



## ExpakShip

### Web Order Entry Guide for:



*(As of December 2017)*

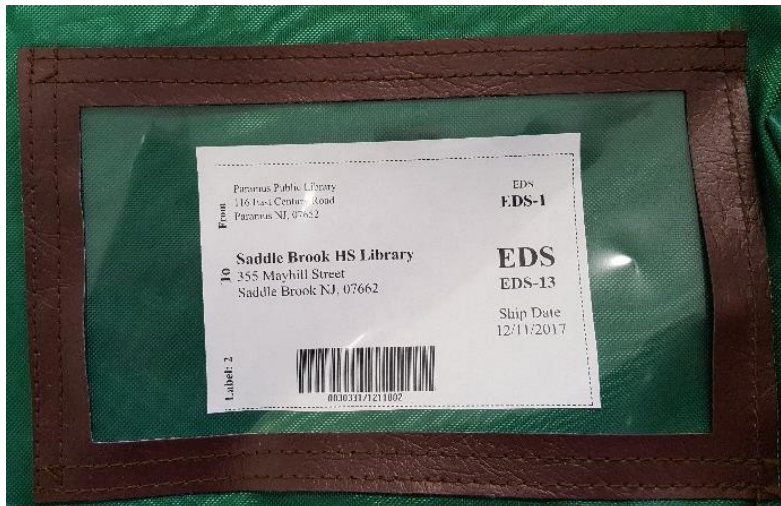
The following document instructs Library users how to navigate the ExpakShip order entry portal.

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## SECTION 1: GENERAL GUIDELINES FOR LIBRARIES

- ALL packages (not individual items) shipped with Expak drivers must have a valid, ExpakShip generated label with a unique barcode ID. Duplicate labels are not permitted.
- Labels are one size fits all for all pouches and envelopes. Labels can also be applied to boxes of any size. Labels should be applied to all packages. Please make sure the entire label, including the barcode, is clearly visible at all times.



- Label printing can occur anytime between your scheduled pickup days/times, including weekends.
- Users will be able to create and print labels up to the scheduled pickup window. All labels will be setup for the next available pickup date based on the library's schedule.
- During the 2 hour pickup window, users will be **"locked out"** of the Create page and will need to wait until the pickup window has expired.



Home      Order      ▶      LogOut

The window for creating labels for today's pickup has closed. Users can login at 13:00 to begin printing labels for your next pickup.

Lockout message  
received when  
attempting to access  
Create page

End of pickup window.  
Users can create labels  
for their next pickup  
after this time

- Tracking is still available during the lockout period.
- User are not required to manually log the # of items being shipped or received at their library. Tracking is available through ExpakShip and can be accessed for any time period. (see page 9)
- Drivers will request a signature upon delivery unless the library has requested an unattended delivery.
- Drivers will pick up any surplus of blue bins while performing their normal pickup. Should the library need additional bins, please contact Expak CS.
- Expak will not provide service on the following holidays; **New Year's Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving and Christmas Day.** Service will resume on the next scheduled delivery date.
- If libraries are closed for any other reason, a Closure Report should be submitted to notify Expak and LLNJ (see page 4).



## SECTION 2: ACCESSING EXPAKSHIP PORTAL

- Access the website using any browser at:

<http://llnj.expakship.expaklogistics.com>

Log In

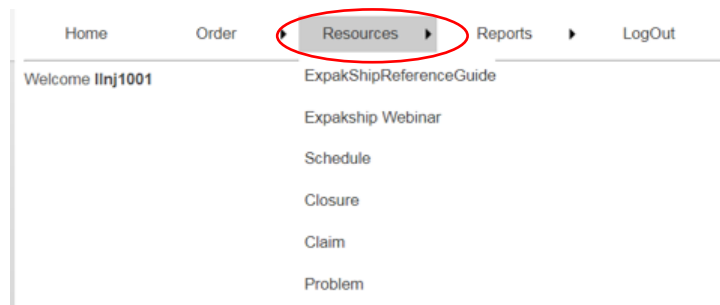
User Name: llnj1001

Password: .....

Remember me next time.

