

ExpakShip Reference Guide:



(As of July 1, 2018)

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

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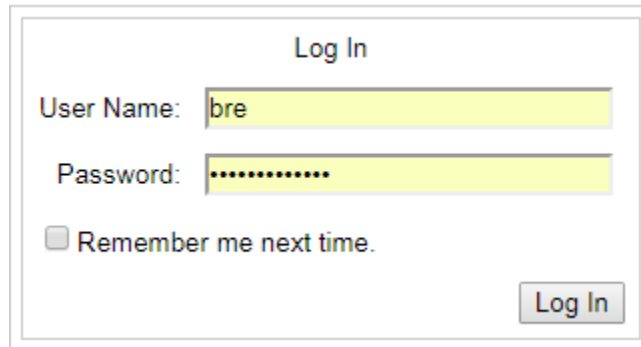
General Guidelines for Shipping:

- ALL items shipped with Expak drivers must have a valid, ExpakShip generated label with a unique barcode. Labels cannot be reused.
- Labels are one size fits all for both small and large pouches. Labels can also be applied to the outside of boxes. Please ensure the entire label is visible to the driver.
- All labels must be printed **BEFORE** the scheduled pickup time.
- Signatures are required for deliveries unless the library has an established area for storing inbound and outbound materials (ex: lockbox).
- Label printing can occur anytime between your scheduled pickup days/times, including weekends.

SECTION 1: ACCESSING EXPAKSHIP PORTAL

- Access the website using any browser at:

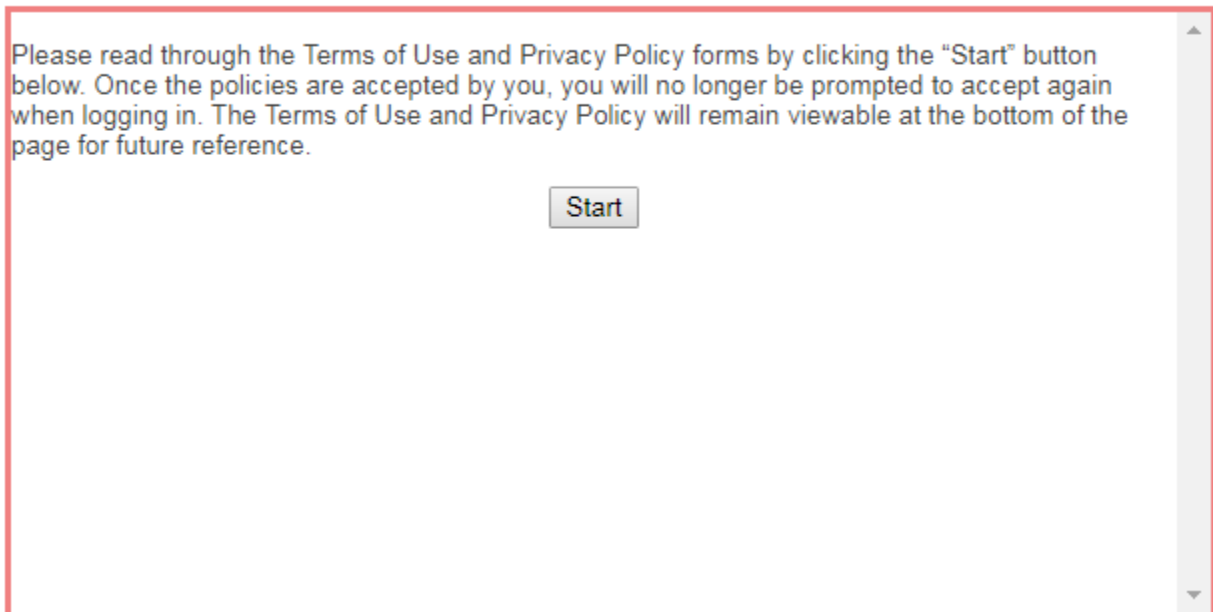
<http://tennshare.expakship.expaklogistics.com>



The screenshot shows a login form titled "Log In". It contains two input fields: "User Name:" with the text "bre" and "Password:" with a masked password of ten dots. Below the password field is a checkbox labeled "Remember me next time." which is currently unchecked. A "Log In" button is located at the bottom right of the form.

