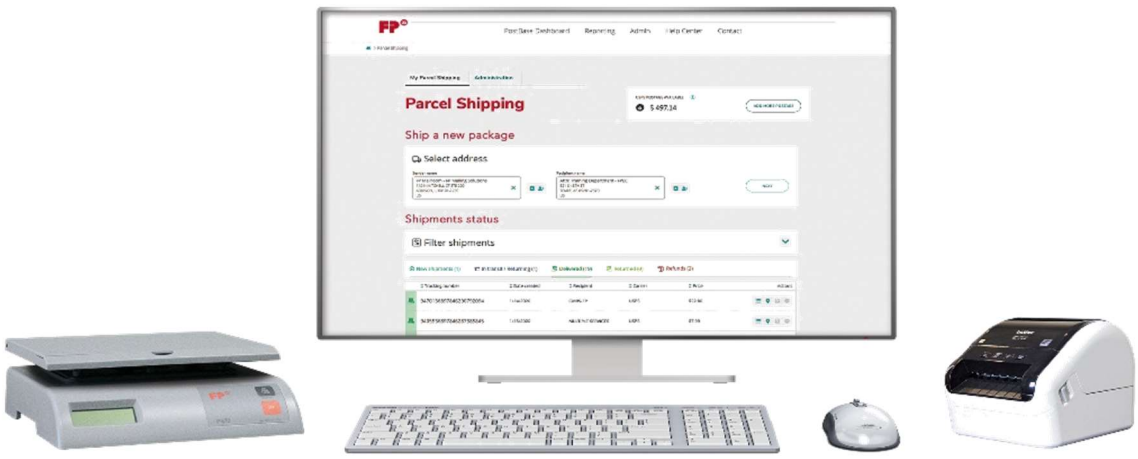
FP GERMAN MAILGENEERING

FP Parcel Shipping

Ship. Track. Save.



FP Parcel Shipping Quick Start Guide

April 2020 edition

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FP Parcel Shipping – Quick Start Guide

Edition April, 2020

FP Mailing Solutions
140 N Mitchell Ct, Ste 200
Addison, IL 60101-7200

Tel.: 1-800-341-6052

Internet: www.fp-usa.com

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FP Parcel Shipping Introduction

Introduction

FP Parcel Shipping is a simple, yet powerful cloud based shipping application that allows discoverFP online users to enter a destination address, select the best rate for the desired delivery date, create a shipping label and track the parcel within the application.

The application is wizard based making it easy even for a novice shipper. The workflow to ship a package is broken down into five or six steps: sender and recipient address input, shipping options, parcel properties, customs declarations (international shipments only), shipment costs and review shipment and create label. Additionally, the application has a tracking dashboard with search filtering capabilities.

FP Parcel Shipping offers two subscription types, FP Parcel Shipping Postal Edition for USPS® only or FP Parcel Multi-Carrier Edition for USPS® plus the capability of UPS®, FedEx® and DHL. If multi-carrier is selected, a contract with the carrier(s) must be in place in order to setup the carrier within FP Parcel Shipping.

Getting started

To get started the following steps must be taken:

1. Register on discoverFP.us
2. Login to discoverFP and access the FP Parcel Shipping application
3. Setup postage funding via Direct Debit/ACH (48 hour process due to banking requirements) if you will fund postage via direct debit vs. eCheck or credit card
4. Add funds via direct debit/ACH, eCheck or credit card
5. Create your default “sender name” for your “ship from” address
6. Setup your default preferences in the FP Parcel Shipping “Administration” section
7. Install the FP Cloud Bridge application if you want to interface an FP shipping scale
8. Install the printer driver If you use a 4”x6” thermal shipping label printer

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System Requirements and Supported Peripherals

FP Parcel Shipping is a cloud based application. There are basic system requirements in order for the application to function properly.

Operating Systems – PC and Mac

Microsoft 8.1 or higher, 32 bit or 64 bit
Mac OS 10.15 or above

Browsers

Microsoft Internet Explorer 11
Microsoft Edge
Google Chrome
Mozilla Firefox (does not support scale interface)
Apple Safari (does not support scale interface)

Scale Interface Requirements

PC Microsoft Windows 8.1 or higher
Microsoft .NET framework 4.7.2 or above
FP Cloud Bridge scale interface application

FP Supported Scales with Interface to FP Parcel Shipping

FP PS10 ten pound capacity USB scale
FP PS70 seventy pound capacity USB scale
FP Excel30 thirty pound capacity USB scale
FP Excel70 seventy pound capacity USB scale

FP Supported Thermal Shipping Label Printers

Brother QL-1100
Brother QL-1110NWB network printer (USB, ethernet or Wi-Fi)
*Note: the application can print to other brands and models.

Internet Connection

Minimum internet speed is at least 10 Mbps. Higher speeds will improve performance.

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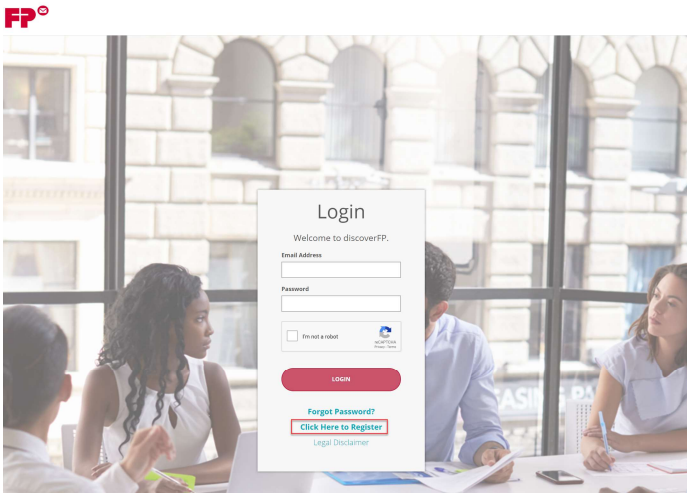
Registering on discoverFP

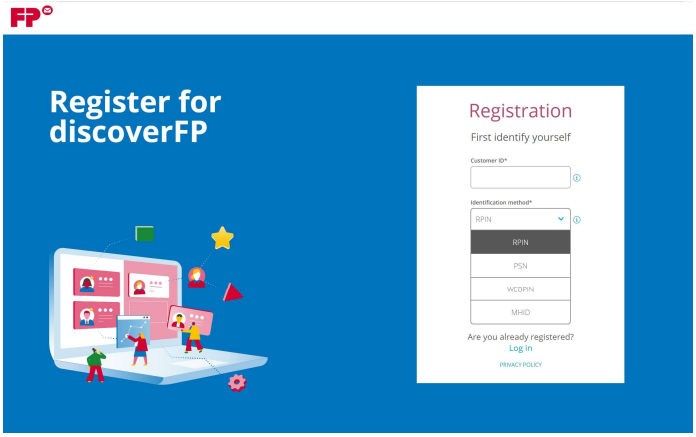
To get started, first you need to register on discoverFP. To get to discoverFP type in the URL www.discoverFP.us into your web browser (please note that if you type .com you will be directed to our global site and you will have to select USA).

Step 1: To register, select "Click Here to Register".



Step 2: Identify yourself. You will need one of the following:

- **R-PIN**. A six digit number that you received in your welcome letter. A welcome email was sent to the email listed on the Customer Agreement. That email contains a link to access your R-PIN.
- **Meter Postal Serial Number (PSN).** A number that starts with 118, 618, 718, 818 or 919. It is on the packing slip.
- **MailHandler ID (MHID).** A serial number that starts with PV, EP, PX, CM or PM. It is on the packing slip, the label on the bottom of the PostBase™ or from the information screen in the menu section on the PostBase™.



