

eShip Global FAQ's

Q: What is eShip Global? Does it take the place of my current preferred shipping carrier (e.g. FedEx, etc.)?

A: eShip Global is primarily a shipping compliance platform with some other helpful features as well. However, it does NOT take the place of the actual carriers handling the shipment of your materials. Any issues with transportation and customs should still be addressed with those companies directly (some assistance is also available from support@eshipglobal.com)

Q: How do I sign up? Do I need a special log in?

A: Please go [here](#) to create an account. You will use your NetID and Cornell's duo authentication system to log in.

Q: Is use of eShip Global mandatory? Why?

A: Yes. eShip Global allows Cornell administration to ensure all shipments are being handled in accordance with applicable laws and regulations (i.e. Export Controls and HazMat/DOT).

Cornell is currently running a pilot program for eShip Global. All shipments originating from one of these [centers, labs, institutes, or programs](#) on campus must be processed through eShip Global as of 07/05/2022. Wider implementation across campus is expected in the near future.

Q: Can I save my progress within eShip Global when creating a shipment? What if I have to pause to stop and do something else?

A: Please take note that there is no way to save your progress once you've begun a shipment in eShip Global. There is a timeout after 45 minutes of inactivity so please plan accordingly.

Q: What happens after I enter in all the shipment fields in eShip? Who is approving it?

A: Your shipment will be routed to the Export Controls Office (for international) and/or Environment, Health and Safety (for Hazardous Materials) for final approval. Export Controls will review to ensure no license is required to export while EHS will review whether shippers have classified hazardous materials appropriately and received appropriate DOT training for the materials being shipped. Domestic shipments of non-hazardous materials will not require any approval from administration.

Q: Why am I required to enter in an individual contact person for the recipient as well as a company name?

A: Since many foreign entities are on restricted parties lists (even foreign universities), it is imperative that you provide the full shipping address of the recipient, inclusive of the business/institution your materials are going to so that all names can be screened accordingly.

Q: What happens after approval? Can I ship then?

A: You will receive an email stating that your shipment has been approved. At that point, you are cleared to proceed with your shipment. At that time you will be able to print your Air Waybill, additional shipping documents (e.g. Commercial/Proforma Invoice), or schedule a pick-up.

NOTE: For all international shipments it is your responsibility to save all documents you create (e.g. shipping label, invoice, etc.) for **five years**. eShip Global can maintain records but is only a back-up storage system that should not take the place of pre-existing internal record retention systems.

Q: What is an "Air Waybill"?

A: This is your shipping label; the carrier scans this at time of pick-up to initiate shipping and tracking.

Q: Are there any best practices for affixing labels to my package?

A: eShip will include instructions for this along with the Air Waybill once you print it. Air Waybill can be taped to package or placed in a pouch, other marks and labels should be covered in clear tape if not self-adhesive.

Q: Why do I get two different documents when I select "Print Air Waybill"? Are both necessary?

A: One of these documents is your shipping label that the driver will scan at pick-up. The other is a waybill doc that the carrier utilizes to assist in the foreign customs clearance. Both documents are necessary. Please print three copies of each for an international shipment.

Note: It is a best practice to obtain self-adhesive see-through document pouches to affix all paperwork to the packaging. These can be ordered directly through eShip Global. [eShipGlobal - Order Supplies](#)

Q: What is a Commercial/Proforma Invoice? What do I do with it?

A: This is a document necessary for foreign customs clearance on all international shipments. It should be printed in triplicate and placed in the clear document pouch that gets attached to the packaging.

Q: How do I get my package/shipment picked-up?

A: You can use current routine pick up locations or drop boxes as in the past. Some carriers require scheduled pick-ups for hazardous material shipments (i.e. FedEx Ground).

Q: How can I get more training and find out more information?

A: Please review the training materials on our [website](#). In addition, you can reach out to exportcontrols@cornell.edu to request a zoom training session for your department. We plan to hold regular “live” virtual training sessions with the eShipGlobal representatives. Please reach out to find out the date of those training sessions, or to request that your name is added to the list of trainees.

DOT training is offered through [CULearn](#). If there are questions about which training is required, [contact EHS](#).

Q: What if I’m having technical issues with eShipGlobal, or have a question about how to use the program?

A: Please contact support@eshipglobal.com (tel: (972) 518-1775) with a copy to avasan@eshipglobal.com

[Contacts at Cornell University](#)

Export Controls for international shipments

exportcontrols@cornell.edu

[\(607\) 255-5284](tel:6072555284)

Hazardous materials shipping questions, including packaging and training

AskEHS@cornell.edu

607-255-8200

Last updated

Terrence Rusch, Oct. 4, 2022