Fastway Couriers

eBay user guide

June 2014

fastway couriers

Contents

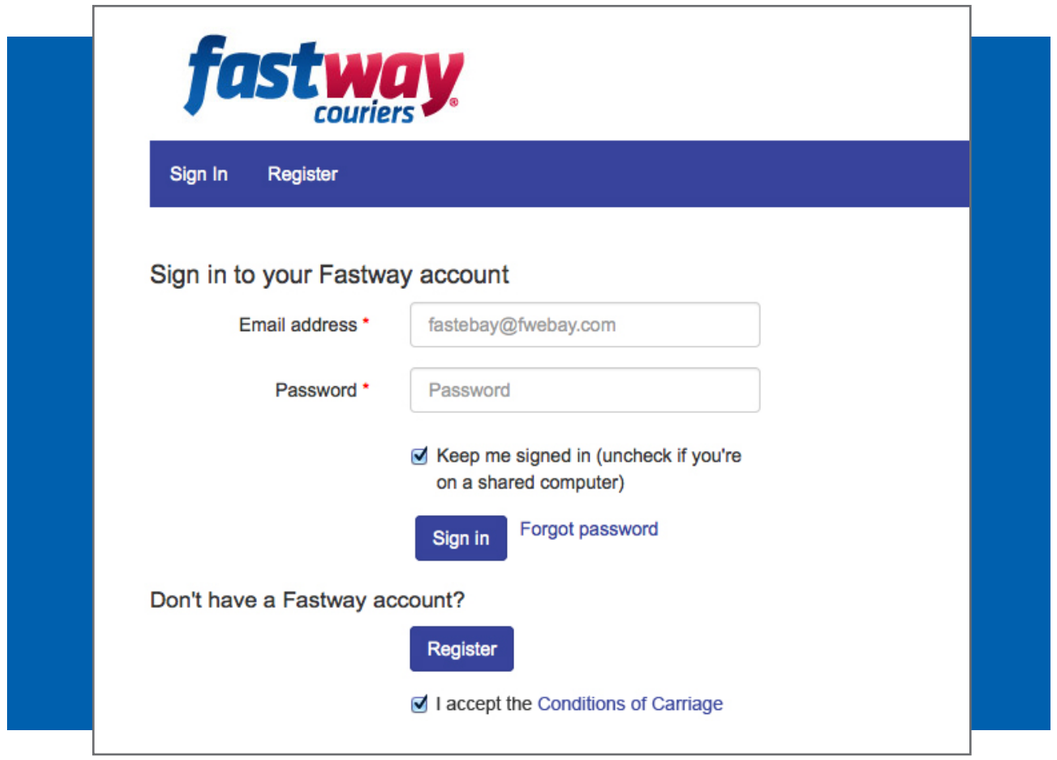
How to register 4
Unshipped items 7
How to create labels 8
My profile 18

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.

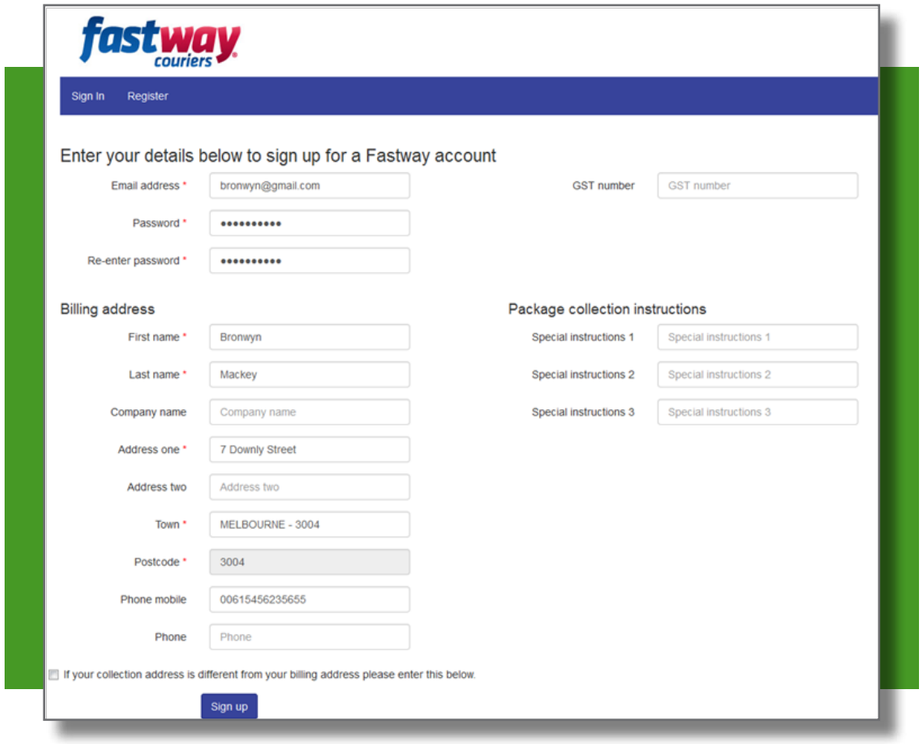


How to register

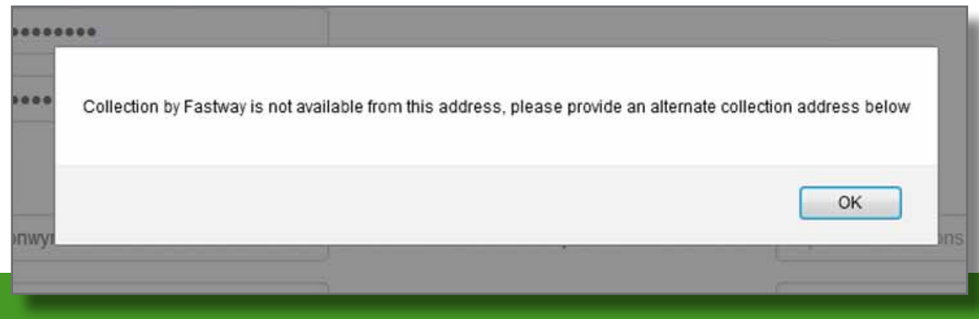
To register for a Fastway account you need to have an eBay account.

