



e-Shipper User Guide



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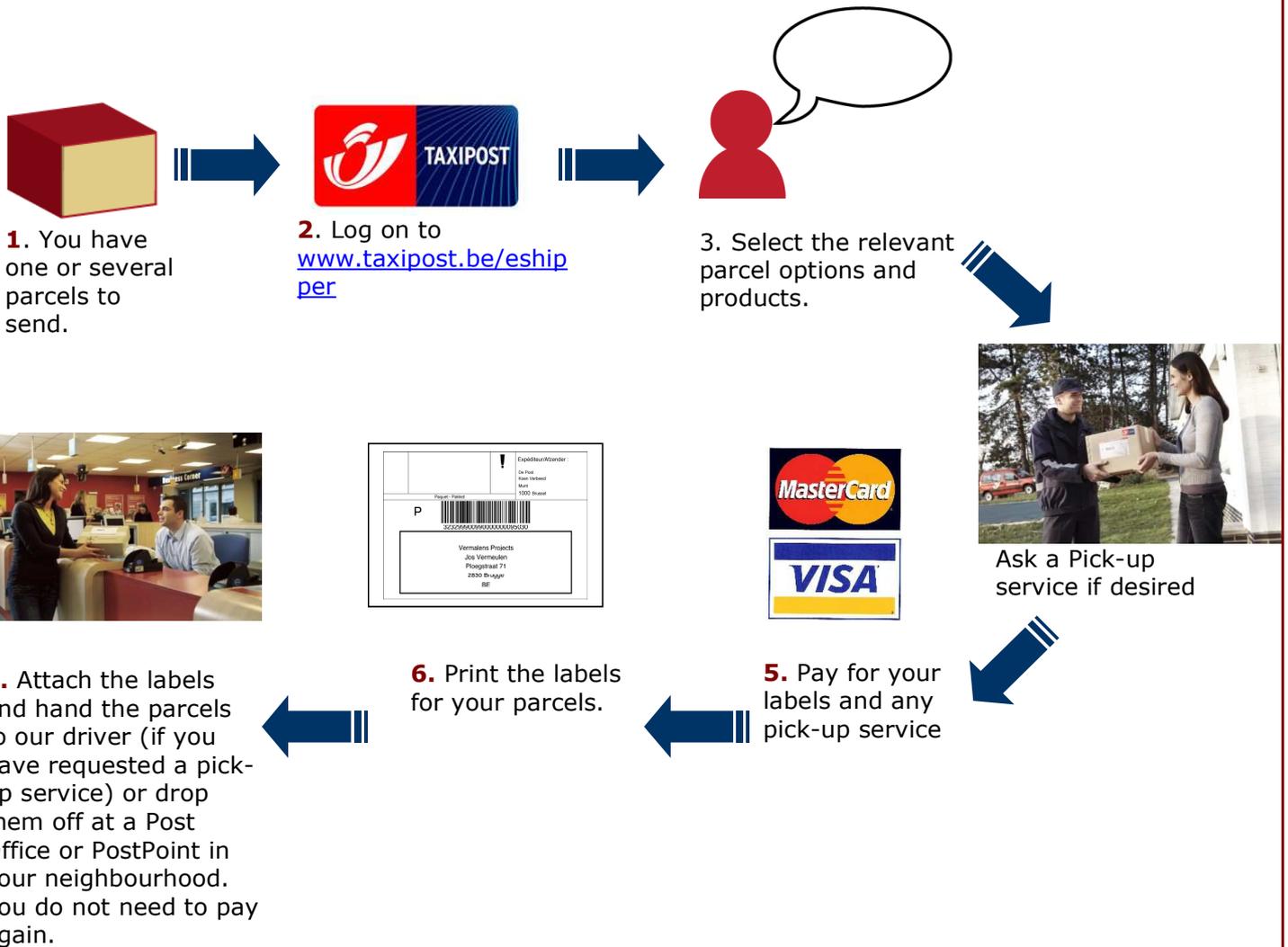


1 Introduction

e-Shipper is an online tool for preparing your Taxipost parcels.

