



neoship
by Quadient

User Guide



www.quadient.com/en-CA

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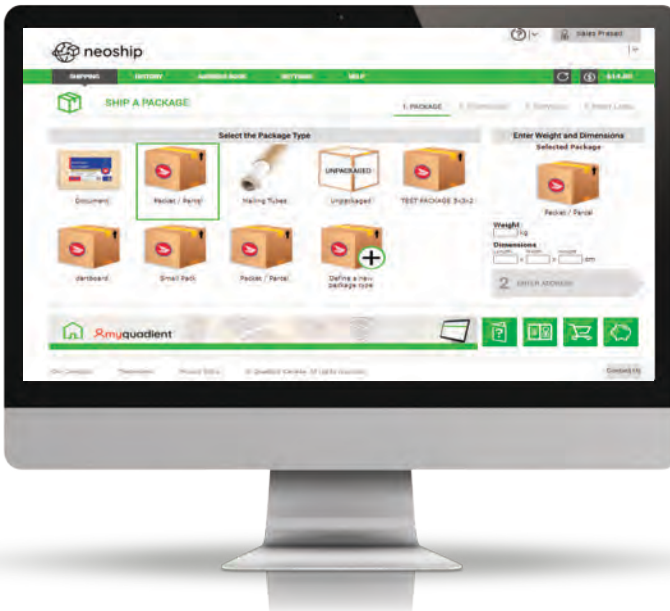
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GETTING STARTED

Welcome to neoship provides on-demand access to Canada Post parcel delivery services and instant postage payment to ship across town, to the other side of the country or around the world. Access neoship through your suite of Myquadiant tools, follow the illustrated prompts, create the shipping label and pay for postage in 4 simple steps. Before you begin working with neoship, take a few moments to review the hardware and subscription requirements needed to access the application.

Hardware and Subscription Requirements

- A LAN capable Mailing System (Quadiant IS and IN series Mailing Systems are LAN capable)
- An active Myquadiant subscription
- A Local Area Network (LAN) high-speed internet connection or PC Meter Link (IS-280 Mailing System only) ***ANALOG MODEM IS NOT SUPPORTED***
- An active Quadiant Digital-Postage-On-Call-Account (DPOC). All neoship charges will be deducted directly from your DPOC account in real time
- A Personal Computer (PC) that is on the same sub-network as your Mailing System to receive the package weight from the weighing platform
- A standard or thermal label printer to print the shipping label

PC Requirements - Browsers

- Microsoft Internet Explorer (IE): Version 9, 10, 11
- Mozilla Firefox: Current version
- Google Chrome: Not Currently Supported
- Microsoft Edge: Not Currently Supported

ACTIVATING THE APPLICATION

To activate neoship, simply sign in to Myquadiant and click on the neoship icon, neoship will confirm if you have the correct Mailing System and MailCare service plan to launch the application. Next, complete the steps below.

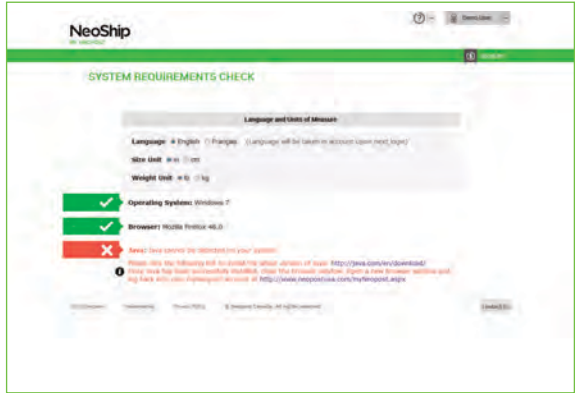
Step 1

Complete the system requirement check and accept terms.

The “System Requirements Check” page displays the minimum requirements needed in order to use the neoship and:

- 1) sets the language.
- 2) set the unit of measurement.

- 3) verifies your PC operating system and web browser.
- 4) verifies Java is enabled.
- 5) searches for the weighing platform connected to your Mailing System.



