

Electronic Shipping Tools (EST) Desktop

If you use the EST Desktop version, these simple steps will guide you through the latest enhancements to the tool.

Today, you can select from "All notifications" or "Carded only notifications." Starting June 25, 2007, you can select to receive Delivery Updates by email for Ship, Exception and/or Delivery events. See below for more details.

STEP 1

From the shipping screen, click on "Set/Modify" to set or change the Delivery Updates settings for your shipment.

STEP 2

The Delivery Updates pop-up window appears with a system-generated Canada Post tracking number. This tracking number will appear as the "subject" in the email that you send to all email addresses you selected for the "Delivery Updates" option, either on this screen or the previous one.

On this screen you have the following options:

1. Tracking number: Although the tool automatically generates a Canada Post tracking number to appear as the email's subject, you may override it with one of the reference numbers that you created on the previous screen.

2. Email addresses and types of Delivery Updates: Add up to three more email addresses, and then select the type(s) of Delivery Update emails that you want each email recipient to receive:

Ship – Indicates that the shipment order has been created and that the item has been received by Canada Post for delivery.

Exception – Notifies you of any unforeseen delivery interruptions. This includes items that are returned to the sender.

Delivery – Indicates that:

- the item has been delivered; or
- a Delivery Notice Card has been issued, notifying the recipient to pick up their item at a local post office; or
- where applicable, a signature image or signatory name is available to view online.

3. Comments: Include additional comments in this text-only area. This text will be added to your email message(s).

STEP 3

From the shipping screen, click on the "Shipping Preferences" tab, enter your preferences for email Delivery Updates and then click on "Save."

For illustration purposes only.

The screenshot shows the 'Shipping' application window. A red arrow points from a circled '1' to the 'Set/Modify' button in the 'Request Delivery Updates by email' section. The window contains various fields for shipment details, including 'Ship To', 'Client ID', 'Order ID / Reference #1', 'Country' (set to Canada), 'Postal Code', and 'Request Delivery Updates by email' options.

The 'Delivery Update Settings' dialog box shows 'Settings for Delivery Update' with 'E-Mail Subject Line' set to 'Tracking Number'. It lists recipients and notification types: Client E-Mail #1, Client E-Mail #2, Mailed by E-Mail (customer@companyname.ca), and Mailed on Behalf of E-Mail. Checkboxes are provided for Ship, Exception, and Delivery notifications for each recipient. A text area for 'Personalize your message' is also visible.

The 'Shipping Preferences' dialog box shows 'Default Settings for Mailed on Behalf of' set to '0007023210'. It has tabs for 'Shipping', 'Shipping Options', 'Customs', and 'Return Parcel Data'. The 'Shipping Options Default Values' section includes 'Request Delivery Updates by email' with checkboxes for Ship, Exception, and Delivery for both 'Client' and 'Mailed on Behalf of'. There are also options for 'After Process/Print' (Clear, Retain, or Use default Service and Options) and 'Coverage' (Value).

Track a Package

Forgot to request Delivery Updates emails when you created the order?

This service is also available through Track a Package.