



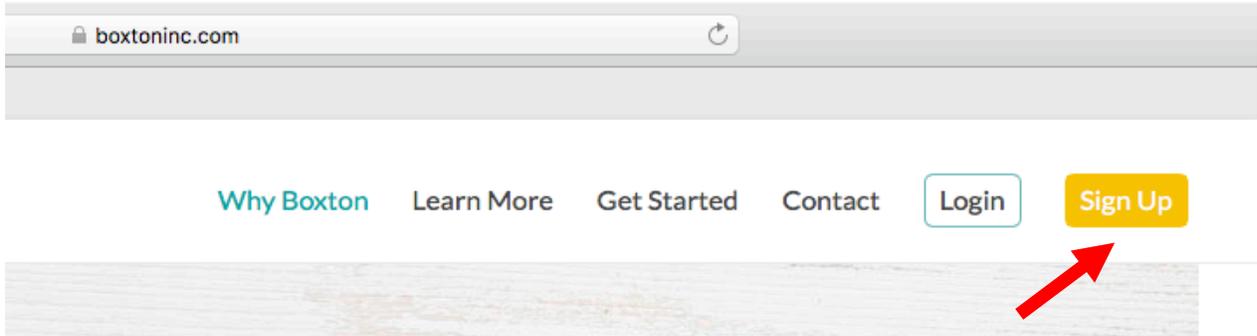
Web Tool User Guide  
Version 1.0  
February 7<sup>th</sup>, 2017

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## Creating an Account

1. Go to BoxtonInc.com
2. Click on Sign Up



3. Complete your Information

*Fields with (\*) are required*

**ACCOUNT INFO**

Username (\*)

E-mail (\*)

Re-type your email (\*)

Password (\*)

Confirm Password (\*)

Password must be at least 7 characters long. To make it stronger, use upper and lower case letters, numbers and symbols.

Type your password again.

**PROFILE INFO**

First Name (\*)

Last Name

Company Name (\*)

Phone Number (\*)

4. Agree to Boxton's Privacy Policy and Click Register
  - a. Because of we are asking for your contact information, this is a legal requirement of Boxton to have a privacy policy. You can view the privacy policy on the site (<https://boxtoninc.com/privacy-policy/>) and contact us with any question ([support@boxtoninc.com](mailto:support@boxtoninc.com))

TERMS & CONDITIONS

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I agree to Boxton's Privacy Policy (see link below form)

ARE YOU A ROBOT?

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Human Check



Enter Verification Words

Register

5. You will receive an email confirming your registration

## Submitting a Request

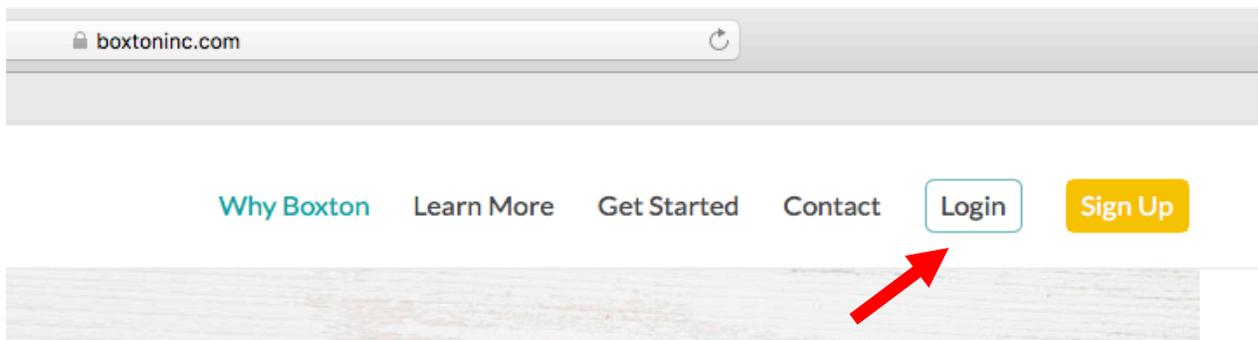
### What constitutes a single request?

