BulkShip Pro

Guide for B2B Franchises

Web panel, licences and installers for your clients — FedEx and UPS

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1. What the B2B Franchise edition includes

The **B2B Franchise** edition lets your centre manage, from a **web panel**, the licences of its clients (factories and companies) and hand them a ready-to-use program to create labels and invoices with FedEx and/or UPS.

- **BulkShip Pro for FedEx** and **BulkShip Pro for UPS** are two **independent** programs: use one or both.
- **Web panel** at bulkshippro.com/panel: client registration, remote block/unblock (kill-switch), seat control and pre-configured installer generation.
- **Flexible plans from 1 seat**: from **Single Terminal (€15/month)** up to Packs of 3, 5 and 10 B2B terminals, all including the Web Panel and the bonus **Global Courier Tracker Pro (.xlsm)** tool.
- **7-day free trial** also available for B2B Franchises (no card required, with instant AI Simulation Mode), plus **1-click automatic updates** and interface in **5 languages** (ES, EN, IT, FR, DE).
- Licences are **subscription-based** (there is no lifetime licence). See the current terms on the website.

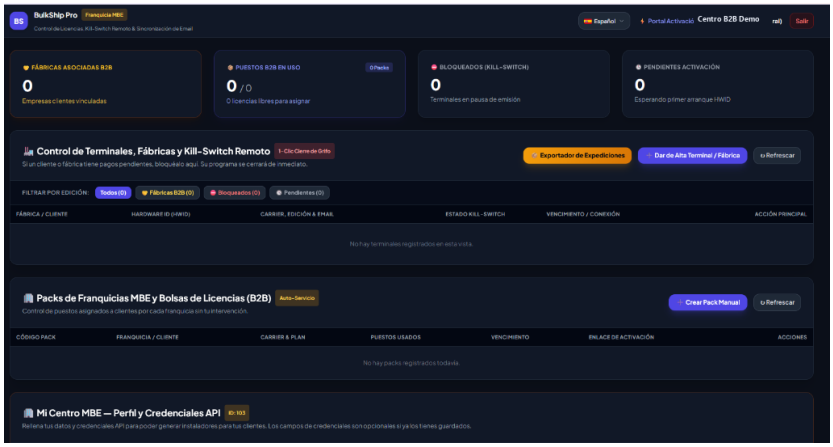
2. Before you start

- Your **B2B Pack Code** (format `FX-MBE-XXXXXXXX`, `UP-MBE-XXXXXXXX` or `LS-XXXXXX`) and the link to the **Activation Portal** (`bulkshippro.com/activar.html`).
- Your **B2B Panel login details** (`bulkshippro.com/panel`): if you do not have them yet, open `bulkshippro.com/activar.html`, enter your Pack Code and click **“View my B2B Panel Credentials / Pack Status (without using a seat)”**. You will see your **Username** (your contact email) and your **Temporary Password** (your pack code).
- The **API credentials** of your FedEx and/or UPS account: Client ID, Client Secret and Account Number. If you do not have them, follow the “How to get your API credentials” guides on the website (Documentation section).
- A Windows PC for your centre or for each client. Note: the same PC shows an HWID starting with `FXM-…` in BulkShip Pro for FedEx and `UPSM-…` in BulkShip Pro for UPS (sharing the same final 16 characters).

3. Sign in to the panel

Open **bulkshippro.com/panel** and sign in. At the top right you can change the **language**, open the **Activation Portal** and sign out with **Salir** (Exit). The top area shows four indicators:

Indicator	Meaning
Linked B2B factories	Client companies linked to your centre.
B2B seats in use	Used and free licences in your packs.
Blocked (kill-switch)	Terminals with shipping paused.
Pending activation	Waiting for the client's first start (HWID).

