

CANADA
POST

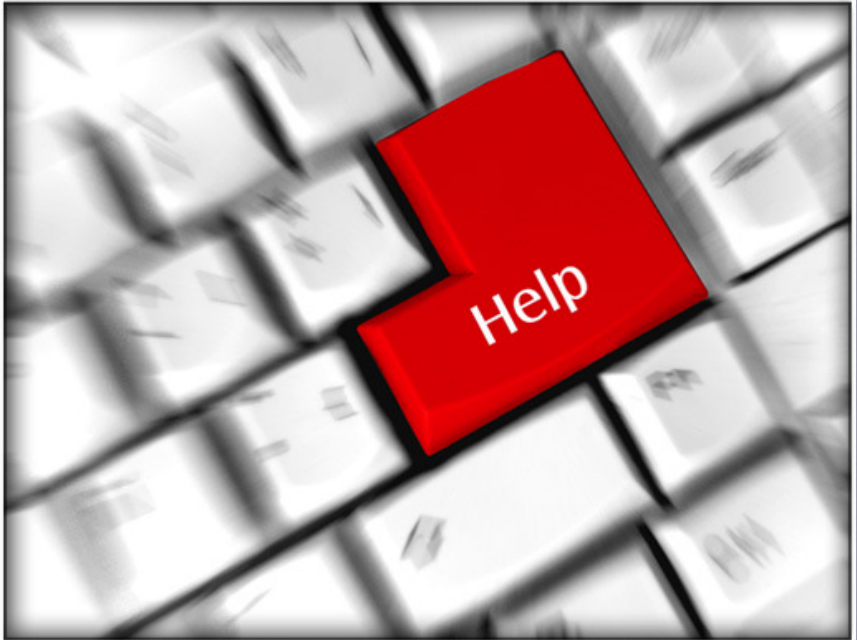


POSTES
CANADA

Electronic
Shipping Tools

User Guide

Online Version
Order Entry



Parcels Services - USA / International

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1.0 Introduction

About *Electronic Shipping Tools (EST)*

Electronic Shipping Tools (EST), an Internet-based shipping application, offer *Parcels Services* and *Communication Services* options to customers. Customer-specific information is stored in a default profile making the shipping process faster and more efficient. Functionalities are designed to expedite the shipping process. Processing Domestic, USA and International parcels is done separately to streamline and enhance the shipping performance. Some multi-tasking activities, like the creation of Customs documents, require the application to retain information throughout the shipping process. These activities are positioned outside the core shipping process improving application performance.

There are 4 steps to the domestic shipping process; USA/International shipments have an additional 5th step.

- Step 1: Capturing the data
- Step 2: Selecting the Service and options
 - Customs Information (USA and International only)
- Step 3: Previewing and Transmitting the order ... your shipment can now be picked up and dropped off
- Step 4: Printing the documents (label)

Parcels Services are eligible for a 3% Automation Incentive when an order is successfully transmitted electronically and bar coded shipping labels are applied to items. A pop-up message indicates the savings received as a result of the automation incentive.

Only customers using their own computer equipment along with the *Electronic Shipping Tools* application receive this automation incentive. 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 the various steps on how to use the Online version of the *EST* application for shipping of parcels. The function of each screen is outlined systematically in this document, and screen shots are provided as visual aids. In addition, you will find a description for each of the command buttons and data fields.

Landing Page

Upon selecting the *EST* application from the Online Business Centre (OBC), the service offerings available for *Parcels Services* are listed in the box entitled *Online Version*. In the top right-hand corner, you can access the OBC Help and toggle between English and French screens.

Navigating Around *Electronic Shipping Tools*

For visual reference purposes, a sample screen shot follows each main page. The *EST* is a dynamic application; therefore, the appearance may differ depending on the display settings in your page operating system.

To select from the MAIN MENU or to activate a COMMAND BUTTON:

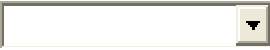
- Use the mouse to point and click on the desired OPTION;
- Use hot keys as defined by an UNDERLINED LETTER or indicated with a BRACKET SYMBOL <>.

To move from FIELD TO FIELD:

- Use <TAB> or point and click your mouse to move from one field to the next

- Use the left ← and right → ARROW KEYS to move between choices for a single field (e.g. radio buttons). Click on your selection to activate.

As you move from field to field, the application validates the data type and format; you must acknowledge the message and make the necessary correction to the field in order to continue with the data entry.

To display a selection/drop down list, click on the down box ; all drop down lists have the same functionality: if the user types a character, then the drop down list automatically scrolls to the first item in the list that begins with this character. If the user types a second character, then the list automatically scrolls to the first item that begins with both characters entered.

For more details on any aspect of our EST application, click here

<http://www.canadapost.ca/cpo/mc/business/tools/electronicshippingtool.jsf>

and choose from the various topics displayed on this page. For further assistance on how to utilize the many features and functionalities of our application, click on **Help in the application**.

For technical assistance, please contact the EST Help Desk weekdays at 1 800 277-4799, from 07:00 am to 20:00 pm (Eastern Standard Time).

For more detailed information about Canada Post's products and services, please visit: www.canadapost.ca, or consult Canada Post Postal Guide at: <http://www.canadapost.ca/business/tools/pg/default-e.asp>.

About *Parcels Services* - USA and International

This guide is designed to help you create *Parcels Services* orders. Canada Post's range of *Parcels Services* offer smart shipping solutions for all your shipping needs.

For *Communications Services* please consult the *Electronic Shipping Tools Communication Services* user guide. You can choose the service and options that best suit your needs and budget, as follows:

USA

- Xpresspost USA
- Expedited Parcel – USA
- USA Air and Surface Small Packets
- Priority™ Worldwide

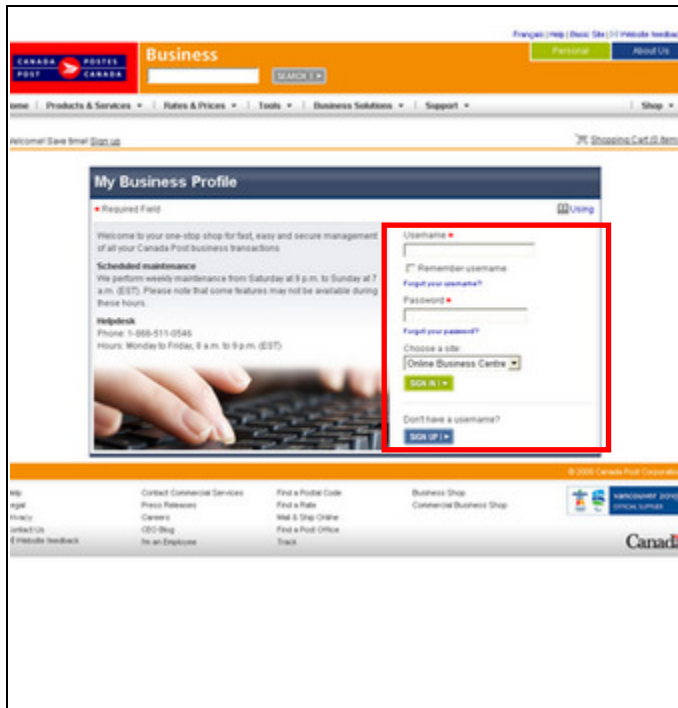
INTERNATIONAL

- International Air (where available) and Surface Parcel
- Xpresspost – International (where applicable)
- International Air and Surface Small Packets
- Priority™ Worldwide

