ePic User Manual

ePic Version 2.0

8/25/2018

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Navigating ePic

Logging In

ePic is a web based application that you can access from any pc with internet access and internet explorer. The address is http://epic.epicxp.com.

MS-Internet Explorer browser is recommended

Enter "Username" and "Password", then click "Login" button. There will be a prompt to reset your temporary password.

The "Username" is your e-mail address. It's not case sensitive. The "Password" is case sensitive and should be at least 8 characters, containing a capital letter, number and special character.

Retrieving your password

From the login window, enter your email address into the Username box. Click "Forgot Password" to have a chance to answer a security question to enable you to reset your password. If you cannot answer the questions you will be emailed a link to reset your password. If you don't receive the email contact ePic support at epic@wfs.aero.

Navigation tabs, buttons and shortcuts

After the user logs in successfully to ePic then the below screen displays.

Your screen can be filtered by clicking on the various buttons in the middle of the screen. These are only accessible when you are in the ePayment tab.

Airport filter – View of the selected airport payable items

Open Items – View of AWBs not yet paid

Paid but not picked up – ISC paid but your driver has not checked in at our counter yet

Processed – ISC paid and your driver has been checked in at our counter

Deleted Items – the AWBs that have been removed from Open Items page

VUN/VAL Items – you can find AWBs with special handling code (SHC) like vulnerable (VUN) and valuable (VAL) where you can preload the driver's credentials

Manual Input – you can pay for a shipment on one of our un-messaged airlines

On the upper right hand side of the screen are your shortcuts. Click on them to access:

- View Cart – Your shopping cart for when you are ready to pay
- Prepaid Balance – View your balance and replenish your online account

Your actual cart is shown on the upper right hand corner as will be updated every time you add an item. Click View Cart to get to your selected items.

If you are a prepaid balance customer, you will also see a running total of your balances. These will be updated automatically if any user in your company makes a payment.

You can access various parts of the application by clicking on the tabs.

Import

Tracking

- Displays all shipments paid or open.
- Allows you to print carrier certificates for all messaged shipments consigned to you.
- Shows AWB history such as time stamped events and payments
- Allows you to view POD information including an image of the trucker and his signature at ePic enabled warehouses
- Allows you to check the AWB customs release for eligible airlines

e-Payment

- Displays all items in the payment process including: Unpaid, Paid but not picked up, and delivered.
- Items will appear here automatically if they are consigned to your company

Export

Tracking

- Displays all shipments that have been created in Easy Export
- Allows you to print AWB and consol manifest for eAWBs created in Easy Export
- Shows eAWB history such as time stamped events
- Allows you to view POD information including an image of the trucker and his signature at ePic enabled warehouses

Easy Export

- Allows you to create eAWB, print manifest, and transmit electronic messages to the airline at no charge
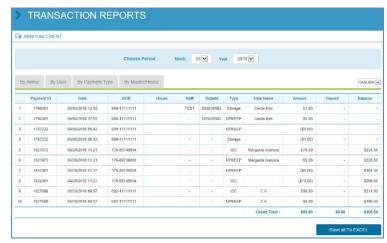
Reports

By default all users have access to the report Paid but not Pickup. This is the same information that appears in the ePayment tab, however it is combined under one report and can be exported to Excel. There are also financial reports that are available as well. To see these the Super Admin for your company must give you access to them in your user permissions.
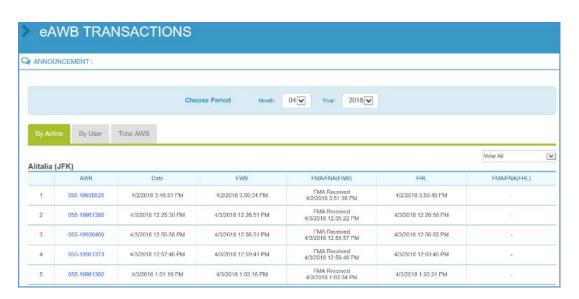

The financial reports include:

- Summary report by Airline and by User
- Transaction report by Airline, by User, by Payment Type and by Master/House. All reports can be exported to Excel.

