



US Express

FREIGHT | SYSTEMS

Customer Portal User Guide

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US Express Customer Portal User Guide – Quick Sheet

Logging in

Go to www.shipuse.com and click the “Login” button at the top left of your screen. You will get an email from US Express with your username and password. If you have not received your credentials, please contact your sales rep.

Enter your username in the “E-mail” box, your password in the “Password” box, check the “Remember me” box, and click “Login”.

Track a Shipment without Logging in

Underneath the log in box, you will see a small blue box labeled with “Shipment/House Bill/Direct Master Number”. Enter your shipment number (found on your US Express Bill of Lading or Labels) and click “Find”. You will be taken to a page with all the latest information about your shipment.

Main Page

After logging in, you’ll be brought to a Main landing Page. From here, you have the following options:

- | | |
|----------------------------|------------------------------|
| - View And Track Shipments | - Request A Quote |
| - Schedule A Shipment | - Useful Links |
| - Print Labels | - Online Forms |
| - Get Help With A Shipment | - Contact Us |
| - Legacy Portal Login | - Customer Portal User Guide |

View and Track Shipments

Click “View And Track Shipments” from the Main Page, a new tab will open in your browser.

Click the “Find” button in the center of your screen. A table will appear on the bottom half of your screen listing all your shipments. Locate the shipment you’re interested in, click on the “Shipment #” in the far left column of the table to view it. You’ll be taken to a page that has all the latest information about your shipment.

On the top half of the screen you’ll see all the relevant pickup and delivery information including pickup and delivery addresses, piece count and weight, service level, a description of what is being shipped, and estimated pickup and delivery times. On the bottom half of your screen will be a series of tables:

- **Milestones.** This is the latest status update of your shipment. You will only be able to see the most recent update.
- **Goods / Packs.** This is a description of what is being shipped including piece count, weight, and dimensions.
- **Reference Numbers.** Any reference information that is required by the customer will appear here, such as PO or Job numbers.

- **Delivery Request.** Once the delivery has been made, the final piece count, weight and delivery time will be available here.
- **Documents.** You will be able to view, download and print your shipping labels and Bill of Lading here.
- **Related Invoices.** Once the shipment has been delivered and paid for, the invoice will be available here.

Schedule A Shipment

Click “Schedule A Shipment” from the Main Page, a new tab will open in your browser. Fill in the Pick Up Details, the Delivery Details, read through the certification and disclaimer and check the box, and click “Submit”. Your sales rep will email you the labels and Bill of Lading for your newly scheduled shipment.

Print Labels

Click “Print Labels” from the Main Page, a new tab will open in your browser. You will need to have Adobe Acrobat Reader installed and enabled on your computer. If you prefer to print your labels directly onto label paper, the recommended sizes are listed on the Print Labels page. Or, you can print the labels onto paper and tape them to your items. Click “Start”, another new tab will open in your browser.

Fill in all the details as they appear on your US Express Bill of Lading. Select your preferred label format (one per page, two per page, four per page) and click “Create Labels For Printing”. A PDF document will be generated in the format you chose.

Look for the “Downloads” box that pops up and select to open your newly created file. When Adobe Acrobat opens your file, click the printer icon to print your labels.

Get Help with A Shipment

Click “Get Help With A Shipment” from the Main Page, a new tab will open in your browser. You will be directed to a list of ways to easily reach out to US Express.

Legacy Portal Login

Click “Legacy Portal Login” from the Main Page, a new tab will open in your browser. You will be taken to the login page of our previous Customer Portal. Enter your username and password and click “Log In”.

You will be able to access the legacy customer portal through the end of 2018.

Request A Quote

Click on “Request A Quote” from the Main Page, a new tab will open on your browser. Fill in all the details in the form and click “Submit”. Your sales rep will be in touch shortly to review the quote with you.

Useful Links

Click “Useful Links” from the Main Page, a new tab will open in your browser. You will be taken to a list of quick reference links.

Online Forms

Click “Online Forms” from the Main Page, a new tab will open in your browser. You will be taken to a list of our most relevant forms.

