



e-Shipper Pro

Manage your parcels

User guide

Versie 0.1



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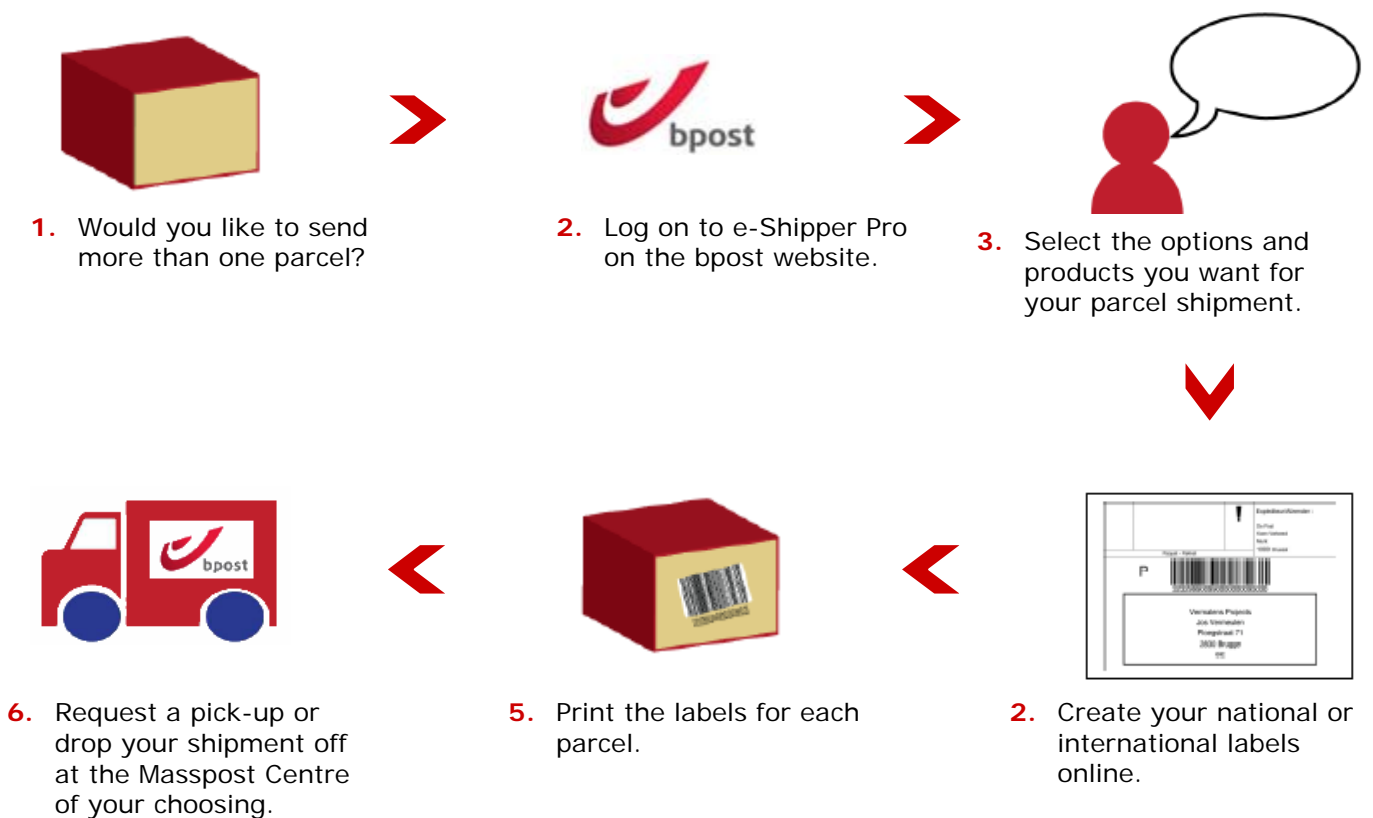
1

Introduction

E-Shipper Pro is an online application to conveniently manage all your parcel shipments by bpost.

Designed for customers E-Shipper Pro offers the following possibilities:

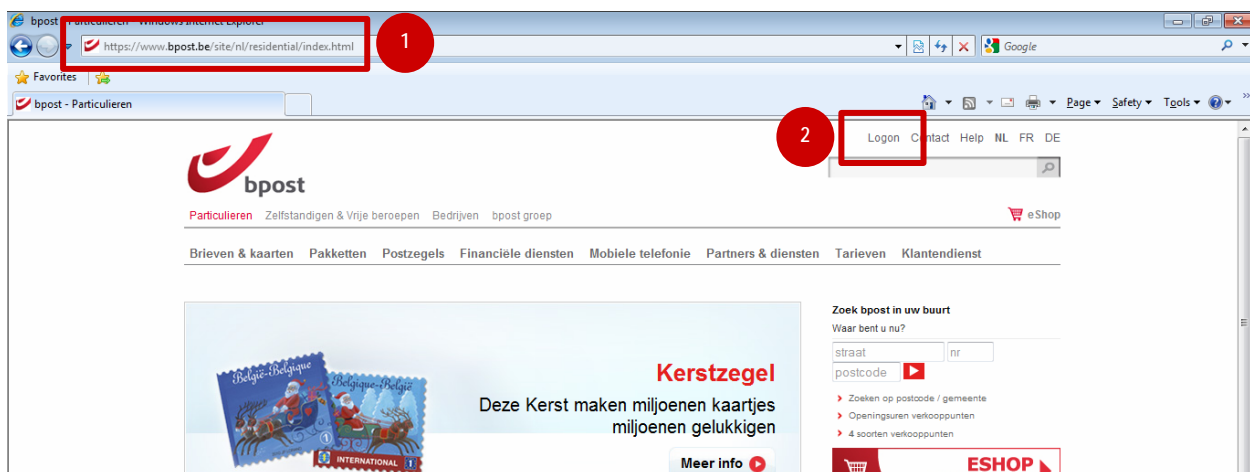
- Creating and downloading labels
- Creating a pick-up request
- Selecting products and options for sending parcels
- Saving your parcel shipment history
- Registering/uploading sender, destination and pick-up addresses



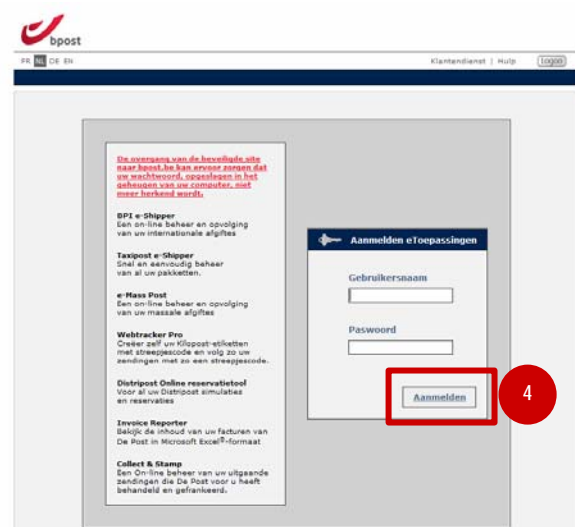
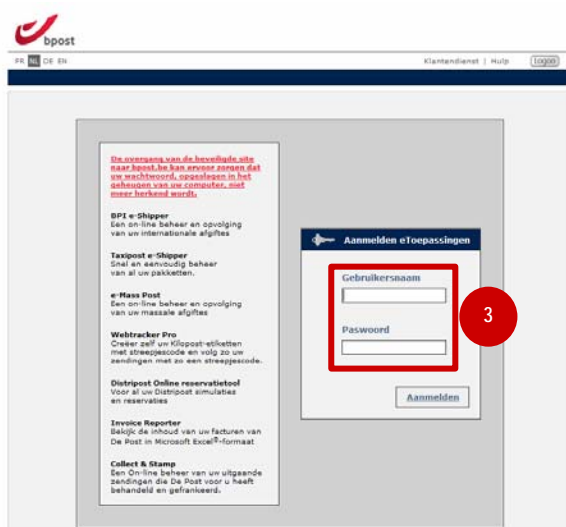
2

Logging on to e-Shipper Pro

1. Go to the bpost website at www.bpost.be.
2. Click "Logon" at top right.



3. Enter your username and password on the next page.
4. Click "Logon".

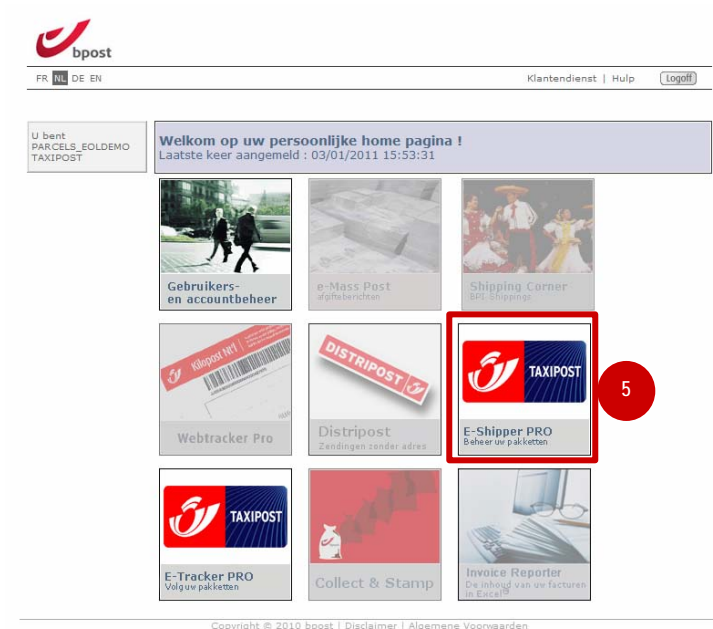


Your e-Shipper Pro username and password will be emailed to you by our services or by your account manager. If you lose your username and password call our services on 02 251 24 24.

Note: you should change your password the first time you log on.

Your personal home page is displayed, showing icons representing the various bpost applications. The available applications depend on the type of contract you have signed. You can access the applications that are not greyed out.

5. Click e-Shipper Pro to open.



3

How to use e-Shipper Pro

e-Shipper Pro provides access to a large number of services that enable you to conveniently manage all your Taxipost mail items and contracts. There are two menus.

The screenshot shows the e-Shipper Pro web interface. At the top right, there is a red box labeled "Horizontaal menu" containing the bpost logo, language options (FR, NL, DE, EN), and links for "Klantendienst | Hulp" and "Logoff". On the left side, there is a vertical menu labeled "Vertikaal menu" with options like "Home", "Wijzig password", "Kies contract", "E-Shipper Pro", "Etiket", "Aanmaken", "Opladen", "One shot", "Ophaalaanvraag", "Aanmaken", "Winkelmandje", "Overzicht", "Historiek", "Overzicht", "Beheer", "Afzenders", "Bestemmingen", "Ophaaladressen", "Profielen", and "Verlaat E-Shipper Pro". The main content area is titled "Welkom in e-Shipper Pro!" and contains a welcome message, a list of services, a "Bekijk de online demo" button, a section for international offers, and a "Gebruikt u e-Shipper Pro voor het eerst?" section with three numbered steps and a back arrow.