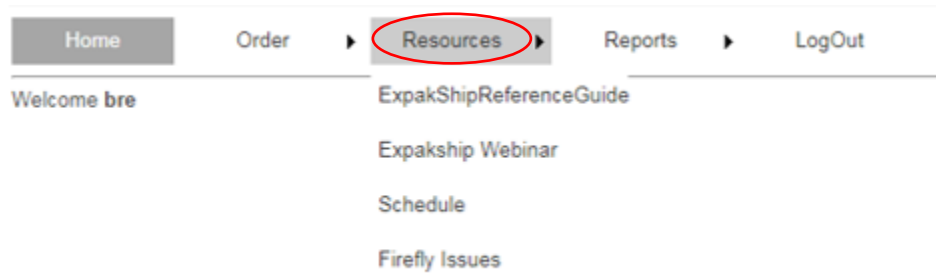
- Each library will be assigned one unique login and password.
- Users will be logged out after **1 hour** of inactivity.
- During the initial login, users will be prompted to accept the terms and agreements of ExpakShip.

Welcome **bre**



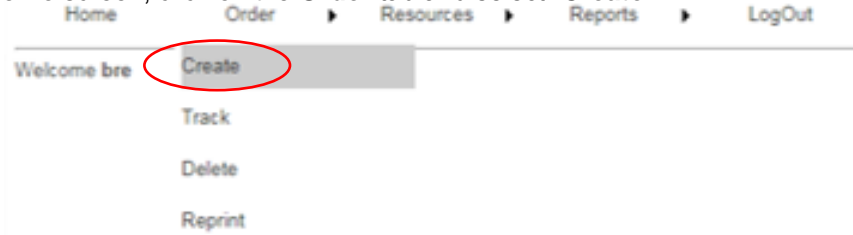
The screenshot shows a scrollable area with a red border. It contains the following text: "Please read through the Terms of Use and Privacy Policy forms by clicking the 'Start' button below. Once the policies are accepted by you, you will no longer be prompted to accept again when logging in. The Terms of Use and Privacy Policy will remain viewable at the bottom of the page for future reference." Below the text is a "Start" button.

- Users will have access to the following reference material located in the “**Resources**” tab.
 - [ExpakShip Reference Guide](#) – users can view in browser or download a pdf copy.
 - [ExpakShip Webinar](#) – step by step instructions on how to navigate ExpakShip.
 - [Schedule](#) – current schedule for all libraries; can be downloaded as csv file.
 - [Firefly Issues](#) – link to report any questions or concerns regarding the service.



SECTION 2: 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.

Home Order ▶ Resources ▶ Reports ▶ LogOut

Today's Date	Next Ship Date	Pickup Time
5/31/2018	06/01/2018	10:45

Pickup Stop

From: **Brentwood Library, The BNA 410**
8109 Concord Rd.
Brentwood TN, 37027

Delivery Stop

All Libraries ▼

To:

Callout Boxes:

- The default Pickup Stop is set for each login (points to 'Brentwood Library, The BNA 410')
- Displays the next available pickup day and the window (points to '06/01/2018')
- Hub and Route Codes for sorting (points to 'BNA 410')
- Use drop down menu to select receiving library (points to 'All Libraries ▼')

- To create a label, use the drop down menu to select the library you are shipping to and enter the # of labels needed (1 label = 1 bag or box).

Delivery Stop

Auburntown Branch ▾

To: **Auburntown Branch Library BNA**
73 E. Main St. **492**
Auburntown TN, 37016

Labels

Actions

Add Label

1

Enter # of labels and click on "Add Label"

- Once a label(s) has been added, you will be able to view the complete list of shipments in the Existing Labels section.
- This list represents all of the shipments that have been prepared for the next available ship date.

Existing Labels Total: 8

Columns can be sorted by clicking on column headers

Print Label Save Notes

Label #	Barcode ID	Library	Printed?	Select/Deselect	Notes
1	033062180601001	American Baptist College	Yes	<input type="checkbox"/>	
1	033126180601001	Beersheba Springs Public Library	Yes	<input type="checkbox"/>	
2	033126180601002	Beersheba Springs Public Library	Yes	<input type="checkbox"/>	
3	033126180601003	Beersheba Springs Public Library	Yes	<input type="checkbox"/>	
4	033126180601004	Beersheba Springs Public Library	Yes	<input type="checkbox"/>	
5	033126180601005	Beersheba Springs Public Library	Yes	<input type="checkbox"/>	
6	033126180601006	Beersheba Springs Public Library	Yes	<input type="checkbox"/>	
1	033213180601001	Auburntown Branch Library	No	<input type="checkbox"/>	

New Label Created

- The Existing Labels section will display the following information for each shipment:
 - **Label #** - as they were created in sequential order for each library.
 - **Barcode ID** – unique label identifier.
 - **Printed?** – will show users which labels have already been printed.
 - **Select/Deselect** – gives users the ability to select multiple labels.
 - **Notes** – open text box that users may enter information such as titles of books, reference #'s or any other remarks pertaining to this shipment. Notes can be viewed by the receiving library on the Tracking page.

