bpost business

User Management

E-applications

CONTENT TABLE

bpost
business

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

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

1.3. Access to 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

bpost

🛒 eShop

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»

bpost
business

10

2.2.2. Create 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

CHOOSE «CREATE USER»

2.2.3. Create Users Information customer

Account / User Management
You are an Administrator user.

Basic Information

Username	[_____] *
Password (at least 7 characters, 1 upper case)	[_____] *
Confirm password	[_____] *
Identification question	[_____]
Identification answer	[_____]
Sex	○ Male ○ Female *
First name	[_____] *
Last name	[_____] *
	[_____] *
	[▼] *

> 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

13

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!)

GIVE THE RIGHT TO CREATE ADMINISTRATOR* AND USERS**

☐ FTP Access (First login via portal required)

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 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		arnaud.hennekinne@bpost.be		PRINTSCREENS		Edit	Authorisations	Deactivate

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	Copy all my rights	Select
shm	Has Access	Copy all my rights	Select
etr	Has Access	Copy all my rights	Select
irena	Has Access	Copy all my rights	Select
emasspost	Has Access	Copy all my rights	Select
eso	Has Access	Copy all my rights	Select

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

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:	management and creation of users and routers
View at prices:	view on prices of deposit
Creation:	creation of a new deposit
Confirmation + prices:	validation of a deposit
General succession:	view on all deposits linked to products and prices (not only deposits created by user)
Deposit Authorisation:	view on the deposits that user created himself
Creation mailing list:	Upload Mail ID file
Delete mailing list:	eliminate a Mail ID file
Deposit Summary:	view on deposits that the user created himself
Check mailing list:	controle of the quality of the Mail ID files
Contracts + prices:	view on the contracts and prices
Senders Management:	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 choise, click in the general menu on 'routers'.
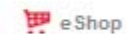The routers can be identified in the list, based on name and address.
If you want to cooperate with a service supplier that is not in the list, please contact our bpost Service Center on the number 02 201 11 11.

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**

bpost

eShop

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

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

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

[Enregistrer]   [Annuler]

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

???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 »

Save   Cancel

Remark:

Only the CS Master contract can be chosen.

26

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
☑ Gebruiker

Contract
☑ 999009 - BPOST - TAXIPOST - MUNTCENTRUM 3DE VERD. 1, 1000 BRUSSEL
☐ 999010 - BPOST - TAXIPOST - MUNTCENTRUM 3DE VERD. 1, 1000 BRUSSEL
☐ 999008 - BPOST - TAXIPOST - MUNTCENTRUM 3DE VERD. 1, 1000 BRUSSEL
☐ 999200 - BPOST - TAXIPOST - MUNTCENTRUM 3DE VERD. 1, 1000 BRUSSEL
☐ 999201 - BPOST - TAXIPOST - MUNTCENTRUM 3DE VERD. 1, 1000 BRUSSEL
☐ 999202 - BPOST - TAXIPOST - MUNTCENTRUM 3DE VERD. 1, 1000 BRUSSEL

Bewaren   Annuleren

CHOOSE « ROLE »
CHOOSE « CONTRACT »

27

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
- [x] Right to eShipper Pro
- [ ] ETOE handling
- [x] General access
- [ ] Right to view prices

Contract rights

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

Rights on borderel types

- [x] Direct Mail (borderel 10)
- [x] Volumail Sorted (borderel 12)
- [x] Volumail Registered (borderel 13)
- [x] Volumail Unsorted (borderel 14)
- [x] Volumail Sorted Track and Trace on receptacle (borderel 16)
- [x] Volumail Unsorted Track and Trace (borderel 17)
- [x] Practimail (borderel 20)
- [x] EasyReturn (borderel 21)
- [ ] MaxReply (borderel 23)
- [x] Maxi Pack (borderel 31)
- [ ] Mini Pack Scan (borderel 33)
- [x] 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:

- <u>Right on customs' access</u> = not applicable

- <u>Right on eShipper light</u> = only read acces is applicable on Mail and Parcels

- <u>eShipper Pro 2 access</u> = Create deposits via eShipper Pro, only applicable to Parcels

- <u>eShipper Pro access</u> = not applicable

- <u>ETOE handling</u> = Intake only applicable for ETOE partners

- <u>General access</u> = Create deposits for mail and Parcels

- <u>Right to see prices</u> = 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

	Read only profile	General Access	Access to eShipper Pro 2	Bpost international ETOE
Right on customs' access	NA	NA	NA	NA
Right on eShipper light	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

	Read only profile	General Access	Access to eShipper Pro 2	Bpost international ETOE
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

30

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

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

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

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.

35

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

CHOOSE 'USERNAME OR PASSWORD FORGOTTEN'*

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

36

3.3. Manage rights for users username or password forgotten?

bpost   🛒 eShop

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**.

Please enter your user name or e-mail address	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

37

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.