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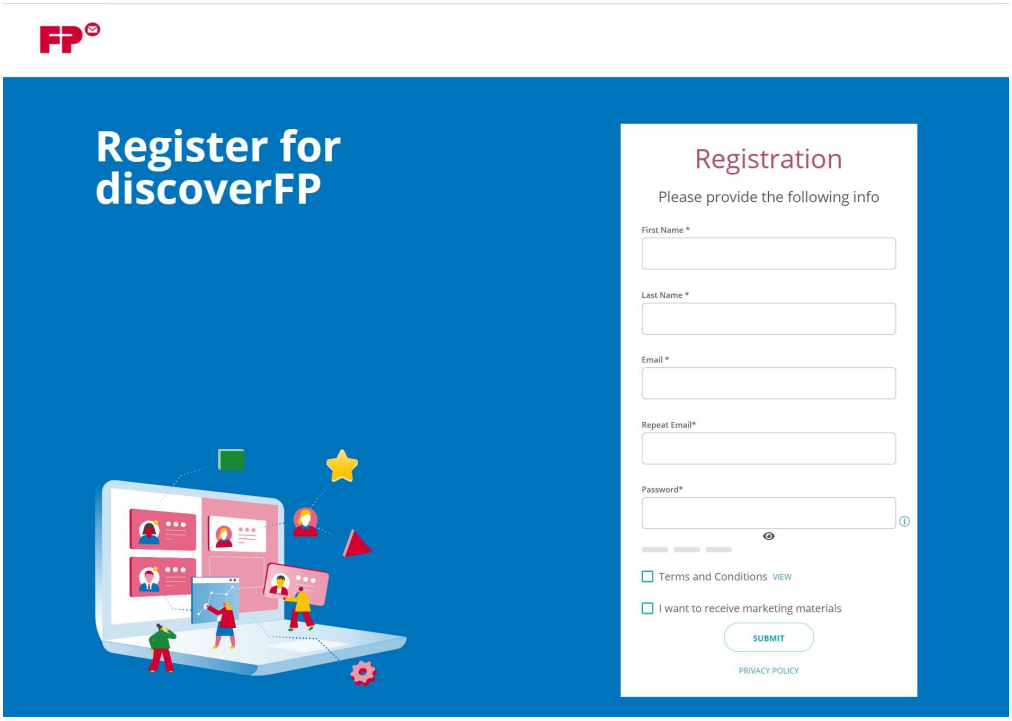
Registering on discoverFP (cont.)

Step 3: Enter in your information and create a Password. The Password must be 8 digits in length including a capital letter, lower case letter, at least one numeric digit and at least one special character. Strong passwords are at least 12 digits long.



Step 4: You will receive an authentication email from support@discoverFP.com. Once you click on the confirmation link within the email, you will be able to login.

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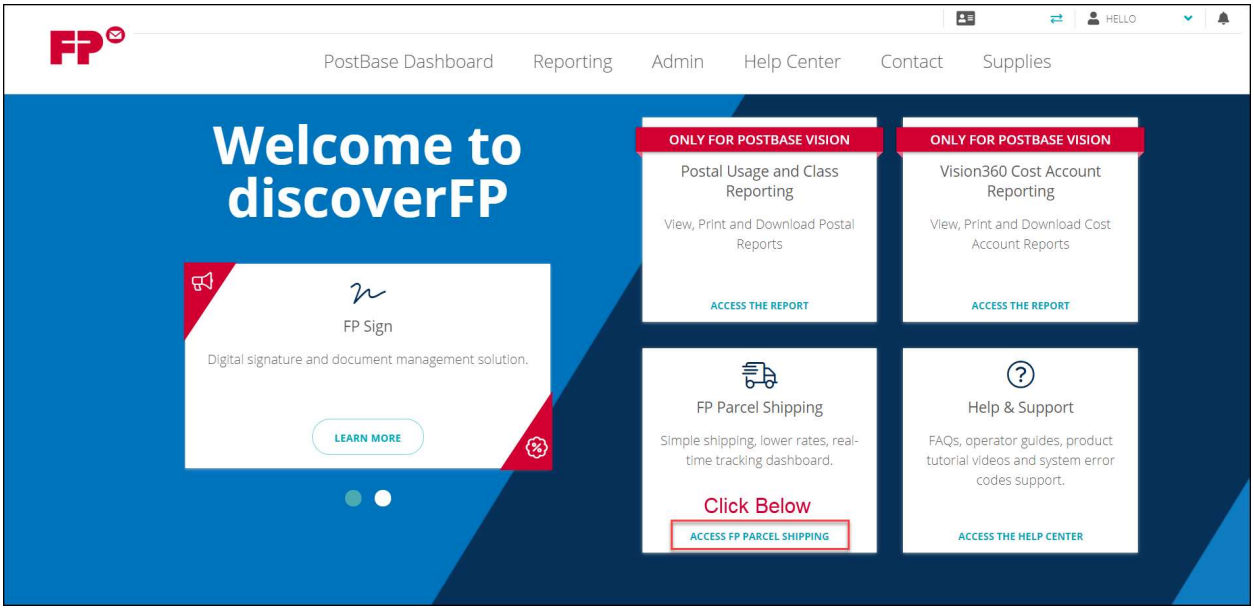
Login and Accessing FP Parcel Shipping

Once you are registered, you can now login and access FP Parcel Shipping from the tile on discoverFP.



Important: *If FP Parcel Shipping does not load, please contact our Customer Experience Team at 1-800-341-6052 for further assistance.*

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USPS® Shipping Funds (postage) Payment Methods

FP Parcel Shipping uses PC postage technology to print shipping labels with tracking and postage. The USPS® requires payment upon label creation. In order to create USPS® shipping labels, you will need available funds in your FP Parcel Shipping account.

There are three ways to fund your account:

Payment Method	Description	Fee
Direct debit/ACH	Direct debit from a checking or savings account.	None
Credit card	Credit card payment with a 3.5% transaction fee.	3.5%
eCheck	eCheck payment with a $7 transaction fee.	$7

Important: *Direct debit (ACH) process takes up to 48 hours to confirm banking information and finalize setup.*

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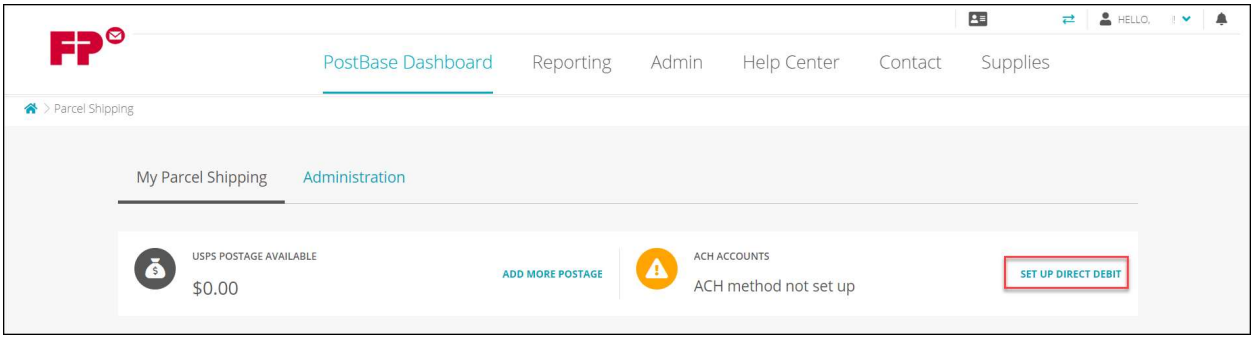
Setting Up ACH/Direct Debit

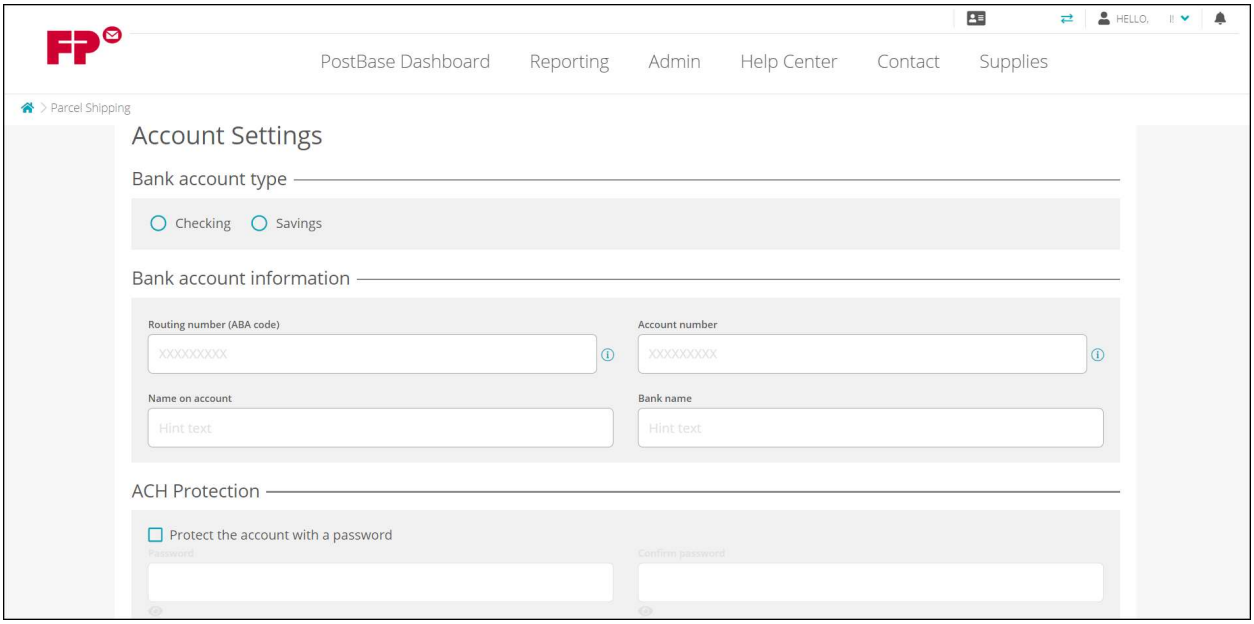
To setup ACH (Direct Debit)

Step 1. Click on "**SET UP DIRECT DEBIT**".