Contact Us

Click “Contact Us” from the Main Page, a new tab will open in your browser. You will be taken to our contact details.

A more comprehensive guide is provided in the following pages.

Logging in

Website

Go to <http://useldr.webtracker.wisegrid.net/>

or

Go to www.shipuse.com and click the “Login” button at the top left of your screen.

Username and Password

You will get an email from US Express with your username and password. If you have not received your credentials, please contact your sales rep. Your **username** will be your email address.


Enter your username in the “E-mail” box, your password in the “Password” box, check the “Remember me” box, and click “Login”.

Track a Shipment without Logging in

Underneath the log in box, you will see a small blue box labeled with “Shipment/House Bill/Direct Master Number”. This box will allow you to track a shipment without logging into the Portal.

Enter your shipment number (found on your US Express Bill of Lading or Labels) and click “Find”. You will be taken to a page with all of the latest information about your shipment.

Not secure | usetrn.webtracker.wisegrid.net/Login/Login.aspx?ReturnUrl=%2fDefault.aspx

 **US Express**
FREIGHT | SYSTEMS

E-mail:

Password:

☐ Remember me

Login

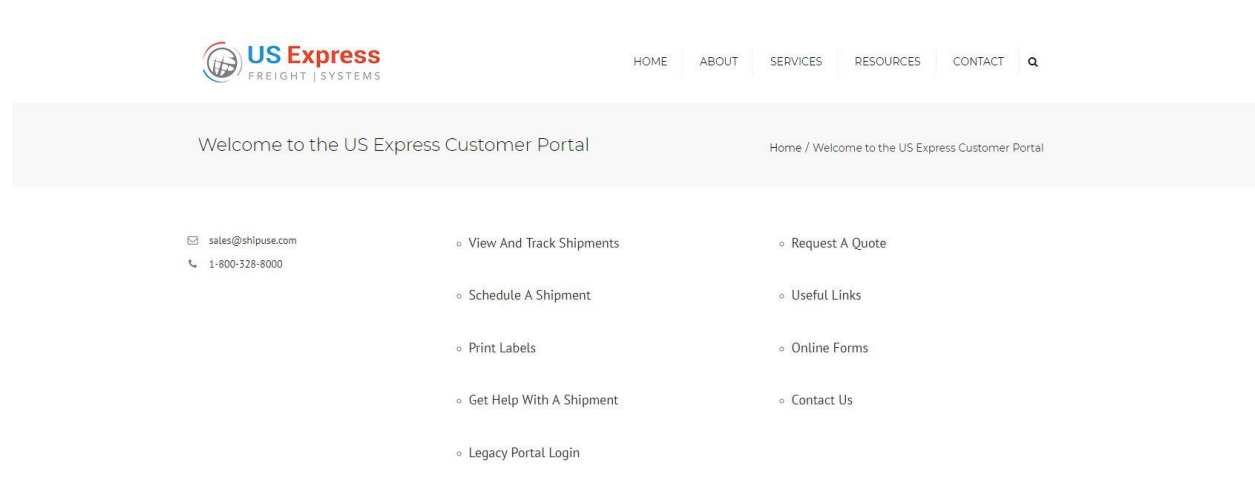
[Forgot your password?](#)

Shipment/House Bill/Direct Master Number:

Find

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Main Page



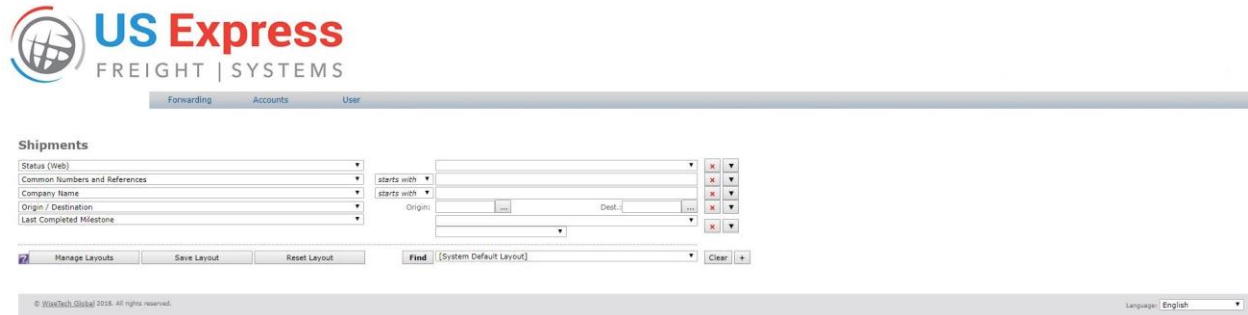
After logging in, you'll be brought to this Main landing Page. From here, you have the following options:

- View And Track Shipments
- Schedule A Shipment
- Print Labels
- Get Help With A Shipment
- Legacy Portal Login
- Request A Quote
- Useful Links
- Online Forms
- Contact Us
- Customer Portal User Guide

More information about each option in the following pages.

View And Track Shipments

Click “View And Track Shipments” from the Main Page, a new tab will open in your browser.



Main menu

- The menu options we'll use are:
 - Forwarding: Shipments (this is the page you land on and is seen above)
 - User: Password
 - User: Log off
- The menu functions we'll ignore are:
 - Forwarding: Bookings
 - Accounts
 - User: Reports

Forwarding: Shipments

On this page, you can search for any shipment that you have booked with US Express. You can search among any number of parameters to find exactly what you're looking for.

Click the “Find” button in the middle of the screen, a table will pop up on the bottom half of your screen listing all of your shipments that fall within those parameters. You can also click “Find” without setting any search parameters.

In the table, you'll see the following information: Shipment #, Bill, Shipper, Consignee, Origin, ETD, Destination, ETA, Last Milestone Description.

- **Shipment #** and **Bill** are the same, this is the tracking number.
- **Shipper** is the pickup location. **Consignee** is the delivery location.
- **Origin** is the airport closest to the pickup location.
- **ETD** or “Estimated Time of Delivery” is the time your shipment was delivered to the Origin.
- **Destination** is the closest airport to the delivery location.
- **ETA** or “Estimated Time of Arrival” is the time your shipment was delivered to the Destination.
- **Last Milestone Description** is the latest status update for your shipment (this also appears in your email status updates).

In the table, find the shipment you'd like to view, click on the Shipment # in the left column.

Search Function

You can make your search as granular or as broad as you need it to be. To add search filters, click the “+” sign next to the “Clear” button. To remove search filters, click the red “x” button next to that line. You can select search parameters from the drop-down menu on the left side of your screen.

Once you’ve finalized your search, click “Find”. Your results will pop up on the bottom half of your screen in a table.

You can save any set of search parameters you’d like. These are called “Layouts”. To save your search layout, click the “Save Layout” button and give your layout a name. It will appear in the drop-down menu next to the “Find” button.

If you’re unhappy with the search parameters you’ve set, you can reset your search by clicking the “Reset Layout” button. This will reset your search to the Default Layout (this is the layout you see when you log in).

Lastly, you can manage all the layouts you’ve created using the “Manage Layout” button. This will allow you to add and remove any Layouts you’ve created or wish to create.

Viewing a Shipment

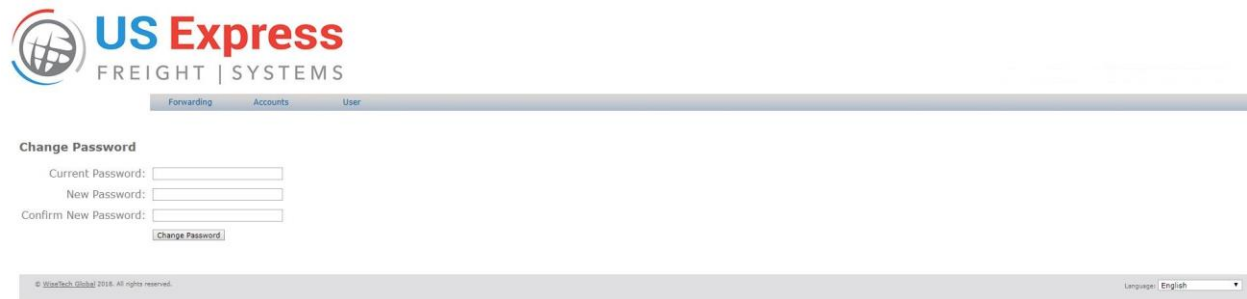
After clicking on the Shipment #, you’ll be taken to a page that has all the latest information about your shipment.

