# TABLE OF CONTENTS

## Getting Started
- Hardware and Subscription Requirements 4
- PC Requirements - Browsers 4

## Activating the Application
5

## Weighing Your Items
- Get Weight Feature 10
- Manual Weight Entry 10
- Zeroing the Weighing Platform 11

### Step 1: Creating Shipping Labels and Paying Postage
- Choose a package type and weigh your item 12
- Creating and Shipping a Custom Package 13

### Step 2: Enter the Address
- Saving Addresses 14
- Adding Ship From Addresses 15
- Managing your Address Books 15

### Step 3: Services and Options
- Confirming the Address 16
- Changing the Delivery Date 16
- Selecting Services and Adding Options 17

### Step 4: Print the Shipping Label
- Printing Labels with Postage 18

## Managing Your Postage Funds
- Allocating funds for your letters and parcels 19
- Adding NeoFunds to Your Postage Account 20
- Viewing Your Postage (DPOC) Account Activity 20
Generating Reports
Shipment Report 21
Transaction Report 22
Activity Report 22

Rest and Help Features
Reset 23
Help 23
Contact Us 23

Configuring NeoShip
My User Account 24
My Preferences 24
Printers 24
Print Label Defaults 24
Label Formats 24
Label Charges 24
Welcome to NeoShip. NeoShip gives you on-demand access to Canada Post parcel delivery services and instant postage payment to ship across town, to the other side of the country or around the world. Simply access NeoShip through our suite of MYNEOPOST tools, follow the illustrated prompts, create the shipping label and pay for postage in 4 simple steps. Before you begin working with NeoShip, take a few moments to review the hardware and subscription requirements needed to access the application.

Hardware and Subscription Requirements

• A LAN capable Mailing System (Neopost IS and IN series mailing systems are LAN capable)
• An active MYNEOPOST subscription
• A Local Area Network (LAN) high-speed internet connection or PC Meter Link (IS-280 Mailing Systems only) ***ANALOG MODEM IS NOT SUPPORTED***
• An active Neopost Digital-Postage-On-Call-Account (DPOC). All NeoShip charges will be deducted directly from your DPOC account in real time
• A Personal Computer (PC) that is on the same sub-network as your Mailing System to receive the package weight from the Weighing Platform
• A Printer to print the shipping label

PC Requirements - Browsers

• Microsoft Internet Explorer (IE): Version 9, 10, 11
• Mozilla Firefox: Current version
• Google Chrome: Not Currently Supported
• Microsoft Edge: Not Currently Supported

Note: If the browser or version of Java needs to be updated, you will be prompted during the systems requirements check.
ACTIVATING THE APPLICATION

To activate NeoShip, simply sign in to myneopost and click on the NeoShip icon. NeoShip will confirm if you have the correct mailing system and MailCare service plan to launch the application. Next, complete the steps outlined below.

Step 1
Complete the system requirement check

The “System Requirements Check” page displays the minimum requirements needed in order to use the application. It also sets the language and units of measure, verifies your PC operating system, the web browser you are using, if the application Java is enabled, and if your weighing platform has been detected.

If Java is not detected, you can install the latest version by clicking on the link provided. Once Java has been successfully installed, close the browser window. Open a new browser window and login back into your myneopost account.

Step 2
Ensure your mailing system scale and a printer are connected, then select your printer and verify your print settings by printing a test label.
Step 3
Set your default “Ship From” location by confirming that the address information that appears on the screen is correct. To confirm the address information, click on SAVE AND CONTINUE.

Step 4
Complete the system requirement check. The system requirement check will be completed when the following message appears. Validation successful! Click Begin to continue.

Step 5
Register your Neopost Digital-Postage-On-Call (DPOC) account with Canada Post by clicking on the GO TO CARRIER CONFIGURATION icon.
**Step 6**
Click Register to Canada Post to create your profile.

You will need your Canada Post Customer number and your Canada Post Supplier number that appear to complete your profile.

