



**bpost  
business**

## **User Management**

E-applications

## **CONTENT TABLE**

<b>1. User management general</b>	<b>3-6</b>
1.1. What is User Management?	4
1.2. Access the portal and e-applications	5
1.3. Access to User management	6
<b>2. Users</b>	<b>7-31</b>
2.1. Create and manage users, being Administrator	8
2.2. Create Users	9-14
2.3. Give Users access to e-applications, products, invoice addresses	15-16
2.3.1. e-Masspost	17-22
2.3.2. Distriplanner	23-24
2.3.3. Collect & Stamp/UVRD+	25-26
2.3.4. Parcels National	27
2.3.5. Parcels International	28-30
2.3.6. Invoice Reporter	31
<b>3. Manage User Rights</b>	<b>32-38</b>
3.1. Remove Access rights	33
3.2. Adaptation of password	34-35
3.3. Username or password forgotten?	36-38

**User Management  
general:**

**What is User  
Management?**

**Access the portal and e-  
applications**

**Access to User  
Management**

## 1.1. What is User Management?

If you make use of the e-applications that bpost provides via the business portal, you can choose who within your company should have access to these e-applications.

Via the User Management Module on the business portal you can create other users and manage their rights.

## 1.2. Access the portal and e-applications

The first step is to login at the business portal.

Therefore you fill out your username and password.

, url [https://www.bpost.be/portal/goLogin?oss\\_language=EN](https://www.bpost.be/portal/goLogin?oss_language=EN)

In case you haven't got a login yet, please choose 'Register' and fill out the online webform.

The image shows a screenshot of the bpost Business Portal login page. The page features the bpost logo in the top left, navigation links for 'Customer service', 'Help', 'NL', 'FR', 'DE', and 'EN' in the top right, and an 'eShop' icon. The main content area is divided into two sections. The left section, titled 'Access your bpost e-services by signing in to the Business Portal.', contains two input fields for 'Username or password' and 'password', a 'Sign in' button, and a link for 'Username or password forgotten?'. The right section, titled 'New user?', contains a paragraph of text and two buttons: 'Discover now!' and 'Register'. Red circles highlight the input fields and the 'Register' button. Red arrows point from these circles to three red-bordered boxes at the bottom: 'USER NAME' (pointing to the first input field), 'PASSWORD' (pointing to the second input field), and 'CLICK ON REGISTER' (pointing to the 'Register' button).

Customer service Help NL FR DE EN

**bpost** eShop

Access your bpost e-services by signing in to the Business Portal.

Username or password forgotten? **Sign in**

**New user?**

Discover the bpost e-services or get directly started by clicking on one of the links below.

**Discover now!** or **Register**

USER NAME

PASSWORD

CLICK ON REGISTER

# 1.3. Access to User Management



Click hereunder to get access to your active e-services.

e-Shipper bpost business

e-Masspost

Collect & Stamp / UVRD+

Invoice Reporter

Distripost

e-Tracker bpost business

e-Shipper bpost international

Shipping Manager

User management

**news!**

▶ 15/07/13 - Grève de 24h en Grèce

[read more](#)

Discover the e-services offer of bpost.

Click on the below links to get more information about the bpost e-services.

The screenshot shows a sidebar menu on the left with the following items: e-Shipper bpost business, Distripost, e-Masspost (highlighted in red with a right arrow), e-Tracker bpost business, Collect & Stamp, e-Shipper bpost international, Invoice Reporter, and Other e-services. The main content area features a background image of a warehouse with a worker moving a pallet. A white text box in the foreground contains the following text: **e-MassPost is bpost's 24/7 online service:** Create, announce and track your MassPost deposits letters, mailings and addressed magazines whenever it suits you by you, your staff or a third party that you designate to minimise waiting times when you make your deposit at your MassPost Centre. [Register now!](#)

CHOOSE « USER MANAGEMENT »

# 2

**Users:**

**Create and manage users, being Administrator**

**Create Users**

**Give Users access to e-applications, products, invoice addresses,...**

## 2.1. Create and manage users, being Administrator

Each company who makes use of the bpost portal needs to have a least one user with an administrator profile. The administrator profile allows the user to create new users with the same or a lower profile.

There are different ways to become an administrator.

- You request access to an online application being the first person of your company. In that case, bpost gives you the right to act as an administrator for your company. Thanks to you, new users can require access to e-applications without the need to fill out the webform.
- Your administrator grants you explicit rights as administrator.

**In the next slides you can find a step by step explanation on how to proceed.**



## 2.2. Create Users

1. Select 'My Users' in the navigation bar
2. The list of existing users for your account appears on the screen.
3. Under the list, you can click on 'create user'
4. Fill-out the personal data of the new user in the screen that is opened.
5. You can decide to give the new user, administrator rights by selecting the right to create administrators and users
6. Click on 'Finish'. The updated list of your users appears on the screen. The new user will also appear in this list. However, this user does not yet have the application rights and can therefore can not use any application on the bpost business portal yet. You still have to give him specific rights for applications.

