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Introduction

GPX Online Quick Reference Guide

The quick reference guide is a condensed version of the Greyhound PackageXpress User Guide. This guide will take you through the steps to place orders online, track their progress and delivery once the order has been placed, maintain address books, and order history information to make expedited shipping tasks as easy as possible.

User Guide Online:
The complete Greyhound PackageXpress User Guide is also available online at www.shipgreyhound.com.

Security
The Greyhound PackageXpress® web server is a secure site for all online transactions. The secure site at www.shipgreyhound.com is marked by a Gold Key (Netscape®) or by a Gold Lock (Internet Explorer®) that indicates transactions on the “GPX Online” system are secure as they pass over the Internet.

Greyhound uses encryption software from VeriSign®. VeriSign is the industry leader in secure site software technologies.
**Internet Browsers**

For details on the minimum requirements, please refer to the *Introduction* chapter of the Greyhound PackageXpress User Guide.

---

**Icon Legend**

Below is a legend of icons and their explanation used within the Greyhound PackageXpress site.

<table>
<thead>
<tr>
<th><strong>Buttons</strong></th>
<th>The name displayed on the button indicates what action is taken when the button is clicked.</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Button Icons" /></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Calendar Icon</strong></th>
<th>Clicking the Calendar icon opens the calendar window. From the Calendar Window, click on a specific date. The Date is then properly formatted and placed in the Date field the icon is located next to.</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Calendar Icon" /></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Check Boxes</strong></th>
<th>Check boxes activate or deactivate a specific item.</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Check Box Icons" /></td>
<td></td>
</tr>
<tr>
<td><strong>Clock</strong></td>
<td>Clicking the Clock enters the current Date and Time, properly formatted, in the Date and Time fields the icon is located next to.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>Drop Down Button</strong></td>
<td>A Drop Down button opens a list of options to select from.</td>
</tr>
<tr>
<td><strong>Field</strong></td>
<td>Fields are used to type in specific information or data for a shipment.</td>
</tr>
<tr>
<td><strong>Link</strong></td>
<td>The link name displayed indicates what action is taken when the link is clicked.</td>
</tr>
<tr>
<td><strong>Navigation Tabs</strong></td>
<td>Navigation tabs are used to quickly go to a specific area of the site.</td>
</tr>
</tbody>
</table>
Radio Button

Radio buttons select a specific choice/selection, when more than one option is available. For example, selecting a schedule or service type.

TAB Key

Press the TAB key to quickly navigate from field to field on a screen.

Holding down the SHIFT key while pressing the TAB key, moves the cursor back one field each time the TAB key is pressed.
Chapter 1

PackageXpress® Login

1. Double-click the shipgreyhound.com shortcut icon on your Desktop.
   
   **Note:** If you have not created a shortcut to the Greyhound PackageXpress online site, refer to Appendix C - Creating a Shortcut in the Greyhound PackageXpress User Guide.

2. Type the **User ID** and **Password** provided to you by Greyhound.

   **Note:** If you do not have a User ID or Password, contact the GPX Sales and Customer Support Center at 866-SHIP-GPX (866-744-7479) for assistance.

3. Click the **Log In** button.

4. If you have multiple shipping accounts, the **Account Number** screen appears. Select an account number from the drop down list to proceed to the **Create Order** screen.

   — For multiple account number instructions, refer Chapter 1 in the PackageXpress User Guide.
   
   — For single account number users, proceed to Chapter 2 of this Quick Reference Guide.
Chapter 2

Create an Order - Shipment

This chapter covers the steps to complete the:

- Billing Account section
- Origin section
- Destination section
- Deadline Information section
- Packages section
- Continuing with the Shipment
- Saving the Shipment Information

Billing Account Section

The Billing Account information appears with account number and company name.

1. Verify the Paid By, Account Number and Company Name are correct. If the Billing Account information is correct, proceed to Step 3.
2. If the shipper is not paying for the shipment, click the Paid By drop down button to select another option for payment.

   - There are two other Paid By options available in the drop down menu:
     - Consignee
     - Third Party

   **Note:** Shipping Freight Collect is not currently available for online orders. If you need to ship freight collect, please discuss this with your Sales Representative.

**Origin Section**

The origin section of the Create Order: Shipment screen is automatically populated with your default origin location.

3. If the origin address for the shipment is the same as the default address, skip to the Destination section of this chapter.

4. If the origin address for the shipment will not be shipped from the default address, there are three ways to enter the non-default origin information:

   a) Type the Location Code of the Origin and press TAB to auto-populate the origin fields for locations that have been entered into your address book.
b) Click the Search link to the right of the Location Code field to look up location codes in your address book.