What you can do with e-Shipper:

- Securely pay to send a parcel
- Print labels for your parcels
- Request and pay for a pick-up





2 User guide

2.1 Logging on to e-Shipper online

1. Go to the De Post-La Poste website at <http://www.taxipost.be/eshipper>.

2.2 Detail of the e-Shipper welcome page

FR NL DE **EN**

Customer Service | Help

e-Shipper

Menu bar →

Sidebar →

- Home
- e-Shipper
 - ▶ [Create label](#)
 - ▶ [Plan a Pick-up on Demand](#)
 - ▶ [Basket Overview](#)
- Exit e-Shipper

e-Shipper: buy your Taxipost barcode labels online for immediate printing

Now you can frank your parcels 24/7. And you don't even have to leave your desk. You can buy and print your Taxipost barcode labels online right here, ready to affix to your parcels.

How does it work?

1. Create your label by entering some key details:
 - Where you want to send the parcel from and to
 - What product you want to use
 - The weight of the parcel
 - The options you want to use
2. After confirming the details in your basket, you can securely pay e.g. by credit card (Visa, MasterCard,...) and print your barcode labels immediately. Your parcel is ready to send as soon as you affix the label. You don't need to pay anything at the Post office or PostPoint.

Online products and prices

The products you buy online are always presented to the addressee one business day after you deposit them. You can track your parcels with our Track & Trace system at www.post.be/track. The following products are available online right here.

Product	Description	Weight	Price
Taxipost 24h	Delivery next business day, Track & Trace	0-2 kg	4,65 €
		+ 2-10 kg	6,65 €
		+ 10-30 kg	8,65 €
Taxipost Secur	Insured up to €500, including signature upon receipt. Delivery next business day, Track & Trace	0-2 kg	5,65 €
		+ 2-10 kg	7,65 €
		+ 10-30 kg	9,65 €
Taxipost PayPack	COD (Cash on Delivery), insured up to €500, including signature upon receipt. Delivery next business day, Track & Trace	0-2 kg	10,65 €
		+ 2-10 kg	12,65 €
		+ 10-30 kg	14,65 €

Online options and prices

Option	Description	Price*
Avant 11h	Le paquet est livré à son destinataire le jour ouvrable suivant entre 9h et 11h.	11 €
Info "Bien reçu"	L'expéditeur reçoit un avis lui signalant que le paquet a bien été livré (SMS, e-mail ou message vocal)	0,50 €

* The supplementary price for the option, which should be added to the product price; e.g. the price of sending 1kg parcel by Taxipost 24h with Before 11 am option is €4.65 + €11 = €15.65

Pick-up on Demand

Why not ask Taxipost to drop by and pick up your parcel? Just choose 'Pick-up on Demand', select the date that suits you and confirm in your basket. Taxipost will drop by to pick up your parcel between 1 pm and 4:30 pm on the business day of your choosing. The price is 6€ (zone 1) or 15€ (zone 2), depending on where your parcel needs to be collected. You can check the price for your own postal code via our website www.taxipost.be. The Pick-up on Demand can be paid online. To avoid going through the payment module twice, you can combine the payment for the Pick-up with the payment of the labels you created.

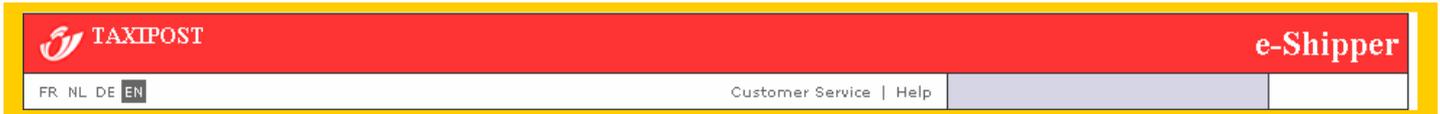
If you have a home pick-up contract, you can simply hand over your franked Taxipost parcels at no extra charge.

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2.2.1 Menu bar

The menu bar provides access to the following functionality:

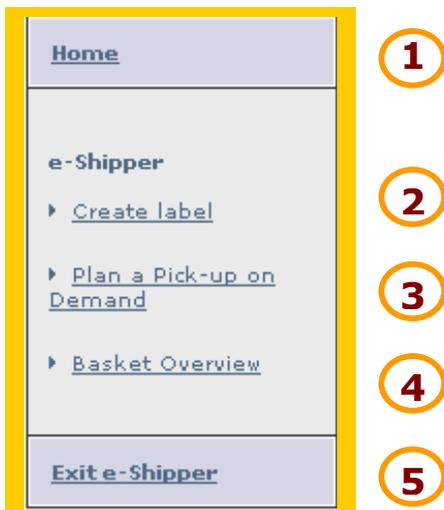
1. Change the language (available in English, French, Dutch and German).
2. Access the customer service page.
3. Access the application help page.



