



# eTower Document

## Shipper User Guide V\_2.5



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## Introduction

This guide provides all the necessary information for creating logistics orders, label printing, cargo tracking, and return processing. ETower is a logistics platform with different roles and services. This user guide only focuses on the general functions of the shipper. For the specificity and restrictions of each logistics service, please refer to the specific service documents provided by eTower.

If you still do not get a satisfactory answer after browsing this document, please contact the eTower customer service team for further assistance.

ETower customer service email: [etowercs@walltechsystem.cn](mailto:etowercs@walltechsystem.cn)

# 1. Brief Instruction of eTower

eTower is a cross-border electricity business logistics platform, which is unique in:

- **Global Deployment**

In order to cope with the latency and instability of the network effectively, eTower use global distributed deployment. For now, eTower has three server cluster, which located in China, Australia and the United States, data copy in each cluster, all operations are done in the local time sensitivity, all of the functions are designed, to minimize the necessity of distributed lock.

- **ETower is the coordination of logistics cooperation platform**

ETower has a built-in workflow definition chain logistics process, a service integrator which can easily share their partner business resources.

- **ETower is fully designed and implemented by using cloud computing technology**

eTower is the application which designed based on cloud computing technology from initial, with highly scalability, availability, reliability and security.

The production links of eTower is <http://www.etowertech.com>. By using the DNS geographic features, you will automatically access to your nearest server cluster. In some special cases, you can use the following link to access a particular server as <https://cn.etowertech.com> or <https://au.etowertech.com> or <https://us.etowertech.com>.

eTower also has two sandboxes for test and API integration: <http://qa.etowertech.com>.

If you have to access a specific geographical location of the sandbox, please use <http://qa-cn.etowertech.com> or <http://qa-us.etowertech.com>. At eTower platform, there are three main roles, shipper, logistor and Integrator. Integrator is an entity which provides end-to-end logistics service at eTower platform. Integrator partners or their stuffs can handle the shipments according to the definition of workflow. Shipper can create shipping orders, print labels and track the status of shipments at eTower platform. In most cases, shipper is the seller of electronic commerce. We will

transform using shipper, seller of E-commerce and seller in this text which all refer to the same role.

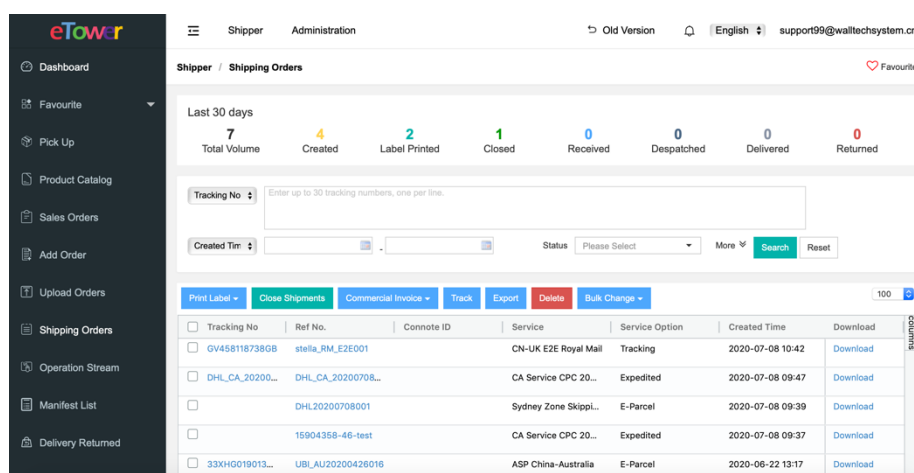
## 1.1 Precondition

The user interface of eTower is based on web, so you can use any latest web browser to access. Considering the performance and standardize, we recommend using Google Chrome.

## 1.2 Commonly Used Modules for Shippers

As a shipper, you need logistics platform possessing some basic functions, such as creating shipping order, printing transportation labels and forecasting to service providers, keeping tracking goods after sending and making sure that consignee receive the parcel. And sometimes, you have to manage return goods when some parcels fail to be delivered due to various reasons.

If you are a seller of E-commerce, you may need more modules to make your daily work easier, and you may also need maintain the catalog of product and inventory. eTower platform has above corresponding function modules. Also, we are continuously improving for you. The following is our current module function.

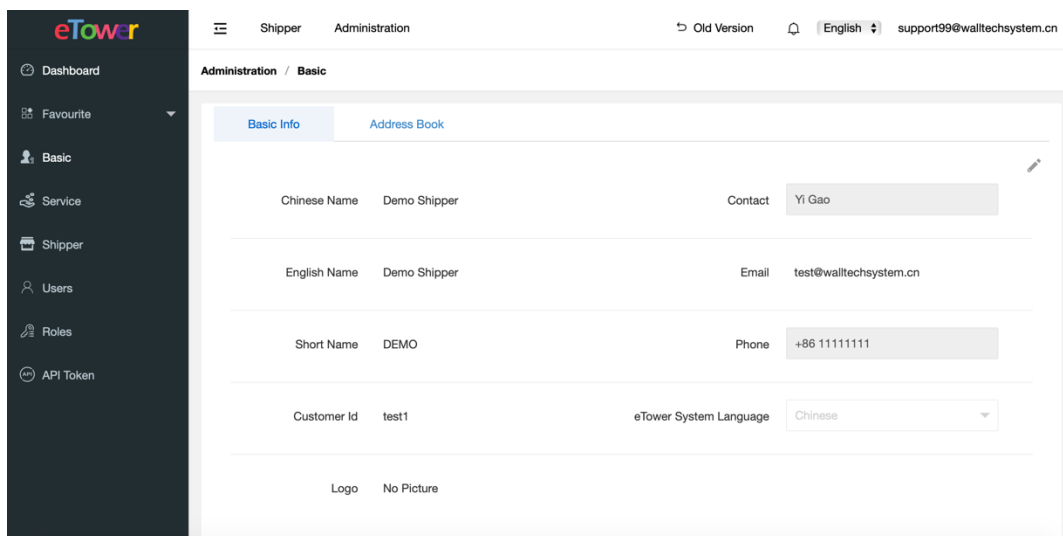


1. Add orders — Add orders manually

2. Upload orders — Upload orders in excel

- 3.Shipping orders — Check and adjust orders
- 4.Deleted orders — Check deleted orders
- 5.Manifests — Check and adjust manifest
- 6.Returned — Management of returned orders.

Besides, eTower provide some modules to manage the account.



## **2.eTower Account**

eTower is multi-tenant system, each tenant is logically independent area. In your tenant, there should be at least one tenant as an administrator account, maybe also some additional administrators and ordinary user accounts, other tenant of users can't access your tenant data even if they are your service provider. You can subscribe service from several providers. Each provider can only check the goods which send by them. And each user is only identified by their own email address.

### **2.1 Set up an eTower account**

If you don't have a eTower account now, you can provide below information to service provider for creating a new account:

The Company name( both in Chinese and English), Contact person, Email address, Mobile phone, Language preference, The address of company.

The email address of contact person is for creating a tenant administrator account. After the account is created by provider, you will receive a email from WallTech which contains a link for set the password of your account.

### **2.2 Log into eTower account**

Please visit <http://www.etowertech.com> after setting the password of account. Please refer to the figure 2.2.1.





Figure 2.2.1 ETower Home Page

Click on the login link at eTower home page, it will automatically jump to WallTech for authentication. Write correct email address, password and validation code, then start to visit your account. Please refer to the figure 2.2.2.

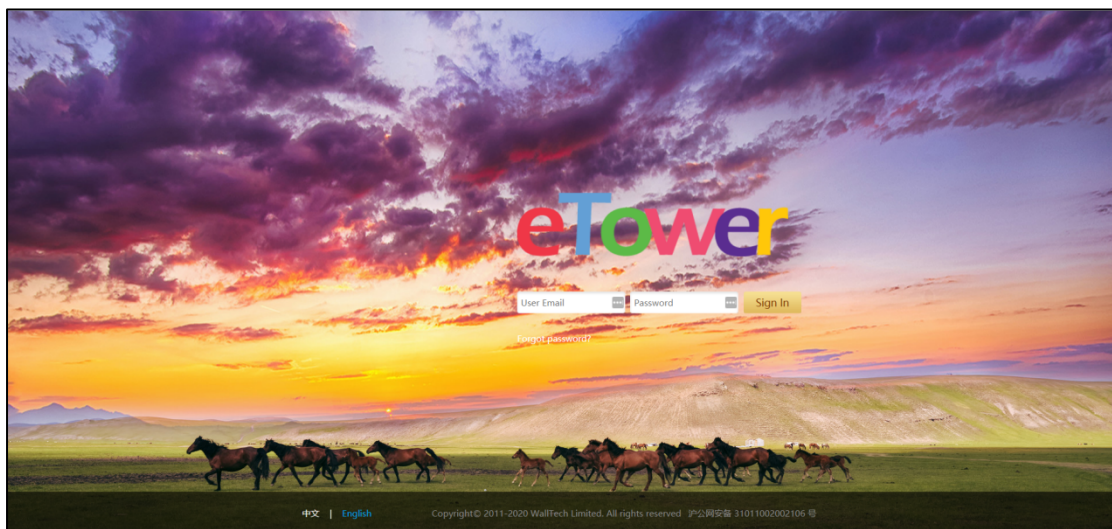


Figure 2.2.2 Login Page

Note: In order to protect your account security, all network communication will be encrypted since then. You will be asked to input validation code when you first login.

## 2.3 Reset Password

If you forget the password, you can click on the link “Forget password”, then it will jump to the reset password page automatically, refer to the figure 2.3.1.



Figure 2.3.1 Reset Password Page

After put the email address on, you will receive a link for reset password. This link is valid for 24 hours.

## 2.4 Change Password

If you want to change the password, please login eTower and change it as below figure 2.4.1.

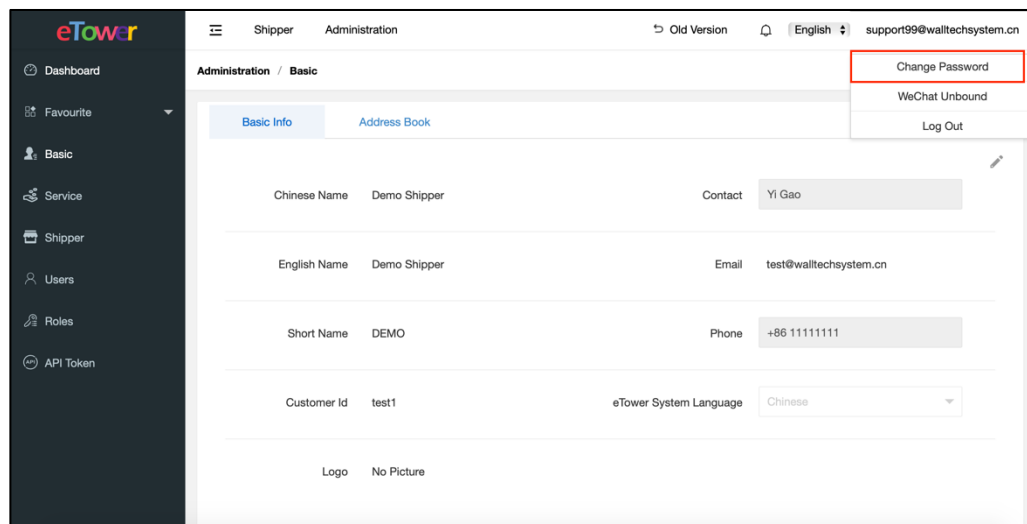


Figure 2.4.1 Change Password

It will auto jump to the change password page, then user can fill in the information, and login eTower again, refer to figure 2.4.2.