Horizontaal menu

FR NL DE EN Klantendienst | Hulp Logoff

U bent PARCELS_EOLDEMO TAXIPOST

Vertikaal menu

Home
Wijzig password

Kies contract

E-Shipper Pro

Etiket
Aanmaken
Opladen
One shot

Ophaalaanvraag
Aanmaken

Winkelmandje
Overzicht

Historiek
Overzicht

Beheer
Afzenders
Bestemmingen
Ophaaladressen
Profielen

Verlaat E-Shipper Pro

Welkom in e-Shipper Pro!

Deze toepassing werd speciaal ontwikkeld om de verzending van uw pakketten te vereenvoudigen. Dankzij deze toepassing kan u:

- zelf uw barcode-etiketten aanmaken voor uw nationale en internationale pakketten
- uw opties kiezen
- een Afhaling op Aanvraag bestellen
- uw pakketten op een snelle en eenvoudige manier volgen

Bekijk de online demo

Ontdek ons nieuw internationaal aanbod. Nu beschikbaar op e-Shipper Pro (eveneens met csv upload).

- [Taxipost International Business](#): voor een voordelige verzending van uw pakketten naar het buitenland.
- [Taxipost International Express](#): voor uw dringende en belangrijke zendingen naar het buitenland.

Gebruikt u e-Shipper Pro voor het eerst?
Ontdek hoe e-Shipper Pro werkt:

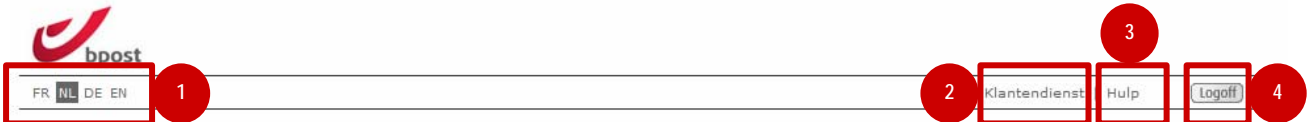
- 1 U geeft de gegevens die u nodig heeft voor de aanmaak van uw etiketten in. U kan dit voor ieder pakket afzonderlijk doen of één volledig bestand voor al uw pakketten downloaden. U dient wel altijd het gewenste product en de gewenste opties voor elk pakket afzonderlijk te kiezen.
- 2 Deze fase is enkel nodig indien u wenst dat Taxipost uw pakketten speciaal afhaalt. U bestelt dan een 'Afhaling op Aanvraag'. Zo lang het totale volume van uw verschillende zendingen onder het toegestane volume blijft, volstaat één afhaling voor al deze pakketten.
- 3 Uw zendingen en de eventuele Afhalingen op Aanvraag vindt u nu terug in uw winkelmandje. U kunt al uw barcode-etiketten nu afdrukken en op uw pakketten kleven. In uw historiek kan u de al ingevoerde pakketten opvolgen.

← Gebruik nu het menu links om etiketten af te drukken of een Afhaling op Aanvraag te bestellen.

1.1 The horizontal menu

What you can do in the horizontal menu:

1. Change the language. Four languages are available: French, Dutch, German and English.
2. Go to the customer service contact page.
3. Go to the e-Shipper Pro help page.
4. Log off to exit e-Shipper Pro in a secure way.



1.2 The vertical menu

What you can do in the vertical menu:

1. Return to your personal home page with the application icons.
2. Change your password for all site applications.
3. Select the contract under which you wish to manage your parcels from among your company's e-Shipper Pro contracts.
4. Create or download labels for your parcels.
5. Request the pick-up of your parcels.
6. Check your basket before you print your labels.
7. View a history of your shipments.
8. Manage sender, destination and/or pick-up addresses, and create and manage profiles for your shipments.

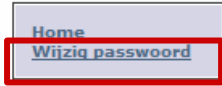


This part of the menu is the same for all site applications.

This part of the menu is specific to e-Shipper Pro. These actions are not available in other applications.

1.3 Changing your password

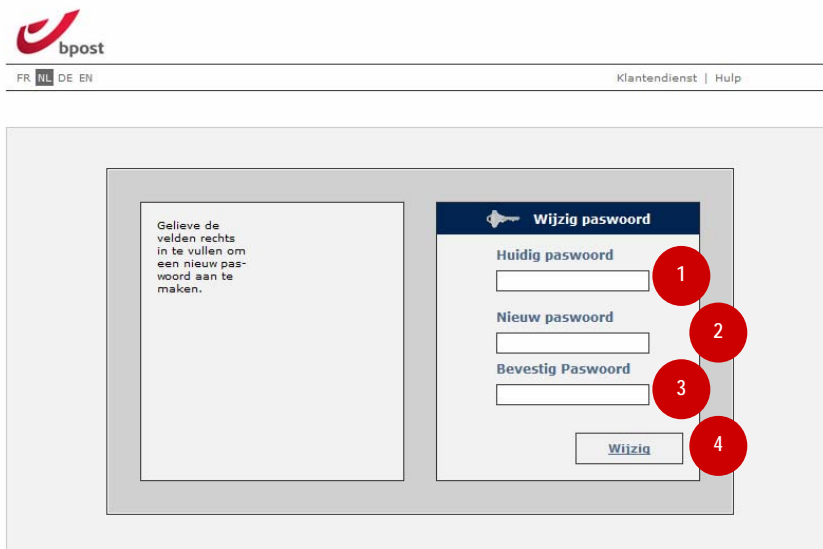
A single password gives you access to all your bpost applications on the site. If you change your password in e-Shipper Pro the password for the other applications is also changed at the same time.



To change the password, click here in the vertical menu.

To change your password fill out the following fields:

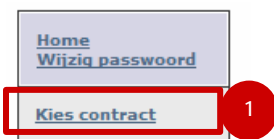
1. Current password
2. New password (this must contain at least 7 characters)
3. Confirm password (enter your new password again)
4. Click "Change".



1.4 Changing the contract

This is available for customers with more than one bpost contract. If this applies to your organisation, you can select one of these contracts for your parcel shipments.

1. Click "Choose contract" in the vertical menu in the application.
2. On the next page, click the contract you wish to use for e-Shipper Pro.



1.5 Creating labels

With e-Shipper Pro you can create labels in the appropriate format for your parcels.



To create labels, click here in the vertical menu.

The process comprises three steps:

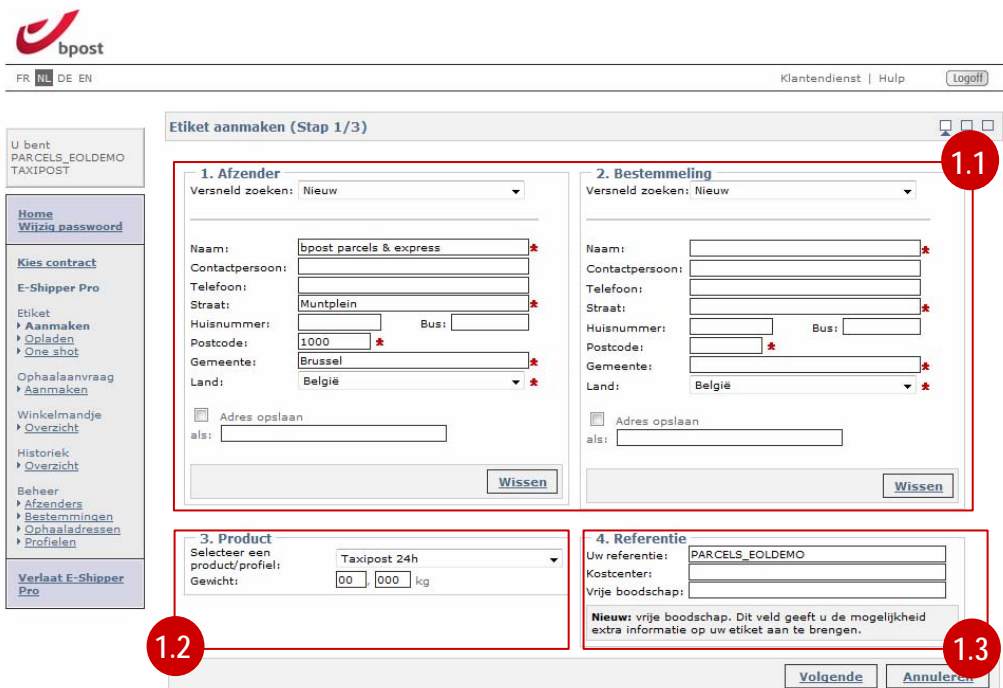
1. Enter the sender and destination details together with the product and any reference.
2. Select the shipment options.
3. Confirm before printing.



1.5.1 Entering basic details

The first page in the label creation process is divided into four zones:

- 1.1 Sender details and destination details
- 1.2 Product selection
- 1.3 Parcel reference



1.5.1.1 Sender and recipient details

The screenshot shows a web form titled 'Etiket aanmaken (Stap 1/3)'. It is divided into two main sections: '1. Afzender' (Sender) and '2. Bestemming' (Recipient). Both sections have a dropdown menu for 'Versneld zoeken' (Fast search) set to 'Nieuw' (New). The '1. Afzender' section contains fields for: Naam (filled with 'bpost parcels & express'), Contactpersoon, Telefoon, Straat (filled with 'Muntplein'), Huisnummer, Bus, Postcode (filled with '1000'), Gemeente (filled with 'Brussel'), and Land (filled with 'België'). The '2. Bestemming' section contains empty fields for: Naam, Contactpersoon, Telefoon, Straat, Huisnummer, Bus, Postcode, Gemeente, and Land (filled with 'België'). Both sections have a checkbox for 'Adres opslaan' (Save address) and an 'als:' field. A red circle with the number '1.1' is overlaid on the right side of the form. A 'Wissen' (Clear) button is located at the bottom of each section.

Fields marked * are compulsory.

You can enter a new address for both sender and recipient or use an existing one:

- To enter a new address, select "New" from the dropdown list at the top.
- If you wish to use the new address in the future you can save it by checking the "Save address as" box, which is only displayed when you select "New" from the dropdown list at the top. Enter an unambiguous name in the corresponding field.
- To use a saved address, you simply select the name in the dropdown list at the top. The fields will be filled out automatically.

Remark: Another way to enter new addresses is uploading a CSV file, as described in section 1.11.6.

1.5.1.2 Choosing a product

Once you have filled out the sender and recipient fields you have to select a product or profile. To do so, click the "Select a product/profile" from the dropdown list. This list contains both the products you have access to and the profiles you have made. The list of products and profiles varies depending on whether your destination address is in Belgium. For full details on creating your own profile see the "Management" section (1.11).

The screenshot shows a dropdown menu titled '3. Product'. The menu is open, showing a list of options: 'Taxipost 24h', 'Taxipost 24h', 'Taxipost Easy Retour', and 'ZETES INSURANCE'. The first 'Taxipost 24h' option is highlighted. The dropdown is triggered by the text 'Selecteer een product/profiel:' and 'Gewicht:'.

