



Mondial Relay
by InPost



User Manual - Connect

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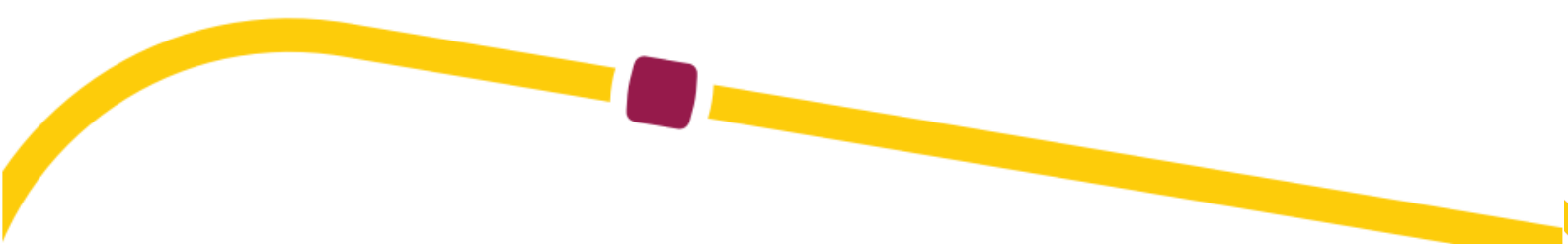
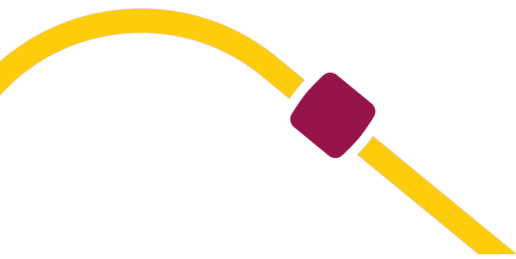




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Edito

Connect will allow you and your teams to manage your shipments with Mondial Relay/Inpost with ease.

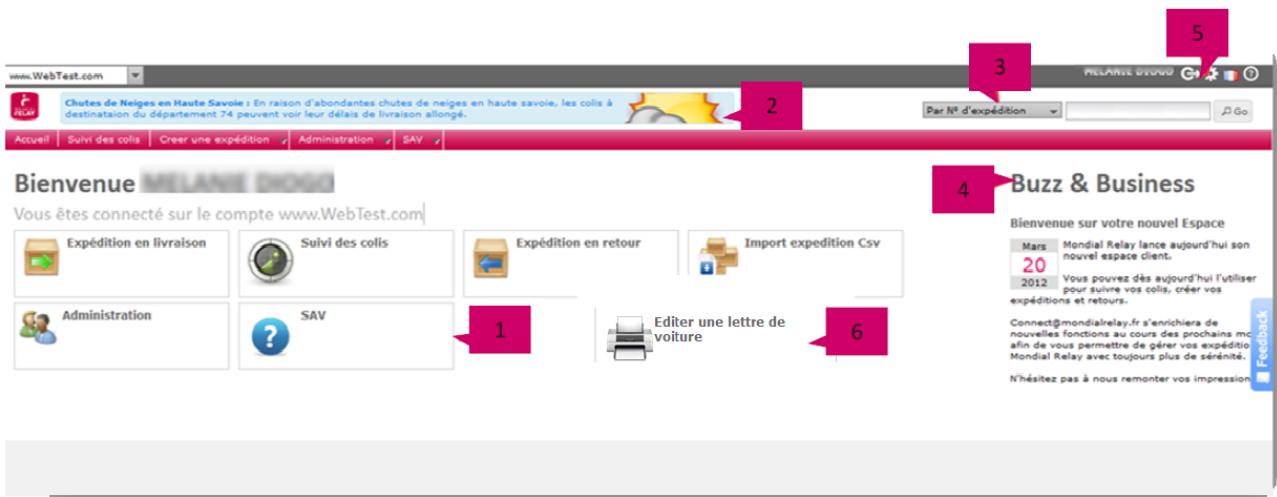
This guide focuses on the main features and aims to help you understand its philosophy and ergonomics.

