e-MassPost User Guide

e. MASS POST

•

1 Introduction

1.1 What is e-MassPost?

e-MassPost is an online registration tool for large deposits offering three fast and efficient solutions:

- <u>Free input</u>, supported by dynamic lists (automatic adaptation of values based on user-linked contracts and existing data).

- <u>Based on a fixed model</u>, stored and modifiable by the user as needed, which speeds up the process further.

- <u>Based on a package</u> (specific for some contracts) so that input fields can also be limited.

e-MassPost automatically calculates the applicable price based on the input.

After confirmation you can print the deposit declaration, which will be attached to your mail items. This report replaces the paper form, which needs to be completed by hand.

Another advantage of e-MassPost is online tracking of deposits.

You probably want to know whether the deposit you have just registered has been received by a MassPost Center or whether it has been held up. Now you can find out. With real-time tracking you can see the status of your deposit in the chain.

With e-MassPost you can also retrieve and print the details of your registered and approved deposits. e-MassPost generates deposit declarations and deposit breakdowns for you.

Last but not least, e-MassPost provides added value when it comes to sharing information with your staff or subcontractors in the mail industry.

You can confirm information registered by a third party and track all deposits linked to your contract online.

1.2 The principles governing access to e-MassPost

You the customer, via your administrator, create the user accounts you need directly.
The access of each user can be restricted based on the following criteria: type of mail items, invoice address and rights (registration, confirmation, price viewing, tracking and online viewing of contracts).
If you work with one or more mail service providers (subcontractors), your administrator can create accounts for them in the same way as internal user accounts are created.

2 Accessing e-MassPost

You need to be online to access e-MassPost. We recommend a PC with Microsoft Internet Explorer 6.0 or higher or Mozilla Firefox 2.0 or higher.

There is a link to MassPost on De Post-La Poste's portal at
http://portal.post.be
If the portal page does not open, contact your IT department to sort out the problem with your online connection.

Click [Log on] in the top right menu to access the logon page.

3   Logging on to e-MassPost

Enter your user name and password in the appropriate fields.

Use the tab key on your keyboard to move between fields, or use your mouse.

When your details have been entered, click [Log on].

<u>Remarks</u>

-       Your user name and password are case sensitive, which means that uppercase and lowercase forms of the same letter are treated differently. (preferably apostrophes or special characters)
You can change the language in which pages are displayed by clicking the desired language at the top left of the page.

FR NL DE EN
-       You must change your password the first time you log on.
See 'Managing user accounts' (section 8).

4 Home page: menus and navigation

4.1 General

If your logon attempt is successful the next page to be displayed will contain links to your accounts and deposits.

To go to e-MassPost click the picture in the middle labelled *e-MassPost deposit messages*
Customer selection page for subcontractors

4.2 Customer selection page for subcontractors

If you are a subcontractor, start by selecting your customer from the Postal Business Contracts (PBC) list.

You can change the PBC at any time by clicking "Change PBC" in the menu.

Once you have selected a PBC, the e-MassPost start page will open.

Remark

Allocating rights is handled in section 8.2.3 of this guide.

4.3 e-MassPost start page

The general navigation menu (main menu) is displayed on the left of the page.

These links provide direct access to the relevant function, such as registering deposits, retrieving deposit details or administering users if you are an administrator.

Click on the relevant heading to access the function you need.
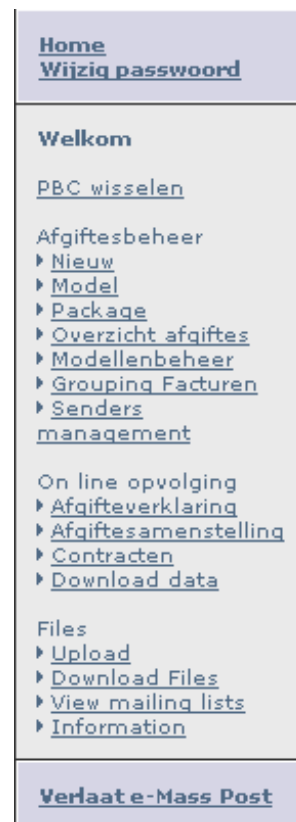
The main menu remains accessible when you use e-MassPost.

The same goes for the menu at the top of the screen. This provides access to De Post-La Poste contact addresses (*Contact* and online *Help* for e-MassPost. You can also exit eMassPost by clicking *Log off*).

A message will always be displayed to warn you if you try to exit eMassPost without saving changes you have made.

4.4 Messages

A message will be displayed at the top of the page if the system finds an error or an obligatory field is left blank.

Correct the error or input the required information to proceed.

5 Managing deposits

5.1 Registering a deposit

e-MassPost provides two options for registering your large deposits online.
Each option comprises a fast six-step registration process.

5.1.1 Free input

5.1.1.1 Anouncement of a deposit without pre-booking

Click *New* in the main menu.

Remark

The items in the main menu differ depending on the user's access rights. So if the user does not have
the right to approve a deposit, that option will not be displayed in the main menu.

If you wish to change your user profile, please contact your e-MassPost administrator.

Step 1

e-MassPost tells you which PBC is being used and what your status is in each step of the registration process.

Welkom op de website e-Mass Post !
, ITALIELEI 124 , 2000 ANTWERPEN

Stap 1 - Selecteer een facturatie adres　　　■ □ □ □ □ □

You begin the deposit registration process by selecting the invoice address you wish to use.

Select the appropriate address from the dropdown menu.

Stap 1 - Selecteer een facturatie adres　　　■ □ □ □ □ □

14926 SPEOS BELGIUM RUE BOLLINCKX 32, ANDERLECHT 1070

Om uw facturatie adressen bij te werken, gelieve een mail naar Customer Care te sturen via uw Beheerder.

Ok

If there is only one valid invoice address it will be automatically displayed.

Click [OK] to proceed to the next step.
Step 2

Stap 2 - Registreer uw Afgifteverklaring　　　■ ■ □ □ □ □

Product　　　　　　Aangetekend prior

Afgiftedatum

Afgifteplaats　　　　Aalst

Opgeladen bestand　　Geen Bestand

< Vorige　　Volgende >

Helpdesk contacteren

Remark
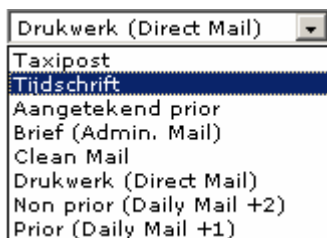
To return to the previous step click [Back].

Remember: If you have not confirmed your input by clicking [Next] it will not be saved.

The same applies in all subsequent steps.

There are two parts to step 2.

First you need to input the product, date and place of deposit.

1. Select the *Product* you wish to deposit from the dropdown list.


```
Drukwerk (Direct Mail)    ▼
Taxipost
Tijdschrift
Aangetekend prior
Brief (Admin. Mail)
Clean Mail
Drukwerk (Direct Mail)
Non prior (Daily Mail +2)
Prior (Daily Mail +1)
```

2. Enter the *Deposit Date*:

Click the calendar

Select the appropriate date.


```
Kalender - Microsoft Internet Explorer

                 september 2003
       MA   DI   WO   DO   VR   ZA   ZO
       01   02   03   04   05   06   07
       08   09   10   11   12   13   14
       15   16   17   18   19   20   21
       22   23   24   25   26   27   28
       29   30

                    Volgende
```

Remark

Remember to schedule your deposit at the MassPost Centre. The registration of your deposit via e-MassPost can <u>never</u> be regarded as final. You must agree a date with the MassPost Centre.

3. Select the *Place of Deposit* from the list and click [Next] to save.


```
Aalst                     ▼
Aalst
Aarschot
Antwerpen X
Arlon
Brugge
Brussel X / Bruxelles X
Charleroi X
Eupen
Froyennes
Gent X
Hasselt
```

3. Select the type of file to be uploaded.


```
Geen Bestand             ▼
Geen Bestand
Mail-id Bestand
Data-Qualiteits Bestand
```

No file needs to be uploaded for regular deposits (i.e. not Mail ID or Data Quality). For a Mail-ID deposit select "Mail ID file". You will be asked to upload the file in a few steps' time. See section 5.1.2 for more information about creating a Mail ID deposit.
You can also select a Data Quality file if you wish to create a deposit in which the data quality of your addresses is checked. If data quality is sufficiently high you will be given a special discount.
Only customers with an agreement who announce printed matter or letters in advance can upload a Data Quality file. If you do not have an agreement but still select Data Quality you will not be asked to upload a file in step 5b.
Mail ID and Data Quality deposits can only be approved after the files have been processed by De Post-La Poste.

See the Mail ID technical guide, which is accessible via Files > Information in the menu, for information on how to format a Mail ID and Data Quality file.

Confirm your selections to open the next part of the screen.

When announcing letters (admin mail) there is an extra "early deposit" box, which must be ticked if the deposit is to be made before noon.

4.   Select the *Size/Weight* type of the deposited product from the dropdown list.

This field is filled out automatically, if only one value is possible based on the existing data.
Remark

There are three size/weight types:

▪   Identical: all mail items are the same weight;

▪   Same size, same weight bracket: the mail items are of different weights within a single weight bracket;

▪   Category: the mail items are of different weights in different weight brackets (only for deposits under an agreement);

5.   Select the *Destination of your items*.

This field is filled out automatically, if only one value is possible based on the existing data.

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Click [Next] to confirm.

Step 3

Page 1

1. Make a selection from the dropdown list for the appropriate fields as you did in the previous steps.
2. The Product field is only displayed if the product comprises several sub-products that can be deposited as part of the same deposit.

3. In the Quantity field enter the number of mail items per weight category or weight bracket.

4. Depending on the product type you will have to enter the piece weight of the individual item or the average piece weight.

5. The Piece Weight and Total fields are not displayed if they are not relevant.

These data are included in a single line in the event of identical mail items.

There are two ways to display the lines needed to enter mail items with a different weight for other deposits:

- By clicking the [Add] button;
- By pressing the Enter key on your keyboard when one of these fields is selected.

Enter the exact weight for mail items with a different weight but in the same weight bracket.

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Enter the average weight or the maximum weight of the weight bracket for the mail items of the *Category* type (mail items belonging to different weight brackets).

To delete a line, click ✗ at the start of that line.

6. When you have entered all the characteristics of your deposit click [Next].

Remarks

▪ Check the Mechanisation details (Small, Large, Special) in the MassPost Guide.

If the values you enter are incompatible the following message will be displayed in red:

De geregistreerde criteria stemmen met geen enkel mogelijke combinatie overeen.

To avoid the same deposit being announced more than once e-MassPost displays a warning if a deposit is found with the same details as the deposit you are in the process of creating.
You will have the opportunity to view the deposit declaration(s) of these existing deposits on that page. If the deposit is not the same after all you can continue to create the deposit.

Er zijn aankondigingen gevonden die overeenkomen met de huidige aankondiging				▪▪▪□□□
Afgiftenummer	**Product**	**Aantal**	**Datum**	**Rapport**
7501/66	Genormaliseerd drukwerk onder conventie	4000	21/11/2006	Rapport
			< Vorige	Volgende >

Helpdesk contacteren

Page 2

By providing information on the geographical distribution of your deposit you give De Post-La Poste better insight into the expected workload in the various regions, which means that the service can be tailored to customers more by means of regional planning.

Stap 3 - Registreer uw Afgifteverklaring	▪▪▪□□□

[NL] Volume distributie per regio

Mijn geografische distributieverdeling is:

	% (vb:25,50,25)
1000 – Brussel X/Bruxelles X	
2000 – Antwerpen X	
4000 – Liège X	
6000 – Charleroi X	
9000 – Gent X	

Ik ken de geografische verdeling niet ☐

< Vorige	Volgende >

You can provide information on the regional distribution of your deposit on this page.

