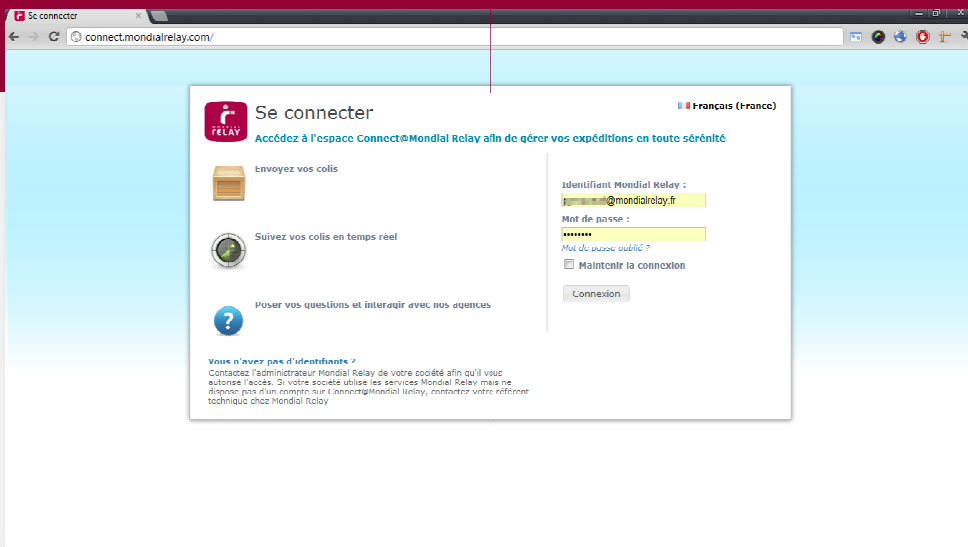# Connect.mondialrelay.com

User Guide

Editorial

You are now consulting the user guide of Mondial Relay's extranet <u>Connect</u>.

<u>Connect</u> will enable you and your team to easily manage your shipments with Mondial Relay.

This guide focuses on <u>Connect</u>'s main functionalities and aims to make you understand its philosophy and its usability. The interface was designed to be as intuitive and user-friendly as possible and many messages and input-wizards will help you to learn how to use the tool very quickly.

This tool remains yours above all; your comments and suggestions are welcome by clicking on the feedback button appearing on any page.
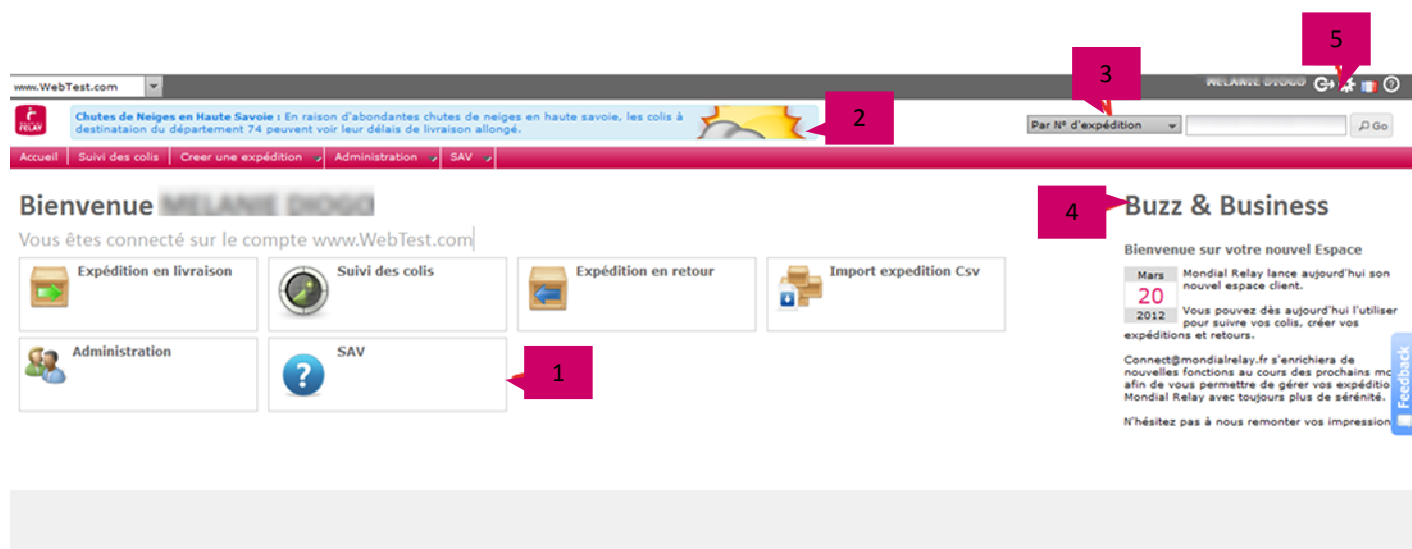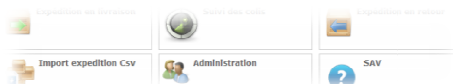
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FIRST STEPS ON CONNECT