## 2.2.1. Create Users

Sign off NL FR DE EN



You are  
PRINTSCREENS  
BPOST CONTRACT TEAM

### Account / User Management

You are an Administrator user.

[Home](#)  
[Change password](#)

Welcome  
[My identification](#)  
[My accounts](#)  
[My users](#)  
[Routers](#)

[Quit User  
management](#)

#### Welcome to Account / User management



Account and User management allows you to personally manage your private information, to manage your internal users and to determine your employees' on-line access to the applications.

You can consult an overview of all the accounts for which you have access to one (or more) portal application(s) and you can consult all information on your account(s) at any time.

#### My identification

Consult and/or change your personal information.

#### My accounts

Consult all the accounts for which you have on-line portal access.

#### My users

The option "My users" allows you to manage the user info and the on-line application rights for all your employees.

#### Routers

Are you working with a subcontractor or router? The option "Routers" allows you to personally decide who is granted on-line access for one of your accounts.

CHOOSE «MY USERS»



## 2.2.2. Create Users

Sign off NL FR DE EN



You are PRINTSCREENS BPOST CONTRACT TEAM

### Account / User Management

You are an Administrator user.

Home  
[Change password](#)

#### My users

Username	Name	E-mail address	Created by			
ARNAUD	ARNAUD HENNEKINNE	<a href="mailto:arnaud.hennekinne@bpost.be">arnaud.hennekinne@bpost.be</a>	PRINTSCREENS	<a href="#">Edit</a>	<a href="#">Authorisations</a>	<a href="#">Deactivate</a>

[Welcome](#)  
[My identification](#)  
[My accounts](#)  
[My users](#)  
[Routers](#)

[Quit User management](#)

Show deactivated users

EXISTING LIST WITH «MY USERS»

- **Edit**: change the personal data of a user
- **Authorisations**: overview of the rights that a user has and the possibility to add rights for a user
- **Deactivate**: possibility to deactivate a user (user can only be deactivated, not deleted)
- **Create User**: creation of a new user

## 2.2.3. Create Users

Sign off NL FR DE EN



You are PRINTSCREENS BPOST CONTRACT TEAM

### Account / User Management

You are an Administrator user.

Home  
[Change password](#)

---

Welcome  
[My identification](#)  
[My accounts](#)  
[My users](#)  
[Routers](#)

---

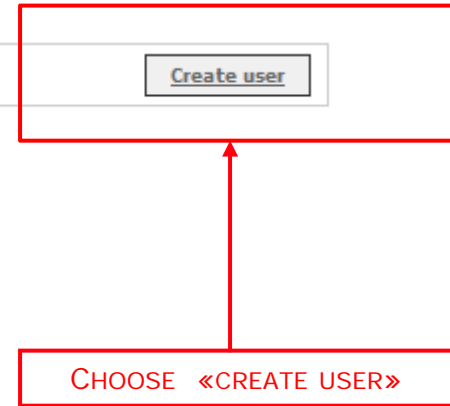
Quit User management

#### My users

Username ^	Name	E-mail address	Created by			
ARNAUD	ARNAUD HENNEKINNE	<a href="mailto:arnaud.hennekinne@bpost.be">arnaud.hennekinne@bpost.be</a>	PRINTSCREENS	<a href="#">Edit</a>	<a href="#">Authorisations</a>	<a href="#">Deactivate</a>

[Show deactivated users](#)

[Create user](#)



## 2.2.3. Create Users Information customer

### Account / User Management

You are an Administrator user.

#### Basic Information

Username	<input type="text"/>	*
Password (at least 7 characters, 1 upper case)	<input type="password"/>	*
Confirm password	<input type="password"/>	*
Identification question	<input type="text"/>	
Identification answer	<input type="text"/>	
Sex	<input type="radio"/> Male <input type="radio"/> Female	*
First name	<input type="text"/>	*
Last name	<input type="text"/>	*
	<input type="text"/>	*
	<input type="text"/>	*

FILL OUT THE DATA  
OF THE NEW USER  
AND CHOOSE  
« NEXT »

#### Remark:

- If an \* is added behind a field, this is an obligatory field
- The mail address still can be changed in the future

## 2.2.4. and 2.1.5. Create Users

**Account / User Management**  
You are an Administrator user.

**Create a new user**

**Usermanagement Authorisations**

- Allowed to create Administrators
- Allowed to create and manage users
- Allowed to reset password. (New!)
- FTP Access (First login via portal required)

GIVE THE RIGHT TO CREATE ADMINISTRATOR\* AND USERS\*\*

GIVE ACCESS TO THE FTP SERVER FOR THE EXCHANGE OF FILES\*\*\*

< Previous Finish Cancel

**Remark:**

Once the rights are given, the user is created. **At this moment he has no access yet to products, invoice addresses and Mail ID files.**

\*Administrator: you, being an administrator, can choose to create a new user with administrator rights. This user can create at his turn new user.

