



# Mondial Relay

**EASY REVERSE SOLUTION**

Version : V-4

Date : Octobre 2017



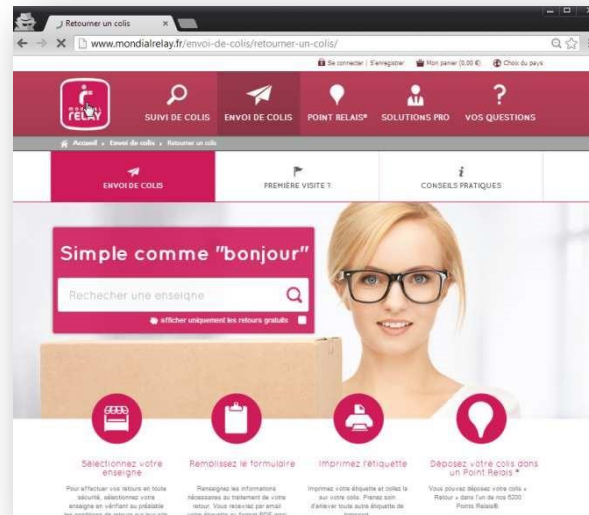
## Updates

Version	Date of the version	Comments
V-1	Juillet 2013	Creation of the document
V-2	Novembre 2013	Revision and validation
V-3	Août 2017	Revision and validation
V-4	Octobre 2017	Revision and validation

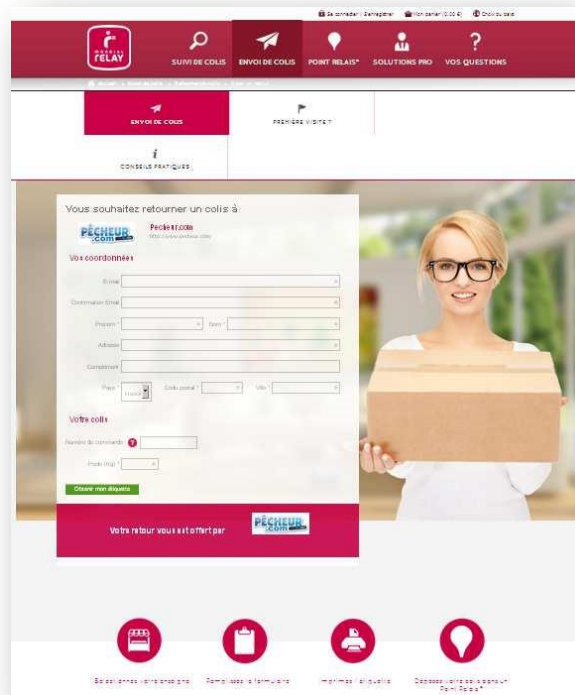
## SETTING UP THE EASY REVERSE INTERFACE ON YOUR WEBSITE

You can set up a direct access to the Easy Reverse formulary on your website.

On the home page of the interface, a search engine enables the customer to select the merchant towards which the return parcel has to be sent. According to your demand, you can either appear in the list or not.



In the case you do not wish your brand to appear in those search results, we will send you a direct link to a dedicated formulary.



## OPTIONS & INFORMATION REQUESTED

To encode your Easy Reverse formulary, the following details are needed :

### The return address :

- Address (4 Lines x 32 Characters)
- Post Code
- City (32 Characters)
- Country
- A single login (6 Characters)

### Your internal reference (for returns payable by the merchant only)

You can ask your client to input an internal reference in order to help your services to track the return parcels (e.g. order number).

Mondial Relay offers you the possibility to customize the tooltips on our formulary to make the input easier to your customers.

A control tool can also be set up to check the contents of the different areas.



### Your return policy

For every return address, please indicate us the countries from which your customers can send a return parcel (France, Belgium, Spain and Luxembourg) and also the return policy that you want us to set up:

- Free for your customer (You will be charged for the shipment by MONDIAL RELAY, the mention "Free Return" will appear on the registration page of the parcel)
- Payable for your customer through online payment (Your customer will be charged by MONDIAL RELAY)
- Payable for your customer (You will be charged for the shipment by MONDIAL RELAY and you will charge your customer for the shipment)

