxes, and fees informational summary will be shown.

USPS.COM Home Shipping Center Mailing Center Reports Settings Help

Batch Printing Status

Batch Information

Batch ID	Batch File Name	Date	Packages	Printed
BBTS93178	OUTBOUNDCONSLDTCEP.xlsx	11/18/2020 6:18:49 AM	14	14

0 of 14 (0%)

Start Printing Edit Batch Cancel & Exit

Batch Package Label

Package ID	Service	Recipient	Mailer	Status
CEP1182020_1	Commercial ePacket®	Sam Porter	Outbound Mailer1	Ready for Reprinting
CEP1182020_2	Commercial ePacket®	John Williams	Outbound Mailer1	Ready for Reprinting
CEP1182020_3	Commercial ePacket®	Harry Smith	Outbound Mailer1	Ready for Reprinting
CEP1182020_4	Commercial ePacket®	Neel Lopez	Outbound Mailer1	Ready for Reprinting
CEP1182020_5	Commercial ePacket®	Miek Jewel	Outbound Mailer1	Ready for Reprinting
CEP1182020_6	Commercial ePacket®	Neana Cpek	Outbound Mailer1	Ready for Reprinting
CEP1182020_7	Commercial ePacket®	Neana Cpek	Outbound Mailer1	Ready for Reprinting
CEP1182020_11	Commercial ePacket®	Diana Priti	Outbound Mailer1	Ready for Reprinting
CEP1182020_12	Commercial ePacket®	Vivin Hillar	Outbound Mailer1	Ready for Reprinting

CEP1182020_11 Commercial ePacket® Diana Priti Outbound Mailer1 Printed

Batch Printing Status

Batch Information

Batch ID	Batch File Name	Date	Packages	Printed
BBTS193131	GSS 7_7 TLC DDP phase2_2 (003).xlsx	3/7/2023 7:56:24 AM	30	1

3 of 3 (100%)

Start Printing Edit Batch Exit

Batch Package Label

Package ID	Service	Recipient	Mailer	Status
MFL_0307023_2_7-IPA1	International Priority Airmail	Ali Bakhahien	Skymail International	Validation Error

Recipient Address validation failed. This recipient is flagged as a denied party. Denied party lists (or restricted party lists) are lists of individuals, organizations, and entities maintained by the government and international bodies around the world with whom it is forbidden to do business, in whole or in part. To continue, please enter a different recipient.

Figure 41: Recipient Party flagged as Denied Party

Item Restrictions

The following items are flagged as restricted items. A restricted item does not necessarily mean you cannot export the good.

Package ID: MFL_03072023_2_IPA2

- Item Id: 461, Line Number: 1, RestrictionType: RESTRICTION Note: Suspension - goods for certain categories of ships, boats and other vessels and for drilling or production platforms: C990 (End use authorisation ships and platforms (Column 8c, Annex A of Delegated Regulation (EU) 2015/2446))

Package ID: MFL_03072023_2_7-ISAL2

- Item Id: 462, Line Number: 1, RestrictionType: RESTRICTION Note: Suspension - goods for certain categories of ships, boats and other vessels and for drilling or production platforms: C990 (End use authorisation ships and platforms (Column 8c, Annex A of Delegated Regulation (EU) 2015/2446))

Package ID: MFL_03072023_2_7-CEP2

- Item Id: 463, Line Number: 1, RestrictionType: RESTRICTION Note: Footnote: DU690 (Goods 3D225 from the dual use list.)

Page 1 of 1
 < Select Page 1 >

OK

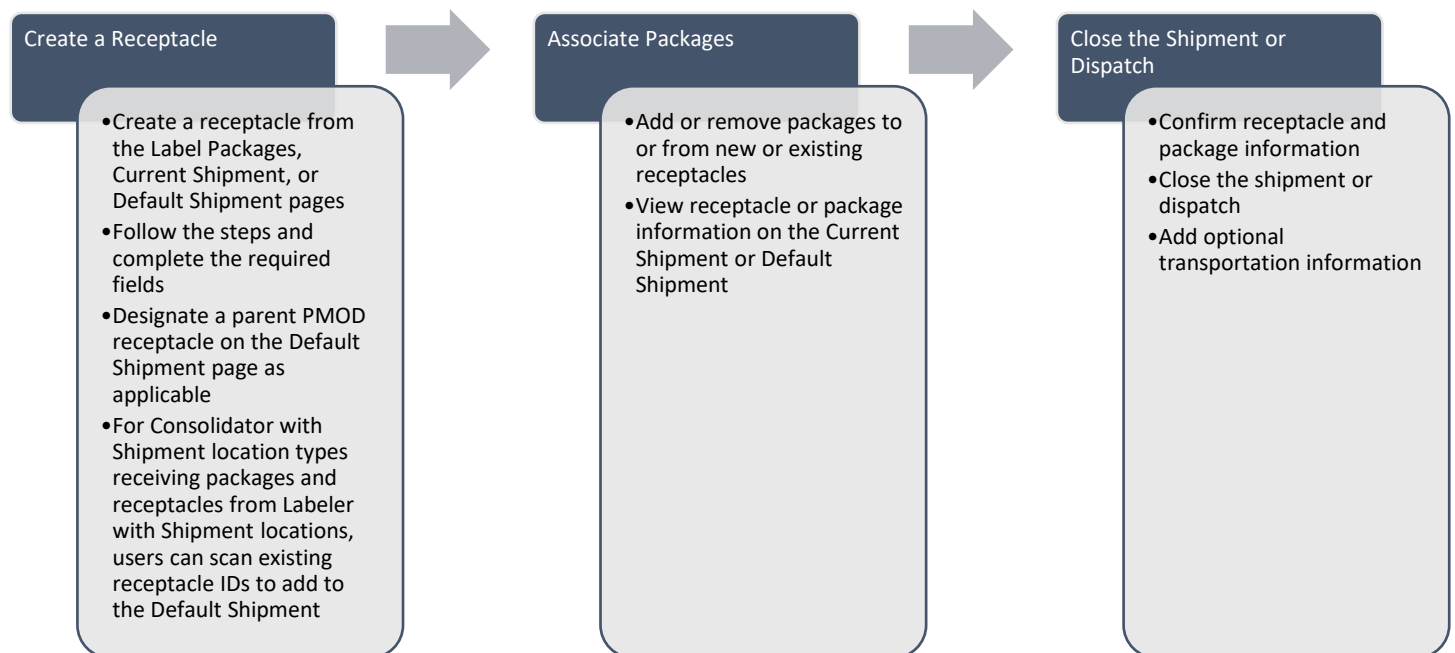
Figure 42: Restricted item notification message pop-up

6.7. Create or Associate Receptacles

Applicable to Labeler with Shipment and Consolidator with Shipment location types, mailers can use GSS to create receptacles and associate receptacles to new or existing packages. You can use GSS to create a new Receptacle ID and print a label to attach to a receptacle tag. If this is not necessary because your facility uses its own system to create Receptacle IDs, you can enter this existing Receptacle ID into the **Default Shipment**

Figure 43: Estimated duties, taxes, and fees informational summary for items destined to European Union (EU) countries and for military mailings that have military state = "AE" or no state provided after batch processing completion.

(Consolidator with Shipment location types) or **Current Shipment** (Labeler with Shipment location types) pages. Reference the following diagram and sections for more detailed steps on GSS receptacle functionality.



6.7.1. Add an Existing Receptacle to the Default Shipment or Current Shipment

For mailers that use in-house systems to create Receptacle IDs, existing receptacles can be added to the **Default Shipment** or **Current Shipment**, depending on location type. This is most applicable for Consolidators with Shipment that are receiving existing receptacles and packages from associated Labeler with Shipment locations.

6.7.2. Create a Receptacle

Users can create a new receptacle from the **Default Shipment** or **Current Shipment**. To access the **Default Shipment** or **Current Shipment** pages, navigate to the main menu, hover over **Shipping Center**, and click **Default Shipment** for Consolidator with Shipment locations or **Current Shipment** for Labeler with Shipment locations. On both pages GSS will display all current receptacles and packages in the shipment. Alternatively, users can create receptacles by clicking **Create Receptacle** on the **Label Packages** page, under the search bar.



Figure 44: Create Receptacle prompt and Receptacle Information page.

To create a new receptacle from the **Default Shipment** or **Current Shipment**, click **Create Receptacle**. GSS will display the **Receptacle Information** page; follow the steps listed below.

- Select the **Rate Type** from the drop-down. This will determine the fields necessary to complete. Reference Table 12 below for a visual click-down into rate type selection.
 - If creating multiple receptacles of the same kind for the same destination, check the box **Remember this Selection**.
- Fill in the required fields.
- If desired, check the **Save as a Custom Receptacle Type** box, and write a name in the field.
 - This is a shortcut for mailer's ease of use when recreating receptacle types applicable to their location type or business. Custom receptacle types will be available in the Receptacle Type drop-down list once saved.



Note: The receptacle weight entered should be its net weight, which is the weight of the packages within the receptacle. Subtract the receptacles' tare weight (the weight of the empty receptacle) from its gross weight (the weight of the receptacle and its packages) to find the net weight.