For detailed information about a specific *Parcels Services* component, please visit:

<http://www.canadapost.ca/cpo/mc/business/productsservices/shipping/shippingdestinations.jsf>

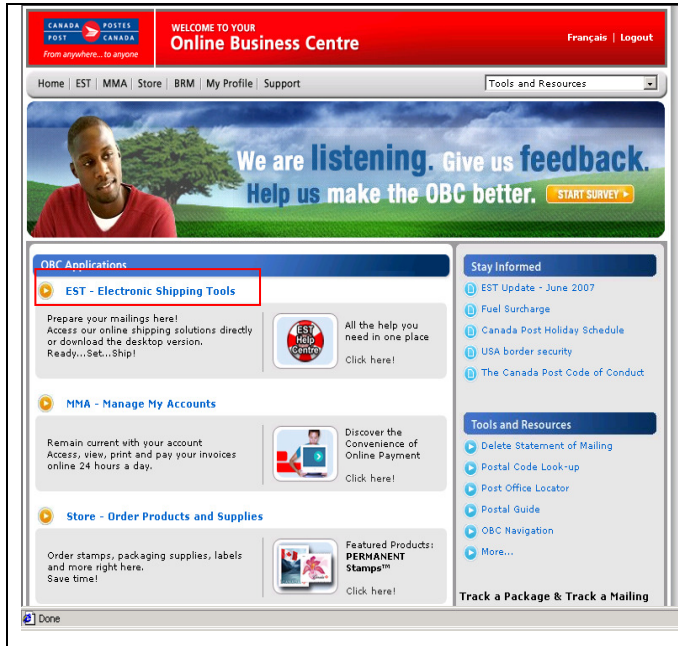
2.0 Using the *Online* version



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

- ❑ Your Canada Post customer number and 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'll be asked to fill out a credit application.
- ❑ Your Username and Password to Sign-on the Online Business Centre: <https://obc.canadapost.ca/orc/init.do?regType=1> and then access the OBC and the Electronic Shipping Tools (EST). You may also register for a User ID and a Password by calling **1-877-376-1212**

Once you have obtained all the information stated above, enter the Canada Post Web site at the following address: www.canadapost.ca/business/obc, and simply enter your Username and Password and click Sign In.



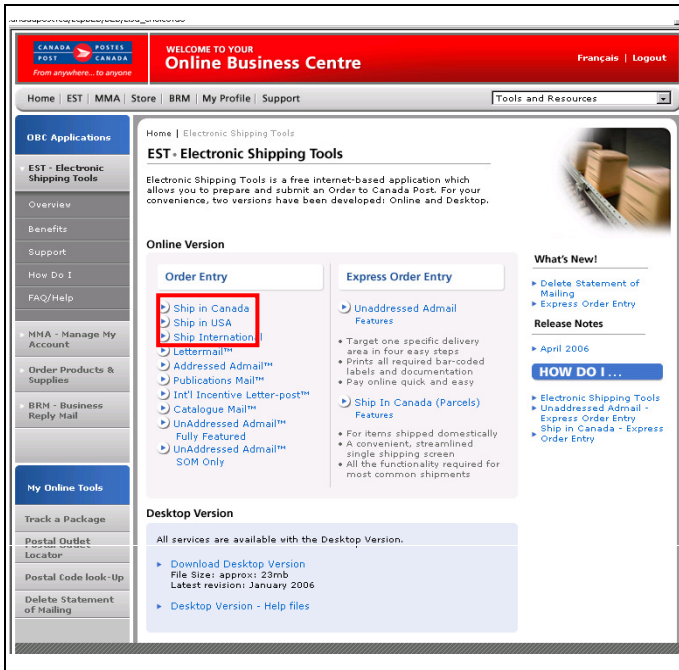
The Welcome page to the Online Business Centre is displayed. Click “ ” beside the EST - Electronic Shipping Tools quadrant.

This will bring you to the Electronic Shipping Tools (EST) landing page where you will be able to select the Service for data entry and prepare the paperwork for your mailing.

3.0 Creating your Order

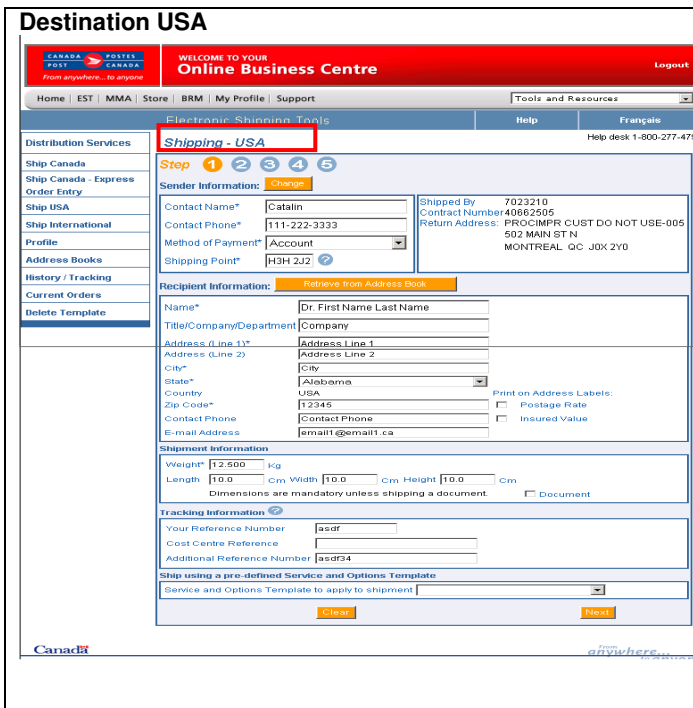
Creating your *Order* is simple as there are only a few steps involved. Easy to use, this application guides you through the creation of your order, the capture of your customer and shipment information, the calculation of the postage and the printing of your documents (label), therefore reducing complexity and saving you valuable time.

3.1 Select a Service



The *Electronic Shipping Tools* landing page allows you to access the Data Entry page for the creation of your order.

Select the shipping destination, USA or International, and the appropriate data entry page will be displayed.



You are now ready to enter data on the selected shipping page i.e. USA

4.0 Shipment information (Step 1)

4.1 Sender Information section

This section captures all information related to the sender. The *Mailed By* and *Return Address* fields default from the *Profile – Parcels Services* page. To verify or update this information, click on the *Change* command button in the *Sender Information* section. This will open the *Profile* page.

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

- For Canada, mandatory fields are City, Province (selected from a drop-down list) and Postal Code;
- For USA, mandatory fields are City, State (selected from a drop-down list) and Zip Code;
- For International, Country (selected from a drop-down list) is mandatory while City, Province/State and Postal/Zip Code are optional and freeform.

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

	<p>We start with the <i>Sender Information</i> section; this data is required to ensure accurate pricing and billing (if applicable) of your order.</p>
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The following table provides a description of the FIELDS components for the *Sender Information* section.