TRANSACTION REPORTS

ANNOUNCEMENT

Choose Period   Month 04   Year 2018

By Airline   By User   By Payment Type   By Master/House   CASUSA

	Payment ID	Date	AWB	House	Ref#	OrderId	Type	User Name	Amount	Deposit	Balance
1	1796001	04/04/2018 12:55	999-11111111		TEST	605638562	Storage	Cecile Kim	$1.00	-	-
2	1796001	04/04/2018 12:55	999-11111111		-	605638562	UPKEEP	Cecile Kim	$5.00	-	-
3	1797232	04/05/2018 09:43	999-11111111		-		UPKEEP		($5.00)	-	-
4	1797232	04/05/2018 09:43	999-11111111		-		Storage		($1.00)	-	-
5	1821973	04/20/2018 11:21	176-89749004		-		ISC	Margarita Ivanova	$70.00	-	$231.50
6	1821973	04/20/2018 11:21	176-89749004		-		UPKEEP	Margarita Ivanova	$5.00	-	$226.50
7	1822001	04/20/2018 11:27	176-89749004		-		UPKEEP		($5.00)	-	$301.50
8	1822001	04/20/2018 11:27	176-89749004		-		ISC		($70.00)	-	$296.50
9	1827688	04/24/2018 09:57	082-11111111		-		ISC	C K	$90.00	-	$211.50
10	1827688	04/24/2018 09:57	082-11111111		-		UPKEEP	C K	$5.00	-	$206.50
								Grand Total :	$95.00	$0.00	$206.50

Save all To EXCEL

SUMMARY REPORTS

ANNOUNCEMENT :

Choose Period   Month 04   Year 2018

By Airline   By User

Carrier	ISC	Storage	Others	Upkeep Fee	Total
Air China	$0.00	$0.00	$0.00	$0.00	$0.00
BRUSSELS Airlines	$90.00	$0.00	$0.00	$5.00	$95.00
EMIRATES SKY CARGO	$0.00	$0.00	$0.00	$0.00	$0.00
Grand Total :	**$90.00**	**$0.00**	**$0.00**	**$5.00**	**$95.00**

Save all To EXCEL

eAWB Transaction report give you information about all created eAWBs from the ePic Easy Export module by Airline, by User and by Total AWB. The report can be exported to Excel.

EPIC EASY EXPORT

eAWB TRANSACTIONS

ANNOUNCEMENT :

Choose Period   Month 04   Year 2018

By Airline   By User   Total AWB

View All

Alitalia (JFK)

	AWB	Date	FWB	FMA/FNA(FWB)	FHL	FMA/FNA(FHL)
1	055-19930525	4/2/2018 3:46:51 PM	4/2/2018 3:50:34 PM	FMA Received 4/2/2018 3:51:38 PM	4/2/2018 3:50:40 PM	-
2	055-19961395	4/3/2018 12:25:30 PM	4/3/2018 12:26:51 PM	FMA Received 4/3/2018 12:35:22 PM	4/3/2018 12:26:58 PM	-
3	055-19930400	4/3/2018 12:55:56 PM	4/3/2018 12:56:51 PM	FMA Received 4/3/2018 12:58:57 PM	4/3/2018 12:56:55 PM	-
4	055-19961373	4/3/2018 12:57:46 PM	4/3/2018 12:59:41 PM	FMA Received 4/3/2018 12:59:48 PM	4/3/2018 12:59:45 PM	-
5	055-19961362	4/3/2018 1:01:19 PM	4/3/2018 1:03:18 PM	FMA Received 4/3/2018 1:03:34 PM	4/3/2018 1:03:21 PM	-

Account History

ACCOUNT HISTORY ▾

PAYMENT HISTORY
REFUND HISTORY
PREPAID BALANCE

Detailed reports of your payments, refunds and prepaid balance.

