User Guide

Panic Express

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Why use a Pcard?
The use of the purchasing card for the payment of invoices to suppliers is an efficient tool that enables direct and immediate payment, reduces time-handling for invoices, number of cheques issued, data entry errors and increases efficiency in your daily operations. Many suppliers prefer the credit card payment for all those advantages.

From that perspective, we have developed jointly with Régent Lalonde, General Manager of Panic Express, a procedure that will facilitate your payments with your purchasing card.

*IMPORTANT: Before you place your first order, you need to activate your account and register online.*

Account Activation
1. Fill out the Panic Express Authorization for Account Activation form (see Appendix 1) and return it to regentl@starshipgroup.ca.

2. To pay your first invoice with your Pcard, contact Suzanne Charbonneau at 613-742-8969 ext. 247. Suzanne will need your credit card information to process the payment of your first invoice. She will keep your card number and expiration date in record for your following invoices.

3. The payment of the following invoices will be done automatically. Payments are processed the 5th working day after the billing dates on the 15th and last day of the month.

Registration
Once you have your account number, you must register to create your own online Profile. ***You can have multiple users with the same account.***

Registering online will allow you to do the following:

- Place orders
- See the actual movement of your delivery
- Receive automatic e-mail of confirmation of delivery
- Look at past deliveries up to 1 year old
- Look at and print all invoices
- Keep an up to date address book
- See and modify your own registry profile
- See your daily activity
To register, go to the website [http://www.panicexpress.ca/](http://www.panicexpress.ca/) and click on *Login*.

Click on *Register*.
Enter all the required information.

Once completed, click on **Next**. A confirmation email should be sent to you notifying you that you are now registered. If an error keeps on happening, you may contact the Call Centre at 613-742-6300 for more information.
Login
Go to the website http://www.panicexpress.ca/ and click on Login.

Type in your Web Account and Password and then click on Login. This brings you to the online ordering and tracking system.

Order
To place an order, click on Order.

This prompts you to the order form. The Order screen is divided in 2 data entry screens.

The first screen is for the pick-up and destination information. *** Disregard the B/L No field.

For users with multiple accounts, select the account you wish to use from the scroll down menu in the Account section.
Pickup

a. Your profile information automatically appears in the first section, including your office address. If the pickup is from your office, you can leave most of the pickup information blank.

b. The **Pickup for** field is if you want Panic Express to pick up somewhere else and being delivered to your office. Enter the name of the person for whom the package is for.

c. If you wish to change the pickup address, you can either select an address from the scroll down menu (see the **Addresses** section to add, modify or remove an address from your profile) or fill in the address information. When entering the street name, we recommend not entering St., Ave, Cres., etc. You can also choose not to enter the postal code; the system will then give you a choice of street when you click **Next**.

d. **Client Use**: Since this field is required, we suggest entering your FOAP information or any other relevant information (i.e. Close at 5pm). Entering your FOAP information will give you subtotals on your invoice, thereby facilitating the invoice analysis and the reconciliation process for those using multiple FOAPs.
Destination

a. You can either select an address from the scroll down menu (see the Addresses section to add, modify or remove an address from your profile) or fill in the address information. Choosing either one will require you to enter the name of the person as well as the company name in the Name field (ex: Brigitte Bardot/ABI Group).

b. When entering the street name, we recommend not entering St., Ave, Cres., etc. You can also choose not to enter the postal code; the system will then give you a choice of street when you click Next.

c. The Additional Information field is for Panic Express’ information (ex: 3 boxes, close at 4:00pm, closed between noon and 1:00pm).

Once you have completed the form, click on Next. This will bring you to the second data entry screen where you will be presented with the pricing structure.

1. Choose the service you wish to use.
2. Agree to the Conditions by ticking the box.
3. If you wish to save the address in your address book, simply check the box in the Destination section.
4. Click on Place Order. This will update the page with the new pricing. Click a second time on Place Order to confirm the order.
A reference number will be assigned to your order as confirmation.

Star Trac®

Once you are logged in, you can use the Star Trac® tab to track the progress of your requests.

You can either search by:

a) Reference number: Enter the reference number in the field and click on Query
b) Period: Select a period from the drop down menu and click on Query
c) Date: Select a date in the calendar and click on Query

In the example below, I processed a query based on a period.
All the current information available about the location and status of your item is listed.
Invoices
You can also look at and print all your invoices by simply clicking on the Invoices tab.

