

Web Training Manual

MY ACCOUNT | TRANSIT TIMES | GET A QUOTE | CREATE A SHIPMENT | TRACK A SHIPMENT | CONTACT US | FRANÇAIS | LOGIN

Sameday WORLDWIDE

Home | About Us | Service Portfolio | Our Network | Certificates | What's New? | Careers | My Sameday

My Account

Email

Password

Remember me

[Login](#) [Forgot password?](#)
[Register now?](#)

I want to...

[Get a quote >](#)
[Track a shipment >](#)
[Get transit times >](#)
[Request a pickup >](#)

Rate Calculator

[Click here to find out how much it costs before you ship >](#)





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The Day & Ross Transportation Group

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Introduction

The NEW Sameday Worldwide web site provides you with, not only a snapshot of our company services, history, news and contacts, but also detailed information you need to manage your business.

Detailed Track and Trace, View recent and pending shipments, create a quote or a shipment and schedule a pick up are all available in this new site.

With your unique password, you can log-on and take advantage of these additional features. With password security and your unique account number, you are ensured of privacy of information. And you can log-on from any computer with Internet access.

With the launch of this new site you can now register for My Sameday Worldwide on-line using your email address.

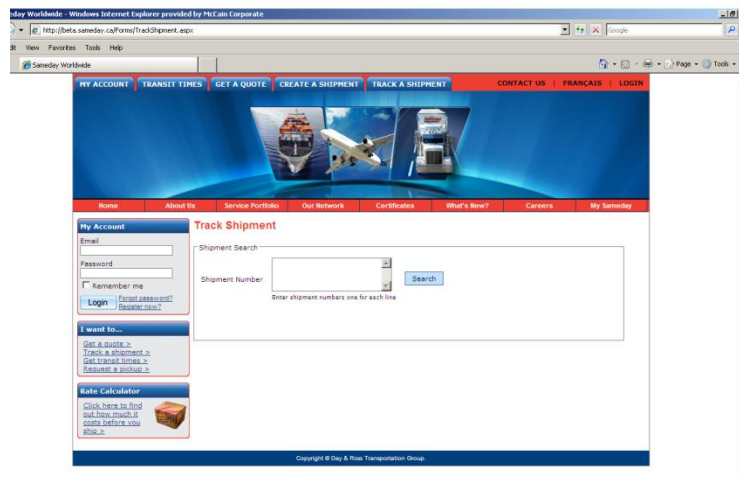


Track a Shipment

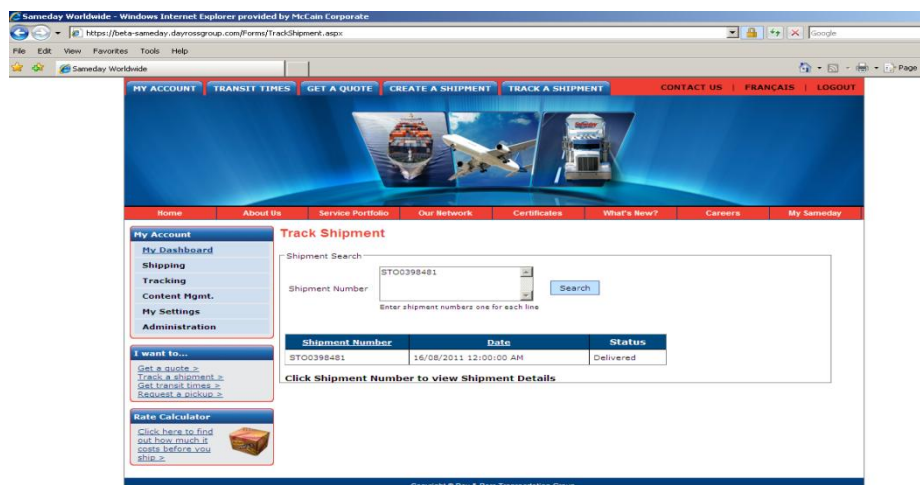
You can track a basic shipment without being logged into your account. You can either click on I want to Track a Shipment or you can click on My Sameday and select shipment inquiry or you can click on Track Shipment along the top menu bar. We have tried to make the site navigationally friendly so have included a number of ways to get to the core functions within the site.

Once you are at the Track Shipment screen enter the Shipment/Pro Bill Number(s) and click on Search.

You can enter up to 10 Shipment Numbers and then simply click on the Shipment Number to see the details of the shipment. Information retrieved is shown as displayed to the right.



For more detailed Track and Trace information you need to be logged into your account. Once logged in you may enter either the Sameday Shipment Number (Pro Bill Number), Mainfreight Shipment Number, Reference number, your Purchase Order number, the Interline Carrier number (if known) or the Beyond Carrier number (if known).



How to Determine Transit Times

Transit Times (formerly Service Inquiry) can be accessed from three locations. Either click on Get Transit Times under "I Want To" on the left hand menu, or click on Transit Times on the top menu bar or click on My Sameday. You can enter one origin and up to two destinations. The search can be performed both northbound and southbound as well as domestically. We are unable to provide transit times for intra-US shipments.

The screenshot shows a web browser window displaying the Sameday Worldwide website. The page title is "Sameday Worldwide - Windows Internet Explorer provided by McCain Corporate". The address bar shows the URL: "https://beta-sameday.dayrossgroup.com/Forms/TransitTimes.aspx?langid=en". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The website's navigation bar features links for MY ACCOUNT, TRANSIT TIMES, GET A QUOTE, CREATE A SHIPMENT, TRACK A SHIPMENT, CONTACT US, FRANÇAIS, and LOGOUT. Below the navigation bar is a banner image showing a ship, an airplane, and a truck. A secondary navigation bar includes Home, About Us, Service Portfolio, Our Network, Certificates, What's New?, Careers, and My Sameday. The main content area is titled "Transit Times" and contains a form with the following fields:

	City	Province/State	Postal/ZIP
Origin	<input type="text" value="Mississauga"/>	<input type="text" value="Ontario"/>	<input type="text" value="L5R 3K9"/>
Destination 1	<input type="text" value="Florenceville"/>	<input type="text" value="New Brunswick"/>	<input type="text" value="371 1Y8"/>
Destination 2	<input type="text"/>	<input type="text" value="-Select-"/>	<input type="text"/>
Pick Up Date	<input type="text" value="mm/dd/yyyy"/>		

Below the form are "Search" and "Clear" buttons. A "Note" section contains the following text:

Note

1. City is not a direct service point and may require additional service days.
2. City is not serviced every day and may require additional days for pick up or delivery.
3. Transit times are calculated using the week end as 1 travel day.

