Elements of an NRG Shipping Record

Last Modified on 06/18/2026 10:56 am EDT

This guide is intended for Duggal Visual Solutions general users specifically. Information herein may contain customizations and particulars specific to the Duggal aACE system. Click this link (https://aace5.knowledgeowl.com/help) for the General aACE Software aACE 5 Knowledge Base.

Elements of an NRG Shipment Record

Additional Options

Rates and Transit

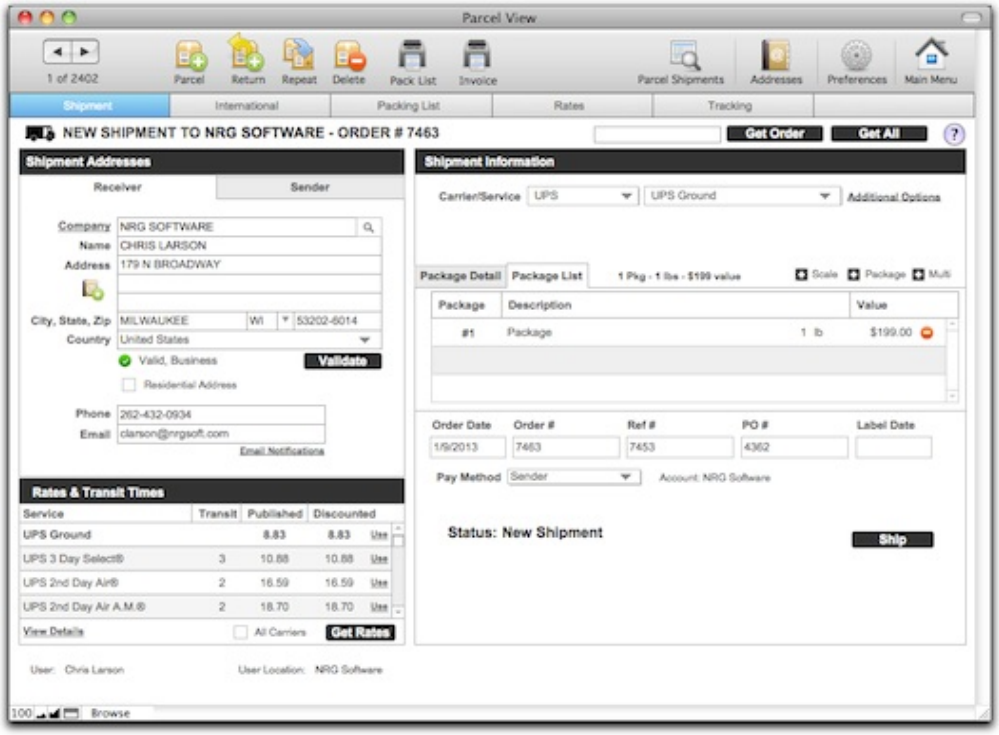
Tracking Shipments in NRG Ship Connect

International Shipping with NRG Ship Connect

Creating Return Labels in NRG Ship Connect

Elements of an NRG Shipment Record

The main window is straight-forward and easy to use.



Sender address and default shipment preferences will be populated based on the Assigned To filed in aACE. This field can be edited based on the accounts set up in the software.

Below you'll find an overview of each of the main window components.

SHIPMENT ADDRESSES

Sender Address - The sender info is pre-populated with the location address from the workstation preference.

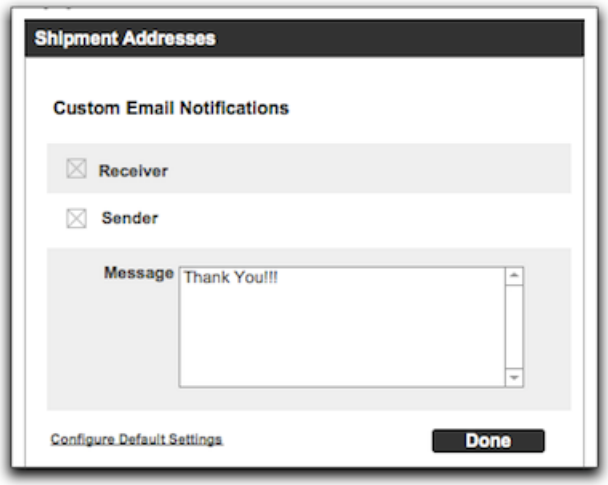
An alternate sender address can be populated in the Alternate Address fields. You can select from the drop down menu to auto-populate addresses for your drop shippers (these are setup in your addresses section) or you can just add an address manually.

When rating a shipment, rates will be based on your account ZIP code, not the drop ship location.