You can also enter the weight of your parcel. The maximum permitted weight is 30kg.

Remark: you **must** enter a weight for international parcels.

1.5.1.3 Parcel reference

4. Referentie

Uw referentie: PARCELS_EOLDEMO

Kostcenter:

Vrije boodschap:

Nieuw: vrije boodschap. Dit veld geeft u de mogelijkheid extra informatie op uw etiket aan te brengen.

1.3

The **reference** that is automatically displayed is your username. You can change the reference or add more than one reference for each shipment. You can use the references to track your shipments in e-Tracker (www.bpost.be/track).

You can also enter a **cost centre** here. The cost centre to which the parcel belongs will be stated on your invoice. You could for instance enter 'IT Dept' for some parcels and 'Sales Dept' for others. The invoice will itemise the parcels sent on behalf of the ICT Dept and the parcels sent on behalf of the Sales Dept.

You can also enter a **message**. This text will be printed on your label. The message can be used to communicate extra information to the recipient or to distinguish between different labels. For instance, you may send catalogue A to certain customers and catalogue B to others. In that case, enter "catalogue A" for those recipients who should receive it. When you affix your labels you will see which label goes with which catalogue.



1.5.2 National parcel options

You can select various options for your national parcel:

1. **Signature:** Compulsory signature of the recipient when the parcel is delivered.
2. **Cash on delivery:** Payment of an amount set by you by the recipient of the parcel to bpost. This amount will be deposited on the account submitted by you.
3. **Automatic 2nd Presentation:** On the next day if the recipient was absent during the first presentation.
4. **Before 11:00:** Delivery of the parcel before 11 am.
5. **Insurance:** Insurance for the parcel.
6. Messages for the recipient. You can choose from four languages (NL/FR/DE/EN) and three message types (Email/Text Message/Voice)
 - **Reminder info:** a reminder is sent if the parcel remains at the post office for 7 days.
 - **Next Day info:** a message is sent to the recipient one day prior to a parcel arriving.
 - **Info distributed:** a message is sent if the parcel is received in good order by the recipient. You can enter you own email or phone number here if you would like to be notified that a parcel has been delivered.

Note: The Cash on Delivery, Before 11:00 and Insurance options demand a signature as standard. The Signature option button should not be selected for these options.

Opties -

Signature

Cash on Delivery

↳ COD bedrag *

↳ COD Communicatie Het barcodenummer wordt steeds meegegeven bij elke betaling. Op basis hiervan kan u steeds controleren voor welk pakket het geld werd teruggestort.

↳ COD Bankrekening *

Automatic 2nd Presentation

Vóór 11u

Insurance

↳ Verzekeringsrange

Info "Reminder"

↳ Taal

↳ Type boodschap

↳ E-mail

↳ Telefoonnummer

Info "Next Day"

↳ Taal

↳ Type boodschap

↳ E-mail

↳ Telefoonnummer

Info "Goed Ontvangen"

↳ Taal

↳ Type boodschap

↳ E-mail

↳ Telefoonnummer

Note: phone numbers must always begin with 0, 00 or + and must contain at least 8 digits. Separators such as "/" " " ";" "-" "_" and ":" or a space may be used between digits.

1
Enter basic
details

2
Set national
parcel options

3
Confirm

1.5.3 Confirm

In the third step in the label creation process a summary of the details you entered in the preceding steps is displayed.

To confirm the creation of your labels you can:

1. Print them immediately. The details will not be stored in your basket.
2. Add them to your basket and then open your basket.
3. Add them to your basket and then create a new label. The details are stored in the basket but you return to the label creation page.
4. Cancel your order. The details are not saved and you are directed to the e-Shipper Pro welcome page.

Tijdelijk label nr: **TEMP0003491711**

Afzender Naam: bpost parcels & express Contactpersoon: Telefoon: Straat: Munt Huisnummer: Postcode: 1000 Bus: Land: België Gemeente: BRUSSEL		Bestemming Naam: John Doe Contactpersoon: Telefoon: Straat: Grote Steenweg Huisnummer: 17 Bus: Land: België Postcode: 2000 Land: België Gemeente: Antwerpen	
Algemeen Product: Taxipost 24h Gewicht: 0.0 kg Uw referentie: PARCELS_EOLDEMO Kostcenter:		Opties <ul style="list-style-type: none"> • Signature • Info "Next Day" <ul style="list-style-type: none"> <input type="checkbox"/> Taal Nederlands <input type="checkbox"/> Type boodschap E-mail <input type="checkbox"/> E-mail john.doe@someaddress.com <input type="checkbox"/> 	

[Vo](#) **1** [Afdrukken](#)
3
[Toevoegen aan winkelmandje & naar winkelmandje](#) **2**
[Toevoegen aan winkelmandje & nieuw](#) **4**
[Annuleren](#)

Warning

1. Creating a label does not mean you automatically send your parcel. To send your parcel you can:
 - a. Create an 'ad hoc' request to have the parcel picked up from you (see 1.9 section).
 - b. Order a 'Home pick-up' contract with bpost, stating the fixed days bpost will pick up your mail and parcels. For more information contact your account manager or call 022 51 24 24.
 - c. Drop them off at the Masspost (Hyper)Centre of your choice.
 - d. Drop them off at a post office or PostPoint (no more than 20 parcels per day).
2. When you print a label it is deleted from your basket.
3. The information is stored in your history for 90 days
4. You only pay for labels you create in e-Shipper Pro when you actually use them to send a parcel.

1.5.4 Extra international step

If your parcels are bound for an international address an extra page will be displayed before you can select your parcel options. That extra information is necessary for international shipments.

By clicking these links you see, for your destination country:

- the price zone you are in
- the delivery term for goods and documents
- the maximum permitted parcel weight
- particularities about goods that cannot be shipped

Etiket aanmaken : Extra noodzakelijke informatie

Informatie over internationale verzendingen
Voor alle verzendinginformatie over uw land van bestemming, kan u doorklikken op :

- [Taxipost International Business](#)
- [Taxipost International Express](#)

Pakket specificaties

1 Beschrijving van de inhoud *

2 Soort zending Documenten *

3 Waarde van het pakket (€) *

4 Instructies in geval van terugzending van het pakket Terug naar afzender via luchttransport *

5 Kruis dit vakje aan als het pakket wordt verzonden naar een PRIVE-adres

Vorige Volgende Annuleren

In 'Parcel specifications' you are asked for:

1. Contents description: this is a free text field in which you should state the contents of the parcel.
2. Shipment type: here you should select the appropriate type from the dropdown list. You have four options: "Documents", "Commercial sample", "Gift" or "Others".
3. Parcel value: this is the value in euros.
Note: this value should be between 1 euro and 25,000 euros.
4. Instructions for parcel returns: here you should select the appropriate action if your international parcel cannot be delivered. You have three options: "Return to sender by air", "Return to sender by road" and "Destroy".
5. You should also check the box if the destination of your parcel is a private address.

All information entered under "Parcel specifications" is printed on the label. When you're done, click "Next". You can select optional insurance on the next page.

Etiket aanmaken (Stap 2/3)

Opties - i

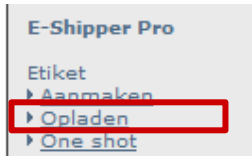
Insurance

Verzekeringsrange Basic Insurance: 0 - 500 EUR

Vorige Volgende Annuleren

1.6 Uploading labels

e-Shipper Pro allows you to import national and international labels directly in a CSV file. It's the simple way to create large quantities of labels.



To upload labels, click here in the vertical menu.

1.6.1 Importing a CSV file

Keep the following in mind when you want to import your files:

- You can only import CSV files.
- You should preferably use our template, which has the right layout, to create your labels. To do this, click "Template". There are separate files for national and international labels.

The screenshot shows the 'Importeer etiketten' form. It has two sections: 'Nationale etiketten' and 'Internationale etiketten'. Each section has a 'Bestand (csv):' field with a 'Browse...' button, a 'Voorbeeldbestand' link, and an 'Info' link. Below each section is an 'OK' button. Red circles with numbers 1, 2, 3, and 4 point to the 'Info' link, the 'Browse...' button, the 'Info' link, and the 'OK' button respectively. Below the form is a warning box: 'Verifieer dat de veldnamen in de het voorbeeldbestand overgenomen zijn in het labelbestand dat u wil importeren. Bewaar het bestand in .csv (gescheiden waarden) formaat klik "opzoeken" en dan "bevestigen" om het adresbestand op te laden dat u wil importeren. Het importbestand mag niet meer dan 1000 etiketten bevatten !!!'

1. Use the template to put your file in the correct format
2. Click "Info" to view more information about uploading files
3. Click "Choose file" to locate the CSV file on your computer after it has been saved
4. Click "OK" to upload your file.

1.6.2 Detail view of the national CSV file

The template for national labels in Microsoft Excel contains the following data. You can copy your own Microsoft Excel file into this directly.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	ProductId	Name	Contact N	Contact Pl	Street	Street Nui	Box Numk	Postal Coc	City	Country	Sender N	Sender Cc	Sender St	Sender St
2		Smith Inc	John Smith		Jump Stre	57 A		1000	Brussel	BE	La Poste/t	Sales & M	Muntplein	
3		40	40	20	40	8	8	8	40	3	40	40	40	8
4	TXP24h	*			*			*	*	*	*		*	
5	BUS	*			*			*	*	*	*		*	
6	PALLET	*			*			*	*	*	*		*	
7	EASY	*			*			*	*	*	*		*	

ROW 1	Column heading	Do not change
ROW 2	Example	Change
ROW 3	Maximum number of characters per cell	Delete
ROW 4 –	Mandatory columns	Delete
ROW 7		

Column A	Name of the product TXP24h = Taxipost 24h (standard)
Column B-Q	Address of recipient and sender
Column R	Weight = weight of the parcel (unit: 1.0kg = 1.0)
Column S-AM	Extra options. These can be deleted if not used

Remarks:

1. You can create up to 1,000 labels at once. If you wish to create more than 1,000 labels, you must upload multiple files.
2. Column A: all things being equal you are eligible for TXP 24h and EASY (Taxipost Easy Retour) only. Only selected customers are eligible for BUS and PALLET products. If you delete column A, only TXP 24h labels will be created.
3. The following columns are mandatory: **Name, Street, Postal Code, City, Country, Sender Name, Sender Street, Sender Postal Code** and **Sender City**. Some columns become mandatory when you select an option. So 'COD amount' becomes mandatory if you select 'COD'. "Language", "message type" and "contact details" become mandatory if you select an info message. You can delete optional columns if you do not use them.
4. The Signature option does not need to be checked if you select one of the following options: "COD", "Insurance", "Before 11:00". These options already include a signature as standard.
5. The Customer Reference column has the same function as the reference in 1.5.1.3.