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**Note:** Your Canada Post Supplier Account Number = your Neopost Postage (DPOC) Account Number.

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**Step 7**
If you are a new user to Canada Post, click on Sign Up

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**Step 8**
Fill in mandatory fields and click Create Profile
Step 9
Choose your profile type.
If do not have a Canada Post commercial account, create a Solutions for Small Business customer profile. Enter your business postal code, your Canada Post customer number, then click Create Profile.
If you are a Canada Post commercial/enterprise customer, create an enterprise customer profile. To complete an Enterprise customer profile, you will need your Canada Post contract number. If you do not know your contract number please contact Canada Post at 1-866-757-5480.
Enter your business postal code, your Canada Post customer number and your Canada Post contract number, then click Create Profile.

Step 10
Fill in the contact information and click Continue.

Step 11
Click on + Add a Supplier Account to set up your Neopost postage (DPOC) account as your method of payment and then click Continue.
Step 12
Enter your supplier account number and click Add. Your Canada Post Supplier Account Number = your Neopost Postage (DPOC) Account Number.

Step 13
Select Supplier Account as your default payment method, then click Continue.

Step 14
View the terms and conditions and click Agree and Continue to complete the registration process.

Step 15
You will receive a confirmation message that setup is complete and you may begin sending packages. Click Close to continue.
Get Weight Feature

NeoShip includes the GET WEIGHT feature to allow you to use your Mailing System Weighing Platform to weigh your items.

Turn on the mailing system and ensure the green light indicator is illuminated.

Place an item on the mailing system weighing platform. Click the GET WEIGHT icon that appears on the NeoShip screen.

When you select GET WEIGHT a pop-up message will be displayed alerting you about the weight.

If the weight of your item exceeds the weighing capacity of your weighing platform, simply select Activate Manual Weight Entry and enter the weight manually.

Manual Weight Entry

If your mailing system does not include the GET WEIGHT feature, Manual Weight Entry is standard and required to complete your shipments.

Place an item on the mailing system weighing platform. Click the GET WEIGHT icon that appears on the NeoShip screen.

When you select GET WEIGHT a pop-up message will be displayed alerting you about the weight.

If the weight of your item exceeds the weighing capacity of your weighing platform, simply select Activate Manual Weight Entry and enter the weight manually.

Once the feature has been turned on, you can enter in the weight of your item and proceed to the next step.
Zeroing the Weighing Platform

To zero your weighing platform, first ensure there are no items on the mailing system weighing platform surface. Hold the “Scale” symbol button of the mailing system for two (2) seconds, and then press the “OK” button. Please wait for the zeroing process to complete, and then press the “OK” button again.

Mailing Systems models with touch screens use the “C” clear button.
STEP 1: SELECT PACKAGE TYPE

From the NeoShip Application on your PC screen: Select a package type from the list displayed, or define a new one that best matches the item you are shipping.

Place the item on the mailing system’s weighing platform and, Click GET WEIGHT or manually enter the weight into the weight field

If your mailing system includes the GET WEIGHT feature, place the item on weighing platform included with your mailing system, then click the GET WEIGHT icon.

If your item exceeds the weighing capacity of the platform, please refer to the Manual Weight Entry

Enter the dimensions of your package in the appropriate length, width and height fields. Entering dimensions will ensure the price of your shipment is calculated accurately.

Once all of the required fields have been populated, the large arrow button located in the bottom right side of the screen will turn red. You are now ready to enter your address. Click the ENTER ADDRESS button to proceed.

Note: If a Large or Irregular package is being shipped, you will be required to manually enter in the dimensions of the item.

For a Large Package, if any one dimension is greater than twelve (12) inches, the length, width and height fields must be entered. The length is defined as the longest side of the item.