Log In

- Each library will be assigned one unique login and password
- Users will be logged out after **1 hour** of inactivity
- During the initial login, users will be prompted to accept the terms and agreements of ExpakShip



- Using the **Resources** tab, users have access to the following forms:
  - ExpakShip Reference Guide
  - ExpakShip Webinar
  - Current Schedule for LLNJ Sites
  - Closure Report – update any temporary closures (other than system wide holidays) for your site
  - Problem Report – submit an issue or concern regarding the courier service
  - Claim Report – submit a report for a missing or damage item



### SECTION 3: CREATING AND PRINTING LABELS

- From the **Home** screen, click on the **Order** tab and select "Create".



- There is no configuration required by users. Each login has defaults setup for their location.

Today's Date	Next Ship Date	Pickup Window
12/8/2017	12/11/2017	12:00 - 13:00

Displays the next available pickup day and the window

### Pickup Stop

From: **Bergenfield Public Library** **EDS**  
50 W. Clinton Avenue  
Bergenfield NJ, 07621  
**EDS-18**

The default Pickup Stop is set for each login

Hub Code and Route Code that services this location



- To create a label, select the library you are shipping to from the drop down menu.

## Delivery Stop

Select Delivery ▼

Use drop down menu to select any Library

To:

- For quicker searching, user can type in the first few letters of the library name.

- 
- Once you have a selected a library, the following will items will be displayed:
    - **Delivery Stop** – receiving Library
    - **Pieces – Add or Print** Labels
    - **Existing Labels** – Displays all labels that have been created for the next available pickup

## Delivery Stop

Paramus Public Lib ▼

To: **Paramus Public Library** EDS  
116 East Century Road unset  
Paramus NJ, 07652

## Labels

### Actions

Add Print

1

Existing Labels Total: 7

Save

Label #	Barcode ID	Library Library	Printed?	Select/Deselect	Notes
1	013262171204001	Paramus Public Library	No	<input type="checkbox"/>	



- To add a label for this Library, enter the number of labels needed and click on “Add”.
- User can enter 1 label at a time or as many as needed.

## Labels

### Actions

Add Print

1

Existing Labels Total: 1

Save

Enter # of labels and click on “Add”

Label #	Barcode ID	Dropsite Library	Printed?	Select/Deselect	Notes
1	013262171130001	1003 - Paramus Public Library	No	<input type="checkbox"/>	

## Labels

### Actions

Add Print

1

Existing Labels Total: 2

Save

Users can sort by click on any of the column headers

Label #	Barcode ID	Dropsite Library	Printed?	Select/Deselect	Notes
1	013262171130001	1003 - Paramus Public Library	No	<input type="checkbox"/>	
2	013262171130002	1003 - Paramus Public Library	No	<input type="checkbox"/>	

In this example a 2nd label has been added to this pickup date



- Once users are ready to print labels they should review the following:
  - **Label #** - label # as they were created in chronological order
  - **Barcode ID** – unique label identifier
  - **Printed?** – will show users which labels have already been printed

**Labels**

**Actions**

Add Print

1

**Existing Labels** Total: 3

Save

Click "Print" when ready to create labels

Users can print labels individually or multiples at one time by using the "Select/Deselect" button

Notes section can be used for listing inventory, reference #'s, etc. Visible to recipient

Label #	Barcode ID	Dropsite Library	Printed?	Select/Deselect	Notes
1	013262171201001	1003 - Paramus Public Library	Yes	<input type="checkbox"/>	add notes here
2	013262171201002	1003 - Paramus Public Library	No	<input type="checkbox"/>	
3	013262171201003	1003 - Paramus Public Library	No	<input type="checkbox"/>	

- When adding notes, be sure to click "**Save**" before moving to another screen.

