

INSTRUCTION: SENDCLOUD SHIPPING LABEL CREATION

Note: Sendcloud(SC) is used primarily for PostNL shipments and shipments across the EU. It offers an opportunity to batch upload EU labels. DHL, Fedex labels created via Sendcloud will be charged by carriers as normal, however, SC surcharge will be applied and invoiced by SC.

Log In: Log in to the Sendcloud system

<https://app.sendcloud.com/v2/shipping/list/in-transit>

EU shipments

1. Create a Shipment:

- Click on “NEW SHIPMENT”
- Enter the shipment details:
 - **Ship From Address:** Your address or the address of the sender, which is always our warehouse address:
Rotterdam, Vareseweg 130, 3047AV
 - **Ship To Address:** The recipient's address, including country and postal code. We'll get an address from the delivery order 📍 **make sure you use address from the DO and not SO**
 - 💡 **Recipient's phone number and email address are highly recommended to be added.**

2. Shipment Details

- **Enter parcel details**
- **Add shipment references:** Enter a Shipment reference and invoice number in the following format:
 - Regular order {SO number}_{Customer's name} . 💡 **This step is critical for all shipments!**
 - Platform order {Delivery order}_{Customer's name}
 - Shopify order {##}{shopify order number}{Store name}

3. **Items** - leave it blank as it's not mandatory for EU shipments

4. Shipping Method

- Indicate currency and total order value
- Select shipping method:
 - PostNL Standard (sendcloud rates)
 - UPS (sendcloud rates but we will enable our customs contract once needed)
 - DHL Global Mail - Deutsche post international Tracked (sendcloud rates)
 - DHL Express (our custom contract)
 - FedEx (our custom contract)

5. **Sendcloud shipping protection** you can use for all merch packs as it's relative cheap and worthwhile
6. **Print the Label**
7. **Add tracking reference** to the DO in the tab "Other info"
8. Tag Warehouse team and **share shipping label** in log notes in DO
9. **Provide tracking link** to CS and Sales in log notes in DO
10. **Tracking:** Once your package is shipped, you can track it using the tracking number provided with your label. For tracking multiple shipments you can go to the Advanced tracking in the **Fedex System** 💡

Non-EU shipments

Note: Sendcloud(SC) is used primarily for PostNL and DHL Global Mail non-eu shipments.

1. **Create a Shipment:**
 - Click on "NEW SHIPMENT"
 - Enter the shipment details:
 - **Ship From Address:** Your address or the address of the sender, which is always our warehouse address:
Rotterdam, Vareseweg 130, 3047AV
 - **Ship To Address:** The recipient's address, including country and postal code. We'll get an address from the delivery order 💡 **make sure you use address from the DO and not SO**
 - 💡 **Recipient's phone number and email address are highly recommended to be added.**
2. **Receiver's tax registration number** Tax ID\EORI number is important for non-EU shipments
 - CPF/CNPJ is mandatory for Brazil
 - EIN\ISS is mandatory for US
3. Importer of record indicate if it's different from the receiver
4. **International Information**
 - Export type
 - Commercial B2B - bulk shipments
 - Commercial B2C - merch packs and samples
 - Export reason
 - Commercial goods - bulks shipments
 - Commercial samples - samples
 - Gift - merch packs
 - Indicate Total declared value
 - Freight costs, insurance - leave it blank

- Other costs - include handlings and packing costs
- Indicate total invoice amount, number (SO or DO or shopify order number) and date.
- Notes and statements:
 - Indicate not for resale, for personal use
- Other declaration statements are not required

5. Shipment details

- Parcels details
- **Add shipment references:** Enter a Shipment reference and invoice number in the following way:

Incoming stock

- Shipment Reference → Incoming stock → use WH/OUT/xxxx - Customer's Company Name
- Invoice Number → SO Number + Customer's Company Name

Storage/OUTPUT

- Shipment Reference → Storage/OUTPUT → use WH/OUT/xxxx - Platform Name
- Invoice Number → Source Document (if available) + Platform

6. Items

- Enter the required information such as item description, value, country of origin, quantity and Harmonized System (HS) code, intended use, material content.