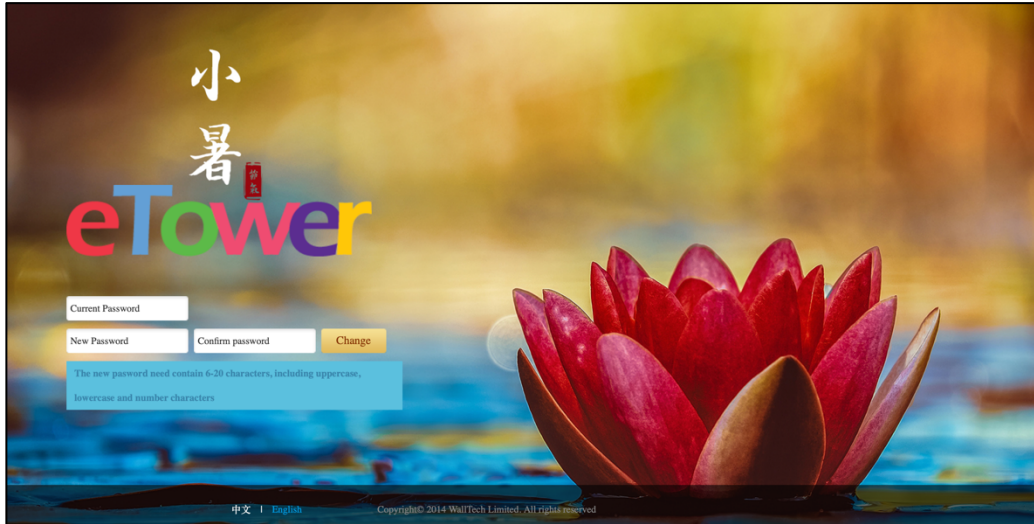


Figure 2.4.2 Password reset

## 3. Create Shipping Orders

At eTower, we have three ways to create shipping orders: add orders manually, upload orders in excel format and API docking.

### 3.1 Add orders manually

Click “Add Orders” button in the menu. The user can fill in the corresponding order information, as shown in the figure3.1.1.

Shipper Facility/Origin *	SZX	Destination Country/Region *	Please Select
Services *	Please Select	Service Option	Please Select
Invoice Currency *	Please Select	Incoterm	Please Select
Recipient Name *		Recipient Company	
Phone		Email	
Address Line 1 *			
Address Line 2			
Address Line 3			
City/Suburb *		State	
Postcode		National ID Number	
National ID Issue Date		Customer Full Cyrillic Name	

Figure 3.1.1 Add Orders

Complete the entry and click “Save” button.

Note:

1. The items with asterisk are mandatory.
2. If you have several networks (it also means shipper facility/origin which covers delivery place, destination and processing center), please select first.

## 3.2 Upload orders

It is very tedious to add every order manually, so in most cases, you might prefer to upload a spreadsheet with all cargo information. You might export Excel file to manage your orders like some small sellers from ERP system or E-commerce platform.

eTower supports the function of uploading Excel files, Upload module has standard excel template which you can download. You can self-defined template by mapping configuration.

### 3.2.1 Standard order template

Click “Upload Orders”, download standard template of Microsoft Excel, as figure 3.2.1.

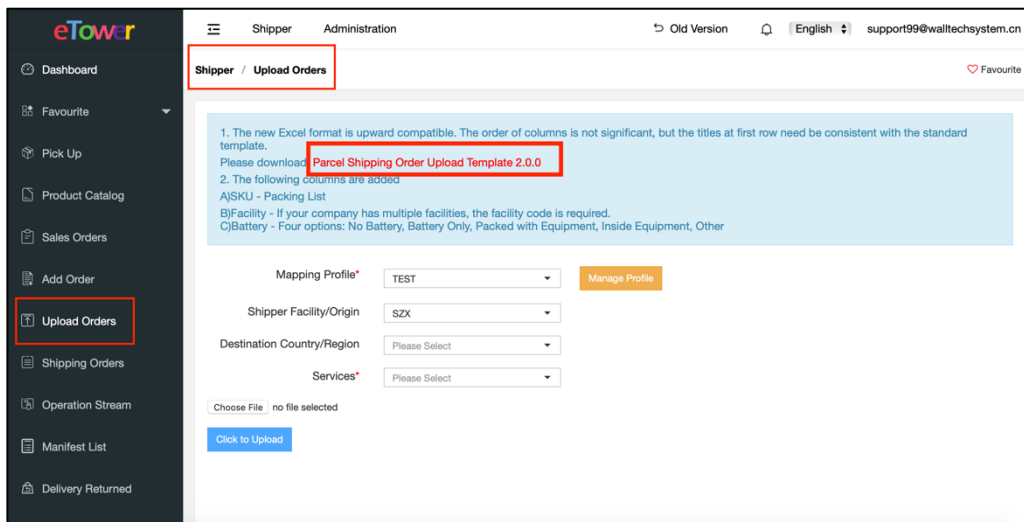


Figure 3.2.1 Download Template

then fill in the corresponding logistics information, And fill in the order information according to the template content. After filling in the Excel, the user needs to select the service information corresponding to the order: template mapping, sending network, destination country/region, service.

After selecting the service, click the “Select File” button, choose to upload the filled Excel file, and click “Upload File”, as shown in the upload template in Figure 3.2.2

The screenshot displays the 'eTower' web application interface. The top navigation bar includes 'Shipper Administration', 'Old Version', 'English', and 'support99@walltechsystem.cn'. The main content area is titled 'Shipper / Upload Orders' and contains a light blue informational box with the following text:

- 1. The new Excel format is upward compatible. The order of columns is not significant, but the titles at first row need be consistent with the standard template.
- Please download: [Parcel Shipping Order Upload Template 2.0.0](#)
- 2. The following columns are added
- A)SKU - Packing List
- B)Facility - If your company has multiple facilities, the facility code is required.
- C)Battery - Four options: No Battery, Battery Only, Packed with Equipment, Inside Equipment, Other

Below the information box is a form with the following fields:

- Mapping Profile\***: A dropdown menu with 'TEST' selected. A 'Manage Profile' button is to its right.
- Shipper Facility/Origin**: A dropdown menu with 'SZX' selected.
- Destination Country/Region**: A dropdown menu with 'Please Select'.
- Services\***: A dropdown menu with 'Please Select'.

At the bottom of the form, there is a 'Choose File' button (disabled) with the text 'no file selected' and a 'Click to Upload' button.

Figure 3.2.2 Upload Template

#### Note:

The order information requirements of each service are inconsistent, please refer to the specific service documentation for specific;

When the destination country is not specified in the Excel form, the system will automatically set a default country;

If there are multiple outlets, the system will provide a default site or origin. If there is an outlet value in the spreadsheet, it will be set first;

When uploading files, eTower will automatically check the data according to your service requirements. If your data is wrong, eTower will provide specific error information for user to modify;

In order to improve efficiency, we separate the buttons “select file” and “upload”. You can keep your Excel sheet open during upload and repair. When you make a mistake, you do not need to select the file again. Just click “Upload”.

If upload successfully, the system will display the total number of uploaded orders. After a short pause, the page will return to “shipping order” page;

By default, logistics orders will be displayed in reverse comparing with the spreadsheet.

### 3.2.2 Define Mapping Configuration

If you have a fixed source of your order, such as E-commerce, ERP system or your customers, it is no doubt that changing the file format repeatedly is inefficient. By mapping the configuration, eTower provides flexibility on the format.

The user can click “Manage Profile” on the import order interface, as shown in Figure 3.2.3.

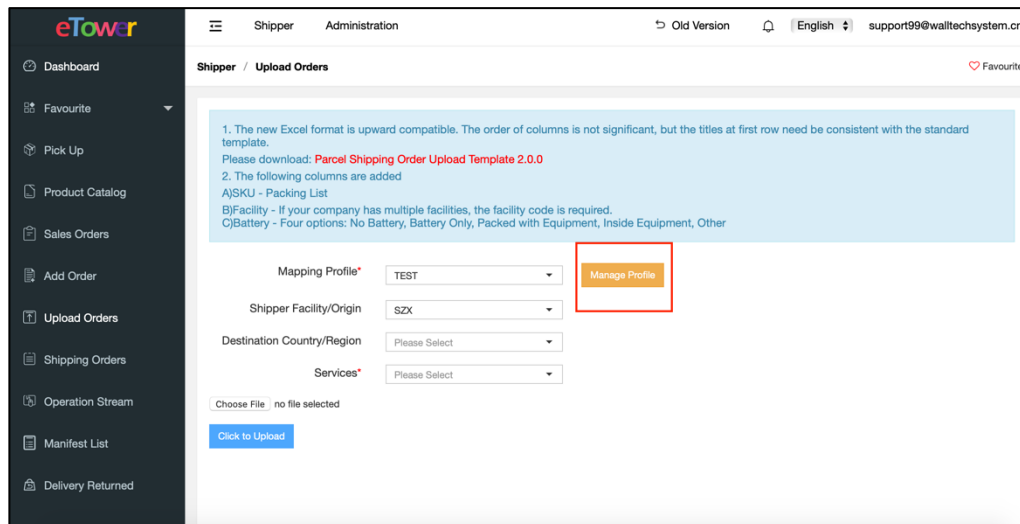


Figure 3.2.3 Manage Profile

The system will automatically jump to the "Shipper/Upload Order/Manage Profile" page, you need a sample file, and then click the “Add” button, as shown in Figure 3.2.4.

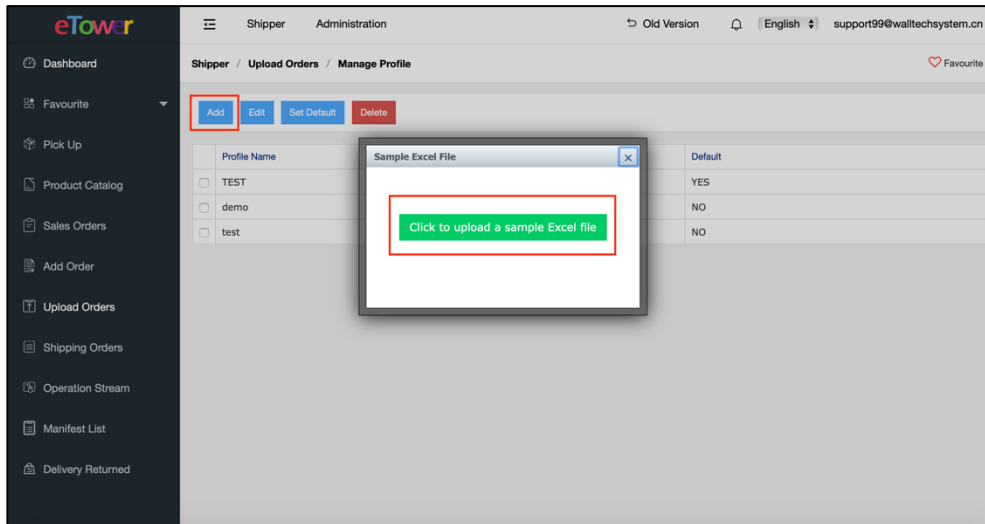


Figure 3.2.4 Add Mapping

Upload sample file and map relevant columns to corresponding field in eTower. Refer to figure 3.2.5. Fill in the mapping configuration name and all the necessary columns, then save the mapping configuration. If you choose this mapping as default option, system will select it automatically rather than the standard configuration when you upload files next time.

