

LEONARDO

EASYSHIP MANUAL

NORTH AMERICA, APRIL 2023

TABLE OF CONTENTS

1

LOGIN INSTRUCTIONS

2

DASHBOARD

3

**FLOW | REASON SHIPPING
OPTIONS**

4

FRAME TO COME (Rx)

5

STORE-TO-STORE SHIPMENT

6

STORE-TO-CUSTOMER SHIPMENT

7

RETURN | RECALL | DAMAGE

8

STORE TO VENDOR

9

**TRACKING AND CANCELING
SHIPMENTS**

10

**MULTI-STORE FEATURE &
ORDER SUPPLIES**

11

MULTI-BOX FEATURE

12

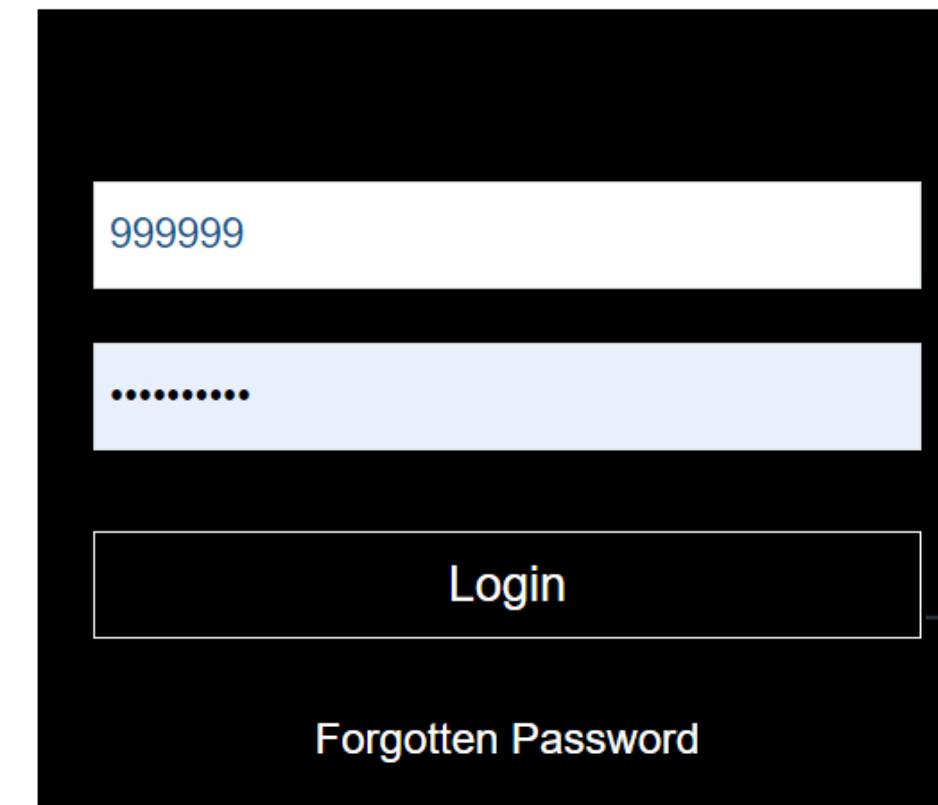
**FREQUENTLY
ASKED QUESTIONS |
BEST PRACTICES | CHEAT
SHEET PER BRAND**

1. LOGIN

ACCESS THIS PORTAL THROUGH YOUR STORE'S CIAO TOOLKIT



This Identity Provider needs to validate your identity. Please login to your existing account here so that we can return verification back to your local service.



999999

.....

Login

[Forgotten Password](#)

Login using your LUX ID and network password

Copyright © 2022 EssilorLuxottica Group - All Rights Reserved



LEONARDO

2. DASHBOARD | HOMEPAGE

THIS DASHBOARD HOME PAGE WILL THEN LOAD AFTER LOGGING IN, ALLOWING THE USER TO NAVIGATE DIFFERENT SHIPPING OPTIONS.

The screenshot shows the easyship dashboard homepage. On the left, a sidebar contains the easyship logo, the store number 'Operations SUNGLASS HUT AT MACY'S 5283', and a list of navigation items: Create Shipments (Basic), Manage Shipments (All, Pending, Rejected, To Download), Pickups, Settings, and Account. A green 'SHIPMENT INFO >' button is in the top right. The main content area is titled 'Receiver Information (Step 1 of 5)'. It shows a 'Ship From' field with the address '151 WEST 34TH ST NEW YORK 10001 NY - SUNGLASS HUT AT MACY'S SUNGLASS HUT AT MACY'S 2124944400 3345@sghstore'. A 'Ship To' field is below it, and a 'Flow / Reason' dropdown menu is open with the placeholder 'Choose one'. A blue 'Support' button is in the bottom right. Three numbered callouts on the left side point to specific elements: 1 points to the store number in the sidebar; 2 points to the 'Ship From' field; and 3 points to the 'Flow / Reason' dropdown menu.

- 1 Verify your correct store number is in the upper left corner
- 2 Ship from is your home store address. This auto-populates to reflect your store number in the upper left corner
- 3 Ship to will begin the shipping process. The user must select the flow/reason from the drop-down menu



3. FLOW | REASON SHIPPING OPTIONS

easyship

SHIPMENT INFO >

Operations
SUNGLASS HUT AT
MACY'S 5283

Receiver Information (Step 1 of 5)

Ship From: 151 WEST 34TH ST NEW YORK 10001 NY - SUNGLASS HUT AT MACY'S SUNGLASS HUT AT MACY'S 2124944400 3345@sghstore.

Ship To

Flow / Reason

Choose one

Choose one

Return

Frame to Come

Store to Store

Store to Customer

Store to Vendor

Others

Select the reason for shipping from the dropdown menu

Store to Store:
Option for transferring product between stores

Store to Customer:
Option for shipping product to a customer

Store to Vendor:
Vendor supply materials that are incorrectly shipped to stores or need to be shipped back to Vendor.

Others:
Any other materials or categories not classifiable above

Return:	Frame to Come:	Store to Store:	Store to Customer:	Store to Vendor:	Others:
Option for returning (recall, warranty, damaged, etc.) product to the Distribution Center	R _x frame from store to be shipped to the Lab for R _x O	Option for transferring product between stores	Option for shipping product to a customer	Vendor supply materials that are incorrectly shipped to stores or need to be shipped back to Vendor.	Any other materials or categories not classifiable above



4. FRAME TO COME (R_x)

4.1 FRAME TO COME (R_x)

2 SHIPMENT INFO >

Receiver Information (Step 1 of 5)

Ship From 151 WEST 34TH ST NEW YORK 10001 NY - SUNGLASS HUT AT MACY'S SUNGLASS HUT AT MACY'S 2124944400 3345@sghstore.com ▼

Ship To

Flow / Reason Frame to Come ▼

FTC - Atlanta Lab, 101 Greenwood Industrial Pkwy, McDonough, GA, 30253, US ▼

Choose an address

1 FTC - Atlanta Lab, 101 Greenwood Industrial Pkwy, McDonough, GA, 30253, US

FTC - Columbus Lab, 2150 Bixby Rd, Lockbourne, OH, 43137, US

FTC - North Creek Lab, 13675 N Stemmons Fwy, Farmers Branch, TX, 75234, US

Next



4.2 FRAME TO COME (Rx)

- 1 Type the required Rx Order Number
- 2 Enter Rx Order Date
- 3 REQUIRED - Select box name and enter box dimensions (estimated)
- 4 REQUIRED – If shipping only 1 frame, record 0.9 lbs for accurate shipping costs.
- 5 REQUIRED – Enter description
- 6 Select the Category/HS Code drop-down menu. Choose either 9004.90.00- Spectacles, goggles... or accessory (with battery) if product contains a battery (ex: Ray-Ban stories)
- 7 Click Choose Courier to continue to the next page

RECEIVER INFO

7 CHOOSE COURIER >

Shipment Information (Step 2 of 5)

1 RX Order Number	2 RX Order Date	Comments (Optional)
xxxxxxxx input up to 10 orders	31/12/2022	Free text, 30 digits

3 Box Name	4 Box Dimensions	Weight
Custom Box	2 x 2 x 2 in	0.9 lb

5 SKU	6 Description	Category/HS Code	Unit Selling Price	Qty	Total Selling Price
Optional	Frames	9004.90.00 - Spectacles, goggles and t...	90.00 - Spectacles, g...	USD	300.00
		Accessory (no-battery)			
		Accessory (with battery)			



4.3 FRAME TO COME (R_x)

SHIPMENT INFO < 2 YOUR INFO >

Choose Courier (Step 3 of 5)

Highlight the desired shipping method Choose the lowest cost shipping option when possible

Courier	Delivery Time <i>i</i>	Tracking <i>i</i>	Service Options	Remarks
UPS - UPS Next Day Air Saver®	1 working day		Drop-off Paid Pickup	1
FedEx - FedEx Standard Overnight®	1 - 2 working days		Paid Pickup	
FedEx - FedEx Priority Overnight®	1 working day		Paid Pickup	

1 Click select

2 Click Your Info in the top right corner to move to the next step.

UPS, the UPS trademark, UPS Ready®, and the color brown are trademarks of United Parcel Service of America, Inc. All Rights Reserved.



4.4 FRAME TO COME (R_x)

CHOOSE BETWEEN TWO SERVICE OPTIONS

CHOOSE COURIER < PAYMENT >

Handover Options (Step 4 of 5)

Ship From: 151 WEST 34TH ST NEW YORK 10001 NY - SL

Address on Label: 151 WEST 34TH ST NEW YORK 1000

ups UPS - UPS Next Day Air Saver® 1 Shipment

Service Options

Schedule a pickup with UPS (Standard Pickup)

Date: Jan 9, 2023 Time: 11:00 - 15:00

I have already scheduled a pickup

1 shipment

Support

Select schedule a pickup if your shipping vendor is not already scheduled to pick up from your location. Otherwise, select "I have already scheduled a pickup".

2 PAYMENT >

Handover Options (Step 4 of 5)

Ship From: 151 WEST 34TH ST NEW YORK 10001 NY - SL

Address on Label: 151 WEST 34TH ST NEW YORK 1000

ups UPS - UPS Next Day Air Saver® 1 Shipment

Service Options

Schedule a pickup with UPS (Standard Pickup)

1 Jan 9, 2023 11:00 - 15:00

I have already scheduled a pickup

1 shipment

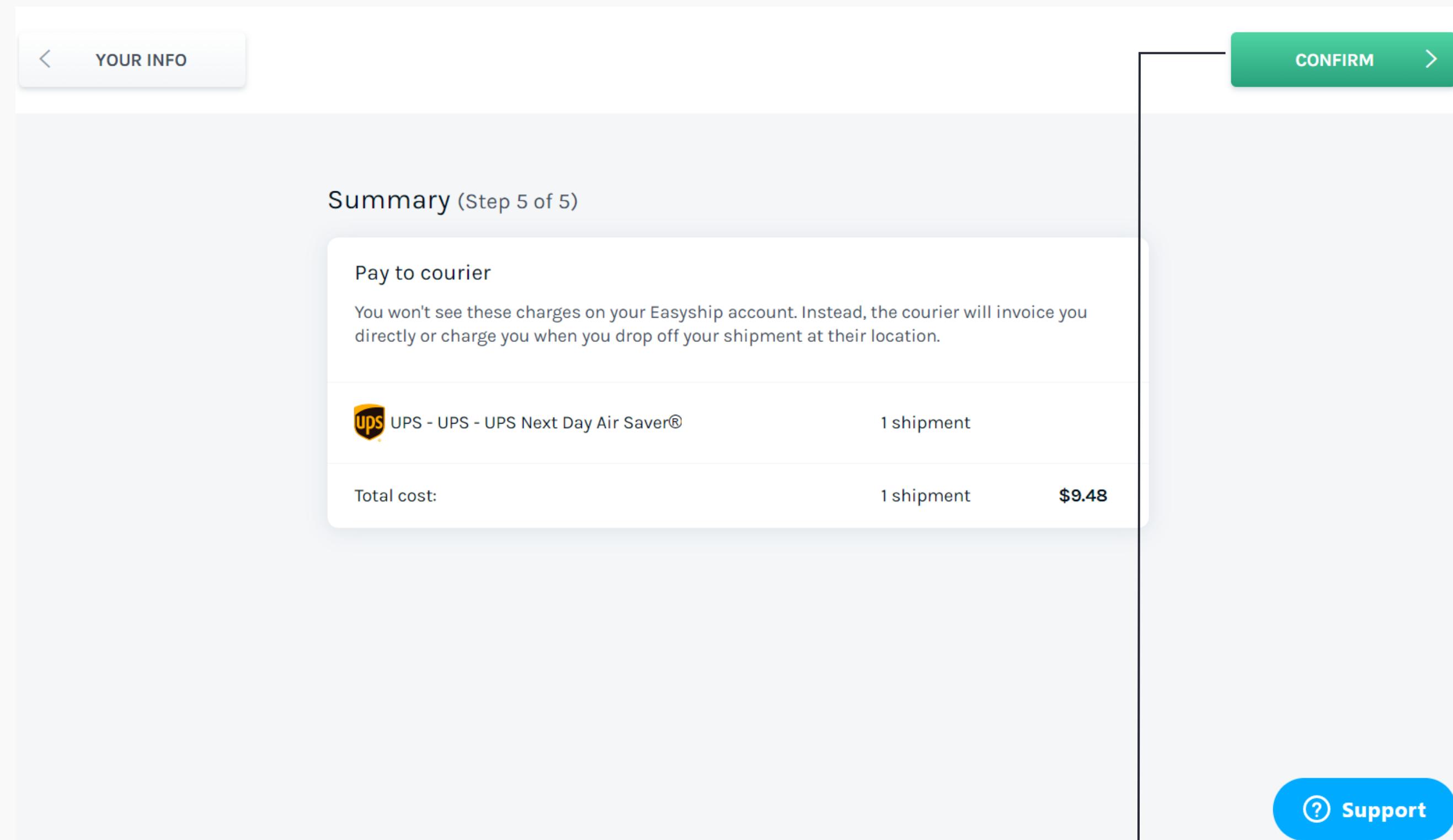
Support

- 1 Choose the time and date of the pickup
- 2 Click Payment in the top right corner to move to the next step



4.5 FRAME TO COME (R_x)

THIS SCREEN WILL APPEAR NEXT, INFORMING YOU OF THE COST TO BE CHARGED TO THE COMPANY'S ACCOUNT



YOUR INFO < CONFIRM >

Summary (Step 5 of 5)

