



Fastway Couriers

eBay user guide

June 2014

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couriers®



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Welcome



Fastway has provided a competitive freight service solution for eBay power sellers to assist you in providing a professional delivery service for customers.

This is the Fastway landing page for eBay sellers, from here you can log in to your existing account or if you don't have one you can register.

Visit labels.fastway.com.au to get started.

[Sign In](#) [Register](#)

Sign in to your Fastway account

Email address *

fastebay@fwebay.com

Password *

Password

☒ Keep me signed in (unchecked if you're on a shared computer)

Sign in

Forgot password

Don't have a Fastway account?

Register

☒ I accept the [Conditions of Carriage](#)

How to register



To register for a Fastway account you need to have an eBay account.

If you don't have an eBay account you can get one at [ebay.com.au](https://www.ebay.com.au). Click the register button to navigate to the registration page.

Enter your log in credentials and billing details.

The screenshot shows the Fastway registration page. At the top is the Fastway logo and a navigation bar with 'Sign In' and 'Register' links. Below the header, there's a section titled 'Enter your details below to sign up for a Fastway account'. This section includes fields for 'Email address' (filled with 'bronwyn@gmail.com'), 'Password' (masked with dots), 'Re-enter password' (masked with dots), and 'GST number'. Below this is the 'Billing address' section with fields for 'First name' (filled with 'Bronwyn'), 'Last name' (filled with 'Mackey'), 'Company name', 'Address one' (filled with '7 Downly Street'), 'Address two', 'Town' (filled with 'MELBOURNE - 3004'), 'Postcode' (filled with '3004'), 'Phone mobile' (filled with '00615456235655'), and 'Phone'. To the right of the billing address is the 'Package collection instructions' section with three fields for 'Special instructions 1', 'Special instructions 2', and 'Special instructions 3'. At the bottom left, there's a checkbox labeled 'If your collection address is different from your billing address please enter this below.' and a 'Sign up' button.

Note: If your billing details are in an area that Fastway doesn't service you can still register however, your collection address must be in a Fastway territory. Broome for example, is not serviced by Fastway and by entering this into your billing address you'll receive the following prompt.

The screenshot shows a dialog box with a white background and a grey border. The text inside reads: 'Collection by Fastway is not available from this address, please provide an alternate collection address below'. There is an 'OK' button in the bottom right corner.



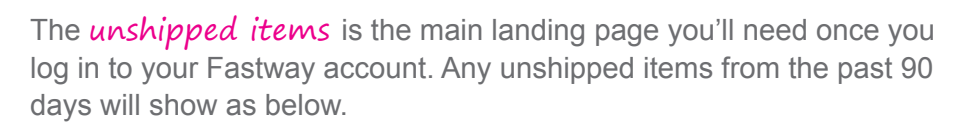
Once you've successfully entered your log in and billing/collection details you'll automatically be redirected to an eBay site to link your account.

The screenshot shows the eBay 'Welcome to eBay' page. It features the eBay logo and the text 'Welcome to eBay'. On the left, there's a 'Sign in' section with the text 'Sign in with your eBay account to link your account to Fastway'. Below this are fields for 'Email or user ID' and 'Password', a 'Forgot your user ID or password?' link, and a 'Sign in' button. On the right, there's a 'New to eBay?' section with the text 'Get started now. It's fast and easy!' and a 'Register' button.

Enter your eBay credentials in the fields provided to link your accounts.

You'll be prompted with a disclaimer that details the policies and terms of service and in order to link your eBay and Fastway accounts you need to click *I agree*.

The screenshot shows the eBay 'Grant application access: Fastway' page. It features the eBay logo and the text 'Grant application access: Fastway'. Below this is a disclaimer: 'Ready to use Fastway? Great! We need your consent to share your eBay data. Don't worry, we won't share your eBay password. You can change this any time by editing your account preferences. Please take the time to read Fastway's terms of service and privacy policy, because these policies will apply when you use this service. Remember, we don't manage policies set by other companies. By clicking on the "I agree" button, you're allowing us to link your eBay account with Fastway.' There are two buttons: 'I agree' and 'No thanks, take me to the Application's website or eBay homepage'. At the bottom, there's a footer with links for 'Community', 'About eBay', 'Announcements', 'Security Center', 'Resolution Center', 'Seller Information Center', 'Policies', 'Site Map', 'eBay official time', 'Preview new features', 'Contact us', 'eBay Talk', and 'Tell us what you think'. There is also a copyright notice: 'Copyright © 1995-2013 eBay Inc. All Rights Reserved. User Agreement and Privacy Policy'.

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How to create labels

1

Create automatic label – an automatic label is created based on the information pulled from your eBay account. To create an automatic label you need to meet the requirements as per the *blue information boxes* for a particular item.