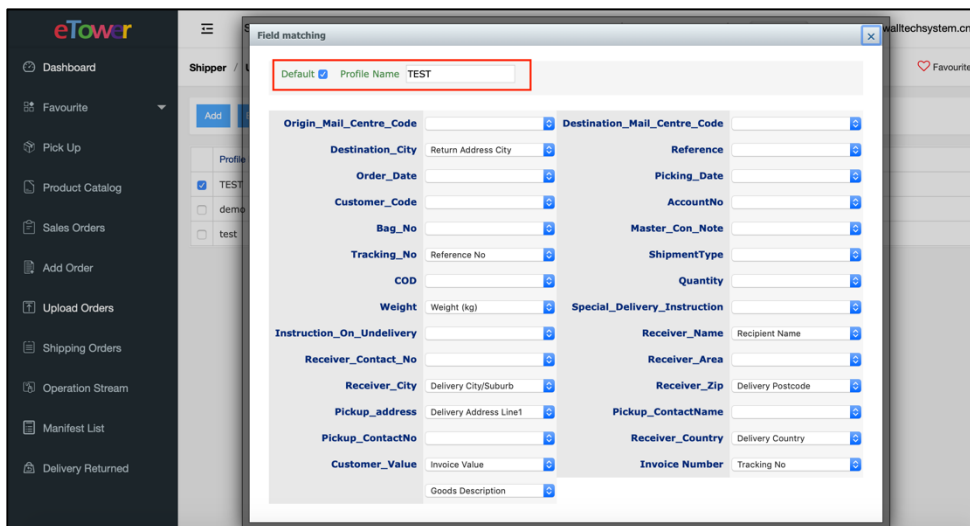


Figure 3.2.5 Mapping Configuration

On the mapping management page, you can modify the existing mapping configuration, set default mapping or delete mapping. Use the defined configuration files which already existed, you are just required to select configuration files from drop-down list. As Figure 3.2.6.

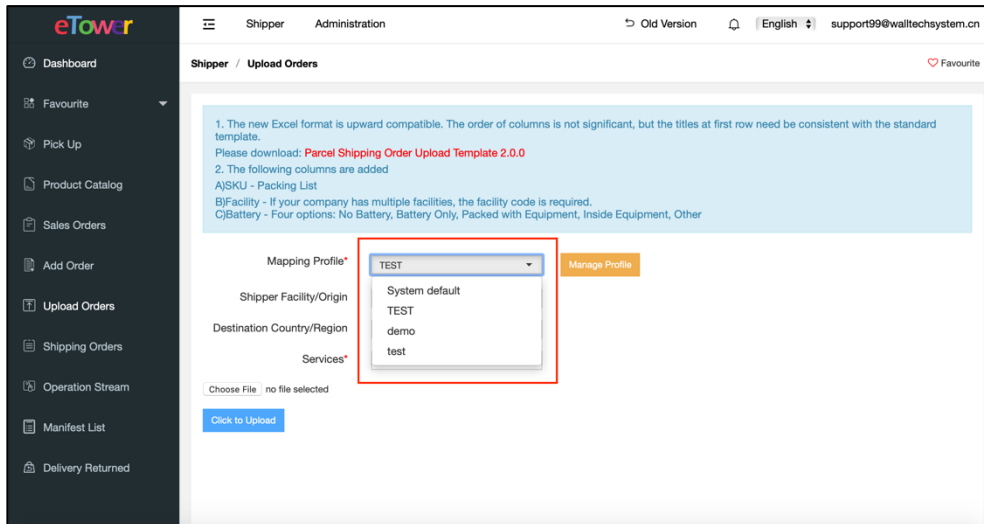


Figure 3.2.6 Choose Mapping

After the mapping is configured, you can refer to figure 3.2.1 standard template to upload orders.

### 3.3 Generate orders by API

Users can create orders through API. For specific operating manual instructions for placing orders through the API interjection, please refer to eTower Shipper API V\_6.9 (English version).

If you need this document, please contact the eTower team.

## 4. Print Labels

The user selects the corresponding order in the menu bar of "Shipping orders" and clicks "Print Label", as shown in Figure 4.1.



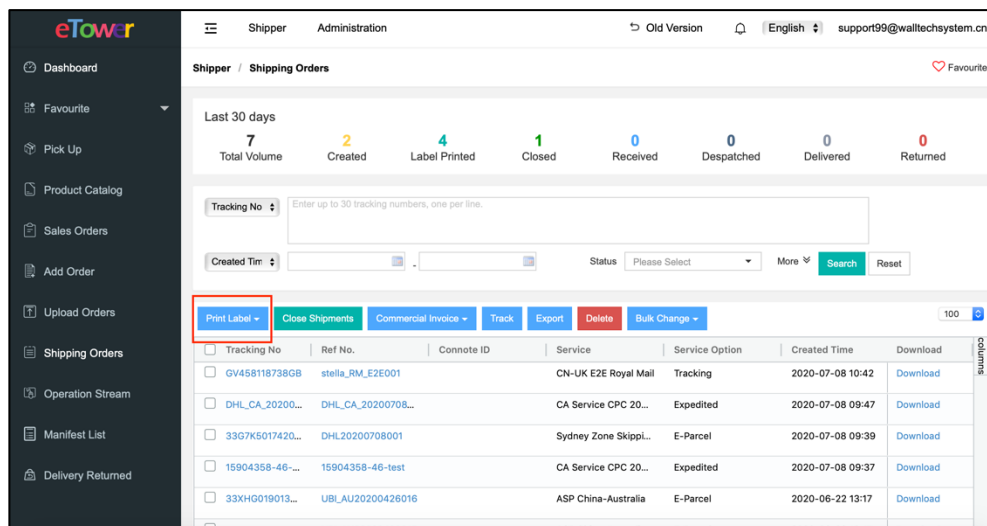


Figure 4.1 Print Labels

You can choose to print label under format of A4 or A6, the system will generate a PDF file, and the label order will consistent with the content you choose on the page. eTower will print multiple labels on one page according to the size of paper which you choose. In addition to the receiver's name, address and other information, logistics label usually has one or more barcode, so please use high quality printer and paper so that the barcode can be easily identified.

## 5. Close Shipments

When you prepare for shipments, you need to inform your service provider by close shipments.

Just select relevant orders, and click on "close shipments". As figure 5.1 shows. After that, the system will send order information to your service provider who will arrange pickup or do other processing.

Noted: you are not allowed to amend the orders after close shipments.

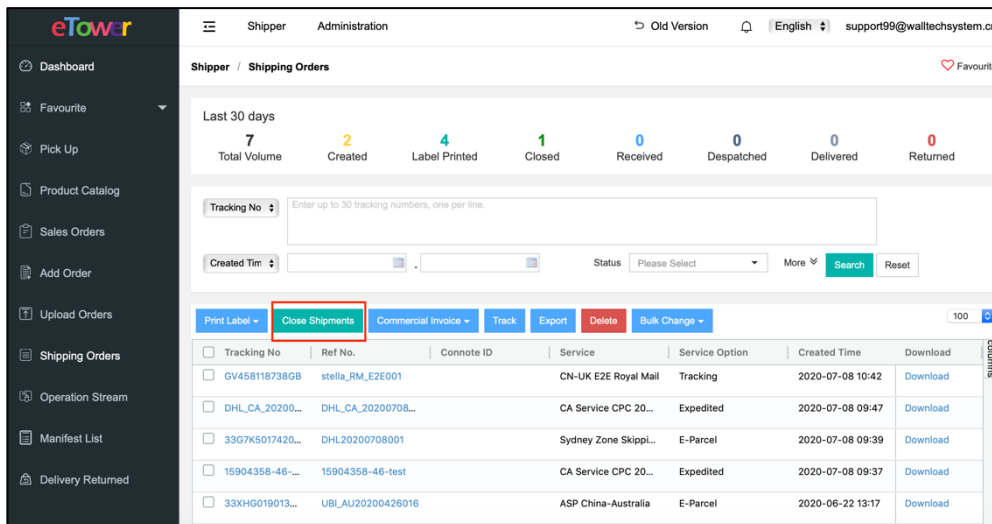


Figure 5.1 Close Shipments

## 6.Track Shipments

### 6.1 Track without logging in

Without logging in eTower, users can use the order tracking number to query on the homepage of, as shown in Figure 6.1.1.

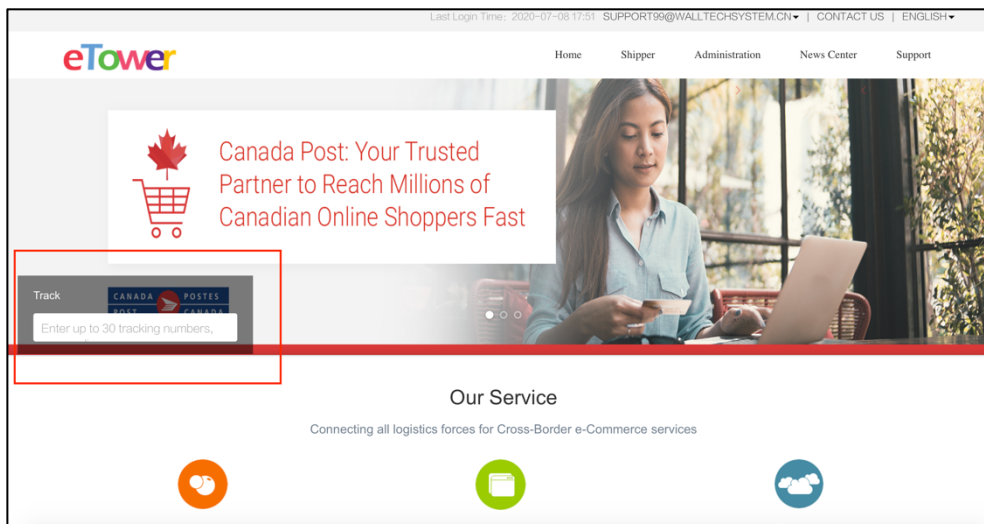


Figure 6.1.1 Tracking

After the user enters the tracking number, click “Track” to query the tracking events, as shown in Figure 6.1.2.

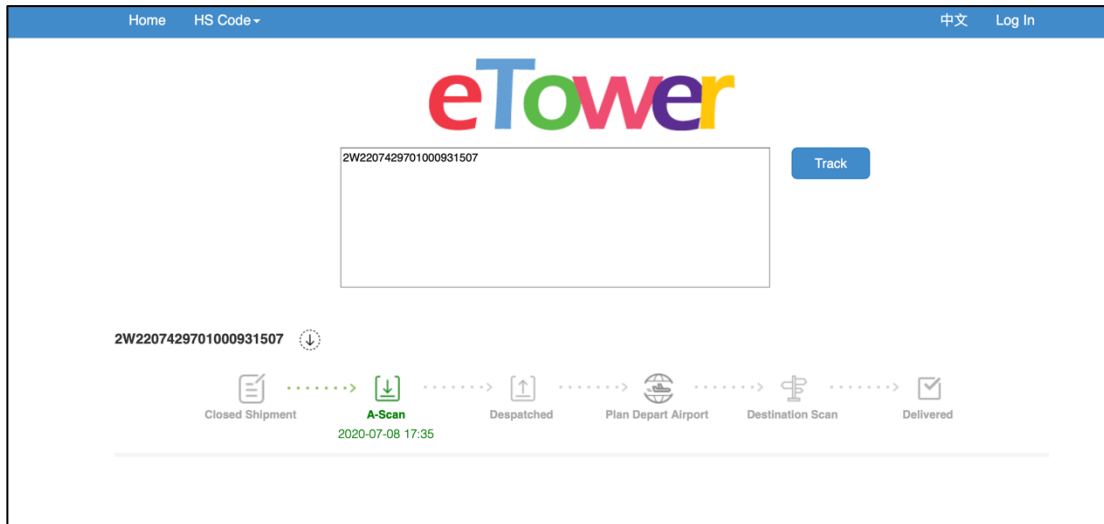


Figure 6.1.2 Tracking information page

In order to allow users to view specific tracking events, users can click the arrow sign beside the tracking number to view detailed events, as shown in Figure 6.1.3.

