Y-Ship Cloud Operation Manual
1-1. Y-Ship Cloud

Y-Ship Cloud is a shipping support cloud service that creates the data required for international shipping labels and customs clearance. Import order data into Y-Ship Cloud, create/transmit shipping data, and issue shipping label.

Y-Ship Cloud Operation Overview
2-1-1. How to Use Y-Ship Cloud

To use Y-Ship Cloud, access the following URL from your Web browser.

Y-Ship Cloud: https://ys.yamatoamerica.com/

* Y-Ship Cloud supports the latest version of following browsers:

Google Chrome, Microsoft Edge, Apple Safari, Mozilla Firefox
2-1-2. Login

After entering User ID (email address) and password, click the "Log In" button.

System News will be displayed on the right side of the login screen.

If the User ID and password are correct, you will be logged in and the order list screen is displayed as the first screen after login.
2-1-3. Main Menu

The main menu is displayed on top of each screen.

1. Orders button
   Clicking this will move you to the Orders screen.

2. Shipments button
   Clicking this will move you to the Shipments screen.

3. Summary panel
   Displays the number of items processed for the orders of the current day.

4. Help button
   Clicking this will show this help screen.

4. Settings submenu
   The submenu for selecting the Settings function opens.
   The First Name of the logged-in user is displayed.
   "E-Commerce Channel", "Global Merchant Settings“, "Printers“, "My Account“ and "Log Out“ are selectable.
2-1-4. Password Reset

If you have forgotten your password, follow the steps below to reset your password.

Click the "Forgot Password?" link at the bottom of the login screen

When the password reset request screen is displayed, enter the e-mail address you are using.

Entering your e-mail address will enable the "Send Mail" button. Please click that button.
2-1-4. Password Reset

The Reset Password email will be sent to the entered email address.

If the e-mail address you entered is different from your registered email address, the email will not be sent.

Click "Reset password" once you have received the e-mail.

When the new password registration screen is displayed, enter a new password and confirm your new password.

Click "Create new password" after you have entered and confirmed your new password.

The new password will be registered and will be your new password from now on.
2-2-1. Orders - Orders List

Clicking the Orders button on the main menu will display the order list, which by default shows orders that have already been imported but are not yet processed and do not have any shipments created/associated.

Orders without any data error are displayed as "Awaiting Shipment" status, and can be used to create shipments. Orders with incomplete or erroneous data are displayed highlighted in red as "Awaiting Finalization" status.

In the upper center of the screen, it shows the order count within each status.

The Orders submenu is displayed at the top left of the screen. The "Create new order" button and the "Filter" button are always active, but the "Create Shipment" button, “Split Order” button and "Delete" button are enabled when you select a order in the list.

To select a single line, click the checkbox on the very left. By clicking the checkbox at the left top, all lines are selected.
2-2-2. Orders - Filtering Data

Clicking the Add Filter submenu of Orders screen will open the Add Filter panel.

By changing the specification of “Channel”, "Channel Order #" "Type" "Status" "Order Date" on the Add Filter panel, you can change the parameters to narrow down the data displayed in the orders list.

When you click the "Apply" button after changing the refinement condition, the order list view is updated according to the filter parameters.

Clicking on the "Reset" button clears the filter condition, and resets the order list view.

The default filter parameter shows the "Awaiting Finalization" and "Awaiting Shipment" Status.

The order list is displayed in descending order of "Order Date", and clicking on the item name in the header row will change the display order to descending order of that item. Clicking the same item will reverse the display order in descending order / ascending order.

The current display order is indicated by the blue arrows (▲▼) to the right of the title line item.
2-2-3. Orders - Import Data

When you click the import history button, the import history pop-up window will show. The pop-up window shows ‘Import Date Time’, ‘Type’, ‘Order Count’, ‘Import Count’, ‘Warning Count’, and ‘Fatal Count’. It shows the history of the latest 10 counts, but more can be seen if you scroll down.

The left side of import history button shows the date and time of the latest data import.

You can import new order data using Amazon API or Rakuten API by clicking the "Import" icon in the upper left of the screen. You can also select the pull-down menu for options 1) Import from ALL Shops or 2) Import from File. The first option is the same as importing using the API. The second option allows you to import order data from a flat file.
2-2-3-1. Orders - Import Data Using Amazon API and Rakuten API

When you click the "Import" icon or select “Import from ALL Shops”, a confirmation dialog appears. Upon confirmation, the import will start and an “Import in progress” icon will be displayed. Click the "Cancel" button to return to the order list without importing.

When the Import is finished, the “Import in progress” icon disappears and a process completion dialog appears. The process completion dialog shows the number of imported orders and the number of orders with data errors.

By clicking the "OK" button, the order list is updated and the imported data is reflected on the order list.

Orders that have no data errors will be displayed as "Awaiting Shipment" status and are ready to “Create Shipment”.

Imported orders with incomplete or invalid data will be displayed as "Awaiting Finalization". The order data will need to be modified, with problem fields highlighted in red.
2-2-3-2. Orders - File Import function

* Import Button
Clicking right side button will display sub-menu:

To Import Order from API, click “Import from ALL Shops” or simply click the main button to execute this function by default.

To Import Order from file, click “Import from File”, which will proceed to the "ORDER DATA IMPORT" popup that includes 3 steps:

Step 1: Select File Mapping Template and Choose File to import.
Step 2: Validate result and Import button.
Step 3: Complete.
2-2-3-2. Orders - File Import function

Step 1 Screen: Select Mapping and Choose File

Below the “Step 1” green sidebar, a pulldown selection box allows you to choose the corresponding Import mapping template.

You can Drag and drop file into the frame to import, or click the Browse button to select a file.
- The system will validate the selected file’s data structure against the import mapping template’s data structure.
- Acceptable file formats are CSV, TSV, XLS or XLSX.

The selected file will then be uploaded to the server, showing an “Uploading” indicator during upload.

When the upload is completed, the Step 2 panel will open.

You can click the carat on the right side of Step 1 sidebar to open or close the Step 1 panel. In this case, other open panels will be closed.

The “Cancel” button is disabled during the upload process.
2-2-3-2. Orders - File Import function

Step 2 screen: Validation and Import

As the validation process ends, “Import Data Validation Result” will be displayed on the “Order Data Import” pop-up.

You can toggle the preview of the import file by clicking the linked line says, “Check Import Preview”.

If there is fatal error, such as the Channel Order Number already existing in the system, or if there are more than 10 errors, the process will terminate without importing the file and the “Import” button will be disabled.

If the uploaded file’s validation result is OK, the “Import” button will be activated.

