



User Guide

Introduction:

This user guide will show you how to quickly and effectively create a shipment on smart⁴ shipping, Dicom Transportation Group (DTG)'s shipping system.

This document describes the registration process, a step-by-step procedure of creating shipments and provides a full description of international functionalities and other powerful tools available on smart⁴ shipping.

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A. How to register on shipping.dicom.com

I. Register on dicom.com

a. Step 1 – with an existing billing account

www.dicom.com/en/express/account/register/step1

express freight 1 888 GoDicom register log in corporate francais Dicom express

home account ship track supplies support about us careers

create a profile

To open a customer profile on the Dicom Group website, please complete the information form below. After creating your profile, you will receive a confirmation email. Once your profile is validated, you will have access to secure sections. Note that If you already have an account with us but have never used our website, you must still register.

step 1

account identification (Required fields)

Do you already have an Express account? yes no

client number

do you already have a Freight account? yes no

client number

web access code (?)

invoice summary date

next

1. Go to www.dicom.com
2. Click on “Register”
3. Do you already have an Express billing account: if so, select “Yes”
4. Enter your client number
5. Do you already have an Fret billing account: if so, select “Yes”

6. Enter your client number
7. Enter your web access code. *You’ll find your web access code – also named internet access code – on your invoice summary*
8. Enter the date of your invoice summary
9. When everything is completed, click on “Next”

A. How to register on shipping.dicom.com

I. Register on dicom.com

b. Step 1 – without an existing billing account

www.dicom.com/en/express/account/register/step1

express freight

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create a profile

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step 1 account identification (Required fields)

Do you already have an Express account? yes no

would you like an Express account? yes no

• expected number of shipments per week

• average weight per shipment (kg)

additional information

do you already have a Freight account? yes no

would you like a Freight account? yes no

• expected number of shipments per week

• average weight per shipment (kg)

additional information

next

1. Go on www.dicom.com
2. Click on “Register”
3. Do you already have a billing account for one of our services: select “No”
4. Would you like an account for one of our services: select “Yes”
5. Enter an expected number of shipments per week
6. Enter an average weight per shipment
7. Add any additional information
8. When everything is completed, click on “Next”

A. How to register on shipping.dicom.com

- I. Register on dicom.com
 - c. Step 2

step 2 **register** (• Required fields)



1

personal information

- first name
- last name
- role
- department
- preferred language
- email address
- confirm your email
- new password
- confirm your new password
- phone #
- ext.
- note(s)

I have read and understood the [terms and conditions of service](#) dicom.com. By checking this box, I agree to respect these terms and understand how Dicom Express and Freight intend to use the information that I have provided to them ([internet privacy policy](#)).

subscribe to our newsletter

2

company information

DicomExpress account information

- street number
- postal code
- company name
- preferred language
- street type
- street name
- street direction
- unit/suite/apt
- street suffix
- country
- province
- city

same companies

3

submit

1. Enter your personal information
2. Enter your company information
3. When everything is completed, click on “Submit”
You’ll receive an automated activation email

A. How to register on shipping.dicom.com

II. Sign up on shipping.dicom.com

The screenshot shows the registration page for shipping.dicom.com. The browser address bar (1) displays the URL https://shipping.dicom.com/#/register?_k=n6r0sc. The page title is "Sign Up". The form includes the following fields and elements:

- 2: Email input field
- 3: Checkbox for "Is this a new company?"
- 4: Company Code input field
- 5: First Name input field
- 6: Last Name input field
- 7: Password input field
- 8: Confirm Password input field
- 9: Birthday selection (Month and Day dropdowns)
- 10: Preferred Language selection (Language dropdown)
- 11: Sign Up button

At the bottom, there is a link for "Forgot password or would like to reset it? Please click [here](#) to continue."

