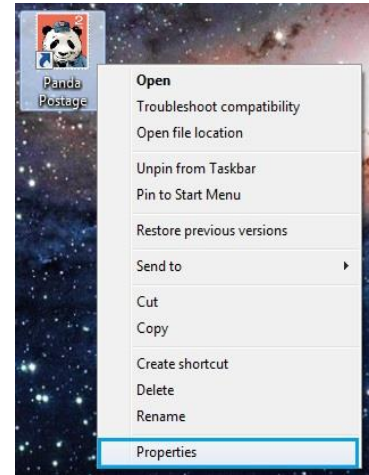


Panda Postage Desktop Application

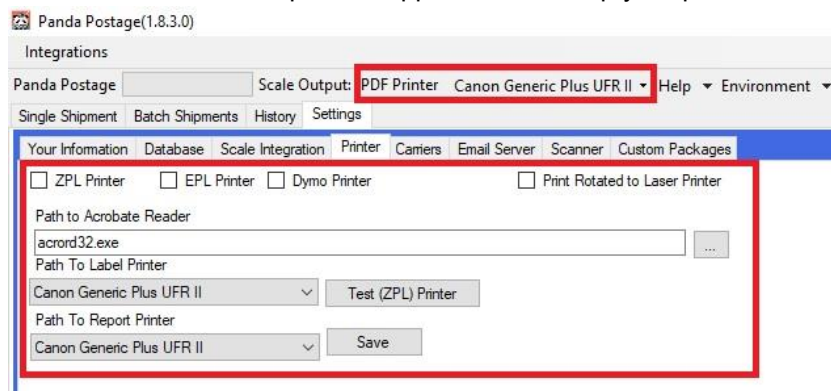
Installation:

- First, navigate to www.pandapostage.com in your web browser and navigate to “Features” menu followed by “Software”.
- On the Software page, you will find the “Download Desktop App” button. Click on it to download the Setup. (<http://www.shipping101.net/panda/Setup.msi>)
- Next, download Crystal Reports setup correlating to your computers processor/system type with the buttons “CR (64-bit)” or “CR (32-bit)”. (<http://www.shipping101.net/panda/cr64.msi> or <http://www.shipping101.net/panda/cr32.msi>)
- Run the Desktop App Setup and follow the steps to complete the installation. Once installed, do the same thing for the Crystal Reports Setup you downloaded. You should now see the “Panda Postage” icon on your desktop.
- Next, right click on the Panda Postage icon and go down to ‘Properties’.
- When the Properties window opens, go to ‘Compatibility’ tab at the top. Then find the checkbox that says, “Run this program as an administrator”, check it and then proceed to click the “Apply” button at the bottom followed by the “OK” button.



Application Setup:

- Open the application and login with the same credentials provided to you in your welcome letter (same login as website).
- Once logged in, you will be asked to “add your settings” and be brought to the “Your Information” screen.
- Enter in your Company Name, Attention (Contact Name), Address 1, Address 2 (if applicable), City, State, Zip Code, Country (enter in ‘US’), Email Address (if applicable), & Phone (10-digits, no spaces or hyphens).
- Then enter your Account ID. Your Account ID is the Account Number provided to you in your “Welcome Letter”. Click the “Save” button. (If you cannot find your Account Number, please email or call us so we can assist)
- Now navigate to the ‘Printer’ tab located near the top of the application to setup your printer which will look like this:



- From here, you will want to select your printer in the dropdowns:
 - PDF Printer (top)
 - Path to Label Printer
 - Path to Report Printer
- If you are setting up a thermal printer, please make sure to check which type of thermal printer it is you are using. (ZPL Printer, EPL Printer, or Dymo Printer)
- This application uses an Adobe Reader to generate the image of each label. If you don't have Adobe Acrobat Reader, please download it for free here: <https://get.adobe.com/reader/>
- Now we need to set the ‘Path to Acrobat Reader’. Follow these steps:
 - Click the [...] button to open your documents. Navigate to Local Disk (C:) on your CPU.
 - Find and open these folders in order: “Program Files (x86)” - “Adobe” - “Adobe Reader DC” - “Reader”. Now double click on the red icon labeled ‘AcroRd32’ and then “Save”.