\*\* User: you, being an administrator can choose to create a new user without administrator rights. In that case, the user cannot create other users.

\*\*\* Please contact [Customer.operations@bpost.be](mailto:Customer.operations@bpost.be) if you need to have access and this option is colored light gray.

## 2.3. Give Users access to e-applications, products, invoice addresses,...

**Account / User Management**  
You are an Administrator user.

My users

Username ^	Name ■	E-mail address ■	Created by ■			
ARNAUD	ARNAUD HENNEKINNE	<a href="mailto:arnaud.hennekinne@bpost.be">arnaud.hennekinne@bpost.be</a>	PRINTSCREENS	<a href="#">Edit</a>	<a href="#">Authorisations</a>	<a href="#">Deactivate</a>

Show deactivated users

[Create user](#)

CHOOSE «AUTHORISATIONS»  
TO GIVE RIGHTS TO PRODUCTS  
AND INVOICE ADDRESSES

## 2.3. Give Users access to e-applications, products, invoice addresses,...

Please choose the application for which you want to set the authorisations.

User: Antoine Cardon (Antoine)

Account: TAXIPOST - CENTRE MONNAIE 13ème, 1000 BRUXELLES

Application			
eso	Has Access	<a href="#">Copy all my rights</a>	<a href="#">Select</a>
shm	Has Access	<a href="#">Copy all my rights</a>	<a href="#">Select</a>
etr	Has Access	<a href="#">Copy all my rights</a>	<a href="#">Select</a>
irena	Has Access	<a href="#">Copy all my rights</a>	<a href="#">Select</a>
emasspost	Has Access	<a href="#">Copy all my rights</a>	<a href="#">Select</a>
eso	Has Access	<a href="#">Copy all my rights</a>	<a href="#">Select</a>

YOU CHOOSE THE APPLICATION FOR WHICH YOU WANT TO GRANT RIGHTS (IN THIS EXAMPLE, THIS IS E-MASSPOST) :

- CHOICE « SELECT » YOU CAN CHOOSE WHICH RIGHTS YOU WANT TO GIVE TO THE NEW USER.
- CHOICE « COPY ALL MY RIGHTS » ALLOWS YOU TO GIVE ALL YOUR RIGHTS TO THE NEW USER.

### Remarks:

- You can, being administrator, create users who have fewer or the same rights as you have.

Authorisations that are not granted yet, are colored light gray.

- You only see the screen above when the user has already rights to at least one application.
- If the user receives rights to an e-application for the first time, you will not see this screen but go immediately to the screen specific for the e-application the user asked access to.

In the next steps, we will show you the specific screens per application.



## 2.3.1. Give user access to e-Masspost

### Choice of products

SELECT THE PRODUCTS FOR WHICH YOU WANT TO GIVE ACCESS TO YOUR USER:

LETTER = ADMIN MAIL

ADVERTISING= DIRECT MAIL

#### Products

- Letter
- Registered prior
- Périodical
- Kilopost
- UV/RD
- Distripost conventional
- Kilopost convention
- bPack
- bPack International
- Distripost 2008
- Distripost périodical
- Clean Mail
- UV/RD RP+
- International Parcels Deferred
- International Parcels Express
- Reserve product 1
- Reserve product 2
- Distripost printed
- Selectapost
- Commercial mail non prior
- Printed
- Prior
- Non prior

## 2.3.1. Give user access to e-Masspost Choice of invoice addresses

SELECT THE INVOICE ADDRESSES FOR WHICH YOU WANT TO GIVE ACCESS TO YOUR USER.

THE USER CAN ONLY CREATE DEPOSITS FOR THESE INVOICE ADDRESSES.

### Invoicing addresses

- BPOST - SALESADMIN - MUNTCENTRUM 1, 1000 BRUSSEL
- BPOST CONTRACT TEAM - MUNTCENTRUM 1STE VERDIEPING 1, 1000 BRUSSEL (MANUEL MSP)
- BPOST CONTRACTEAM - CENTRE MONNAIE 1, 1000 BRUSSEL

# 2.3.1. Give user access to e-Masspost : choice of access

SELECT THE RIGHTS THAT YOU WANT TO GIVE TO THE NEW USER AND CHOOSE 'SAVE' IF YOU WANT TO SAVE THE CHANGE OF RIGHTS OF A USER.