Pay to courier

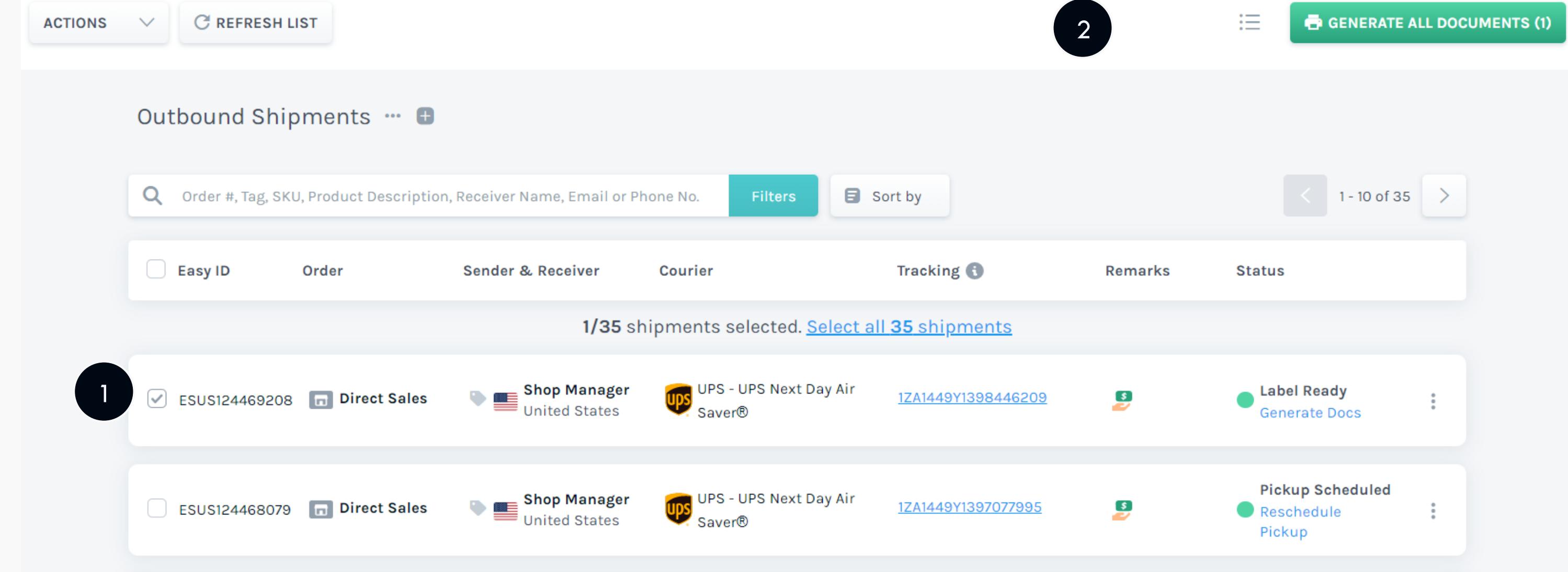
You won't see these charges on your Easyship account. Instead, the courier will invoice you directly or charge you when you drop off your shipment at their location.

 UPS - UPS - UPS Next Day Air Saver®	1 shipment	
Total cost:	1 shipment	\$9.48

Support

Click Confirm to move to the next step

4.6 FRAME TO COME (R_x)



1 Select your shipment that was just created. Ensure the checkmark appears next to the correct shipment or document.

2 Click Generate All Documents at the top right of the screen to retrieve and print the shipping label

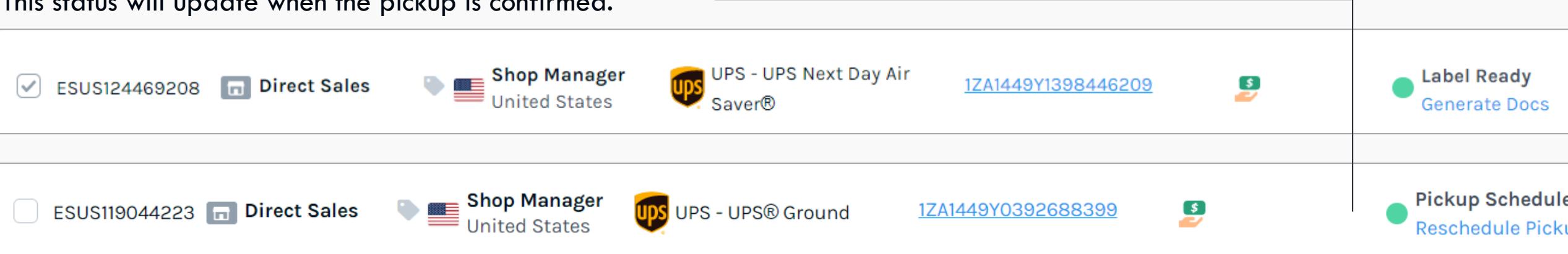
Outbound Shipments ... +

Order #, Tag, SKU, Product Description, Receiver Name, Email or Phone No. Filters Sort by

1 - 10 of 35

Easy ID	Order	Sender & Receiver	Courier	Tracking	Remarks	Status
<input checked="" type="checkbox"/> ESUS124469208	Direct Sales	Shop Manager United States	ups UPS - UPS Next Day Air Saver®	1ZA1449Y1398446209		Label Ready Generate Docs
<input type="checkbox"/> ESUS124468079	Direct Sales	Shop Manager United States	ups UPS - UPS Next Day Air Saver®	1ZA1449Y1397077995		Pickup Scheduled Reschedule Pickup

NOTE: If you selected to schedule a pickup, the status will show Awaiting Pickup Confirmation by Courier
This status will update when the pickup is confirmed.

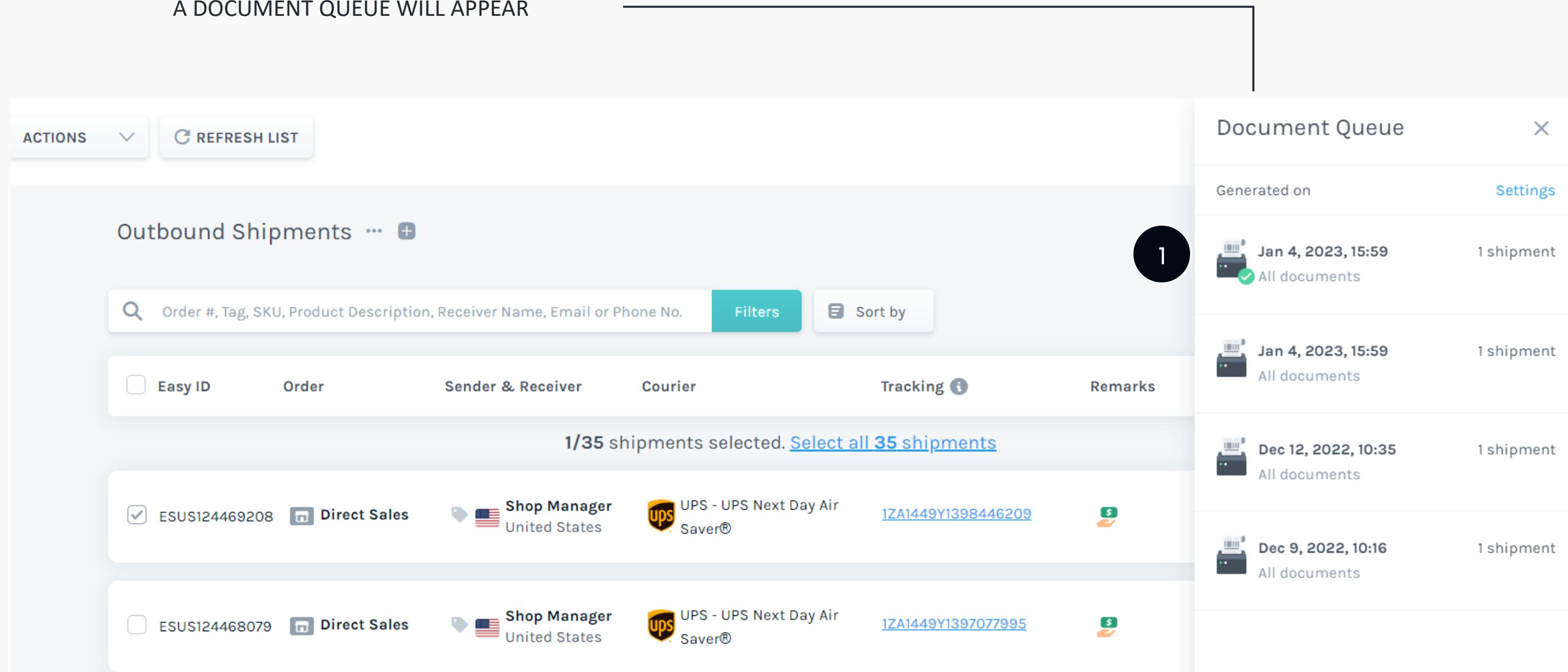


<input checked="" type="checkbox"/> ESUS124469208	Direct Sales	Shop Manager United States	ups UPS - UPS Next Day Air Saver®	1ZA1449Y1398446209		Label Ready Generate Docs
<input type="checkbox"/> ESUS119044223	Direct Sales	Shop Manager United States	ups UPS - UPS® Ground	1ZA1449Y0392688399		Pickup Scheduled Reschedule Pickup



4.7 FRAME TO COME (R_X)

A DOCUMENT QUEUE WILL APPEAR



Outbound Shipments

Order #, Tag, SKU, Product Description, Receiver Name, Email or Phone No.

Filters

Sort by

1/35 shipments selected. [Select all 35 shipments](#)

Order	Sender & Receiver	Courier	Tracking	Remarks
ESUS124469208	Direct Sales	Shop Manager United States	ups UPS - UPS Next Day Air Saver®	1ZA1449Y1398446209
ESUS124468079	Direct Sales	Shop Manager United States	ups UPS - UPS Next Day Air Saver®	1ZA1449Y1397077995

Document Queue

Generated on

1 shipment

1 shipment

1 shipment

1 shipment

1 shipment

1 Click on the document to show the options: download or print

2 Select print

3 Attach the label to your shipment box



Document Queue

Generated on

1 shipment

1 shipment

1 shipment

1 shipment

1 shipment

SUNGGLASS HUT AT MACY'S 124944400 1 LBS 1 OF 1 DWT: 2,1,1
SUNGGLASS HUT AT MACY'S 151 WEST 34TH ST NEW YORK NY 10001
SHIP TO: SHOP MANAGER 1234567890 LUXOTTICA SUITE 200 101 GREENWOOD INDUSTRIAL PKWY MCDONOUGH GA 30253

GA 305 9-06

UPS NEXT DAY AIR SAVER 1P

TRACKING #: 1Z A14 49Y 13 9844 6209

BILLING: P/P

Reference No.1: ESUS124469208

XOL 22.12.20 NV/IS 1.0A 01/2023*

STORE-TO-STORE SHIPMENT

5.1 STORE-TO-STORE SHIPMENT

- 1 Select Store to Store in flow / reason
- 2 Type in the store number of the store you would like to ship to
- 3 Select the correct ship to store and the store's address will auto populate
- 4 Click shipment info to continue to the next page

Receiver Information (Step 1 of 5)

Ship From  151 WEST 34TH ST NEW YORK 10001 NY - SUNGLASS HUT AT MACY'S SUNGLASS HUT AT MACY'S 2124944400 3345@sghstore. ▼

Ship To

Flow / Reason

- 1  Store to Store
- 2 
- 3  1298 1 MILLS CIR, STE 419, ONTARIO, California, 91764, US 

5.2 STORE-TO-STORE SHIPMENT

INPUT THE FOLLOWING INFORMATION BEFORE PROCEEDING WITH CHOOSE COURIER

- 1 Type the inventory movement reference number if there is no inventory number available type N/A
- 2 REQUIRED: Select box name & box dimensions (estimated)
- 3 REQUIRED: Enter Box Weight. If shipping only 1 frame record 0.9 lbs for accurate shipping costs.
- 4 REQUIRED: Enter description
- 5 Select the Category/HS Code drop-down menu. Choose either 9004.90.00-Spectacles, goggles... or accessory (with battery) if product contains a battery (ex: Ray-Ban stories)
- 6 Enter the unit selling price and quantity (Qty)
- 7 Click Choose Courier to continue to the next page

RECEIVER INFO

7 CHOOSE COURIER >

Shipment Information (Step 2 of 5)

Commodity	1 Inventory Movement Reference	Comments (Optional)
Frames	15 digits	Free text, 30 digits

2 Box Name	3 Box Dimensions	Weight
Custom Box	0 x 0 x 0 in	0.9 lb

4 SKU	5 Description	6 Category/HS Code	7 Unit Selling Price	Qty	Total Selling
Optional	Frames	9004.90.00 - Spectacles, goggles and t...	USD 0.00	1	USD 0.00
		Accessory (no-battery)			
		Accessory (with battery)			

Support



5.3 STORE-TO-STORE SHIPMENT

Highlight the desired shipping method Choose the lowest cost shipping option when possible

1 Click select

2 Click Your Info in the top right corner to move to the next step.

Choose Courier (Step 3 of 5)

Courier	Delivery Time <small>i</small> <small>↓</small>	Tracking <small>i</small>	Service Options	Remarks	
 UPS - UPS® Ground	2 - 3 working days	Excellent	Drop-off Paid Pickup	 	1 SELECT
 UPS - UPS 3 Day Select®	2 - 3 working days	Excellent	Drop-off Paid Pickup		SELECT
 UPS - UPS 2nd Day Air®	1 - 2 working days	Excellent	Drop-off Paid Pickup	 	SELECT
 UPS - UPS Next Day Air Saver®	1 - 2 working days	Excellent	Drop-off Paid Pickup	 	SELECT



5.4 STORE-TO-STORE SHIPMENT

CHOOSE BETWEEN TWO SERVICE OPTIONS

[CHOOSE COURIER](#) PAYMENT >

Handover Options (Step 4 of 5)

Ship From Address on Label

151 WEST 34TH ST NEW YORK 10001 NY - SL 151 WEST 34TH ST NEW YORK 1000 ▼

UPS - UPS® Ground 1 Shipment

Service Options

Schedule a pickup with UPS (Standard Pickup)

I have already scheduled a pickup

1 shipment Support

Select schedule a pickup if your shipping vendor is not already scheduled to pick up from your location. Otherwise, select "I have already scheduled a pickup".

2 PAYMENT >

Handover Options (Step 4 of 5)

Ship From Address on Label

151 WEST 34TH ST NEW YORK 10001 NY - SL 151 WEST 34TH ST NEW YORK 1000 ▼

UPS - UPS® Ground 1 Shipment

Service Options

Schedule a pickup with UPS (Standard Pickup)

1 Nov 30, 2022 11:00 - 15:00

I have already scheduled a pickup

1 shipment Support

- 1 Choose the time and date of the pickup
- 2 Click Payment in the top right corner to move to the next step



5.5 STORE-TO-STORE SHIPMENT

THIS SCREEN WILL APPEAR NEXT, INFORMING YOU OF THE COST TO BE CHARGED TO THE COMPANY'S ACCOUNT

[YOUR INFO](#)

[CONFIRM](#)

Summary

Pay to courier

You won't see these charges on your Easyship account. Instead, the courier will invoice you directly or charge you when you drop off your shipment at their location.