## PROCESS

	Free for the client	Payable for the customer, charged by MONDIAL RELAY	Payable for the customer, charged by the merchant
Who is invoiced?	<b>The Merchant</b>	<b>The Customer</b>	<b>The Merchant</b>
Who's Account?	<b>Your Client Account</b> <i>as MONDIAL RELAY's Client</i>	<b>Your Customer's Account</b> <i>that will be created at your customer's first shipment through our Website</i>	<b>Your Client Account</b> <i>as MONDIAL RELAY's Client</i>
Rates	<b>According to your Rates</b> <i>appearing in your MONDIAL RELAY Contract</i>	<b>Public Rates</b> <i>Rates appearing on our website for CtoC Parcel Sending (taking into account weight / country of departure and arrival)</i>	<b>According to your Rates</b> <i>appearing in your MONDIAL RELAY Contract</i>
Invoice	<b>Monthly Invoice addressed to you</b>	<b>Instant Invoice addressed to your customer</b>	<b>Monthly Invoice addressed to you</b>
Parcel Tracking	<b>Online Public Space Connect EDI Web Service</b>	<b>Online Public Space</b>	<b>Online Public Space Connect EDI Web Service</b>
Payment Means	<b>Debit / Transfer</b>	<b>Credit Card</b>  <b>Paypal</b>  <b>Customer's Account</b>	<b>Debit / Transfer</b>
Claim Declaration	<b>By the merchant</b> <i>Usual process</i>	<b>By the customer</b> <i>By contacting our Sales Service</i>	<b>By the merchant</b> <i>Usual process</i>
Invoicing period	<b>Once Mondial Relay is in charge of the parcels / Once the parcel has been delivered by MONDIAL RELAY</b>  <i>According to your parameters</i>	<b>Once the customer has created the order</b>	<b>Once Mondial Relay is in charge of the parcels / Once the parcel has been delivered by MONDIAL RELAY</b>  <i>According to your parameters</i>
Refundable	<b>No</b>	<b>Through our Website</b>	<b>No</b>

## SETTING UP A DIRECT LINK ON YOUR WEBSITE

### Access link

From France: [http://retours.mondialrelay.com/d/\[Code Enseigne\]/](http://retours.mondialrelay.com/d/[Code Enseigne]/) \*

From Spain: [http://devoluciones.puntopack.es/d/\[Code Enseigne\]/](http://devoluciones.puntopack.es/d/[Code Enseigne]/) \*

From Belgium (FR): [http://retours.mondialrelay.com/d/\[Code Enseigne\]/?country=BE&language=FR](http://retours.mondialrelay.com/d/[Code Enseigne]/?country=BE&language=FR) \*

From Belgium (NL): [http://retours.mondialrelay.com/d/\[Code Enseigne\]/?country=BE&language=NL](http://retours.mondialrelay.com/d/[Code Enseigne]/?country=BE&language=NL) \*

\* please replace [Code Enseigne] by your own MONDIAL RELAY customer code. Those web links can be also used in a secured environment by replacing “http” by “https”.

### Optional parameters

Entering the following parameters enables you to pre fill the Easy Reverse formulary for your customer.

Once the information has been set up as parameter, the dedicated area is pre filled and displayed in “readonly” mode.

Parameter	Obligatory	Commentary
<b>Siteld</b>		Single login of the return address. This login is provided by our services when your account is set. If this parameter is not specified, the default return site is automatically displayed.
<b>CustomReference</b>		Customized reference (max 15 characters)
<b>Adress1</b>		Customer's address line1 (max 32 characters)
<b>Adress2</b>		Customer's address line2 (max 32 characters)
<b>Adress3</b>		Customer's address line3 (max 32 characters)
<b>Adress4</b>		Customer's address line4 (max 32 characters)
<b>PostCode</b>		Customer's Post Code (max 6 characters)
<b>City</b>		Customer's City (max 32 characters)
<b>Country*</b>		Customer's Country code (ISO code 2 characters)
<b>WeightInGramm</b>		Weight of the return parcel in grams (Entire number)
<b>Language*</b>		Language code of the interface (ISO code 2 characters)

\* Combinations language code / country code available so far:

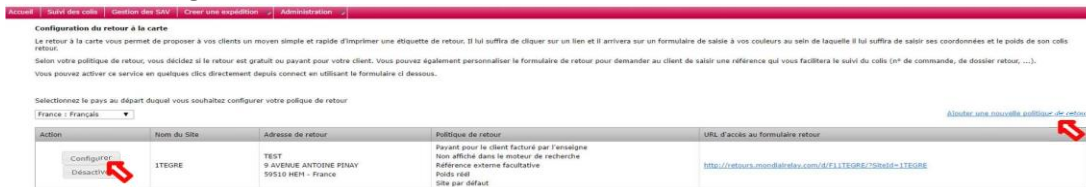
- France – French
- Belgium – French
- Luxembourg – French
- Luxembourg – Dutch
- Belgium – Dutch
- Spain – Spanish