Step 2. Fill in the form fields.

- Bank account type. Choose checking or savings.
- Bank account information. Enter your account details.
- Optional password protection. This will require a password in order to add postage to the application. This is especially useful for fraud protection as well as limiting authorized users to add funds. Please note that for security purposes there is no "reset password" function. If the password is forgotten you must setup ACH again.



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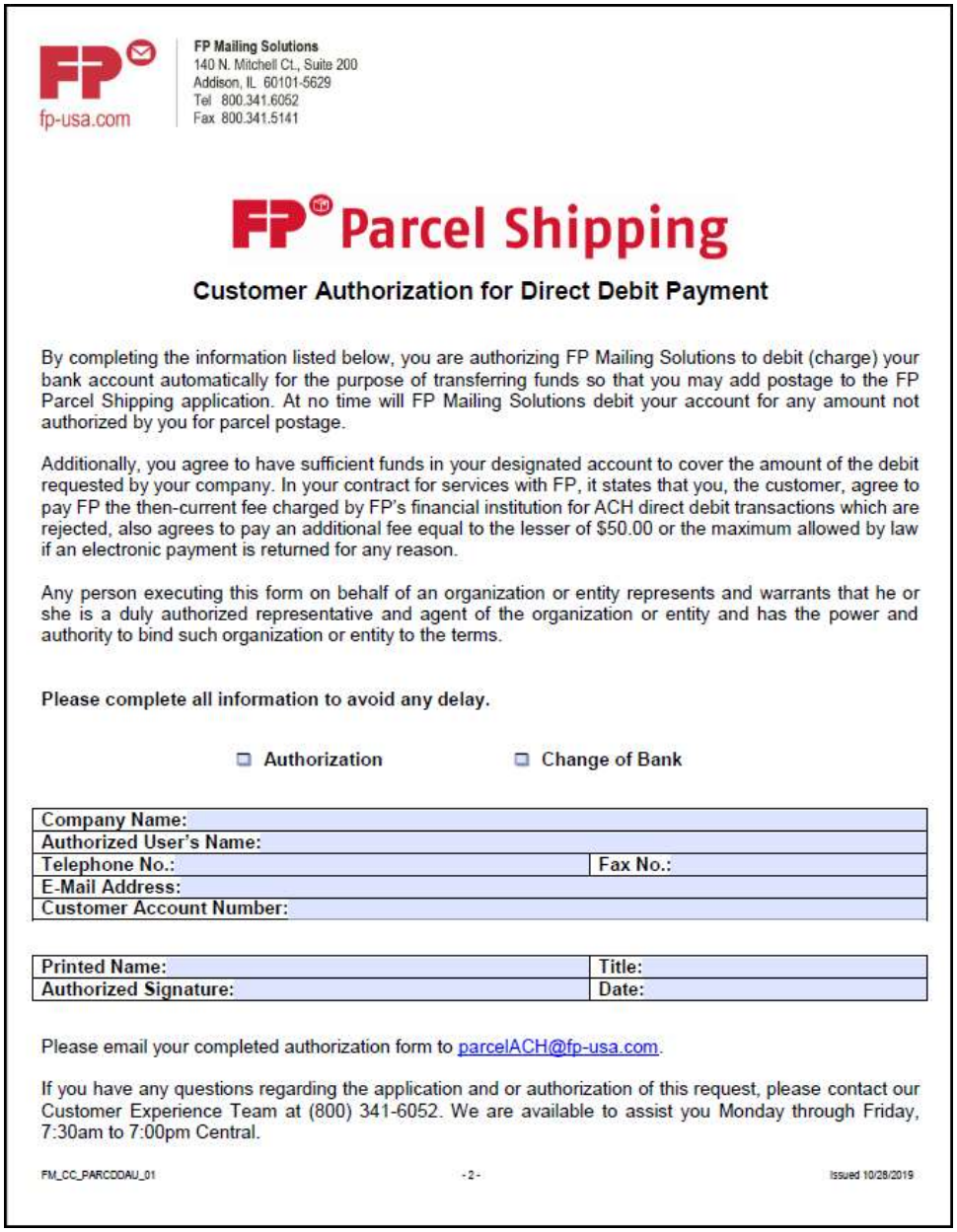
Set Up ACH/Direct Debit (cont.)

Step 3. You will receive an email with the ACH Authorization Form that needs to be signed and emailed. Your account setup will not be complete until the form is received.

Sample of "Customer Authorization for Direct Debit Payment".



FP Mailing Solutions
140 N. Mitchell Ct., Suite 200
Addison, IL 60101-5629
Tel 800.341.6052
Fax 800.341.5141

fp-usa.com

FP Parcel Shipping

Customer Authorization for Direct Debit Payment

By completing the information listed below, you are authorizing FP Mailing Solutions to debit (charge) your bank account automatically for the purpose of transferring funds so that you may add postage to the FP Parcel Shipping application. At no time will FP Mailing Solutions debit your account for any amount not authorized by you for parcel postage.

Additionally, you agree to have sufficient funds in your designated account to cover the amount of the debit requested by your company. In your contract for services with FP, it states that you, the customer, agree to pay FP the then-current fee charged by FP's financial institution for ACH direct debit transactions which are rejected, also agrees to pay an additional fee equal to the lesser of $50.00 or the maximum allowed by law if an electronic payment is returned for any reason.

Any person executing this form on behalf of an organization or entity represents and warrants that he or she is a duly authorized representative and agent of the organization or entity and has the power and authority to bind such organization or entity to the terms.

Please complete all information to avoid any delay.

☐ Authorization ☐ Change of Bank

Company Name:	
Authorized User's Name:	
Telephone No.:	Fax No.:
E-Mail Address:	
Customer Account Number:	

Printed Name:	Title:
Authorized Signature:	Date:

Please email your completed authorization form to parcelACH@fp-usa.com.

If you have any questions regarding the application and or authorization of this request, please contact our Customer Experience Team at (800) 341-6052. We are available to assist you Monday through Friday, 7:30am to 7:00pm Central.

FM_CC_PARCDDAU_01 - 2 - Issued 10/28/2019

Please note, it takes about 48 hours for the bank to clear the ACH/Direct Debit process before you can add postage. If you did not receive this form, please call 800-341-6052, Monday through Friday, 7:30 AM to 7:00 PM Central Time.

