

OPERATIONS PROGRAMS

Event Capture Instruction Services (ECIS)



USER TRAINING - WEB

MENA Business IT – Excellence. Simply delivered.

- Version 1: base line version by ECIS development team
- Version 2: version 1 improved by adding animation and description updates by MENA Business IT

ECIS has improved operational efficiency in...

- Converging ECS and AXIS as a single service, now called ECIS
- AXIS and ECS are still two separate modules but bundle together in ECIS

What You Will Learn?



By the end of this session, you will be able to...

- Generate Events and Checkpoints
- Generate Handling Instruction (HI)
- Query & Release Handling Instruction (HI)

How to Login in ECIS?



Web Login Service

umexpress.dhl.com/idp/profile/SAML2/Redirect/SSO?execution=e1s1

DHL

Login to AXIS production

Username

Password

Single Sign-On

New User

Login

> Forgot your password?

> Change password

> Download User Guide

User will be redirected to UMEX page once opens the ECIS URL.

Note: DONOT add this UMEX URL in favorite

Single Sign-On with LDAP ID that user is already logged-in windows

LDAP Username & password are required to login

Other users not logged-in windows currently can also login ECIS with their LDAP/Password



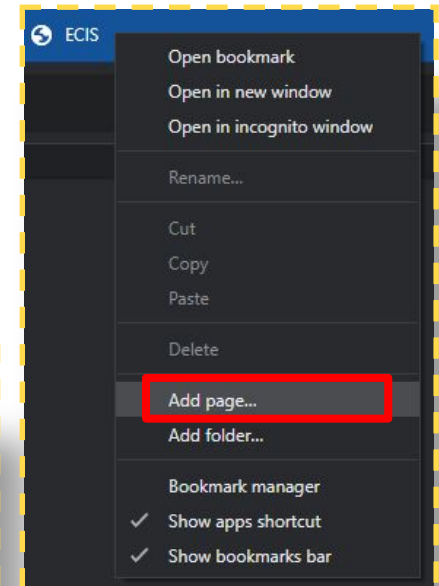
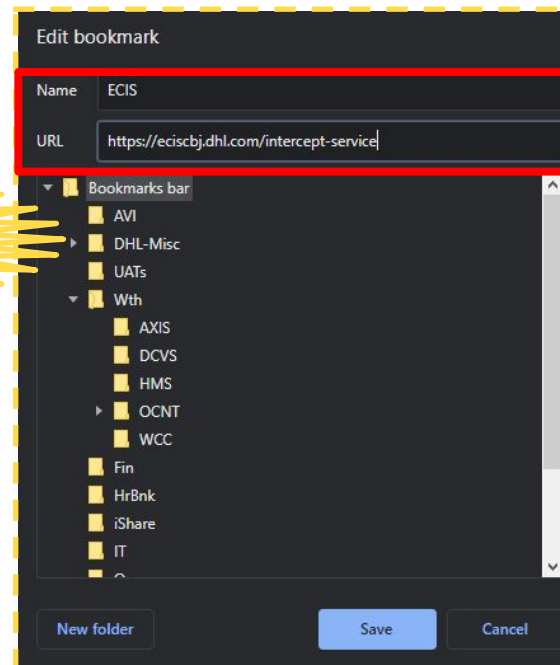
Chrome is the [Recommended] browser. Fire Fox can also be used

Save Your Link – Before you start!



- [Right Click] on bookmarks bar in Chrome and then select [Add page...]
- Give a name and copy and paste URL into URL box
- Select your desired location to save the bookmark

Remember: Chrome is the [Recommended] browser



Role and Facility Selection Screen



- After successful login, user will be re-directed to Role and Facility selection page
- User will not be asked Role/Facility section if has only one role & facility access

