

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



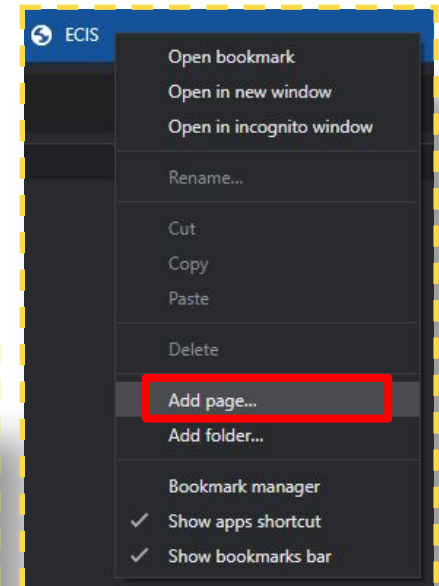
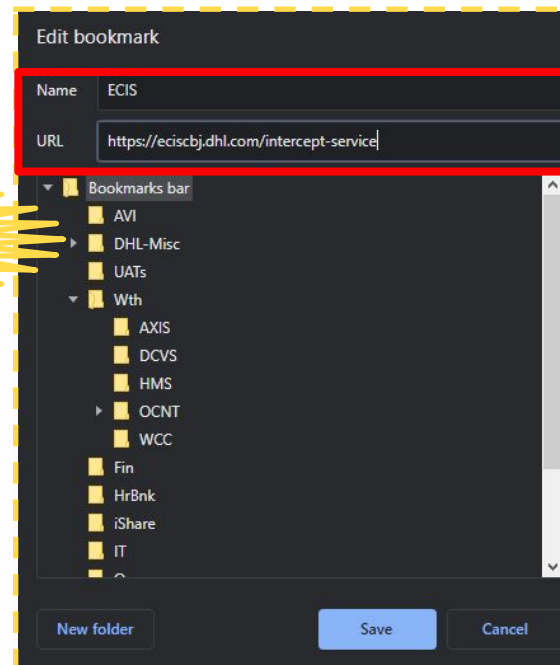
Chrome is the [Recommended] browser. Fire Fox can also be used