A printable version of the selected invoice will open in a new window.

Addresses
To accelerate the ordering process, you can keep an up-to-date list of your pickup and destination addresses.

To add an address, click on Add New Address.

To modify an address, click on the name of the company and an editable form will open. To delete an address, click on \( \times \) and the address will be removed from your list.
Profile
The Profile section has three components:

1. Personal Information: clicking on **Edit** allows you to modify your personal information.
2. Password: clicking on **Change** enables you to change your Password.
3. Courier Accounts: clicking on **Add Account** gives you the option to add accounts to your own personal profile.
AUTHORIZATION FOR ACCOUNT ACTIVATION

Billing information

Company Name: ____________________________________________________________

Address: __________________________________________________________________

City: __________________________ Province: ________ Postal Code: ____________

Telephone: __________________________ Fax: ________________________________

Accounts payable officer: __________________________________________________

Would you like to receive your invoices by e-mail? Yes ___ No ___

➔ If yes, please provide the e-mail address(es) for invoicing purposes: __________

Pick up information

Same as billing address □

Company Name: __________________________________________________________

Address: __________________________________________________________________

City: __________________________ Province: ________ Postal Code: ____________

Telephone: __________________________ Fax: ________________________________

Type of business: __________________________________________________________

*** SEE NEXT PAGE FOR TERMS AND CONDITIONS ***

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FOR OFFICE USE ONLY

ACCOUNT #: ______________

Sales initials: ______________ See attached pricing: ______ or PSID: ______

Exempt taxes: ______________ Exempt min. inv: ______________

Ref to other acct. #: __________ On computer: __________

Approved by: _______________ Date: ______

FOR OFFICE USE ONLY
TERMS AND CONDITIONS
The carrier agrees to transport the property described herein and subject to the terms and conditions prescribed by the Public Commercial Vehicles Act and Regulations of Ontario and Quebec except as hereinafter provided, and in accordance with the rules and regulations published in the carrier’s tariff of tolls in effect on the date hereof to which the shipper assents and as evidence thereof accepts this receipt.

DELAY
Unless the parties agree otherwise in writing, the carrier shall not be liable for any special, consequential or other damages caused by mere delay in the delivery of a shipment, regardless of the cause of such delay.

LIMITS OF LIABILITY
Carrier shall not be liable for any loss, damage, destruction or unreasonable delay arising from the following causes:

1. Acts of God, the Queen’s or public enemies;
2. Riots;
3. Strikes;
4. Authority of law;
5. Defect or inherent vice in the goods shipped;
6. Act or default of the shipper or owner of the goods;
7. Nuclear reaction, radiation or radioactive contamination.

DECLARED VALUE OF SHIPMENTS
Carrier’s liability for any loss, damage or injury to a shipment shall not exceed the lesser of $1.50 per pound or $50.00.
We shall in no event be liable for loss of profit, income, interest, attorney’s fees or any special, incidental or consequential damages.

NOTICE OF LOSS OR DAMAGE
Notice of loss or damage must be given to the carrier at its regional office, or its head office within twenty-four hours after such loss or damage becomes known, and in writing within 30 days after the shipment is accepted by the carrier.

NOTE: no liability for losses or damage will be accepted by the carrier unless written notice of such loss or damage is received within 30 days after the shipment is accepted by the carrier.

FIDELITY BOND
All brokers assigned to this contract will be covered by a $10,000 Blanket Fidelity Bond, which covers only theft, proven by client, by an authorized broker, of goods being transported in his custody to, for or on behalf of the client. All claims of whatsoever nature, which would or might be alleged by client to fall under the Fidelity Bond coverage, must be made in writing by registered mail within 15 days of delivery of shipment.

EXCLUSIONS
Exclusions to insured shipments are: cash, certified cheques, bullion, securities, stamps, tickets and tokens, jewellery, furs, paintings, statuary and other works of art and articles of virtue.

TENDERS
No tenders or fragile packages accepted

I certify that the information on this application is correct and I understand the terms of payment are net 30 days from the date of invoice. I am also aware that there is a minimum billing of $15.00 every billing period. Should the account not be used during a billing period, then the minimum billing does not apply

Name: ____________________________   Position: ____________________________

Signature: ____________________________   Date: ____________________________