- To print, use the **Select/Deselect** button to checkmark the label(s) you wish to print, and select **“Print Label”**.
- When adding a note, be sure to click on **“Save Notes”**.

Don't forget to save your notes

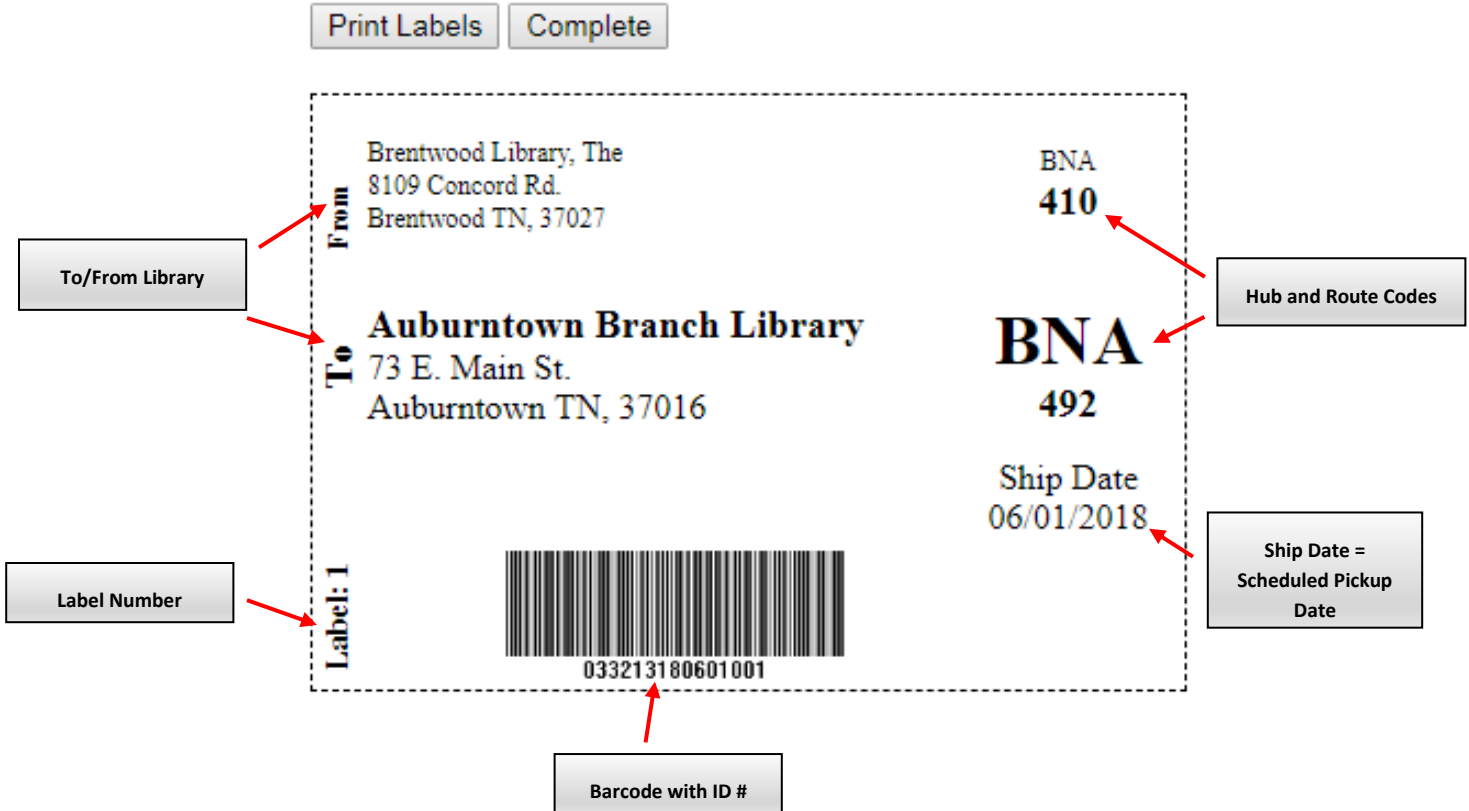
Existing Labels Total: 8

Click "Print Label"

