DESCARTES™

SK-Vmail Origin/Export Workflow

November 17, 2022

The **SK-Vmail Origin/Export Workflow** document will provide you with step by step instructions for handling export mail at an origin station following a "happy path."

For further information, please reference the **Velocity Mail User's Guide**.

Note: We cannot and do not offer advice on whether a specific method of recording a mail event is appropriate or acceptable. It is your responsibility to determine whether any specific practice is acceptable to any specific post and/or your contracting carrier.

Questions?
Contact the Service Desk

PORTAL :   https://servicedesk.descartes.com

PHONE: North America: 1.877.786.9339
Outside of North America: +800.7866.3990
When prompted, say "vMail"

Table of Contents

DESCARTES™

SK-Vmail Origin/Export Workflow
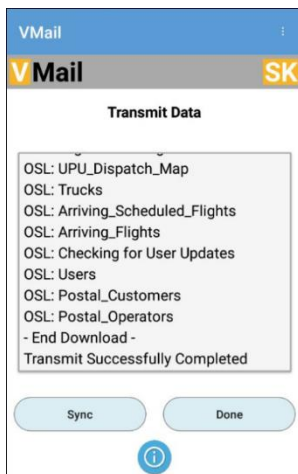
# Scanner Workflow

Preliminary Setup
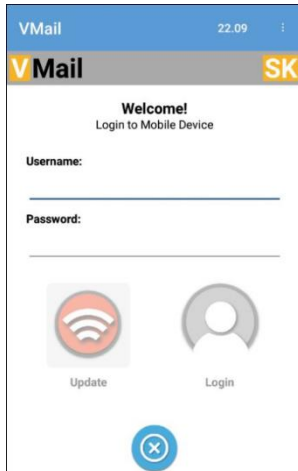
1. Launch the Vmail app. Upon first login each day, enter your username and password, then tap the **Update** button. Tapping the Update button ensures that the lates users, flights and workflow configurations are downloaded from the Vmail servers and are available for your use on the mobile device.

2. You'll know that the update/transmission is complete when data stops scrolling up the screen and "Transmit Successfully Completed" is displayed at the bottom of the window. Tap **Done** to proceed with login.
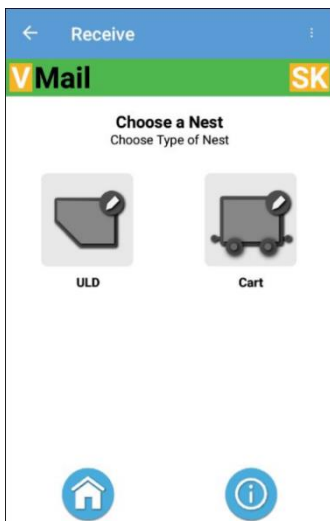
Mix Destinations
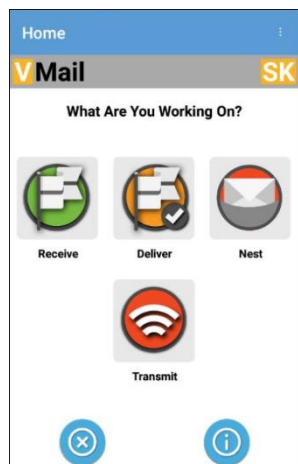
3. Sometimes when processing export mail, you will mix multiple destinations into a single cart or ULD. To do so, tap the **Receive** icon on the home screen.
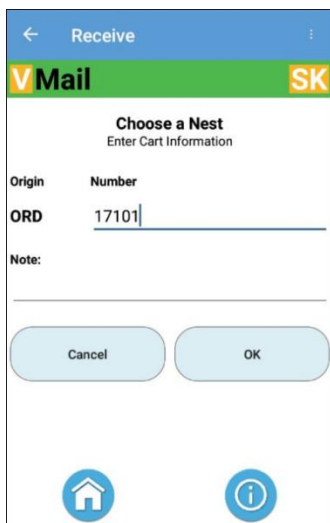
SK-Vmail Origin/Export Workflow
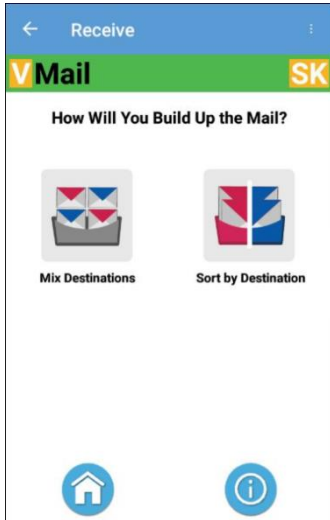
4. Tap the **Mix Destinations** icon to indicate that you will build up a nest that contains more than one single destination.
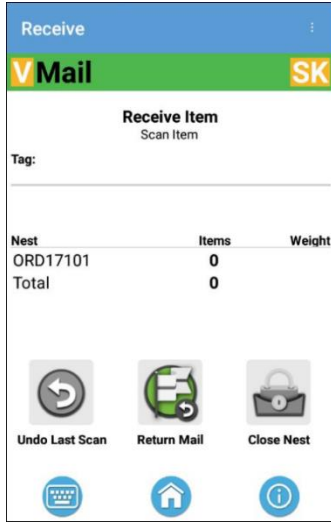

5. Identify the type of nest that you are building up. If you are building up a ULD, tap the ULD icon In this example, we're building up a belly cart. Tap the **Cart** icon.
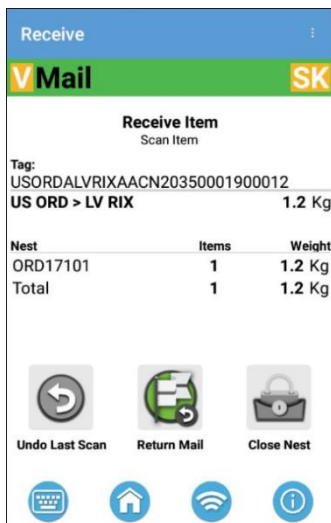