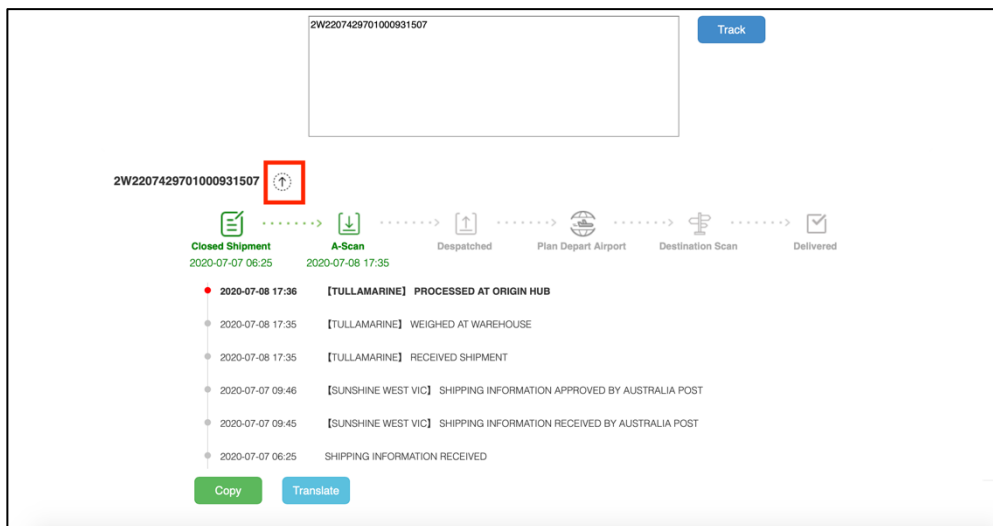


Figure 6.1.3 Tracking Information Details

Note: multiple tracking number query is supported.

## 6.2 Track under logging in

After logging in, you still can input tracking no. manually to trace the shipments. In addition, you can select the order to trace the shipments. As shown in figure 6.2.1.

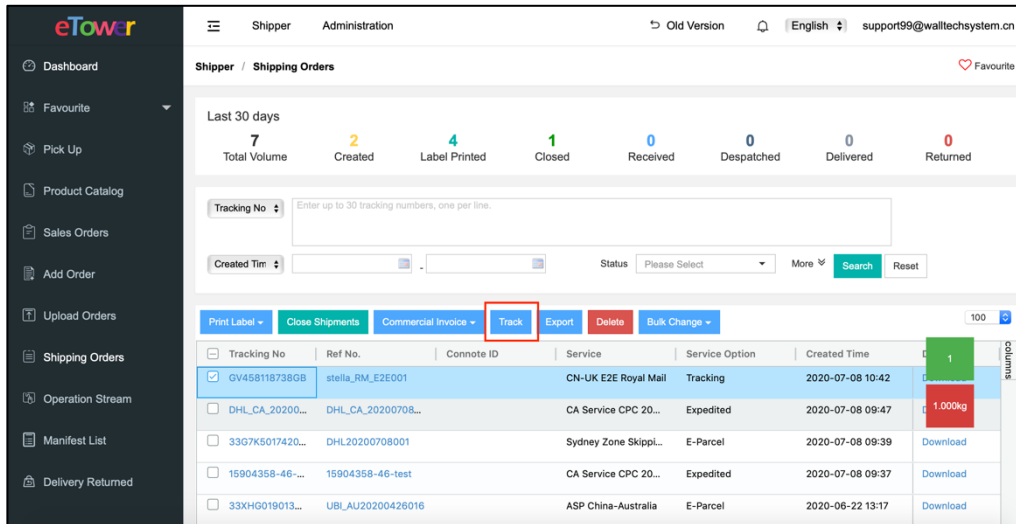


Figure 6.2.1 Track under logging in

After you tick the order you need to check, click “Track”, the system will automatically fill in the tracking number and jump to the tracking home page, so that you can view the order tracking information.

## 7. Shipping Orders

### 7.1 Edit orders

The user clicks the tracking number or reference number of the order in the “shipping orders” module, and the system automatically jumps to the order details page. The user re-edits the order and clicks “save”, as shown in Figure 7.1.1.

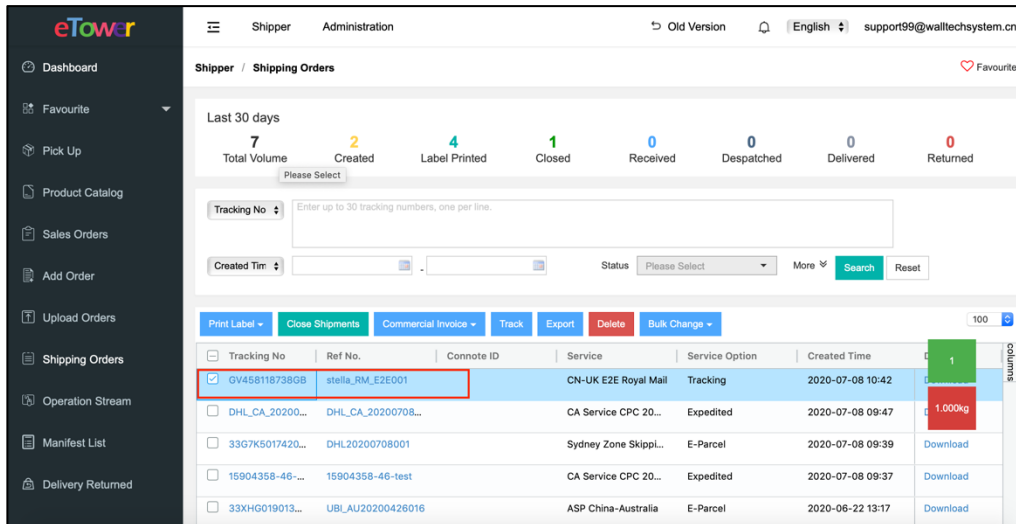


Figure 7.1.1 Edit Order

Note:

- If the order has been printed again after the label has been printed, special requirements for services need to reprint the label;
- For different services, the system will judge whether the order can be edited according to the status of the order;

## 7.2 Search Orders

The user can search for order information on the “shipping orders” module. The user can query based on multiple conditions, as shown in Figure 7.2.1 Search Orders.

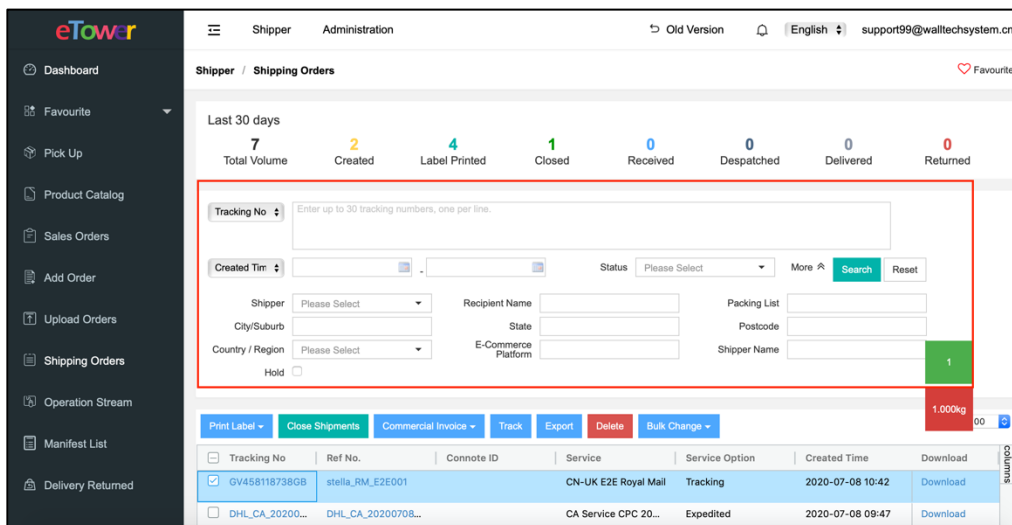
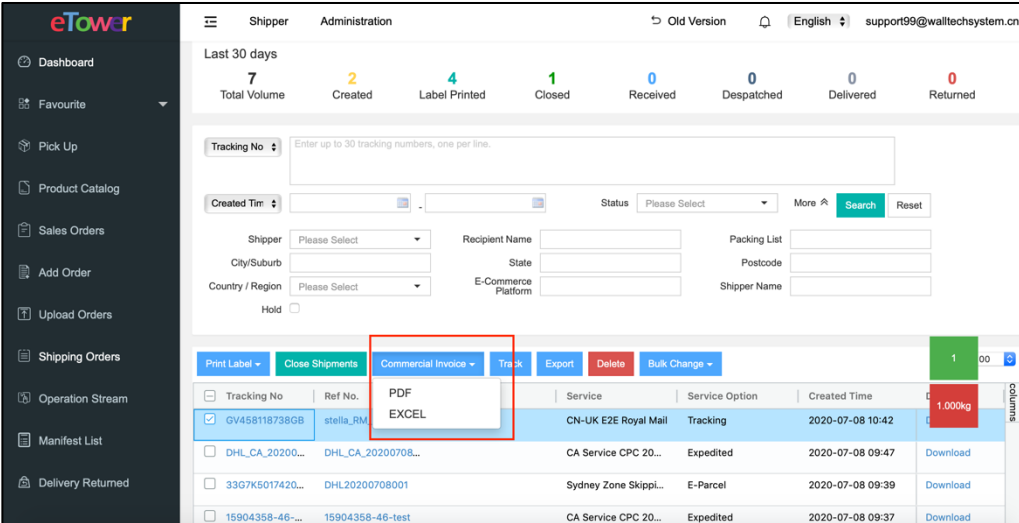


Figure 7.2.1 Search orders

Note: the system supports multiple tracking numbers for query.

## 7.3 Print Commercial Invoice

Sometimes commercial invoice is needed when doing customs clearance, eTower has a built-in commercial invoice template which can be selectively to print, as it shown in figure 7.3.1.



The screenshot displays the eTower web application interface. On the left is a dark sidebar with navigation options like Dashboard, Favourite, Pick Up, Product Catalog, Sales Orders, Add Order, Upload Orders, Shipping Orders, Operation Stream, Manifest List, and Delivery Returned. The main content area is titled 'Shipper Administration' and shows a summary for the last 30 days: 7 Total Volume, 2 Created, 4 Label Printed, 1 Closed, 0 Received, 0 Despatched, 0 Delivered, and 0 Returned. Below this is a search form for tracking numbers, with fields for Tracking No., Created Time, Status, Shipper, Recipient Name, City/Suburb, State, Postcode, Country/Region, E-Commerce Platform, and Shipper Name. A table of shipping orders is visible at the bottom, with a red box highlighting the 'Commercial Invoice' button in the action menu for the first row. The table columns include Tracking No., Ref No., Service, Service Option, Created Time, and a weight field showing 1.000kg.