Print Label						Save Notes
Label #	Barcode ID	Library	Printed?	Select/Deselect	Notes	
1	033062180601001	American Baptist College	Yes	<input type="checkbox"/>		
1	033126180601001	Beersheba Springs Public Library	Yes	<input type="checkbox"/>		
2	033126180601002	Beersheba Springs Public Library	Yes	<input type="checkbox"/>		
3	033126180601003	Beersheba Springs Public Library	Yes	<input type="checkbox"/>		
4	033126180601004	Beersheba Springs Public Library	Yes	<input type="checkbox"/>		
5	033126180601005	Beersheba Springs Public Library	Yes	<input type="checkbox"/>		
6	033126180601006	Beersheba Springs Public Library	Yes	<input type="checkbox"/>		
1	033213180601001	Auburntown Branch Library	No	<input checked="" type="checkbox"/>	Enter notes here!	

- **Helpful Tip:** when printing multiple labels, use the Select/Deselect button to checkmark all labels that have NOT been printed. Labels that have already been printed cannot be selected again. If a user needs to reprint a label, refer to section 5 of this guide for instructions on reprinting.

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

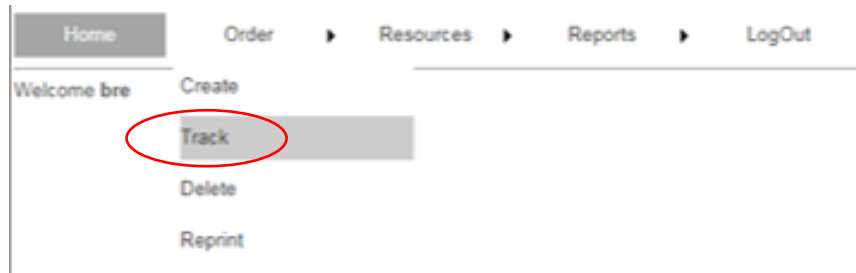


- Once ready to print, select **“Print Labels”**. Users can print 6 labels per page. Labels will fit both small and large pouch windows. Please cut or fold along the perforated lines to ensure the label is displayed in its entirety.
- When user is finished printing, select **“Complete”** and you will be returned to the **“Create”** page.

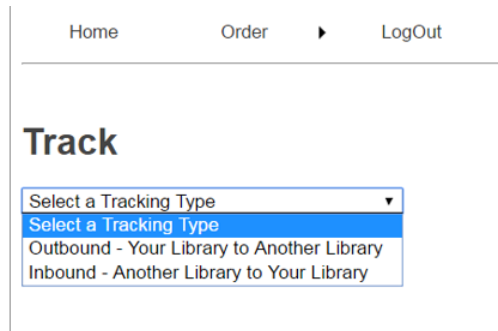
IMPORTANT: Once a user prints a label, the Barcode ID is sent to the courier. If labels are created and **NOT** printed prior to the scheduled pickup window, **they will be automatically deleted from the system.**

SECTION 3: 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 several ways to filter your search when tracking a shipment:
 - **By Date** – enter a date range to search for all outbound shipments from your Library (default date range is today’s date).
 - **By Library** – users can view all shipments to a selected library for any given date range.
 - **By Barcode** – enter a unique barcode to see its current status.
 - **By Status** – users can track shipments based on their current status (default view is Pending, Pickedup and Delivered; Deleted labels can be viewed as well if selected).

Track

Outbound - Your Library to Another Library ▾

Outbound

Filter

From Date	Through Date	To Library	Status	Barcode ID
<input type="text" value="05/30/2018"/>	<input type="text" value="05/30/2018"/>	<input type="text" value="All Libraries"/>	<input checked="" type="checkbox"/> Pending <input checked="" type="checkbox"/> Pickedup <input checked="" type="checkbox"/> Delivered <input type="checkbox"/> Deleted	<input type="text"/>

Select a date range.
Dates refer to the
scheduled ship date

Enter barcode ID to
search for a specific
shipment

Filter by current
shipping status

Track

Outbound - Your Library to Another Library ▾

Outbound

Filter

From Date	Through Date	To Library	Status	Barcode ID
<input type="text" value="05/30/2018"/>	<input type="text" value="05/30/2018"/>	<input type="text" value="All Libraries"/>	<input checked="" type="checkbox"/> Pending <input checked="" type="checkbox"/> Pickedup	<input type="text"/>

Labels

[Status](#) [Barcode](#) [Library](#) [From](#) [Pickup Window](#) [Pickup](#)

Use drop down
to select a
specific library
(default is ALL
libraries)

