

CANADA POSTES
POST CANADA



Electronic
Shipping Tools

User Guide

Online Version
Express Order Entry



Ship in Canada - Generic Solution

Table of Contents

- Introduction..... 3
 - About *Express Order Entry* – Ship in Canada – Generic solution..... 3
 - Registration for *Express Order Entry* – Ship in Canada – Generic solution 3
 - Access to *Express Order Entry* – Ship in Canada – Generic solution 3
- 2.0 *Express Order Entry* - Ship in Canada page 5
- 3.0 Creating Your Order 7
 - 3.1 Add/Modify Address Book functionality..... 7
 - 3.2 “From” section..... 8
 - 3.3 “To” section 8
 - 3.4 “Shipment Information” section 8
 - 3.5 “Service/Options” section 9
 - 3.6 The <Modify> functionality for the Delivery Updates by email option..... 9
 - 3.7 “Payment Information” section..... 10
 - 3.8 “Preview Order” section..... 10
 - 3.9 “Complete Order” section..... 10
- 3.10 View Current Orders..... 12
- 4.0 Help section..... 13

Introduction

About *Express Order Entry – Ship in Canada – Generic solution*

Express Order Entry – Ship in Canada – Generic solution provides the benefits of Canada Post *Electronic Shipping Tools (EST)* solution. The *Express Order Entry – Ship in Canada – generic solution* offers you a “**simplified**” approach to generating your distribution services orders; this one-page order form is a fast, free and convenient way to prepare and pay for your Parcel Services in Canada.

Registration for *Express Order Entry – Ship in Canada – Generic solution*

The **Generic** solution of *Express Order Entry – Ship in Canada* is accessible from the **Canada Post Online Business Centre (OBC)**. To register, you must first obtain a User ID and Password. Complete the User ID and password request form available on Canada Post Web site at www.canadapost.ca

Login to On-line Business Centre

Before you begin, please ensure that you have the following information:

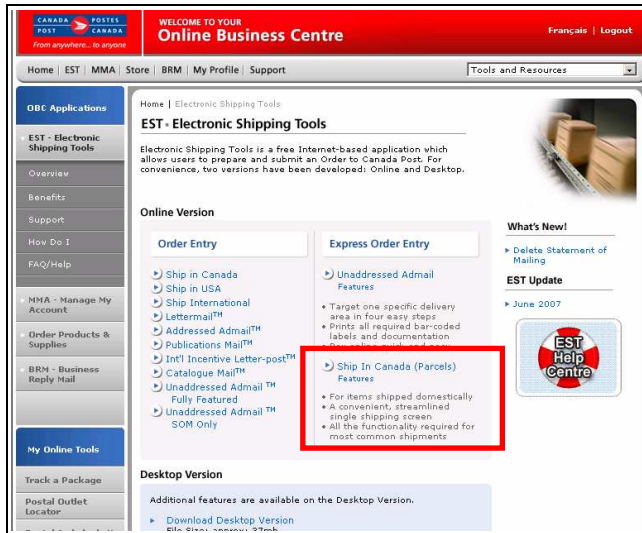
- Your Canada Post customer number, your contract number (when applicable). If you do not have a customer number and contract number, or if you don't remember them, simply call our Business Sales Centre (BSC) at **1-800-260-7678**. If you are a new customer, you will be asked to fill out a credit application.
- Your User ID and Password to Sign-on the **Online Business Centre (OBC)** www.canadapost.ca/obc and will lead you to the **Electronic Shipping Tools (EST)**. You may register for a User ID and a Password by calling at **1-866-511-0546**

Once you have obtained the information stated above, enter the Canada Post Web site at: www.canadapost.ca/obc and simply click on **Login**. When this page is displayed, you simply have to enter your User Id and Password.

