ShipIt Frequently Asked Questions

General

What type of shipments does ShipIt support?
ShipIt supports non-hazardous domestic shipments and international non-technical document shipments.

How do I gain access to ShipIt?
To gain access to ShipIt, you need to be an active employee or sponsored affiliate with a Campus Shipper role. The Campus Shipper role is assigned by the BUMT Administrator through the BUMT.

What browser should I use?
ShipIt works best with Internet Explorer 8.0 and above, Firefox 3.0 and above, and other modern browsers such as Chrome and Safari.

Who do I contact if I need assistance with ShipIt?
Contact Outbound Shipping for assistance and/or guidance on how to best proceed with an urgent shipment. They can be reached through ASK (login required).

How To

How do I process an urgent shipment?
Contact Outbound Shipping for assistance and/or guidance on how to best proceed with an urgent shipment. They can be reached through the Service and Support Portal or (858) 534-5737, Monday-Friday 6:00 a.m. - 3:30 p.m.

How do I void a shipment?
To void a shipment, go to the My Shipments report in the Report Tab. Locate the shipment you would like to void and click on the envelope icon to void the shipment.

Note: Voiding a shipment can only be done the same day before end of business (5:00 p.m.).

How do I add recipients to my Address Book?
You can add a recipient to your Address Book when you process a shipment! Before you click 'ship', ensure that the ‘Add to personal Addressbook?’ is checked under the recipient information.

How do I bill a third party account?
Select Third Party Billing from the drop down for Payment Terms on the Ship Screen. Then, click on the ‘Provide Third Party Billing Info’ form on the right hand side. Enter all the information for this account and select save. Note: The Rate Shop function will not work for third party billing because the system
does not have access to the rates for that account. You will need to select the carrier and service you would like and click ship.

Reports Tab

How can I filter the 'My Shipments' report?

To filter your My Shipments report, click on the icon. The filter options will appear. Select the field you want to filter by from the drop down or include additional filters by clicking ‘Add Filters.’ Once you selected all the categories you want to filter by, click on ‘Apply Filters.’

Where do I go to reprint a shipping label?

To reprint a shipping label, go to the My Shipments report in the Report Tab. Locate the shipment you would like to reprint and click on the printer icon to the left of the shipment.

Note: Reprinting of labels can only be done the same day before end of business (5:00 p.m.). Shipments created after end of day can still be processed.

Am I able to see the estimated cost of previous shipments that I created?

Yes.

Go to the My Shipments report in the Report tab. This report provides you with details of the shipment which includes the estimated cost.

Labels and Addresses

What is the difference between the Address Book and My Shipment Contacts?

The Address Book lists addresses previously added by the user while My Shipment Contacts list all previous shipments created by users. Both processes will auto-populate the recipient information in the Ship screen.

Can Outbound Shipping send me a shipping label if I give them the package details?

Contact Outbound Shipping by submitting to get further assistance as this is not a normal practice. They can be reached through the UC San Diego Services & Support portal.

Am I able to create a return label to allow someone to ship a package to me?

No.

Please contact Outbound Shipping for assistance on the best method to have a shipment sent to you. They can be reached through the UC San Diego Services & Support portal.

Icons and Errors

When I click on the 'rate shop' button, the rate shop screen appears but the background page has an error. Why does this occur?
This occurs because there is a compatibility issue with the Internet Explorer version that you are using. To correct, log into Shiplt. In the Internet Explorer browsers, go to Tools>Compatibility View Settings, and add proshipservices.com.

What are the blue question mark icons next to some of the fields?

Clicking on a blue question mark will reveal 'help text' that provides additional guidance related to that particular field.

Why is the 'Validate Address' button turned off?

This function is currently turned off because we have found the function, on many shipping application, does not provide accurate results for universities and other research facility address. We encourage you to always confirm the ship to address with your recipient prior to sending out a shipment.

What is the 'Load' button for?

The Load button pulls shipments that are pending. Outbound Shipping can load and finish a shipment that a Campus User has requested shipping assistance. Campus users have the option to send shipments to another departmental Campus Shipper to complete. The information required to do so is the Reference Number. The Campus Shipper would input the reference number in the ‘Shipment Ref #’ field and click load. All the information will populate for the user to review, edit and ship! Note: if you are unable to complete the shipment after it is loaded, click the ‘Reset’ button to cancel out.