 UPS - UPS - UPS® Ground	1 shipment
Total cost:	1 shipment \$16.07

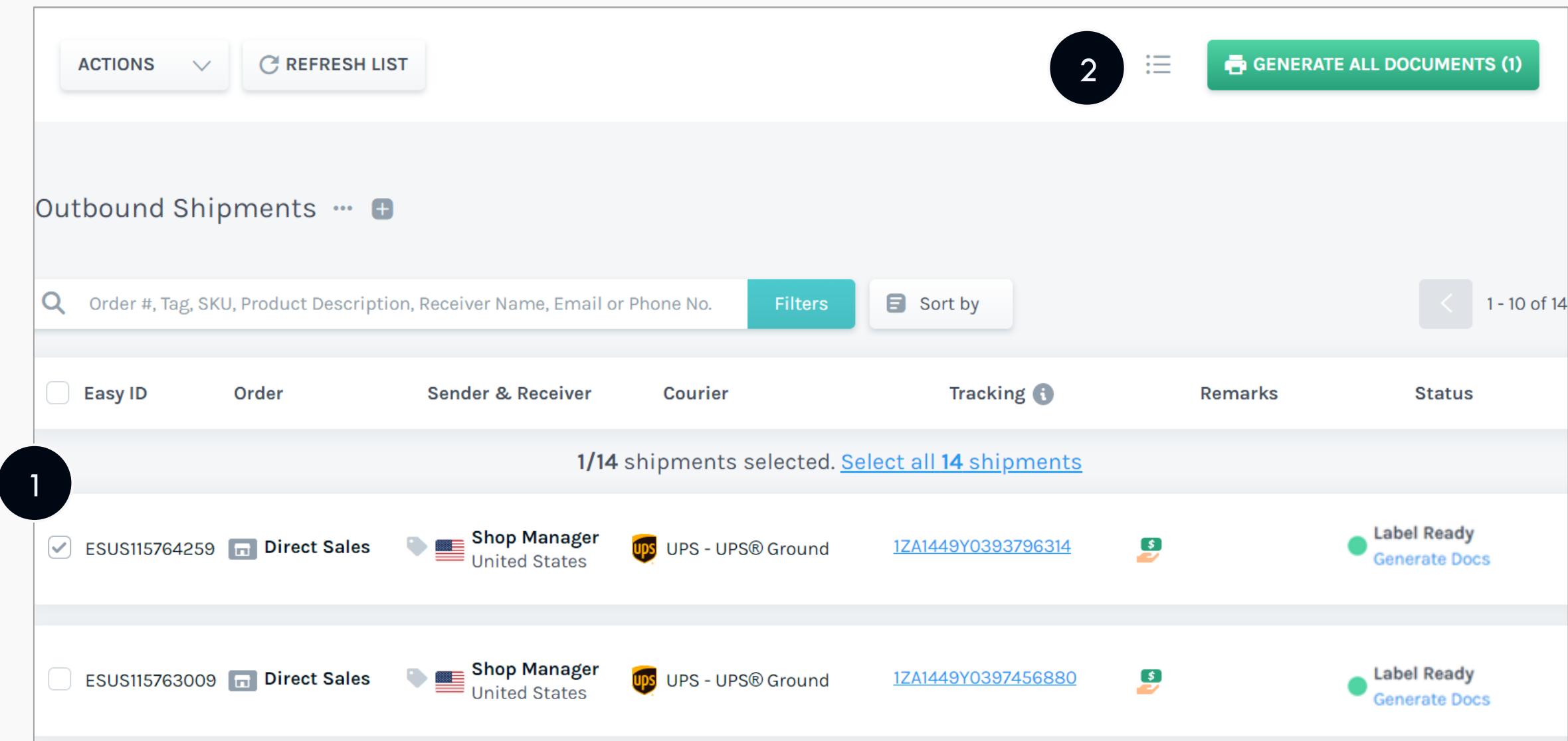
1

Click Confirm to move to the next step

5.6 STORE-TO-STORE SHIPMENT

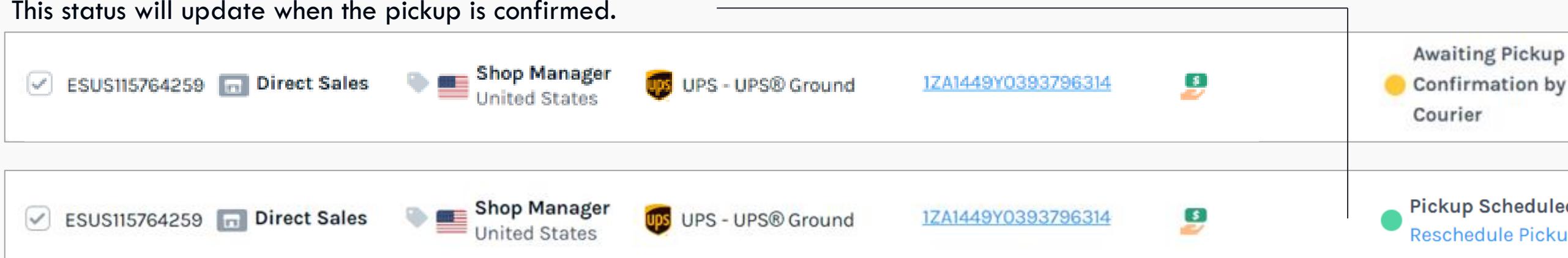
1 Select your shipment that was just created. Ensure the check mark appears next to the correct shipment or document.

2 Click Generate All Documents at the top right of the screen to retrieve and print the shipping label



Easy ID	Order	Sender & Receiver	Courier	Tracking	Remarks	Status
<input checked="" type="checkbox"/> ESUS115764259	Direct Sales	Shop Manager United States	UPS - UPS® Ground	IZA1449Y0393796314	 Generate Docs	 Label Ready Generate Docs
<input type="checkbox"/> ESUS115763009	Direct Sales	Shop Manager United States	UPS - UPS® Ground	IZA1449Y0397456880	 Generate Docs	 Label Ready Generate Docs

NOTE: If you selected to schedule a pickup, the status will show Awaiting Pickup Confirmation by Courier
This status will update when the pickup is confirmed.



5.7 STORE-TO-STORE SHIPMENT

A DOCUMENT QUEUE WILL APPEAR

The screenshot shows the Outbound Shipments interface with a 'Document Queue' overlay and a detailed shipping label.

Document Queue (Left):

- Generated on Nov 7, 2022, 09:36 (1 shipment, All documents)
- Generated on Nov 7, 2022, 08:53 (1 shipment, All documents)
- Generated on Nov 3, 2022, 17:11 (1 shipment, All documents)
- Generated on Nov 2, 2022, 17:46 (1 shipment, All documents)

Shipping Label (Right):

SUNGLASS HUT AT MACY'S 2124944000	2 LBS	1 OF 1
SUNGLASS HUT AT MACY'S 151 WEST 34TH ST	DWT: 2.2,2	NEW YORK NY 10001
SHIP TO: SHOP MANAGER 9094841055		
SUNGLASS HUT		
STE 419		
1 MILLS CIR		
ONTARIO CA 91764		
	CA 916 9-13	
UPS GROUND		
TRACKING #: 1Z A14 49Y 03 9379 6314		
BILLING: P/P		
Reference No.1: ESUS115764259		
XOL 22.11.03 NV45 46.0A 11/2022		

Instructions:

- 1 Click on the document to show the options: download or print
- 2 Select print
- 3 Attach the label to your shipment box

STORE-TO-CUSTOMER SHIPMENT

6.1 STORE-TO-CUSTOMER SHIPMENT

The screenshot shows a four-step form for a store-to-customer shipment:

- Step 1: Receiver Information (Step 1 of 5)**
 - Ship From:** 151 WEST 34TH ST NEW YORK 10001 NY - SUNGLASS HUT AT MACY'S SUNGLASS HUT AT MACY'S 2124944400 3345@sghstore.com
 - Ship To:** (Field is empty)
 - Flow / Reason:** A dropdown menu with the following options: Choose one, Return, Frame to Come, Store to Store, **Store to Customer** (selected), Store to Vendor, Others.
- Step 2:** Customer information fields:
 - Receiver Name: Krista
 - Company Name (Optional): (empty)
 - Contact No.: 7703053465
 - Email Address (Optional): (empty)
 - Country: United States
 - Zip Code: 30253
 - City: McDonough
 - State / Province: Georgia
- Step 3:** Residential address indicator:
 - Address Line 1: 1 Greenwood Pkwy
 - Address Line 2 (Optional): (empty)
 - Residential Address: [Learn more](#)
 - No Yes
- Step 4:** Shipment info button: SHIPMENT INFO >

- 1 Select store to customer in flow/reason
- 2 Type in the customer's information. Always ask the customer for their email and telephone number when shipping product to them.
- 3 Select Yes in the bottom left corner to indicate this is a residential address
- 4 Click shipment info to continue to the next page



6.2 STORE-TO-CUSTOMER SHIPMENT

INPUT THE FOLLOWING INFORMATION BEFORE PROCEEDING WITH "CHOOSE COURIER"

- 1 Select frame, in most cases, as the commodity sub-category
- 2 Enter the shipping cost paid by the customer. If your company funds this, type \$0
- 3 REQUIRED: Select box name and enter box dimensions (estimated)
- 4 REQUIRED: Enter Box Weight. If shipping only 1 frame, record 0.9 lbs for accurate shipping costs.
- 5 Enter SKU and description (as detailed as possible when shipping to a customer)
- 6 Select the Category/HS Code drop-down menu. Choose either 9004.90.00- Spectacles, goggles... or accessory (with battery) if product contains a battery (ex: Ray-Ban stories)
- 7 Enter the unit selling price and quantity (Qty)

Shipment Information (Step 2 of 5)

Commodity	PO Number	Shipping Cost Paid by Customers	Comments (Optional)		
Frames	15 digits	\$ xxx.xx	Free text, 30 digits		
Choose one					
Frames					
RX Order					
Contact Lenses					
Other (please specify)					
Box Name	Box Dimensions	Weight			
Custom Box	0 x 0 x 0 in	0 lb			
SKU	Description	Category/HS Code	Unit Selling Price	Qty	Total Selling Price
Optional	Frames	9004.90.00 - Spectacles, goggles and t...	USD 0.00	1	USD 0.00
		Accessory (no-battery)			
		Accessory (with battery)			

RECEIVER INFO

CHOOSE COURIER >

8 Click Choose Courier to continue to the next page

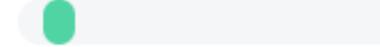
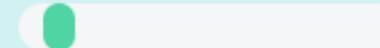


6.3 STORE-TO-CUSTOMER SHIPMENT

TWO SHIPPING OPTION WILL APPEAR ON THIS SCREEN.

SHIPMENT INFO < YOUR INFO > 2

Choose Courier (Step 3 of 5)

Courier	Delivery Time ⓘ ↓	Tracking ⓘ	Service Options	Remarks
 UPS - UPS® Ground	 2 - 3 working days	 Excellent	 Drop-off  Paid Pickup 	
 USPS - First Class	 2 - 4 working days	 Basic	 Drop-off 	 1

UPS, the UPS brandmark, UPS Ready®, and the color brown are trademarks of United Parcel Service of America, Inc. All Rights Reserved.

1 Click select.

2 Click Your Info in the top right corner to move to the next step



6.4a STORE-TO-CUSTOMER SHIPMENT

CHOOSE BETWEEN TWO SERVICE OPTIONS

[CHOOSE COURIER](#) PAYMENT >

Handover Options (Step 4 of 5)

 Ship From [i](#)  Address on Label [i](#)

 151 WEST 34TH ST NEW YORK 10001 NY - SL  151 WEST 34TH ST NEW YORK 1000 [▼](#)

 UPS - UPS® Ground 1 Shipment

Service Options

Schedule a pickup with UPS (Standard Pickup)

I have already scheduled a pickup

1 shipment Support

Select schedule a pickup if your shipping vendor is not already scheduled to pick up from your location

2 PAYMENT >

Handover Options (Step 4 of 5)

 Ship From [i](#)  Address on Label [i](#)

 151 WEST 34TH ST NEW YORK 10001 NY - SL  151 WEST 34TH ST NEW YORK 1000 [▼](#)

 UPS - UPS® Ground 1 Shipment

Service Options

Schedule a pickup with UPS (Standard Pickup)

Nov 30, 2022 [▼](#) 11:00 - 15:00 [▼](#)

I have already scheduled a pickup

1 shipment Support

1 Choose the time and date of the pickup

2 Click Payment in the top right corner to move to the next step



6.4b STORE-TO-CUSTOMER SHIPMENT

CHOOSE PICKUP OPTION

2 PAYMENT >

Handover Options (Step 4 of 5)

📍 **Ship From** i

✉️ **Address on Label** i

🇺🇸 151 WEST 34TH ST NEW YORK 10001 NY - SU 🇺🇸 151 WEST 34TH ST NEW YORK 1000

✉️ **USPS - First Class** 1 Shipment

Service Options

Schedule a pickup with USPS (Standard Pickup) Free

Dec 7, 2022 ▼ 08:00 - 20:00 ▼

1

Please note your address may not be eligible for pickup by USPS

Drop-off at USPS (See dropoff locations) Free

1 shipment

✉️ **Support**

1 Choose the time and date of the pickup

2 Click Payment in the top right corner to move to the next step



6.5 STORE-TO-CUSTOMER SHIPMENT

THIS SCREEN WILL APPEAR NEXT, INFORMING YOU OF THE COST TO BE CHARGED TO THE COMPANY'S ACCOUNT

[YOUR INFO](#)

[CONFIRM](#)

Summary

Pay to courier

You won't see these charges on your Easyship account. Instead, the courier will invoice you directly or charge you when you drop off your shipment at their location.