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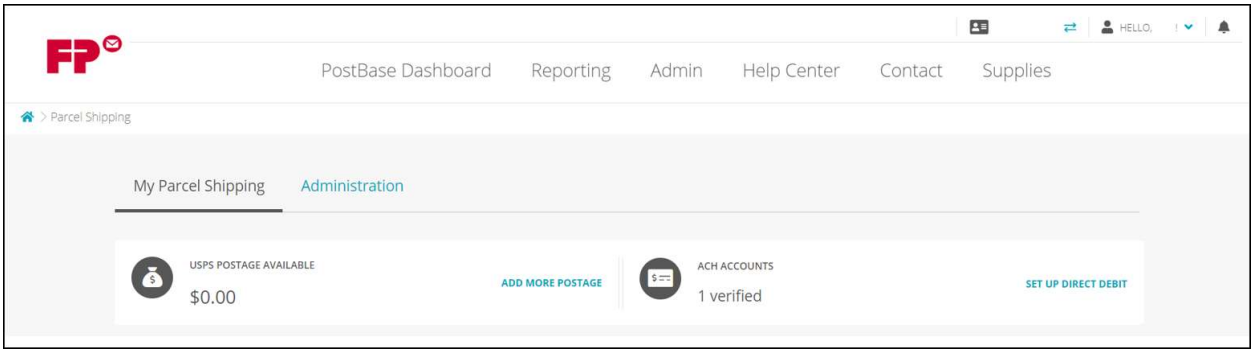
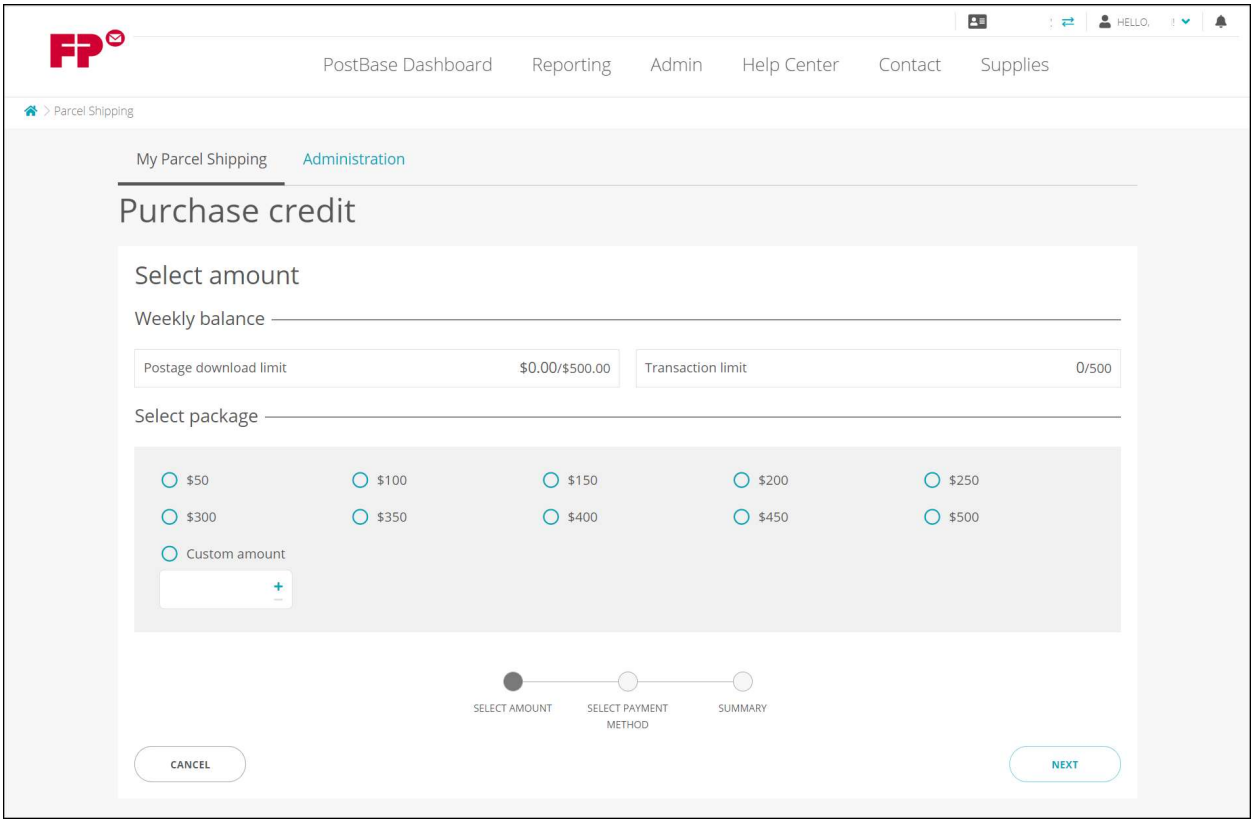
Adding USPS® Shipping Funds/Postage

Step 1. From the home screen, click on “ADD MORE POSTAGE”



Step 2. Click on the radio button for the amount you want to add or select “Custom amount” to add any whole dollar increment of $500 or less. Then click “Next”.



There is a weekly maximum of $500 for fraud prevention security purposes. If this is preventing you from completing your weekly shipments and you need additional authorization, please call our Customer Experience Team at 800-341-6052, Monday through Friday, 7:30 AM to 7:00 PM Central Time.

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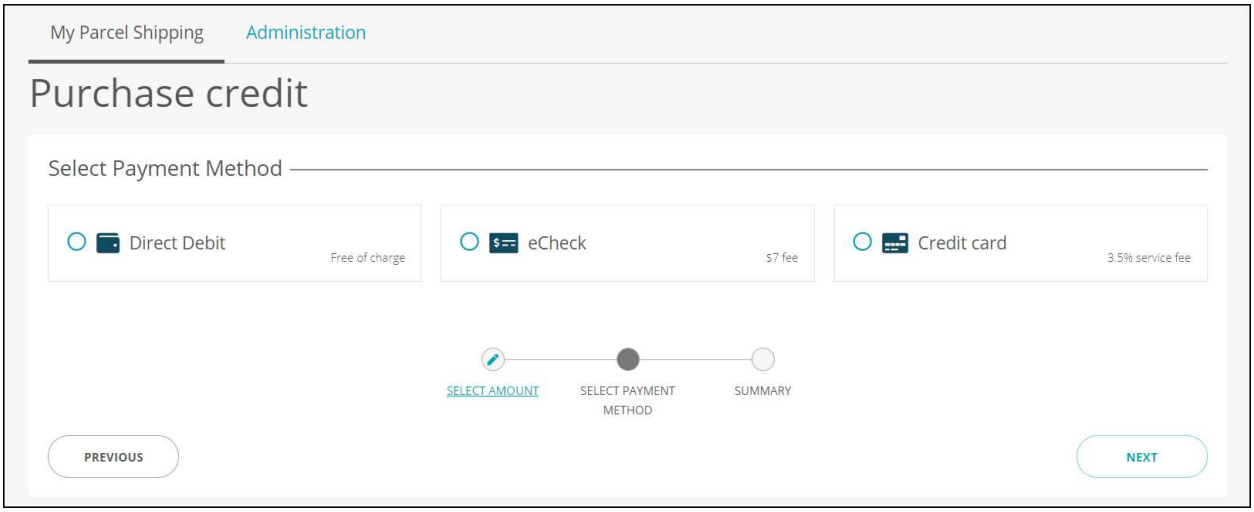
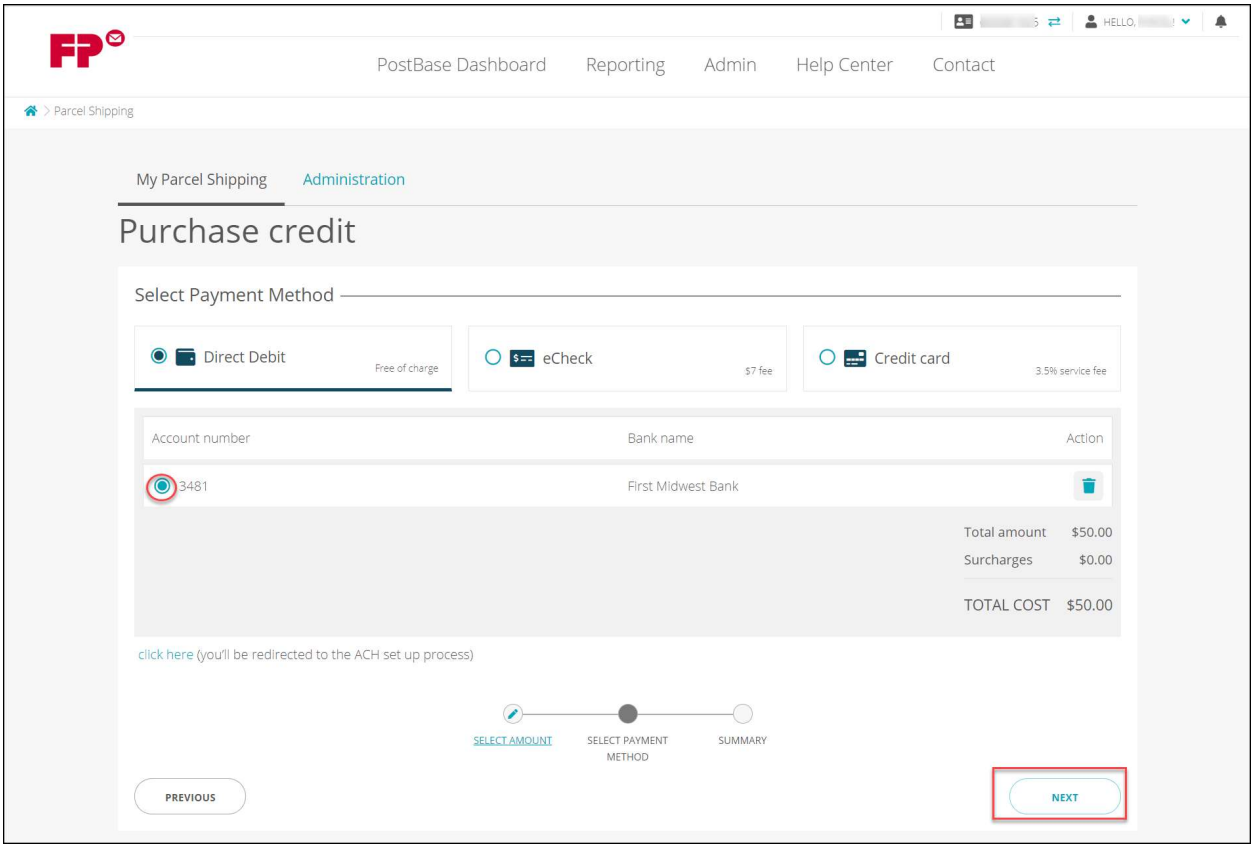
Adding USPS® Shipping Funds/Postage (cont.)