1. Go on shipping.dicom.com and click on "Sign Up"
2. Enter the email address you used when you registered on dicom.com
3. Is this a new company?
4. Enter the name of your company
5. Enter your first name

6. Enter your last name
7. Enter the password your used when you registered on dicom.com
8. Confirm your password
9. If you want to, specify your date of birth
10. Select your preferred language
11. Click on "Sign Up"

A. How to register on shipping.dicom.com

III. Connect your services

The screenshot displays the 'Manage' section of the shipping.dicom.com user interface. The top right corner shows the user profile: 'DICOM EXPRESS (DANIEL LAGACE) - A4816'. Below this is a 'User Options' section with a note: 'The change you make in the user preferences won't be applied to in-progress shipments'. A left sidebar contains navigation icons for Shipping, Shipments, Tracking, Dashboard, Reports, Manage, and Support. The main content area is divided into 'CATEGORIES' (Shipping, Shipment, Connected Services, User Management) and a list of services. The 'Connected Services' category is highlighted with a blue circle '2'. The services list includes 'Dicom Parcel - USA', 'Dicom Freight - Canada', and 'Dicom Parcel - Canada'. The 'Dicom Parcel - Canada' service is selected, and its toggle switch is highlighted with a blue box and a blue circle '3'. A modal window titled 'Connect: Dicom Parcel - Canada' is open, prompting the user to 'Please add credentials below.'. The modal contains three input fields: 'Email' (highlighted with a blue box and a blue circle '4'), 'Password' (highlighted with a yellow background), and 'Subscription Key'. At the bottom of the modal are two buttons: 'Save Info' (highlighted with a blue box and a blue circle '5') and 'Cancel'.

1. Click on the “Manage” button
2. Click on the option “Connected Services”. Note that you’ll see an automatic modal
3. Select the service you want to activate
4. Enter your credentials
5. Click on “Save Info”
You are now ready to ship.

A. How to register on shipping.dicom.com

IV. Multi users creation

a. Step 1 – create your users

The screenshot shows the 'Manage' interface for 'Pewf Co - PEWFC'. The 'User Options' section contains a table of existing users and an 'Add New Users' button. A modal window for adding new users is open, displaying a table with the following data:

First Name	Name	Email
Testdicom	testdicom	testdicom@dicom.c
Testdicom1	Testdicom1	Testdicom1@dicom
Testdicom2	Testdicom2	icom2@dicom.com

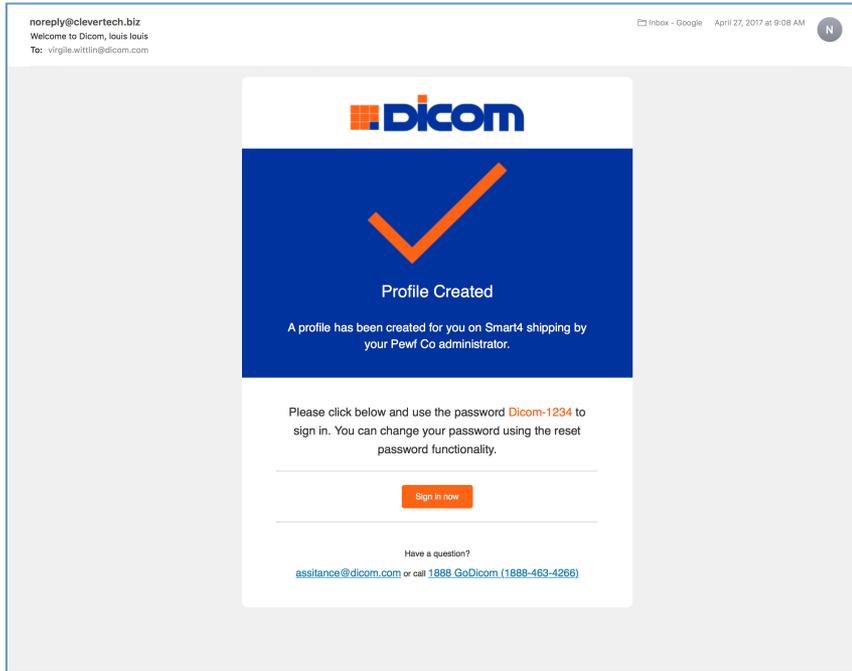
Below the table is a '+' button to add more rows and an 'Add users' button to save the new users.

