



Electronic Shipping Tools (EST)
Shipping and Delivery Services
User Guide

On-Line Version

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1.0 Introduction to the On-line Electronic Shipping Tools – Shipping & Delivery Services

Electronic Shipping Tools presents Distribution customers an Internet-based shipping application. Customer-specific information is stored in a default profile to make the shipping process faster and more efficient. Functionality is designed to expedite the shipping process. Domestic, USA and International parcel [order processing](#) are separated to streamline the focus and also to promote performance. Some multi-tasking activities, like the creation of [Customs](#) documents, require the application to retain the information throughout the shipping process. These activities are positioned outside the core shipping process to improve performance of the application.

Shipping is Step 1 to 4 (5 for USA/International) with the On-line version:

1. [Enter Shipment Information](#)
2. [Select Service & Options](#)
[Enter Customs Information \(USA/International\)](#)
3. [Preview Order](#)
4. [Print Label](#)

Then Ship...the item is now ready for pick-up or drop-off!

When you successfully transmit electronically an order and apply a bar coded shipping label to your items, you are eligible to the automation incentive. A pop-up message indicates the savings you receive as a result of the Automation discount.

This automation incentive is **3%** and applies to shipments using Shipping & Delivery Services such as Regular Parcel, Expedited Parcel or others, both within Canada or internationally.

This automation incentive is only available to customers that use their own computer equipment along with the *Electronic Shipping Tools*.

Please note that the automation incentive does not apply to options (for instance, C.O.D. and Delivery Confirmation, etc.), and is applied before taxes and fuel surcharge.

This guide describes how to use the On-line version of Electronic Shipping Tools to ship Shipping & Delivery Services. The function of each screen is outlined systematically in this document, and screen shots are provided as visual aids. In addition, the command buttons and data fields are presented and described.

Canada Post's range of delivery services offer smart shipping solutions for all your shipping needs. You can choose the service and options that best suit your needs and budget:

Domestic

- Priority Courier
- Xpresspost
- Expedited Parcel
- Regular Parcel

USA

- Xpresspost USA
- Commercial* Expedited Parcel – USA
- Expedited Parcel – USA
- USA Air and Surface Small Packets
- Purolator International

International

- International Air (where available) and Surface Parcel
- Xpresspost – International (where applicable)
- International Air and Surface Small Packets
- Purolator International

2.0 Shipping Steps

The following table presents the On-line shipping process. Details regarding each step are presented in subsequent sections.

ON-LINE SHIPPING PROCESS FLOW	
SHIPPING TASK	TASK COMPONENTS & CHARACTERISTICS
1. Open Blank Shipping Page	Select destination from the Shipping & Delivery Services Navigation Bar: <ul style="list-style-type: none"> • Ship Canada • Ship USA • Ship International
2. Enter Sender Information	Mandatory fields are marked with an asterisk. Contact Name* Contact Phone* Method of Payment* Shipping Point* Enter Your Reference Number (optional). <ul style="list-style-type: none"> • See Section 2.1 for definitions of fields stated above.
3. Enter Recipient Information	Retrieve Recipient Information from the Address Book or mandatory fields are marked with an asterisk. Name * Title/Company/Department Address (Line 1)* City* Province* Country* Postal Code* Contact Phone
4. Enter Shipment Information	Enter Weight (mandatory). Enter Dimensions (mandatory). Unless shipping a Document. <i>Check Document when the destination is outside of Canada.</i>
5. Send e-mail notification?	You can specify e-mail addresses to receive notification. Recipient Sender CC
6. Ship using a pre-defined Service & Options Template	Select Template that has been previously created.
7. Enter Service & Options	Select Service Type and Options for Service. <i>To save entries as a Template, check Save as Template and enter Template Name.</i>
8. Enter Customs Information (USA & International only) (Step 3, Only for USA & International)	The entry fields will incorporate the mandatory information on the correct customs document. Mandatory fields are marked with an asterisk.
9. Preview Order (Step3 for Canada) (Step 4, for USA & International)	Select Next to Preview the order. Rating and validation are performed on service and option selections. Once all the data has been entered, the transaction is displayed for review. Select Back if you want to make changes. If Credit Card was selected as the method of payment the information is displayed on the Preview page. You can select a Credit Card Alias or enter credit card information. The associated Credit Card Alias will be retrieved and displayed in the Credit Card Alias drop-down list. The Credit Card Information can only be accessed if the Mailed By and Paid By Customer Numbers are the same. Select the Previous button if you wish to make any changes.
10. Print Labels (Step 4 for Canada) / (Step 5 for USA and International)	Allows control over the print output process.

3.0 Shipping Screens

Three versions of the **Shipping** screen were created to support the different services, addressing and customs requirements of shipping to Canada, USA or International destinations (see following screen shots as examples).

The shipping destination determines the data entry screen.

For example, if the destination is Canada, the **Shipping - Canada** screen is displayed:

Home > Electronic Shipping Tools > Distribution Services

Shipping - Canada Help desk
1-800-277-4799

Step 1 2 3 4

Sender Information: [Change](#)

Contact Name* IP022
 Contact Phone* IP022
 Method of Payment* Account
 Shipping Point* H2B 1A0

Shipped By 7023210
 Contract Number 40662505
 Return Address: PROCIMPR CUST DO NOT USE - 005
 502 MAIN ST N
 MONTREAL QC H2B 1A0

Recipient Information: [Retrieve from Address Book](#)

Name* Add to Address Book
 Title/Company/Department
 Address (Line 1)*
 Address (Line 2)
 City*
 Province*
 Country Canada
 Postal Code*
 Contact Phone

Shipment Information

Weight* Kg
 Length Cm Width Cm Height Cm
 Dimensions are mandatory unless shipping a document. Document

Tracking Information

Your Reference Number
 Cost Centre Reference
 Additional Reference Number

Send E-mail Notification?

You can specify e-mail address(es) to receive a notification by e-mail.

Recipient
 Sender
 Cc.

[Rate Shop](#) [Clear](#) [Next](#)

If the destination is to the USA, the **Shipping - USA** screen is displayed

Home > Electronic Shipping Tools > Distribution Services

Shipping - USA Help desk
1-800-277-4799

Step 1 2 3 4 5

Sender Information: [Change](#)

Contact Name* IP022
 Contact Phone* IP022
 Method of Payment* Account
 Shipping Point* H2B 1A0

Shipped By 7023210
 Contract Number 40662505
 Return Address: PROCIMPR CUST DO NOT USE - 005
 502 MAIN ST N
 MONTREAL QC H2B 1A0

Recipient Information: [Retrieve from Address Book](#)

Name* Add to Address Book
 Title/Company/Department
 Address (Line 1)*
 Address (Line 2)
 City*
 State* Customs Document
 Country USA Print on Address Labels:
 Zip Code* Postage Rate
 Contact Phone Insured Value

Shipment Information

Weight* kg
 Length Cm Width Cm Height Cm
 Dimensions are mandatory unless shipping a document. Document

Tracking Information

Your Reference Number
 Cost Centre Reference
 Additional Reference Number

Send E-mail Notification?

You can specify e-mail address(es) to receive a notification by e-mail.

Recipient
 Sender
 Cc.

[Clear](#) [Next](#)

And, if the destination is anywhere else, the **Shipping – International** screen is displayed:

The **Shipping** screens are separated into the following steps: **Enter [Shipment Information](#), [Select Service and Options](#), [Customs](#) (USA & International only), [Preview Order](#), and [Print Label](#)**. These sections are described below.

3.1 Enter Shipment Information – Step 1

Enter Shipment Information – Step 1 is divided into the following sections: [Sender Information](#), [Recipient Information](#), [Shipment Information](#), [Tracking Information](#), [Send E-mail Notification?](#), and [Ship using a pre-defined Service and Options Template](#).

These sections are described below.

3.1.1 Sender Information

This section captures the characteristics of the sender.

The **Mailed By** and **Return Address** information default from the [Profile – Shipping and Delivery Services](#) page. To verify or update this information, click on the **Change** button in the Sender Information section. (This will bring you to the **Profile** screen).

The three versions of the **Shipping** screen handle the unique addressing requirements of the destination country:

- For Canada, mandatory City, Province (selected from a drop-down list) and Postal Code
- For USA, mandatory City, State (selected from a drop-down list) and Zip Code
- For International, country (selected from a drop-down list) is mandatory, but City, Province/State and Postal/Zip Code are freeform and optional

The **Mailed By** field displays the **Customer Number** associated with the active/default **Profile**.

Fields

Sender Information	
FIELD NAME (* = mandatory)	FIELD CHARACTERISTICS
Contact Name*	You must enter the contact name directly in the Sender information. This will not change the information in your default Profile.
Contact Phone*	You must enter the contact phone directly in the Sender information. This will not change the information in your default Profile.

Method Of Payment *	Click on the down arrow to select from a list of payment options. The Method of Payment Drop-Down List is data-driven by Canada Post contract type.
Shipping Point*	Enter the Postal code of the location where the mail will be accepted by Canada Post. The shipment information will be based on the Shipping Point. The application will retain this Postal Code for future shipments. Shipping Point can be changed to a different location if required.
Mailed By	Displays the Customer Number associated with the active/default Profile.
Mailed on Behalf of	Displays the Customer Number associated with the active/default Profile.
Contract Number	Displays the Contract Number associated with the active/default Profile.
Paid By	Displays the Customer Number associated with the active/default Profile.
Return Address	Displays the Return Address associated with the active/default Profile.