Note: An asterisk () indicates that the field is mandatory.*

Fields	Description
Contact Name*	Mandatory Field. You must indicate the contact name directly in this section. This will not change the information in your default Profile.
Telephone Number *	Mandatory Field. Indicate the telephone number of the sender directly in this section. This will not change the information in your default Profile.
Method Of Payment *	Mandatory Field. Select the method of payment from the drop down list: Account, Credit Card or Metered. When Credit card is selected, the capture of the Credit Card information will be required at Step 3.
Shipping Point*	Mandatory Field. Enter the Postal Code of the location where Canada Post will accept the mail. The shipment information will be based on this Shipping Point. The application will retain this Postal Code for future shipments: however, Shipping Point can be changed to a different location if required.
Shipped By	Displays the Customer Number associated with the active/default Profile.
Contract Number	Displays the Contract Number associated with the active/default Profile.
Return Address	Displays the Return Address associated with the active/default Profile.

4.2 Recipient Information section

<div style="border: 1px solid black; padding: 5px;"> <div style="display: flex; justify-content: space-between; border-bottom: 1px solid black;"> Recipient Information: Retrieve from Address Book </div> <div style="padding: 5px;"> <div style="display: flex; margin-bottom: 5px;"> <div style="width: 150px; border-bottom: 1px solid black;">Name*</div> <div style="border-bottom: 1px solid black;">Dr. First Name Last Name</div> </div> <div style="display: flex; margin-bottom: 5px;"> <div style="width: 150px; border-bottom: 1px solid black;">Title/Company/Department</div> <div style="border-bottom: 1px solid black;">Company</div> </div> <div style="display: flex; margin-bottom: 5px;"> <div style="width: 150px; border-bottom: 1px solid black;">Address (Line 1)*</div> <div style="border-bottom: 1px solid black;">Address Line 1</div> </div> <div style="display: flex; margin-bottom: 5px;"> <div style="width: 150px; border-bottom: 1px solid black;">Address (Line 2)</div> <div style="border-bottom: 1px solid black;">Address Line 2</div> </div> <div style="display: flex; margin-bottom: 5px;"> <div style="width: 150px; border-bottom: 1px solid black;">City*</div> <div style="border-bottom: 1px solid black;">City</div> </div> <div style="display: flex; margin-bottom: 5px;"> <div style="width: 150px; border-bottom: 1px solid black;">State*</div> <div style="border-bottom: 1px solid black;">Alabama</div> </div> <div style="display: flex; margin-bottom: 5px;"> <div style="width: 150px; border-bottom: 1px solid black;">Country</div> <div style="border-bottom: 1px solid black;">USA</div> </div> <div style="display: flex; margin-bottom: 5px;"> <div style="width: 150px; border-bottom: 1px solid black;">Zip Code*</div> <div style="border-bottom: 1px solid black;">12345</div> </div> <div style="display: flex; margin-bottom: 5px;"> <div style="width: 150px; border-bottom: 1px solid black;">Contact Phone</div> <div style="border-bottom: 1px solid black;">Contact Phone</div> </div> <div style="display: flex; margin-bottom: 5px;"> <div style="width: 150px; border-bottom: 1px solid black;">E-mail Address</div> <div style="border-bottom: 1px solid black;">email1@email1.ca</div> </div> </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <div style="display: flex; justify-content: space-between; border-bottom: 1px solid black;"> Print on Address Labels: <input type="checkbox"/> Postage Rate </div> <div style="display: flex; justify-content: space-between;"> <input type="checkbox"/> Insured Value </div> </div> <div style="border-top: 1px solid black; padding-top: 5px; margin-top: 5px;"> Shipment Information </div> </div>	<p>This section captures information about the <i>Recipient</i>.</p> <p>It requires the recipient's name and address, which can either be typed in or retrieved from the <i>Address Book</i>.</p> <p>You may also indicate in this section if you wish to have the Postage Rate and Insured Value printed on your label.</p>
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The following table provides a description of the **FIELDS** component for the *Recipient* section

Note: An asterisk (*) indicates that the field is mandatory.

Fields	Description
Name *	Mandatory Field. Enter the name of the recipient
Add to Address Book	Optional field. Select <i>Add to Address Book</i> to initiate the process of storing the recipient information in the <i>Address Book</i> following the successful transmission of the order.
Title/Company/Department	Optional field. Enter the Title, Company and/or Department information.
Address (Lines 1 * and 2)	Line 1 is a mandatory field. Enter the mailing address. Use Line 2 (optional) if more space is required.
City*	Mandatory field for Canada and USA. Optional for International. Enter the name of the city.
State*	Mandatory field for Canada: A list of valid Provinces and Territories in Canada is displayed, sorted alphabetically. Mandatory field for USA: A list of valid States is displayed, sorted alphabetically. Optional field for International.
Country *	Mandatory for Canada and USA. Canada is defaulted to Canada Page; United States defaults to United States Page. Canada and United States are suppressed from the list on the International page; please select the destination country on the International page.
Zip Code*	Mandatory field for Canada and USA. Optional for International. Enter the Postal Code or the Zip Code.
Telephone Number* (Contact Name)	Optional for Canada. Mandatory field for USA & International. Enter the telephone number of the contact name that will be printed on both Canada & USA/International Address labels.
Email Address	Indicate the Email address of the Recipient.

4.3 Shipment Information section

<p>Shipment Information</p> <p>Weight* <input type="text"/> Kg</p> <p>Length <input type="text"/> Cm Width <input type="text"/> Cm Height <input type="text"/> Cm</p> <p>Dimensions are mandatory unless shipping a document. <input type="checkbox"/> Document</p>	<p>In this section, you must provide information about the shipment i.e. Weight and Dimensions of the item.</p> <p>Note: For Customs purposes, you must check the <i>Document</i> box when your shipment destination is USA or International. <i>Note:</i> The Dimensions are not required when you check <i>Document</i>.</p>
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The following table provides a description of the FIELDS component of the *Shipment Information* section

Note: An asterisk () indicates that the field is mandatory.*

Fields	Description
Weight *	Mandatory field. Enter the weight, in kilograms.
Length	Mandatory field if Document is <i>not</i> selected. Enter the item length.
Width	Mandatory field if Document is <i>not</i> selected. Enter the item width.
Height	Mandatory field if Document is <i>not</i> selected. Enter the item height.
Document	When the Document box is checked, the Length, the Width and the Height fields are not mandatory

4.4 Tracking Information section

<p>Tracking Information ?</p> <p>Your Reference Number <input type="text"/></p> <p>Cost Centre Reference <input type="text"/></p> <p>Additional Reference Number <input type="text"/></p>	<p>This section allows you to record reference numbers for tracking purposes.</p>
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The following table provides a description of the FIELDS component of the *Tracking Information* section

Fields	Description
Your Reference Number	Enter your own Reference Number, optional field 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 field for reconciliation purposes.

4.5 Ship using a pre-defined Service and Options Template section

<p>Ship using a pre-defined Service and Options Template</p> <p>Service and Options Template to apply to shipment <input type="text"/></p>	<p>A drop-down menu allowing you to select a pre-defined Service and Options template. See Section 10.0 for more detailed information on Templates.</p>
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The following table provides descriptions for the **COMMAND BUTTONS** functionality.

Command Buttons	Result of activation
Change	Clicking on the <i>Change</i> 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
Retrieve from Address Book	Clicking on the <i>Retrieve from Address Book</i> command button within the <i>Recipient Information</i> section at the <i>Shipping</i> page will allow you to find a customer within the currently selected address book. The destination country of this <i>Shipping</i> page drives the <i>Address Book</i> display. For example, if you are in the Shipping-USA page, the address book will display USA addresses records only
Clear	When you click on the <i>Clear</i> button, all the fields are cleared. Use this button when you want to start over with data entry.
Next	When you click on the <i>Next</i> button, you accept any settings on this page and display the next page <i>Service & Options</i> .