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

DHL

ECIS

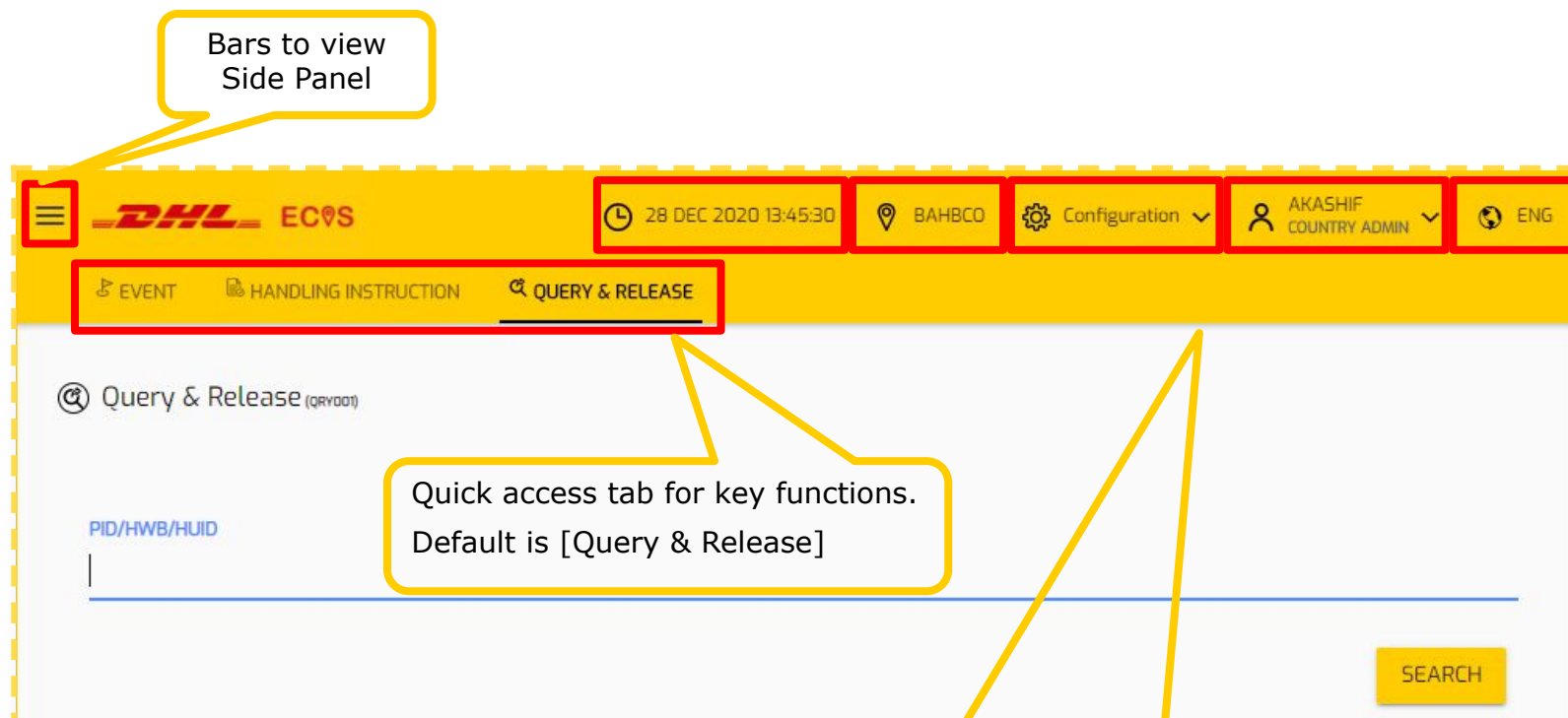
SELECT ROLE
Country Admin

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



The screenshot displays the DHL ECIS Header Menu. The top navigation bar includes the DHL logo, the text 'ECIS', a 'Configuration' dropdown menu, a user profile dropdown for 'AKASHIF COUNTRY ADMIN', and a language selector set to 'ENG'. The main content area is divided into two primary sections: 'AXIS Autonomous Intercept Service' and 'ECS Event Capture Service'. The 'AXIS' section contains a list of functions: 'Handling Instruction', 'Query & Release', 'Query By Facility', and 'Query By Inbound Movement'. The 'ECS' section contains: 'Event', 'Event Batch Upload', and 'Event Report'. A status bar at the bottom left indicates 'AXIS 1.4.0 | ECS 2.0.0'. On the right side, a user profile panel shows the user's name 'Hi, AKASHIF', a 'LOGOUT' button, and dropdown menus for 'SELECT ROLE' (currently 'Country Admin') and 'SELECT FACILITY' (currently 'BAHBCO'). A 'SAVE YOUR PROFILE' button is located at the bottom of this panel. Annotations with yellow callouts provide additional context: a starburst notes that 'AXIS and ECS functions can be enabled and disabled based on user role'; a box highlights the 'AXIS functions' list; a box points to the 'Country Configuration', 'ECS Event Capture Service', and 'Route Courier Cycle' links as the 'List of configuration for AXIS and ECS'; a box notes that 'ECS functions' are available, but 'Batch upload not available in scanner'; a box points to the version numbers as 'Versions of AXIS and ECS'; and a box points to the user profile panel as 'User Role and Facility selection/switch and user Sign-out'.

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

Hi, AKASHIF

LOGOUT

SELECT ROLE

Country Admin

SELECT FACILITY

BAHBCO

SAVE YOUR PROFILE

AXIS functions

List of configuration for AXIS and ECS

ECS functions
Note: Batch upload not available in scanner

Versions of 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.