If you don't have an eBay account you can get one at **ebay.com.au**. Click the register button to navigate to the registration page.

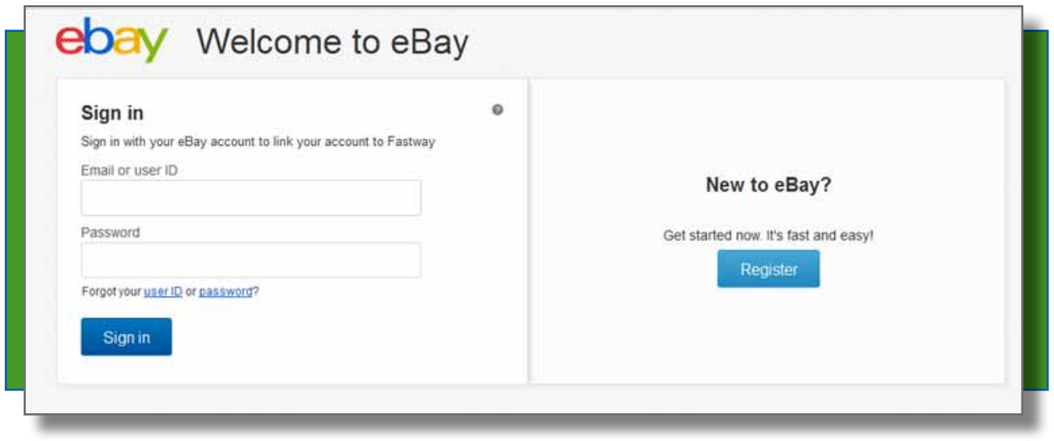
Enter your log in credentials and billing details.



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.

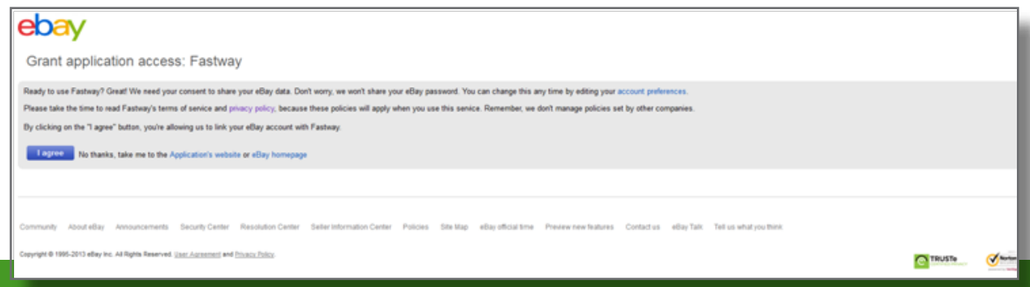


Once you've successfully entered your log in and billing/collection details you'll automatically be redirected to an eBay site to link your account.



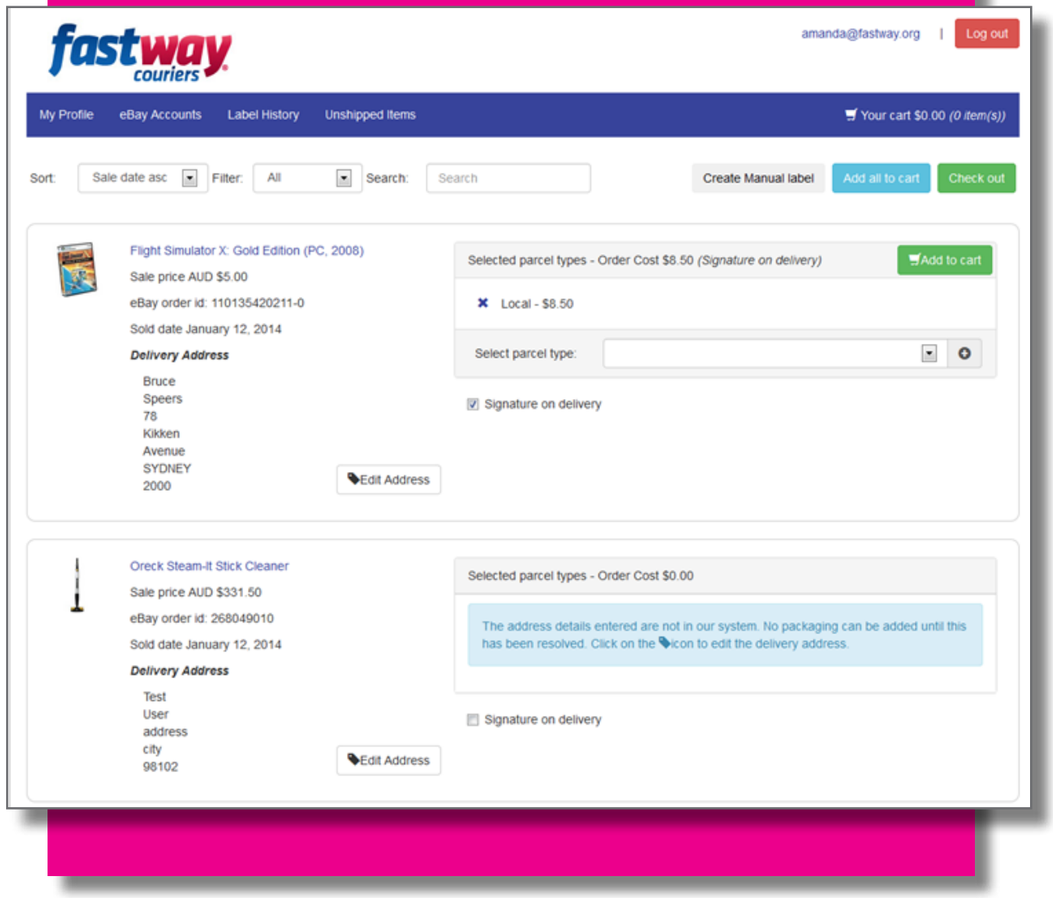
Enter your eBay credentials in the fields provided to link your accounts.