Oreck Steam-It Stick Cleaner
 Sale price AUD \$331.50
 eBay order id: 268049010
 Sold date January 12, 2014

Delivery Address
 Test
 User
 address
 city
 98102

Selected parcel types - Order Cost \$0.00

The address details entered are not in our system. No packaging can be added until this has been resolved. Click on the icon to edit the delivery address.

☐ Signature on delivery

Edit Address

- As you can see above the address details entered are not in our system. No packaging can be added until this has been rectified. To edit the address of an item, click the *edit address* button on the left hand side of the delivery address.
- The system will prompt you which fields must be added or changed as below. Once these have been entered click *save changes*.

Delivery address		Contact details	
Name	Michelle Hunt	Email	user@domain.com
Company name		Mobile	0421820320
Address 1	456 Westfield Lane	Phone	
Address 2			
Suburb		Special instructions Special instructions 1 Special instructions 2	
	Enter a City		
Post code			
	Enter a valid Postcode		



2

Select the packaging type required via the dropdown box.

If you're sending within a local area, example: Sydney sending to Sydney, Melbourne sending to Melbourne you'll only have the option of a local parcel. This is the cheapest option and you can create manual labels with a local option also.

If you're sending out of your local territory you can select from three satchel sizes and three carton sizes. You can add more than one label per eBay item sold, for example: if the item needs to be broken down into separate packages. Any parcel going outside the Fastway network will incur an additional cost.

3

By default, parcels are sent as Authority to Leave (ATL). This means that a courier doesn't need to obtain a signature when delivering the parcel. If you require signature on delivery – check the tick box. This will incur an additional cost and apply to all labels generated for one eBay sale.

4

If you decide to remove a label or have selected the wrong one, just click on the blue cross next to the parcel type to delete it.

Flight Simulator X: Gold Edition (PC, 2008)
 Sale price AUD \$5.00
 eBay order id: 110135420211-0
 Sold date January 12, 2014

Delivery Address
 Test
 User
 87
 Tree
 Street
 SYDNEY
 2000

Selected parcel types - Order Cost \$17.00 (Signature on delivery)

☒ Local - \$8.50
☒ Local - \$8.50

Select parcel type: Local

☒ Signature on delivery

5

Once you've completed generating the labels you wish to print (remember you don't have to do them all at once) select [add to cart](#). While you're creating labels you can hover over the your cart option at the top to see a list of items that are currently in your cart.

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amanda@fastway.org | Log out

My Profile eBay Accounts Label History Unshipped Items Your cart \$17.00 (1 item(s))

Sort: Sale date asc Filter: All Search: Flight Simulator X: Gold Edition (PC, 2008) - \$17.00

Create Manual label Add all to cart Empty cart 1 item(s) Check out

Flight Simulator X: Gold Edition (PC, 2008)
Sale price AUD \$5.00
eBay order id: 110135420211-0
Sold date January 12, 2014

Delivery Address
Test
User
87
Tree
Street
SYDNEY
2000

Selected parcel types - Order Cost \$17.00 (Signature on delivery) Remove from cart

Local - \$8.50
Local - \$8.50

✓ Signature on delivery

6

When you're ready to move to the payment page, click the [check out](#) button.

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My Profile eBay Accounts Label History Unshipped Items Your cart \$17.00 (1 item(s))

Sort: Sale date asc Filter: All Search: Flight Simulator X: Gold Edition (PC, 2008) - \$17.00

Create Manual label Add all to cart Empty cart 1 item(s) Check out

Flight Simulator X: Gold Edition (PC, 2008)
Sale price AUD \$5.00
eBay order id: 110135420211-0
Sold date January 12, 2014

Delivery Address
Test
User
87
Tree
Street
SYDNEY
2000

Selected parcel types - Order Cost \$17.00 (Signature on delivery) Remove from cart

Local - \$8.50
Local - \$8.50

✓ Signature on delivery

7

This will redirect you to a page where you can schedule collection of items and have the option to request replacement packaging.

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My Profile eBay Accounts Label History Unshipped Items Your cart \$17.00 (1 item(s))

Schedule pickup or drop off options:

☒ Please collect my items
☐ I want to drop my items off

View drop off points nearest you.

When would you like us to collect:

Date	Time
Thursday January 16 2014	8am - 11am
Thursday January 16 2014	1pm - 5pm
Friday January 17 2014	8am - 11am

Your collection details:

Fastway Global Ltd
SYDNEY
2000
1 Lever Street
Ahuriri

You are able to change your collection details in the "My Account" page.