Warnings are not the same as errors, and are considered OK for import.
2-2-3-2. Orders - File Import function

Step 2 Screen: Validate and Import (Continued)

When the “Import” button is clicked, the system validates and imports data to the database. During the import process, the indicator will show as follows.

The “Cancel” button is disabled during the import process.

When import processing is completed, the panel of Step 3 will open, and a popup displays “File Import Successful”.

If another user is processing the same shipper, the import process will abort showing the following message.
2-2-3-2. Orders - File Import function

Step 2 Screen: Validation and Import (Continued)

In case the validation of Import data fails:

The Validation result of uploaded Import file data is displayed on the “Import Data Validation Result”. If there are errors or warnings from the validation of the uploaded import file, the details will show in that window.

You can toggle the preview of the import file by clicking the linked line says, “Check Import Preview”.

The “Import” button is disabled.

After checking the details of the error and correcting the data of the Import file, Click on right side of Step 1 sidebar to return to Step 1 and select the modified Import file to reload the modified file.

If file import data has more than 10 errors, the process will abort and show the following message: “The file import process has stopped because there are too many errors in the import file. Please check the file and try again.”

In case there are more than 10 errors, the Validation result will only show the first 10 errors.
2-2-3-2. Orders - File Import function

Step 3 Screen: Complete

After the import process completes, the import result dialog is displayed, containing detailed information under Import result.

Message example for normal File Import process completion (No warning data):

Message example for normal File Import process completion (With warning data):
When you double-click a line in the order list, it goes to the edit order screen of that specific order.

Orders under the "Awaiting Finalization" status require data correction from the edit order screen. Orders under the "Awaiting Shipment" status can be modified as necessary using this edit screen (until shipments are created for those orders).

The details of the selected order are displayed on the edit screen. When selecting Awaiting Finalization status data, items with error are highlighted in red and the reason for the error will be indicated below the item.

Clicking the "Save" button at the bottom center of the screen will validate the entered values. If the data is valid, the changes will be saved, and the edit screen will be close and return to the order list. The changes will be reflected in the list. In case the data is still invalid, the error field will be highlighted in red. Clicking the "Cancel" button at the bottom center of the screen discards all changes and returns to the order list.

By clicking the "Delete" button at the bottom left of the screen, this order will be deleted.
2-2-4. Orders - Edit Order Data

Below are the fields to edit and what to enter.

**SHIP TO**

**NAME * Required**
Name of ship to customer (Kanji, Kana, Kana, half-width alphanumeric character)

**NAME IN ALPHABET * Required**
Reading name of customer (Kana alphanumeric character) This automatically converts from the Japanese NAME.

**PHONE * required**
Phone number of ship to customer (half size alphanumeric character)

**EMAIL**
E-mail address of ship to customer (Half size alphanumeric character)

**COUNTRY * required**
Country of residence * Currently JAPAN only

**POSTAL CODE * required**
Postal code of Ship to customer (half-width alphanumeric) Only if the address fields have no input and the corresponding zip code is in the database, the address will automatically populate ADDRESS 1, ADDRESS 2, and ADDRESS 3.
2-2-4. Orders - Edit Order Data

**ADDRESS 1 * Required**
Address line 1 of Ship to customer (prefecture)
(Kanji, Kana, Kana, half size alphanumeric characters)

**ADDRESS 2 * Required**
Address line 2 of Ship to customer (city)
(Kanji, Kana, Kana, half size alphanumeric characters)

**ADDRESS 3**
Address line 3 of Ship to customer (address)
(Kanji, Kana, Kana, half size alphanumeric characters)

**ADDRESS 4**
Address line 4 of Ship to customer (building name)
(Kanji, Kana, Kana, half size alphanumeric characters)

**SHIPMENT OPTIONS**

**TERMS * Required**
Payment term (pull-down)

**PREFERRED DELIVERY TIME * Required**
Desired delivery time (pull-down)

**CURRENCY * required**
Payment currency (pull-down)

*Show last update date and last update user
2-2-4. Orders - Edit Order Data

"ITEM INFORMATION"

A list is displayed for each product ordered, and items can be edited directly and changed.

**ITEM CODE (Required):**
Order item code ((half-width alphanumeric character)
Click the search icon to pop up the product search
You can open and search and select items from the registered Item Master.

**ITEM CODE, ITEM NAME, SKU of the selected products are automatically set**

**ITEM NAME (Required):**
English product name of order item ((half-width alphanumeric character)

**SKU (Required):**
SKU number of the order item ((half-width alphanumeric characters)

**ITEM VALUE (Required):** Unit product price ((half-width number)

**QTY (Required):** Quantity of the order item ((half-width number). Default is 1

**ORIGIN:** Origin country of product goods (half-width alphabet)
Clicking on the search icon opens a pop-up of Product Country Search,
You can choose the country code from the list of countries.

**CHANNEL ORD.ITEM # (Required):** Order item number by channels’ rule (Half-width number)
2-2-5. Orders – Declared value adjustment

“DECLARED VALUE”

If order data has adjustment value, Y-Ship Cloud automatically calculates the Declared value by subtracting Adjustment value from Original value.

In such case, a 🔄 mark will appear to the right of the declared value box. By hovering the mouse over this mark, the details will show.

ORIGINAL
The original value before an adjustment such as a discount.

ADJUSTMENT
The adjustment value apply to this order. A negative value represents a discount and a positive number represents an additional fee.

ADJUSTED
The final declared value for this item after applying the adjustment to the original value.

Manual entry
When declared value is entered manually, Y-Ship Cloud will not consider any adjustment. The value a user manually inputs for DECLARED VALUE will be considered the final cost.
2-2-6. Orders - Create New Order

Clicking the "Create new order" button in the Orders submenu at the top left of the screen will switch the screen to the Create Order screen. This screen can be used to manually create an order.

Items that need to be entered are highlighted in red.

* Red highlighting will not appear for required fields that already have a default value.

If the inputted value is invalid, the item will be highlighted in red and the reason for the error will pop up below the item.

When you click the "Save" button at the bottom center of the screen, the system will check the order contents for validity, save the input contents and return to the order list. The updated order will be reflected in the order list. In the case of error, the system will highlight the item of error in red.

Clicking the "Cancel" button at the bottom center of the screen discards the input and returns to the order list.
2-2-6. Orders - Create New Order

Create New Order

CHANNEL ORDER # (Required):
Order number (half-width number)

ORDER DATE (Required):
Order date (half-width number)
Default: Date and time of order creation
Clicking the ORDER DATE box will open the calendar popup where the order date can be selected.