1. Go on shipping.dicom.com
 2. Click on “Manage”
 3. Click on “Options”
 4. Select the option “Connected Services”.
 5. Click on “Add New Users”
 6. Enter the first name, last name and email address for all the users you wish to create
 7. To add more lines, click on the “ + ” button
 8. Click on “Add Users”
- An automatic email will be sent to all the users you just created

A. How to register on shipping.dicom.com

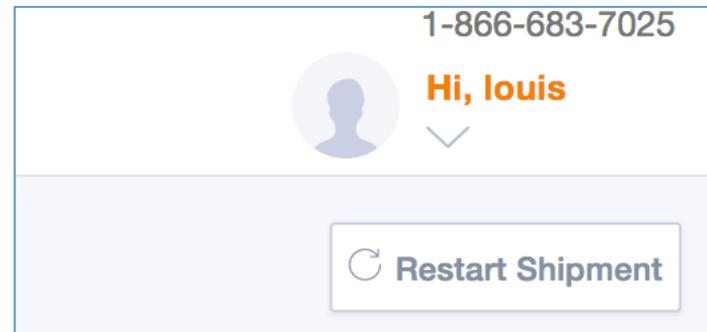
IV. Multi users creation

b. Step 2 – activate your account



This is the automatic email the users will receive. By clicking on “sign in now”, you will be redirected to shipping.dicom.com. Enter your email address and the password Dicom-1234

To change your password, click on the arrow located under your name on the top right corner of your screen



B. Shipment Creation Process

I. Address Details Screen

New Crossborder Parcel Shipment
7

ADDRESS DETAILS

Shipment coming from 3 4

1

Dicom Eastern Connection - Boston
Deborah Linney
60 olympia avenue
woburn, MA, 01801, US

Boyle Boyle
123 main street
boyle, AB, T0A0M0, CA

TRIPLE G/BIG AL
Daniel Michaud
3436 boulevard industriel
laval, QC, H7L 4R9, CA

Dicom Syracuse
David Vang
14 corporate circle
east syracuse, NY, 13057, US

#00009
Dicom Eastern Connection - USA
Default Contact
5th floor, dicom's street
phoenix, AZ, 01302, US

Dicom Transportation Group
Doreean Sarrin

Shipment going to 3 4

2

Dicom Express Inc
Catharine Clyke
300 biscayne crescent
brampton, ON, L6W 4S7, CA

Amherst Amherst
125 main street
amherst, MA, 01002, US

This is a test
boris
4613 rue de mentana
montreal, QC, H2J 3B7, CA

#00009
Dicom Eastern Connection - USA
Default Contact
5th floor, dicom's street
phoenix, AZ, 01302, US

SAT
Georges Watson
1201 saint laurent boulevard
montreal, QC, H2X 2S6, CA

8 SHIPPING JOURNAL

From: Boreno
To: This is a test
1 Pieces (1.00kg)

From: Boreno
To: Dicom Express Inc
1 Pieces (1.00kg)

From: TRIPLE G/BIG AL
To: Dicom Transportation Group
1 Pieces (13.64kg)

From: TRIPLE G/BIG AL
To: Dicom Eastern Connection - Boston
1 Pieces (13.64kg)

From: Dicom Transportation Group
To: Jason Bergman
1 Pieces (1.00kg)

Payment Type 5

Prepaid

Billing Account 6

300030 (Dicom Parcel Canada)

1. ADDRESS DETAILS 2. PACKAGE DETAILS 3. CUSTOMS DETAILS 4. CONFIRM & PAY

Back 9 Next

1. Select your shipper
2. Select your consignee
3. You can also create a new contact...
4. ... or consult the address book.
5. Select the payment type applicable to this shipment

6. Select a billing account
7. At any time, you can start over your shipment creation
8. The shipping journal helps to create a shipment by analyzing your previous shipments
9. When everything is completed, click on "Next"

B. Shipment Creation Process

II. Package Details Screen

New Crossborder Parcel Shipment 13

PACKAGE DETAILS Service * Ground 2

Box 1

Quantity * 3 3 Weight * 4 4 lb | kg

Dimensions 5 5 5 in | cm

Instructions 6

7

8

Pickup Date * 9 2017-03-14 Delivery Date 10 2017-03-16

11 **YOUR PACKAGES**

Quantity: 2 Box(es) X
1L x 2W x 3H cm
Total Weight: 6kg

12 Total Weight: 6kg
Total Packages: 2

Payment Type: Prepaid
Estimated Delivery: 2 Days
Estimated Total: \$32.76

14

1. ADDRESS DETAILS 2. PACKAGE DETAILS 3. CUSTOMS DETAILS 4. CONFIRM & PAY

1. Select your package type
2. Select your service
3. Specify the quantity of your package
4. And its weight
5. You can also enter its dimensions
6. And any special instructions
7. Finally, click on Add Package

