

PRACTICAL GUIDE

PERSONALISED NOTIFICATIONS

THE PERSONALISED DELIVERY

NOTIFICATIONS OPTION

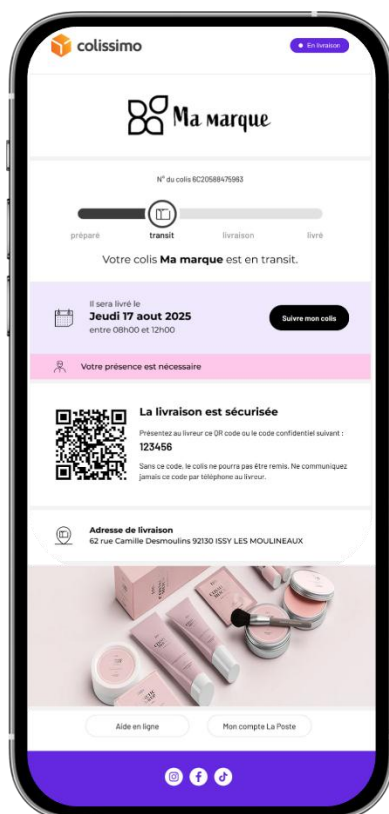


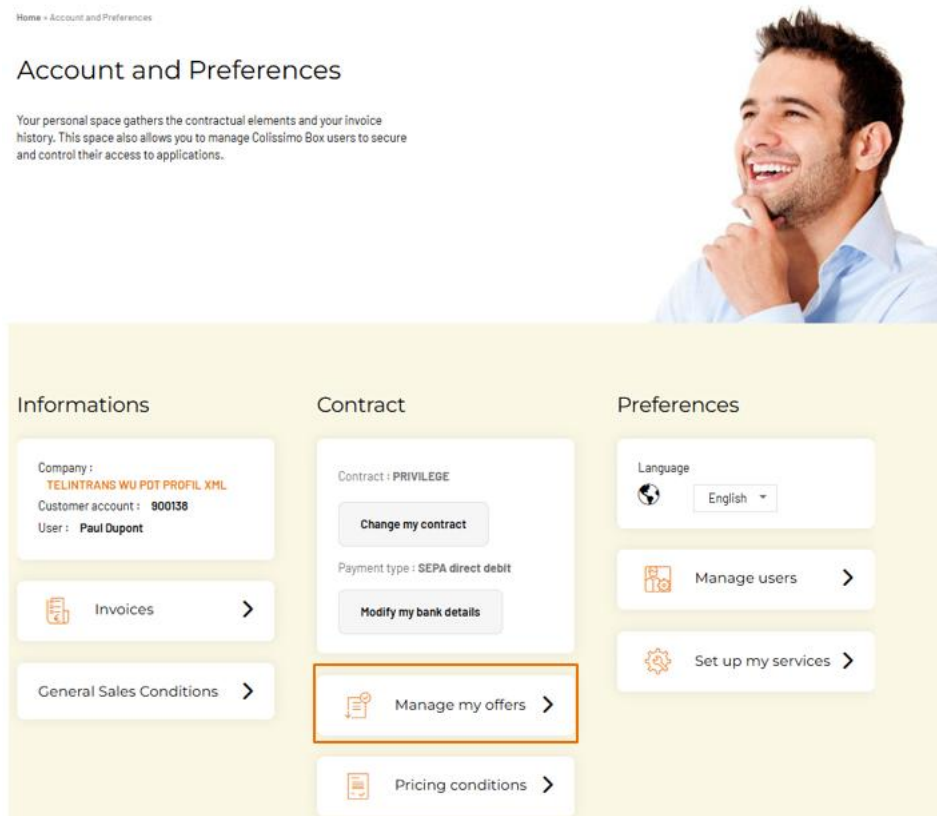
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1. How can I subscribe to the Personalised notifications option ?

Log in to the **Colissimo Box using an administrator account** via the link <https://www.colissimo.entrepise.laposte.fr/en/my-account>, then click on **Manage my offers**.

If you do not know who the administrator of your account is, we recommend contacting your Colissimo Sales Representative.



Then click on the **Custom Notifications** button.

