

A thick red curved line that starts on the left, rises to a peak, and then curves down to the right, spanning most of the width of the page.

ICS Courier Click'n'Ship™

User Guide

Updated April 2021

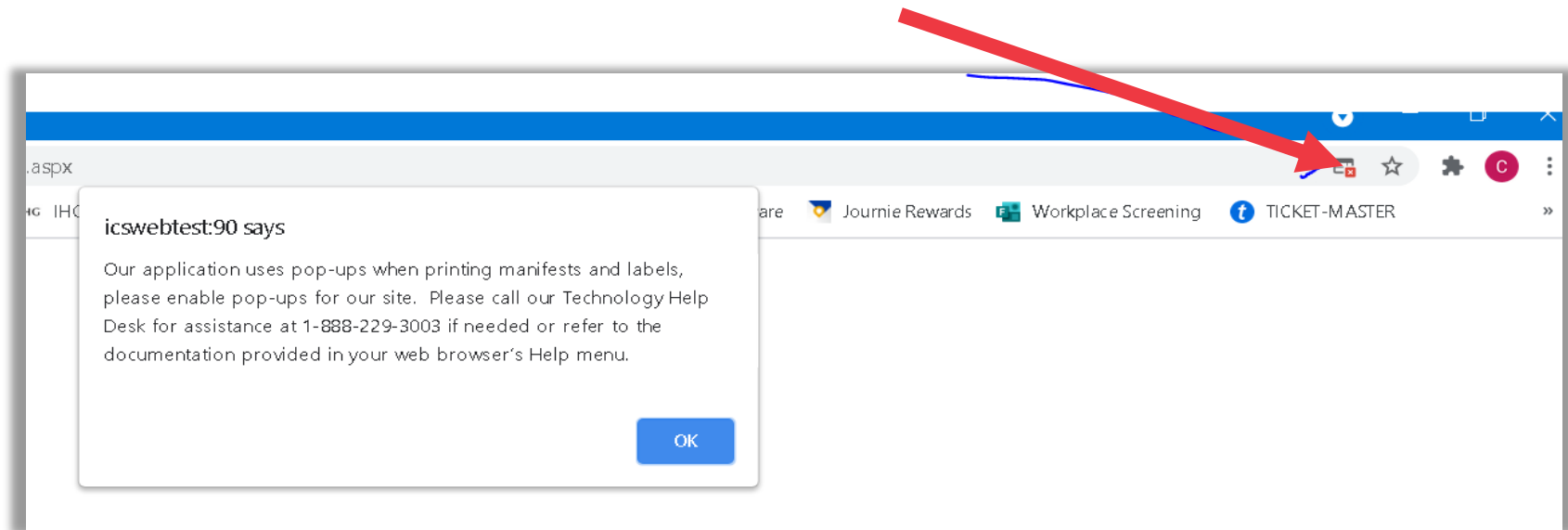
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Turning Off the Pop-up Blocker in Chrome*

When logged into the ICS Courier website, if you click on **Click 'n' Ship** a message will pop up letting you know that you need to turn off your pop-up blocker.

The small red dot means the pop-up blocker is turned **"ON"**.



Click on the pop blocker indicator to turn off the pop-up blocker for the ICS Courier program.

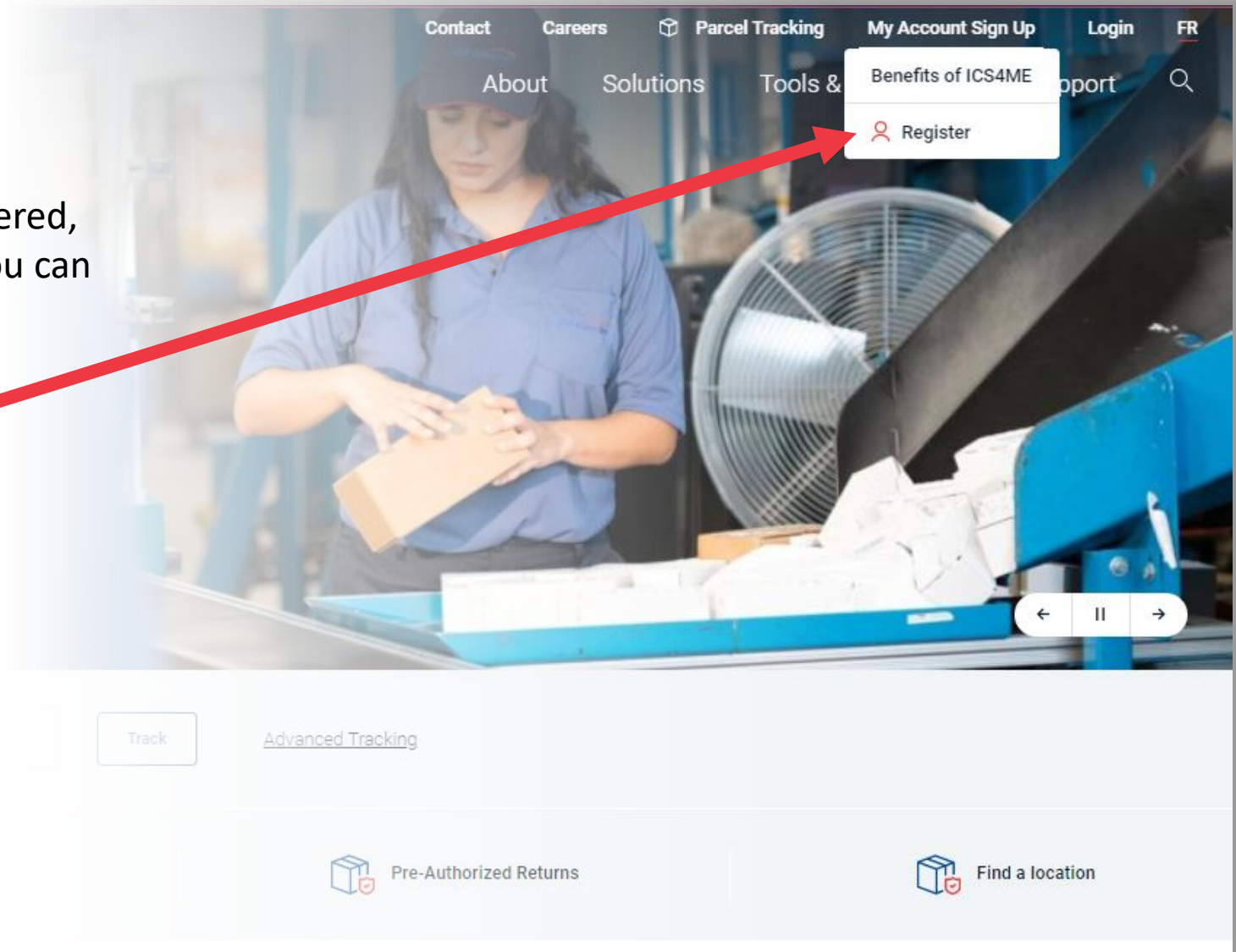
Once the pop-up blocker has been turned off, you will not receive the message and the indicator will no longer be there.

