2Ship Solutions - How to Create a Ship Request
How to do a Ship Request

The Ship Request Screen

The Ship Request Screen will be the first screen you see after you log into 2Ship. To create a new request, simply fill out the Ship Request screen and click the “Create Ship Request” button.

Step 1 – Sender

In the sender tab you will notice all the information that applies to your location. This is added as a default location for you from the Admin login and will populate every time you open your Ship Request Screen. You are able to change the company and address information should you need to ship from a different location.

Please Note that the Sender code (UNCC) should not be erased when changing Sender details as this Sender code is linked to your carriers. Should you remove it, your Shipper will not be able to get rates and would have to manually change the Sender.
Step 2 – Recipient

The Recipient tab is identical to the Sender the only difference is that, it does not auto-populate with an address. There are a couple of ways to enter an address; manually typing in all information, or by accessing the address database by clicking the blue button to the right of the recipient id, should have added recipients in your addressbook.

Manual entries can be saved to the address book by adding a Recipient Id and toggling the Save/Update Address Book to Yes. When the order is shipped this entry will now be saved in the address book.

Mandatory Fields to complete a shipment

- Country
- Company
- Street Address
- City
- State/Province
- Zip/Postal
- Tel #
Step 3 – Packages

From this tab you will enter the number of packages you are shipping as well as selecting a service group. A service group must be selected in order to generate a request.

The Regular Mail option is used when an envelope is being sent with a postage stamp. The request will be generated but it will not be shipped by the shipper on 2Ship. *(It is for record keeping purposes only)*.

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Step 4 – Additional Info

In this tab, you will need to add the GL Category found in the drop down box. Once you have selected the GL Category, you will need to select the relevant GL Sub-Category for your ship request.

The Special Instructions field is used for any special communication that you have for that ship request.

*What I do suggest is that when you create a ship request for Regular Mail that you use the Special Instructions field and type:  Regular Mail Only*

This special instruction will appear on the Shippers screen reminding them that it is Regular Mail.
Step 5 - Adding Contents

When shipping domestically, contents are not required.

When shipping internationally, a document or commodity is mandatory.

An error message will display when trying to ship an international package without a Documents or Commodity.

When adding a commodity, the highlighted information is mandatory, the remaining fields are optional, but the more information entered the better for customs.

To save time, regularly used commodities can be saved to the commodities database and they will appear in the drop down Select a Commodity.
When adding a document, select the type of document needed from the drop down **Select type of Document**, then fill out the remaining information.

When all information highlighted is entered click **Add**.

**Step 6 – Create Ship Request**

Once you have all your information added for your package/s you can select the “Create Ship Request” button to generate a label and ship request number. You can clear your screen by pressing “Reset Ship Request” if you want to start over.

You have now created the ship request and will see the screen below. You now do not need to do anything more with your ship request. When you click “Close” you will return to the Ship Request screen and can start your next shipment.

**Congratulations! You have successfully completed a ship request!**
Step 7 – Emailed Labels

You will receive an email that will contain the Label/s for your package/s as well as the Commercial invoice if shipping internationally. Please ensure all documents are placed in a pouch and attached to one of the packages in your shipment.

My Request

All ship requests created can be found under My Requests located in the top menu bar.

You can select the request type from the drop down to see requests, which are Request, ship requests you have not been sent a label for. Shipped, request that you have been sent a label for and are waiting to be shipped or in transit, and History, which are delivered shipments.

In the Actions button you can edit or delete ship requests.

When contacting your mailroom make sure to provide them with your order number so then can pull up your ship request.