Single Shipment:

- If you have not already done so, navigate to the 'Single Shipment' tab located at the top of the application.
- Begin by entering the recipient's information into the 'Ship to Address' fields. Additional info about a shipment can be entered into any Reference fields and this info will be stored for you to reference back to. You can also add up to three Rubber Stamps by marking the "Show On Label" checkboxes. (This will display the text in the Ref fields on the label)
- Next, navigate to the bottom left of the application to enter the information about the package.
- Begin by entering the weight in Pounds & Ounces. (If your package is less than 1lb., enter Pounds as '0' followed by the weight in oz.)
- Now choose from the "Package Shape" dropdown for the type of package you are using followed by entering your Length, Width, and Height.
 - If using your own box & packaging **or** a USPS Priority Mail "Mailing Box", make sure to select one of the "Parcel / Box" options from the dropdown and then enter your dimensions.
 - If you would like to see all Flat-Rate & Regional Rate Prices for your package, make sure to select "Priority Small Flat Rate Box".
- Now click the "Add Package" button and you should see all possible ways to ship the package listed in the "Rates" box to the right.
- From this list, click on the rate the corresponds directly with the type of package you are using and click the "Ship" button located in the bottom right hand corner.

Car...	Class	Example	Rate
USPS	First Parcel		\$5.76
USPS	Priority FlatRateEnvelope		\$7.15
USPS	Priority FlatRateLegalEnvelope		\$7.45
USPS	Priority SmallFlatRateBox		\$7.65
USPS	Priority FlatRatePaddedEnvelope		\$7.75
USPS	Priority Parcel		\$8.42
USPS	ParcelPost Parcel		\$8.98
USPS	Priority RegionalRateBoxA		\$12.10
USPS	Priority MediumFlatRateBox		\$13.20
USPS	Priority LargeFlatRateBox		\$18.30
USPS	Priority RegionalRateBoxB		\$21.89
USPS	Express FlatRateEnvelope		\$22.75
USPS	Express FlatRateLegalEnvelope		\$22.95
USPS	Express FlatRatePaddedEnvelope		\$23.25
USPS	Express Parcel		\$38.05

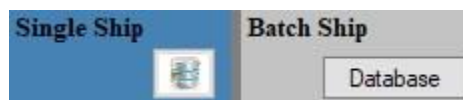
***A Medium Flat-Rate Label must be shipped in a Medium Flat-Rate Box. A Regional Rate A Label must be shipped in a Regional Rate A Box. Etc.**

- This should send the label directly to the printer you previously set up and you can now move on to your next label!

Database Connectivity:

- Our software can also hook into different types of databases in order to pull customer/order info related to shipping.
- Start by navigating to the "Settings" tab located at the top of the application followed by the "Database" tab in the settings menu.
- You can connect to custom built databases via SQL Server credentials or to other Microsoft Databases such as Access, Excel, and more.
- Find the "Help" button on screen for more info on how to connect and map your database to the program.
- Once you are connected to your database, you can pull orders in via the database button on the Single Shipment screen and the Batch Shipment screen.

- Those buttons will look like this:



Batch Shipping:

- If you have not already done so, navigate to the 'Batch Shipment' tab located at the top of the application. This page will allow you to ship to multiple addresses at once.
- First thing to do is to make sure your file has been correctly saved as a .CSV within Microsoft Excel. If you do not know how to save a .XLS file to a .CSV, you can click on the "Get Template" button located in the top left corner of the application.
 - This template will be placed on your C: Drive. To find it, open your File Explorer, navigate to your Local Disk (C:) and navigate to these folders in order: "Program Files (x86)" – "DEK Consulting" – "PandaPostage". The template will be named "importtemplate.csv".
 - Open this template and now you can copy your data from the .XLS file to the template that is already saved as a CSV.
- Once you have successfully made sure your file is formatted correctly, click the "File" button and open your saved .CSV file.

- Now, a mapping screen will pop up and you will need to map the headers of your file to the fields required to ship.