Access to *Express Order Entry – Ship in Canada – Generic solution*

You may access the generic solution of *Express Order Entry – Ship in Canada* from the Canada Post Online Business Centre (OBC),

From the Online Business Centre (OBC)



From the Online Business Centre menu, under the *Express Order Entry* section, simply click on Ship in Canada (Parcels) to access the shipping page.

You can choose the Parcel services and options that best suit your needs and budget. They are as follows:

Domestic

- [Priority Courier](#)
- [Xpresspost](#)
- [Expedited Parcel](#)
- [Regular Parcel](#)
- [Library Books \(Contract Specific\)](#)
- [Xpresspost Certified \(Document only\)](#)

For detailed information about a specific Service Offering, just click on the service above if you are reading this guide online. If not, please visit the Canada Post Web site, <http://www.canadapost.ca/business/default-e.asp> **Shipping & Delivery** (Parcel Services), and then select the service from the drop down list.

To view step-by-step instructions, we invite you to consult the How Do I tutorial. www.canadapost.ca/ESTHowDoI

2.0 Express Order Entry - Ship in Canada page

This page displays the shipping page of the *Express Order Entry* – Ship in Canada – **Generic** solution, where you will capture all the shipment information necessary to create your order. Each field is described below.

Note: This solution can be customized to address specific needs and configuration. As such some features might either be displayed differently or not available depending upon the configuration of the version you need.

Note: A cookie stored locally on your machine will retain data from the following fields, and automatically populate them each time you open the solution: all fields associated with the “to” and “from” address, customer number, contract number, cost centre, reference number.

Should you not require this feature, simply ensure the cookie is turned off, and the page will always be refreshed upon opening.

The following table provides a description of the **FIELDS** component.

Fields	Description
FROM	This section contains the following mandatory fields.
Name*	Enter the name of the primary contact that is shipping a package.
Address/City/Province*	Enter the complete address of the primary contact.
Postal Code*	The postal code entered is associated with the Post Office where you will be depositing your package, and is used to determine the shipping cost. Click on <i>Search</i> and link to the Canada Post Postal Code Look-up to find a postal code.
TO:	This section contains the following mandatory fields.
Name*	Enter the name of the recipient of the package.
Title/Dept/Company	Enter the Title/Department/Company name of the recipient.
Address / City / Province*	Enter the complete address information of the recipient.
Postal Code*	Enter the destination Postal Code. Click on <i>Search</i> and link to the Canada Post Postal Code Look-up to find a postal code.
SHIPMENT INFORMATION	This section contains all necessary mailing information.
Weight (kg)*	Enter the weight of the package, in kilograms.
Document	Select this checkbox when you are shipping a document; dimensions are not mandatory when shipping a document.
Length*	Enter the length of the package (in centimetres)
Width*	Enter the width of the package (in centimetres)
Height (cm)*	Enter the height of the package (in centimetres)
SERVICE/OPTIONS	This section contains necessary Service/Options information.
Service*	From the drop down list, enter the type of service you wish to use i.e. Priority Courier, Xpresspost, Expedited Parcel, Regular Parcel
Service Standard	The Service Standard is displayed after you click <i>Calculate</i> . It reflects the Service Standard associated to the Postal Codes entered in the TO and FROM section.
Coverage	Enter the value of the insurance coverage. Note: Coverage against loss or damage of up to \$100 in value is included with Delivery Confirmation. Additional coverage can be purchased in increments of \$100 up to \$5,000 in value.