Do you need replacement packaging:

Satchels	Quantity	Cost
Small 500g satchel (20's)	0	\$2.73 +
Large 3kg satchel (20's)	0	\$3.82 +
Extra large 5kg satchel (20's)	0	\$7.27 +
Total	0	0.00

Cartons	Quantity	Cost
Small 500g carton (20's)	0	\$12.73 +
Large 3kg carton (20's)	0	\$21.82 +
Extra large 5kg carton (20's)	0	\$32.73 +
Total	0	0.00

Paypal Billing Agreement

☒ Use Paypal Billing Agreement (We will charge your Paypal account)

Labels (1) : AUD \$17.00
Packaging (0) : AUD \$0.00
Total cost : AUD \$17.00

Cancel Payment

8

To schedule pick up of your items ensure the [Please collect my items](#) option is selected, and then choose your preferred time frame. You can only select from the next three courier cycles for collection – for example if you're creating labels on Friday morning you'll have the option of Friday afternoon, Monday morning and Monday afternoon.

If you have any special requirements around your pick-up, such as you won't be at home, simply talk to your Courier Franchisee.

9

If you need replacement packaging, simply click on the + sign next to the satchel or carton you wish to order. Please note that only satchels are available for the trial.

Do you need replacement packaging:

Satchels	Quantity	Cost	
Small 500g satchel (20's)	2	\$3.00	+ -
Large 3kg satchel (20's)	1	\$4.20	+ -
Extra large 5kg satchel (20's)	0	\$8.00	+
Total	3	10.20	

Cartons	Quantity	Cost	
Small 500g carton (20's)	0	\$14.00	+
Large 3kg carton (20's)	1	\$24.00	+ -
Extra large 5kg carton (20's)	0	\$36.00	+
Total	1	24.00	

Labels (0) : AUD \$0.00

Packaging (4) : AUD \$34.20

Total cost : AUD \$34.20

Cancel

Payment

10

If you'd like to link your PayPal account to your Fastway labels account for future payments, check the [Link your PayPal account](#) box – this means that you don't have to go through to the payment screen every time you want to make a purchase.

11

Finally, this will redirect you to the PayPal page where you need to enter your Email and Password to log in or pay directly with your credit card. To check out click the [payment](#) button.

Your order summary

Descriptions	Amount
Small 500g satchel (20's) - Total of ...	\$5.46
Item description: Package items	
Item price: \$2.73	
Quantity: 2	
Large 3kg satchel (20's) - Total of ...	\$3.82
Item description: Package items	
Item price: \$3.82	
Quantity: 1	
Large 3kg carton (20's) - Total of ...	\$21.82
Item description: Package items	
Item price: \$21.82	
Quantity: 1	
Item total	\$31.10
GST	\$3.10
Total	\$34.20 AUD

Choose a way to pay

Pay with my PayPal account

Log in to your account to complete the purchase

Email
dev@fastway.org

PayPal password

☐ This is a private computer. What's this?

Log In

[Forgotten your email address or password?](#)

Create a PayPal account

And pay with your credit or debit card

[Cancel and return to Mr Magorium's wonder emporium](#)

[Site Feedback](#) | [PayPal helps protect your privacy and security. For more information regarding the PayPal service read our \[User Agreement\]\(#\), \[Combined Financial Services Guide and Product Disclosure Statement\]\(#\), and \[Privacy Policy\]\(#\).](#)

Copyright © 1999-2014 PayPal, Inc. All rights reserved. PayPal Australia Pty Limited ABN 93 111 195 369 (AFSL 304962). Any general financial product advice provided in this site has not taken into account your objectives, financial situation or needs.

Click [log in](#)

Your order summary

Descriptions	Amount
Small 500g satchel (20's) - Total of ...	\$5.46
Item description: Package items	
Item price: \$2.73	
Quantity: 2	
Large 3kg satchel (20's) - Total of ...	\$3.82
Item description: Package items	
Item price: \$3.82	
Quantity: 1	
Large 3kg carton (20's) - Total of ...	\$21.82
Item description: Package items	
Item price: \$21.82	
Quantity: 1	
Item total	\$31.10
Tax:	\$3.10
Total	\$34.20 AUD

Review your information

Continue

Payment methods [Change](#)

Credit/Debit Card: Visa XXXX-XXXX-XXXX-7180 **\$34.20 AUD**

This transaction will appear on your bill as PayPal *MRMAGORIUMS.

☐ PayPal gift card, certificate, reward, or other discount [Redeem](#)

Contact information

dev@fastway.org

Continue

You're almost done. You will confirm your payment on Mr Magorium's wonder emporium.

