CityMail Sweden AB
Box 90108
SE-120 21 Stockholm
Västberga Gårdsväg 36
www.citymail.se

Manual – Partner Website 2018

Table of contents

Logging in.....3

Quick guide to the structure of the site.....4

Notification of a mailing.....6

Creating a booking from a notification.....6

Creating a new booking.....7

Part-delivery.....8

This is what a booking looks like.....9

Creating an unsorted consignment.....10

This is what an unsorted consignment looks like.....10

Removing an incorrect notification.....11

Removing a booking.....12

Changing a booking.....13

Creating a delivery note.....13

Templates.....14

Archived delivery notes.....15

Changing your password.....15

Terms and conditions and packaging instructions.....16

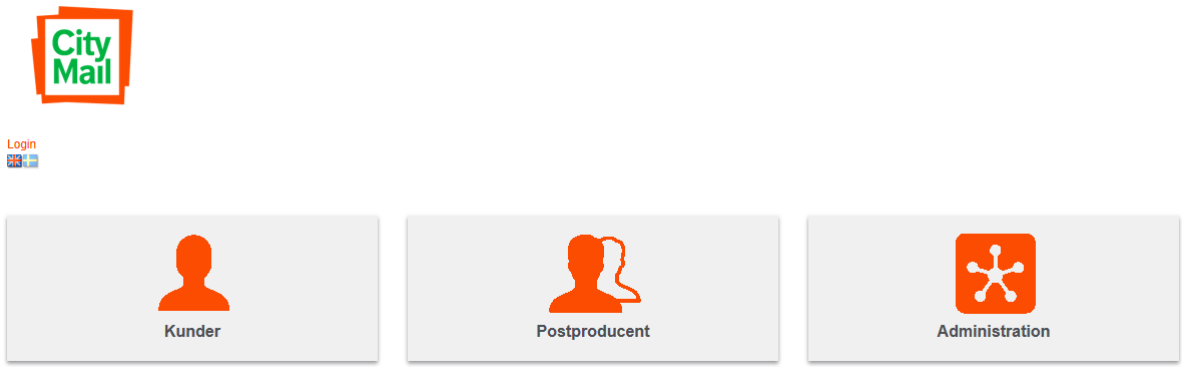
FAQ.....16

Logging in

Before you can log into the Partnerweb, you will need to request log-in details from your contact at CityMail.

Once you've received them, go to http://partner.citymail.se/ If you're reading this manual online, you can click here. On the right-hand side, click on "My Citymail – log in".

Next, select Partner



You can enter your log-in details here to save them for future use.

Username: _____

Password: _____

Contact at CityMail

Name: _____

Phone number: _____

Home page – Tab structure

Home

The home page functions as an information channel where we let you know about new releases and any service disruptions. Do check this from time to time to see if we have added any new information to the site.

Booking

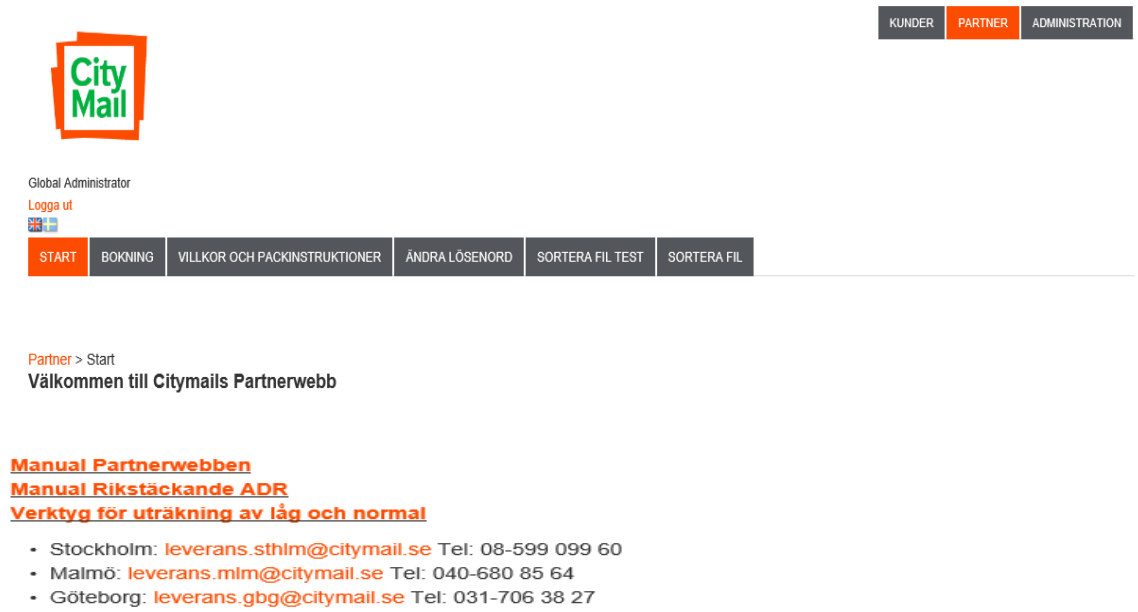
This tab is where you will find notifications and make your bookings. You must make a booking before you can create a delivery note.

