

Processing Orders

General Instructions for all Global-e Carriers (DHL and non-DHL)

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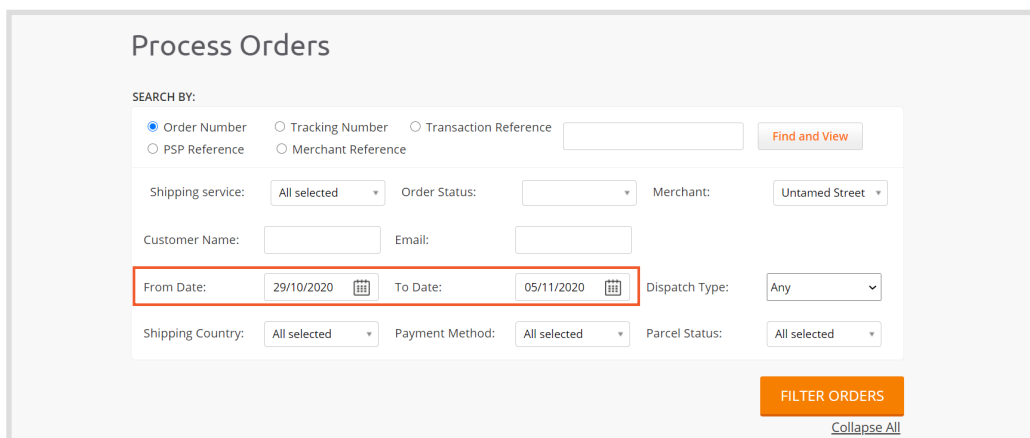
Process Orders screen:

Login to the Global-e Merchant Portal and navigate to the Process Orders screen:

Orders > **Merchant Hub** > **Process Orders**

Use this screen to process all orders that are shipped by Global-e carriers.

- Only orders that are ready to be shipped by Global-e carriers will be displayed
- Orders are displayed according to the date range filter

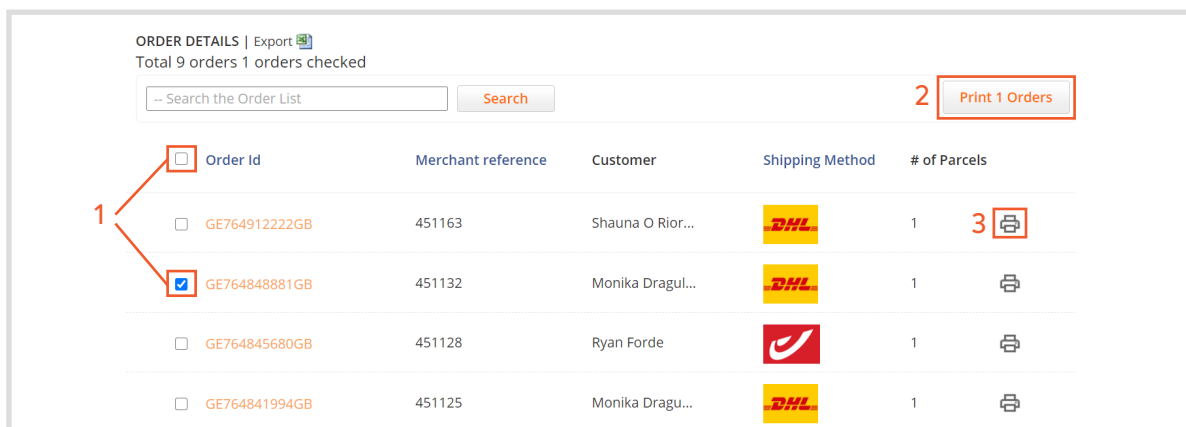


The screenshot shows the 'Process Orders' interface. It includes a 'SEARCH BY:' section with radio buttons for 'Order Number' (selected), 'Tracking Number', 'Transaction Reference', 'PSP Reference', and 'Merchant Reference'. There is a text input field and a 'Find and View' button. Below this are filters for 'Shipping service' (All selected), 'Order Status' (empty), 'Merchant' (Untamed Street), 'Customer Name' (empty), 'Email' (empty), 'From Date' (29/10/2020), 'To Date' (05/11/2020), 'Dispatch Type' (Any), 'Shipping Country' (All selected), 'Payment Method' (All selected), and 'Parcel Status' (All selected). A red box highlights the 'From Date' and 'To Date' fields. At the bottom right, there is a 'FILTER ORDERS' button and a 'Collapse All' link.