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.*



Unshipped items

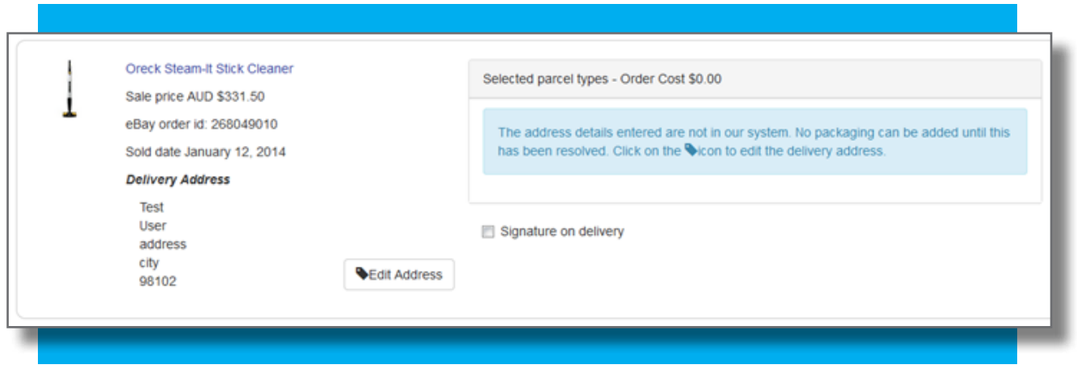
The *unshipped items* is the main landing page you'll need once you log in to your Fastway account. Any unshipped items from the past 90 days will show as below.



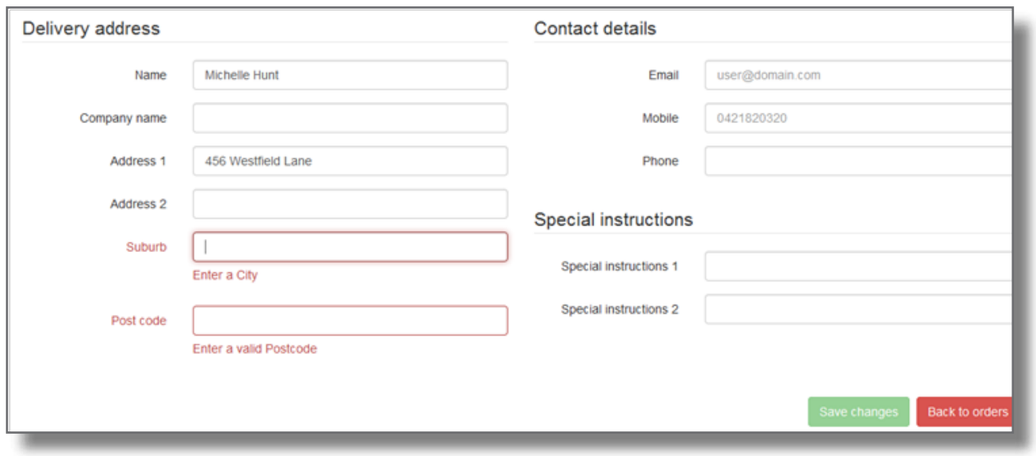
How to create labels

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.



- 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.*



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.

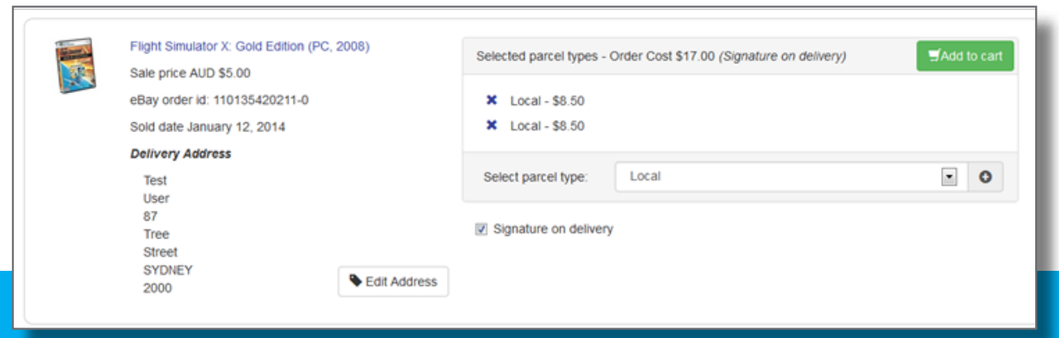
If you're sending out of your local territory you can select from three satchel sizes and three carton sizes. You can add more than one label per eBay item sold, for example: if the item needs to be broken down into separate packages. Any parcel going outside the Fastway network will incur an additional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

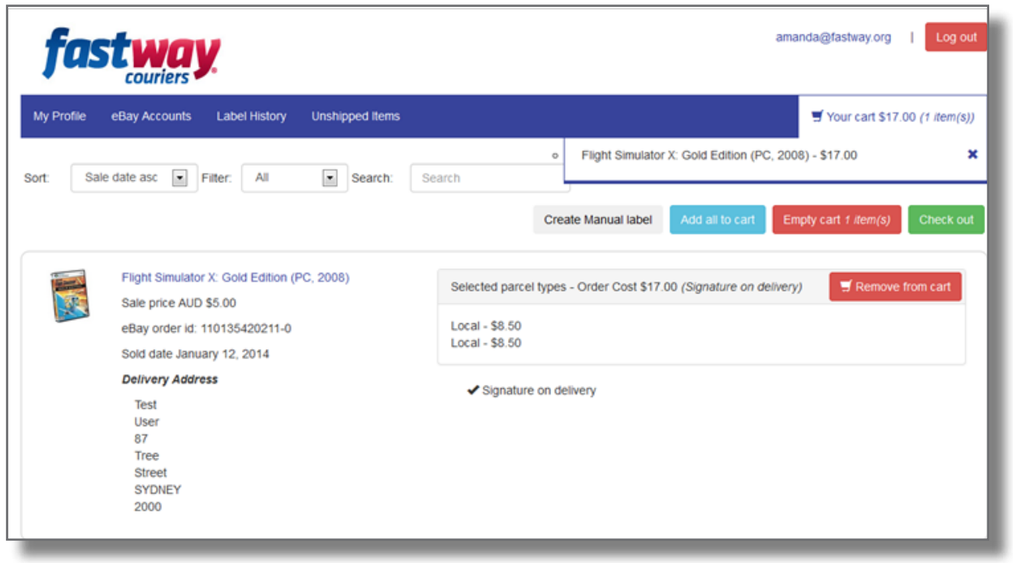
4

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.