Payment History
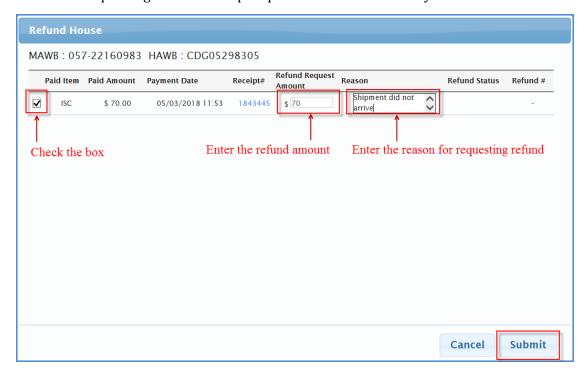
It contains all transactions in chronological order.

PAYMENT HISTORY

MAWB ▾ [ ] SEARCH

ANNOUNCEMENT :

Payment Id	Customer Id	User Id	Total Item	Total Amount	Status	Date of Transaction	Order Id
1970551	CASTEST	WFS	1	($95.00)	3	7/19/2018 6:28:31 AM	
1970550	CASTEST	WFS	1	$95.00	3	7/19/2018 6:24:22 AM	
1896407	CASTEST	WFS	1	($60.00)	3	6/5/2018 7:50:26 AM	
1896405	CASTEST	WFS	1	($60.00)	2	6/5/2018 7:49:51 AM	
1893847	CASTEST	WFS	2	$120.00	3	6/4/2018 9:37:32 AM	
1843445	CASTEST	WFS	2	$150.00	1	5/3/2018 11:53:43 AM	
1827688	CASTEST	WFS	1	$95.00	1	4/24/2018 9:57:05 AM	
1822001	CASTEST	WFS	1	($75.00)	3	4/20/2018 11:27:36 AM	
1821973	CASTEST	WFS	1	$75.00	3	4/20/2018 11:21:03 AM	
1797232	CASTEST	WFS	1	($6.00)	3	4/5/2018 9:44:03 AM	
1796001	CASTEST	WFS	1	$6.00	3	4/4/2018 12:55:01 PM	

Refund History

It has information for all requested refunds, approved and denied ones.

REFUND HISTORY

Master AWB ▾ [search] SEARCH

ANNOUNCEMENT :

Refunded | Requested | Denied

Total Count : 11

Payment Id	Requested By	AWB	Item	Total Amount	Date Refunded	Refund Id
1970551	mserzo@casusa.com	999-29691281	ISC	$-95.00	07/19/2018 06:28	15852
1896407	mivanova@casusa.com	006-11111111(123456)	ISC	$-60.00	06/05/2018 07:50	15282
1896405	mivanova@casusa.com	006-22222222	ISC	$-60.00	06/05/2018 07:49	15281
1822001	mivanova@casusa.com	176-89749004	ISC	$-75.00	04/20/2018 11:27	14792
1797232	ckim@casusa.com	999-11111111	Storage	$-6.00	04/05/2018 09:44	14609
1141149	ckim@casusa.com	999-11111111	Storage	$-4.50	02/08/2017 20:54	8706
1132275	ckim@casusa.com	999-33333333	ISC	$-73.50	02/01/2017 20:09	8711
1132274	ckim@casusa.com	999-33333333	Skid	$-5.26	02/01/2017 20:09	8710
1132273	ckim@casusa.com	999-11111111	ISC	$-73.50	02/01/2017 20:09	8709
387780	mivanova@casusa.com	999-48723684(5678)	ISC	$-65.50	05/11/2015 08:50	2771
214281	ckim@casusa.com	695-98382362	ISC	$-50.00	05/08/2014 10:08	1400