"SHIP TO"

NAME (Required):
Name of Ship To customer (Kanji, Kana, Kana, half-width alphanumeric character)

NAME IN ALPHABET (Required):
Reading name of customer (Kana alphanumeric character)
This is automatically converted when NAME item is set

PHONE (Required):
Phone number of Ship To customer (half-width alphanumeric character)

EMAIL
E-mail address of Ship To customer (half-width alphanumeric character)
2-2-6. Orders - Create New Order

**COUNTRY (Required):**
Country of residence (pulldown) * Currently JAPAN only

**POSTAL CODE (Required):**
Postal code of Ship to customer (half-width alphanumeric)
Only if the address fields have no input and the corresponding zip code is in the database, the address will automatically populate ADDRESS 1, ADDRESS 2, and ADDRESS 3

**ADDRESS 1 (Required):**
Address line 1 of Ship to customer (prefecture)
(Kanji, Kana, Kana, half-width alphanumeric characters)

**ADDRESS 2 (Required):**
Address line 2 of Ship to customer (city)
(Kanji, Kana, Kana, half-width alphanumeric characters)

**ADDRESS 3**
Address line 3 of Ship to customer (address)
(Kanji, Kana, Kana, half-width alphanumeric characters)

**ADDRESS 4**
Address line 4 of Ship to customer (building name)
(Kanji, Kana, Kana, half-width alphanumeric characters)
2-2-6. Orders - Create New Order

**SHIPMENT OPTIONS**

**TERMS (Required):**
Payment term (pulldown)

**PREFERRED DELIVERY TIME (Required):**
Desired delivery time (pulldown)

**CURRENCY (Required):**
Payment currency (pulldown)
2-2-6. Orders - Create New Order

**ITEM INFORMATION**

**SKU (Required):**
SKU number of the ordered item (half-width alphanumeric characters)

**CHANNEL ITEM CODE (Required):**
Order item code (half-width alphanumeric character)
Click the search icon to pop up the product search
You can open and search and select items from the registered Item Master.

**ITEM CODE, ITEM NAME, SKU of the selected products are automatically set.**

**ITEM NAME(EN) (Required):**
English product name of the ordered item (half-width alphanumeric character)

**DECLARED VALUE (Required):** Unit product price (half-width number)

**QTY (Required):** Quantity of the order item (half-width number) Default: 1

**ORIGIN:** Origin country of product goods (half-width alphabet)
Clicking on the search icon opens a pop-up of Product Country Search,
You can choose the country code from the list of countries.

**CHANNEL ORD. ITEM # (Required):** Order item number in channel format (half-width number)
2-2-6. Orders – Item Including Prohibited Item Keyword(s)

**ITEM NAME(EN) including prohibited item keywords:**

A warning will appear if an item name includes keywords for items prohibited from shipping to Japan.

Please remove the keyword or ignore/approve this item by clicking the “Ignore/Approve” checkbox.

If the “Ignore/Approve” checkbox is left unchecked, the order status will remain as “Awaiting Finalization”, and the warning icon will continue to appear on the Edit Order screen.

If the checkbox is checked and the order is saved, the warning icon will no longer appear on the Edit Order screen.

The full list of prohibited item keywords can be obtained from “Dangerous and Prohibited Items” in the Help pulldown menu.
2-2-7. Orders - Automatic item master syncing for new/updated item names

The system will detect when items in the order data are not found in the item master database, and offer the choice of whether to sync those items.

**Item Master Update Settings**
Users can change the default setting for how edited/added item from the order data are synced to the item master database

The settings can be found in “Item Master Update Settings”, at the top right of the “Global Merchant Setting Screen”.

**Options**
1. Update but always ask me
2. Update without asking me
3. Never update Item master

The system default is “1. Update but always ask me”
Clicking the “Save” button will save the default setting.
2-2-7. Orders - Automatic item master syncing for new/updated item names

**Item Master Update**

When one or more of the following are updated in the order, the Item Master Data Base will be updated:

- SKU
- CHANNEL ITEM CODE
- ITEM NAME(EN)
- ORIGIN

If the ITEM NAME(EN) has double-byte character, system will consider that to be Japanese Item Name and save that to Item Name(JP) field and save newly input Item Name as Item Name(EN).

**Add new Item**

If a new item was added, there will be no Japanese Item Name. If you want to add Japanese Item Name, please add it from “Item Master Maintenance” in “Global Merchant Settings”.

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2-2-7. Orders - Automatic item master syncing for new/updated item names

Item Master Update

Once the Item Master is updated, Y-Ship Cloud will confirm whether to update other orders that contain that item. If the user's default for Item Master Update is either

1. Update but always ask me
2. Update without asking me

Then the system will also confirm update other orders in either “Awaiting for Finalization” or “Awaiting Shipment”.

The default is “Update only “Awaiting Finalization” records”. This will correct the same errors for this item on other orders.

If you select “Update “Awaiting Finalization” and “Awaiting Shipments””, this will change the item information for all orders under those status.

“No update. Update only this order” will not affect any other orders.

If the user's default for Item Master update is set to
3. Never update Item Master

Y-Ship Cloud will not update any other order’s data.
2-2-8. Orders – Split Order

To split an order, select the row of data you want to split from the order list and click on the “Split Order" button in the Orders submenu.

The Split Order button is enabled only when you select an order under the following conditions:
1. The order status is “Awaiting Shipment”.
2. The quantity of the items in the order is greater than 1.
   For example, if an order has only one item with a quantity of 1, that order cannot be split.

In the Split Order screen, the selected order can be divided into 2 orders.
• To split an order more than twice, please use the split order function as many times as necessary.

After an order is split, only split (child) orders will appear on the list. The original (parent) order will not appear. To view the original parent order, please filter with the “Split" status parameter.

For the newly divided orders, Channel Order #s will be given by adding a numerical suffix, such as 1 and/or 2, to Original Order's Channel Order #.

※ The split order function is not available for the Rakuten channel.
2-2-8. Orders – Split Order

1. Item information from the selected order will be displayed on the Split Order screen. The following information will be displayed: Channel, Channel Order #, Order Date, and Ship To Name.

2. If the declared value is adjusted, icon will be displayed.

3. For each item line, enter the quantity you want to split as QTY in the blue section on the right. This is the only required input necessary. For items that should not be to split, simply keep the default value of "0".

4. The new quantity for items not included in the split is the original quantity minus the quantity of the split items.

5. The Total Value for each split item will be calculated and displayed in the blue section.

6. The Total Value for items not included in the split will be updated in in the white section.

7. Both Order Values are shown on the header bar.

8. If the “Cancel” button is clicked, the process will be interrupted and an “Abort Confirmation” screen will pop-up. If “Cancel” is clicked on that screen, the split process will resume. If “OK” is clicked, the split process will abort and the split pop-up screen will close and return to the Orders list screen.
9. The “Order Split” button activates when all numbers are input for each Item in process 3 of the previous page. When clicked, a confirmation screen will pop-up. If Cancel is clicked, the user is returned to the Split Order screen without executing the order split.