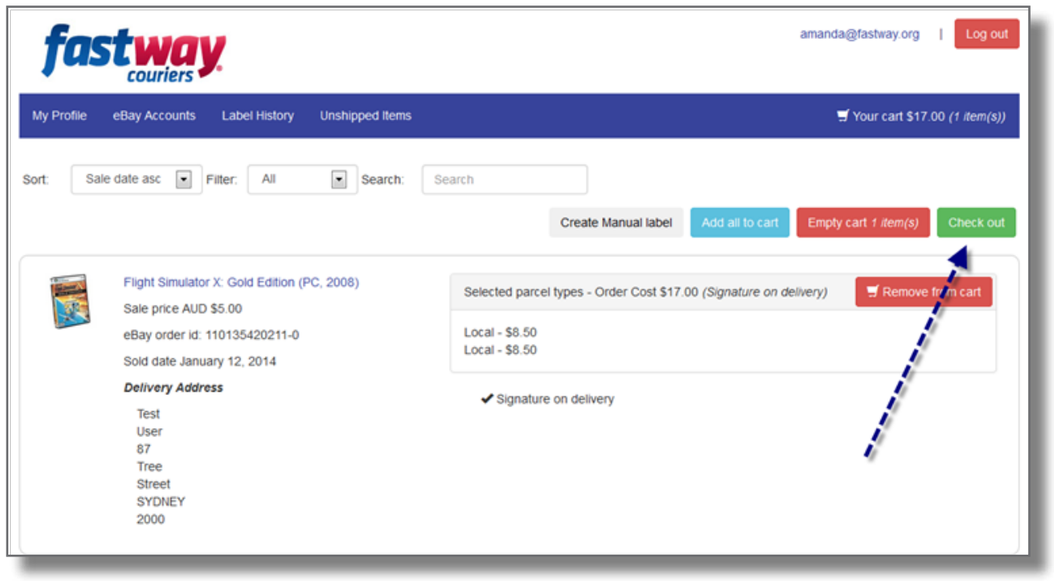
5

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.



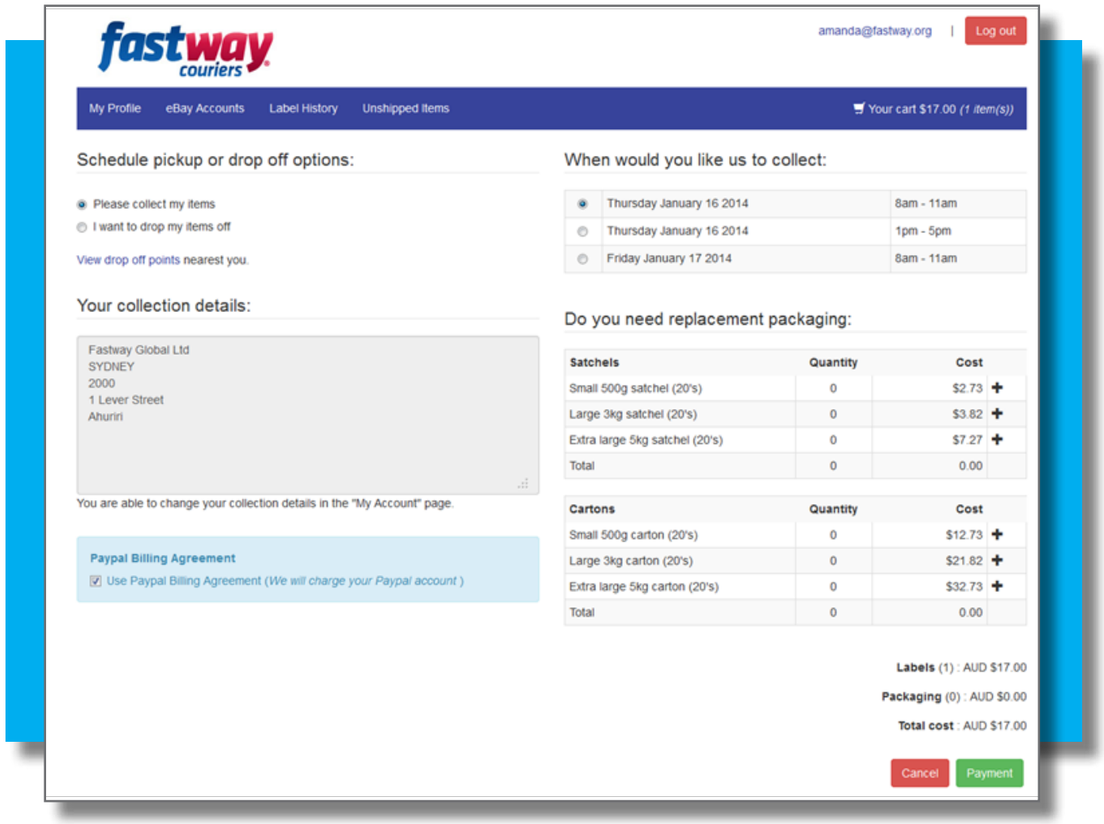
6

When you're ready to move to the payment page, click the *check out* button.