Table 12: Receptacle Rate Type & Receptacle Destination Breakdown

Rate Type	Receptacle Destination and Required Information
<p>Commercial ePacket</p> <p>FCPIS Pre-sort Drop Shipment</p> <p>PMEI Pre-sort Drop Shipment</p> <p>PMI Pre-sort Drop Shipment</p>	<p>Single (Direct) Country</p> <ul style="list-style-type: none"> • <i>Dutiable Customs Form</i> – Checkbox check and choice disabled • <i>Foreign Office of Exchange</i> – Required • <i>Receptacle Type</i> – Required <ul style="list-style-type: none"> • Drop-down list available based on the Rate Type and Foreign Office of Exchange selection
<p>International Priority AirMail</p>	<p>Single (Direct Country)</p> <ul style="list-style-type: none"> • <i>Dutiable Customs Form</i> – Checkbox blank and choice enabled <ul style="list-style-type: none"> • If checked, this option behaves the same as pre-sort drop ship. • If not checked, piece count and weight are required. • <i>Pass Through</i> – Checkbox blank and choice enabled only at the pallet level <p>Multiple Mixed Country</p> <ul style="list-style-type: none"> • <i>Dutiable Customs Form</i> – Checkbox and choice enabled <ul style="list-style-type: none"> • If checked, this option behaves the same as pre-sort drop ship • If not checked, piece count and weight are required • <i>Foreign Office of Exchange</i> and <i>Pass Through</i> checkbox should not be displayed • <i>Rate Group</i> selection should be made from the drop down.
<p>International Surface Air Lift</p>	<p>Single (Direct) Country</p> <ul style="list-style-type: none"> • <i>Dutiable Customs Form</i> – Checkbox blank and choice enabled <ul style="list-style-type: none"> • If checked, this option behaves the same as pre-sort drop ship. • If not checked, piece count and weight are required.

- *Pass Through* – Checkbox blank and choice enabled only at the pallet level

Multiple Mixed Country

- *Dutiable Customs Form* – Checkbox and choice enabled
 - If checked, this option behaves the same as pre-sort drop ship
 - If not checked, piece count and weight are required
- *Foreign Office of Exchange* and *Pass Through* checkbox should not be displayed
- *Rate Group* selection should be made from the drop down.

If required information is missing, GSS will indicate a warning message at the top of the page. Once complete, click **Create Receptacle & Print Label**. A pop-up window will display the label that is ready for printing. The receptacle will be added to the **Default Shipment** or **Current Shipment** page, depending on location type.

6.7.3. Add or Remove a Package from a Receptacle

Users can associate, add, or remove packages to receptacles from the **Default Shipment** and **Current Shipment** pages, if those receptacles were not associated with those packages in the labeling process. This process can be done by either of the following ways.

- Manually associate packages to receptacles via package table

- Scan packages directly to receptacles using a barcode scanner

Global Shipping Software
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Default Shipment

[Summary Report](#) [Detailed Report](#)

Receptacles	Receptacle Piece Count	Packages
40	0	2

Search Receptacles & Packages

Receptacles

<input type="checkbox"/>	Receptacle ID	Piece Count	Rate Type	Weight	Destination/Rate Zone	Parent PMOD Receptacle	Actions
<input type="checkbox"/>	2028009756XSSM000003028	0	IRA	23.00 lb		None	Remove Receptacle X Scan Packages [M]
<input type="checkbox"/>	2028009756XPEBL000000217	0	PII	6.00 lb	Afghanistan	None	Remove Receptacle X Scan Packages [M]
<input type="checkbox"/>	2028009756XPETI400000010	0	PII	0.00 lb	Albania	None	Remove Receptacle X Scan Packages [M]
<input type="checkbox"/>	2028009756XPELA000000018	0	PII	45.00 lb	Angola	None	Remove Receptacle X

Add Receptacle(s) to Dispatch
Set Parent PMOD Receptacle
1 2 3 4 5 ...

Packages

Select Receptacle

<input type="checkbox"/>	Mailer Package ID	USPS® Package ID	Weight	Port Code	Destination	Receptacle ID	Actions
<input type="checkbox"/>	A20H0000278178	CB119800712US	11.00 lb		Cambodia		Remove Package X
<input type="checkbox"/>	PK908172021_881	9208590111561722075885	55.56 lb		United States		Remove Package X

Add Package(s) to Receptacle
Add Package(s) to Dispatch
1

Figure 45: Default Shipment page displaying receptacle and package information for creating and associating.

To manually associate packages to receptacles in the **Default Shipment**, navigate to the package table towards the bottom of the page. Select the receptacle to associate the package to from the drop-down list. The drop-down list will reflect the receptacles listed above. Next, check the box to the left of the Package ID that you would like to associate to the selected receptacle. You can select multiple packages at once. If the destination country for the selected receptacle and package is different, you will not be able to check the box. GSS enables the check box of any package in the package table that is eligible to be added to that receptacle and disables the non-eligible packages' check boxes. Once all have been selected, click **Add Package(s) to Receptacle**. The Receptacle ID will then display in the package table.

To manually associate packages to receptacles in the **Current Shipment**, follow the same steps listed above.



Note: Packages that have been previously labeled can be scanned and mapped, but GSS does not print another label.

To scan packages directly to receptacles using a barcode scanner in the **Default Shipment**, navigate to the receptacles pane. To the right of the Receptacle IDs listed, click **Scan Packages**. A pop-up window will display the page titled **Add Packages to Receptacle**. Scan the package ID and click **Add**. To indicate a successful scan, GSS provides a positive “beep” sound and prints a package label. To indicate an unsuccessful scan, GSS provides a negative “beep” sound and displays an error message to assist you with troubleshooting. Once all desired packages have been added to the receptacle, click one of the following options.

- **Close & Add to Dispatch** – This will update GSS to reflect the scanned packages and automatically add the receptacle, including the packages, to the **Current Dispatch**. This receptacle and associated packages will no longer display on the **Default Shipment**.
- **Close** – This will update GSS to reflect the scanned packages and associated receptacles. The page will automatically return to the **Default Shipment**.

To scan packages directly to receptacles using a barcode scanner in the **Current Shipment**, repeat the steps listed above until adding is complete. Once all desired packages have been added to the receptacle, click **Close**. Non-dispatching location types like Labeler and Labeler with Shipment locations can view packages and receptacles on the **Current Shipment** page and close the shipment when ready.

To remove or disassociate a package from a receptacle on the **Default Shipment** and **Current Shipment**, navigate to the package table at the bottom of the page. To the right of the Package ID listed, click **Remove from Receptacle**.

To view the contents of a specific receptacle, including the Package IDs of all associated packages, click on an individual Receptacle ID in the receptacle table. This function is only applicable for receptacles that have associated packages and indicate a piece count in the receptacle table.



Note: More information on how to set up a barcode scanner can be found in section 4.8 Optional Hardware Configuration.

6.7.4. Update Receptacle Weight

To update receptacle information, navigate to the **Default Shipment** (Consolidator with Shipment locations) or the **Current Shipment** (Labeler with Shipment locations), via the GSS **Shipping Center**.

Navigate to the Receptacle ID you would like to reprint. Users can search for the Receptacle ID in the search bar, scan the receptacle’s barcode, or click-through the Receptacle IDs listed in the receptacles table.

Click on the Receptacle ID. This will display the **Receptacle Information** page. The only information that can be updated is the Weight and Tare Weight of the receptacle. In the event that other information needs to change, the receptacle must be removed and recreated.

6.7.5. Reprint a Receptacle Label

Receptacle labels created using GSS can be reprinted if the originals are damaged or need to be replaced. To reprint a receptacle label, navigate to the **Default Shipment** or **Current Shipment**, depending on location type, via the GSS **Shipping Center**.

Navigate to the Receptacle ID you would like to reprint. Users can search for the Receptacle ID in the search bar, scan the receptacle's barcode, or click-through the Receptacle IDs listed in the receptacles pane.

Click on the Receptacle ID. This will display the **Receptacle Information** page. This information cannot be modified, save for the Weight and Tare Weight. If necessary, update the information and click **Update Receptacle**. Once the information has been updated, click **Reprint Label**. A pop-up window will display the label that is ready for re-printing.



Note: Receptacle labels can only be reprinted for Closed Dispatches within 72 hours. Once 72 hours have elapsed, labels cannot be printed for closed dispatches. Receptacle information can, however, be accessed for reference as needed. Receptacle printing depends on location type; reach out to the GSS Help Desk with questions.

6.7.6. Remove a Receptacle from the Default Shipment or Current Shipment

To remove a receptacle from the **Default Shipment** or the **Current Shipment**, navigate to the receptacles pane. To the right of each Receptacle ID listed, click the button **Remove Receptacle**. This will delete the receptacle permanently.

6.8. Manage the Current Shipment

Managing the **Current Shipment** is applicable to the Labeler with Shipment mailer location type. To access the **Current Shipment** page, navigate to the main menu, hover over **Shipping Center**, and click **Current Shipment**.

The **Current Shipment** page shows labeled packages and receptacles that are in the open shipment. On this page, you can view details for each package, remove a package or receptacle from the shipment, or close the shipment.