*Required to print shipping labels

Register

If you have not yet registered, you must do so before you can use our online services.

Click here to **Register**.



Register

Fill in all required fields with a *.

Once this is completed and you have agreed to our Terms & Conditions, click **Register**.

You will then receive an email with a link to click on to complete your registration.

Register

ICS Account No:*

Customer Postal Code:*

First Name:*

Last Name:*

Phone Number:*

ext.

Contact Email:*

Confirm Email:*

Password:*

Confirm Password:*

* Denotes required field

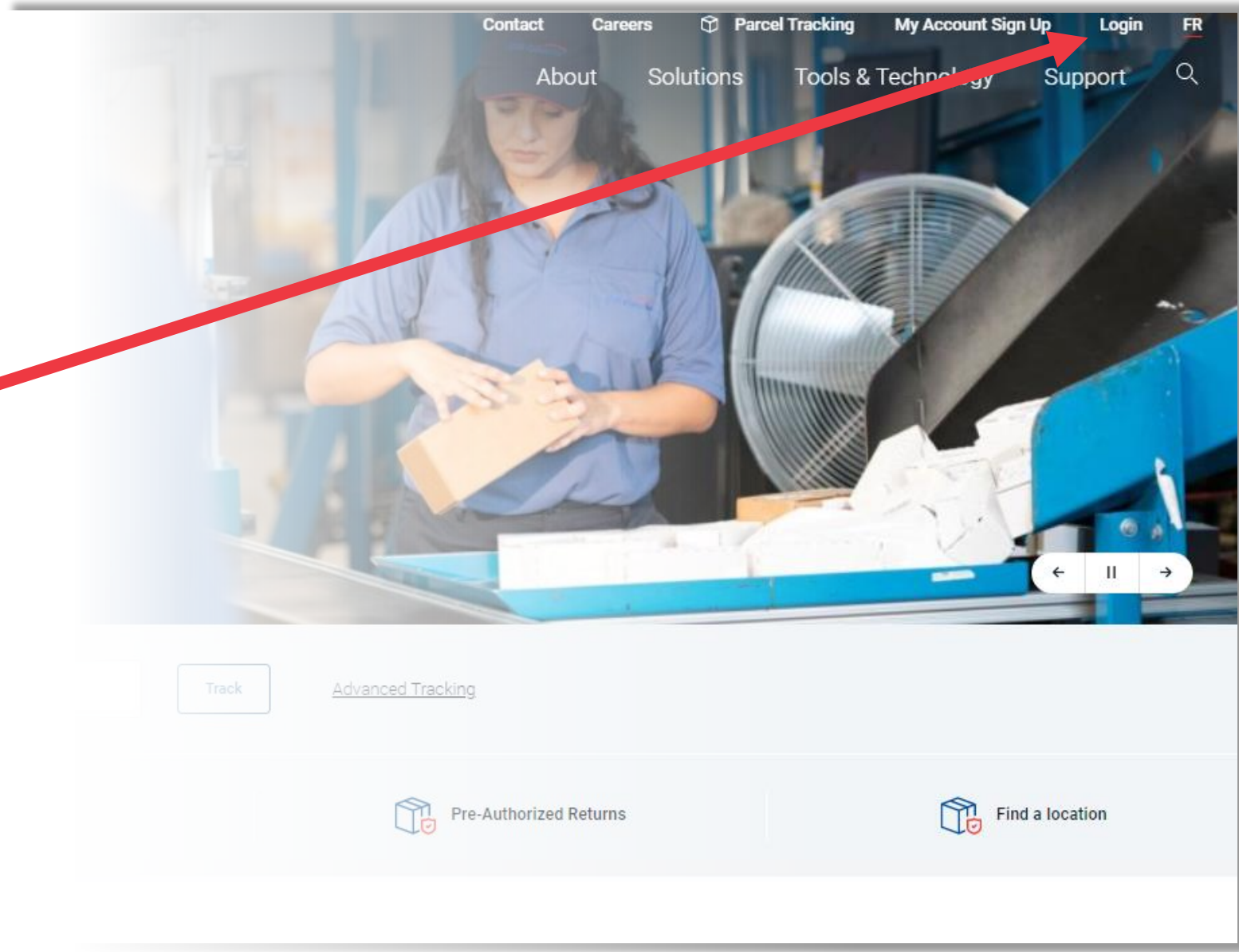
☐ I agree to the ICS Courier [Terms & Conditions of Carriage](#).

