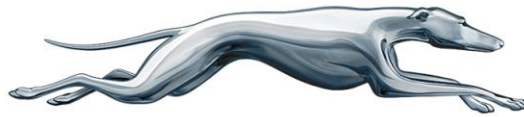


Account No **XXXXXX**  
User ID: **XXXXXX**  
Password: **XXXXXXXXXX**

Greyhound Package Xpress®  
**GPX Online**  
**Quick Reference Guide**



**PACKAGE  
EXPRESS**

**Online Customer Support**  
**Available 24/7**  
**(800)441-2368 or (800)739-5020**

Revision 1.0 (September 2013)

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This Quick Reference Guide contains basic instructions for each area of the GPX Online system. Detailed instructions can be found in the GPX Online User Manual.

### ***Login***

Type <http://www.shipgreyhound.com> in the *Address* Field and press **Enter**.

Click the *Login* Tab.

Enter the **User ID** and **Password** provided to you by Greyhound PackageXpress®. Click on the **Log in** Button.

The *Shipping* Window appears.

### ***Shipping***

The *Origin* Section of the *Create Order: Shipment* window will automatically populate with your default origin location. If the origin address for this shipment will be the default location proceed to the next section. If not you can fill in the origin information three ways:

- Type the **Location Code** of the Origin to enter an address from your address book.
- Search your address book for a **Location Code** from your address book.
- Delete any existing **Location Code** and hit **Tab**. Type over the default data in the *Origin* section.

Complete the box labeled *Pickup Instructions* with any special instructions.

Complete the *Destination* Section. The destination information can be entered in the same manner as the *Origin* section.

Complete the *Deadline Information* Section.

The *Shipment Ready* **Earliest** time will default to the current time. Please change it appropriately. The **Close Time** box should only be used if you have a “latest” time a shipment can be picked up. The *Shipment Delivery* Section is optional.

Complete the *Packages* Section. *Dimensions* and *Weight* are required Fields.

When you have completed the form click on the *Next* Button (**NOTE:** The Save Order button does not place the order, if only saves it for completion later.)

*Enter special delivery or additional contact information here.*

The *Create Order: Route* Window will appear.

- **Note:** The *Filter* section allows you to further refine your service type or deadline information if needed. It also provides a **Clear Deadlines** button to quickly get to routes that may be better suited for your shipment.

Select the service and route that best fits your needs by clicking on the appropriate row.

Click on the *Next* button to proceed.

The *Create Order: Placement* Window appears.

Review the information in the *Order Information* Section and the *Payment* Section.

Click the *Add* Button to add any additional notifications. Automated Voice Notification is NOT AVAILABLE at this time. Please do not select this method when placing an order.

**Warning: Selecting All customer events will result in a large number of notifications.**

Click the **Accept** box next to the *Service Guarantee & Disclaimer* box.

Click the *place order* Button at the top or bottom of the *Create Order: Placement* Window to complete your order.

The *Order Confirmation* Page will appear with your Tracking and Order Numbers. Please retain these number for future reference. You will print your Shipping Label and Delivery Receipt from this page.

Click on the *Documents* link to select which document you would like to print. Select the document type (Delivery Receipt or Shipping Label) and the format you will be printing.

Select the **Preview Selected Documents** link.

Select the Print icon to print.

### *Tracking your Order*

To track your order click the blue *Track* Tab at the top of the *Greyhound PackageXpress®* Window.

The *Package Tracking* Window will appear.

To track individual orders, enter the **Tracking Number** or the **Order Number** from your *Order Confirmation Page* and click the *Track* Button.

To track all of your GPX On-Line orders, click the *Click here to track all your orders* link. This will take you to the *Order Search Page*.

In the *Date Range* field, select the date range you want to search for.

Select **Search** at the bottom of the page and all of you current orders for the date range selected will appear.

Click on the **Order Number** to enter the order detail section for the selected order.

Select the light blue *Tracking* tab to view the tracking information for that order.

## *Address Book*

To enter a new, edit or remove a **location code** in your address book click the *Address Book* link on the *My Account* page.

Select the **Create New** link or double click on an existing location code.

For new location codes, assign a **location code** and complete the *Location Code Maintenance* screen. Click the **save** button.

**NOTE:** Location codes should be four to six characters. Please refrain from using four or five digit numerical codes as this could become confused with existing *Greyhound PackageXpress*® local counter location codes. Checking the **Shared** box will allow the entire GPX Online customer base to see and use your internal addresses.

To update an existing **location code**, double click on the existing **code** you would like to update and update the appropriate information. Click the **save** button.

To remove an existing **location code**, double click on the existing **code** you would like to remove. Click the **remove** button.

### *Order History*

This is the area you would go to to get a summary of your shipping history, along with the ability to view and print receipts and shipping labels.

Click the *Order History* link on the *My Account* page. The *Order Search* window will appear.

Adjust the date range you wish to perform the search for by clicking the calendars in the *Date Range* fields.

Fill in any appropriate information in the other fields.

Select the **Search** button.

Click on the **Order Number** link for the order you are searching for to enter the detailed screen for that order. You can also select the **Clone** button on the far right of each row to copy all or parts of an order for easier order entry.

From the detailed screen for each order you can view the following information by using the navigational tabs:

- Basics: Origin, Destination, Pick-Up and Delivery instructions, Notification and other basic shipment details.
- Items: Package quantities, sizes, weights, values and contents.
- Reference Field: Any internal reference number entered at the time the order was placed.
- Tracking: Current status of the shipment.
- Documents: Can be used to print shipping documents.

## *Quotes*

To obtain a quote using your GPX On-Line pricing, click the blue Quote Tab.

NOTE: Using the Quick Quotes Window on the Home Page will result in quotes at retail rates used for non-registered users. Customer-specific quotes should be obtained by logging in.

The *Quote* screen will appear.

Select the *Expedited time-critical services* link. The *Quick Quote* screen will appear.

Enter the Origin and Destination Zip Code. (**Note:** The *Shipper to Drop Off at Station, No Courier Pickup Box* and the *Consignee to Pick-up at Station, No Courier Delivery* boxes should be checked only if courier pickup or delivery is **not** required.

Fill in the *Shipment Info* fields as appropriate.

Click on the **Submit** box.

Detailed service and schedule, as well as summary pricing information will appear. Charges are detailed for each service (when selected) in the *Customer Price Detail* box below the service / schedule grid.

**Quote results are based on the customer information provided. Actual shipment charges may vary substantially based on factors such as actual weight, size, street address and other service-related items.**

When you have completed your quote, click the blue *Home* tab to return to the *Greyhound PackageXpress Home Page*.