If Java is not detected, you can install the latest version by clicking on the link provided. Once Java has been successfully installed, close the browser window. Open a new browser window and login back into your Myquadiant account.

Step 2

Ensure your Mailing System weighing platform and a printer are connected, then select your printer. Verify your print settings by printing a test label.



Step 3

Set your default “Ship From” location by confirming that the address information that appears on the screen is correct. To confirm the address information, click on SAVE AND CONTINUE



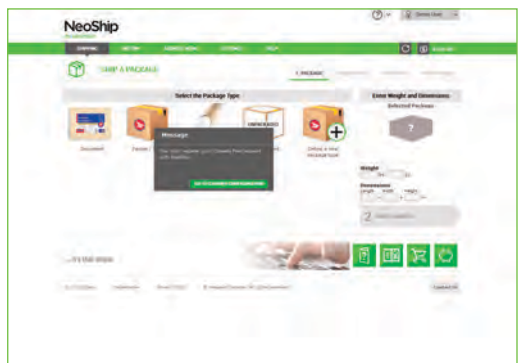
Step 4

Complete the system requirement check. The system requirement check will be completed when the following message appears. Validation successful! Click Begin to continue



Step 5

Register your Quadiant Digital-Postage-On-Call (DPOC) account with Canada Post by clicking on the GO TO CARRIER CONFIGURATION icon



Step 6

Click the “Copy” button to paste later in Step 12.

Click Register to Canada Post to create your Canada Post customer profile.

You will need your Solutions for Small Business membership number and your Canada Post Supplier number that appears to complete your profile.



Note: Your Canada Post Supplier Account Number = your Quadiant Postage (DPOC) Account Number.

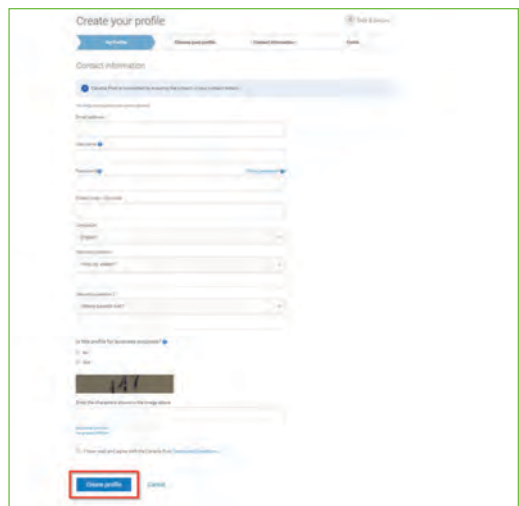
Step 7

If you are a new user to Canada Post, click on Sign Up



Step 8

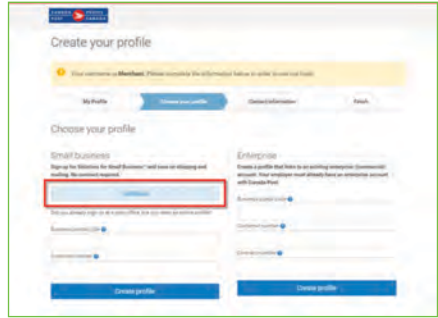
Fill in mandatory fields and click Create Profile



Step 9

Choose your profile type.

If do not have a Canada Post commercial account, create a Solutions for Small Business customer profile. Enter your business postal code, your Canada Post customer number, then click Create Profile.



If you are a Canada Post commercial/enterprise customer, create an enterprise customer profile. To complete an Enterprise customer profile, you will need your Canada Post contract number. If you do not know your contract number please contact Canada Post at **1-866-757-5480**.

Enter your business postal code, your Canada Post customer number and your Canada Post contract number, then click Create Profile.


Step 10

Fill in the contact information and click Continue.



Step 11

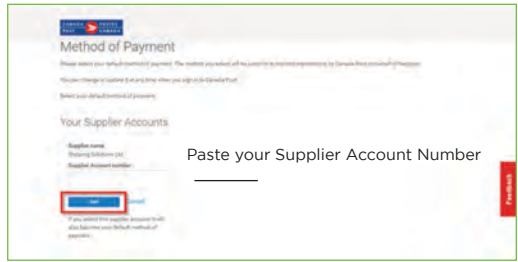
Click on + Add a Supplier Account to set up your Quadient postage (DPOC) account as your method of payment and then click Continue.