Note:

Some columns must be filled out in a standard way:

1. The columns for info messages must be filled out as follows:

Would you like to turn this option on?
Y or **N**

AB	AC	AD
Info Reminder	Info Reminder Language	Info Reminder Type
Y	NL	SMS
Y	FR	Voice
N	ENG	Email

Which language should the message be sent in?
NL, FR, DE or **EN**

2. You should indicate whether you want to turn on an option by selecting Y or N. You can delete optional columns if you do not use them.
3. In the "Country" column you should always enter "BE", given that this is a national CSV file.
4. A phone number must always begin with 0, 00 or +. Microsoft Excel deletes an initial 0 in a cell, so you should convert this column to text format or place an apostrophe in front of the numeral. Follow these steps to enable this
 1. Select the column in Microsoft Excel containing the phone number
 2. Right-click and select "Format cells"
 3. Select the "Text" option
 4. Click "OK"
 5. You can now enter all phone numbers beginning with "+" or "00".
5. You can enter a Y or an N in the 'Insurance' column. Alternatively, you can state that you would like additional insurance. For this you can use the following table:

#	Description	#	Description
1.	basic insurance up to 500 euros	7.	additional insurance up to 15,000 euros
2.	additional insurance up to 2,500 euros	8.	additional insurance up to 17,500 euros
3.	additional insurance up to 5,000 euros	9.	additional insurance up to 20,000 euros
4.	additional insurance up to 7,500 euros	10.	additional insurance up to 22,500 euros
5.	additional insurance up to 10,000 euros	11.	additional insurance up to 25,000 euros
6.	additional insurance up to 12,500 euros		

1.6.3 Detail view of the international CSV file

The template for international labels in Microsoft Excel is shown below. You can copy your own Microsoft Excel file into this directly.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	ProductId	Name	Contact N	Contact P	Street	Street Nu	Box Num	Postal Co	City	Country	Sender N	Sender Cc	Sender Cc:
2	EXPRESS	Smith Inc	John Smit	0032/9999	Jump Stre	57 A		53121	Bonn	DE	La Poste/t	Sales & M	0032/9999
3	BUSINESS	Smith Inc	John Smit	0032/1000	Jump Stre	57 A		1017GA	Amsterda	NL	La Poste/t	Sales & M	0032/9999
4	EXPRESS	Smith Inc	John Smit	0032/1000	Jump Stre	57 A		75008	Paris	FR	La Poste/t	Sales & M	0032/9999
5	BUSINESS	Smith Inc	John Smit	0032/1000	Jump Stre	57 A		10002	new York	US	La Poste/t	Sales & M	0032/9999
6		*		*	*			*	*	*	*		*

ROW 1	Column heading	Do not change
ROW 2-5	Example	Change
ROW 6	Mandatory cells	Delete

Column A	Name of the product: EXPRESS or BUSINESS
Column B-R	Address of recipient and sender
Column S	Weight = weight of the parcel (unit: 1.0kg = 1.0)
Column T-V	Internal information. May be deleted if not used
Column W-AA	Information about your parcel and destination specifically for international parcels
Column AB	Insurance option. You may delete this column if you do not want insurance.

Remarks:

1. You can create up to 1,000 labels at once. If you wish to create more than 1,000 labels at once, you must upload multiple files.
2. Column A: you are eligible for Taxipost International Business and Taxipost International Express at all times. Taxipost International Express labels will be created if you do not indicate a product.
3. The following columns are mandatory: **Sender Name; Sender Contact Phone; Sender Street; Sender Postal Code; City; Country; Recipient Name; Recipient Contact Phone; Recipient Street; Recipient Postal Code and Recipient City. Weight; Parcel Content; Parcel Value; Parcel Return Instructions;** You can delete optional columns if you do not use them.
4. The Customer Reference column has the same function as the reference in 1.5.1.3.

Note:

Some columns must be filled out in a standard way:

1. An international phone number must always begin with 00 or +. Microsoft Excel deletes an initial 0 in a cell, so you should convert this column to text format or place an apostrophe in front of the numeral. Follow these steps to enable this
 1. Select the column containing the phone number
 2. Right-click and select "Format cells"
 3. Select the "Text" option
 4. Click "OK"
 5. You can now enter all phone numbers beginning with "+" or "00".
2. You should enter one of the four options in the mandatory 'Parcel Content' column:
 - DOCUMENTS
 - GIFT
 - SAMPLE
 - OTHER
3. In the 'Parcel Return Instructions' column you must state what you want to happen to your parcel if it cannot be delivered. There are three options:
 - AIR
 - ROAD
 - DESTROY
4. In the 'Private address' column, select Y or N, depending on whether your parcel should be delivered to a private address.
5. You can enter a Y or an N in the 'Insurance' column. Alternatively, you can state that you would like additional insurance. For this you can use the following table:

#	Description	#	Description
1.	basic insurance up to 500 euros	7.	additional insurance up to 15,000 euros
2.	additional insurance up to 2,500 euros	8.	additional insurance up to 17,500 euros
3.	additional insurance up to 5,000 euros	9.	additional insurance up to 20,000 euros
4.	additional insurance up to 7,500 euros	10.	additional insurance up to 22,500 euros
5.	additional insurance up to 10,000 euros	11.	additional insurance up to 25,000 euros
6.	additional insurance up to 12,500 euros		

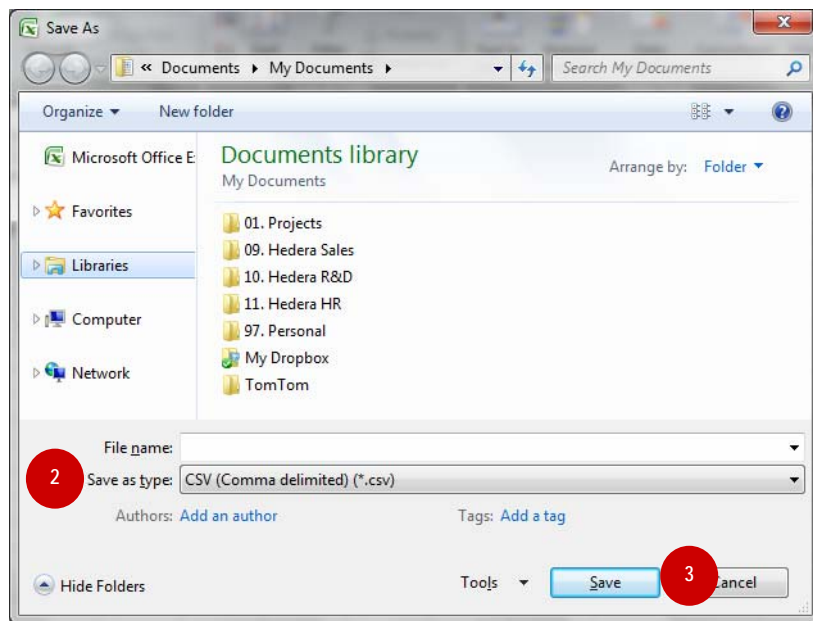
6. In the 'Country' column, the country must be indicated using the relevant ISO code. The list of ISO country codes is shown below:

ISO Code	Country	ISO Code	Country	ISO Code	Country	ISO Code	Country
AF	Afghanistan	FO	Faeröer (eilanden)	LY	Libië (Jamahiriyy)	RU	Rusland (Federatie van)
AL	Albanië	FK	Falkland Eil.	LI	Liechtenstein	RW	Rwanda
DZ	Algerije	FJ	Fiji (eilanden)	LT	Litouwen	VC	Saint Vincent & Grenadines
AD	Andorra	PH	Filippijnen	LU	Luxemburg (Groothertogdom)	PC	Saipan (Marianne Eil.)
AO	Angola	FI	Finland	VG	Maagdeneilanden (Brits)	SB	Salomon (eilanden)
AI	Anguilla	FR	Frankrijk	VI	Maagdeneilanden (USA)	AS	SAMOA AMERICAINES (I
AG	Antigua en Barbuda	GA	Gabon	MO	Macao	WS	Samoa (West)
AR	Argentinië	GM	Gambia	MK	Macedonië	SM	San Marino
AM	Armenië	GE	Georgië	MG	Madagaskar	ST	Sao Tome en Principe (eilanden)
AW	Aruba	GH	Ghana	ME	Madeira	SA	Saoedi-Arabië
AU	Australië	GI	Gibraltar	MW	Malawi	SN	Senegal
AZ	Azerbeidzjan	GD	Grenada (eiland)	MV	Malediven	CS	Servik en Montenegro
AC	Azoren	GR	Griekenland	MY	Maleisië	SC	Seychellen
BS	Bahama's	GB	Groot-Brittannië	ML	Mali	SL	Sierra Leone
BH	Bahrein	GU	Guam (Eiland)	MT	Malta	SG	Singapore
BD	Bangladesh	GT	Guatemala	MA	Marokko	SI	Slovenië
BB	Barbados	GS	Guernsey	MH	Marshall (USA eilanden)	SK	Slowakije
BE	België	GN	Guinea	MQ	Martinique	SD	Soedan
BZ	Belize	GW	Guinea-Bissau	MR	Mauritanië	SO	Somalië
BJ	Benin	GY	Guyana (Brits)	MU	Mauritius	ES	Spanje
BM	Bermuda	GF	Guyana (Frans)	YT	Mayotte	LK	Sri Lanka
BT	Boetan	HT	Haïti	MX	Mexico	KN	St.- Kitts (eiland)
BO	Bolivië	HW	Hawaiï (USA)	MD	Moldavië	LC	St.- Lucia
BA	Bosnik-Herzegovina	HN	Honduras	MC	Monaco	GP	St.- Martin (Guadeloupe eiland)
BW	Botswana	HU	Hongarije (Rep.)	MN	Mongolië	PM	St Pierre et Miquelo
BR	Brazilië	HK	Hongkong, China	MS	Montserrat (eiland)	SR	Suriname
BN	Brunei Darussalam	IE	Ierland	MZ	Mozambique	SZ	Swaziland
BG	Bulgarije (Rep.)	IS	IJsland	MM	Myanmar (Birma)	SY	Syrië (Arabische Rep.)
BF	Burkina Faso	IN	India	NA	Namibië	TJ	Tadzjikistan
BI	Burundi	ID	Indonesië	NR	Nauru	PF	Tahiti
KH	Cambodja	IQ	Irak	NL	Nederland	TW	Taiwan (Chinese Rep.)
CA	Canada	IR	Iran (Islamitische Rep.)	AN	Nederlandse Antillen	TZ	Tanzania (Verenigde Rep)
IC	Canarische Eil.	IL	Israël	NP	Nepal	TH	Thailand
KY	Cayman (eilanden)	IT	Italië	NI	Nicaragua	TG	Togo
CF	Centraal-Afrikaanse Rep.	CI	Ivoorkust (Rep.)	NC	Nieuw-Caledonië	TO	Tonga
CL	Chili	JM	Jamaica	NZ	Nieuw-Zeeland	TT	Trinidad en Tobago
CN	China (Volksrep.)	JP	Japan	NE	Niger	TD	Tsjaad
CO	Colombia	YE	Jemen	NG	Nigeria	CZ	Tsjechië (Rep)
KM	Comoren (eilanden)	JE	Jersey	NU	NIUE	TN	Tunesië
CK	Cook (eilanden)	JO	Jordanië	KP	Noord Korea (Dem. Volksrep.)	TR	Turkije
CR	Costa-Rica	CV	Kaap Verdische Eil.	NO	Noorwegen	TM	Turkmenistan
CU	Cuba Cyprus	CM	Kameroen	UG	Oeganda	TC	Turks en Caicos (eilanden)
CY	Denemarken	QA	Katar	UA	Oekraïne	TV	Tuvalu
DK	Djibouti	KZ	Kazakstan	UZ	Oezbekistan	UY	Uruguay
DJ	Dom Tom Dominica	KE	Kenia	OM	Oman	VU	Vanuatu (Nieuwe-Hebriden)
TF	(eiland) Dominicaanse	KG	Kirgizië	AT	Oostenrijk	VA	Vatikaanstad
DM	Republiek Duitsland	KI	Kiribati	PK	Pakistan	VE	Venezuela
DO	Ecuador	KW	Koeweit	PA	Panama (Rep)	AE	Verenigde Arabische Emiraten
DE	Egypte	CD	Kongo (Dem. Rep.) (ex-Zaire)	PG	Papoea-Nieuw-Guinea	US	Verenigde Staten Van Amerika
EC	El Salvador	CG	Kongo (rep.)	PY	Paraguay	VN	Vietnam
EG	Equatoriaal Guinea	HR	Kroatië	PE	Peru	BY	Wit-Rusland (Rep)
SV	Eritrea	LA	Laos (Dem. Volksrep.)	PL	Polen	ZM	Zambia
GQ	Estland	LS	Lesotho	PR	Porto Rico (USA)	ZW	Zimbabwe
ER	Ethiopië	LV	Letland	PT	Portugal	KR	Zuid Korea (Rep)
EE		LB	Libanon	RE	Reunion	ZA	Zuid-Afrika
ET		LR	Liberia	RO	Roemenië	SE	Zweden
						CH	Zwitserland