Manage my offers

This space allows you to activate options and service offers related to your contract.

My sales contact

To change your contract, or request the modification of your contact details following the change of address and SIRET, of your company, please contact your **sales representative** who will take the necessary steps to update your contract or by calling the following telephone number :



Additional Services

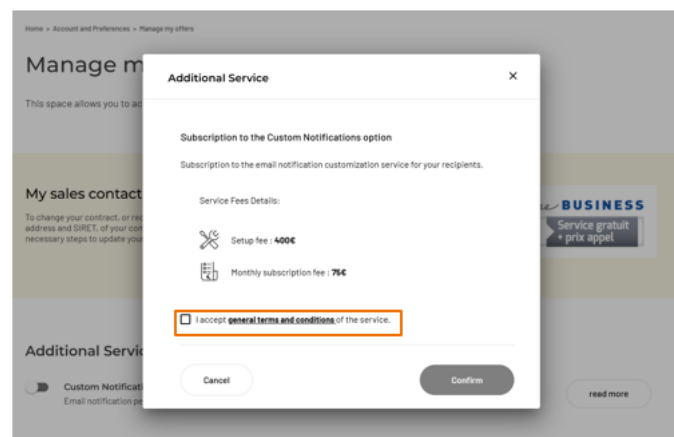


Custom Notifications

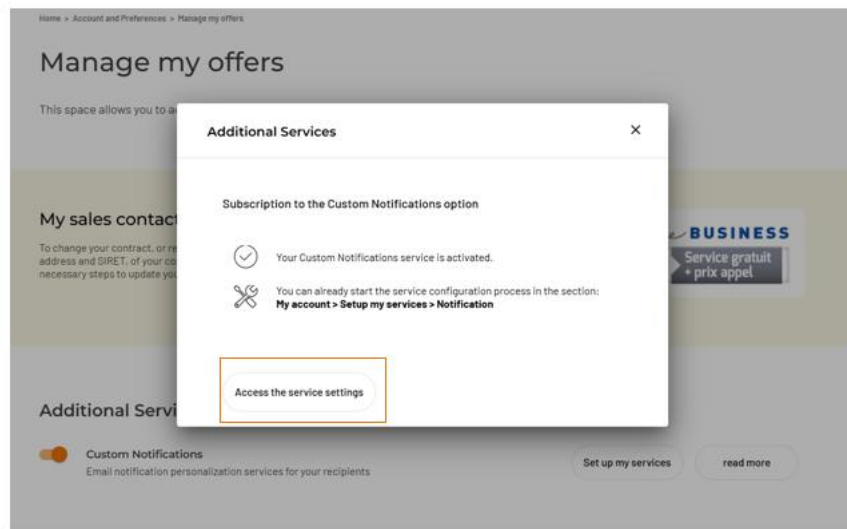
Email notification personalization services for your recipients

[read more](#)

After reviewing the General Terms and Conditions of Sale, accessible via the clickable link, tick the box **I accept general terms and conditions**.



Click on **Access the service setting** to provide your personalised notifications assets to us.