Receiver Address - Simply add the address by typing in the fields or selecting from the address book.

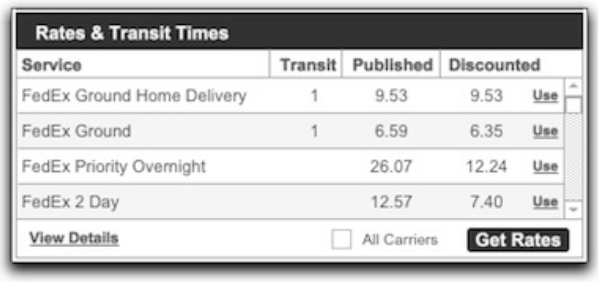
Email Notifications - Clicking this link allows you to setup the preferences for this specific shipment. You can also send a message along with the notification.

The default settings can be configured by simply clicking the Configure Default Settings link or under Preferences and the New Shipment tab.



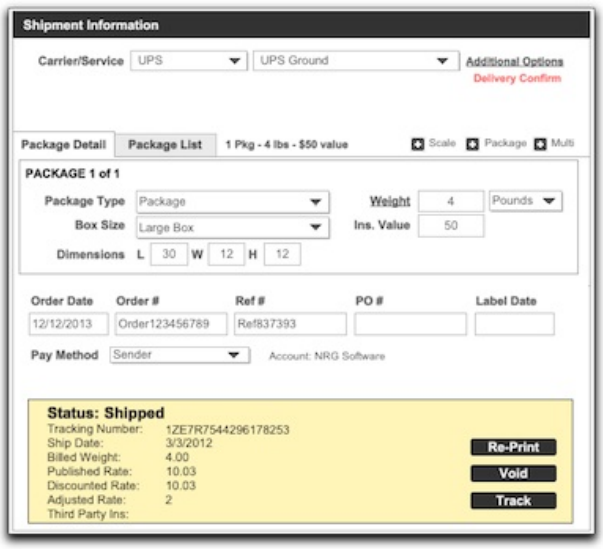
RATES & TRANSIT TIMES

By clicking on "Get Rates" you can bring in a summary of the rates and options available. To use a certain service click on the Use link located on the right hand side of the Rates & Transit Times box. More details about rates and transit times can be found by selecting the Rate Tab.



SHIPMENT INFORMATION

The Shipment Information window displays all of the details of the current shipment.



Carrier/Service - When you select a carrier, the appropriate related services will be displayed. These are managed in the carriers preferences.

Additional Options

Delivery Confirmation - Verify that your shipment was delivered with your choice of signature or adult signature options. Cannot be used with COD.

C.O.D. - Rely on carrier to collect payment for your shipment at the time of delivery.

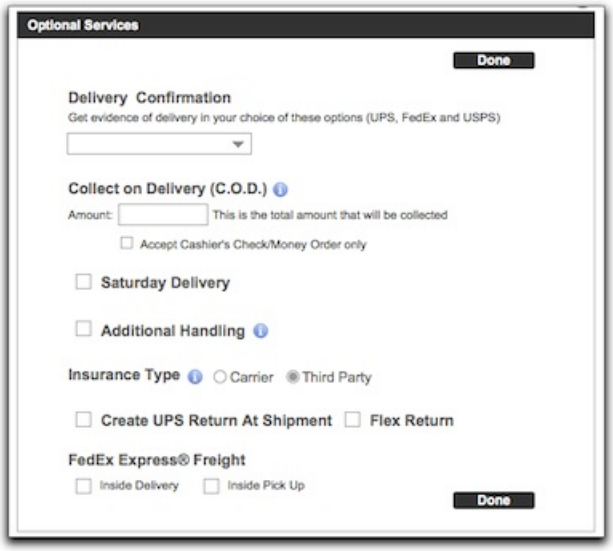
Saturday Delivery - Stretch your business week with Saturday Delivery.

Additional Handling - Select the check box if your package meets the following conditions

- Any article that is encased in an outside shipping container made of metal or wood
- Any cylindrical item, such as a barrel, drum, pail, or tire, that is not fully encased in a corrugated cardboard shipping container
- Any package with the longest side exceeding 60 inches or its second-longest side exceeding 30 inches
- Any package with an actual weight greater than 70 pounds

Insurance Type - You can select either carrier or third-party insurance for each shipment. The default selection and third-party rules are filled out on the Preferences > Insurance Tab.

Create UPS Return at Shipment - With this box checked, a return shipment will automatically be created once you ship.



SINGLE PACKAGE SHIPMENTS

Click on the Package icon in the Shipment info area. A new package will be added to the shipment with the default values defined on the NRG Ship Connect Preferences > New Shipment Tab.