Terms and conditions and packaging instructions

In "Terms and conditions and packaging instructions" there is a link to CityMail's various terms and conditions etc. This is where you will find packaging instructions and pallet labels.

Change password

Use this tab when you need to change your current password.



Booking – Tab structure

List of mailings

This tab contains notifications of mailings and bookings that have already been started. Once a booking has been completed and you have submitted the delivery note, it is automatically moved to the "Archived delivery notes" tab. If

a booking is still in the list of mailings, it means that it has not been finalised.

Create a new booking:

Here you can create a booking if there is no notification for your mailing. The fields you need to complete are marked with a red asterisk. If you leave a field blank, you will get an error message telling you what you need to enter. You can also save your bookings here as templates.

Archived delivery notes: Once you have completed your booking and have created a delivery note, the note is moved automatically into an archive of delivery notes. Here you can go back month by month to access the delivery notes you have submitted if you need them again.

My templates: This tab contains the templates for your various mailings. You can enter, as an example, customer numbers for your various customers and also email addresses if someone wants a copy of your bookings and delivery notes.

Notification of a mailing

If a customer requests a sorting discount for a mailing, the address file must be sorted by a Preprocessing Partner using a sorting programme certified by CityMail.

If your company is not a Preprocessing Partner and you want to find out more about what it entails, you will find information and terms and conditions in the "Terms and conditions and packaging instructions" tab.

Your CityMail contact person will be happy to talk to you about how your company can become a Preprocessing Partner. All our partners are listed on our website so that our mutual customers can view the mail production companies they can choose from to get their sorting discount.

When the sorting programme has sorted the address file, an XML file is generated which is then sent to CityMail, either by email or FTP.

If you choose to submit the file by email you should send it to avisering@citymail.se.

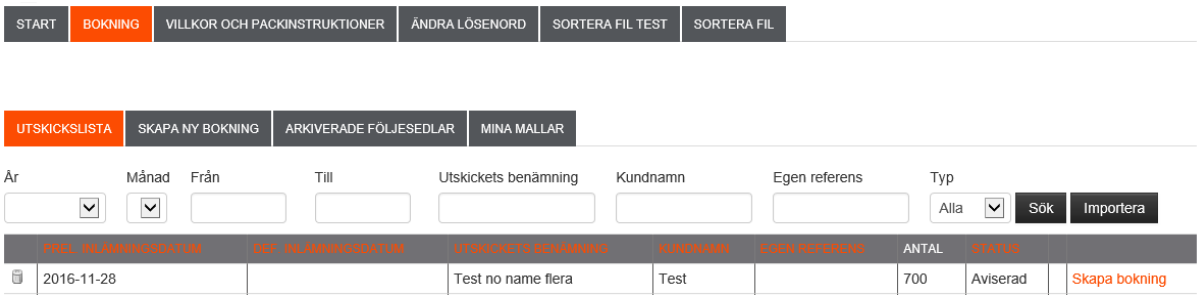
If instead you choose to submit the file by FTP, your contact at CityMail will provide you with log-in information.

Creating a booking from a notification

If a sorting programme has generated an XML file and the file has been sent to CityMail, you will see a notification in the list of mailings. This forms the basis of the booking and is pre-filled with details such as customer number, the name of the mailing and number of items.