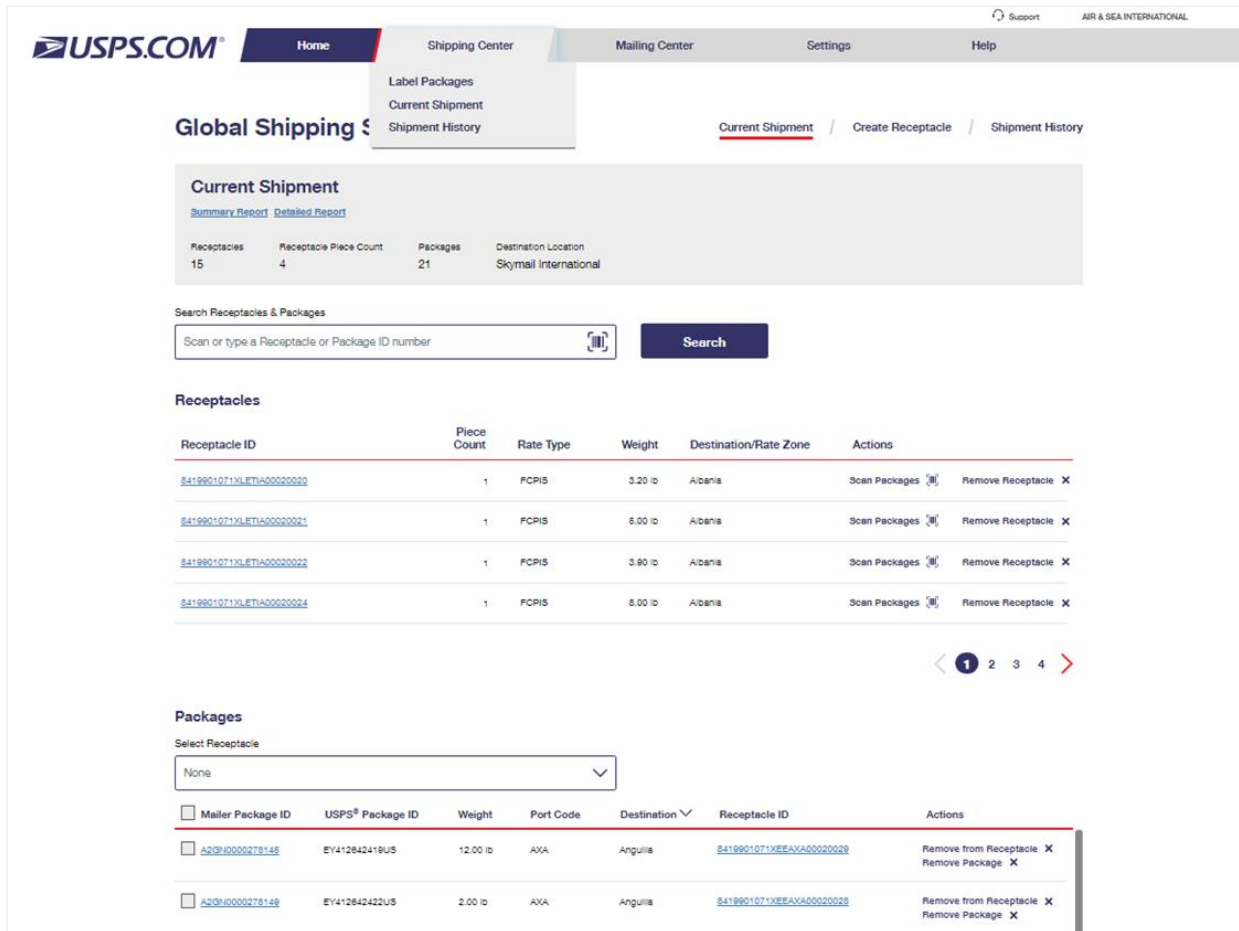


Figure 46: Users can access the Current Shipment page by navigating to the main menu, hovering over the Shipping Center and selecting Current Shipment. Users can see receptacle and package information on the Current Shipment.

6.8.1. Search for a Receptacle or Package in the Current Shipment

If there are many receptacles or packages in the **Current Shipment**, it can be difficult to locate specific ones. You can use the Previous and Next buttons below the receptacle or package table to page through the list and locate a receptacle or package manually.

Alternatively, you can search for a specific receptacle or package in the list. Enter the Receptacle ID, Mailer Package ID or USPS Package ID in the search bar and click **Search**. GSS locates the ID in the correct list and highlights it. Users can also search for a specific receptacle or package on the **Current Shipment** by scanning the receptacle or package barcode. GSS will beep when a scan is successful. Scanned receptacles must have

associated packages. For more information on using scan functionality to associate packages, see Section 6.7.4.

Please note that receptacle search on the **Current Shipment** page is available for Labeler with Shipment location types.

6.8.2. View or Edit Receptacle or Package Information in the Current Shipment

To view receptacle information in the **Current Shipment**, click the Receptacle ID link to open the Receptacle Information Page. Users can update the Piece Weight, Weight, and Tare Weight of the receptacle, but no other information can be edited. Once the necessary adjustments have been made, Users should reprint labels and update the receptacle by clicking the **Update Receptacle** and **Reprint Label** and buttons.

If you need to edit receptacle information other than Piece Weight, Weight, and Tare Weight after it has been processed through GSS and added to the **Current Shipment**, you must remove the receptacle and recreate it. For more information, reference Section 6.8.4.

To view package information in the **Current Shipment**, Click the Mailer Package ID link for a package to open the **Package Information** page and display its information. Users can update the weight of the package, but no other information can be edited. Once necessary adjustments to weight have been made, click **Update Package Weight**. Once updated, reprint labels by clicking **Reprint Labels**.

Note: You can update the weight for a package if it meets the following criteria:

- The package is not in a closed shipment.
- The package is not mapped to a receptacle. If it has been mapped, you must remove it from the receptacle first.
- The package's actual weight is within the expected weight limit for the assigned service type.
- The package's content item weight (if provided) is not greater than the actual weight of the package.
- The package is not part of a multiple package set (for example, Box 1 of 2)



If you need to edit a package's information other than the package weight, after it has been processed through GSS, had labels printed, and been added to the **Current Shipment**, you must remove the package from the current shipment before doing so. For more information on how to remove the package, reference Section 6.8.4.

For further information on how to re-create the package, reference Section 6.2 and 6.3. Because the package has been processed again and has had new labels created for it, the old labels are considered void. The user must apply the new set of labels to the package ensuring that they completely cover the old labels.

6.8.3. Create or Associate Receptacles in the Current Shipment

You can use the **Current Shipment** page to create receptacles and associate packages to receptacles if the receptacles were not set for those packages during the labeling process. Users can perform this manually, by

key-entering data, or by scanning with a barcode scanner. Users can also remove a package previously associated to a receptacle by locating the Package ID and clicking the **Remove from Receptacle** button in its row.

For more information on how to create or associate a receptacle, reference Section 6.7.

6.8.4. Remove a Receptacle or Package from the Current Shipment

You can remove a package from the **Current Shipment** if it needs to be held back for some reason instead of sent out. Locate the Package ID in the package table and click the **Remove Package** button in its row. Packages that have been removed from the **Current Shipment** will need to be reprocessed. To utilize this functionality, make sure to copy the Package ID before removal. Please note, a re-processed package will have a new USPS Package ID.

To remove a receptacle from the Receptacles list, locate its Receptacle ID and then click the **Remove Receptacle** button in its row. Receptacles that have been removed will need to be fully recreated.



Note: Only single-box packages can be removed from the Current Shipment and edited. Multiple package set (multiple boxes associated with a single Package ID) cannot be edited once they have been labeled.

6.8.5. Close the Shipment

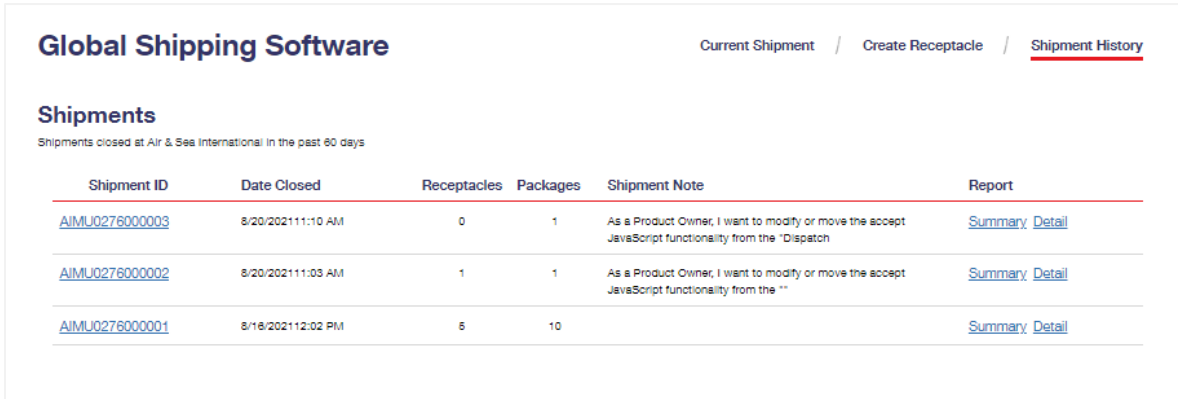
Once all necessary actions have been taken on the Current Shipment page, Users should close the shipment. To close the shipment, click the **Close Shipment** button. GSS displays the Close Shipment page, allowing you to enter shipment and transportation information. Users can also use this page to view and print the shipment's **Summary Report** and **Detailed Report**.

Entering transportation information is optional. If you choose to provide it, you must enter complete information including Vehicle Type and Number, Departure (date & time), and Arrival (date & time). GSS does not save incomplete information.

Figure 47: Users are prompted to enter optional transportation information after selecting close shipment.

6.8.6. View the Shipment History

The **Shipment History** page shows a list of all shipments that you have closed within the past 60 days. From this page, you can view the **Shipment Detail** page for a closed shipment and view and print shipment reports. Refer to Section 10 for more information about shipment reports.



Shipment ID	Date Closed	Receptacles	Packages	Shipment Note	Report
AIMU0276000003	8/20/2021 11:10 AM	0	1	As a Product Owner, I want to modify or move the accept JavaScript functionality from the "Dispatch	Summary Detail
AIMU0276000002	8/20/2021 11:03 AM	1	1	As a Product Owner, I want to modify or move the accept JavaScript functionality from the ""	Summary Detail
AIMU0276000001	8/18/2021 12:02 PM	5	10		Summary Detail

Figure 48: The Shipment History page can be accessed through the Shipping Center; Users can use this page to reference shipments and print reports.

6.8.6.1. View the Shipment Detail

Locate and click the Shipment ID link for a closed shipment to display its **Shipment Detail** page. This page shows all the packages included in the shipment, organized by destination country.

You can open the **Package Information** page for any package by clicking its Mailer Package ID link.

6.9. Manage the Shipment Queue

Managing the **Shipment Queue** is applicable to Consolidator with Shipment locations. To access the **Shipment Queue**, navigate to the main menu, hover over the Shipping Center, and click **Shipment Queue**.