8. You can also use pre-sets
9. Select your pickup date...
10. ... your delivery date will be automatically calculated
11. A list of parcels included in your shipment appears here
12. Your rate estimate will be automatically updated
13. At any time, you can start over your shipment creation
14. Once all your pieces are properly defined, click on Next

B. Shipment Creation Process

III. Customs Details Screen

New Crossborder Parcel Shipment
13

CUSTOMS DETAILS

Add products to your shipment

Product Name Select group

<input type="checkbox"/>	Name	Product Code	Qty	Unit Price	Total	Restriction
<input type="checkbox"/>	Pen	87322387	200	CAD 4.00	CAD 800.00	

12

Restriction

Are you shipping prohibited goods?
 Are you shipping regulated goods?
 Are you shipping controlled goods?

Total retail value * CAD | USD **Purpose ***

800.00 Select A Purpose

Description *

Pen

Broker **Broker Name**

Select A Broker Broker Name

Do you want to use our broker?

If duty applies, bill to *

Select A Bill To Contact

YOUR PACKAGES

Quantity: 2 Box(es) X

1L x 2W x 3H cm

Total Weight: 6kg

Basic Charge: \$18.50
Weight Charge: \$6.17
Sub-Total Charge: \$24.67
Fuel Charge: \$4.32
Taxes: \$3.77

Payment Type: Prepaid
Estimated Delivery: 2 Days
Estimated Total: \$32.76

1. ADDRESS DETAILS
2. PACKAGE DETAILS
3. CUSTOMS DETAILS
4. CONFIRM & PAY

Back Next

1. Select one of your products...
2. ...Or create a new one see: Section B, part I
3. Adjust the quantity of each product you are shipping
4. The restriction area will be automatically populated according to the products you are shipping
5. And so will be the Total retail value
6. If available, please select the purpose of your shipment
7. A global description of your shipment is needed for every international transactions
8. If available, please select a broker
9. If available, please specify the person who will pay for duties and taxes
10. A list of parcels included in your shipment appears here
11. Your rate estimate will be automatically updated
12. At any time, you can delete products from your shipment
13. At any time, you can start over your shipment creation
14. Once all your international information is entered, click Next

B. Shipment Creation Process

IV. Confirm and Pay Screen

New Crossborder Parcel Shipment

CONFIRMATION
DICOM PARCEL - CANADA / BILLING ACCOUNT #300030 (PREPAID)
11 [Restart Shipment](#)

From: Deborah Linney
Dicom Eastern Connection - Boston
60 olympia avenue,
01801, Woburn, MA, US

Pickup Date
3rd May 2017

To: Catharine Clyke
Dicom Express Inc
300 biscayne crescent,
L6W 4S7, Brampton, ON, CA

Delivery Date
5th May 2017

ADDITIONAL SERVICES

Hold for Pickup

Non-conveyable

Trade show delivery

Weekend delivery

Insurance

Pickup Ready By * 3

14:00

Pickup Closing Time * 4

17:00

References 9

Invoice number INV1

Add Customs Documents 10

Drag and drop here or click to upload

[Upload](#)

Pickup Point * 5: Ground Floor

Department * 6: IT

Notify By Email or Mobile 7

test@dicom.com EN FR

5141234678 EN

Ready To Pickup
 Picked Up
 In Transit
 On-Delivery
 Delivered
 Delivery Delay
 8

1. ADDRESS DETAILS 2. PACKAGE DETAILS 3. CUSTOMS DETAILS 4. CONFIRM & PAY

Back [Ship](#) 14

YOUR PACKAGES 12

Quantity: 2 Box(es) X

1L x 2W x 3H cm

Total Weight: 6kg

13

Docs

Basic Charge:	\$18.50
Weight Charge:	\$6.17
Sub-Total Charge:	\$24.67
Fuel Charge:	\$4.32
Taxes:	\$3.77

