



# e-Tracker Pro

Follow the status of your parcels online

User guide

Versie 0.1



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## Introduction

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e-Tracker Pro is a simple application that enables bpost contract customers to track their parcels.

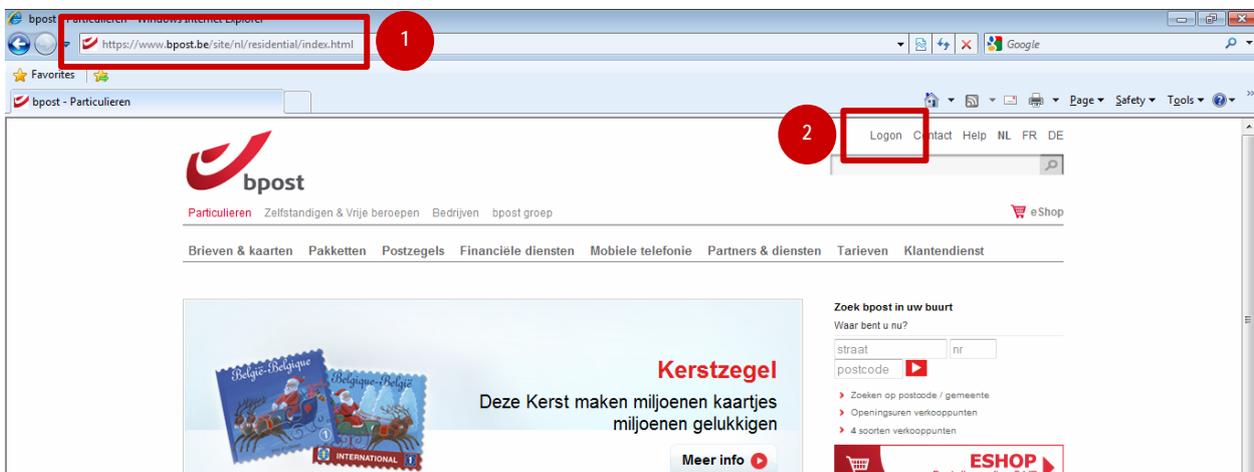
It includes a number of search and filter options, which are explained in this short guide.

Note: e-Tracker Pro is for bpost customers only. Recipients who want to track their parcel can do so at [www.bpost.be/track](http://www.bpost.be/track).

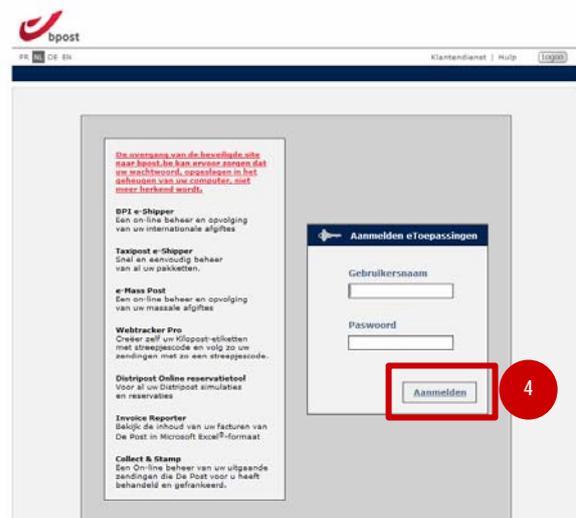
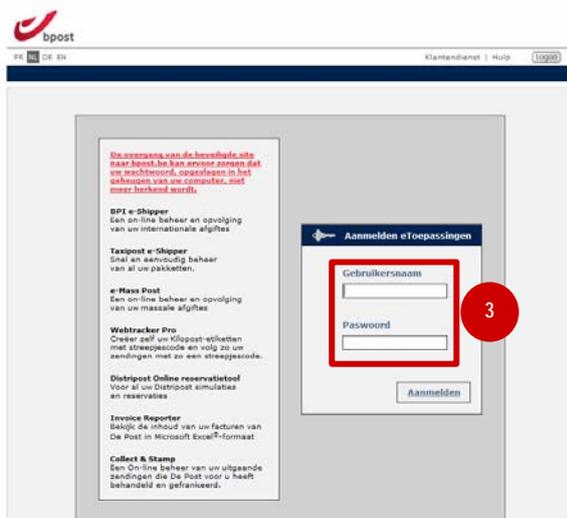
# 2