Every item in the merch pack or in bulk boxes should be declared in the invoice. 💡 You should get **value** from the SO of that order, (Sometimes there's a discount on the SO level for the line items, which can be missed so always make sure to click on Customer view to see actual cost)

Discount is mentioned like this

Description	Responsible	Design Stat.	Addons	Quantity	Qty on Trans.	M.	Delivered	Invoiced	UoM	Packaging Q.	Packaging	Unit Price	Taxes	Disc.%	Subtotal
Sticker Box - White(White)	Vladlena Ma...	Approved	5005 - Urpr...	175.00	175	☑	0.00	175.00	Units			2.53	(VAT revers...)	0.00	€ 442.75
Paper Filling - White(White)	Vladlena Ma...	Approved	08er - Blc...	175.00	175	☑	0.00	175.00	Units			1.02	(VAT revers...)	0.00	€ 178.50
Card	Vladlena Ma...	Approved	Print - Flyer...	175.00	175	☑	0.00	175.00	Units			0.51	(VAT revers...)	0.00	€ 89.25
Tote Bag with Zip - Royal Blue(Royal Blue)	Vladlena Ma...	Approved	5007 - 20 L...	175.00	175	☑	0.00	175.00	Units			10.96	(VAT revers...)	0.00	€ 1,918.00
Hammmam Towel - Light Blue(Light Blue)	Vladlena Ma...	Approved	5001 - Recy...	73.00	73	☑	0.00	73.00	Units			17.80	(VAT revers...)	0.00	€ 1,299.40
Hammmam Towel - Blue(Blue)	Vladlena Ma...	Approved	5001 - Recy...	34.00	34	☑	0.00	34.00	Units			20.04	(VAT revers...)	0.00	€ 681.36
Hammmam Towel - Pink(Pink)	Vladlena Ma...	Approved	5001 - Recy...	68.00	68	☑	0.00	68.00	Units			17.87	(VAT revers...)	0.00	€ 1,215.16
Handling (175)				175.00		☑	0.00	175.00	Units			1.75	(VAT revers...)	0.00	€ 306.25

- **For country of origin, weight and HS code**, click on the product in SO, scroll down you'll see the product link of the supplier (Mid ocean, XD connect, clipper etc), on the same link scroll down you'll see the HS code, weight, country of origin there or you can find these details from this [Product overview sheet](#).

Quotations / S279157 / Tote Bag with Zip - Royal Blue

Print Labels Replenish

11 Extra Prices Published Template Product 175.00 Units On Hand 0.00 Units Forecasted In: 1 Out: 0 175.00 Units Sold More -

Product Name ☆ Tote Bag with Zip - Royal Blue

Can be Sold Can be Purchased Is a Template? Is a Pack? Is Product Addon?

General Information Attributes & Variants Sales Theme Prime Purchase Inventory Accounting Product Addon Features Sections

Product Type Storable Product Sales Price € 1.00 (= € 1.21 Incl. Taxes)

Invoicing Policy Ordered quantities From Prices Pricelist From Price

Storable products are physical items for which you manage the inventory level. You can invoice them before they are delivered.

Unit of Measure Units

Purchase UoM Units

MID Code CNANQXINANH

Customs Product Description

Min Quantity 15

Shop Production Time 0

Warehouse Cost € 1.50

Customer Taxes 21% VAT

Cost € 0.00 per Units

Product Category Bags / Tote Bags

Internal Reference

Barcode

Quotes Pricelist (EUR) 8.23

Quotes Pricelist (USD) 8.93

Quotes Pricelist (GBP) 7.69

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41 Extra Prices Published 18 Child Products 9 Variants 0.00 Units On Hand 0.00 Units Forecasted In: 0 Out: 0 More -

Product Name ☆ Tote Bag with Zip

Can be Sold Can be Purchased Is a Template? Is a Pack? Is Product Addon?

General Information Attributes & Variants Sales Theme Prime Purchase Inventory Accounting Product Addon Features Sections

Product Type Storable Product Sales Price € 1.00 (= € 1.21 Incl. Taxes)

Invoicing Policy Ordered quantities From Prices Pricelist From Price

Storable products are physical items for which you manage the inventory level. You can invoice them before they are delivered.

