

# eShipGlobal Shipping Solution: Quick Reference Guide

## Step 1: Getting Started

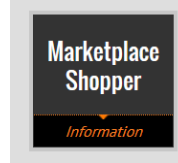
### What is eShipGlobal?

One easy-to-use interface for creating shipping labels with FedEx, and UPS

- Allows you to compare and select the most cost-effective shipping rates based on Princeton contract pricing.
- Reports and tracks all domestic and international shipments

### How do I login to eShipGlobal?

- 1) Login to Prime: <https://prime.princeton.edu/>
- 2) Click on Marketplace



- 3) Click on eShipGlobal



## Step 2: Preparing a Domestic Shipment

**Ship Date:** Defaults to today's date but may be changed to a future date.

### Verify Sender Information

### Shipping on behalf of someone else?

- On the Ship From section, click Add Sender (this leads you to the senders page)
- Type new sender information and click Save Sender button. Automatically adds new sender address to 'Ship From' drop-down menu.
- To Change a sender address for the current shipment, just choose the required address from the Ship From drop-down menu.
- To Edit an existing Sender address, choose the required address from the Ship From drop-down menu, and click Edit Sender button. Save the changes!

### Completing Recipient Information:

### Recipient:

- Enter First Name, Last Name and/or Company Name.
- Enter Address 1, Address 2 (one address line is required)
- Enter City and State code (required)
- Enter Phone Number starting with Area Code. (required)

### Completing Shipment Form:

**Service:** To find the best rate across all carriers, fill out all the shipment information and click Show Quote button.

**Billing Reference:** Enter appropriate billing references for your account. Use the Reference1, Reference2 and Reference 3 fields as appropriate for your department

**Additional Services:** You can choose to select Saturday delivery, Signature required, Insurance (declared value) etc

### Quote/ Ship Confirmation:

Once you have the shipment form filled out you can either choose to get a quote or confirm a shipment.

- If you click the Show Quote button, the page displays a list of prices and commitments from various carriers. You can decide which one suits your needs and click the Ship button to confirm the shipment.
- If you want to bypass the quote, click the Ship button after choosing an appropriate service that suits your needs to confirm the shipment.

- Enter Email (optional)
- Add to address book is checked automatically to save the new address in the address book (recommended).

### Step 3: Viewing Summary and Printing Your Shipping Label



Carefully review the details of your created order.

- Shipment can be voided by clicking the Cancel button.
- Print the Airway bill by clicking the Print Airway bill button.
- Schedule pickup from the carrier by clicking Schedule Pickup



button. Then on the subsequent page: enter the package ready time; office closing time and pickup location. Submit to confirm pickup (you will see a confirmation number).

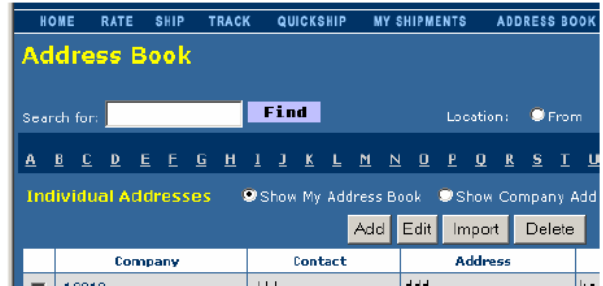
- Create a Return Shipment if you need to pay for a package to be sent back from the Recipient. Enter a future shipment date and click Return Shipment.
- You can email a pre-paid label with a message for someone to send you a package by clicking @Email Label image and completing the form.

Airway bill displays as an image and is ready for printing to your local printer on multi-purpose office paper. There is no need to order forms!

#### Tracking a Shipment:

- Click Shipment History under My Shipments menu.
- Enter a date range and/or Tracking /Order number and click the Generate button.

#### Managing your address book:



Click Address Book located on the menu bar.

- Use the Search feature for finding an address based on Company name, Contact, City/State, Zip code etc. Enter appropriate search criteria and click Find button.
- To Delete a record, click the checkbox next to the address and click Delete.
- To Edit a record, click the checkbox next to the address and click Edit, make the necessary changes then click the Save button.
- To Add an address, click the Add button, enter new address, then click the Save button.

#### Some helpful tips!

- Use accurate addresses.
- Limit Company name, Address 1, & Address 2 to 35 characters.
- As a best practice cancel unsent shipments.
- International shipments are sometimes trickier to process than domestic shipments because they may require knowledge of customs requirements.
- Remember, eShipGlobal is an online tool for creating shipping labels and managing your orders.
- eShipGlobal is NOT the carrier. You must still drop your shipment off at a drop box or contact the carrier for pick up.
- Always save your addresses to your address book. That way, if you need to start over, you will save a few steps in re-creating the order.

Any Questions?

Contact the Prime Support Center,  
(609) 258-7100,  
prime@princeton.edu.