On-line Service User Guide

     Since late 2004, First Choice Courier has offered our Winnipeg customers a convenient on-line service that allows them to order a courier with their internet browser. If you can use a computer, on-line ordering is quicker than using the phone! Features include order tracking, an addressbook of your delivery locations, access to detailed delivery reports and account records. In order to use this service, you must have a current account with us. Please contact our office at 661-3668 to setup your on-line account.

Follow the simple steps to begin using our on-line service.

Step 1 – Access our Web Site

Use your web browser and go to **http://firstchoicecourier.ca** . To place an order or to access other features, click the Login button located at the top or bottom of any page on our site.

Step 2 – Login

For convenience we recommend adding our Login page to your Favorites list (Bookmarks).
Enter your Account #, WebID and Password, then click the Login button.
Please Note! Each person in your company that uses this on-line service should have their own unique WebID. See the end of this guide for more about multiple users with their own WebID.

A successful login takes you directly to the New Order form, where you can order a courier. You'll also have access to Order Tracking, order Search, the Addressbook, and your account Reports.

Optionally you can place a check mark next to "Save account & user id on computer". This setting will remember the first two fields and you will only be required to enter your password in the future. (If cookies are disabled or deleted in your browser settings, this feature will not work.)

Keep unauthorized people out of your account. Protect your Login information.

The Order Form

The order form is used to input your pickup and delivery information. Familiarize yourself with the layout and proceed to step 3.

1 **Addressbook filter**
All saved company names and addresses are displayed in the drop down list by default. If a letter is selected, for example M, then only company names beginning with M will appear in the drop down list. See number 7 about saving locations.

2 **Populate Location fields button**
This button inserts the selected company name and address in the Location fields. The button on the left populates the Pick Up fields and the button on the right populates the Deliver To fields. Use the drop down list (#12) between these buttons to select a location from the addressbook.

3 **Pick Up Location information**
This is where the pickup is to be made. Location (alias) is the company name.

4 **Order Information**
By default, the current date and time appear here. If you're placing an order at 9 am but the pickup won't be ready until 10 am, change the ready time accordingly. Select the service type you require, e.g. regular, rush, etc. Select the vehicle type required. If shipping items weighing more than a few pounds, change the weight accordingly. Insurance, declared value and department are not required fields.

5 **Package Information**
Provide the quantity of individual items in your shipment. Be sure to fill in the total pieces. Depending on your shipping needs, the Packages section may not include all package types shown here.

6 **Deliver To Location information**
This is where the delivery is to be made. Location (alias) is the company name.

7 **Add Location to Addressbook checkbox**
Insert a checkmark here to add the location information to the addressbook. Note that the pickup and delivery location each have a checkbox. The addressbook is updated when the order is submitted.

8 **Reference**
You can type your own reference number, invoice number or info here. This info appears on your statement and can also be searched.

9 **Comments**
Special instructions pertaining to your delivery. For example, deliver to south side door.

10 **Quick Order button**
This button sends the information entered directly to our dispatch system. The next screen you'll see is an on-line waybill, which is confirmation that we've received your order. To place another order, use the new order link on the waybill page.

11 **Continue button**
Once you've completed all the necessary information, clicking Continue instead of Quick Order will allow you to review the information and in some cases the charges before submitting the order to our dispatch system. If editing is required, you can return to the previous screen or you can submit your order to our dispatch system by clicking the Complete button.

12 **Addressbook drop-down list**
Select a location that has been saved to the addressbook from the drop-down list, then click a populate button.

Step 3 – Pick Up, Delivery and Order Information

Fill out the order form with the pickup and deliver to information. The pickup location is on the left side of the form and the deliver to location is on the right. Make changes in the Order Information and Package fields as required.

Add Location information to the Addressbook.
Just place a checkmark in the spot next to the phone number as shown, and the address information will be added to the addressbook once the order has been submitted. The next time you have a delivery to the same location, simply select it in the drop down list, then click the populate fields button as shown below.

There are two populate buttons. The one on the left inserts the selected information in the Pick Up location and the one on the right (shown here) inserts the information in the Deliver To location.

Step 4 – Submit the Order

Once all the necessary information has been entered, check for any typos and errors. Submit your order to our dispatch system by clicking the Quick Order button. If you want to know the charges before submitting the order, click the Continue button instead.

If you click Continue, you can review the order details and in some cases the charge that will be applied to your order. The final charge is determined by the type of service, number of pieces, waiting time and other factors. If you want to change something, click the Previous button to return to the order screen. If you're ready to submit the order, click the Complete button.

Order Confirmation

When our dispatch system has received your order, you'll see an on-line waybill on your screen. This is confirmation that we have your order. You can print the waybill if you require a paper copy of the order or simply finish. Each order is assigned a unique order number, for example 598873. Use the order number when referring to the order. You're done!

Important!
**If you don't see a waybill similar to this after submitting your order,
we did not receive your order!**

To place another order, click the New Order link at the top of the page.

Order Tracking

To view the delivery status of current orders, click the **Order Tracking** tab. Completed orders are usually removed from the Order Tracking screen on the following business day. To view details of an old order, use the Search tab instead.