The left sidebar contains a "My Account" menu with links for My Dashboard, Shipping, Tracking, Content Mgmt., My Settings, and Administration. Below this is a "I want to..." section with links for Get a quote, Track a shipment, Get transit times, and Request a pickup. At the bottom of the sidebar is a "Rate Calculator" section with a link to find out how much it costs before shipping.

Enter the origin either by using the city name or by providing a postal code or zip code. You can enter a partial city name and then click on the magnifying glass to bring up a list of all cities that match the characters you have entered.

Enter the destinations. Again using either the city or postal/zip code.

You have the option of entering a specific pick up date or leaving this field blank. Leaving the field blank returns a transit time in number of days whereas entering a date here will return a specific delivery date. This system does take into account that US transit times are in work days only. QUICK TIP...enter the month and then hit tab to auto fill this field with today's date. Click on Search.

Click on Get Service Time.

The screenshot shows a web browser window displaying the Sameday Worldwide website. The page has a navigation bar with links for MY ACCOUNT, TRANSIT TIMES, GET A QUOTE, CREATE A SHIPMENT, TRACK A SHIPMENT, CONTACT US, FRANCAIS, and LOGOUT. Below the navigation bar is a banner image featuring a truck, an airplane, and a train. The main content area is titled "Transit Times" and contains a form with the following fields: Origin (Mississauga), Destination (Florenceville), Destination 2, and Pick Up Date. The form also includes dropdown menus for Province/State (Ontario, New Brunswick) and Postal/ZIP (L5r, B7L 1Y8). A "Search" button is located below the form. The results are displayed in a table with the following data:

From	City	Province/State	Postal/ZIP	Terminal	Service Days	Zone
From	Mississauga	ON		STO	-HTWTF-	ON02
To	Florenceville	NB		SHA	-HTWTF-	NB04

Below the table is a "Service" table with the following data:

Service	Transit Days	Distance	Notes	Code
AM - AIR SERVICE	2			3
EG - GROUND SERVICE	2			3

A "Note" section follows, containing three numbered items:

1. City is not a direct service point and may require additional service days.
2. City is not serviced every day and may require additional days for pick up or delivery.
3. Transit times are calculated using the week end as 1 travel day.

The results will display as shown on the right. Any additional information will appear as notes. For example see Note 1. Also, if the customer tries to enter an intra-US origin/destination an error message will appear.

How to get Online

Step 1 - go to www.sameday.ca

Step 2 - click on Register Now in the My Account Box

Step 3 - Fill in the information requested (provided when account is set up) and click on Register Now.

Please record your user name and password for future reference.

User Name: _____

Password: _____



You will receive an email asking you to validate your email address before you will be able to log in. You will have 48 hours to activate your account. If you fail to do so within the 48 hours, please attempt to login and follow the onscreen prompts and a new activation email will be sent to you.

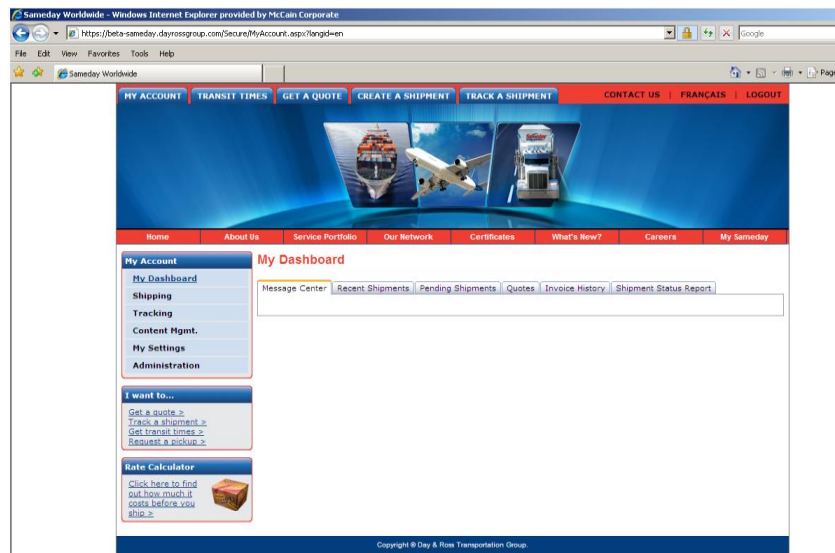
How to view your Shipment Status

When you first log into your account you will be taken straight to your dashboard which shows a message centre, the status of recent shipments, pending shipments, quotes and your invoice history.

Message Centre

Important information that Sameday Worldwide needs to get out to you will be found here. This is a one way method of communication only.

To contact us, click on “Contact Us” in the top right hand corner for a list of email addresses and telephone numbers.



Recent Shipments

A record of any recent shipments and the status of the shipments can be found here.

You can search and view shipments from the last 1 day, last 7 days or last 30 days. Or you can simply enter the Shipment Number of a specific shipment.

This entire report can also be downloaded into an excel file by clicking on Download.