1.6.4 Uploading and printing labels

Once you have prepared your label file (national and/or international), save it in CSV format.

1. In Microsoft Excel select File > Save As and select the directory where you would like to save your file.
2. Under "Save as" select "CSV" (comma separated values) as the format you want to save your file in.
3. Click "Save".



To import your file click 'Browse' and then 'OK' (see 1.6.1).

Once you have imported your CSV file into e-Shipper Pro a new page will be displayed, where you can immediately print your labels.

1. Click PDF to display your labels, which you can print immediately. Note that these labels are not in the basket
2. Click CSV to view a summary of all details for the uploaded labels. You can save this for later viewing.
3. You will be provided with all the instructions you need to ensure all the formalities for international labels to addresses outside the EU are completed properly. You will receive all instructions, a pro forma invoice and a summary of customs formalities.

U bent
 PARCELS_EOLDEMO
 TAXIPOST

 Home
 Wijzig wachtwoord

Kies contract

E-Shipper Pro

 Etiket
 ▶ Aanmaken
 ▶ Opladen
 ▶ One shot

 Ophaalaanvraag
 ▶ Aanmaken

 Winkelmandje
 ▶ Overzicht

 Historiek
 ▶ Overzicht

 Beheer
 ▶ Afzenders
 ▶ Bestemmingen
 ▶ Ophaaladressen
 ▶ Profielen

 Verlaat E-Shipper
 Pro

• 4 van de 4 labels werden in het systeem opgeladen.

Importeer etiketten

Nationale etiketten

 Bestand (csv): Browse...

[Voorbeeldbestand](#) [Info](#)

OK

Internationale etiketten

 Bestand (csv): Browse...

[Voorbeeldbestand](#) [Info](#)

OK

Selecteer volgende link om uw internationaal etiket af te drukken:

Klik eventueel ook op de "CSV" link om al uw pakketinformatie te bekijken of bewaren.

[Lees de instructies](#) in verband met het etiket [aandachtig](#), vooral als u een pakket stuurt naar een bestemming buiten de EU.

 Klik hier voor een voorbeeld van een [pro-forma factuur](#)

 Klik hier voor [meer informatie over de douaneformaliteiten](#)

 Verifieer dat de veldnamen in de het voorbeeldbestand overgenomen zijn in het labelbestand dat u wil importeren.
 Bewaar het bestand in .csv (gescheiden waarden) formaat.
 klik "opzoeken" en dan "bevestigen" om het adresbestand op te laden dat u wil importeren.
Het importbestand mag niet meer dan 1000 etiketten bevatten !!!


1

2

3

The labels are printed in the order they are listed in the CSV file. E.g. the label on the first line will be printed top left on the first page (four labels per page for national parcels and one label per page for international parcels).

1.6.5 Uploading errors

All uploaded files are checked before processing. If they have not been uploaded properly an error message will be displayed at the top of the page stating the number of rejected labels followed by a clarification of the errors found in the file.

Common uploading problems

1. **Wrong format:** Ensure your file is in the CSV format.
If not, save the file in the CSV format. See 1.6.2.
2. **Missing columns:** Check that the row of mandatory column names is complete. This has to be the first row. You can use the template from the application.
3. **Empty cells:** Check that the mandatory columns are filled out correctly (e.g. name, sender's and addressee's address, product type).
4. **Too many characters:** Ensure you do not exceed the maximum number of characters for each column.
This information is found in the template in the application. The maximum number of characters cannot be increased. Where necessary abbreviate words.

Frequently asked questions about uploading CSV files

1. 1. What does CSV stand for?

Csv stands for comma separated value. Every line corresponds to a row in the table and cells in the same row are separated by a comma.

2. It takes a long time to upload my file to e-Shipper Pro. Is this right?

This is usually because you are trying to upload much more than 1000 labels at once. You should split your files so that they never contain more than 1000 labels. Your upload speed also depends on your connection.

3. I want to send more than one label to the same address. Can I copy my labels?

No, this is never permitted. Every label has a unique barcode. If you need more than one label for the same address, enter it as many times as you wish in the CSV file to ensure you can print the correct number of labels. Copying labels is regarded as fraud.

4. The barcode on the label is in a grey triangle. Is this right?

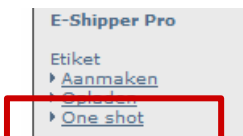
No, you should upgrade your PDF reader. Go to <http://get.adobe.com/reader/>. Please ensure that all labels you print have a readable barcode

5. When I download my labels I end up with the previous ones.

Remember to save your file on your hard drive where you can find it easily.

1.7 One shot (only available for national parcels)

With e-Shipper Pro you can create a large number of labels at the same time for national recipients whose details you have already saved. This is possible with the "One Shot" option. You should take care only to use this option if you want the same sending options for all labels.



Click here to create a large quantity of labels or a one shot to different destinations in your e-Shipper address.

To use the one shot option, follow these steps:

1. Enter the sender and recipient details together with the product and any reference.
2. Select the sending options
3. Select the recipients
4. Confirm

1
Enter basic
details

2
Set national
parcel options

3
Select recipients

4
Confirm

1.7.1 Basic details concerning sender, product and reference

The screenshot shows a web form titled "One shot (step 1/4)". It is divided into three main sections, each highlighted with a red circle and a number:

- 1.1 Afzender (Sender details):** Includes a search dropdown (AFZENDER), name (bpost parcels & express), contact person, telephone, street (Munt), house number (1000), bus, postcode (BRUSSEL), municipality (BRUSSEL), and country (België). There is a "Wissen" button at the bottom.
- 1.2 Product:** A dropdown menu for "Selecteer een product/profiel:" showing "Taxipost 24h".
- 1.3 Referentie (Reference):** Includes fields for "Uw referentie:" (PARCELS_EOLDEMO), "Kostcenter:", and "Vrije boodschap:". A note below states: "Nieuw: vrije boodschap. Dit veld geeft u de mogelijkheid extra informatie op uw etiket aan te brengen."

At the bottom right, there are two buttons: "Volgende" and "Annuleren".

The first page in the label creation process is divided into four zones:

- 1.1 Sender details zone
- 1.2 Product selection zone
- 1.3 Parcel reference zone

You enter the details here in the same way as you would when creating a label under 'Create label'. See point 1.5.1.1. The only differences are as follows:

- No destination details are required.
- No parcel weight can be entered.
- No international products or profiles can be selected.
- The reference, cost centre and free text you enter applies to all labels you create in a one shot.



1.7.2 National sending options

This is where you select the options for your parcels. You do this in the same way as the option in section 1.5.2. The only differences are as follows:

1. Some options are not possible because they require specific details of each individual recipient. These options are:
 - 'Next Day' info
 - "Reminder" info
2. For COD only the bank account can be filled in. The amount can be entered in the next step. That means a customer-specific amount can be entered.

The screenshot shows a web interface titled "One Shot (step 2/4)". The main content area is titled "Opties - 1" and contains several sections:

- Signature**: A checkbox that is unchecked.
- Cash on Delivery**: A checkbox that is unchecked, with a sub-field "COD Bankrekening" containing a text input field and a red asterisk.
- Automatic 2nd Presentation**: A checkbox that is unchecked.
- Vóór 11u**: A checkbox that is unchecked.
- Insurance**: A checkbox that is unchecked, with a sub-field "Verzekeringsrange" showing a dropdown menu set to "Basic Insurance: 0 - 500 EUR".
- Info "Goed Ontvangen"**: A checkbox that is unchecked, with sub-fields:
 - Taal**: A dropdown menu set to "Nederlands".
 - Type boodschap**: A dropdown menu set to "E-mail".
 - E-mail**: A text input field.
 - Telefoonnummer**: A text input field.

At the bottom of the form, there are three buttons: "Vorige", "Volgende", and "Annuleren".



1.7.3 Selecting destinations

1. In this step you can select the destinations from the e-Shipper Pro list.
2. Adding a destination to the selection generates a list of selected destinations and their labels. You can add more destinations to the list by repeating the selection step.

Note: If you wish to make two labels for the same destination the selection list will include two separate lines.

Fill out one of the fields and search for recipients with a given reference, name, postal code or city in your address file.

Click 'Filter' to start searching.