 UPS - UPS - UPS® Ground	1 shipment
Total cost:	1 shipment \$15.66

Click Confirm to move to the next step

6.6 STORE-TO-CUSTOMER SHIPMENT

1 Select your shipment that was just created. Ensure the check mark appears next to the correct shipment or document.

2 Click Generate All Documents at the top right of the screen to retrieve and print the shipping label

Outbound Shipments ... +

Order #, Tag, SKU, Product Description, Receiver Name, Email or Phone No. Filters Sort by 1 - 10 of 14

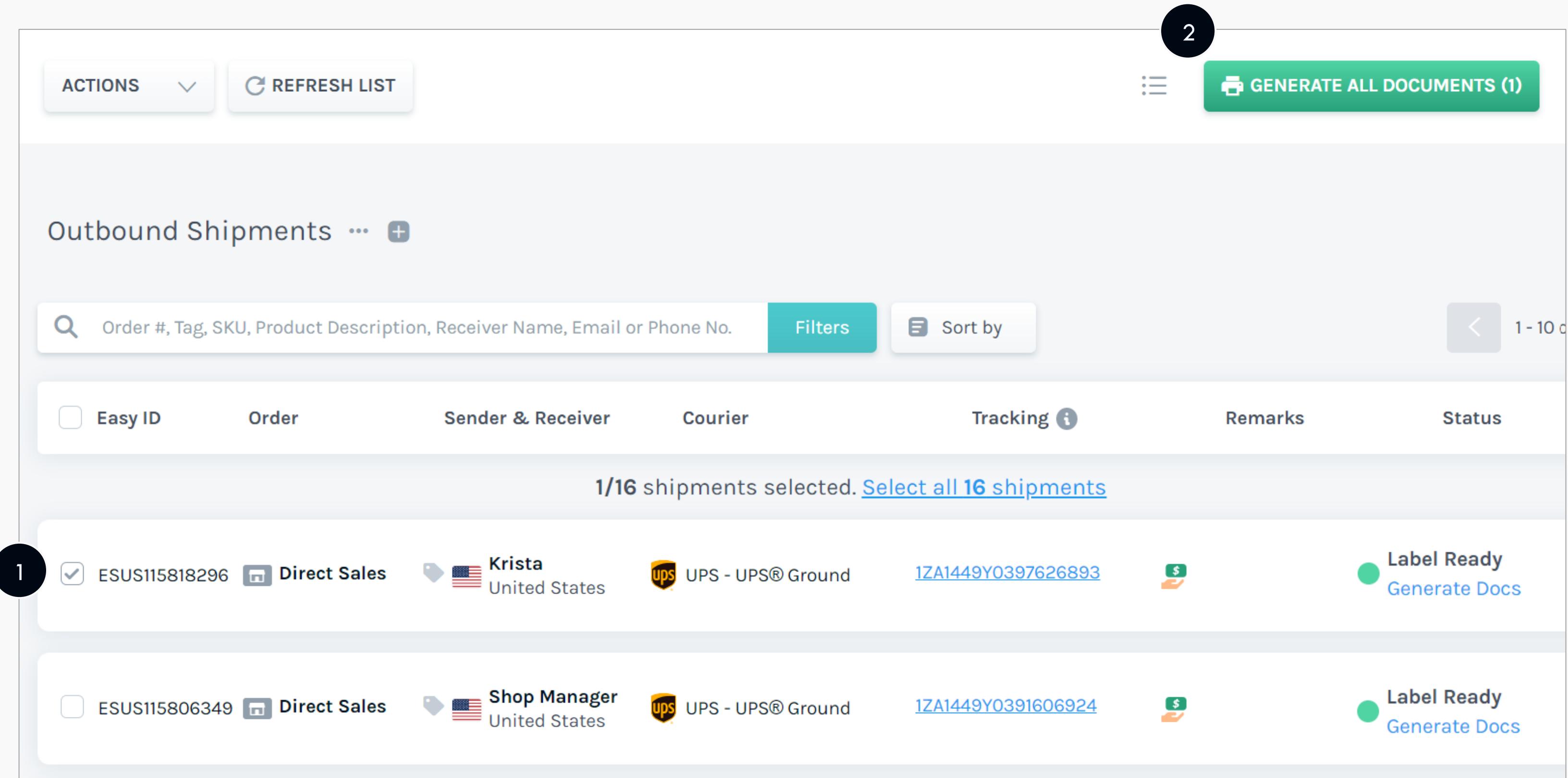
Easy ID	Order	Sender & Receiver	Courier	Tracking	Remarks	Status
<input checked="" type="checkbox"/> ESUS115764259	Direct Sales	Shop Manager United States	UPS - UPS® Ground	1ZA1449Y0393796314		
<input type="checkbox"/> ESUS115763009	Direct Sales	Shop Manager United States	UPS - UPS® Ground	1ZA1449Y0397456880		

1/14 shipments selected. [Select all 14 shipments](#)

NOTE: If you selected to schedule a pickup, the status will show Awaiting Pickup Confirmation by Courier
This status will update when the pickup is confirmed.

<input checked="" type="checkbox"/> ESUS115764259	Direct Sales	Shop Manager United States	UPS - UPS® Ground	1ZA1449Y0393796314		Awaiting Pickup Confirmation by Courier
<input checked="" type="checkbox"/> ESUS115764259	Direct Sales	Shop Manager United States	UPS - UPS® Ground	1ZA1449Y0393796314		Pickup Scheduled Reschedule Pickup

6.7 STORE-TO-CUSTOMER SHIPMENT



1 Select your shipment that was just created. Ensure the check mark appears next to the correct shipment or document.

2 Click Generate All Documents at the top right of the screen to retrieve and print the shipping label.

Outbound Shipments ... +

Order #, Tag, SKU, Product Description, Receiver Name, Email or Phone No. Filters Sort by 1 - 10 of 16

Easy ID	Order	Sender & Receiver	Courier	Tracking	Remarks	Status
<input checked="" type="checkbox"/> ESUS115818296	Direct Sales	Krista United States	ups UPS - UPS® Ground	1ZA1449Y0397626893		 Label Ready Generate Docs
<input type="checkbox"/> ESUS115806349	Direct Sales	Shop Manager United States	ups UPS - UPS® Ground	1ZA1449Y0391606924		 Label Ready Generate Docs



6.8 STORE-TO-CUSTOMER SHIPMENT

A DOCUMENT QUEUE WILL APPEAR

The screenshot shows the Outbound Shipments interface with a 'Document Queue' overlay. The main interface includes a search bar, filters, and a table with columns for Order, Sender & Receiver, Courier, and Tracking. A message indicates 1/16 shipments selected. The 'Document Queue' shows four entries, each with a date, time, and 'All documents' option. A detailed shipping label is shown on the right, with fields for recipient information, tracking number, QR code, and barcode.

Document Queue

Generated on [Settings](#)

1

Nov 7, 2022, 12:20 1 shipment
All documents

Nov 7, 2022, 11:45 1 shipment
All documents

Nov 7, 2022, 11:45 1 shipment
All documents

Nov 7, 2022, 09:36 1 shipment
All documents

Document Queue

Generated on [Settings](#)

2

Nov 7, 2022, 09:36 1 shipment
Download Print

Shipping Label

SUNGLASS HUT AT MACY'S 3 LBS 1 OF 1
7124944400 SUNGLASS HUT AT MACY'S
151 WEST 34TH ST NEW YORK NY 10001
SHIP TO:
KRISTA 7703053465
KRISTA 1 GREENWOOD PKWY
MCDONOUGH GA 30253

GA 305 9-06

UPS GROUND
TRACKING # 1Z A14 49Y 03 9762 6893

3

BILLING: P/P

Reference No.1: ESUS115818296

XOL 22.11.03 NV45 46.0A 11/2022

1 Click on the document to show the options: download or print

2 Select print

3 Attach the label to your shipment box

7. RETURN | RECALL | DAMAGES

7.1 RETURN | RECALL | DAMAGES

THE RETURN OPTION IS TO BE USED FOR STORES SENDING RECALLS, PRODUCT DAMAGES OR OTHER ITEMS BACK TO THE DISTRIBUTION CENTER (DC)

1

SHIPMENT INFO >

Receiver Information (Step 1 of 5)

Ship From  151 WEST 34TH ST NEW YORK 10001 NY - SUNGLASS HUT AT MACY'S SUNGLASS HUT AT MACY'S 2124944400 3345@sghstore.com

Ship To

Flow / Reason

Choose one 

Choose one

Return

Frame to Come
Store to Store
Store to Customer
Store to Vendor
Others

2

SHIPMENT INFO >

Receiver Information (Step 1 of 5)

Ship From  151 WEST 34TH ST NEW YORK 10001 NY - SUNGLASS HUT AT MACY'S SUNGLASS HUT AT MACY'S 2124944400 3345@sghstore.com

Ship To

Flow / Reason

Return 

Returns - NAASC, 101 Greenwood Industrial Pkwy, McDonough, GA, 30253, US

1 Select return in the flow / reason drop down menu.
The Distribution Center address will auto-populate

2 Click shipment info to continue to the next page



7.2 RETURN | RECALL | DAMAGES

INPUT THE FOLLOWING INFORMATION BEFORE PROCEEDING WITH “CHOOSE COURIER”

- 1 Type the return authorization number. If there is no return authorization number available, type N/A
- 2 REQUIRED: Select box name and enter box dimensions (estimated)
- 3 REQUIRED: Select box name and enter box dimensions (estimated)
- 4 Enter SKU and description. Skip inserting a SKU number if this is a multiple frame return shipment(s) such as Recalls. Be sure to still include a description for the shipment.
- 5 Select the Category/HS Code drop-down menu. Choose either 9004.90.00-Spectacles, goggles.. or accessory (with battery) if product contains a battery (ex: Ray-Ban stories)
- 6 Enter unit selling price. If price is not known, use \$300 (average) and quantity (Qty)
- 7 Add a new box if there are multiple shipping boxes in the shipment
- 8 Click Choose Courier

RECEIVER INFO

8 CHOOSE COURIER >

Shipment Information (Step 2 of 5)

1 Return Authorization Number
15 digits

Comments (Optional)
Free text, 30 digits

2 Box Name
Custom Box

3 Box Dimensions
0 x 0 x 0 in

4 Weight
0 lb

5 SKU
Optional

6 Description
Frames

7 Category/HS Code
9004.90.00 - Spectacles, goggles and t...

Accessory (no-battery)

Accessory (with battery)

8 Unit Selling Price
USD 0.00

Qty
1

Total Selling Price
USD 0.00

9 ADD A NEW BOX

10 Support



7.3 RETURN | RECALL | DAMAGES

INPUT THE FOLLOWING INFORMATION BEFORE PROCEEDING WITH "CHOOSE COURIER"

- 1 Select frame, in most cases, as the commodity sub-category
- 2 Enter the shipping cost paid by the customer. If your company funds this, type \$0
- 3 REQUIRED: Select box name and enter box dimensions (estimated)
- 4 REQUIRED: Enter Box Weight. If shipping only 1 frame, record 0.9 lbs for accurate shipping costs.
- 5 Enter SKU and description (as detailed as possible when shipping to a customer)
- 6 Select the Category/HS Code drop-down menu. Choose either 9004.90.00- Spectacles, goggles... or accessory (with battery) if product contains a battery (ex: Ray-Ban stories)
- 7 Enter the unit selling price and quantity (Qty)

RECEIVER INFO
CHOOSE COURIER >

Shipment Information (Step 2 of 5)

1 Commodity <input style="width: 100%; border: 1px solid #ccc; padding: 2px; border-radius: 4px;" type="text" value="Frames"/> <div style="background-color: #f0f0f0; border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <small>Choose one</small> <ul style="list-style-type: none"> <li style="background-color: #e0e0e0; padding: 2px 0;">Frames RX Order Contact Lenses Other (please specify) </div>	PO Number <input style="width: 100%; border: 1px solid #ccc; padding: 2px; border-radius: 4px;" type="text" value="15 digits"/>	Shipping Cost Paid by Customers <input style="width: 100%; border: 1px solid #ccc; padding: 2px; border-radius: 4px;" type="text" value="\$ xxx.xx"/>	Comments (Optional) <input style="width: 100%; border: 1px solid #ccc; padding: 2px; border-radius: 4px;" type="text" value="Free text, 30 digits"/>	
2 Box Name <input style="width: 100%; border: 1px solid #ccc; padding: 2px; border-radius: 4px;" type="text" value="Custom Box"/>	3 Box Dimensions <div style="display: flex; align-items: center;"> in <input style="width: 20px; border: 1px solid #ccc; padding: 2px; border-radius: 4px;" type="text" value="0"/> x <input style="width: 20px; border: 1px solid #ccc; padding: 2px; border-radius: 4px;" type="text" value="0"/> x <input style="width: 20px; border: 1px solid #ccc; padding: 2px; border-radius: 4px;" type="text" value="0"/> </div>	4 Weight <div style="display: flex; align-items: center;"> lb <input style="width: 20px; border: 1px solid #ccc; padding: 2px; border-radius: 4px;" type="text" value="0"/> </div>	5 SKU <input style="width: 100%; border: 1px solid #ccc; padding: 2px; border-radius: 4px;" type="text" value="Optional"/>	
6 Description <input style="width: 100%; border: 1px solid #ccc; padding: 2px; border-radius: 4px;" type="text" value="Frames"/>	7 Category/HS Code <div style="background-color: #00aaff; color: white; padding: 2px 5px; border-radius: 4px;"> 9004.90.00 - Spectacles, goggles and t... </div> <div style="background-color: #f0f0f0; border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> Accessory (no-battery) Accessory (with battery) </div>	Unit Selling Price <div style="display: flex; align-items: center;"> USD <input style="width: 20px; border: 1px solid #ccc; padding: 2px; border-radius: 4px;" type="text" value="0.00"/> </div>	Qty <input style="width: 20px; border: 1px solid #ccc; padding: 2px; border-radius: 4px;" type="text" value="1"/>	Total Selling <input style="width: 100%; border: 1px solid #ccc; padding: 2px; border-radius: 4px;" type="text" value="USD0.00"/>
? Support				

7 Enter the unit selling price and quantity (Qty)

8 Click Choose Courier to continue to the next page



7.4 RETURN | RECALL | DAMAGES

ALL RETURNS, RECALLS AND DAMAGES ARE REQUIRED TO BE SENT USING USPS, AS THIS IS THE MOST ECONOMICAL OPTION

2

SHIPMENT INFO < YOUR INFO >

Choose Courier (Step 3 of 5)

Courier	Delivery Time <small>i</small> <small>↓</small>	Tracking <small>i</small>	Service Options	Remarks
 UPS - UPS® Ground	<small>2 - 3 working days</small>	<small>Excellent</small>	<small>Drop-off</small> <small>Paid Pickup</small>	
 USPS - First Class	<small>2 - 4 working days</small>	<small>Basic</small>	<small>Drop-off</small> <small>Free Pickup</small>	1 

UPS, the UPS brandmark, UPS Ready®, and the color brown are trademarks of United Parcel Service of America, Inc. All Rights Reserved.

1 Click Select on the **USPS** shipment option

2 Click Your Info to move to the next step



7.5 RETURN | RECALL | DAMAGES

THIS SCREEN WILL APPEAR NEXT, ASKING YOU TO SELECT A SERVICE OPTION

2 PAYMENT >

Handover Options (Step 4 of 5)

Ship From i Address on Label i

 151 WEST 34TH ST NEW YORK 10001 NY - SU  151 WEST 34TH ST NEW YORK 1000 ▼

 USPS - First Class 1 Shipment

Service Options

Schedule a pickup with USPS (Standard Pickup) Free

Dec 7, 2022 ▼ 08:00 - 20:00 ▼

Please note your address may not be eligible for pickup by USPS

Drop-off at USPS [\(See dropoff locations\)](#) Free

1 shipment

1 Choose to either Schedule a pickup time or Drop-off at USPS

2 Click Payment to move to the next step

1 2

Support



7.6 RETURN | RECALL | DAMAGES

THIS SCREEN WILL APPEAR NEXT, INFORMING YOU OF THE COST TO BE CHARGED TO THE COMPANY'S ACCOUNT

< YOUR INFO CONFIRM >

Summary (Step 5 of 5)

Pay now

 USPS - First Class	1 shipment	\$6.12
Total cost:	1 shipment	\$6.12

Click confirm to move to the next step



LEONARDO

7.7 RETURN | RECALL | DAMAGES

ACTIONS ▾ REFRESH LIST

2 GENERATE ALL DOCUMENTS (1)

Outbound Shipments ... +

Order #, Tag, SKU, Product Description, Receiver Name, Email or Phone No. Filters Sort by 1 - 10 of 31

<input type="checkbox"/> Easy ID	Order	Sender & Receiver	Courier	Tracking	Remarks	Status
<input checked="" type="checkbox"/> ESUS120332027	Direct Sales	Shop Manager United States	USPS - First Class	9400109104250000078545	Awaiting Pickup Confirmation by Courier	
<input type="checkbox"/> ESUS119089997	Direct Sales	Shop Manager United States	USPS - Priority Mail	9205590221582761582399	Pickup Scheduled Reschedule Pickup	

1 Select your shipment that was just created. Ensure the check mark appears next to the correct shipment or document.

1

2 Click Generate All Documents at the top right of the screen to retrieve and print the shipping label.

2 GENERATE ALL DOCUMENTS (1)

1 - 10 of 31

1/31 shipments selected. [Select all 31 shipments](#)

Awaiting Pickup
 Confirmation by Courier

Pickup Scheduled
 Reschedule Pickup



7.8 RETURN | RECALL | DAMAGES

A DOCUMENT QUEUE WILL APPEAR

The screenshot shows the Outbound Shipments interface with a document queue overlay and a detailed view of a priority mail label.