***Note: You will also need to make sure you include the weight (Pounds & Ounces) along with your dimensions in the file you upload.**

Customer Code (PackageID)	PackageID	Reference 4	
Company	Company	Reference 5	
Attention	Attention	Country	Country
Address 1	Address1	Providence	
Address 2	Address2	Description	
Address 3		Quantity	
City	City	Value	
State	State	Country Of Origin	
Zip	Zip	Pounds	Pounds
Cost Center		Ounces	Ounces
Email Address	Email	Length	Length
Phone	Phone	Width	Width
Reference 1		Height	Height
Reference 2		Class Of Mail	
Reference 3		Delivery Conf	
		Del Con True	1

- Once you have mapped the fields as necessary, click "Save" and you should now see the data from your file in the table on screen.
- Next, you will need to choose the 'Shipping Carrier', 'Shipping Method', and the 'Package Shape'. These dropdowns will be below the table of data. It should look something like this:

Ship
Shipping Carrier: USPS Shipping Method: Priority RegionalRateBoxA Package Shape: Regional Rate Box A

- Now you need to select the packages you want to ship. Do this by clicking on the field to the left of the "Company" field. This should highlight the table or the individual lines you selected.
- Lastly, once you have checked to make sure everything looks correct, click on the "Ship Selected" button located in the bottom right hand corner and your labels should begin printing!

History:

- If you have not already done so, navigate to the 'History' tab located at the top of the application. This page will allow you to ship to reprint and void out labels.
- First, make sure the From Date and To Date on the top includes the day(s) of the shipments you want to view.
- Next, click the "Get History" button in the top right corner and you should see any labels you have generated appear in the table below. Here you will be able to see the tracking number, price for the label, and mostly all other info included on that shipment.
- If you misprocessed a label and want a refund, click the space to the left of the tracking number you want refunded so the whole line is highlighted blue. Then click the "Void Selected" button in the bottom right corner and you should see the Status of that shipment say "VOIDED".
- To reprint a label, follow the same steps as Refunding a label but click "Reprint Selected" instead.

Settings - Carriers:

- You can link your UPS and/or FedEx accounts with this application and get a side-by-side comparison, so you know you are using the best method to ship your product!
- Our program will show your company's negotiated rates with each carrier and if you ship via one of those carriers, you will be billed from said Carrier and no money will be taken from your Panda Postage account.
- Start by navigating to the "Settings" tab located at the top of the application followed by the "Carriers" tab in the settings menu.
- **UPS:**
 - Begin by entering your UPS Account Number into the field labeled "UPS Account".
 - Next, click on the "Get Started" button located to the right of the "UPS Pass" field.
 - Read the User Agreement, check "I Agree" and click the "Next" button.
 - On this form, you will need to enter the information EXACTLY as it appears on your most recent UPS Bill. Other fields such as Contact Name, Title, Phone, Website, and Email Address must also be filled out. Be careful the Invoice Date is formatted like: yyyyMMdd)
 - Click the "Get Access" button.
 - You should be brought to the finish screen and the "Key" and "Pass" should be auto filled with a string on numbers and characters.
 - If you do not see anything in the "Key" and "Pass" fields, simply click on the "Shipper Information" tab and click on the "Get Access" button until those fields auto-generate.
 - Once those fields are filled, click the "Close" button and your UPS should now be linked!
- **FedEx:**
 - Begin by clicking the "Get Started" button. This should bring you to the FedEx website.
 - Next, log in to your FedEx account or register as a new user.
 - If you were not brought back to the same screen you saw before, navigate to <https://www.fedex.com/en-us/developer/web-services.html> and click the "Get Started" link provided under the words "Develop & Test".
 - Begin filling out the form(s) on screen, continue and accept their terms until you are brought to a Confirmation Page that provides you with a Developer Test Key, Test Account Number, Test Meter Number, etc.
 - MAKE SURE TO SAVE ALL INFORMATION ON THIS PAGE AS IT IS NEEDED LATER.
 - Next, check your email as FedEx will send you more info that is necessary to continue.
 - Go back to the Panda Postage application and enter all "Test" information provided from FedEx and enter that info into the fields on the Carries tab. (FedEx Account, Meter, Key, Pass, etc) Click the "Save" button located next to the "Customs Signer" text field.
 - Now look for the word "Environment" at the top of the application, click the arrow next to it and click on "Test".
 - Navigate to the "Single Shipment" tab and enter your address **and** phone number into the ship to fields. Then look for the "Add Package" button below.
 - Check the "Leave Address" checkbox in the bottom right of the application, now select a FedEx method and print it by clicking the "Ship" button in the bottom right corner. **(You must print out a test label for each different FedEx shipping method you would like to utilize.)**
 - Now go back the FedEx webservices page (link above) and click on "Move To Production". Follow the steps until you are provided with a Production Key, Meter, & Pass and enter them into the Panda Postage application.
 - Email label@fedex.com and ask for a Label Evaluation Cover Sheet. Now fill out the Cover Sheet with info from both Production and Test along and email label@fedex.com back with the Cover Sheet and Labels.