1

One shot (stap 3/4)

Selecteer bestellingen

Referentie Naam Postcode Gemeente

<input type="checkbox"/>	Referentie	Naam	Straat	Postcode	Gemeente	Land	Aantal
<input type="checkbox"/>	10035	JAMETAL NV	Industrieweg	9420	ERPE-MERE	België	<input type="text"/>
<input type="checkbox"/>	1028	A.C.S. PLASTIQUES INDUSTRI. SA	Zone C - Parc Industriel	7180	Seneffe	België	<input type="text"/>
<input type="checkbox"/>	1028	test	1000	1000	test	België	<input type="text"/>
<input type="checkbox"/>	103	MATEC NV	Stoomtuigstraat	8830	Hooglede-Gits	België	<input type="text"/>
<input type="checkbox"/>	1030	ADAMAS DIAMOND TOOLS NV	Toekomstlaan	2200	Herentals	België	<input type="text"/>
<input type="checkbox"/>	1031	ADB NV	Leuvensesteenweg	1930	Zaventem	België	<input type="text"/>
<input type="checkbox"/>	1032	ADEC BVBA	Boomsesteenweg	2630	Aartselaar	België	<input type="text"/>
<input type="checkbox"/>	104	WILLEMS MECANIQUE SA	Rue du Térés	4100	SERAING	België	<input type="text"/>
<input type="checkbox"/>	105	SPRANGERS Gebr. NV	John Leysenstraat	2321	Meer	België	<input type="text"/>
<input type="checkbox"/>	1055	AERTSSEN SERVICES NV	Laageind	2940	STABROEK	België	<input type="text"/>

< << 1,2,3,4,5,6,7,8 >> >|

Click here to select all addresses.

Click on the column title to sort that column.

Check the box next to the reference to add to the selection.

Click 'Add selection' when you have selected all destinations.

Enter the quantity you wish to print for a given destination here.

If you are shipping COD parcels you can enter the COD amount here if it is identical for all items.

If all your mail items are the same weight you can enter the weight here.

2

Geselecteerde bestellingen

Gebruik voor alle etiketten hetzelfde gewicht:

Gebruik voor alle etiketten hetzelfde COD bedrag:

	Referentie	Naam	Straat	Gemeente	Land	Gewicht	COD bedrag	
1	655	BLC (Belgian Laser Company) NV	Rigistraat Kaai 36	Antwerpen	België	<input type="text"/>	<input type="text"/>	* X
2	531	GALLER	ITALIELEI	ANTWERPEN	België	<input type="text"/>	<input type="text"/>	* X
3	BESTEMMELING	BESTEMMELING	TEST	AFZENDER	België	<input type="text"/>	<input type="text"/>	* X

Click here to delete the destination from the list.

Enter the weight for the individual item here if not all items weigh the same.

Enter the COD amount for the individual item here if it is not the same for all items.

Click 'Next' to confirm.



1.7.4 Confirming

You have now provided all the details needed to print your labels. Before you do print, a list of all created labels will be displayed, stating your sender details, the selected product, the reference all products will contain, the cost centre, the total number of labels and the selected options. You can print your labels immediately or save them to your basket and print them from there.

1.8 The basket

1.8.1 Overview

You can save or change the labels you create in your basket before you print them. Every time you print labels they are deleted from your basket. They are still listed in your history (see section 1.10).



Click here in the vertical menu to go to your basket.

The basket contains all labels and pick-up requests you create (see section 1.9).

Overzicht winkelmandje

Etiketten

	Referentie	Datum	Product	Naam	Straat	Nr	Postcode	Gemeente	Land	<input type="checkbox"/>	Verwijder
TEMP0003500113	PARCELS_EOLDEMO	06-01-2011	International Express	LUMEC SA	Route de Dierkirch	24	7505	LINTGEN	Malta	<input type="checkbox"/>	<input checked="" type="checkbox"/>
TEMP0003500091	PARCELS_EOLDEMO	06-01-2011	Taxipost 24h	ALUWIEL NV	Ter Stratenweg	5	2520	Oelegem	België	<input type="checkbox"/>	<input checked="" type="checkbox"/>
TEMP0003492900	PARCELS_EOLDEMO	05-01-2011	Taxipost 24h	BOUCHERIE RENMANS	Avenue Albert Premier	327-329	1332	GENVAL	België	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Ophaalaanvragen

	Datum	Product	Naam	Straat	Nr	Postcode	Gemeente	Land	<input type="checkbox"/>	<input checked="" type="checkbox"/>
PCK0132051	24-11-2010		SIG	KERKHAM	1	9070	Destelbergen	België	<input type="checkbox"/>	<input checked="" type="checkbox"/>
PCK0131275	18-11-2010		AFZENDER	TEST		1000	Brussel	België	<input type="checkbox"/>	<input checked="" type="checkbox"/>

[Afdrukken](#)

1. Click the column title to sort that column. The column title in question is displayed in a lighter colour.
2. Click the link to the reference to view or change created labels before they are printed.
3. Select the labels to be printed or deleted by checking the relevant boxes.
4. Click here to remove the label from your basket.
5. Click here to print the selected labels.

1.8.2 Changing labels before you print them

You can change the parcels options before you print your labels. To do so, click the link to the reference of the label to be changed.

This opens the "Change the options for the selected label" page.

NOTE

You can only change the options for saved shipments. If you wish to change the destination or sender address you will have to delete the current label and create a new one.

1.8.3 Printing labels and pick-up requests

To print the labels, select the desired labels in your basket by checking the corresponding boxes. Then click "print" (see section 1.8.1).

This opens the "Print label" page.



1. The print format for national labels is PDF, which you can save to your hard disk if you wish to print at a later date.
2. Alongside the PDF you will also find a CSV file containing all the details relating to your parcel. You can save this information by date, so that you can check your invoices when you receive them.
3. There are also instructions with respect to customs and pro forma invoices for international labels with an address outside the EU.
4. When you submit a pick-up request two further PDF files are generated. The first is a list of printed labels. You can get the driver who comes to pick your parcels up to sign this "pop list". The second file is a list of submitted pick-up requests, so you know exactly when Taxipost will pick up your parcels.

Note: a barcode can only be used for one parcel. Use of the same barcode on more than one parcel is strictly prohibited.

• Uw afhaalingsopdracht wordt verwerkt.




Afdrukken

1 1. Etiketten

- [Nationale etiketten](#) 
- [Internationale etiketten](#) 




Gelieve bovenstaande links te gebruiken om uw verzendetiketten af te drukken.

3 2. Douaneformaliteiten

- [Algemene instructies](#) 
- [Specifieke documenten buiten de EU](#) 
- [Pro forma factuur](#) 



Gelieve bovenstaande links te gebruiken om uw internationale pakketten correct te verzenden.

4 3. Ophaalaanvragen

- [Lijst ophaalaanvragen](#) 
- [Nationale ophaallijst \(POP\)](#) 
- [Internationale ophaallijst \(POP\)](#) 

Door middel van bovenstaande links kan u de ophaalaanvragen voor uw pakketten raadplegen, bewaren of afdrukken.

2 4. Data

- [Nationale etiketten](#) 
- [Internationale etiketten](#) 

Door middel van bovenstaande links kan u de gegevens van uw aangemaakte etiketten raadplegen en eventueel bewaren.

[Nieuw Label](#)

Note: When you click an icon you will always be asked whether you want to open the file directly or save it first.

1.8.4 Printing labels: paper and printer

The labels are contained in PDF files, which you can save or print. Your printer must be able to print in sufficient quality to ensure the barcodes can be scanned by bpost parcels & express. This means the barcodes must be printed at high contrast and at a good resolution and the bars must have clear edges.

The following printer types produce the best quality (in descending order):

1. Intermec drum or photocomposition printers
2. Thermal transfer printers
3. Thermal printers and laser printers
4. Needle printers and some inkjet printers (HP Deskjet)
5. Inkjet printers, industrial inkjet printers

The following checks should be regularly conducted on printers:

- Ink and toner quality
- Print quality – marks, damage, dirt etc
- Service – regular cleaning and timely replacement of the print heads, checking quality of the ink ribbon etc

If the printed barcodes are not protected by a window or transparent foil, the ink used by the customer must be resistant to external influences, such as rain, sunlight or normal manipulation.

National labels will always print four to a page. You can buy A4 paper with labels on each sheet, so that you can affix the printed labels straight onto your parcel.






1.8.5 Printing international labels


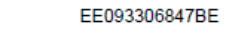
When you have created international labels you can print them in the same way as you would national labels. However, it is important to note that only one international label can be printed on an A4.

An international label comprises two similar parts shown one on top of the other. The best solution is folding the A4 lengthwise. By doing this you ensure the top part (1) with the barcode is visible on the parcel, whereas the bottom part (2 = with barcode number but no scannable barcode) can be handed over. This part often has to be handed in to customs. You can attach the folded label by means of a transparent pouch (TE24), which you can order from Taxipost through customer care (phone 02 221 54 54).

1

FROM	NAME: bpost parcels & express CONTACT: STREET: Munt ZIPCODE: 1000 CITY: Brussel BELGIUM Phone number +32 456565 ACCOUNT ID 999009			Taxipost International Express 																	
	TO	NAME: John Doe CONTACT: STREET: Main street 17 ZIPCODE: 90210 CITY: Beverly Hills UNITED STATES Phone number 001998776562			e-Shipper Pro CN 23 Customs Declaration Peut être ouvert d'office/Mag ambtshalve worden geopend Sender's instruction in case of non-delivery: Return to sender by air																
Category of item: OTHER Postage Fee: Description: Shoes			<table border="1"> <thead> <tr> <th>Quantity (2)</th> <th>Weight in kg (3)</th> <th>Detailed description of the content (1)</th> <th>Value (5)</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>			Quantity (2)	Weight in kg (3)	Detailed description of the content (1)	Value (5)												
Quantity (2)	Weight in kg (3)	Detailed description of the content (1)				Value (5)															
Total weight (4): 3 kg Total Value (6): 150 € PLEASE ALWAYS ADD 4 COPIES OF THE (PRO-FORMA) INVOICE TO THIS SHIPMENT			Date & Sender Signature (7)																		
<small>Je déclare que les renseignements fournis dans la présente déclaration en douane sont exacts et que cet envoi ne contient aucun objet dangereux ou interdit par la législation ou la réglementation postale ou douanière. J'ai pris connaissance et accepte les Conditions Générales en matière d'offre des services de LA POSTE SA.</small> <small>Ik verklaar dat de gegeven inlichtingen in deze douaneverklaring correct zijn en dat deze verzending geen enkel gevaarlijk of bij wet of door de postwet of douaneregeling verboden voorwerp bevat. Ik heb kennis genomen van en aanvaard de algemene voorwaarden inzake de dienstverlening van DE POST NV.</small>			 EE093306847BE																		
For Commercial senders only HS Tariff Number: Importer reference: PARCELS_EOLDEMO Country of origin of goods: Licence #: Certificate #: Invoice #: Customs Documents to be validated before Export: YES / NO			Express 																		

2

FROM	NAME: bpost parcels & express CONTACT: STREET: Munt ZIPCODE: 1000 CITY: Brussel BELGIUM Phone number +32 456565 ACCOUNT ID 999009			Taxipost International Express 																	
	TO	NAME: John Doe CONTACT: STREET: Main street 17 ZIPCODE: 90210 CITY: Beverly Hills UNITED STATES Phone number 001998776562			e-Shipper Pro CN 23 Customs Declaration Peut être ouvert d'office/Mag ambtshalve worden geopend Sender's instruction in case of non-delivery: Return to sender by air																
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For Commercial senders only HS Tariff Number: Importer reference: PARCELS_EOLDEMO Country of origin of goods: Licence #: Certificate #: Invoice #: Customs Documents to be validated before Export: YES / NO			Express																		

1.9 Request the pick-up of your parcels.

With e-Shipper Pro you can request one or more pick-ups of your national and international parcels. You do not need to submit a pick-up request if you drop your parcels at bpost yourself, you use the home pick-up service or you have a transport contract.