Step 3. Select your method of payment. Choose either direct debit (ACH), eCheck or credit card.



Step 4a. For **direct debit (ACH)**, click on the radio button for the account you would like to use and click "NEXT". If you have the account password protected, then you will be prompted to enter in the password.



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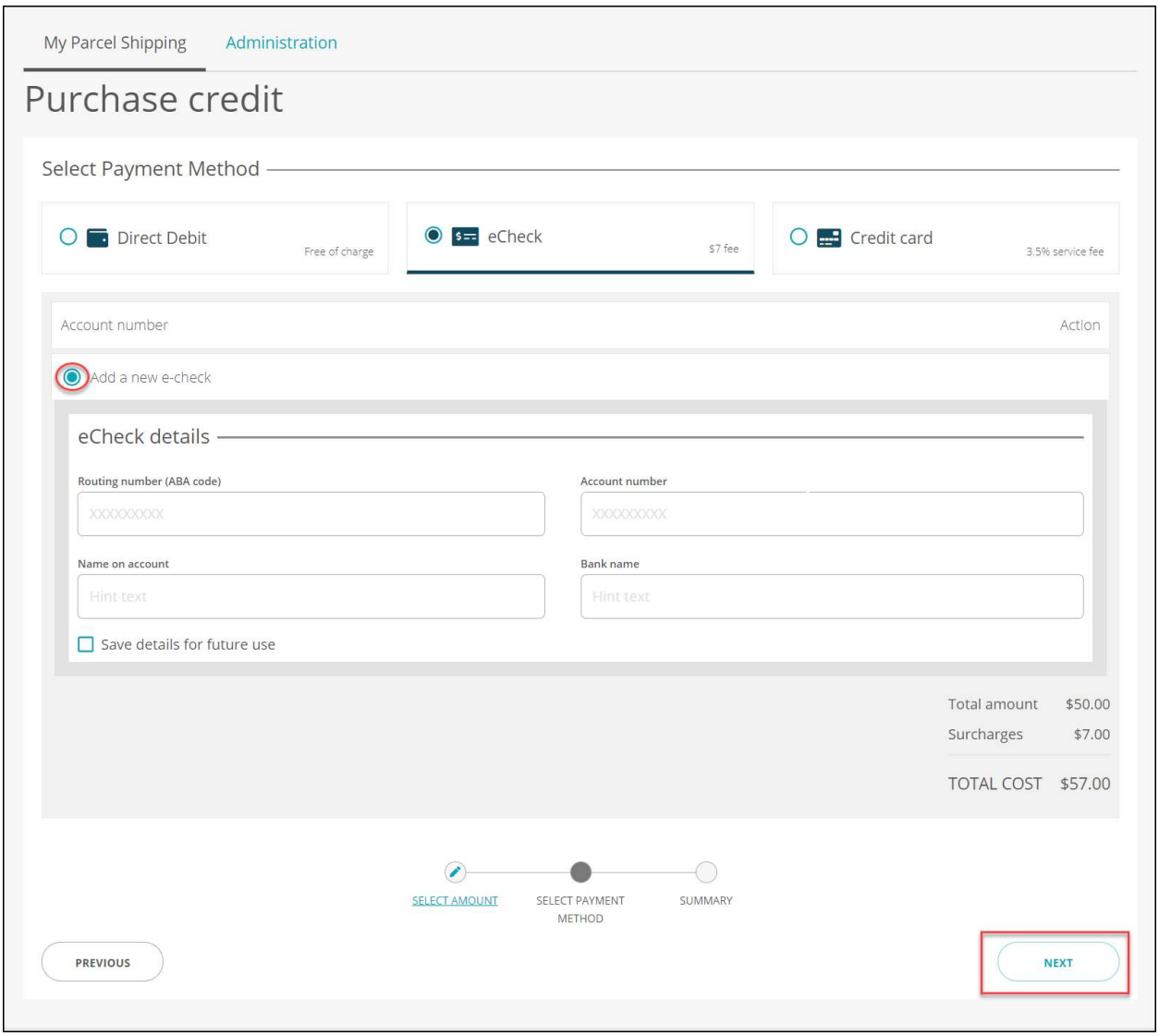
Adding USPS® Shipping Funds/Postage (cont.)

Step 4b. For **eCheck** click on the radio button to add a new eCheck account. Enter the banking information and click "NEXT". By checking the box you can save your information for future use.



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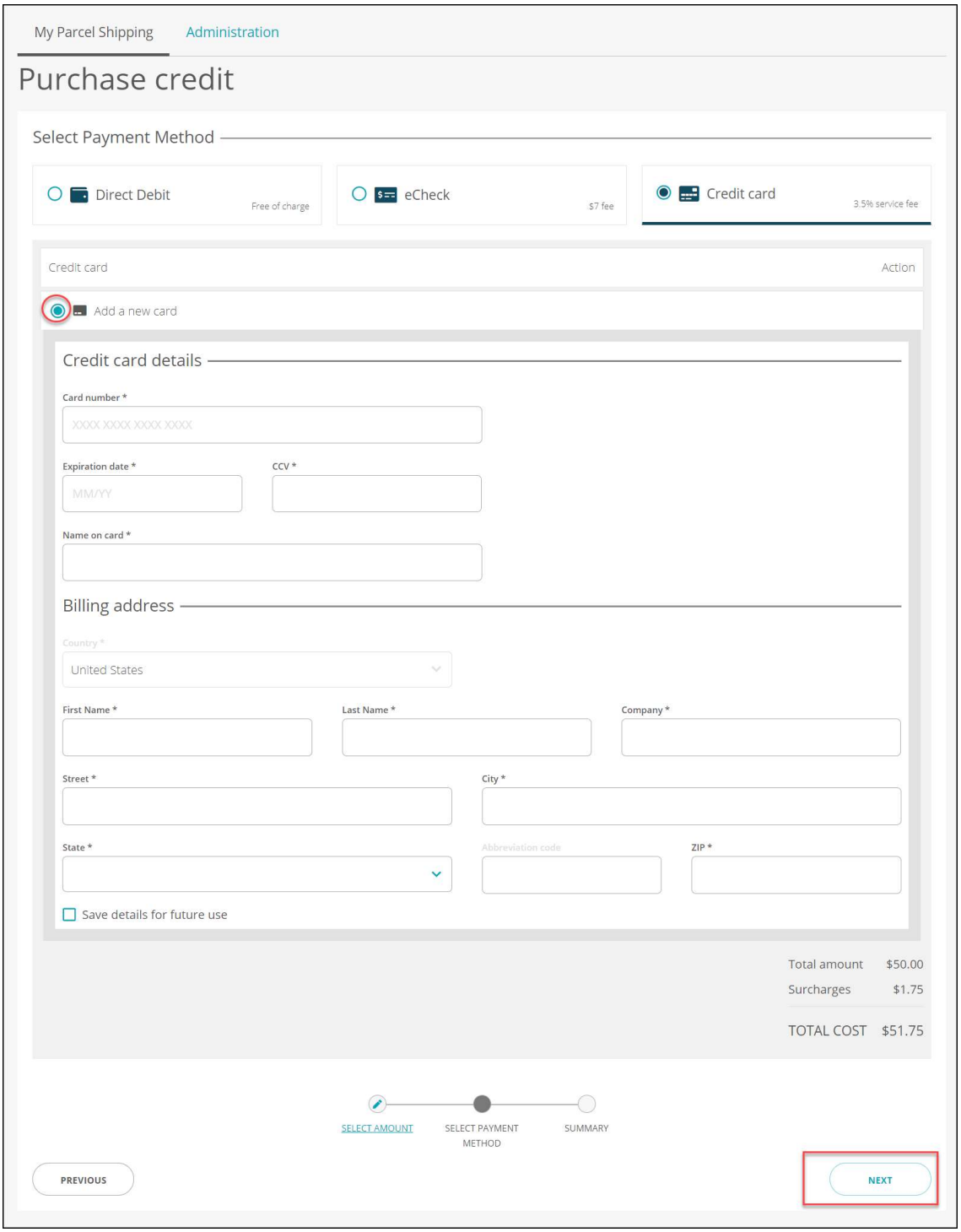
Adding USPS® Shipping Funds/Postage (cont.)