For an Irregular Package, if any one dimension is greater than twelve (12) inches and the item is non-rectangular in shape, then the length, width, height and girth fields must be entered. The girth of an item is calculated by measuring the width and multiply that number by two (2), then measure the height and multiply that number by two (2) and then finally adding these two resulting numbers together.
Creating and Shipping a Custom Package

Creating a custom package is typically used when:

- The type of item that you are shipping is not displayed in the list of package options
- You want to create a short-cut key for commonly used packages. Creating a short cut allows you to save the characteristics of a particular item reducing the total number of shipment steps.

To create a custom package:

1. Select the Define a New Package Type icon
2. Complete the package description and enter the package dimensions
3. Add a Short description of the package. The description will be displayed under the image that you choose for the item. Notice on the right side of the screen, there is a preview button – as you create the description it will be displayed.
4. Assign the applicable price and extra services for the package.

Before completing the custom package, decide whether you want to include this item in the public or private Address Book. Remember, if you make this item “Public” all users that are registered to the mailing system and postage account will be able to access and view it.

If you decide to save your custom package in the Private Address Book, you will be the only user that will be able to view it in the future.

The option of adding an image is the last step before completing the custom package.

To include an image:

Select “Import a package image” and follow the screen prompts.

As a last step, click “Create” to save.

Note: neoShip allows up to five (5) public packages per customer for all users that belong to that particular location. Each user is allowed to save up to two (2) private packages.
STEP 2: ENTER THE ADDRESS

Saving Addresses
If you decide to build and save an address book, you need to create an ID for each address. The ID field will be your way of identifying a specific address profile. For future shipments, once the ID is entered, the associated address profile will auto-populate. The ID field can accept up to ten (10) alphanumeric characters.

Once the ID has been created, complete the profile by entering information in the requested fields. Fields marked with a u are required.

u Attention
u Company
u Street Address
u Apt / Suite / Other
u Phone

Recipient Email Address – this option is used if you want to notify the recipient by email that he/she will be receiving a package. Tracking information will also be provided in the email.

u City
u Province

Reference – this is an open field and is designed to be used as a way of identifying a specific shipment. A reference field can accept up to twenty (20) alphanumeric characters. The system allows you the flexibility of adding up to five (5) references per shipment.

u Postal Code
Save Address to – If you want to create an address book or short-cut key, the address needs to be saved. First, select the Save Address To check box, then decide whether you want to save the address to a private or public address book. A public address book can be viewed by all users that are registered to a mailing system and funding account at a particular location. Each user is required to create a profile on MYNEOPOST. A private address book is linked to a specific user and his/her unique MYNEOPOST login credentials.

Ship from – If you want to charge back the shipment to a specific department, simply pull down the department drop down box and select the appropriate department. If the department you are looking for is not listed, you can add a new department by selecting the SETTINGS tab, Ship From Addresses, and Add new.

Adding Ship from Addresses

The Ship From Addresses are a compilation of addresses that you can use as the location your packages are shipped from. If you have multiple Ship From Addresses, you can set which address is chosen by default.

To add a new “Ship From Address”, click the Add New icon. Enter address information. This address will be available as an optional address. Save changes by clicking the Add icon at the bottom of the screen.

Managing your Address Books

To view and manage the contents within the public and private address books, select ADDRESS BOOK from the menu bar, followed by Manage My Contacts. You have the option of viewing each Address Book separately, together, or by using the pull down Address Book Type.

You can also create a custom view tailored to meet your specific needs. Simply select and enter the filter criteria in the three fields and then click on the Filter icon. To remove the filtering, simply click on the Reset Fields icon with the trash can symbol.
Confirming the Address

When you move to Step 3 (SERVICES), you will be asked to validate the address previously entered in Step 2. If a corrected address is provided, and it meets your needs, simply click on the Use Corrected Address icon to continue.

Now that the address has been saved, the next time you want to use that Address Profile, all you need to do is enter the Address ID and the Address Profile will auto-populate.

Changing the Delivery Date

If you want to change the delivery date, simply select the Shipping Date calendar. You can move the delivery date forward - up to three (3) days from the date the item is processed.