A request can be one of the following:

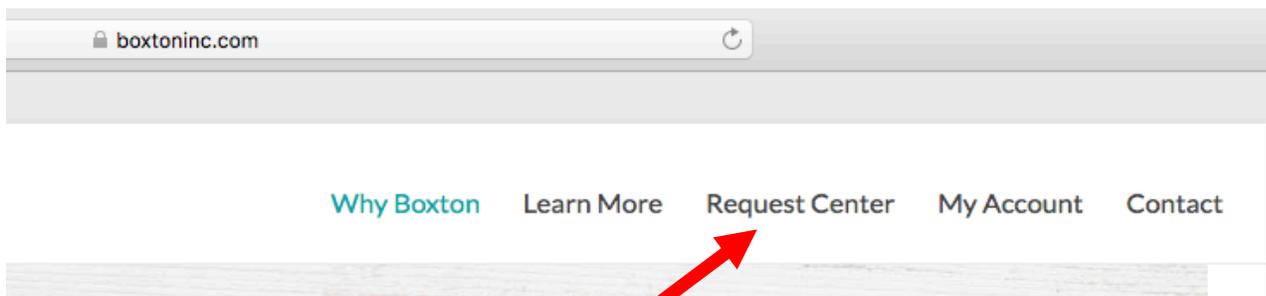
1. A single shipment occurring on a single day
2. A group of shipments occurring over the next few months
3. Can contain multiple pickup and multiple delivery points

### How do I submit a request?

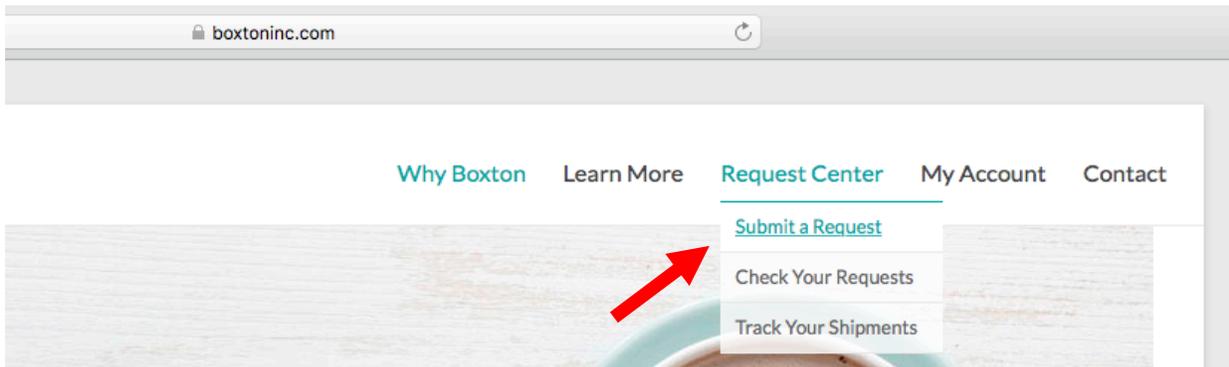
1. Go to BoxtonInc.com
2. Create an Account (per instructions in previous section)
3. Login to your Account



4. Select Request Center



## 5. Select Submit a Request



## 6. Complete the Request Form

- a. For help on each field
  - i. Move your mouse over the question mark next to each field
  - ii. Check [Field Definitions](#) section of User Guide (below)
- b. If you still have questions on how to complete a form, you can contact Boxtone via email ([support@boxtoninc.com](mailto:support@boxtoninc.com)) or phone (+1-619-800-1871)