Cost Centre	Enter the cost centre used to allocate the costs of the shipping transactions.
Request Delivery Updates by email	Enter the email address of the recipient. This option allows you to request emails to be sent when your item is shipped, delivered, signature obtained or unforeseen delivery interruptions occur. This option is available for services with delivery confirmation (bar-coded) only.
Reference Number	Allow you to enter your own unique reference number that will be linked to a Canada Post Item Number at the time of mailing. This reference number enables you to display the parcel tracking history just as you would with the Item Number.
Unpackaged	Check this box if your shipment is unpackaged.
Signature	Check this box if you are requiring a signature upon delivery.
Mailing Tube	Check this box if you are using a cylindrical container (Mailing Tube) to mail your items.
PAYMENT INFORMATION	This section contains necessary Payment information:
Mailed by*	This field is mandatory. Enter the customer number of the customer preparing the mailing.
Contract No.*	This field is mandatory. Enter the contract number associated with the customer number identified in the Mailed by field.
Method of Payment *	Select from the drop down list a method of payment for the shipment
Credit Card No.:	Enter the credit card number
Credit Card Type	Enter the card type i.e. American Express, Master Card or Visa
Name on the credit card	Enter the name as it appears on the credit card used.
Expiry Date	Enter the expiry date of the credit card in the following format: MM/YY
Credit Card Verification Number *(Venture 1 customers only)	Enter the unique number ID number displayed on the selected credit card
Preview Order	This section displays a Command Button to calculate your order and display the Service Standard of the Item.
Complete Order	This section allows you to enter all additional information to complete your <i>Express Order Entry – Ship in Canada</i> order.

The following table provides a description of the COMMAND BUTTONS functionality.

Command Buttons	Result of invocation
Modify	Click this button if you wish to modify your Delivery Updates by email settings.
Calculate	Click this command button to rate the order. The information displayed in this section is calculated from the information capture in the “From” and “To” sections. The cost of the shipment and the service standard are displayed.
Clear	Click this command button to clear all data fields of editable values. The cursor will position back on the first field.
Print label	Click this command button to generate the printing of an address label within the browser after a shipping item has been successfully submitted to Canada Post.
Retrieve from Address Book	This button allows you to select a single address from an Address Book. You are able to store, search and retrieve up to 5000 addresses. Note: to add or modify entries in your address book, you must use the Add/Modify Address Book link located at the top of the page. See further information in the following table.

3.0 Creating Your Order

Creating your Order with the *Express Order Entry – Ship in Canada –Generic solution* is simple – there are **only a few steps** involved. The following section will guide you through the creation process of your order i.e. customer information, deposit of the shipment, calculation of postage and printing the Address label, reducing complexity and saving you valuable time.

3.1 Add/Modify Address Book functionality

When you click on the Add/Modify Address Book functionality, this page opens allowing you to enter detailed information data about your client, such as:

- Name of the client,
- Title/Company/Department
- Address information
- Telephone/Fax number of the contact
- E-mail address

You are able to store up to 5000 clients in your Address Book list.

To update or remove a client from your list, simply select a record and enter the new information.

Multiple address books can be created within your main address book

You may import an address book that was exported from the desktop, and vice versa

Address books can be shared between Order Entry and Express Order Entry

You can perform a client search in either a specific address book, or across all of your address books. Simply specify the search criterion (any field), and then click the **Search** command button.

To cancel the search function, simply click on the **Reset** command button.

The following table provides a description of the **COMMAND BUTTONS** functionality.

Command Buttons	Result of invocation
Search	Click this command button to perform a specific search from your Address Book list.
Reset	Click this command button to clear search criteria
Add (Canada)	Click this command button to create a new client

3.2 “From” section

This page allows you to enter the name and address information, including the postal code of the primary contact of the “**From**” section.

You may retrieve such information directly from the Address Book by simply clicking on the **Retrieve from Address Book** radio button, and selecting an address. The information in your selection will then automatically populate the fields in this section.

For Postal Code you may click on **Search** to link directly to Canada Post Postal Code Look-up to find a specific postal code.

Note: The postal code entered determines the Post Office where you will be depositing your shipment as well as the shipping cost.

3.3 “To” section

This page allows you to enter the name and address information, including the postal code of the primary contact of the “**To**” section.

Or, you may retrieve such information directly from the Address Book by simply clicking on the **Retrieve from Address Book** radio button, and selecting an address. The information in your selection will then automatically populate the fields in this section.