If a mailing is to get a sorting discount, the notification <u>must</u> be used as the basis of the booking.

- Click on "Create booking" at the right-hand side.



This will bring up a booking with some of the information pre-filled.

- Add more information, such as invoice details, and select a definitive date for delivery from the customer.
- Under the delivery date, select the type of mailing.

If you are booking transport yourselves and it is overnight, remember to enter the date the goods arrive at CityMail and not the date you dispatch them from your premises.

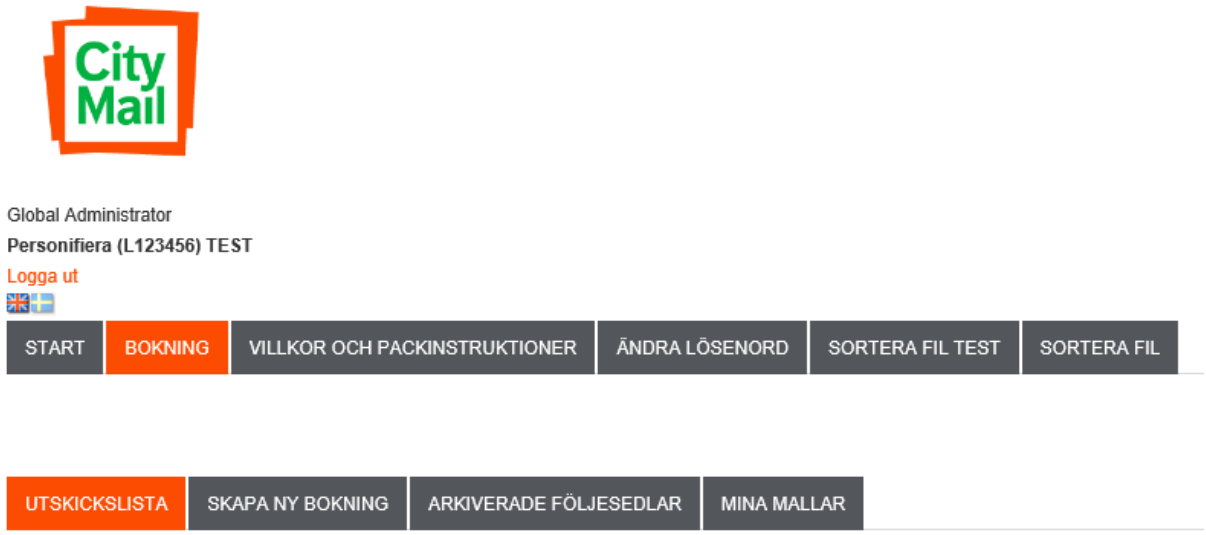
- Enter the weight of the consignment, either by giving the weight of individual items or, if they weigh different amounts, an average weight.

- Click on "Save and send"

A notified file will only be visible on your own page; it will only be visible to CityMail once you have submitted the booking.

Creating a new booking

- In the Booking tab, click on "Create a new booking."



When you click on this, a booking with blank fields will appear (see next page). Fields that are compulsory are marked with a green asterisk.

- Enter any information you have.
- Under the delivery date, select the type of mailing.

If any information is missing – such as the customer number, which is a compulsory field – ring your contact at CityMail.

Enter the weight of the consignment, either by giving the weight of individual items or, if they weigh different amounts, an average weight.

- To submit the booking, click on "Save and send" at the bottom.

If you decide just to save your booking, it will only be visible in your list of mailings; CityMail will only be able to see it once you retrieve and submit it.

If you want to save your booking as a template, click on "Save as template."

Part-delivery

If you are going to part-deliver a mailing, you indicate this by clicking "Yes" for part-delivery in the middle of the page (see next page). In "Other information" at the bottom, enter the volume that has been delivered on any given date and the date when the rest of the delivery will be made.

A print-out of the booking must be submitted with the first part of the mailing and the delivery note should be sent in along with the final part of the mailing.