Outbound Shipments screen:

- ACTIONS** dropdown and **REFRESH LIST** button.
- Document Queue** button.
- GENERATE ALL DOCUMENTS** button.
- Outbound Shipments** list with columns: **Order**, **Sender & Receiver**, **Courier**, **Tracking**.
- Filters** and **Sort by** buttons.
- Order #, Tag, SKU, Product Description, Receiver Name, Email or Phone No.** search bar.
- 1/30 shipments selected.** [Select all 30 shipments](#).
- Shipments:**
 - ESUS119089997 (checked) - Direct Sales, Shop Manager United States, USPS - Priority Mail, Pending.
 - ESUS119067006 (unchecked) - Direct Sales, SAM United States, UPS - UPS® Ground, IZA1449Y0398165988, \$, Pickup Scheduled, Reschedule Pickup.

Document Queue (shown in a modal):

1. List of generated documents:
 - Nov 29, 2022, 16:47 - 1 shipment, All documents
 - Nov 29, 2022, 13:23 - 1 shipment, All documents
 - Nov 29, 2022, 13:22 - 1 shipment, All documents
 - Nov 15, 2022, 23:51 - 1 shipment, All documents

Document Queue (shown on the right):

2. **DOWNLOAD** and **PRINT** buttons.

USPS Priority Mail Label (shown on the right):

P | **PRIORITY MAIL**
U.S. POSTAGE PAID
INTERNATIONAL BRIDGE, INC.
ePOSTAGE
CUBIC

USPS PRIORITY MAIL
SUNGGLASS HUT AT MACY'S
SUNGGLASS HUT AT MACY'S
151 WEST 34TH ST
NEW YORK, NY 10001-2101
11/30/2022
Mailed from 10001
2 lbs
R015

SHOP MANAGER
LUXOTTICA
101 GREENWOOD INDUSTRIAL PKWY
SUITE 395
MCDONOUGH, GA 30253-7523

USPS TRACKING # - EP
9205 5902 2158 2761 5823 99
ESUS119089997

3. **Pickup Scheduled**, **Reschedule Pickup** buttons.
3. **Attach the label to your shipment box**.

1 Click on the document to show the options: download or print

2 Select print

3 Attach the label to your shipment box

8. STORE TO VENDOR

8.1 STORE TO VENDOR

SHIPMENT INFO >

Receiver Information (Step 1 of 5)

Ship From  151 WEST 34TH ST NEW YORK 10001 NY - SUNGLASS HUT AT MACY'S SUNGLASS HUT AT MACY'S 2124944400 3345@sghstore.com ▼

Ship To

Flow / Reason

Choose one ▼

- Choose one
- Return
- Frame to Come
- Store to Store
- Store to Customer
- Store to Vendor**
- Others

Select Store to Vendor in flow / reason

—

 Support



8.2 STORE TO VENDOR

3 SHIPMENT INFO >

Ship From  151 WEST 34TH ST NEW YORK 10001 NY - SUNGLASS HUT AT MACY'S SUNGLASS HUT AT MACY'S 2124944400 3345@sghstore.com ▾

Flow / Reason Store to Vendor ▾

1 Receiver Name Company Name (Optional) Contact No. Email Address (Optional)

Country Zip Code City State / Province

United States Address Line 1 Address Line 2 (Optional)

Residential Address [Learn more](#)

No Yes

Support

1 Type in the Vendor's information.

2 Select No in the bottom left corner to indicate this is not a residential address

3 Click Shipment Info to continue to the next page



8.3 STORE TO VENDOR

INPUT THE FOLLOWING INFORMATION BEFORE PROCEEDING WITH CHOOSE COURIER

- 1 Type the commodity and add an additional comment if necessary.
- 2 REQUIRED: Select box name & box dimensions (estimated)
- 3 REQUIRED: Enter Box Weight. If shipping only 1 frame record 0.9 lbs for accurate shipping costs.
- 4 REQUIRED: Enter description. Be sure to include a description/reason for the shipment.
- 5 Select the Category/HS Code drop-down menu. Choose the product provided in the list
- 6 Enter the unit selling price and quantity (Qty). If price is not known, use \$300
- 7 Click Choose Courier to continue to the next page

Shipment Information (Step 2 of 5)

Commodity	Other (please specify)	Comments (Optional)
Other (please specify)	15 digits	sending lights back to vendor

Box Name: Custom Box

Box Dimensions: 0 x 0 x 0 in

Weight: 0 lb

SKU: Optional

Description: Other (please specify)

Category/HS Code: 7013.10.00 - Glassware of g...

Unit Selling Price: USD

Qty: 1

Total Selling: USD0.00

CHOOSE COURIER >

Support



8.4 STORE TO VENDOR

ONLY ONE SHIPPING OPTION WILL APPEAR ON THIS SCREEN.

SHIPMENT INFO

2 YOUR INFO >

Choose Courier (Step 3 of 5)

Courier	Delivery Time <small>i</small> <small>↓</small>	Tracking <small>i</small>	Service Options	Remarks
 UPS - UPS® Ground	<small>2 - 3 working days</small>	<small>Excellent</small>	<small>Drop-off</small> <small>Paid Pickup</small>	<small>1</small>  SELECT

UPS, the UPS brandmark, UPS Ready®, and the color brown are trademarks of United Parcel Service of America, Inc. All Rights Reserved.

1 Click select.

2 Click Your Info in the top right corner to move to the next step



8.5 STORE TO VENDOR

CHOOSE BETWEEN TWO SERVICE OPTIONS

[CHOOSE COURIER](#) PAYMENT >

Handover Options (Step 4 of 5)

Ship From Address on Label

151 WEST 34TH ST NEW YORK 10001 NY - SL 151 WEST 34TH ST NEW YORK 1000 ▼

UPS - UPS® Ground 1 Shipment

Service Options

Schedule a pickup with UPS (Standard Pickup)

I have already scheduled a pickup

1 shipment Support

Select schedule a pickup if your shipping vendor is not already scheduled to pick up from your location. Otherwise, select "I have already scheduled a pickup".

2 PAYMENT >

Handover Options (Step 4 of 5)

Ship From Address on Label

151 WEST 34TH ST NEW YORK 10001 NY - SL 151 WEST 34TH ST NEW YORK 1000 ▼

UPS - UPS® Ground 1 Shipment

Service Options

Schedule a pickup with UPS (Standard Pickup)

I have already scheduled a pickup

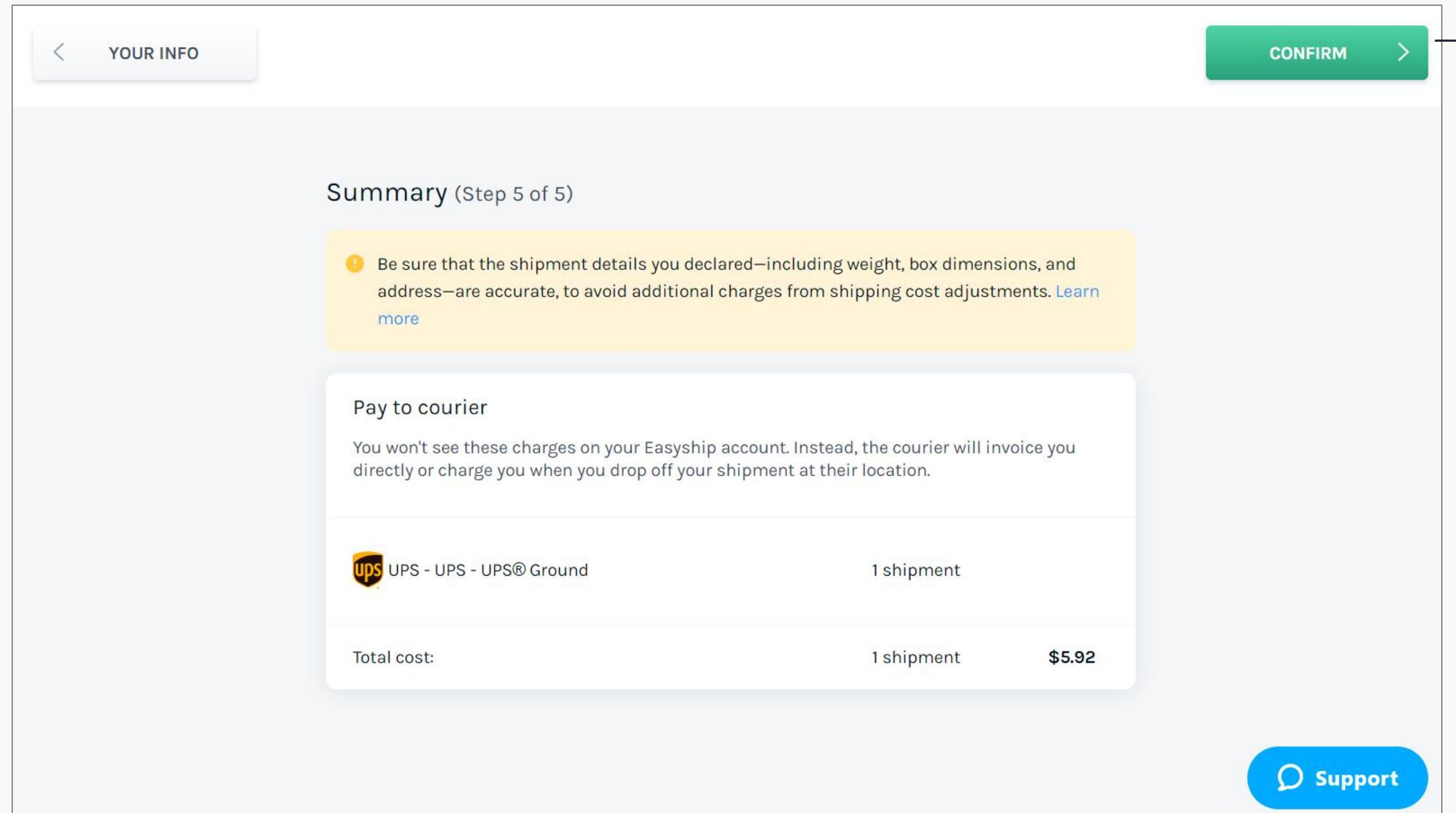
1 Nov 30, 2022 11:00 - 15:00 Support

- 1 Choose the time and date of the pickup
- 2 Click Payment in the top right corner to move to the next step



8.6 STORE TO VENDOR

THIS SCREEN WILL APPEAR NEXT, INFORMING YOU OF THE COST TO BE CHARGED TO THE COMPANY'S ACCOUNT



YOUR INFO < CONFIRM >

Summary (Step 5 of 5)

! Be sure that the shipment details you declared—including weight, box dimensions, and address—are accurate, to avoid additional charges from shipping cost adjustments. [Learn more](#)

Pay to courier

You won't see these charges on your Easyship account. Instead, the courier will invoice you directly or charge you when you drop off your shipment at their location.

ups UPS - UPS - UPS® Ground 1 shipment

Total cost: 1 shipment \$5.92

Support

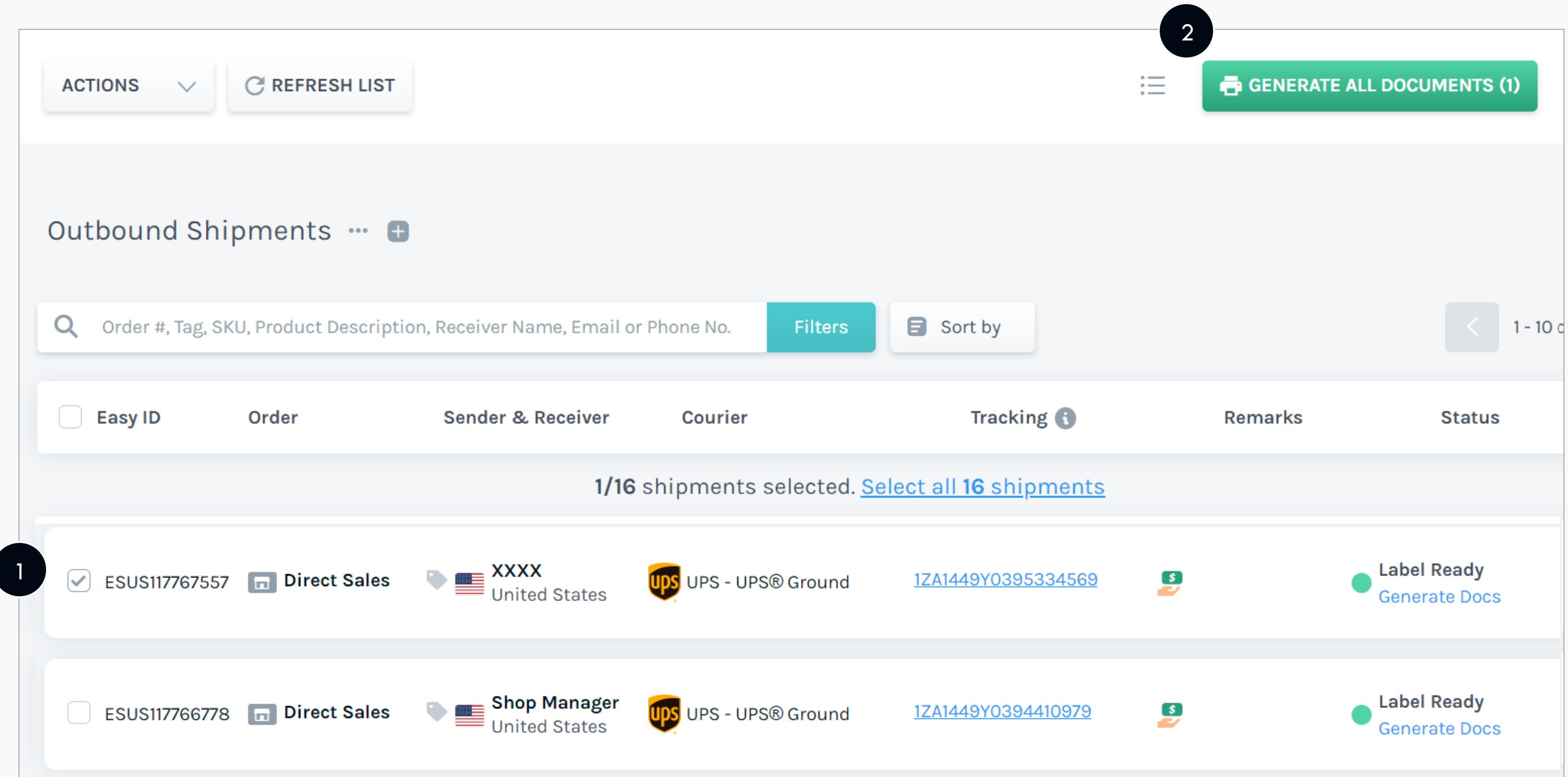
1

Click Confirm to move to the next step



LEONARDO

8.7 STORE TO VENDOR



1 Select your shipment that was just created. Ensure the check mark appears next to the correct shipment or document.

2 Click Generate All Documents at the top right of the screen to retrieve and print the shipping label.

1

2

Outbound Shipments ... +

Order #, Tag, SKU, Product Description, Receiver Name, Email or Phone No. Filters Sort by 1 - 10 of 16