You may click on **SEARCH** to link directly to Canada Post Postal Code Look-up to find a specific postal code.

Note: The postal code entered determines the Post Office where you will deposit your shipment as well as the shipping cost.

3.4 “Shipment Information” section

This section allows you to capture all necessary Shipment Information details. Such as:

- Weight (in kg.)
- Document ☐ When this box is selected the dimensions are not required.
- Length (in cm.)
- Width (in cm.)
- Height (in cm.)

3.5 “Service/Options” section

	<p>This section allows you to indicate the type of service and options you wish to use.</p> <p>Services:</p> <ul style="list-style-type: none"> ➤ Service (type) ➤ Coverage (dollar amount) ➤ Cost Centre ➤ Service standard (automatically populates when you click on Calculate) ➤ Request Delivery Updates by email ➤ Reference Number <p>Options:</p> <ul style="list-style-type: none"> ➤ Unpackaged ➤ Signature ➤ Mailing Tube
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3.6 The <Modify> functionality for the Delivery Updates by email option.

	<p>When you click on the Modify button from the order page, this page opens allowing you to set or modify your Delivery Updates by email.</p> <p>The Email Subject line, in a drop-down menu format, offers you two (2) choices of entry:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Tracking Number (defaulted) <input type="checkbox"/> Reference Number <p>The Email addresses and types of delivery updates area where you indicate the email address(es) of those that you would like to have emails sent to when one of the three (3) scan events happen on the item. Select the types of events that you would like each recipient to receive: Ship, Exception or Delivery.</p> <p>The personalize your message area – text only with a maximum of 150 characters (no image or logo).</p>
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3.7 “Payment Information” section

Payment Information

*Mailed By: 7023210 *Contract No.: 40662505 *Method of Payment: Credit Card

*Card No.: *Card Type: American Express *Name: *Expiry: 01 / 06

*Card Verification Value:

In this section you are required to provide information about the payment of your shipment.

- Mailed by (Customer Number)
- Contract Number
- Method of Payment (Metered, Account, or Credit Card)

Note: If you select Credit Card as the Method of payment, you must complete the following fields:

- Credit card number
- Credit Card Type
- Name (appearing on the card)
- Expiry (Month and Year appearing on the card)
- Credit Card Verification Number (**Venture 1 customers only**)

3.8 “Preview Order” section

Preview Order

Base:	\$20.37
Automation Discount:	-\$0.61
Fees:	\$4.04
GST:	\$1.67
HST:	\$0.00
PST:	\$0.00
Total:	\$25.47

Calculate

This section allows you to preview your order

Click **Calculate** to preview order. The value of your order will automatically be calculated. The information displayed in this section is calculated from the information captured in the “FROM” and “TO” sections.

The cost of the shipment and the service standard are displayed.

- Basis
- Automation Incentive
- Fees
- Taxes (GST/HST/PST)
- Total

3.9 “Complete Order” section

Complete Order

Clear

Print Label

Microsoft Internet Explorer

(1656) By selecting OK charges of \$25.47 will be charged to your Canada Post account. Please note that your order is subject to verification, which may result in an adjustment to the value of your order. All adjustments will be made to your Canada Post account.

OK Cancel

Once you have previewed your order the next step is to Complete Order by clicking the **Print Label** button

Note: If you click the **Clear** command button, all data fields of editable values will be cleared. The cursor will be positioned back on the first field of the *Express Order Entry – Ship in Canada* page.

When you click on the **Print Label** command button, a proof of payment pop up message is displayed (see example of message when method of payment is *Account*)

Click **OK** to display the next page.



Before continuing with your order, ensure you have printed a copy of the label.

Note: The Shipping Label is displayed. If you are mailing Library Books, you have the option to print either a shipping Label or a Return Label. To print the shipping Label displayed, click the **printer icon** on the navigation bar at the top of the page; to print a return label, select **Generate a Return Label** button at the top of the page and click the **printer icon** when the return label displays.