**Note:** For detailed instructions and tips using the Search function, refer to Chapter 2 in the PackageXpress User Guide.

— Double-click the Code Number or Name and the origin information auto-populates. This automatically returns you to the Create Order: Shipment window.

![Code table]

**Note:** Location codes can be numeric or alpha.

c) For new addresses, delete the existing location code in the Location Code field and press TAB.

— Type over the default data in the fields that require changing.

5. Click in the Pickup Instructions field and type any special instructions needed for the delivery.

6. Select any special handling options required for the shipment.

7. If courier pickup is not required, click the Shipper to Drop Off at Station, No Courier Pickup check box.
**Destination Section**

Use the instructions that follow to complete the *Destination* section of the order form.

8. Destination information is entered similar to how the origin information was entered. There are three different methods.

   a) Type the **Location Code** of the destination city you are shipping to.

      — Press **TAB** to auto-populate the destination fields for locations that have been entered into your address book.

   b) To look up location codes in your address book, click the **Search** link to the right of the *Location Code* field.

**Note:** For detailed instructions and tips using the *Search* function, refer to Chapter 2 in the *Greyhound PackageXpress User Guide*.

      — Double-click the **Code Number** or **Name** and the origin information auto-populates. This automatically returns you to the *Create Order: Shipment* window.
c) If applicable, delete the location code in the Location Code field and press the TAB key.

— Type the recipient’s information in the required fields.

8. Click in the Delivery Instructions box and type any special delivery instructions if applicable.

   **Note:** If a signature is **not** required, click the Signature Required check box to remove the check mark.

9. Select any special handling options required for the shipment.

10. If courier delivery is **not** required click the Consignee Pick-up at Station, No Courier Delivery check box.
Deadline Information

Scroll to the Deadline Information section of the order form.

Note: All times should be entered in a 24-hour (hhmm) format. For example 1:05PM would be typed as 1305.

Shipment Ready Date & Time

In the Shipment Ready section, the Earliest mm/dd/yyyy and Time fields default to the current date and time. If your shipment will not be ready for pick-up until a later date and/or time, the default information must be changed.

To change the Earliest ready date and Time, follow these instructions:

11. Click in the Earliest mm/dd/yyyy field and type the correct shipment ready date (mm/dd/yyyy).

Note: If bringing the shipment to the counter, make the Shipment Ready date and time, the date and time the shipment will arrive at the counter. This lets the system select schedules based on selected date and time.

12. TAB to the Earliest Time field and type the Shipment Ready Time using a 24 hour time format (hhmm).
**Close Time (Optional)**

The *Close Time* field should **only** be used if you have a “latest” time a shipment can be picked up. Repeat Steps 10 and 11 for the *Close Time* fields.

**Note:** If an optional close time date is entered, a close time must also be entered.

**Shipment Delivery(OPTIONAL)**

---

**Shipping Tips:**
For the fastest delivery, 
leave the *Shipment Delivery(OPTIONAL)* fields blank (Steps 14-16).

---

**Note:** To avoid after hour or weekend delivery charges, select an At time between 8AM and 5PM, Monday through Friday.

To select an optional shipment delivery date and time:

13. Repeat Steps 11 & 12 for the *Shipment Delivery(OPTIONAL)* fields.
Packages

Scroll down to the Packages section and complete the information regarding the package dimensions and weight. These are required fields to process the shipment.

Package Details

Enter the quantity of packages in the shipment.

14. **TAB** to or click in the *Quantity* field. Type the number of packages in the field.

   **Note:** If multiple packages have the same dimensions, weights, and values, enter the number of packages that are the same in the *Quantity* field. For example, if you are shipping 3 packages that are each 10”x12”x14” and weigh 20-lbs each, then type 3 in the *Quantity* field.

---

**Shipping Tips:**
See Step 27 to add additional packages to the shipment that are of different sizes and/or weights.

---

15. **Type** the *Est. Length, Width, and Height* in the appropriate fields.
16. **Type** the *Estimated Weight* of each piece in the *Est. Weight* field.
17. **Type** the *Dollar* value for each piece in the *Value* field.
18. **Type** a brief *Content Description* of the shipment in the *Content Description* field.

---

**Shipping Note:**
Add Additional Packages to a Shipment

To add additional packages that are different in length, width, height or weight to a shipment refer to the *Add Additional Packages to a Shipment* section in Chapter 2 of the *Greyhound PackageXpress User Guide*.

**Other Weight & Value Entry Types (Optional)**

For other entry types, refer to Chapter 2 in the *Greyhound PackageXpress User Guide*.