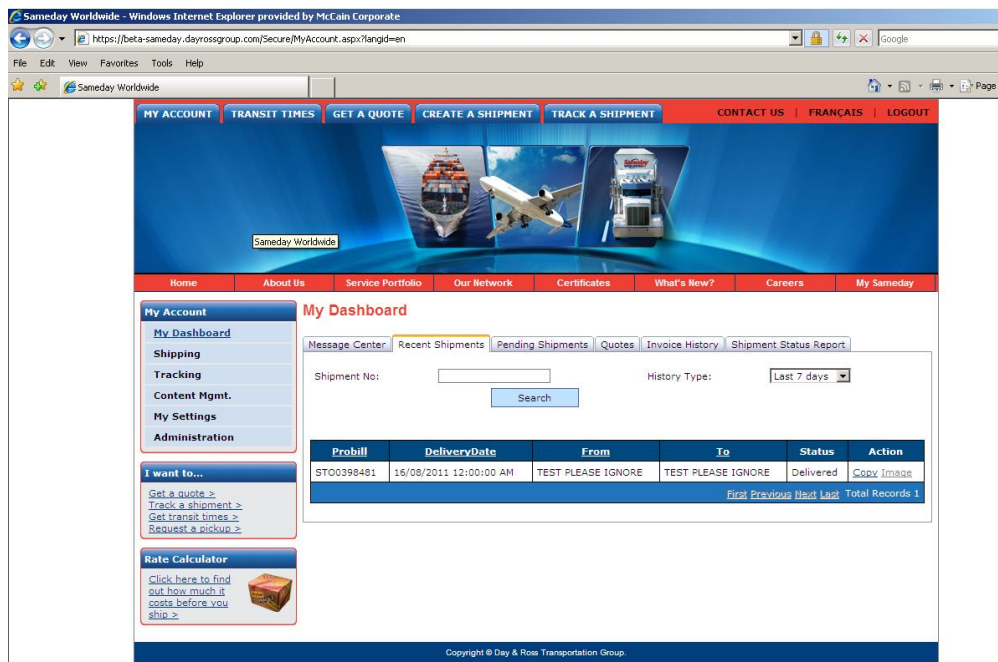
Clicking on the Shipment Number will provide the details of the shipment.

Actions are Copy, Print, Cancel

Copy – creates a new shipment based on this existing shipment.

Print – prints the paperwork/labels required for this shipment

Cancel – cancels the entire shipment. This can only be done if the status is Not Yet Picked Up.



The screenshot shows the Sameday Worldwide 'My Dashboard' page. The page has a navigation bar with links: MY ACCOUNT, TRANSIT TIMES, GET A QUOTE, CREATE A SHIPMENT, TRACK A SHIPMENT, CONTACT US, FRANCAIS, and LOGOUT. Below the navigation bar is a banner image with a ship, an airplane, and a truck. The main content area is titled 'My Dashboard' and includes a 'Message Center' with tabs for Recent Shipments, Pending Shipments, Quotes, Invoice History, and Shipment Status Report. There is a search bar for 'Shipment No:' and a dropdown for 'History Type:' set to 'Last 7 days'. Below the search bar is a table with the following data:

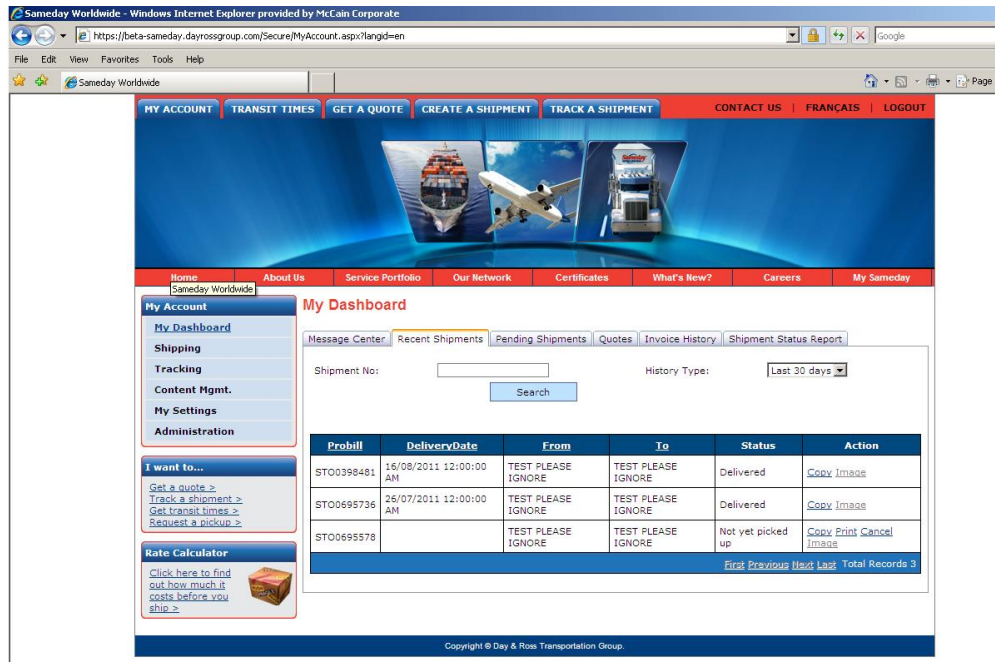
Probill	DeliveryDate	From	To	Status	Action
ST00398481	16/08/2011 12:00:00 AM	TEST PLEASE IGNORE	TEST PLEASE IGNORE	Delivered	Copy Image

At the bottom of the table, there are links: [First](#) [Previous](#) [Next](#) [Last](#) Total Records: 1

Pending Shipments

A record of any pending shipments and the status of the shipments can be found here.

You can search and view shipments from the last 1 day, last 7 days or last 30 days. Or you can simply enter the Shipment Number of a specific shipment.



The screenshot shows the 'My Dashboard' page of the Sameday Worldwide website. The page features a navigation menu at the top with options like 'MY ACCOUNT', 'TRANSIT TIMES', 'GET A QUOTE', 'CREATE A SHIPMENT', and 'TRACK A SHIPMENT'. Below the navigation, there is a 'My Account' sidebar with links for 'My Dashboard', 'Shipping', 'Tracking', 'Content Mgmt.', 'My Settings', and 'Administration'. The main content area is titled 'My Dashboard' and includes a 'Message Center' and a 'Recent Shipments' tab. A search form for 'Shipment No.' is present, along with a 'History Type' dropdown set to 'Last 30 days'. Below the search form is a table of pending shipments.