On the top half of the screen, you’ll see all the relevant pickup and delivery information including pickup and delivery addresses, piece count and weight, service level, a description of what is being shipped, and estimated pickup and delivery times.

Below that are a series of tables:

1. **Milestones.** This is the latest status update of your shipment. You will only be able to see the most recent update.
2. **Goods / Packs.** This is a description of what is being shipped including piece count, weight, and dimensions.
3. **Reference Numbers.** Any reference information that is required by the customer will appear here, such as PO or Job numbers.
4. **Delivery Request.** Once the delivery has been made, the final piece count, weight and delivery time will be available here.
5. **Documents.** You will be able to view, download and print your shipping labels and Bill of Lading here.
6. **Related Invoices.** Once the shipment has been delivered and paid for, the invoice will be available here.

User: Password



The screenshot shows the 'Change Password' page of the US Express Freight Systems portal. At the top left is the US Express logo with the text 'FREIGHT | SYSTEMS'. To the right of the logo is a search bar with a magnifying glass icon. Below the logo is a horizontal menu bar with three items: 'Forwarding', 'Accounts', and 'User'. The 'User' item is highlighted. Below the menu bar, the page title 'Change Password' is displayed. Underneath, there are three input fields: 'Current Password:', 'New Password:', and 'Confirm New Password:'. A 'Change Password' button is located below the 'Confirm New Password' field. At the bottom of the page, there is a footer with the copyright notice '© VistaTech Global 2018. All rights reserved.' on the left and a language dropdown menu set to 'English' on the right.

If you want or need to change your password, you can do so. Click “Password” under User in the main menu bar. You will be taken to a page where you need to enter your old password, enter your new password and confirm your new password. Click “Change Password” to make the change permanent.

User: Log off

When you click “Log Off” under User in the main menu bar, you will be logged out of the customer portal.

Schedule A Shipment

Click "Schedule A Shipment" from the Main Page, a new tab will open in your browser. Fill in the Pick Up Details, the Delivery Details, read through the certification and disclaimer and check the box, and click "Submit".

Your sales rep will email you the labels and Bill of Lading for your newly scheduled shipment.

Please fill out the form below to schedule a shipment

SCHEDULE A SHIPMENT

Pick Up Details

Pickup Date/Time *

Date

Time

Sender's Account Number:

Pickup Location: *

Contact Name: *

Contact Phone Number: *

Pickup Street Address: *

Pickup City: *

Pickup State: *

Pickup Zip Code *

Pick up Country: *

Deliver BY/ON *

Deliver Date/Time *

Date

Time

Customer Reference Number

Delivery Details

Deliver to Location: *

Contact Name: *

Contact Phone Number: *

Deliver to Street Address: *

Deliver to City: *

Deliver to State: *

Deliver to Zip Code: *

Deliver to Country:

Pieces: *

Weight: *

Dimensions: *

L x W x H

Service Level: *

Insured Value: (total shipment)

Special Instructions:

☐ I certify that this shipment does not contain any unauthorized explosives, destructive devices or hazardous materials. I consent to a search of this shipment. I am aware that his endorsement and original signature, along with other shipping documents, will be retained on file.

CARGO ITEMS TENDERED FOR AIR TRANSPORTATION ARE SUBJECT TO AVIATION SECURITY CONTROLS BY AIR CARRIERS AND WHEN APPROPRIATE, OTHER GOVERNMENT REGULATIONS. COPIES OF ALL RELEVANT SHIPPING DOCUMENTS SHOWING THE CARGO'S CONSIGNEE, CONSIGNOR, DESCRIPTION, AND OTHER RELEVANT DATA WILL BE RETAINED ON FILE UNTIL CARGO COMPLETES ITS AIR TRANSPORTATION.