6. Identify the cart that you are using for this nest. Enter the cart's serial number. You may enter an optional note (that will be appended to the nest name throughout Vmail). Tap **OK**.
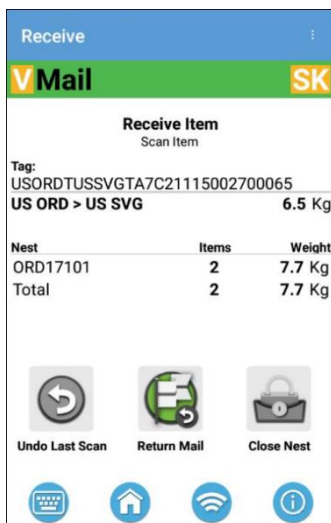
SK-Vmail Origin/Export Workflow

7. Receive scan the first item into the nest.

8. Details for the item are displayed, including the tag number, dispatch origin/destination, and weight. Continue scanning additional items into the nest
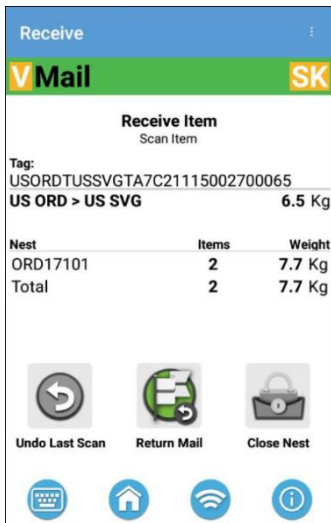
9. If you scan an item into the nest in error, tap the **Undo Last Scan** icon.

DESCARTES™

SK-Vmail Origin/Export Workflow

10. A confirmation screen will appear To confirm that you wish to "undo" or "ignore" the most recent scanned item, tap **OK**.
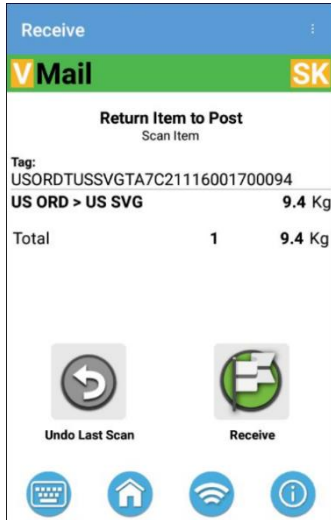

11. From time to time you may need to return an item to the origin post. It may be wet or damaged, or you may be unable to transport the item for other reasons. To scan an item that you are returning to the post, tap the **Return Mail** icon.
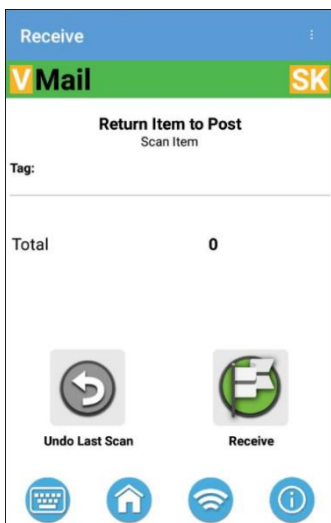

12. Scan the first item that you are returning to the post.

DESCARTES™

SK-Vmail Origin/Export Workflow

13. Details about the item will be displayed. You may continue scanning additional items to be returned to the post. If you scan an item in error, you may tap the **Undo Last Scan** icon (see steps 9-10 above). When you have finished scanning mail to be returned to the post, tap the **Receive** icon to continue receive scanning additional mail.
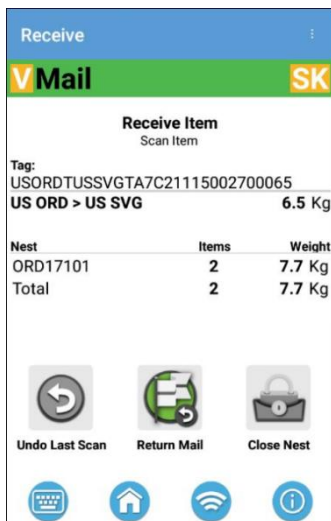

14. When the nest is full, or when you have finished scanning all mail into the nest, tap the **Close Nest** icon.
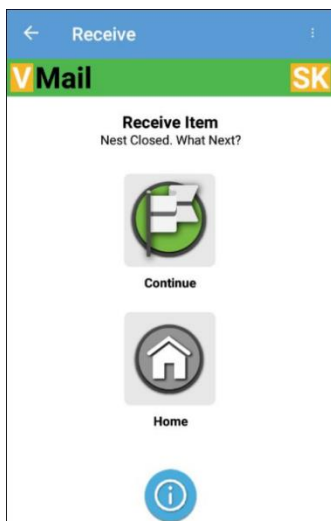

15. If you have additional mixed destination mail to scan into another nest, tap **Continue**. If you are done scanning mixed destination mail, tap the **Home** icon. In this example, we'll tap the **Home** icon.

The header has "Vmail Training" and DESCARTES logo.
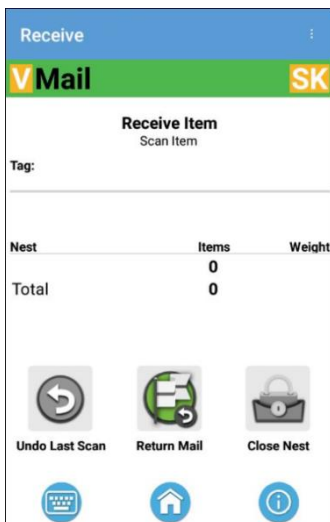
DESCARTES™

SK-Vmail Origin/Export Workflow

Sort Destinations
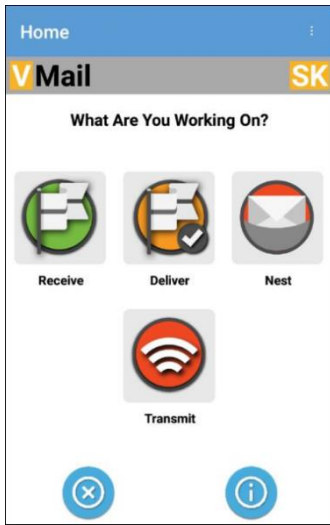
1. Sometimes when processing export mail, you will sort multiple destinations into different ULDs or belly carts such that each "nest" contains only a single destination. To do so, tap the **Receive** icon on the home screen.
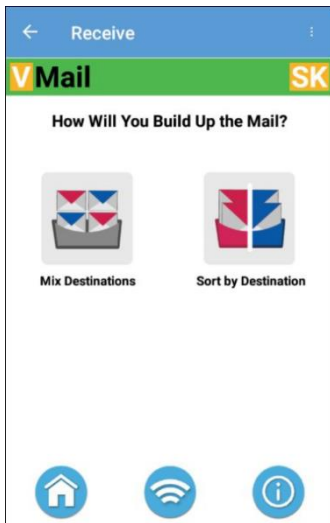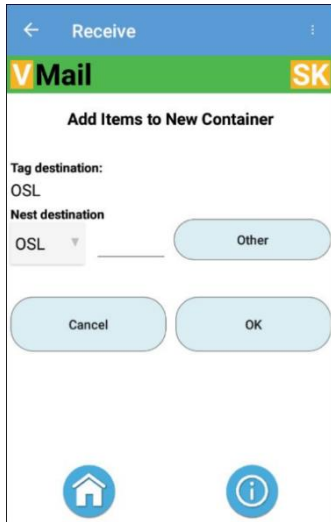
2. Tap the **Sort by Destination** icon.