Probill	DeliveryDate	From	To	Status	Action
STO0398481	16/08/2011 12:00:00 AM	TEST PLEASE IGNORE	TEST PLEASE IGNORE	Delivered	Copy Image
STO0695736	26/07/2011 12:00:00 AM	TEST PLEASE IGNORE	TEST PLEASE IGNORE	Delivered	Copy Image
STO0695578		TEST PLEASE IGNORE	TEST PLEASE IGNORE	Not yet picked up	Copy Print Cancel Image

At the bottom of the table, there are navigation links: [First](#) [Previous](#) [Next](#) [Last](#) [Total Records: 3](#)

From here you can select shipment(s) you wish to schedule a pickup for by checking the box on the shipment(s) you want to dispatch and click on Schedule a Pickup.

Actions are Copy, Edit, Print

Copy – creates a copy of this shipment from which you can begin a new shipment

Edit – allows you to make changes to the shipment before dispatching

Print – prints the paperwork associated with this shipment

Quotes

A record of any Spot Quotes requested and the status of the quote can be found here. Sameday Worldwide quotes are valid for 48 hours.

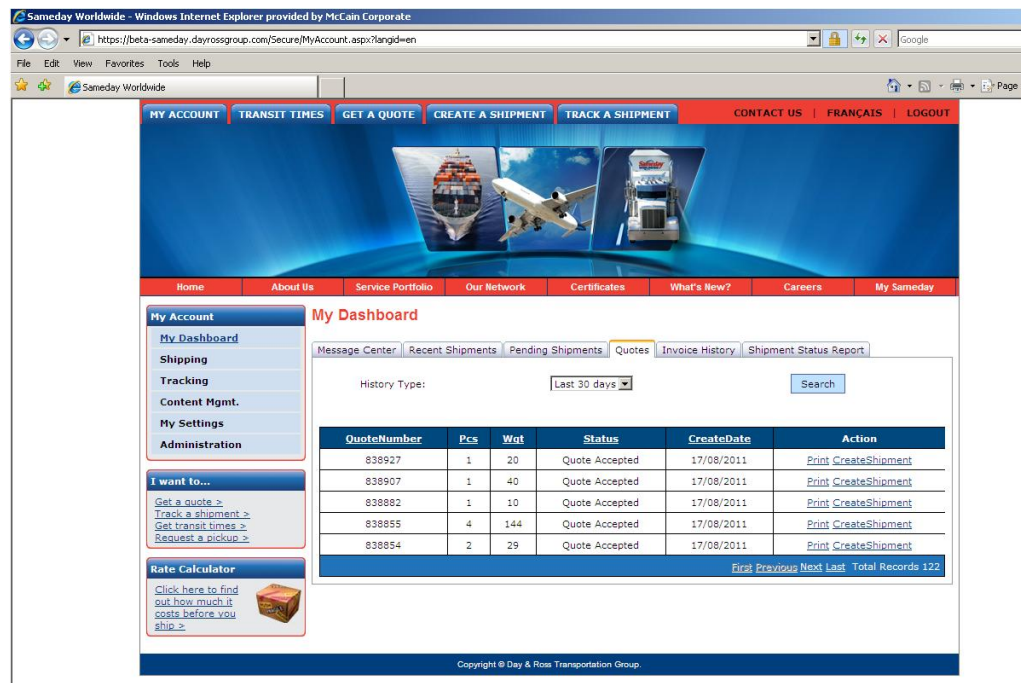
You can search and view quotes from the last 1 day, last 7 days or last 30 days.

Actions are Print, Create Shipment

You will only be able to print or create shipment once the status of the Quote has been changed to Accepted.

Print – Print paperwork associated with this quote.

Create Shipment – takes you to the create shipment screen with all pre-enter information auto-filled into the BOL.



The screenshot shows the Sameday Worldwide website interface. The main content area is titled "My Dashboard" and features a table of quotes. The table has columns for QuoteNumber, Pcs, Wgt, Status, CreateDate, and Action. The quotes listed are all "Quote Accepted" and were created on 17/08/2011. The Action column contains links for "Print" and "CreateShipment".

QuoteNumber	Pcs	Wgt	Status	CreateDate	Action
838927	1	20	Quote Accepted	17/08/2011	Print CreateShipment
838907	1	40	Quote Accepted	17/08/2011	Print CreateShipment
838882	1	10	Quote Accepted	17/08/2011	Print CreateShipment
838855	4	144	Quote Accepted	17/08/2011	Print CreateShipment
838854	2	29	Quote Accepted	17/08/2011	Print CreateShipment

Navigation links at the bottom of the table: [First](#) [Previous](#) [Next](#) [Last](#) Total Records 122

Invoice History

A complete listing of all invoices current within the last 1 day, last 7 days or last 30 days. Currently this is in table format only and is static information.

The screenshot shows a web browser window displaying the Sameday Worldwide 'My Account' page. The browser's address bar shows the URL: <https://beta-sameday.dayrossgroup.com/Secure/MyAccount.aspx?langid=en>. The page features a navigation menu with options: MY ACCOUNT, TRANSIT TIMES, GET A QUOTE, CREATE A SHIPMENT, TRACK A SHIPMENT, CONTACT US, FRANCAIS, and LOGOUT. Below the navigation is a banner image showing a ship, an airplane, and a truck. A secondary navigation bar includes: Home, About Us, Service Portfolio, Our Network, Certificates, What's New?, Careers, and My Sameday. The main content area is titled 'My Dashboard' and contains a 'Message Center' with tabs for Recent Shipments, Pending Shipments, Quotes, Invoice History (selected), and Shipment Status Report. Under the 'Invoice History' tab, there is a 'History Type:' dropdown menu set to 'Last 60 days' and a 'Search' button. Below this, a message states 'No records available to display!'. On the left side of the dashboard, there is a 'My Account' sidebar with links for My Dashboard, Shipping, Tracking, Content Mgmt., My Settings, and Administration. Below the sidebar are sections for 'I want to...' with links for Get a quote, Track a shipment, Get transit times, and Request a pickup, and a 'Rate Calculator' section with a link to find out shipping costs and a small image of a shipping box. The footer of the page contains the text: Copyright © Day & Ross Transportation Group.

How to Obtain a Spot Quote

This option on the Sameday Worldwide website allows you to either do a rate look up or request a spot quote. To obtain a rate quote first sign into www.sameday.ca My Account using your user name and password.