You need to enter percentages. E.g. 50, 25, 25. If the percentage is 0 you can leave the field blank. The total must not exceed 100%, but it can be lower than 100%.

If you have no information on geographical distribution, tick the "I have no information on geographical distribution" box. The section will disappear automatically. Now Click <Next>.

Step 4

A summary of the conditions and prices applicable to your deposit is shown based on the information you have provided.

Stap 4 - Uw afgifte valt onder volgende voorwaarden	■ ■ ■ ■ □ □

Afgiftevoorwaarden

Annex	SMALL FORMAT MIN 500 NATIONAL		
Product	**Drukwerk**	Minimum hoeveelheid	**500**
Normalisatie	**Niet van toepassing**	Afgiftedatum	**31/01/2008**
Formaat / Gewicht	**Identiek**		
Mechanisatie	**Niet van toepassing**	Afgifte tot	**16:00**
Sortering	**Niet gesorteerd**	D +	**2**
Frankering	**PB**	Afgifteplaats	**Aalst**
Bestemming	**Nationaal**		

Toegepast basistarief

Product	Gewicht (in g)	Tarief
Drukwerken Small Format - Voorkeurtarief	10	0,41

	< Vorige	Bewaar als model	Volgende >

You have three options:

1. You can change information

Click [Back] to return to the page or pages containing the information you wish to change.

Change the relevant information.

Remark

Changes you make may lead to changes to other information on another page.

2. You can save this registration as a template
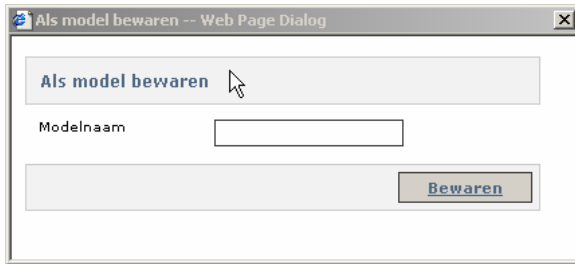
Click [Save as template] to go to the next page.

Enter a name with which you can easily identify the template.

Now click [Save].

Remarks

- The management and use of these templates are handled in section 5.4.
- If the template name is already in use e-MassPost will warn you and ask if you want to replace the existing template with the new one.

3. You can go to the next step to enter your invoicing details

Click [Next].

Step 5

Now you can enter your invoicing details.

Here you can enter information on any optional services and information that helps you to quickly identify deposits on your invoices and reports.

1. The total price for each price bracket is displayed in *Applicable basic prices*.

   The last column states the postage payable if you pay with a postage meter.

   If you pay with roll stamps enter the corresponding amount.

2. The *Options* table will be displayed if you have selected any options for your deposits (e.g. Overflow).

3. The *Discounts* table will be displayed if applicable, stating the type, the percentage and the total amount of the discount. These discounts are calculated automatically. The user cannot change them. The data quality discount will be "undefined" because it cannot be calculated until the file has been processed by De Post-La Poste.

4. Enter the details needed for invoicing via the dropdown lists. You may choose to enter the value directly or to select it from the most recent references in the dropdown list.

e-MassPost displays the information automatically. It is directly linked to the invoice address selected for this deposit.

The invoice references must be entered in this field. This should facilitate the internal check of your invoices.

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PB/Frankeermachine nr

This field will only be displayed if you have selected Postage Meter or Postage Paid as payment method. If it is displayed you must enter the right number.

Factuur groepering

This field enables you to group invoices based on a criterion you enter here.

Your Administrator can establish these values and decide to make them obligatory.

This is a fast solution that limits the chance of input errors.

Otherwise the *Invoice grouping* field is optional and users can enter their own value.

Onderaannemer

There are two options.

- If the mail items are to be deposited by a third-party firm,

  select the subcontractor from the list or input the subcontractor's details manually.

- If you are a subcontractor and you are registering a deposit on behalf of your customer, the field will be filled out automatically with your details.

Commentaar

In the *Remarks* field you can provide the description of the deposit.

The description can be found in the *Deposit Breakdown* summary report.

5. You can perform an initial registration of your deposit by clicking [Save].

Senders

If you announce a deposit under an agreement that requires an Identified Sender, there are two extra administrative data fields in step 5:

If you leave the "Identified sender" field blank the following message will be displayed:
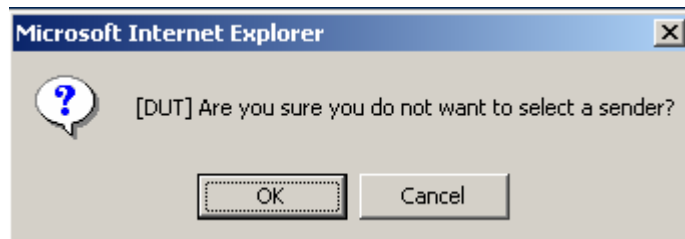
Step 6

In the final step you can review the deposit and invoicing details.

The details relating to your deposit have been saved, but they still need to be approved.

If you leave the application now these details can be retrieved using the provisional number displayed at the top of the page.

That means that you can either wait before approving your order or complete the final checks immediately.

The summary can be printed to facilitate checking. Simply click 🖨 Print friendly versie .

Stap 6 - Controleer de samenvatting   ■ ■ ■ ■ ■ ■

Afgiftevoorwaarden

Product	**Drukwerken Small Format (conventie)**	Minimum hoeveelheid	**10.000**
Normalisatie	**Niet van toepassing**	Afgiftedatum	**22/05/2007**
Formaat / Gewicht	**Identiek**		
Mechanisatie	**Niet van toepassing**	Afgifte tot	**15:00**
Sortering	**Niet gesorteerd**	D +	**4**
Frankering	**Frankeermachine**	Afgifteplaats	**Brussel X / Bruxelles X**
Bestemming	**Nationaal**		

Toegepaste basistarieven

Product	Aantal zendingen	Gewicht (in g)	Eenheidsprijs	Totale prijs	% BTW	BTW bedrag	Gefrankeerd bedrag
Drukwerken Small Format (conventie)	20.000	10,00	▬	▬	0	0,00	.46

Opties

Optienaam	Kwantiteit	Tarief	Totale prijs	% BTW	BTW bedrag
1:Corr voorgefrankeerd	1	12,3947	12,39	0	0,00

Kortingen

	Naam	Percentage	Totaal	Totale BTW
☑	Drop Size	1,90 %	▬	
☑	Usage of Emasspost	0,25 %	▬	

Facturatie gegevens

Facturatie adres	
Bankrekening Nr	
PB/Frankeermachine nr	**4083**
Factuurreferentie	**06/2470 TELENET 140 du 22/09**
Factuur groepering	**Mailings (marcom)**
Onderaannemer	
Commentaar	

Totale prijs

Totale prijs	▬	€
Gefrankeerd bedrag	▬	€
Te betalen	▬	€

< Vorige	Bevestiging vr.	Bevestigen	Nieuwe afgiftegroep

The confirmation corresponds to a deposit declaration to De Post-La Poste.

Upon confirming you are given access to a print-friendly version of the *Deposit Declaration*, which you have to attach to your deposit.

The contents of the Deposit Declaration are listed in section 6.1.

1. If you are ready and you have the right to confirm, click [Confirm].

2. If you are not ready or do not have the right to confirm, you can email the competent person.

Click [Request confirmation] to select the competent user.

An email will be created automatically in your email application.
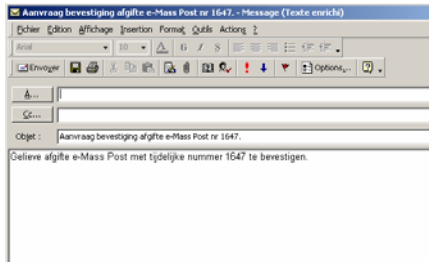
The email address of the addressee will be generated automatically if it is in his user's profile. The entire confirmation process is described in section 5.3.

3. If you wish to add this deposit to a new deposit group click [New deposit group]. See section 5.1.5 for more information about deposit groups.

Remark
After confirmation the details can only be changed by a member of staff of De Post-La Poste.

5.1.1.2 Announcing a deposit with pre-booking/booking and announcement by the customer (DM Inspire)

Pre-booking

Step 1

Choose the invoice address

Step 2

Choose the product group – product: DM Inspire and enter the drop date

An error message will be displayed if the drop date is too soon (see product sheet).

It is not possible to enter the place of deposit and any file that may be uploaded. This must be done in a later step.

Pre-booking phase

Please register your Drop declaration

Product	**DM Inspire**
Drop Date	25/03/2011
Delivery time	**4**
Format / Weight	**Identical**
Destination	**National**
Format	Large Format ▾ ✱

Drop Time and Location

Unit Weight [_____] ✱

Drop Location	25/03/2011
	Volume
Antwerpen X ▾	[_____]

Total volume 0

Add Drop Location	**Add Drop Day**

| | **Previous** | **Next** |

Enter the correct details. ✱ compulsory fields (format and unit weight)
You can add places and dates of deposit by clicking the appropriate button.
Example:

Drop Time and Location

Unit Weight [_____] ✱

Drop Location	25/03/2011	28/03/2011 ✗
	Volume	**Volume**
✗ Antwerpen X ▾	10000	[_____]
✗ Brussel X / Bruxelles X ▾	20000	25000
✗ Charleroi X ▾	15000	30000

Total volume 100000

Add Drop Location	**Add Drop Day**

| | **Previous** | **Next** |

Click "Next".
In the event of an empty volume field the following message will be displayed:

> **Warning: for split drops, you have to fill in a volume of '0' for combinations of drop date/location on which you don't want to add a drop. If you don't fill in any value for a drop volume, a draft booking version will be created.**

Pre-booking phase

Contactinfo

Below one or more contacts can be added.

Contact1

Name   contact1   *

Email   contact1@post.be   *

Phonenumber   000000000   *

Contact2

Name   contact2   *

Email   contact2@post.be   *

Phonenumber   000000000   *

Add extra contact info

Adminstrative data

Client reference   Select previous value ▾   example   *

Metering machine   Select previous value ▾   400   *

Invoice grouping   Please select... ▾

Router   Select previous value ▾

Customer comment

Back   **Attach mailingfiles**   **Save**

Enter the contact person's details. You can add additional contacts.

*   compulsory fields.

You can <u>attach the mailing file</u> immediately or click "Save" and attach the mailing file at a later date.

Attach mailingfiles

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Link mailing files

Select one or more already uploaded mailing files to link with the Drop. Notice that the number of addresses must match the total number of pieces on the selected day.

Day 1: 25/03/2011

Location	Number of items	Master mailing file
Antwerpen X	10000	
Brussel X / Bruxelles X	20000	
Charleroi X	15000	

Day 2: 28/03/2011

Location	Number of items	Master mailing file
Antwerpen X	0	
Brussel X / Bruxelles X	25000	
Charleroi X	30000	

Back   Confirm

In the "Master mailing file" column you will see a list of files you uploaded in the usual way to link to the pre-booking per day.

Click "Confirm" to complete the pre-booking.

Welcome to e-Mass Post
BPOST CONTRACT TEAM, MUNTCENTRUM 1STE VERDIEPING 1, BRUSSEL 1000,

Total price

General info

Product	**DM Inspire Large Format**	type off weight	**Identical**
Format	**Large Format**		
Sorting type	**Sorted intelligent bundling**		
Destination	**National**		

Base rates applied

Day 1 : 25/03/2011

location	Number of items	Unit weight	D +
Brussel X / Bruxelles X	10000		4
	20000		4
	15000		4

No mailinglists found

Day 2 : 28/03/2011

location	Number of items	Unit weight	D +
Antwerpen X	0		4
Brussel X / Bruxelles X	25000		4
Charleroi X	30000		4

No mailinglists found

Invoice details

Invoice address	**BPOST CONTRACTEAM, CENTRE MONNAIE 1,1000 BRUSSEL**
Metering machine	**400**
Invoice reference	**example**
Invoice grouping	
Router name	
Comments	

Ok

Click "OK" .
The pre-booking is displayed in the "pre-bookings" tab under "Overview Deposits".