Step 12

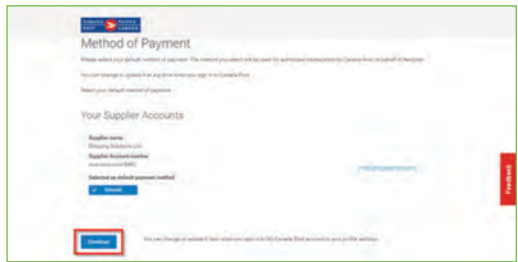
From Step 6, now “Paste” your Supplier Account Number and click Add.

Your Canada Post Supplier Account Number = your Quadiant Postage (DPOC) Account Number



Step 13

Select Supplier Account as your default payment method, then click Continue.



Step 14

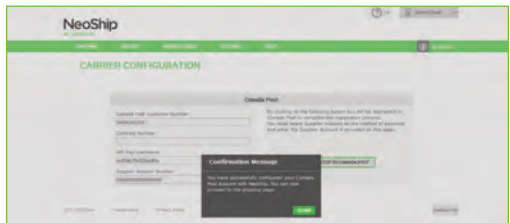
View the terms and conditions and click Agree and Continue to complete the registration process.



Step 15

You will receive a confirmation message that setup is complete and you may begin sending packages.

Click Close to continue.



WEIGHING YOUR ITEMS

Get weight feature

neoship includes the GET WEIGHT feature to allow you to use your Mailing System weighing platform to weigh your items.



Turn on your Mailing System and ensure the green light indicator is illuminated and go to the Home screen.

Place an item on the weighing platform . Select the Package Type and then click the GET WEIGHT icon that appears on the neoship screen.

When you select GET WEIGHT a pop-up message may be displayed alerting you about the weight.

If the weight of your item exceeds the weighing capacity of your weighing platform or there is some other issue, simply enter the weight manually.

Note: For the IS-350 or IN/360 customers: Please disable Smart Start in Supervisor mode. To disable the automatic motor start go to Default User Settings / System Settings / Smart Start / On-Off.

Manual Weight Entry

If your Mailing System does not include the GET WEIGHT feature, or if the weight of your item exceeds the weighing capacity of your weighing platform , simply enter the weight manually.

Note: The weight and dimensions are required to complete a shipment.

Zeroing the weighing platform

To zero your weighing platform , first ensure there are no items on the Mailing System weighing platform surface. Hold the “Scale” symbol button of the Mailing System for two (2) seconds, then press the “OK” button. Please wait for the zeroing process to complete, and then press the “OK” button again.



“Scale” button



“OK” button

Mailing System models with touch screens use the “C” clear button.



“Clear” button

STEP 1: DEFINE THE PACKAGE

From the neoship application on your PC screen: Select a package type from the list displayed, or define a new package that best matches the item you are shipping.

Place the item on your Mailing System weighing platform and, click GET WEIGHT or manually enter the weight into the weight field

If your Mailing System includes the GET WEIGHT feature, place the item on the weighing platform, then click the GET WEIGHT icon. The weight field will automatically populate with the weight calculated by your Mailing System.

If your item exceeds the weighing capacity of the platform, please refer to the Manual Weight Entry

Enter the dimensions of your package in the appropriate length, width and height fields. Entering dimensions will ensure that the price of your shipment is calculated accurately.

Once all of the required fields have been populated, the large arrow button located in the bottom right side of the screen will turn green. You are now ready to enter your address. Click the ENTER ADDRESS button to proceed.

Defining a custom package

The custom package feature is typically used when:

- The type of item that you are shipping is not displayed in the list of package options
- Creating a short-cut keys for commonly shipped packages. Creating a short cut allows you to save the characteristics of a particular item reducing the total number of shipment steps.