- Lastly, go to <https://www.fedex.com/us/developer/downloads/pdf/drcla.pdf> and http://www.fedex.com/us/developer/product/wsla_corp.pdf. Download and fill these out and Fax them to 1.901.263.1672 or email them to websupport@fedex.com.
- After reviewing, FedEx will let you know if you need to correct and info and you will be all set after updating the FedEx Account, Meter, Key and Pass in the Panda Postage Application.
- Additional info for all of these steps can be found at: <https://www.fedex.com/us/developer/downloads/pdf/CertificationGuidelines.pdf> and navigating to page 7 to follow the steps.

Settings – Email Server:

- You can send out your own custom email to your customers after you process their package so they can track their package!
- Start by navigating to the “Settings” tab located at the top of the application followed by the “Email Server” tab in the settings menu.
- From here, enter your Email Address and Password into the correct fields. User Name is typically the full email address as well.
- Now, look up your email providers server settings for outgoing mail. Ex) smtpout.secureserver.net
- Now change the Port. Most outgoing mail Ports are either 587 or 465. Also check to see if your email provider requires SSL & Authentication and check the boxes accordingly.
- Now begin customizing your email message with a subject and body!
 - If you would like to display line breaks in your message, make sure to add
 and the text following this will be on the next line down.
 - You can also include your customers other fields. Please see below:
 - @HOTLINK = USPS linked Tracking Number
 - @TRACK = Non linked Tracking Number
 - @DATE = Ship Date of the package
 - @COMP = Customers Company Name
 - @ATTN = Customers Contact Name
 - @ADD1 = Customers Address Line 1
 - @ADD2 = Customers Address Line 2
 - @CITY = Customers City
 - @STATE = Customers State
 - @ZIP = Customers Zip Code
- Example:

Email Subject

Email Body

Use any of these Parameters in the email body to insert data from the shipment. they are case sensitive
 @DATE for shipdate, @HOTLINK for clickable tracking link @TRACK for tracking number
 @COMP,@ATTN,@ADD1,@ADD2,@CITY,@STATE,@ZIP for the address fields)
 The Email is sent out as html so you can design it in your favorite HTML editor and paste it here

Thanks for Your order!

 Here is your Tracking: @HOTLINK

 Ship Date: @DATE

 Shipment For:

 @COMP - @ATTN

 @ADD1 @ADD2

 @CITY, @STATE @ZIP

Thanks for your Order. Heres Your Tracking!



12:09 PM


Thanks for Your order!

Here is your Tracking: [88888888888888888888888888888888](#)

Ship Date: 8/28/2020

Shipment For:
 Panda Example - John Smith
 123 Main St Apt 1
 Syracuse, NY 13214

E-Commerce:

- If you have not already done so, navigate to the 'Single Shipment' tab located at the top of the application.
- Next, look for the shopping cart icon that should look like this: 
- After clicking the Shopping cart, a new e-Commerce window will appear. In this window, there is a "Help" button that will launch a guide to help with integrating your E-Commerce store.
- Our E-Commerce Integrations:
 - Amazon
 - BigCommerce
 - NetSuite
 - Shopify
 - eBay
 - Magento
 - WooCommerce
 - Volusion
 - veraCore
- After successfully integrating your store, close the e-commerce window. Closing this window ensures the stores connection.
- You can now click on the shopping cart icon again followed by the store you integrated.
- You should shortly see all current orders populate in the box to the right. Simply double click on one of the orders and it will populate the shipping fields with your customers info.
- Now you can proceed with shipping the package.
- Extra:
 - On the domestic ship screen, look for the tabs above the weight/dimensions fields and click on the "Defaults" tab.
 - There is a "Lookup From" dropdown and here you will be able to choose a few different types of integrations.
 - After selecting the right connection to look up from, you can utilize the "Lookup" search field located above the Ship To info. You can search via Order Number/ID, Name (when using the address book), etc.

For additional info on the Panda Postage application, please reach out to a sales agent via email or phone. We try to constantly bring updates to ease the shipping process for all customers!

Contact:

Phone – 1-800-803-7704

Email – Support@pandapostage.com