Payment Type: Prepaid Estimated

Delivery: **2 Days**

Estimated Total: **\$32.76**

1. Verify your shipment information
2. Add any additional services required
3. Specify your pickup time...
4. ... and your pickup closing time
5. Select a pickup point
6. Specify your department
7. Specify the email address or phone number you wish to notify on shipment status
You can also select the language of the notifications
8. Then select the statuses you wish to be notified for
9. If your billing account requires mandatory Reference numbers, enter them here
10. Drag and drop any international documents that you wish to transmit to the border
11. At any time, you can start over your shipment creation
12. A list of parcels included in your shipment appears here
13. Your rate estimate will be automatically updated
14. Once you have verified all your shipment information, you are ready to create a shipment by clicking on ship

C. International Shipping Features

I. Products Book Management

The screenshot shows the 'Product Book' interface. On the left is a vertical navigation menu with icons for Shipping, Shipments, Tracking, Dashboard, Reports, Manage, and Support. The main area is divided into three sections: a top toolbar, a central product list, and a right-hand details panel.

- 1:** A '+' icon in the top toolbar for adding a new product.
- 2:** An 'XLS' icon in the top toolbar for importing products.
- 3:** A search input field in the top toolbar.
- 4:** A 'Select All' button in the top toolbar.
- 5:** A 'Delete Products' button in the top toolbar.
- 6:** A product entry 'A Pen #123321123' in the product list.
- 7:** An edit icon (pencil) next to the selected product.
- 8:** A 'Delete Product' button at the bottom right of the details panel.
- 9:** A '+' icon in the 'GROUPS' section for adding a new group.
- 10:** A box around the 'All' and 'Clothing' group options.

The product list contains the following items:

Group	Product Name	ID
A	A Pen	#123321123
B	Business Cards	#12344321
C	Chair	#87433478
	Car Parts	#B002
	Cisco Ip Phone 7942	#Cisco IP Phone 7942
	Cup	#1234
	Coat	#12332123

The details panel for 'A Pen' shows:

- Description:** Pen
- Origin:** CA
- Unit Price:** 5.00
- Restriction:** None

At the bottom, there is a pagination control showing '1-25 of 25' items, 'Items per page' set to 25, and 'Page 1 / 1'.

1. Click on the + icon to create a new product
2. To import multiple addresses, click on the xls icon
3. You can search for an existing product
4. You can select all your products in one click...
5. Delete the selected products
6. By clicking on a product...
7. ...You will be able to edit it
8. ... Or delete it
9. You can also group products together to speed up your product selection process when creating a shipment
10. See all your existing groups here

C. International Shipping Features

II. Products Creation

When shipping internationally, clear product details and descriptions are required.

Smart4Shipping allows you to create and maintain a full product book or database that will speed up the creation of your international shipments.

You can create a product from the menu Manage → Products, or directly in the international shipment creation process; by clicking on the + icon

Here is how to complete the Add a product section:

The screenshot shows the 'Add Product' form with the following fields and callouts:

- 1. Product Code * (text input)
- 2. Product Name * (text input)
- 3. Description * (text input)
- 4. Harmonized Code (text input)
- 5. Unit Price * (text input, value: 1.00)
- 6. Currency selection (CAD | USD)
- 7. Country of origin * (dropdown menu, value: Select A Country)
- 8. Restriction (checkboxes: Is this item prohibited?, Is this item regulated?, Is this item controlled?)
- 9. Groups (text input)
- 10. Add Product (button)