7

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



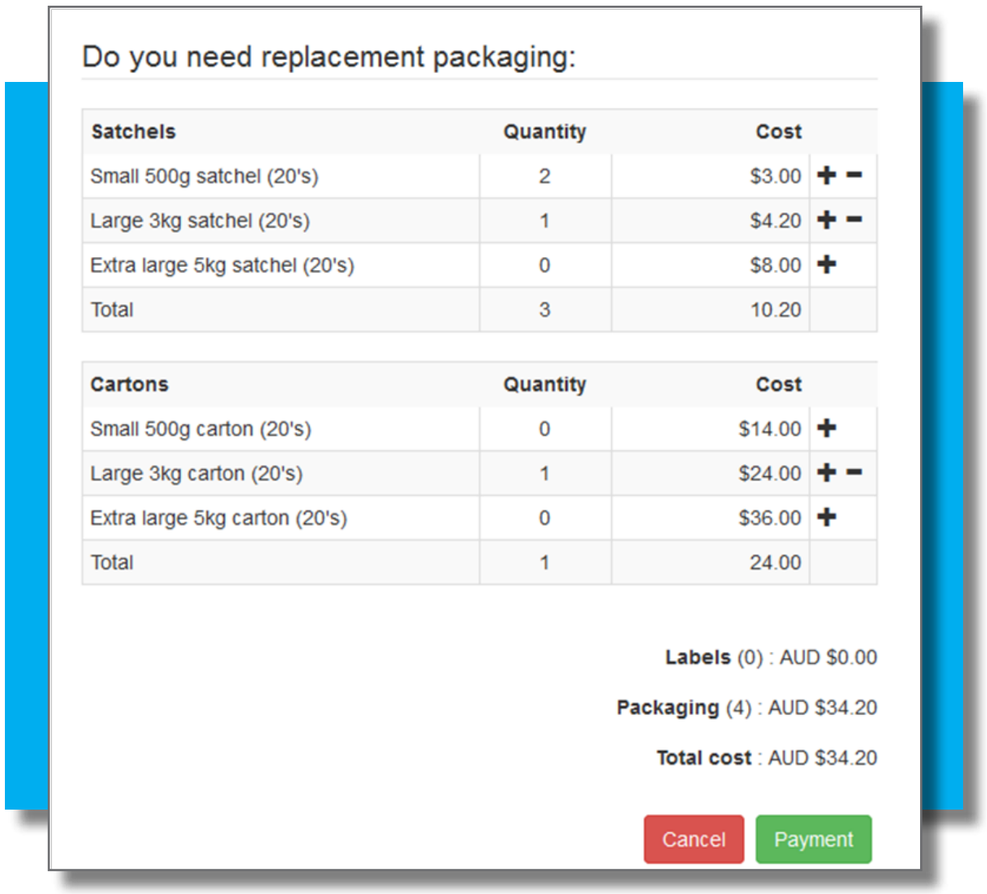
8

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.