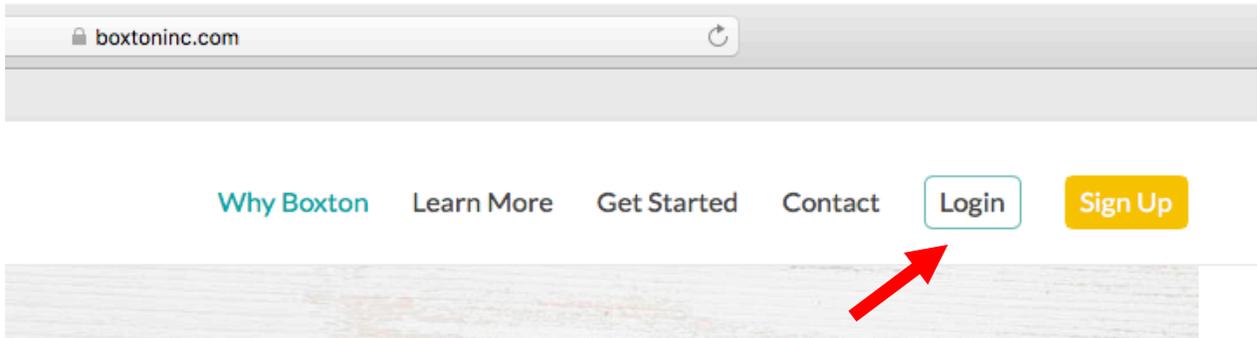
## 7. Finish and Submit Request

- a. If you'd like to save your form to complete later, you can select Save Progress
- b. If you'd like to complete and submit your form, you can select Submit

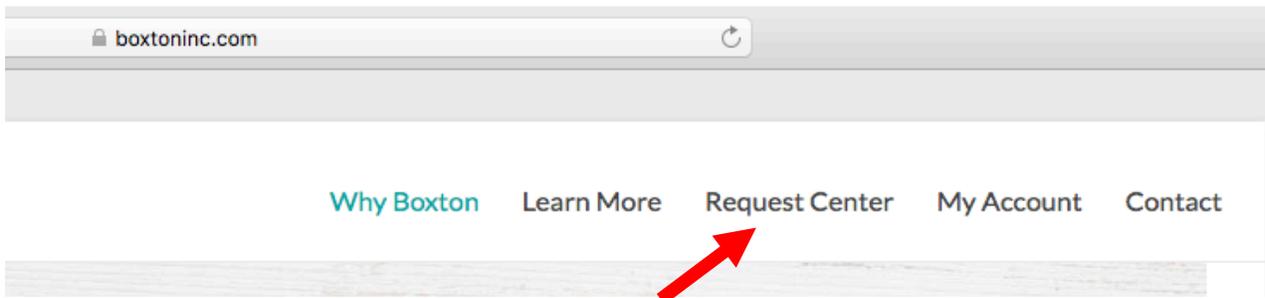
## Checking my Request Status

### How do I check the status of submitted requests?

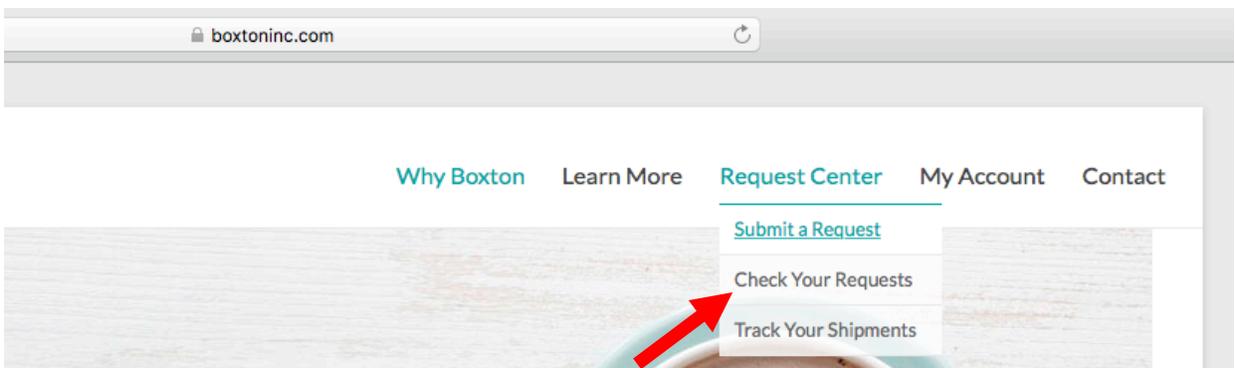
1. Go to BoxtonInc.com
2. Login to your Account