The **Shipment Queue** page allows users to add incoming shipments to the current dispatch as well as manage the packages you have added to the **Default Shipment**. The Shipment Queue shows the shipments that have been sent by associated shipper facilities. Users can add each shipment to the current dispatch in its entirety or select and add specific packages (and/or receptacles).

Global Shipping Software Default Shipment / Create Receptacle / Shipment Queue

Shipments

Shipment ID	Date Closed	Mailer	Origin	Receptacles	Packages
<input type="checkbox"/> AIMJ0276000003 Shipment Note: As a Product Owner, I want to modify or move the accept JavaScript functionality from the "Dispatch"	8/20/2021	Air & Sea International	Air & Sea International	0	1
<input type="checkbox"/> AIMJ0276000002 Shipment Note: As a Product Owner, I want to modify or move the accept JavaScript functionality from the ""	8/20/2021	Air & Sea International	Air & Sea International	1	1
<input type="checkbox"/> AIMJ0276000001 Shipment Note: N/A	8/16/2021	Air & Sea International	Air & Sea International	5	10

[Add to Dispatch](#)

Agent:Skymail International, Location: Skymail International, Workstation ID: SKYMAILNTUSM
Last Login: 8/26/2021 6:50:35 AM

Figure 49: The Shipment Queue page can be accessed through the Shipping Center; Users can use this page to reference shipments and add them to the Dispatch.

6.9.1. View Receptacle or Package Information in the Shipment Queue

The **Shipment Queue** will display a series of closed shipments listed by Shipment ID. The number of receptacles or packages associated to a specific Shipment ID will be listed under the respective columns in the list. To review receptacle or package information within the **Shipment Queue**, click the Shipment ID from the list of shipments. Once on the **Closed Shipment** information page, scroll down to Receptacles or Packages and click on the Receptacle ID or Package ID you would like to view. This will automatically navigate you to the Receptacle Information or Package Information page.

Global Shipping Software
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Closed Shipment

Shipment ID
AIMU0276000002

[Summary Report](#) [Detailed Report](#)

Date Closed	Receptacles	Packages
8/20/2021 11:03 AM	1	1

Origin Location	Destination Location	Shipping Note
Air & Sea International	Skymail International	As a Product Owner, I want to modify or move the accept JavaScript functionality from the "

Shipment Contents

Receptacles

<input type="checkbox"/> Receptacle ID	Piece Count	Rate Type	Weight	Destination/Rate Zone
<input type="checkbox"/> 8419901071XPBEUE00020017	0	EPMI	0.00 lb	Argentina

< 1 >

Packages

Select Receptacle

None

<input type="checkbox"/> Mailer Package ID	USPS® Package ID	Weight	Port Code	Destination	Receptacle ID	Actions
<input type="checkbox"/> A2GH0000278126	CY054065614US	4.00 lb	BUE	Argentina		Remove Package ✕

Add Package(s) to Receptacle

Add To Dispatch

< 1 >

Figure 50: The Closed Shipment page displays the shipment, receptacle, and package information for the closed shipment selected on the Shipment Queue.

6.9.1.1. Update the Weight of a Package in a Shipment

To update the weight of package in a shipment in the **Shipment Queue**, follow the steps above to navigate to the Package Information page using the desired Package ID. Update the weight in the text box, scroll down, and click **Update Package Weight** at the bottom of the page. This will automatically generate new labels that will need to be affixed to the package accordingly.

6.9.2. Associate Packages to Receptacles in Shipment Files

To associate existing packages to existing receptacles in an existing shipment in the Shipment Queue, click on the desired Shipment ID from the list. Scroll down to the Packages list and select the desired receptacle from the drop-down. Packages eligible to associate to the selected receptacle can be checked in the checkbox to the left of the Mailer Package ID. Once checked, click **Add Package(s) to Receptacle**.



Note: Associating packages to receptacles is only possible for Receptacle and Package IDs that exist in the existing shipment records. Shipments in the Shipment Queue have already closed. To check, make sure the Receptacle and Package counts in the Shipment ID are over 1.

6.9.3. Remove a Package from a Shipment

It may be necessary to remove a package from a shipment sent by a labeler (for example, if an order is canceled). To remove a package from a shipment, locate the shipment in the **Shipment Queue** and click its Shipment ID link. GSS will take you to the Closed Shipment page for that shipment.

On the Closed Shipment page, locate the package that you want to remove in the Packages list. Click **Remove Package**. The package will be permanently deleted from the shipment. Please note that receptacles in a Closed Shipment cannot be removed.

6.9.4. Add Closed Shipments to the Current Dispatch

If you need to validate receptacle or package information, update package weights, associate packages to receptacles, or remove packages from shipments in the Shipment Queue, follow the steps listed in Sections 6.9.1 – 6.9.3.

Closed shipments listed in the Shipment Queue that do not need the aforementioned adjustments can be added to the **Current Dispatch** either as whole shipments or as partial shipments.

Table 13: Adding Closed Shipment to the Current Dispatch

Add a Whole Shipment to the Current Dispatch

To add a whole shipment to the current open dispatch, click the shipment's check box to select it and then click the **Add to Dispatch** button. You can select and add several shipments at the same time.

Add a Partial Shipment to the Current Dispatch

A partial shipment occurs when you have selected some, but not all, packages in a shipment to be added to the dispatch, leaving the remaining packages for a future dispatch: these remaining packages are a partial shipment. A shipment remains in the Shipment List until all its packages have been added to a dispatch.

To add a partial shipment to the current dispatch, first click its Shipment ID link. GSS will display the Closed Shipment page showing details for the shipment.

To view specific package information, click a package's Mailer Package ID link to open its View Package Details page.

There are three ways to add packages to the dispatch:

- To add one package to the Current Dispatch, click its check box to select it and then click the **Add to Dispatch** button. You can select several packages and then add them at the same time.
- To add all the packages in the list, click the check box next to the package table heading. Doing so automatically selects every package in the lists. Click the **Add to Dispatch** button.

6.10. Manage the Default Shipment

Managing the **Default Shipment** is applicable to Consolidator with Shipment locations. To access the **Default Shipment** page, navigate to the main menu, hover over the **Shipping Center**, and click **Default Shipment**.

The **Default Shipment** page allows users to view current receptacles and packages, and create and associate receptacles in the current open dispatch.

6.10.1. Search for a Receptacle or Package in the Default Shipment

If there are many receptacles or packages in the **Default Shipment**, it can be difficult to locate specific ones. You can use the Previous and Next buttons below the receptacle or package table to page through the list and locate a receptacle or package manually.

Alternatively, you can search for a specific receptacle or package in the list. Enter the Receptacle ID, Mailer Package ID or USPS Package ID in the search bar and click **Search**. GSS locates the ID in the correct list and highlights it. Users can also search for a specific receptacle or package on the **Default Shipment** by scanning the receptacle or package barcode. To use scan functionality, click the scan icon. This will launch a pop-up window with a scan only modal dialogue. Scan and press the Enter key to search. Follow further prompts on the screen as needed. GSS will beep when a scan is successful.

Global Shipping Software Default Shipment / Create Receptacle / Shipment Queue

Default Shipment
[Summary Report](#) [Detailed Report](#)

Receptacles	Receptacle Piece Count	Packages
40	0	2

Search Receptacles & Packages

Receptacles

<input type="checkbox"/> Receptacle ID	Piece Count	Rate Type	Weight	Destination/Rate Zone	Parent PMOD Receptacle	Actions
<input type="checkbox"/> 2028009756GSSMIX000083089	0	IRA	23.00 lb		None	Remove Receptacle <input type="checkbox"/> Scan Packages <input type="checkbox"/>
<input type="checkbox"/> 2028009756XPEKBL00000017	0	PMI	5.00 lb	Afghanistan	None	Remove Receptacle <input type="checkbox"/> Scan Packages <input type="checkbox"/>
<input type="checkbox"/> 2028009756XPETIA00000010	0	PMI	0.00 lb	Albania	None	Remove Receptacle <input type="checkbox"/> Scan Packages <input type="checkbox"/>
<input type="checkbox"/> 2028009756XPELAD00000016	0	PMI	45.00 lb	Angola	None	Remove Receptacle <input type="checkbox"/>

Packages

Select Receptacle

<input type="checkbox"/> Mailer Package ID	USPS® Package ID	Weight	Port Code	Destination	Receptacle ID	Actions
<input type="checkbox"/> A29IU0000276178	CB119600712U5	11.00 lb		Cambodia		Remove Package <input type="checkbox"/>
<input type="checkbox"/> PK008172021_891	9205590111561722975665	85.58 lb		United States		Remove Package <input type="checkbox"/>

Figure 51: On the Default Shipment page, Users can view and edit receptacle and package information.

Please note that receptacle search on the **Default Shipment** page is available for Consolidator with Shipment location types.

6.10.2. View or Edit Receptacle or Package Information in the Default Shipment

To view receptacle information in the **Default Shipment**, click the Receptacle ID link to open the Receptacle Information Page. Users can update the Piece Weight, Weight, and Tare Weight of the receptacle, but no other information can be edited. Once the necessary adjustments have been made, Users should update the receptacle and reprint labels by clicking **Update Receptacle** and **Reprint Label** buttons.

If you need to edit receptacle information other than Piece Weight, Weight, and Tare Weight after it has been processed through GSS and added to the **Default Shipment**, you must remove the receptacle and recreate it. For more information, reference Section 6.10.4.

To view package information in the **Default Shipment**, Click the Mailer Package ID link for a package to open the **Package Information** page and display its information. Users can update the weight of the package, but no other information can be edited. Once necessary adjustments to weight have been made, update package weight and reprint labels by clicking the **Update Package Weight** and **Reprint Labels** buttons.