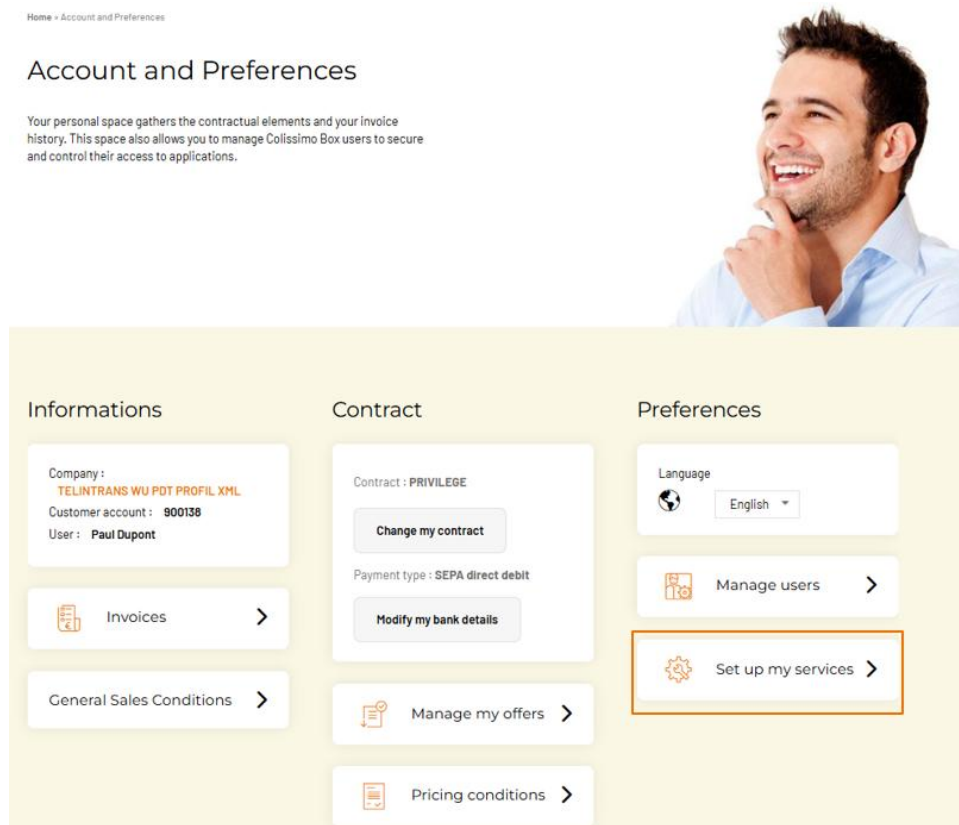


2. What items need to be provided for the Personalised notifications customisation?

- **A header visual** : ideally supplied in a vector format (ai, eps, svg). If provided as a pixel-based image, please supply a visual 640 px wide and 150 px high, or any larger dimensions respecting the same ratio
- **Your brand colour palette** : up to 3 colours, each specified using a hexadecimal code (e.g., #FFFFFF or #000000)
- **Additional visuals** : up to 6 visuals with embedded links, using tagged redirect URLs to allow you to track additional traffic generated via the notifications.
 - Possibility to add visuals across 1 or 2 lines:
 - If only 1 visual per line: with 640 px
 - If 2 visuals per line: with 320 px per visual
 - If 3 visuals per line: with 210 px per visual
- **Tagged URLs for your social media accounts**
- **Email addresses** to which the test template should be sent for review/approval, as well as the associated phone numbers
- The **client sub-account number(s)** for which you wish to customise the notifications
- For the customisation of the email subject line, you do not need to provide us with your brand name — we add it automatically

3. How can the customisation items be submitted ?

Log in to the **Colissimo Box** via the link <https://www.colissimo.entreprise.laposte.fr/en/my-account>, then click on **Set up my services**.



Click on **Notifications**, then on **Create a new template** to submit all required items.

Set up my services

Postage

Notifications

Customization of email notifications

Custom Email Templates

Send notifications to your recipients using your brand identity and personalized visuals.

Template and publication

Show the template structure

Create a new template

Publish

You currently have no custom email templates

To learn more about the steps for creating a template and the technic [Visit the page](#)

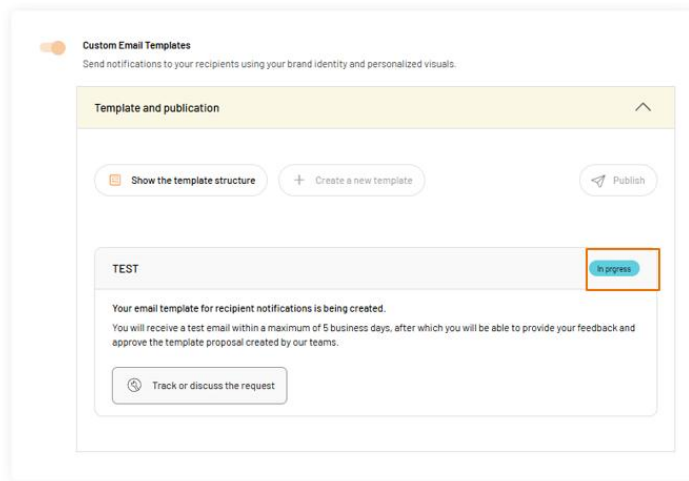
Once the items have been submitted in the required formats, you can track the progress of the customisation in the **Notifications** tab of the **Set up my services** page.

