

PrintSmith Vision Technology & Training Virtual Workshops

Question & Answers: Webinar 8, PSV ShipExpress

- Q. ***Can PSV ShipExpress be used to ship DHL GlobalMail Shipments.***
- A. Yes, PSV Shipexpress has the ability to ship DHL GlobalMail shipments. We do this through Endicia.com's services. *An Endicia subscription is required.
- Q. ***How do we ship using 3rd party account numbers?***
- A. Yes, PSV ShipExpress gives you the ability to ship with 3rd party account numbers. An address book can be setup within PSV ShipExpress can be setup to hold the 3rd party accounts and addresses or the users can type in the 3rd party information at the time of shipment. Currently, 3rd party account information does not automatically come in from PSV to ShipExpress.
- Q. ***Can the packing list be branded?***
- A. The packing list can include your Logo on it, in the upper left-hand corner.
- Q. ***Can the carton label be branded?***
- A. The carton label includes your ship from address on it, but it does not allow for a logo.
- Q. ***Can carrier reference fields be mapped to different fields for specific customers? For Example customer A wants PO in reference 1, customer B wants PO in reference 2.***
- A. Currently, the mapping for carrier references are set across all customers. The shipping user does have the ability to change the value in the reference field before shipping.
- Q. ***Can a doc tab still be created with PSV ShipExpress?***
- A. Yes, you can setup a doc tab to be printed for each shipping label within PSV ShipExpress.
- Q. ***Is address validation included as part of PSV ShipExpress?***
- A. Currently, PSV ShipExpress does not do address cleansing. The carrier usually do a low level validation against the Postal Code, City and State.
- Q. ***What if the shipper is not the person who packed the order, they wouldn't know what is in each box?***
- A. PSV ShipExpress has two methods to the shipping workflow. One is with packing on, this is where the user will pack the items into boxes and then ship. The other method is packing off. With this workflow, the user does not pack the items into boxes at the time of shipping. The user specifies how many packages they have and then weighs and ships each package.

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- Q. ***Does PSV ShipExpress provide rates at the time of estimating?***
- A. No, PSV ShipExpress does not provide rates in an integrated method. The user can log into PSV ShipExpress and type in a ship to and an estimated weight to get an estimated shipping price.
- Q. ***Is PSV ShipExpress already installed in PrintSmith Vision or is this something one of our admins would have to install?***
- A. When you sign up for PSV ShipExpress, if you chose PSV ShipExpress to be hosted, you would not need to do any installation nor maintenance. If you choose self-hosted, we will help you install but you will be responsible for updates in the future.
- Q. ***Are we able to use our own rates with various carriers or does PSV ShipExpress come with pre-loaded rates?***
- A. All rates within PSV ShipExpress are your contracted rates with the various carriers.
- Q. ***Am I able to choose between published rates or negotiated rates to be putback to the PrintSmith Vision Invoice?***
- A. Yes, you are able to configure the system for each carrier and Shipment Method which rate to use on the PrintSmith Vision invoice. You can also configure PSV ShipExpress to add a markup to either Published or the Negotiated rates.
- Q. ***Does PSV ShipExpress populate the invoice number, ship to address, shipment method etc from PrintSmith Vision?***
- A. Yes, the invoice number, ship to address, line item detail and shipment method get automatically populated in PSV ShipExpress.
- Q. ***How does PSV ShipExpress handle local courier shipments?***
- A. It depends on the local courier. If the local courier is able to provide a rate sheet, we are able to import the rate sheet into PSV ShipExpress. When you process the shipment, it will create a general shipping label and a BOL if required and then also generate rate based on the imported rates. PSV ShipExpress can also send an email to the local courier and include a copy of the BOL so they know that a shipment has been processed.