We have designed the user interface to be as intuitive as possible, and the numerous help messages and input assistants will allow you to quickly get to grips with the tool. Since this tool is primarily yours, please feel free to share your comments and suggestions for improvement via the feedback button located on every page..BLE

First steps on Connect

Welcome on Connect! This complimentary online tool enables you to send and track your parcels in real time, to ask your questions and interact with our different agencies.

Click on the following link to access to the website: <https://connect.mondialrelay.com>

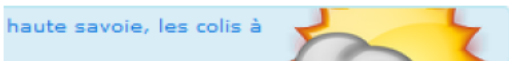


1 Direct access to the Modules



You can access to the different modules of Connect from the home page.

2 Main news



Please check this area as we are publishing special flash info in case of particular events happening on our network.

3 Quick search



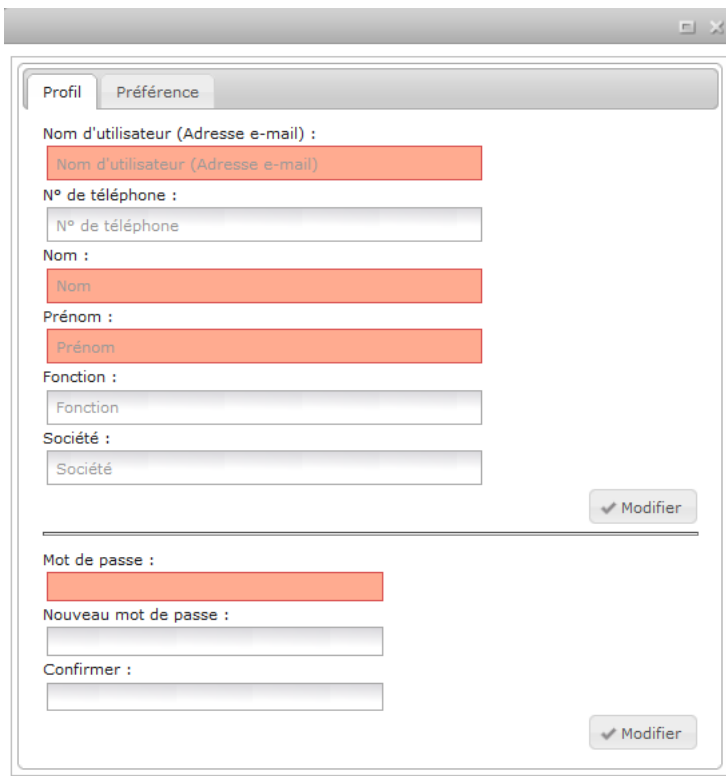
This area enables you to quickly access to the tracking of your shipment. You can choose a particular criteria out of the three proposed (shipment n°, customer reference, order n°).

4 Mondial Relay/Inpost news

Buzz & Business

You will find Mondial Relay's latest news.

5 My profile



Edit your personal data and your password.