2.2.2 Sidebar

The sidebar provides access to the following functionality:

1. Return to the welcome page.
2. Create labels for your parcels.
3. Create a parcel pick-up request.
4. Display your basket before printing your labels.
5. Return to the welcome page.



2.3 Creating labels

In e-Shipper you can create the right barcode labels for your parcels individually.

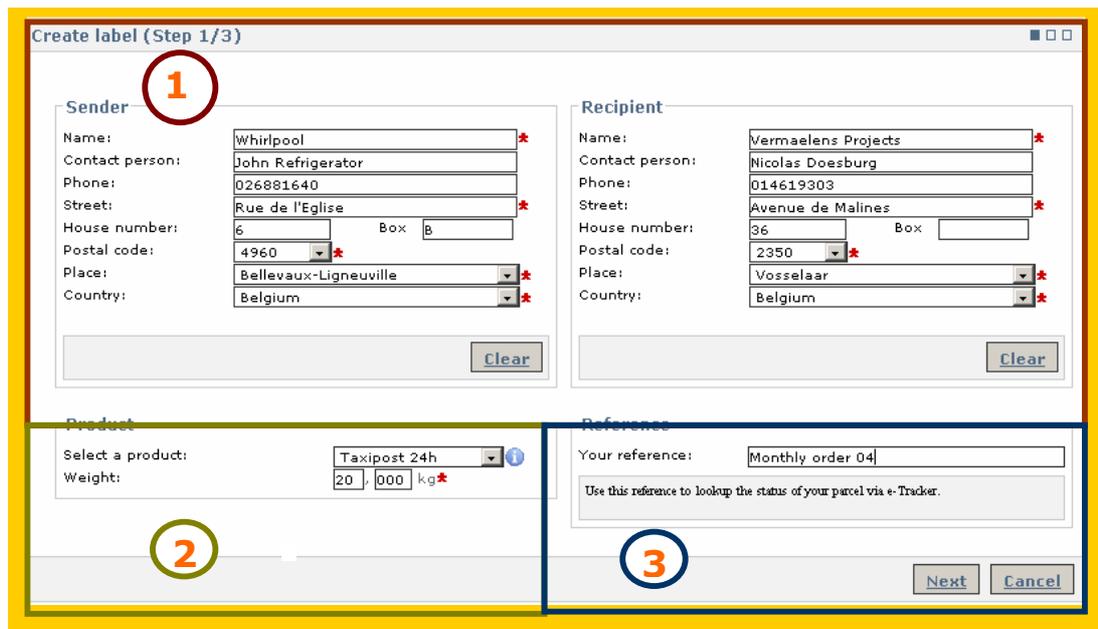


Click "**Create label**" in the sidebar to create your labels.

There are three steps in the label creation process:

1. Enter basic information about your parcel.
2. Select any options.
3. Confirm before paying and printing your labels.

2.3.1 Step #1: Entering basic information



Create label (Step 1/3)

1 **Sender**

Name: Whirlpool *
Contact person: John Refrigerator
Phone: 026881640
Street: Rue de l'Eglise *
House number: 6 Box: B
Postal code: 4960 *
Place: Bellevaux-Ligneuville *
Country: Belgium *

Recipient

Name: Vermaelens Projects *
Contact person: Nicolas Doesburg
Phone: 014619303
Street: Avenue de Malines *
House number: 36 Box:
Postal code: 2350 *
Place: Vosselaar *
Country: Belgium *

2 **Product**

Select a product: Taxipost 24h *
Weight: 20,000 kg *

3 **Reference**

Your reference: Monthly order 04
Use this reference to lookup the status of your parcel via e-Tracker.

Clear Clear Next Cancel

The first page in the label creation process is split into three sections:

- 1 Sender and recipient details
- 2 Product selection
- 3 Parcel reference



1 Sender and recipient details

All fields marked * are mandatory.