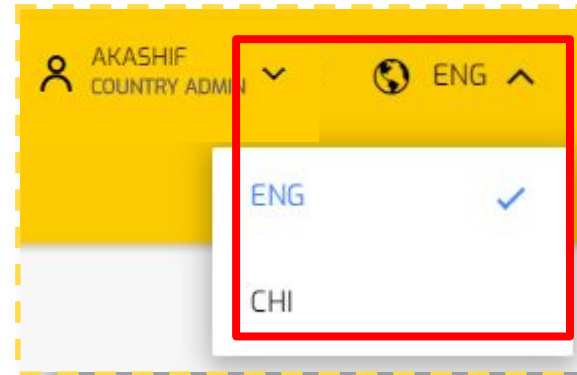
The screenshot displays the DHL ECOS web application interface. The top navigation bar is yellow and contains the DHL logo, 'ECOS', a clock showing '28 DEC 2020 13:45:30', a location pin for 'BAHBCU', a gear icon for 'Configuration', and a user profile dropdown for 'AKASHIF COUNTRY ADMIN'. Below the navigation bar, there are tabs for 'EVENT', 'HANDLING INSTRUCTION', and 'QUERY & RELEASE'. The main content area shows a 'Query & Release (QRY001)' section with a 'PID/HWB/HUID' input field. A callout 'Click to logout from ECIS' points to the top left. Another callout 'Click to access edit user profile' points to the user profile dropdown. A third callout 'Switch Role and Facility' points to the dropdown menu that is open, showing 'SELECT ROLE' with 'Country Admin' selected and 'SELECT FACILITY' with 'BAHBCU' selected. A fourth callout 'Click save' points to the 'SAVE YOUR PROFILE' button at the bottom of the dropdown menu.

Language Selection

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:

- Read-only field, displayed after Event is selected:** Points to the 'Ev' field.
- 1. Dropdown to select Event description, or 2. Type Checkpoint code [UD] or description [Broker to Clear]:** Points to the 'DESCRIPTION' field, which currently shows 'UD BROKER TO CLEAR'.
- Notification panel will show status of successfully scanned event code and reason:** Points to the 'Notification Panel' which displays a message: '11 Jun 2020 09:49:26 Service operation execution finished successfully for 6424045110 <FDEXC/FD617>'.
- 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:** Points to the 'SCAN ID' and 'PIECE(S)' fields, which show '999999999999' and '1' respectively.

Other fields in the form include 'Tasks' (Pick-Up to Delivery (P2D)/Export Piece/Import Piece/Transfer Piece), 'Route Code' (BHD1), 'Cycle' (D), and a checkbox for 'MANUALLY SET EVENT CREATED DATE AND TIME'. At the bottom, there are 'CLEAR' and 'GENERATE' buttons.

Event Generation – Extra Information



Events/Checkpoints Generation with Parameter Input

The screenshot shows the DHL ECOS web interface for event generation. 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 language selector for 'ENG'. Below this is a secondary bar with tabs for 'EVENT', 'HANDLING INSTRUCTION', and 'QUERY & RELEASE'. 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'. A red box highlights the 'DESCRIPTION' field, which 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. Another red box highlights the 'BUSINESS PARTY NAME' field, which 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 of the form are checkboxes for 'MANUALLY SET EVENT CREATED DATE AND TIME' and 'SCAN ID', followed by 'CLEAR' and 'GENERATE' buttons. A large grey button on the right says 'Scan to continue'.

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

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 'QUERY & RELEASE'. On the left, there is a sidebar with 'Tasks' and 'Pick-Up to Activ'. The main content area shows a table with columns 'DESCRIPTION', 'Route Code', 'MANUALLY SET EVENT CREATED', and 'SCAN ID'. The first row has 'OH' in a yellow circle, 'ARRIVED TOO LATE', and 'Route Code'. An error message box is overlaid on the table, stating 'ERROR Active handling instruction found for 6424045110 at facility BAHHUB'. The error box has an 'OK' button. At the bottom, 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.

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 modal alert box is displayed with the text '5220325810 has been scanned' and an 'OK' button.

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' with a globe icon. 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 groups 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. A red box highlights a message in the bottom right corner of the spreadsheet area.

	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 Code	SID/PID/HUID	Service Area Code	Facility Code	Cycle	Route Code	Checkpoint Created Date and Time	Legal Entity	Pieces	Scheduled Delivery Date	Expected Date of Return	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.