

Packing & Shipping

a) Preparing shipping labels

Shipping Labels: Creating labels on “ShipStation” for individual orders and Global Post.

What you will need: Rollo printers and the label paper, ShipStation login, and weight (pounds and ounces of the box)

Creating labels for Global Post

- Log into “Shipstation”
- On the top left side, click on the calculator icon (located next to the “scan”)
- A page will pop up labeled “Rate Browser.”
- Enter the area code: **07606**
- Enter the packaged weight in pounds & ounces using the scale
- Enter a rough estimate of the size of the box
- Click “Browse Rates” (the blue button at the bottom of the page) once done.
- Find the “**UPS Ground**” option; this should be the first and cheapest option available.
- Click “Configure Label” (the blue button at the bottom of the page)
- “Paste address” and copy:

Address for Global Post:

C/O GLOBAL POST

18 CENTRAL BLVD

SOUTH HACKENSACK, NJ 07606-1802 US

- “Validate address” at bottom of the page
- “Use this address”
- In the right now make sure these options are chosen:

Service: UPS Ground

- “Create + Print label”
- print the label will rollo printer
- Stick on the box with “Global Post Sticker”

Creating labels for individual orders

- Log into “ShipStation”
- On the left side of the page, find “Awaiting Shipments” & click

- You will see a list of awaiting shipments
- . Click "Create + Print Label"
- . Print label
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Validating Street Addresses

When a customer's address in

Quality Control:

- The book's cover, spine, and back should clear any imperfections such as chips, bald spots, smudges, and fragments of the ink and/ or graphics.
- The information on the book's cover (ex. Authors name, book title, etc.) should be centered and straight.
- The book's spine should be intact and unbroken.
- Do a quick flip through the book, making sure the text, graphics, page numbers, chapters, etc., are centered and consistent with the other books in the lot.

Numbering system: Each book will be assigned a number that will correlate to a specific book. **Be aware that books made with hard and soft covers will have two different numbers assigned to the same book.

For example,

"Hell Yes or No" HARDCOVER = 11

"Hell Yes or No" SOFTCOVER= 8

"Your Music and People" HARDCOVER= 10

"Your Music and People" SOFTCOVER= 7

Reading the Label: For **domestic** shipments, the assigned number of the book will be listed BEFORE the quantity of the book. These numbers can be found listed at the bottom of the shipping label.

For example:

a) 11=1; translates to packaging (Hell Yes or No, Hardcover; quantity 1)

b) 11=4, 8= 2, 10=2; translates to packaging (Hell Yes or No, Hardcover; quantity 4; Hell Yes or No, Softcover; quantity 2; Your Music and People, Hardcover; quantity 2)

Reading the label for **international** shipments, you will find the title of the book abbreviated and the quantity in the column to the right.

Packaging: The general rule of thumb is finding the smallest, most effective way to package the book(s) by using the smallest envelopes and boxes to reduce unnecessary waste.

1st step: Packing individual orders

Packaging **1-2 book(s)**

- For orders that consist of **1** book using the small plastic envelopes or the small brown envelopes
- For orders that consist of **2** books using the large brown paper envelope will be needed.
- Added supportive cardboard on both sides of the book to help prevent damage to corners and brown wrapping paper.
- To help avoid water damage and general handling damage in the shipping process, ensure no gaping holes are prevalent. If there are holes, fix them with tape.
- Final step: tape & label as routine

Packaging **3-4** books

- For orders that consist of **3- 4** books (dependent on hard vs. softcover), the best box to use is the five-panel box to assemble.
- After the box is assembled, secure the books by wrapping paper around them.
- To help avoid water damage and general handling damage in the shipping process, ensure no gaping holes are prevalent. If there are holes, fix them with tape.
- Final step: tape & label as routine

Packaging **4+** books

- An order that consists of **4+** books is going to require one of the larger boxes.
- Find the smallest box that will securely hold the group of books being sent.
- Fill the excess room in the box with paper and give the box a “shake test,” meaning if you can still hear and feel the books moving freely around in the box, go back and add more filler.
- Final step: tape & label as routine

2nd step: Sending internal shipments to Global Post or USPS

Domestic shipments, USPS:

- Drop the box(es) off at the USPS office. You can leave them on the counter.

International shipments, Global Post (GP):

- After packaging individual shipments (see instructions above), take a lot of orders and fix a larger box.
- Pad spare room to avoid orders being jostled around in transit.
- Tape & secure box
- Add a "Global Post" sticker to the top outside of the box (near the shipping label).
- Weight the box in pounds and ounces & make a label (instructions to follow)
- Drop off at UPS store

Claims: Finding problems with orders on ShipStation, documenting problematic orders on google sheets, filling claims, submitting claims

Why file a claim? Looking through orders and finding potentially problematic orders help us keep clear communication with our customers. In addition, filing claims to GlobalPost help us regain some of the money lost on unsettled orders.

What makes an order problematic? What to look out for:

- Orders that have been denied by customs or sent back
- Orders that have not had any updates in 2+ weeks
- Orders that have been sent to a wrong address
- Orders that have been lost
- Orders that have not been complete
- Orders that have "no tracking available."

a) Adjusting filters on ShipStation

- Log into ShipStation
- Click "Shipments," located at the top, left-hand corner.
- Locate the "Filter By:" section

- Click "Ship Date" then "Custom Range" to proceed with inputting order dates, then "apply."

When looking specifically for domestic shipments, follow with:

- Click "Country"
- Select the "United States" check box

Once filters are adjusted:

- Look under the "Tracking # " header
- For domestic shipments, either a "checkmark" or an "exclamation point" will appear next to the tracking number, indicating a potential problem with the order.
- For international shipments, click on the given tracking number to see the status of the order.

Finding more information on **international Shipments** using Parcel

(<https://parcelsapp.com/en>)

Parcel is a website/ app that helps us see a more detailed description of the customer's tracking information.

- Pull up website/ app and copy the customer's tracking number

b) Documenting problematic orders on the "Shipment Claims" Google Sheets

After finding problematic orders, they will need to be documented on the google sheet for further inspection which will include reaching out to the customer.

Documenting Shipments:

- Under the "International" sheet
- Fill out the columns that include: Order number, tracking numbers, shipments date, Name, and a brief summary note. (all information can be found in ShipStation by click on the order number)

Filing Claims:

A column on the google sheet will be highlighted, indicating that the order can be filed as a claim.

You will need: "NewGlobalPost InsuranceForm"

- After pulling up the "GlobalPost InsuranceForm" fill out "Buyers/ Recipients Information", "Claim Details" - this information can be found in ShipStation

- Claims Amount: This is the “Total Value” found in the customer’s profile in ShipStation
- Under the “Seller/ Shipper Information” fill out:
Name: [REDACTED]
Phone: [REDACTED]
Email: [REDACTED]

Saving a claim as a file :

Once claims have been filled out save to the computer in the following order:

Date (Year/Month/ Date) - Order Number- Customers Name

Ex. 20210811-1234-JohnSmith

Submitting the claim(s):

- Log into email
- Create a new email addressed to GlobalPost Claims
<claims@mailac.custhelp.com>
- In the Subject line: “SIVERS INC/ (Tracking number(s) of the claims submitted)
- Attach the claim(s) in email
- Send
- Go back to Google sheet, under the “Status” column, write “submitted”, followed with the date