Sender		Recipient	
Name:	Whirlpool *	Name:	Vermaelens Projects *
Contact person:	John Refrigerator	Contact person:	Nicolas Doesburg
Phone:	026881640	Phone:	014619303
Street:	Rue de l'Eglise *	Street:	Avenue de Malines *
House number:	6 Box B	House number:	36 Box
Postal code:	4960 *	Postal code:	2350 *
Place:	Bellevaux-Ligneuville *	Place:	Vosselaar *
Country:	Belgium *	Country:	Belgium *
<input type="button" value="Clear"/>		<input type="button" value="Clear"/>	

2 Product selection

Click the "Select a product" dropdown list to select a product

Product	
Select a product:	Taxipost 24h ⓘ
Weight:	Taxipost 24h Taxipost Secur Taxipost PayPack

Select a product

You can choose from three products:

- Taxipost 24h
- Taxipost Secur (insured maximum up to €500, with signature)
- Taxipost PayPack (COD, insured up to €500, with signature)

Product	
Select a product:	Taxipost 24h ⓘ
Weight:	20,000 kg *

Specify the weight of your parcel

You should also enter the weight of your parcel. The maximum weight is 30 kilos.

Click 'i' to view a list of available products, with a short description and e-Shipper prices.



3 Parcel reference

Reference

Your reference:

Use this reference to lookup the status of your parcel via e-Tracker.

You can enter a reference to make it easier to track your parcel. You can use the same reference for more than one parcel. To find out where your parcel is at any one time, simply enter this reference into e-Tracker at www.taxipost.be/track.



2.3.2 Step #2: Selecting added-value options

Various options are available to complement the basic parcel delivery service.

The GSM (mobile phone) or landline may contain only digits and the characters / . + () -.

The extra options available for Taxipost 24h, Taxipost Secur and Taxipost PayPack:

Before 11.00: the parcel will be delivered next day between 9 am and 11 am. The recipient has to sign for delivery.

"Received in good order" info: Confirmation that the recipient has received the parcel in good order.

The following information is required for Taxipost PayPack:

- *amount* to be paid by recipient upon delivery
- *account number* on which the amount should be deposited
- *any reference message*. In the future this message will be used by De Post-La Poste when depositing the COD amount on your bank account.

Taxipost PayPack always requires the recipient to sign for delivery.

Before 11.00 and **"Received in good order" info** are also available

Format:

Cash On Delivery amount

- Digits only, use comma as decimal separator, do not use thousand separators
 - Between 0,01 and 1000 euros
 - Maximum 7 digits
- Example: 255,50

Cash On Delivery bank account

- 12 digits in the following format: xxx xxxxxxx xx The spaces may be replaced with the characters . / - , or the number may be written without spaces.



2.3.3 Step #3: Confirming

To confirm your labels:

- Add them to your basket and view basket: **add to basket & pay**
- Add them to your basket and create a new label (your details will be placed in the basket and a new label creation page will open): **add to basket & new**

Summary of label details (Step 3/3)

Sender

Name: Whirlpool
Contact person: John Refrigerator
Phone: 026881640
Street: Rue de l'Eglise
House number: 6 Box B
Postal code: 4960 Country: BE
Place: Bellevaux-Ligneuville

Recipient

Name: Vermaelens Projects
Contact person: Nicolas Doesburg
Phone: 014619303
Street: Avenue de Malines
House number: 36 Box
Postal code: 2350 Country: BE
Place: Vosselaar

General

Product: Taxipost 24h
Weight: 20.0 kg
Your reference: Monthly order 04

Options

- ◆ Before 11:00
- ◆ "Received in good order" info
 - ◇ Language English
 - ◇ Message type Text message
 - ◇ Email
 - ◇ Mobile phone 0498919600
 - ◇ Fixed telephone number

Price

Price not including VAT: 8.65 €
Price including VAT: 8.65 €

Buttons: Previous, Add to basket & new, Add to basket & pay, Cancel, Delete

Go back to change information or options.

Place your label in the basket and open a new label creation page.

Place your label in the basket and show your details before paying and printing.

2.3.4 Red flag

1. Creating a label does not entail the sending of the parcel. You first have to pay for your labels via your basket. Once you have paid, you can print your labels and attach them to your parcel. If you have not requested pick-up, you can drop your parcels off at a Post Office or PostPoint (up to 20 parcels per day). If you have more than 20 parcels per day, you should drop them off at a MassPost centre. Find your nearest MassPost centre at www.post.be/masspost.