10. If “OK” is clicked on the confirmation pop-up, the process will execute the order split and a result pop-up will appear showing the new order numbers of the split orders. Clicking “OK” on the result pop-up will bring you back to Orders list screen.
2-2-8. Orders – Split Order

The status of the original order is changed to “Split”. Shipment processing cannot be performed for the original order and must be done through the newly split orders.

An order with the “Split” status cannot be deleted.

When deleting a order created from a split, both divided orders will be deleted together.
• In this case, a deletion confirmation dialog will notify that the other half of the pair of split orders will also be deleted.

After deletion, the original order’s status “Split” will revert to “Awaiting Shipment”.

“Split” status orders can be viewed in the Orders list by changing the filter parameters for Status.

Example:
Two divided orders are added to the list and displayed.
Channel Order# of Original Order:
11111112314-1414

The new Order numbers will be created by adding a numerical suffix to initial Channel Order # as follows;
11111112314-1414-1
11111112314-1414-2

If a newly split orders is further split, the numerical suffix will automatically increment. One order will remain as the same number as the original order number.
Example:  Split Source 11111112314-1414-2
After Split 11111112314-1414-2
11111112314-1414-3
2-2-9. Orders - Delete Order

To delete an order, select the row of data you want to delete from the order list and click on the "Delete" button in the Orders sub menu.

A delete confirmation dialog appears. Click "OK" button to confirm the deletion.

After the deletion process is completed, a dialog of deletion success opens.

Clicking the "OK" button will bring you back to the order list.

The deleted order data will not be displayed in the order list.

NOTE: Deleted orders cannot be reimported again from Amazon and Rakuten
Orders that have no data errors have the status of "Awaiting Shipment". Shipments can only be created from orders under this status.

If the selected data is in the “Awaiting Shipment” status, the "Create Shipment" button on the Orders submenu will be enabled.

Clicking the “Create Shipment” button will show a confirmation dialog.
Click the "OK" button to create the shipment.
Click the "Cancel" button to return to the order list.

After creating the shipment, a dialog window will appear indicating that it was successful. Click the "OK" button to return to the order list.

Once Shipment data is created, the status of the relevant order will become "Sent to Shipment" and will not be displayed from the order list (but can still be found by enabling “Sent to Shipment” in the filter).
2-3-1. Shipments - Shipments List

Clicking the Shipments button on the main menu will display a list of shipments which have been created from the orders.

Shipments where package information has not yet been registered is under the "Awaiting Package Information", which is the first status after shipment is created.

Shipments that contain package information are ready for printing shipping labels, so the status is "Ready To Print".

Shipments which have already been printed and assigned a tracking number are ready to send back to Amazon or Rakuten, and Yamato, so the status is "Ready To Transmit".

Shipments shipped on the same day will be displayed as status "Shipped".

In the top center of the screen, the data count for each Status is displayed.
2-3-1. Shipments – Shipments List

The action menu for Shipment is displayed at the top left of the screen.

When "Awaiting Package Info" shipments are selected, "Add Package Information", "Create As New Order" and "Delete" actions are available.

When "Ready To Print" shipments are selected, "Add Package Information", "Print", "Create As New Order", and "Delete" actions are available.

When "Ready To Transmit" shipments are selected, "Add Package Information", "Print", "Transmit", "Create As New Order" and "Delete" actions are available.

When "Shipped" shipments are selected, "Print" action is available.

The data is selected by checking the checkbox at the left end of the line.

To select a single line, click the checkbox on the very left. By clicking the checkbox at the left top, all lines are selected.
2-3-2. Shipments - Filtering Data

Clicking the “Add Filter” button will open the Add Filter panel.

By selecting "Channel Order #", "Status", “Type”, "Tracking Number", "Order Date" or "Ship Date" in the Add Filter panel, you can change the parameters to filter the data displayed in the shipment data list.

Click the "Apply" button after changing the filtering condition, to display the shipment data according to the parameters.

Click the "Reset" button to clear the filtering option, and reset the shipment data to the default view which only shows "Awaiting Package Information".

The data in the shipment data list is displayed in descending order of "Order Date", and clicking on the item name in the header row will change the display order to descending order of that item.

Clicking the same item will reverse the display order in descending order / ascending order.

The current display order is indicated by the blue arrows (▲▼) to the right of the title line item.
2-3-3. Shipments - Shipment Detail View

Clicking a line in the shipment list will display the shipment detail screen.

Details of the order and shipping data of the selected shipment are displayed on the detail screen.

Click the "Close" button at the bottom center of the screen to close the screen and return to the shipment list.
2-3-4. Shipments - Enter Package Information

The “Add Package Information” action is for shipments under the status “Awaiting Package Information”.

Click "Add Package Information" in the action menu.

In the pop-up that appears, enter the weight and size of the package to be shipped.

Entering both weight and size is not required, but be sure to enter one or the other.

"Weight" unit can be selected as "KGS" or "LBS".
   * Default: Default set by each Shipper

"Dimensions" unit can be selected as "INCH" or "CM".
   * Default: Default set by each Shipper

"Service Type" can be selected as “TA-Q-BIN”, “NEKOPOST”, or “OVERSIZE”.

After completing the input, click the "Save" button and a confirmation dialog will appear.

Clicking "OK" shows a confirmation dialog to save the package information.

Clicking “OK” after registration success dialog brings you back to the shipment list, and the status of shipment with updated package information becomes "Ready To Print".
2-3-5. Shipments - Print Shipping Label

The “Print” action is for shipments under the status “Ready To Print”, “Ready to Transmit”, and “Shipped”.

When you click the Print button, the process will perform the print operation set by printing default. Choices for printing default are “Shipping Label Only” or “Shipping Label and Packing List”. The system default is “Shipping Label Only”. By clicking the "Cancel" button, you will return to the shipment list.

After clicking the print button, if the Shipment is “Ready to Print” status, the confirmation popup window will open asking if you want to assign tracking numbers. By clicking “OK”, the tracking number will be assigned to each shipment. If you click “Cancel” in this confirmation window, the tracking number will not be assigned, and you will return to Shipments display list.

*Please set the page orientation to “Portrait” before clicking the "Print" button.

When the label printing is completed, the screen will return to the shipment list, and the status for that shipment becomes "Ready To Transmit" if it was “Ready to Print” status, otherwise status will not change. The newly assigned tracking number will be displayed in the shipment list.
2-3-5. Shipments - Print Shipping Label and Packing List

You can print Shipping list and Packing List from either one of “Ready To Print”, “Ready to Transmit”, and “Shipped” status.