If you change the shipping date, we recommended that you put the item into the mailstream on the new date, otherwise you run the risk that Canada Post may reject it.
Selecting Services and Adding Options

Service options can be sorted by service, delivery date and price. To select a service, simply click on the service from the list displayed on the screen. To add options, check the box of the option(s) you wish you add. (add screen shot of services)

On the right side of the page, a sample label is created based on the selections you made. The total cost for shipping the item is displayed above the sample label (Total Price).

If you change the shipping date, we recommended that you put the item into the mailstream on the new date, otherwise you run the risk that Canada Post may reject it.
STEP 4: PRINT THE SHIPPING LABEL

Before printing a shipping label, you have the option to print a test label that will not deduct any funds from your account. Printing a test label validates the printer is ready for printing.

To print a test label, select “Print Test Label”. A dialogue box will be displayed alerting you that the “Test Label printed successfully”.

To print a shipping label with postage, first select the check box acknowledging the funds will be deducted from your Postage (DPOC) Account or your NeoFunds® Account.

Next, select the check box that states you will use one of the available label formats and available printers.

NOTE: BOTH CHECK BOXES MUST BE SELECTED TO PROCEED.

Once you have made the necessary selections, the “PRINT LABEL” button will be available.

Print the label and affix it to your package!
Allocating funds for your letters and parcels

Your Digital-Postage-On-Call (DPOC) account allows you to access funds to pay postage for your letters and your parcels.

NeoShip is designed to deduct funds directly from your postage account to pay for postage for parcels. Only postage needed to pay for letters is downloaded to the mailing system.

Any postage funds downloaded to your mailing system is considered a completed financial transaction. Funds downloaded to your mailing system cannot be transferred back to your postage account to pay for parcels.
MANAGE YOUR POSTAGE FUNDS

Adding NeoFunds to Your Postage Account

NeoFunds is a simple Postage On Demand service that allows you to access a line of credit to always have sufficient funds in your Postage Account. NeoFunds is designed to be a safety net that works just like the overdraft protection that a bank provides. It is an optional financial service that does not have a monthly subscription fee and you can close your NeoFunds account at any time.

Viewing Your Postage (DPOC) Account Activity

The “Funds” icon, which resembles a dollar symbol, on the main page allows you to view your postage account or NeoFunds information balance. You will be able to view your postage account balance, NeoFunds remaining and NeoFunds limit. You can also connect to the myPostage app to view, print and export your postage usage by clicking on View Account Balance. (Add Screen Shot)
NeoShip offers a variety of reports that you can view, print or store as needed. Simply click on the HISTORY tab to access a comprehensive set of reports in a standard format suitable for most applications. Reports can also be customized by filtering the data to better suit your needs. Simply click on Filtering Criteria to customize reports.

Shipment Report
GENERATING REPORTS

Transaction Report

Activity Report
RESET AND HELP FEATURES

Reset
The “Reset” icon, located in the upper right corner of the main page, allows you to clear all package label information and start over from the beginning.

*Note:* the reset button is only available for use prior to printing a label.

Help
The question mark button depicts “Help”. It is located on the main page as well as on other screens within the application. When you click on the “?” , information relating to the screen will be displayed.

*Note:* Help content is screen specific.

Contact Us
The “Contact Us” may be used to contact the system administrator by clicking on the “EMAIL US” button or you may call us at 1-800-661-0200 for Customer Care phone support.
My User Account

The “My User Account” page displays profile information for the user that is currently logged into the system.

To edit any of the fields, simply make necessary changes and click the “Update” button.

My Preferences

The “My Preferences” page drives the behaviour of the NeoShip application when printing a label.

Printer

Choose between either your default operating system printer or another printer that is attached to your workstation.

Print Label Defaults

Label Formats:

- Label only on a single sheet of paper
- Label and receipt on a single sheet of paper
- Label and receipt on separate sheets of paper

Label Charges

When printing a label, the postage amount will be charged to your postage account. This option allows you to accept the postage charge without having to select the checkboxes associated with printing a shipping label. To save any changes you have made in the My Preferences screen, click the Save button.
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