Set up my services

Postage

Notifications

Customization of email notifications



Custom Email Templates
Send notifications to your recipients using your brand identity and personalized visuals.

Template and publication

Show the template structure Create a new template Publish

TEST In progress

Your email template for recipient notifications is being created.
You will receive a test email within a maximum of 5 business days, after which you will be able to provide your feedback and approve the template proposal created by our teams.

Track or discuss the request

4. How can I approve or provide feedback on my customised template

Once your template has been customised, you will receive an email inviting you to log in to your Colissimo Box to approve it or share your feedback.

Log in to the **Colissimo Box** via the link

<https://www.colissimo.entreprise.laposte.fr/en/my-account>, then click on **Set up my services**.

Home » Account and Preferences

Account and Preferences

Your personal space gathers the contractual elements and your invoice history. This space also allows you to manage Colissimo Box users to secure and control their access to applications.



Informations

Company :
TELINTRANS WU PDT PROFIL XML

Customer account : 900138

User : Paul Dupont

Invoices >

General Sales Conditions >

Contract

Contract : PRIVILEGE

Change my contract

Payment type : SEPA direct debit

Modify my bank details

Manage my offers >

Pricing conditions >

Preferences

Language

English

Manage users >

Set up my services >

In the Notifications tab, click **on Approve or reject your template.**

Accueil » Mon compte » Paramétrer mes services

Paramétrer mes services

Livraison

Retour

Affranchissement

Notifications

Notifications personnalisées

Envoyer les notifications email à vos destinataires avec votre identité de marque et vos visuels personnalisés

Template et publication

Afficher le gabarit

+ Créer un nouveau template

Publier

Template intemporel ma marque

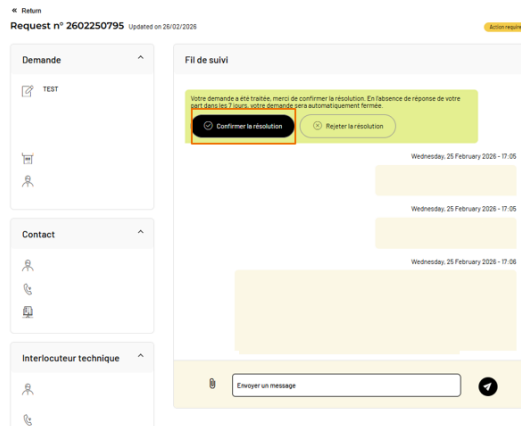
Action rapide

Votre template email pour vos notifications destinataire a été envoyé sur votre adresse email.

Veuillez consulter votre boîte mail afin de visualiser l'email test.

Valider ou refuser votre template

You can approve the template by clicking on **Confirmer la résolution**, or send us a message to share your feedback.



5. How can I publish my customised template ?

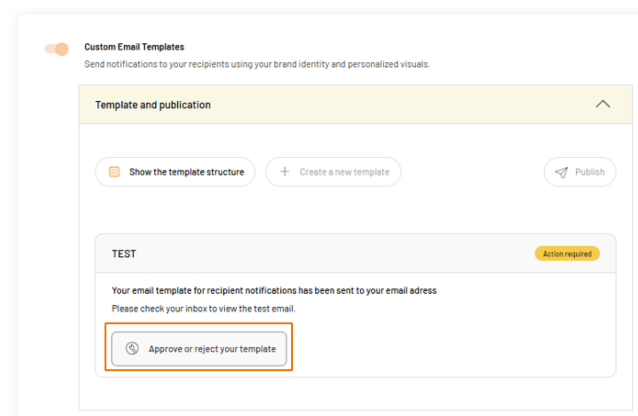
Once your test template has been approved, click on **Publish** to **select the go-live date** in the Notifications tab of the Set up my services page.