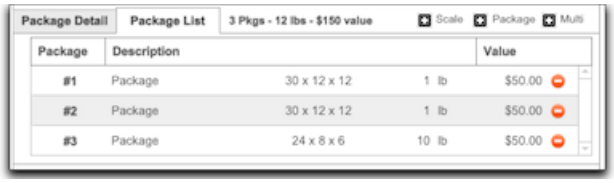
MULTI-PACKAGE SHIPMENTS

If you have shipments with multiple packages, simply click on the Multi icon in the Shipment info area. A pop-up window (see below) will come up and you can enter the number of packages, total or per box weight, and then add dimensions if the boxes are all the same size, along with the insurance value. Click "OK" and the boxes will be added to the shipment

records.

Now that the boxes are added to the shipment record, you can view them by simply clicking on the Package located on the Package List. Here you can modify the details of the package.

The package list view displays all of the information for the multi-package shipment. If you would like to delete a package simply click the minus sign under the value header for any package you would like to delete.



PAY METHODS

Default Pay Method is **Sender**, you can set payment to receiver, consignee or third party by selecting from the drop down menu.

Payment via Receiver or Third Party

You must know the account number, the postal code it is billed to and the country.

Payment via Consignee

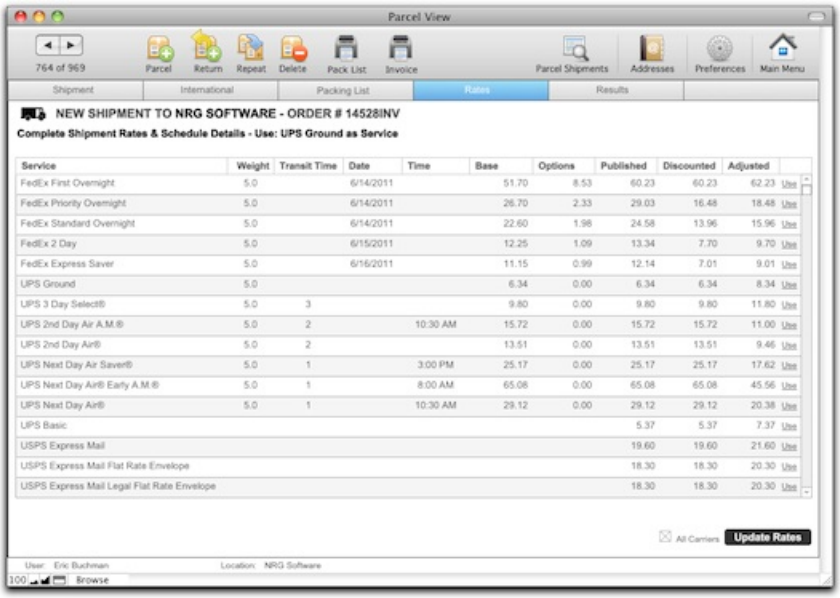
A consignee is a UPS customer who has agreed to pay your shipping charges. This will typically be the receiver.

SHIPMENTS RESULTS

Once you've shipped a package, the "ship" button is removed from the main layout and the Status area will be displayed. The shipment status will be shown as shipped. You can reprint your label, void your shipment or track your shipment from this area.

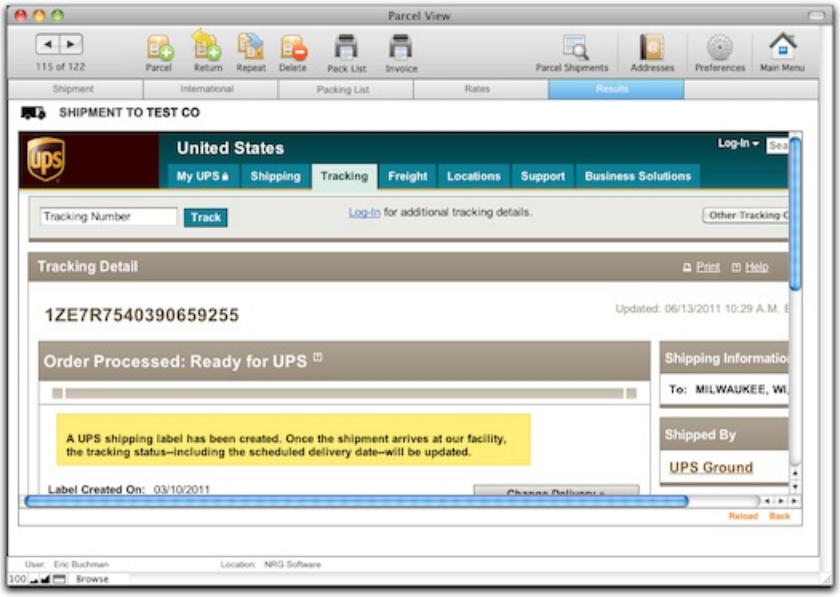
Rates and Transit

The Rates tab is a more detailed view of the different carrier options available for a specific shipment.