This is a sample of a label printed on plain paper.

Note: In order to facilitate account reconciliation processes, the order number appears on both portions of the Online shipping labels for all services.

The corresponding tax registration numbers appear beside the GST, QST and HST tax amount on the shipping labels of Credit Card orders.

Click on **Return to Shipping Page** to create a new order.

3.10 View Current Orders

Canada Post Canada SHIP IN CANADA Add / Modify Address Book Help Français

From: *Name: Dr. First Name Last Name *Address: Address Line 1 Address Line 2 *City: City Prov: Ontario *Postal Code: K2C 2J8 Search

To: *Name: Title/Dept./Company: *Address: *City: *Prov: Alberta *Postal Code: Search

Shipment Information *Weight: kg Document *Length: *Width: *Height: cm

Service / Options *Service: Priority Courier Piece Rated Service Standard: Unpackaged Coverage: Request Delivery Updates by email: mb@cpc.ca Signature Cost Centre: c501 Reference Number: ref001 Mailing Tube

Payment Information *Mailed By: 7023210 *Contract No: *Method of Payment: Account

Preview Order Complete Order Automation Discount Calculate *Email Address to Receive Label Clear Fees: GST: HST: PST: Total: Send Label

**** Denotes required fields [Click here to view current orders.](#)

Declared weight is subject to verification based on the application of the cubing (measurements and weight calculations) mechanism. In all cases the greater of the actual 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 the current Publications Canada regulations.

Done

To simplify the creation flow, and to allow you to always have the opportunity to successfully print your documents, a new link **View Current Orders** has been added directly to this page.

Documents can be reprinted up to 24 hours after their transmission.

Current Orders - 6.2.06-1025 (20060320) - C.P.E. - Microsoft Internet Explorer

Order number(s) identified below have been successfully transmitted. If required, documents can be reprinted within 24 hours. When clicking on the appropriate document link, the document will be displayed in a PDF format. Click on the printer icon in order to print your document. Please note that this functionality is intended to enable reproducing the original output documents for your records or in the event the documents were damaged or you experience a printer failure. To affix the same document on more than one mailing is considered a fraudulent act.

Order Number	Print Count	Service	Document Name	Item Number	Mailed on Behalf of	Destination Postal Code
D700006698	1	Xpresspost Piece Rated	Shipping Label	3149 4710 0105 1008	3149471	K1K 1K1
D700006697	3	Xpresspost Piece Rated	Shipping Label	3149 4710 0104 8008	3149471	J8P 6Z1

Simply click on the appropriate document name.

Click on the printer icon in order to print your document. Please note: To affix the same document on more than one mailing is considered a fraudulent act.

Close this window

From/Expéditeur: XRESSPOST 1 CANADA POST POSTES CANADA 0003149471

Mr. A White 2000 Riverside Dr Ottawa ON K1A 0B1

Online EST / En ligne O.E.E. V4.2.0 No Manifest Required / Manifeste non requis

Weight/Poids: 4.500 kg CU

Method of Payment/Mode de paiement: Account / Porter au compte 3149 4710 0104 8008

Order / Commande: D700006697 Customer Ref / No. réf. client:

To/Destataire: MR JOHN SMITH CPC 1500 MAIN ST CITY/TNAMEX QC J8P 6Z1

IRDP ATTENTION SIGNATURE REQUIRED SIGNATURE REQUISE

The document is displayed. Click on the **Printer icon** to print your document.

Note: To affix the same label on more than one item is considered a fraudulent act.

4.0 Help section



Direct link to the **EST Help Centre** where you can click on the How Do I to consult the automated tutorials demonstrating the features and functionalities of both the generic and secure versions of our Express Order Entry – Ship in Canada solution, consult the latest version of the EST Update Newsletter, the EST User Guides and other type of supporting documentation/tools.