***IMPORTANT** To ensure there are no issues when using our online shipping tool, please enable pop-ups for our site.

Register

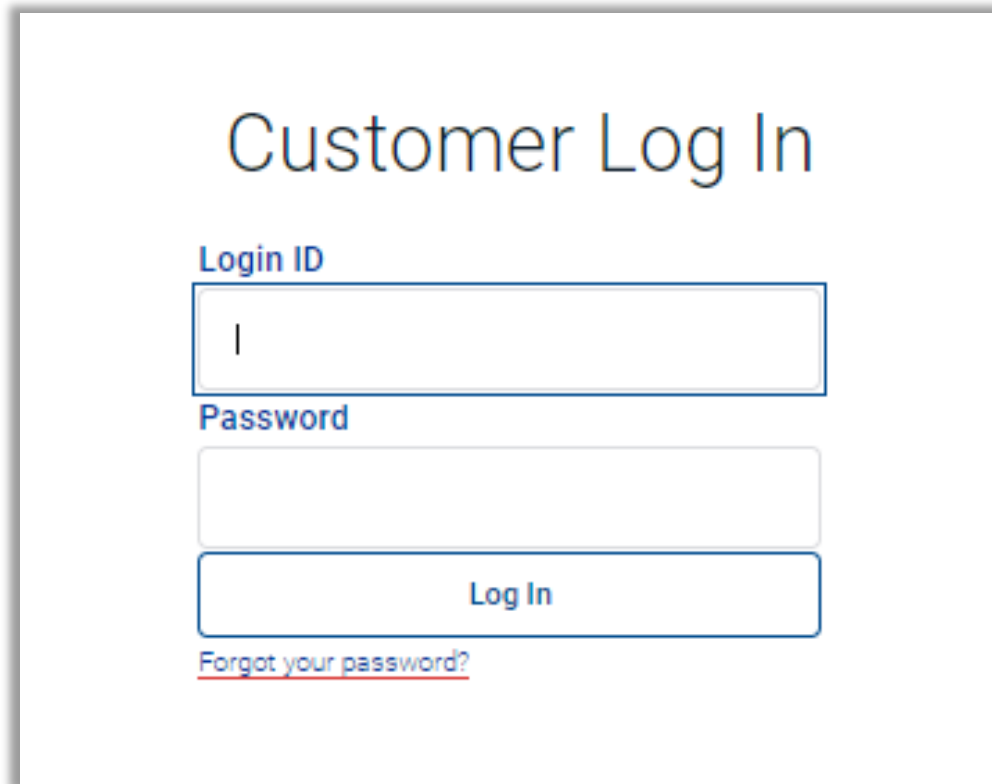
Logging In

Click here to **login**.



Logging In

Enter your email address and your password, then click ***Log In.***

A screenshot of a web login form titled "Customer Log In". The form contains two input fields: "Login ID" and "Password". The "Login ID" field has a vertical cursor. Below the "Password" field is a "Log In" button. At the bottom of the form is a link labeled "Forgot your password?".

Customer Log In

Login ID

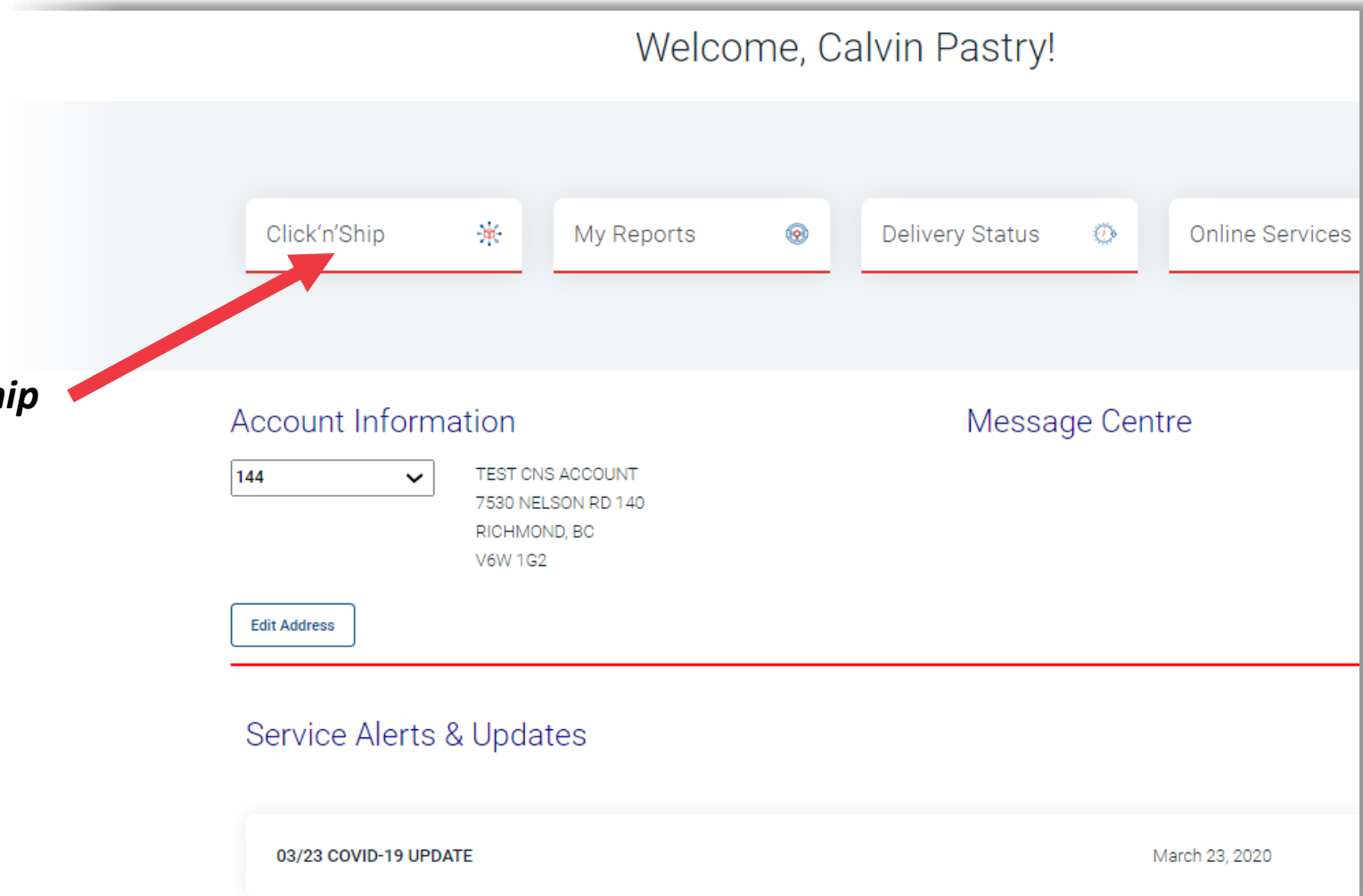
Password

Log In

[Forgot your password?](#)

ICS Courier Click'n'Ship™

Click on the **Click'n'Ship** button.