Tracking No.	Ref No.	Service	Service Option	Created Time	Weight
GV458118738GB	stella_RM	CN-UK E2E Royal Mail	Tracking	2020-07-08 10:42	1.000kg
DHL_CA_20200...	DHL_CA_20200708...	CA Service CPC 20...	Expedited	2020-07-08 09:47	
33G7K5017420...	DHL20200708001	Sydney Zone Skippl...	E-Parcel	2020-07-08 09:39	
15904358-46...	15904358-46-test	CA Service CPC 20...	Expedited	2020-07-08 09:37	

Figure 7.3.1 Commercial Invoice

## 7.4 Export Orders

The user uses the export function of the "shipping orders" module to export the order information to a file format for further processing of the order information, as shown in Figure 7.4.1.

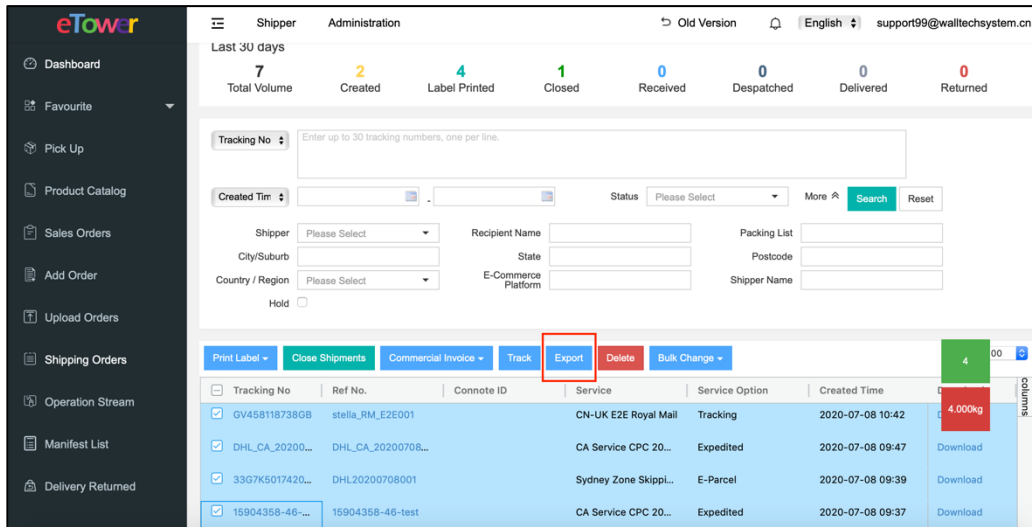


Figure 7.4.1 Export Orders

Note:

- Users can select the corresponding file template to export;
- When exporting the “shipper details” file, users can choose the fields to export.

## 7.5 Delete Orders

The user can delete the order that has been created in “shipping orders”, as shown in Figure 7.5.1.

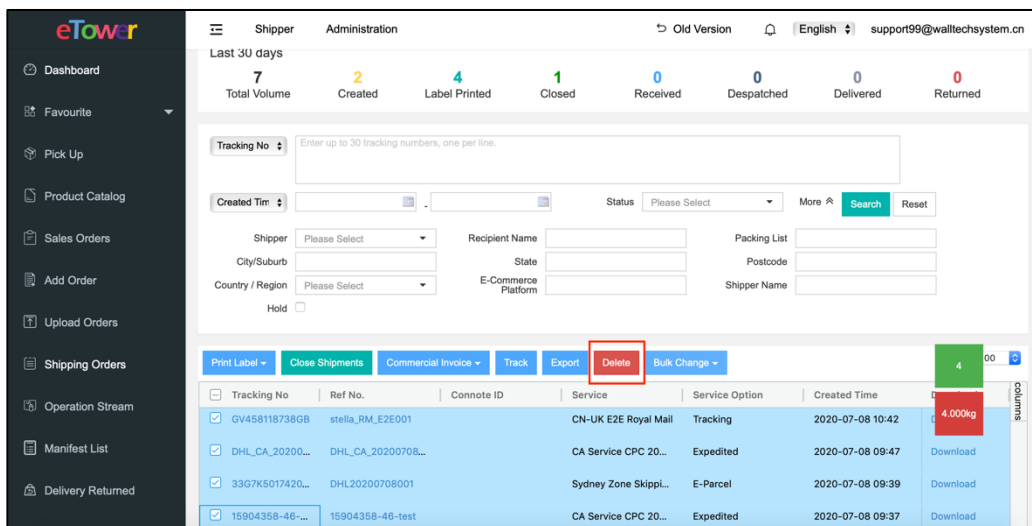


Figure 7.5.1 Delete Order

Note:

- Please be careful when deleting orders;

- For different services, there are different requirements for deleting orders, please refer to the specific service requirements;

## 7.6 Bulk Change

The user edits the order information by the “bulk change” function under the “shipping orders”. Currently, the batch modification operation of the eTower system only supports: goods description, invoice currency, invoice amount, and order withholding status.

The user ticks the order that needs to be modified in bulk, click “Bulk Change”, select the corresponding information that needs to be modified, as shown in Figure 7.6.1, fill in the information, and click “Save” to save successfully.

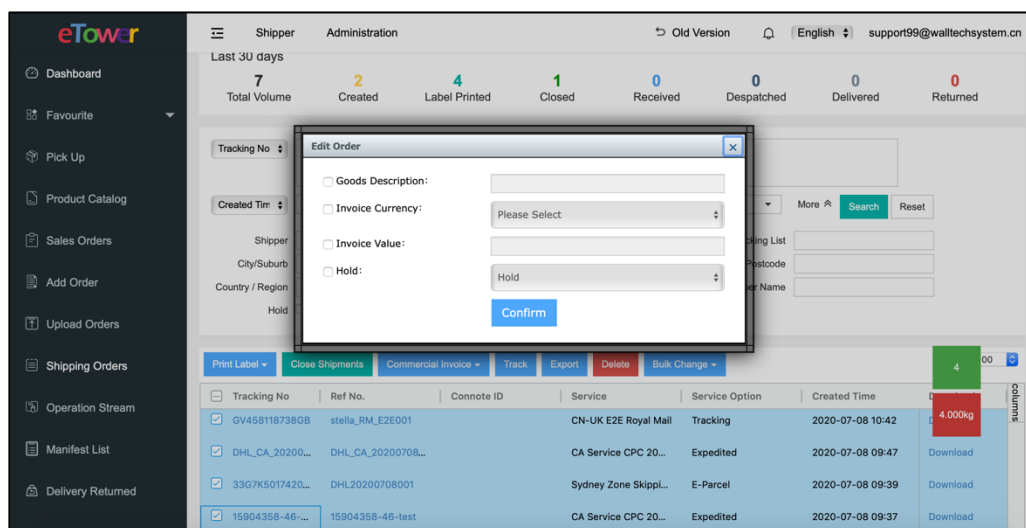


Figure 7.6.1 Bulk Change

## 8. Pick Up

In order to further facilitate the user to initiate a pickup request to the carrier, eTower provides a "pickup" function.

Under the “Pickup” module, the user clicks the “Add” button, and the system displays the interface for adding pickup information as shown in Figure 8.1.



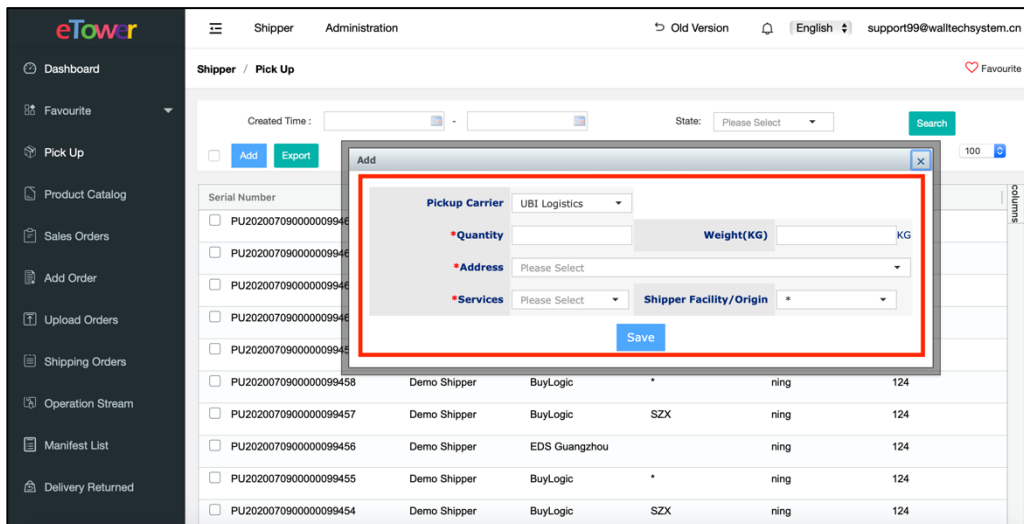


Figure 8.1 Add Pickup Information

The user selects the corresponding pick-up information and clicks save. The system will send the pick-up information you initiated to the pick-up carrier, and then the carrier will pick up the goods.

In addition, the user uses the export function under the "Pickup" module to export the pickup information to the local, as shown in Figure 8.2.

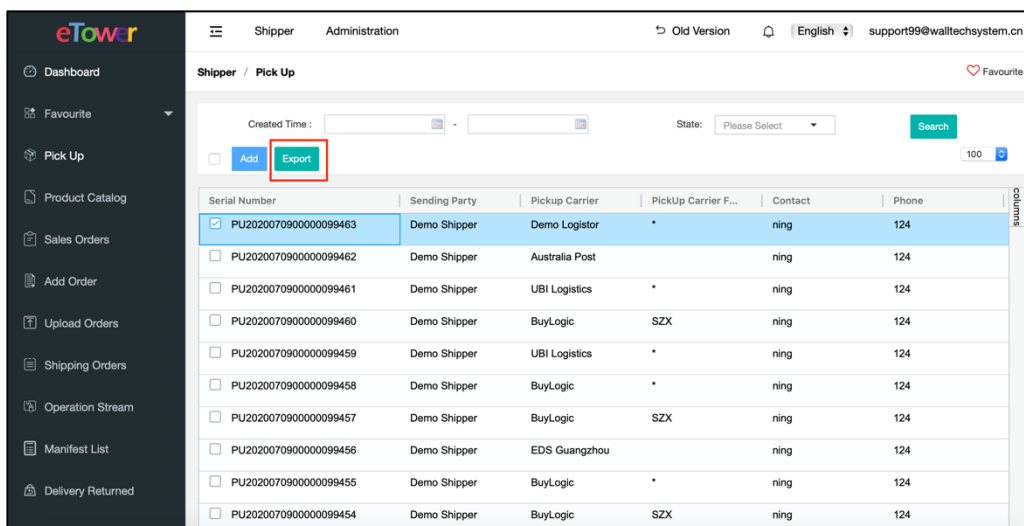


Figure 8.2 Export Pickup Information

## 9. Product Catalog

In order to further facilitate users to manage their own products information, the eTower system provides a "product catalog" function.

## 9.1 Add

The user clicks on the "Product Catalog" menu and clicks the "Add" button, and the system will automatically pop up a product list, as shown in Figure 9.1.1.