2.4 The basket

You can place your labels in the basket for storage. Labels in the basket can be changed before printing.

The basket is emptied when you print the contents.



To view your basket, click "**Basket Overview**" in the sidebar.

Click the square to sort the column. The sort type is shown by a triangle.

Product	Reference	Name	Street	House number	Postal code	Place	Country		
Taxipost 24h	Monthly order 04	Vermaelens Projects	Avenue de Malines	36	2350	Vosselaar	BE	<input type="checkbox"/>	<input type="checkbox"/>
Pick-up on Demand		Axen bvba	Gulledelle	92	1200	Brussel (Sint-Lambrechts-Woluwe)	BE	<input type="checkbox"/>	<input type="checkbox"/>

Click the reference to view labels before printing. You will be able to change some label characteristics.

Check the box to select labels for printing or deletion.

Click here to remove the label from the basket.

Click here to pay for and print the selected labels.



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Only the parcel options can be changed, e.g. "Received in good order" info or the Cash on Delivery amount. The price will be automatically updated. To change the recipient's address, for example, you will have to create a new label and delete the existing one.

Options

Before 11:00

"Received in good order" info

↳ Language:

↳ Message type:

↳ Email:

↳ Mobile phone:

↳ Fixed telephone number:

Price

Price not including VAT: 8.65 €
Price including VAT: 8.65 €

2.4.2 Paying for labels

You have to pay for your labels before you can print them. Select the relevant labels by checking the corresponding boxes and click "Pay". After your online payment has been accepted the labels will be available for printing.

Basket summary

Product	Reference	Name	Street	House number	Postal code	Place	Country		
Taxipost 24h	Monthly order 04	Vermaelens Projects	Avenue de Malines	36	2350	Vosselaar	BE	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pick-up on Demand		Axen bvba	Gulledelle	92	1200	Brussel (Sint-Lambrechts-Woluwe)	BE	<input type="checkbox"/>	<input type="checkbox"/>

Select the label you wish to print

Click "Pay"



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The "ePayment: customer ID (Step 1/2)" page will open. Here, you should enter your personal details for payment. Again, all fields marked * are mandatory.

ePayment: customer ID (Step 1/2)

Customer ID

Name: Richard Emerencia *

Street: Krabbenberg *

House number: 2 Box:

Postal code: 3090 * Country: Belgium * Place: Overijse *

Email: richard.emerencia@taxipost.be *

Confirm email: richard.emerencia@taxipost.be *

Phone: 026881639

Fax: 026881638

Mobile: 0498919603

KBO-BCE/VAT number:

Invoice?

Remember details on this computer:

Clear

Basket summary Next Cancel

Check this box if you wish to receive an invoice.

Check this box if you wish to save your details. For this to work, your browser should be configured to accept cookies.

NB

- 1) You must enter a VAT number in the "KBO-BCE/VAT number" field if you check the "Invoice" box.
- 2) Payment confirmation will be sent to the email address you enter on this page.



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Click 'Next' to open the Ogone payment page.

Order reference : 448
Total charge : 8.65 EUR
Beneficiary : De POST

Pay with :  

Card holder's name* :

Card number* :

Expiry date (mm/yyyy)* : /

Card verification code : What is this ?

* Mandatory fields.



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Click this button to go back. 

Enter your payment details securely on this page. VISA and American Express credit cards are accepted.

The order number is also stated in your order confirmation email.

The total amount is the amount including VAT that will be charged to your credit card.

When you're ready, click 'Yes, I confirm my order' to confirm.



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When your payment has been accepted the "Print label" page opens. Here, you can print your labels. The labels contain a barcode that allows you to track your parcel in the delivery process.

NB

1. You must never use the same barcode on two or more different parcels. Any infringement will be considered as fraud.
2. Labels created in e-Shipper must be dropped off to Taxipost within 10 business days, as the information you provide to Taxipost, such as your email address for the option "Received in good order info", are kept for only 10 days.

Your payment has been executed. You can now print the labels for your parcels.

Your payment has been processed. The link to your PDF containing the barcode labels created by you is below. Simply open the PDF and print your labels.

