ExpakShip Webinar 12/22/17

Questions	Answers
We are mostly a seasonal library because we are in a resort area. We really have no need for a delivery once a week. Our driver calls us each week for a pick up or just shows up for a delivery. Can we still do that?	No, our drivers will stick to the posted delivery schedule. Drivers are instructed to be on site regardless of whether there are any packages to deliver or pickup
What if the driver does not have space for all packages?	Drivers are required to have the appropriate vehicle to take all outgoing packages
How will we know if a particular book is in any given package (so the book itself can be tracked)?	Users can utillize the "notes" section to list individual books in a package
Are there recommendations for how the barcode should be placed on the package?	Barcodes should always be visible to the driver. For the clear plastic bags, they should be placed inside the bag facing out
If we have no delivery on a day, how can we inform the deliverer not to come to our library?	Drivers are required to show up on a scheduled day
Do you deliver 7 days a week even if currently we get delivery 5 days a week now?	Expak provides delivery service 5 days/week
Is it always a one hour delivery window?	delivery window is 2 hours
Can we start printing shipping labels on the new system for this upcoming tues or is it too soon?	Users can currently print test labels and will be able to print live labels 1 week prior to start
Since every repcord is in the system, do we still need to send the monthly delivery report to the LibraryLinkNJ?	No, all stats will generated by ExpakShip
How can we save time in this process? Any tips?	Continue to to do what you always have done with packages, Just new lables.
We have had the delivery boxes pre-filled--now that they need to scan the packages, should the packages be loose or ready in the blue box?	no, continue to load the bags into the blue bins
Do we have input as to when the delivery window is?	
It will be the same time everyday?	We are providing consistent delivery windows for each site
If we do our closures information now, will that info get wiped out with all of the test items?	no, if you report closures for 2018 we will go ahead and update them
Emergency closures need to be reported BOTH on LL and Expak site online?	No, the forms are on the LLNJ site and will be forwarded to Expak. However, if it's not easy to do that during an emergency, call the LLNJ office
Is there a maximum weight per package?	50 lbs per package
Do the text notes print on the shiping labels?	no, they are for internal use
Once you use the notes and save them, can you go back & change something?	yes, you have the ability to edit/add a note in the Track page
Will we receive a copy of the chat and the replay link of this webinar?	Q & A's are listed on the LLNJ website along with a webinar. The webinar is also available in ExpakShip under the resources tab
Can we create a template of all the libraries for us to use everyday?	No, each label has a unique barcode and is for one-time use
So we have to create a new list everyday?	the Existing Labels list is generated between each scheduled pickup day/time