UTSKICKSLISTA | SKAPA NY BOKNING | ARKIVERADE FÖLJESEDLAR | MINA MALLAR

Skapa från mall: Välj mall [Ok] Stockholm

Bokningsnummer

Avsändare TEST

Leverantörsnummer L123456

Utskickets benämning*

Kundnummer hos* Citymail — Avsändarens kundnummer hos CityMail, 6 siffor

Kundnamn för fakturamottagare

Kundnummer för fakturamottagare

Kundnamn för fakturamottagare — Anges endast om annan fakturamottagare än till vänster

Fakturainformation — " Information som skall påföras CityMails faktura till kund"

Egen referens

Datum

Prel. Inlämningsdatum

Def. Inlämningsdatum*

Delleverans ○ Ja ◉ Nej

Adresserad sändning

Antal och viktuppgifter

DESTINATION	ANTAL	POSTNUMMERINTERVALL
Stockholm		100 – 199
Mälardalen		630-639,644-647,740-769, 821 00-821 51
UTB Öst		582-587, 589, 591-597, 599, 602-603, 605, 614-615, 617-618,695,815,819, 941-946, 954-955, 961, 971-977
Malmö		200-269, 341*(18, 21-51, 60, 70, 80-85)

UTB Syd		270-271, 273, 276,291, 295-298, 340 32, 340 37, 342, 501-518 (501, 503, 507, 515, 518)
Göteborg		400-449, 475
UTB Väst		300-312, 461
Örebro		700-739
Gotland		620-624
Okänd destinationsfördelning	○ Ja ◉ Nej	
Antal Citymail		
Antal Låg*		Verktyg för uträkning ligger på startsidan
Antal Normal*		
Styckevikt		(Om alla väger lika mycket)
Snittvikt		(Vid olika styckevikt)
Copartner 1		
Antal Copartner		

Lägg till Copartner

Övrig information

Kopia av bokningen

E-postadress 1

E-postadress 2

Creating an unsorted consignment

An unsorted consignment to CityMail often contains post for both CityMail and for Posten. It is therefore important you have the customer's Posten customer number even if the post is to be delivered to CityMail.

- Enter "Unsorted consignment" in the drop-down list under "Part-delivery."

When you click on this, a booking with blank fields will appear (see above). Fields that are compulsory are marked with a red asterisk.

- Remember that you need to enter the customer's Posten customer number and invoice information for Posten's invoice to the customer.

- Enter the weight of the consignment, either by giving the weight of individual items or, if they weigh different amounts, an average weight.

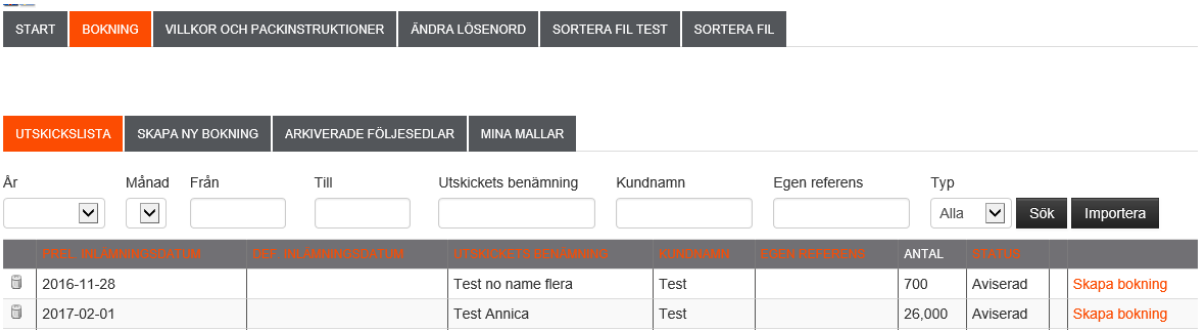
- To submit the booking, click on "Save and send."

If you decide just to save your booking, it will only be visible in your list of mailings; CityMail will only be able to see it once you retrieve and submit it.