Step 4c. For **credit card** click on the radio button to add a new credit card account. Enter the credit card details and billing address and click “NEXT”. By checking the box you can save your information for future use.



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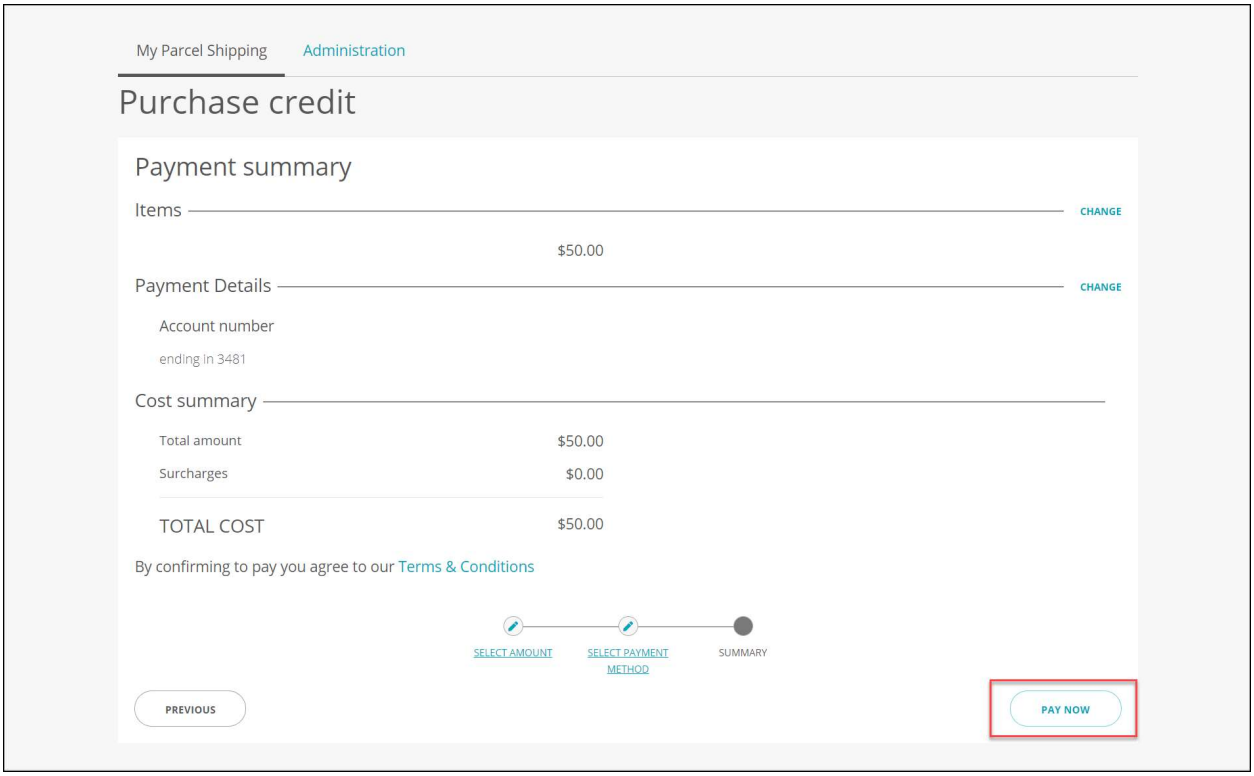
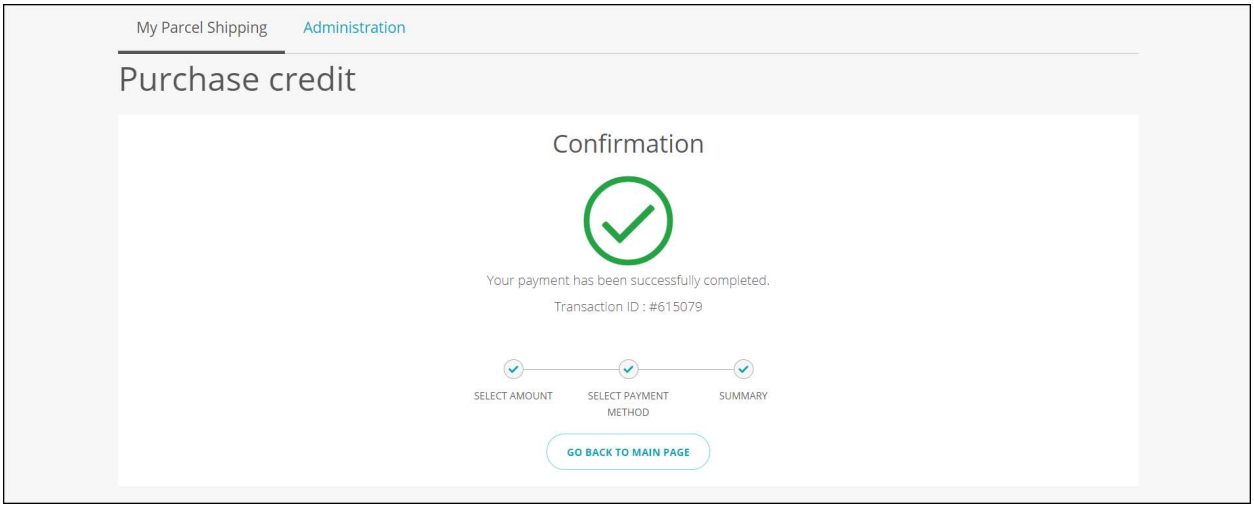
Adding USPS® Shipping Funds/Postage (cont.)

Prior to completing the transaction and adding shipping funds, a payment summary screen will display the information including the payment amount, payment details and cost summary. You can make changes to the amount of funds to purchase of the payment method from this screen. Once you press "PAY NOW" the transaction will be processed and a confirmation screen will display. Once completed you may return back to the home screen.





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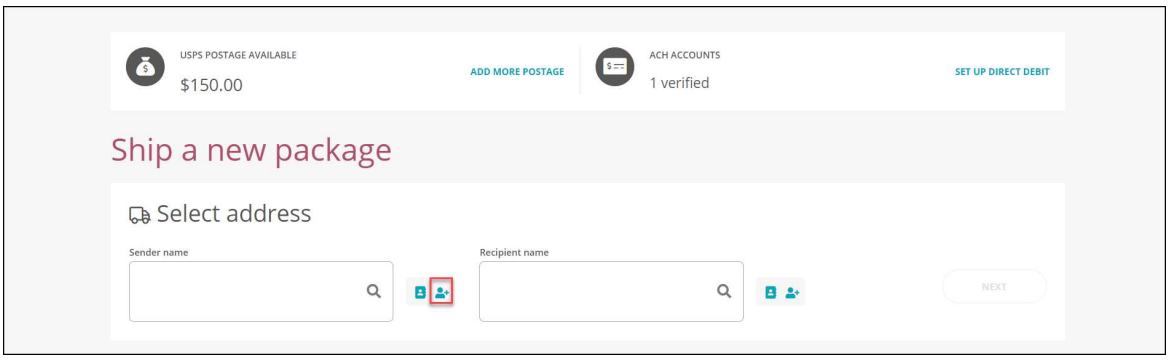
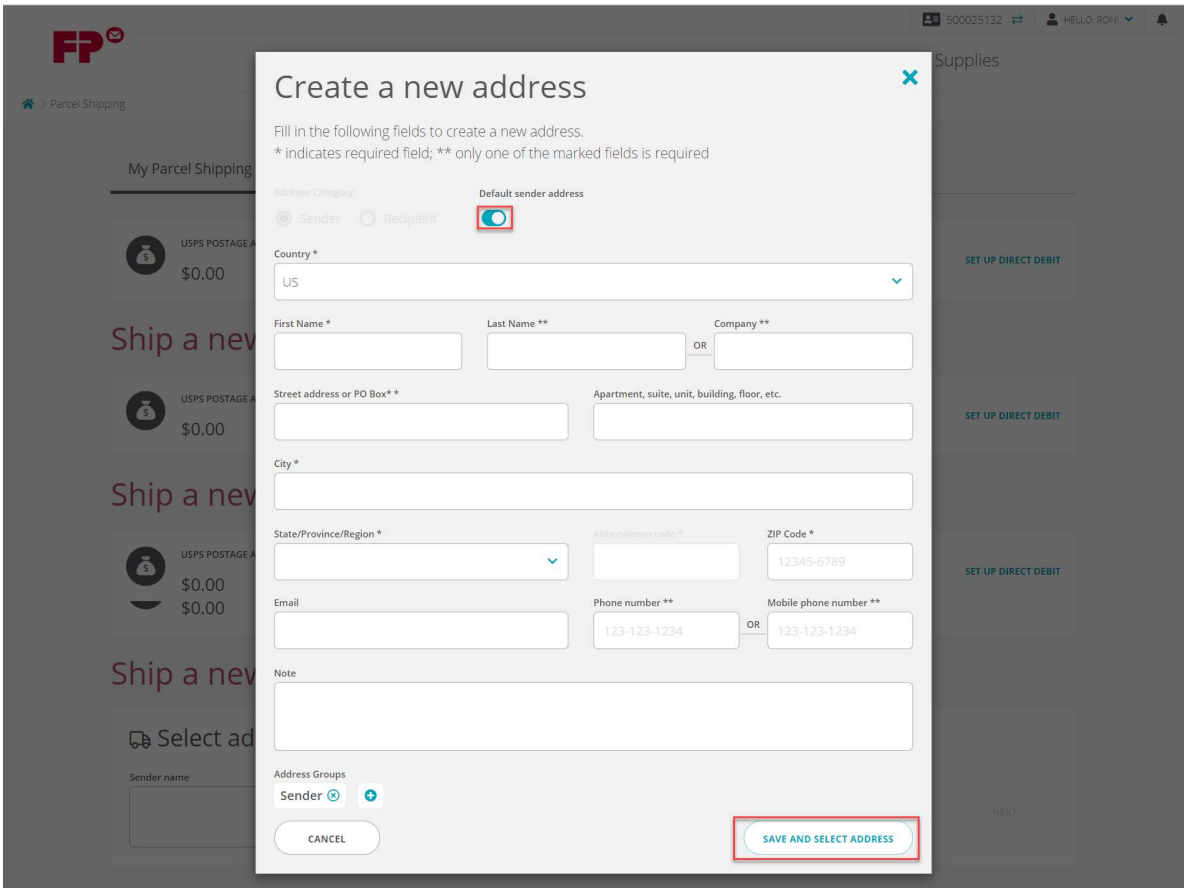
Creating the Default Sender Name and Address