To ask for a refund or to edit Reference information, click on account history tab, then select payment history, then click on payment ID.
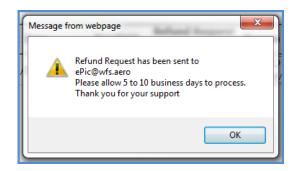

In the refund dialogue box, please select the check box, enter the amount of refund and the reason for requesting refund. The upkeep fee will be automatically refunded.
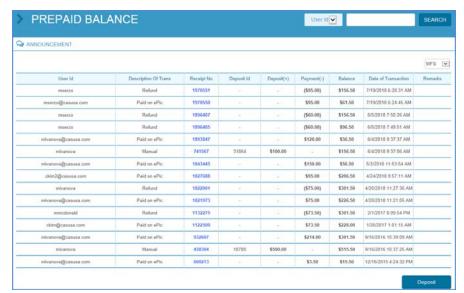
After clicking the submit button, you will get a confirmation dialogue box.

After the refund has been made, the item will be listed on the Refund History page.

Prepaid Balance

It is only for prepaid customers. It is a running total of the funds in your prepaid account.

User Id	Description Of Trans	Receipt No	Deposit Id	Deposit(+)	Payment(-)	Balance	Date of Transaction	Remarks
mserzo	Refund	1970551	-	-	($95.00)	$156.50	7/19/2018 6:28:31 AM	
mserzo@casusa.com	Paid on ePic	1970550	-	-	$95.00	$61.50	7/19/2018 6:24:45 AM	
mserzo	Refund	1896407	-	-	($60.00)	$156.50	6/5/2018 7:50:26 AM	
mserzo	Refund	1896405	-	-	($60.00)	$96.50	6/5/2018 7:49:51 AM	
mivanova@casusa.com	Paid on ePic	1893847	-	-	$120.00	$36.50	6/4/2018 9:37:37 AM	
mivanova	Manual	741567	31864	$100.00	-	$156.50	6/4/2018 9:37:06 AM	
mivanova@casusa.com	Paid on ePic	1843445	-	-	$150.00	$56.50	5/3/2018 11:53:54 AM	
ckim2@casusa.com	Paid on ePic	1827688	-	-	$95.00	$206.50	4/24/2018 9:57:11 AM	
mivanova	Refund	1822001	-	-	($75.00)	$301.50	4/20/2018 11:27:36 AM	
mivanova@casusa.com	Paid on ePic	1821973	-	-	$75.00	$226.50	4/20/2018 11:21:05 AM	
mmcdonald	Refund	1132275	-	-	($73.50)	$301.50	2/1/2017 8:09:54 PM	
ckim@casusa.com	Paid on ePic	1122500	-	-	$73.50	$228.00	1/26/2017 1:01:15 AM	
mivanova@casusa.com	Paid on ePic	932607	-	-	$214.00	$301.50	9/16/2016 10:39:09 AM	
mivanova	Manual	438304	18700	$500.00	-	$515.50	9/16/2016 10:37:25 AM	
mivanova@casusa.com	Paid on ePic	600213	-	-	$3.50	$15.50	12/16/2015 4:24:32 PM	

Administration

There are 3 main groups:

- Administration – set up company profile, manage group and users, set up address book and manage SITA address book
- My Profile – in here you can edit your profile, set up notifications, change password and question, and manage saved payment method
- Support – there is an ePic Easy Import and ePic Easy Export user manuals, our customer's list and useful list with SITA addresses for sending electronic messages to the airline.

Online users with Admin privileges can see "Manage group" and "Manage user" in the Administration drop down menu.

Manage group

Super Admin – This user has full access to ePic and is responsible for setting up company's users and their rights.

<div style="text-align:center">

<u>Accounting</u> – Full use of ePic with the exception of user management
<u>Operators</u> – Online Payment Access and operating reports only.