To define a custom package:

1. Select the Define a New Package Type icon
2. Complete the package description and enter the package dimensions
3. Add a Short description of the package. The description will be displayed under the image that you choose for the item. Notice on the right side of the screen, there is a preview button – as you create the description it will be displayed.
4. Assign the applicable price and extra services for the package.
Before completing the custom package set up, decide whether you want to include this item in the public or private address book. Remember, if you make this item “public” all users that are registered to the Mailing System and postage account will be able to access and view it.

If you decide to save your custom package in the private address book, you will be the only user that will be able to view it in the future.

The option of adding an image is the last step before completing the custom package.

To include an image:

Select “Import a package image” and follow the screen prompts.

As a last step, click “Create” to save.

Note: neoship allows up to five (5) public packages per customer for all users that belong to that particular location. Each user is allowed to save up to two (2) private packages.

STEP 2: ENTER THE ADDRESS

Saving addresses

If you decide to build and save an address book, you need to create an ID for each address. The ID field will be your way of identifying a specific address profile. For future shipments, once the ID is entered, the associated address profile will auto-populate. The ID field can accept up to ten (10) alphanumeric characters.

Once the ID has been created, complete the profile by entering information in the requested fields. Fields marked with a ► are required.

► Attention

Company

► Street Address

Apt / Suite / Other

► Phone

Recipient email Address - this option is used if you want to notify the recipient by email that he/she will be receiving a package. Tracking information will also be provided in the notification email.


► Country

► City

► Province

Reference - this is an open field and is designed to be used as a way of identifying a specific shipment. A reference field can accept up to twenty (20) alpha-numeric characters. neoship allows you to add the up to five (5) references per shipment.

► Postal Code



Save Address To – If you want to create an address book or short-cut key, the address needs to be saved. First, select the Save Address To check box, then decide whether you want to save the address to a private or public address book. A public address book can be viewed by all users that are registered to a Mailing System and funding account at a particular location. Each user is required to create a profile on Myquadiant. A private address book is linked to a specific user and his/her unique Myquadiant login credentials.

► Ship from – If you want to charge back the shipment to a specific department, simply pull down the department drop down box and select the appropriate department. If the department you are looking for is not listed, you can add a new department by selecting the SETTINGS tab, Ship From Addresses, and Add new.

Adding Ship From addresses

The Ship From addresses are a compilation of addresses that you can use as the location your packages are shipped from. If you have multiple Ship From addresses, you can set which address is chosen by default.

To add a new “Ship From” address, click the Add New icon and enter address information. This address will be available as an optional address. To save changes, click the Add icon at the bottom of the screen.

Managing your address books

To view and manage the contents within the public and private address books, select ADDRESS BOOK from the menu bar, followed by Manage My Contacts. You have the option of viewing each address book separately, together, or by using the pull down Address Book Type.

You can also create a custom view tailored to meet your specific needs. Simply select and enter the filter criteria in the three fields and then click on the Filter icon. To remove the filtering, simply click on the Reset Fields icon with the trash can symbol.

STEP 3: SELECT SERVICES AND OPTIONS

Confirming the address

When you move to Step 3 (SERVICES), you will be asked to validate the address previously entered in Step 2. If a corrected address appears, and it meets your needs, simply click on the Use Corrected Address icon to continue.

Now that the address has been saved, the next time you want to use that Address Profile, all you need to do is enter the Address ID and the Address Profile will auto-populate.

Changing the delivery date

If you want to change the delivery date, simply select the shipping date calendar. You can move the delivery date forward - up to three (3) days from the date the item is prepared.

If you change the shipping date, we recommended that you put the item into the mailstream on the new date, otherwise you run the risk that Canada Post may reject it.

Selecting services and adding options

Service options can be sorted by service, delivery date and price. To select a service, simply click on the service from the list displayed on the screen. To add options, check the box of the option (s) you wish you add.

On the right side of the page, a sample label is created based on the selections you made. The total cost for shipping the item is displayed above the sample label (Total Price).