## Logging on to e-Tracker Pro

1. Go to the bpost website at [www.bpost.be](http://www.bpost.be).
2. Click "Logon" at top right.



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

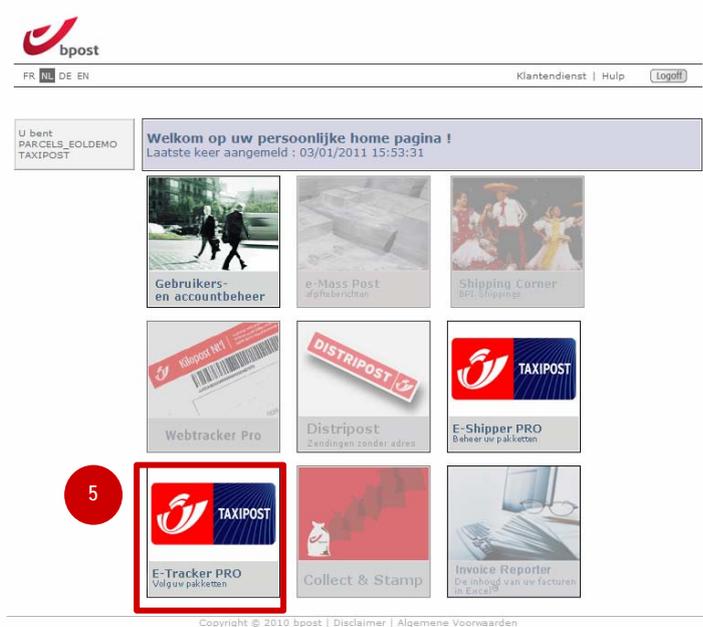


Your e-Tracker Pro username and password will be emailed to you by our services or by your account manager. If you lose your username and password call our services on 02 251 24 24.

**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 options depend on the type of contract you have signed. You can access the applications that are not greyed out.

5. Click e-Tracker Pro to open.



## How to use e-Tracker Pro

When you open e-Tracker Pro the following page is displayed. There are two menus.

The screenshot displays the bpost e-Tracker Pro interface. At the top left is the bpost logo. At the top right, a red box highlights the 'Horizontaal menu' containing 'Klantendienst | Hulp' and a 'Logoff' button. On the left side, a vertical menu is highlighted with a red box and labeled 'Vertikaal menu', containing 'Home', 'Wijzig password', and 'Verlaat E-Tracker Pro'. The main area is titled 'Zoeken naar een zending' and contains a search form with the following fields and options:

- Geef account id(s) in:** A dropdown menu with options: 999201, 999010, 999009, 999200, 999008.
- Geef barcode(s) in:** An empty text input field.
- Geef klant referentie in:** An empty text input field.
- Periode: van:** A date input field with a calendar icon and the format '(dd/mm/yyyy)'. Below it is the label 'tot en met' followed by another date input field with a calendar icon and the format '(dd/mm/yyyy)'.
- Geef postcode in:** An empty text input field.
- Geef het product in:** A dropdown menu with the selected option 'ERS International Outbound'.
- Geef de status in:** A dropdown menu with the selected option '\* Uitgereikt'.
- Geef land in:** A dropdown menu with the selected option 'België'.

At the bottom right of the search form is a 'Zoeken' button. At the bottom of the page, the footer text reads: 'Copyright © 2010 bpost | Disclaimer | Algemene Voorwaarden'.