Easy ID	Order	Sender & Receiver	Courier	Tracking	Remarks	Status
<input checked="" type="checkbox"/> ESUS117767557	Direct Sales	XXXX United States	ups UPS - UPS® Ground	1ZA1449Y0395334569		 Label Ready Generate Docs
<input type="checkbox"/> ESUS117766778	Direct Sales	Shop Manager United States	ups UPS - UPS® Ground	1ZA1449Y0394410979		 Label Ready Generate Docs



8.8 STORE TO VENDOR

A DOCUMENT QUEUE WILL APPEAR

ACTIONS REFRESH LIST

Outbound Shipments ... +

Order #, Tag, SKU, Product Description, Receiver Name, Email or Phone No. Filters Sort by

Easy ID Order Sender & Receiver Courier Tracking i

1/16 shipments selected. [Select all 16 shipments](#)

ESUS117767557 Direct Sales XXXX United States ups UPS - UPS® Ground [1ZA1449Y039533456993](#)

Document Queue

Generated on Settings

1 Nov 7, 2022, 12:20 1 shipment All documents

1 Nov 7, 2022, 11:45 1 shipment All documents

1 Nov 7, 2022, 11:45 1 shipment All documents

1 Nov 7, 2022, 09:36 1 shipment All documents

Document Queue

Generated on Settings

1 Nov 7, 2022, 09:36 1 shipment All documents

2 DOWNLOAD PRINT

Label Preview

SUNGLASS HUT AT MACY'S 2124944400 5 LBS 1 OF 1
SUNGLASS HUT AT MACY'S 151 WEST 34TH ST DWT: 2,2,2
NEW YORK NY 10001
SHIP TO:
XXXX
0012345678
XXXX
420 5TH AVE
NEW YORK NY 10025

NY 100 9-27

UPS GROUND
TRACKING #: 1Z A14 49Y 03 9533 4569

BILLING: P/P

Reference No.1: ESUS117767557

XOL 22.11.37 NV45-48.0A 11/2022

1 Click on the document to show the options: download or print

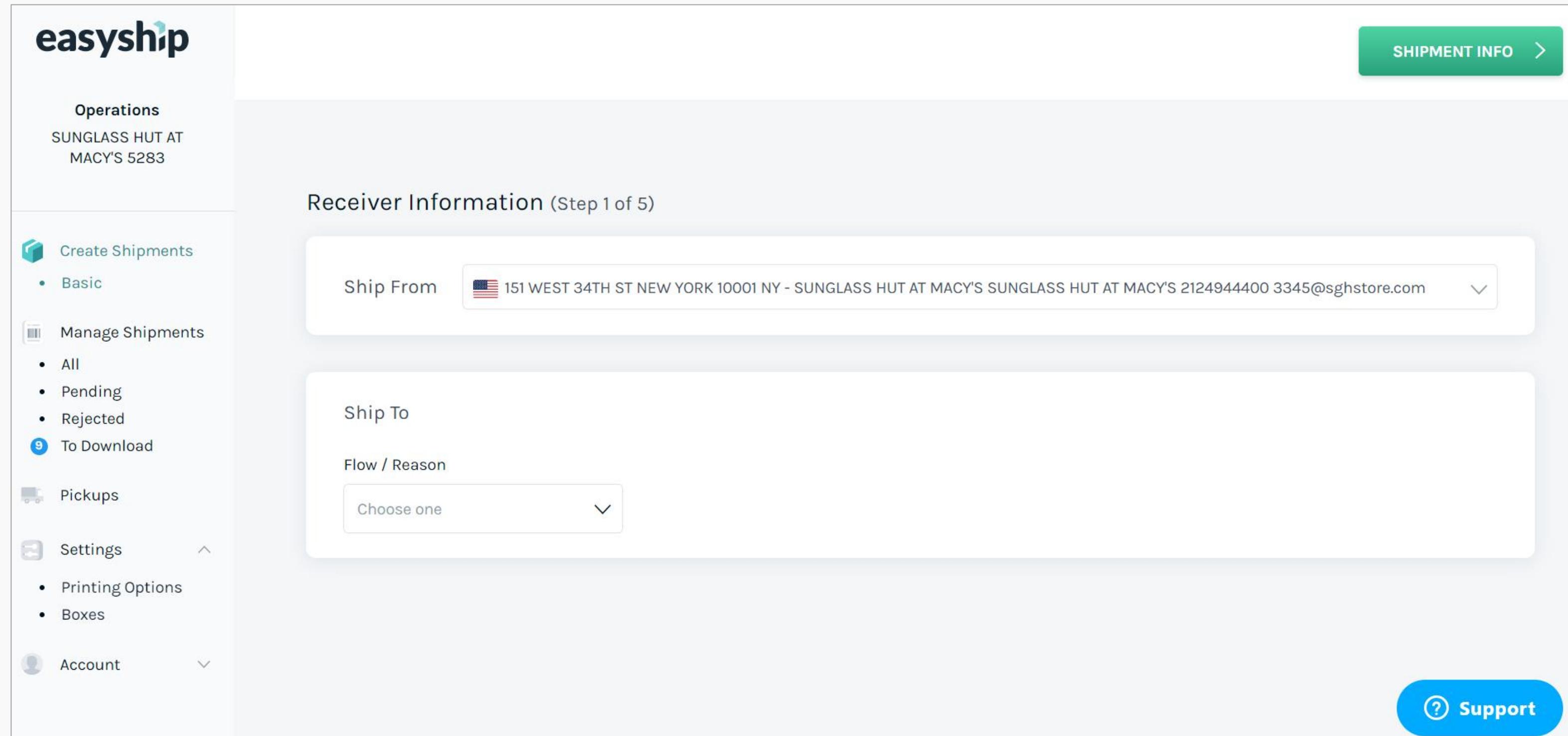
2 Select print

3 Attach the label to your shipment box

9. TRACKING

9.1 TRACKING

NAVIGATE TO THE HOME SCREEN'S DASHBOARD PAGE



easyship

Operations
SUNGGLASS HUT AT
MACY'S 5283

SHIPMENT INFO >

Receiver Information (Step 1 of 5)

Ship From  151 WEST 34TH ST NEW YORK 10001 NY - SUNGLASS HUT AT MACY'S SUNGLASS HUT AT MACY'S 2124944400 3345@sghstore.com

Ship To

Flow / Reason

Choose one

Create Shipments

- Basic

Manage Shipments

- All
- Pending
- Rejected
- To Download 9

Pickups

Settings

- Printing Options
- Boxes

Account

Support

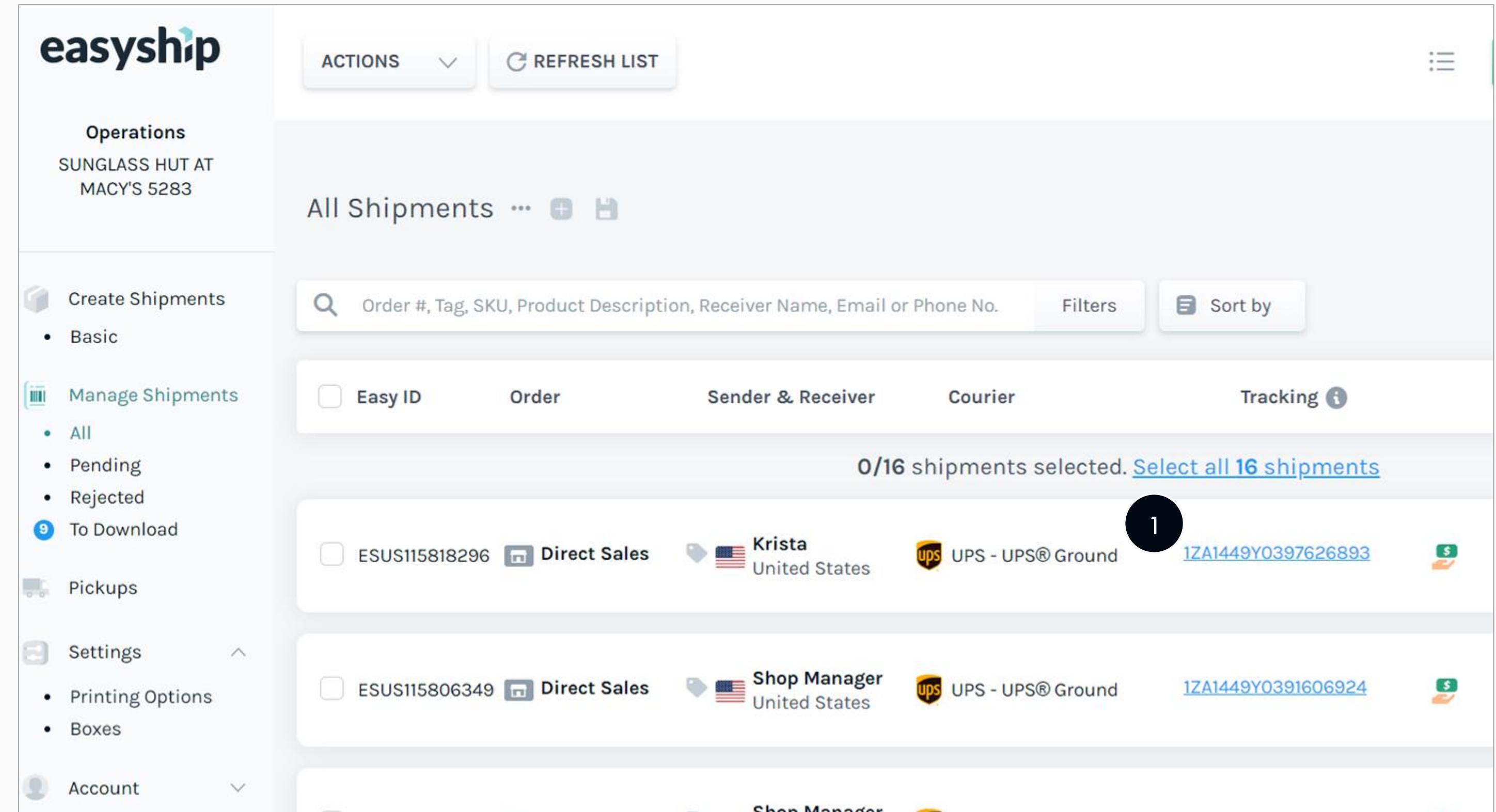
Click Manage Shipments listed in the far left column. This action will take you to another screen.

9.2 TRACKING

1

Click the hyperlink tracking number for the shipment you would like to see.

This action will take you to another screen.



The screenshot shows the easyship tracking interface. The left sidebar displays 'Operations' with the location 'SUNGGLASS HUT AT MACY'S 5283'. The main area shows a list of 'All Shipments' with 0/16 selected. The columns are 'Easy ID', 'Order', 'Sender & Receiver', 'Courier', and 'Tracking'. Two shipments are listed: one for 'Krista' (United States) using 'UPS - UPS® Ground' with tracking number [1ZA1449Y0397626893](#), and another for 'Shop Manager' (United States) using 'UPS - UPS® Ground' with tracking number [1ZA1449Y0391606924](#).

1

0/16 shipments selected. [Select all 16 shipments](#)

Easy ID	Order	Sender & Receiver	Courier	Tracking
ESUS115818296	Direct Sales	Krista United States	UPS - UPS® Ground	1ZA1449Y0397626893
ESUS115806349	Direct Sales	Shop Manager United States	UPS - UPS® Ground	1ZA1449Y0391606924

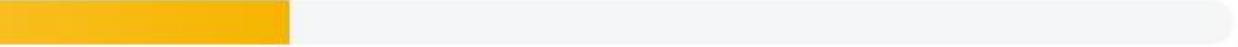


9.3 TRACKING

A POP-UP SCREEN WILL APPEAR TO GIVE THE USER A QUICK SUMMARY OF WHERE THE SHIPMENT IS IN THE PROCESS

SUNGLASS HUT AT MACY'S 5283

 **Awaiting Collection from Courier**
Your package is ready and is waiting to be collected by the courier.



Destination: McDonough, United States

Nov 07, 2022 Sender, United States
12:19 PM

 UPS Ground 1 Tracking No: [1ZA1449Y0397626893](#)

Thanks for supporting our business - clearly, you've got a great taste!

1

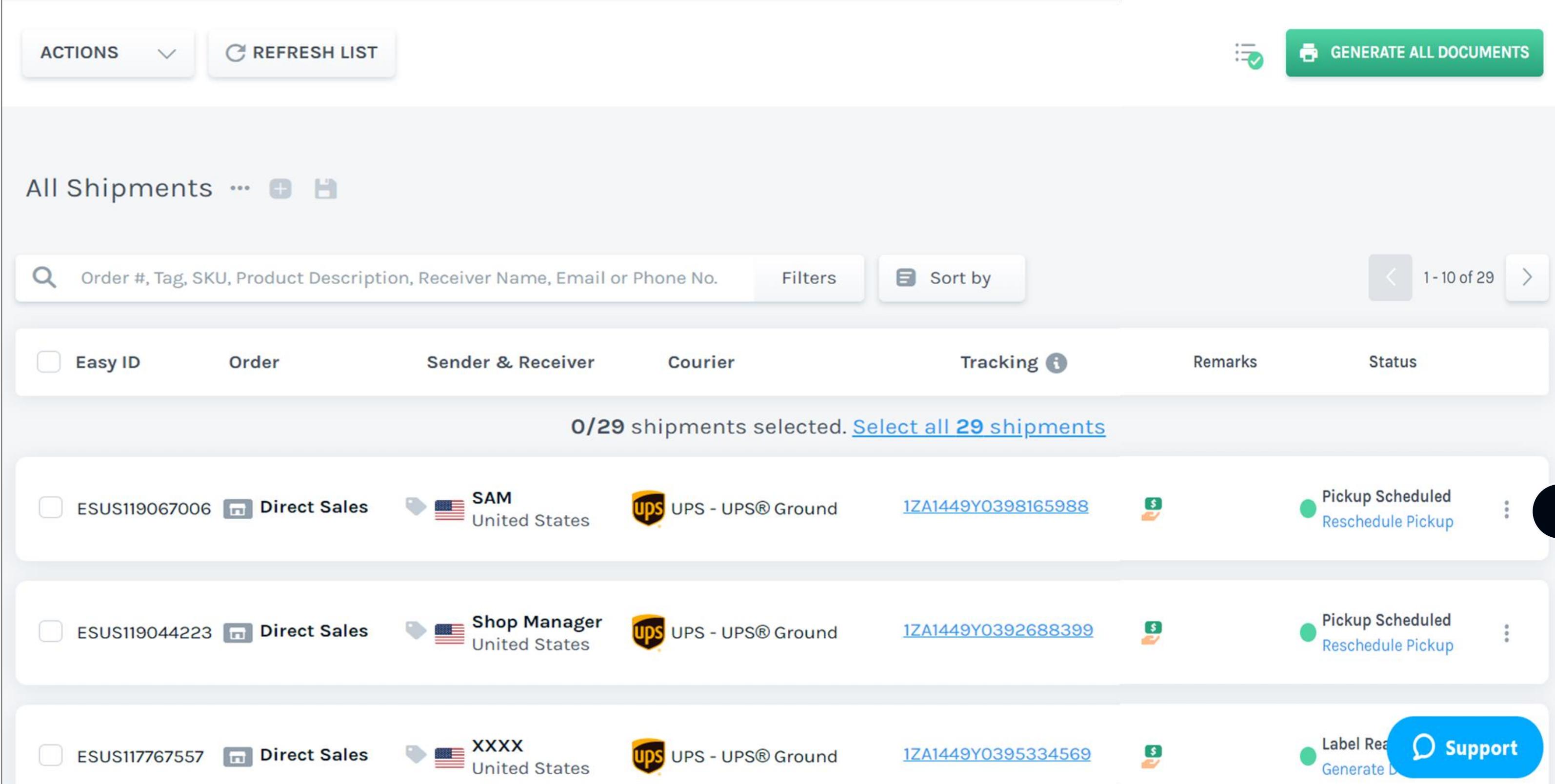
Click the hyperlink tracking number in the bottom right corner if you would like more detailed tracking information.