NOTE

If you want to have more than one parcel picked up at the same time, you can fill out a single pickup request for all parcels, provided the total weight is not more than 270kg and the total volume is less than 3m³.



1.9.1 Entering basic details

Afhaling op Aanvraag aanvragen

Afhalingsadres

Versneld zoeken: bpost

Naam: bpost parcels & express *

Contactpersoon: *

Telefoon: *

Straat: Munt *

Huisnummer: Bus: *

Postcode: 1000 *

Gemeente: Brussel *

Land: België *

Adres opslaan als: *

Wissen

Algemene info

Totaal gewicht: 00, 000 kg *

Totaal volume: 0 m *

Aantal stuks: 0 *

Datum afhaling: (dd-mm-yyyy) *

Let op: Een aanvraag voor afhaling dient u steeds te bevestigen in het winkelmandje. Een afhalingsoverdracht voor dezelfde dag dient voor 11u30 bevestigd te zijn.

The following 9 columns are mandatory for parcel processing purposes. When you've filled out all columns click "Next".

1. Name of the company
2. Street (pick-up address)
3. Postcode
4. City
5. Country
6. Total weight (kg) of all parcels to be sent (max 270kg)
7. Total volume (m³) of all parcels to be sent (max 3m³)
8. Number of articles
9. Pick-up date

NOTE

If you wish to schedule a pick-up the same day you need to confirm it in your basket before 11:30 in the morning (see step 3).



1.9.2 Adding items to your basket

Overzicht van ingegeven afhalingsgegevens (Stap 2/2)

Tijdelijk afhalingsnr: PCK0138520

Afhalingsadres				Algemene info	
Naam:	bpost parcels & express			Totaal gewicht:	1,000 kg
Contactpersoon:				Totaal volume:	1 m
Telefoon:				Aantal stuks:	2
Straat:	Munt	Bus:		Datum afhaling:	13-01-2011
Huisnummer:		Land:	BE		
Postcode:	1000				
Gemeente:	Brussel				

Vorige **Toevoegen aan winkelmandje** Annuleren

In the next step a summary of the requested pick-up is displayed. Print "Add to basket" to save the pick-up.

• De afhalingsaanvraag werd bewaard in het winkelmandje. Om de afhalingsaanvraag te laten uitvoeren moet deze bevestigd worden in het winkelmandje.

The request will be saved in your basket. You will still need to confirm your request.



1.9.3 Confirming

1. Click "Summary" under "Basket" in the vertical menu to confirm your request. The request is separate from the label requests and is recognised by the code, which begins with "PCK".
2. Check the box corresponding to the pick-up request you wish to confirm.
3. Click "Print".
4. The pick-up request will be deleted from your basket, but a confirmation message will be displayed.

Ophaalaanvragen

	Datum	Product	Naam	Straat	Nr	Postcode	Gemeente	Land		
PCK0138520	13-01-2011		bpost parcels & express	Munt		1000	Brussel	België	<input type="checkbox"/>	2

Afdrukken 3

• Uw afhalingsopdracht wordt verwerkt. 4

1.9.4 Fast search

You can automatically enlarge the fast search function for pick-up addresses when you save your information by checking the "Save address as" box. To facilitate searching, provide a name when you enter the address.

When you use the application for the first time, the fast search function is empty, so it cannot be used. You first have to enter and save new information.

Afhalingadres

Versneld zoeken: Nieuw

Naam: *

Contactpersoon: *

Telefoon: *

Straat: *

Huisnummer: Bus: *

Postcode: *

Gemeente: *

Land: België *

Adres opslaan als: *

Wissen

1. To enter a new address, select "New" from the dropdown list at the top.
2. Then fill out all the details. Fields marked * are mandatory.
3. Select the "Save address" box and enter a recognisable name in the corresponding field.
4. When you click "Next" the address will be saved and you will be able to select it in the "Fast search" box.

1.10 Retrieving your history

All labels you have printed are listed in the history.



Click here in the vertical menu to go to your history.

The page is split into three sections:

1. A filter
2. A list of the printed labels
3. A list of pick-up requests

Historiek van uw zendingen

Datum van: t/m (dd-mm-iiijj)

Referentie:

product:

This filter allows you to look for specific labels. When you have filled out the fields click "Filter" to refresh the list of printed labels to include only labels that meet the filter criteria.

Click the barcode to see the status of your item in e-Tracker.

Click the column headings to sort.

Select the items you want to make a pick-up list for.

Etiketten

Barcode	Afzender	Naam	Adres	Stad	Land	product	Datum van	Referentie	
323299900990005218123030	CONIMEX	VLIEGHE STEPHANIE	MUNTCENTRUM	BRUSSEL	België	Taxipost 24h	04-01-2011	PARCELS_EOLDEMO	<input type="checkbox"/>
323299900990005220070030	AFZENDER	kjiii	bhhh	brussel	België	Taxipost 24h	04-01-2011	PARCELS_EOLDEMO	<input type="checkbox"/>
323299900990005235760030	AFZENDER	BOUCHERIE RENMANS	Avenue Albert Premier	GENVAL	België	Taxipost 24h	05-01-2011	PARCELS_EOLDEMO	<input type="checkbox"/>
323299900990005227399030	CTS BELGIUM	BEENHOUWERIJ RENMANS	Doorniksesteenweg	AVELGEM	België	Taxipost 24h	05-01-2011	PARCELS_EOLDEMO	<input type="checkbox"/>
323299900990005234755030	AFZENDER	IIII	IIII	kkkkk	België	Taxipost 24h	06-01-2011	PARCELS_EOLDEMO	<input type="checkbox"/>
323299900990005235759030	bpost parcels & express	ALUWIEL NV	Ter Stratenweg	Oelegem	België	Taxipost 24h	06-01-2011	PARCELS_EOLDEMO	<input type="checkbox"/>
323299900990005235822030	bpost parcels & express	WILLEMS MECANIQUE SA	Rue du Térés	SERAING	België	Taxipost 24h	06-01-2011	PARCELS_EOLDEMO	<input type="checkbox"/>
323299900990005235821030	bpost parcels & express	ADAMAS DIAMOND TOOLS NV	Toekomstlaan	Herentals	België	Taxipost 24h	06-01-2011	PARCELS_EOLDEMO	<input type="checkbox"/>

Click here to generate a list of the selected items as a PDF (see below).

Number	Bar Code	Name	Address	Product	Options	Weight(kg)
1	323299900990005218123030	VLIEGHE STEPHANIE	MUNTCENTRUM, 1 1000 BRUSSEL België	Taxipost 24h		0.00
2	323299900990005220070030	kjiii	bhhh, 1000 brussel België	Taxipost 24h		0.00
3	323299900990005235760030	BOUCHERIE RENMANS	Avenue Albert Premier, 327-329 1332 GENVAL België	Taxipost 24h		2.00
4	323299900990005227399030	BEENHOUWERIJ RENMANS	Doorniksesteenweg, 165 8580 AVELGEM België	Taxipost 24h	* Insurance	0.00

Date and time of collection :

Name and signature of the driver:

The list also includes all options you have selected for your parcels. Printing this list will not result in the data being deleted from the history. The printed list can be used as a picking list. Data are saved in the history for 90 days.

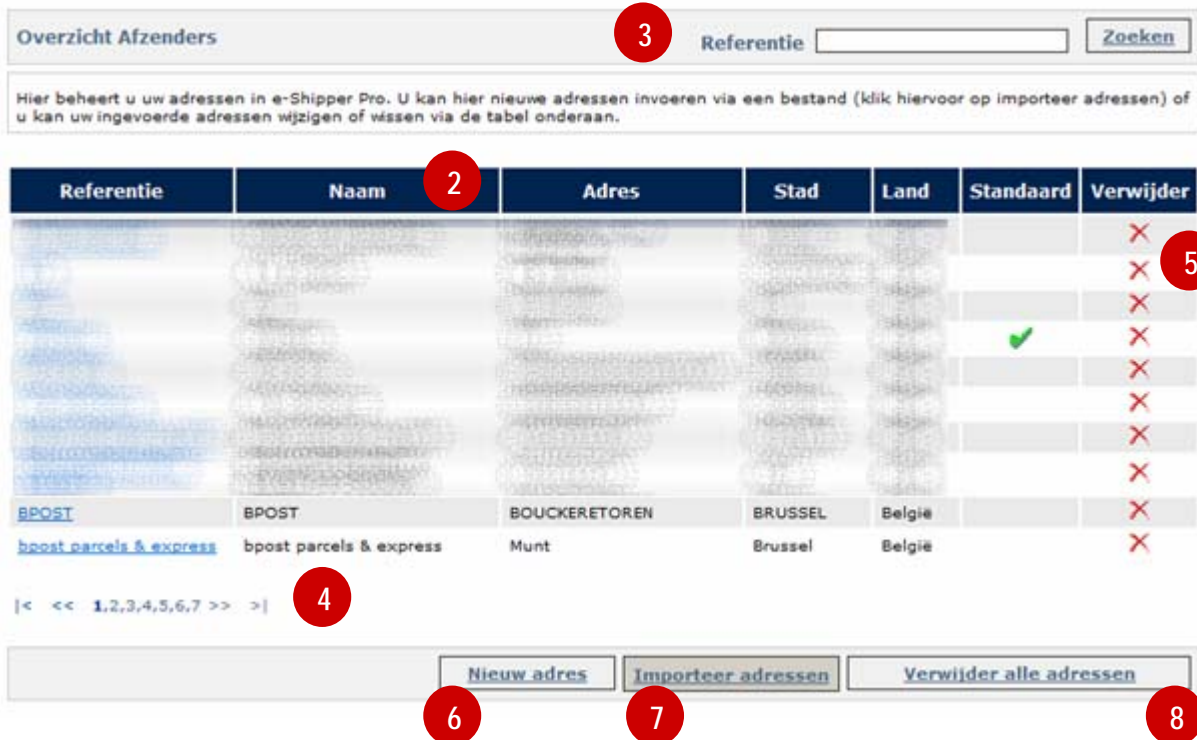
1.11 Management

In e-Shipper Pro you can view, change and delete addresses (see sections 1.5.1.1 and 1.9.4). You can also create addresses more quickly by uploading a CSV file, and create your own sender profile.



- Click Senders, Destinations or Pick-up addresses to manage your addresses
- Click "Profiles" in the vertical menu to create and save one or more profiles.

1.11.1 Managing addresses – General



Overzicht Afzenders Referentie

Hier beheert u uw adressen in e-Shipper Pro. U kan hier nieuwe adressen invoeren via een bestand (klik hiervoor op [Importeer adressen](#)) of u kan uw ingevoerde adressen wijzigen of wissen via de tabel onderaan.