3.1.2 Recipient Information

This section captures to whom the item is destined.

This section contains the recipient's name and address, which can either be typed in or retrieved from the [Address Book](#).

Fields

Recipient Information	
FIELD NAME (* = mandatory)	FIELD CHARACTERISTICS
Name *	Enter the name of the recipient
Add to Address Book	Check the Add to Address Book box to select this option. When this box is selected, it will initiate the process of storing the recipient in the Address Book following the successful transmission of the order.
Title/Company/Department	Optional input field. Enter the Title, Company and/or Department.
Address (Lines 1 * and 2)	Remember that Address (Line 1) is mandatory. Enter the mailing address. Continue the mailing address on Line 2 if more space is required.
City*	Mandatory field for Canada and USA. Optional for International.
Province/State*	Mandatory field for Canada and USA. Optional for International. (Canada Page) A list of valid Provinces and Territories in Canada is displayed, sorted alphabetically. (United States Page) A list of valid States in the United States is displayed, sorted alphabetically.
Country *	Canada is defaulted on Canada Page, United States is defaulted on United States Page. Canada and United States are suppressed from the list on the International page, so select the destination country on the International page.
Customs Document	Select this checkbox when the destination is not Canada to enter appropriate customs information.
Postal/Zip Code*	Mandatory field for Canada and USA. Optional for International. Enter the postal code or zip code.
Print Postage Rate on USA / Int'l Labels	In order to display the postage rate on the label, you must select this checkbox each time an order is entered. Please note: The system default is to not display the rates.
Contact Phone*	Optional for Canada. Mandatory field for USA and International. Enter the contact telephone number. Prints on both Canada and USA/International Address Labels.
Print Insured Value	In order to display the insured value on the label, you must select this checkbox each time an order is entered. Please note: The system default is to not display the value

3.1.3 Shipment Information

This section captures the shipment information

Fields

Shipment Information	
FIELD NAME (* = mandatory)	FIELD CHARACTERISTICS
Weight *	Enter the weight, in kilograms.
Length	Mandatory if Document is not selected. Enter the item length.
Width	Mandatory if Document is not selected. Enter the item width.
Height	Mandatory if Document is not selected. Enter the item height.
Document	By selecting Document, Length, Width and Height are not mandatory

3.1.4 Tracking Information

This section allows you to record reference numbers for tracking purposes.

Fields

Tracking Information	
FIELD NAME (* = mandatory)	FIELD CHARACTERISTICS
Your Reference Number	Enter your own Reference Number, optional for reconciliation purposes.
Cost Centre Reference	Enter the cost centre to which you wish to internally allocate costs at the line item level.
Additional Reference Number	Enter your additional Reference Number, optional for reconciliation purposes.

3.1.5 Send E-mail Notification?

This section allows you to specify e-mail address(es) to receive a notification by e-mail.

Fields

E-mail Notification	
FIELD NAME (* = mandatory)	FIELD CHARACTERISTICS
Recipient	Check Recipient box to initiate the process of sending an e-mail to the recipient after successful transmission of the order. Enter the Recipient's e-mail address in the Recipient's e-Mail Address field.
Sender	Check Sender box to initiate the process of sending an e-mail to the sender (you) after successful transmission of the order. Enter the Sender's e-mail address in the Sender eMail Address field.
Cc.	Check Cc.box to initiate the process of sending an e-mail to the Cc. after successful transmission of the order. Enter the Cc. e-mail address in the Cc eMail Address field.

3.1.6 Ship using a pre-defined Service and Options Template

This section allows you to select a pre-defined Service and Options [Template](#) to apply to the shipment.

This section contains information like customs form and tax code.

3.1.7 Command Buttons

Change

Please click [here](#) for further details.

Retrieve from Address Book

Please click [here](#) for further details.

Rate Shop

Home > Electronic Shipping Tools > Distribution Services

Shipping - Canada Help desk:
1-800-277-4799

Step 1 2 3 4

Rate Shop

Shipping From: HQ9 1A0
Ship To: ottawa, ON K1A 0B1

Parcel weight and dimensions:
1.000 Kg, 10.0 cm, 7.0 cm, 1.0 cm

Check box or enter amount to select	Priority Courier	Expresspost	Expedited Parcel	Regular Parcel
SIGNATURE OPTION <input type="checkbox"/>				
COVERAGES				
UNPACKAGED <input type="checkbox"/>				
EVENING DELIVERY (6 p.m. - 9 p.m.) <input type="checkbox"/>				
SATURDAY DELIVERY (9 a.m. - 1 p.m.) <input type="checkbox"/>				
Proof of Age Required (18 years) <input type="checkbox"/>				
Proof of Age Required (15 years) <input type="checkbox"/>				
DELIVER TO DOOR <input type="checkbox"/>				
DELIVER TO PARCEL BOX <input type="checkbox"/>				
Service Standard	Next day a.m. 2004 On-time guarantee	1 day(s) 2004 On-time guarantee	1 day(s) 2004 On-time guarantee	3 day(s)
Base Cost	\$14.10	\$5.29	\$4.71	\$4.71
GST	\$1.00	\$0.45	\$0.33	\$0.33
PST	\$0.00	\$0.00	\$0.00	\$0.00
Total (including Surcharges)	\$15.33	\$5.82	\$5.11	\$5.11

Service Type

Delivery instructions to apply to shipment (no charge)

CARD FOR PICK UP	<input type="checkbox"/>
DO NOT SAFE DROP	<input type="checkbox"/>
LEAVE AT DOOR - DO NOT CARD	<input type="checkbox"/>

Back Recalculate Next

from *anywhere* to anywhere

Rate Shop command button displays the “Rate Shop” page where you can compare the costs of sending your order using different Canada Post Shipping & Delivery Services domestic products and select Delivery instructions for your order. Available only on domestic orders.

Recalculate

Recalculate command button initiates validations and generates price for shipping the same parcel to the same destination using the various Canada Post Shipping & Delivery Services products

Next

Next command button accepts any settings on this window and display the next window “Preview Order”.

Clear

Clear command button clear all fields in this page

Next

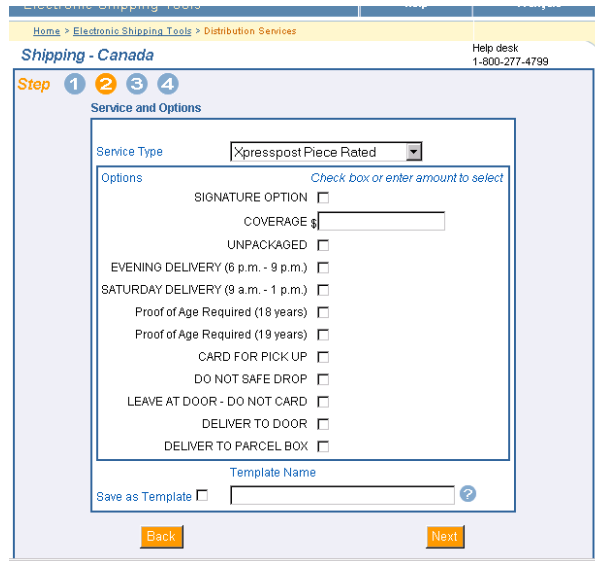
Next command button accept any settings on this window and display the next window “Service & Option”.

3.2 Service and Options – Step 2

This section captures how the item will be shipped.

The services displayed on each version of the **Shipping** page are filtered to reflect only those services applicable to the destination country (i.e. Expedited Parcel is only valid for Canadian destinations).

Shipping & Delivery Services can be documents, packets or parcels.



3.2.1 Domestic Services & Options

When Canada is the destination of the shipment, the **Service Types** are Priority Courier, Xpresspost, Expedited and Regular Parcel.

Visit [our Canada Post Web site](#) for a selection of Domestic Shipping & Delivery Services. Select from the categories of information presented to obtain more product details.

The [Canada Postal Guide](#) also offers complete product specifications for Domestic products and services.

3.2.2 USA Services and Options

When USA is the destination of the shipment, the **Service Types** are Xpresspost USA, Air and Surface Small Packet, Commercial* Expedited – USA and Expedited Parcel – USA, Purolator International.

Visit [our Canada Post Web site](#) for more details about sending parcels to the USA. The [Canada Postal Guide](#) also offers complete product specifications for USA products and services.

3.2.3 International Services and Options

When the destination of the shipment is an International location, the **Service Types** are Air and Surface Parcel and Air and Surface Small Packet, Purolator International. Click [here](#) for a listing of countries where Xpresspost – International provides delivery, and the terms and conditions that apply.

Visit [our Canada Post Web site](#) for more details about sending parcels Internationally.

This website also offers complete product specifications for International products and services. The [Canada Postal Guide](#) also offers complete product specifications for International products and services.

Fields

Service and Options	
FIELD NAME (* = mandatory)	FIELD CHARACTERISTICS
Options	Displays the features applicable to the selected Service, and allow you to add options if required.
Service Type *	Displays the Shipping & Delivery Services available for the shipping window <ul style="list-style-type: none"> For Canada: Priority Courier, Xpresspost, Expedited and Regular Parcel For USA: Xpresspost USA, Air and Surface Small Packet, and Commercial* Expedited Parcel–USA, Purolator International For International: Air (where available) and Surface Parcel, Xpresspost – International where applicable and Air and Surface Small Packet, Purolator International
Save as Template	Data saved is:

	<ul style="list-style-type: none"> • Template Name • Service ID • Option ID of the options selected or by default (up to 25).
Template Name	<p>Name under which the template will be saved. Initialized if a template was previously retrieved (see Retrieve Command Button).</p> <p>If changed to the name of another existing template, a warning message is displayed and if you do not want to override it, control is returned to the page so you can change the name.</p>

Command Buttons

Back

Back command button returns to the preceding window to let you change any previous settings.