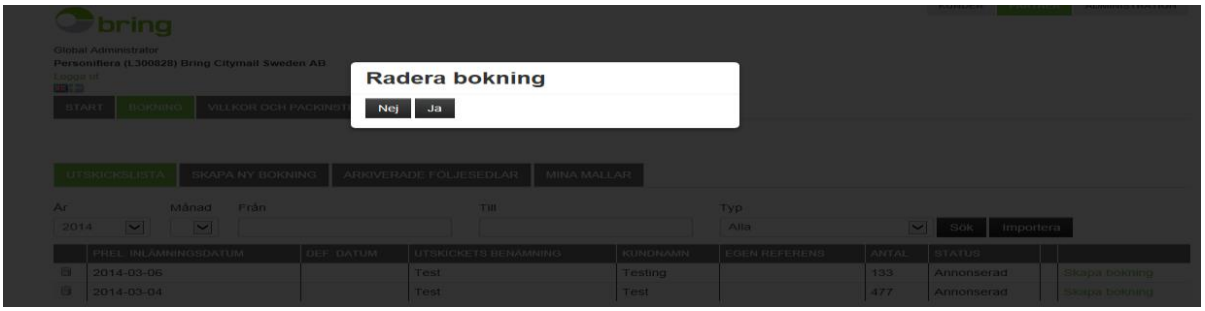
Removing an incorrect notification

It is easy to remove an incorrect notification or a duplication from the list of mailings.

- Click on the wastepaper basket on the left-hand side.



- A window will appear, asking you to confirm that you do want to remove the notification.



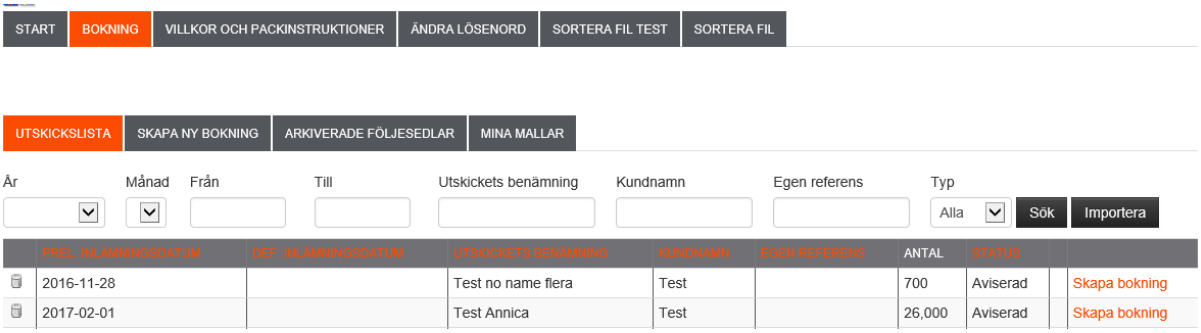
If you remove a notification accidentally, you can simply resubmit it to CityMail, either by email or by FTP.

A notification is visible only in your own list of mailings and you do not need to inform CityMail if you remove it.

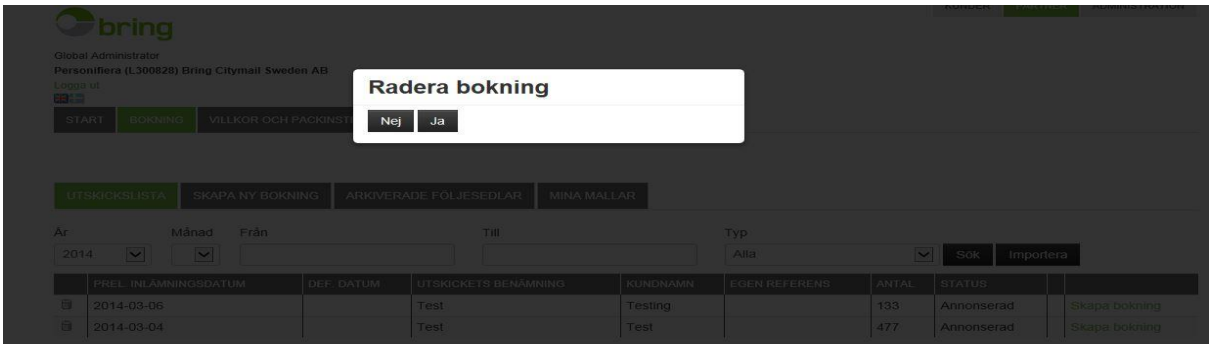
Removing a booking

You can remove a booking if for some reason it is not going to be delivered. Any errors in the booking must be corrected – see next page.

- Click on the wastepaper basket on the left-hand side.



- A window will appear, asking you to confirm that you do want to remove the booking.