**Access**

- e-Mass Post administrator role
- Can see prices
- Creation
- Validation + prices
- Global follow-up
- Drop declaration
- Create mailing list
- Delete mailing list
- Drop summary
- Check mailing list
- Address File Tool
- Contracts + prices
- Yearly Plan

- e-MassPost administrator role:**
- View at prices:**
- Creation:**
- Confirmation + prices:**
- General succession:**
- Deposit Authorisation:**
- Creation mailing list:**
- Delete mailing list:**
- Deposit Summary:**
- Check mailing list:**
- Contracts + prices:**
- Senders Management:**

- management and creation of users and routers
- view on prices of deposit
- creation of a new deposit
- validation of a deposit
- view on all deposits linked to products and prices (not only deposits created by user)
- view on the deposits that user created himself
- Upload Mail ID file
- eliminate a Mail ID file
- view on deposits that the user created himself
- controle of the quality of the Mail ID files
- view on the contracts and prices
- identification of shipper - only for conventional routers

## 2.3.1. Give user access to e-Masspost: Routers

If you work with one or more service suppliers in the post business (routers), you can -being Administrator-, create access rights directly for this third party.

This third party can manage your deposits directly via the internet.

This formula has two advantages:

- You can change the access rights easily
- You can consult the on line status of your deposits in the process chain (from registration until reception by a MassPost center)

To consult the list of routers and to select the service supplier of your choice, click in the general menu on 'routers'.

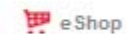
The routers can be identified in the list, based on name and address.

If you want to cooperate with a service supplier that is not in the list, please contact our bpost Service Center on the number 02 201 11 11.

If you click on 'Authorisations', you can change the rights that were granted to a specific router. You can determine the roles and rights for your router, following the same principles as for the management of your internal users.

## 2.3.1. Give user access to e-Masspost: Routers

Sign off NL FR DE EN



You are  
PRINTSCREENS  
BPOST CONTRACT TEAM

### Account / User Management


You are an Administrator user.

[Home](#)  
[Change password](#)

Welcome  
[My identification](#)  
[My accounts](#)  
[My users](#)  
[Routers](#)

[Quit User management](#)

#### Welcome to Account / User management



Account and User management allows you to personally manage your private information, to manage your internal users and to determine your employees' on-line access to the applications.

You can consult an overview of all the accounts for which you have access to one (or more) portal application(s) and you can consult all information on your account(s) at any time.

**My identification**  
Consult and/or change your personal information.

**My accounts**  
Consult all the accounts for which you have on-line portal access.

**My users**  
The option "My users" allows you to manage the user info and the on-line application rights for all your employees.

**Routers**  
Are you working with a subcontractor or router? The option "Routers" allows you to personally decide who is granted on-line access for one of your accounts.

CHOOSE «ROUTERS»

## 2.3.1. Give user access to e-Masspost: Routers



Sign off NL FR DE EN



You are  
PRINTSCREENS  
BPOST CONTRACT  
TEAM

**Account / User Management**  
You are an Administrator user.

[Home](#)  
[Change password](#)

[Welcome](#)  
[My identification](#)  
[My accounts](#)  
[My users](#)  
[Routers](#)

[Quit User  
management](#)