Next

Next command button accepts any settings on this window and display the next window.

3.3 Customs Information Page (Step 3 – USA & Int'l)

The **Customs Information** page collects all the required data elements to complete the appropriate document type. The business rules around customs declaration by service have been coded into Electronic Shipping Tools. The collection of mandatory information will reduce the necessity for the user to understand customs reporting and declaration rules. Printing of the customs documentation follows the completion of the entry. Output examples are shown in the following sections: Customs Document, Customs Declaration Dispatch Note and Commercial Invoice (for Commercial* Expedited Parcel – USA only).

The **Customs Information** page stores Customs information that will be printed on the Customs Declaration (which prints in addition to the Address Label). It consists of two sections, customized to the two Customs documents that can be printed.

The characteristics of this screen are outlined below:

The screenshot shows the 'Shipping - USA' interface. At the top, there's a navigation bar with 'Home > Electronic Shipping Tools > Distribution Services' and a 'Help desk 1-800-277-4799' link. Below that, a progress indicator shows 'Step 3' of 5 steps. The main heading is 'Customs Information'. A note states: 'Fields with an asterisk (*) are mandatory. *Customs information is required as per applicable standards'. The form contains several input fields: 'Reference Number', 'Customs Currency', 'Reason for Export', 'Non Delivery Instructions*' (with a dropdown menu), 'Duty and Tax', and 'Tax Id / IRS No'. Below this is a 'Contents' section with a note: 'Note: If you want to fill the rest of the form manually, do not enter anything below.' There are two checkboxes: 'Document (No further information is required if checked)'. The main part of the form is a table with 6 rows, labeled 'Item 1' through 'Item 6'. Each row has columns for 'Quantity', 'Description', 'Unit Value', 'Net Weight (kg)', 'HS Code', 'Tariff Code', and 'Country of Origin'. At the bottom of the form, there are 'Back' and 'Next' buttons.

Command Buttons

Back

The **Back** command button returns to the preceding window to let you change the Service and Options screen to permit edits prior to transmitting the order

Next

The **Next** command button will bring the user to the **Method of payment** screen with the **Customs Information** at the bottom.

Fields

Customs Information	
FIELD NAME (* = mandatory)	FIELD CHARACTERISTICS
Reference Number	The Customer's Reference Number (which may or may not be the same as the Reference Number of the shipment itself).
Customs Currency *	The currency (CAD, USD) that will be used to define the declared value for Customs purposes. No check for valid value (printed as is on Customs document).
Reason for Export *	Defaults to Commercial Sample. Drop-down choices of Commercial Sample, Gift, Trade Show, Repair Warranty, Document, and Other/Not Applicable.
Non-Delivery Instructions *	Defaults to Treat as Abandoned. Drop-down choices of Treat as Abandoned, Return via Surface and Return via Air.
Duty and Tax	Total Duty and Taxes to be paid on this shipment. Represents the total of individual goods Duty and Taxes to be paid.
Tax ID/IRS No.	Recipient's U.S. Internal Revenue Service number or Social Security number. Required if shipping items valued over US\$200.00.
Additional Information	Additional information/comments relevant to the shipment to aid the customs agent in clearing the package.

Contents	
Document	Must be selected if all other fields in the Contents Description section are blank. Identifies the contents of the shipment as a document. The text "Document (no commercial value)" will be printed as Contents Description and no further data is required.
Item/Part/SKU #	This line repeats six times on the page, allowing descriptions for up to six individual goods.
Quantity	Mandatory if Document checkbox is not selected. Number of contents for each description.
Description	Mandatory if Document checkbox is not selected. Freeform description of contents.
Unit Value	Mandatory if Document checkbox is not selected. Declared value of goods for Customs purposes.
Unit Weight	Weight in kg. Freeform.
HS Code	Harmonized System Code. Freeform.
Tariff Code	Freeform.
Country of Origin	The country of origin of the goods, as selected from a drop-down list.
Province of Origin	Mandatory if Canada is selected as the country of origin. This is the province of origin of the goods, as selected from a drop-down list.

3.3.1 Additional Procedures for Commercial* Expedited Parcel – USA

When shipping items valued over US\$200.00, Electronic Shipping Tools will prompt you to supply the following data items in order to take full advantage of *Commercial Customs Clearance*:

Recipient's U.S. Internal Revenue Service number or Social Security number;

Appropriate customs Harmonized System code and;

Country and province (only if the country is Canada) of the manufacturer of the item(s) shipped.

Once the daily customs information is received electronically, it will be forwarded to Canada Post's broker, PBB Global Logistics for review of the customs information.

To set up your account with PBB, simply complete the documentation available at this address:

<http://www.pbb.com/>

3.3.2 Print Customs Documents

This page let you either print a Customs Document, Customs Declaration Dispatch Note or Commercial Invoice, depending on the Service used or the Declared Value for Customs:

1. Prints the Customs Document when:
 - The Destination Country is USA, except for Commercial* Expedited Parcel – USA or;
 - The Service used is International Small Packet (Air or Surface) and the total Declared Value for Customs is less than or equal to \$300.00.
2. Prints the Customs Declaration Dispatch Note when:
 - The Service used is International Parcel (Air – where available - or Surface) or;
 - The Service used is Xpresspost – International where applicable or;
 - The Service used is International Small Packet (Air or Surface) and the total Declared Value for Customs is greater than \$300.00.
3. Prints the Commercial Invoice when:
 - The Service Type used is Commercial* Expedited Parcel – USA. The Service Type used is Commercial* Expedited Parcel – USA. One copy is generated if required. The Commercial Invoice will only be generated and printed if the user has selected the Print Customs Document checkbox. Copy (ies) must be inserted into the plastic pouch.
 - The Service Type used is Expedited Parcel – USA. One copy is generated if required. The Commercial Invoice will only be generated and printed if the user has selected the Print Customs Document checkbox. Copy (ies) must be inserted into the plastic pouch.

If you have not entered the Contents Description, the total Declared Value for Customs cannot be calculated. In this situation, having a Duty and Tax amount greater than zero could be used to print a Customs Declaration Dispatch Note.

The **Print Customs Documents** task displays a preview of the Customs document.

After printing the Customs document (which is done from the Preview Order), processing returns to the **Shipping** screen, ready to process another shipment.

Most of the data on the Customs document comes from the **Customs Information** screen (either directly or computed); only Canada Post generates the Item ID.

Sample of Customs Document

CANADA POST / POSTES CANADA						
CUSTOMS DOCUMENT / DÉCLARATION EN DOUANE						
Item ID / No. de l'article	9400000005647	Reference No. / No. de référence		Page	1	of/de 1
This item does not contain any dangerous article prohibited by postal regulations Cet envoi ne contient aucun objet dangereux interdit par la réglementation postale						
Qty Qté	Detailed description of contents Désignation détaillée du contenu	Country of Origin Pays d'origine	Harmonized System Système harmonisé	TC CT	Value Valeur	Net Wgt Poids net
1	1	CA			1.00	1.000 Kg
				USD		
If undeliverable / En cas de non-livraison:				TOTAL		
Treat as abandoned Traiter comme un envoi abandonné				1.00 1.000 Kg		
				<input checked="" type="checkbox"/> Gift / Cadeau <input type="checkbox"/> Sample / Échantillon		
May be officially opened by Customs				Peut être ouvert d'office par les Douanes		