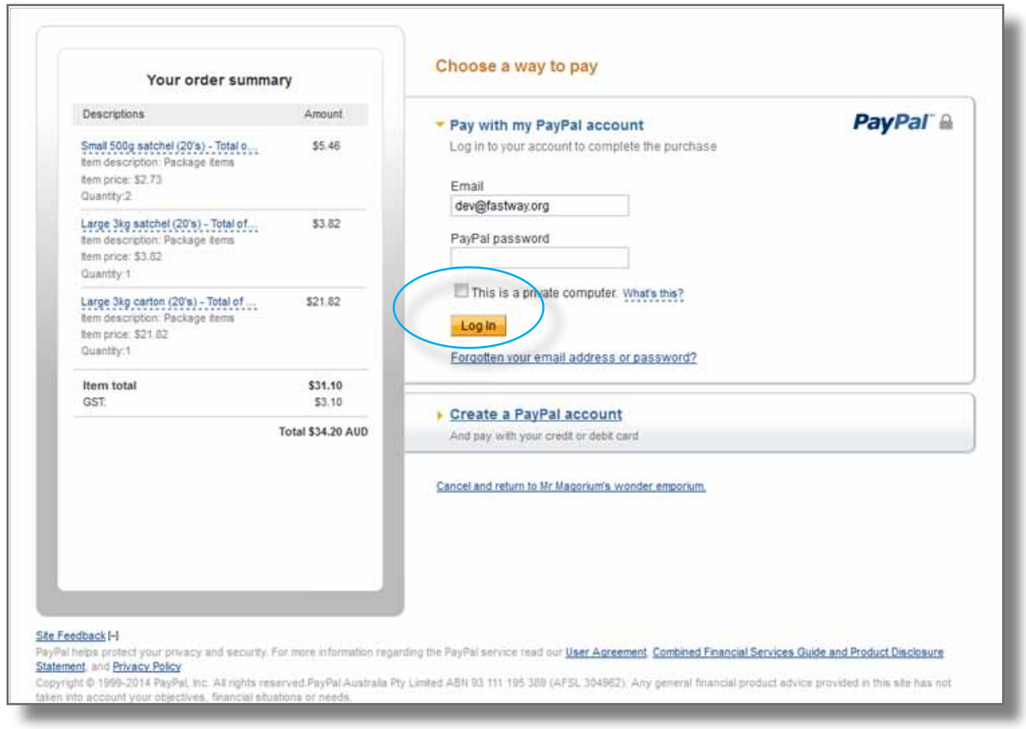


10

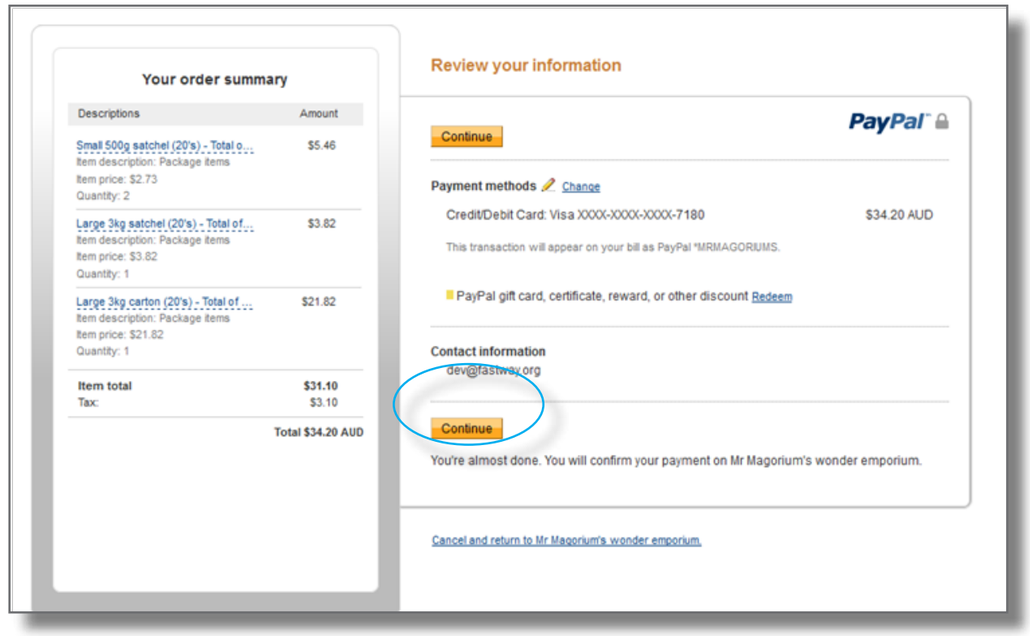
If you'd like to link your PayPal account to your Fastway labels account for future payments, check the *Link your PayPal account* box – this means that you don't have to go through to the payment screen every time you want to make a purchase.

11

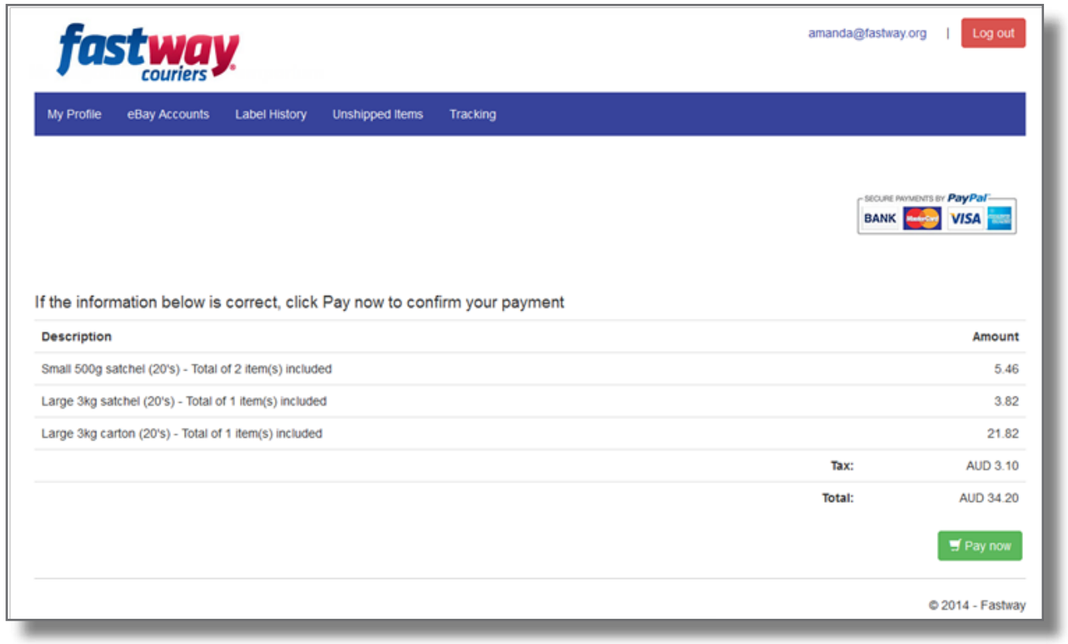
Finally, this will redirect you to the PayPal page where you need to enter your Email and Password to log in or pay directly with your credit card. To check out click the *payment* button.