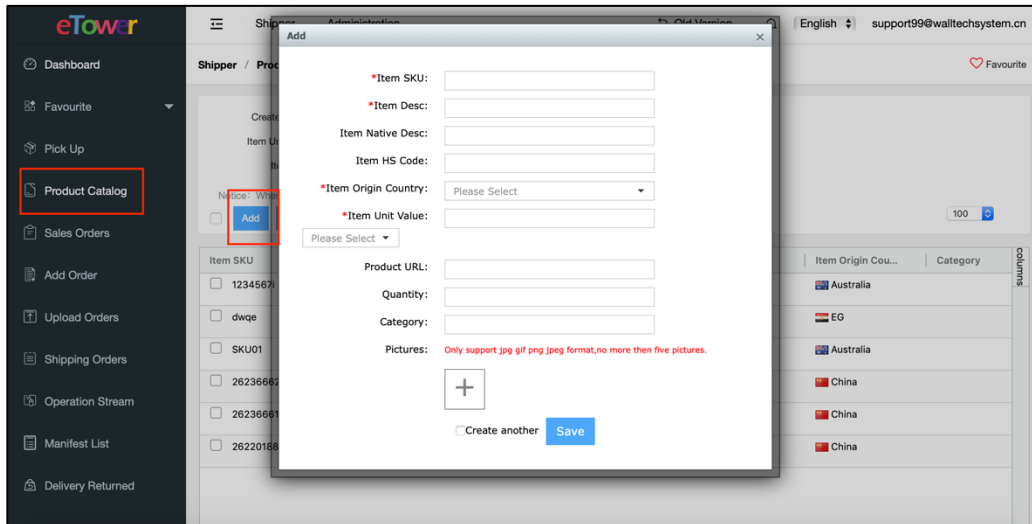


Figure 9.1.1 Add Product Catalog

The user fills in the corresponding product information, with "\*" as a mandatory item, and then click "Save".

## 9.2 Edit

To modify the information of the product catalog, the user first needs to check the item to be edited, click the "Edit" button, and just fill in the product catalog information again, as shown in Figure 9.2.1.

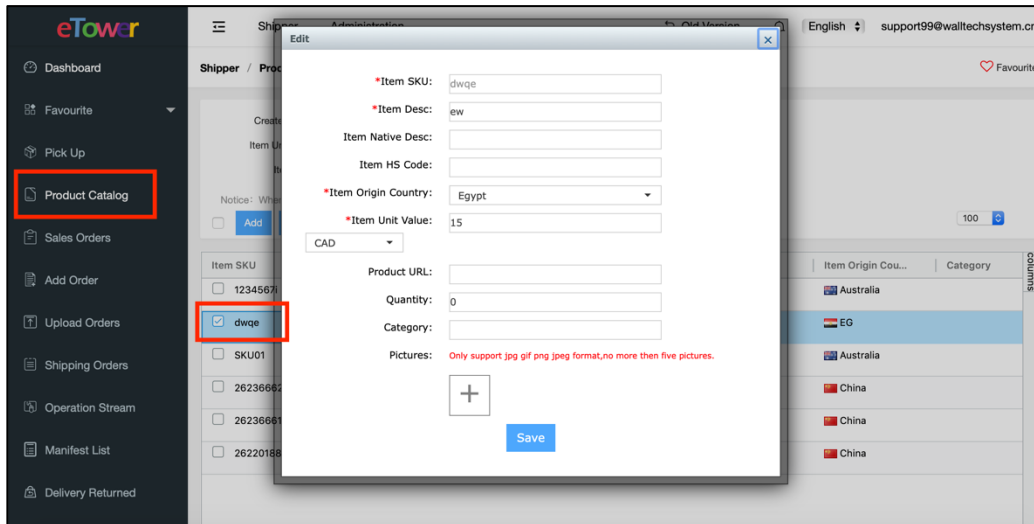


Figure 9.2.1 Edit the Product Catalog

## 9.3 Upload

Users upload product information in batches. Under the “Product Catalog” module, click the “Upload” button. The system will pop up a bulk upload page. The user downloads the product catalog template from the system, fills in the corresponding product information according to the template requirements, and after filling in, select “Upload file” and click “Click to upload”, as shown in Figure 9.3.1.

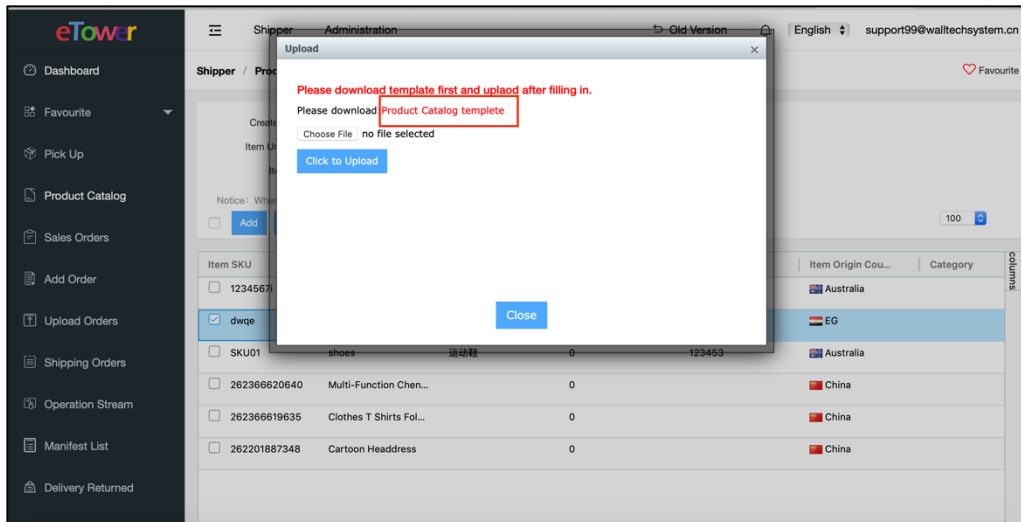


Figure 9.3.1 Upload Product Catalog

# 10. Operation Stream

In order to let the user query the operation history of the order, eTower provides an “operation stream” module, under which the user can view the deleted and updated records of the order, as shown in Figure 10.1.

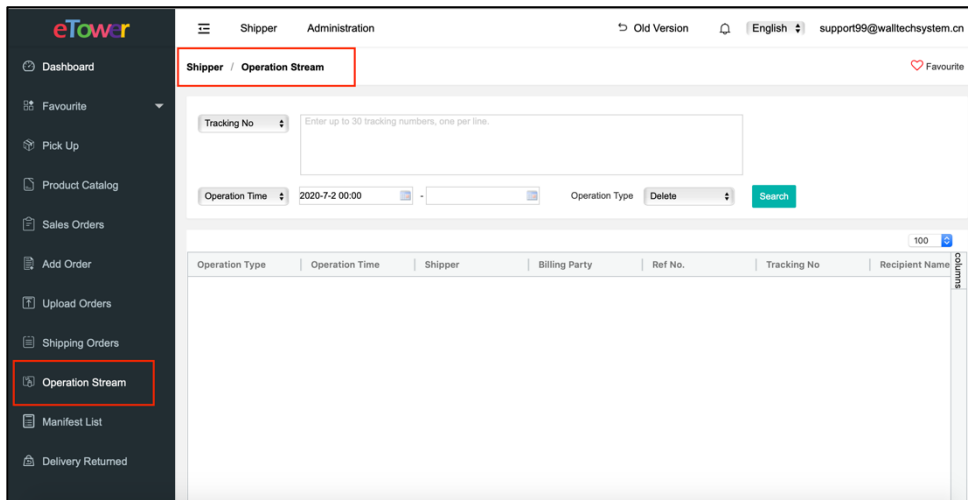


Figure 10.1 Operation stream

# 11. Manifest List

After the forecast, the system will generate a manifest list, which is the main file passed between the parties. In the “Manifest List” module, you can browse the packages that have been forecast and search for the manifests you want. Compared with the "shipping orders" module, it looks for packages by grouping manifest lists. Users can use the order tracking number to query the forecast status, as shown in Figure 11.1.

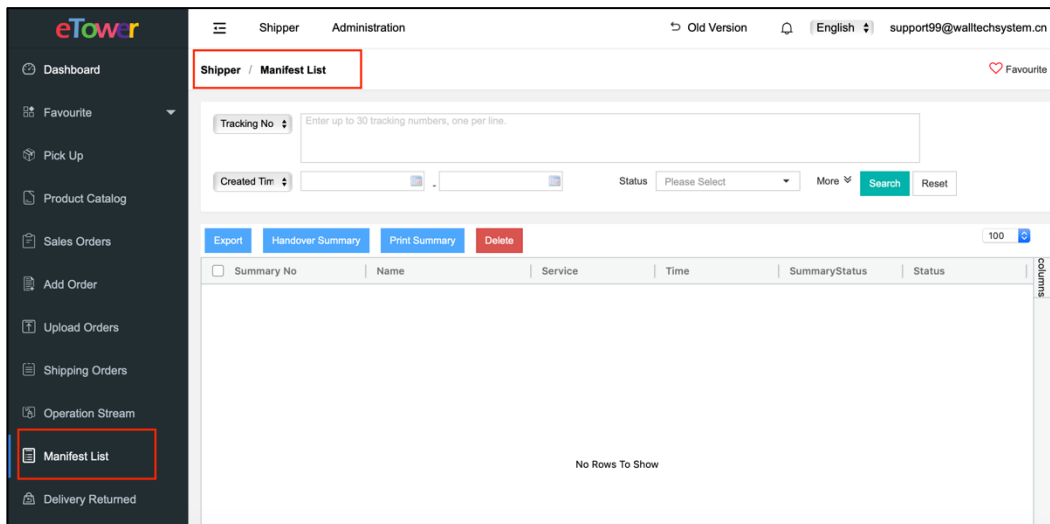


Figure 11.1 Manifest List

## 12. Delivery Returned

For cross-border delivery, it is costly to return packages that cannot be delivered properly to the shipper. Typically, service providers arrange a warehouse in the destination country to handle all returns.

If your service provider uses eTower to manage returns, all of your unsuccessful delivery orders will be displayed in this "Delivery Returned" module, as shown in Figure 12.1.

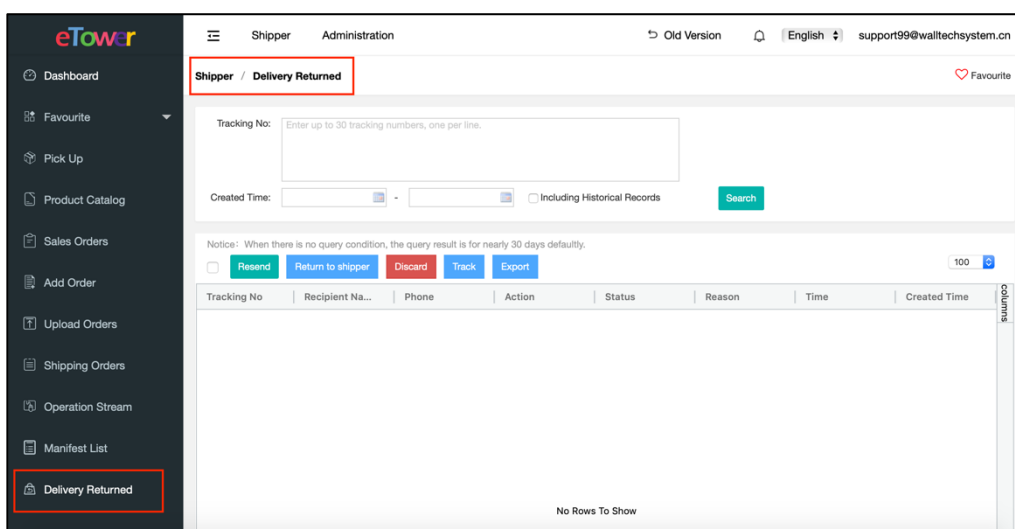


Figure 12.1 Delivery Returned

Under this module, the user can process the package as follows:

- Resend: Correct the delivery address and/or recipient, and then resend.

The user needs to fill in the recipient information again for the order that needs to be re-delivered, as shown in Figure 12.2, and then click “Save”.