ICS Courier Click'n'Ship™

Click on ***Click'n'Ship***.

Welcome to ICS Courier Click'n'Ship™!

Select Shipping Account:

144 ▼

TEST CNS ACCOUNT
7530 NELSON RD 140 RICHMOND , BC, V6W 1G2

Create a Shipment *

Click'n'Ship

Everyday Economics

International Shipment

Create Return Label

Re-Print Label

Void Label

Manifest

Print/Close Manifest

Re-Print Manifest

Block/Correct Manifest

Manage

Address Book

Cost Centre

Attention web users:

- Once your shipping is complete for the day, please close your manifest.
- To ensure there are no issues when using our online shipping tool, please enable pop-ups for our site.

REMINDER FOR WILL CALL CUSTOMERS: A pick-up is not automatically scheduled when creating a shipping label. To schedule a pick-up for your packages, please [click here](#). Only one pick-up is required per location per day of service

**Please speak to your sales rep for service availability.*

ICS Courier Click'n'Ship™

Consignee Information

New Consignee Entry:

Please complete all fields preceded by an asterisk. ID – this can be anything you choose for the consignee that you are shipping to, it can be part of their company name, their postal code whatever you choose. The system is set to save your entry. This will save this customer's profile for all future shipments. If you *do not* wish to save it, uncheck the save address box.

The screenshot displays the 'ICS Courier Click'n'Ship' web interface. At the top, there's a header with the company name. Below it, a red horizontal line separates the header from the main content. The main content area is titled 'Select Shipping Account' and includes a dropdown menu showing '144'. To the right, there's a 'Help' link and account details: 'TEST CNS ACCOUNT' and '7530 NELSON RD 140, RICHMOND, BC, V6W 1G2'. The 'Consignee Information' section is the main focus, featuring several input fields: 'ID: *', 'Postal Code:', 'Company Name: *', 'Contact:', 'Phone Number:', 'Street #: *', 'Street Name: *', 'Type:', 'Direction:', 'Unit / Suite:', 'Building / Floor:', 'City: *', 'Province: *', and 'Postal Code: *'. There are also buttons for 'Search', 'Open Address Book', and 'Search By Postal Code'. At the bottom, there are checkboxes for 'Send shipment notification', 'Save address', and 'Save Email', along with a link for 'What's this?'. A red link for 'ICS Courier Next Day™ Guaranteed?' is also visible.

If you are unsure about the street address you can also use the postal code look-up feature. Just enter the postal code and click on ***Search By Postal Code***. The system will give the corresponding street address to select for your consignee.

Existing Consignee Entry:

If your consignee is already saved in your address book, please use the various easy to use search functions to retrieve the customer's profile. (**ID Search or Open Address Book**)

ICS Courier Click'n'Ship™

Parcel Information

Please complete all mandatory fields.

If you wish to purchase additional insurance, check the box and enter in the value of the additional insurance.

Enter in the weight for each piece in the shipment. Please select either KG or grams for shipment weight entry prior to entering the weight.

You can also provide the dimensions of the packages to help determine if dimensional weight would apply to your shipments.

Comment/Reference box and Cost Centre are places for you to enter special references for your shipments, if applicable.

The screenshot displays a web form for ICS Courier Click'n'Ship. It is divided into two main sections: 'Parcel Information' on the left and 'Rate Summary' on the right. The 'Parcel Information' section contains several input fields: a checkbox for 'No Signature Required?', a checkbox for 'Insurance?' with a 'Value' field, a 'Pieces' dropdown menu set to '1', a 'Weight' section with radio buttons for 'kg' (selected) and 'g', and three input fields for 'Width', 'Length', and 'Height' (all labeled '(cm)'). There are also fields for '#1:', 'Comment/Reference:', 'Cost Centre:', 'Service:' (a dropdown menu), and 'Pick Up Required:' with radio buttons for 'Yes' and 'No'. A red arrow points to the 'Service' dropdown menu. The 'Rate Summary' section on the right shows 'Total Pieces: 1', 'Total Weight:', 'Total Charges:', 'Transit Time:', and 'Tracking Number:'. At the bottom of the 'Rate Summary' section, there is a red asterisk note '* Denotes required field' and three buttons: 'Back to Main Menu', 'Clear', and 'Process'.

Service

Select the ICS Courier service you wish to use for your shipment. The drop-down menu displays the available services based on your location and the consignee information.