The printed labels are split into two parts. Attach the upper part to your parcel, as proof of franking. You will not have to pay anything when you deposit your parcel.

You should keep hold of the lower part. You can use the barcode number printed on this part of the label to track your parcel at www.post.be/track.



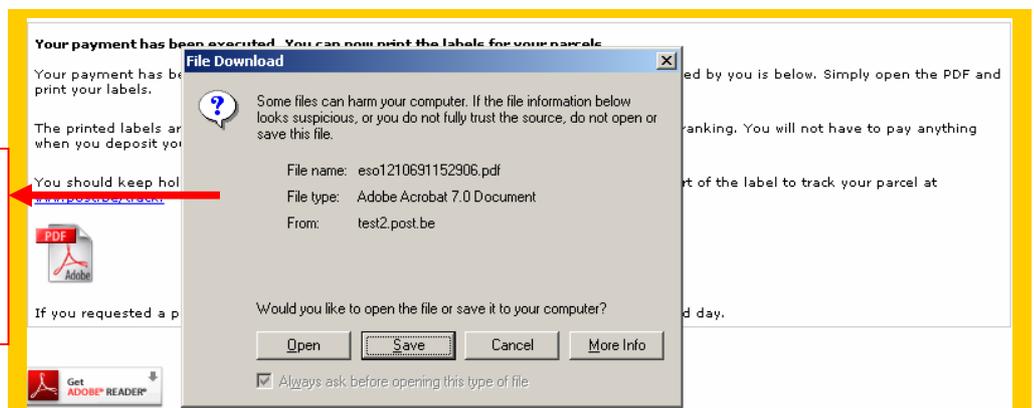
Click the PDF icon to open your labels.

If you requested a pick-up, Taxipost will drop by between 13:00 and 16:30 on the scheduled day.



Click this button to download a free copy of Adobe Acrobat Reader © for opening the PDF.

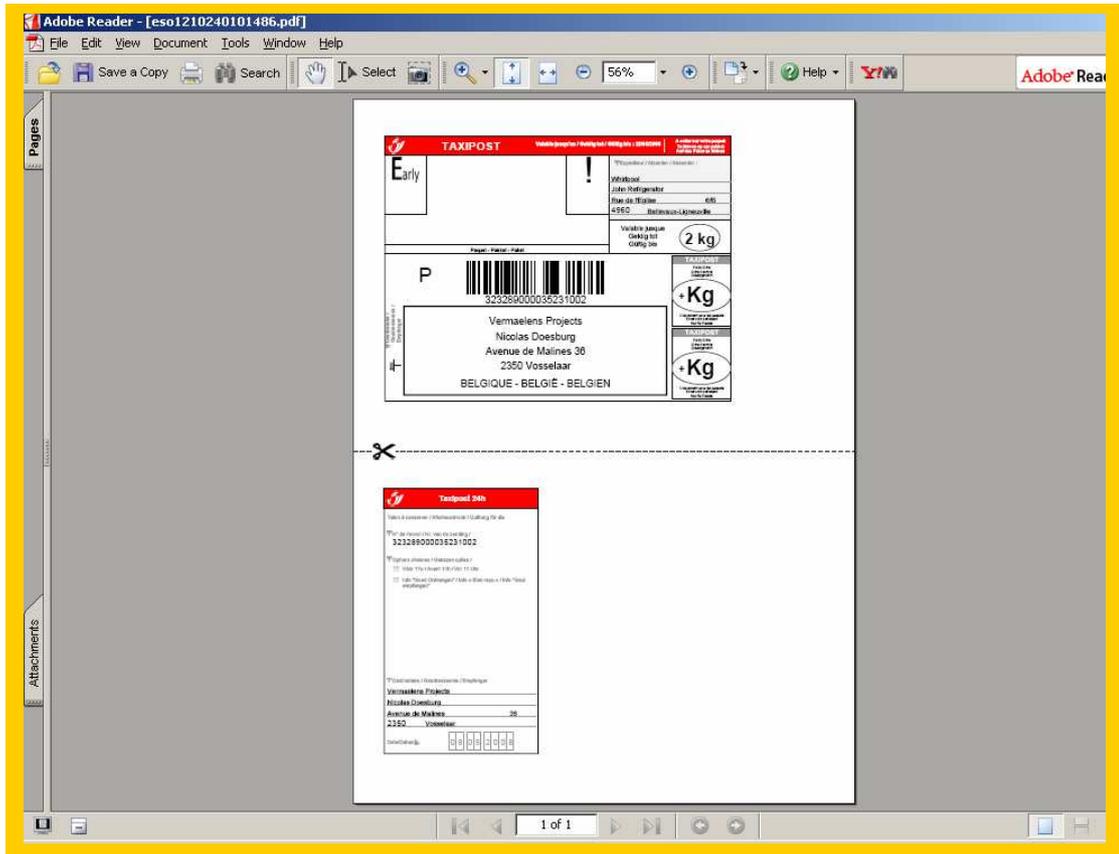
You can save the label as a PDF or open it immediately.
Click 'Open' to view.