The screenshot displays the neoship web application interface. At the top, there is a navigation bar with the neoship logo and a user profile for 'Sales Prasad'. Below this is a green menu bar with options: SHIPPING, HISTORY, ADDRESS BOOK, SETTINGS, and HELP. A status bar shows a refresh icon, a power icon, and a total price of '\$14.00'. The main content area is titled 'SHIP A PACKAGE' and includes a progress indicator with steps: 1. PACKAGE, 2. ADDRESSES, 3. SERVICES, and 4. PRINT LABEL. The '1. PACKAGE' step is active, showing a 'Select the Package Type' section with various options: Document, Packet / Parcel (highlighted with a green border), Mailing Tubes, Unpackaged, TEST PACKAGE 5x3x2, dartboard, Small Pack, Packet / Parcel, and Define a new package type (with a plus sign). To the right, the 'Enter Weight and Dimensions' section shows a 'Selected Package' of 'Packet / Parcel', a 'Weight' input field in kg, and 'Dimensions' input fields for Length, Width, and Height in cm. A '2 ENTER ADDRESS' button is visible below. The footer contains the myquadiant logo, navigation icons, and contact information.

STEP 4: PRINT THE SHIPPING LABEL

Before printing a shipping label, you have the option to print a test label that will not deduct any funds from your postage account. Printing a test label validates your selection and that the printer is ready for printing.

To print a test label, select “Print Test Label”. A dialogue box will be displayed alerting you that the “Test Label printed successfully”.

To print a shipping label with postage, first select the check box acknowledging the funds will be deducted from your Postage (DPOC) Account or your Quadient Postage Funds®Account.

Next, select the check box that states you will use one of the available label formats and available printers.

NOTE: BOTH CHECK BOXES MUST BE SELECTED TO PROCEED.

Once you have made the necessary selections, the “PRINT LABEL” button will be available.

Print the label and affix it to your package!

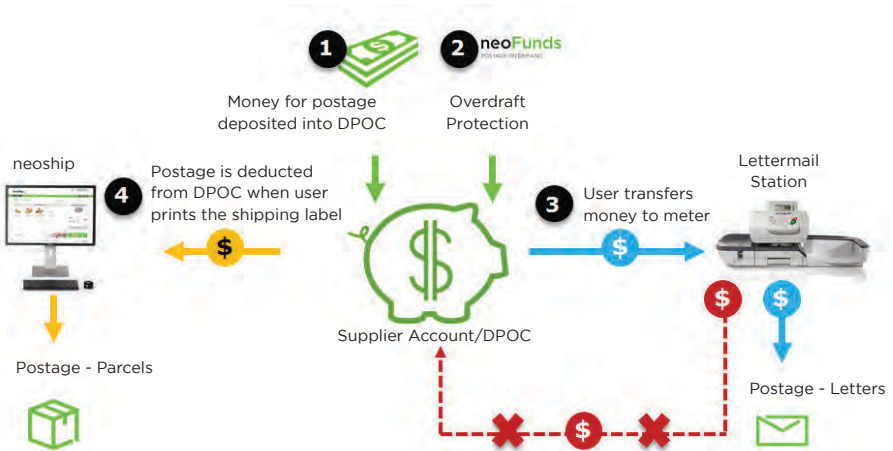


MANAGING YOUR POSTAGE FUNDS

Allocating funds for your letters and parcels

Your Digital-Postage-On-Call (DPOC) account allows you to access funds to pay postage for your letters and your parcels.

neoship is designed to deduct funds directly from your postage account to pay for postage for parcels. Only postage needed to pay for letters is downloaded to the meter embedded in your Mailing System.



Important note:

✗ Funds downloaded to the Lettermail System cannot be transferred back into the Postage Account

Adding Quadient Postage Funds to your postage account

Quadient Postage Funds is a simple postage on demand service that allows you to access a line of credit to ensure you always have sufficient funds in your Postage Account. Quadient Postage Funds is designed to be a safety net that works just like the overdraft protection that a bank provides. It is an optional financial service that does not have a monthly subscription fee and you can close your Quadient Postage Funds account at any time.