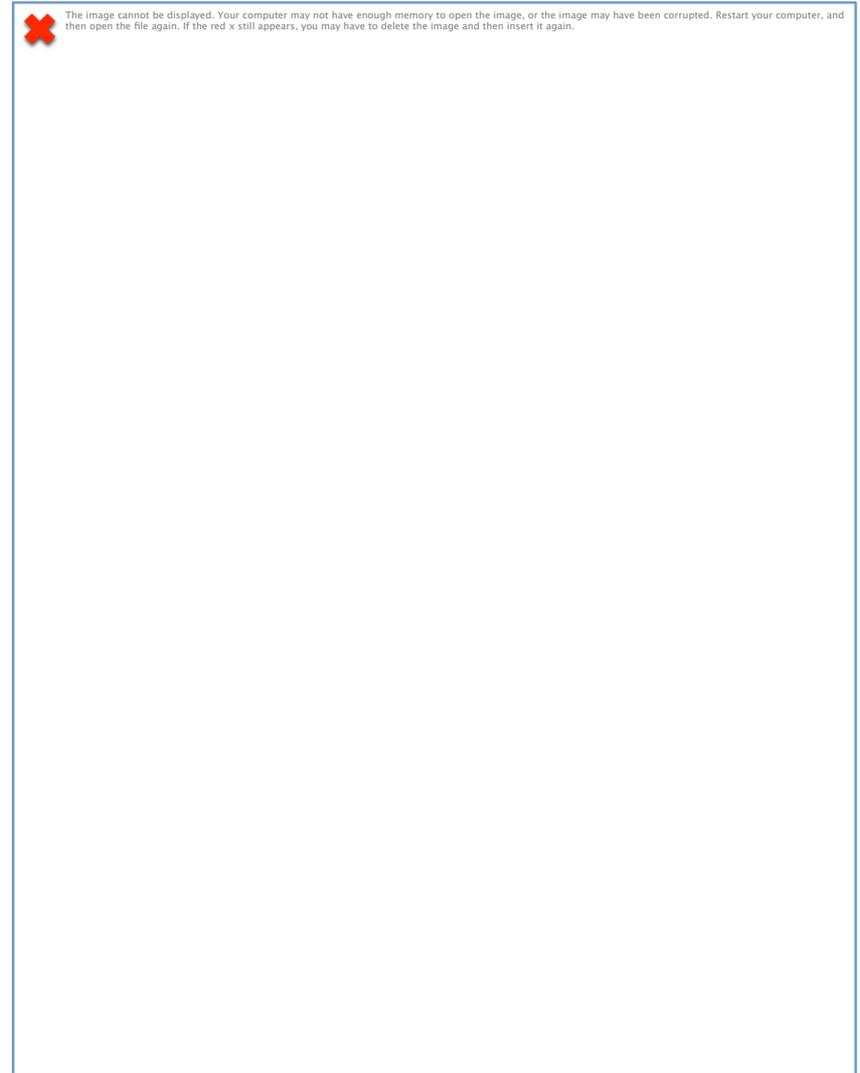
1. Enter or scan a product code (*unique entry*)
2. Enter a product name (*unique entry*)
3. Enter a precise description of your product
4. Enter the harmonized code for the product. *The harmonized code is used by customs to determine duties and taxes*
5. Set a unit price of your product
6. Select the currency of this price. *We will make sure to convert the price to the proper currency*
7. Select the country of origin of your product
8. Set the restrictions for your product
9. Add your new product to one or multiple groups
10. Finally, save your product

C. International Shipping Features

III. International Documents Generation

Smart4 Shipping automatically generates the necessary documents for international shipments based on the information you have specified when creating your international shipments.

All documents are forwarded to Customs in advance to speed up the customs clearance process, whether it is the documents generated by the system or the documents you uploaded when you created your shipment



A Commercial Invoice generated by smart⁴ shipping

D. Tools

I. Address Creation

Smart4Shipping allows you to create and maintain an address book that will speed up the creation of your shipments.

You can either create a product from the Manage → Contacts screen, or directly in the shipment creation process; by clicking on the + icon

Here is how to create a new contact:

The 'Add Contact' form includes the following fields:

- Customer ID (1)
- Billing Account (2)
- Company (3)
- Country (4)
- Postal Code (4)
- Address (4) - Line 1 and Line 2
- City (4)
- Province (4)
- Attention To (5)
- Phone (6)
- Phone Ext (6)
- Email (6)
- Mobile Phone (6)
- Group (6)
- Tags (6)
- Profile picture icon (7)
- Add Contact button (8)

1. You can specify a unique customer ID to help you search through your contacts more easily
2. If you know your contact's billing account, enter it here
3. You can use an existing company to populate all your address fields...
4. ...Or manually enter the value for each mandatory field. Smart4shipping validates that the information you enter corresponds to a valid address.
5. Specify a contact within this company
6. And you can add more info to help us contact your contact if needed
7. You can even personalize every contact by adding a photo
8. Once all the information is completed, click on Add Contact to save your new contact