ECIS

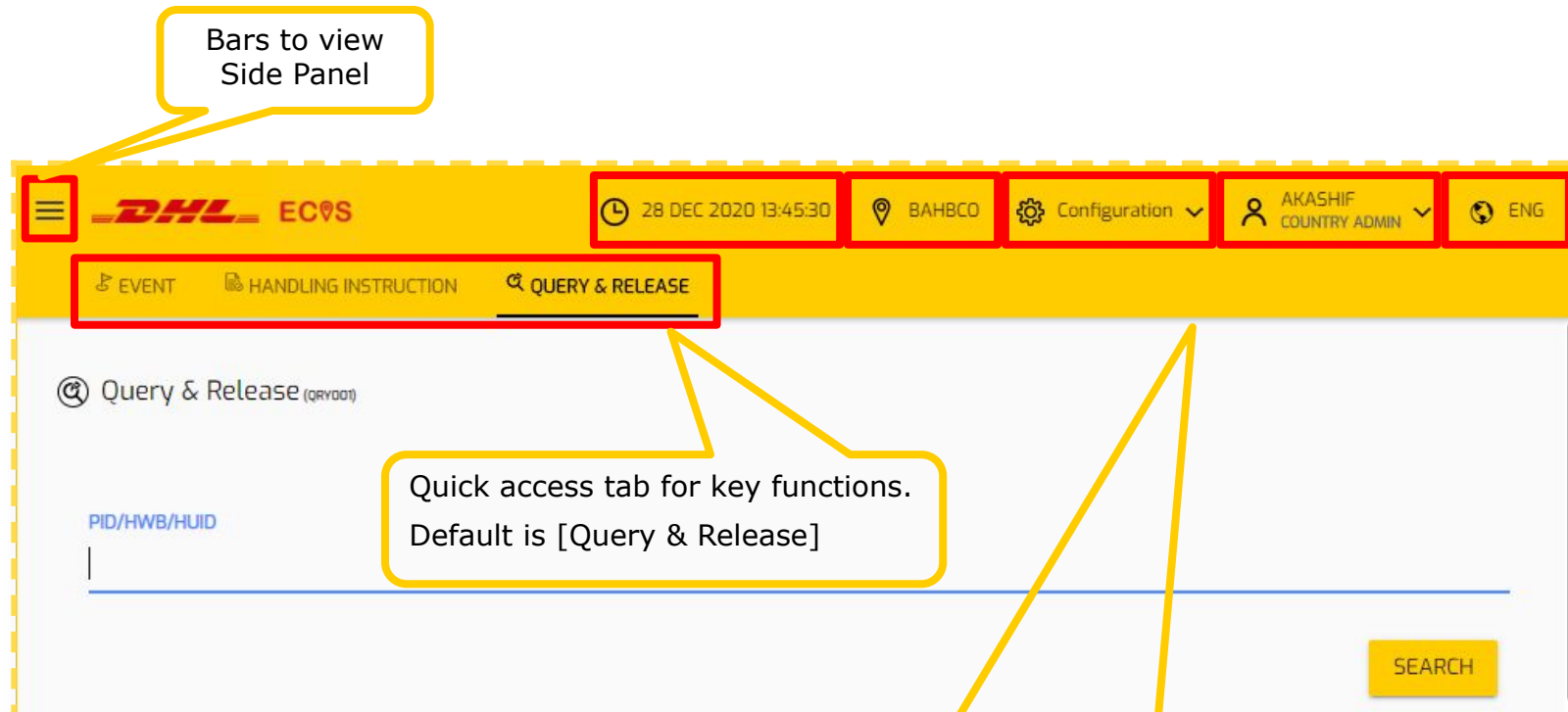
SELECT ROLE
Country Admin

SELECT FACILITY
BAHBCO

ENTER

Logout

General Information – ECIS Header



- 1) Local date & time
- 2) Login Location
- 3) Configuration (Global and Country admin)
- 4) User name and role (user can switch role if user has more than one role assigned)
- 5) Default language (can be changed if available)

General Information – ECIS Header Menu



AXIS and ECS functions can be enabled and disabled based on user role

AXIS Autonomous Intercept Service

- Handling Instruction
- Query & Release
- Query By Facility
- Query By Inbound Movement

ECS Event Capture Service

- Event
- Event Batch Upload
- Event Report

AXIS 1.4.0 | ECS 2.0.0

Country Configuration

ECS Event Capture Service

Route Courier Cycle

Configuration

AKASHIF
COUNTRY ADMIN

ENG

Hi, AKASHIF

LOGOUT

SELECT ROLE
Country Admin

SELECT FACILITY
BAHBCO

SAVE YOUR PROFILE

AXIS functions

ECS functions
Note: Batch upload not available in scanner

Versions of AXIS and ECS

List of configuration for AXIS and ECS

User Role and Facility selection/switch and user Sign-out

Updating Role & Facility

Switch Role & Facility



- User can switch Role & Facility by accessing dropdown menu under LDAP ID.

