

EST Guide

How to start shipping

- Set preferences and defaults prior to creating labels.
- Click **New+** icon (top left).
- Fill in **Send to** info or pull in an address from your address book. Enter info (F7) to search in Address Book. Search by Client ID, Name, Company, All address Fields or Order ID.

Parcel information

Enter weight (F8) and dimensions.

Service and options

- Choose service by selecting from drop-down menu and checking off your options.
- **Pricing.** Select **\$** to see your rate (use drop-down menu for rate shopping).
- **Print / Process** (F9) to generate a parcel label. Place label on top of box. Do not fold the barcode.

How to delete or reprint a label

From the **Shipments** folder, close the current shipment window. Click on the refresh (two green arrows). Find and highlight the item(s) you wish to action. Right click on the item(s) and select the desired function. Reprint a shipment, create a copy of the shipment, delete, and move orders to other folders.

**All deleted items show as Voided in History.

End of Day: Transmitting the manifest

- **Important:** If you skip this step, your shipment may be refused. You must transmit your shipments and print a manifest on the day of pickup/drop-off.
- Click **End of Day** (top right). If you do not want to submit all items, deselect the appropriate shipment sub-folder. Click on **Transmit/Print** button at the bottom of the screen.
- After transmitting, shipping data is available under **History** for 90 days. You can export from history, request a refund and reprint manifests.



FAQ

How do I add contacts in the Address Book?

Select **Address Book** (left menu) › **New**. To create groups of addresses, select **File › New › Address Group** from top menu. You can also import a CSV file.

Tips: To avoid duplicate addresses, edit them only in **Address Book**.

How can I check delivery status?

Select **History** from left menu. Search for the item using reference, name, postal code, etc. Right click on the item. Click on **Track Package**.

How do I view or print a report?

Select **Tools › Online Reporting** from top menu. Enter User ID and Password, and select appropriate report.

What if I need more detailed help?

Press F1 or select the Help icon (top right) for detailed help on the section you are in.

What if I am offline with no Internet connection?

Select File › **Turn local mode ON** from top menu to print labels while offline.

Can I import batch orders (BULK SHIPPING)?

Select **File › Import › Import Shipments › Look in**: Find the folder containing the File to import. Select **Next › Import** into A) a new folder or B) an existing folder. › **Bulk Edit** (add/change services, weights, customs or options for all items). › **Save or Print**. Select **Finish**.

Resources EST Help Desk: 1-877-376-1212