## The horizontal menu

What you can do in the horizontal menu:

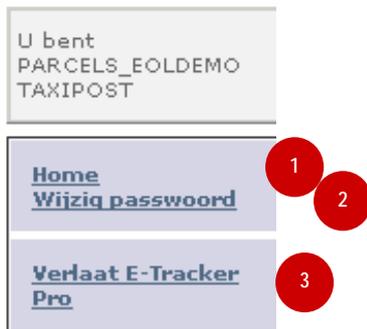
1. Change the language. Four languages are available: French, Dutch, German and English.
2. Go to the customer service contact page.
3. Go to the e-Tracker Pro help page.
4. Log off to exit e-Tracker Pro in a secure way.



### 1.1 The vertical menu

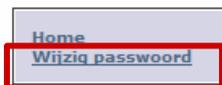
What you can do in the vertical menu:

1. Return to your personal home page with the application icons.
2. Change your password for all site applications.
3. Exit e-Tracker Pro.



### 1.2 Changing your password

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



To change the password, click "Change password" 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".



The screenshot shows a web interface for changing a password. On the left, a text box contains the instruction: "Gelieve de velden rechts in te vullen om een nieuw paswoord aan te maken." On the right, the form is titled "Wijzig paswoord" and includes three input fields: "Huidig paswoord" (1), "Nieuw paswoord" (2), and "Bevestig Paswoord" (3). A "Wijzig" button (4) is located at the bottom of the form.

## 1.3 Using e-Tracker Pro – Selecting search filters

The screenshot shows the bpost e-Tracker Pro search interface. The header includes the bpost logo, language options (FR, NL, DE, EN), and links for Klantendienst, Hulp, and Logoff. The main search area is titled 'Zoeken naar een zending'. On the left, there is a sidebar with user information and navigation links. The search filters are as follows:

- 1. Geef account id(s) in: A list box containing 999201, 999010, 999009, 999200, and 999008.
- 2. Geef barcode(s) in: An empty text input field.
- 3. Geef klant referentie in: An empty text input field.
- 4. Periode: van (dd/mm/yyyy) tot en met (dd/mm/yyyy): Two date input fields.
- 5. Geef postcode in: An empty text input field.
- 6. Geef het product in: A dropdown menu with 'ERS International Outbound' selected.
- 7. Geef de status in: A dropdown menu with '\* Uitgereikt' selected.
- 8. Geef land in: A dropdown menu with 'België' selected.
- 9. Zoeken: A search button.

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**Note:** To use a filter you have to check the box corresponding to that filter. If you do not do this the filter will not be activated during a search.

### 1. Enter account ID(s)

This field lists all account IDs you have access to. Simply select the account ID you wish to use. If you wish to use more than one account ID, click the IDs in question while holding down the CTRL (cmd) key.

### 2. Enter barcode(s)

You can enter one or more barcodes here. Each new barcode should be entered on a separate line.

### 3. Enter customer reference

You can enter any reference you print on the parcel label here.

#### 4. Period from... up to and including

You can enter a period within which you wish to track your parcels. You can do so manually (the format is dd/mm/yy) or click the calendar to select the right dates.

Remark:

- The "from" date must be earlier or equal to the "up to and including" date.
- You must enter both dates.
- If the period exceeds five business days a message to this effect will be displayed when you click "Search". That is because the search will take more time.

#### 5. Enter postal code

All postcodes must comprise four digits.

#### 6. Select product

Contact your account manager for more information about products.

#### 7. Select status

You can select the status from the dropdown menu.

#### 8. Enter country

You can select the country from the dropdown list. Belgium is selected as default. .

#### 9. Search

When you have selected all your criteria, click "Search".

Depending on how long it takes to search the database, a message may be displayed stating that the search is ongoing.



This is the current status of the parcel in our systems. Click the barcode to display full status information for the parcel.

#### 6. Customer reference

This is any customer reference provided when the parcel was created.

#### 7. New search

Click here to return to the previous page where you can perform a new search. The search criteria used for your most recent search are displayed. In most cases this makes it easier to quickly refine your search.

#### 8. CSV:

Click here to save the search results to your hard disk. The data is exported in a CSV file. For more information on CSV files and how to open them in Microsoft Excel, use the online search engine.

#### 9. Navigate between pages

You can navigate through several pages of search results 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.

## 1.5 Using e-Tracker Pro – Parcel details

Click a barcode in the search results to view more details on the parcel in question.

The screenshot shows the bpost e-Tracker Pro interface. At the top left is the bpost logo. Below it are language options: FR, NL, DE, EN. On the right, there are links for 'Klantendienst | Hulp' and a 'Logoff' button. The main content area is titled 'Een overzicht van de zending : Taxipost 24h'. It contains a table with parcel details and a 'Status Overview' table. Red circles with numbers 1 through 12 are overlaid on the interface to highlight specific elements. A sidebar on the left contains navigation links: 'U bent PARCELS\_EOLDEMO TAXIPOST', 'Home', 'Wijzig password', and 'Verlaat E-Tracker Pro'. At the bottom right, there is a 'CSV Terug' button.

| Een overzicht van de zending : Taxipost 24h |                               |   |   |
|---|-------------------------------|---|---|
| Nummer zending                              | [Barcode]                     |   | 1 |
| Stad/land vertrek                           | BRUSSEL                       | 2 | 7 |
| Stad/land bestemming                        | WILSELE                       | 3 | 8 |
| Laatste Status                              | Zending uitgereikt door bpost | 4 | 9 |
| Afleveringsdatum                            | 21-02-2011                    | 5 | 6 |
| Klanten referentie                          | [Barcode]                     | 6 |   |
| Datum in ontvangstname                      | 18-02-2011                    |   |   |
| Naam bestemming                             | [Barcode]                     |   |   |
| Afleveringsuur                              | 09:39                         |   |   |

| Overzicht van de status |          |                                   |                           |
|-------------------------|----------|-----------------------------------|---------------------------|
| Datum                   | Tijdstip | Laatste Status                    | Plaats                    |
| 21/02/2011              | 09:39    | Zending uitgereikt door bpost     | LEUVEN MAIL               |
| 21/02/2011              | 08:07    | Zending onderweg voor distributie | LEUVEN MAIL               |
| 18/02/2011              | 22:21    | Uw zending werd gesorteerd        | Antwerpen X Parcel Sorter |
| 18/02/2011              | 14:29    | Zending aangenomen in netwerk     | BRUSSEL DE BROUCKERE      |
| 18/02/2011              | 14:23    | Aankondiging van een zending      | LCI                       |

### 1. Item number

This is the barcode allocated to the parcel.

### 2. City/country of departure

This is the city the parcel is coming from.

### 3. City/country of destination

This is the city the parcel is going to. If the city is not in Belgium, in some cases both the city and the country will be displayed.

### 4. Status

The status of your parcel displayed here is the same as the status displayed on the search results page (10).

### 5. Delivery date

This is the date on which your parcel was delivered to the recipient. If this field is empty the parcel has not yet been delivered.

## 6. Customer reference

This is any customer reference provided when the parcel was created.

## 7. Reception date

This is the date the parcel was received in the postal network. If this field is empty the parcel has not yet been received by bpost.

## 8. Name destination

This is the name of the recipient or destination the parcel has been sent to.

## 9. Delivery time

This is the time when the parcel was delivered as registered in the system.

## 10. Overview of the status

This is a list of every status the parcel has had, starting with the most recent one and going back in time.

## 11. CSV

[Click here](#) to save the search results to your hard disk. The data is exported in a CSV file. For more information on CSV files and how to open them in Microsoft Excel, use the online search engine.

## 12. Back

[Click here](#) to return to the previous page.

## 1.6 Exiting e-Tracker Pro



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

# Questions or comments?

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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](mailto:info@taxipost.be).