3. Select Request Center



4. Select Check Your Requests

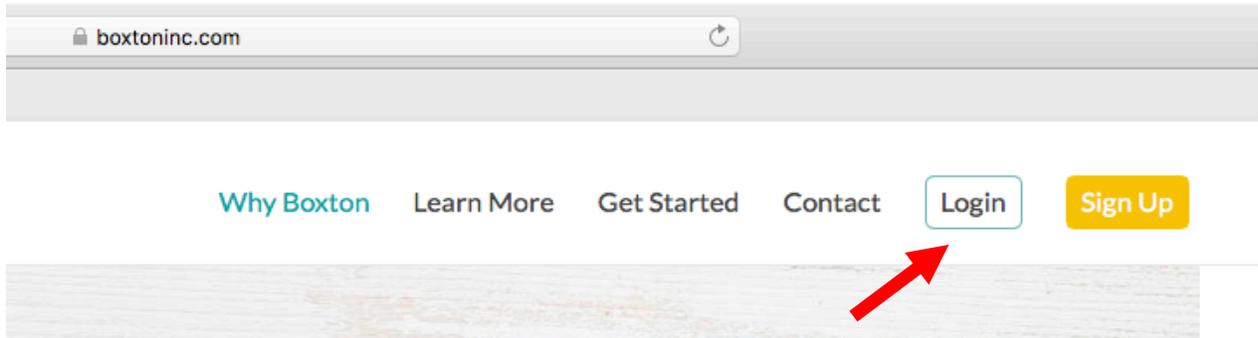


5. All your company's requests will be listed in the Check Your Request tab with the newest request being listed at the top. It will list the most recent status as well as the date of last update and the next expected update date. Please contact Boxton ([support@boxtoninc.com](mailto:support@boxtoninc.com)) if you have any questions.

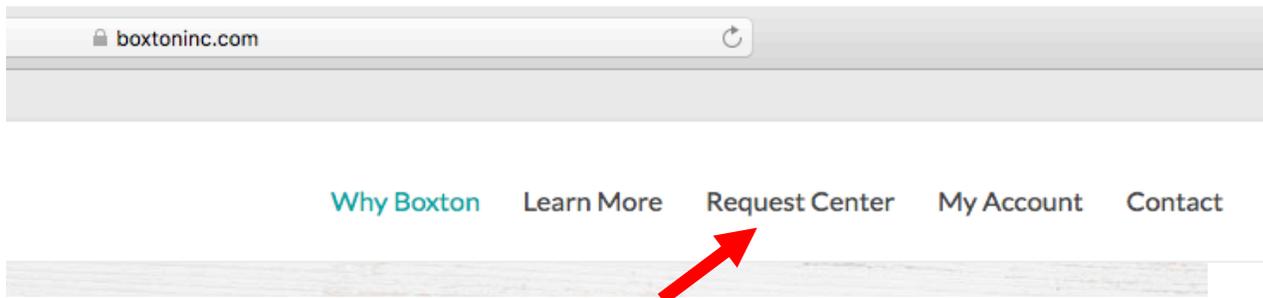
## Tracking my Shipments

### How do I track my shipments?

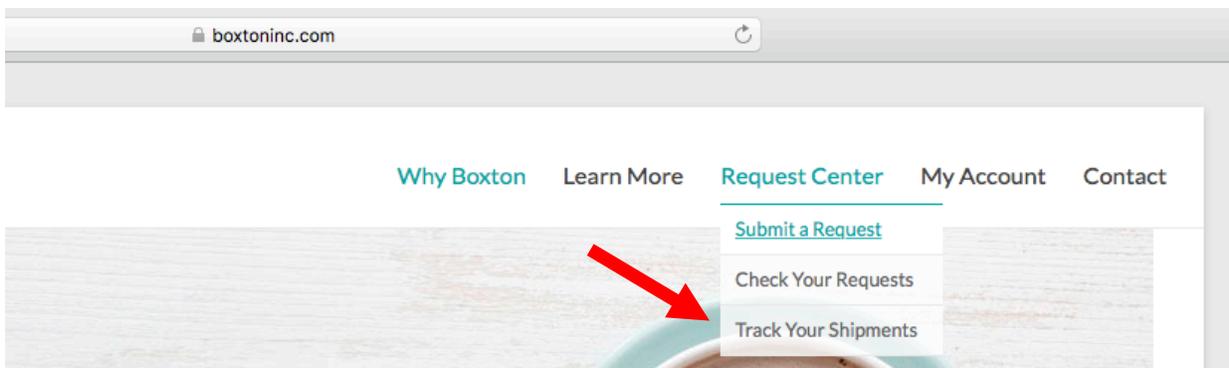
1. Go to BoxtonInc.com
2. Login to your Account