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Booking ID	Created By	Product	Reference	Address	Drop datum	Status				
31	POST\bruynok	[ENG] DM Pulse Large Format	test	BPOST CONTRACTEAM, CENTRE MONNAIE 1, 1000 BRUSSEL	16/12/2010 - 14/01/2011	[ENG] Pre-booked		Details		Book
121	PRINTSCREENS	[ENG] DM Inspire Large Format	example	BPOST CONTRACTEAM, CENTRE MONNAIE 1, 1000 BRUSSEL	25/03/2011 - 28/03/2011	[ENG] Pre-booked Draft	Edit	Details	Cancel	

Booking

Converting a pre-booking into a booking for the DM Inspire product. The deadlines for the various phases are displayed in the product sheets.
The "Book" button will be displayed at the end of the pre-booking line if booking is available. Click the "Book" button.

12	POST\bruynok	[DUT] DM Inspire Large Format	TEST	BPOST CONTRACTEAM, CENTRE MONNAIE 1, 1000 BRUSSEL	15/02/2011 - 16/02/2011	[DUT] Pre-booked	Details Annuleren Book

Run through the wizard again.

Click "OK" .

Booking phase

Please register your Drop declaration

Product	**DM Inspire**	
Drop Date	**17/03/2011**	Drop date cannot be changed for a split drop
Delivery time	**4**	
Format / Weight	**Identical**	
Destination	**National**	
Format	Large Format ▾ ✱	
Packaging type	▾	
Nbr of items per bundle		
Dimensions (HxWxD in cm)	☐ × ☐ × ☐	

Drop Time and Location

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Some fields can be modified within certain limits (see "DM Inspire" product sheet). Click "Next".

Here, too, you can either attach the mailing list immediately or save as a draft.

Pre-booking phase

Link mailing files

Select one or more already uploaded mailing files to link with the Drop. Notice that the number of addresses must match the total number of pieces on the selected day.

Day 1: 25/03/2011

Location	Number of items	Master mailing file
Antwerpen X	10000	
Brussel X / Bruxelles X	20000	
Charleroi X	15000	

Day 2: 28/03/2011

Location	Number of items	Master mailing file
Antwerpen X	0	
Brussel X / Bruxelles X	25000	
Charleroi X	30000	

Back   Confirm

Once you have attached the files, click "Confirm". Your DM Inspire deposit has n booked.

Booking ID:71
Deadline for booking : 14/02/2011
Sorting method : Sorted intelligent bundling

Welcome to e-Mass Post
BPOST CONTRACT TEAM, MUNTCENTRUM 1STE VERDIEPING 1, BRUSSEL 1000,

Total price

General info

Product	DM Inspire Large Format	type off weight	Identical
Format	Large Format		
Sorting type	Sorted intelligent bundling		
Destination	National		

Base rates applied

Day 1 : 17/03/2011

location	Number of items	Unit weight	D +	Unit price	Total price	% VAT	Amount VAT
Charleroi X	25000	260.0	4	0.661	16525.0	0.0	0.0

Discounts

	Name	Percentage	Total amount	Total vat
☑	SORTED_DROP_SIZE	20,70 %	3.420,68	0,00

location	Number of items	Unit weight	D +	Unit price	Total price	% VAT	Amount VAT
Antwerpen X	20000	260.0	4	0.661	13220.0	0.0	0.0

Discounts

	Name	Percentage	Total amount	Total vat
☑	SORTED_DROP_SIZE	20,70 %	2.736,54	0,00

location	Number of items	Unit weight	D +	Unit price	Total price	% VAT	Amount VAT
Brussel X / Bruxelles X	15000	260.0	4	0.661	9915.0	0.0	0.0

Discounts

	Name	Percentage	Total amount	Total vat
☑	SORTED_DROP_SIZE	20,70 %	2.052,41	0,00

Day 2 : 18/03/2011

location	Number of items	Unit weight	D +	Unit price	Total price	% VAT	Amount VAT
Charleroi X	25000	260.0	4	0.661	16525.0	0.0	0.0

Discounts

	Name	Percentage	Total amount	Total vat
☑	SORTED_DROP_SIZE	20,70 %	3.420,68	0,00

location	Number of items	Unit weight	D +	Unit price	Total price	% VAT	Amount VAT
Antwerpen X	0	260.0	4				
Brussel X / Bruxelles X	30000	260.0	4	0.661	19830.0	0.0	0.0

Discounts

	Name	Percentage	Total amount	Total vat
☑	SORTED_DROP_SIZE	20,70 %	4.104,81	0,00

Invoice details

Invoice address	**BPOST CONTRACTEAM, CENTRE MONNAIE 1,1000 BRUSSEL**
Metering machine	**400**
Invoice reference	**test**
Invoice grouping	
Router name	
Comments	

Total price

Total price	**60279.88**
Stamped amount	**0.00**
To pay	**60279.88**

[Ok]

Click "OK"

Announcement

The booking is displayed in the "Announcements" tab under "Overview Deposits".
Run through the wizard again and click "Finish".

The announced booking is displayed on "Overview announced bookings"

Click "Edit/validate"

Once you have confirmed you can print the "deposit declaration".

5.1.1.3 Announcing a deposit with pre-booking by bpost (DM Pulse)

Pre-booking for the DM Pulse product occurs in-house at bpost, based on the information provided by the customer in the "booking details" annex to the contract.

The pre-booking is displayed in the "pre-bookings" tab under "Overview Deposits" in the E-masspost account.

Booking

Click "Book".

Booking phase

Overview of sets for this booking

On this screen you can book the next set of your DM Pulse booking.

Drop location	Drop date	Unit Weight	Format	Distribution	Status	View summary	
Brussel X / Bruxelles X	17/01/2011		Large Format	2	[ENG]Pre-booked	Details	
Antwerpen X	17/01/2011		Large Format	2			
Gent X	17/01/2011		Large Format	2			
Gent X	24/01/2011		Large Format	2	[ENG]Pre-booked	Details	Book
Gent X	31/01/2011		Large Format	2	[ENG]Pre-booked	Details	

An overview of the sets (weekly or every other week) pre-booked over the complete contract term is displayed. You can book the set for the next deposit date. Click "Book" in the column on the extreme right.

Booking phase

Please register your deposit information

Product	**DM Pulse**
Abgabedatum	24/01/2011
Delivery time	**2**
Weighttype	**Identical**
Destination	**National**
Format	**Large Format**
Periodicity	**Weekly**
Packaging type	
Nbr of items per bundle	
Dimensions (HxWxD in cm)	☐ × ☐ × ☐

Deposit date and location

Unit Weight   500   *

deposit location	24/01/2011
	Volume
Gent X	30000

Total volume 30000

Previous   Next

Fill out the empty fields. Fields marked * are compulsory (format and unit weight).

Click "Next".

Booking phase

Contactinfo

Below one or more contacts can be added.

Contact1

		Contact2		
Name	kathleen ✱	Name	Justine ✱
Email	kathleen@post.be ✱	Email	justine@post.be ✱
Phonenumber	02/2765301 ✱	Phonenumber	000000 ✱

Add extra contact info

Adminstrative data

Client reference	Select previous value ▾	test	✱
Metering machine	Select previous value ▾	999	✱
Invoice grouping	Please select... ▾		
Router name	Select previous value ▾		
Customer comment			

Back   **Attach mailingfiles**   Save

The contact info and administrative data can be changed if needed and the empty fields filled out.
You can either attach the mailing list immediately or save the booking as a draft.

Attach mailingfiles

Link mailing files

Select one or more already uploaded mailing files to link with the Drop. Notice that the number of addresses must match the total number of pieces on the selected day.

Day 1: 13/01/2011

Location	Number of items	Master mailing file
Gent X	25000	
Antwerpen X	25000	
Liège X	25000	

Day 2: 14/01/2011

Location	Number of items	Master mailing file
Charleroi X	30000	
Brussel X / Bruxelles X	30000	

Back	Confirm

Click "Confirm".

Booking ID:131
Deadline for booking : 03/01/2011
Sorting method : Sorted intelligent bundling

Welcome to e-Mass Post
BPOST CONTRACT TEAM, MUNTCENTRUM 1STE VERDIEPING 1, BRUSSEL 1000,

Total price

General info

Product	**DM Pulse Large Format**	type off weight	**Identical**
Format	**Large Format**		
Sorting type	**Sorted intelligent bundling**		
Destination	**National**		

Base rates applied

Day 1 : 13/01/2011

location	Number of items	Unit weight	D +	Unit price	Total price	% VAT	Amount VAT
Gent X	25000	150.0	2	0.457	11425.0	0.0	0.0

Discounts					
	Name		Percentage	Total amount	Total vat
☑	SORTED_DROP_SIZE		20,70 %	2.364,98	0,00

location	Number of items	Unit weight	D +	Unit price	Total price	% VAT	Amount VAT
Antwerpen X	25000	150.0	2	0.457	11425.0	0.0	0.0

Discounts

	Name		Percentage	Total amount	Total vat
☑	SORTED_DROP_SIZE		20,70 %	2.364,98	0,00

location	Number of items	Unit weight	D +	Unit price	Total price	% VAT	Amount VAT
Liège X	25000	150.0	1	0.457	11425.0	0.0	0.0

Discounts

	Name		Percentage	Total amount	Total vat
☑	SORTED_DROP_SIZE		20,70 %	2.364,98	0,00

Day 2 : 14/01/2011

location	Number of items	Unit weight	D +	Unit price	Total price	% VAT	Amount VAT
Charleroi X	30000	150.0	1	0.457	13710.0	0.0	0.0

Discounts

	Name		Percentage	Total amount	Total vat
☑	SORTED_DROP_SIZE		20,70 %	2.837,97	0,00

location	Number of items	Unit weight	D +	Unit price	Total price	% VAT	Amount VAT
Brussel X / Bruxelles X	30000	150.0	1	0.457	13710.0	0.0	0.0

Discounts

	Name		Percentage	Total amount	Total vat
☑	SORTED_DROP_SIZE		20,70 %	2.837,97	0,00

Invoice details

Invoice address	BPOST CONTRACTEAM, CENTRE MONNAIE 1,1000 BRUSSEL
Metering machine	400
Invoice reference	test
Invoice grouping	
Router name	
Comments	

Total price

Total price	48924.12
Stamped amount	0.00
To pay	48924.12

Ok

An overview of the booked set is displayed, with the booking ID and the date by which you must announce the deposit at the top. Click "OK".
You can use the booking ID to retrieve the set in the "Booking" tab under "Overview Deposits".

Overview of the bookings

Booking ID	Created By	Product	Reference	Address	Drop datum	Status			
1	PRINTSCREENS	DM Inspire Large Format	voorbeeld	BPOST CONTRACTEAM, CENTRE MONNAIE 1, 1000 BRUSSEL	15/03/2011 - 16/03/2011	[ENG] booked	Edit Details Cancel		
201	PRINTSCREENS	DM Pulse Large Format	test	BPOST CONTRACTEAM, CENTRE MONNAIE 1, 1000 BRUSSEL	24/01/2011	[ENG] booked	Edit Details Cancel		
202	PRINTSCREENS	DM Pulse Large Format	test	BPOST CONTRACTEAM, CENTRE MONNAIE 1, 1000 BRUSSEL	31/01/2011	[ENG] booked	Edit Details Cancel		
211	POST\bruynok	DM Pulse Large Format	test	BPOST CONTRACTEAM, CENTRE MONNAIE 1, 1000 BRUSSEL	17/01/2011	[ENG] booked	Details Cancel	Announce	

The "Announce" option will be displayed in the column on the extreme right as soon as announcement is possible (see product sheet). Click the "Announce" button.