Select Change (Profile)

	<p>Clicking on the <i>Change</i> command button at the top of the Shipping page will give you access to your <i>Customer Profile</i> and will allow you to change the information within the <i>Customer information</i> and <i>Return Address</i> sections. You may also access this page by clicking on Profile from the left side bar.</p>
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The following table provides descriptions for the **COMMAND BUTTONS** functionality.

Command Buttons	Result of activation
Save	The <i>Save</i> command button allows you to save a template in the <i>Profile</i> section. Once a template is selected, the data for the predefined fields will be displayed within the fields associated to the sender. The <i>Save</i> button captures modifications and transposes them to the shipping page.
Cancel	The <i>Cancel</i> command button closes this page without changing the data.

Select Retrieve from Address Book

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

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

Three different pages are available depending on the country of the client address.

This is a sample of a Client Address Page for USA. Similar pages are available for Canada and International customers.

The following table provides descriptions for the **COMMAND BUTTONS** functionality.

Command Buttons	Result of activation
Search	Enter the search criteria and click on the <i>Search</i> command button. The corresponding customer's address will be displayed on the <i>Address Book</i> page. The <i>Address Book List</i> is sorted by the predefined search criteria and by the <i>Mailed by</i> customer number from the active or default Profile.
Reset	The <i>Reset</i> command button clears the value in the search criteria field. It repopulates the <i>Address Book List</i> with the entire client addresses, sorted by Name, associated to the User ID logged onto the <i>Electronic Shipping Tools</i> application. It sets the focus on the Name field in the Search Criteria group box.
Cancel	The <i>Cancel</i> command button closes this page without changing the data and brings you back to Step 1.

Address Book

By selecting **Address Books** from the left side bar you have the option to manage address books, search clients and add new clients.

Selecting **Manage Address Books** will take you to the Address Book Manager screen where you can add, modify, delete, import and export address books.

Select Address Book (or All Address Books) and entering **Search Criteria** will return **Search Results**. Simply select a client from the Search Results to access the Client Address Screen.

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

You may also **Add** a new client by selecting the appropriate Add button at the bottom of the screen: Add (Canada), Add (United States) or Add (International).

The following table provides a description of the **FIELDS** component for the **Address Books** page.

Fields	Description
Name	Enter the name.
Address	Enter the address.
City or Postal Code	Enter the city and/or postal code.
Postal/Zip Code	Mandatory field for Canada and USA. Freeform. Enter the postal code or zip code.
Country	Select Country from a drop-down list.
Province/State	Select from a drop-down list based on the Country selected

The following table provides descriptions for the **COMMAND BUTTONS** functionality.

Command Buttons	Result of activation
Search	Enter the search criteria and click on the <i>Search</i> command button. The corresponding customer's address will be displayed on the <i>Address Book</i> page. The <i>Address Book List</i> is sorted by the predefined search criteria and by the <i>Mailed by</i> customer number from the active or default Profile.
Reset	The <i>Reset</i> command button clears the value in the search criteria field. It repopulates the <i>Address Book List</i> with the entire client addresses, sorted by Name, associated to the User ID logged onto the <i>Electronic Shipping Tools</i> application. It sets the focus on the Name field in the Search Criteria group box.
Add (Canada)	The <i>Add (Canada)</i> command button allows you to enter a client address in Canada. Enter client address information and press the <i>Save</i> command button.
Add (United States)	The <i>Add (United States)</i> command button allows you to enter a client address in the United States. Enter client address information and press the <i>Save</i> command button.
Add (International)	The <i>Add (International)</i> command button allows you to add a client address that is international destination. Enter client address information and press the <i>Save</i> command button.
Manage Address Books	The <i>Manage Address Books</i> link directs you to Address Book Manager.

Client Address page(s)

The **Client Address** page allows you to add new client addresses, modify or delete existing client addresses.

	<p>This page allows you to enter detailed information data about your client.</p> <p>You are able to store up to 5,000 clients in your Address Book list. To update or remove a client from your list, simply select a record and enter the new information. Three different pages are available depending on the country of the client address.</p>
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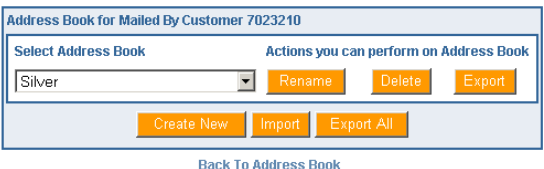
The following table provides a description of the **FIELDS** component for the *Client Address* page(s).

Canada/USA/International	
Fields	Description
Name *	Mandatory field. Enter the name.
Title/Company/Department	Optional / Freeform. Enter the Title, Company and/or Department.
Address (Line 1) *	Mandatory field. 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	<ul style="list-style-type: none"> ➤ Canada Page - A list of valid Provinces and Territories is displayed, sorted alphabetically. ➤ United States Page - A list of valid States is displayed, sorted alphabetically. ➤ International page - Freeform.
Postal/Zip Code	Mandatory field for Canada and USA. Freeform. Enter the postal code or zip code.
Country *	Mandatory field. 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 telephone number.
Fax Number	Freeform. Enter the fax number.
E-mail Address	Freeform. Enter the E-mail address.

The following table provides descriptions for the **COMMAND BUTTONS** functionality.

Command Buttons	Result of activation
Save	The <i>Save</i> command button performs validations. When validations are successful, the client address record is saved and the application displays the appropriate confirmation message. The <i>Save</i> command button also clears the screen. If validations are unsuccessful, standard error handling results.
Delete	The <i>Delete</i> 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 <i>Address Book</i> . You are returned to the <i>Address Book</i> page with focus on the Search Criteria field and the <i>Address Book List</i> is highlighted. If you select <Cancel>, you are returned to the <i>Address Book</i> page.
Save and Ship To	The <i>Save</i> command button performs validations. When validations are successful, the client address record is saved and the application displays the appropriate confirmation message.

Address Book Manager

	<p>Multiple address books can be created within your main Address Book Manager.</p> <p>You may import an address book that was exported from the desktop, and vice versa (Note: comma-delimited formats)</p> <p>Address books can be shared between Order Entry and Express Order Entry</p>
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The following table provides descriptions for the **COMMAND BUTTONS** functionality.

Command Buttons	Result of activation
Rename	The <i>Rename</i> command button allows you to Rename the selected Address Book. You will be required to enter a new name and select <OK>.
Delete	The <i>Delete</i> command button deletes the selected address. A confirmation pop-up window appears. If you select <OK>, the command deletes the client address book.
Export	The <i>Export</i> command button exports the selected Address Book. A File Download pop-up window appears asking you to open or save. Click <Save> and specify where you wish to save it.
Create New	The <i>Create New</i> command button allows you to create a new address book. You will be required to enter a unique name and select <OK>.
Import	The <i>Import</i> command button allows you to import an address book. Enter the File Name or <Browse...> to select and click <Upload>.
Export All	The <i>Export All</i> command button allows you to export all address books.

5.0 Service & Options (Step 2)

This section captures the information about the delivery mode of the item. The data displayed on each version of the *Shipping* page are filtered to reflect only those services applicable to the destination country (i.e. Xpresspost USA is only valid for USA destinations). Parcels Services can be used to ship documents, packets or parcels.

