

## How to Use eShipGlobal

Please complete the following steps to create an express shipping label through eShipGlobal:

1. Visit the eShipGlobal website: <https://study.eshipglobal.com/register> (Best with Internet Explorer & Firefox).
2. Register/create an account. For this you will need:
  - Email address (shipping information will be sent here)
  - Mailing address
  - Phone number (for delivery).
3. Activate your account. After registering, you will receive an email within 30 minutes prompting you to activate your account. This is required for you to begin using the account. Once the activation process is complete, you will receive a confirmation email.
4. Create the shipping label. Once your account is active, you must:
  - Select "Receive a Package From Universities,"
  - Select "Tennessee" from the map of the United States
  - Select "Austin Peay State University"
  - Select "ESL Institute"
  - Enter your mailing address where you would like the packet to go, phone number and email address. An APSU ID number (A number) is NOT required to submit your request. Please contact the ESL Institute for your APSU ID number or use A002216270 if you do not yet have your A number yet.
  - At the end of the screen, select "ship/quote." You will receive a quote and have the option to choose your carrier – FedEx, UPS, or DHL.
  - Select your method of payment (i.e. credit card or wire transfer). Please pay close attention to the information submitted on these screens, as errors in the credit card information or submitting incorrect or incomplete address information will result in a delay in the mailing of your documents.
5. Receive confirmation email from eShipGlobal. The final email you receive from eShipGlobal will be confirmation of your order. This email will provide you with detailed information about your shipment (i.e. payment amount, tracking number, mailing address, etc.).
  - The ESL Institute will receive a copy of this email at the same time as you, so there is no need to forward us the information unless the ESL Institute requests it.
6. Track your package.
  - The ESL Institute should send you a confirmation email once your documents are shipped. You can also track your documents through your eShipGlobal account within 24-48 hours after your documents are sent.

### Problems, Issues, and Questions with Setting up Mailing?

If you experience any difficulty in registering and processing the shipment, please use the "Help" link in the site for step-by-step instructions. If you have additional questions about how to use this service, please e-mail [support@eshipglobal.com](mailto:support@eshipglobal.com).