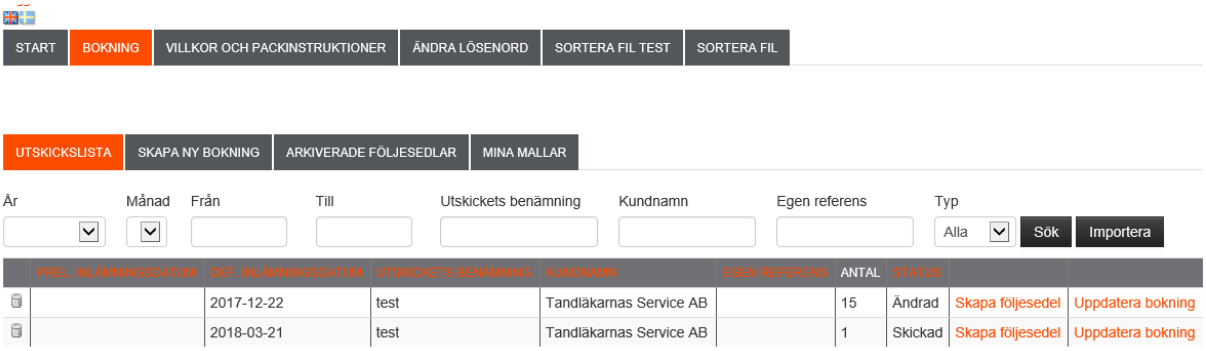
When you remove a booking, it will disappear from your list of mailings.

If a mailing is to have a sorting discount and has been booked without it being based on a notification file, you must remove that booking and create a new one on the basis of the notification. If you do this, you must always let CityMail know to ensure that the invoice to the customer is correct.

Changing a booking

A booking can be changed any number of times.

- Click on “Update booking” at the right-hand side.



- “Save and send” the booking again when you have made your changes.

Creating a delivery note

You have to have created a booking before you can create a delivery note.

- Click on “Create delivery note” in the second field from the right

This will bring up a delivery note that is identical to the booking. This gives you a final opportunity to make any changes before you submit it to CityMail.

- Click on “Save and send” at the bottom of the page.

Now that the delivery note has been created and submitted, neither you nor CityMail can change it or remove it.

If you discover an error in the delivery note, you must ring CityMail so that they can make a manual adjustment in their order system.

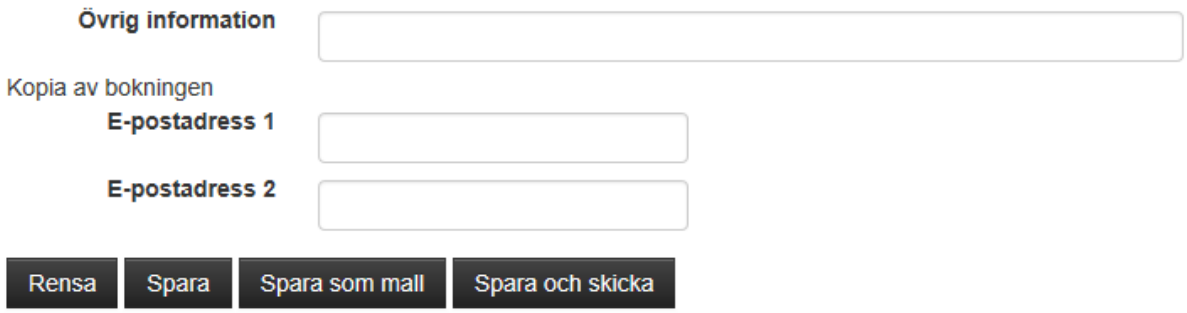
Templates

Templates will make your work easier.