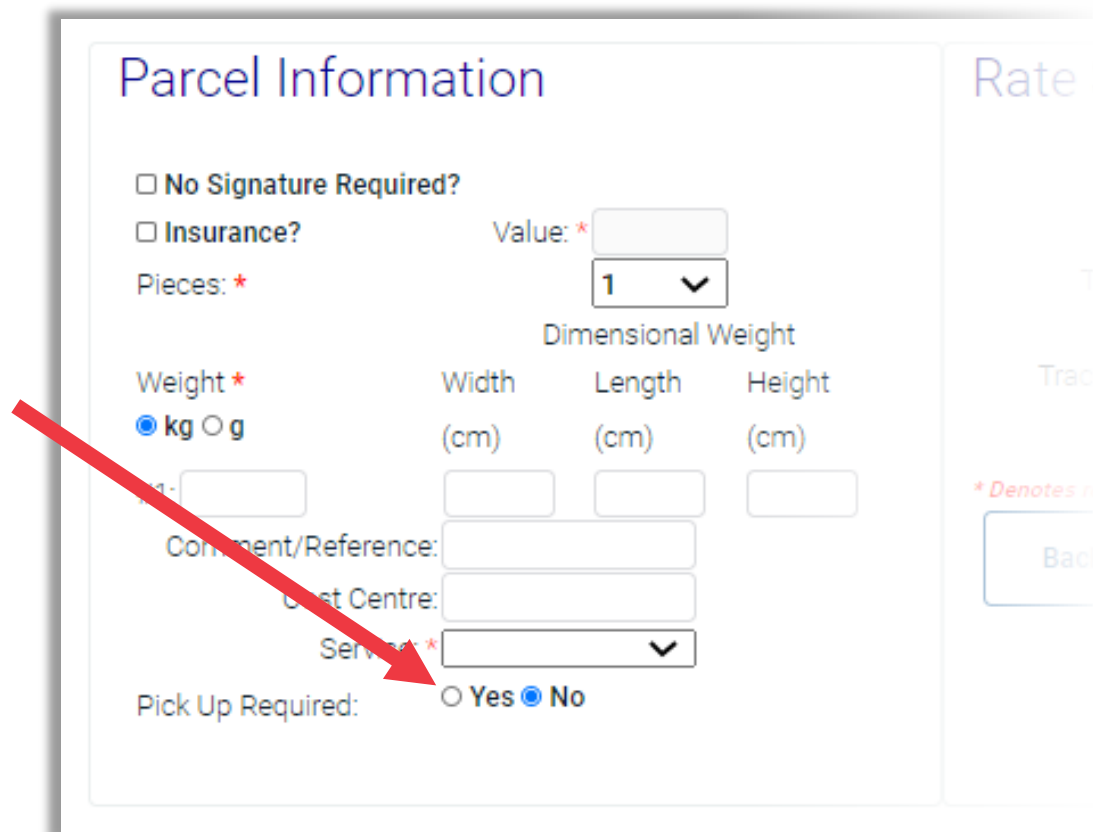
After you select a service, the **Rate Summary** will appear with the shipment details.

ICS Courier Click'n'Ship™

Pick-up Required

To schedule a pick-up directly from the tool, select **Yes** and enter the date you would like the driver to pick-up the shipment.

REMEMBER you only need to schedule one pick-up per day of service.



The screenshot shows a web form titled "Parcel Information" on the left and "Rate & Tracking" on the right. The "Parcel Information" section includes the following fields:

- ☐ No Signature Required?
- ☐ Insurance? Value: * [text box]
- Pieces: * [dropdown menu showing 1]
- Weight * [text box] (kg or g selected)
- Dimensional Weight: Width (cm), Length (cm), Height (cm) [text boxes]
- Comment/Reference: [text box]
- Post Centre: [text box]
- Service: * [dropdown menu]
- Pick Up Required: ☐ Yes ☒ No

A red arrow points from the "Pick Up Required" field to the "Service" dropdown menu. The "Rate & Tracking" section on the right includes a "Track" button and a "Back" button. A red asterisk indicates required fields.

Once you have completed the form, hit **Process** and the printing box will appear. Remember to print only 1 copy of the shipping label. To create additional labels for multiple pieces, please ensure you change the **Piece** section of this form or create a **New Shipment**.

After you hit **Process**, and print your labels, you can select **New Shipment** to create another shipment.

ICS Courier Click'n'Ship™

Take your printed label, fold it and insert it into the label pouch then apply your label pouch to your Next Day parcel.

Please make sure to close your shipping manifest at the end of each day, this is very important for our billing department.



Here is your tracking # to obtain delivery confirmation.

Reprint or Void Shipping Label

This must be completed **before** you close your manifest for the day, if you have already closed your manifest this will not work.



Welcome to ICS Courier Click'n'Ship™!

Select Shipping Account:

144 ▼

TEST CNS ACCOUNT
7530 NELSON RD 140 RICHMOND , BC, V6W 1G2

Create a Shipment

Click'n'Ship Everyday Economics International Shipment Create Return Label

Re-Print Label Void Label

Manifest

Print/Close Manifest Re-Print Manifest Block/Correct Manifest

Manage

Address Book Cost Centre

Attention web users:

- Once your shipping is complete for the day, please close your manifest.
- To ensure there are no issues when using our online shipping tool, please enable pop-ups for our site.

REMINDER FOR WILL CALL CUSTOMERS: A pick-up is not automatically scheduled when creating a shipping label. To schedule a pick-up for your packages, please [click here](#). Only one pick-up is required per location per day of service

Reprint or Void Shipping Label

If there are any shipping labels that can be reprinted, they will show up under ***Please select PIN(s).***

You will need to put a v in the box in front of the PIN you would like to reprint. Once the item is selected, click either ***Re-Print Label*** or ***Void Label***.

Re-Print Label

Click ***OK*** when prompted to confirm if you would like to re-re-print the label. The label will then pop up on the left-hand side of your screen for printing.

Void Label

Click ***OK*** when prompted to confirm if you would like to void the shipping label. Once the PIN has been voided it will disappear from this screen.

Re-Print Label

Account Info

ICS Account:

TEST CNS ACCOUNT
7530 NELSON RD 140
RICHMOND, BC
V6W 1G2

Please select PIN(s)

| Select | Pin | ID | Company | Address | Province | Postal Code | Product | Pieces | Weight | Length | Width | Height | Total Charge | Base Charge |
|--------------------------|------------------|-------|----------|-------------------------|----------|-------------|------------------|--------|--------|--------|-------|--------|--------------|-------------|
| <input type="checkbox"/> | ND000144W00932L5 | 10 | Michelle | Ravineview NATIONAL AVE | ON | L6H6T1 | ICS Next Day(TM) | 1 | 1 | 10 | 10 | 10 | \$ | \$ |
| <input type="checkbox"/> | ND000144W00933L5 | 10 | Michelle | Ravineview NATIONAL AVE | ON | L6H6T1 | ICS Next Day(TM) | 1 | 0.05 | 0 | 0 | 0 | \$ | \$ |
| <input type="checkbox"/> | GR000144W00934L5 | 12 | Katerina | GLEN ERIN DR | ON | L5M6E8 | ICS Ground(TM) | 1 | 7 | 35 | 25 | 40 | \$ | \$ |
| <input type="checkbox"/> | ND000144W00935L5 | KEP27 | Petrie | MATANE CRT | ON | L5M6E8 | ICS Next Day(TM) | 1 | 4 | 20 | 20 | 10 | \$ | \$ |

Additional Information:

- The Re-Print feature allows you to print another copy of a shipping label if the original printed label is damaged or unavailable. A maximum of 5 shipping labels may be reprinted at one time.