This action will take you to another screen, redirecting the user to the shipping vendor's tracking page.

LEONARDO

53

9.4 TRACKING-ADDITIONAL & CANCELING A SHIPMENT



The screenshot shows a list of 29 shipments. The first shipment is highlighted with a circled '1' and a callout. The list includes columns for Easy ID, Order, Sender & Receiver, Courier, Tracking, Remarks, and Status. Each shipment row contains tracking numbers and action buttons like 'Pickup Scheduled' and 'Reschedule Pickup'.

Easy ID	Order	Sender & Receiver	Courier	Tracking	Remarks	Status
ESUS119067006	Direct Sales	SAM United States	UPS - UPS® Ground	1ZA1449Y0398165988	Pickup Scheduled Reschedule Pickup	1
ESUS119044223	Direct Sales	Shop Manager United States	UPS - UPS® Ground	1ZA1449Y0392688399	Pickup Scheduled Reschedule Pickup	
ESUS117767557	Direct Sales	XXXX United States	UPS - UPS® Ground	1ZA1449Y0395334569	Label Ready Generate Document Support	

1

Click the three dots to the left of the Status column for the shipment. This action will take you to another screen, showing the shipment details and the option to Cancel the Shipment if needed.

9.5 TRACKING-ADDITIONAL & CANCELING A SHIPMENT

HERE YOU WILL SEE ALL HISTORICAL DATA IN REGARDS TO THIS SHIPMENT

Shipment ID: ESUS117767557

Ship From Information		Destination Information		Status History	
		Platform Name:	Recipient Name:	Status	COPY TRACKING LINK
Sender Name:	SUNGGLASS HUT AT MACY'S	Direct Sales	XXXX	Draft	Nov 21, 2022, 3:21 PM Easyship
Company Name:	SUNGGLASS HUT AT MACY'S	Company Name:	XXXX	Label Pending,	Nov 21, 2022, 3:21 PM Easyship
Phone Number:	2124944400	Phone Number:	12345678	Awaiting Courier	
Email Address:	3345@sghstore.com	Email Address:	XXXX12345@SSS.COM		
Address Line 1:	151 WEST 34TH ST	Address Line 1:	420 5th Ave		
City:	NEW YORK	City:	New York		
State:	NY	State:	New York		
Postal Code:	10001	Postal Code:	10025		
Country:	United States	Country:	United States		
Batch Number:	BL0027 - Nov 21, 2022	Seller's Notes:			

[CREATE RETURN LABEL](#)

Click Copy Tracking Link to check the status of the shipment in real time

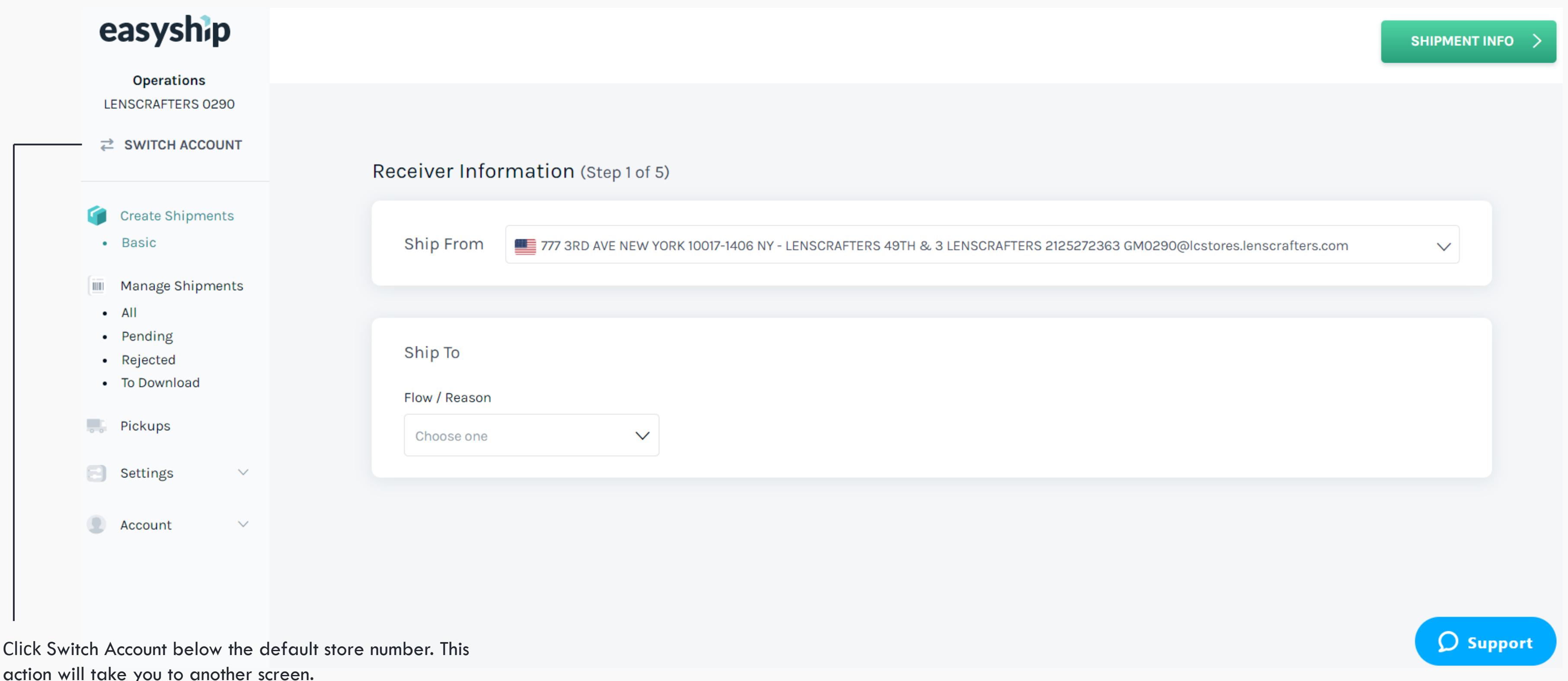
Handover Information		Notification to Receiver		Insurance		Shipment Costs	
ID:	PUS14953467	The consignee has not received a tracking email yet		Basic Courier Insurance		Shipment Cost \$5.92	
Pickup Fee:	Free	Send the tracking email to your customer		No insurance was purchased for this shipment, but this courier is offering a limited coverage in the event of lost or damaged parcels. File a claim or learn more .		Nov 21, 2022 Total cost \$5.92	
Details:	Hand over to UPS	<input type="text" value="XXXX12345@SSS.COM"/> SEND				Total Paid to Courier \$0.00	
<input type="checkbox"/> Add me in Blind Copy (Bcc) of this email							
Courier Information		Shipment Details				CANCEL SHIPMENT	
Courier:	UPS® Ground	Box Count	1 box				
Import Tax & Duty:	Not applicable	Total Actual Weight	5 lb				
Tracking Number:	1ZA1449Y0395334569	Total Chargeable Weight	5.00 lb				
Status:	Label Ready	Calculation Method	Volumetric				
ALL SHIPPING DOCS		Total Item Count	1 item				
		Total					
		Total					
<p>This section will also provide more specific details around your shipment and allow you to send notifications to the receiver .</p>							

Scroll to the bottom of the page to have the option to cancel the shipment. A shipment may be canceled at anytime before handing the shipment over to the vendor.

10. MULTI-STORE FEATURE & ORDER SUPPLIES

10.1 MULTI-STORE FEATURE

NAVIGATE TO THE HOME SCREEN'S DASHBOARD PAGE



easyship

SHIPMENT INFO >

Operations

LENSCRAFTERS 0290

SWITCH ACCOUNT

Create Shipments

- Basic

Manage Shipments

- All
- Pending
- Rejected
- To Download

Pickups

Settings

Account

Receiver Information (Step 1 of 5)

Ship From

777 3RD AVE NEW YORK 10017-1406 NY - LENSCRAFTERS 49TH & 3 LENSCRAFTERS 2125272363 GM0290@lcstores.lenscrafters.com

Ship To

Flow / Reason

Choose one

Click Switch Account below the default store number. This action will take you to another screen.

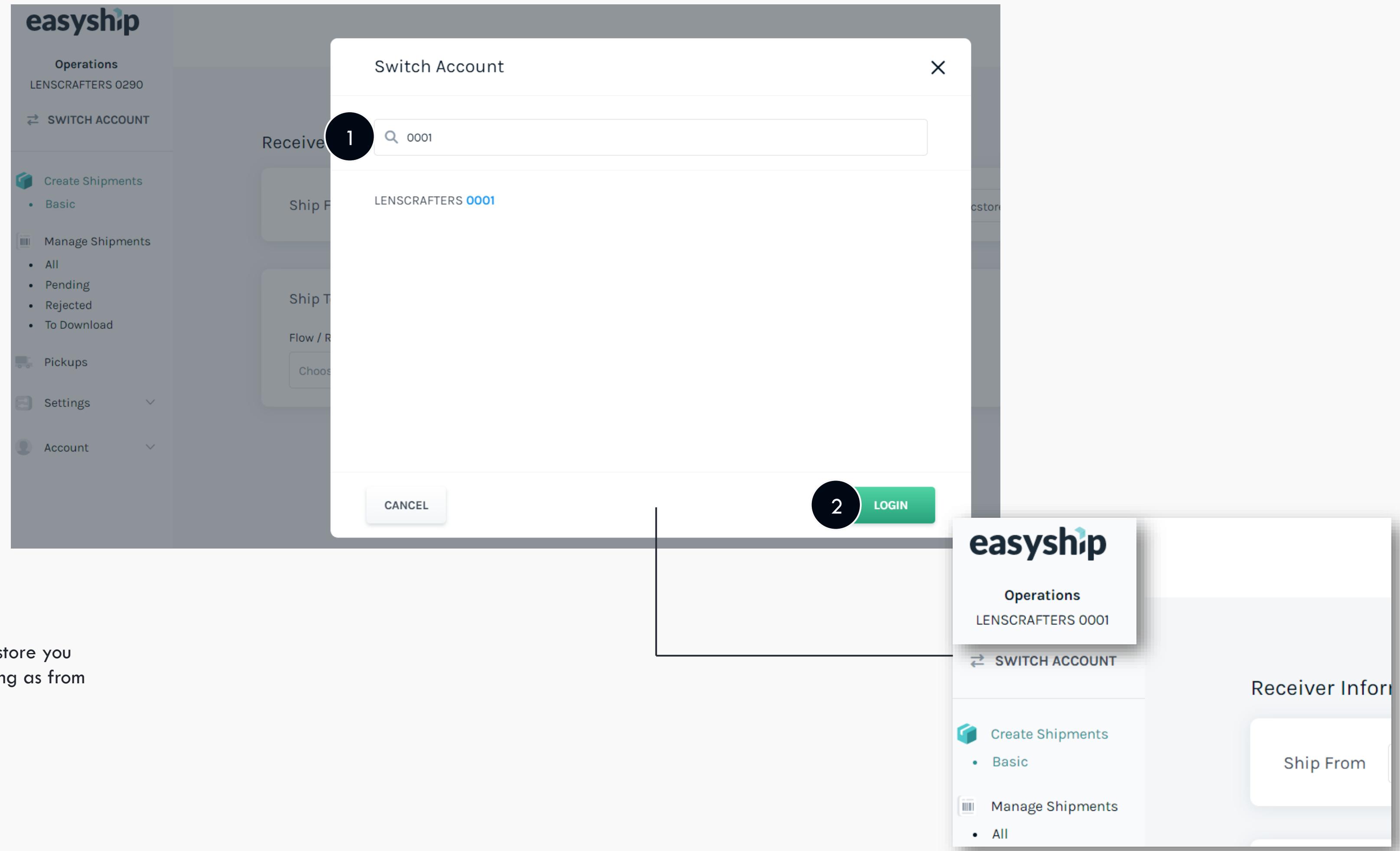
Support



10.2 MULTI-STORE FEATURE

1 Type the store you wish to switch to

2 Click login
This action will take you the store you selected. Please keep shipping as from manual



10.3 ORDER SUPPLIES



960769

SUNGLASS HUT F768

SWITCH ACCOUNT

Create Shipments

- Basic

Manage Shipments

- All
- Pending
- Rejected
- To Download

Pickups

Settings

Account

UPS Packaging



1

FedEx Packaging



1

Receiver Information (Step 1 of 5)

Ship From



523 BROADWAY NEW YORK 10012 NY - Shop Manager SUNGLA

Ship To

Flow / Reason

Choose one

Log In

2

Email or Username
SGH F768

Password
.....

By logging in, I agree to the [UPS Technology Agreement](#).

[Log In](#) [Forgot Username/Password](#)

FedEx

3

Enter your user ID and password to log in

CREATE A USER ID

USER ID
SGH F768

PASSWORD
.....

Remember my user ID.

[LOG IN](#)

1

Link to the supplies ordering web pages

2

UPS: log in with Campusship credentials to order supplies

3

FDX: log in with FDX credentials to order supplies



LEONARDO

11. MULTI-BOX FEATURE

11.1 MULTI-BOX FEATURE

IN CASE YOU NEED TO ADD MULTIPLE BOXES FOR THE SHIPMENTS TO THE SAME ADDRESS

1 Add item
This action will allow you to add multiple skus for the shipment

2 Duplicate box information
This action will allow you add new boxes to the shipment

1

2

2

CHOOSE COURIER >

RECEIVER INFO

Operations
LENSCRAFTERS 0290

SWITCH ACCOUNT

Create Shipments
• Basic

Manage Shipments
• All
• Pending
• Rejected
• To Download

Pickups

Settings

Account

2 boxes

Not all couriers offer multi-box shipping solution, your courier options may be limited.