Presently this option is only available if you have an existing domestic tariff with Sameday Worldwide.

Home About Us Service Portfolio Our Network Certificates What's New? Careers My Sameday

My Account
My Dashboard
Shipping
Tracking
Content Mgmt.
My Settings
Administration

I want to...
[Get a quote >](#)
[Track a shipment >](#)
[Get transit times >](#)
[Request a pickup >](#)

Rate Calculator
[Click here to find out how much it costs before you ship >](#)

Get Quote

From: City * Province/State -Select- Postal Code/Zip *
To: City * Province/State -Select- Postal Code/Zip *

Prepaid Collect Third Party

Bill To 013052--SAMEDAY WORLDWIDE

Measurements
Measurements Imperial (lbs, in) Metric (kg, cm)

Pcs	Wgt	Description	L	W	H

Add

Special Services
 2-Man Delivery 2-Man Pickup
 Delivery Appointment Pickup Appointment
 COD Amount Hazardous Goods
 Heated Service Declared Value
 Tailgate Delivery Tailgate Pickup

* All supporting paperwork must be submitted to driver.
** For additional services, please refer to terms and conditions on our website or call 1-877-Sameday.

Cancel Next>>

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Please Note: You can submit a request for a US quote. You will not receive a response on-line but you will be contacted by our Customer Service Department with the information you need.

- Select Imperial/Metric
- Select Prepaid/Collect/3rd Party
- Postal Code is mandatory. You can enter a partial postal code and click on the magnifying glass to search.

Once you enter the shipment details, the system will either provide you with a rate based on your existing tariff or, if no rate is available, it will send the information to our Spot Quoting department who will contact you with a spot quote.

Information will be shown as displayed below.

My Account

- [My Dashboard](#)
- [Shipping](#)
- [Tracking](#)
- [Content Mgmt.](#)
- [My Settings](#)
- [Administration](#)

Get Quote

Choose a Service Level

Service Level	Transit Time	Price	Expected Delivery Date
<input type="radio"/> AM SERVICE	1	\$1263.03 ShowChargeDetails	08/18/2011 05:00 PM
<input checked="" type="radio"/> GROUND SERVICE	2	\$130.54 ShowChargeDetails	08/19/2011
<input type="radio"/> URGENT PAC	1	\$1264.96 ShowChargeDetails	08/18/2011 05:00 PM

Pickup Address

Mississauga
ON
LSR3K9
Phone: Extn:

Return Address

florenceville
NB
e7l1y8
Phone: Extn:

Prepaid Collect Third Party

Bill To Address

SAMEDAY WEB QUOTE ACCOUNT
6975 MENKES DRIVE
MISSISSAUGA
MISSISSAUGA
ON
L5S1Y2
Phone: 9056763750 Extn:

Measurements: Imperial (lbs, in)

Pieces	Weight	Description	Dimensions	Volume weight
1	350	Instructions	10X10X10	

Special Services

<input type="checkbox"/> 2-Man Delivery	<input type="checkbox"/> 2-Man Pickup
<input type="checkbox"/> Delivery Appointment	<input type="checkbox"/> Pickup Appointment
<input type="checkbox"/> COD Amount <input type="text"/>	<input type="checkbox"/> Hazardous Goods
<input type="checkbox"/> Heated Service	<input type="checkbox"/> Declared Value <input type="text"/>
<input type="checkbox"/> Tailgate Delivery	<input type="checkbox"/> Tailgate Pickup

Back
Create a Shipment
Create a Quote

Request Pick up

After you have securely logged-in, go to this page to request a pickup, below are the instructions on how to utilize this Sameday functionality Please note this section of the website enables customers to input minimal details, but this does not give the option for third party billing or rate quotes.

The screenshot shows the 'Request Pickup' form on the Sameday website. The form is divided into several sections with numbered callouts (1-5) indicating specific fields:

- 1:** Pickup Date (02/24/2011)
- 2:** Ready Time (13:00) and Closing Time (17:00)
- 3:** Special Services (Tailgate)
- 4:** Address Line1 (123 Main Street)
- 5:** Remember this checkbox

The form includes the following fields and options:

- Pickup Address
- Address Alias
- Contact Name: Arathy B
- Company Name: I&T Enterprises
- Address Line1: 123 Main Street
- Address Line2: untli 2a
- City: Mississauga
- Province/State: Ontario
- Postal Code: L5S1Y2
- Email: test@sameday.ca
- Telephone: 5063926544
- Extn: []
- Remember this:
- Additional Details:
 - Pickup Date: 02/24/2011
 - Ready Time: 13:00 (24:00)
 - Closing Time: 17:00 (24:00)
 - Special Services: Tailgate
 - Appointment:
 - Two Man:
 - Pick up at back door:
 - Go to Receiving:
 - Hazardous Goods:
- Total pieces: 3
- Total weight: 100
- Imperial (lbs, in) / Metric (kg, cm) radio buttons
- Instructions: []

* By clicking on Request Pickup you are in agreement with the terms and conditions on the Sameday Bill of Lading.

Buttons: Request Pickup, Reset

Request Pick up

Please refer below for clarification

Pickup Address

1. Address Alias- At this drop down box please select from a list of pickup address which have been inputted and saved by you. You can also create a new address and alias to be saved for future shipments
2. Contact Name- The contact name at the pickup location.
3. Company Name-Name of the organization requiring the pickup
4. Address Line (1&2)- Pick up address

Please note that you can save an address and select the proper address alias to automatically populate the form

5. Remember This- Select the Remember this box if this is a new pick up address that you would like to save.

Additional Details

1. Pickup Date- Desired date for Pickup
2. Ready and Closing Time- Please fill this section accurately to give our dispatch a clear window for the pickup request.
3. Special Services- If required , please select from the list of special services offered by Sameday worldwide, additional charges may apply.

Shipment Details

1. Total Pieces- Please place all pieces to be picked up during this pickup
2. Total Weight- The weight combined for all pieces.
3. Instructions- Please place any instructions to be given to the pickup or deliver driver in regards to this shipment request, please be as clear and detailed as possible.

When Complete click “Request Pickup” to have you pickup placed in our System or select “Reset” To start over.