Set up my services

Postage

Notifications

Customization of email notifications

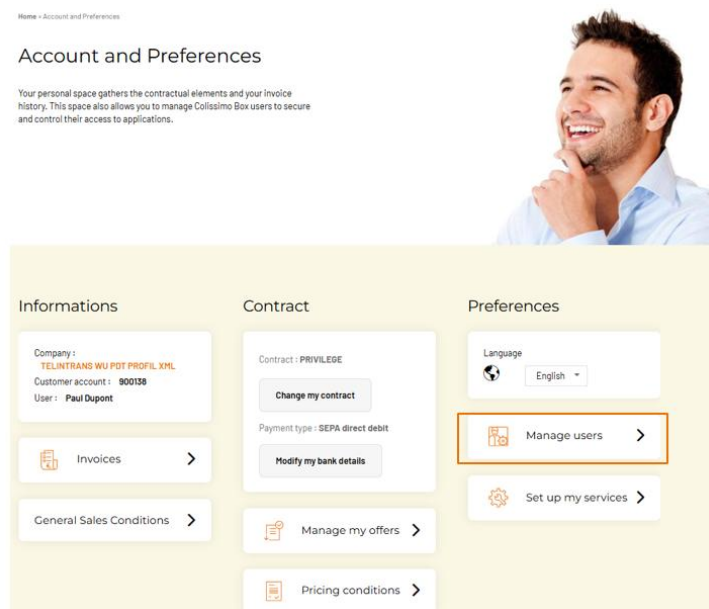


You can unpublish your template at any time from the Notifications tab of the Set up my services page by clicking on Unpublish, then confirming the unpublishing.

6. I am the account administrator, but I am not the person who should submit the customisation items — what should I do ?

After subscribing, you can create a new user and grant them the Personalised notifications permission.

Log in to the **Colissimo Box with an administrator account** via <https://www.colissimo.entreprise.laposte.fr/en/my-account>, then click on **User management**.



You can assign the Personalised notifications permission to an existing user. Click on the **pencil icon** for the relevant user.

User management


Add a user


Add an advanced user


Link an advanced user

Last Name	First Name	Email	User Name	
				✎
				✎ ✖

In the **Account section**, click on **Paramétrer mes services**, then **Notifications personnalisées**, and save.

User account update

User account information

Last Name

First Name

Phone

Mobile

Work

Phone

Mobile

Work

User ID

User account rights

Delivery

☐ Web Service choice of delivery point
☐ Front Page Pickup Point

Tracking

☐ Personal tracking tool
☐ Web Service tracking

☐ Web Service documents
☐ Delivery indicators

Eligibility

☐ Web Service offers Eligibility
☐ Web Service Eligibility claims

Franchising

☐ Web Service Franchising
☐ Guiding franchising interface

Collection

☐ Web service "Collection On Demand"

Account

☐ Technical support ticket management
☐ View my invoices

☒ Paramétriser mes services
☒ Notifications personnalisées

✖ Delete link with the user

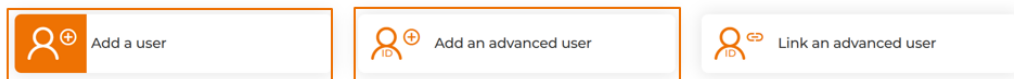
Save

*Mandatory information

You can also **create a new user or an advanced user** and grant them the Personalised notifications permission. From the 'User management' section, click on Add an user or Add an advanced user then Add an user.

Home > My account > User management

User management



Fill in the form with the required user account information, then In the Account section, click on Paramétrer mes services, then Notifications personnalisées, and save.

Add an advanced user

User account information

Last Name*

First Name*

Function*

Telephone*

Email*

Confirm Email*

User tag

User account rights

Delivery

☐ Web Service choice of delivery point ☐ Front Page Pickup Point

Tracking

☐ Parcel tracking tool ☐ Web Service tracking

☐ Web Service documents ☐ Delivery indicators

Eligibility

☐ Web Service offers Eligibility ☐ Web Service Eligibility claims

Franking

☐ Web Service Franking ☐ Colissimo franking interface

Collection

☐ Web service "Colissimo On Demand"

Account

☐ Technical account management ☐ View my invoices

☒ Paramétrer mes services

☒ Notifications personnalisées

Save

*Mandatory information

Go back to the list without saving