Re-Print Label

Void Label

Back to Main Menu

Block/Correct Manifest

If the manifest has been closed, you will be unable to reprint the shipping label. You will need to go to Block/Correct Manifest.

Welcome to ICS Courier Click'n'Ship™!

Select Shipping Account:

144 ▼ TEST CNS ACCOUNT
7530 NELSON RD 140 RICHMOND , BC, V6W 1G2

Create a Shipment

Click'n'Ship Everyday Economics International Shipment Create Return Label

Re-Print Label Void Label

Manifest

Print/Close Manifest Re-Print Manifest Block/Correct Manifest

Manage

Address Book Cost Centre

Attention web users:

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REMINDER FOR WILL CALL CUSTOMERS: A pick-up is not automatically scheduled when creating a shipping label. To schedule a pick-up for your packages, please [click here](#). Only one pick-up is required per location per day of service

Block/Correct Manifest

Select the product you wish to block or correct and indicate the reason for needing this.

Select the date range for when the manifest was created.

Click on **Search**.

Block/Correct Manifest

Account Info

ICS Account: TEST CNS ACCOUNT
7530 NELSON RD 140, RICHMOND, BC, V6W 1G2

Contact Information

*Name: * Phone #: Ext.:



Select Product

☒ Trackable Shipments (Next Day/Ground)
☐ Non-Trackable Shipments (Everyday Economics)

Options: ☒ Block Manifest
☐ Block Pin(s)

*Reason for blocking this manifest:

Search Option

From: *  To: * 

ICS Manifest #: (optional)

Manifest List

Block/Correct Manifest

A list of your manifests that have been created in the timeline you have chosen will appear under Manifest List

Select the one(s) you wish to block/correct.

Then click **Submit**.

This will send the manifest to our billing department to be blocked.

Options: ☒ Block Manifest ☐ Block Pin(s)

*Reason for blocking this manifest:

Search Option

From: * 2021/03/01 To: * 2021/03/29

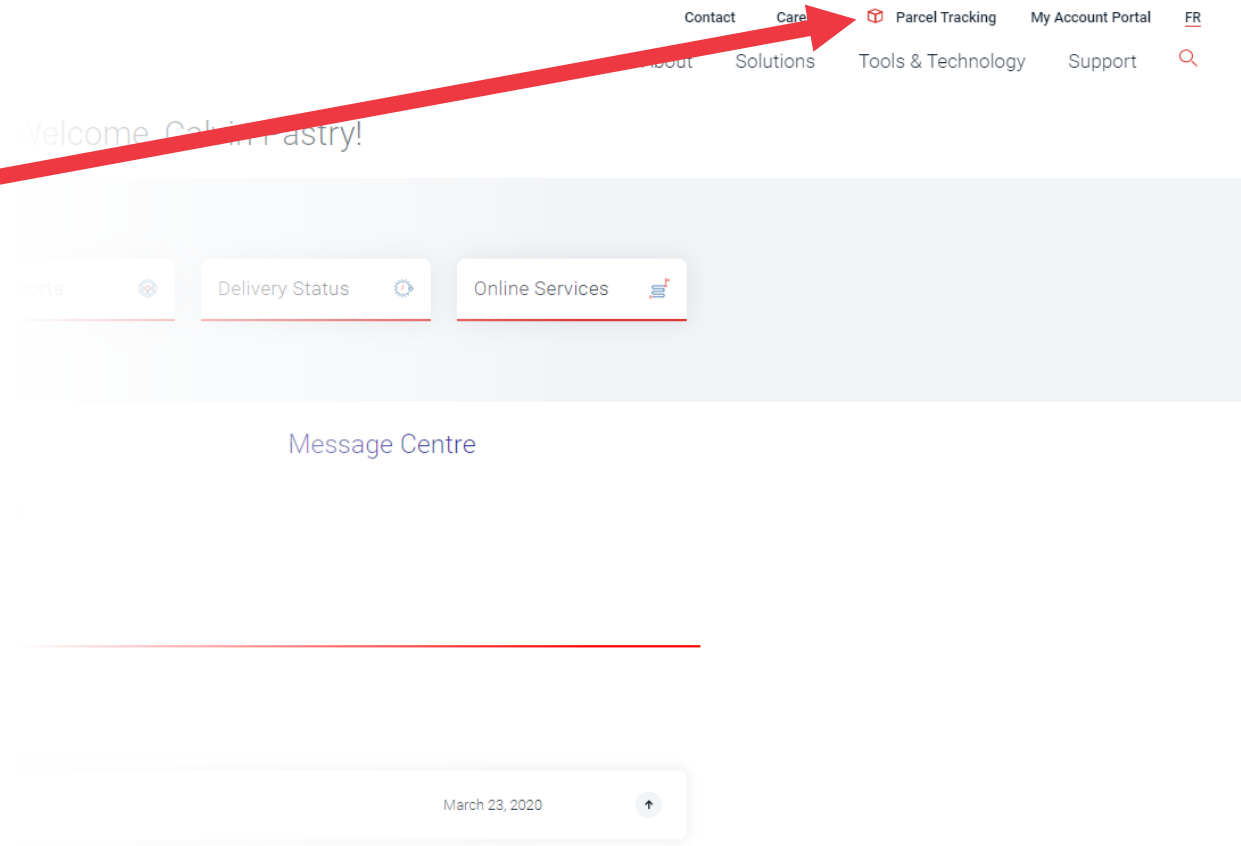
ICS Manifest #: (optional)

Manifest List

| Check all | Account | ICS Manifest Number | Manifest Close Date |
|--------------------------|---------|---------------------|----------------------|
| <input type="checkbox"/> | 144 | CNS0029871637 | 3/3/2021 12:32:51 PM |

How to Track a Package

From any page on the website or within the portal, click on ***Parcel Tracking*** in the menu at the top right corner of the screen.