After selecting either “Shipping Label Only” or “Shipping Label and Packing” from the pulldown menu on the right side of the print icon, the Shipping Label can be printed. This pulldown menu also indicates the default print mode. If you select these options for a shipment under the status “Ready to Print”, the tracking number will be assigned in the process.

If you select ‘Packing List Only’ with ‘Ready to Print’ status shipment, the tracking number will not be assigned and the shipment status will not change.

Click "Print" in the print execution dialog to display the print preview screen and view the shipping label and/or Packing List. If the necessary print settings are configured, the shipping label should print normally.

*Please set the page orientation to “Portrait” before clicking the “Print” button.

The Packing List will be printed after corresponding Shipping Label. When the printing is completed, the screen will return to the Shipments screen.
2-3-5. Shipments - Print Shipping Label

Shipping Label Detail

<table>
<thead>
<tr>
<th>No</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Shipper Name</td>
</tr>
<tr>
<td>2</td>
<td>Shipper Address</td>
</tr>
<tr>
<td>3</td>
<td>Shipper Telephone</td>
</tr>
<tr>
<td>4</td>
<td>Send To Name</td>
</tr>
<tr>
<td>5</td>
<td>Address</td>
</tr>
<tr>
<td>6</td>
<td>Postal Code</td>
</tr>
<tr>
<td>7</td>
<td>Phone Number</td>
</tr>
<tr>
<td>8</td>
<td>Tracking Number</td>
</tr>
<tr>
<td>9</td>
<td>Ship From</td>
</tr>
<tr>
<td>10</td>
<td>Ship To</td>
</tr>
<tr>
<td>11</td>
<td>Quantity</td>
</tr>
<tr>
<td>12</td>
<td>Type</td>
</tr>
<tr>
<td>13</td>
<td>Channel</td>
</tr>
<tr>
<td>14</td>
<td>Order Number</td>
</tr>
<tr>
<td>15</td>
<td>Package Number</td>
</tr>
<tr>
<td>16</td>
<td>Reference Number</td>
</tr>
</tbody>
</table>
2-3-5. Shipments - Print Packing list

<table>
<thead>
<tr>
<th>No</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Channel Name</td>
</tr>
<tr>
<td>2</td>
<td>Order Number</td>
</tr>
<tr>
<td>3</td>
<td>Package Number</td>
</tr>
<tr>
<td>4</td>
<td>Reference Number</td>
</tr>
<tr>
<td>5</td>
<td>Quantity to Ship in this package</td>
</tr>
<tr>
<td>6</td>
<td>SKU</td>
</tr>
<tr>
<td>7</td>
<td>Item Code</td>
</tr>
<tr>
<td>8</td>
<td>Item Name</td>
</tr>
<tr>
<td>9</td>
<td>Total Quantity in Order</td>
</tr>
<tr>
<td>10</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td></td>
</tr>
</tbody>
</table>

**Packing list Detail**

<table>
<thead>
<tr>
<th>No</th>
<th>Item Name</th>
<th>SKU</th>
<th>Item Code</th>
<th>QTY2ORD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Canned coffee</td>
<td>343</td>
<td>Jive-232</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>VW Logo Key Chain</td>
<td>101</td>
<td>VW-KEY-220</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>U neck shirts</td>
<td>202</td>
<td>CLUE303</td>
<td></td>
</tr>
</tbody>
</table>

*Note: The table provides a detailed packing list with channel, order, package, reference numbers, and item details.*
2-3-5. Shipments - Print Shipping Label - Browser Setup

Print Labels – Printer and Browser Setup

Since Y-Ship Cloud uses a web browser as a user interface, there are browser specific setups. Also, please note that Y-Ship Cloud creates labels using PDF format for the printing process. We listed these setups for each Browser as well as for specific printers.

【Chrome】
– How to enable pop-ups so Y-Ship can print labels

If you get this error message, you will see the blocked pop-up alert icon in the address bar. You can click on this icon to enable popups on Y-Ship Cloud. Please refer to following Google support site for further information https://support.google.com/chrome/answer/95472
2-3-5. Shipments - Print Shipping Label - Browser Setup

【Chrome】
– Adblock Plus plugin

Adblock Plus is one of the most popular plugins for Chrome. However, when Adblock Plus is enabled, Y-Ship Cloud cannot initiate the label printing process. Here we describe how to enable pop-ups when Adblock Plus is installed.

You can click on the Adblock Plus icon in the toolbar to bring up the menu. Here you can simply click the blue icon to disable Adblock Plus. Once the red “Refresh” icon shows, click it.

Once Adblock Plus is disabled, the plugin’s icon on the address bar becomes grey.

For further detail, please check the FAQ for Adblock Plus; https://adblockplus.org/faq_basics
2-3-5. Shipments - Print Shipping Label - Browser Setup

【Chrome】
– Zebra ZDesigner GK420 printer setup

To use Zebra ZDesigner GK420 Label printer with Chrome, please set Scale to “Fit to page”.

This will ensure the best label printing result with the Zebra ZDesigner GK420 Label printer.
2-3-5. Shipments - Print Shipping Label - Browser Setup

【Firefox】
– How to enable pop-ups so Y-Ship Cloud can print labels

When blocking a pop-up, Firefox displays an information bar (if it hasn't been previously dismissed – see below), as well as a “pop-up blocked” icon in the address bar.

Click either the Options button in the bar or the icon in the address bar, to display the following menu:

Allow/Block pop-ups for this site
Edit Pop-up Blocker Options…
Don't show this message when pop-ups are blocked
(show the blocked pop-up)

Choose “Allow pop-ups for this site“.

If you experience illegibly printed characters or Y-Ship does not print in the correct format, please try followings;
1. Update Firefox to the latest version
2. Reset Firefox printer setting

For details please refer to Mozilla support site;
2-3-5. Shipments - Print Shipping Label - Browser Setup

【Microsoft Edge】 & 【Microsoft Internet Explorer 11】
– How to Print Labels on Y-Ship

For Microsoft Edge and Internet Explorer 11, Y-Ship uses PDF file for printing. The browser will ask you:

“What do you want to do with xxxxxxx.pdf( xxxKB)?
From: ys.yamatoamerica.com”

Please click “Open”, so you can print the label via your default PDF viewer application's print function.
2-3-5. Shipments - Print Shipping Label - Browser Set up

【Safari on Mac OS】

– How to Print Labels on Y-Ship

For Safari, Y-Ship print process uses PDF file for printing. The browser will display the PDF file to be printed. You can click on File on the top menu bar, then click print.

As the PDF print window is a pop-up, please allow pop-ups for Y-Ship Cloud in Safari.