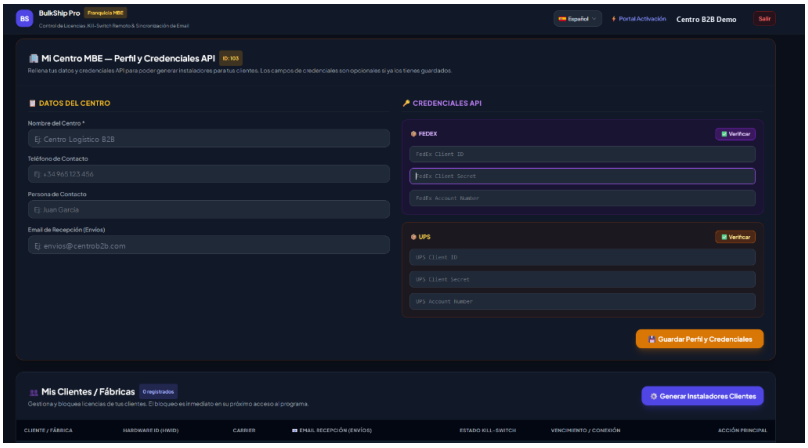


Franchise panel overview.

4. Step 1 — Complete “Mi Franquicia B2B” (My B2B Franchise)

Scroll down to **Mi Franquicia B2B — Perfil y Credenciales API** (profile and API credentials). This is required to generate installers for your clients.

1. Fill in **Datos del centro** (centre details): centre name (required), phone, contact person and **shipment reception email**.
2. Under **Credenciales API**, enter the FedEx and/or UPS Client ID, Client Secret and Account Number.
3. Click **Verificar** (Verify) next to each carrier: the panel checks that the credentials work.
4. Click **Guardar Perfil y Credenciales** (Save). Credential fields are optional if they were already saved.



Centre profile and API credentials (FedEx and UPS).

> Your API credentials are confidential: do not email them or share them with your clients. The panel includes them, encrypted, in each client's installer.

5. Step 2 — Hand BulkShip Pro to a client

There are three ways to register a client. Choose the one that suits you best.

A) “Generar Instaladores Clientes” (recommended — pre-configured ZIP)

At the top of your panel, click **Generar Instaladores Clientes** and follow the three steps:

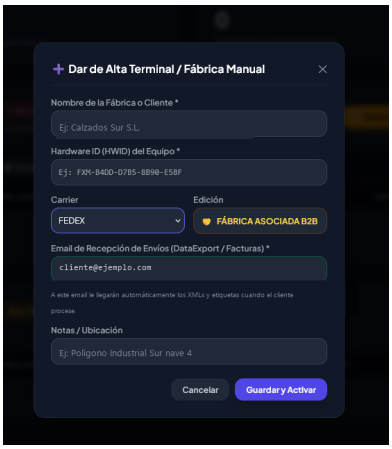
1. Choose the carrier (FedEx, UPS or both), leave the licence key blank so it is auto-generated and linked to your Pack, and enter the client's **name** and **email**.
2. Check the API credentials (pre-filled from your profile) and click **Verificar FedEx / Verificar UPS** (Verify).
3. Once the credentials are verified, click **Generar Instaladores** (Generate installers) and download the resulting ZIP file.

The ZIP contains the Franchise-edition installer and a `config_franquicias.json` file with the encrypted API credentials, your assigned B2B franchise and the client's licence. Give the client the complete ZIP; the client unzips it and runs the installer without separating the files (in this mode, the “Configuración API” button is hidden so the client cannot view or alter your keys).

B) “Dar de Alta Terminal / Fábrica” (using the client's HWID)

Use it if the client has installed the general **B2B Franchise Edition** installer and sends you their **HWID** (shown on screen with the “Copiar ID” button). In your panel click **Dar de Alta Terminal / Fábrica**:

- **Factory or client name** and **device HWID** (required).
- **Carrier**: FedEx or UPS. The edition is fixed as “Fábrica asociada B2B” (linked B2B factory).
- **Shipment reception email** (required): the XML files and labels are sent automatically to this address when the client processes shipments.
- **Notes / Location** (optional). Click **Guardar y Activar** (Save and activate).

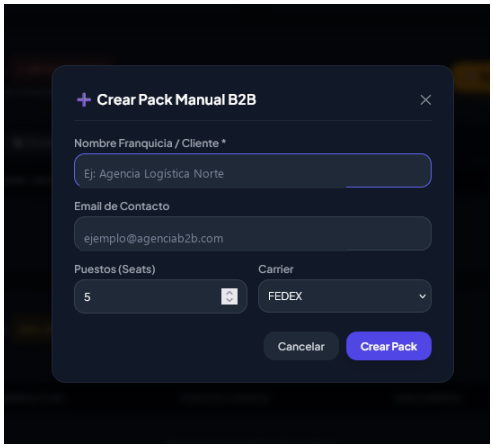


Manual registration of a terminal or factory (example data).

C) Activate a Pack seat from the Activation Portal (activar.html)

You can also activate any PC (your own centre's PC or a client PC that installed the **B2B Franchise Edition** installer) directly using your **Pack Code** at **bulkshippro.com/activar.html**:

1. Open **bulkshippro.com/activar.html** (or your pack's direct link).
2. Enter your **Pack Code** (e.g. `FX-MBE-XXXXXXXX`), paste the **HWID** of the PC to activate (`FXM-…` or `UPSM-…`) and enter a descriptive name (e.g. “Shoe Factory South”).
3. Click **Activate Licence on this Computer**: the portal deducts 1 seat from your pack and displays the signed key (`FX-FRQ-…` or `UP-FRQ-…`).
4. In the program, paste the key or simply click **“Check Online Activation”** to activate automatically in 1 second.



B2B seat pack management and activation link.

6. Manage your clients and the kill-switch

The **Control de Terminales** table shows, for each client: name, HWID, carrier, edition and email, status, expiry/last connection and the available action. Use the filters **Todos / Fábricas B2B / Bloqueados / Pendientes** (All / B2B factories / Blocked / Pending).

- **OPERATIVO** (operational): the client can issue shipments.
- **PENDIENTE** (pending): registered, waiting for their first start.
- **BLOQUEADO** (blocked): shipping paused by the kill-switch. The client's program closes on its next access.
- **EXPIRADO** (expired): the subscription has ended.

To **block** a client (for example, for unpaid invoices) use the block button on their row; to reactivate them, click **Desbloquear** (Unblock). The effect is immediate the next time they open the program.

> Always warn the client before blocking them: once blocked, their program stops issuing shipments.

7. The client's first start

1. **If they installed the pre-configured ZIP from your panel (Option A):** the program already includes the encrypted API credentials, your B2B franchise and the licence. On first launch it is immediately operational and changes from **PENDIENTE** to **OPERATIVO** in your panel.
2. **If they installed the general "B2B Franchise Edition" installer (Options B or C):** on first launch the program requires your **Centre Name/Code** and **Franchise Email** to link to your centre, and displays its **HWID** on screen.
3. Once the HWID is activated (from your panel or with the Pack Code at `bulkshippro.com/activar.html`), simply click **"Check Online Activation"** in the program (or paste the key) to unlock it.

8. Day-to-day use by the client & key features (summary)

Day-to-day use of the program (loading an Excel/CSV/PDF file, creating shipments, labels and invoices, requesting pickups and cancelling shipments) is explained step by step in the operating guide that the client can open directly inside their program by clicking **"View Official PDF Guide"** in the "Template & Help" tab.

- **Flexible input (Excel, CSV and PDF with AI/OCR) & "Clean Addresses with AI" button**: the client can load `.xlsx/.xls` sheets, `.csv` files or `.pdf` documents (including unstructured PDFs where clicking **Auto-Map** shows `Detected in PDF: «...»`), and use **"Clean Addresses with AI"** (in both the Mapper and Shipments tabs) to fit streets within ≤35 chars, split floor/suite into Address2/Address3 and verify ISO codes.
- **Extended official template**: includes the optional columns **Address3** (third address line), **Tax ID** (recipient Tax ID/VAT/CPF/EORI) and **Currency** (row currency: EUR, USD, GBP…).
- **4 Commercial Invoice PDF matching modes**: automatic by Order No. (with OCR), by Invoice No., sequential 1-to-1, or via the **Interactive Manual Matching Studio** page by page.
- **Live Interactive Assistants & "Postpone until End" button**: if a shipment exceeds 35 characters per line, has a P.O. Box, a vague customs description or a missing Tax ID/CPF, a live popup lets the user fix it on the spot or postpone it to the end of the batch without stopping the rest of the labels.
- **Digital Customs (ETD / Paperless) vs Paper Invoice**: paperless electronic transmission for supported countries (including the Canary Islands by air) and a clear `Paper (Print 3 copies)` alert when physical invoices are required.
- **Multi-Product Commercial Invoices (multiple items per shipment)**: allows itemising multiple products with quantities, HS codes and line totals directly in the Excel `Description` cell (separated by `;` or `|`, e.g. `10x ELECTRICAL CABLES [854442] = 50; 20x LED RECESSED LIGHTS [940542] = 120`) or via the visual **"Itemize Multiple Products (Multi-Product)"** button, rendering a multi-row table on the PDF invoice and electronic customs declaration.
- When the client processes shipments, the billing XML files and labels are sent automatically to the **reception email** you entered at registration.