3. Receive scan the first item into the nest.

DESCARTES™

SK-Vmail Origin/Export Workflow

4. The dispatch destination embedded in the tag will be displayed. In this case, the tag's dispatch destination is OSL. The Nest destination is assumed to be the same as the tag destination; in other words, this nest is destined for OSL, and the mail in it has a destination of OSL. Confirm by tapping **OK**.
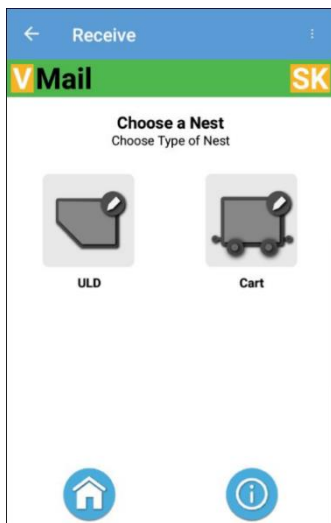
5. Identify the type of nest that you are building up. If you are building up a ULD, tap the ULD icon If you are building up a cart type nest for this destination, tap the Cart icon. In this example, we're building up a belly cart. Tap the **ULD** icon.
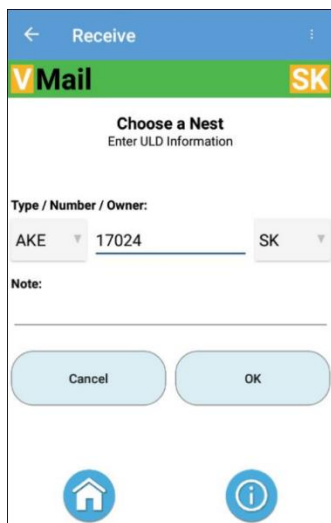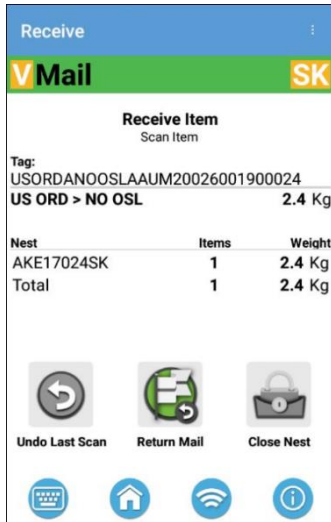
6. Select the ULD Type using the drop-down list. Enter the ULD serial number. Select the ULD owner from the drop-down list. In this example, we've identified nest AKE17024SK.
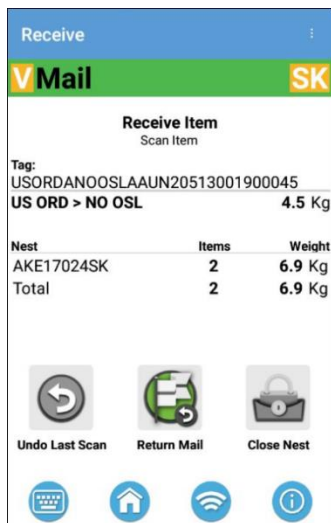
   You may enter an optional nest note that will be appended to the nest name throughout Vmail.

   Tap **OK** to proceed.

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SK-Vmail Origin/Export Workflow

7. Details for the item are displayed, including the tag number, dispatch origin/destination, and weight. Continue scanning additional items into the nest


8. Additional items going to OSL will be added to the OSL nest. When you scan an item going to another location, you will need to identify a new nest to contain the other destination's mail.
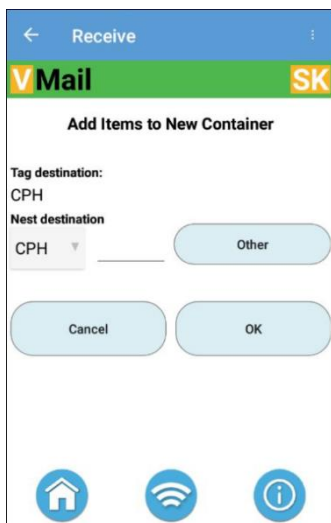

9. The dispatch destination embedded in the new tag will be displayed. In this case, the new tag's dispatch destination is CPH. The Nest Destination is assumed to be the same as the tag destination; in other words, this nest is destined for CPH, and the mail in it has a destination of CPH. Confirm by tapping **OK**.

DESCARTES™

SK-Vmail Origin/Export Workflow
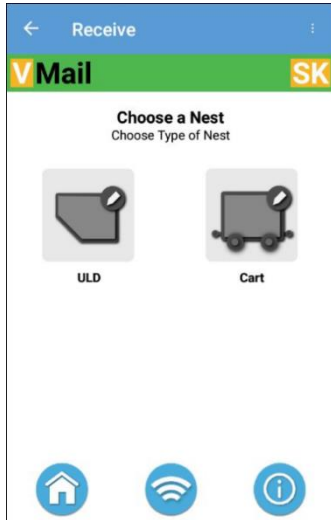
10. Identify the type of nest that you are building up. If you are building up another ULD, tap the ULD icon. If you are building up a cart type nest for this new destination, tap the Cart icon. In this example, we're building up another ULD. Tap the **ULD** icon.