How to Track a Package

Select the search type, then enter your tracking number in the box and click **Search**.

Parcel Tracking

Search type ☒ Tracking number ☐ Doorknocker number ☐ Reference and postal code

Enter up to 25 tracking numbers, one per line. *

SearchExport to Excel

Data is available for a duration of 6 months

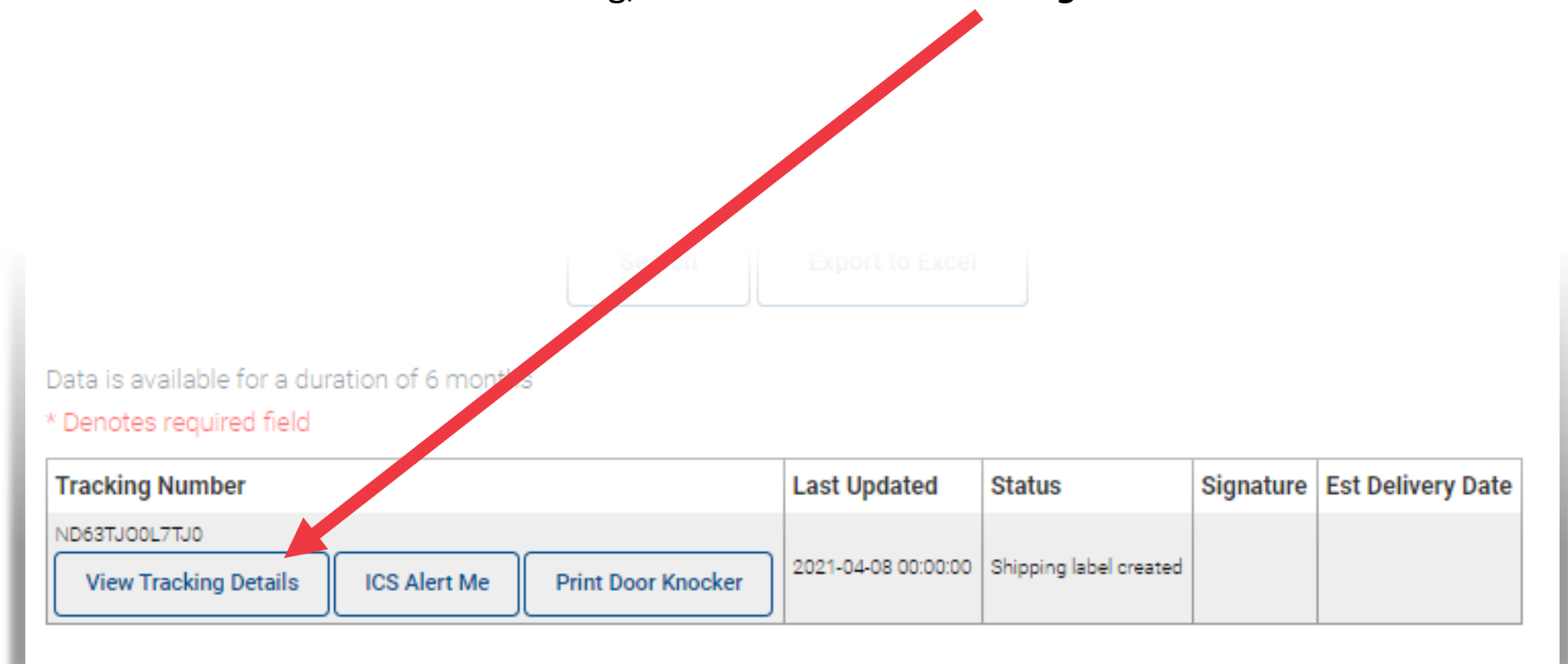
* Denotes required field

How to Track a Package

The tracking results will appear on the screen below the **Search** button and display the last updated scan on your shipment.

To view the signature on a delivered shipment, click on the name in the signature box.

To view further details of the scanning, click on the **View Tracking Details** button.



The screenshot shows a tracking interface. At the top, there are two buttons: "Search" and "Export to Excel". Below them, a message states "Data is available for a duration of 6 months" and a red asterisk indicates "* Denotes required field". The main tracking information is presented in a table with five columns: "Tracking Number", "Last Updated", "Status", "Signature", and "Est Delivery Date". The first row of data shows the tracking number "ND63TJ00L7TJ0", the last updated time "2021-04-08 00:00:00", and the status "Shipping label created". Below the tracking number, there are three buttons: "View Tracking Details", "ICS Alert Me", and "Print Door Knocker". A red arrow points from the text "To view further details of the scanning, click on the **View Tracking Details** button." to the "View Tracking Details" button.

| Tracking Number | Last Updated | Status | Signature | Est Delivery Date |
|--|---------------------|------------------------|-----------|-------------------|
| ND63TJ00L7TJ0 View Tracking Details ICS Alert Me Print Door Knocker | 2021-04-08 00:00:00 | Shipping label created | | |