5.1 Selecting the Service and Options

USA Services: When USA is the destination of the shipment, the Service Types available are Xpresspost USA, Air and Surface Small Packet, Expedited Parcel – USA, Priority™ Worldwide Parcel USA, Priority™ Worldwide Envelope USA, Priority™ Worldwide Pak USA.

Visit our Canada Post Web site to obtain more detailed information about the products and the terms and conditions for sending parcels to USA. The *Canada Postal Guide* also provides a complete description of all USA products and services.

International Services: When the shipment destination is International the Service Types available are Air and Surface Parcel, Air and Surface Small Packet, Priority™ Worldwide Parcel Int'l, Priority™ Worldwide Envelope Int'l and Priority™ Worldwide Pak Int'l. Visit our Canada Post Web site to obtain detailed information about the products and terms and conditions for sending parcels Internationally. The *Canada Postal Guide* also provides complete service descriptions.

The following table provides a description of the **FIELDS** component of the **Service & Options** section.

Note: An asterisk (*) indicates that the field is mandatory.

Fields	Description
Service Type *	Displays the <i>Parcels Services</i> available at the shipping page <ul style="list-style-type: none"> ➤ For USA: Xpresspost USA, Air and Surface Small Packet, Worldwide Parcel USA, Priority™ Worldwide Envelope USA, Priority™ Worldwide Pak USA ➤ For International: Air (where available) and Surface Parcel, Xpresspost – International where applicable and Air and Surface Small Packet, Priority™ Worldwide Parcel Int'l. Priority™ Worldwide Envelope Int'l, Priority™ Worldwide Pak Int'l
Options	This field displays the features applicable to the selected Service, and allows you to add options if required. Check the appropriate box.
Save as Template	Check this box if you wish to save this page as a template. The data saved are as follows: <ul style="list-style-type: none"> ➤ Template Name ➤ Service ID ➤ Option ID of the options selected or by default (up to 25).
Template Name	This field displays the template name. Initialized if a template was previously retrieved (see Retrieve Command Button). If you attempt to name the template the same as an existing one, a warning message is displayed. If you do not want to override it, the page is displayed again allowing you to modify the save as name.

5.2 Request Delivery Updates by email section

	<p>This section allows you to specify e-mail addresses, up to 4, and the types of notifications you wish to send to the recipient electronic mail.</p> <p>The Email Subject line, in a drop-down menu format, contains the following entries:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Tracking number (by default) <input type="checkbox"/> Your Reference number <input type="checkbox"/> Additional Reference number (if indicated at Step 1 of the creation of your order). <p>The Email addresses and types of delivery updates area where you specified the Recipient's address the Cc and the types of notification: Ship, Exception and Delivery. More than one type of notification can be selected per recipient.</p> <p>The Personalize your message area is available to personalize your delivery updates message. A free-form text up to 150 characters (no image or logo)</p>
--	--

The following table provides a description of the **FIELDS** component of the **Request Delivery Updates by email** section.

Fields	Description
Recipient	Enter the Recipient's email address in the Recipient's email Address field.
Sender	Enter the Sender's email address in the Sender email Address field.
Cc.	Enter the Cc. email address in the Cc email Address field.

The following table provides descriptions for the **COMMAND BUTTONS** functionality.

Command Buttons	Result of activation
Back	The <i>Back</i> command button returns to the preceding page to let you change any previous settings
Next	The <i>Next</i> command button accepts any settings on this page and displays the next page <i>Customs Information</i>

6.0 Customs Information – Step 3

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 the *Electronic Shipping Tool* application. 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, and Customs Declaration Dispatch Note.

Notice: Complete and accurate address and customs information must be provided. The information provided may be transmitted to or shared with domestic Customs Administrations and/or international Customs and Postal Administrations. The use of the information will be restricted to facilitate customs formalities in respect of and delivery of postal items.

The *Customs Information* page stores Customs information that will be printed on the Customs Declaration (which prints in addition to the Address Label).

There are two sections on this page, which are customized to the two Customs documents that can be printed.

You can use up to 36 lines for the description of Shipment content for all services except Small Packets, which has a maximum of 12 lines.

When more than six lines of Description of Shipment Contents are supplied, print *See attached Commercial Invoice / CN23* in the Goods Description area of the address label, as well as the Total Declared Value at the bottom.

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

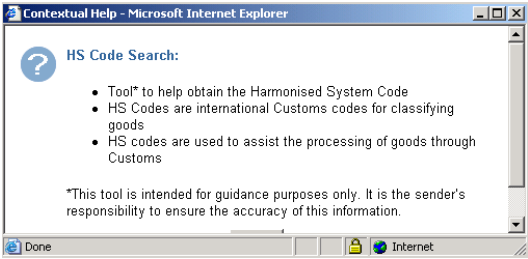
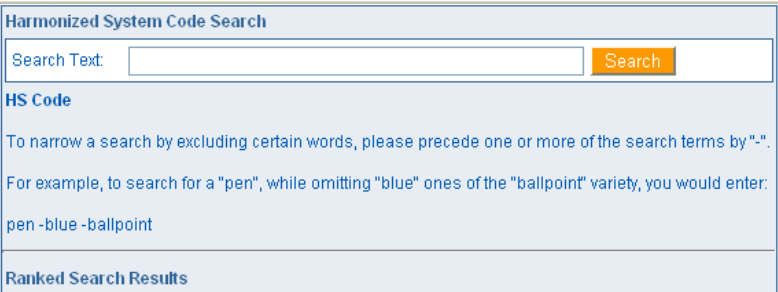
Note: An asterisk (*) indicates that the field is mandatory.

Fields	Description
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 *	Mandatory field. 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 *	Mandatory field. Defaults to Commercial Sample. Drop-down choices of Commercial Sample, Gift, Trade Show, Repair Warranty, Document, and Other/Not Applicable.
Non-Delivery Instructions *	Mandatory field. 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.
Tax ID/IRS No.	Recipient's U.S. Internal Revenue Service number or Social Security number.
Additional Information	Additional information/comments relevant to the shipment to aid the customs agent in clearing the package.

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

Fields	Description
Document	Must be selected if all other fields in the <i>Contents Description</i> section are blank. Identifies the contents of the shipment as a document. The text "Document (no commercial value)" will be printed as <i>Contents Description</i> 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 items 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.
HS Description	The Description field is read only and will not print on any customs documentation

The following table provides descriptions for the **COMMAND BUTTONS** functionality.

Command Buttons	Result of activation
?	<p>Clicking "?" opens HS Code Search Message</p> 
HS Search	<p>HS Search functionality helps in choosing the appropriate Harmonized System Code for USA-bound shipments. Ensuring the proper HS Code assists in the processing of goods through Customs. The HS Code Search Page opens in a new window.</p>  <p>Enter Search Text Click Search Note: enter the HS Code and/or description of the Goods you are shipping, to a maximum of 60 characters.</p>

If your search query produces no results you will be advised to use additional or different words or phrases in your search and try again.

Ranked Search Results

Your search query produced no results. Please use additional or different words or phrases in your search and try again.

Ranked Search populates.