**IMPORTANT:**

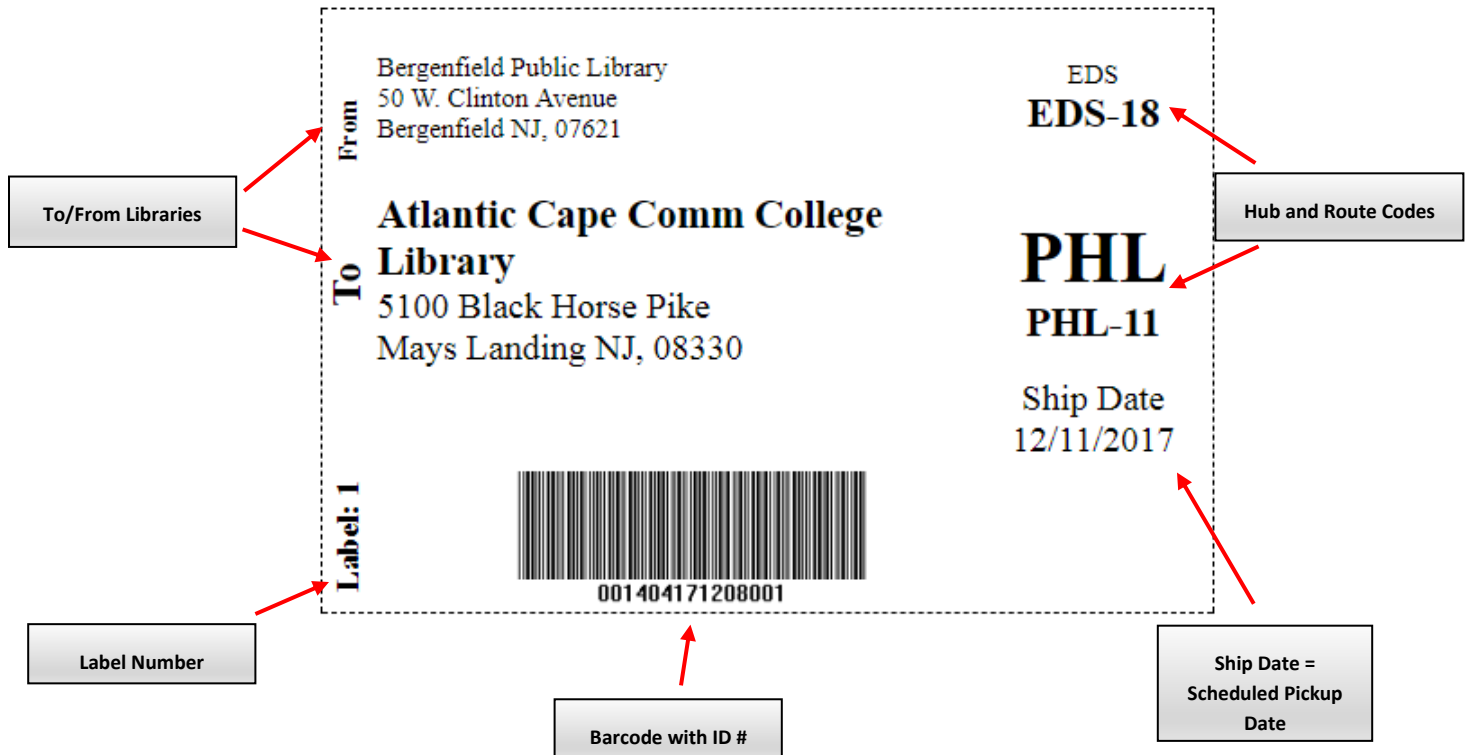
1. Once a user prints a label, the Barcode ID is sent to the courier. If labels are create and **NOT** printed prior to the scheduled pickup window, **they will be deleted from the system.**
2. After a label has been printed, the user will no longer be able to print that same label from this screen. If a replacement label is needed, refer to page 14 on how to reprint a label.

**Helpful Hint:** When printing in bulk, use the select/deselect button to checkmark all labels that have not yet been printed. Labels that have already been printed will not be check marked by default.





- After selecting print, users will be taken to another page that will display all of the labels.



- Once ready to print, select **“Print Labels”**. Users can print 6 labels per page. Please cut or fold along the perforated lines to ensure the label is displayed in its entirety.
- When user is finished printing, select **“Complete”** and you will be returned to the **“Create”** page.
- Once the label has been printed, recipients will also be able to view these notes in the **Tracking** page.

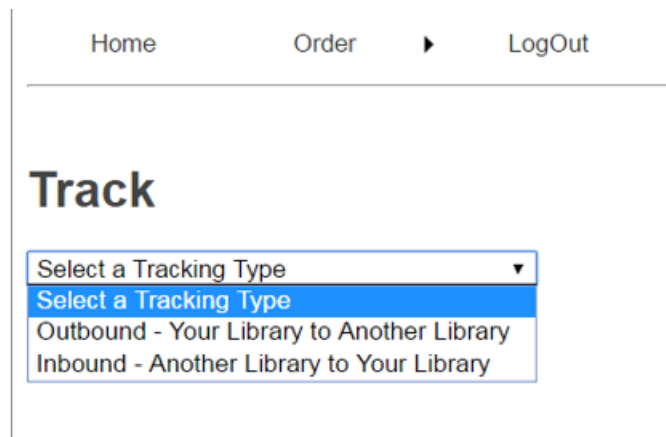


## SECTION 4: TRACKING

- From the **Home** screen, click on the **Order** tab and select “**Track**”.