3. Select Request Center



4. Select Track Your Shipments

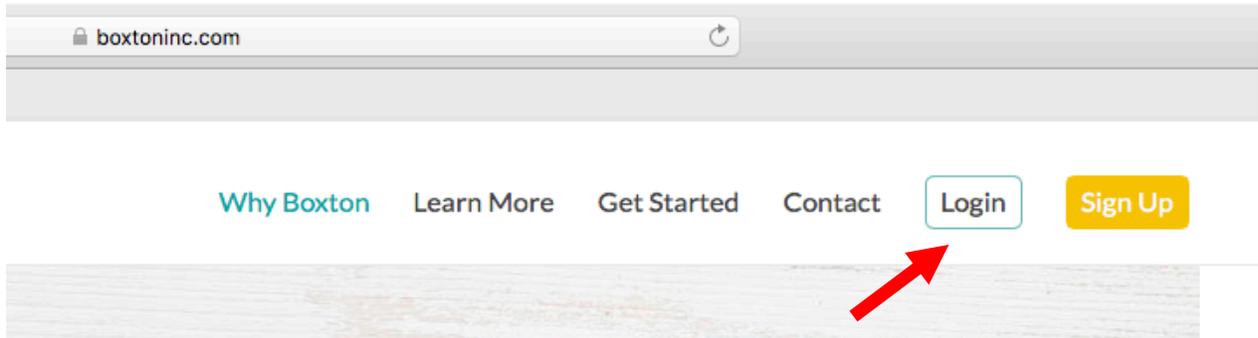


5. You will see a running list of all your company's shipments. We keep shipments that have been delivered on the tracking sheet for 1 week before removing them. You can email Boxtton ([support@boxtoninc.com](mailto:support@boxtoninc.com)) if you have questions about a shipment that was delivered greater than 1 week ago.