**Continuing the Shipment Order**

To continue the shipment order:

19. Click **Next** near the bottom of the screen.

**Order Errors**

If any of the required fields are incomplete, in the wrong format, or exceed Greyhound’s weight or value limits, an error message will appear at the top of the *Create Order: Shipment* window with the necessary adjustments listed.

- Refer to Chapter 2 of the *Greyhound PackageXpress User Guide* for additional details on order errors.
Chapter 3

Routing Your Shipment

When the Create Order: Route window appears, the first area on the screen is the optional Filter section. The optional Filter section allows you to further refine your service type or deadline information if needed. By entering some filtering information, the schedules that meet that filter criteria appear.

- For Filter details refer to Chapter 3 in the Greyhound PackageXpress User Guide.

Select Service Type

To proceed with the shipment you must select a service (schedule).

Select a service by:

1. Clicking the corresponding Radio Button in the left most column, of the service you want to use.

Notes & Legend (Information Only)

The icons in the Legend area correspond with the icons in the Notes column. The icon’s meaning provides additional information about a specific service. This is a non-interactive section of the screen and is only used for information in selecting a service (schedule).
Customer Price Detail (Information Only)

The Customer Price Detail area is a breakdown of the shipment cost for the schedule (service) selected. This is a non-interactive portion of the screen and for information purposes only.

<table>
<thead>
<tr>
<th>#</th>
<th>Description</th>
<th>Actual</th>
<th>Included</th>
<th>Charged</th>
<th>Unit</th>
<th>Rate</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Base Charge</td>
<td>20.0</td>
<td>0.0</td>
<td>20.0</td>
<td>lbs</td>
<td>$1.975</td>
<td>$39.50</td>
</tr>
<tr>
<td>2</td>
<td>Declared Value Charge</td>
<td>25.0</td>
<td>0.0</td>
<td>25.0</td>
<td>USD</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>3</td>
<td>Base Pick up Charge</td>
<td>6.92</td>
<td>0.0</td>
<td>6.92</td>
<td>miles</td>
<td>$2.6012</td>
<td>$18.00</td>
</tr>
<tr>
<td>4</td>
<td>Base Delivery Charge</td>
<td>0.35</td>
<td>0.0</td>
<td>0.35</td>
<td>miles</td>
<td>$51.4286</td>
<td>$18.00</td>
</tr>
<tr>
<td>5</td>
<td>Additional Mileage-Pick up</td>
<td>6.92</td>
<td>6.92</td>
<td>0.0</td>
<td>miles</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>6</td>
<td>Additional Mileage-Delivery</td>
<td>0.35</td>
<td>0.35</td>
<td>0.0</td>
<td>miles</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>7</td>
<td>After Hours</td>
<td>1.0</td>
<td>0.0</td>
<td>1.0</td>
<td>units</td>
<td>$20.00</td>
<td>$20.00</td>
</tr>
<tr>
<td>8</td>
<td>Additional Piece(s)</td>
<td>1.0</td>
<td>1.0</td>
<td>0.0</td>
<td>units</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>9</td>
<td>Fuel Surcharge</td>
<td>95.5</td>
<td>0.0</td>
<td>95.5</td>
<td>USD</td>
<td>$0.0452</td>
<td>$4.32</td>
</tr>
</tbody>
</table>

2. Once you have selected a service type, click the Next button to continue with the order shipment.

Create Order: Placement

At the Create Order: Placement screen you can select the Established Account payment Radio Button option or enter the credit card information for payment.

Note: The Credit Card payment option is currently not available. When the credit card payment is available, refer to the Greyhound PackageXpress User Guide for detailed instructions.
**Payment - Established Account**

Selecting the *Established Account* option will bill the shipment to the account number that appeared in the *Account #* field in the *Create Order: Shipment* window.

Select *Established Account* payment method by:

1. Clicking the *Established Account Radio Button*. This is the default payment method.
   - This is all that is required in the *Payment* section of the screen.

**Payment - Credit Card**

*Note:* The Credit Card payment option is currently not available. When the credit card payment is available, refer to the *Greyhound PackageXpress User Guide* for detailed instructions.

**Notifications (Optional)**

In the *Notifications* section you can select the method of notification from the *How* drop down list. Email notifications can be edited on an order-by-order basis. If your account includes a notification in *Customer Setup*, that notification is your default in the *Notifications* section.