- Users will be asked to select a **Tracking Type** from the drop down menu.
  - Outbound** – Your Library to Another Library (these are the items shipped **from** your Library)
  - Inbound** – Another Library to Your Library (these are the items being shipped **to** your Library)





- There are 3 ways to Track:
  - **By Date** – enter a date range to search for all outbound shipments from your Library (default date range is today's date)

## Track

Outbound - Your Library to Another Library ▾

**Outbound**

**Filter**

From Date	Through Date	To Library	Status	Barcode ID
<input type="text" value="12/01/2017"/>	<input type="text" value="12/01/2017"/>	All Libraries ▾	<input checked="" type="checkbox"/> Pending <input checked="" type="checkbox"/> Pickedup <input checked="" type="checkbox"/> Delivered <input type="checkbox"/> Deleted	<input type="text"/>

Leave "To Library" and "Barcode ID" blank when searching By Date only

Users are able to filter by status when viewing tracking (default is to remove deleted labels)

- **To Library** – select a Library and a date range to search for all shipments sent to that location during a given time period.

## Track

Outbound - Your Library to Another Library ▾

**Outbound**

**Filter**

From Date	Through Date	To Library	Status	Barcode ID
<input type="text" value="12/01/2017"/>	<input type="text" value="12/01/2017"/>	All Libraries ▾	<input checked="" type="checkbox"/> Pending <input checked="" type="checkbox"/> Pickedup	<input type="text"/>

**Labels**

Status	Barcode	Library	From Pickup Window	Notes
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Select Date Range and Destination Library



- Barcode ID – enter the ID # to search for a specific shipment

## Track

Outbound - Your Library to Another Library ▾

**Outbound**

Filter

When entering a specific Barcode ID, there is no need to filter by date or by Library

From Date	Through Date	To Library	Status	Barcode ID
<input type="text" value="12/01/2017"/>	<input type="text" value="12/01/2017"/>	All Libraries ▾	<input checked="" type="checkbox"/> Pending <input checked="" type="checkbox"/> Pickedup <input checked="" type="checkbox"/> Delivered <input type="checkbox"/> Deleted	<input type="text" value="013001171204001"/>

Click "Search" to show results

Search    Reset

Click "Reset" to clear entries

- Once a user has determines with method to Track, the shipments will display with the following information:
  - Status**
    - Pending* – the label has been created and is ready for pickup
    - PickedUp* – the shipment has been picked up by the driver
    - Delivered* – the shipment has been delivered to the recipient Library
    - Deleted* – the shipment has been removed by the user
  - Barcode ID** – unique label identifier
  - Pickup Window** – the scheduled pickup day/time
  - PickedUp Date/Time** – time stamp from the driver's scan during pickup
  - Delivery Window** – the scheduled delivery day/time
  - Delivered Date/Time** – time stamp from the driver's scan during delivery

Tracking details can be exported as CSV

Labels Total: 7

[Export CSV](#)

Status	Barcode	Library From	Pickup Window	Pickedup Library To	Delivery Window	Delivered	Notes
Pending	013001171204001	Bergenfield Public Library	12/04/17 15:00 - 1600		Atlantic Cape Comm College Library	12/06/17 15:00 - 1600	
Pending	013001171204002	Bergenfield Public Library	12/04/17 15:00 - 1600		Atlantic Cape Comm College Library	12/06/17 15:00 - 1600	
Pending	013001171204003	Bergenfield Public Library	12/04/17 15:00 - 1600		Atlantic Cape Comm College Library	12/06/17 15:00 - 1600	
Pending	013001171204004	Bergenfield Public Library	12/04/17 15:00 - 1600		Atlantic Cape Comm College Library	12/06/17 15:00 - 1600	
Pending	013001171204005	Bergenfield Public Library	12/04/17 15:00 - 1600		Atlantic Cape Comm College Library	12/06/17 15:00 - 1600	
Pending	013001171204006	Bergenfield Public Library	12/04/17 15:00 - 1600		Atlantic Cape Comm College Library	12/06/17 15:00 - 1600	
Pending	013262171204001	Bergenfield Public Library	12/04/17 15:00 - 1600		Paramus Public Library	12/05/17 15:00 - 1600	

## SECTION 5: DELETING A LABEL

- From the **Home** screen, click on the **Order** tab and select “**Delete**”.