Tracking Shipments in NRG Ship Connect

The Results Tab in NRG Ship Connect shows the carrier tracking detail of the shipment.

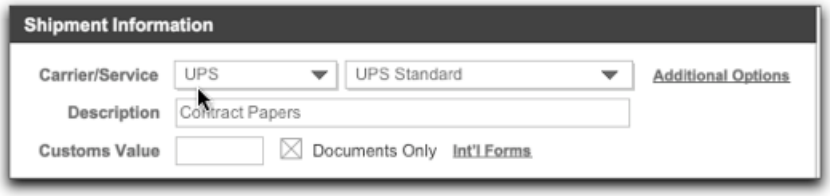


International Shipping with NRG Ship Connect

NRG Ship Connect supports international shipping and the creation of international customs forms.

SHIPPING DOCUMENTS ONLY

If you are shipping documents in a UPS or FedEx Letter envelope, International documentation is not required. The description field and the checkbox "Documents Only" will be visible for shipments set to be delivered outside of the US. Add a brief description and check the box as shown below to prepare your shipping label.



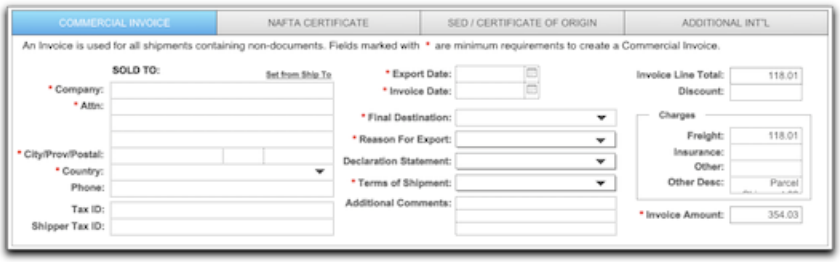
PROVIDING YOUR OWN INTERNATIONAL DOCUMENTS

You can prepare your own international documents and still generate shipping labels. Enter in the declared value and description on the main shipment page. Then check the box on the International Tab that indicates you will preparing your own documents.

PREPARING INTERNATIONAL DOCUMENTS WITH NRG SHIP CONNECT

If you choose to use NRG Ship Connect to produce your documentation - the software will print out Commercial Invoices, NAFTA certificates of origin, SED and Certificate of origin statements.

COMMERCIAL INVOICE



A Commercial Invoice is used for all shipments containing non-documents. The Invoice is the primary document used for importation control, valuation, and duty determination. This document identifies the products being shipped.

Invoice should include:

- Complete name and address information for both shipper and consignee.
- Phone numbers for both shipper and consignee.
- Terms of Sale (Incoterm).
- Reason for Export.

- Include a complete description of the item.
- What is the item?
- What is the item used for?
- Harmonized Tariff Codes, if known.
- Country of origin (where manufactured) for each commodity.
- Number of units, unit value, and total value (purchase price) of each item.
- Number of packages and total weight.
- Shipper's signature and date.
- A nominal or fair market value must be stated for items of no commercial value.

NAFTA CERTIFICATE

The NAFTA Certificate of Origin is used by Canada, Mexico, and the United States, including Puerto Rico, to determine if goods imported into their countries receive reduced or eliminated duty as specified by the North American Free Trade Agreement (NAFTA).

The NRG Ship Connect application is designed for goods whose origin is the U.S. or Puerto Rico only.

The NAFTA Certificate of Origin must be attached to an Invoice if the shipment is valued at greater than:

- $1,000 USD and is being sent to a Mexican destination from Canada or the U.S.
- $1,600 (Canadian dollars) and is being sent to a Canadian destination from Mexico or the U.S.
- $2,500 USD and is being sent to a U.S. destination from Canada or Mexico.

Shipments valued at less than the above amounts do not require a NAFTA Certificate of Origin. Instead, the customer should type the following statement on the shipment's invoice:

"I hereby certify that the good covered by this shipment qualifies as an originating good for purposes of preferential tariff treatment under the NAFTA."

SED AND US CERTIFICATE OF ORIGIN - CO

Shipper's Export Declaration (SED) filing is generally required by the U.S. Census Bureau for U.S. exports that contain a single commodity's value exceeding US$2,500.00. All SED information is provided to the U.S. Census Bureau and is used for export compliance and governmental reporting.