Harmonized System Code Search

Search Test:

Example: pens -blue -ballpoint

Ranked Search Results

9608
ball point pens; felt tipped and other porous-tipped pens and markers; fountain pens, stylograph pens and other pens; duplicating styli; propelling or sliding pencils (for example, mechanical pencils); pen-holders, pencil-holders and similar holders; parts (including caps and clips) of the foregoing articles, other than those of heading 9609

9608.99
other | ball point pens; felt tipped and other porous-tipped pens and markers; fountain pens, stylograph pens and other pens; duplicating styli; propelling or sliding pencils (for example, mechanical pencils); pen-holders, pencil-holders and similar holders; parts (including caps and clips) of the foregoing articles, other than those of heading 9609

Find the appropriate HS Code

Click the HS Code

This window closes and the HS Code field will be automatically populated in the Contents section in Step 3.

Contents + + - -

Document (No further information is required if checked)

- Item 1:

Item/Part/SKU #

Quantity	Description	Unit Value	Unit Weight (kg)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
HS Code	Tariff Code	Country of Origin	Province of Origin
9608	<input type="text"/>	<input type="text"/>	<input type="text"/>

+ Item 2:
+ Item 3:
+ Item 4:
+ Item 5:
+ Item 6:

The HS Code field is populated. The Description field is populated.

Add lines

When you click the Add lines command button, it provides you with additional lines for the description of your Shipment Content.

Back

The *Back* command button returns to the preceding page to let you change the Service and Options screen to permit edits prior to the transmission of your order

Next

The *Next* command button will bring the user to the *Method of Payment* screen along with the *Customs Information* page at the bottom

7.0 Preview Order (Step 4)

7.1 Preview of a USA Order

The *Order Preview* option allows you to perform a review of the price rating and to visually validate the results prior to transmitting your fully completed order to Canada Post.

Shipping - USA Web Desk 1-800-277-4

Order Preview

Please review and ensure correct prior to transmitting to Canada Post

Ship To: Dr. First Name Last Name Company Address Line 1 Address Line 2 City/AL 1 2345 USA Contact Phone	Mailed By: Mailed on Behalf of Contract Number Method of Payment Shipping From:	Charge To: PROCIMPR CUST DO NOT USE-095(0007023210) PROCIMPR CUST DO NOT USE-095(0007023210) PROCIMPR CUST DO NOT USE-095(0007023210) Account H3H 2J2
--	--	---

Tracking Information:
Reference Number: 123
Additional Reference Number: 456m

Delivery Method: **Insurety**
C: william.baker@cnepost.com Ship Exception Delivery
C: william.baker@cnepost.com Ship Exception Delivery
C: Personalized message

Today's Date: June 29, 2007

Shipment Information:	Charges:
Weight (Actual): 3.000 Kg	Basic: \$ 26.10
Weight (Cubic): 2.800 Kg	Automation Discount: \$ 0.70
Length: 70.0 Cm	Fees: \$ 1.99
Width: 20.0 Cm	GST: \$ 0.00
Height: 12.0 Cm	HST: \$ 0.00
	PST: \$ 0.00
	Total: \$ 26.24

Service: Standard **Specialist USA**
Option: DELIVERY CONFIRMATION **4 days/Canada guarantee**

Option	Amount	Fee
DELIVERY CONFIRMATION		\$0

Return Address:
PROCIMPR CUST DO NOT USE-095
457 MAIN ST
MONTREAL, QC H3H 2J2
Contact: Cathrin
Telephone: 111-222-3333

Customs Information:
Reference Number: CAD
Customs Currency: Commercial Sample
Reason for Import: Return via surface
Pack Delivery Instructions:
Date and Time:

Quantity	Description	Unit Value	Country Code	HS Code	Tarif Code	Net Weight (kg)
1	shampoo	9.00	CA			3.000

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 calculation) method. In addition, the greater of the actual or cubic weight is the cubic weight used to calculate the shipping charges. Excess weight surcharges will be calculated and applied in accordance with your destination service agreement. Excess weight surcharges or equipment has been made for credit card, the surcharges will be reflected on your credit card statement.

[Back](#) [Transmit to CPC](#)

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

The *Order Preview* page triggers a validation sequence against the Canada Post database. The electronic transaction displayed will contain the captured data entered along with the price calculation. You will have to confirm the accuracy of the displayed data before you transmit your order to Canada Post.

If there are errors, standard error handling will result. Once the information is corrected, your order is displayed again.

The following table provides descriptions for the **COMMAND BUTTONS** functionality.

Command Buttons	Result of activation
Back	The <i>Back</i> command button returns to the preceding page to let you modify the data associated to the selected Service and Options prior to the transmission of your order
Transmit to CPC	The <i>Transmit to CPC</i> command button will initiate the connection with Canada Post. A successful order will generate the applicable address label. Any errors within the order will be reported back to the transmission log. When the credit card information is validated, the "Label the Parcel" page will be display for printing purposes. Your order has now been saved in the EST application.

Credit Card Information

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: \$11.03

Security Feature

Card Verification Value:

[Back](#) [Transmit to CPC](#)

If you have selected *Credit Card* as your Method of Payment at the Shipping page, the *Credit Card Information* page is displayed.

Canada Post stores credit card information and synchronizes the data with the *Electronic Shipping Tools* application.

The associated *Credit Card Alias* will be retrieved and displayed in the *Credit Card Alias* drop-down list on the Credit Card Information page. You can select a *Credit Card Alias* or enter credit card information.

Note: The *Credit Card Information* page can only be accessed if the *Mailed By* and the *Paid By Customer*

Number fields are identical. When the credit card information is saved, then a *Credit Card Alias* will be generated upon clicking the *Ship* command button.

The alias will contain the first four and last four digits of the credit card and the remainder of the information will be represented with asterisks.

Note: **Venture 1 Customers** are required to record the Credit Card Verification Number from their credit card in the Security Feature – Credit Card Verification Number field.

8.0 Print labels (Step 5)

8.1 Transmit the Order

After verifying that the information in the *Order Preview* is accurate, click on the *Transmit to CPC* command button located at the bottom of the page to transmit your order electronically to Canada Post.

The screenshot shows a web browser window displaying a shipping label creation page. At the top, a message box says: "Thank you, order D700395989 has been received. Please print your shipping label before continuing. To print your shipping label, wait until the label is displayed below, then click on the printer icon below this message. Documents can be reprinted within 24 hours from Current Orders." Below this are buttons for "Create New Order" and "Close Session". The main content area is titled "XPRESSPOST - USA" and contains the following information:

Sender Expéditeur 111-222-3333 PROCIMPR CUST DO NOT USE-005 502 MAIN ST N MONTREAL QC J0X 2Y0	Adresse Destinataire DR. FIRST NAME LAST NAME COMPANY ADDRESS LINE 1 ADDRESS LINE 2 CITY AL 12345	Date 2007 06 20	Canada Post Postes Canada Postage paid / Post payé 0007023210
Net Weight Poids net 3.00 kg	Declared Value Valeur déclarée \$ CAD	Gross Weight Poids brut 3.00 kg	Volume Weight Poids volumétrique 3.00 kg
Postage Rate Taxe postale \$ 0.00	Total Declared Value Your account Total Valeur déclarée \$ 0.00	USPS DELIVERY CONFIRMATION CE 289 279 066 CA	

The *Order Preview* page displays a *Transmit to CPC* command button to allow you to send your order electronically to Canada Post.

Note: Once you have transmitted your order, you cannot press the Back button to return to the *Order Preview* page and click on the *Transmit to CPC* button again. The error message "Unable to transmit" will be displayed.