– How to set up for letter size paper

For letter size paper, please set the scale to 100 for the best printing result. The default value is 93, so it must be manually changed to 100.
2-3-5. Shipments - Print Shipping Label - Browser Setup

【Safari on Mac OS】
– How to set up for A4 paper size

For A4 size paper, you need to change paper size within the print pop-up window. Please select A4, not A4 Borderless for the best printing result.

– How to set up for A4 paper size

Please change the scale value to 100, if it was set to different value, such as default value of 93.

The Scale value of 100 gives you the best print result.
2-3-5. Shipments - Print Shipping Label - Printer Setup

【Safari on Mac OS】
– How to setup for SATO CG408 Label printer

To use SATO CG408 Label printer with Safari:

First, set Paper Size to 4.00x6.00”.
Second, set the Scale to be 99.

– How to setup for Zebra ZDesigner GK420

To use Zebra ZDesigner GK420 Label printer with Safari:

First, set Paper Size to 4.00x6.00”,
then set Scale to be 100.
2-3-5. Shipments - Print Shipping Label - Printer Setup

【Label printers on Windows】
– Recommended setup

We recommend that Windows users set up the printer from Windows “Settings”, when using label printers such as SATO CG 408 or Zebra ZDsigner GK 420.

To set up, click on Settings icon, then select, “Windows setup” -> “Printers & scanners” -> Printer

For any printer, choose “Manage” -> “Printer preferences” to setup that printer.

When you click “Printer Preferences”, a printer specific setup window will appear. This is an example of the printer preferences window for SATO CG 408 printer.

The following section will detail the set-up for specific printers.
2-3-5. Shipments - Print Shipping Label - Printer Setup

**[Zebra Zdesigner GK420 Label printer]**
- Recommended setup

From the “ZDesiK420 printing preferences” window, select the “Options” tab. Then set “Paper Format”, “Size” and “Unprintable area” as follows:

- **Paper Format**
  - inch
  - portrait

- **Size**
  - width: 4.00
  - height: 6.00

- **Unprintable Area**
  - Left: 0.00
  - Top: 0.00
  - Right: 0.00
  - Bottom: 0.00

**[SATO CG408 Label printer]**
- Recommended setup (1/3)

From “SATO CG408 printing preferences” window, select “Page Setup” menu on the left side. Then set Media settings as follows:

- **Media settings**
  - Width: 4”
  - Height: 6”
2-3-5. Shipments - Print Shipping Label - Printer Setup

[SATO CG408 Label printer]  
– Recommended setup (2/3)

From “SATO CG408 printing preferences” window, select “Print Options“ menu on left side;  
Then set Offset values as follows;

Offset
Top: 0”  
Left: 0”

[SATO CG408 Label printer]  
– Recommended setup (3/3)

From “SATO CG408 printing preferences” window, select “Print Mode“ menu on the left side;  
Then set Backfeed values as follows;

Backfeed
Backfeed offset: 0”  
Pitch offset: 0”
2-3-6. Shipments - Transmit Shipment Data

The "Transmit" action becomes available for shipments under the status "Ready To Transmit".

In the transmit confirmation pop-up, click the "OK" button to send the shipment data. A transmission success dialog will appear.

Otherwise, clicking the "Cancel" button will bring you back to the shipping data list without transmitting the shipment data.

After transmission, the screen will return to the Shipments screen, and the transmitted shipment’s status will be updated to "Transmitted" and no longer be displayed in the default view of the shipment list.

As part of the “Transmit” process on the Shipments screen, the shipping information is automatically sent to Yamato and Amazon/Rakuten. If desired, this automatic process of sending data to Amazon and Rakuten can be disabled in the settings (the shipment information will still be sent to Yamato). If disabled, the shipping information will need to be manually uploaded to Amazon or Rakuten’s seller dashboard using the data export file generated from the Export Transmitted Shipments function.

In case of split orders, the shipping notification template for all the shipments is transmitted at the time of initial shipment.
If you would like to manually transmit shipment information to your E-Commerce channel, you will need to upload a data file with your shipment information. This data file can be generated in Y-Ship using the “Export Transmitted Shipments” function. This function can only be used with shipment information having status “Shipped”, “In Transit”, and “Delivered”.

In the pop-up that appears, choose the target shipments to export, file type, file format and whether to include the header row.

The number of shipments will not appear if all shipments are selected in Shipments screen.

“Include header row” checkbox is disabled for particular file formats.

After completing the input, click the “Download File” button and a “Download” button will appear.

Clicking the “Download” button downloads the export file directly to your browser’s default download location. To specify the download location instead, right click the download button, and select “Save Target As” or “Save Link As”. Choose the folder location to download the file and click “Save” button.
2-3-8. Shipments - Delete Shipment

In order to delete a shipment, select the shipment using the checkbox and click “Delete” in the action menu.

A pop-up will ask you to confirm.

Clicking “Yes” deletes the shipping data and Order data associated with the shipping data, then displays a dialog for successful deletion.

Clicking “No” returns to the shipment list without deleting the data.

After a shipment is deleted, the screen returns to the shipment list.
2-3-9. Shipments - Create New Order (From Existing Shipment)

You can create a new order based on any shipment data as long as the shipment has not been transmitted. This effectively copies the shipping data and creates a new order in the Orders view with a new order number.

In order to do this, click "Create As New Order" button while selecting a single shipment as the source data to copy into a new order.

A new order data creation screen will appear for you to fill in any necessary information. Once you have come this far, the rest of the steps are the same as in “2-2-5. Orders Create New Order”.
2-3-10. Tracking History

The tracking history, date and package status can be seen by simply hovering the mouse over any of the available tracking numbers.
2-4-1. Settings - E-Commerce Channel Settings

Selecting "E-Commerce Channels" from the Settings submenu of the main menu will take you to the "E-Commerce Channels" Settings screen.

You can also reach this screen by selecting “E-Commerce Channels” from the left of any screen in Settings.

Channel information is shown on the left side and access credential information is shown on the right side.

You can enter “Seller ID” and “MWSAuthToken” for Amazon or “ServiceSecret” and “licenseKey” for Rakuten.

The "Verify Seller ID" button checks whether you can access Amazon or Rakuten with the credential information provided.

If verification passes, a success dialog is displayed. Otherwise, an error message will appear. In that case, please verify your credentials and try again.

When inputting the credentials for the first time, verification is necessary to save the credential information. Otherwise, the system will not save the invalid credentials.
2-4-2. Settings - Global Merchant Settings

Selecting “Global Merchant Settings" from the Settings submenu of the main menu will take you to the "Global Merchant Settings" Settings screen.

You can also reach this screen by selecting “Global Merchant Settings" from the left of any screen in Settings.

Channel information is shown on the left side and the current item master data is shown on the right side in table form.