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The label will open as a PDF, which you can then print. Attach the upper part (above the broken line) to your parcel. You do not need to pay anything else when you drop your parcel off at a Post office or PostPoint or when you have it picked up. Keep the lower part safe. You can use the barcode number to track your parcel at www.post.be/track.



You will also receive payment confirmation by email, with a summary of the products you have paid for.



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The labels you have paid for together with the corresponding barcode are stated in your confirmation email. You should not delete this email, as the barcode can be used to track your parcel on e-tracker.

Your payment has been accepted. Thank you for your confidence in De Post-La Poste.

The details of your order are summarised below. Be sure to contact our Customer Service on 022 012345 if you have any questions.

You track your parcel at <http://www.post.be/track>

Payment details **Payment number:** 2386111

Order number: 354

Order date: 04/21/08 **Your details**

Name: Richard Emerencia

Street : Krabbenberg

No: 2

Box:

Postcode: 3090

Place: Overijse

Country: BE

Phone: 026881639

Mobile: 0498919603

Fax: 026881638

Email: richard.emerencia@taxipost.be

Invoice: No

VAT number:

Your order

Labels:

Barcode	Reference	Product	Company	Name	Street	Postcode
323289000016071016	Monthly order 04	Taxipost Secur	Vermalens Projects	Theo Maes	Mechelsesteenweg 54 D	2350



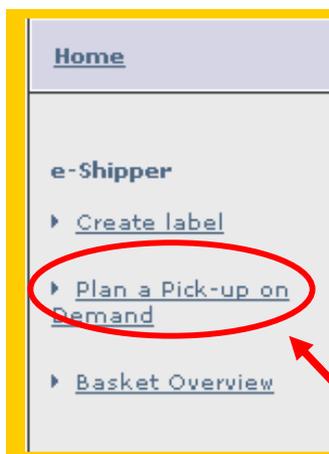
Total price excluding VAT: € 21.15

Total price including VAT: € 21.15

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2.5 Creating a pick-up request

With e-Shipper, you can request one or more parcel pick-ups. You should not create a pick-up request if you plan to deposit your parcels yourself or you have the Home Pick-up contract.



NB: If you want to have more than one parcel picked up at the same time, you can fill out a single pick-up request for all parcels, provided the total weight is not more than 270 kg and the total volume is less than 3 cu m. Having your parcel picked up costs 6 euros (zone 1) or 15 euros (zone 2), depending on the postcode of the pick-up location.

There is no extra charge for additional parcels in a pick-up, provided the maximum weight and volume are not exceeded.

Click "**Pick-up request - Create**" in the sidebar.

NB:

The Taxipost driver will pick up your parcel between 1:30 pm and 4:30 pm on the date requested. Morning pick-ups are not possible.

All fields marked * are mandatory.

Create pick-up request

Pick-up address		General information	
Name:	Axen bvba *	Total weight:	25,000 kg *
Contact person:	Laurent Grumiaux	Total volume:	2,5 m³ *
Phone:	0498919604	No of pieces:	6 *
Street:	Gulledelle *	Pick-up date:	12-05-2008 (dd-mm-yyyy) *
House number:	92	Box:	
Postal code:	1200 *		
Place:	Brussel (Sint-Lambrechts-Woluwe) *		
Country:	Belgium *		
<input type="button" value="Clear"/>			
		<input type="button" value="Next"/> <input type="button" value="Cancel"/>	



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The following fields are mandatory

1. Name [company name]
2. Street (pick-up address)
3. Post code
4. Place
5. Country
6. Total weight (the total weight in kilograms of all parcels. The total weight value must be more than 0 and less than 270)
7. Total volume (the total volume in cubic metres of all parcels. The total volume value must be more than 0 and less than 3)
8. Number of pieces
9. Pick-up date

Use the calendar to select the pick-up date. You must schedule a pick-up within ten days. Only requests received before 11:30 can be picked up on the same day.