Sample of Customs Declaration Dispatch Note

CANADA POSTES POST CANADA		Customs Declaration Dispatch Note	Déclaration en douane Bulletin d'expédition	C 2 / C P 3 C P 2	INSURED/ASSURÉ X12345
Item ID/No de l'article: R1 123 456 789 CA		Reference No./No. de référence: R123456789012345		Page 1 of/da 99	
Name and Address of Sender Nom et adresse de l'expéditeur		Name and Address of Destination Nom et adresse du destinataire		Name of origin Nom d'origine	
From 1 From 2 From 3 From 4 From 5 From 6		To 1 To 2 To 3 To 4 To 5 To 6		Date: 2001/01/01	
Qty Qté		Itemized List of Contents Designation détaillée du contenu		Insurance fee Taux d'assurance	
Country of Origin Pays d'origine		Harmonized System Système harmonisé		Insurance fee Taux d'assurance	
1		1		\$ 00000 00	
2		1		\$ 00000 00	
3		1		\$ 00000 00	
4		1		\$ 00000 00	
5		1		\$ 00000 00	
6		1		\$ 00000 00	
7		1		\$ 00000 00	
8		1		\$ 00000 00	
9		1		\$ 00000 00	
10		1		\$ 00000 00	
11		1		\$ 00000 00	
12		1		\$ 00000 00	
13		1		\$ 00000 00	
14		1		\$ 00000 00	
15		1		\$ 00000 00	
16		1		\$ 00000 00	
17		1		\$ 00000 00	
18		1		\$ 00000 00	
19		1		\$ 00000 00	
20		1		\$ 00000 00	
21		1		\$ 00000 00	
22		1		\$ 00000 00	
23		1		\$ 00000 00	
24		1		\$ 00000 00	
25		1		\$ 00000 00	
26		1		\$ 00000 00	
27		1		\$ 00000 00	
28		1		\$ 00000 00	
29		1		\$ 00000 00	
30		1		\$ 00000 00	
31		1		\$ 00000 00	
32		1		\$ 00000 00	
33		1		\$ 00000 00	
34		1		\$ 00000 00	
35		1		\$ 00000 00	
36		1		\$ 00000 00	
37		1		\$ 00000 00	
38		1		\$ 00000 00	
39		1		\$ 00000 00	
40		1		\$ 00000 00	
41		1		\$ 00000 00	
42		1		\$ 00000 00	
43		1		\$ 00000 00	
44		1		\$ 00000 00	
45		1		\$ 00000 00	
46		1		\$ 00000 00	
47		1		\$ 00000 00	
48		1		\$ 00000 00	
49		1		\$ 00000 00	
50		1		\$ 00000 00	
51		1		\$ 00000 00	
52		1		\$ 00000 00	
53		1		\$ 00000 00	
54		1		\$ 00000 00	
55		1		\$ 00000 00	
56		1		\$ 00000 00	
57		1		\$ 00000 00	
58		1		\$ 00000 00	
59		1		\$ 00000 00	
60		1		\$ 00000 00	
61		1		\$ 00000 00	
62		1		\$ 00000 00	
63		1		\$ 00000 00	
64		1		\$ 00000 00	
65		1		\$ 00000 00	
66		1		\$ 00000 00	
67		1		\$ 00000 00	
68		1		\$ 00000 00	
69		1		\$ 00000 00	
70		1		\$ 00000 00	
71		1		\$ 00000 00	
72		1		\$ 00000 00	
73		1		\$ 00000 00	
74		1		\$ 00000 00	
75		1		\$ 00000 00	
76		1		\$ 00000 00	
77		1		\$ 00000 00	
78		1		\$ 00000 00	
79		1		\$ 00000 00	
80		1		\$ 00000 00	
81		1		\$ 00000 00	
82		1		\$ 00000 00	
83		1		\$ 00000 00	
84		1		\$ 00000 00	
85		1		\$ 00000 00	
86		1		\$ 00000 00	
87		1		\$ 00000 00	
88		1		\$ 00000 00	
89		1		\$ 00000 00	
90		1		\$ 00000 00	
91		1		\$ 00000 00	
92		1		\$ 00000 00	
93		1		\$ 00000 00	
94		1		\$ 00000 00	
95		1		\$ 00000 00	
96		1		\$ 00000 00	
97		1		\$ 00000 00	
98		1		\$ 00000 00	
99		1		\$ 00000 00	
100		1		\$ 00000 00	

Template of Commercial Invoice

Company Letterhead		SPACE RESERVE FOR COMPANY LETTERHEAD		Item ID (Tracking No.)	
Commercial Invoice Identification		COMMERCIAL INVOICE / FACTURE COMMERCIALE		CH 222 437 249 CA / Page 1 of/de 1	
Sender Name and address		Sender Name & Address / Nom et adresse de l'expéditeur		Receiver Name and Address / Nom et adresse du destinataire	
Contact Name (Sender)		Contact Name / Nom de la personne - ressource		Contact Name (Receiver)	
Telephone No. (Sender)		Telephone Number / Numéro de téléphone		Telephone No. (Receiver)	
Sender Reference		Sender Reference / Référence de l'expéditeur		Tax Id/IRS or VAT No. Receiver	
Reasons for Export		Observations (Reasons for Export) / Commentaires (Raison de l'exportation)		Gross Weight	
Country of Destination		Country of Destination / Pays de destination		Net Weight	
Number of Packages (1)		Number of Packages / Nombre de colis		Currency & Value	
Detailed Description of Contents		Detailed Description of Contents / Description détaillée du contenu		Total Currency & Value	
Harmonized System		Harmonized Code / Code harmonisé		Form Number	
Additional Information		Additional Information / Information additionnelle		Page 1 of 1	
Signature		Signature			

Fields

Customs Document/Customs Declaration Dispatch Note	
FIELD NAME ON DOCUMENT (* = appears only on Customs Declaration Dispatch Note)	FIELD CHARACTERISTICS
Insured Text *	Text (INSURED/ASSURÉ) indicates that Insurance has been selected on the Shipping Page (Insured Amount > zero).
Dispatch Number *	Derived from the Item ID.
Item ID (or Trace ID) *	The system-generated unique Identifier for the Order Item received from Canada Post.
Reference Number	The Customer's Reference Number, as entered on the Customs Information page.
Office *	Outlet, retrieved from the User's Profile.
Date *	Current Date, in format YYYY/MM/DD.
Sender *	Name and Return Address of the Customer (retrieved from the User's Profile), in the following format: <ul style="list-style-type: none"> Name Address Line 1 Address Line 2 City (truncated to make room for province and postal code if not enough space on line), one space, Province (two characters), two spaces, Postal Code (one space between FSA and LDU) "Canada"
Addressee *	Name and address of recipient (as entered on the Shipping page), in the following format: <ul style="list-style-type: none"> Name Title/Department/Company Address Line 1 Address Line 2 City Province/State Postal/Zip Code Country Name
Gross Weight *	The sum of the Net Weights supplied on the Customs Information page, split in two parts: kg and grams.
Rate *	Duty and Tax, as entered on the Customs Information screen.
Insured Value *	As entered on the Shipping page.
Insurance Fee *	Fees for the Insurance option, as received from Canada Post.
Contents Description	Up to six lines of individual goods can be entered and printed.
Quantity	As entered on the Customs Information screen.
Description	As entered on the Customs Information screen.
Country of Origin	Two-letter acronym of Country of Origin of the goods, converted from what was selected on the Customs Information screen.
HS Code	As entered on the Customs Information screen.
Tariff Code	As entered on the Customs Information screen.
Value	As entered on the Customs Information screen.
Net Weight	As entered on the Customs Information screen.
Customs Currency	As entered on the Customs Information screen. It prints at the bottom of the Value column for Customs Document and at the bottom of the Tariff Code column for Dispatch Note.
Total Value	The sum of the Declared Values (prints below the Value column for Customs Document and at the bottom of the Value column for Dispatch Note).
Non-Delivery Instructions	As selected on the Customs Information screen.
Reason for Export	If Commercial Sample or Gift was selected on the Customs Information page, put an 'X' in the corresponding box; otherwise leave blank.
Commercial* Expedited Parcel - USA	
See explanations for the following fields under Customs Document/Customs Declaration Dispatch Note: Sender Name and Address (Sender), Sender Reference (Reference Number), Reasons for Export, Detailed Description of Contents, Harmonized System (HS Code), Item ID, Receiver Name and Address (Addressee), Gross Weight, No. of Units (Quantity), Currency & Value (Customs Currency, Value), Total Currency & Value (Total Value)	
FIELD NAME ON DOCUMENT	FIELD CHARACTERISTICS
Contact Name (Sender)	The name of the contact person familiar with this mailing on the sender's end.
Telephone No. (Sender)	The telephone number and, if applicable, the extension number of the sending contact person.
Country of Destination	The country to which the mailing is destined.

Number of Packages	With EST, only one package can be processed per shipment. Thus this field always has the value "1".
Additional Information	Additional information/comment relevant to the shipment to aid the customs agent in clearing the package.
Contact Name (Receiver)	The name of the contact person familiar with this mailing on the receiver's end.
Telephone No. (Receiver)	The telephone number and, if applicable, the extension number of the receiving contact person.
Tax ID/IRS or VAT No. Receiver	Recipient's U.S. Internal Revenue Service number or Social Security number. Required if shipping items valued over US\$200.00.
Country of Origin	Country of the manufacturer of the item(s) shipped. If the country is Canada, the province of origin will also be indicated.

3.4 Preview Order (Step 3 – Ship Canada / Step 4 - Ship USA & Int'l)

3.4.1 Credit Card Information

The **Preview Order** screen is displayed as a final validation of the order content before submitting the order to Canada Post for processing.

If you have selected **Credit Card** as your **Method of Payment** at the **Shipping Screen**, the **Credit Card Information** appears on this page.

Credit card information is stored by Canada Post and synchronized to Electronic Shipping Tools.

The associated **Credit Card Alias** will be retrieved and displayed in the **Credit Card Alias** drop-down list on the **Credit Card Information** screen.

Home > Electronic Shipping Tools > Distribution Services

Shipping - Canada Help desk
1-800-277-4799

Step 1 2 3 4

Credit Card Information

Select a credit card from your list of credit cards. Or enter credit card information for this shipment.