Item master data can be manually edited and deleted, line by line. It can also slowly “grow" each time you save new/updated items to the item master via order detail sync.

Item master data can be registered all at once via the “Import Item Master” function.

The “Export File” function can be used to export the current item master data for editing in the user’s preferred word processing application.

Setting up an item master is highly recommended. The system uses the item master to automatically convert invalid item titles containing foreign language characters with valid English titles that are required for customs clearance. This can greatly streamline the order processing steps.
2-4-3. Settings - Global Merchant Settings

Choose channel
Select the channel for the Item Master you want to edit/view.

Edit the contents
The fields on the Item Master maintenance screen can be edited directly.

Clicking the “Save” icon saves the change contents.

You can select a specific line by checking the checkbox at the beginning of the line in the item master list. By checking the top checkbox on the header line, you can select all the lines on the page.

When you select a row in the item master list, the Delete icon is enabled. Clicking the “Delete” icon shows a confirmation dialog. “OK” deletes the selected item master data, showing a Deletion success dialog. Clicking “Cancel” will not delete the item, and will bring you back to the item master list.
2-4-4. Settings - Global Merchant Settings

EXPORT ITEM MASTER FILE

By clicking the "Export File" button under the “MORE” function pulldown menu, all the data registered in the currently selected channel’s item master will be exported to the CSV file.

The exported CSV file is automatically named by [Channel]_ItemMaster_ + MMDDYYYYHHMNSS like "Amazon_ItemMaster_T1152019143131.csv".

The left shows how the upper left screenshot would look as raw CSV data.

Item Master CSV File Specification

<table>
<thead>
<tr>
<th>No</th>
<th>Header Name</th>
<th>Character Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SKU Number (half-width alphamerical)</td>
<td>60</td>
</tr>
<tr>
<td>2</td>
<td>Item Code (half-width alphamerical)</td>
<td>30</td>
</tr>
<tr>
<td>3</td>
<td>Item Name（English）(half-width alphamerical)</td>
<td>40</td>
</tr>
<tr>
<td>4</td>
<td>Item Name（Japanese）</td>
<td>200</td>
</tr>
<tr>
<td>5</td>
<td>Origin of Product country code(half-width alphamerical )</td>
<td>3</td>
</tr>
<tr>
<td>6</td>
<td>Weight (numeric value including 1 decimal point)</td>
<td>5 including 1 decimal point</td>
</tr>
</tbody>
</table>

SKU,ItemCode,ItemName_US,ItemName_JP,CountryOfOriginCH,Weight
PIHSY-001,B01FULNG04,Licorice Candy.パンダの天草バー128グラム - Panda Licorice Bars 128g [並行輸入品].US,0.30
2-4-5. Settings - Global Merchant Settings

**IMPORT ITEM MASTER**

To register data in the item master, first prepare the item master data in a CSV file with the same structure as the data structure of the exported CSV file.

Click “Import Item Master” from the top row of icons.

Select the CSV file or drag and drop the file to the pop-up window in the Step 1 pane.

After selecting the file, the Step 2 pane will open and present the below options for import:

1. Add New Items Only - Ignore items with existing SKUs
2. Add/Update All Items - Add new Items and update items with existing SKUs
3. Replace All Items - Delete Item Master and add all SKUs as new Item Master

Select the appropriate Import option and click “Import” button to import the Item master file.
2-4-5. Settings - Global Merchant Settings

IMPORT ITEM MASTER (Continued)

If there was no error importing Item Master CSV file, a pop-up will alert that the import was successful.

As Step 3 of Item Master file import, the pane will show how many items were added, updated or deleted, as well as error count.

If there was an error, the File Import Dialog will show the error, the error type, and the specific line number that caused the error.

This example shows that a value in the Origin field exceeded the character limit in line number 2. The user can edit that specific line in the import file to correct the error, and retry the item master import process.
2-4-6. Settings - Global Merchant Settings

Reset Channel’s Item Master

To reset (delete) a channel's Item Master, click on “Reset Item Master” button in the pulldown from other functions.

When you click the “Reset Item Master” button, a confirmation pop-up will appear. Since this operation will delete all of Item Master data belong to the selected channel, it requires to input whole word, “YES” to confirm the operation.

This function will delete all items from the Item Master of the selected channel. A pop-up will appear to notify whether the operation was successful.
2-4-7. Settings - Printer Settings

First, please note Y-Ship creates labels to print by using PDF format.

If you select "Printers" from the Settings submenu of the main menu, you will be taken to the "Printers" settings screen.

You can also reach this screen by selecting “Printers" from the left of any screen in Settings.

A list of available printer types is displayed.

After selecting the printer with the radio button and clicking the "Save" button, the printer configuration is saved and the Save success dialog appears. Clicking "OK" will bring you back to the "Printers" screen. Clicking "Cancel" will discard the selection and bring you back to the "Printers" screen.

When you click the "Print Test Page" button, it will display the print preview screen for the selected printer and you can print the test page.
2-4-8. Settings - Printer Settings

Default print options can be set to print the packing list at the same time the shipment label is printed.

Print Options
- Shipping Label Only
- Both Shipping Label and Packing List

The system default is "Shipping Label Only"

The “Print” button itself also provides options for the user to print via pull-down menu.

Print selections are;
1. Shipping Label Only
2. Shipping Label and Packing
3. Packing List Only (No Status Update)

The current Print Option is indicated with a check mark.
2-4-9. Settings - Account Settings

If you select "My Account" from the Settings submenu of the main menu, you will be taken to the "My Account" settings screen.

You can also reach this screen by selecting "My Account" from the left of any screen in Settings.

The “Change Password” link is located on the left side of the screen, and the account information is displayed on the right side of the screen.

* Currently, account information can not be changed.
2-4-10. Settings - Account Settings

When the “Change Password” is clicked, the Change Password screen will pop up.

After the “Current password”, " New password" and “Confirm new password” are submitted, a “Password changed successfully” dialog box will show up. Clicking “OK” will return the user back to “My Account” screen.
2-4-11. Settings – Prohibited Item Keyword Check

This “Prohibited Item Keyword Check” button will check item names for certain keywords that match a list of items prohibited from shipping to Japan (ie. cash, meat, animals, dangerous goods)

When this button is clicked, it will redirect to a “Prohibited Item Master” screen.

The “Prohibited Item Master” screen will display a list of items that include keywords on the prohibited items list.
2-4-11. Settings – Prohibited Item Keyword Check (Cont.)

It may be that the flagged items do not actually contain the prohibited material/part. For example, ‘Stainless Steel Meat Hammer’ would be flagged for the keyword “Meat” even though it contains no meat.

If this is the case, then check the “IGNORE/APPROVE” box, OR update the item name to not include the prohibited keyword. Then, click the save button.