The screenshot displays the DHL ECOS web application interface. The top navigation bar is yellow and contains the DHL logo, the text 'ECOS', a clock icon showing '28 DEC 2020 13:45:30', a location pin icon for 'BAHBCU', a gear icon for 'Configuration', and a user profile dropdown menu. The user profile dropdown menu is open, showing the user's name 'AKASHIF COUNTRY ADMIN' and a 'LOGOUT' button. Below the navigation bar, there are three tabs: 'EVENT', 'HANDLING INSTRUCTION', and 'QUERY & RELEASE'. The 'QUERY & RELEASE' tab is selected, showing a search bar with the placeholder text 'PID/HWB/HUID'. A yellow callout box points to the user profile dropdown menu with the text 'Click to access edit user profile'. Another yellow callout box points to the 'LOGOUT' button with the text 'Click to logout from ECIS'. A third yellow callout box points to the 'Country Admin' role in the dropdown menu with the text 'Switch Role and Facility'. A fourth yellow callout box points to the 'SAVE YOUR PROFILE' button at the bottom of the dropdown menu with the text 'Click save'.

Click to access edit user profile

Click to logout from ECIS

Switch Role and Facility

Click save

Hi, AKASHIF

LOGOUT

SELECT ROLE

Country Admin

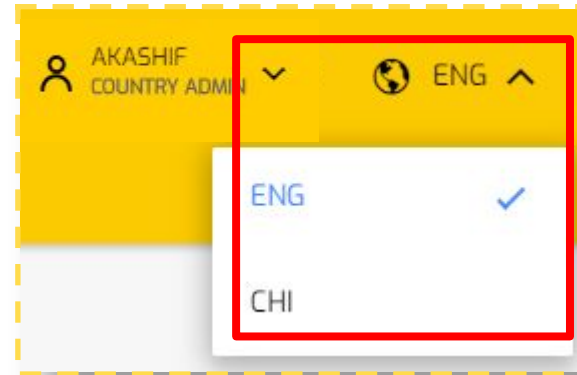
SELECT FACILITY

BAHBCU

SAVE YOUR PROFILE

Language Selection

- Users can switch between Preferred Language available in ECIS,
- Default language is English



1. Preferred Language can only be selected if country translation is available in ECIS
2. Only two languages are available
 - a. Default language (EN)
 - b. Preferred language (Local translated)

Note: Contact your regional representative for local language availability

Event Generation

Event Generation – Overview



- User can access Create Event by selecting “Event” in side panel or Quick Access

The screenshot shows the ECOS Event Generation interface. The top navigation bar includes the ECOS logo, a clock showing 28 DEC 2020 15:14:41, a location pin for BAHBCO, a gear icon for Configuration, a user profile for AKASHIF COUNTRY ADMIN, and a language selector for ENG. Below the navigation bar, there are three tabs: EVENT (highlighted with a red box), HANDLING INSTRUCTION, and QUERY & RELEASE. The main form area contains several fields and a notification panel. Annotations with yellow callouts provide additional information:

- EVENT Tab:** A red box highlights the 'EVENT' tab in the top navigation bar.
- Read-only field:** A callout points to the 'Ev' field, stating: "Read-only field, displayed after Event is selected".
- Tasks:** A red box highlights the 'Tasks' section, which includes a dropdown menu with options: "Pick-Up to Delivery (P2D)/Export Piece/Import Piece/Transfer Piece".
- DESCRIPTION:** A red box highlights the 'DESCRIPTION' field, which contains a yellow circle with 'UD' and the text 'BROKER TO CLEAR'. A callout points to this field with the following instructions:
 1. Dropdown to select Event description, or
 2. Type Checkpoint code [UD] or description [Broker to Clear]
- Route Code and Cycle:** The 'Route Code' field contains 'BHD1' and the 'Cycle' field contains 'D'. Both fields have a red box around them.
- MANUALLY SET EVENT CREATED DATE AND TIME:** A checkbox is present next to this label.
- SCAN ID and PIECE(S):** A red box highlights the 'SCAN ID' field (containing '999999999999') and the 'PIECE(S)' field (containing '1'). A callout points to these fields with the following instructions:
 1. if user scans HWB or ACS MAWB, number of pieces is required
 2. If user scans PID or HUID, number of pieces is not required
- Notification Panel:** A callout points to the notification panel, stating: "Notification panel will show status of successfully scanned event code and reason." The panel displays a message: "11 Jun 2020 09:49:26 Service operation execution finished successfully for 6424045110 <FDEXC/FD617>".
- Buttons:** At the bottom, there are two buttons: 'CLEAR' and 'GENERATE'.