Announcement

Announcement phase

Please register your deposit information

Product	**DM Pulse**
Abgabedatum	**17/01/2011** Deposit date cannot be changed.
Delivery time	**2**
Weighttype	**Identical**
Destination	**National**
Format	**Large Format**
Periodicity	**Weekly**
Packaging type	[▼]
Nbr of items per bundle	[ ]
Dimensions (HxWxD in cm)	[ ] x [ ] x [ ]

Deposit date and location

Unit Weight   [250.0   ] *

deposit location	17/01/2011
	Volume
Gent X ▼	30000
Antwerpen X ▼	20000
Brussel X / Bruxelles X ▼	20000

Total volume 70000

[Previous] [Next]

Run through the wizard again. You can make limited changes (see product sheet). Click "Next".

Announcement phase

Contactinfo

Below one or more contacts can be added.

Contact1		Contact2	
Name	kathleen ✱	Name	Justine ✱
Email	kathleen@post.be ✱	Email	justine@post.be ✱
Phonenumber	02/2765301 ✱	Phonenumber	000000 ✱

Add extra contact info

Adminstrative data

Client reference	Select previous value ▾	test	✱
Metering machine	Select previous value ▾	999	✱
Invoice grouping	Please select... ▾		
Router name	Select previous value ▾		
Customer comment			

Back **Attach mailingfiles** **Save**

You can attach and save a mailing file if necessary.

Sorting method : Sorted intelligent bundling

Welcome to e-Mass Post
BPOST CONTRACT TEAM, MUNTCENTRUM 1STE VERDIEPING 1, BRUSSEL 1000,

Total price

General info

Product	DM Pulse Large Format	type off weight	Identical
Format	Large Format		
Sorting type	Sorted intelligent bundling		
Destination	National		

Base rates applied

Day 1 : 31/12/2010

location	Number of items	Unit weight	D +	Unit price	Total price	% VAT	Amount VAT
Gent X	25000	300.0	1	0.674	16850.0	0.0	0.0
Antwerpen X	25000	300.0	1	0.674	16850.0	0.0	0.0

No mailinglists found

Invoice details

Invoice address	**BPOST CONTRACTEAM, CENTRE MONNAIE 1,1000 BRUSSEL**
Metering machine	**400**
Invoice reference	**test**
Invoice grouping	
Router name	
Comments	

Total price

Total price	**33700.00**
Stamped amount	**0.00**
To pay	**33700.00**

Ok

Now you can confirm the announcement or request confirmation if you do not have the appropriate privileges.

You will receive one or more deposit authorisations in PDF.

Report Deposit Authirization

BPOST CONTRACTEAM

D7001NR338741CL

Deposit	7001 - 338741 - 3

Invoiced Client

Client Number	3984160	BPOST CONTRACTEAM
Address	CENTRE MONNAIE 1,1000 BRUSSEL	
Country	BE	

Deposit Information

Destination Type	National	Day + N	1
Metering Type	PP	Metering Number	400
Periodicity		Pre-sorting Type	Sorted intelligent bundling
Reference	test	Center Type	MassPost Center
Nature Type	Identical	Mechanisation	Large Format
Contract Number	40/2020/999	Mail id	☐
Until	17:00	Early deposit	☐
		labelled	☐
Annex Name description	DM pulse,largeformat,min 25000,D+1 - 40/2020/999		

Deposit Place

Deposit Place	Antwerpen X		
	Haven 466 Noorderlaan 395,2030 Antwerpen X		
Tel	022/76 41 99	Fax	022/76 41 66
Creation date	20/12/2010 11:54:23	Expected Date	21/12/2010
Created by	POST\bruynok		

Announced Quantity

Product Type	Weight (in gr)	Weight Category			Quantity
[ENG] DM Pulse Large Format	125,00 g	101	-	150	50.000

5.1.2 Mail ID deposits

<u>Remark:</u> *For an explanation of Mail ID and the technical terms used here, see the Mail ID Technical Guide, which is accessible via Files > Information in the menu.*

If "Mail ID" was ticked in step 2 a page will be displayed after step 5 that is not displayed in the event of a regular deposit. This is step 5B.

There are two options here:

1. If the mailing file has already been sent leave the Deposit Reference field blank and select the name of the mailing file you want to link the deposit to in the Master Mailing List. In execution mode you can choose from P (Production), C (Certification) and T (Test). Make your choice and click "Save". Now you can complete the order just like any other deposit until you receive the deposit declaration. The additional explanation in section 5.1.2 is only applicable if the mailing file is to be sent later.

2. If the mailing file is to be sent later enter the deposit reference in the relevant field (you will have to state the same reference in the mailing file so that Mail ID deposit and file can be linked) and select <None> for the Master Mailing List. In execution mode you can choose from P (Production), C (Certification) and T (Test).

When you are ready, click [Save]. Your provisional deposit number will be displayed on the next page. Note that "MID Data" are displayed on this page. These are the details you entered in step 5B.

Afgiftevoorwaarden

Package	**Brief <=50 gr Customized1**		
Product	**Genormaliseerde brief onder conventie**	Minimum hoeveelheid	**10.000**
Normalisatie	**Genormaliseerd**	Afgiftedatum	**24/01/2007**
Formaat / Gewicht	**Zelfde formaat, zelfde gewichtstrap**		
Mechanisatie	**Mechaniseerbar**	Afgifte tot	**23:00**
Sortering	**Sorteersector en uitreikingskantoor**	D +	**1**
Frankering	**PB**	Afgifteplaats	**Brussel X / Bruxelles X**
Bestemming	**Nationaal**		

Toegepaste basistarieven

Product	Aantal zendingen	Gewicht (in g)	Eenheidsprijs	Totale prijs	% BTW	BTW bedrag	Gefrankeerd bedrag
Genormaliseerde brief onder conventie	50.000	10,00	▮▮▮	▮▮▮	0	0,00	0,00

Opties

Naam	Hoeveelheid	Tarief	Totale prijs	% BTW	BTW bedrag
Mail ID optie	1	0,00	0,00	0	0,00

MID Data

Execution mode	P

Deze deposit is een master, gelinkt aan:
Geen mailinglists gevonden

Facturatie gegevens

Facturatie adres	▮▮▮▮
Bankrekening Nr	
PB/Frankeermachine nr	▮▮▮
Factuurreferentie	SNBA X-mas Card
Factuur groepering	
Onderaannemer	
Commentaar	

Totale prijs

Totale prijs	N/A	€
Gefrankeerd bedrag	N/A	€
Te betalen	N/A	€

[< Vorige] [Upload]

Click [Upload] at bottom right to open the upload page.

Here you can upload one or more files containing the Mail ID numbers printed on the deposit items. An address file must always contain at least the same number of addresses as announced in step 3. To find a file on your computer, click [Browse].

When you have uploaded all your files click any item in the menu on the left to leave the page. Once the files have been uploaded and processed you can view the response via *Files > Download files* and confirm the deposit via *Manage Deposits > Confirm*.

5.1.3 Using templates

You can register your deposit very quickly by using a template.
With a template, you register your deposit using the information you entered during previous registrations.

The procedure for creating a template is described in sections 5.1.1 and 5.4.2.

All fields already filled out can be changed.

It is important to note that changes to details in one field may lead to deletions of values in the next fields. The system takes account of your contracts, so only valid combinations of values are proposed.

If you enter the criteria in e-MassPost the system will always find the lowest price for you.

1.   Selecting templates

To find your templates click *Template* on the main menu.

A list of all your templates will be displayed.

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Now click *Use this template* in the list to select the template you want.

2. <u>Registering a deposit using a template</u>

When you open a template you see the same type of pages as when you perform a registration via the submenu *New* (see section 5.1.1).

Step 1

Select the invoice address from the dropdown list.

Step 2

Fields are already filled out depending on the template you have selected.

Obviously the *Deposit date* field always needs to be filled out.

Click [Next] to open the second part of the page.

Step 3

Some fields will already be filled out, depending on the template. The *Quantity* and *Piece weight* fields are always blank.

Next steps

The next steps are the same as the steps for free input via the submenu *New (*see section 5.1.1).

5.1.4 Deposit groups

1. General

A deposit group is a group of similar deposits with different invoice addresses or places of deposits. These deposits are grouped to obtain a larger drop size discount.

If you have the right to create deposit groups the [New deposit group] button will be displayed in step 6.

Click this button to open the following page:

Overzicht afgiftes in afgiftegroep						

Beschrijving   [   ]   [Opslaan beschrijving]

Tijdelijk nummer	Afgifteplaats	Totaal volume	Totale prijs	Adres	Product	Valideerbaar	
116417	Brussel X / Bruxelles X	15000	■■■■	FOREIGN BUSINESS DEPT OF CNPC, TAI PING HU DONG LI, WESTERN D 14, BEIJING 1000	Drukwerk	Ja	Verwijderen

[Verwijder Groep]   [Vraag Bevestiging]   [Bevestigen]   [Toevoegen]

The name of the deposit group must be entered in the *Description* field. The user is free to choose any name. This is an obligatory field. Confirm the name by clicking [Save description].

The other buttons on this page are as follows:

Delete group	The group and all deposits in the group will be deleted.
Request confirmation	You can request a confirmation for all deposits in the group.
Confirm	This confirms all deposits in the group.
Add	Here you can add a new deposit to the group.

Remark: A deposit group can only be created if the first deposit meets the minimum quantity in the contract. There is no minimum quantity for the next deposits.

2. Adding a deposit to a deposit group

You can only add deposits with the same day and product to a deposit group.

Click *Add* to open the next page:

Toevoegen van afgifte aan afgifte groep	■ □ □ □ □ □

[6700 FOREIGN BUSINESS DEPT OF CNPC TAI PING HU DONG LI, WESTERN D 14, BEIJING 1000 ▼]

Afgifteplaats   [Brussel X / Bruxelles X ▼]

Volume

Aantal zendingen	Eenheidsgewicht (in g)
X [ ]	[ ]

[Toevoegen]

                     [Back]   [Volgende >]

In step 6 click [Next] to add the new deposit to the group.

Overzicht afgiftes in afgiftegroep						

Beschrijving   [   ]   [Opslaan beschrijving]

Tijdelijk nummer	Afgifteplaats	Totaal volume	Totale prijs	Adres	Product	Valideerbaar	
116417	Brussel X / Bruxelles X	15000	■■■■	FOREIGN BUSINESS DEPT OF CNPC, TAI PING HU DONG LI, WESTERN D 14, BEIJING 1000	Drukwerk	Ja	Verwijderen
116425	Brussel X / Bruxelles X	1300	■■■■	FOREIGN BUSINESS DEPT OF CNPC, TAI PING HU DONG LI, WESTERN D 14, BEIJING 1000	Drukwerk	Ja	Verwijderen

[Verwijder Groep]   [Vraag Bevestiging]   [Bevestigen]   [Toevoegen]

3. Confirming a deposit group

When all deposits in your deposit group have been created click "Confirm". This opens a PDF with all deposit authorisations for the deposits in the group. These can be printed. The drop size discount is also recalculated in the confirmation.
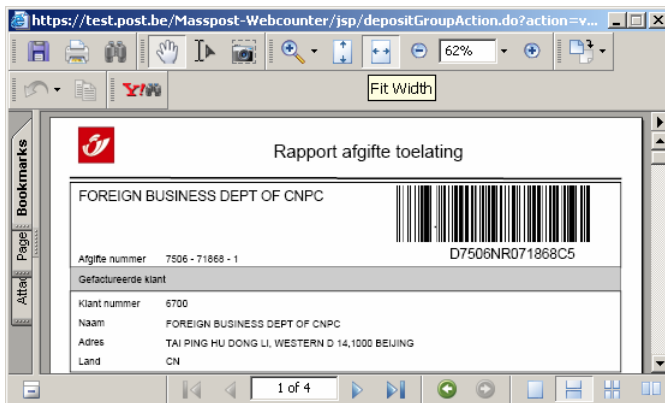
Remark: Once a group has been confirmed the deposits in that group can no longer be deleted. Those deposits are therefore no longer displayed on the *Deposit summary* page.