11. Select the ULD Type using the drop-down list. Enter the ULD serial number. Select the ULD owner from the drop-down list. In this example, we've identified nest AKE10277SK.
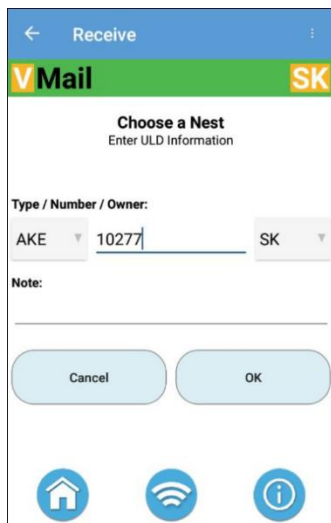
    You may enter an optional nest note that will be appended to the nest name throughout Vmail.

    Tap **OK** to proceed

12. Details for the item are displayed, including the tag number, dispatch origin/destination, and weight.
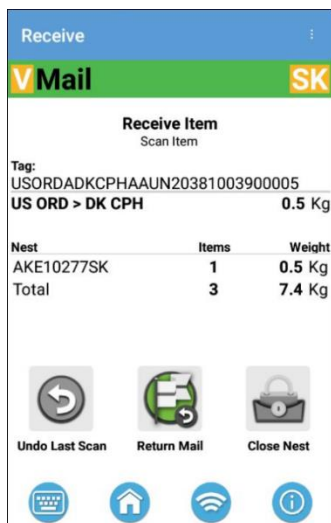
    As you continue scanning additional mail, it will be "sorted" into the appropriate nest automatically. All OSL mail will be sorted into the OSL nest, and all CPH mail will be sorted into the CPH nest. Each time you scan a new destination, you'll repeat steps 4-6 to identify a new nest for each new destination. Continue scanning additional items into the nest.

    You may use the "Undo" and "Return" functions as described on pages 6-7.

    When you have finished scanning mail, tap the **Close Nest** icon.

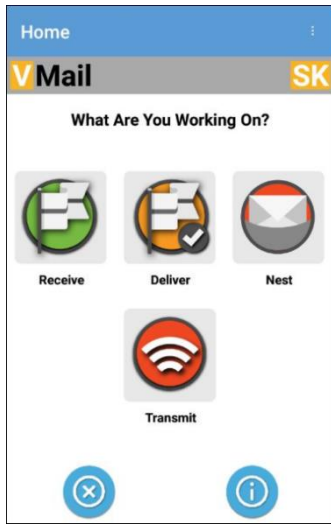# DESCARTES™

SK-Vmail Origin/Export Workflow
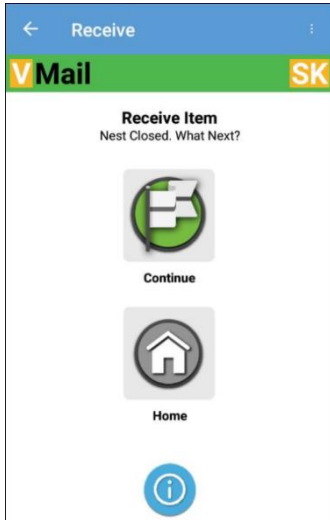
If you have additional mail to scan into another "single destination" nest, tap **Continue**. If you are done scanning sorted. "single destination" mail, tap the **Home** icon. In this example, we'll tap the **Home** icon.
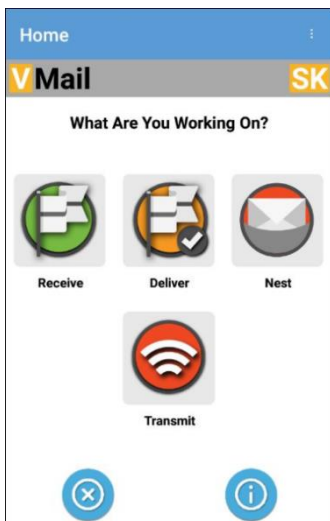
13. You'll be returned to the Home screen.
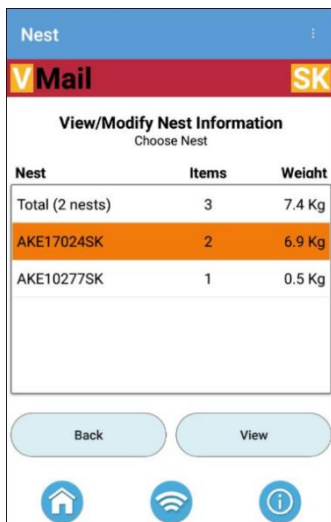
DESCARTES™

SK-Vmail Origin/Export Workflow

View Nests

1. Prior to transmitting data to the Vmail servers, you may see details about nested mail scans collected on the mobile device. Tap the **Nest** icon.
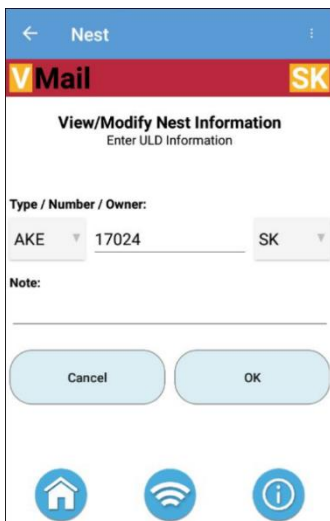
2. Tap the **All Nests** icons.

3. All nests that have been created (but not yet transmitted to the Vmail servers) will be displayed. You may tap a nest to select (highlight) it, then tap **View**.
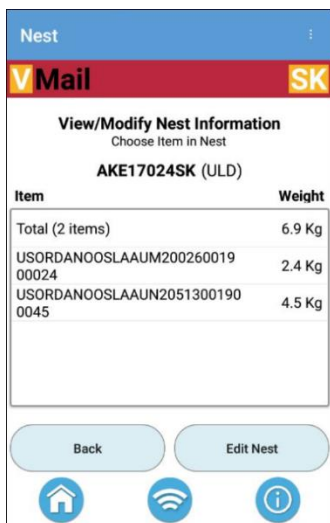
DESCARTES™

SK-Vmail Origin/Export Workflow

4. Details about the nest are displayed. You may edit the nest name if needed by tapping the **Edit Nest** icon.
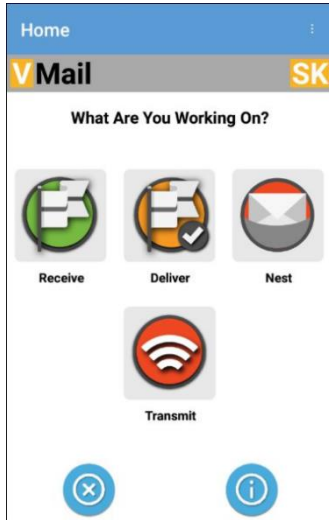
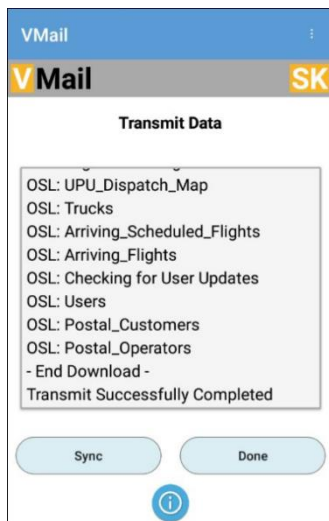5. Edit the nest name and/or note as needed, then tap **OK**.