Credit Card Alias Credit Card Type

Credit Card Number Credit Card Expiry Date (MM/YY)

Credit Card Owner

Total Charges: \$10.14

Order Preview

Please review and ensure correct prior to transmitting to Canada Post

Ship To: edgdeg, 12 drgdeg, ottawa ON K1A 0B1, Canada
Charge To: PROCIMPR CUST DO NOT USE-005(0007023210)
Mailed By: PROCIMPR CUST DO NOT USE-005(0007023210)
Mailed on Behalf of: PROCIMPR CUST DO NOT USE-005(0007023210)
Contract Number: 0040662505
Paid By: PROCIMPR CUST DO NOT USE-005(0007023210)
Method of Payment: Credit Card
Reference Number:
Shipping From: K1A 0B1

Today's Date: February 26, 2004

Shipment Information:		Charges	
Weight (Actual):	5.000 Kg	Base:	\$ 7.96
Weight (Cubed):	Kg	Automation Discount:	\$ (0.16)
Length:	Cm	Fees:	\$ 1.88
Width:	Cm	GST:	\$ 0.66
Height:	Cm	HST:	\$ 0.00
		PST:	\$ 0.00
		Total:	\$ 10.14

Service: Xpresspost Piece Rated
Service Standard: 1 day(s) On-time guarantee

Option	Amount	Fees
SIGNATURE OPTION		\$1.50
Proof of Age Required (19 years)		\$0
DELIVERY CONFIRMATION		\$0

Return Address:
Arthur Gret
123 King Street
St-Albert ON K0J 1B0
Contact: Rachelle Nod
Telephone: 613-734-5555

This preview is for review and correction purposes only. It does not replace the Address Label, which must accompany your shipment to a Canada Post induction site.

Declared weight is subject to verification based on the application of the cubing (measurement and weight calculations) mechanism. In all cases the greater of the actual cubed weight or the cubed weight shall determine the actual price, including, where appropriate, any applicable surcharges in respect of excess size and/or weight. Such surcharges will be calculated and applied in accordance with your Distribution services agreement (where applicable) or if payment has been made by credit card, the surcharges will be reflected on your credit card statement.

[Back](#) [Ship](#)

You can select a **Credit Card Alias** or enter credit card information.

The **Credit Card Information** page can only be accessed if the **Mailed By** and **Paid By Customer Numbers** are the same. When the credit card information is entered, then a **Credit Card Alias** will be generated upon clicking on the **Ship** button. The alias will contain the first and last four digits of the credit card and the remainder will be asterisks.

The **Preview Order** page triggers a validation sequence against the Canada Post database. The electronic transaction will be displayed containing the data entered and the price calculation based on the data entered. You should verify that the information presented is correct before you transmit the transaction to Canada Post.

If there are errors, standard error handling will result. Upon correcting the information, your order is presented again on screen.

Command Buttons

Back

The **Back** command button returns user to the Select the Service and Options screen to permit edits prior to transmitting the order.

Ship

The **Ship** command button will initiate the connection to Canada Post. A successful order will generate an applicable parcel label. Any errors within the order will be reported back in the transmission log.

If the credit card information is validated you will be sent to the "Label the Parcel" screen where you will be printing your label. Your order has now been saved into our systems.

3.5 Print Label (Step 4 – Ship Canada / Step 5 – Ship USA & Int'l)

This task supports printing on laser printers only. It does not support printing on thermal printers or dot matrix printers (tractor-fed or otherwise).

An address label is generated within the browser after an order has been successfully submitted to Canada Post.

If the destination country is Canada, the Domestic address label is generated; otherwise the USA/International label is generated.

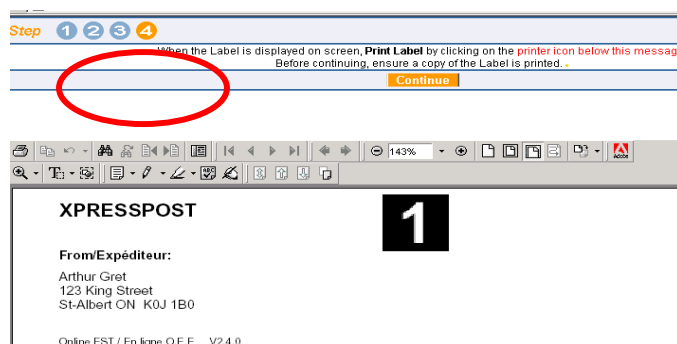
The following sections illustrate and define the various elements that may appear in each Address Label.

The elements to print are portrayed between "< >" characters in the mock-ups. These placeholders are intended to convey the general location of the information to be printed.

Command Buttons

Continue

Continue command button enables you to print all the documents required for your shipment



3.5.1 Domestic Address Label

This label has a standard portrait layout printed on 8 ½" by 11" paper. It applies to all domestic services. The printed portion (up to the dividing line) must fit in the top half of the page so that it can be folded in two and still show all printed information (other than the dividing line itself).

Sample of Domestic Address Label

When the Label is displayed on screen, **Print Label** by clicking on the printer icon below this message.
Before continuing, ensure a copy of the Label is printed.

From/Expéditeur:
XXXXXXXXXX
XXXXXXXXXX ON K1A 0B1

EXPEDITED
PARCEL

COLIS
ACCÉLÉRÉ

2 CANADA POST
POSTES CANADA
0007023210

Online EST / En ligne O.E.E. V3.0.0

No Manifest Required / Manifeste non requis

Weight/Poids:
5.000 kg

Method of Payment/Mode de paiement: Account / Porter au compte

Order No./No. de commande: D00308040
Customer Ref / No. réf. client:

To /Destinataire:
HENRY
23 TREW
OTTAWA ON K1A 0B1

7023 2102 1113 2005

ATTENTION SIGNATURE REQUIRED
SIGNATURE REQUISE

K1A

Item Id of your parcel: 7023 2102 1113 2005 Numéro d'identification de votre article

INSTRUCTIONS

- Choose a box designed for shipping.
- Wrap your items so that they are secure in the box and seal the box using proper shipping tape.
- Cut the label on the dotted line and retain the bottom half for tracking purposes.
- Tap the label so it appears squarely on the largest side of the box (do not bend it around sides or end of box). Do not tape over any part of the barcode on the label.
- Take the parcel to a Canada Post retail outlet for shipping. All items except Priority Courier may also be deposited in a Street Letter Box.

1. Choisissez une boîte conçue pour l'expédition.

2. Embalquez soigneusement vos articles dans la boîte et scellez le tout avec du ruban d'expédition.


3. Découpez l'étiquette le long du pointillé et conservez la partie inférieure pour l'étiquette.

4. Appuyez l'étiquette pour qu'elle apparaisse entièrement sur la côté le plus grand de la boîte (ne pas la recoller aux bords de la boîte). Ne tapez pas sur aucune partie du code à barres de l'étiquette.

5. Apportez le colis à un distributeur postal de Postes Canada pour l'expédition. Tous les envois sauf ceux des Messageries Prioritaires peuvent être déposés dans les boîtes aux lettres.

A barcode should be printed on the label because Delivery Confirmation is selected. If no bar code is visible, please contact the help desk at 1-800-277-8779 for assistance.
Un code à barres devrait être imprimé sur l'étiquette lorsque la confirmation de livraison est choisie. Si le code à barres n'apparaît pas, veuillez communiquer avec le service d'assistance au 1-800-277-8779.

Fields


Domestic Address Label	
FIELD NAME	FIELD CHARACTERISTICS
From	Name and Address of the sender, in the following format: <ul style="list-style-type: none"> Name Address Line 1 Address Line 2 City (truncated to make room for province and postal code if not enough space on line), one space, Province (two characters), two spaces, Postal Code (one space between FSA and LDU) <p>This is the name and address extracted from Canada Post, unless a Return Address has been supplied in the User Profile.</p>
Service Name	The name of the service as maintained by Canada Post.
Simplified Service Symbol	Symbol representing the selected mail service (on simplified labels only); values are the same as those of the Service Check Character, which is a code indicating the service and can be used to confirm that the right stock was used. The latter only applies to pre-printed labels. Values are: <ul style="list-style-type: none"> P – Priority Courier; 1 – Xpresspost; 2 – Expedited Parcel, and; 3 – Regular Parcel. 
Customer Number	CPC Mailed On Behalf Of Customer Number.
Return Service Indicator	Text indicating that the Return service option was selected.
Weight	Weight of the item in kg.
Cu/OS Indicators	If cubic weight, "CU" is printed to the immediate right of the weight. If the item is oversized,

	"O/S" is printed to the right of the weight.
Heavy Load Indicator	Symbol indicating that the weight of the item exceeds 21.5 kg (sample below). <div style="border: 2px solid black; padding: 5px; display: inline-block; text-align: center;">HEAVY / LOURD >21.5 KG / 47.4 LBS</div>
Postal Code Barcode 128 Symbol	Postal Code (symbol and human readable text below) of the destination address. The text is displayed with a '+' at the end. Note: barcodes require at least ¼ of an inch of white space around them.
MOP	The Preferred Method of Payment as selected in the customer's Profile.
Auth. No.	The authorization number returned by the financial institution for credit card payments. The label will not print for any other method of payment.
Order Number	The Order Number generated by Canada Post.
Customer Reference	Customer Reference entered on the shipping page.
COD Number	COD number indicating that the COD option was selected. Note: The label of the field does not print when the field is blank.
Reference Number Barcode 128 Symbol	Item Identifier (symbol and human readable text above). Note: barcodes require at least ¼ of an inch of white space around them.
To	Name and address of recipient, capitalized and in the following format: <ul style="list-style-type: none"> Name Title/Company/Department Address Line 1 Address Line 2 City (truncated to make room for province and postal code if not enough space on line), one space, Province (two characters), two spaces, Postal Code (one space between FSA and LDU)
Contact Phone	Contact Phone Number at destination, if available.
Delivery Option	Text indicating the delivery options selected (text supplied by Canada Post). At most two delivery options will be printed: uppercase; Arial or Ms Sans Serif font; English and French on the same line wherever possible (otherwise use two lines per option). When present on the label, the delivery options must be printed left-justified with the 'Attention' label.
Signature Required	Symbol ('X' in a box) indicating that the Signature Required service option was selected. The 'X' must be large enough to reach the edges of the box.
Destination	Destination of the item (FSA for domestic destinations and "US" or "INTL" for other destinations). Appears in large font in the bottom of the label.