Viewing Your Postage (DPOC) Account Activity

The “Funds” icon, which resembles a dollar symbol, on the main page allows you to view your postage account or Quadient Postage Funds information balance. You will be able to view your postage account balance, Quadient Postage Funds remaining and Quadient Postage Funds limit.

You can also connect to the MYPOSTAGE app to view, print and export your postage usage by clicking on View Account Balance or clicking on the Piggy Bank icon at the bottom of the screen.

The screenshot displays the MYPOSTAGE account management page. On the left, there are navigation menus for 'Mail n Ship Tools' and 'Productivity Tools'. The main content area shows account details for 'NEOSHIP 2016 INTEGRAL TEST ACCOUNT' with fields for Company, Account Number, Account Balance, and a 'Postage Funds Line' of \$0.00. Below this is a 'POSTAGE ACCOUNT ACTIVITY' table with tabs for 'SUMMARY' and 'LETTERS'. The table lists transactions with columns for Date, Meter Serial #, Transaction Type, Transaction Amount, GST, PST, and HST. A green arrow points to a 'Funds' icon (a dollar sign inside a green square) in the top right navigation area.

Date	Meter Serial #	Transaction Type	Transaction Amount	GST	PST	HST
2016-11-25		Postage Payment - -mailing	-\$ 16.26	\$ 0.72	\$ 0.00	\$ 0.00
2016-11-22		Postage Payment - -mailing	-\$ 16.00	\$ 0.88	\$ 0.00	\$ 0.00
2016-11-11		Postage Adjustment - Canada Post	\$ 15.26	\$ -0.72	\$ 0.00	\$ 0.00
2016-11-07		Postage Payment - -mailing	-\$ 16.26	\$ 0.72	\$ 0.00	\$ 0.00
2016-11-04		Postage Adjustment - Canada Post	\$ 9.00	\$ -0.45	\$ 0.00	\$ 0.00
2016-11-24		Postage Adjustment - Canada Post	\$ 6.65	\$ 0.00	\$ 0.00	\$ -1.02
2016-10-21		Deposit	\$ 100.00	\$ 0.00	\$ 0.00	\$ 0.00

Note: To return to neoship, click on the package icon shown in the image above.

CANCEL A SHIPMENT ONLINE

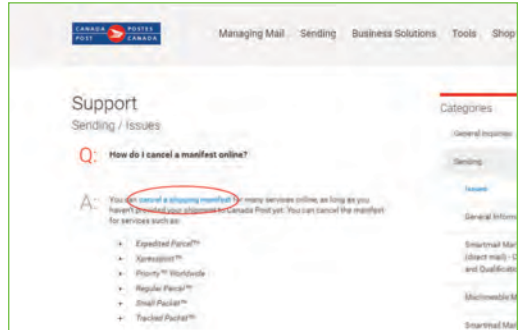
Go to Canada Post website by clicking on the following link:

<https://www.canadapost-postescanada.ca/cpc/en/support/kb/sending/issues/how-to-cancel-a-shipment-manifest-online>

Step 1.

Click on links circled in red or add information as required,

Sign in to your CPC account with your User Name and Password



Step 2.

Click on Tracking Number

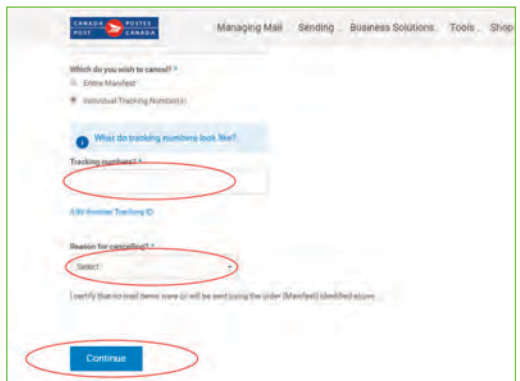


Step 3.

Enter Tracking Numbers (copy and paste from neoship History tab)

Select Reason from dropdown list

Click on Continue



Step 4.

Check the information in the next screen, make changes if necessary and click Continue.

A field will appear to fill in Additional Information.