Unit of Measure Units

Purchase UoM Units

MID Code CNANQXINANH

Customs Product Description

Min Quantity 15

Shop Production Time 8

Warehouse Cost € 1.50

Customer Taxes 21% VAT

Product Category Bags / Tote Bags

Brand

Responsible Designer

Render PSD https://drive.google.com/drive/ufolders/1TX7puw3nkv0SApp3DyXT_cyV081w9

Is Container?

Container Type Soft

Internal Notes **Supplier link** https://www.pfconcept.com/en_nu/parame-zippered-tote-bag-208-119179.html?color=124094&size_code=40708

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7. **Print the Labels** and check the PDF file (number of pages, sanity check)

- We have to attach an invoice in Odoo in log notes on Delivery order level for bookkeeping purposes.
- We must retain all commercial invoices for UK shipments in our log notes, as we are the importer of record and legally accountable to UK tax authorities and HMRC. 💡
- If the system prompts you to print and attach shipping invoices, please ensure this is done
- Th Wh team must be informed whether they need to print shipping invoices or not 💡.

8. **Add tracking reference** to the DO in the tab “Other info”

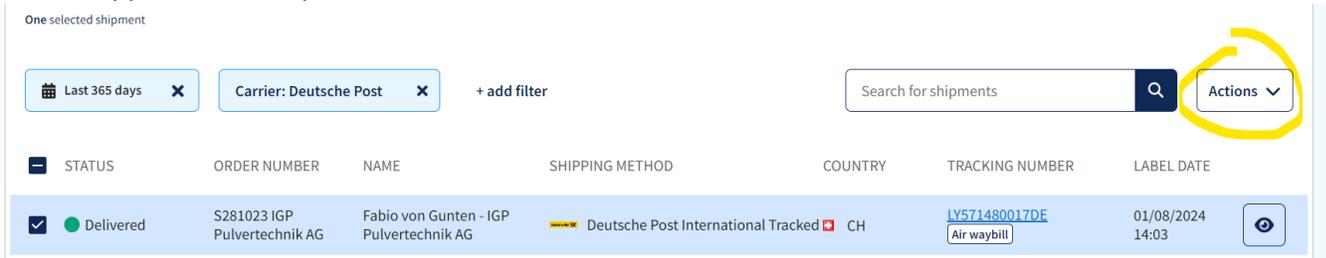
9. Tag Warehouse team and **share shipping label** in log notes in DO

10. **Provide tracking link** to CS and Sales in log notes in DO

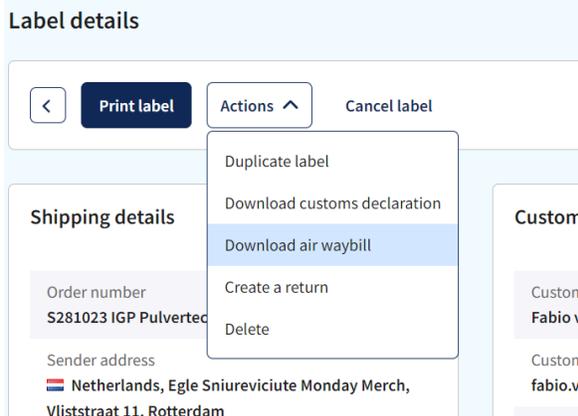
11. **Tracking:** Once your package is shipped, you can track it using the tracking number provided with your label.

DHL Global Mail - Deutsche post international tracked

1. To finalize a label with Deutsche post international tracked service you need to print 2 label and hand them over to the Wh team.
2. Finalize the label in the Shipments overview Select it (tick the box to select) and open Action in the left upper corner to print the first label



3. Then opened the shipment from the Shipment Overview (click on the Eye button)
4. Open actions and click on Download Air Waybill to generate the second label.



5. Provide both labels in log notes in DO and add the first tracking to the relevant field in Odoo
6. Two labels are needed because DHL delivers all Global Mail parcels to their hub in Frankfurt and then distributes them from the hub worldwide.