6. When you are done viewing nests, tap the **Home** icon in the bottom left corner to return to the Home screen.

SK-Vmail Origin/Export Workflow

7. When scanning is complete, ensure that the device has an Internet connection, then tap the **Transmit** icon to send all scan data from the mobile device to the Vmail servers.

8. You'll know that the update/transmission is complete when data stops scrolling up the screen and "Transmit Successfully Completed" is displayed at the bottom of the window. Tap **Done** to return to the Home Screen. Tap the "**X**" icon in the bottom left corner of the screen to close the app.

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SK-Vmail Origin/Export Workflow

Web Console Workflow

Preliminary Setup

Upon first login, times within the system will be displayed in UTC (Z+0). You can adjust the time view to your local time zone by clicking **Z+0** as shown below.


Select your time zone from the drop-down list, then click **Save**.

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SK-Vmail Origin/Export Workflow

Load Mail

Note that your time zone has been updated.

The *Nests At Station* page provides an inventory of all nests that are present at your airport. Select each of the nests to be loaded onto the flight by ticking the box to the left of the nest. Select *Load* from the "Create Action" drop-down list, then click **Selected on Page**.
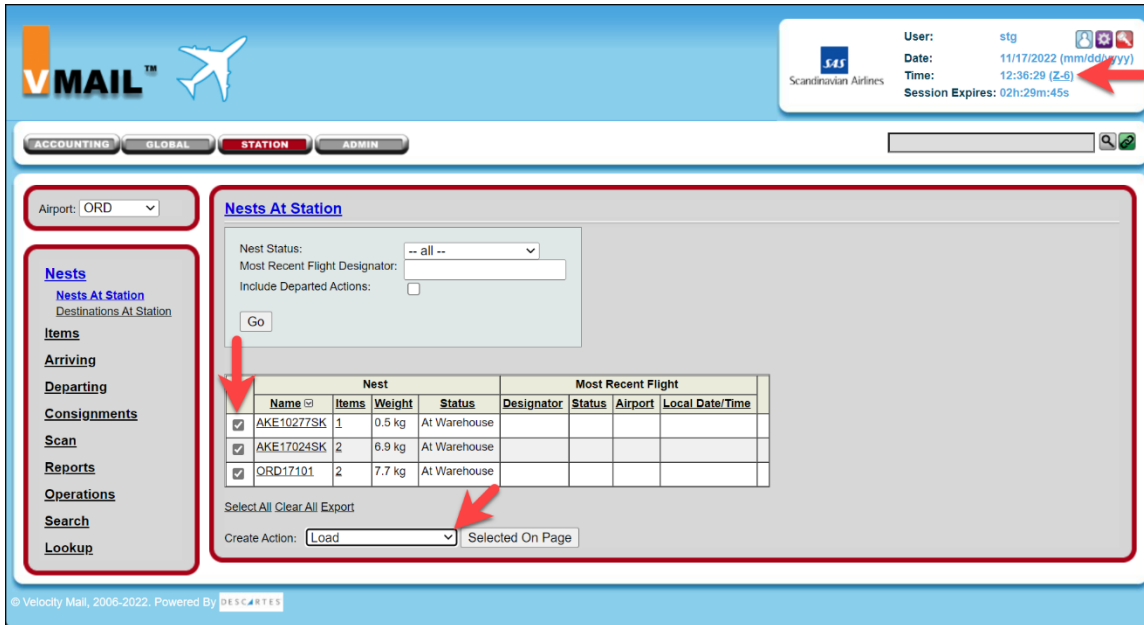
The current date/time are automatically populated in the effective date/time fields. Adjust to reflect the actual date/time that the mail was actually loaded onto the flight. Click the **Select** link to select the flight onto which this mail will be loaded.

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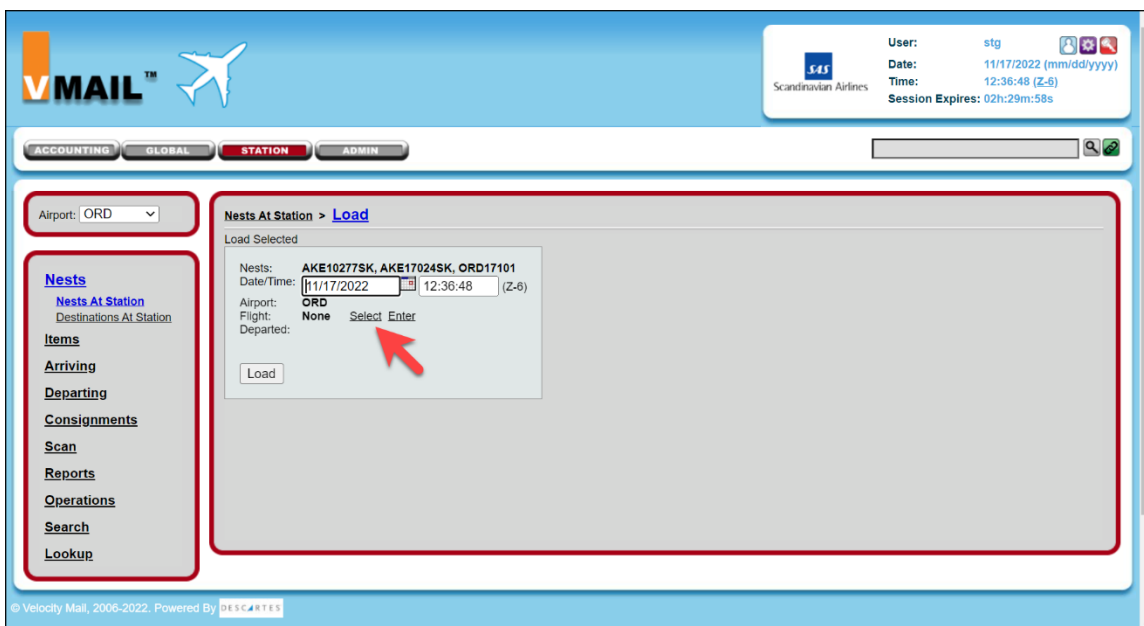
SK-Vmail Origin/Export Workflow