ORDER TRACKING

3 Records (Page 1 of 1)

Show All Orders

Records per page: 10   Go

Order #	Order Date	Ordered By	Service Type	Pick Up From	Deliver To	Status	Reference	Pick Up Time	Delivery Time	POD
601638	01/21/10 12:05	Jan	Regular	A. Sample & Co.	Another Company Ltd.	Open				
601408	01/21/10 09:07	Tami	Regular	A. Sample & Co.	Acme Corporation	Picked up		09:52		
601339	01/21/10 08:01	Bill	Rush	Post Office	A. Sample & Co.	Delivered		08:36	09:12	

The Status of an order can be:
Open – The order has not yet been assigned to a driver.
Dispatched – A driver is en route for the pickup.
Picked Up – The order is en route to the delivery location.   Pick Up and Delivery
Delivered – The order has been delivered.   times may be approximate.
Cancelled – The order has been cancelled.

To view the Order Details, click the **order number** in the **Order #** column on the left side of the screen shown above.

ORDER DETAILS

Order #601408

| PICK UP | A. Sample & Co Ltd.
444 Fourth St.
Winnipeg, MB R2R 2R2
Canada
No Contact Specified
P:
F: | Another Company
1000 Another Way
Winnipeg, MB R2R 1R1
Canada
No Contact Specified
P:
F: | DELIVER TO |

Order Information

Pick Up Date:	1/21/2010	Ready Time:	09:07	Service:	Regular	Vehicle:	Car
Delivery Date:	1/21/2010	Deliver By:	12:07	Insurance:	NO	Declared Value:	$0.00
Status:	Picked Up	Picked Up:	1/21/2010 09:52	Delivered:		Waiting Time:	0 min.
Weight:	20 Lbs	Reference:					
Ordered By:	Tami	Department:					
POD:							

Packages   **Comments:**   **Charges**
Box(es)   1   Subtotal: $8.65
                                        Discount: $0.00
                                        GST (5.00%) $0.00
                                        Total: **$8.65**

return to the Order Tracking screen ➝ **OK**
show waybill for this order on the screen ➝ **Reprint Waybill**
place a new order with identical information ➝ **Duplicate**

OK, Reprint Waybill and Duplicate buttons

OK - The OK button returns you to the Order Tracking screen.
Reprint Waybill - The Reprint Waybill button will display the on-line waybill for this order on your screen.
Duplicate – **Beware! Clicking this button sends a new order to our dispatch system.** The Duplicate button can be used to place a new order using the same order information shown, except that the date and time are current.

Cancelling an Order

Time is of the essence when cancelling an order, so the best way is to phone our office and speak to a customer service rep. Orders can also be cancelled on-line through Order Tracking if they have an Open or Dispatched status. Click on the order number you want to cancel in the Order # column. When you have the order details, click the Cancel Order button. The order status will now read Cancelled. The cancel button is unavailable when the status of an order is Picked Up or Delivered.

ORDER TRACKING

New Order   **Order Tracking**

Logged in as Bill

Show All Orders

Order #	Order Date	Ordered By	Service Type	Pick Up From	Deliver To	Status	Re
598873	01/14/10 00:06	Bill	Regular	A. Sample & Co.	Test Five Co.	Cancelled	

Tabs

New Order Click this tab to go to the New Order screen.

Order Tracking Used to view the details and delivery status of a recent order. An order with an Open or Dispatched status can be cancelled If necessary by going to the Order Details.

Addressbook Save your fingers and do less typing. Make a point of adding locations to the addressbook. We recommend you occasionally check for and delete any duplicate entries and edit typos. Contacts can also be added or removed within a company in the Addressbook. See the section below on Contacts for more information.

Search Use this function to find calls by order number, date, pickup or delivery location and more. We maintain a minimum of six months prior orders that can be searched. In the event you need information on an even older call, please contact a customer service rep.

Reports Here you can view detailed invoices from your account.

Admin This area provides information about the main contact person. This is typically the person that sets up the on-line account.

Logout Clicking this tab takes you to the Login page.

Account Records

Detailed invoices from your account can be viewed via the Reports tab. Click an invoice number and a PDF version of the invoice will download to your screen. It can easily be printed or saved to your computer.

Contacts

A contact name helps our driver to find the person that knows about the pickup order. The person likely to deal with our driver should be listed as the contact. In some cases, it helps to have a contact name at the delivery location also.

There can be several different contact people using this service within a company. Contact names can be typed in when needed or you can build a list of contacts. To manage contacts, open your company in the Addressbook.

 If a location has more than one contact person, the contacts icon on the New Order page will appear in colour, as shown here. To change the contact name, click the contacts icon and select a name from the list that appears. If there is only one or no contact names listed in a location, the icon will appear gray.

Multiple Users With Their Own WebID

A WebID identifies a particular user when logging in. When logged in, your name appears in a spot that reads "Logged in as *Name*". Delivery records will show that this person placed the order. If a company has more than one person that orders couriers, for example, a receptionist and a shipper, each can login with their own personal WebID. Using your own WebID will show your name as the person who placed the order. To setup additional users with their own WebID, please contact a customer service rep.

Service Alerts!
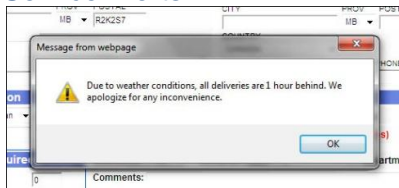
Occasionally, due to circumstances beyond our control, we are unable to guarantee normal service times. When this is the case, you'll see an alert prompt when you enter the New Order screen. It tells you if we're experiencing a disruption in normal service times. Click OK to continue.

Poor weather will naturally slow things down, and sometimes other factors are responsible. Rest assured that we'll make every effort to keep things flowing smoothly.

If you have any questions about our on-line service, please call our office at 661-3668 or email info@firstchoicecourier.ca