From the home screen you need to create your default sender name and address. This will print on the shipping label and the address is used to calculate the shipping costs for zone based shipments.

Step 1. Click on the icon to add a new contact. It will open up the “Create a new address” box.



Step 2. Click on the slider to use this address as the default sender address. This is the address that will display when the application opens up. You may want to put in the first and last name fields generic text like “Customer”, “Service” or “Shipping”, “Department” and then your company name. Fill in the fields and click “SAVE AND SELECT ADDRESS”



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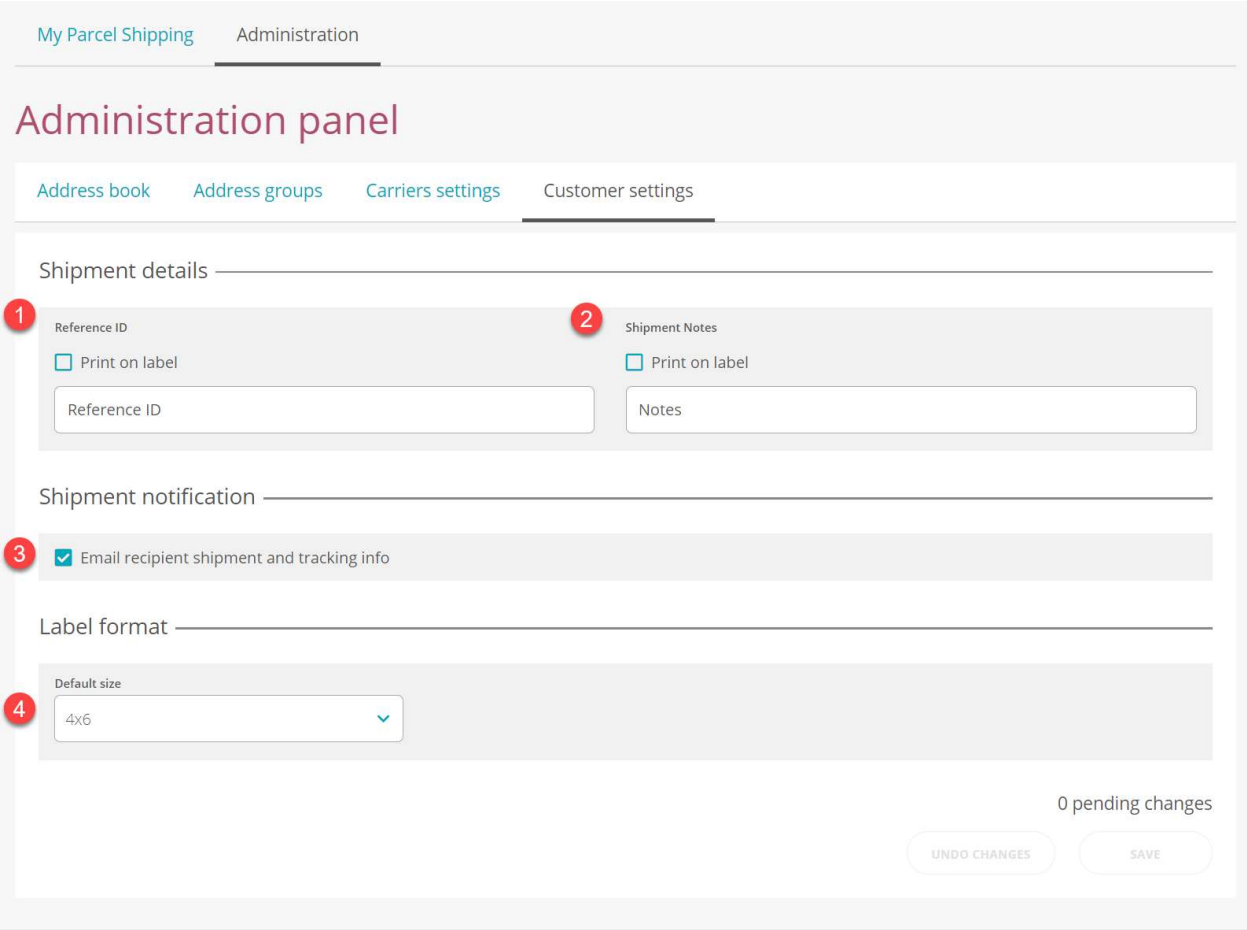
Administration settings

In the Administration section, there are four areas: address book, address groups, carrier settings and customer settings.

- Address book allows you to manage and edit your addresses.
- Address groups allows you to group individuals or companies into groups for easy filtering and address management.
- Carrier settings is used to link UPS®, FedEx® and DHL accounts so that they can be used within FP Parcel Shipping.
- Customer settings allows custom default settings for printing and emailing tracking information.

To get started, click on “Customer settings”.



1. **Reference ID** is a custom reference. It could be used for anything, such as order number, invoice number, customer number, etc. This can be used when tracking shipments in the filtering section. By checking the box, it will also print the information on the label.
2. **Shipment notes** is a secondary reference field. It can also be used in the shipment tracking filter. By checking the box, it will print the information on the label.

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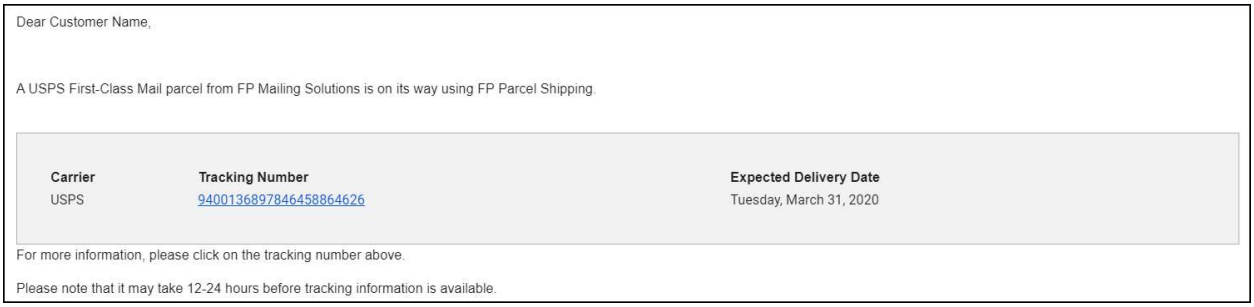
Administration settings (cont.)

3. **Shipment notification** will email the recipient shipment and tracking information. If the box is checked it will automatically save this preference and auto-populate the email field if an email is in the contact information. If no email is in the contact information, then FP Parcel Shipping will automatically uncheck the box. The recipient will receive an email with the following information: your company name, recipient's name, method of shipment, class of shipment, tracking number and expected delivery date. The tracking number has a hyperlink to real-time tracking history.