A list of keywords found is located just below the save icon. Clicking on an individual keyword will filter the list to show only those items containing that keyword.

Once the appropriate changes have been made and saved for each item (per the previous paragraph), those saved items will not appear in the list again in the Prohibited Item Master unless the ‘Include Ignored/Approved Item’ box is checked.
2-5-1. Log Out

To Log Out, click "Log Out" from the main menu, and the logout confirmation dialog will appear.

Click "OK" to log out. Once you logged out, you will be returned to the Login screen.
3-1. WMS – Fulfillment by Yamato

Yamato has started offering a new fulfillment service for our clients by storing their products in our warehouse and fulfilling their orders. Y-Ship Cloud supports two fulfillment types: “Fulfillment by Yamato” and “In-House”.

After orders are imported/created and processed into shipment data on Y-Ship Cloud, the data is then automatically sent to Yamato’s warehouse system. The Yamato team will then pack and ship the orders to Japan. This operation service type is called “Fulfillment by Yamato”.

You can also store your product(s) in your space as usual, and self pack and ship through the Y-Ship Cloud. This is called “In-House” fulfillment.

Under Fulfillment by Yamato, the different shipment status labels (“Fulfillment In Process,” “Shipping In Process,” “Fulfillment Completed” and “Shipped”) are updated by both Y-Ship Cloud and Yamato’s warehouse systems.

To use “Fulfillment by Yamato”, please contact Yamato to receive customized support and set up for your needs.

3-1-1. Main Menu (WMS – Fulfillment by Yamato)

The main menu for a user having “Fulfillment by Yamato” service is displayed on top of each screen.

1. Shipments button
   This redirects to the Shipments screen. The submenu has options for “Fulfillment by Yamato“ and “In-House”.

2. Summary panel
   Displays the number of items processed for the orders of the current day.
3-1-2. Filtering (WMS)

There is an additional filter option for “Fulfillment Option”.
3-1-3. Order Editing/Creation (WMS)

Edit Order

Additional information is required on the Edit and Create Order screens.

**Fulfillment Option (Required):**
The fulfillment type must be selected in this dropdown menu.

Create Order
3-1-4. Orders - Create Shipment (WMS)

After clicking the Create Shipment button, a confirmation dialog will appear. By clicking “OK”, the shipment data is created, and Y-Ship Cloud will issue a tracking number, set a ship date, calculate the weight and send the data to Yamato's warehouse system. This data cannot be deleted once the shipment is created, so please contact Yamato if anything needs to be modified.
3-2-1. Shipments - Shipments List (WMS)

Clicking the “Shipments” button on the main menu will display a list of shipments under “Fulfillment by Yamato” which have been created from the orders.

Selecting the pulldown “Fulfillment by Yamato” or “In-House” on the “Shipments” button will display the list of shipments under “Fulfillment by Yamato” or “In-House”, respectively.

Fulfillment by Yamato

Shipments ready for packing in Yamato’s warehouse are under the status “Fulfillment In Process”, which is the first status after the shipment is created.

Shipments in which data is transmitted to e-commerce channel(s), Amazon or Rakuten, and ready for packing in Yamato’s warehouse are under the status "Shipping In Process".

Alternatively, shipments in which data is not transmitted to e-commerce channel(s), Amazon or Rakuten, but Yamato finishes the packing and shipment of the order are under the status “Fulfillment Completed”.

After Yamato finishes the packing and shipping, and the shipping confirmation is sent to e-commerce channel(s), the status will be "Shipped".
3-2-2. Shipments – Transmit (WMS)

Transmit under Fulfillment In Process

There are two options to transmit shipment data to your e-commerce channel(s). You can transmit the data under status “Fulfillment in Process” or “Fulfillment Completed”.

Transmit under Fulfillment In Process
Clicking the “Transmit” button under the “Fulfillment In Process” status will instantly update to your e-commerce channel(s). You do not have to wait until Yamato finishes packing and shipping, however, this may cause inconsistencies with the ship date between the Y-Ship Cloud and Yamato’s warehouse system because shipping on the Yamato side has not been completed yet.

After clicking the “Transmit” button, the status of the shipment data will move to “Shipping In Process”. Then, after Yamato completes shipping, the system will update the data to the status “Shipped”.

Transmit under Fulfillment Completed

Clicking the “Transmit” button under this status will instantly update your e-commerce channel(s).

After clicking the “Transmit” button, the shipment data will move to the “Shipped” status.

If the Transmit action is not performed for a shipment that has been under the status “Fulfillment in Process” for a while, the system will move the status to “Fulfillment Completed” after packing and shipping is complete.
4-1. Data Protection Policy

Y-Ship Cloud uses 3rd party APIs to access data directly from your E-Commerce Channel(s). Therefore, a Data Protection Policy ("DPP") is implemented in order to protect Personally Identifiable Information ("PII") that is included in order(s).

In accordance with the DPP, Y-Ship Cloud deletes the PII data listed below from Order and Shipment data 30 days after shipment date. Please refer to “7. Data Retention and Handling” in the Terms and Conditions for more details.

CUSTOMER #
CHANNEL CUSTOMER #
NAME
NAME IN ALPHABET
PHONE
EMAIL
POSTAL CODE
ADDRESS1
ADDRESS2
ADDRESS3
ADDRESS4

The image on the left shows the Shipment Detail screen after deletion of PII.
## 5-1. User Permission

<table>
<thead>
<tr>
<th>Group</th>
<th>Function</th>
<th>Company Admin</th>
<th>Power User</th>
<th>Normal User</th>
<th>Yamato Branch User</th>
<th>Super Admin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Settings</td>
<td>E-Commerce Channels</td>
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<td>◯</td>
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<tr>
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<td>Global Merchant Settings</td>
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<td>★</td>
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<td></td>
<td>Printers</td>
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<td>My Accounts</td>
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<tr>
<td>Orders</td>
<td>Order Import by API</td>
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<tr>
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<td>Order Import by File</td>
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<td>Create Shipment</td>
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<td>Split Order</td>
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<tr>
<td>Shipments</td>
<td>Add Package Info</td>
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<td>Label Print</td>
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<td>Delete Shipment</td>
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<td>Transmit Shipment</td>
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<td>Create as New Order</td>
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<tr>
<td>Others</td>
<td>Multi-Shipper Access</td>
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<td>Multi-Channel Access</td>
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</tr>
</tbody>
</table>

Y-Ship Cloud functions can be limited based on user role. The left table shows the functions accessible for each user role type. Inaccessible functions will not appear on the user’s screen.

※1 The normal user cannot edit the Item Master within Global Merchant Settings, but item names updated on the Edit Order screen will still be reflected in the Item Master.