Event Generation – Extra Information



Events/Checkpoints Generation with Parameter Input

The screenshot shows the DHL ECOS web application interface for event generation. The top navigation bar includes the DHL logo, 'ECOS', a clock icon showing '31 DEC 2020 09:06:49', a location pin icon for 'BAHHUB', a gear icon for 'Configuration', a user icon for 'AKASHIF COUNTRY ADMIN', and a globe icon for 'ENG'. Below this is a secondary bar with 'EVENT', 'HANDLING INSTRUCTION', and 'QUERY & RELEASE' tabs. The main form area is titled 'Event (EVT001)' and includes a 'Tasks' section with the text 'Pick-Up to Delivery (P2D)/Export Piece/Import Piece/Process Inbound/Process Outbound'. The 'DESCRIPTION' field is highlighted with a red box and contains 'OH INSPECTION BY <Name Of Regulatory Authority>'. A yellow callout bubble points to this field with a list of instructions: 1. Dropdown to select Event description, or 2. Type Checkpoint code [OH] or description [INSPECTION BY] 3. Angle brackets <> means that Event requires extra information. Below the description field are 'Route Code' and 'Cycle' dropdown menus. The 'BUSINESS PARTY NAME' field is also highlighted with a red box and contains 'BAH Customs'. A yellow callout bubble points to this field with the text: 'Extra information textbox will appear to key in the required information'. At the bottom, there is a checkbox for 'MANUALLY SET EVENT CREATED DATE AND TIME' and a 'SCAN ID' field. The form concludes with 'CLEAR' and 'GENERATE' buttons.

Event (EVT001)

Tasks

Pick-Up to Delivery (P2D)/Export Piece/Import Piece/Process Inbound/Process Outbound

DESCRIPTION

OH INSPECTION BY <Name Of Regulatory Authority>

Route Code

Cycle

BUSINESS PARTY NAME

BAH Customs

MANUALLY SET EVENT CREATED DATE AND TIME ☐

SCAN ID

CLEAR GENERATE

Scan to continue

1. Dropdown to select Event description, or
2. Type Checkpoint code [OH] or description [INSPECTION BY]
3. Angle brackets <> means that Event requires extra information

Extra information textbox will appear to key in the required information

Event Generation – No Extra Information



Events/Checkpoints Generation without Parameter Input

DHL

ECOS

31 DEC 2020 09:06:49

BAHHUB

Configuration

AKASHIF
COUNTRY ADMIN

ENG

EVENT

HANDLING INSTRUCTION

QUERY & RELEASE

Event (EVT001)

Tasks

Pick-Up to Delivery (P2D)/Export Piece/Import Piece/Process Inbound/Process Outbound

DESCRIPTION

OH

ARRIVED TOO LATE TO MAKE CONNECTION

Route Code

Cycle

MANUALLY SET EVENT CREATED DATE AND TIME

☐

SCAN ID

CLEAR

GENERATE

1. dropdown to select Event description, or

2. Type Checkpoint code [OH] or description [ARRIVED TOO LATE.....]

Scan to continue

Extra information textbox will not appear

Event Generation – HI Detection



□ HI is detected during Events/Checkpoints generation

The screenshot shows the DHL ECIS interface. At the top, there is a navigation bar with the DHL logo, 'ECIS', a clock showing '31 DEC 2020 09:06:49', a location pin for 'BAHHUB', a gear icon for 'Configuration', a user profile for 'AKASHIF COUNTRY ADMIN', and a globe icon for 'ENG'. Below the navigation bar, there is a search bar with the text 'QUERY & RELEASE'. On the left side, there is a sidebar with a 'Tasks' section containing 'Pick-Up to Activ' and a 'DESCRIPTION' section with a yellow circle icon and the text 'ARRIVED TOO LATE'. Below this, there is a 'Route Code' field and a 'MANUALLY SET EVENT CREATED' section with a 'SCAN ID' field. In the center, there is a modal window with a red 'ERROR' header and the text 'Active handling instruction found for 6424045110 at facility BAHHUB'. At the bottom of the modal, there is an 'OK' button. To the right of the modal, there is a callout box with two numbered points and a note. At the bottom of the interface, there are 'CLEAR' and 'GENERATE' buttons.

By default: No detection until country asks ECIS support to configure for SVA-FAC!

1. In order to detect HI for Event/Checkpoint, ECIS support is required to configure it per location at ECIS backend.
2. Particular HI detection can be configured on SVA, FAC, Event Type and Reason code combination.

Note: Country need to raise ticket to get it enabled.