6 "Print a shipment report" parameters

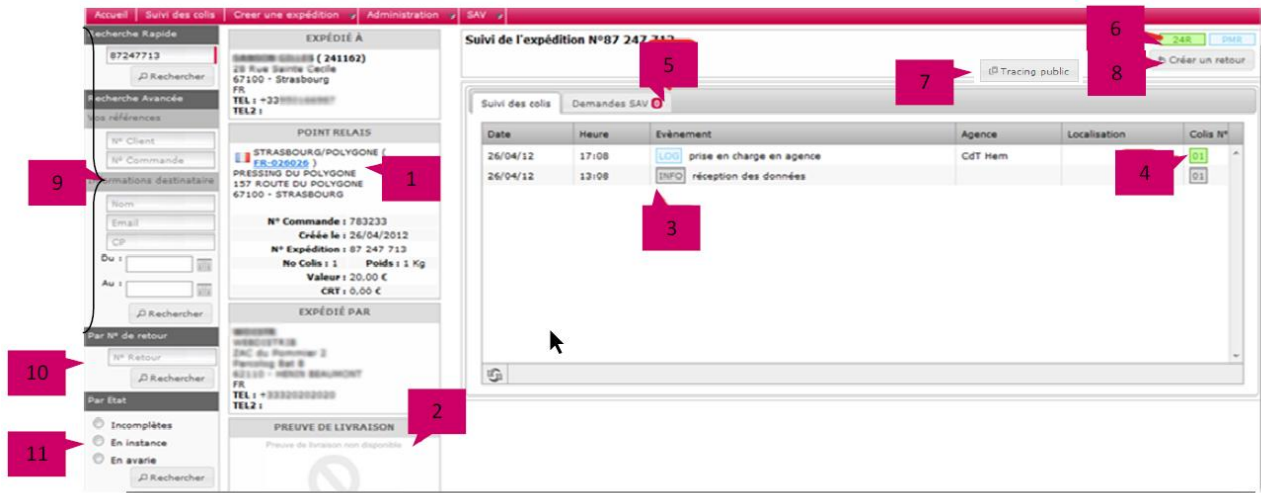
Enables you to edit a "packing list" consignment note for a given period (only concerns shipments generated on Connect).



How to track a parcel

Connect.mondialrelay.com > track a parcel

You can track a parcel at any time by entering its number in the form on the top right of the page. If you are looking for an advanced research, please enter the module « track a parcel ».



1- Shipment details

By clicking on the pick-up point number, you can access to its description.



2- Proof of delivery

When the parcel is delivered, you will see the customer's signature if it is available. In the case of a delivery with a PIN code, there is no signature.



3- Follow up events

The newest events appear first. When the mouse cursor goes over, details appear. The color tag displayed with the header defines the type of event (IT, notification, Customer Service...). IT in grey, notification in yellow orange, logistics in blue and after-sales request in red

4- Related parcels

In the event of a multiple parcels shipment, shows the related parcels.

5- After sales request

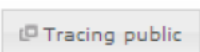
Go directly to after-sales requests Demandes SAV 0. At a glance, you are informed about the number of requests concerning the shipment. You can also create a new request by filling out a form.

The screenshot displays the 'Suivi de l'expédition N°96' interface. On the left, there are sections for 'EXPÉDIÉ À' (recipient details), 'HOME' (shipment details like 'N° Commande', 'Créée le', 'No Colis', 'Poids', 'Valeur', 'CRT'), 'EXPÉDIÉ PAR' (sender details), and 'PREUVE DE LIVRAISON' (signature status: 'Signature non disponible !'). The main area shows 'Suivi des colis' and 'Demandes SAV 0'. Below this is a 'Nouvelle demande SAV' form with the instruction 'Veuillez sélectionner un type de demande :'. Four buttons are available: 'Instructions expéditeur', 'Litiges / Livraison non conforme', 'Déclencher une enquête / Où est mon colis ?', and 'Demande de preuve de livraison'. At the top right, there are 'HOM' and 'LIV' buttons, and a 'Tracing public' button.

6- Summary

This area presents the main information about the shipment: its reference n°, delivery mode, current status and the date of a possible appointment.

7- Public tracking



You can also track your parcels on Mondial Relay's website.



	21/06/2024	09:09	Colis livré au destinataire Votre colis a été livré.	Afficher le détail du Point Relais
	LE BELLEVUE 17 HAMEAU DE BELLEVUE 02500 ANY MARTIN RIEUX	08:38	8 jours restants pour retirer le colis en Point Relais	
		06:27	Colis en route vers le point de retrait	
		02:34	Prise en charge de votre colis sur notre site logistique de REIMS.	
	20/06/2024		Colis expédié depuis le site HUB HARNES	

8- Actions

This area mentions the various actions you can take on the shipment, such as printing its label or asking for a return.

9- Multiple search criteria (on the left of the screen)

By shipment number: unique number generated when a shipment is created

By customer number: allows you to find all shipments from the same customer (number belonging to your company)

By order number: unique number belonging to your brand

By name or email: enables you to find all shipments from the same customer

By postcode: enables you to find shipments within the same postcode

10- Search by returns number

Returns can be tracked in the same way as in section 9..

11- Search by status

Not in the transport: displays the list of parcels not handled by Mondial Relay

Not in the transport network: enables you to view the list of parcels picked up

At the Pick-up Point® or at the consignee: displays the list of parcels available at Pick-up Point® ®.

Sent Back to sender: displays the list of packages reshipped to your company.

All states also require you to indicate how many days ago you wish to search.

How to send a parcel

Connect.mondialrelay.com > Shipment creation > Send parcels

1- Creation wizard

75001 | PARIS

This form guides you along with your input by proposing city names, checking the viability of the data input or limiting the delivery modes according the specifications of your parcel. When you confirm your input ((button A)), a final control is initiated and indicates you the data that need to be corrected.



2- Delivery modes

According to your contract, those tabs will show the different delivery mode available.

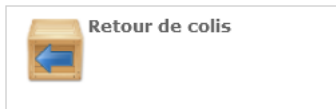
3- Delivery options

For a Pick-up Point delivery, you need to select the specific Pick-up Point to be delivered. If your contract states different options, you will be able to associate them to the shipment. (for example, Insurance).

4- Labels in the printing queue

When several shipments need to be created, you can choose to save them and print all the labels after the final input. Labels in the queue for printing are listed in this area. Choose a format (A4,A5 or 10x15) and click on the print button **button B**

Other functionalities to send a parcel



The creation of a return shipment is meant to request the return a delivered parcel, or enables you to edit a label to be sent to your client so that he can bring the parcel back to any Pick-Up Point.

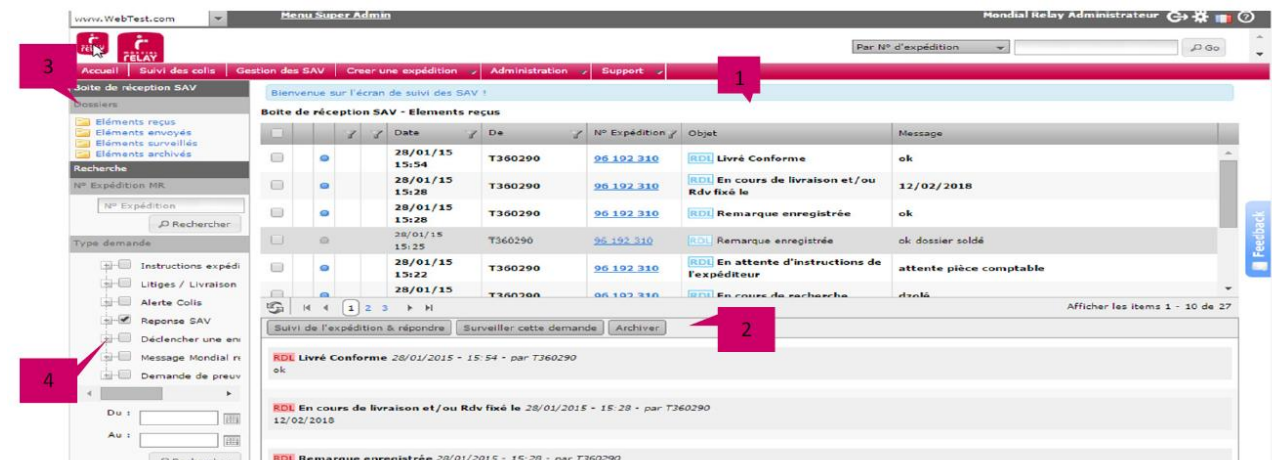


You can save some time by creating a batch of shipments through the import of a CSV file. The history of the imported files will be forwarded to you. Just import your file, and let Connect guide you.

<https://www.mondialrelay.fr/solutionspro/documentation-technique/>

How to send a request and be notified with the answer


Connect.mondialrelay.com > After Sales Management



1- Proactivity tool

This module is an effective mailbox between you and Mondial Relay, you will not only find the after-sales requests you sent and our replies but also alerts concerning parcels whose status is uncertain (incomplete address, missing parcel...). Each message is attached to a shipment, you are thereby able to consult by a simple click its status and sending us requests by completing a new form.

2- Organizing messages

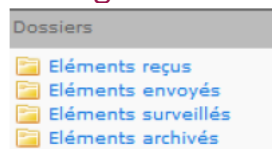
To manage your mails more efficiently, you can tag them as « under surveillance ». They now appear in the “supervised elements” and a flag  has been set up in the first column. When the situation has been solved, you can save the request in the archive file so that it does not appear in the supervised elements but remains available.

		Date	De
<input type="checkbox"/>	<input type="checkbox"/>	03/06/24 13:27	FAST

Unread messages appear in bold with a blue circle in the second column.

3- Direct access to messages

Messages are divided in 4 files:



- Elements received contains all non archived messages.
- Elements supervised contains the messages you want to keep under surveillance
- Elements sent contains the messages you sent within your login.
- Archive contains the messages that you want to keep as they do not appear anymore in the elements received.

4- Advanced search

In order to deal with the elements by priority order, you can filter the messages per date and per category. You can therefore display for instance incomplete parcels only for a particular day in order to figure out necessary measures to a successful delivery.

Good practice :

We advise you to archive your messages regularly, so that you will not be overloaded by the number of incoming messages. Moreover, the surveillance function will enable you to separate shipments that need special attention from the rest of your shipments until the incident is being solved.

Before sending a request, please consult the status of your parcel in the tracking tool. The status can evolve quickly between the time you receive the message and the time it has been read.

How to give access to my team

[Connect.mondialrelay.com](#) > Administration > User management

When Mondial Relay creates an access for your company to use Connect, a unique user is created. That user is able to invite other users who can also have access to your tracking.

To invite a new user, you just have to insert his/her email address.

Login	Nom	Dernière connexion	Copier
		09/21/2014 17:20:18	Copier
		13/01/2014 14:47:46	Copier
		19/09/2013 16:06:22	Copier
		09/21/2014 16:21:02	Copier
		20/11/2012 17:55:21	Copier
		30/04/2012 16:21:37	Copier
		13/01/2014 13:08:20	Copier
		14/11/2013 09:26:02	Copier
		27/02/2012 09:23:16	Copier
		16/04/2013 16:17:15	Copier
		10/01/2014 16:13:18	Copier
		23/03/2012 10:12:04	Copier
		15/11/2013 16:06:11	Copier

1- Users with access to your account

To limit or cancel the access of a user, click on his/her email address and amend the account. You can also quickly check whose account has been activated, and who has been connected and when.

2- Inviting a new user by a simple click

To give access to a new user, simply insert his/her email address and configure the access rights. For more information about a right, move the mouse over the icon.

Access Gives the access of Connect@mondialrelay.fr Connexportal for your account client.

Admin ?

All that remains is clicking on « invite user » **(A button)**.

Your colleague will now receive an email with a specific link enabling him/her to choose a password and to complete his/her personal information (Name, Surname...).

Within a couple of clicks, he/she is ready to use Connect.

Tips :

If you amend the rights of a user, the user concerned will have to log out and log in again to see the effective change.

3- Manage your notification preferences

This option allows users to receive either immediate, daily or weekly email alerts on certain categories.

Profil Préférence

Je souhaite être alerté par e-mail **Quotidiennement**

si un message est posté sur une expédition que je surveille

si un message est posté en réponse à une de mes demandes SAV

Je souhaite être alerté par e-mail **Quotidiennement** lorsqu'une alerte du type suivant est postée

Expédition multicolis arrivée incomplète

Adresse de livraison inexploitable

Colis déclaré en avarie

Expédition en attente de décision d'avarie

✓ Modifier

Objet : [Mondial Relay Connect] Notifications nouveaux messages

1 notification sur des expéditions que je surveille

Expédition BD 3699657 - le 20/10/2012 à 12:52 - par [accolade](#)

DDL 2 - Demande de Litige

Colis endommagé. Prenez vous en charge l'avarie?? Merci

[Accéder au suivi de l'expédition BD](#)

Notifications sur [www.WebTest.com](#) 1 notification

- 1 notification(s) sur des expéditions que je surveille

1 notification sur des expéditions que je surveille

Expédition BD - le 10/01/2013 à 12:35 - par T386006

DDL 2 - Demande de Litige

Message_DDL_2 BONJOUR, COLIS LIVRÉ CONTRE SIGNATURE, L E 26/11. BON DE LIVRAISON DISPONIBLE EN

[Accéder au suivi de l'expédition BD](#)

Notifications sur [redacted] 4 notifications

- 4 notification(s) sur des catégories SAV que je surveilles

4 notifications sur des catégories SAV que je surveilles

Expédition BD 80695845 - le 09/08/2013 à 16:45 - par Mondial Relay

PEC INC - Expédition multicolis arrivée incomplète [Accéder au suivi de l'expédition BD](#)

Expédition BD 80695158 - le 09/08/2013 à 16:45 - par Mondial Relay

TRN DEV - Colis dévoyé [Accéder au suivi de l'expédition BD](#)

Expédition BD 80695310 - le 09/08/2013 à 16:45 - par Mondial Relay

TRN DEV - Colis dévoyé [Accéder au suivi de l'expédition BD](#)

Expédition BD 87280686 - le 09/08/2013 à 16:45 - par Mondial Relay

TRN DEV - Colis dévoyé [Accéder au suivi de l'expédition BD](#)

PRACTICAL INFORMATION

If you change a user's access rights, the user will need to log out and log back in to see the changes take effect.



How do I retrieve my login details for the Webservice?

The credentials are available in your Connect account. The Connect account administrator can retrieve the credentials in the page:

Administration/Configuration des API : you will find your API1 and API2 credentials

Frequently asked questions

We've collected the most frequently asked questions and answered them here.

Logging in and out

How long can I stay logged in without having to log in again?

The session remains active for 2 hours. To extend the duration of the session to 24 hours, tick "keep me logged in" when you log in.

I've lost my password

Follow the link to enter your e-mail address, view the e-mail sent to you, confirm that you are the account holder and click on the link to reset your password.

Changing your password Click on the account settings icon in the top right-hand corner of the page of the page.

New login

I would like to obtain new access (login and password) for a new user in my company. Is this possible? How can I get them?

You can make a request to the administrator of your company's account. An e-mail invitation will be sent to the new user inviting them to log in and set their password.

One of our employees cannot access a function. What should I do?

Your company's Mondial Relay administrator can modify, add or deactivate user rights at any time.

PARCEL TRACKING

Contact Mondial Relay ?

To contact Mondial Relay and ask a question about a shipment, you can send a customer service request message via the customer service module or the shipment tracking module.

SHIPMENT CREATION

Additional services

I would like to activate a new service (delivery to a relay point @, Lockers, HOM, etc.). Who should I contact?

Contact the Mondial Relay sales representative in charge of your file.

Additional instructions

If you obtain additional information shortly after the shipment has been validated, you can send it to us via the "parcel tracking" module, then "after-sales service request", "additional instructions" or directly via the "after-sales service" module. This information facilitates the home delivery service.

Creating batch shipments

I'm faced with an increasing number of shipments being created. Is there a solution that allows me to create several shipments at once?

Access the "csv shipment import" module to create batch shipments.

-The file transfer display screen shows red lines. What do I need to do?

Make changes to the file and upload it again.