Routers

Router name	Address	
2 IMAGINE	OUDE KURINGERBAAN 59, 3500 HASSELT	<a href="#">Authorisations</a>
3MA GROUP	RUE DU DR MANFRED BEHR 9, 68250 ROUFFACH	<a href="#">Authorisations</a>
A TOT Z	DE HAAK 18, 555XK VALKENSWAARD	<a href="#">Authorisations</a>
ABEX DIREKTWERBUNG GmbH & Co. KG	JACOBSENWEG 6-8, 22525 HAMBURG	<a href="#">Authorisations</a>
ACCESS DIRECT	RUE D'ABHOZZ 25, 4040 HERSTAL	<a href="#">Authorisations</a>
ACT 3	BRUSSELSTRAAT 107, 1702 GROOT-BIJGAARDEN	<a href="#">Authorisations</a>
ACT 3	RUE DE BRUXELLES 107, 1702 GROOT-BIJGAARDEN	<a href="#">Authorisations</a>
ACT STAR	BOULEVARD LAMBERMONT 168, 1030 SCHAEERBEEK	<a href="#">Authorisations</a>
ACTIGROUP	ALLEE DE LA RECHERCHE 65, 1070 ANDERESCHT	<a href="#">Authorisations</a>
ACTO PRINT AND MAIL SERVICES	SATENROZEN 2, 2550 KONTICH	<a href="#">Authorisations</a>
ADDRESS SYSTEM	KLEIN BOOM , KMO ZONE 5, 2580 PUTTE	<a href="#">Authorisations</a>
AIMIA PROPRIETARY LOYALTY BELGIUM	BOULEVARD DE LA WOLUWE 34, 1200 WOLUWE-SAINT-LAMBERT	<a href="#">Authorisations</a>
ALBE DE COKER DRUKKERIJ	BOOMBEEKLAAN 12, 2660 HOBOKEN	<a href="#">Authorisations</a>
ALL MAIL SERVICES	POLENSTRAAT 43, 9940 SLEIDINGE	<a href="#">Authorisations</a>
ALL POST	AVENUE DE LA REPUBLIQUE 897, 59700 MARCQ EN BAROEUL	<a href="#">Authorisations</a>
ALLARD KALIGRAFFIC	TORHOUTSESTENWEG 482, 8400 OOSTENDE	<a href="#">Authorisations</a>
APAM	CHAUSSÉE DE DROGENBOS 130, 1180 UCCLE	<a href="#">Authorisations</a>
ARDENTIA	OUDE STAATSBAAAN 96, 9991 ADEGEM	<a href="#">Authorisations</a>
ARPEGGIO	AVENUE HENRI PAUWELS 29, 1200 WOLUWE-SAINT-LAMBERT	<a href="#">Authorisations</a>
ARTE PRINT DRUKKERIJ	LAARBEEKLAAN 70, 1090 JETTE	<a href="#">Authorisations</a>
ARVATO DIRECT SERVICES GUTERSLOH	ABT. D21V-PM AN DER AUTOBAHN ., 33310 GUTERSLOH	<a href="#">Authorisations</a>
ASF-ARVATO SERVICES FRANCE	RUE DES FRERES LUMIERE 208, 62880 VENDIN LE VIEIL	<a href="#">Authorisations</a>
ASTERION SAINT DENIS	RUE CHARLES MICHEL 103, 93200 SAINT DENIS	<a href="#">Authorisations</a>
ATELIERS CAMBIER	ZONING INDUSTRIEL 1 ERE RUE, 6040 JUMET	<a href="#">Authorisations</a>
B.R.I.O BROCHAGE ROUTAGE INDUSTRIEL DE L'OUEST	BOULEVARD GALILEE *, 53810 LAVAL	<a href="#">Authorisations</a>
MBURG	GINDEROVERSTRAAT 143, 3590 DIEPENBEEK	<a href="#">Authorisations</a>
	BOULEVARD DE WATERLOO 16, 1000 BRUXELLES	<a href="#">Authorisations</a>
	KONINGSBELTWEW 51, 1329 AE ALMERE	<a href="#">Authorisations</a>
	AZALEALEI 24, 2170 MERKSEM	<a href="#">Authorisations</a>
	JULES BORDETLAAN 166 1, 1140 EVERE	<a href="#">Authorisations</a>
	KWADELAPSTRAAT 2, 9320 EREMBODEGEM	<a href="#">Authorisations</a>
	RUE STROOBANTS 48C/D, 1140 EVERE	<a href="#">Authorisations</a>
	HOORNBLAAS 132, 3271 ZICHEM	<a href="#">Authorisations</a>
	AMBACHTSLAAN 1021, 3990 PEER	<a href="#">Authorisations</a>

CHOOSE «AUTHORISATIONS» WHICH YOU WANT TO GIVE TO THE ROUTER\*

### Remark:

\*The rights will only be given to the administrator of the e-MassPost account of the router.

The router will have the possibility to pass the rights to the users.

## 2.3.2. Give user access to Distriplanner: Invoice Addresses

SELECT THE INVOICE ADDRESSES FOR WHICH YOU WANT TO GIVE ACCESS TO YOUR USER.

THE USER CAN ONLY CREATE DEPOSITS FOR THESE INVOICE ADDRESSES

### Invoicing addresses

- BPOST - SALESADMIN - MUNTCENTRUM 1, 1000 BRUSSEL
- BPOST CONTRACT TEAM - MUNTCENTRUM 1STE VERDIEPING 1, 1000 BRUSSEL (MANUEL MSP)
- BPOST CONTRACTEAM - CENTRE MONNAIE 1, 1000 BRUSSEL

## 2.3.2. Give user access to Distriplanner, Choice of access

**Role**

Order Entry

Quick view

SELECT THE RIGHTS THAT YOU WANT TO GIVE TO THE NEW USER:

**Order entry:** management and creation of orders

**Quick view:** possibility to do simulations of zones and a view on existing orders.



## 2.3.3. Give user access to Collect & Stamp/UVRD+

You need to grant your new user the necessary rights to user e-applications before he can effectively use the e-applications on the business portal.

Starting from the list of users, you follow the next steps:

Click on 'Authorizations' behind the user who you want to grant rights.

- A first list contains the contracts to which the user is linked (in function of the rights you have). You can choose to which contracts you give your new user access.
- A second list shows the available functions. Flag the functionalities for which the new user gets access:
  - Advanced search for registered sendings
  - Avanced search for parcels
  - Search on barcode of registered sendings
  - Search on barcode for parcels
  - Requests of printed proofs of deposit
  - Search on invoices

To confirm your selections and give the new user access, click on 'register'.