4. Deposit group summary

All deposit groups still awaiting confirmation are displayed at the bottom of the Deposit summary page. Click [Detail] to return to the group summary and add deposits, confirm the group, etc.

5.1.5. Item-based parcel deposit

In step 2 select "Taxipost" as the product.

Step 3: enter the number of parcels and select the barcode (account ID)

Step 4:
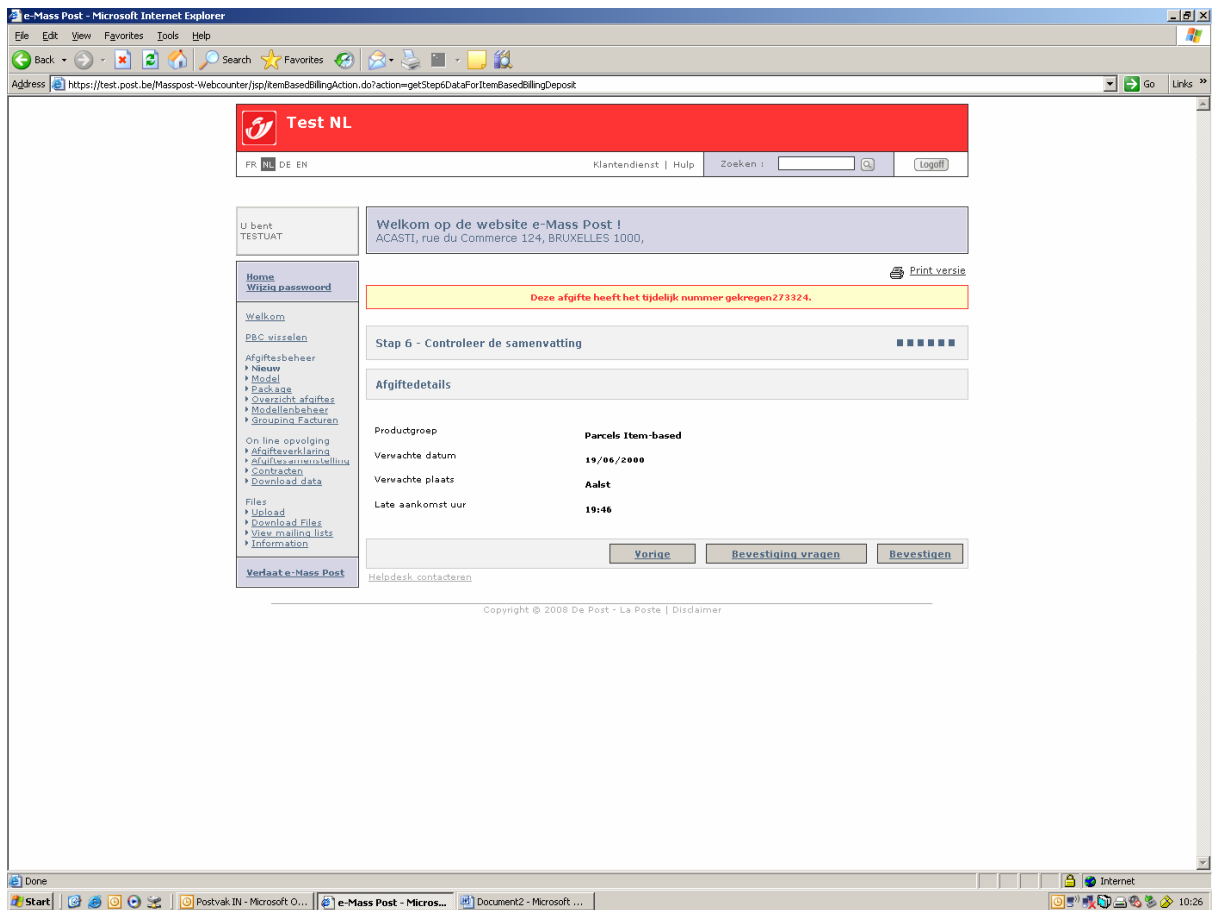
5.2 Changing or deleting a deposit

5.2.1 Eligible deposits

1. Changing a deposit

You can change a deposit with a provisional number as long as you have not <u>confirmed</u> it.

2. Deleting a deposit

You can delete a deposit as long as it has not been deposited at a MassPost Centre.

Remark

The MassPost Centre deposit status can be viewed under *Online tracking*. Tracking is handled in section 6.

5.2.2 Procedure

To change or delete a deposit click *Deposit Summary* in the main menu.

This displays a summary of all deposits not yet received by the MassPost Centre and all deposits that still need to be confirmed.

If you are the administrator or a user with the confirmation right a full list of deposits meeting your criteria will be displayed.

Users can only access the list of deposits they have created themselves.

Tijdelijk Nr	Afgifte nr	Aangemaakt door	Product	Referentie	Adres	Valideerbaar			
115064	7506/68505	Laurent Ide	Brief	7/0599 MIXTICS DAILY du 19/03	TELENET, LIERSESTEENWEG 4, MECHELEN 2800	Gevalideerd		Detail	Annuleren
115327	7506/68617	Laurent Ide	Non prior	06/2470 TELENET 140 du 22/09	TELENET, LIERSESTEENWEG 4, MECHELEN 2800	Gevalideerd		Detail	Annuleren
115340	7501/172	Wim Wouters	Brief	06/2470 TELENET 140 du 22/09	TELENET, LIERSESTEENWEG 4, MECHELEN 2800	Gevalideerd		Detail	Annuleren

The summary contains various criteria for facilitating the identification of deposits.

- the provisional number allocated to the deposit at the time of registration
- the final identification number if the deposit has been confirmed
- the creator of the registration
- the product
- the deposit reference
- the invoice address

You can view (Detail) or delete a deposit that has already been confirmed. A deposit that has not yet been confirmed can still be changed.

One of three values may be displayed in the *Confirmable* column:
- Confirmable: the deposit is ready to be confirmed
- Awaiting confirmation: the deposit cannot yet be confirmed (the Mail ID or Data Quality file still needs to be processed)
- Confirmed: the deposit has already been confirmed.

1. To change the deposit click *Change* in the summary.

This opens the first deposit creation page in step *1/6 Selecting an invoicing address*.
Change what you need, taking account of the rules in section 5.1.1.

2. To delete a deposit click *Delete* in the summary.

This opens a summary page.

This displays all the information you need to decide whether or not you wish to delete the deposit.

To confirm the deletion click [Delete].

A final request for confirmation will be displayed:

Click [OK].
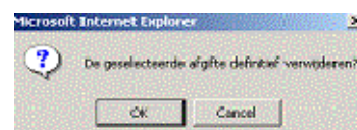
You will be returned to the deposit summary list. This list has been updated. The deleted deposit is no longer included.

If you decide not to delete the deposit:

- Click [Back] to return to the *Deposit summary* page.
- Or click another link in the main menu to leave the page.

5.3 Confirming a deposit

5.3.1 Finding a deposit that needs to be confirmed

To confirm a deposit select *Deposit summary* in the main menu.

This brings up the list of deposits still awaiting confirmation.

Tijdelijk Nr	Afgifte nr	Aangemaakt door	Product	Referentie	Adres	Valideerbaar			
115975		KAREN CLEMENT	Brief	06/2470 TELENET 140 du 26/09	FOREIGN BUSINESS DEPT OF CNPC, TAI PING HU DONG LI, WESTERN D 14, BEIJING 1000	Wachtend op Validatie	Bewerken	Detail	Annuleren
115982		Bart Smets	Brief	06/2470 TELENET 140 du 22/09	TELENET, LIERSESTEENWEG 4, MECHELEN 2800	Valideerbaar	Bewerken	Detail	
115989	7501/178	Laurent Ide	Brief	06/2470 TELENET 140 du 26/09	TELENET, LIERSESTEENWEG 4, MECHELEN 2800	Gevalideerd		Detail	Annuleren

The deposits marked Confirmable are deposits you have access to that have not yet been confirmed.

One of three values may be displayed in the *Confirmable* column:
- Confirmable: the deposit is ready to be confirmed
- Awaiting confirmation: the deposit cannot yet be confirmed (the Mail ID or Data Quality file still needs to be processed)
- Confirmed: the deposit has already been confirmed.

Remark: You have to have the appropriate rights to be able to confirm a deposit. To change your user profile contact your e-MassPost administrator.

A user without confirmation rights can ask another user with these rights to confirm the deposit.
In that case, you may have already received a standard email notifying you of the confirmation request. The message states the deposit's provisional number, which makes it easier for you to find it.
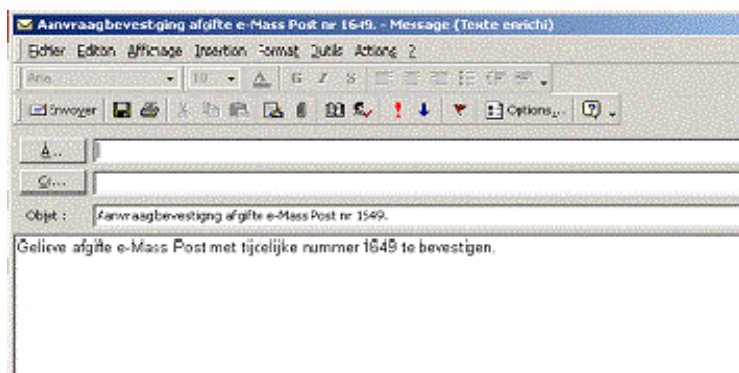
With the provisional number you can find the unconfirmed deposit in the *Deposit summary* list.

5.3.1 Procedure

To view the deposit qualified as *Confirmable* so you can make a decision on whether you want to confirm it click <u>*Detail*</u> in the *Deposit summary* list.

The details of the deposit are displayed as follows:

Deze afgifte heeft het tijdelijke nummer 97156 gekregen.

Afgifte bevestigen   ■ ■ ■ ■ ■ ■

Afgiftevoorwaarden

Product	Niet genormaliseerd drukwerk voorkeurtarief	Minimum hoeveelheid	1.000
Normalisatie	Niet genormaliseerd	Afgiftedatum	09/01/2007
Formaat / Gewicht	Identiek		
Mechanisatie	Niet van toepassing	Afgifte tot	15:00
Sortering	Per pak van 50 of 100	D +	4
Frankering	PB Regionaal	Afgifteplaats	Ieper
Bestemming	Regionaal		

Toegepaste basistarieven

Product	Aantal zendingen	Gewicht (in g)	Eenheidsprijs	Totale prijs	% BTW	BTW bedrag	Gefrankeerd bedrag
Niet genormaliseerd drukwerk voorkeurtarief	13.000	12,00	0,40	5.200,00	0	0,00	0,00

Opties

Naam	Hoeveelheid	Tarief	Totale prijs	% BTW	BTW bedrag

You have three options:

1. You can confirm the registrated deposit

Click [Confirm].

After confirmation e-MassPost allocates a final identification number to the deposit.

Upon confirming you can access and print the "Deposit Declaration".

If you confirm a deposit created by another user e-MassPost suggests sending that user an email notifying him or her of the confirmation and stating the final identification number.

2. You can reject the deposit

Click [Reject].

If you created the deposit yourself you will have the opportunity to change or delete it as described in section 5.2.2.

If the deposit was created by another user you can send that user an email stating that the deposit cannot be confirmed.

We recommend that you state your reasons for rejecting this deposit.