When your order is successfully transmitted to Canada Post, you will be taken to the next page. However, if the transmission has failed, an appropriate error message will be displayed. Please take note of the error message and the message number to be used if additional help is required. This will assist the Help Desk in expediting error resolution.

Note: Warning messages may be triggered during the Transmit/Print process (e.g. "Blocked" due to credit issues). However, the status of your order remain "successfully transmitted"

The screenshot shows a Microsoft Internet Explorer warning message dialog box. The text inside the dialog reads: "(1657) Please select OK to indicate that a meter tape in the amount of \$8.43 will be attached to your shipment. 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." There are "OK" and "Cancel" buttons at the bottom of the dialog.

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 *Metered*) Based on the selected method of payment, the shipping costs of your order will be applied to your account or credit card. If you have selected "Metered" as the method of payment, you must provide a meter tape with the correct amount as indicated in the warning messages.

9.0 Printing the Documentation

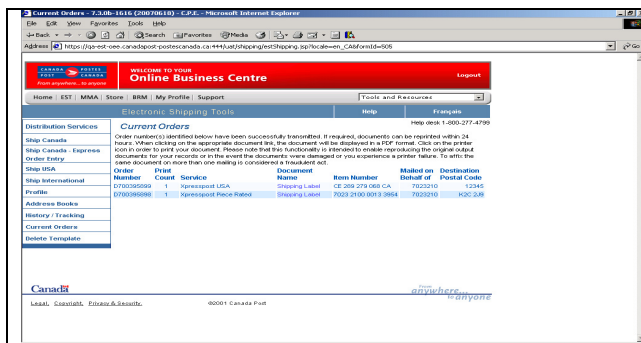
9.1 Printing documents and labels

The Print page is displayed once the transmission step is successfully completed.

<p>Sample of USA Address Label</p> <p>The screenshot shows a shipping label with the following details:</p> <ul style="list-style-type: none"> Sender: JOHN SMITH, 123 Main Street, Ottawa ON K1A 0B1 Destination: LOS ANGELES CA 12345 Date: 2006 03 31 Weight: Gross Weight 2.00 kg, Volumetric Weight 2.50 kg Item ID: CE 288 736 172 CA Order No.: D700008726 (highlighted in red) 	<p>The Print function CAN ONLY BE PERFORMED WITH A LASER PRINTER. It does not support printing on thermal printers or dot matrix printers (traced or otherwise) fit in the top half of the page so that it can be folded in two.</p> <p>An Address label is generated within the browser once your order has been successfully submitted to Canada Post.</p> <p>Note: In order to facilitate account reconciliation processes, if the destination country of the parcel is Canada, a Domestic address label is generated; otherwise the USA/International label is generated. A successful transmission generates an Order number; this number is displayed in the top messaging as well as on the bottom portion of the label that you keep for your records.</p> <p>The following sections illustrate and define the various elements that may appear on each Address Label.</p> <p>The domestic Address label has a standard portrait layout printed on 8 1/2" by 11" paper. This 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).</p> <p>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.</p>								
<p>The following table provides a description of the FIELDS component for the USA Label.</p> <table border="1"> <thead> <tr> <th>Fields</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Service Name</td> <td>Identified on the top of the label.</td> </tr> <tr> <td>Sender</td> <td>This field identifies the 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) ➤ Country (printed only when USA or International services are used). </td> </tr> <tr> <td>Telephone No.</td> <td>Telephone # of the Sender</td> </tr> </tbody> </table>		Fields	Description	Service Name	Identified on the top of the label.	Sender	This field identifies the 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) ➤ Country (printed only when USA or International services are used). 	Telephone No.	Telephone # of the Sender
Fields	Description								
Service Name	Identified on the top of the label.								
Sender	This field identifies the 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) ➤ Country (printed only when USA or International services are used). 								
Telephone No.	Telephone # of the Sender								

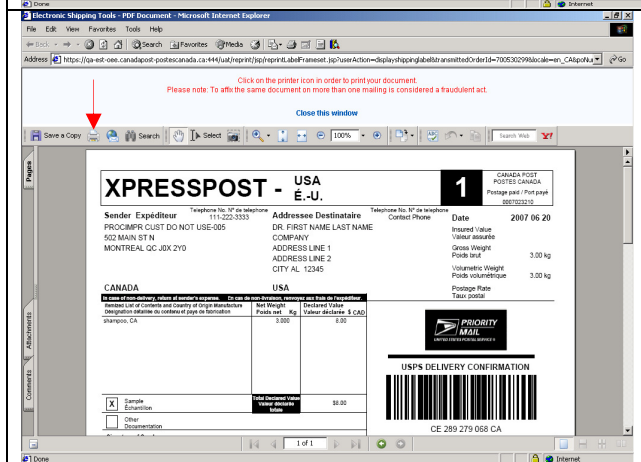
Addressee	This field identifies the Name and Address of the Addressee, capitalized and in the following format: <input type="checkbox"/> Name <input type="checkbox"/> Company <input type="checkbox"/> Address Line 1 <input type="checkbox"/> Address Line 2 <input type="checkbox"/> City (one space) <input type="checkbox"/> State (two characters), two spaces <input type="checkbox"/> Zip Code (one space after State)
Telephone No.	Telephone # of the addressee
Return policy statement	In case of non-delivery, return at sender's expense.
Itemized list of Contents and Country of Origin Manufacture	<input type="checkbox"/> Description of item and Country of origin <input type="checkbox"/> Net weight <input type="checkbox"/> Declared value
Type of item	Displays checkbox to identify type of item. <input type="checkbox"/> Sample <input type="checkbox"/> Other
Signature of Sender	Displays the signature of the sender (if applicable)
Method of Payment (MOP)	Identifies the preferred Method of Payment as selected in the Customer's Profile.
Customs Declaration	CN 23 document
Order Id of your parcel	Order Id generated by Canada Post.
Order No.	Order Number generated by Canada Post.

9.2 View Current Orders



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** is added to the Online version of the **Electronic Shipping Tools (EST)** for the **Communication Services**.

Documents can be reprinted up to 24 hours after their transmission. Simply click on the appropriate document name; the document will then be displayed in a PDF format



Click on the printer icon in order to print your document.

Note: This functionality is intended to enable you to reproduce the original output documents for your records in the event the original documents were damaged, or you experienced a printer failure. Affixing the same document on more than one mailing is considered a fraudulent act.

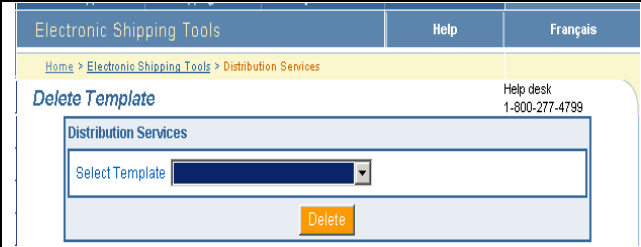
10.0 Templates section

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.

To save a user-defined *Template*, select service and options from the Shipping page and click the *Save Template* checkbox. This must be checked before clicking on the *Preview* button. You must give it a unique name. Templates are unique to a particular page (e.g. a template created on the Canada Service and Options page will not appear in the drop-down list of the International Service and Options page).