If you need to edit a package's information other than the package weight, after it has been processed through GSS, had labels printed, and been added to the **Default Shipment**, you must remove the package from the default shipment before doing so. For more information on how to remove the package, reference Section 6.10.4.

For further information on how to re-create the package, reference Section 6.2 and 6.3.

6.10.3. Create or Associate Receptacles in the Default Shipment

You can use the **Default Shipment** page to create receptacles and associate packages to receptacles if the receptacles were not set for those packages during the labeling process. Users can perform this manually, by key-entering data, or by scanning with a barcode scanner. Users can also remove a package previously associated to a receptacle by locating the Package ID and clicking the **Remove from Receptacle** button in its row.

For more information on how to create or associate a receptacle, reference Section 6.7.

6.10.4. Remove a Receptacle or Package from the Default Shipment

You can remove a package from the **Default Shipment** if it needs to be held back for some reason instead of sent out. Locate the Package ID in the package table and click the **Remove Package** button in its row. Packages that have been removed from the **Default Shipment** will need to be reprocessed on the Label Packages page. To utilize this functionality, make sure to copy the Package ID before removal. Please note, a re-processed package will have a new USPS Package ID.

To remove a receptacle from the Receptacles list, locate its Receptacle ID and then click the **Remove Receptacle** button in its row. Receptacles that have been removed will need to be fully recreated.

6.10.5. Add Receptacles and Packages to the Current Dispatch

Once all necessary actions have been completed on the Default Shipment page, Users can add receptacles and packages to the **Current Dispatch**. Select the receptacles to add to the **Current Dispatch** by checking the box next to the Receptacle ID and click **Add Receptacle(s) to Dispatch**. Select the packages to add to the **Current Dispatch** by checking the box next to the Mailer Package ID and clicking **Add Package(s) to Dispatch**.

For more information on how to manage the Current Dispatch, reference Section 6.11.

6.11. Manage the Current Dispatch and Dispatch History for Package Processing Location Types

Managing the **Current Dispatch** and **Dispatch History** is applicable to Package Processing and Consolidator with Shipment location types; however, GSS functionality differs slightly because the location types manage the processes differently.

The **Current Dispatch** and **Dispatch History** pages allow Users to review current and old items for dispatch.

Global Shipping Software				Current Dispatches	Paused Dispatches	Dispatch History
Dispatch Center						
Destination	Origin	Receptacles	Packages	Dispatch Date	Actions	
USPS - ORD Chicago, IL ISC	OCS Overseas Location	N/A	0	Set Date	Pause Dispatch	Close Dispatch
Miami ISC	OCS Overseas Location	N/A	0	Set Date	Pause Dispatch	Close Dispatch
Los Angeles, CA 90052	OCS Overseas Location	N/A	0	Set Date	Pause Dispatch	Close Dispatch
USPS - DFW Air Mail Facility	OCS Overseas Location	N/A	0	Set Date	Pause Dispatch	Close Dispatch
Brooklyn, NY	OCS Overseas Location	N/A	1	Set Date	Pause Dispatch	Close Dispatch
Mailer Package ID	USPS Package ID	Mailer Name				
A2GN0000278089	9205690111561722976669	Overseas Courier Service		Remove package		

Figure 52: On the Current Dispatch page, mailers with Package Processing location types can view dispatches to various destinations and the associated package information.

6.11.1. View or Edit Information in the Current Dispatch

Dispatch information in the Current Dispatch is organized by destination. To view further information on the **Current Dispatch**, expand the desired destination’s row. In this pane, Users can set the Dispatch Date, Pause

the Dispatch (see Section 6.11.3), Close the Dispatch (see Section 6.11.4), view package information and update the package weight.

To view package information, click the Mailer Package ID link for a package to open the **Package Information** page and display its information. Users can update the weight of the package, but no other information can be edited. Once necessary adjustments to weight have been made, reprint labels and update package weight by clicking the **Reprint Labels** and **Update Package Weight** buttons.

If you need to edit a package's information other than the package weight, after it has been processed through GSS, had labels printed, and been added to the **Current Dispatch**, you must remove the package from the dispatch before doing so. For more information on how to remove the package, reference Section 6.11.2.

For further information on how to recreate or reprocess the package, reference Section 6.2 and 6.3.

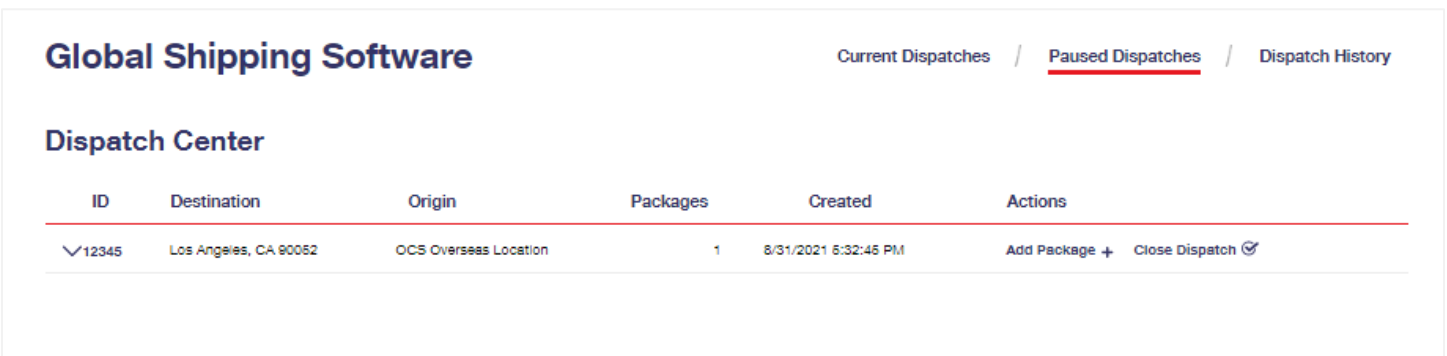
6.11.2. Remove Packages from the Current Dispatch

To remove a package from the Current Dispatch, first locate the package's destination. Then, expand the destination information and locate the desired Mailer Package ID. Navigate to the right of the row and click the **Remove Package** button. Packages that have been removed will need to be reprocessed.

For further information on how to recreate or reprocess the package, reference Section 6.2 and 6.3.

6.11.3. Manage Paused Dispatches

A "paused" dispatch refers to an open dispatch that is put into a paused or pre-closed state. Paused dispatches are normally used by mailers who use a broker to ship packages through U.S. Customs and only apply to Package Processing location types. Because the dispatch is paused, packages delayed by U.S. Customs may be removed from it to allow the dispatch to be closed and the remaining packages to continue to their Inbound Office of Exchange. Delayed packages may then be added back into another dispatch when they have cleared U.S. Customs.



The screenshot shows the 'Global Shipping Software' interface. At the top, there are three tabs: 'Current Dispatches', 'Paused Dispatches' (which is underlined in red), and 'Dispatch History'. Below the tabs is the 'Dispatch Center' section. It contains a table with the following data:

ID	Destination	Origin	Packages	Created	Actions
✓12345	Los Angeles, CA 90052	OCS Overseas Location	1	8/31/2021 6:32:46 PM	Add Package + Close Dispatch ☑

Figure 53: Users can view Paused Dispatches from the Shipping Center on the GSS main menu.

6.11.3.1. Pause a Dispatch

Navigate to the **Current Dispatch** page by clicking **Shipping Center** on the main menu and then clicking **Current Dispatch**. Click the **Paused Dispatches** button.

Enter the Pause Dispatch ID on the Dispatch Pause Confirmation page. The Pause Dispatch ID should be a unique string of alphanumeric characters and should not be re-used. Click OK. GSS will prompt you to confirm that you want to pause the dispatch.

Once the dispatch is paused, it no longer appears in the list of current open dispatches but can be viewed on the **Paused Dispatches** page. Refer to Section 6.11.3.2 for more information.

6.11.3.2. View Paused Dispatches and Packages

To view a list of paused dispatches, click **Shipping Center** on the main menu and then click **Paused Dispatches**. GSS displays the **Paused Dispatches** page.

You can view information for a package in a paused dispatch by clicking the Paused Dispatch ID link to expand a list of its packages and then clicking the Mailer Package ID to display the Package Information page

6.11.3.3. Add a Package to a Paused Dispatch

On the **Paused Dispatches** page, locate the appropriate Dispatch ID and then click its **Add Package** button listed under Actions. At the prompt, enter the Package ID and then click **Add**.

6.11.3.4. Remove a Package from a Paused Dispatch

On the **Paused Dispatches** page, expand the appropriate Dispatch ID and then click the **Remove** button next to the package that you want to remove.

At the prompt, click **OK** at confirm that GSS should remove the package.

6.11.3.5. Close a Paused Dispatch

Navigate to the **Paused Dispatches** page by clicking **Shipping Center** on the main menu and then clicking **Paused Dispatches**. Locate the appropriate Dispatch ID and then click its **Close Dispatch** button.

When GSS displays the **Close Dispatch** page, you may choose to enter transportation information. When you have finished, click **Close Dispatch**. You can view the closed dispatch on the **Dispatch History** page (Section 6.11.3).

6.11.4. Close the Current Dispatch

Most GSS mailers close the **Current Dispatch** when they have finished loading the truck that will take the packages to the USPS. However, some mailers' GSS accounts are set up to automatically close the current dispatch for them at a specified time of day.

It is imperative that GSS mailers close all open dispatches prior to transporting packages to USPS facilities. This allows all data required for export compliance and postage payment to flow downstream. Should mailers neglect to close dispatches in the GSS system prior to drop, thus preventing the necessary transmission of data, **penalties will be incurred, including but not limited to the return or refusal of mail**.

6.11.4.1. Close the Dispatch Manually

Dispatch information in the Current Dispatch is organized by destination. Locate the desired destination and click the **Close Dispatch** button in the chosen destination's row.