D. Tools

II. Customizable environment, adaptable to your needs

Manage
Dicom PLuc - plucn

User Options The change you make in the user preferences won't be applied to in-progress shipments

CATEGORIES	COMPANY		
Shipment	Shipment Eastern Connection Service Type *	Ground	▼
Connected Services	Eastern Connection Default Billing Account *	Eastern Connection Default Billing Account	▼
User Management	Pickup Point *	Ground Floor	▼
	Shipment Express Service Type *	Ground	▼
	Shipment Freight Service Type *	Ground	▼
	FTP Upload Hostname *	FTP Upload Hostname	
	Freight Default Billing Account *	Freight Default Billing Account	▼
	Default Unit of Measurement *	Metric	▼
	Payment Type *	Prepaid	▼
	Default Billing Account *	300030	
	Pickup Ready By *	14:00	▼
	Default Sender	John Jite Boreno	
	FTP Upload Destination Folder *	FTP Upload Destination Folder	
	Shipment Eastern Connection Package Type *	Box	▼
	FTP Upload Port *	FTP Upload Port	
	Shipment Freight Package Type *	Skid	▼

In order to speed up and optimize your shipment creation procedure, smart⁴ shipping is customizable to suit your needs'

You can customize your environment by going to the options screen, available on the Manage tab.

You will have the possibility to:

- Manage your users
- Connecting your services
- Enter a default value for each of the fields required to create a shipment

D. Tools

III. Tracking

Tracking

All Shipments

9 ● Delivered ● Ready for Pickup ● In Transit ● Returned ● Untracked ● Cancelled

1 Search

7 Service: All

8 Dates: 2017-03-09 to 2017-03-15

Status	Waybill	Date	Consignee	Address	POD	Payment Type	Weight	Pieces	Service	Label	BOL	Reuse?
2 ●	A82680205	02/27/17	Ihor Melnyk	300 Biscayne Crescent	NO	Prepaid	16	3	Dicom Parcel Canada	3		5 6
●	W55822966	02/22/17	Catharine Clyke	300 Biscayne Crescent	NO	Prepaid	12	3	Dicom Parcel Canada			
●	A82680194	02/20/17	This is a test	4613 Rue de Mentana	NO	Prepaid	1	1	Dicom Parcel Canada			
●	A82680183	02/20/17	Murray Palmatier	300 Biscayne Crescent	NO	Prepaid	1	1	Dicom Parcel Canada			
●	A82680172	02/20/17	Georges Watson	1201 Saint Laurent Boulevard	NO	Prepaid	1	1	Dicom Parcel Canada			
●	A82680161	02/20/17	Catharine Clyke	300 Biscayne Crescent	NO	Prepaid	1	1	Dicom Parcel Canada			
●	A82680150	02/20/17	Ihor Melnyk	300 Biscayne Crescent	NO	Prepaid	16	3	Dicom Parcel Canada			
●	A82680146	02/20/17	This is a test	4613 Rue de Mentana	NO	Prepaid	1	1	Dicom Parcel Canada			
●	A82680135	02/20/17	Catharine Clyke	300 Biscayne Crescent	NO	Prepaid	1	1	Dicom Parcel Canada			
●	W10006355	02/17/17	Jason Bergman	17 Cooks Farm Road	NO	Prepaid	1	1	Dicom Parcel Canada		4	
●	W10006344	02/17/17	This is a test	4613 Rue de Mentana	NO	Prepaid	1	1	Dicom Parcel Canada			
●	W10006333	02/17/17	This is a test	4613 Rue de Mentana	NO	Prepaid	1	1	Dicom Parcel Canada			