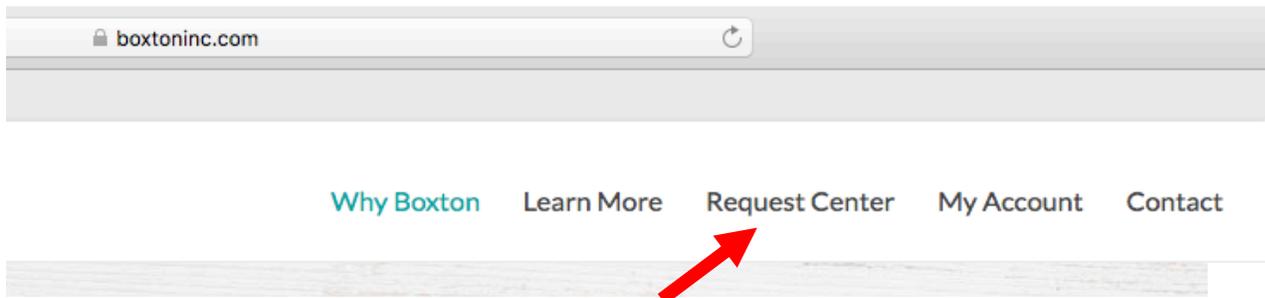
## Completing a Saved Request

### How do I complete a request that was saved but not yet submitted?

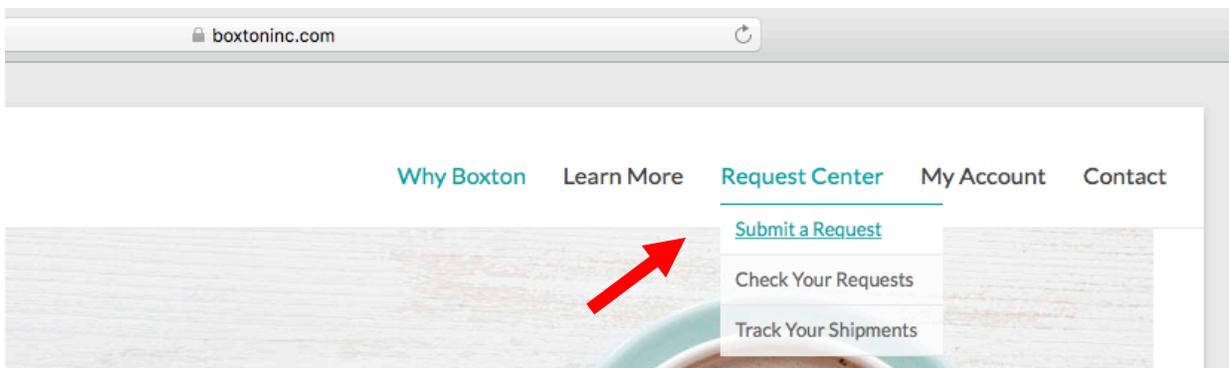
1. Go to BoxtonInc.com
2. Login to your Account



3. Select Request Center



4. Select Submit a Request



5. At the top of the Request form you will see your saved requests. Click on the one you'd like to edit, complete and submit.

**Welcome to the Request Submission Page!**

Please follow the instructions in the form below to submit all new shipping requests.  
Should you have any questions, please call us at [\(619\) 800-1871](tel:6198001871) or reach us through our [Contact Page](#).

**Continue a saved form**

	Date Updated	Title of the Request	First Shipment Pickup Date:
<a href="#">Delete</a>	02/10/2017	China Air Freight	

## Submitting a Request via Microsoft Excel

1. [Click Here](#)
2. Login to your Account
3. Navigate to the “Submit a Request” page (see instructions above). In the instructions at the top of the page is a link to download the Excel file.
4. Email to [getting.started@boxtoninc.com](mailto:getting.started@boxtoninc.com)

## Contacting Boxton

Email Us at [support@boxtoninc.com](mailto:support@boxtoninc.com)

Call Us at +1-619-800-1871

## Check Request Status – Definitions

- **01 – Request Submitted** – You have submitted a request which should be sent out within 24 hours of the request
- **02 – Bids Requested** – We are procuring bids. This step usually takes 3 business days
- **03 – Bids Received** – We have received the initial bids
- **04 – Customer Proposal Submitted** – Boxton has sent you a bid proposal which is awaiting your acceptance via email
- **05 – Customer Proposal Accepted** – You have accepted our customer proposal but the first shipment has not occurred yet.
- **06 – Shipments In Progress** – Boxton has started your first shipments but has not completed your last shipment associated with this request
- **07 – Shipments Completed** – All expected shipments for the request have been delivered
- **08 – Final Invoice Submitted** – Boxton has submitted the last invoice to your accounts payable team
- **09 – Final Invoice Paid/Project Complete** - The last invoice has been paid and the request is complete

## Shipment Tracking Updates – Definitions

- **Estimated Delivery Date** – Boxtton’s estimated date of delivery based on the pickup date and the quoted time-in-transit. This includes an estimate of how long it will take to clear customs, which can vary greatly.
- **Most Recent Event** – Most recent status of your shipment
- **Most Recent Event Date** – Date of most recent status
- **Estimated Pickup** – Scheduled pickup date
- **Actual Pickup** – Actual pickup date
- **Estimated Departure** – Scheduled day of departure from origin port for flight or ocean vessel
- **Actual Departure** – Actual day of departure from origin port for flight or ocean vessel
- **Estimated Arrival** – Scheduled day of arrival at destination port for flight or ocean vessel
- **Actual Arrival** – Actual day of arrival at destination port for flight or ocean vessel
- **Customs Clearance** – Day the goods clear customs
- **Out for Delivery** – Day goods are scheduled to be delivered
- **Delivered** – Goods have been delivered
- **Notes** – Any additional notes regarding transportation