9. Practical scenarios and troubleshooting guide

Below are all the possible scenarios between your franchise and your client companies, and how to resolve each one in under a minute:

Scenario / Question	Exact steps to follow (Step-by-step solution)
1. My client downloaded the "Commercial Edition" from the website on their own.	The Commercial Edition is for companies with their own carrier account and does not link to your franchise. **Solution:** Ask the client to uninstall that version from Windows (so they do not have two different desktop icons), open your web panel, click **Generar Instaladores Clientes** and send them the **.ZIP** file to unzip and run.
2. My client downloaded the standalone "B2B Franchise Edition" .exe from the website (without my panel's .ZIP) and has no API keys or licence.	**They do not need to uninstall it.** You have two options: • **Recommended option (with your .ZIP):** Generate the .ZIP from **Generar Instaladores Clientes** in your panel and send it to them. When they unzip and run the installer over the existing installation, it will automatically inject your encrypted API keys, their licence and hide the "Configuración API" button. • **Manual option (without .ZIP):** When opening the standalone .exe, the client entered your B2B Franchise name and email and sees their **HWID**. Activate that HWID (at `activar.html` with your Pack Code or in the panel via "Dar de Alta Terminal") and enter your API keys in "Configuración API" inside their program (e.g. via RustDesk/AnyDesk).
3. How do I prevent a client from seeing or changing my FedEx or UPS API credentials?	Always hand them the **.ZIP** package generated from **Generar Instaladores Clientes** in your panel. That package carries your credentials encrypted with AES-256 (`ENC:…`) and automatically hides the "Configuración API" button on the client's PC.
4. Where do I find the Username and Password for my B2B Web Panel?	Open `bulkshippro.com/activar.html`, enter your **Pack Code** (e.g. `FX-MBE-XXXX` or `LS-XXXX`) and click **"View my B2B Panel Credentials / Pack Status (without using a seat)"**. You will see your username (your email) and temporary password. Once inside the panel, you can change your password under "Mi Franquicia B2B".
5. Why does the same PC show an FXM-… HWID in FedEx and UPSM-… in UPS?	The last 16 characters (e.g. `806E-968E-C139-F017`) are the hardware fingerprint of that PC's motherboard. The FedEx program prefixes `FXM-` and the UPS program prefixes `UPSM-` so both licences can coexist on the same PC without conflict.
6. If I buy a second Pack with the same email (to add seats or add UPS), is a second panel created?	No. All Packs purchased with the same email are automatically linked to your existing B2B Panel account and your seats are added together.
7. Does giving FedEx and UPS to the same client use 1 or 2 seats? What if they start with FedEx and later want UPS too?	**It uses only 1 seat (1 licence).** Each seat in your Pack corresponds to 1 physical client PC and includes the right to use both carriers (FedEx and UPS) without consuming a second seat. • **If they want both from day one:** In "Generar Instaladores Clientes" choose "Both (FedEx + UPS)" to download both pre-configured ZIPs. • **If they start with FedEx today and later want to add UPS:** Simply open "Generar Instaladores Clientes" in your panel, select "UPS" for that client and send them the UPS ZIP (or activate their `UPSM-…` HWID at `activar.html` with the same Pack Code). The system recognises the same PC and **does not deduct an extra seat**.
8. The "Generar Instaladores" button is disabled.	You must first click **Verificar FedEx / Verificar UPS** to confirm your API credentials are valid. As soon as the green verification message appears, the button is enabled.
9. I want to change the email where a client's shipments are sent, or block a client for non-payment.	In the "Control de Terminales" table in your panel: click the pencil icon next to the client's email to change the reception email remotely (it syncs automatically on their PC), or click **Bloquear** (Kill-Switch) to pause their program immediately. Once settled, click **Desbloquear**.
10. A client has changed computer or formatted their PC.	Since each licence is physically tied to the device HWID, you can assign another free seat from your Pack or write to **soporte@bulkshippro.com** with the old HWID to release it.

10. Support and legal notice

Support: **soporte@bulkshippro.com** · Web: **bulkshippro.com**

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