3.5.2 USA/International Address Label

This label has a standard portrait layout printed on 8 1/2" by 11" paper. It applies to all USA & International services. The printed portion (up to the dividing line) must fit in the top half of the page so that it can be folded in two and still show all printed information (other than the dividing line itself).

Sample of Address Label for Expedited Parcel – USA

Expedited Parcel - USA Colis accélérés É.-U.		2	CANADA POST POSTES CANADA Postage paid 123 4567 8
Sender Expéditeur G RAYMOND LTD 108 - 100 ALFRED KEUHNE BLVD BRAMPTON ON L6T 4K4	Telephone No. /# de téléphone 555 555-5555	Addressee Destinataire MS JANE JONES ELECTRICAL ENGINEERING 4417 BROOKS ST NE WASHINGTON DC 20019-4649	Telephone No. /# de téléphone 222 222-2222
		Date YYYY MM DD	Insured Value Valeur assurée \$0000.00 C D N
		Gross Weight Poids brut 0.0 KG	Volume Weight Poids volumétrique 0.0 KG
		Postage Rate Taxe postale	\$0000.00 C D N
CANADA In case of non-delivery, return at sender's expense En cas de non-délivrance, renvoyer aux frais de l'expéditeur		UNITED STATES	
Itemized List of Contents and Country of Origin Manufacture Designation détaillée du contenu et pays de fabrication	Net Weight Poids net Kg	Declared Value Valeur déclarée EUR	
<input type="checkbox"/> Gift Cadeau		Total Declared Value Valeur déclarée totale \$	
Signature of Sender Signature de l'expéditeur		USPS DELIVERY CONFIRMATION	
Senders warrants that this item does not contain dangerous goods. L'expéditeur garantit que cet envoi ne contient pas de matières dangereuses.		 AA NNN NNN NNN CA	
43-074-243E (02-09)		CSS: V0.0	
Cis tims Déclaration C N23 Shipping Label		Déclaration en douane C N23 Étiquette d'expédition	

Sample of International Address Label

From / Expéditeur PROCIMPR CUST DO NOT USE-005 502 MAIN ST N MOOSE JAW SK S6H 3K3 Canada
--

Online EST / En ligne O.E.E V2.0.0
 No Manifest Required / Manifeste non requis



CANADA POST
 POSTES CANADA
 0007023210

AIR MAIL SMALL PACKET PETIT PAQUET PAR AVION

WEIGHT/POIDS
 2.000 kg

Method of Payment/Mode de paiement: Credit Card / Carte de crédit
 Authorization Number/No. d'authentification: 974257
 Customer Ref/No. réf. client: 12479-A

INTL

To /Destinataire:

Order No./No. de commande:

D000222663

44 1 254 889 745
 ANDREA RAYMOND
 IT MANAGER
 5875 GRAND BOULEVARD
 AMSTERDAM 568050
 NETHERLANDS

Fields

USA/International Address Label	
FIELD NAME	FIELD CHARACTERISTICS
From	Name and Address of the sender, in the following format: <ul style="list-style-type: none"> Name Address Line 1 Address Line 2 City (truncated to make room for province and postal code if not enough space on line), one space, Province (two characters), two spaces, Postal Code (one space between FSA and LDU) This is the name and address extracted from Canada Post, unless a Return Address has been supplied in the Profile.
Weight	Weight of the item in kg.
Service Name	The name of the service as maintained by Canada Post.
Customer Number	CPC Mailed On Behalf Of Customer Number.
Simplified Service Symbol	Symbol representing the selected mail service (on simplified labels only); values are the same as those of the Service Check Character, which is a code indicating the service and can be used to confirm that the right stock was used. The latter only applies to pre-printed labels. Values are: <ul style="list-style-type: none"> P – Priority Courier; 1 – Xpresspost; 2 – Expedited Parcel, and; 3 – Regular Parcel. <div style="border: 1px solid black; padding: 5px; display: inline-block; margin: 10px 0;"> P 1 2 3 </div> Note: There is currently no Simplified Service Symbol for USA/Int'l services, other than Xpresspost (the same code will be used for Domestic and USA). Others will be left blank.

Return Service Indicator	Text indicating that the Return service option was selected.
MOP	The Preferred Method of Payment as selected in the customer's Profile.
Auth. No.	The authorization number returned by the financial institution for credit card payments. The label will not print for any other method of payment.
COD Number	COD number indicating that the COD option was selected. Note: The label of the field does not print when the field is blank.
Customer Reference	Customer Reference entered by the user on the shipping page.
Destination	Destination of the item (FSA for domestic destinations and "US" or "INTL" for other destinations).
Delivery Option	Text indicating the delivery options selected (text supplied by Canada Post). At most two delivery options will be printed: uppercase; Arial or Ms Sans Serif font; English and French on the same line wherever possible (otherwise use two lines per option).
Contact Phone	Contact Phone Number at destination, if available.
To	Name and address of recipient, capitalized and in the following format: <ul style="list-style-type: none"> • Name • Title/Company/Department • Address Line 1 • Address Line 2 • City (truncated to make room for province/state and postal/zip code if not enough space on line), one space, Province/State (two characters), two spaces, Postal/Zip Code • Country Name
Order Number	The Order Number generated by Canada Post.

Please Note: While remaining consistent with other Canada Post system generated International labels, Xpresspost International shipping labels print three additional information lines on Int'l plain paper and thermal labels, as follows:

- Company name,
- Additional information, and
- Address line 2.

These three fields are available at the shipping page for customers to fulfill.

The **Plain Paper** label incorporates the barcode, addressing and Customs information into one label. The system will print two copies and no additional label is required.

4.0 Profile

Clicking on the **Change** command button at the top of the shipping screen displays your customer profile and allows you to change the information within the Customer information and Return Address sections.

Profile - Distribution Services - 2.4.0.8 (20030218) - C.P.E. - Microsoft Internet Explorer

Customer Information			
You can specify default Customer information that will be used during the order processing.			
Mailed By*	7023210	Mailed On Behalf Of*	7023210
Contract Number	40662505	Paid By*	7023210
Address (retrieved from Canada Post)			
Customer Name	PROCIMPR CUST DO NOT USE-005		
Address (Line 1)	502 MAIN ST N		
Address (Line 2)			
City	MOOSE JAW		
Province/State	SK		
Postal/Zip Code	S6H 3K3		
Country	CA		
Return Address			
Please complete this section if: - Your address retrieved from Canada Post is outside Canada. - You want to print a different address on your Address Label.			
Customer Name	Joe Latrimouille		
Address (Line 1)	123 King Street		
Address (Line 2)			
City	St-Albert		
Province	Ontario		
Postal Code	K0J 1B0		
		Save	Cancel

Save

The **Save** command button allows to save a template in the Profile section. Once a template is selected, the data for the predefined fields will be displayed within the fields associated to the shipper. The Save button captures modifications and transposes them to the shipping page.

Cancel

Cancel command button close this window without changing the data

5.0 Address Book

5.1 Address Book Page

Select the **Address Book** link on the Shipping & Delivery Services Navigation Bar or by using a browser bookmark.

The **Address Book** page allows you to search, add, modify or delete client address records in the **Address Book** for the User ID logged onto the Electronic Shipping Tools Internet application.

Home > Electronic Shipping Tools > Distribution Services

Address Book Help desk
1-800-277-4799

Address Book for Mailed By Customer 7023210

Up to 250 Client Addresses can be stored in the Address Book.
To add a new client address to the Address Book, click the appropriate button at the bottom of this screen.
To update or remove a Client Address from the Address Book, select a record below.

Search Criteria

Name

Address Book List

Name	City	Postal/Zip Code
Rachel Parent-Corneau	Ottawa	K1A 0B1

Clicking on the **Retrieve from Address Book** command button within the **Recipient Information** section of the **Shipping** page will allow you to find a customer within the currently selected address book. The destination country of this **Shipping** page drives the **Address Book** display. For example, if you are in the USA Shipping screen, the address book will display USA address records only.

Search Criteria

Name

Address Book List

Name	City	Postal Code/Zip Code
Rachel Parent-Corneau	Ottawa	K1A 0B1

Search command button allows you to find a customer within the currently selected address book. Enter the customer's partial or whole last name in this field. Click on the hyperlink of your entry when it is found. The changes will be displayed on the shipping page.

Cancel command button close this window without changing the data

The Electronic Shipping Tools **Address Book** can store up to 250 client addresses per User ID.

When the **Address Book** page is initially displayed, the **Address Book List** is populated with all the client address records associated to the User ID logged onto the Electronic Shipping Tools Internet application. The **Address Book List** is sorted on the **Name** field and is filtered by the **Mailed By Customer Number** from the active/default **Profile**.

The **Address Book** page requires the **Mailed By Customer** information to be completed in the **Profile** page prior to proceeding. If a **Profile** for the User ID cannot be found (i.e. never been initialized or default Mailed By Customer no longer valid), then standard error handling will result.