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: http://connect.mondialrelay.com

1 Direct Access to the Modules

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

2 Main actualities

Please check this area as we are publishing special flashs 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 News

Buzz & Business

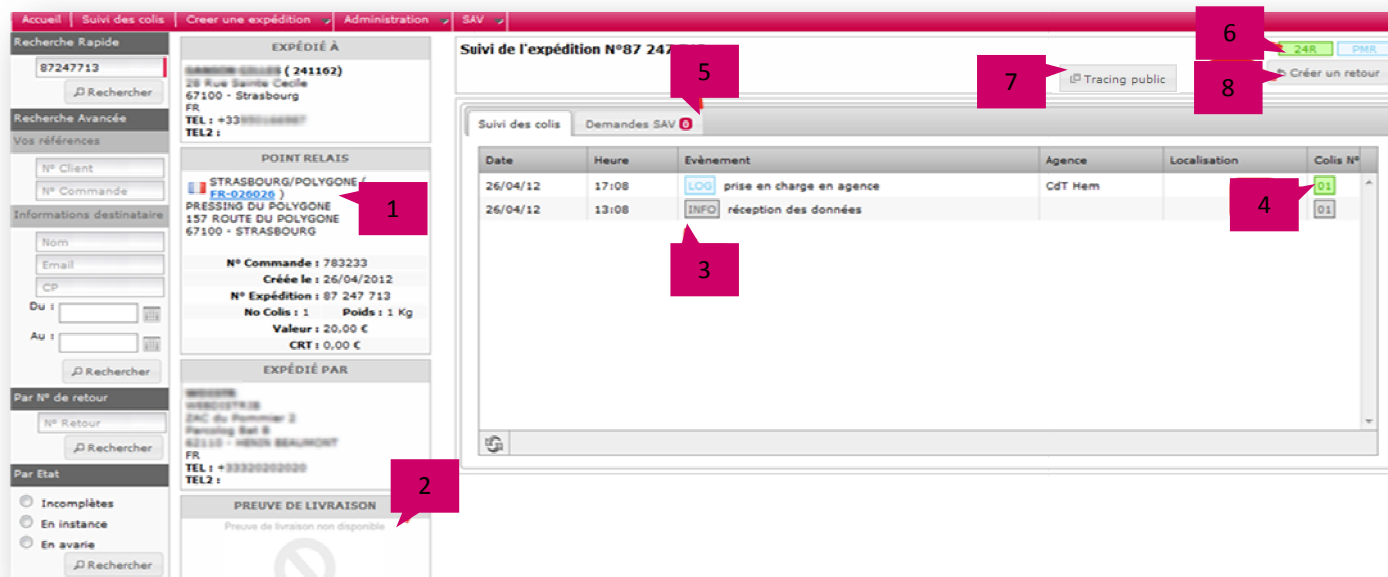You will find Mondial Relay's latest news.