3. You can return to the deposit summary

Click [< Back]

5.4 Managing templates

5.4.1 Retrieving a template

To find your templates, click Template Management on the main menu.
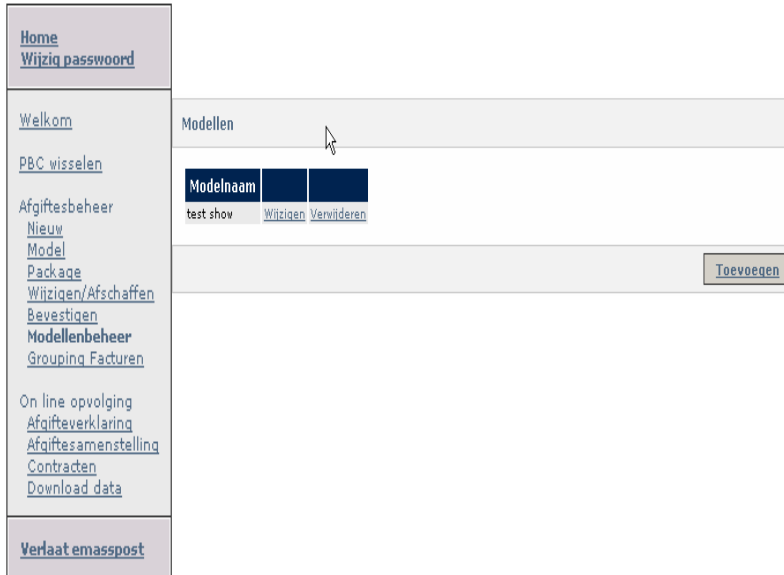
5.4.2 Creating a template

Click [Add].

Enter the data in the same way as you would for a new deposit (see section 5.1.1).

The fields you can fill in are as follows:

During each step e-MassPost checks that the data you enter are mutually compatible based on your contracts. If not an error message will be displayed.

Once you have filled out all the desired fields click [Save].

Give the template a name that you will recognise and click [Save].

Remark

- You can also create a template when you register a new deposit, as described in section 5.1.1.
- If the template name is already in use e-MassPost will warn you and ask if you want to replace the existing template with the new one.

5.4.3 Changing a template

In the template list click *Change*.

This opens all the pages you went through when you created the template (see section 5.4.1).

You can go through them and make any changes you need.

When you are ready click [Save].

5.4.4 Deleting a template

In the template list click *Delete*.

e-MassPost will ask you whether you wish to delete the template.
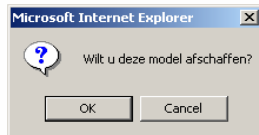
Click [OK] or [Cancel].

5.5 Grouping invoices

You can use one or more references to group your invoices.
You can create different groups for each invoicing customer.

Click *Invoice grouping* in the main menu.

<u>Remark</u>

To access this function you must be the e-MassPost accounts administrator for your company or have administrator access.
(right allocated by the administrator)

5.5.1 Setting a grouping value

Add the invoicing customer for whom you wish to create a group by clicking the "Add" button.

Click the underlined invoicing customer name.

This opens the following page:

As administrator you decide whether obligatory values have to be used in the list or users have the possibility of entering any value.
Tick the box or leave it blank depending on your choice.

To create a new grouping value click [Add].

Enter a value and click [Add]. The list of grouping values will be updated immediately.

5.5.2 Deleting a grouping value

Click *Delete*.

Confirm by clicking [OK] or click [Cancel].

5.6 Managing senders

Click "Senders management" in the menu.

You can add invoice addresses and link identified senders to them by clicking "Add". To add an identified sender click the underlined name of the appropriate invoicing customer.

Click "Add" to create an identified sender.

Enter the relevant information.

Click "Add trading name" and enter the relevant information.

Confirm

You can delete trading names by clicking the ✗ , provided they have not been used in an announcement.

5.7 Online helpdesk

If you require assistance or have a question about the information onscreen when you are creating a deposit you can contact our online helpdesk.

To do so click _Helpdesk contacteren_ at the bottom of the page.

The following message will be displayed:
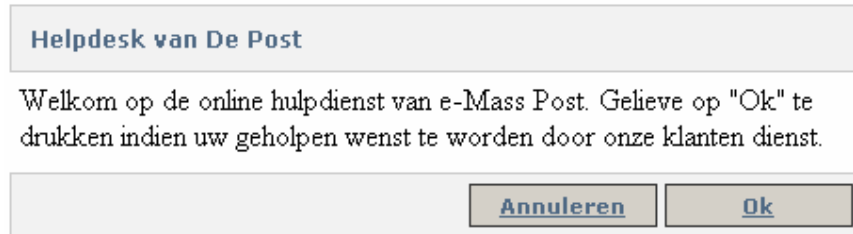
By clicking "OK" you give our customer service access to the information in your deposit.

You can then call the Service Center (022 01 11 11) for assistance.

6 Online tracking

With online tracking you can:

- view or print detailed reports on your confirmed deposits;

- check the real-time status of your deposits in the MassPost Centre control chain;

- view specific information in your agreements.

Remark

If you wish to change your user profile, please contact your e-MassPost administrator.

6.1 Deposit declaration

The deposit declaration contains the information registered for a deposit:

- the final reference number
- the invoice address
- the information about the deposit
- the place of declaration (e.g. Aalst web)
- the announced quantities.

The deposit declaration must be included with the deposit to enable the checks at the MassPost Centre.
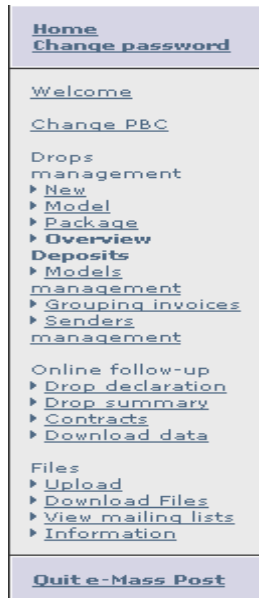
6.1.1 Access principles

As a user your access is restricted to only those declarations relating to the deposits you have created or confirmed yourself.

If you are an administrator you can access all deposit declarations linked to your PBC.

6.1.2 How to find a deposit declaration

A PDF of the deposit declaration is generated automatically when the deposit is confirmed. This deposit declaration can be viewed, downloaded or printed.

Specific deposit declarations can also be retrieved by clicking "Drop declaration" in the general menu.

On the search page you can search on the basis of various criteria.

1. Option 1: Search for a drop number

If you know it, enter the drop number in the appropriate box.

Search on basis of drop Nb		
Drop Nb	_____ /	_____
		Search

Click "Search".

A downloadable PDF of the declaration will be generated.

2. Option 2: Search for a booking ID

If you prefer to search for a deposit via "Drop declaration" you can search for the **booking ID**.
You cannot search for a declaration for a deposit that is part of a booking set using the LVD number. The following message will be displayed:

The deposit belongs to a booking. The report can only be viewed on basis of Booking ID {0}.

Search on Basis of Booking Id.	
Booking ID _____	
	Search

3. Option 3: Search on the basis of other criteria

You can use various criteria to find a drop declaration:

-            Based on a specific period between a start date and an end date
-            Based on an invoice address selected from the drop-down list
-            Based on the drop place selected from the drop-down list
-            Based on a combination of these criteria

6.1.3 List of results

If your search produces several results they will be displayed in a list.

	Afgifte(s) gevonden				
	Facturatie adres				

Klant nr	**5494**
Klantnaam	**ECI VOOR BOEKEN EN PLATEN**
Klantadres	**ITALIELEI 124, 2000 ANTWERPEN**

Nr	Afgiftedatum	Afgifteplaats	Product	Aantal zendingen	Status
7506/148	30/06/2004	Brussel X / Bruxelles X	Non prior	20	Aangekondigd
7506/149	30/06/2004	Brussel X / Bruxelles X	Non prior	20	Aangekondigd

<< Vorige

You can view the relevant deposit declaration when you click the identification number of the corresponding deposit.

6.2 Deposit breakdown

The deposit breakdown contains all information on your deposits already handled by a MassPost Centre.

This is proof of your deposit.

6.2.1 Access principles

As a user your access is restricted to only those deposit breakdowns relating to the deposits you have created or confirmed yourself.

If you are an administrator you can view all deposit breakdowns linked to your PBC.

6.2.2 Retrieving a deposit breakdown

Click *Deposit Breakdown* in the main menu.
The page views and the search options for deposit breakdowns are the same as for the deposit declarations. See section 6.1.2.

Home
Wijzig passwoord

Welkom

PBC wisselen

Afgiftesbeheer
▸ Nieuw
▸ Model
▸ Package
▸ Overzicht afgiftes
▸ Modellenbeheer
▸ Grouping Facturen
▸ Senders
management

On line opvolging
▸ Afgifteverklaring
▸ Afgiftesamenstelling
▸ Contracten
▸ Download data

Files
▸ Upload
▸ Download Files
▸ View mailing lists
▸ Information

Verlaat e-Mass Post

6.2.3 List of results and deposit status

If your search produces several results they will be displayed in a list.

You can view the relevant deposit breakdown when you click the identification number of the corresponding deposit. See section 6.1.3.

The list also displays the status of the deposit. There are four statuses:

- Announced: This is a confirmed deposit that has not yet been received by the MassPost Centre.
- Received: This is a confirmed deposit that has been received by the MassPost Centre.
- Held up: This is a deposit that has been held up because it has failed the checking process.
- Cancelled: This is a deposit that has been cancelled by you or the MassPost Centre.

6.3 Contracts

Only open contracts are available.

If you are a user you must have the rights for "contracts + prices".

Click *Contracts* in the main menu.
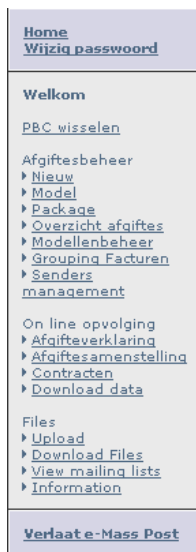
Select the contract you wish to view from the dropdown list.

When you have selected the contract click [Display report] to view a summary of the contract.

6.4 Download data

You can download all data of the deposit breakdown relating to a specific period.

This allows you to use data from your deposits for statistical or financial purposes.

All approved deposits are included in the download file (.txt format). These are deposits checked by De Post-La Poste for which the deposit breakdown is available.
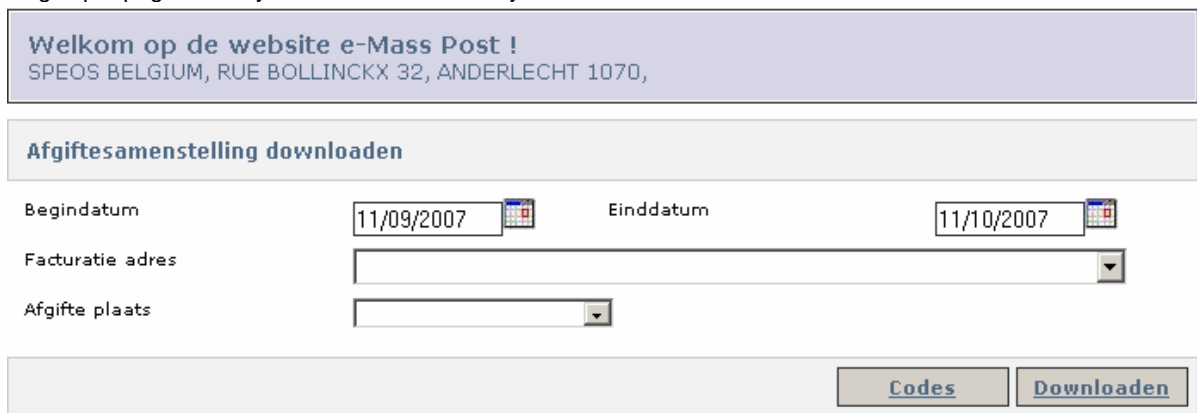
6.4.1 Access principles

This function is available to the administrator.