The **Address Book** offers a Search option that filters through the client addresses in the **Address Book**. Search is performed on the Client Address Name field. When the search criterion is left blank, all entries in the **Address Book** are displayed.

Note: **Search** command button allows you to find a customer within the currently selected address book. Enter the customer's partial or whole last name in this field The search option does not support partial searches. The search option is not case-sensitive.

The **Name** field in the **Address Book List** is displayed as a Link. When the name is selected, the **Client Address** detail page will be displayed to allow you to either modify or delete the record.

Command Buttons

Search command button allows you to find a customer within the currently selected address book. Enter the customer's partial or whole last name in this field

Reset

The **Reset** command button clears the value in the search criteria field. It repopulates the **Address Book List** with all the client addresses, sorted by Name, associated to the User ID logged onto the Electronic Shipping Tools application. It sets the focus on the Name field in the Search Criteria group box.

Add (Canada)

The **Add (Canada)** command button allows you to enter a client address in Canada. Enter client address information and press the **Save** command button.

Add (United States)

The **Add (United States)** command button allows you to enter a client address in the United States. Enter client address information and press the **Save** command button.

Add (International)

The **Add (International)** command button allows you to add a client address that is international destination. Enter client address information and press the **Save** command button.

5.1.1 Client Address Pages

The **Client Address** pages allow you to add new clients address or modify or delete existing client addresses.

Three different pages exist depending on the country of the client address.

SCREEN TYPE	COUNTRY-SPECIFIC SCREEN CHARACTERISTICS
Canada	Select a valid Province from a drop-down list.
USA	Select a valid State from a drop-down list.
International	Select a Country from a drop-down list. When this screen displays for the purpose of adding a new client address record, the Country field defaults to blank to prompt selection of this field from the drop-down list.

Sample of Client Address Page for Canada

The screenshot displays the 'Client Address (Canada)' form within the 'Electronic Shipping Tools' application. The form is titled 'Client Address (Canada)' and includes a 'Help desk 1-800-277-4799' link. A note states 'Fields with an asterisk (*) are mandatory.' The form fields are: Name*, Title/Company/Department, Address (Line 1)*, Address (Line 2), City*, Province* (a dropdown menu), Postal Code*, Country (pre-filled with 'Canada'), Contact Phone, Fax Number, and E-mail Address. At the bottom of the form are 'Save' and 'Delete' buttons. The page also features a navigation menu on the left with options like 'Distribution Services', 'Ship Canada', 'Ship USA', 'Ship International', 'Profile', 'Address Book', 'History / Tracking', and 'Delete Template'. The top navigation bar includes 'Order Products and Supplies', 'Electronic Shipping Tools', 'Manage My Accounts', 'My On-line Tools', and 'Log Out'. The footer includes the 'Canada' logo and the slogan 'From anywhere...'.

Command Buttons

Save

The **Save** command button performs validations. If validations are successful, the client address record is saved and the application displays the appropriate confirmation message that also indicates the new total number of records in the **Address Book**. The **Save** command button also clears the screen. If validations are unsuccessful, standard error handling results.

Delete

The **Delete** command button deletes the selected address.

A confirmation pop-up window appears. If you select 'OK', the command deletes the client address record from the **Address Book**. It returns you to the **Address Book** page with focus on the Search Criteria field and refreshes the **Address Book List**. If you select 'Cancel', you are returned to the **Address Book** page.

Fields

Canada/USA/International	
FIELD NAME (* = mandatory)	FIELD CHARACTERISTICS
Name *	Enter the name.
Title/Company/Department	Freeform. Enter the Title, Company and/or Department.
Address (Line 1) *	Enter the address.
Address (Line 2)	Freeform. Enter the address if additional space is required.
City	Mandatory field for Canada and USA. Freeform. Enter the city.
Province/State	Mandatory field for Canada and USA. (Canada Page) A list of valid Provinces and Territories in Canada is displayed, sorted alphabetically. (United States Page) A list of valid States in the United States is displayed, sorted alphabetically. (International) Freeform.
Postal/Zip Code	Mandatory field for Canada and USA. Freeform. Enter the postal code or zip code.
Country *	Canada is defaulted on Canada page, United States is defaulted on United States page. Canada and United States are suppressed from the list on the International page. A drop-down list displays in the International screen.
Contact Phone	Freeform. Enter the contact phone number.
Fax Number	Freeform. Enter the fax number.
E-mail Address	Freeform. Enter the e-mail address.

6.0 History / Tracking

The following is a list of Electronic Shipping Tools reports and instructions on accessing them:

REPORT FUNCTION	ACCESS DIRECTIONS
Search Shipping History	Select this task by clicking on the History link on the Shipping & Delivery Services Navigation Bar, entering the URL or using a browser bookmark.
View Shipping History	Enter search criteria and click on the View command button.
Download History	In View Shipping History screen, click on the Download History command button.
View Shipping Details	In View Shipping History screen, select a record and click on the View Shipping Details command button.
Inquire Delivery Status	In View Shipping History screen, select a record and click on the Inquire Delivery Status command button.

6.1 Search Shipping History

Select **History/Tracking** from the Shipping & Delivery Services Navigation Bar.

The **Search Shipping History** page offers two functions:

1. It allows you to perform a search for specific shipments by using the **Search Criteria** group box.

2. It allows downloading of shipping history information.

You can only search on one set of criteria (i.e. **Search Criteria** or **Search for purpose of downloading**).

The **Shipment Date**, **From Date** and **To Date** are related to the creation date of the order.

The **From Date** and **To Date** can be specified to filter the search.

In the **Search for purpose of downloading** group box, if the **From Date** is entered and the **To Date** is not specified, search is performed by defaulting the **To Date** to seven calendar days after the **From Date** entered.

The screenshot shows a web interface for searching shipping history. At the top, there is a breadcrumb trail: Home > Electronic Shipping Tools > Distribution Services. On the right, there is a help desk contact: Help desk 1-800-277-4799. The main heading is "Search Shipping History". Below this, there are two main sections: "Search Criteria" and "Search for purpose of downloading". The "Search Criteria" section includes a dropdown menu for "Mailed By*" with the value "7023210", and four text input fields for "Shipment Date (yyyymmdd)", "Order Number", "Item Identifier", and "Customer Reference No.". The "Search for purpose of downloading" section includes a note "* Limited to seven calendar days" and two text input fields for "From Date (yyyymmdd)" and "To Date (yyyymmdd)". At the bottom of the form, there is an orange "View" button.

Command Button



The **View** command button performs validations. If search is successful, the command displays the records retrieved from Canada Post on the **View Shipping History** page, sorted by Order Number. If unsuccessful, standard error handling results.

6.2 View Shipping History

The **View Shipping History** page is presented when records are returned from the Shipping History search.

A maximum of 25 shipping orders is displayed on this page at a given time. If more shipping orders are retrieved, the Next and Previous Links are enabled to navigate through a predetermined sequence of pages to allow you to view all the shipping orders retrieved from Canada Post that match the search criteria entered.

When navigating through the shipping orders using the Next and Previous Links, orders selected are temporarily stored. The **Clear Selection** command button is used to deselect the shipping orders stored.

The delivery status request can be performed on up to 25 shipping orders, which can be selected on multiple pages using the Next and Previous Links.

Only one item can be selected to view shipping details.

The **Sort By** drop-down list box is used to sort the current page by the following: Order Number, Customer Reference, Item Reference, Mailed On Behalf Of, Shipment Date or Destination Postal Code.

The query for data is limited to the order portion for approximately 90 calendar days. It provides information pertaining to orders created by the application specific to a shipper's transactions. It does not include the settlement details of those orders, such as account balances or the invoicing content. On the next page, the results of a Shipping History search are displayed in the **View Shipping History** screen to serve as an example.

The **Search Shipping History** task allows you to search for shipments processed using Electronic Shipping Tools for your customer number by:

- Shipment Date, Order Number, Item Reference, and/or Customer Reference Number or;
- From Shipment Date and To Shipment Date. The date range is limited to seven calendar days.

This information is retrieved from Canada Post for the customer logged onto the Electronic Shipping Tools Internet application. This functionality is limited to Shipping & Delivery Services transactions.

The **View Shipping History** task offers the following functionality:

1. View shipping history for a specific customer;
2. Optionally trigger Inquire Delivery Status of Item Online;
3. Optionally trigger View Shipping Details Online and;
4. Optionally trigger Download Shipping History.

Customers may create an export data file by using the **Download History** button to export the selected data to a flat file, appending the individual extracts to allow future inquiries offline through a separate application.

Order Select Number	Customer Reference	Item Identifier	Mailed on Behalf of	Shipment Date	Pretax Amount	Total Amount	Destination Postal Code
<input type="checkbox"/>	D000305632	CH004982777CA	0007023210	20040227	54.59	54.59	90210
<input type="checkbox"/>	D000305633	CH004982785CA	0007023210	20040227	73.99	73.99	90210
<input type="checkbox"/>	D000305634	CE063887193CA	0007023210	20040227	19.93	19.93	12345
<input type="checkbox"/>	D000305635	CE063887202CA	0007023210	20040227	0.00	0.00	
<input type="checkbox"/>	D000400639	CE063881757CA	0007023210	20040227	25.65	25.65	12345
<input type="checkbox"/>	D000400640	CH004977936CA	0007023210	20040227	15.33	15.33	12345
<input type="checkbox"/>	D000400742	EE020290531CA	0007023210	20040227	75.10	75.10	
<input type="checkbox"/>	D000400743	EE020290545CA	0007023210	20040227	75.10	75.10	
<input type="checkbox"/>	D000400748	CX100001851CA	0007023210	20040227	10.69	10.69	12345
<input type="checkbox"/>	D000400749	CX100001865CA	0007023210	20040227	10.69	10.69	12345
<input type="checkbox"/>	D000400750	7023210000319006	0007023210	20040227	19.49	20.85	K1R7X7

Command Buttons

Sort

The **Sort** command button performs validations. If validations are successful, the command sorts the shipping orders displayed on the current page by the Sort By field value selected. If validations are unsuccessful, standard error handling will result.

