

## Frequently asked questions

Type	Questions	Answer
<b>Address</b>	Why is the phone number I enter displayed incorrectly?	The phone number must begin with 0 or 00 and must comprise at least 8 digits. The characters “/” and “.” are permitted.
<b>Address</b>	My address contains more than 40 characters. Is that acceptable?	No, only 40 characters can be entered for an address.
<b>Barcode</b>	Can I use my label more than once?	No, every label must contain a unique barcode.
<b>Connection</b>	The e-Shipper Pro logo is greyed out. Why can I not click it?	You do not have access to e-Shipper Pro. Ask your account manager for more information.
<b>Connection</b>	I cannot establish a connection to the e-services.	Email <a href="mailto:info@taxipost.be">info@taxipost.be</a> to ask for a new password.
<b>Contact</b>	What is the customer service e-mail address?	<a href="mailto:eol@taxipost.be">eol@taxipost.be</a> or <a href="mailto:info@taxipost.be">info@taxipost.be</a>
<b>CSV:</b>	I have a problem with my CSV file.	Read the chapter relating to CSV files in the user guide.
<b>Label</b>	The full sender address is not displayed on my label.	The label template generates no more than 20 characters. The data are however saved digitally.
<b>Label</b>	What does the exclamation mark/point on my label mean?	It means that more than one option was selected for this label.
<b>Invoicing</b>	I printed a label but did not use it. Do I get a refund?	The label will not be invoiced until it enters our network. That means you will not be invoiced anything unless you use it.
<b>History</b>	How long is my history kept?	3 months (90 days)
<b>International</b>	When I create an international label I get two labels. Is this right?	Yes, you have to affix both labels to your parcel.
<b>Layout</b>	The user interface is incorrect. Some buttons and text are missing	Only Internet Explorer and Firefox (3.0 and higher) are supported. Google Chrome and Safari are not supported.
<b>Options</b>	Where can I see the price of my options?	The price of the options is displayed on the welcome page.
<b>Options</b>	When I check the “Signature” and “Insurance” options an error message is displayed.	The “Insurance” option already includes the “Signature” option.
<b>PDF</b>	The label is not rendered properly in my PDF.	Download the most recent version of Acrobat Reader.
<b>PDF</b>	I want to download a PDF but an old file is opened instead.	Check your internet connection. Check whether the temporary web files setting is set to “Automatic”. In Internet Explorer: Tab Extra > Internet Options > Settings > Automatic
<b>PDF</b>	My label is incomplete.	Check that the label has been added to your basket and print it from there.
<b>Pick-up</b>	I submitted a pick-up request but no-one came.	Check that the pick-up request was properly added to the basket and printed (see history).
<b>Postcode</b>	When I create a label the postcode is invalid (e.g. 2000 Antwerp)	Log off and restart your browser. Log on again.