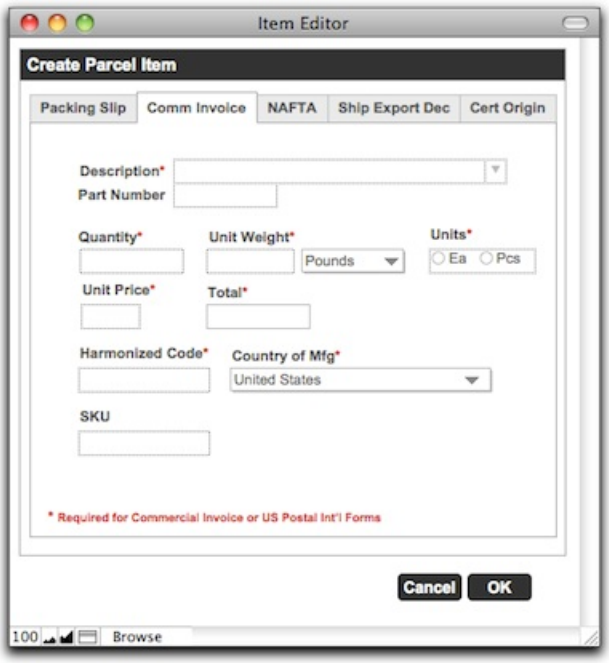
ADDITIONAL INTERNATIONAL

The Additional International tab provides an area for additional information such as Ultimate Consignee, Forward Agent, Intermediate Consigne, Broker and such things as Ship Tax ID's and Payor Type, if different than the sender.

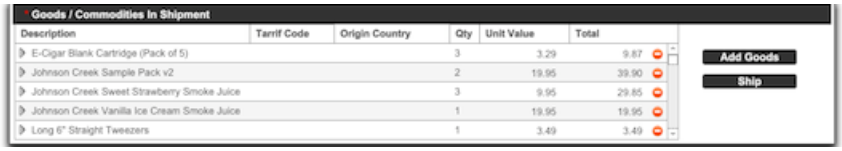
ADDING GOODS

In addition to the information required for each form, you'll have to add product information. You can add products using the "Add Goods" popup window. There are tabs on the window that outline what details you will need for each product based on the form(s) that you are preparing. For descriptions, simply roll over the labels of each field on the form to if you need assistance on what to enter. (see picture below).

You can save recurring product information in many of the fields so you don't have to look up the same information over and over again. An example would be saving the tarriff codes you use most frequently to the tarriff code pulldown menu.



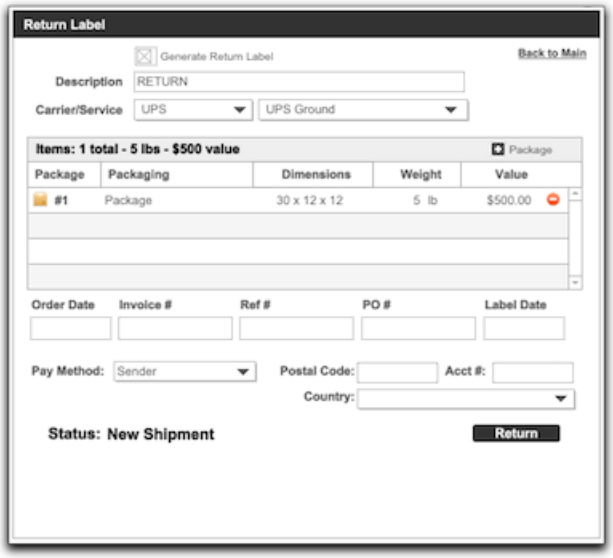
Once you've added the product detail - the product will be displayed in the list view on the main international page. At any time you can edit it by clicking on the row.



Creating Return Labels in NRG Ship Connect

Creating a return shipment is similar to creating a shipment. You can create a return label or request from a "shipped" shipment or "new shipment" by clicking on the "Return" icon on the main menu of the Main Shipping screen. After doing this, it will duplicate that shipment and then take you to the returns input screen.

Complete the shipment details as you would on a regular shipment to create your return label.


Return Label
Generate Return Label
Back to Main
Description
RETURN
Carrier/Service
UPS
UPS Ground
Items: 1 total - 5 lbs - $500 value
Package
Package
Packaging
Dimensions
Weight
Value
#1
Package
30 x 12 x 12
5 lb
$500.00
Order Date
Invoice #
Ref #
PO #
Label Date
Pay Method:
Sender
Postal Code:
Acct #:
Country:
Status: New Shipment
Return