Ordering Supplies

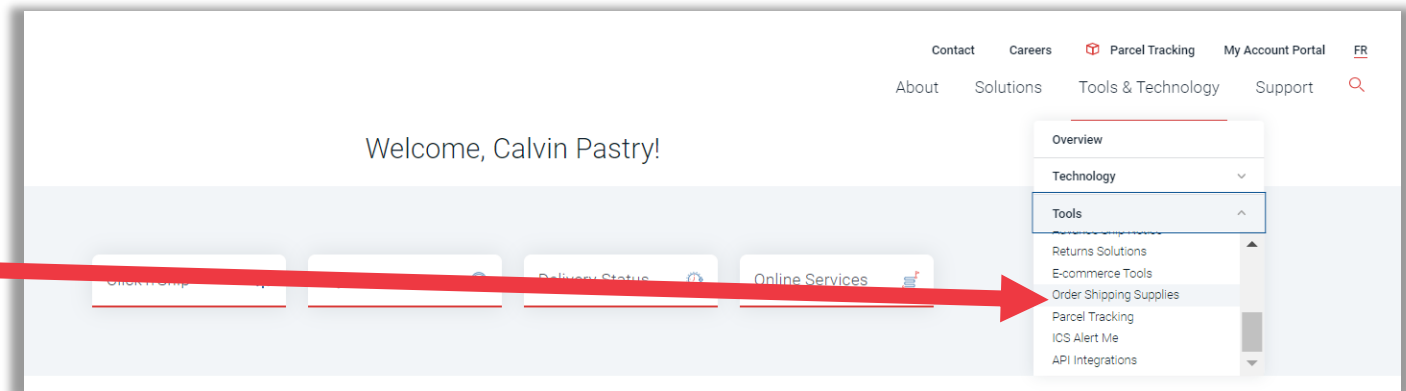
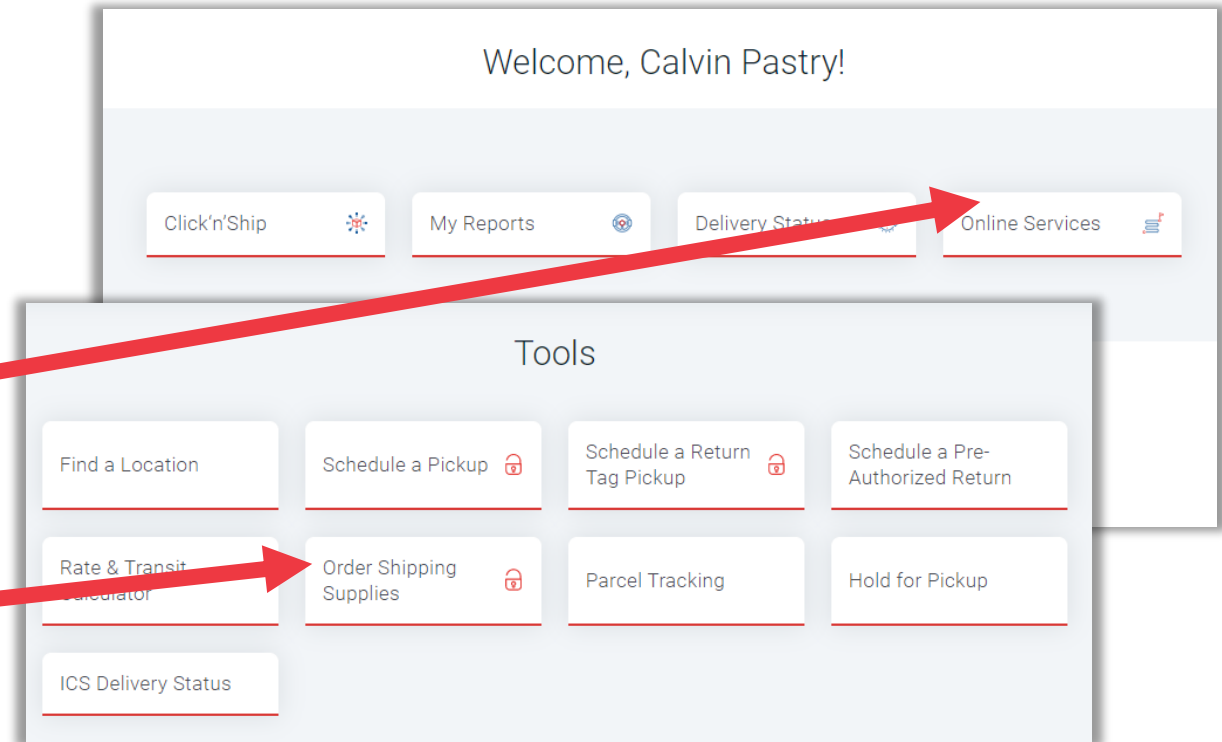
There are two different ways to order your supplies.

Option 1

From the top tool bar, select **Online Services**. You will be redirected to the Tools menu where you can select **Order Shipping Supplies**.

Option 2

From the **Tools & Technology** menu at the top, select **Tools**, then scroll down to **Order Shipping Supplies**.



Ordering Supplies

Select the account you would like to order your supplies for from the dropdown menu at the top of the form.

Supplies can be selected from the dropdown menu.

- **ICS Courier Click'n'Ship – Label Pouch** – 4" x 6" clear pouch used to put your shipping label into
- **ICS Courier Next Day Pouch** – 11" x 14" plastic bag used to ship items in

To add multiple items, click **Add Item**.

Once all mandatory fields have been completed, click on **Submit Order**.

The screenshot shows a web form titled "Order Shipping Supplies". At the top right, it displays "TEST CNS ACCOUNT" and the address "140 7530 NELSON RD, RICHMOND, BC, V6W 1G2". The form includes several fields: "ICS Bill-To Account:" with a dropdown menu showing "144", "Supply:" with a dropdown menu showing "ICS Courier Click 'n' Ship™ - Label Pouch", "Quantity:" (marked with an asterisk), "Attention:", and "Comment:". Below these fields is an "Add Item" button. Further down, there are sections for "ICS Courier Next Day™ label:" and "ICS Courier Ground™ label:" with their respective rules. At the bottom, there are "Submit Order" and "Cancel" buttons. Red arrows from the text blocks point to the "ICS Bill-To Account:" dropdown, the "Supply:" dropdown, the "Add Item" button, and the "Submit Order" button.

Support

Customer Service

Monday to Friday, 8:00 am to 9:00 pm EST

cservice@icscourier.ca

Technical Support

Monday to Friday, 8:00 am to 5:00 pm EST

1-888-229-3003

Billing

Monday to Friday 8:00 am to 4:00 pm EST

billing@icscourier.ca

FAQs & Helpful How-Tos

For useful tips and helpful resources to help make shipping that much easier, please visit www.icscourier.ca/support/overview.