1. Use the filter to narrow down the flights in the drop-down list.
2. Click **Search**.
3. Select the desired flight from the "Matching Flights" drop down list.
4. Click **OK**.
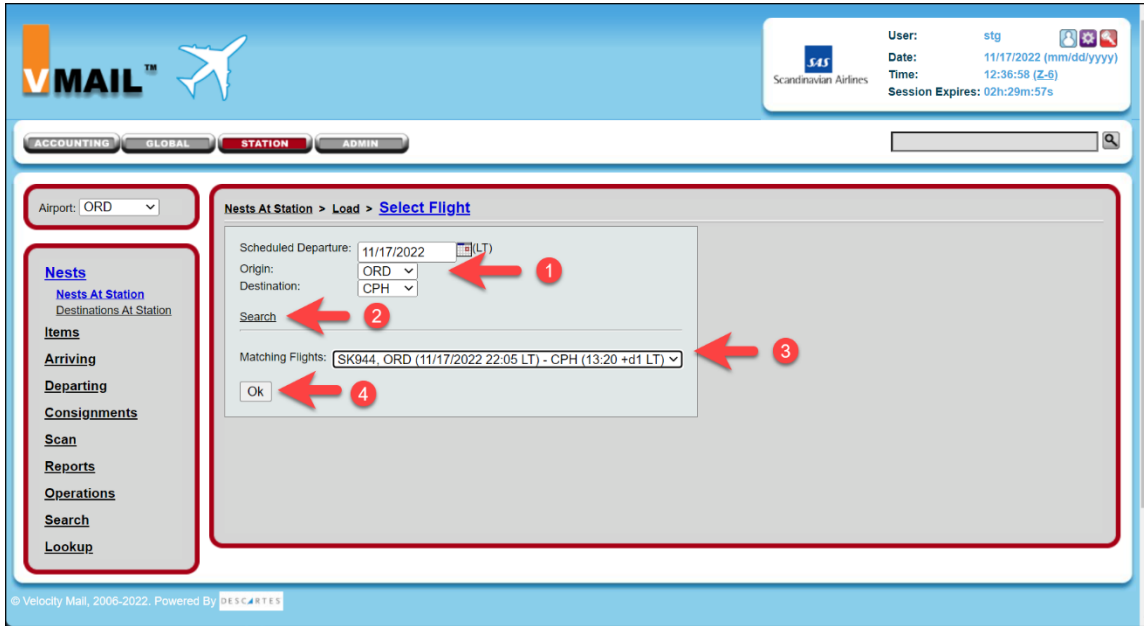
Confirm all details, including nests to be loaded, date/time of load event, and flight onto which the nests should be loaded. Click the **Load** button to complete the load event.
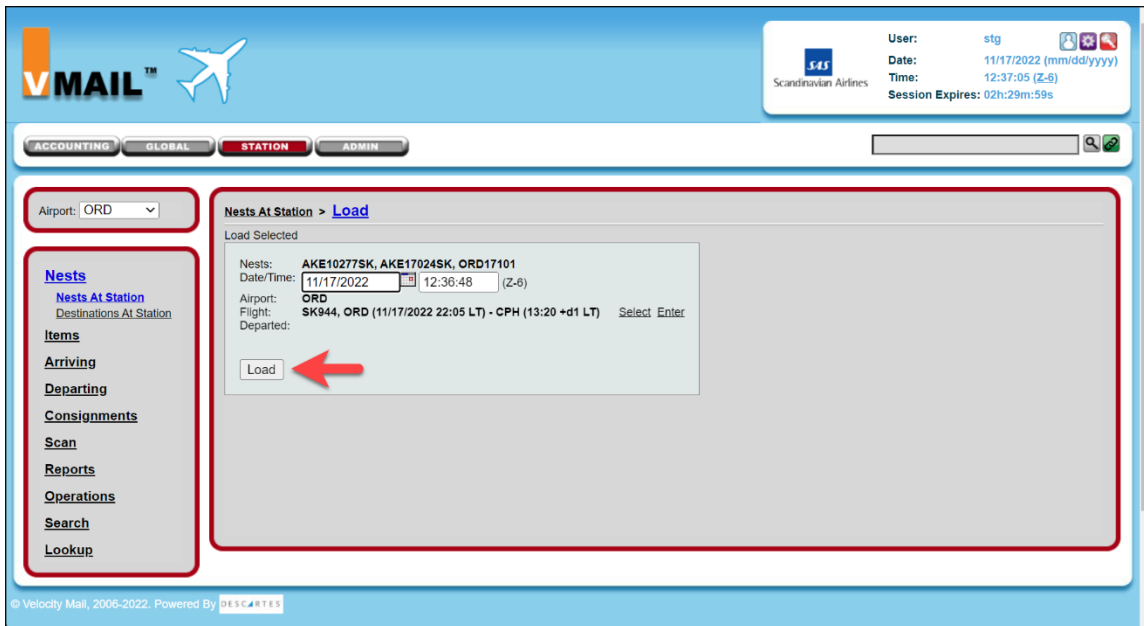
SK-Vmail Origin/Export Workflow

You'll be returned to the *Nests At Station* screen.

Note that the nest status has changed to "Loaded" to indicate that these nests have been loaded onto a flight. Flight details are also displayed.

Also note that the "cart" type nest is no longer displayed. That is because the nest was "broken" when the individual items withing the nest were bulk/loose loaded on the flight. Although the nest is not shown here, the contents of the cart nest are now shown as loaded on the flight when looking at flight details.