Example: "Label failed to print."

Click Continue.

The screenshot shows the 'Ticket details' section of a Canada Post web form. The 'Operating Name' field is highlighted with a red oval. The form includes fields for Business Legal Name (NEOSHIP TEST), First Name, Last Name, Email Address, and Phone number (905-475-9722). A red oval also highlights the 'Continue' button at the bottom right.

Step 5.

Enter the Verification Code and click Continue.

The screenshot shows the 'Additional Information' security screen. A verification code '4 2280' is displayed. The input field for the code is highlighted with a red oval. The 'Create Ticket' button is also highlighted with a red oval.

Step 6.

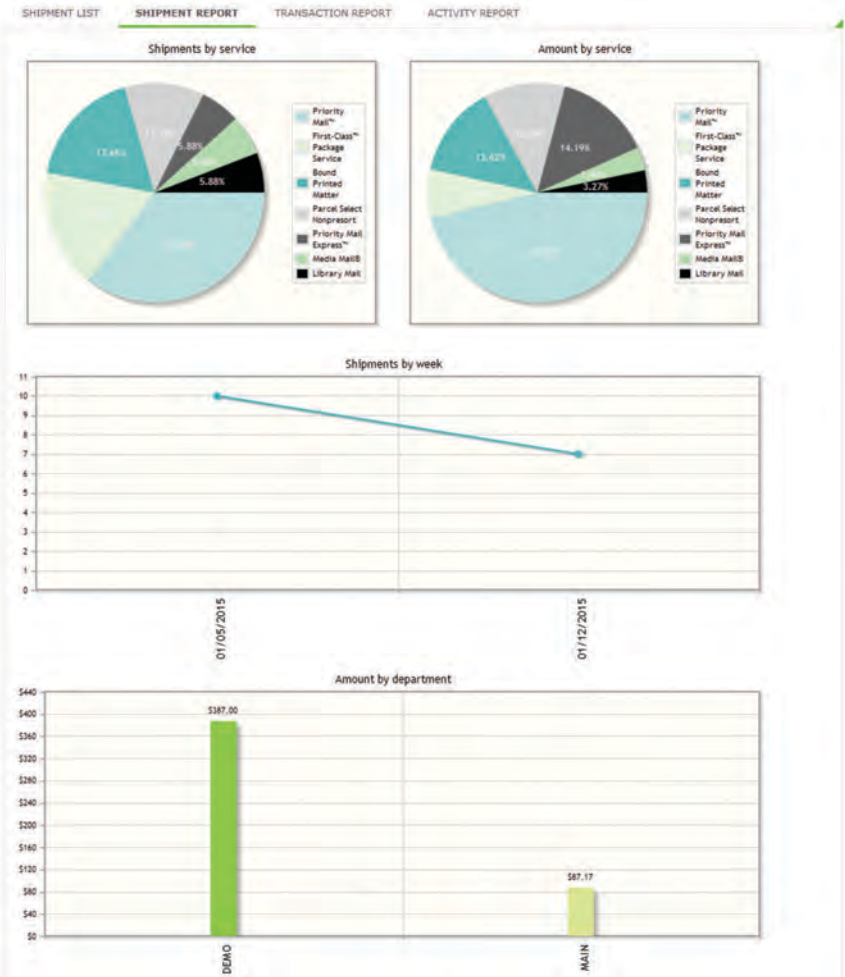
Your Service Ticket will be submitted and a confirmation will be sent to you.

The screenshot shows the 'Create a service ticket' confirmation screen. It displays a success message: "Thank You, your service ticket(s) are being created." Below this, there is a list of "What to expect next" steps. The contact information is also displayed, including Business Legal Name, Operating Name, Name, Email, Phone number, and Language Preference.