If all actions were done correctly, the Collect & Stamp button will be activated for the user in the overview screen. As from that moment the new user has access to the online Collect & Stamp application.

## 2.3.3. Give user access to Collect & Stamp/UVRD+

**Account / User Management**  
You are an Administrator user.

**Manage authorisations**

**User:** Brecht Boelaert (Brecht1981)  
**Account:** DUMMY - MUNTCENTRUM ., 1000 BRUSSEL  
**Application:** Pre-Postal Operations

[Check all](#)

**Contract**

???en.ppo.dimensions.contract???

CS000023928000 - DUMMY - MUNTCENTRUM ., 1000 BRUSSEL

**Role**

???en.ppo.dimensions.role.advancedMailSearchTrans???

???en.ppo.dimensions.role.advancedParcelsearchTrans???

???en.ppo.dimensions.role.barcodeMailSearchTrans???

???en.ppo.dimensions.role.barcodeParcelsearchTrans???

???en.ppo.dimensions.role.paperPack???

Search invoices

CHOOSE « CONTRACT »  
CHOOSE « ROLE »  
CHOOSE « SAVE »

### Remark:

Only the CS Master contract can be chosen.

## 2.3.4. Give user access to Parcels National (e-Shipper bpost business, e-Tracker bpost business, Shipping Manager)

**Account / User Management**  
You are an Internal user.

**Manage authorisations**

**User:** Isabel Jeannine Deronne (DERONNE)  
**Account:** EVADIX DIRECT MARKETING SERVICES - QUAI DONAT CASTERMAN 71, 7500 TOURNAI  
**Application:** International Trade Lane

Check all

Role
<input checked="" type="checkbox"/> Gebruiker

Contract
<input checked="" type="checkbox"/> 999009 - BPOST - TAXIPOST - MUNTCENTRUM 3DE VERD. 1, 1000 BRUSSEL
<input type="checkbox"/> 999010 - BPOST - TAXIPOST - MUNTCENTRUM 3DE VERD. 1, 1000 BRUSSEL
<input type="checkbox"/> 999008 - BPOST - TAXIPOST - MUNTCENTRUM 3DE VERD. 1, 1000 BRUSSEL
<input type="checkbox"/> 999200 - BPOST - TAXIPOST - MUNTCENTRUM 3DE VERD. 1, 1000 BRUSSEL
<input type="checkbox"/> 999201 - BPOST - TAXIPOST - MUNTCENTRUM 3DE VERD. 1, 1000 BRUSSEL
<input type="checkbox"/> 999202 - BPOST - TAXIPOST - MUNTCENTRUM 3DE VERD. 1, 1000 BRUSSEL

CHOOSE « ROLE »  
CHOOSE « CONTRACT »

## 2.3.5. Give user access to Parcels International (eShipper bpost international)

[Check all](#)

**Access rights**

- Customs access
- Right to eShipper light
- Right to eShipper Pro 2
- Right to eShipper Pro
- ETOE handling
- General access
- Right to view prices

**Contract rights**

- BPI/2008/4023 - MAPAREXX - FRANK BREUER & STEPHAN JANICKE - GBR - MÜLHEIMER STRASSE 26, 53840 TROISDORF
- BPI/2008/4447 - MAPAREXX - FRANK BREUER & STEPHAN JANICKE - GBR - MÜLHEIMER STRASSE 26, 53840 TROISDORF
- BPI/2008/4497 - MAPAREXX - FRANK BREUER & STEPHAN JANICKE - GBR - MÜLHEIMER STRASSE 26, 53840 TROISDORF
- BPI/2009/5239 - MAPAREXX - FRANK BREUER & STEPHAN JANICKE - GBR - MÜLHEIMER STRASSE 26, 53840 TROISDORF
- BPI/2009/5452 - MAPAREXX - FRANK BREUER & STEPHAN JANICKE - GBR - MÜLHEIMER STRASSE 26, 53840 TROISDORF
- BPI/2008/4042/091 - MAPAREXX - FRANK BREUER & STEPHAN JANICKE - GBR - MÜLHEIMER STRASSE 26, 53840 TROISDORF
- BPI/2014/7202 - MAPAREXX - FRANK BREUER & STEPHAN JANICKE - GBR - MÜLHEIMER STRASSE 26, 53840 TROISDORF
- BPI/2013/7391 - MAPAREXX - FRANK BREUER & STEPHAN JANICKE - GBR - MÜLHEIMER STRASSE 26, 53840 TROISDORF
- BPI/2013/7407 - MAPAREXX - FRANK BREUER & STEPHAN JANICKE - GBR - MÜLHEIMER STRASSE 26, 53840 TROISDORF
- BPI/2013/7413 - MAPAREXX - FRANK BREUER & STEPHAN JANICKE - GBR - MÜLHEIMER STRASSE 26, 53840 TROISDORF
- BPI/2013/7638 - MAPAREXX - FRANK BREUER & STEPHAN JANICKE - GBR - MÜLHEIMER STRASSE 26, 53840 TROISDORF
- BPI/2012/6777 - MAPAREXX - FRANK BREUER & STEPHAN JANICKE - GBR - MÜLHEIMER STRASSE 26, 53840 TROISDORF