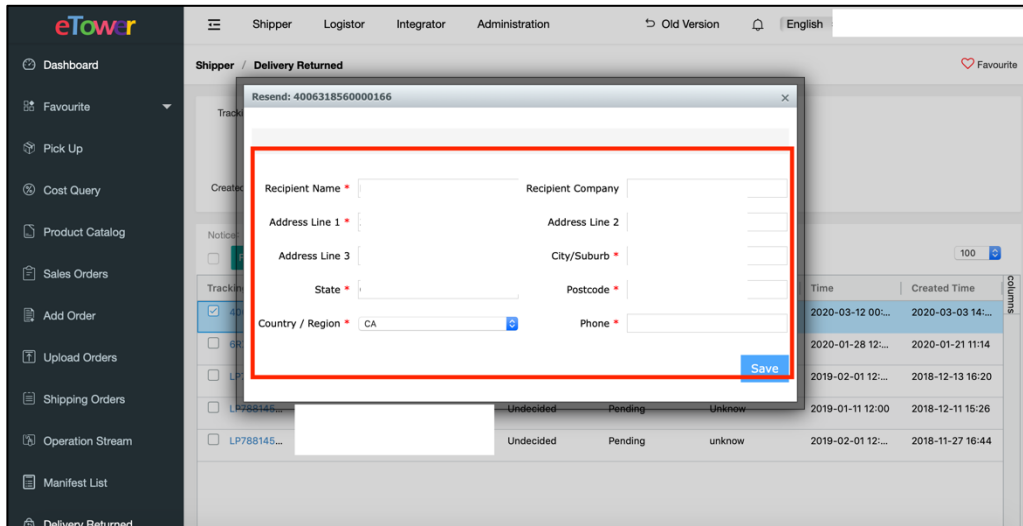


Figure 12.2 Resend

- Return to the shipper: return the package to the shipper

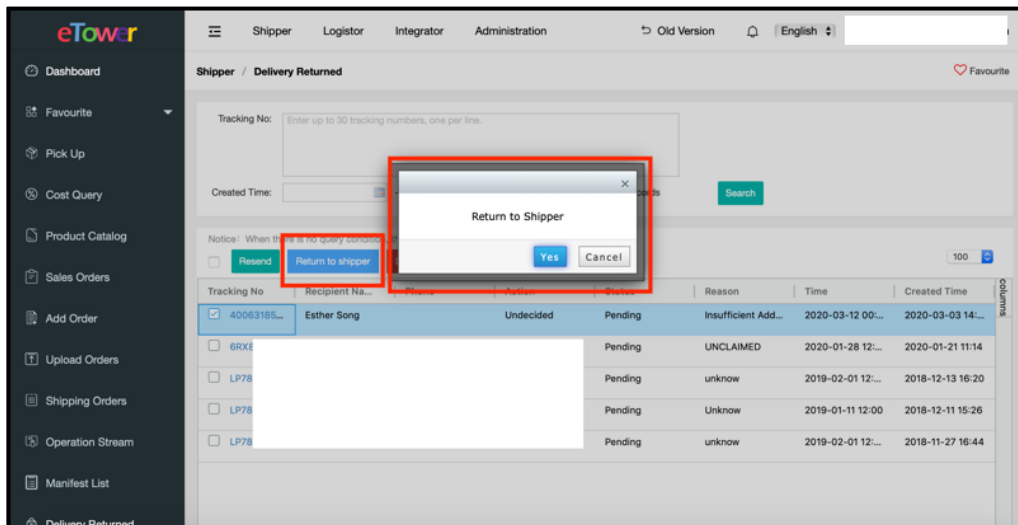


Figure 12.3 Return to Shipper

- Discard: Discard the package which do not need to deliver again or return to the shipper

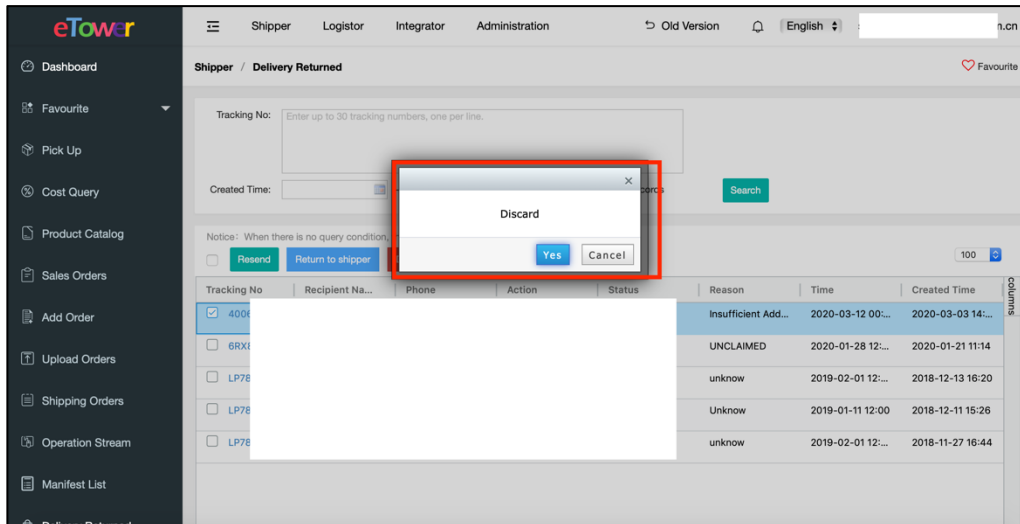


Figure 12.3 Discard

## 13. Manage User Accounts

A user account is also called eTower tenant, only tenant administrator has the right to manage the account. Management need to enter below system management interface.

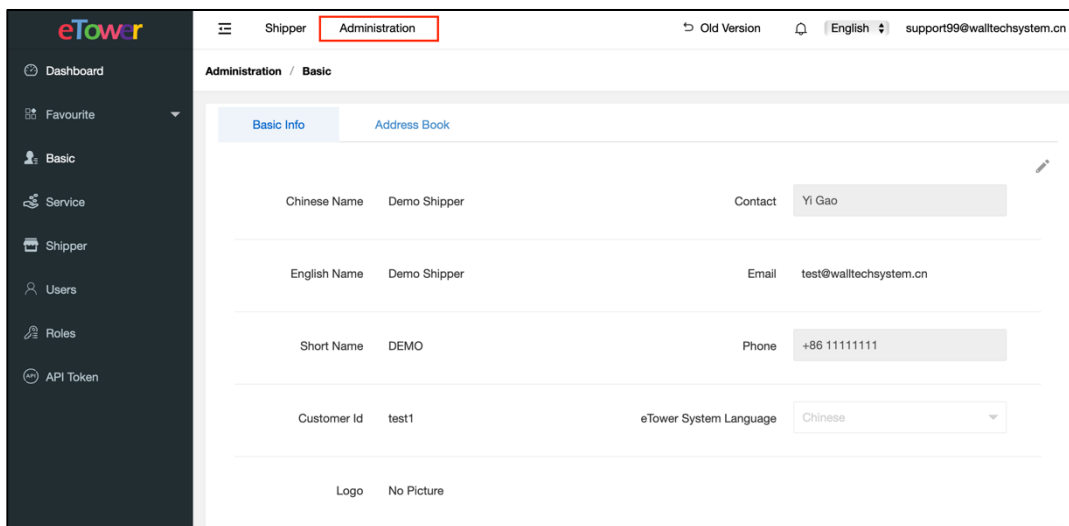


Figure 13.1 Administration

### 13.1 Basic Information

The user can view the basic information of the administrator account and the address information under the account in the "Basic Information" module. The user can view it

by clicking "Basic Information" under the "Administration" module, as shown in Figure 13.1.1.

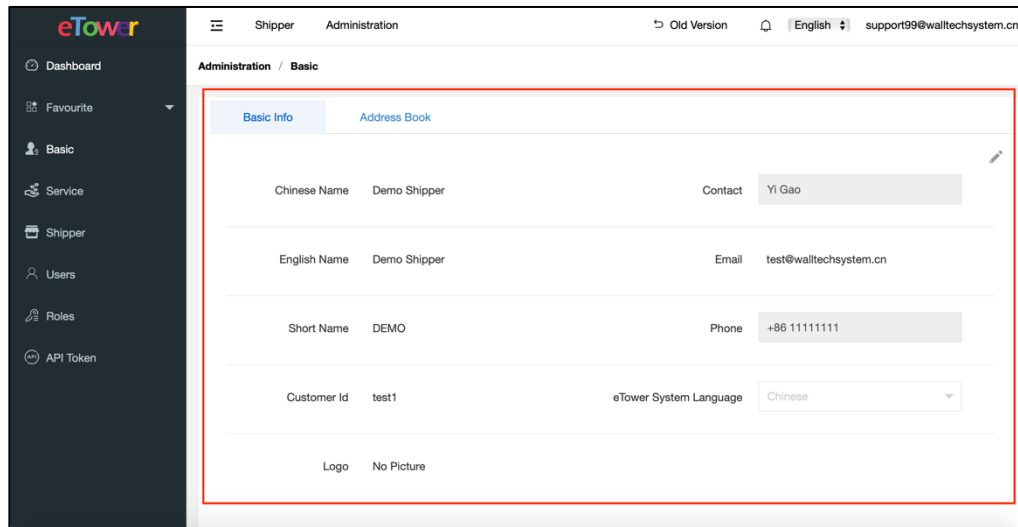


Figure 13.1.1 Basic Information

The user edits the corresponding basic information on this interface: contacts, phone number, system language, logo. In addition, click "Address Book" to add or modify address information, as shown in Figure 13.1.2.

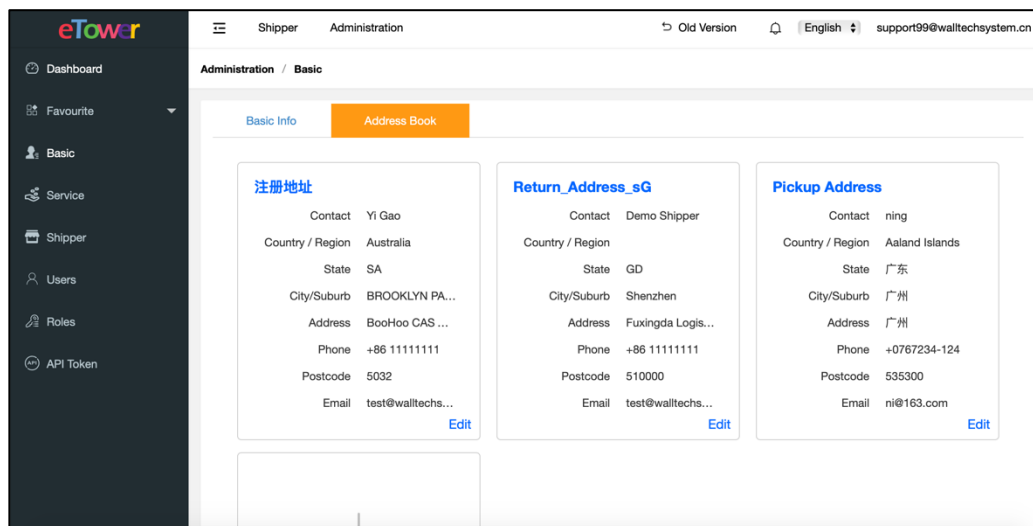


Figure 13.1.2 Modify Address



## 13.2 User

You can configure multiple sub-users under an administrator account. You need to add the corresponding account in the “User” under the “Administration” module and configure the corresponding role function, as shown in Figure 13.2.1.