GENERATING REPORTS

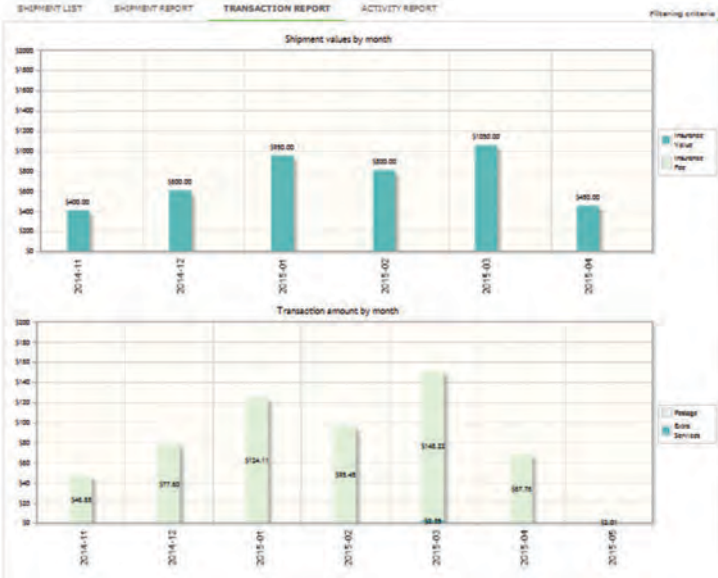
neoship offers a variety of reports that you can view, print or store as needed. Simply click i on the HISTORY tab to access a comprehensive set of reports in a standard format suitable for most applications. Reports can also be customized by filtering the data to better suit your needs. Simply click on Filtering Criteria to customize reports.

Shipment Report



GENERATING REPORTS

Transaction Report



Activity Report



RESET AND HELP FEATURES



Reset

The “Reset” icon, located in the upper right corner of the main page, allows you to clear all package label information and start over from the beginning.

Note: the reset button is only available for use prior to printing a label.



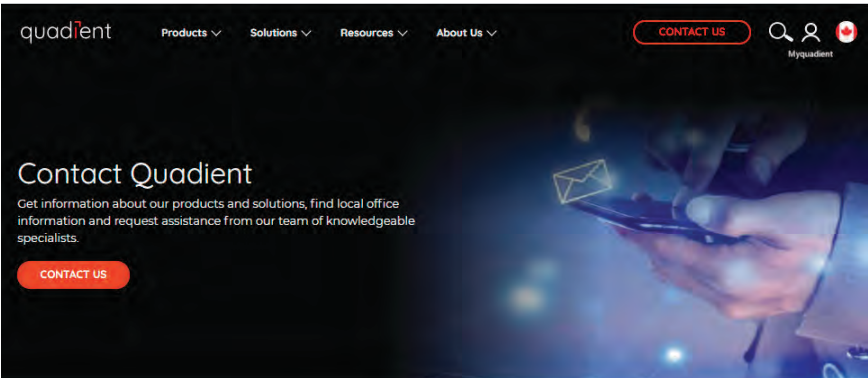
Help

The question mark button depicts “Help”. It is located on the main page as well as on other screens within the application. When you click on the “?”, information relating to the screen will be displayed.

Note: Help content is screen specific.

Contact Us

The “Contact Us” may be used to contact the system administrator by clicking on the “Contact Us” button or you may call us at 1-800-661-0200 for Customer Care phone support.



How can we help you?

My User Account

The “My User Account” page displays profile information for the user that is currently logged into the system.

To edit any of the fields, simply make necessary changes and click the “Update” button.



The screenshot shows a user profile form with the following fields: Login: USERNAME, Title (dropdown menu), First Name, Last Name, Phone, Mobile, and Email. Each field has a small green arrow on the left side. At the bottom of the form is a green button labeled "UPDATE".

My Preferences

The “My Preferences” page drives the behaviour of the neoship application when printing a label.

Printer

Choose between either your default operating system printer or another printer that is attached to your PC.

Print Label Defaults

Label Formats:

- Label only on a single sheet of paper
- Label and receipt on a single sheet of paper
- Label and receipt on separate sheets of paper

Label Charges

When printing a label, the postage amount will be automatically deducted from to your postage account. This option allows you to accept the postage charge without having to select the checkboxes associated with printing a shipping label. To save any changes you have made in the My Preferences screen, click the Save button.



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