[Cancel and return to Mr Magorium's wonder emporium](#)

Click [continue](#)

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My Profile





eBay Accounts

Label History

Unshipped Items

Tracking

SECURE PAYMENTS BY 



If the information below is correct, click Pay now to confirm your payment

Description	Amount
Small 500g satchel (20's) - Total of 2 item(s) included	5.46
Large 3kg satchel (20's) - Total of 1 item(s) included	3.82
Large 3kg carton (20's) - Total of 1 item(s) included	21.82
	Tax: AUD 3.10
	Total: AUD 34.20

Pay now

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Confirmation screen, click [Pay now](#).

Thank you for your payment.

Print all

Apple MacBook Pro A1278 13.3" Laptop - MD101LL/A (June, 2012)

Signature Required

Label Numbers

- KE0000000019

Prints remaining 5/5

Receipt Number: 144

Parcel Collection Address:
Fastway Global Ltd
1 Lever Street
Ahuriri
3000
Your packages will be picked up on Thursday, 27 February 2014, between 1pm and 5pm
Purchased Packaging

- 1 - Small 500g satchel (20's)

Print label

Close label

Payment confirmation screen, from here you can print labels – these will be available under [Label history](#) if additional reprints are required.

To view completed consignments click on [label history](#), this will allow you to search via date range.

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My Profile

eBay Accounts

Label History

Unshipped Items

Tracking

Completed consignments

Lorem ipsum dolor sit amet, consectetur adipiscing elit. In vel ipsum interdum, sagittis nisl sed, gravida enim. Sed ullamcorper tristique nisl. Duis felis justo, volutpat nec volutpat non, feugiat sit amet magna. Nulla ut congue elit. Aenean adipiscing sollicitudin mollis. Mauris convallis adipiscing justo, in consequat sem aliquam ut.

14/02/2014

27/02/2014

Search

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My Profile

eBay Accounts

Label History

Unshipped Items

Tracking

Completed consignments

14/02/2014

27/02/2014

Search

Consignment #	Date Created	
137	19/02/2014	View consignment details
138	24/02/2014	View consignment details
144	27/02/2014	View consignment details

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Click on [View consignment details](#).

From here you can reprint labels – the counter beneath the label information details how many reprints are remaining. You're allowed up to five reprints per consignment.

Consignment details

Print all labels

Levis women's jeans[Regular,29 in.]

Label numbers

- KF0000000026

Prints remaining 5/5

Receipt number: 138

Parcel collection address:
Fastway Global Ltd
1 Lever Street
Ahuriri
3000
Your packages will be picked up on Tuesday, 25 February 2014, between 8am and 12pm
Purchased packaging

- 1 - Small 500g satchel (20's)

Print label

Close label



Sample label format:

Fastway Local Dest RF: **MEL**

To: Grace Patterson
875 George Street
MELBOURNE
3000 MELBOURNE

Contact Name: Grace Patterson
Contact Phone: 0400123123

From: Amanda - Gray
1 Lever Street
Ahuriri
MELBOURNE

Cont:

Authority to leave

Ref: 26/02/2014

Total Weight: kg 1 of 1

Trace

KF0000000026

Delivery

KF0000000026

Under the tracking screen you can filter your label numbers by the following status to monitor parcel movement:

- **Lodgement** – Labels that have been paid for but no pick-up has occurred
- **Pick-up** – Parcels/satchels that have had a pick-up as their last scan
- **In transit** – Parcels/satchels that have had an in-transit scan as their last scan
- **Delivered** – Parcels that have been delivered
- **Not delivered** – all Parcels that have not been delivered

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My Profile eBay Accounts Label History Unshipped Items Tracking Your cart \$0.00 (0 item(s))

Sort: Title asc Filter: Not delivered Date: 01/07/2014 28/11/2014 Search: Search

Lodgement
Pickup
In transit
Delivered
Not delivered

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My profile



On the my profile page you can view and edit your billing and collection information.

This data is first entered when you sign up to labels.fastway.com.au.

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My Profile eBay Accounts Label History Unshipped Items Tracking

Profile

Email address * amanda@fastway.org

GST number GST number

Billing address

First name * Amanda

Last name * Gray

Company name Fastway Global Ltd

Address one * 1 Lever Street

Address two Ahuriri

Town * SYDNEY - 2000

Postcode * 2000

Phone mobile +6421329105

Phone +64329105

☒ If your collection address is different from your billing address please enter this below.

Collection address

Company name Fastway Global Ltd

Address one 1 Lever Street

Address two Ahuriri

Town MELBOURNE - 3000

Postcode 3000

Save profile



If you receive an error screen as below please contact itsupport@fastway.org and we'll respond to your requests as soon as we can.

fastway couriers amanda@fastway.org | Log out

My Profile eBay Accounts Label History Unshipped Items Tracking

Your cart \$0.00 (0 item(s))

Sorry,

Either the page you requested doesn't exists or you have experienced a technical error.

Please take note of the steps you took to reach this page and [contact support](#)

Thanks,
Fastway Team.

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