

## How to select Service Option while creating new Drop-ship Location

**Steps:**

1. After login to PCS, click **Accounts** menu.
2. Click **Dealer Addresses** sub-menu.
3. Click '**Add New Address**' button.

Home \ My Account \ Dealer Addresses \ Add Address

Orders
Items and Promotions
Returns
Warranties
Account Overview
Sales & Credit Reports
Rebate Reports
Other Reports
Contract Maintenance Entry
Accounts
Dealer Addresses
Manage Bank Account
Dealer Contact Information

### Add Address

\* denotes required fields.  
Address Type  
 Drop Ship Address  
 End Customer Address  
 Interterritorial Program Address

#### Address

\* Drop Ship Location Name

\* Country

\* Street Address

\* State / Province

Attention

\* City

\* ZIP Code/Postal Code

Service Option	
* Liftgate Required / No Loading Dock	<input type="radio"/> Yes <input type="radio"/> No
* Delivery Appointment Required	<input type="radio"/> Yes <input type="radio"/> No
* Call Ahead Notification Required	<input type="radio"/> Yes <input type="radio"/> No
* Residential Delivery	<input type="radio"/> Yes <input type="radio"/> No
* Limited or Restricted Access	<input type="radio"/> Yes <input type="radio"/> No
* Signature Required	<input type="radio"/> Yes <input type="radio"/> No
* Driver Unload Assist	<input type="radio"/> Yes <input type="radio"/> No
* Inside Delivery	<input type="radio"/> Yes <input type="radio"/> No

**Choose Service Options**



## How to update Service Options for existing Drop-ship locations

**Steps:**

1. After login to PCS, click Accounts menu.
2. Click Dealer Addresses sub-menu.
3. Click the Drop-ship Address to be updated.

### Address Details

\* denotes required fields.

Address Type  
Drop Ship Address

\* Company Name

A4 AZ001

\* Country

United States

\* Street Address

1415 N Arizona Ave

\* State / Province

Arizona

### Contact Information

\* First Name

CA

Attention

\* City

\* ZIP Code/Postal Code

85233

\* Last Name

Test

#### Service Option

- \* Liftgate Required / No Loading Dock  Yes  No
- \* Delivery Appointment Required  Yes  No
- \* Call Ahead Notification Required  Yes  No
- \* Residential Delivery  Yes  No
- \* Limited or Restricted Access  Yes  No
- \* Signature Required  Yes  No
- \* Driver Unload Assist  Yes  No
- \* Inside Delivery  Yes  No

Update selection



### Definition of Service Option

**Steps:**

1. Add item to Order Form, then go to **Shipping & Billing Page**.
2. Mouse over info icon next to **'Service Option'**

The screenshot shows a web interface for shipping options. At the top, there are fields for 'Payment Terms' (set to 'CWO-4% NET') and 'Phone Number'. Below these is a 'Service Level' dropdown set to 'Ground Plus'. A 'Service Option' section is highlighted with a red box, containing a list of options with asterisks: 'Liftgate Required / No Loading Dock', 'Residential Delivery', and 'Driver Unload Assist'. A red arrow points to the 'Service Option' header. The definitions for these options are provided in a large white box with a red border:

- Service Option** All options are mandatory and for selected Shipping Address only.
- Liftgate Required / No Loading Dock** Delivery site does not have a truck height loading dock and requires pallets to be dropped to ground level. This service option and associated fees are applicable even in cases where the recipient will be using their own staff and equipment to lower palletized freight from truck to ground level.
- Delivery Appointment Required** This service is applicable when the recipient requires an appointment be made by the destination terminal in order for the consignee to be able to accept the freight.\*Please ensure that a valid contact name and number is provided.
- Call Ahead Notification Required** This service is applicable whenever a shipment requires a call ahead from the driver to the recipient in order for the consignee to be able to accept the freight.\*Please ensure that a valid contact name and number is provided.
- Residential Delivery** Select this option if the delivery address is zoned as residential. This service is applicable even if the delivery site is a commercial building located in an area that is primarily residential.
- Limited or Restricted Access** Sites almost always considered to be limited access are Construction Sites, Prisons/Schools/Court Houses/Military Bases (any government or municipal building), Farms/Co-Op's, Ports/Docks, and any facility requiring a special pass and/or appointment. This service is also applicable in cases where the delivery site has limited space for large trucks to be able to easily maneuver to and/or access the delivery spot and/or if the loading dock is not able to accommodate a 53ft trailer.
- Signature Required** This service is only applicable for parcel deliveries. A signature will always be required for freight shipments regardless of selection.
- Driver Unload Assist** Applicable for full truckload deliveries where the recipient requires the driver to assist with the unloading of freight from the trailer. For full truckload deliveries, it is expected that the receiver has the equipment and staff required to unload palletized freight from the truck without the assistance of the driver. If the recipient does not have a forklift or pallet jack, and staff available to operate the equipment and unload the freight, this option must be selected.
- Inside Delivery** This service is applicable if the driver is required to bring freight to a location inside of a building, beyond the area immediately surrounding the dock door, with or without the use of handling equipment.