6.4.2 Downloading

Click *Download data* in the main menu.

This brings up a page where you can select the data you wish to download.

Set the *Start date* and *End date* as desired.

You can also restrict data to the deposits linked to a specific invoice address or a specific place of deposit by making a selection from the dropdown list on the page.

When you have selected the criteria start the download by clicking the [Download] button.

A message will be displayed asking you whether you would like to open or save the file on your computer.

The data are stored in a .txt file.

To work on the data in MS Excel, double-click the file and select all text (Edit > Select All or ctrl+A).

Now copy all the text (Edit > Copy or ctrl+C).

Open MS-Excel and paste all data (Edit > Paste or ctrl+V).

The page where you choose the selection criteria also includes the option of viewing codes used in a download file.

You can download the codes by clicking the [Codes] button.

To include codes and their values in a dropdown list follow the same process as for your deposit data. The code key comes in four languages.

	CODE TYPE	KEY	NL	FR	EN	DE
353	Product	150	Brieven Large Format (conventie)	Lettre Large Format (sous convention)	Letter Large format under convention	Lettre Large Fo
354	Product	151	Brieven Special Format (conventie)	Lettre Special Format (sous convention)	Letter Special Format under convention	Lettre Special
355	Product	152	Drukwerken Small Format (conventie)	Imprimé sous convention - Small Format	Prints Small format under convention	Imprimé sous
356	Product	153	Drukwerken Large Format (conventie)	Imprimé sous convention - Large Format	Prints Large format under convention	Imprimé sous
357	Product	154	Drukwerken Special Format (conventie)	Imprimé sous convention - Special Format	Prints Special format under convention	Imprimé sous
358	Product	155	Drukwerken Small Format - Voorkeurtarief	Imprimé Small Format à tarif préférentiel	Prints small format - preferential tariff	Imprimé Small
359	Product	156	Drukwerken Large Format - Voorkeurtarief	Imprimé Large Format à tarif préférentiel	Prints large format - preferential tariff	Imprimé Large
360	Product	157	Drukwerken Special Format - Voorkeurtarief	Imprimé Special Format à tarif préférentiel	Prints Special format - preferential tariff	Imprimé Speci
361	Product	158	UVRD DRUKWERK LARGE FORMAT VKT	UVRD IMPRIME LARGE FORMAT VKT	UVRD DRUKWERK LARGE FORMAT VKT	UVRD DRUKV
362	Product	159	UVRD DRUKWERK SMALL FORMAT VKT	UVRD IMPRIME SMALL FORMAT VKT	UVRD DRUKWERK SMALL FORMAT VKT	UVRD DRUKV
363	Product	16	Genormaliseerde zending	Envoi normalisé	Normalized sending	Normalized se
364	Product	160	UVRD DRUKWERK SPECIAL FORMAT VKT	UVRD IMPRIME SPECIAL FORMAT VKT	UVRD DRUKWERK SPECIAL FORMAT VKT	UVRD DRUKV
365	Product	161	BRIEF BO SMALL C5	LETTRE BO SMALL C5	LETTER SMALL C5	LETTER SMAI
366	Product	162	DRUKWERK BO SMALL C5	IMP BO SMALL C5	IMP BO SMALL C5	IMP BO SMAL
367	Product	163	IMP SMALL C5 PREF	IMP SMALL C5 PREF	IMP SMALL C5 PREF	IMP SMALL C
368	Product	164	Taxipost 24h conventioneel	Taxipost 24h conventioneel	Taxipost 24h conventioneel	Taxipost 24h c
369	Product	165	Parcels Item-based	Parcels Item-based	Parcels Item-based	Parcels Item-b
370	Product	166	Distripost CONV	Distripost CONV	Distripost CONV	Distripost CON
371	Product	167	Distripost PREF	Distripost PREF	Distripost PREF	Distripost PRE
372	Product	168	International Parcels Express	International Parcels Express	International Parcels Express	International P
373	Product	169	BPI Pers EUR genormaliseerd	BPI Presse EUR normalisé	BPI Press EUR normalized	BPI Press EUI
374	Product	17	Andere zending	Autre envoi	Other sending	Other sending
375	Product	170	BPI Pers ROW genormaliseerd	BPI Presse ROW normalisé	BPI Press ROW normalized	BPI Press RO'
376	Product	171	BPI Pers EUR niet genormaliseerd	BPI Presse EUR non-normalisé	BPI Press EUR non-normalised	Press EUR no
377	Product	172	BPI Pers ROW niet genormaliseerd	BPI Presse ROW non-normalisé	BPI Press ROW non-normalised	BPI Press RO'
378	Product	173	DMI Zone 1 Non Prior	DMI Zone 1 Non Prior	DMI Zone 1 Non Prior	DMI Zone 1 Nc
379	Product	174	DMI Zone 1 Prior	DMI Zone 1 Prior	DMI Zone 1 Prior	DMI Zone 1 Pr
380	Product	175	DMI Zone 2 Non Prior	DMI Zone 2 Non Prior	DMI Zone 2 Non Prior	DMI Zone 2 Nc
381	Product	176	DMI Zone 2 Prior	DMI Zone 2 Prior	DMI Zone 2 Prior	DMI Zone 2 Pr
382	Product	177	DMI Zone 3 Non Prior	DMI Zone 3 Non Prior	DMI Zone 3 Non Prior	DMI Zone 3 Nc
383	Product	178	DMI Zone 3 Prior	DMI Zone 3 Prior	DMI Zone 3 Prior	DMI Zone 3 Pr
384	Product	179	DMI Zone 2 Non Prior	DMI Zone 2 Non Prior	DMI Zone 2 Non Prior	DMI Zone 2 Nc

7 Files

Here you can create deposits by uploading a file rather than running the wizard. These files refer to the Mail ID Technical Guide accessible via *Files* > *Information* in the menu.

7.1 Uploading files

You can upload an address file or a deposit creation file. Click [Browse] to select a file on your computer and then [Upload].

7.2 Downloading files

If an uploaded file contained a request to receive the answers via http the answers will be placed here.
- http responses: Uploaded files and any errors are placed here
- Authorisation reports: Deposit authorisations for the created deposits
- Acknowledgement files: Acknowledgements of received files

7.3 Viewing mailing lists

On this page you can view all uploaded mailing files for a specific period.

Mailing lists bekijken

Start datum
Eind datum

Volgende >

You can view the status for the deposits found by clicking [View status].

Mailing lists bekijken

Mailing list referentie	Datum aanmaak	
M6306P0005	Fri Nov 03 09:40:30 CET 2006	Status bekijken
M6306P0001	Fri Nov 03 09:40:33 CET 2006	Status bekijken
M6306P0003	Fri Nov 03 09:40:35 CET 2006	Status bekijken
M6306P0006	Fri Nov 03 09:40:38 CET 2006	Status bekijken
M6306P0004	Fri Nov 03 09:40:43 CET 2006	Status bekijken
M6306P0002	Fri Nov 03 09:51:50 CET 2006	Status bekijken
M6304P000D	Fri Nov 03 09:51:53 CET 2006	Status bekijken
M6306P000C	Fri Nov 03 09:51:57 CET 2006	Status bekijken
M6306P000D	Fri Nov 03 09:52:03 CET 2006	Status bekijken
M6304P000C	Fri Nov 03 09:52:05 CET 2006	Status bekijken
M6306P0007	Fri Nov 03 09:52:09 CET 2006	Status bekijken
M6307P0005	Fri Nov 03 20:09:24 CET 2006	Status bekijken
M6307P0003	Fri Nov 03 20:09:34 CET 2006	Status bekijken
M6307P0001	Fri Nov 03 20:09:36 CET 2006	Status bekijken
M6307P0004	Fri Nov 03 20:09:39 CET 2006	Status bekijken
M6307P0006	Fri Nov 03 20:09:41 CET 2006	Status bekijken
M6307P0002	Fri Nov 03 20:09:45 CET 2006	Status bekijken

Mailing lists bekijken

Mailing list referentie	P6AA059000
Status	Verwerkt
Datum aanmaak	04/06/2008
Aantal adressen	10000
Aantal nagekeken adressen	10000
Aantal correcte adressen	9977 (99.77%)
Aantal gevalideerde voorsorteringscodes	9553 (95.53%)

Tijdelijk deposit nummer	Deposit Number	Deposit referentie	Datum aanmaak	Berekende prijs	Master
273141	7504-121737	P6AA059012	Wed Jun 04 14:54:27 CEST 2008	3921.96	false

7.4 Information

This page provides more information on Mail ID and the use of it. You can view the "Mail ID technical guide" and the sort codes, among other things. The phone number and email address of the Mail ID helpdesk are also displayed.

Informatie

On this page you can find an overview of the documents and tools associated with e-Mass Post. For any remaining questions or more information, please consult our helpdesk at 0903-0025645 or via email: mid-helpdesk@post.be

Customer Gegevens

Customer Id	6805
Account Id	32352
Example mailing list file name	MID_0100_6805_reference_070124104052_0RQ.xml
Example deposit file name	EMP_0100_6805_reference_070124104052_0RQ.xml
Barcode Id	2
Check certified	Ja
Create certified	Ja

Deze bladzijde bevat de referentiedocumenten en -bestanden verbonden met e-MassPost.

Met al uw technische vragen kunt u terecht op het adres mail_id@post.be.

Onze documenten zijn enkel beschikbaar in het Engels.

Mail ID Technical Guide

Mail ID Technical Guide version 1.0d [.pdf - 3.7 MB]

Supporting Files

Mail ID XML schema DepositRequest [.xsd - 30 KB]

Mail ID XML schema DepositResponse [.xsd - 18 KB]

Mail ID XML schema MailingRequest [.xsd - 22 KB]

Mail ID XML schema MailingResponse [.xsd - 15 KB]

Mail ID XML schema RequestAck [.xsd - 2 KB]

Pre-sorting Codes

Pre-sorting codes - spreadsheet [.xls - 79 KB]

Pre-sorting codes - xml [.xml - 117 KB]

Pre-sorting codes - delimited [.txt - 21 KB]

Status Codes

Status codes - tab-delimited [.tsv - 22 KB]

8   Managing user accounts

8.1   Administrator's role

One person at your company is appointed as e-MassPost-accounts administrator for the whole company.

This person has to know who the users are within your company and at subcontractors. The administrator is the intermediary between those users and De Post-La Poste.

The administrator has access to all rights for the administration of the deposits under the relevant PBC. The administrator is the only one with the right to manage *Invoice grouping.*

He or she also has access to all reports relating to deposit tracking and contract lists.

The administrator is also the only one authorised to administer the accounts of internal users and subcontractors.

8.2   Internal users

The various online De Post-La Poste applications are accessible via the portal. User administration is centralised for all applications.

To administer your e-MassPost users you must go to the portal start page. Here you can access the *User and Account Administration* page with a single click.

Via the menu on the left among other things you can:

- View and change your own details *(My Identity)*
- View the characteristics of the accounts you have access to *(My Accounts)*
- Administer users and user rights *(My Users)*
- Administer the access rights of any subcontractors (*Haulers)*
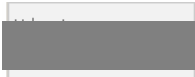
Account / Gebruikersbeheer
U bent Administrator gebruiker.

Welkom bij Account / Gebruikersbeheer

Via Account en Gebruikersbeheer beheert u zelf uw persoonlijke informatie, beheert u uw interne gebruikers én bepaalt u zelf de online toegang tot de applicaties voor uw medewerkers.

U kan een overzicht raadplegen van al uw accounts waarvoor u toegang hebt tot één (of meerdere) applicaties van de portal en u kan op elk moment alle informatie over uw account(s) raadplegen.