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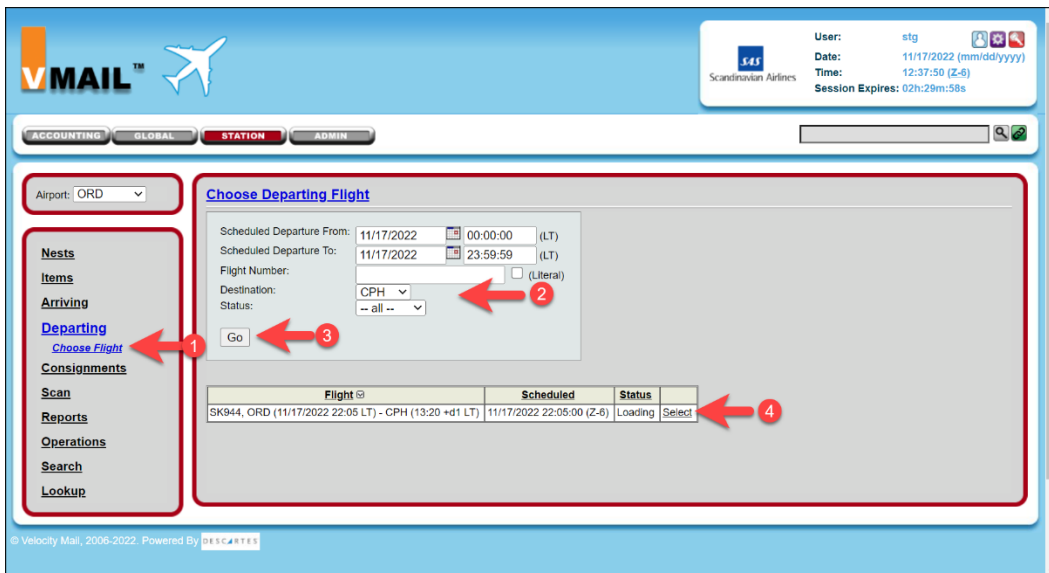
SK-Vmail Origin/Export Workflow

Depart Flight

After mail is loaded onto a flight, that flight must be departed.

Your account is configured to use Descartes' Air Shipment Management system to record actual departure and arrival times in Vmail without the need for user intervention. However, you may need to "manually" record a flight departure from time to time.

To manually depart a flight:

1. Navigate to Departing > Choose Flight in the left side menu.
2. Use the filter to limit the number of flights returned for selection
3. Click **Go**.
4. Click **Select** for the flight you wish to depart.

In the "To Do" box, click **Depart**.

DESCARTES™
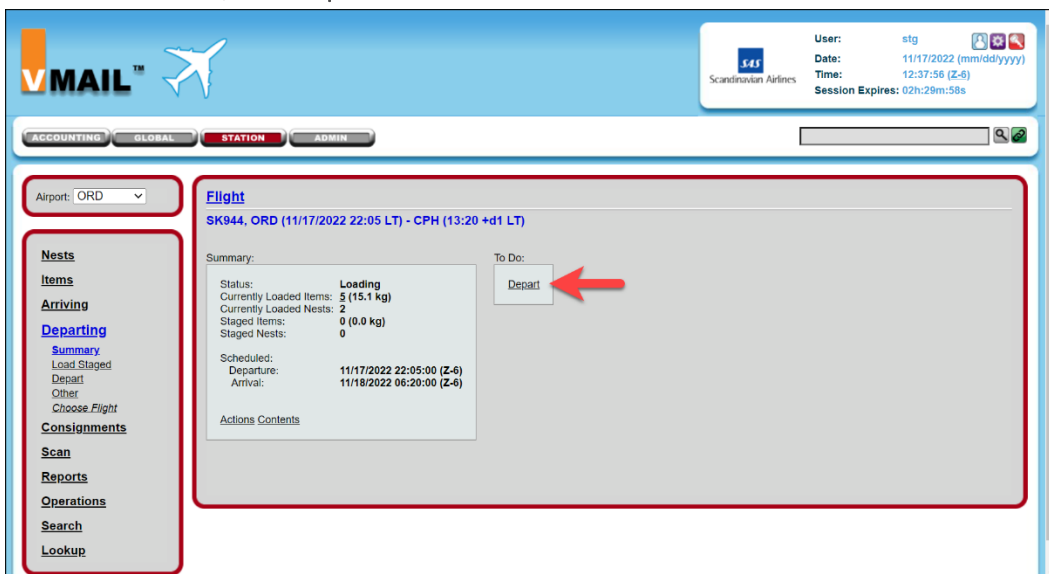
SK-Vmail Origin/Export Workflow

The current date/time are automatically populated in the effective date/time fields. Adjust to reflect the actual date/time that the flight departed. The time that the last item was loaded onto the flight is shown. The depart event *must* occur *after* the last item was loaded onto the flight.