When all the fields have been filled out, click "next". A summary of your order will be displayed.

Summary pick-up details (Step 2/2)

Pick-up address	General information
Name: Axen bvba	Total weight: 25, 000 kg
Contact person: Laurent Grumiaux	Total volume: 2,5 m ³
Phone: 0498919604	No of pieces: 6
Street: Gulledele	Pick-up date: 12-05-2008
House number: 92	Box:
Postal code: 1200	Country: BE
Place: Brussel (Sint-Lambrechts-Woluwe)	

Price
Price not including VAT: 15.0 €
Price including VAT: 15.0 €

[Previous](#) [Add to basket & new](#) [Add to basket & pay](#) [Cancel](#)

Click "**Add to basket & new**" to save in your basket and open a new pick-up request page.

Click "**Add to basket & pay**" to save in your basket and proceed straight to payment.

◆ The pick-up request has been saved.

Your request will be placed in the basket. It still has to be confirmed and paid for.



Confirming your request

1. To confirm your request, click "Basket Overview" in the sidebar. A distinction is made between labels and pick-ups in the Product column.
2. Check the box corresponding to the pick-up request you wish to confirm.
3. Click "Pay".
4. You will continue to the payment screen in the same fashion as paying for the labels you created.

Basket summary

Product	Reference	Name	Street	House number	Postal code	Place	Country		
Pick-up on Demand		Axen bvba	Gulledelle	92	1200	Brussel (Sint-Lambrechts-Woluwe)	BE	<input checked="" type="checkbox"/>	<input type="checkbox"/>

[Pay](#)

Select the pick-up request and click "Pay".



Payment

ePayment: customer ID (Step 1/2)

Customer ID

Name: Richard Emerencia *

Street: Krabbenberg *

House number: 2 Box: *
Postal code: 3090 * Country: Belgium *
Place: Overijse *

Email: richard.emerencia@taxipost.be *
Confirm email: richard.emerencia@taxipost.be *

Phone: 026881639
Fax: 026881638
Mobile: 0498919603

KBO-BCE/VAT number: *

Invoice?
Remember details on this computer:

Clear

Basket summary Next Cancel

You must enter your personal details on this page before paying for your pick-up.

You may pay your pick-up requests together with your labels, which means you only have to go through the payment process once.

The payment details need to be entered again (see 2.4.2 Paying for labels) when you click 'Next'.

Home

e-Shipper

- ▶ [Create label](#)
- ▶ [Plan a Pick-up on Demand](#)
- ▶ [Basket Overview](#)

Your payment has been accepted

Confirmation that your pick-up request has been accepted

The pick-up request is removed from the basket and a confirmation message is displayed. The pick-up request is registered immediately with Taxipost. You will receive a confirmation email (see next page).



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In the confirmation email your pick-up request is identified by a code starting with PCK.

Your payment has been accepted. Thank you for your confidence in De Post-La Poste.

The details of your order are summarised below. Be sure to contact our Customer Service on 022 012345 if you have any questions.

You track your parcel at <http://www.post.be/track>

Payment details **Payment number:** 2386160

Order number: 355

Order date: 04/21/08 **Your details**

Name: Richard Emerencia

Street: Krabbenberg

No: 2

Box:

Phone 3090

Place: Overijse

Country BE

Phone 026881639

Mobile: 0498919603

Fax: 026881638

Email: richard.emerencia@taxipost.be

Invoice: No

VAT number:

Your order

Pick-ups:

Number	Weight	Volume	Qty	Pick-up date	Company	Name	Street	Postcode	Pla
PCK0000238	25.0 kg	2.5 m	6	24.04.2008	Axen bvba	Laurent Grumiaux	Gulledelle 92 / F	1200	Brusse (Sint-Lamb Woluw

Total price excluding VAT: € 6.0



2.6 Exiting e-Shipper

Click "Quit E-Shipper" in the sidebar to exit e-Shipper and return to the De Post-La Poste welcome page.