- All Libraries
- Altamont Public Library
- American Baptist College
- Anna Porter Public Library
- Ardmore Public Library
- Art Circle Public Library
- Auburntown Branch Library
- Audrey Pack Memorial Library
- Austin Peay State University
- Avoca Branch Public Library
- Bean Station Public Library
- Beene Pearson Public Library
- Beersheba Springs Public Library
- Belmont University
- Benton County Public Library
- Blaine Public Library
- Bledsoe County Public Library
- Bloomington Branch Library
- Blount County Public Library
- Bolivar-Hardeman County Library

- Once a user has determines which 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.
 - **Ship Date** – the scheduled pickup day.
 - **Barcode** – unique label identifier.
 - **Pickup Time** – schedule ship date/time.
 - **Pickedup** – date/time stamp from the driver’s scanner.
 - **Delivery Time** - expected delivery date/time.
 - **Delivered** – date/time stamp from the drivers’ scanner.
 - **Notes** – notes created by the shipping library.

Track

Inbound - Another Library to Your Library ▾

Inbound

Filter

From Date	Through Date	From Library	Status	Barcode ID
<input type="text" value="5/13/2018"/>	<input type="text" value="6/9/2018"/>	<input style="border: none;" type="text" value="All Libraries"/>	<input checked="" type="checkbox"/> Pending <input checked="" type="checkbox"/> Pickedup <input checked="" type="checkbox"/> Delivered <input type="checkbox"/> Deleted	<input type="text"/>

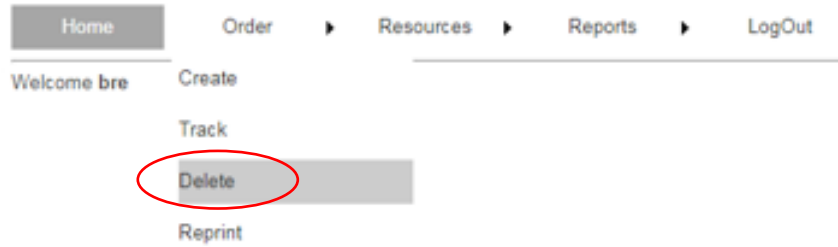
All tracking detail can be downloaded as a csv file

Labels Total: 6

Status	Barcode	Library From	Pickup Time	Pickedup	Library To	Delivery Time	Delivered	Notes
Delivered	059033180530001	Kingston Public Library	05/22/18 13:15	05/22/18 08:30:29	Brentwood Library, The	05/23/18 13:15	05/23/18 11:10:15	
Delivered	059033180530002	Kingston Public Library	05/22/18 13:15	05/22/18 08:30:29	Brentwood Library, The	05/23/18 13:15	05/23/18 11:10:15	
Delivered	059033180530003	Kingston Public Library	05/22/18 13:15	05/22/18 08:30:29	Brentwood Library, The	05/23/18 13:15	05/23/18 11:10:15	
Delivered	059033180530004	Kingston Public Library	05/22/18 13:15	05/22/18 08:30:29	Brentwood Library, The	05/23/18 13:15	05/23/18 11:10:15	
Delivered	059033180530005	Kingston Public Library	05/22/18 13:15	05/22/18 08:30:29	Brentwood Library, The	05/23/18 13:15	05/23/18 11:10:15	
Delivered	059033180530006	Kingston Public Library	05/22/18 13:15	05/22/18 08:30:29	Brentwood Library, The	05/23/18 13:15	05/23/18 11:10:15	

SECTION 4: 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

Delete

Ready For Label Removal

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

tennshare.expakship.expaklogistics.com says

Are you sure?

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

Delete Label

Barcode ID

Successfully marked label as deleted

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

SECTION 5: 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 the **Barcode ID** and clicking **“Reprint”**.

Re-Print Label

Barcode ID

851170627001

Re-Print 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 scheduled for pickup and delivery on a daily basis

Label Count Report

Filter

From Date	Through Date
5/1/2018	6/9/2018

Search Reset

Data

Export CSV

PickupPieces	DeliveryPieces	Delivery	StopDate
0	6	Brentwood Library, The	05/23/18
15	0	Brentwood Library, The	06/01/18

- **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 (less closures and holidays) and an average number of scheduled pickups and deliveries per day.

Label Count Summary - Library

Filter

From Date	Through Date
5/1/2018	6/9/2018

Data

PickupPieces	DeliveryPieces	Delivery	ServiceDays	PickupAvg	DeliveryAvg
15	6	Brentwood Library, The 2	7.50	3.00	