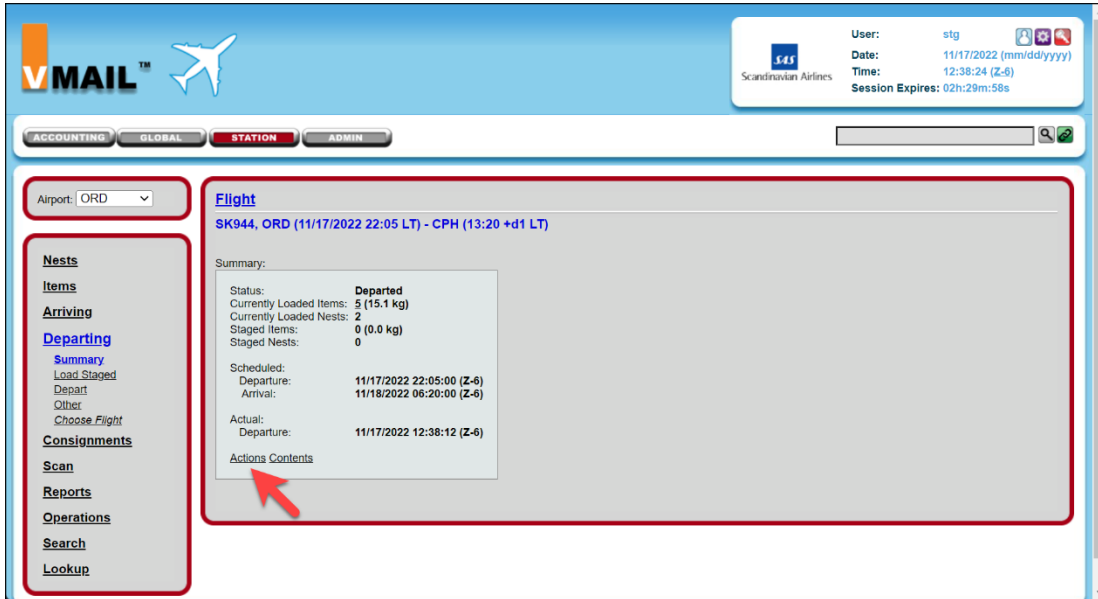Confirm the date/time of departure, then click **Depart** to record the depart event.
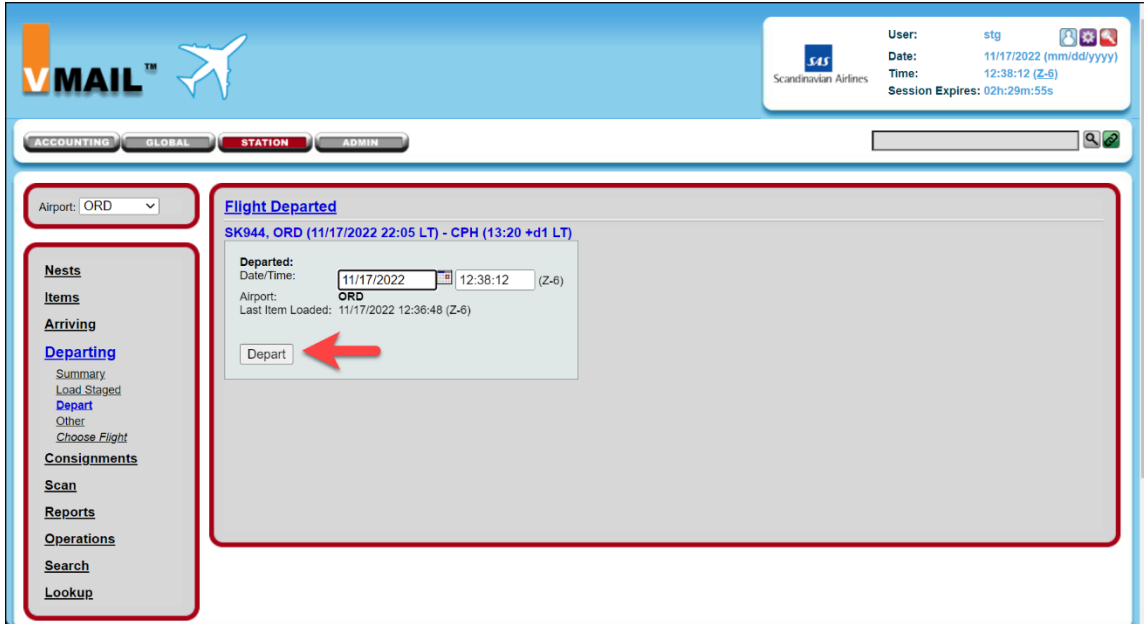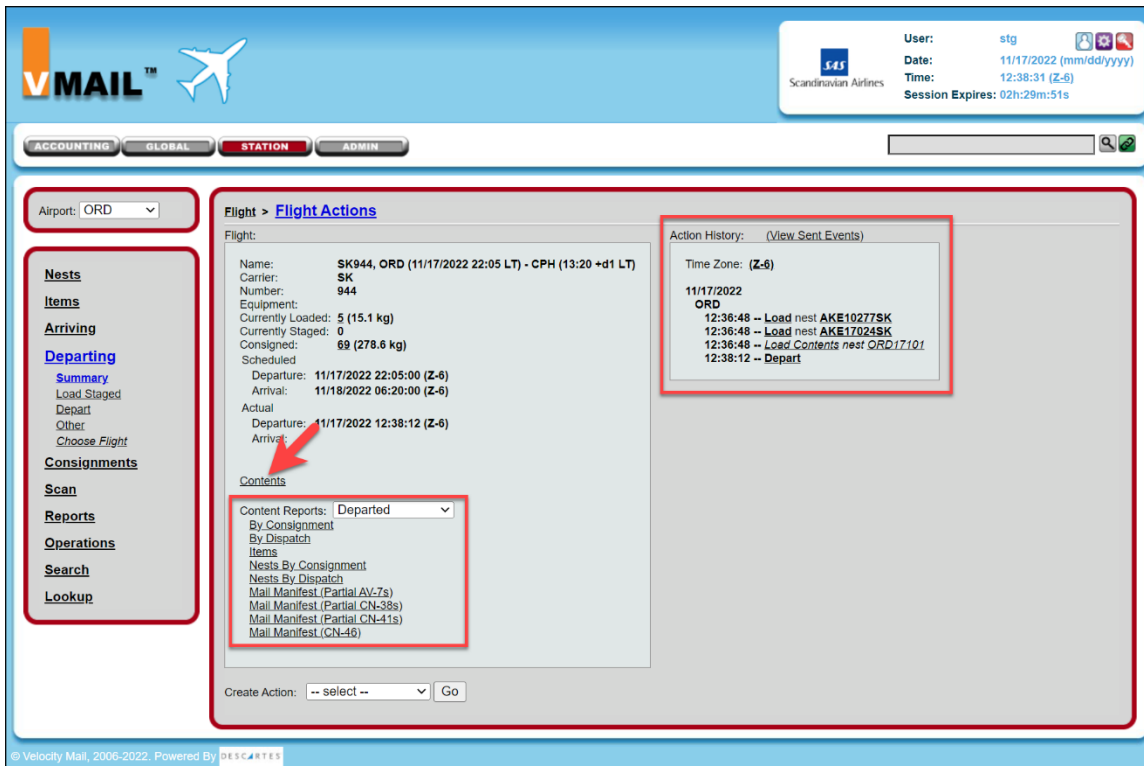
SK-Vmail Origin/Export Workflow

Flight Details and Manifests

Flight Actions

You may see all actions recorded against this flight by clicking the **Actions** link.

Note that an Action History is now displayed. This Action History shows all events recorded for the flight. Additionally, a number of Content Reports and manifests are available. Click the **Contents** link for flight content details

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SK-Vmail Origin/Export Workflow

Flight Contents

Details about mail loaded on the flight is displayed. You may toggle back to the Action History view by clicking the **Actions** link.