



Online Ordering Guide:



Table of Contents:

Accessing WEXlink	2
Place An Order	3
Create A Round-Trip	6
Track Your Order	6
View delivery map	7
Print shipping label	7
View/print proof of delivery (POD)	7
Track events	7
View images/documents	7
Edit Your Address Book	8
Update Password	9
View Reports/Invoices	9
Need Assistance?	10

Accessing WEXlink

Go to www.washingtonexpress.com and click the **place order** button. You will be directed to the customer portal. Login to your account or continue as a guest.

Log in

Don't have an account? [Continue as a guest](#)

User Name

Password

Remember me

Place An Order

Select **Place Order** in the lefthand menu and enter your delivery details.

The screenshot shows the top part of the 'Place Order' page. On the left is a navigation menu with 'Place Order' (highlighted), 'Track Order', and 'Reports'. The main content area has a header with 'WEX' logo and 'Place Order' title. Below the title is a sub-header 'Enter your order details here'. There are three links: 'Delivery Times', 'Filing Guidelines', and 'Bill'. The main form area contains 'Order Ready By' section with two input fields: 'Ready by*' with a date picker set to 'Tuesday June 25, 2024', and another 'Ready by*' with a time picker set to '11:30 AM' and buttons for 'EDT' and 'ASAP'.

Choose your ready date/time.

Quickly swap your default pick-up address with the delivery address

Select from your saved address book or enter pick-up details below.

The screenshot shows the 'Pickup' form. At the top, there is a 'Pickup' title, a 'Swap Pickup/Delivery Info' link, and a 'Clear form' button. Below is a search bar 'Add from Address Book or Google Maps' with a search input 'Search for an address'. There are 'OR' and 'Validate' buttons. The form has several fields: 'Name*' (Washington Express), 'Street Address*' (11460 Edmonton Rd), 'Apt, Suite, Bldg (optional)' (Suite 100), 'City*' (Beltsville), 'State*' (Maryland), 'Postal code*' (20705), and 'Country*' (USA). There is a 'Residence' checkbox. Below is a 'Stop notes (optional)' field with 'e.g. Leave at front desk'. There are also fields for 'Contact (optional)' (Jane Doe), 'Contact phone (optional)' (301-210-3500), and 'Contact e-mail (optional)' (jane.doe@washingtonexpres). At the bottom, there is a 'Save Address' section with a radio button 'Add to Address Book'.

Check this box if we are picking up from a residence

Leave any relevant notes, i.e. "call contact upon arrival" or "pick-up at reception"

To save this info for future deliveries, choose "Add to Address Book"

Delivery [↔ Swap Pickup/Delivery Info](#) [Clear form](#) [^](#)

Add from Address Book or Google Maps

Select from your saved address book or enter delivery details below.

OR

Name*

Street Address*

Apt, Suite, Bldg (optional) City*

State* Postal code* Country*

[Validate](#)

Residence

Stop notes (optional)

Leave any relevant notes, i.e. "call contact upon arrival" or "leave with reception"

Contact (optional) Contact phone (optional) Contact e-mail (optional)

Save Address
 Add to Address Book

Check this box if we are delivering to a residence

To save this info for future deliveries, choose "Add to Address Book"

Service Details [^](#)

Delivery Service type* Package type (optional)

Enter your desired service type and package type here. Use the "quote this order" button at the bottom of the page to view the time parameters and cost of each service type.

Pieces* Weight* lbs

Vehicle*

Enter your vehicle type. You can view what areas qualify for bike service using the "bike zone map" in the top right menu.

Order References ^

Reference (optional)	B/L(Alias) (optional)
<input type="text" value="Reference detail"/>	<input type="text" value="Reference detail"/>
Other (optional)	Invoice (optional)
<input type="text" value="Reference detail"/>	<input type="text" value="Reference detail"/>

This is where you can enter your firm's billing reference, if applicable.

Notifications Save ^

Send	To	When shipment is
<input type="text" value="E-mail"/>	<input type="text" value="jane.doe@washingtonexpress"/>	<input type="text" value="3 Events"/>
<input type="text"/>	<input type="text" value="Add an email address"/>	<input type="text" value="Created"/>
<input type="text"/>	<input type="text" value="Add an email address"/>	<input type="text" value="Delivered"/>
		<input type="text" value="Pickedup"/>

+ Add a contact option

Check off which delivery notifications you would like to receive & add additional contacts to receive them.

Notes (optional)

Save as EZ Ship (optional)

Check box and enter a short phrase in the text area below to save the information entered in this order for use again later. The next time, select that phrase in the EZ Ship menu on the top right to populate all the saved information. Use the phrase **Default** to save/overwrite the default information you would like to see every time you place an order.

Save this information for use again later (EZ Ship)

Add any additional notes about what we're picking up, delivery instructions, or attach any images or relevant documents about the order.

If this will be a frequent delivery request, save the entire order as an "EZ Ship" order and "Fill with EZ Ship" next time.

Place or quote your order.

Create A Round-Trip

Once your order is placed, you can order a round-trip under the **Place a new order** menu.

The screenshot displays the WEXlink online ordering system interface. On the left, there is a sidebar with contact information for OMX (11460 Edmonston Road, A, Beltsville, MD 20705, USA) and a phone number (301) 210-0890. Below this, the 'Order Details' section shows the 'Ready Date' as Tuesday, June 25, 2024, at 4:00 PM. The 'Package Details' section lists: Service type: Regular; Package type: Env-Pkg; Pieces: 1; Weight: 1lbs; Vehicle: Car; DLC value: \$0.00. There is also a checkbox for 'Collect Cash on Delivery?'. The 'Order References' section is currently empty.