Submit

Print Labels

Click “Print Labels” from the Main Page, a new tab will open in your browser. You will need to have Adobe Acrobat Reader installed and enabled on your computer. If you prefer to print your labels directly onto stickers, the recommended sizes are listed on the Print Labels page. Or, you can print the labels onto paper and tape them to your items. Click “Start”, another new tab will open in your browser.

Fill in all the details as they appear on your US Express Bill of Lading.

Select your preferred label format (one per page, two per page, four per page) and click “Create Labels For Printing”.

A PDF document will be generated in the format you chose, make sure you have Adobe Acrobat Reader installed and enabled.

Look for the “Downloads” box that pops up and select to open your newly created file. When Adobe Acrobat opens your file, click the printer icon (top right corner, typically) to print your labels.

Get Help With A Shipment

The screenshot shows the 'Get Help With A Shipment' page of the US Express Freight Systems website. The top navigation bar includes links for LOGIN, TRACK A SHIPMENT, SCHEDULE A SHIPMENT, REQUEST A QUOTE, sales@shipuse.com, and 1-800-328-8000. The main header features the US Express Freight Systems logo and a search bar. The page title is 'Get Help With a Shipment'. Below the title, there is a section titled 'Need help with a shipment? Feel free to reach out in one of the following ways:' which lists four options: Phone (1-800-328-8000), Email (sales@usexpressfreight.com), Request a Quote (Online Form), and Tips & Tools. To the right, there is a 'Quick Links' section with links for Login, Track, Schedule Shipment, Request Quote, and Brochure. At the bottom right, there is a 'We're here to Help' section with the text 'Call us Toll-Free at: 1-800-328-8000'.

Click “Get Help With A Shipment” from the Main Page, a new tab will open in your browser. You will be directed to a list of ways to easily reach out to US Express.

Legacy Portal Login

The screenshot shows the 'Legacy Portal Login' page of the US Express Freight Systems website. The top navigation bar includes links for TRACK A SHIPMENT, SCHEDULE A SHIPMENT, REQUEST A QUOTE, sales@usexpressfreight.com, and 1-800-328-8000. The main header features the US Express Freight Systems logo and a search bar. The page title is 'CUSTOMER PORTAL LOGIN'. Below the title, there is a section titled 'Please enter your username and password.' which contains a form with fields for Username and Password, a checkbox for 'Keep me logged in', and a 'Log In' button.

Click “Legacy Portal Login” from the Main Page, a new tab will open in your browser. You will be taken to the login page of our previous Customer Portal. Enter your username and password and click “Log In”.

You will be able to access the old customer portal through the end of 2018.

Request A Quote

Click on “Request A Quote” from the Main Page, a new tab will open on your browser.


Fill in all the details and click “Submit”. Your sales rep will be in touch shortly to review the quote with you.

Request A Quote

Name *	
<input type="text"/>	<input type="text"/>
First	Last
Business / Organization *	
<input type="text"/>	
US Express Account Number	
<input type="text"/>	
Email *	
<input type="text"/>	
Phone *	
<input type="text"/>	
Pickup Date *	
<input type="text"/>	<input type="text"/>
MM	DD
/	
<input type="text"/>	<input type="text"/>
YYYY	
Pickup Zip Code *	
<input type="text"/>	
Deliver BY or ON *	
<input type="text"/>	
Deliver Date *	
<input type="text"/>	<input type="text"/>
MM	DD
/	
<input type="text"/>	<input type="text"/>
YYYY	
Deliver to Zip Code *	
<input type="text"/>	
Service Level *	
<input type="text"/>	
Pieces *	Weight *
<input type="text"/>	<input type="text"/>
Dimensions	
<input type="text"/>	
Insurance? Add total value here:	
<input type="text"/>	
Additional Services Needed:	
<input type="checkbox"/> Lift Gate	<input type="checkbox"/> Palletizing
<input type="checkbox"/> Inside Pickup	<input type="checkbox"/> Inside Delivery
Additional Instructions/Requirements:	
<input type="text"/>	
Submit	

Useful Links

[LOGIN](#) [TRACK A SHIPMENT](#) [SCHEDULE A SHIPMENT](#) [REQUEST A QUOTE](#) sales@shipuse.com [1-800-328-8000](tel:1-800-328-8000)

 [HOME](#) [ABOUT](#) [SERVICES](#) [RESOURCES](#) [CONTACT](#)

Useful Links

[Home / Useful Links](#)

A quick reference of useful links. For additional inquiries or general information, please call 1-800-328-8000.