1-25 of 50 | Items per page 25 | Page 1 / 2

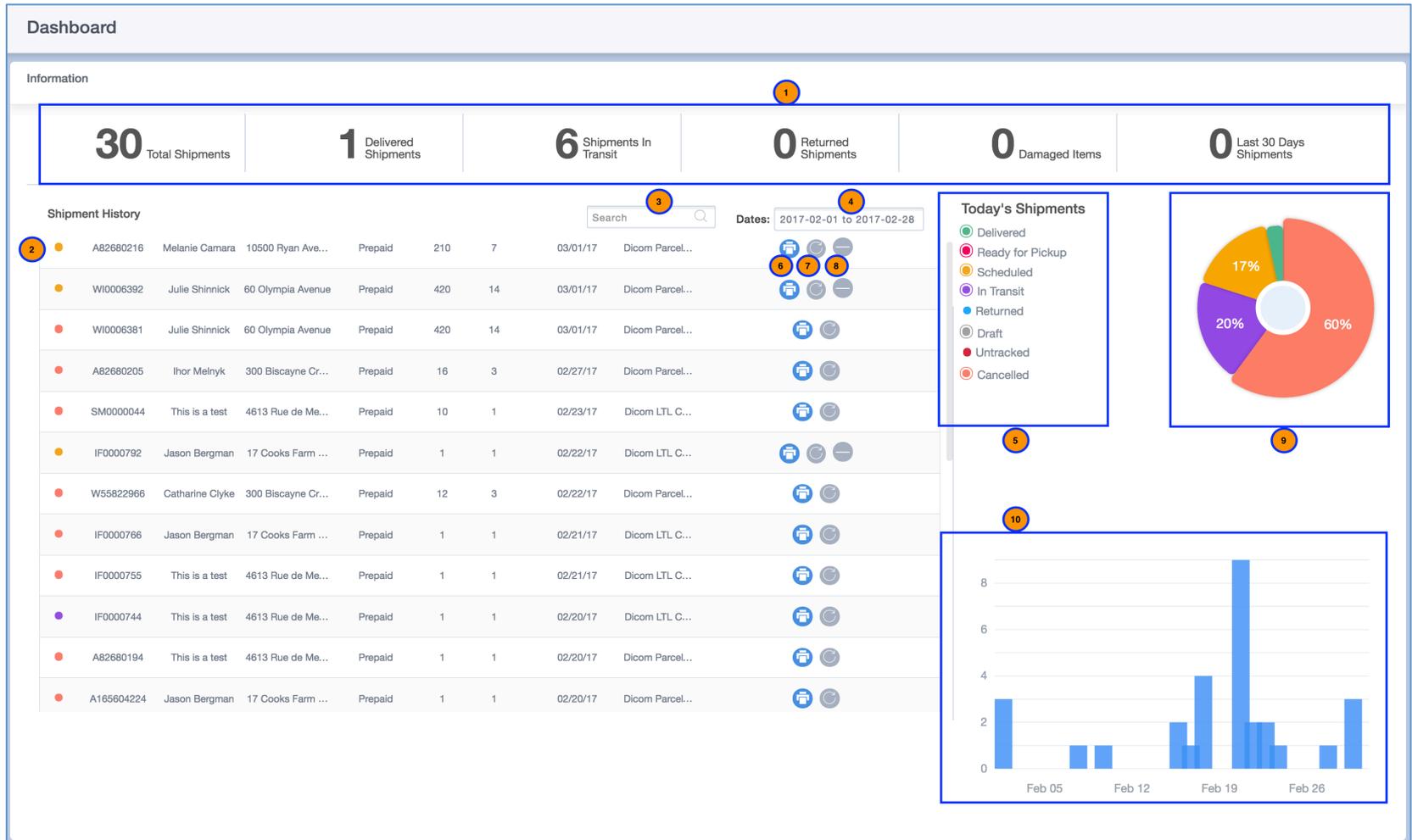
Next

1. You can search for a particular shipment
2. Or search for a shipment within the list
3. You can consult your generated waybills...
4. ...Or the international documentation
5. At any time, you can reprint documents

6. At any time, you can reuse a shipment to create another one
7. Filter your shipments by service here
8. Filter your shipments by date here
9. Filter your shipments by statuses by selecting the statuses you want to display

D. Tools

IV. Dashboard



1. See your overall shipment statistics
2. Find your shipment within the list
3. Filter your shipments by service
4. Filter your shipments by date
5. Filter your shipments by statuses by selecting the statuses you want to display

6. At any time, you can reprint documents
7. At any time, you can reuse a shipment to create another
8. At any time, you can delete a shipment
9. Analyze your shipments by statuses along given period of time
10. See your shipment volume over a period of time