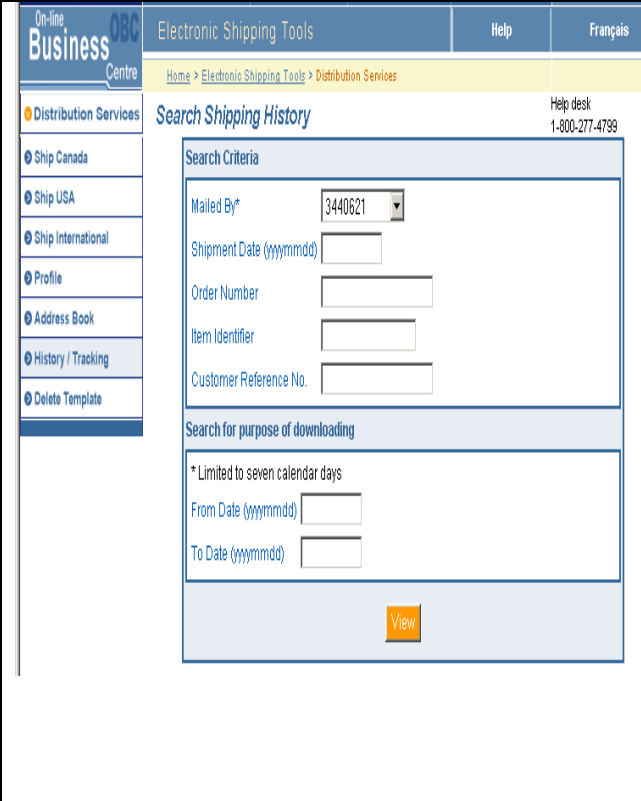
You can save, modify and retrieve templates from the Shipping page. Selecting a Template from the 'Select Template' drop-down list, modifying, then saving it under the same name to overwrite the previous version can modify a Template. Up to 10 *Parcels Services* templates can be associated to a User ID.

Deleting a template

	<p>Select a template name from the <i>Select Template</i> drop-down list and click the <i>Delete</i> command button to remove the template. You will be asked to confirm your selection.</p>
---	--

11.0 “History / Tracking” section

Search Shipping History

	<p>From the <i>Parcels Services Navigation Bar</i>, select <i>History/Tracking</i>.</p> <p>The <i>Search Shipping History</i> page offers two search criteria allowing you to:</p> <ul style="list-style-type: none">➤ Perform a search for specific shipments by using the <i>Search Criteria</i> group box.➤ Download shipping history information. <p>You can only use one search criteria at a time: the <i>Search Criteria</i> or the <i>Search for purpose of downloading</i>.</p> <p>In the <i>Search for purpose of downloading</i> criteria, the fields <i>From Date</i> and <i>To Date</i> are related to the creation date of the order.</p> <p>In the <i>Search for purpose of downloading</i> criteria, if the <i>From Date</i> is entered and the <i>To Date</i> is not specified, the search is performed by defaulting the <i>To Date</i> to seven calendar days after the <i>From Date</i> entered.</p> <p>The <i>View</i> command button performs validations. If search is successful, the command displays the records retrieved from Canada Post on the <i>View Shipping History</i> page, sorted by Order Number. If unsuccessful, standard error handling results.</p>
---	--

View Shipping History

View Shipping History								Help Desk 1-800-277-4799
For Mailed By Customer 7023210								
Sort By <input type="text" value="Please select an item"/> <input type="button" value="Sort"/>								
Select	Order 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
<input type="button" value="Clear Selection"/>								
<input type="button" value="Inquire Delivery Status"/>								
<input type="button" value="View Shipping Details"/>								
<input type="button" value="Download History"/>								

The *View Shipping History* page is displayed 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 allows you to cancel the orders selected.

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 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.

The following table provides a description of the **FIELDS** component of the *View Shipping History* page

Fields	Description
Sort By	This field displays a drop-down list of 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.
Pre-tax Amount	This field identifies the Pre-tax 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.

The following table provides descriptions for the **COMMAND BUTTONS** functionality.

Command Buttons	Result of activation
Sort	The <i>Sort</i> command button performs validations. If validations are successful, the orders displayed on the current page are sorted according to the field value indicated in the <i>Sort By</i> field. If validations are unsuccessful, standard error handling will result. .
Clear Selection	The <i>Clear Selection</i> command button cancels the <i>Select indicator</i> for all orders temporarily stored.
Inquire Delivery Status	The <i>Inquire Delivery Status</i> command button performs validations. If validations are successful, it triggers the Inquire Delivery Status function. If validations are unsuccessful, standard error handling results.
View Shipping Details	The <i>View Shipping Details</i> command button performs validations. If validations are successful, it triggers the <i>View Shipping Details</i> function. If validations are unsuccessful, standard error handling results. The <i>View Shipping History</i> task offers the following functionality: <ul style="list-style-type: none"> ➤ View shipping history for a specific customer; ➤ Optionally trigger Inquire Delivery Status of Item Online; ➤ Optionally trigger View Shipping Details Online and; ➤ Optionally trigger Download Shipping History.
Download History	The <i>Download History</i> command button triggers the Download Shipping History list of your orders. You may create and export the data file by clicking on the <i>Download History</i> command button to export the selected data to a flat file, and append the individual extracts to allow future inquiries offline through another application.

Inquire Delivery Status

<p>Home > Electronic Shipping Tools > Distribution Services</p> <p>Delivery Status Help desk 1-800-277-4799</p> <table border="1" style="width: 100%;"> <thead> <tr> <th>Item Identifier</th> <th>Event Date/Time</th> <th>Event Municipality</th> <th>Event Province</th> <th>Signed By</th> </tr> </thead> <tbody> <tr> <td>7023210000312007</td> <td>null</td> <td></td> <td></td> <td>null</td> </tr> </tbody> </table> <p>If your item was sent recently, the status may not have been input yet. Please allow one business day and try again.</p>	Item Identifier	Event Date/Time	Event Municipality	Event Province	Signed By	7023210000312007	null			null	<p>The interface mechanism to <i>Track and Trace</i> can support both single and multiple item delivery inquiries. The <i>Inquire Delivery Status</i> task requests and displays delivery status information from <i>Track and Trace</i> for a maximum of 25 items selected from the <i>View Shipping History</i> page.</p> <p>The <i>Inquire Delivery Status</i> task performs the following steps:</p> <ul style="list-style-type: none"> ➤ Creates a delivery status request for up to 25 shipment items, and ➤ Displays the delivery status results received from Track and Trace. <p>This task is triggered from the <i>View Shipping History</i> page. To obtain the delivery status of an item from <i>Track and Trace</i>, select the <i>Inquire Delivery Status</i> button.</p>
Item Identifier	Event Date/Time	Event Municipality	Event Province	Signed By							
7023210000312007	null			null							

View Shipping Details

Shipping Details		Help desk 1-800-277-4799	
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		

The *View Shipping Details* function displays the details of a SINGLE shipment, once it has been retrieved and selected through the Search/View Shipping History process.

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

You may verify if Delivery Confirmation has been selected or included through the Features page.

Download Shipping History

The *Download History* function downloads shipping history for all shipping orders retrieved from Canada Post based on the pre-defined criteria by the user in an external file and according to a specific format. When the *Download History* command button is invoked on the *View Shipping History* screen, the following standard file download steps occur:

- If this is the first time you have downloaded this 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.
- A standard Windows file-saving page is displayed prompting you to enter a path and a file name to save the download file.
- The download file is saved as an external ASCII, comma-delimited (csv) file of a specific format.

The following table provides a description of the FIELDS component for *Download Shipping History* page.

Fields	Description
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.