Mijn identificatie
Bekijk en/of wijzig je persoonlijke informatie.

Mijn accounts
Raadpleeg al je accounts waarvoor je online toegang hebt tot de portal.

Mijn gebruikers
Via de optie "Mijn gebruikers" beheer je de gebruikersinformatie en de rechten tot de online applicaties voor al je medewerkers.

Routeurs
Werk je via een onderaannemer of routeur? Via deze optie "Routeurs" bepaal je zelf wie online toegang krijgt voor één van je accounts.

8.2.1 Managing personal details: My Identity

To access a summary of your personal details click *My Identity* on the *User and Account Administration* page.

This page displays your identification details. Obligatory fields are indicated with the following symbol:

On this page you can change your password, email address, default language or phone number.

First name, last name and address cannot be changed.

If you change any details click [Save] before leaving the page. Otherwise, click [Cancel] or anywhere on the page to exit.

8.2.2 Managing My Accounts

To access a summary of the characteristics of the accounts you have access rights to, click *My Accounts* on the *User and Account Administration* page.

Click D*etails* to access the details of the PBC (contract number, customer ID number, name and address) and creation and modification date of the details by the person responsible at De Post-La Poste. Click [Next] to view information on existing contracts and [Next] again to view (the) invoice address(es).

Click *Administrators* to see the administrator's personal details (user name, name and email address).

8.2.3   Managing My Users

This is where the Administrator creates new users from his company. To do so, simply click [Create user].

Enter the new user's details.

The user name must be unique. If the user name is already in use the system will ask for another user name:

Now click [Save] or [Cancel].
Back on the 'My Users' page, click *Change* to modify any user details. The user name cannot be changed.

Click *Rights* to view and change the rights of each user. The administrator must explicity allocate to a user all rights he thinks he must have .

Gebruiker: tester tester (TESTERX)

Account: DE POST - MUNTCENTRUM MAIL DIV., 1000 BRUSSEL

Applicatie: e-Mass Post

Alles selecteren

Producten

- ☑ Brief
- ☑ Aangetekend prior
- ☑ Tijdschrift
- ☐ Kilopost
- ☐ UV/RD
- ☑ Distripost onder conventie
- ☑ Kilopost conventie
- ☑ Taxipost
- ☐ Taxipost International
- ☑ Distripost 2008
- ☑ Distripost tijdschrift
- ☑ Clean Mail
- ☑ UV/RD RP+
- ☑ International Parcels Deferred
- ☑ International Parcels Express
- ☐ Reserve product 1
- ☐ Reserve product 2
- ☑ Distripost drukwerk
- ☐ Selectapost
- ☑ Niet dringend commerciële zendingen
- ☑ Drukwerk
- ☑ Prior

Facturatieadressen

- ☑ DE POST - MAIL - MUNTCENTRUM 2e VERDIEPING ., 1000 BRUSSEL
- ☑ DE POST - SALES & MARKETING - MUNTCENTRUM 1e verd, 1000 BRUSSEL

Toegangen

- ☑ e-Mass Post administrator role
- ☑ Zicht op prijzen
- ☑ Creatie
- ☑ Bevestiging + prijzen
- ☑ Algemene opvolging
- ☑ Afgifteverklaring
- ☑ Creatie mailing lijst
- ☑ Delete mailing lijst
- ☑ Afgiftesamenstelling
- ☑ Check mailing lijst
- ☑ Contracten + prijzen

Bewaren   Annuleren

There are several categories of rights:

- Products: The list of products and services marketed by De Post-La Poste the user is permitted to save.

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Producten

- [ ] Brief
- [ ] Aangetekend prior
- [ ] Tijdschrift
- [ ] Kilopost
- [ ] UV/RD
- [ ] Distripost onder conventie
- [ ] Kilopost conventie
- [ ] Taxipost
- [ ] Taxipost International
- [ ] Distripost 2008
- [ ] Distripost tijdschrift
- [ ] Distripost drukwerk
- [ ] Selectapost
- [ ] Niet dringend commerciële zendingen
- [ ] Drukwerk
- [ ] Prior
- [ ] Non prior

- Invoice addresses: If there is more than one invoice address possible, tick the address the user is permitted to use.

Facturatieadressen

- [x] DE POST - MAIL - MUNTCENTRUM 2e VERDIEPING ., 1000 BRUSSEL

- Access: Select the user's e-MassPost access rights with regard to each role in the list by ticking the relevant boxes.

Toegangen

- [x] e-Mass Post administrator role
- [ ] Zicht op prijzen
- [x] Creatie
- [ ] Bevestiging + prijzen
- [x] Algemene opvolging
- [x] Afgifteverklaring
- [x] Creatie mailing lijst
- [x] Delete mailing lijst
- [x] Afgiftesamenstelling
- [x] Check mailing lijst
- [x] Contracten + prijzen

.

The roles correspond to the following access rights:

Role	Access to the main menu functions

e-MassPost administrator role	- Access management
	   - Internal users
	   - Subcontractors
	- Invoice grouping
	- Downloading deposit details for a specified period
	Creating and confirming all deposits relating to products or addresses the administrator has access to (i.e. not only deposits the administrator has created himself).

Viewing prices	- Viewing the prices relating to a deposit
Creation	- *Creating* a deposit via: ▪ New ▪ Template ▪ Package - *Changing or deleting* user-created deposits - *Managing* user-created *templates* -
Confirmation and prices	- *Confirming* deposits - Viewing the prices relating to a deposit
General monitoring	- *For users without administrator rights, viewing all deposits relating to the same products and addresses (i.e. not only deposits the user has announced himself).*
Deposit declaration	- *Deposit declarations* for deposits the user has created or confirmed himself
Creating mailing lists	*Uploading mailing lists*
Deleting mailing lists	*Deleting mailing lists*
Deposit breakdown	*Deposit breakdown for deposits the user has created or confirmed himself*
Checking mailing lists	-
Contracts + prices	- Open *contracts* linked to the PBC Viewing the prices relating to a deposit

Assigning the role of *e-MassPost administrator* means that the "first" administrator (whose profile was created by De Post-La Poste) can create other e-MassPost administrators.
Use of this option should be tightly restricted given the importance of the administrator's rights.

The right to create deposits may / may not be held together with the right to view prices. The user must be able to register a deposit or retrieve a report without viewing the prices.

However, without the right to view prices the user cannot confirm deposits and has no access to open contracts linked to the PBC. Therefore, confirmation + price rights and contracts + price rights implicitly imply the right to view prices.

To save the changes to user rights click [Save].

This brings up the User and Account Administration page.

On this page the administrator can turn the corresponding user rights on or off by clicking *Activate* or *Deactivate*.

The administrator can only activate and deactivate the rights of a user the administrator has created himself.

Remark

If a user has forgotten his or her password click *Change*.

Assign a new password by entering it in the *Password* field and clicking *Confirm your password.*

Click [Save].

8.2.4 Deleting access rights

Access rights cannot be deleted. The administrator can only deactivate the user (and all the user's rights).

8.3 Subcontractors

If you use one or more mail service providers (haulers), you the administrator can create access rights for these service providers directly, in the same way as you create internal accounts.

The subcontractor will then be able to manage your deposits online.

This arrangement has a lot of advantages:

- You can change the access rights you create as you see fit.

- You can track the status of your deposits online (from registration to receipt by a MassPost Centre).

8.3.1 List of subcontractors

To view the list of subcontractors and select the one you want click *Haulers* in the main menu.

<u>Remark</u>

If you would like to work with a subcontractor who is not stated in the list contact the De Post-La Poste Service Center on **022 01 11 11**.

The subcontractors are identified in the list by name and address.

Click *Authorisations* to change the rights allocated to a specific subcontractor. The roles and rights of subcontractors are allocated according to the same principles as those employed for managing internal users.

8.4 Changing passwords / lost passwords

8.4.1 Changing passwords

The administrator assigns a temporary password when creating a new user.

The user must change the password when logging on for the first time.

Click [Change password] in the main menu.

To change the password, first enter the current password.

Now enter a new password of your choice.

Enter the new password again to confirm.

Click [Change].

Remarks

- Your password must be made up of at least 7 characters.

- Your password is case sensitive, which means that uppercase and lowercase forms of the same letter are treated differently.

8.4.2 Forgotten user names and passwords

If you have forgotten your user name or password contact your administrator.

The administrator should contact the De Post-La Poste Business Center.

9 Subcontractor account

This is the page for selecting a PBC linked to a specific customer (see section 4.2).

The administrator can assign customers to different users, based on the rights the customer has allocated.

10 Backup procedure

The backup procedure is to be followed if e-MassPost is temporarily unavailable for any reason or if you are unable to access it because of connection problems.

If you still have paper deposit announcements use them to accompany your deposits.

If you do not have any paper deposit announcements, call the Service Center on 022 01 11 11. The form will be faxed to you the same day.

What do I have to do to be able to use e-MassPost?

To use e-MassPost you need a Postal Business Contract, a user name and a password. The Postal Business Contract must contain the details of the person you have designated as e-MassPost administrator for your company. The accounts (user name, password and rights) for other e-MassPost users of your company are administered directly by your administrator. For more information call the De Post-La Poste Service Center on 022 01 11 11.

What should I do if I have lost or forgotten my e-MassPost password?

If you lose you password or user name call the person designated as e-MassPost administrator in your company.

If you are the administrator follow the procedure below.

As the e-MassPost administrator what should I do if I have lost or forgotten my e-MassPost password?

You must apply for a new password in writing stating your full name and your company's identification details. Sign the application and add a signed copy of a document proving your identity. Fax these documents to the Service Center on 02 276 52 94.

You can start using your new password as soon as you receive it. Don't forget to change it the next time you log on. Simply click "Change password'.

Can I change my user details, like my password?

If you wish to change your password, remember that it must be made up of at least 7 characters. Your password is case sensitive, which means that uppercase and lowercase forms of the same letter are treated differently.

If you would like to change details in your Postal Business Contract (contract parties, invoice addresses and administrator details) call the De Post-La Poste Service Center on **022 01 11 11**.

Are my personal and company details handled confidentially?

De Post-La Poste undertakes to observe Belgium's Privacy Protection (Processing of Personal details) Act of 8 December 1992.

You can read our commitment statement on privacy at De Post-La Poste's official website, www.post.be.

Why can I no longer log on to my e-MassPost account? What can I do?

There are various reasons why you may not be able to log on to your e-MassPost account:

1.   You may be entering the wrong password or user name. Try again taking care to distinguish between uppercase   and   lowercase   letters.

2.   Your session may have timed out. If you are logged on to e-MassPost but do not perform an action within a specific period of time you will be logged out automatically for security reasons. Log on again to continue.

3.   Your online connection may have been lost. Go online and log on again to continue
4.   - eMassPost may be experiencing temporary difficulties. Call our Business Center for more information.

5.   - Our invoices may not have been paid.

Do I have to print the deposit declaration and include it with the deposit?

Yes. The MassPost Centre needs your deposit declaration so that it can conduct its regular checks. The declaration contains all your deposit details. It will be scanned at the bay to identify your deposit.

Can I cancel a confirmed deposit?

A deposit can be cancelled as long as it has not been received by a MassPost Centre.

There are a number of Windows keyboard combinations that speed up navigation between different fields:

- Tab key: jump to the next field

- Shift+Tab: jump to previous field

- Spacebar: select option

- Arrow keys (only in dropdown menus): scroll through options

What are the minimum system requirements for use of e-MassPost?

You need to be online to access e-MassPost. We recommend a PC with Microsoft Internet Explorer 5.5 or higher or Netscape 7.0 or higher.

[Contact persons](#)

Phone

Service Centre: 022 01 11 11
The Service Center is open 9 am to 5 pm Monday to Friday.

Mail

DE POST-LA POSTE
Service Center
Centre Monnaie
B-1000 Brussels