- If a user has creating a label in error, they can remove the label from the system by entering the **Barcode ID** and clicking “**Delete**”.

## Delete Label

Users MUST have Barcode ID in order to remove a label

**Barcode ID**

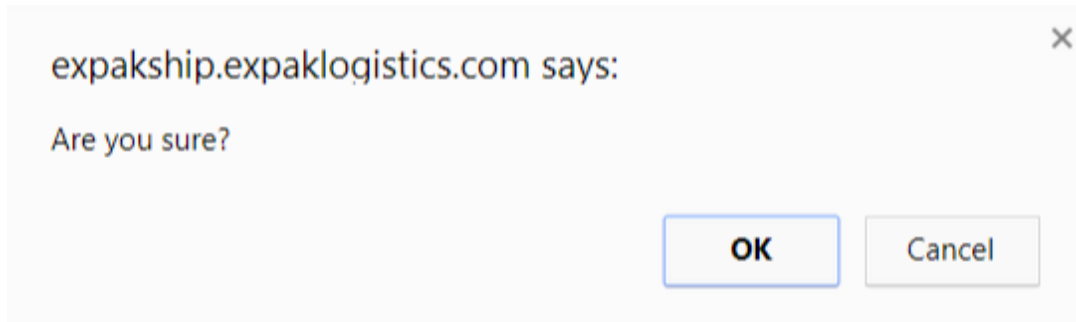
12170626003

Delete Ready For Label Removal

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- Users will be asked to confirm the removal request before proceeding.



- You will receive a confirmation that the label has been removed.

## Delete Label

Barcode ID

Delete

Successfully marked label as deleted

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- **IMPORTANT** – if the user is removing a label from the system and the label has already been printed, the label **MUST** be destroyed.



## SECTION 6: REPRINTING A LABEL

- From the **Home** screen, click on the **Order** tab and select **“Reprint”**



- If a user needs to reprint a label, they can do so by entering **Barcode ID** and clicking **“Reprint”**.

## Re-Print Label

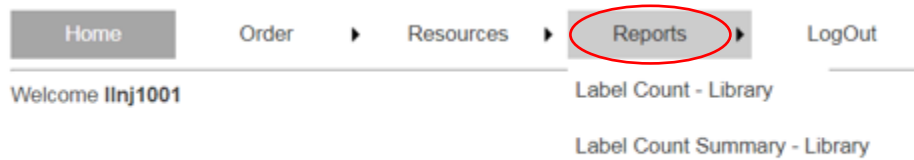
The screenshot shows the "Re-Print Label" form. It has a dark blue header with the text "Barcode ID". Below the header is a light blue input field containing the text "851170627001". Below the input field is a "Re-Print" button and the text "Ready For Label Re-Print".

- Barcode ID's can be found on the Create page under "Existing Labels" or on the Tracking page.
- Users can only reprint labels for outbound shipments associated with their library.



## SECTION 7: REPORTING

- Under the reports tab, users have 2 options for viewing their pickup and delivery totals.
- All reports can be exported as a CSV file.



- **Label Count – Library**
  - Lists the total number of shipments picked up and delivered on a daily basis

## Label Count Report

### Filter

From Date	Through Date
11/26/2017	12/4/2017

### Data

PickupPieces	DeliveryPieces	Delivery	StopDate
20	0	Bergenfield Public Library	11/29/17
20	0	Bergenfield Public Library	11/30/17
21	0	Bergenfield Public Library	12/01/17
7	1	Bergenfield Public Library	12/04/17





- **Label County Summary – Library**
  - Displays the total number of shipments picked up and delivered over any given date range.
  - Also calculates number of scheduled service days and average number of pickup and deliveries per day.

## Label Count Summary - Library

### Filter

From Date	Through Date
11/26/2017	12/4/2017

### Data

PickupPieces	DeliveryPieces	Delivery	ServiceDays	PickupAvg	DeliveryAvg
68	1	Bergenfield Public Library	4	17.00	0.25