## Field Definitions

- **Title of the Request**
  - Description - This is a reference name for your request we will use when referring to this project.
- **Your Contact Email**
  - Description – This auto-populates with the email address you used to register your account with Boxton
- **First Shipment Pickup Date**
  - Description – This is the estimated date of pickup for the first shipment of the request
  - Helpful Hint – This is only an estimate to help us time the project.
- **Last Shipment Pickup Date**
  - Description - This is the estimated date of the last pickup.
  - Helpful Hint - If there is only 1 pickup, this will be the same as the first pickup. This is only an estimate that will help us determine how long the bid will be valid for.
- **Are you working with a manufacturer or 3<sup>rd</sup> party who will provide shipment details?**
  - Description -
- **Will You Need Help with Customs Documentation?**
  - Description - If this is an international shipment, this lets us know if you need Boxton's help with customs. If you select Yes, a Boxton representative will contact you.
- **Have you received a shipping quote from another provider?**
  - Description – this information is used to generate comparison and savings report against Boxton's quotes.
- **Current Shipping Terms**
  - Description - This is the shipping terms (incoterms) of the shipment as currently negotiated.
  - Helpful Hint - If your manufacturer is handling shipping, this is usually DDP or DAP. If you are currently handling shipping, this is usually Ex-Works or FCA. If this is a domestic shipment (in any country) then select No Terms.  
<https://en.wikipedia.org/wiki/Incoterms> is an excellent reference

- **Primary Mode of Transportation**
  - Description - This is the mode of transportation for these shipments.
- **Are you shipping any Hazardous Materials?**
  - Description - If you are shipping Hazardous Materials, it is VERY important they are handled correct. If you select Yes, a Boxtan representative will contact you.
- **Delivery Type**
  - Description - Most deliveries are Door-To-Door.
- **Packing List**
  - **Item Description**
    - Description – Should be a description of the product your shipping, preferably the commodity type describing the goods for customs purposes.
    - Helpful hint – If you do not know the commodity type, any brief description of the product will do
  - **Packing Type**
    - Description - Selection that describes how your goods are packaged.
    - Helpful Hint – These are usually pallet, carton, crate, 20’ ocean container or 40’ ocean container
  - **Origin City**
    - Description - Pickup City and State (if applicable)
  - **Origin Country**
    - Description - Pickup Country
  - **Origin Contact Name**
    - Description - A contact name at the pickup site that can be used to arrange delivery.
  - **Origin Contact Email**
    - Description - A contact email at the pickup site that can be used to arrange delivery.
  - **Destination City**
    - Description - Delivery City and State (if applicable)
  - **Destination Country**
    - Description - Delivery Country
  - **# of Pieces**

- Description - # of items being shipped. This should align with your Packaging Type. If you selected pallets, it's the number of pallets being shipped. If its crates, it is the number of crates being shipped
- **# of Pickups**
  - Description – This is the estimated number of pickups required for your series of shipments.
  - Helpful Hint – This helps us reduce your overall cost and allow us to provide you with total estimated shipping.
- **Metric (Yes or No)**
  - Description - If your measurements are in metrics (CM, KG) then Yes. If not (IN, LBS) then No.
- **Length per Piece**
  - Description - Length of each piece (pallet, crate, carton, etc.) in your selected measurement system (CM or IN)
- **Width per Piece**
  - Description - Width of each piece (pallet, crate, carton, etc.) in your selected measurement system (CM or IN)
- **Height per Piece**
  - Description - Height of each piece (pallet, crate, carton, etc.) in your selected measurement system (CM or IN)
- **Weight per Piece**
  - Description - Weight of each piece (pallet, crate, carton, etc.) in your selected measurement system (KG or LBS)
- **Value per Piece**
  - Description - The declared value of each piece (pallet, crate, carton, etc.). This will determine how much you are insured for in case the goods are damaged or loss. The higher value, the more expensive the shipping will be.
- **Stackable**
  - Description - If you can stack the items (pallet, crate, carton, etc.) then Yes. If they cannot be stacked, then No. If they are not stackable, the shipment will be more expensive.
- **Shipment Ref. Num.**

- Description - This is optional if you'd like us to reference a shipper ID # when contacting the origin about the shipment.
- **Additional Comments**
  - Description – Use this area to communicate any additional information on the shipment you think Boxtton may need.