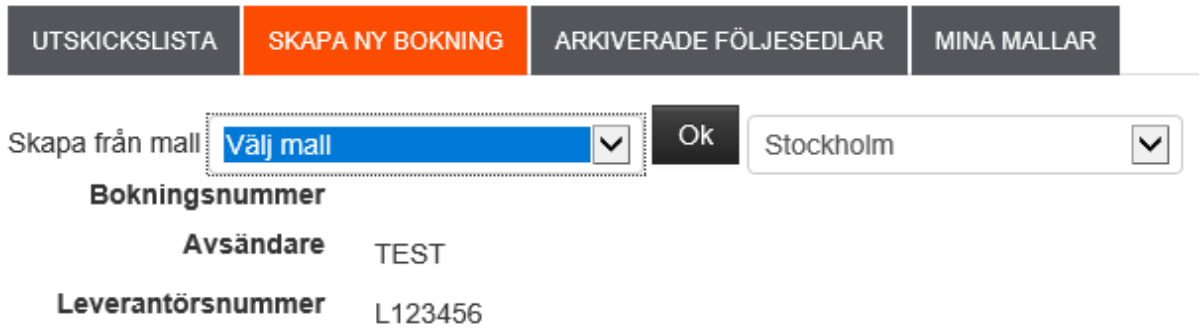
You can save into your template all the information about the mailing (the top part of the booking) and email addresses.

You can use a template even if you are booking a notified mailing. Note that the template will overwrite the information that comes with the XML file. You should only use this function if you are certain of the file's contents and what you have saved in the template.

- When you have entered the information you want into the template, click on "Save as template."

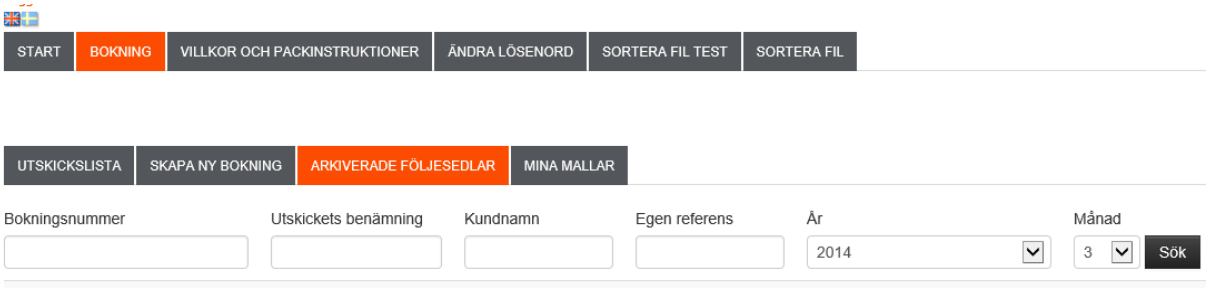


To use the template when making a booking, select the template you want to use in the grey field before you complete the booking.



Archived delivery notes

When you have completed your booking and have created a delivery note, the note is moved automatically into an archive of delivery notes. Here you can go back month by month to access the delivery notes you have submitted if you need them again.



- Select the year and month you want to look at.

Changing your password

You can change your password at “Change password” at the top.

If more than one person uses the password, remember to write down the new one. CityMail staff are not able to access the site and see what password you have; they can only change it to a new one if you are unable to log on.

Terms and conditions and packaging instructions

Under the "Terms and conditions and packaging instructions" tab, there is a link to all our terms and conditions, packaging instructions and pallet labels. Here you will also find details of sorting discounts and ABC days.

FAQ

I can't log in:	Check if Caps Lock is on. Passwords are case-sensitive. Have you got the right log-in details? Contact CityMail to check that you are using the right log-in details. If you use the wrong password three times, your account will be locked – contact CityMail to get it unlocked.
I've forgotten my password:	Contact CityMail to get a new one. You can't create a new one via the log-in page.
I can't see my notifications:	Check that they have been sent to avisering@bringcitymail.com. It is not necessary for all sorting programmes to be online to be able to sort. Check to make sure that the email programme is open and that the email has been sent. Contact CityMail for file troubleshooting.
I can't create a delivery note:	You have to create a booking before you can create a delivery note. If you have a booking in the list of mailings, click on "Create delivery note' and go down to the bottom of the page and click on "Save and send." Once the delivery note has been created and submitted, you'll find it under "Archived delivery notes."
I've made a mistake in the booking:	

You can go in and change a booking at any time; see the "Changing a booking" chapter.

Can I book transport at the same time?

Yes, you can enter the number of pallets and the time they are to be collected under "Other information."

What is my Partner ID? Contact CityMail to get your Partner ID.

Support

+46 (0)70-789 78 12
ann-louise.davidsen@citymail.se