Clear Selection

The **Clear Selection** command button clears the Select indicator for all orders temporarily stored.

Inquire Delivery Status

The **Inquire Delivery Status** command button performs validations. If validations are successful, triggers **Inquire Delivery Status of Item Online**. If validations are unsuccessful, standard error handling results.

View Shipping Details

The **View Shipping Details** command button performs validations. If validations are successful, triggers **View Shipping Details Online**. If validations are unsuccessful, standard error handling results.

Download History

The **Download History** command button triggers **Download Shipping History**.

Fields

View Shipping History	
FIELD NAME	FIELD CHARACTERISTICS
Sort By	Drop-down list. This field displays the following values: Order Number, Customer Reference, Item Reference, Mailed On Behalf Of, Shipment Date and Destination Postal Code. Initial focus is set on this field.
Select	This field defaults to unchecked. If checked, this field indicates that you have selected this order in preparation of Inquire on Delivery Status or View Shipping Details.
Order Number	This field identifies the Order Number of the shipping order retrieved from Canada Post.
Item Reference	This field identifies the Item Reference of the shipping item retrieved from Canada Post.
Customer Reference	This field identifies the Customer Reference of the shipping order retrieved from Canada Post.
Mailed On Behalf Of	This field identifies the Mailed On Behalf Of customer number of the shipping order retrieved from Canada Post.
Shipment Date	This field identifies the Shipment Date of the shipping order retrieved from Canada Post.
Pretax Amount	This field identifies the Pretax Amount of the shipping item retrieved from Canada Post.
Total Amount	This field identifies the Total Amount of the shipping item retrieved from Canada Post.
Destination Postal Code	This field identifies the Destination Postal Code of the shipping item retrieved from Canada Post.

6.3 Download History

The **Download History** function downloads shipping history for all shipping orders retrieved from Canada Post based on the selection criteria entered by the user to an external file of a specified format. When the **Download History** command button is invoked on the **View Shipping History** screen, the following standard File Download steps occur:

1. If this is the first time you have downloaded that type of file, or if you choose to always be prompted, a standard File Download dialog is displayed asking if you prefer to open the file or save it to a disk. Select **Save to Disk** to complete this task.
2. A standard Windows file-saving window is displayed, prompting you to enter a path and file name to save the download file.

The download file is saved as an external ASCII, comma-delimited (csv) file of a specified format.

Command Buttons

Save

The **Save** command button performs validations. If validations are successful, the command downloads the shipping data using the file name entered. Also indicates when the shipping download is complete. If validations are unsuccessful, standard error handling results.

Cancel

The **Cancel** command button ends the task. Closes the standard Windows file-saving window.

Note: The download file does not contain the field names as column headings. However, the order of the fields as listed below is the same as the order of the fields in the generated download file.

Fields

Download Shipping History Screen – Generated File	
FIELD NAME IN FILE	FIELD CHARACTERISTICS
Order Number	Retrieved from Canada Post.
Customer Reference	Retrieved from Canada Post.
Item Reference	Retrieved from Canada Post.

Mailed On Behalf Of	Retrieved from Canada Post.
Status	Retrieved from Canada Post.
Shipment Date	Retrieved from Canada Post.
MOP	Retrieved from Canada Post.
Postal/Zip Code	Retrieved from Canada Post.
Country	Retrieved from Canada Post.
Outlet Number	Retrieved from Canada Post.
Outlet Name	Retrieved from Canada Post.
Item Weight (kg)	Retrieved from Canada Post.
Length (cm)	Retrieved from Canada Post.
Width (cm)	Retrieved from Canada Post.
Height (cm)	Retrieved from Canada Post.
Service Type	Retrieved from Canada Post.
Insurance Value	Retrieved from Canada Post.
COD Value	Retrieved from Canada Post.
Base	Retrieved from Canada Post.
Fees	Retrieved from Canada Post.
Pretax Amount	Retrieved from Canada Post.
PST	Retrieved from Canada Post.
HST	Retrieved from Canada Post.
GST	Retrieved from Canada Post.
Total Amount	Retrieved from Canada Post.
Document Indicator	"1" indicates that the item is a document. Retrieved from Canada Post.
Oversize Indicator	"1" indicates that the item is oversized. Retrieved from Canada Post.
Signature Indicator	"1" indicates that the option was selected. Retrieved from Canada Post.
US Postal Box Indicator	"1" indicates that the option was selected. Retrieved from Canada Post.
Do Not Safe Drop Indicator	"1" indicates that the option was selected. Retrieved from Canada Post.
Card for Pickup Indicator	"1" indicates that the option was selected. Retrieved from Canada Post.
Return to Service Indicator	"1" indicates that the option was selected. Retrieved from Canada Post.
Deliver to Door Indicator	"1" indicates that the option was selected. Retrieved from Canada Post.
Leave at Door Indicator	"1" indicates that the option was selected. Retrieved from Canada Post.
Registered Indicator	"1" indicates that the option was selected. Retrieved from Canada Post.
Special Delivery Indicator	"1" indicates that the option was selected. Retrieved from Canada Post.
Advice of Receipt Indicator	"1" indicates that the option was selected. Retrieved from Canada Post.

6.4 View Shipping Details

The **View Shipping Details** task displays the details of a single shipment, after it was retrieved and selected through the **Search/View Shipping History** process.

To view this page, select one item and click on the **View Shipping Details** button from the **View Shipping History** page.

On this page, you can find out if Delivery Confirmation has been selected/included by looking under Features.

Shipment Information			
Mailed By:	0007023210	Shipment Date:	20040225
Mailed on Behalf of:	0007023210	Postal Code/ZIP Code:	K1A0B1
Order Number:	D000305483	Country:	
Item Identifier:	7023210000312007	Outlet:	OTTAWA MPP (1077)
Customer Reference:		MOP:	Account
Item Weight (kg):	10.00		
Length (cm):	50.0		
Width (cm):	25.0		
Height (cm):	23.0		
Service Type:	Xpresspost Piece Rated		
Features	Amount	Bar Code	Fees
DELIVERY CONFIRMATION	\$	7023210000312007	\$
Proof of Age Required (19 years)	\$		\$
SIGNATURE OPTION	\$		\$ 1.50
Charges			
Base:	\$ 10.36		
Fees:	\$ 1.73		
Pretax Amount:	\$ 11.88		
GST:	\$ 0.83		
HST:	\$ 0.00		
PST:	\$ 0.00		
Total:	\$ 12.71		

6.5 Inquire Delivery Status

The interface mechanism to Track and Trace can support both single and multiple item delivery inquiries. The **Inquire Delivery Status** of Item Online task requests and displays delivery status information from Track and Trace for a maximum of 25 items selected from the **View Shipping History** page.

The **Inquire Delivery Status** of Item Online task performs the following steps:

1. Creates a delivery status request for up to 25 shipment items and;
2. Displays the delivery status response received from Track and Trace.

This task is triggered from **View Shipping History** Online. To obtain delivery status from Track and Trace, select the **Inquire Delivery Status** button and a page will be returned with the most significant event recorded against the Item Reference (Barcode ID) of the items selected on the **View Shipping History** page.

Home > Electronic Shipping Tools > Distribution Services				
Delivery Status				Help desk 1-800-277-4799
Delivery Status				
Item Identifier	Event Date/Time	Event Municipality	Event Province	Signed By
7023210000312007	null			null
If your item was sent recently, the status may not have been input yet. Please allow one business day and try again.				

7.0 How to Use Templates

7.1 Maintaining Service and Options Templates

Templates allow you to easily retrieve the combination of service and options required. The benefit of using a template is that you can recall services and options in one keystroke.

When using a **Template**, you must retrieve at the shipping page the service and options before pressing the **Preview** button.

The currently selected service and options can be stored as a user-defined template by clicking a checkbox and giving a name to that **Template**.

Templates are unique to a particular page (e.g. a template created on the Canada page will not appear in the drop-down list of the International page).

You can save, modify and retrieve templates on the **Shipping** page.

You can create a new template by entering the service selection, selecting the 'Save As Template' checkbox, then naming the combination.

A **Template** can be modified by selecting it using the 'Select Template' drop-down list, then saving it under the same name to overwrite the previous version.

Up to 10 Shipping & Delivery Services templates can be associated to a User ID.

7.2 Delete Template

This task is to allow you to delete a service and options template.

To delete a **Template**, select the **Delete Template** link from the Shipping & Delivery Services Navigation Bar.

Home > Electronic Shipping Tools > Distribution Services

Help desk
1-800-277-4799

Delete Template

Distribution Services

Select Template

Delete

Command Button



Select a template name from the **Select Template** drop-down list and click the **Delete** command button to remove the template.