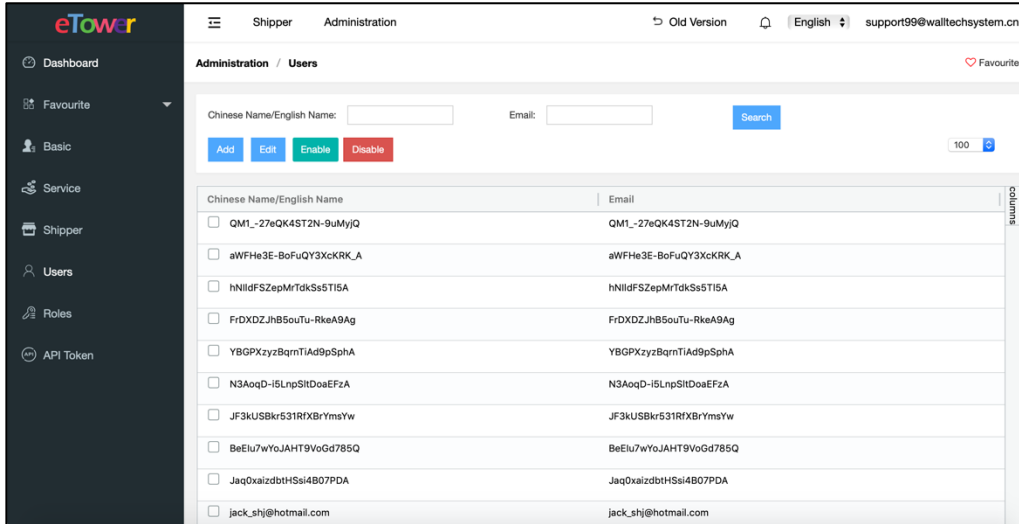


Figure 13.2.1 User

The user clicks the “Add” button to fill in the corresponding account information, as shown in Figure 13.2.2 Add User;

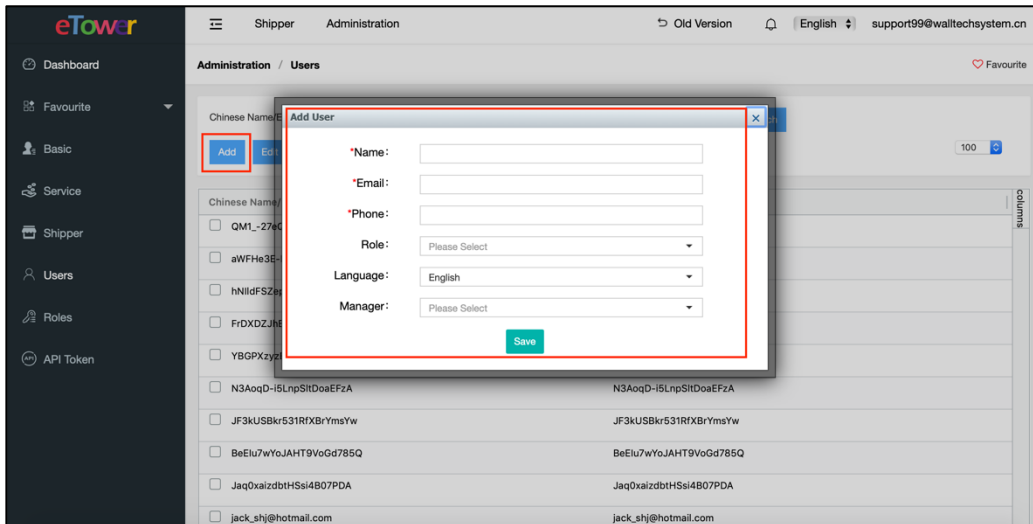


Figure 13.2.1 Add User

After the user fills in the information, click “Save”.

In addition, the administrator account can edit, enable, and deprecate user accounts.

## 13.3 Role

The user sets different user roles under the "roles" module. The role is mainly used to configure different system menu modules.

The user clicks the "Add" button under the "Roles" module, as shown in Figure 13.3.1 Adding Roles.

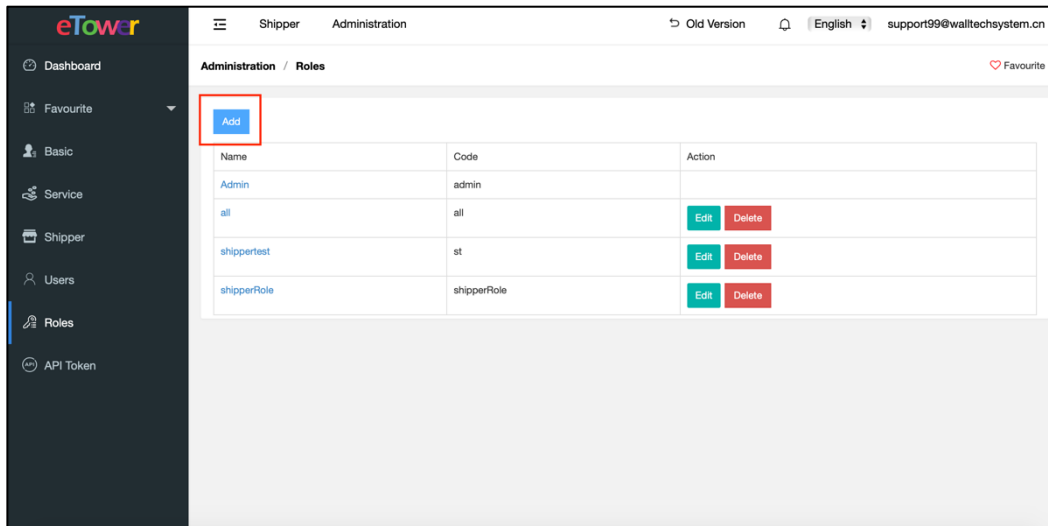


Figure 13.3.1 Adding Roles

The system will jump to the role configuration interface, as shown in Figure 13.3.2. Users need to fill in the corresponding role name and code, and select the corresponding menu module, click "Save".

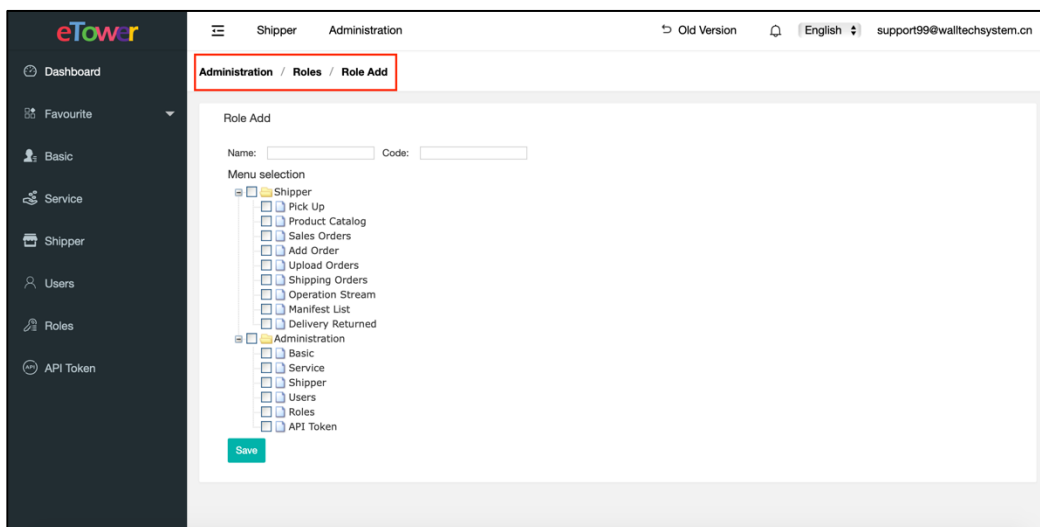


Figure 13.3.2 Configuring Roles

## 13.4 Service

In the "Services" module, the users inquire about the service information provided by the service provider for you, as shown in Figure 13.4.1 Service.

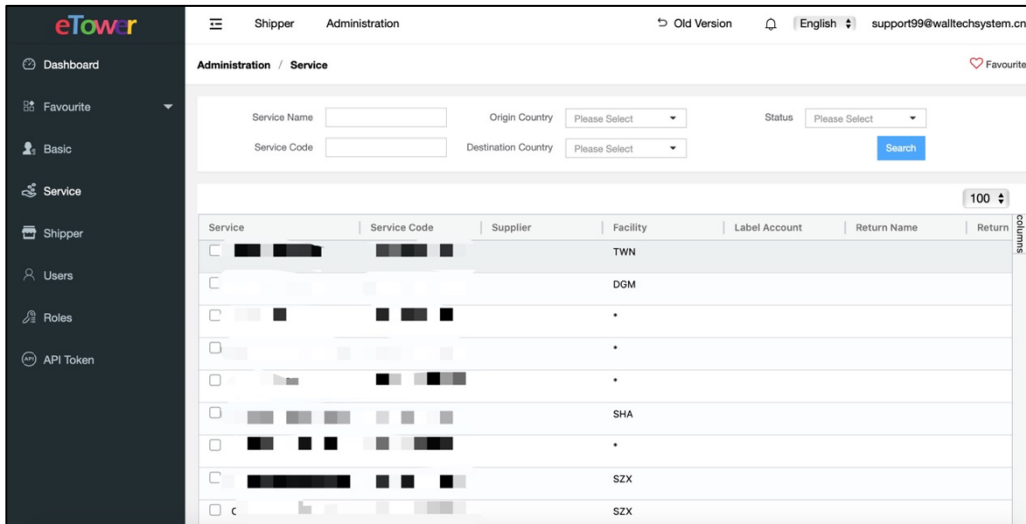


Figure 13.4.1 Service

## 13.5 API Token

By using the module of "API Token", you can add or delete API token. As shown in figure 13.5.1.

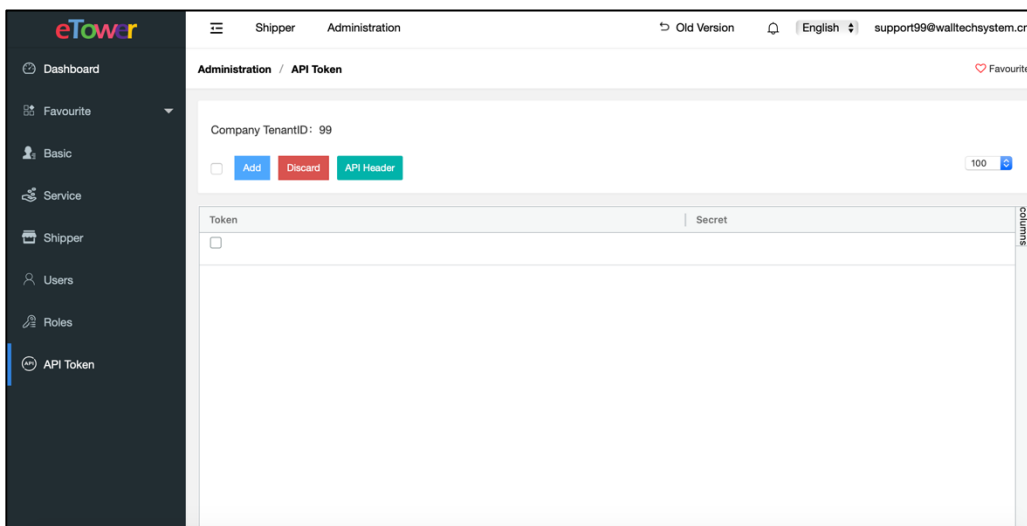


Figure 13.5.1 API Token

For Docking with eTower, please refer to the text of "eTower Shipper API".