- To add or edit a *Notification* refer to Chapter 3 in the *Greyhound PackageXpress User Guide*. 
Place Order

To finalize the shipment order and generate *Tracking* and *Order* numbers:

1. Click the **place order>>** button.

   **Note:** Any errors will be indicated by red asterisks.

   — The shipment *Tracking* and *Order* numbers appear on the Confirmation screen.

   — The screen contains links to review or print your shipment documents and to check the status of the shipment. Refer to *Appendix A - Printing and Viewing Documents* in the *Greyhound PackageXpress User Guide*. 
Chapter 4

Tracking an Order

Tracking a Shipment

The Package Tracking option, allows a user to track and check the status of a shipment.

At the Greyhound PackageXpress home page:

1. Click the Track tab.
   - There are three different options available to track a shipment.
   
   Note: Refer to Chapter 4 in the Greyhound PackageXpress User Guide for additional details.

Tracking & Order Number

Follow these steps to track by the Tracking or Order number.

1. Type the shipment’s Tracking or Order number in the appropriate field.

2. Click the appropriate Track button (Tracking # or Order #) and the Tracking Information screen appears.

Track All Orders

Use the Click here to track all your orders link on the Package Tracking screen to track all orders.

At the Package Tracking screen:

3. Click the Click here to track all your orders link.
4. Type a **Beginning Date** (mm/dd/yyyy) in the *From* field.
5. Type an **Ending Date** (mm/dd/yyyy) in the *To* field.

6. Click **Search** near the bottom of the screen.
   - Orders in the specified date range will appear at the bottom of the screen.

7. Click on the **Order Number** to view the order details.
8. Click the browser’s **Back** button to return to the *Package Tracking* page.

   - Use the tabs at the top of the page to navigate within the Greyhound PackageXpress site or click the **Close** button to close the browser.

**Note:** Refer to Appendix B in the *Greyhound PackageXpress User Guide* to use the *Tracking Information* menus.
Chapter 5

**My Account**

The *My Account* allows a user to modify their account information. The *My Account* screen is divided into three parts.

- Edit Profile
- Address Book
- Order History

**Access My Account**

To edit your account information:

1. Click the *My Account* tab near the top of the screen.

**Edit Profile**

The *Edit Profile* option is an easy method of updating your profile information, including your phone numbers, address, user id and password.
To edit your profile:

1. Click the **Edit Profile** icon.

**Password**

To change your **Password**:

1. Click the **Old Password** field, then type your **Current Password**.
   
   **Note:** Passwords are not visible when typing.

2. **TAB** to the **New Password** field, then type in your **New Password**.

3. **TAB** to the **Confirm Password** field and re-type your **New Password**.

If you have completed your updates, skip to the **Submit** section of this chapter.

**Personal Information**

You may change some or all of the information in the fields. If the information does not need updated press **TAB** to skip over that field and continue to the next field.

**Name/Company**

To change your name or the company name:

4. Use the **TAB** key and move the desired field. Type the new information in the field.
**Note:** Refer to Chapter 5 in the *Greyhound PackageXpress User Guide* for detailed descriptions of each field.

**Submit**

For any changes to be saved, you must submit the changes.

To update and save (submit) your changes:

5. Use the scroll bar or **PgDn** (page down) key to navigate to the bottom of the screen.
6. Click **Submit**.

**Address Book**

Your personal address book maintains all shipping addresses to speed order completion. You can add new address or update existing address by using the *Address Book* option.

To add to or edit your *Address Book* information:

1. Click the **My Account** tab near the top of the screen.
2. Click the **Address Book** icon.

There are two options at the *Address Book* screen.

- Create a new entry
- Update an existing entry
This quick reference guide will focus on creating a new entry. Access and updating an existing entry is similar and will be covered later in this section.

Create New

To create a new entry:

3. Click the Create New link.

Note: Red asterisks are required fields and must be filled in.

Shipping Address

Location Code Maintenance

4. TAB to the Location field. Type a Location Code in this field.

Note: Refer to Chapter 5 in the Greyhound PackageXpress User Guide for specific requirements for location codes.

5. Click the Shared or Default optional check box.

- **Shared** - Check this box, if you want the address shared throughout the entire Greyhound PackageXpress system. This option should **not** be used by individual accounts.

- **Default** - Check this box if this is your default pick-up location.
6. **TAB** to each field and type the appropriate information.

   **Note:** Refer to Chapter 5 in the *Greyhound PackageXpress User Guide* for a detailed explanation of each field.

7. Click **Save** to accept the new entry into your *Address Book*.

To sort your address book:

1. Click the **Column Title** to sort the *Address Book* by that column.

   * A red triangle appears, which allows you to flip sorting order of that specific column (alphabetically or numerically).