**Rights on borderel types**

- Direct Mail (borderel 10)
- Volumall Sorted (borderel 12)
- Volumall Registered (borderel 13)
- Volumall Unsorted (borderel 14)
- Volumall Sorted Track and Trace on receptacle (borderel 16)
- Volumall Unsorted Track and Trace (borderel 17)
- Practimall (borderel 20)
- EasyReturn (borderel 21)
- MaxReply (borderel 23)
- Maxi Pack (borderel 31)
- Mini Pack Scan (borderel 33)
- Mini Pack Sorted (borderel 35)

CHOOSE « ACCESS RIGHTS »  
CHOOSE « CONTRACT RIGHTS »  
CHOOSE « RIGHTS ON BORDEREL TYPE »

## 2.3.5. Give user access to Parcels International (eShipper bpost international)

### Access Rights:

- Right on customs' access = not applicable
- Right on eShipper light = only read access is applicable on Mail and Parcels
- eShipper Pro 2 access = Create deposits via eShipper Pro, only applicable to Parcels
- eShipper Pro access = not applicable
- ETOE handling = Intake only applicable for ETOE partners
- General access = Create deposits for mail and Parcels
- Right to see prices = Make prices and invoices visible for users
- **When granting access rights, flag the borderel types that are applicable**

X=mandatory  
 O=Option  
 NA = not applicable/not allowed

Read only profile	General Access	Access to eShipper Pro 2	Bpost international ETOE
Mail & Parcels Read only access	Mail Services Read-Write	Parcels Services Read-Write and automatic uploads	ETOE handling

**CHOOSE ACCESS RIGHTS FOR YOUR USER**

<u>Right on customs' access</u>	NA	NA	NA	NA
<u>Right on eShipper light</u>	X	NA	NA	NA
eShipper Pro 2 access	NA	NA	X	O
eShipper Pro access	NA	NA	NA	NA
ETOE handling	NA	NA	NA	X
General Access	NA	X	X	X
Right to see prices	O	O	O	O

**CHOOSE SERVICE DEPENDING ON YOUR ACTIVE CONTRACTS**

Direct Mail (borderel 10)	O	O	NA	O
Volumail Sorted (Borderel 12)	O	O	NA	O
Volumail Registered (Borderel 13)	O	O	NA	O
....other Mail services	O	O	NA	O
Easy Return (Borderel 21)	Not allowed	O	O	O
Max Reply (Borderel 23)	Not allowed	O	NA	O
Maxi Pack (Borderel 31)	O	O	O	O
Mini Pack Scan (borderel 33)	O	O	O	O
...other Parcel services	O	O	O	O
Easy Return+ (Borderel 50)	Not allowed	O	O	O

## 2.3.6. Give user access to Invoice Reporter, choice of invoice addresses

### Invoicing addresses

- BPOST - SALESADMIN - MUNTCENTRUM 1, 1000 BRUSSEL
- BPOST CONTRACT TEAM - MUNTCENTRUM 1STE VERDIEPING 1, 1000 BRUSSEL (MANUEL MSP)
- BPOST CONTRACTEAM - CENTRE MONNAIE 1, 1000 BRUSSEL

SELECT THE INVOICE ADDRESSES FOR WHICH YOU WANT TO GIVE ACCESS TO YOUR USERS.

THE USER CAN ONLY SEE THE INVOICES FOR THESE INVOICE ADDRESSES

# 3

**Manage User rights:**

**Remove Access  
rights**

**Adaptation of  
password**

**Username or  
password forgotten?**



## 3.1. Manage rights for users: Delete access rights

The screenshot shows the 'Account / User Management' interface. At the top, it says 'You are an Administrator user.' Below this is a section titled 'My users' containing a table of users. The table has columns for Username, Name, E-mail address, Created by, and actions. The first user listed is ARNAUD HENNEKINNE with email arnaud.hennekinne@bpost.be and role PRINTSCREENS. The actions for this user are Edit, Authorisations, and Deactivate. The 'Deactivate' link is highlighted with a red box. Below the table is a checkbox for 'Show deactivated users'. At the bottom right, there is a 'Create user' button, also highlighted with a red box. A red arrow points from the 'Deactivate' link to the 'Create user' button, and a red box below it contains the text 'CHOOSE 'DEACTIVATE''.

Username ^	Name	E-mail address	Created by			
ARNAUD	ARNAUD HENNEKINNE	arnaud.hennekinne@bpost.be	PRINTSCREENS	Edit	Authorisations	Deactivate

Show deactivated users

Create user

CHOOSE 'DEACTIVATE'

### Remark:

It is not possible to delete access rights. The administrator can only deactivate the user (and his rights).