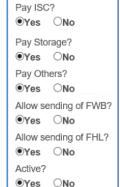</div>

Changing individual users' rights

The Super Admin can determine what an individual operator is allowed to pay for:

- Pay ISC
- Pay Storage
- Pay Others

Choose to edit one of the Users from the Manage User link. There you will have access to these rights.

The Super Admin can also allow a user to be able to transmit electronic messages from ePic Easy Export.

Search

Master AWB – Enter the full master bill number. Search and return a particular Master AWB. You may retrieve AWBs that are not consigned to your company. Much of the AWB data will be hidden from your view but you are permitted to pay for it.

House AWB – Search and return a particular house AWB
Flight No – Return all bills for a particular flight regardless of the date
Arrival Date – Select the date from the calendar drop down menu

Messaged Airlines

Many of the airlines we serve provide us with the freight messaging (FFM, FWB, FHL and FSN). We are working with the airlines to achieve 100% participation. When we receive messaging it gives you access to a number of features:

- Click and pay
- Tracking
- Online Carrier Certificates
- Customs Release interpretation (for participating airlines)

Messaging is received upon flight lift off from the origin station. You are able to pay for shipments prior to messaging arrives through the Manual Input feature.

Un-messaged airlines

Un-messaged simply means that we don't receive the freight messaging directly into ePic. However, you can pay for all of your shipments online through ePic. You will just be manually entering the AWB information.

Paying for Messaged Shipments

If a shipment is consigned to your company, when you first log in you will see a list of shipments we have received messaging for that have not been yet paid for. You can very simply click and pay for these shipments. When paying for messaged items you will be working in the "Open Items" section of Payable Items.

Paying ISC

If it is not a simple bill, you can choose to pay by either Master or House. Selecting one will grey out the other.

Paying Storage

To calculate storage automatically, select a storage date from the drop down. You can also add storage to most shipments after they are already paid for from the Paid but not pickup tab.

Your Cart

After selecting what you would like to pay for, click the Add to Cart button at the bottom of your screen. Your items will be added to the cart. Your cart can be accessed by clicking on the picture of the little white shopping cart or clicking the "View Cart" button.

Storage, ISC and other charges are listed as separate items. The upkeep fee will be calculated automatically after the Sub Total. Export charges and collect charges are not payable through ePic.

Your shipment will remain in the Open Items section until fully paid. It will say "In Cart" and payment options for ISC and storage are not available. No one will be able to select it for payment while it is in your cart. Once you process by Master all Houses will be considered processed. Once you process a house, you will no longer be able to process by master.

If you would like to delete the item from your cart and return it to the open items list as payable, click the Delete check box and then the Modify Cart button.

When you are ready to pay click the Pay Now button.

VIEW CART

Line Item(s) List

no	User	MAWB	HAWB	Flight No	Arrival Date	Terminal	Type	Amount	PickUp Date	Delete
1	Margarita Ivanova	057-22160983	CDG05298305	AF072	3/15/2018	LAX 5621	ISC	$ 70.00		☐
2							Storage	$ 3120.00	4/25/2018	☐
3		057-98956001		AF072	3/15/2018	LAX 5621	ISC	$ 70.00		☐
							Sub Total	$ 3260.00		
							Upkeep Fee	$ 10.00	(2AWB * $ 5.00)	
							Total	$ 3270.00		

MODIFY CART

PAY NOW

You can enter your own Reference number for each item (AWB) in the cart. Then select your payment option.

STEP 1 PAYMENT INFORMATION »	STEP 2 VERIFY »	STEP 3 CONFIRM »

CASUSA

MAWB	HAWB	TYPE	AMOUNT	Reference# (Optional)
057-22160983	CDG05298305	ISC	$70.00	
	CDG05298305	Storage	$3120.00	
057-98956001		ISC	$70.00	
	ISC Total		$140.00	
	Storage Total		$3,120.00	
	Others Total		$0.00	
	Upkeep Fee		$10.00	(2AWB*$5.00)
	Total		$3,270.00	

Payment Option Add Saved Payment   Saved Payment Method ▼

● Amex ending in 5065   expires on 08/18 Edit

Paying by Credit Card

WFS accepts most major credit cards: Visa, Master Card, Discover and American Express. Simply fill out the required fields and click the Verify button.