Dear Customer Name,

A USPS First-Class Mail parcel from FP Mailing Solutions is on its way using FP Parcel Shipping.

Carrier	Tracking Number	Expected Delivery Date
USPS	9400136897846458864626	Tuesday, March 31, 2020

For more information, please click on the tracking number above.

Please note that it may take 12-24 hours before tracking information is available.

4. Label format sets the default print format. There are three options: 4" x 6", 4.07" x 6.4" and letter (8.5" x 11" paper size).

Figure 1: 4" x 6" label

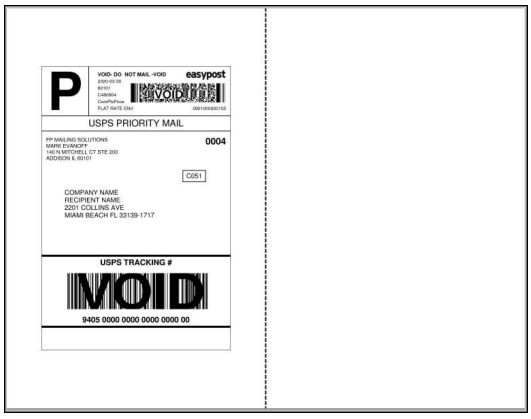


Figure 2: 4" x 6" label on 8.5" x 11" paper

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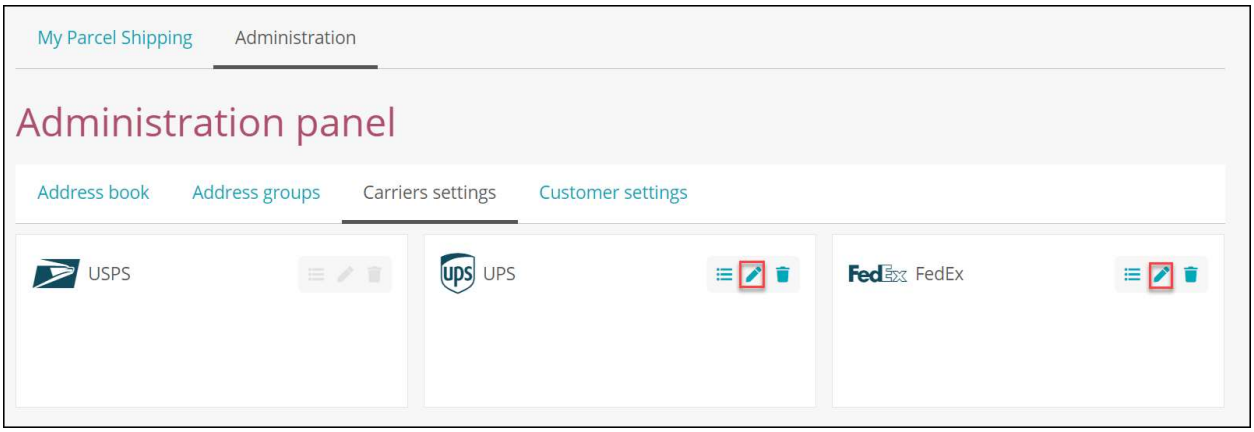
Administration settings (cont.)

Carriers Settings

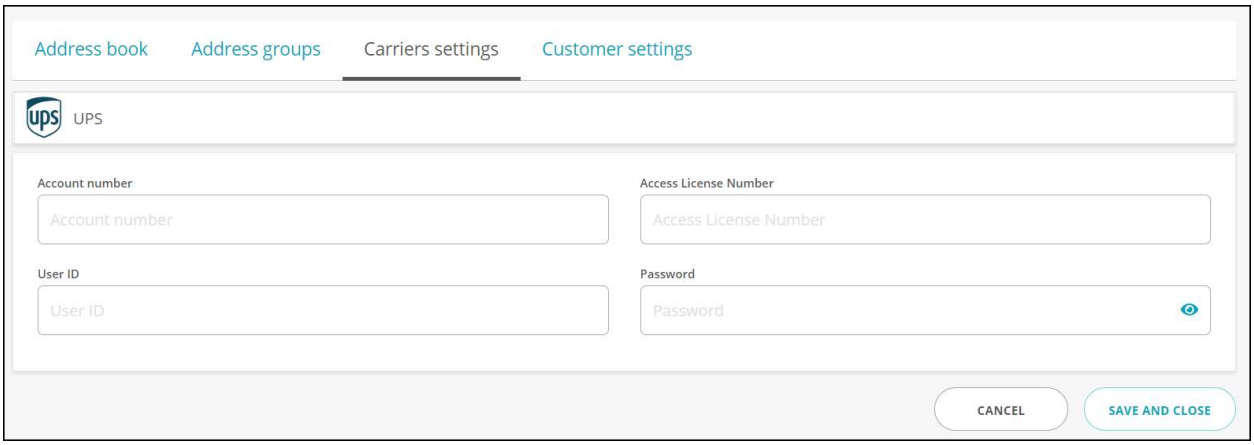
If your subscription includes multi-carrier shipping, FP Parcel Shipping Multi-Carrier Edition, then you will have the ability to add up to three additional carriers: UPS®, FedEx® and DHL. You must have an account with the carrier in order to add the carrier to FP Parcel Shipping. Once you have correctly entered in your information the application will directly connect to the carriers in order to access your contract rates and it will upload your shipment data to the carrier.

Step 1: From the "Administration panel" click on "Carriers settings"

Step 2: Click on the "edit" icon.



Step 3: Enter in your information from the carrier and then "Save and Close". Please note that you will either need to go online or call to UPS® or FedEx® to get information such as the UPS "Access License Number", "FedEx® Meter Number" and FedEx "Key".



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Installing the FP-Cloud Bridge Scale Interface Application

About the Application

FP-Cloud Bridge is a small, lightweight application that acts as a bridge between a locally USB scale connected to your computer and FP Parcel Shipping application running in a supported web browser. Supported USB scales attached to the PC running the Cloud Bridge application can then be utilized by a JavaScript based application like FP Parcel Shipping.

Cloud Bridge can only connect devices to FP Parcel Shipping if both, Cloud Bridge and FP Parcel Shipping are running on the same PC.

Prerequisites

FP-Cloud Bridge requires the following:

1. Microsoft Windows 8.1 or above
2. Microsoft .NET Framework version 4.7.2 or above installed
3. Supported web browser: Microsoft Explorer 11, Microsoft Edge and Google Chrome

Installation

For installation information and support, please go to our support page for FP Parcel Shipping https://www.fp-usa.com/support/fp-parcel-shipping-support/ where you will find the link to install the Cloud Bridge application and a complete setup guide.

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FP Parcel Shipping – Supported Scales

Supported scales:

Automated Mailroom
6201 Johns Road, Ste 12
Tampa, FL 33634-4434
(877) 870-6805 – (813) 870-6805
AutomatedMailroom.com

FP SHIPSCALE10 – PS10 Parcel Shipping USB Scale

Specifications:

Capacity: 10 pounds

Resolution: 0.1 ounces

Minimum weight: 0.1 ounces

Power: USB or AC Adapter 9V, 100 mA

Dimensions: 7.8” (D) x 5.6” (W) x 2.3” (H)

FP SHIPSCALE70 – PS70 Parcel Shipping USB Scale

Specifications:

Capacity: 70 pounds

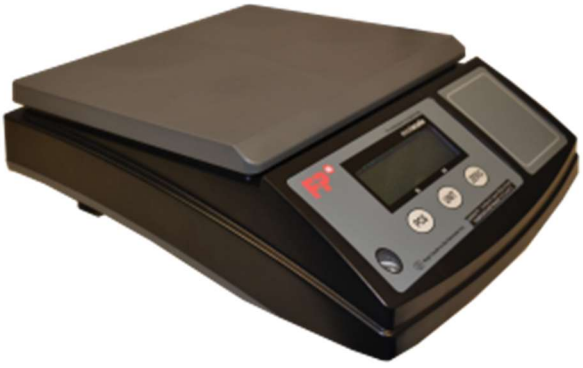
Resolution: 0.2 ounces

Minimum weight: >0.2 ounces

Power: USB or AC Adapter 9V, 100 mA

Dimensions: 9.7” (D) x 9.5” (W) x 2.7” (H)

FP Excel Scale – Excel 30 or 70 Parcel Shipping USB Scale



Specifications:

Capacity: 30 or 70 pounds

Resolution: 0 – 4 lbs., 0.1 ounces

4 – 30 or 70 lbs. 0.5 ounces

Minimum weight: >0.1 ounces

Power: Input: 120V AC, 60 Hz. Output 9 VDC, 200 mA

Dimensions: 13” (D) x 11.5” (W) x 3.75” (H)

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