On the right side of the interface, there is a map showing the current location. Below the map, there are two main sections:

- Print**: Includes a 'Print' icon, the text 'Print this order's details', and a link 'Print shipping label →'.
- Place a new order**: Includes a 'Place a new order' icon, the text 'Place a new blank or pre-filled order', and several links: 'Order from same pickup address →', 'Order round trip →' (highlighted with a red circle and a red arrow), 'Order from default location →', and 'Order from a new location →'.

Track Your Order

In **Keywords**, enter the order # (found in your confirmation email) to directly pull up the order, or enter any relevant order detail or select a date range and click the search button.

The screenshot shows the 'Track Order' page in the WEXlink system. On the left, there is a sidebar with the WEX logo and three main navigation buttons: 'Place Order', 'Track Order' (highlighted in a light red box), and 'Reports'.

The main content area is titled 'Track Order' and includes the instruction: 'Find your order using the search bar and follow it using the map on the right.' Below this, there is a search bar with two input fields: 'Keywords' (with the placeholder text 'What are you looking for?') and 'Date Range' (with the placeholder text 'Past 2 weeks'). A search icon is located to the right of these fields. A red arrow points to the 'Keywords' input field.

At the bottom right of the search area, there is a link for 'Advanced Search'. In the top right corner of the page, there are links for 'Delivery Times' and 'Filing Guide'.

From the tracking page, you can:

1. View delivery map.
2. Print your shipping label.
3. View/print your proof of delivery (POD), including signature and photo proof of delivery.
4. Track events (i.e. track driver stops, contact issues, order issues, etc).
5. View images/documents attached to the order.



Order #3488969

ETA



Print

Shipping label

POD Document

Latest activity



2020 K St NW, Washington, DC 20006

Delivered

Messages and events

Stop Complete at Delivery stop

Jun 26, 03:12 pm

Bingham McCutchen, 2020 K St NW Washington DC 20006

Stops Events Documents (5) Overview

Show oldest first



PICKED UP

Jun 14, 2024 01:09 PM ET

WEX

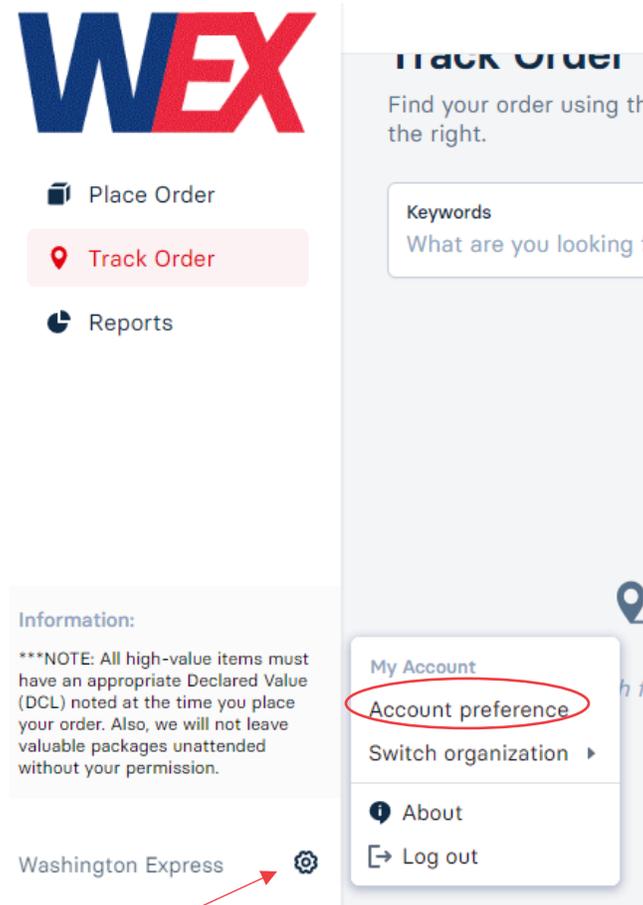
11460 Edmonston Rd, Suite A, Beltsville, MD 20705

Due by 6/15/2024 02:00 PM ET

POD: Test 6/14/2024 at 1:09 PM ET
Picked up 6/14/2024 01:09 PM ET

Edit Your Address Book

1. To add or edit your delivery address book, navigate to the **settings icon** in the bottom left corner and click **Account preference**.



2. Save new addresses to your public (or company) address book or to your personal list.

Save address to:

Public address book

My address book only

Add address +

Update Password

To change your password, navigate to the **settings icon** and click **Account preference**. Under the **Administration** tab, you will see the option to update your password.

The screenshot shows the 'My Account' page with a navigation bar containing 'Address Book', 'EZ Ship', and 'Administration' (circled in red). Below the navigation bar is a 'Change Password' form with the following fields: 'Username' (amontoya), 'Current Password*' (empty), 'New Password*' (empty), and 'Confirm New Password*' (empty). An 'Update Password' button is located at the bottom right of the form.

View Reports/Invoices

To view order summaries and current or past invoices, navigate to the **Reports** tab in the lefthand menu.

The screenshot shows the WEX Reports page. The left-hand menu includes 'Place Order', 'Track Order', and 'Reports' (circled in red). The main content area is titled 'What kind of report do you need?' and contains four report options: 'Delivery manifest', 'Order charges', 'Order summary', and 'Invoices'. Each option includes a brief description and a 'See reports' link. The 'Reports' link in the left-hand menu is circled in red.

Need Assistance?

Contact **Customer Service**

Email: info@washingtonexpress.com

Phone: (301) 210-3500