GSS displays the **Close Dispatch** page, which allows you to enter transportation information for the dispatch. Entering this information is optional. If you choose to provide it, only complete information including **Vehicle Number**, **Departure (date & time)**, and **Arrival (date & time)** should be entered. GSS does not save incomplete transportation information. When you are finished, click the **Close Dispatch** button.

After the dispatch is closed, GSS prompts you to automatically print all reports required. Click **Yes** to print all the required reports or click **No** to postpone report printing until later.

Once the dispatch is closed, GSS automatically displays the **Dispatch Reports** page. Section 6.13 includes more information about viewing and printing required and optional dispatch reports.



Note: This section describes closing dispatches that have not been “paused.” Section 6.11.3 includes more information about managing a paused dispatch.

6.11.4.2. Close the Dispatch Automatically

Some mailers using eVS for postage payment have GSS close the current dispatch for them automatically at a specified time every day. This time may be the end of the mailer's business day, midnight, or another time that is convenient for the mailer. These mailers can add packages to the current dispatch, but do not have a **Close Dispatch** button that would allow them to close the dispatch themselves.

The Close Dispatch button will display whether Users close the dispatch manually or automatically. In the event that the button is not pressed, GSS will close the dispatch for you. After the dispatch has been closed, you have the option to locate the dispatch on the **Dispatch History** page and print any dispatch reports that you want to review. Refer to Section 6.12 for more information about printing dispatch reports from the **Dispatch History** page.

6.11.5. Reopen a Closed Dispatch

Users can reopen closed dispatch to adjust its contents provided the following two conditions are met.

- The **Current Dispatch** is empty
- The dispatch has only been closed for 30 minutes or less.

On the **Dispatch History** page, locate the dispatch that you want to reopen and click its Reopen button. At the prompt, click OK to reopen the dispatch and move receptacles and packages back into the current dispatch.

Make changes to the dispatch as needed. Once these changes are finished, you must re-close the dispatch and reprint any postage statements and manifest reports. For any issues, contact the GSS Help Desk.

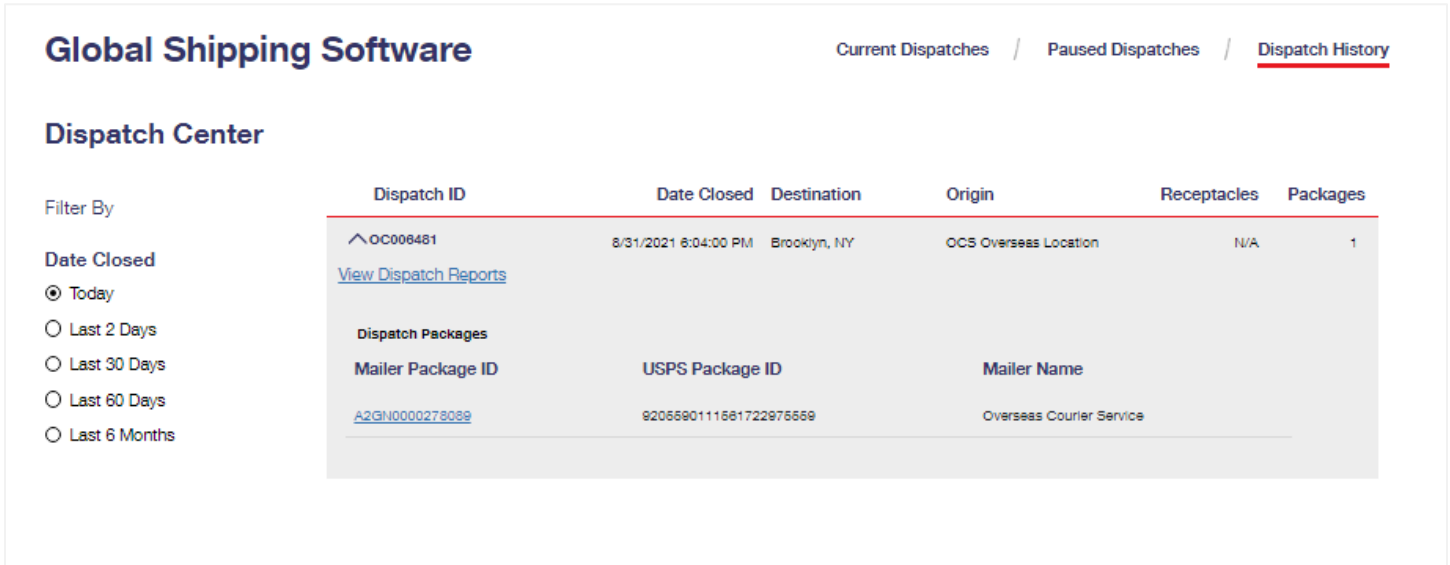


Note: Dispatch reports generated from the original dispatch closing should be discarded and not given to the USPS.

6.11.6. View Dispatch History

The **Dispatch History** page displays all closed dispatches associated with your account. To access this page, click **Shipping Center** on the main GSS toolbar and then click **Dispatch History**.

You can expand the Dispatch ID to **View Dispatch Reports** and package information by clicking the **Mailer Package ID** link.



Global Shipping Software Current Dispatches / Paused Dispatches / Dispatch History

Dispatch Center

Filter By

Date Closed

- Today
- Last 2 Days
- Last 30 Days
- Last 60 Days
- Last 6 Months

Dispatch ID	Date Closed	Destination	Origin	Receptacles	Packages
OC006481 View Dispatch Reports	8/31/2021 6:04:00 PM	Brooklyn, NY	OCS Overseas Location	N/A	1
Dispatch Packages					
Mailer Package ID A2GIN0000278089	USPS Package ID 9205590111561722975559	Mailer Name Overseas Courier Service			

Figure 54: Users can view Paused Dispatches from the Shipping Center on the GSS main menu.



Note: Click the Filter By links on this page to change the number of dispatches displayed.

6.12. Manage the Current Dispatch and Dispatch History for Consolidator with Shipment Location Types

Managing the **Current Dispatch** and **Dispatch History** is applicable to Package Processing and Consolidator with Shipment location types; however, GSS functionality differs slightly because the location types manage the processes differently.

6.12.1. View or Edit Information in the Current Dispatch

The **Current Dispatch** for Consolidator with Shipment locations showcases shipment, receptacle, and package information for the current open dispatch. From this page, Users can also set the Expected Ship Date by clicking **Set Date** and view the Dispatch Summary Report and Dispatch Detailed Report. For more information on reports, reference Section 6.13.

In the respective receptacle and package tables, Users can view and update the weight of receptacles and packages.

To view receptacle information, click the Receptacle ID link which will open the Receptacle Information page. Users can update the Piece Weight, Weight, and Tare Weight of the receptacle, but no other information can be edited. Once the necessary adjustments have been made, Users should reprint labels and update the receptacle by clicking **Reprint Label** and **Update Receptacle** buttons.

If you need to edit receptacle information other than Piece Weight, Weight, and Tare Weight after it has been processed through GSS and added to the **Current Dispatch**, you must remove the receptacle and recreate it. For more information, reference Section 6.12.2.

To view package information, click the Mailer Package ID link for a package to open the **Package Information** page and display its information. Users can update the weight of the package, but no other information can be edited. Once necessary adjustments to weight have been made, reprint labels and update package weight by clicking the **Reprint Labels** and **Update Package Weight** buttons.

If you need to edit a package’s information other than the package weight, after it has been processed through GSS, had labels printed, and been added to the **Current Dispatch**, you must remove the package from the dispatch before doing so. For more information on how to remove the package, reference Section 6.12.2.

For further information on how to recreate or reprocess the package, reference Section 6.2 and 6.3.

Global Shipping Software Current Dispatches / Dispatch History

Dispatch Center

[Summary Report](#) [Detailed Report](#)

Receptacles	Receptacle Piece Count	Packages	Expected Ship Date
2	3	1	Set Date

Receptacles

Shipment ID	Receptacle ID	Piece Count	Weight	Destination/Rate Zone	Actions
Default	8419901080PZFTOR00020040	2	2.00 lb	Canada	Remove Receptacle X
Default	8419901071XLEYVR00020041	1	6.00 lb	Canada	Remove Receptacle X

Packages

Shipment ID	Mailer Package ID	USPS® Package ID	Weight	Recipient Name	Destination	Receptacle ID	Actions
Default	A2GN0000278192	LY328224145US	4.00 lb	Harry Potter	Canada	8419901071XLEYVR00020041	Remove Package X

Close Dispatch

Agent:Skymail International, Location: Skymail International, Workstation ID: SKYMAIL/NTUSM
Last Login: 8/31/2021 2:18:28 PM

Figure 55: Mailers with Consolidator with Shipment location types can view the Current Dispatch by navigating to the Shipping Center from the GSS main menu.

6.12.2. Remove Receptacles or Packages from the Current Dispatch

To remove receptacles from the **Current Dispatch**, locate the desired Receptacle ID from the receptacle table, and click the **Remove Receptacle** button.

To remove packages from the **Current Dispatch**, locate the desired Package ID from the Packages list, and click the **Remove Package** button.

Once removed from the **Current Dispatch**, receptacles and packages will return to the **Default Shipment**.

6.12.3. Close the Current Dispatch

Most GSS mailers close the **Current Dispatch** when they have finished loading the truck that will take the packages to the USPS. However, some mailers' GSS accounts are set up to automatically close the current dispatch for them at a specified time of day.

For more information on steps associated with closing the **Current Dispatch**, reference section 6.11.4.

It is imperative that GSS mailers close all open dispatches prior to transporting packages to USPS facilities. This allows all data required for export compliance and postage payment to flow downstream. Should mailers neglect to close dispatches in the GSS system prior to drop, thus preventing the necessary transmission of data, **penalties will be incurred, including but not limited to the return or refusal of mail**.