Document Solutions

Shipping Service Options  
Dealers User Guide

## How to update Service Options for the Shipping address when placing order

### Steps:

3. Add item to Order Form, then go to **Shipping & Billing** Page.
4. Select Shipping address (either Ship-to Address or Drop-ship Address)
5. Check **'Save For The Address'**
6. Change Service Option selection.
7. Click **'Continue to Order Summary'** button

Home / Order Entry / Current Order / Shipping & Billing / Order Summary

### Shipping & Billing

Order Type: Regular  
 Order Category: Regular  
 \*PO Number: test112233\_1

[Continue to Order Summary](#)

#### Shipping & Billing Information

- Ship Complete
- Drop Ship/ITN Program

Ship To: 112 MAIN STREET UNIT 319

Bill To: 112 MAIN STREET UNIT 319  
MIDDLETOWN, CT 06457  
UNITED STATES

Payment Terms: Select Payment Terms

First Name

Last Name

Phone Number

Order Confirmation Email Address  
vivekdvenom@gmail.com

Service Level: Select Shipping Method

[Check here](#)

Service Option:  Save For The Address

[Change selection here.](#)

- \*Liftgate Required / No Loading Dock:  Yes  No
- \*Residential Delivery:  Yes  No
- \*Driver Unload Assist:  Yes  No
- \*Delivery Appointment Required:  Yes  No
- \*Limited or Restricted Access:  Yes  No
- \*Inside Delivery:  Yes  No
- \*Call Ahead Notification Required:  Yes  No
- \*Signature Required:  Yes  No

Item	Service Level	Payment Terms	Availability	Quantity	Price	Total Price
ECOSYS M8124cidn Item # 1102P42U50 Product Code: A400001102P42U50 - Business Business Technologies - Multifunction	Select Shipping Method	Select Payment Terms	-Available	1		

[Click here to go to Order Summary page.](#)



# Document Solutions

## Shipping Service Options Dealers User Guide

1. Review selected service options in Order Summary page.
2. Click "Submit" button.

Home / Order Entry / Current Order / Shipping & Billing / Order Summary

### Order Summary

<b>Order Type</b>	<b>Order Category</b>	<b>*PO Number</b>
Regular	Regular	test112233_1

#### Shipping & Billing Information

<b>PO Number :</b> test112233_1	<b>Shipping Address:</b> 1111 Main St 11111 11111	<b>Billing Address</b> 111 Corporate Blvd 11111 <b>Payment Terms</b> 30-60-90
<b>Shipping Method:</b> Ground Plus	<b>Service Options:</b> Liftgate Required / No Loading Dock Delivery Appointment Required Call Ahead Notification Required Residential Delivery Limited or Restricted Access Signature Required Driver Unload Assist Inside Delivery	

Item	Service Level	Payment Terms	Quantity	Price	Total Price
ECOSYS M8124cidn Item # 1102P42US0	Ground Plus	30-60-90	1	\$1,200.00	\$1,200.00



# Document Solutions

## Shipping Service Options Dealers User Guide

### How to change Service Options Selection for current order

#### Steps:

1. Add item to Order Form, then go to **Shipping & Billing** Page.
2. Select Shipping address (either Ship-to Address or Drop-ship Address)
3. **DO NOT** check 'Save For The Address'
4. Change Service Option selection.
5. Click '**Continue to Order Summary**' button

Home / Order Entry / Current Order / Shipping & Billing / Order Summary

### Shipping & Billing

Order Type: Regular    Order Category: Regular    \*PO Number: test112233\_1

[Continue to Order Summary](#)

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#### Shipping & Billing Information

Ship Complete

Drop Ship/ITN Program

Ship To: 112 MAIN STREET UNIT 319

Payment Terms: 30-60-90

Service Level: Ground Plus

Save For The Address

Bill To: [Company Name]

First Name: [ ]

Last Name: [ ]

Phone Number: [ ]

Order Confirmation Email Address: vivekdvenom@gmail.com

**Service Option**

\*Liftgate Required / No Loading Dock    Yes No    \*Delivery Appointment Required    Yes No    \*Call Ahead Notification Required    Yes No

\*Residential Delivery    Yes No    \*Limited or Restricted Access    Yes No    \*Signature Required    Yes No

\*Driver Unload Assist    Yes No    \*Inside Delivery    Yes No

Item	Service Level	Payment Terms	Availability	Quantity	Price	Total Price
ECOSYS M8124cidn Item # 1102P42US0 Promotion Code: A-MODIFY-NATBUSTECH-001 - National Business Technologies - Special Pricing	Ground Plus	30-60-90	Available	1		

Click here to go to Order Summary Page.

DO NOT check here

Change selection here.



# Document Solutions

## Shipping Service Options Dealers User Guide

1. Review selected service options in Order Summary page.
2. Click "Submit" button.

Home / Order Entry / Current Order / Shipping & Billing / Order Summary

### Order Summary

Order Type: Regular    Order Category: Regular    \*PO Number: test112233\_1

#### Shipping & Billing Information

<b>PO Number:</b> test112233_1	<b>Shipping Address:</b> [Redacted]	<b>Billing Address:</b> [Redacted]
<b>Shipping Method:</b> Ground Plus	<b>Service Options:</b> Delivery Appointment Required	<b>Payment Terms:</b> 30-60-90

Item	Service Level	Payment Terms	Quantity	Price	Total Price
ECOSYS M8124cidn Item # 1102P42U50 Promotion Code: A-MODIFY-NATBUSTECH-001 - National Business Technologies - Special Pricing	Ground Plus	30-60-90	1	[Redacted]	[Redacted]

Subtotal: [Redacted]  
Applied Promotion: [Redacted]  
Tax Amount: [Redacted]  
Estimated Total: [Redacted]

**Place Order**

### Note:

If checkbox of 'Save For The Address' is checked, the change of Service Option selection for the selected shipping address will be updated permanently. If it is not checked, the change is for the current order only.