ERROR

Active handling instruction found for 6424045110 at facility BAHHUB

OK

CLEAR GENERATE

Event Generation – Duplication Detection



Alert when scanning ID twice for an Event/Checkpoint

The screenshot displays the DHL ECOS interface. The top navigation bar includes the DHL logo, ECOS, a clock showing 31 DEC 2020 09:06:49, a location pin for BAHHUB, a gear icon for Configuration, a user profile for AKASHIF COUNTRY ADMIN, and a globe icon for ENG. Below the navigation bar, there are three tabs: EVENT, HANDLING INSTRUCTION, and QUERY & RELEASE. The main content area shows a Notification Panel with a table. The table has two columns: Date / Time and Status. A row is visible with the date 11 Jun 2020 15:50:49 and the status 'Successfully for 5220325810 FDEXC/FD618>'. The ID 5220325810 is highlighted with a red box. A yellow starburst callout points to this ID with the text: 'Default behavior as already exists in WCC. Not configurable.' Below the notification panel, a white dialog box is shown with the text '5220325810 has been scanned' and an 'OK' button. A yellow callout box on the left contains a list of two points and a note.

1. The alert will pop-up when same ID is scanned twice under same Event/Checkpoint without leaving the screen.
2. Alert is not configurable (same behavior already exists in WCC).

Note: User can go to any other page and come back to Event Generation page to scan same Event for the same ID.

Default behavior as already exists in WCC. Not configurable.

5220325810 has been scanned

OK

Batch Upload

Batch Upload – How to...



The screenshot shows the DHL Batch Upload interface. At the top, there's a header with 'HHUB', a gear icon, 'Co', and user information 'AKASHIF COUNTRY ADMIN' with a dropdown arrow and 'ENG'. The main area has two columns. The left column has an 'Upload' button and a text box 'Upload the file for batch creation'. Below it is a table with 'Upload Date' and 'Status' columns. The right column has a 'Download' button and a 'Checkpoint Code' section with buttons 'AF', 'OK', and 'AD'. Below that is a 'DOWNLOAD' button. A yellow starburst note is overlaid on the bottom left of the screenshot.

STEP 1

1. User is able to download the Checkpoints CSV template based on User Role assigned.
2. Multiple CSV templates download is possible in a Zip format.
3. Checkpoint templates are still in same format as in WCC.

STEP 2

1. User is able to upload maximum 5 CSV files at one time.
2. ECIS is only allowing user to upload next CSV file after the file in progress is completed (if not allowed to upload more while first file is in progress).
3. ECIS will show error if CSV file exceeds more than 1000 rows limit.

STEP 3

1. Error checking: User is able to save checkpoint upload result file for after processing is completed.
2. User is NOT able to download checkpoint upload result file if successfully processed.

Note: User is NOT able to save checkpoint upload result while processing is in progress.

Upload Date	Status
2020-06-09 2:31 PM	Failed
2020-06-05 3:16 PM	Completed
0 total	

Batch Upload – Error Checking...



The screenshot shows an Excel spreadsheet with a ribbon at the top containing tabs: FILE, HOME, INSERT, PAGE LAYOUT, FORMULAS, DATA, REVIEW, VIEW, and ADD-INS. The ribbon is set to the HOME tab, showing options for Clipboard, Font, Alignment, Number, Styles, Cells, and Editing. The formula bar shows 'H16' and a function icon. The spreadsheet has columns A through N and rows 1 through 3. Row 1 contains headers: TyCd*, PcsIdShipId*, SrvaCd*, FcCd*, CycCd, RouteCd, DateTime*, LegalEntitNoPcs*, ReqNSchDlv, Dt, RCd*. Row 2 contains sub-headers: Checkpoint Type, SID/PID/HUID, Service Area, Facility, Cycle, Route Code, Checkpoint Created, Legal Entity, Pieces, Scheduled Delivery, Expected Date of, Standard, Remark Code. Row 3 contains data: AD, 6424045110, SIN, HUB, 2017-07-14T12:19:26, DHL, 1, 16-May-20, 20-May-20, AD011, 40000. A red box highlights the error message in cell M3: 'Message is invalid for 6424045110 <AD/AD011>'. A yellow callout bubble points from this error message to a list of instructions.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	TyCd*	PcsIdShipId*	SrvaCd*	FcCd*	CycCd	RouteCd	DateTime*	LegalEntitNoPcs*	ReqNSchDlv	Dt	RCd*			
2	Checkpoint Type	SID/PID/HUID	Service Area	Facility	Cycle	Route Code	Checkpoint Created	Legal Entity	Pieces	Scheduled Delivery	Expected Date of	Standard	Remark Code	
3	AD	6424045110	SIN	HUB			2017-07-14T12:19:26	DHL	1	16-May-20	20-May-20	AD011	40000	Message is invalid for 6424045110 <AD/AD011>

1. ECIS batch upload will validate each row in upload template (CSV file)
2. User can download the failed upload file.
3. User is required to upload those record after fixing the error.