Paying by e-Check

If you wish to pay by electronic check, you need to make sure that your bank allows ACH payment.

You can enter information found on a regular paper check to process your payment online. Enter the required fields and click the Verify button.
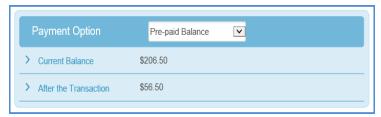
Acc. Holder's Name: This is the name appearing on the check. Most likely it will be the name of your company or the broker that provided you with the check.

Email: A receipt will be emailed to the main contact for your company. If you would like to receive an email too, enter your address here.

Paying by Pre-paid Account

The most convenient way to pay is to establish a prepaid account for your company. This is done by dropping off a check to your nearest WFS location. The check should reference your customer ID. The pre-paid balance account is a pool of funds available to users to make payments from. It can be used to pay for all charges.

To pay with your pre-paid balance you simply select it as your payment option and hit verify. As long as you have enough funds in your account the transaction will be processed. To see your balance history click on the shortcut for *Pre-paid Balance* under Account history.

Replenishing your online account

To replenish your account

- Click on Pre-paid balance under Account History.
- Click on the Deposit button in the lower right corner.
- Select your replenishment option of either e-check or Credit Card.
- Enter the required fields (see instructions above)
- Click verify

Paying with a Saved Payment Method

During the payment process and in your profile, you have the ability to save your preferred payment method securely via our banking partner. You can then select the saved payment option and select the saved credit card or e-check.

Paying for Un-messaged Shipments

To pay for a shipment on one of our un-messaged airlines you can click on the button called *Manual Input*.

Select the following:

Airport: Choose the airport where your shipment is.

Airline Code: Choose the airline prefix. All of the carriers that WFS handles at the airport you selected are listed here.

Airway Bill: Enter the 8 digit AWB number. ePic will do a check on the syntax to make sure it is correct. However, it is important that you enter this carefully.

Number of HAWB: If paying by house, choose the number of houses on this master bill. If it is a warehouse transfer there is no need to enter the houses.

Flight Number: Select the flight from the drop down menu.

Arrival Date: Select the flight date from the drop down menu.

Add Cart: If the box is checked the AWB will be placed in your cart.

Adding additional payments to an AWB that has already been paid for

To make an additional payment on a previously paid AWB click on Paid but not pickup button. You can add a storage payment by selecting the pickup date and then clicking on the Add to Cart button. Or you can click on the "More" button and enter a different amount of storage to pay.

You can pay for other services by clicking on others and select the charge that you would like to pay.
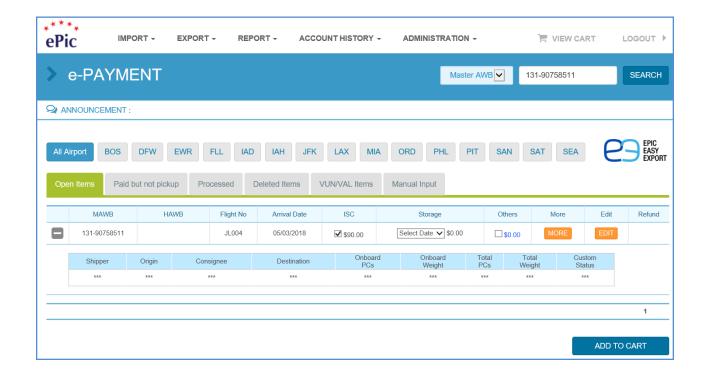
Search and Pay

Paying for Messaged Shipments prior to Message Arrival

You can enter payments for Master bills prior to their arrival using the *Manual Input* feature. Once the messaging arrives the AWB data is completely updated to your record.