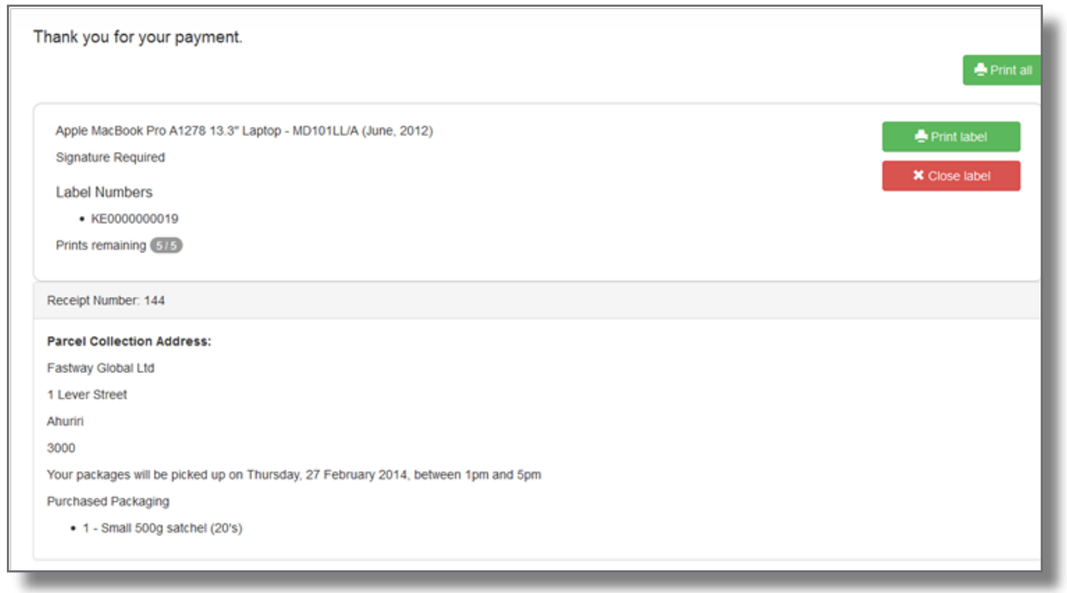
Click *log in*



Click *continue*

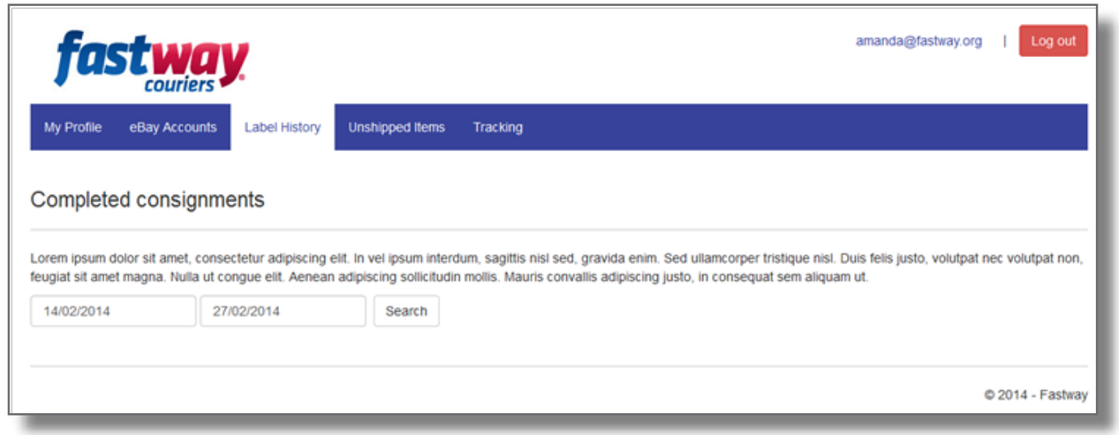


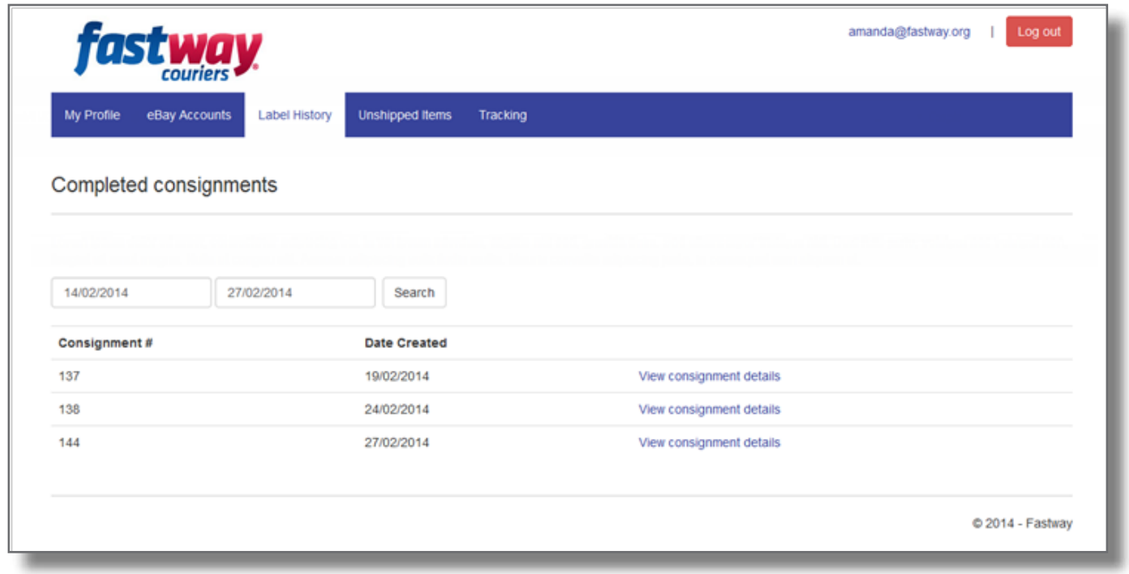
Confirmation screen, click *Pay now*.



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

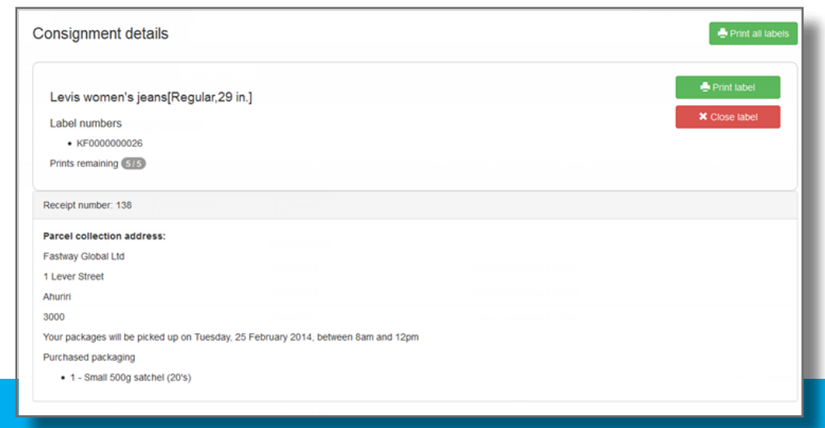
To view completed consignments click on *label history*, this will allow you to search via date range.





Click on *View consignment details*.

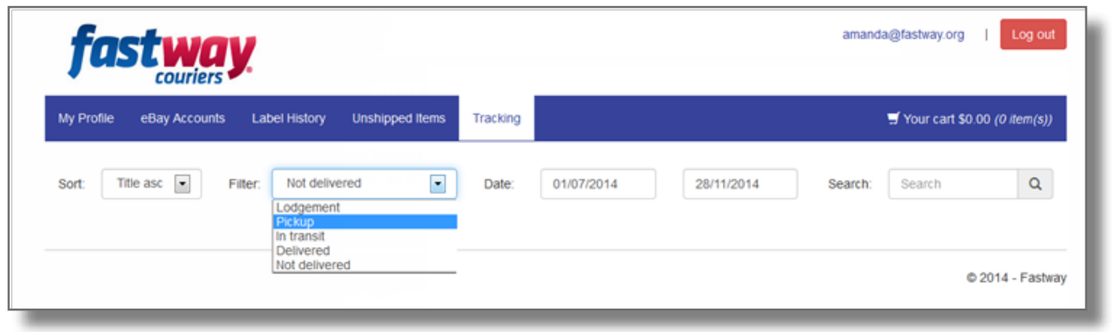
From here you can reprint labels – the counter beneath the label information details how many reprints are remaining. You're allowed up to five reprints per consignment.