6.12.4. Reopen a Closed Dispatch

Users can reopen closed dispatch to adjust its contents provided the following two conditions are met.

- The **Current Dispatch** is empty
- The dispatch has only been closed for 30 minutes or less.

On the **Dispatch History** page, locate the dispatch that you want to reopen and click its Reopen button. At the prompt, click OK to reopen the dispatch and move receptacles and packages back into the current dispatch.

Make changes to the dispatch as needed. Once these changes are finished, you must re-close the dispatch and reprint any postage statements and manifest reports. For any issues, contact the GSS Help Desk.



Note: Dispatch reports generated from the original dispatch closing should be discarded and not given to the USPS.

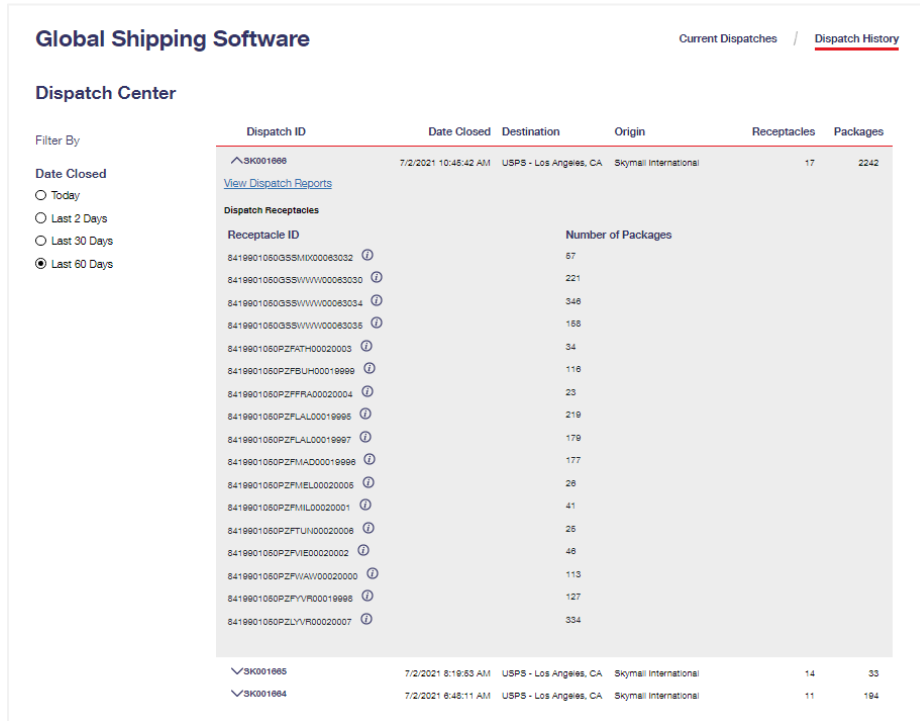
6.12.5. View Dispatch History

The **Dispatch History** page displays all closed dispatches associated with your account. To access this page, click **Shipping Center** on the main GSS toolbar and then click **Dispatch History**.



Note: Click the Filter By links on this page to change the number of dispatches displayed.

You can expand the Dispatch ID to **View Dispatch Reports** and package information by clicking the **Mailer Package ID** link.



The screenshot shows the 'Global Shipping Software' interface with a 'Dispatch Center' section. On the left, there is a 'Filter By' section with 'Date Closed' options: Today, Last 2 Days, Last 30 Days, and Last 60 Days (selected). The main table displays dispatch information:

Dispatch ID	Date Closed	Destination	Origin	Receptacles	Packages
3K001966	7/2/2021 10:45:42 AM	USPS - Los Angeles, CA	Skymail International	17	2242
View Dispatch Reports					
Dispatch Receptacles					
Receptacle ID		Number of Packages			
84199010503SSMID00083032 ⓘ					
84199010503SSVWV00583030 ⓘ					
84199010503SSVWV00083034 ⓘ					
84199010503SSVWV00083036 ⓘ					
8419901050PZPAT00020003 ⓘ					
8419901050PZFBUH00019999 ⓘ					
8419901050PZFFRA00020004 ⓘ					
8419901050PZFLAL00019995 ⓘ					
8419901050PZFLAL00019997 ⓘ					
8419901050PZFLAD00019998 ⓘ					
8419901050PZFLMEL00020006 ⓘ					
8419901050PZFLMIL00020001 ⓘ					
8419901050PZFTUN00020008 ⓘ					
8419901050PZVIE00020002 ⓘ					
8419901050PZVIAV00020000 ⓘ					
8419901050PZFYVRO0019998 ⓘ					
8419901050PZLYVRO0020007 ⓘ					
3K001965	7/2/2021 8:19:53 AM	USPS - Los Angeles, CA	Skymail International	14	33
3K001964	7/2/2021 6:48:11 AM	USPS - Los Angeles, CA	Skymail International	11	194

Figure 56: Users can view the Dispatch History, including dispatch information and reports.

6.13. Print Dispatch Reports and Manifests

GSS offers several types of reports that you can print for your packages, receptacles, shipments, and dispatches. In general, these reports fall into three categories: shipment reports, dispatch reports, and consolidator reports.

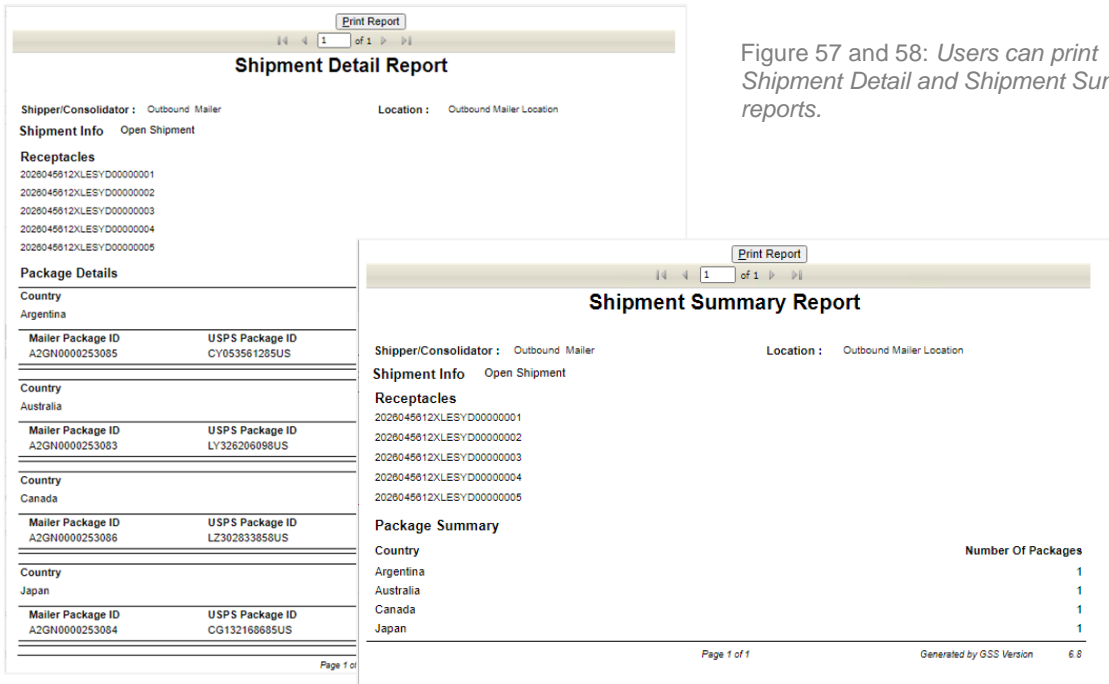
- **Shipment Reports** are available to locations that process packages and close shipments. These reports are optional and often retained for specific mailers' records.
- **Dispatch reports** are available to locations that process packages and close dispatches. Some of these reports are required to be printed and given to the USPS along with the dispatch; others are optional.
- **Consolidator reports** are available to you if your location handles pre-processed and labeled packages (labeler and consolidator locations). These reports are intended to be used by the mailer and not given to the USPS.

For some mailers, the GSS main menu will display a **Reports** drop-down where mailers can access a variety of reports and manifests applicable to their location type.

6.13.1. Shipment Reports

The **Shipment Summary Report** and **Shipment Detail Report** can be viewed and printed from the **Current Shipment**, **Default Shipment**, and **Shipment History** pages via the **Shipping Center** on the main menu.

Clicking a report's link opens it in a separate browser window. Click the Print Report button on this new window to print the report.



The image shows two overlapping screenshots of reports from the Global Shipping Software. The top screenshot is the 'Shipment Detail Report' for an 'Outbound Mailer' at 'Outbound Mailer Location'. It lists five 'Receptacles' with tracking numbers and 'Package Details' for three countries: Argentina, Canada, and Japan. The bottom screenshot is the 'Shipment Summary Report' for the same mailer and location. It lists the same five 'Receptacles' and provides a 'Package Summary' table showing the number of packages for each country.

Country	Number Of Packages
Argentina	1
Australia	1
Canada	1
Japan	1

Figure 57 and 58: Users can print Shipment Detail and Shipment Summary reports.

6.13.2. Dispatch Reports

When you close a dispatch, GSS displays the Review Dispatch Reports page. Dispatch Reports can also be accessed on the **Dispatch History** page for all mailers that dispatch, by locating the applicable Dispatch ID. This page shows a list of USPS postage statements and manifests that are determined by the service types and any extra services that were selected for the packages in the dispatch.

Some of these reports are required to be handed off to the USPS along with the packages in the dispatch, and some are optional. You can print all the required reports at once, without viewing them, by clicking the Print button.

Alternatively, you can view and print required or optional reports individually. To print individual reports, select a viewer type:

- **Report Viewer** displays reports in the browser window.
- **PDF Viewer** displays the report using Adobe Acrobat Reader.