GENERAL

- [World Clock](#)
- [World Time](#)
- [Currency Converter](#)
- [International Calling Codes](#)
- [World Zip Code Lookup](#)
- [Google Maps](#)
- [Gas & Diesel Prices](#)
- [DIMS Tool](#)
- [Metric Conversion Tool](#)
- [Cubic Calculation](#)

GLOSSARIES

- [Warehouse Glossary](#)
- [Exhibit Terminology](#)
- [US Express Accessorial Charges Glossary](#)

TRADE SHOW RESOURCES

- [Exhibitor Online](#)
- [Trade Show Executive](#)
- [TSNN.Com](#)
- [Trade Show Departure Instructions](#)

TRADE SHOW DECORATORS

- [Nextx Show](#)
- [Arata Expositions](#)
- [GES Expo Services](#)
- [Freeman CO.](#)
- [Brede National Exposition Services](#)
- [Brede Allied Services](#)
- [The Expo Group](#)
- [George Fern](#)

Quick Links

- [Login](#)
- [Track](#)
- [Schedule Shipment](#)
- [Request Quote](#)
- [Brochure](#)

We're here to Help

Call us Toll-Free at: 1-800-328-8000

Click “Useful Links” from the Main Page, a new tab will open in your browser. You will be taken to a list of quick reference links.

Online Forms

LOGIN


TRACK A SHIPMENT

SCHEDULE A SHIPMENT

REQUEST A QUOTE

sales@shipuse.com

1-800-328-8000



HOMEABOUTSERVICESRESOURCESCONTACT

Our Forms

Home / Our Forms

A quick reference for all of our most relevant forms. For additional inquiries or general information, please call 1-800-328-8000.

• Bill of Lading

• Commercial Invoice Form

• Credit Account Application

• Charge Authorization Form

• Transportation Rate Agreement

• Power of Attorney Form

• Declaration for Free Entry of Returned American Products

• Print Labels

• Departure Instructions – Conferences & Meetings at Hotel

• Departure Instructions – Tradeshows

• Quote

• DIMS Tool

• Metric Conversion Tool

• Cubic Calculation

• Glossaries

• US Express Warehousing & 3PL E-Portal

Quick Links

Login

Track

Schedule Shipment

Request Quote

Brochure

We're here to Help


Call us Toll-Free at: 1-800-328-8000

Click “Online Forms” from the Main Page, a new tab will open in your browser. You will be taken to a list of our most relevant forms.


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Contact Us

[LOGIN](#) [TRACK A SHIPMENT](#) [SCHEDULE A SHIPMENT](#) [REQUEST A QUOTE](#) sales@shipuse.com [1-800-328-8000](tel:1-800-328-8000)

 [HOME](#) [ABOUT](#) [SERVICES](#) [RESOURCES](#) [CONTACT](#) [Q](#)

Contact Us [Home / Contact Us](#)



US Express
3240 Hubbard Rd, Landover, MD 20785
5.0 ★★★★★ 3 reviews
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Quick Links

- [Login](#)
- [Track](#)
- [Schedule Shipment](#)
- [Request Quote](#)
- [Brochure](#)

We're here to Help

Call us Toll-Free at: 1-800-328-8000

Corporate Office

US Express Freight Systems Worldwide
3240 Hubbard Rd
Landover, MD 20785
1-800-328-8000
1-301-685-9010 (fax)
International & Domestic
Email: sales@shipuse.com

Logistics & Warehousing
log@shipuse.com

Customer Services
cs@shipuse.com

Operations
ops@shipuse.com

Human Resources
hr@shipuse.com

Click “Contact Us” from the Main Page, a new tab will open in your browser. You will be taken to our contact details.