## 3.2. Manage rights for users

### Change of password

Sign off NL FR DE EN



You are  
PRINTSCREENS  
BPOST CONTRACT TEAM

### Account / User Management


You are an Administrator user.

[Home](#)  
[Change password](#)

Welcome  
[My identification](#)  
[My accounts](#)  
[My users](#)  
[Routers](#)

[Quit User management](#)

#### Welcome to Account / User management



Account and User management allows you to personally manage your private information, to manage your internal users and to determine your employees' on-line access to the applications.

You can consult an overview of all the accounts for which you have access to one (or more) portal application(s) and you can consult all information on your account(s) at any time.

**My identification**  
Consult and/or change your personal information.

**My accounts**  
Consult all the accounts for which you have on-line portal access.

**My users**  
The option "My users" allows you to manage the user info and the on-line application rights for all your employees.

**Routers**  
Are you working with a subcontractor or router? The option "Routers" allows you to personally decide who is granted on-line access for one of your accounts.

THE ADMINISTRATOR CAN GRANT A TEMPORARY PASSWORD WHEN CREATING A NEW USER.  
THE USER SHOULD CHANGE THIS PASSWORD WHEN HE LOGS INTO THE PORTAL FOR THE FIRST TIME  
IN THE GENERAL MENU, THE USER CHOOSES 'CHANGE PASSWORD'.

## 3.2. Manage rights for users

### Change of password

Customer service Help NL FR DE EN



#### Change password

Please fill in the fields below to create a new password.  
The entered password should be 7 letters long and contain at least 1 upper case character.

Current password

New password

Confirm password

Change

Copyright © 2011 bpost | Disclaimer | General conditions

TO CHANGE YOUR PASSWORD, YOU FIRST FILL OUT YOUR CURRENT PASSWORD.  
THEREAFTER YOU FILL OUT THE NEW PASSWORD OF YOUR CHOICE.  
CONFIRM THE NEW PASSWORD BY COMPLETING IT A SECOND TIME.  
CLICK ON CHANGE.

#### **Remark:**

Your password should exist out of at least 7 characters.  
It should contain at least one small and one capital character.  
A distinction is made between small and capital letters.

## 3.3. Manage rights for users username or password forgotten?

If you have forgotten your password or user name, please go to the bpost website and click on 'Logon' (right corner on top) or follow the link [https://www.bpost.be/portal/goLogin?oss\\_language=EN](https://www.bpost.be/portal/goLogin?oss_language=EN)

The screenshot shows the bpost website's login interface. At the top right, there are links for 'Customer service', 'Help', and language options 'NL', 'FR', 'DE', 'EN'. The bpost logo is on the left, and an 'eShop' icon is on the right. The main content area is divided into two sections. The left section, titled 'Access your bpost e-services by signing in to the Business Portal.', contains two input fields for username and password, a 'Sign in' button, and a link for 'Username or password forgotten?'. The right section, titled 'New user?', contains a 'Discover now!' button and a 'Register' button. A red box highlights the two input fields, and a red arrow points from this box to another red box at the bottom of the page that contains the text 'CHOOSE 'USERNAME OR PASSWORD FORGOTTEN'\*'. The 'Sign in' button is also highlighted with a red box.

### Remark :

\*Your administrator should have given you permission to change the password.

## 3.3. Manage rights for users username or password forgotten?

Customer service Help NL FR DE EN



### Password reset

Please fill in the field on the right and enter your **username** or **e-mail** address that is linked to your account. Afterwards, an e-mail containing your username and a link to reset your password will be sent to you.

For more information about this functionality, click [here](#).

If you do not remember your username nor do you remember your e-mail address, please contact your administrator. If you do not know who your administrator is or you do not have an administrator, please contact bpost via [customer service](#).

<input type="text" value="Please enter your user name or e-mail address"/>	<input type="button" value="Confirm"/>
--	--

FILL OUT 'USERNAME' OR  
'E-MAIL ADDRESS' &  
CLICK ON 'CONFIRM'

#### Remark:

If you have forgotten your password or username, please go to the bpost website and click on logon or follow the link [https://www.bpost.be/portal/language?oss\\_language=EN](https://www.bpost.be/portal/language?oss_language=EN)

## **3.3. Manage rights for users username or password forgotten?**

If you have forgotten your username or password and haven't received the rights of your administrator to adapt your username or password yourself, please contact your administrator.

In case you cannot reach your administrator, please contact bpost to help you:

Tel 02 201 11 11



**bpost  
business**



**Contact bpost**

02 201 11 11

Our customer service is open Monday to Friday between 8:30 am and 17:30 pm and on Saturday between 8:30 am and 12 pm.