Referentie	Naam	Adres	Stad	Land	Standaard	Verwijder
						X
						X
						X
					✓	X
						X
						X
						X
						X
						X
BPOST	BPOST	BOUCKERETOREN	BRUSSEL	België		X
bpost parcels & express	bpost parcels & express	Munt	Brussel	België		X

< << 1,2,3,4,5,6,7 >> >|

1. Click a reference to view or change any address details of a given reference.
2. Click on the column title to order the addresses by reference, name, address and so on.
3. Enter the reference in the search bar to retrieve an address. Click "Search" to begin searching.
4. You can navigate through several pages of addresses using the arrows. Click >> to go to the next page and >| to go to the last page. The same principle applies when you want to go backwards.
5. Click the red cross to delete an address.
6. Click "Create an address" to add an address.
7. Click "Import addresses" to upload a CSV address file.
8. Click "Delete all addresses" to delete all addresses.

1.11.2 Changing an address

You can change the details of an address here.

You can check the 'Default' box in both the Senders and Pick-up addresses section. If you do, the corresponding address will be used when you create a label or a pick-up request. This option is not available under Destinations.

Afzender

Uw referentie:	<input type="text" value="bpost parcels & express"/>	*
Naam:	<input type="text" value="bpost parcels & express"/>	*
Contactpersoon:	<input type="text"/>	
Telefoon:	<input type="text" value="+32 456565 7767"/>	
Straat:	<input type="text" value="Munt"/>	*
Huisnummer:	<input type="text"/>	Bus: <input type="text"/>
Postcode:	<input type="text" value="1000"/>	*
Gemeente:	<input type="text" value="Brussel"/>	*
Land:	<input type="text" value="België"/>	*

Dit is mijn standaard afzender adres.

1.11.3 Deleting addresses

Click the red cross alongside an address to delete it.

This brings up a confirmation page with the address details.

Bent u zeker dat u het onderstaande adres wil verwijderen?

Afzender

Uw referentie:	BPOST	
Naam:	BPOST	
Contactpersoon:		
Telefoon:		
Straat:	BOUCKERETOREN	
Huisnummer:	Bus:	
Postcode:	1000	Land:BE
Gemeente:	BRUSSEL	

Dit is mijn standaard afzender adres.

Click 'Yes' to confirm. The address is deleted from the addresses. A confirmation will be displayed that the address has been deleted.

Click 'No' to return to address management without deleting the address.

1.11.4 Deleting all addresses

If you would like to delete all sender, pick-up or destination addresses click 'Delete all addresses' on the address management page (see section 1.11.1)

You will need to confirm your choice before all addresses are deleted. Click 'OK' if you are certain you want to delete all addresses.

WARNING

If you have selected certain addresses you will not only delete those addresses but all addresses saved in a given section: sender, destination and pick-up addresses.

If you delete all addresses this cannot be undone.

1.11.5 Adding one new address

To add one new address click "Create new address" on the relevant page (see section 1.11.1).

This brings up a blank address page. Fields marked * are compulsory.

If you enter a sender address it can be made the default address. A default address is always displayed when you make single labels.

Nieuw adres

Uw referentie:	<input type="text"/>	*
Naam:	<input type="text"/>	*
Contactpersoon:	<input type="text"/>	
Telefoon:	<input type="text"/>	
Straat:	<input type="text"/>	*
Huisnummer:	<input type="text"/>	Bus: <input type="text"/>
Postcode:	<input type="text"/>	*
Gemeente:	<input type="text"/>	*
Land:	<input type="text" value="België"/>	*

When you've filled out all appropriate fields click 'Save'. A confirmation will be displayed that the address has been saved.

1.11.6 Adding more than one addresses at the same time

To add more than one address at the same time you can upload a CSV file. An address list is created from a CSV file in the same way as labels are. Only the template is different.

To add more than one address at the same time click 'Import addresses' on the relevant page (see section 1.11.1). This brings up the following page:

Importeer bestemmingen
U kan hier nieuwe adressen invoeren via een bestand

[Voorbeeldbestand](#)

1. Use this template to correctly format the CSV file before uploading.
2. Click 'Browse' to find the file on your hard disk.
3. Click 'OK' to upload your file.
4. Click 'Cancel' to return to the address management page.

Click 'Template' to download a template you can use to create CSV files in the right format. The file can be opened in Microsoft Excel.

	A	B	C	D	E	F	G	H	I	J	K	L
1	Name	Street	Complem	Street Num	Box Num	Postal Coc	City	Country	Contact N	Contact Pl	Alias	Shared=1
2	John Smit	Jump Street		21 A		1000	Bruxelles	BE	John	02/123456	J.S. (BXL)	1
3	40	40	40	8	8	8	40	4	40	20	100	1
4	*	*				*	*	*			*	

1. The first row contains the name of the mandatory columns. This row must not be deleted. Optional columns may be deleted.
2. The second row contains an example address. You may delete or replace this row.
3. The third row states the maximum number of characters available in each cell.
4. The fourth row indicates which columns are mandatory. This row may be deleted.

The mandatory 'Alias' column contains the reference that will be used for address management. Use this reference to retrieve an address more quickly.

The 'Shared' column provides information on whether the address may be used by users under a different subcontract (1 = positive, 0 = negative).

1.11.7 Creating a profile

You can create a profile to facilitate the creation of your labels. The default profile is always displayed when you create single labels or select the one shot option. If you upload a CSV file there is no use creating a profile.



Click "Profiles" in the vertical menu to create a new profile.

A summary of the profiles created by you is displayed. The first time you open the profile page both the national and international profile lists are empty. To create a profile click "Add new profile".

Overzicht van de nationale profielen			
Naam Profiel	Product	Standaard	Verwijder
	Taxipost 24h	✓	✗
	Taxipost 24h		✗
	Taxipost 24h		✗

Overzicht van de internationale profielen
Geen profielen gevonden.

[Profiel toevoegen](#)

The process is split into two steps. First give your profile a name, select your product and indicate whether the profile should be used as your default profile. Then you select the options you tend to use that you want to include in your default profile.

Profiel aanmaken (stap 1/2)

Naam Profiel *

Product *

Dit is mijn standaard profiel.

- 1. Name Profile:** You can give your profile any name you want. It is advisable to choose a name that contains the name of your company or reflects the options your profile will include. (e.g. Taxipost profile or Insurance profile)
- 2. Product:** You can choose from TXP 24h, Taxipost Easy Retour, Taxipost International Business and Taxipost International Express. Creating at least two profiles is recommended – one for national shipments and one for international shipments.
- 3. Default profile:** Your default profile will be automatically selected when you create a new label. You can always select a different product from the dropdown list. You can create as many profiles as you wish, but you can only have one default profile for national shipments and one default profile for international shipments.

When you're ready, click "Next". On the next page you select the options you wish to combine with the selected product. Such as parcels with signed for delivery and automatic second presentation.

Note: the only option you can select for international profiles is insurance.

Opties

Signature

Cash on Delivery

↳ COD bedrag

↳ COD Communicatie Het barcodenummer wordt steeds meegegeven bij elke betaling. Op basis hiervan kan u steeds controleren voor welk pakket het geld werd teruggestort.

↳ COD Bankrekening

Automatic 2nd Presentation

Vóór 11u

Insurance

↳ Verzekeringsrange

Info "Reminder"

↳ Taal

↳ Type boodschap

↳ E-mail

↳ Telefoonnummer

Info "Next Day"

↳ Taal

↳ Type boodschap

↳ E-mail

↳ Telefoonnummer

Info "Goed Ontvangen"

Check the box alongside the options you wish to include in your profile.

Select your preferred options and click "Save". Your profile has now been created and placed in the profiles section. You can repeat the process if you wish to create another profile.

The profiles are used for the creation of new labels. The default profile will be automatically used when you create a label or select the one shot option. Remember you can always change the product.

1. Afzender
Versneld zoeken: AFZENDER

Naam: AFZENDER *
Contactpersoon:
Telefoon: 016815959
Straat: TEST *
Huisnummer: Bus:
Postcode: 1000 *
Gemeente: BRUSSEL *
Land: België *

Adres opslaan
als:
[Wissen](#)

2. Bestemming
Versneld zoeken: Nieuw

Naam: *
Contactpersoon:
Telefoon:
Straat: *
Huisnummer: Bus:
Postcode: *
Gemeente: *
Land: België *

Adres opslaan
als:
[Wissen](#)

3. Product
Selecteer een product/profiel: bpost business nationaal
Gewicht: 000 000 kg

4. Referentie
Uw referentie: PARCELS_EOLDEMO
Kostcenter:
Vrije boodschap:
Nieuw: vrije boodschap. Dit veld geeft u de mogelijkheid extra informatie op uw etiket aan te brengen.

[Volgende](#) [Annuleren](#)

If you accept use of your default profile, the boxes next to your selected options will be checked on the next page. You can add or remove options or, if you're happy, click "Next" immediately. So there is only an upside to creating a default profile, because it saves you time but still gives you the freedom to add and remove options.

1.12 Exiting e-Shipper Pro

Historiek
▶ [Overzicht](#)

Beheer
▶ [Afzenders](#)
▶ [Bestemmingen](#)
▶ [Ophaaladressen](#)
▶ [Profielen](#)

[Verlaat E-Shipper Pro](#)

To log off and return to your personal welcome page, click "Quit E-Shipper Pro".

Frequently asked questions

Type	Questions	Answer
Address	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.
Address	My address contains more than 40 characters. Is that acceptable?	No, only 40 characters can be entered for an address.
Barcode	Can I use my label more than once?	No, every label must contain a unique barcode.
Connection	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.
Connection	I cannot establish a connection to the e-services.	Email info@taxipost.be to ask for a new password.
Contact	What is the customer service e-mail address?	eol@taxipost.be or info@taxipost.be
CSV:	I have a problem with my CSV file.	Read the chapter relating to CSV files in the user guide.
Label	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.
Label	What does the exclamation mark/point on my label mean?	It means that more than one option was selected for this label.
Invoicing	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.
History	How long is my history kept?	3 months (90 days)
International	When I create an international label I get two labels. Is this right?	Yes, you have to affix both labels to your parcel.
Layout	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.
Options	Where can I see the price of my options?	The price of the options is displayed on the welcome page.
Options	When I check the "Signature" and "Insurance" options an error message is displayed.	The "Insurance" option already includes the "Signature" option.
PDF	The label is not rendered properly in my PDF.	Download the most recent version of Acrobat Reader.
PDF	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
PDF	My label is incomplete.	Check that the label has been added to your basket and print it from there.
Pick-up	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).
Postcode	When I create a label the postcode is invalid (e.g. 2000 Antwerp)	Log off and restart your browser. Log on again.

Questions or comments?

We hope all your questions are answered in this document. If you would like additional information or you cannot find an answer to your question, contact our customer service by phone on 0032 (0)2 251 24 24 or e-mail at info@taxipost.be.