Box Name	Box Dimensions	Weight	Actions
Custom Box	1 x 2 x 1 in	0.89 lb	

SKU	Description	Category/HS Code	Unit Selling Price	Qty	Total Selling Price
Optional	Frames	9004.90.00 - Spectacles, g...	USD	300	USD300.00
Optional	Frames	9004.90.00 - Spectacles, g...	USD	0.00	USD0.00

Box Name	Box Dimensions	Weight	Actions
Custom Box	1 x 2 x 1 in	2 lb	

SKU	Description	Category/HS Code	Unit Selling Price	Qty	Total Selling Price
Optional	Frames	9004.90.00 - Spectacles, g...	USD	300	USD300.00

ADD A BOX

Support



11.2 MULTI-BOX FEATURE

The image shows two screenshots of a shipping management software. The left screenshot displays the 'Outbound Shipments' list with columns for Order, Sender & Receiver, Courier, Tracking, Remarks, and Status. It shows 1/123 shipments selected. The right screenshot shows the 'Document Queue' with a list of generated documents, each with a date, time, and a 'PRINT' button. A callout with a circled '1' points to the 'PRINT' button in the queue.

Outbound Shipments

Order #, Tag, SKU, Product Description, Receiver Name, Email or Phone No. **Filters** Sort by

1 - 10 of 123

Order	Sender & Receiver	Courier	Tracking	Remarks	Status
ESUS137074306	Direct Sales	Shop Manager United States	UPS - UPS® Ground	1Z9V4V620395250295	Label Ready Generate Docs
ESUS137043822	Direct Sales	Shop Manager United States	FedEx - FedEx Standard Overnight®	396152736943	Label Ready Generate Docs
ESUS137016998	Direct Sales	Oretha Winston-Hunter United States	UPS - UPS® Ground	1Z9V4V620393478919	Label Ready Generate Docs
ESUS136980508	Direct Sales	ANDREW BOVE United States	UPS - UPS® Ground	1Z9V4V620390946909	Label Ready Generate Docs
ESUS136818800	Direct Sales	Josephine Bonsu United States	UPS - UPS® Ground	1Z9V4V620392622899	Label Ready Generate Docs

1/123 shipments selected. [Select all 123 shipments](#)

Document Queue

Generated on **Settings**

1

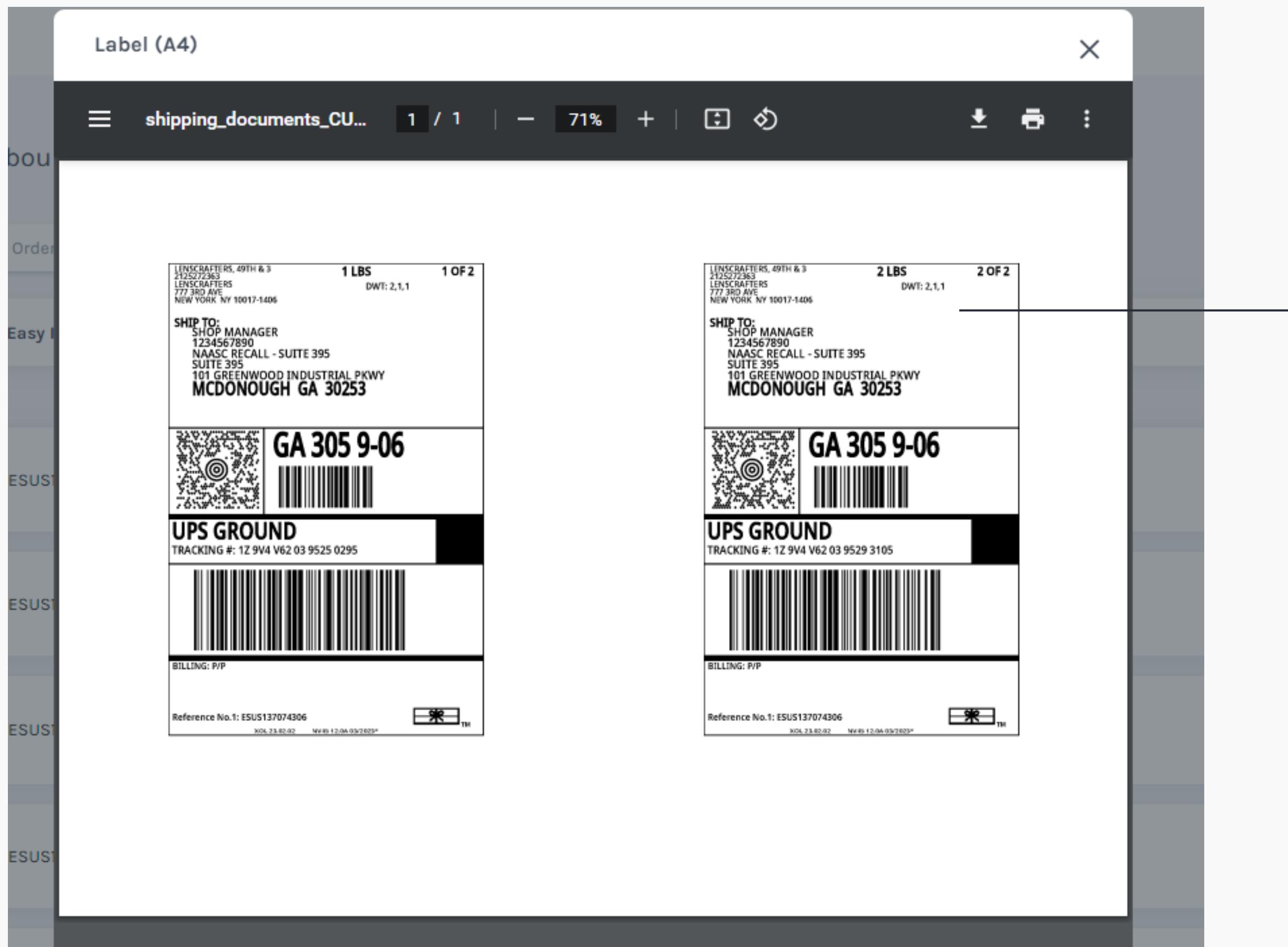
Date	Time	Shipments
Mar 23, 2023, 23:22		1 shipment
Mar 23, 2023, 18:32		1 shipment
Mar 23, 2023, 14:50		1 shipment
Mar 22, 2023, 13:17		1 shipment
Mar 22, 2023, 11:21		1 shipment
Mar 21, 2023, 15:41		1 shipment
Mar 20, 2023, 17:44		1 shipment
Mar 20, 2023, 15:02		1 shipment

PRINT

1 Print label

Once chosen carrier and pick up method, print the shipment label

11.3 MULTI-BOX FEATURE



You will see multiple labels in the same printing session



12. FREQUENTLY ASKED QUESTIONS | BEST PRACTICECS

12.1 FREQUENTLY ASKED QUESTIONS

WHAT IF I AM NOT ABLE TO ACCESS INTO THE SHIPPING PAGE WITH MY LUXID AND PASSWORD CREDENTIALS?

Please escalate to the Store Operation partners and, in the meantime, try with the other colleagues' credentials to access and ship out. The Store Ops team will escalate to TSP team and resolve the problem as soon as possible

WHAT IF I AM NOT ABLE TO SHIP WITH THE NEXT-DAY-AIR SERVICE FOR CERTAIN FLOWS?

That would mean that the logistics is not allowing the next day air shipping method for that service

WHAT IF I DON'T KNOW THE DIMENSIONS OR THE WEIGHT OF THE BOX?

Please make sure to insert the estimated dimensions and the estimated weight of the shipping box to avoid the company to pay the extra package correction fee

WHAT IF I DON'T KNOW THE VALUE OF THE PRODUCT?

If it is not written anywhere, please insert the average \$300 per piece estimated value

WHAT IF THE STORE I NEED TO SHIP TO IS NOT IN THE ADDRESS BOOK OF THE SHIP-TO-STORE FLOW?

Please escalate to the Store Operation partners and, in the meantime, ship as "Ship to Vendor" so you will be able to enter the missing store address. The Store Ops team will escalate to the TSP team and resolve the problem as soon as possible

WHAT IF I AM SHIPPING FRAME TO COME TO A LAB THAT IS NOT IN THE ADDRESS BOOK OF THE LABS?

Please escalate to the Store Operation partners and, in the meantime, ship as "Ship to Vendor" so you will be able to insert the missing lab address. The Store Ops team will escalate to the TSP team and resolve the problem as soon as possible

WHAT IF EASYSHIP IS HAVING PROBLEMS AND I AM NOT ABLE TO SHIP OUT?

Please escalate to the Store Operation partners and, in the meantime, ship with UPS Campuship or the previous method you used to use to ship out. The Store Ops team will escalate to the TSP team and resolve the problem as soon as possible



12.2 BEST PRACTICES

- 1 If you are only shipping one piece out, for Store to Customer and Returns, please insert 0.9lb as weight, so you can use the USPS service
- 2 If you are shipping with Frame to Come flow, ~~if the lab is in your same state, then please ship UPS ground, otherwise~~,  please ship with UPS Next day air saver service
- 3 If you are shipping to the Residential address, please do not forget to activate the residential button on the left corner of the shipping page when inserting the customer's address
- 4 When you are shipping multiple boxes, do not forget to add new box and do not forget to add the estimated dimension and weight of the box to avoid carrier package correction fee
- 5 Only use the “Other” options if you really are unsure of what flow you are shipping with
- 6 Please always report wrong addresses, missing addresses and missing labs to the Store Operation and Transport team in order to improve the user experience

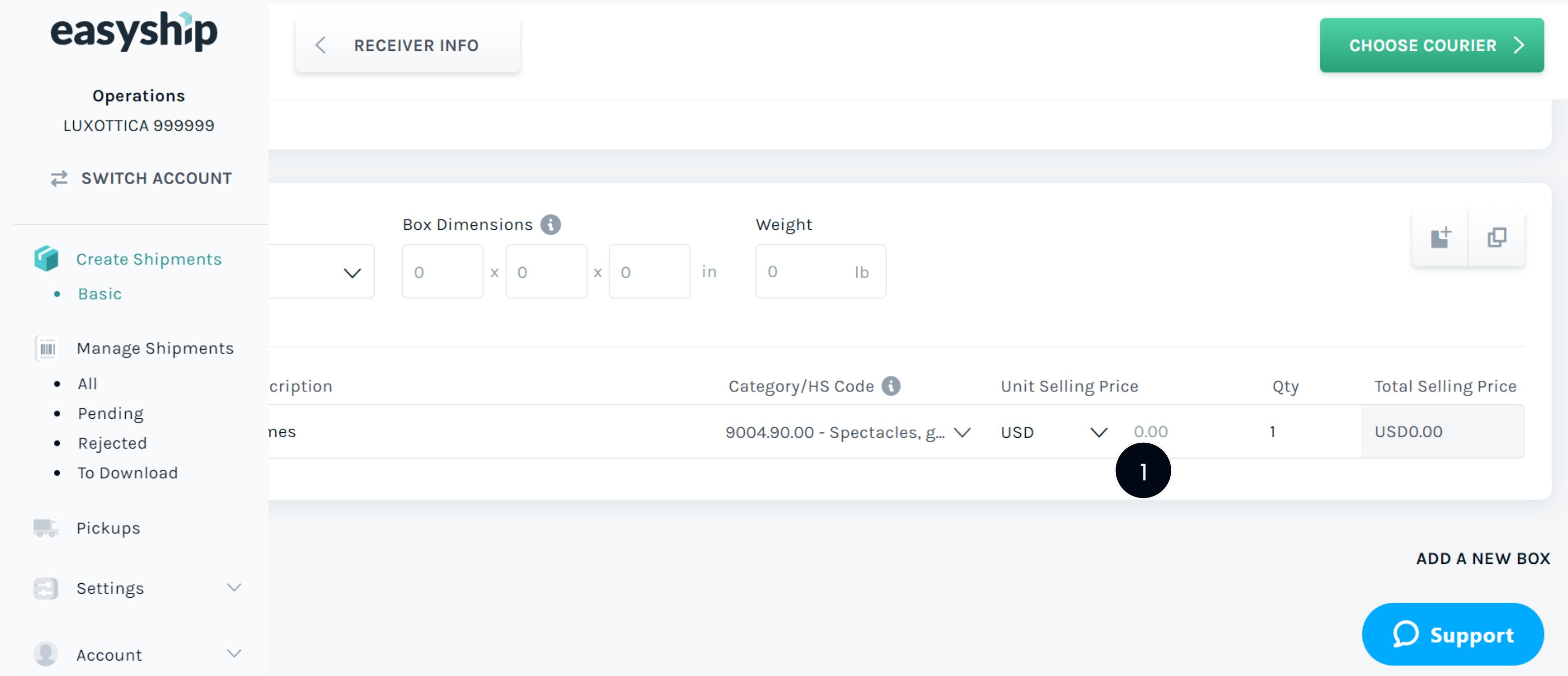


12.3 SHIPPING CHEAT SHEET

STANDARD		
	1 piece	2+ pieces
Frame to Come For Stores that have inbound as FDX, you will be able to ship FDX as well for Outbound	UPS Next Day Air (Saver) / NDAS Please use Next Day Air if Saver is not available	
Store to Store (R_x)***	UPS Ground In extreme circumstances, you may use UPS NDAS	
Store to Store (Frame)	UPS Ground	
Store to Store (Other)	UPS Ground	
Shipping to Customer	USPS First Class	UPS Ground
Shipping to Customer (R_x)		
Return		
Store to Vendor	UPS Ground	
Other Use only when none of the above reasons apply or you need to ship NDAS → please only use if it is strictly needed	UPS Ground	



12.4 SHIPPING CHEAT SHEET



RECEIVER INFO

CHOOSE COURIER >

Operations
LUXOTTICA 999999

SWITCH ACCOUNT

Create Shipments
• Basic

Manage Shipments
• All
• Pending
• Rejected
• To Download

Pickups

Settings

Account

Box Dimensions i 0 x 0 x 0 in 0 lb

Weight

Category/HS Code i 9004.90.00 - Spectacles, g... USD 100.00

Unit Selling Price Qty Total Selling Price

1 1 USD 100.00

ADD A NEW BOX

Support

1

Unit Selling Price:

- Frame 100\$
- RX 150\$
- Stories 200\$
- In case of mixture of goods, please put 150\$ Flat value

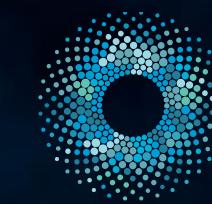


12.5 SHIPPING CHEAT SHEET

SHIPPING WEIGHT GUIDELINES

# OF GLASSES	US (LBS)	CANADA (KG)
5	2	1
10	4	1.8
20	8	3.6
30	12	5.4
For every 5 frames add...	2 lbs	1kg





LEONARDO

THANK YOU