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Print the order's documents either:

- In bulk mode – select the relevant orders (1) and click the Print Orders button (2)
- In individual order mode – click the Printer icon (3) on the relevant order line



The screenshot shows the 'ORDER DETAILS | Export' screen. It displays a table of orders with columns: Order Id, Merchant reference, Customer, Shipping Method, and # of Parcels. A red box labeled '1' points to the checkbox next to the first order. A red box labeled '2' points to the 'Print 1 Orders' button. A red box labeled '3' points to the printer icon next to the second order.

Order Id	Merchant reference	Customer	Shipping Method	# of Parcels
☐ GE764912222GB	451163	Shauna O Rior...		1
☒ GE764848881GB	451132	Monika Dragul...		1
☐ GE764845680GB	451128	Ryan Forde		1
☐ GE764841994GB	451125	Monika Dragu...		1

Please note the difference between fulfilling DHL orders vs. non-DHL orders:

DHL orders

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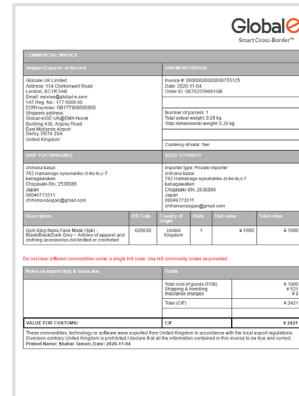
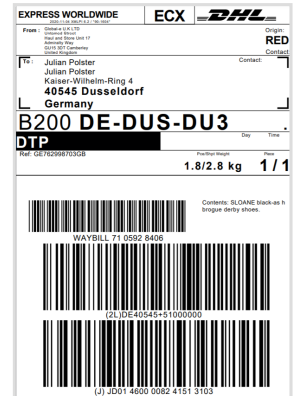
Apply the order's documents on the parcel

For DHL orders, these documents will consist of:

- DHL's Airway Bill (AWB) - attach it to the parcel.
If an additional AWB is printed, keep it as a reference.
- Commercial Invoice - insert it to a pouch attached to the parcel.

Please note:

- For PLT orders (marked with ) an invoice will not be printed.
- For EU merchants shipping within the EU - an invoice will not be printed.

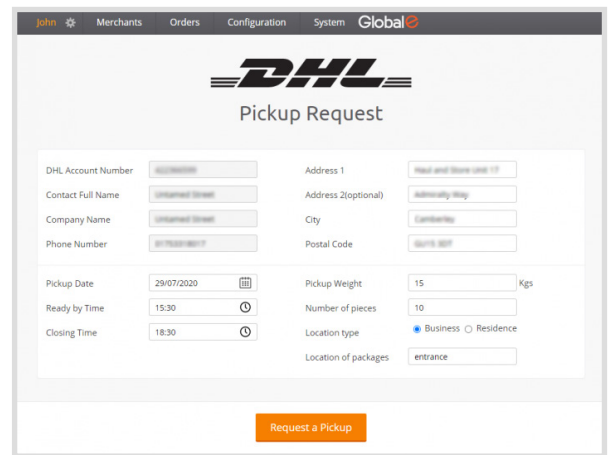



4

Schedule a pick-up

If you don't have a scheduled DHL daily pickup, you can arrange a pickup through the following screen on the Global-e Merchant Portal:

[Orders](#) > [Merchant Hub](#) > [Pickup Request](#)



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The End-of-Day (EOD) procedure

The procedure changes the status of the order in your e-commerce platform and notifies the customer that the order has been dispatched. The procedure should be performed after DHL arrives for the pick-up.

Performing the End-of-Day procedure:

- On the Merchant Portal, go to [Orders](#) > [Merchant Hub](#) > [Process EOD](#)
- Click on the DHL logo
- Confirm the number of orders
- A manifest will be issued as a reference for the orders that were part of the EOD procedure



Non-DHL orders

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Apply the waybill on the order's parcel
For non-DHL orders only a shipping label with the GE hub address will be printed.



4

Have all non-DHL orders shipped to the Global-e hub through your local shipper
At the GE hub these orders will go through further processing, their final destination AWB will be applied and they will be shipped by the relevant carrier to your customer.