Search and Pay: Paying for Shipments not Consigned to Me

If you would like to pay for a messaged bill that is not consigned to you, use the Search and Pay feature. Type the Master Airway Bill number into the Search field. The bill will be presented to you for payment. If your company name is not in the Consignee field then the shipment details will be hidden from you with asterisks.

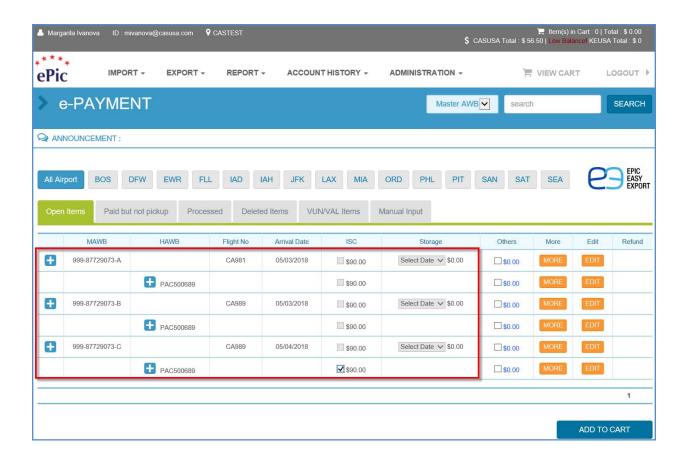# Pay for Partial Shipments

Messaged Partials

You can pay for partial shipments as they come in or once they all arrive. It is only necessary to select the last part if multiple parts are available to you. You will be charged ISC once per master or house and storage for the whole shipment based on the part you select. Once you select one part the other parts will grey out.

Always work with the LAST part received

⚠ For partials, always work with the last part received!

Storage is based on the total kilos for all parts being picked up and the arrival date of the flight.
The best way to pay storage is to check with the location how much the total storage for your partial shipment is and pay it with the MORE button only on the last part.

Troubleshooting

I can't see my shipment in the Open Items list.

There are a number of reasons why this could be happening:

1. It is not a messaged airline. Go to *Manual Input*

2. The flight has not yet departed so we didn't receive the messaging yet. You can pay for Master Airway Bills prior to the arrival of messaging. Go to *Manual Input*

3. Your company name is not listed as the Consignee or has been spelled incorrectly. You can still search and pay for this AWB. Search on the AWB number and Pay. If you know that you are the consignee, email the AWB number to epic@wfs.aero and we will research why it didn't show up for you.

All of the AWB details are hidden by asterisks (*****).

The Consignee name listed on the AWB did not match your company name. This could be because it was not consigned directly to you or the spelling of your company name was not recognized. You are still permitted to pay for this Airway Bill using the Search and Pay feature but will not be able to see the details of the AWB on your screen. Please note that we can update your company record to search for many different forms of your company name. If you are the exclusive forwarder for the consignee we can add their name to your company profile as well.

I searched for an AWB and it says "Paid for by ..."

Through Search and Pay you can see Airway Bills both consigned to you and not consigned to you. If the status says "Paid for by 3rd Party" then this bill is consigned to you and has been paid for by another company. If the status says "Paid" then the bill is not consigned to you and it has been paid for by a company called ABC Logistics.

I paid for ISC already but now I owe storage.

Click on the Paid but not pickup tab. You can add a storage payment by selecting the pickup date and then clicking on the Add to Cart button. Or you can click on the "More" button and enter a different amount to pay.

My echeck is being rejected with the message "SGS-002400: ACH is not offered with this account."

The bank account you have entered is not allowed to be used for ACH transactions. Please contact your accounting department to see if this can be allowed or to provide you with a different account. Note that if this is your company policy to not allow ACH you can still provide checks to our accounting department for deposit into your prepaid account.