Note: You can also access reports for a dispatch from the Dispatch History page, by clicking the dispatch ID Section 6.11.9 has more information on this process.

Click a report's link to display it using the selected viewer. Use the viewer's print function to print the report.

Additionally, GSS provides dispatch files in Excel and XML format in the **Optional Report List** for users who want to load information sent back from GSS regarding the dispatch (such as USPS tracking numbers) into their systems. Click the dispatch file that is in the format most appropriate for your system to download and save it.

6.13.3. Consolidator Report

GSS provides access to Consolidator Volume and Package report which displays volume and calculated postage information by associated mailer (shipper) and/or permit linked mailer by mailing class. Click **Reports** on the main menu to display the **Consolidator Reports** page.

Table 14: Consolidator Report

GSS Consolidator Volume & Revenue Report

It shows the aggregated volume and calculated postage for any (or all) of the consolidator's mailer facilities and permit linked associates per mailing class dispatched to the USPS within a selected date range.

Click a report link and then provide the required information:

- Select how to view the report. Click **Report Viewer** to display the report in the Web browser or click **PDF Viewer** to open the report as a PDF in a new window. There is an option to download and open the report as an Excel spreadsheet.
- Select a **From Date** and a **To Date** from the list. You may generate reports date spans up to six months prior to the current date.
- If your location is a consolidator, you must select an **Originating Mailer** and an **Originating Mailer Location** from the drop-down menus.
- Click **Generate Report**.

6.13.4. Package Processing (Single Piece) Mailer Reports

GSS provides access to up to four package processing reports, depending on whether your facility is package processing location. Click **Reports** on the main menu to display the **Package Processing Reports** page.

Table 15: Package Processing (Single Piece) Mailer Reports

GSS Labeled Package Report

It shows the number of packages within a selected date range that have been labeled at the user's facility (or all the consolidator's mailer facilities).

GSS Labeled Not Processed Package Report

It shows the number of packages within a selected date range that have been labeled at the consolidator's mailer facilities but have not yet been processed.

GSS Consolidator Volume & Revenue Report

It shows the volume and calculated postage for any (or all) of the consolidator's mailer facilities for packages dispatched to the USPS within a selected date range.

GSS Volume & Postage Report

It shows the package counts, weight, and calculated postage (grouped by rate type) for the dispatches closed within the selected date range.

Click a report link and then provide the required information:

- Select how to view the report. Click **Report Viewer** to display the report in the Web browser or click **PDF Viewer** to open the report as a PDF in a new window. For the **GSS Volume & Postage Report**, there is also an option to download and open the report as an Excel spreadsheet.
- Select a **From Date** and a **To Date** from the list. You may generate reports date spans up to six months prior to the current date.
- If your location is a consolidator, you must select an **Originating Mailer** and an **Originating Mailer Location** from the drop-down menus.
- Click **Generate Report**.

6.13.5. Reprint Previous Reports

To reprint previous reports, navigate from the main menu to the **Shipment History** or **Dispatch History** page via the Shipping Center. For some mailers, navigate to the Reports drop-down from the main menu and select accordingly.

6.14. View Tracking Information

GSS provides various opportunities to track package information once it has been dispatched and entered the mail stream. For further information, reference the sections below.

Figure 59 and 60: Users can reference package tracking information in a variety of locations on the platform, most notably the Current Dispatch or Default Shipment.

6.14.1. View Package Tracking Information

Once a package enters the mail stream, the USPS captures its status at various points during shipping. GSS allows you to track the package using these status updates on the View Package Data page.

- **Date/Time:** The date and time when the status was captured.
- **Activity:** A description of the package’s status.
- **Event Postal Code:** The postal code of the location where the status was captured.
- **Event Location Name:** The location where the status was captured.

7. Manage User Information

Each GSS user has a User ID, Location ID, and password that associates them with one or more membership groups, which determine the system functions that they can or cannot access. All Users are required to login and most Users can change their passwords. GSS Users belonging to the Supervisors membership group can add new Users or modify Users’ membership groups at their locations.

Membership groups, user information, and location information are all provided upon initially signing up for the GSS platform. To update or change user information, contact the [GSS Help Desk](#).

7.1. Manage User Accounts

If in a Supervisor membership group, click **Mailing Center** on the main menu and then click **Manage Users**. The **Manager Users** page allows you to add a new user account to GSS, edit existing user account information, or remove a user account.

7.1.1. Add a User

To add a new user account to GSS, click the Add User button on the **Manager Users** page and enter the following information. Fields preceded by an asterisk (*) are required.

- ***User ID:** Enter a User ID for the user in the User ID field. GSS User IDs must consist of alphanumeric characters.
- ***Name:** Enter the user's name.
- **Alternate ID:** Enter an alternate ID in this field if it is necessary to match another User ID to the GSS ID. This field is optional.
- ***New Password:** Passwords must have at least 6 characters and are not case sensitive.
- ***Confirm Password:** Re-enter the password to confirm it.

7.1.2. Membership Group Information

The group memberships associated with a user's account determine functions and features of GSS that the user will be able to access. Once you have added User ID information and assigned group memberships, click the Accept button to add the new user account to GSS.

If you want to edit a user's account information, click their User ID on the **Manage Users** page to display the Edit User page.

7.1.3. Remove a User

Remove a user account by clicking the Remove link next to the associated User ID on the **Manage Users** page.

7.2. Change Password

Some mailers choose to restrict password changes when their GSS profile is created, however most Users can change their own passwords. Click the **Settings** link on the main GSS menu and then click **Change Password** to display the **Change Password** page.



Note: If the **Settings** page does not display the Change Password option, you must contact the [GSS Help Desk](#) at gsshhelp@usps.gov for assistance with changing your password.

8. Additional Resources

The following additional resources can be used for all GSS Users when encountering issues with the platform, or when seeking additional information.

8.1. Frequently Asked Questions

The Frequently Asked Questions below proactively answer inquiries that the GSS Help Desk receives from Users. If your question is not listed below or answered in any sections of this guide, please reach out to the GSS Help Desk.

Table 16: Frequently Asked Questions

How do I start using GSS?	The first step is to contact your local USPS sales representative. If you do not know who your USPS sales representative is, contact the GSS Support Helpdesk at gsshelp@usps.gov .
How much does GSS cost?	The GSS software is provided at no cost to business mailers who ship packages internationally or domestically and qualify for mail manifesting.
Can GSS be used to process APO/FPO?	GSS can be used for APO/FPO customs forms automation.
Can GSS be integrated with a mailer's existing shipping systems?	GSS accepts input package data files in several formats, including Excel, XML, and tab or comma delimited files that can be uploaded through the GSS Web Site or sent through an SFTP account. The GSS API (Web Services) allows mailers and software solution providers to integrate GSS functionality into their systems, and some third-party providers have done so.
Does GSS provide tracking information?	The tracking information available through GSS depends on the level of service selected by the mailer when shipping the packages. The tracking events available through the GSS website are the same events that are available through http://www.usps.com .
Can two (or more) users work with GSS concurrently?	Multiple users can work with GSS concurrently using multiple workstations at the same location, but GSS can only have one open dispatch at a time. This means that multiple users would be working on the same dispatch. The dispatch would contain packages scanned at all workstations at that location.
Can a zero-dollar Unit Value be entered for items that are	No, the Unit Value must be greater than zero. When a package is being shipped internationally, it will be reviewed by foreign customs

not charged to the customer or offered free?

before entering the country. To foreign customs, every item has a value, regardless of whether the recipient has been charged for it. Their primary concern is not what the customer paid, but what the item is worth, and every item is worth something (because otherwise there would be no reason to ship it). Showing a zero Unit Value on a customs declaration or in a data transmission could be a red flag for customs that would prompt them to inspect the package and delay its delivery.

Why do most service types require extra labels placed in a pouch?

For most service types, GSS simulates the PS2976-A customs declaration form, which has carbon copies. Because we cannot print carbon copies with a label printer, we use additional labels instead. We ask mailers to place the 2rd and 3th labels (with the backing attached) in a plastic sleeve so that a foreign customs agent, who is expecting to be able to pull out a carbon copy of the customs declaration, can instead take one of the labels out of a plastic sleeve.

Does GSS accept Unicode?

Except for the In-line Translation address lines (which support Unicode) GSS will only accept characters in the ASCII ISO 8859-1-character set because these are the only characters that we can forward to the USPS system that collects the information for export compliance purposes.

Who generates the tracking number – the mailer or USPS?

The USPS generates the tracking numbers when the package is processed through GSS. They are printed on the label and can be downloaded by the mailer from the USPS SFTP site after the dispatch has been closed.

When creating the file format, can I leave optional fields blank?

Optional fields may be left blank, but the overall file structure must be maintained.

Does GSS support the use of non-US currency?

GSS asks mailers to provide US Dollars (ISO code: USD) for all items unless there is a specific circumstance where this is not

possible or not desired. If you wish to use another currency type in a specific circumstance, contact the USPS.

How can I request another GSS Demo to review new or updated functionality?

The GSS Help Desk and Account Management teams would be happy to provide another Demo upon request. Please reach out to gsshelp@usps.gov.

How can I upgrade my GSS settings or functionality if my location type changes?

Reach out to the GSS Help Desk at gsshelp@usps.gov to talk through available functionality and processes for specific location or mailer types. .

8.2. The GSS Help Desk

The GSS Help Desk is the primary point of reference for all GSS Users to troubleshoot functionality and ask process-related questions. The GSS Help Desk is available during normal business hours and can be accessed by emailed gsshelp@usps.gov or clicking the Help button on the GSS website's main menu.

In the event that your question is better suited for the Account Management or Sales Teams, the GSS Help Desk will redirect your questions accordingly.