Please be aware that by clicking on “Request Pickup” you are in an agreement with the terms and conditions on the Sameday Worldwide Bill of Lading.

Create Shipment

Utilize this function when securely logged-in to the Sameday Worldwide Website which will enable customer to create a shipment with pickup and delivery addresses stated. In this option you may select who will be billed as well as see the quoted rate for the shipment where permitted.

The screenshot shows the 'Create Shipment' page on the Sameday Worldwide website. The page has a navigation bar at the top with links like 'MY ACCOUNT', 'TRANSIT TIMES', 'GET A QUOTE', 'CREATE A SHIPMENT', and 'TRACK A SHIPMENT'. Below the navigation is a banner with images of a ship, an airplane, and a truck. The main content area is titled 'Create Shipment' and contains several sections:

- Navigation and Sidebar:** Includes 'My Account' (Online Shipping, Shipment Inquiry, Reports and Forms, Content Mgmt., My Settings, Administration), 'I want to...' (Get a quote, Track a shipment, Get transit times, Request a pickup), and 'Rate Calculator'.
- Shipment Type and Quote:** 'Select Shipment Type: Regular Shipment' (1) and 'Quote No:' (2) with a 'Get Details' button.
- Addresses:** 'From Address' (3) and 'To Address' (3) sections, each with fields for Address Alias, Contact Name, Company Name, Address Line1, Address Line2, City, Province/State, Postal Code, Email, and Telephone (5).
- Payment and Billing:** Radio buttons for 'Prepaid', 'Collect', and 'Third Party' (1); 'Bill To' dropdown (2) set to '888888--SAMEDAY QUOTE ACCOUNT'.
- Measurements:** 'Measurements' section with radio buttons for 'Imperial (lbs, in)' (3) and 'Metric (kg, cm)'. A table with columns: Pcs, Wgt, Description, L, W, H. One row is filled with '1', '1', 'Box', '12', '12', '12'. An 'Add' button is below.
- Reference and Instructions:** 'Reference #' field (4) with value '12345678'; 'Instructions (max 240 characters)' text area (5) with value 'No signature required'.
- Special Services:** A section with checkboxes for '2-Man Delivery', 'Delivery Appointment', 'COD Amount', 'Heated Service', 'Tailgate Delivery', '2-Man Pickup', 'Pickup Appointment', 'Hazardous Goods', 'Declared Value', and 'Tailgate Pickup' (6).
- Footer:** '* All supporting paperwork must be submitted to driver.' and '** For additional services, please refer to terms and conditions on our website or call 1-877-Sameday.' with 'Cancel' and 'Next >>' buttons.

Create Shipment

Please refer below for clarification

Shipment Type

1. Select Shipment Types- Please select from a number of options to establish which type of shipment you require.
2. Quote No- If you have requested a quote, please place the quote number in this location to utilize the predetermined quote.

If you have created a quote online but are not sure of the reference number, please select "Get Details" to search through your requested quotes

From Address- Pick up Information

1. Address Alias- At this drop down box please select from a list of pickup address which have been inputted and saved by you.
2. Contact Name- The contact name at the pickup location.
3. Company Name- Name of the organization requiring the pickup
4. Address Line (1&2)- Pick up address

please note that you can save an address and select the proper address alias to automatically populate the form

5. Remember This- Select the Remember this box if this is a new pick up address that you would like to save.

From Address- Delivery Information

1. Address Alias- At this drop down box please select from a list of consignee address, which can be inputted and saved by you.
2. Contact Name- The contact name at the delivery location.
3. Company Name-Name of the organization requiring the delivery
4. Address Line (1&2)- Delivery address

please note that you can save an address and select the proper address alias to automatically populate the form

5. Remember This- Select the Remember this box if this is a new pick up address that you would like to save.

Please note, All supporting paperwork must be submitted to the driver

Please Note, For additional services, please refer to the terms and conditions document found in our "Shipping Tools" section of the website or call 1-877-Sameday and a well trained customer service representative will assist you with any questions or concerns.

Payment, Measurement, Reference, & Instructions

1. Pre-Paid, Collect, or Third Party- This is the location on the shipment creation portion of the website where you select what type “Bill to” payment will be charged.
2. Bill To- Please select the party you wish Sameday to bill this shipment.

*Please note you MUST know the account number of any third party or outside payment source in order to complete the shipment”

3. Measurements- Please be sure to check which measurement system you would prefer to use “Imperial or Metric”. Also ensure you have completed the pieces, weight, description and measurements to the best of your ability as any incorrect data will result in an inaccurate quote.
4. Reference Number- In this section you may place your pre-designated reference number, or input the reference number you would like to use during the tracing process.
5. Instructions- If your pickup or delivery requires special instructions please inform Sameday in the designated box.
6. Special Services- If your shipment requires any of the special services in the designated box please select all special services you will require.

Track Shipment

Use this feature on the Sameday Worldwide website to track your shipments progress.

My Account

- [Online Shipping](#)
- [Shipment Inquiry](#)
- [Reports and Forms](#)
- [Content Mgmt.](#)
- [My Settings](#)
- [Administration](#)

I want to...

- [Get a quote >](#)
- [Track a shipment >](#)
- [Get transit times >](#)
- [Request a pickup >](#)

Rate Calculator

[Click here to find out how much it costs before you ship](#)

Track Shipment

Track Shipment

Shipment Number

Reference Number

Picked up From	55 TEST91 TEST79 Toronto, ON M9B
Delivered To	TEST3 TEST1 Hartland, NB M9B
Bill To	SAMEDAY QUOTE ACCOUNT 6975 MENKES DRIVE MISSISSAUGA Mississauga, ON L5S1Y2
Services	AM
Totals	12 Pcs 12 Pounds
Charges \$ 0 <input type="button" value="Details"/>	
Picked up	Picked up Mon, January 31, 2011 at TORONTO, ON by Unit# 100
Estimated Delivery	On Tue, February ,2011 12:00 PM

This detailed shipment inquiry is not an invoice. Rates and charges are subject to change without notice. Please refer to your invoice for complete rates and charges.