## OPERATING MODE TO CREATE A LINK FOR A RETURN TO THE MAP



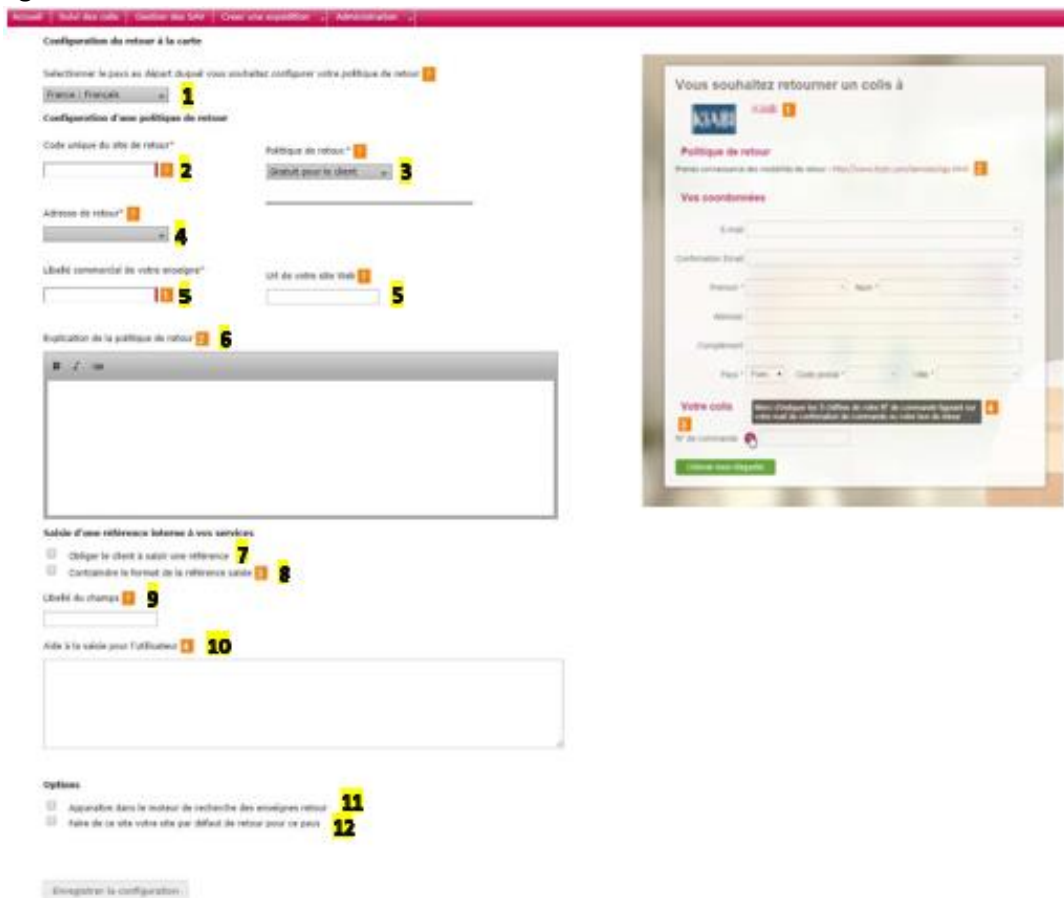
You are administrator, in the administration tab, choose the option « configuration of returns » (this option is available if the returns are allowed for the account).

### 1/ Create or « manage » a link



To create a new link for return to the map, click on the link « Add a new return policy ». To Change/manage a return to the existing map, click on the button « Settings ».

### 2/ Configuration of a link



- 1- Choose the country (and the language) to define the geographic area from which the returns will be available.
- 2- Assign a code (or wording) that must be unique for each created link. This allows to differentiate each link of return. (for example: « gratuitFR »...).
- 3- Choose the billing policy of these returns. The tooltip allows you to access to the specifications and the details of these policies. You can also contact your Sales Representative from Mondial Relay about that point.
- 4- Choose the return address (the address of return expeditions). If the address does not appear, please contact your Sales Representative from Mondial Relay.
- 5- Fill the commercial wording and the email address of your brand.
- 6- This field is optional and the tooltip describes the content.
- 7- Check the box if you want to ask your client to enter an external reference, in the creation of the return.
- 8- If you check the box « 7 » you can choose to compel the client to fill an external reference in a format provided for a regular expression.

**Fill an internal reference for your service**

Make the internal reference mandatory

Apply a regular expression to the internal reference 3

Regular expression

- 9- Fill (optional) the wording of the external reference to display in the form (for example : « Order N° »)
- 10- Fill (optional) the help message for entering the external reference in the form (for example : « Your Order N° is located at the top right of the invoice »).
- 11- Check the box if you want your brand to appear in the search results on the Homepage of the service.
- 12- Check the box if you want that link to be the main link for return for the concerned country.

Then click on « Save configuration »

All your links for return appear in a table. It is in this table you will find the URL of the link (you have to wait a few minutes to be connected on the page).

Action	URL name	Return address	Return policy	Access URL to the return form
<a href="#">Settings</a> <a href="#">Disable</a>	1TEGRE	TEST 9 AVENUE ANTOINE PINAY 59510 HEM - France	Chargeable for the customer billed by the sign No display in the search engine Optional external reference Real weight Default site	<a href="http://retours.mondialrelay.com/d/F11TEGRE/?pneId=1TEGRE">http://retours.mondialrelay.com/d/F11TEGRE/?pneId=1TEGRE</a>

In addition to this procedure, you can refer to the « Connect » specifications and return to the map, available with the following link : <https://www.mondialrelay.fr/solutionspro/documentation-technique/cahier-des-chargesinformatiques/>