Sample label format:

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

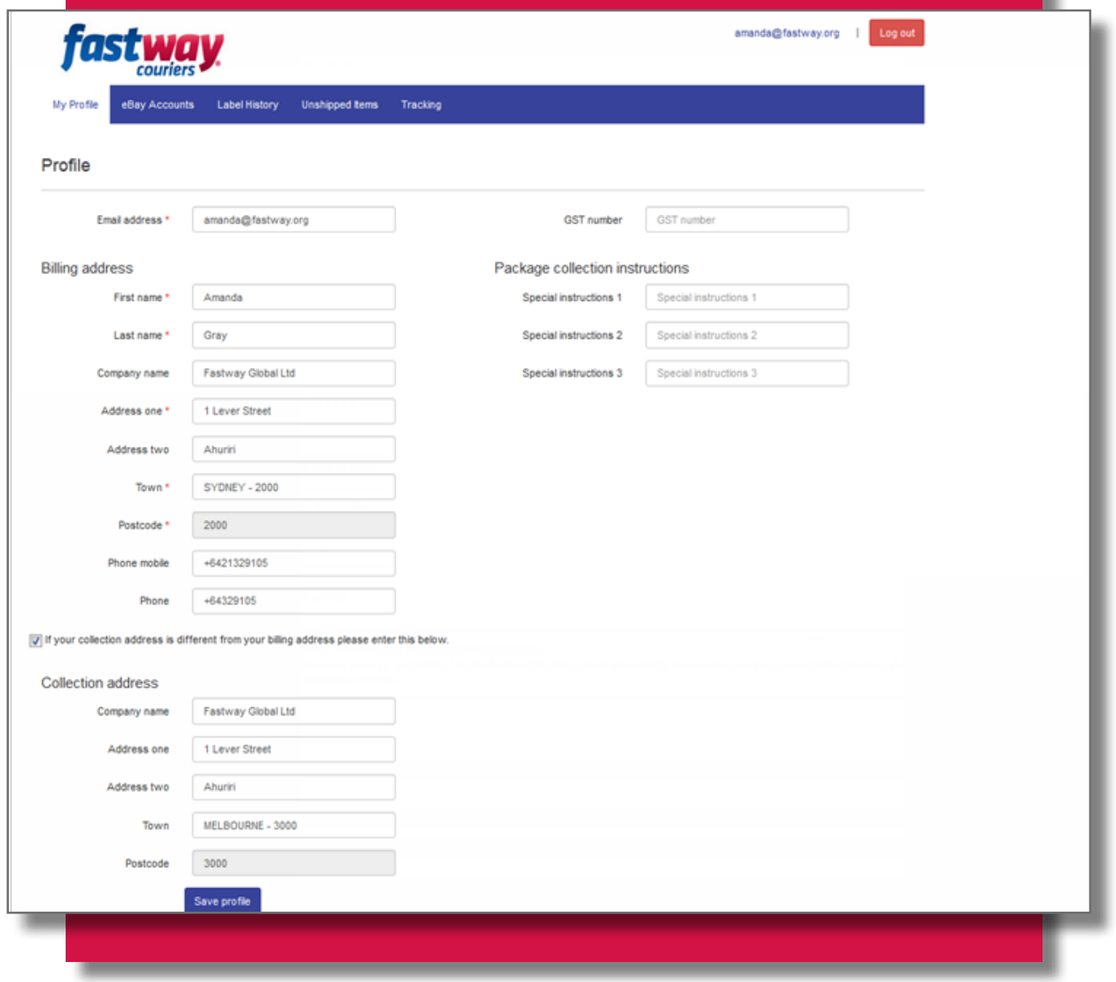
- **Lodgement** – Labels that have been paid for but no pick-up has occurred
- **Pick-up** – Parcels/satchels that have had a pick-up as their last scan
- **In transit** – Parcels/satchels that have had an in-transit scan as their last scan
- **Delivered** – Parcels that have been delivered
- **Not delivered**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



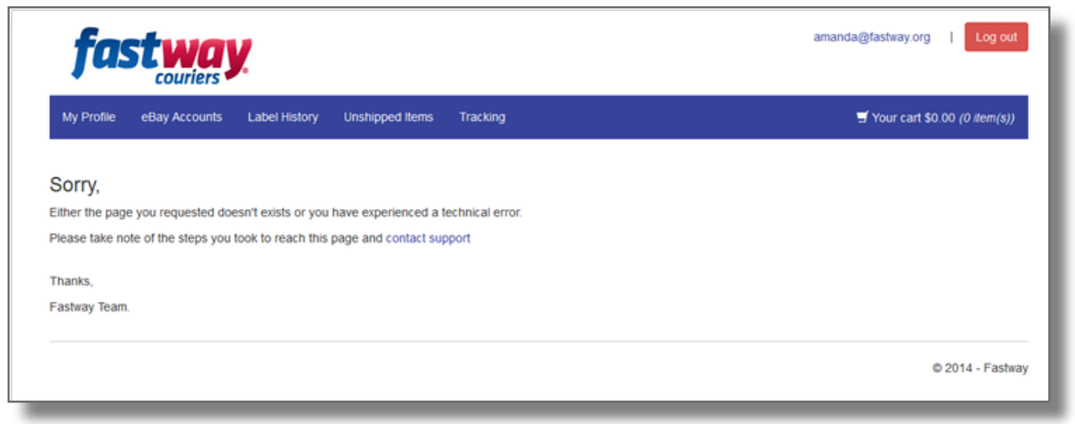
My profile

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**.



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