**eShipGlobal FAQ’s**
Updated: January 24, 2018

**Getting Started**

Q: **What is eShipGlobal?**
A: eShipGlobal is an easy to use web based letter and package shipping tool in the Prime Marketplace. You can print all shipping documents from the tool as well as compare rates with shipping carriers.

Q: **How do I get started?**
A: All shippers must have a University issued credit card as shipments made through eShipGlobal are billed by credit card. University credit cards can be requested through the Financial Service Center.

**Before using the eShipGlobal, you must:**

- Setup your eShipGlobal profile. Go to “Acct Management” and setup both your user and credit card profiles.
- Complete your Concur Profile and attend Concur training to learn how to reconcile expenses in Concur.

**Credit Card Information**

Q: When will I need to edit my profile?
A: Edit your profile to:
- Update your credit card expiration date.
- Change/Add credit card number information.

Q: How many credit card #'s can be stored in a profile?
A: Up to six (6) individual credit card numbers can be attached to a profile.

**Shipping Information**

Q: **What is the difference between “Rate” and “Ship”?**
A: “Rate” allows you to obtain a quote based on the package details, address information and any Special instructions before shipping. The “Ship” link will allow you to immediately start the shipping process. With “Ship” you will still see the comparison carrier quotes, but can ship directly from the page after reviewing the comparison quotes.

Q: **Why did the commercial invoice not generate for my international shipment?**
A: Please ensure that you enter a net value of at least one dollar. If the net value is zero, a commercial invoice cannot be generated.

Q: **Can multiple shipments go under the same Airway Bill?**
A: Each shipment should be prepared under an individual Airway Bill. This applies to both domestic and international shipments; however, multiple items going to the same ship to address can created until one airway bill. In the “Package Information” field, enter the number of packages and select either “identical” or “non-identical”. You will be required to enter individual packing formation for each item.

Q: Can I enter a shipping address in a language other than English or use accented characters?
A: The shipping address should input in English to ensure proper handling by the carrier. Accented characters are not unavailable.

Q: UPS/FedEx Ground doesn’t show up when I get a quote for my shipment?
A: Please ensure that you choose package type, as “Customer Packaging in the Package Info section. Ground shipments cannot be done via Carrier packaging.

Q: Where is the shipment edit feature?
A: A shipment can be edited before generating an Order and a Tracking number; but not after the Airway Bill is generated. The “Edit Shipment” will appear after you select the “Service” method and prior to completing the shipment.

Q: What is the declared value?
A: The declared value, located on the shipping page, is the value up to which you would like to insure the shipment. By default, our shipments are insured up to $100.00.

Q: How do I add a Ship From when doing an international shipment?
A: You will need to add the sender in the address book first. Then choose the sender, as a Ship From when creating the shipment.

Q: Can I edit the name of a customer?
A: Yes. In the address book, you can change the name of the customer. You can also do a SAVE AS and save an existing address with a new customer name.

Q: Does the Shipment Reference Field on the Ship To page have character limitations?
A: It is 25 characters.

Q: What is the difference between the Weight and Package Weight?
A: Item Weight is the weight of the item being shipped. The Package Weight is the weight of the item along with the packaging.

Ordering Supplies

Q: How do I order shipping supplies not listed on the eShipGlobal Supplies Form?
A: You can email eShipGlobal Customer Service at: support@eshipglobal.com. Provide the quantity, size, and supplies order along with a shipping address.

Q: Reconciliation:
Where will I reconcile the shipping charges incurred on the University issued credit card?
A: All card charges incurred the shipments in eShipGlobal, are automatically sent to Concur. Depending on the Carrier’s billing cycle, the charges usually appear in Concur in 7 to 10 business days, once the shipment is delivered and validated by Carrier.

Q: How do I tie the eShipGlobal transactions to my credit card charges in Concur?
A: Run the credit card history report in Concur. This report provides a listing of all the billed shipment charges. If you need to, you can tie the shipment charges to the credit card transactions in Concur. The charge date and amount on the report match the transaction date, transaction amount, respectively in Concur.

Q: How can one department charge the other?
A: Expenses can be allocated to other departments and chart strings in Concur and will be reflected on the financial statements in the University’s Information Warehouse.

Q: Do I need to know the exact weight of my shipment before I can initiate the transaction through eShipGlobal?
A: No. You can enter an estimated weight. The carrier will weigh the package and then bill the shipment based upon the actual package weight.

Export Control
Q: Are all international shipment required to be reviewed by the University’s Export Control Officer (ECO)?
A: No. If the item has an Export Control Classification (ECCN) that is listed on the EAR’s (Export Control List then the shipment will route to the University’s ECO for review. The ECO will ensure that the item classification is correct and the information complies with export control regulations.

Q. What type of items require review by the University’s Export Control Officer?
A: Typically, an export review is required for:
Research topics involving:
1. Weapons of Mass Destruction
2. Missile Technology
3. Encryption Technology
4. Significant Military Equipment
5. Any research that is contractually restricted for: access, publication, dissemination of National Security.

Q. What is not subject to export controls?
A. 1. Public Domain Information which is information that is generally accessible to the public through publications, distribution at a conference, patents, etc.
2. Fundamental Research which is research in science, engineering or mathematics where the results are ordinarily published (there are no restrictions or approvals on the publication of the research results and no restrictions on access to the research results (for proprietary or national security reasons.

Reporting
Q. What types of reports are available?
A. Users have access to these reports:
   1. Shipment History
   2. International History Shipment History
   3. Credit Card Charge History
   4. Carrier Manifest Report
   5. Shipment Search Report

Q. **Will eShip be able to send UPS end of day reports?**
A. The user can create their own manifest report for the day by carrier to list all the shipments.

Q. **What is the purpose of the credit card charge history report?**
A. This reports lists out all the billed shipment charges. The billed charges can be different from the original shipment estimates.

Q. **What is Research Collaboration and how does it work?**
A. Research Collaboration is when you are shipping research material(s) to another and paying for the shipment using your University issued credit card. The research collaboration module allows you to invite those collaborators that you intend to send research shipments to. It also provides a listing of your invited collaborators including their contact information. You can also modify list to add and delete collaborators as your research requirements change.