---

**Edit Existing Entry (Address)**

As stated earlier in this section, editing an existing entry is similar to creating a new entry.

To edit an existing entry:

1. Click the **Address Book** icon.

2. Double-click a row to open the edit window.

   **Note:** Except for the *Remove* button, this is the same window used to create a new entry (address) earlier in this chapter.

To edit an entry:

1. **TAB** to each desired field, then type or select from a list, the new information for that field.
2. Press **Save** at the bottom of the window to accept and save the new information.

**Delete an Entry (Address)**

To remove an entry (address) from your *Address Book*:

1. Click the **Address Book** icon.
2. Click to highlight the row (address) to be removed.
3. Click **Remove** at the bottom of the window to remove (delete) the entry.
   - The *Shipment Address* window re-appears with the address removed from the list.

**Order History**

*Order History* is a summary of your shipping history, along with the ability to view and print receipts and shipping labels. You can also access active orders to view their real-time status.

To add to or edit your *Address Book* information:

1. Click the **My Account** tab near the top of the screen.
2. Click the **Order History** icon.

**Order Search**

1. Refer to the *Track Orders* section in Chapter 4. For more detailed instructions, refer to Chapter 4 in the *Greyhound PackageXpress User Guide*.
Cloning An Order

Cloning allows you to clone (copy) all or parts of a previous order and use it for new orders. The Greyhound PackageXpress system generates a new order number and tracking numbers for each shipment.

To clone an order:

1. Click the **Clone** link of the order you want to clone.
   
   **Note:** In most cases, you will need to use the horizontal (bottom) scroll bar and scroll to the right to view the clone link.

2. Click the check box for each part of the order information you want to clone.
   - You can select one, all or a combination of items to clone.

3. Click the **Swap Pickup/Delivery Check Box** to switch the origin and destination information.
   - This is useful if a customer needs the package or a different package (of the same size, weight, etc.) returned back.
4. Click **Clone Order**.

5. Refer to *Create Order Shipment* in Chapter 3 to create the new shipment.

   **Note:** For more detailed instructions, refer to Chapter 3 in the *Greyhound PackageXpress User Guide*. 
Chapter 6

Quotes

Quotes allows you to view shipment quotes based on information entered into the Greyhound PackageXpress system without actually creating a shipment.

Note: Using the Quick Quotes window on the Home Page displays quotes based on retail rates. These rates are for non-registered customers and not Greyhound PackageXpress account customers.

There are two methods to obtain a quote:

♦ Using the Quote tab.
  — The Quote tab is used for packages that are not oversized.
♦ Using the Ship tab.
  — The Ship tab will allow you to retrieve a more accurate quote for packages that are oversized or the weight of the package is not proportional to its size.
  — The Ship tab can also be used to retrieve quotes on packages that are not oversized.

Note: Chapter 6 covers the steps using the Quotes tab. For steps using the Ship tab (oversized packages), refer to Appendix E - Alternate Quote Method in the Greyhound PackageXpress User Guide. For more detailed instructions, refer to Chapter 6 in the Greyhound PackageXpress User Guide.
1. Click the **Quote** tab on the top menu bar.

![Quote tab](image)

2. Click the **Expedited time-critical services** link.

![Expedited time-critical services](image)

**Origin Info**

3. Click the **Origin Zip** field and type the originating **Zip Code**.

4. If courier or delivery service is **not** required, click the **Shipper to Drop Off at Station, No Courier Pickup** check box.

**Destination Info**

5. Click the **Destination Zip** field and type the destination **Zip Code**.

6. If courier or delivery service is **not** required, click the **Consignee to Pick-up at Station, No Courier Delivery** check box.
Shipment Info

**Quote Note:**

For packages that are oversized or the weight of the package is not proportional to its size, please refer to Appendix E in the Greyhound PackageXpress User Guide to retrieve a more accurate quote.

7. Click the *Number of Pieces* field and type the *Number of Pieces* in the shipment.

8. **TAB** to the *Total Weight* field and type the combined *Total Weight* of the shipment.

9. **TAB** to the *Package Ready* date field and type the *Date* the package (shipment) will be ready or click the **Calendar** icon next to the field to select a ready date.

10. Click the *Time* field and type the *Time* the package (shipment) will be ready.

11. **TAB** to the optional * Deliver By* date field and type the *Date* the package (shipment) needs delivered by or click the **Calendar** icon next to the field to select a ready date.

12. Click **Submit**.

13. Click the **Radio Button** to view the charge details for each service.

14. Click the **Home** tab to return to the Greyhound PackageXpress *Home Page*. 