If you require further information on this shipment, please click [Here](#)

Track Shipment

Please refer below for clarification

From Address- Delivery Information

1. Shipment Number- After completing your shipping information you were given a shipping number, please place that number here.

*Please note if you have any issues please contact our customer service at 1-877-Sameday.

2. Reference Number –In this field you can type the reference number you have selected during the “Request Pickup” stage of the shipment.
3. Shipping Information- In this section you will see the information inputted regarding Pickup from, Delivery to, Bill to, Service selected, and shipment piece/weight details.
4. Charges and Details- This area will show the charge that will appear on your invoice for this shipment.

*Please not if you are using a Third Part Bill to, you will be unable to see what the price is as the invoice is not paid by your account.

Please Note that is detailed information about your shipment is NOT an invoice. Rates and charges are subject to change without notice. Please refer to your invoice for complete rates and charges

5. Pick and Delivery Times- In this portion of the screen we see the time which Sameday Worldwide has picked up the shipment and which unit did the pickup. Also the estimated date and time of delivery.

Please note that this is an estimate time of deliver pulled from our system, this is not a guarantee and delivery times are subject to change.

Administration - Manage Users

This is the location of the Sameday Worldwide website, where a customer can add or edit the users of the Sameday Worldwide online account. You will have the option to view and editing an existing user or create a new user.

Search Users

Email Address Description

Account Name

Email Address	Description	Last Logon Date	Enabled	Action
gaurav.kohli@sameday.ca	gk test	26/08/2011 11:30:00 PM	False	Edit Delete
jcclentz@mccain.ca	jcclentz	04/08/2011 1:19:00 PM	True	Edit Delete
jcclentz@sameday.ca	Day Ross beta	30/08/2011 1:10:00 PM	True	Edit Delete
lplu@sameday.ca	Lily Lu (site admin)	17/08/2011 11:30:00 AM	True	Edit Delete
lplu123@mccain.ca	lplu	05/07/2011 10:25:00 AM	True	Edit Delete
mawilson@sameday.ca	Michael Wilson (site admin)	21/07/2011 1:07:00 PM	True	Edit Delete
Ryan.DOUCET@sameday.ca	test user	30/08/2011 4:21:00 PM	True	Edit Delete

[First](#) [Previous](#) [Next](#) [Last](#) Total Records: 7

Manage Users - Edits

Please refer below for clarification

Existing User

1. Search – There are two options to search through your users, first is based on the user’s email address. Simply insert the address in the box located next to “Email” and select search. Alternately, you may search by the “description”, created by the administrator when creating this users
2. List- This will be the list of users where you can then view if the users has been enabled, which email is attached to the user, the description, but also allows you to edit or delete your users.

The screenshot shows the 'Manage User' interface. On the left, there is a sidebar with 'My Account' (My Dashboard, Shipping, Tracking, Content Mgmt., My Settings, Administration) and 'I want to...' (Get a quote, Track a shipment, Get transit times, Request a pickup) and a 'Rate Calculator' section. The main content area is titled 'Manage User' and contains a form for 'Account User' with fields for Account Name (SAMEDAY), Email Address (gaurav.kohli@sameday.ca), and Description (gk test). There are checkboxes for 'Enabled' and 'Change My Password at next login'. Below the form is a table of applications with checkboxes and 'Advance Settings' links. A large circle highlights the table and the 'Save' and 'Cancel' buttons. Numbered callouts 1, 2, 3, and 4 point to the Account Name dropdown, the Email Address field, the Description field, and the table respectively.

	Application Name	Description	
<input checked="" type="checkbox"/>	ShipmentTracking	Shipment Inquiry	Advance Settings
<input type="checkbox"/>	CreateShipment	CreateShipment	Advance Settings
<input checked="" type="checkbox"/>	ManageUsers	Manage Users	Advance Settings
<input checked="" type="checkbox"/>	RequestPickup	Request Pickup	Advance Settings
<input type="checkbox"/>	ManageApplications	Manage Applications	Advance Settings
<input checked="" type="checkbox"/>	ManageAddressBooks	Manage Address Books	Advance Settings
<input type="checkbox"/>	ManageContent	Manage Web Pages	Advance Settings
<input checked="" type="checkbox"/>	Shipping	Shipping	Advance Settings
<input checked="" type="checkbox"/>	RateQuote	Rate Quote	Advance Settings
<input type="checkbox"/>	ManageAccounts	Manage Accounts	Advance Settings

Editing Existing User

1. Account- If you manage multiple accounts this is where you would select the account this user would have access to.
2. Email- this section is a confirmation of the email attached to this account, if the email is incorrect or change, please delete this user and create a new user, as explained the next section in of this manual.
3. Description- This section is where your description of this user in inserted, this is used as a reference for yourself, should you have a large amount of users and require a search of users.
4. Functionality- If you users is disabled, you may select enable to make the user active. Should you feel necessary, you may request this user to create a new password as log-in. To grant access to the function you may select on the boxes to the left of the “application name” relative to the access you wish to allow; the definitions are described below:
 - Shipment Tracking- allows your user to do advanced track and trace, with details surround the shipment.
 - CreateShipment- Allows this user to create shipments on the accounts behalf.
 - Manage Users- Grants access to this user to manage other users within this account
 - Request Pickup – Allows the user to request pickups on the accounts behalf
 - Manage Applications- Allows users to manage the application, which other users have access to
 - Manage Address Book- This allows this user to manage the address book (save, edit or delete) address within this account
 - Shipping- you may add the accounts which this users is able to user. Should you have multiple accounts you may grant this user access to ship under these accounts in this field.
 - Rate Quote- This will allow the user to get a quote based on your organization tariff with Sameday Worldwide. If you do not wish this user to view your rates, please do not select this feature.
 - Manage Accounts- This would be used to manage the accounts associated with your secured log-in of the Sameday Worldwide website.