5 My Profile

Edit your personal datas and your password.

HOW TO TRACK A PARCEL ?

Connect.mondialrelay.fr > 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   *Method of delivery of the parcel and details*

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

2   *Proof of Delivery*

When a parcel has been delivered, either the signature of the client will appear in this area or you will find a link to download the proof of delivery in the case of a home delivery.
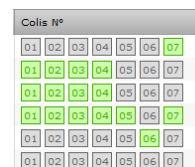
3   *Follow-up events*

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…).

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4   *Parcels Concerned*

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

5   *Customer Service Request*

 Go directly to after-sales requests. 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.

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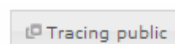
You can also track your parcels on Mondial Relay's website.

8   *Actions*

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

HOW TO SEND A PARCEL ?

Connect.mondialrelay.fr > Create a shipment > Send a parcel

1 Creation Wizard

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 (A icon), 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. (E.G. Cash On Delivery)

4 Labels in the queue for printing

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 (B icon).

OTHER FUNCTIONALITIES TO SEND A PARCEL
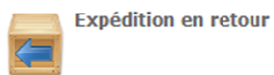
The creation of a return shipment is meant to request the return a delivered parcel, or enables you to edit a label to be sent to your client so that he can bring the parcel back to any Pick-Up Point.
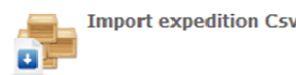
You can save some time by creating a batch of shipments through the import of a csv file. The history of the imported files will be forwarded to you. Just import your file, and let Connect guide you.

Connect.mondialrelay.fr > 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" file **3** 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.

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

3 *Direct access to your mails*

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 COLLABORATORS

Connect.mondialrelay.fr >Administration > User administration

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.

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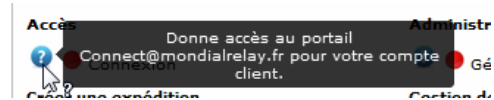
All that remains is clicking on « invite user » (A icon)

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.

PRACTICAL INFOS

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.

FREQUENTLY ASKED QUESTIONS

Please find below the frequently asked questions.

LOG IN AND LOG OUT

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

The session is active during 2 hours. To extend the duration of the session to 24 hours, tick the icon "maintain the connection" when you log in.

Lost password

Click on the link proposing you to insert your email address. You will receive an email asking you to confirm your access. Then, click on the link enabling you to reset your password.

Change password

Click on the icon « account parameters » located on the top right of the page, in the fixed grey bar.

New Login

*I need to receive **new access** (login and password) for a new user. How can I get them?*

You can ask for new access codes to the administrator of the account. An invitation will be sent by email to the new user, inviting him/her to log in and choose a password.

*One of my collaborators cannot access to a specific **function**. What should I do?*

The Mondial Relay administrator of your company can amend, add or cancel the rights of a user at any time.

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PARCEL TRACKING

How can I get a Proof Of Delivery ?

Go to the page « parcel tracking » and type the reference of the shipment you wish to consult in the search bar, then click on "downloading the proof of delivery as a .pdf file"

How to contact Mondial Relay ?

To contact Mondial Relay for a specific request concerning a shipment, you can send an after-sales request through the after-sales module or through the tracking module.

CREATION OF A SHIPMENT

Additional Services

I would like to use a new service (Pick-Up Point Delivery, Drive, Home Delivery). Who should I contact?

Contact the Sales Manager in charge of your account.

Additional Instructions

If you get additional information shortly after the validation of the shipment, you can communicate them to us through the module « parcel tracking », then create an « after-sales request » and add the thematic « additional

instructions » or directly through the « After-Sales » module. These details improve the quality of our home services.

Creation of shipments by batches

I am facing an increasing number of shipment creations. Is there a solution enabling me to create several shipment at a time?

Yes. Go to the module « Import csv file » to create batches of shipments.

The overview of the transferred file shows red lines. What should I do?

Amend the file and try to download it again.