** Please note, when your are complete your edits, please select save, or the changes will not be saved.**

Manage Users- Create New User

Search Users

Email Address Description

Account Name

Email Address	Description	Last Logon Date	Enabled	Action
gaurav.kohli@sameday.ca	gk test	26/08/2011 11:30:00 PM	False	Edit Delete
jclentz@mccain.ca	jclentz	04/08/2011 1:19:00 PM	True	Edit Delete
jclentz@sameday.ca	Day Ross beta	30/08/2011 1:10:00 PM	True	Edit Delete
lplu@sameday.ca	Lily Lu (site admin)	17/08/2011 11:30:00 AM	True	Edit Delete
lplu123@mccain.ca	lplu	05/07/2011 10:25:00 AM	True	Edit Delete
mawilson@sameday.ca	Michael Wilson (site admin)	21/07/2011 1:07:00 PM	True	Edit Delete
Ryan.DOUCET@sameday.ca	test user	30/08/2011 4:21:00 PM	True	Edit Delete

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**** to create a new user, select “Manage Users” under the header “Administration”, then select “Add”****

My Account


- [My Dashboard](#)
- [Shipping](#)
- [Tracking](#)
- [Content Mgmt.](#)
- [My Settings](#)
- [Administration](#)

I want to...

- [Get a quote >](#)
- [Track a shipment >](#)
- [Get transit times >](#)
- [Request a pickup >](#)

Rate Calculator

[Click here to find out how much it costs before you ship >](#)



Manage User

Account User

Account Name: 1

Email Address: 2

Description: 3

Password: 4

Confirm Password: 4

Enabled: 4

Change My Password at next login: 4

	Value(s)	Description
BillingAccount	SD/090414 SD/013052	Billing accounts the shipper is allowed to use
Protect Billing Account	<input type="text"/>	A listing of billing accounts that will not show rates to the user when used.

	Application Name	Description	
<input type="checkbox"/>	ShipmentTracking	Shipment Inquiry	Advance Settings
<input type="checkbox"/>	CreateShipment	CreateShipment	Advance Settings
<input type="checkbox"/>	ManageUsers	Manage Users	Advance Settings
<input type="checkbox"/>	RequestPickup	Request Pickup	Advance Settings
<input type="checkbox"/>	ManageApplications	Manage Applications	Advance Settings
<input type="checkbox"/>	ManageAddressBooks	Manage Address Books	Advance Settings
<input type="checkbox"/>	ManageContent	Manage Web Pages	Advance Settings
<input type="checkbox"/>	Shipping	Shipping	Advance Settings
<input type="checkbox"/>	RateQuote	Rate Quote	Advance Settings
<input type="checkbox"/>	ManageAccounts	Manage Accounts	Advance Settings

Manage Users- Create New User

Please refer below for clarification

Creating a New User

1. Account Name- If you manage multiple accounts this is where you would select the account(s) this user would have access to.
2. Email- this section where you insert the distinct email address of this user, this will be the user's log-in id as well.
3. Description- This section allows you to create a description that you may use as a reference for this user, to describe whom the user is.
4. Password- in this location you may insert the password for access of this user, you will be asked to confirm this password to ensure accuracy. Should you wish the user to create their own password please select "Change password at next login"
5. Billing Account- Please insert the accounts which you will allow this users to have access to
6. Protect Billing Account- Please insert the accounts which you will not allow this users to have access to. Select this should you not want this user to view your rates or other private information.
7. Functionality- in this section you may select what functionality this user will have access to. A definition of these "Application Names" are as follows:
 - Shipment Tracking- allows your user to do advanced track and trace, with details surround the shipment.
 - CreateShipment- Allows this user to create shipments on the accounts' behalf.
 - Manage Users- Grants access to this user to manage other users within this account
 - Request Pickup – Allows the user to request pickups on the accounts' behalf
 - Manage Applications- Allows users to manage the applications which other users have access to
 - Manage Address Book- This allows this user to manage the address book (save, edit or delete) address within this account
 - Shipping- you may add the account(s) which this users is able to user. Should you have multiple accounts you may grant this user access to ship under these account(s) in this field.
 - Rate Quote- This will allow the user to get a quote based on your organization tariff with Sameday Worldwide. If you do not wish this user to view your rates, please do not select this feature.
8. Manage Accounts- This would be used to manage the accounts associated with your secured log-in of the Sameday Worldwide website

**** Please note, when you are completed creating your new user, please select save, or the changes will not be saved.****

FAQ's

What happens if I do not activate my validation email within the 48 hours?

If you do not activate your account within 48 hours, please attempt to login and follow the onscreen prompts and a new activation email will be sent to you.

I can't schedule a Shipment from My Dashboard/Pending Shipments?

You will not be able schedule a shipment from Pending Shipments unless you have printed the paperwork which triggers the system to assign a pro bill number. Once this pro bill number has been assigned you will be able to release the shipment.

I am Creating a Shipment but I am located in a different building from the shipping department, how do I get the paperwork to the shipper?

Once you have Created a Shipment and clicked on Print to print the paperwork. The paperwork actually opens up as a PDF file. At this point you can either print the paperwork, or you can email it to another third party just like you would with a normal PDF file. Once you have clicked on print, the system assigns the pro bill number. From here it doesn't matter if you actually print the file or email it to another division.

If the system is assigning a pro bill number do I still have to attach one of the Sameday Worldwide Pro Stickers that we were using previously?

No you don't. If you are creating your shipments on-line, the system is assigning the pro bill number and we DO NOT need you to use the Pro Bill stickers.

What if I want to use the old pro bill stickers and my own Bill of Lading....can I?

Of course, if you do not want to assign a system pro number, or if you want to use your own Bill of Lading, you can simply schedule a pick up on-line by clicking on Request a pick-up under "I Want To". You can then use your own Bill of Lading and apply one of the Day & Ross Pro Stickers as you normally do. Once the shipment has been picked up and scanned into our system you will be able to view the shipment on your Dashboard.

Who do I call if I have a question regarding the website?

Please contact our IT Support Group at 1.877.SAMEDAY. Please note this department is located at our Sameday Worldwide location and as such the telephone will be answered as Sameday.

Who do I call if I have a question regarding a shipment?

If your question is about a shipment you have created or are trying to track, please contact our Customer Call Centre at 1.866.329.7677.

Who do I call if I have a question regarding a Spot Quote?

Please contact our Customer Service Department at 1.877.SAMEDAY

NOTES:
