

PARCEL-TRACKING TOOL USER GUIDE

Accessible via Colissimo Box



JANUARY 2019



Contents

- 0. Prerequisites
- 1. Accessing the Parcel Tracking Tool via the Colissimo Box
- 2. Managing your accounts
- 3. Languages
- 4. Tracking your parcels
 - 4.1 Doing a search
 - 4.2 Search results
 - 4.3 Pinning your parcels
 - 4.4 Recent parcel searches
- 5. Parcel files
 - 5.1 Parcel details
 - 5.2 Sender
 - 5.3 Recipient
 - 5.4 Delivery details
 - 5.5 Timeline
 - 5.6 Downloading a parcel file
 - 5.7 Downloading proof of drop-off
- 6. Customer Service
 - 6.1 Accessing Customer Service
 - 6.2 Submitting a single claim
 - 6.3 Submitting several claims
 - 6.4 Searching for claims and tracking the processing status

0 Prerequisites

0.1 Access to an Internet connection

You have access to the Parcel Tracking Tool via the Colissimo Box using the following url: https://www.laposte.fr/colissimo-entreprise. You must have a permanent Internet connection.

You must also have a recent web browser. Firefox 60 and above, Chrome 66 and above, Safari 11 and above, Internet Explorer 11 and above or Edge are compatible with the Parcel Tracking Tool.

For the best performance, we recommend you use the Parcel Tracking Tool with the Firefox browser.

The Parcel Tracking Tool is accessible via Windows and Macintosh. It is also available on tablets and mobile phones.

0.2 Accessibility of the Parcel Tracking Tool according to your company's online security policy

The domain name https://www.colissimo.entreprise.laposte.fr must be accepted by your infrastructure/proxy so that users can access the Parcel Tracking Tool.

1 Accessing the Parcel Tracking Tool via the Colissimo Box

The Colissimo Box is the Colissimo online Business Customer area. here, you will find all your applications for franking parcels, configuring your Colissimo solutions, ordering your consumables, and tracking your parcels.

1) Access via https://www.laposte.fr/colissimo-entreprise

2) Log in directly by entering **your username** and **password** *The username is your 6digit customer account number*



If you cannot remember your password, click on "Forgotten password" and enter your username and the email address used when you subscribed to Colissimo Entreprise

3) Click on "Parcel Tracking Tool" to track your parcels.

ColiShip L'interface d'affranchissement professionnel Colissimo	Collecte Votre espace de collecte régulière	ColiView L'interface de suivi professionnel Colissimo
Outil Suivi Colis Expérimentez votre nouvelle interface de suivi de c	olis	
¶⊄ News	🌵 Wet	binar

You arrive on the home page of the Parcel Tracking Tool:

貪 colissimo Outil de Suivi (Colis			Ŷ	FR 🤝
	COLIS		COLIS ÉPINGLÉS	DERNIERS COLIS CONSULTÉS	
Critères de recherche					
Numéro(s) de colis	T	Numéro(s) de colis 10 à 13 caractères uniquement.	7		
(Ajouter un critière					
R Importer un fichier			Annuler Rechercher		

2 Managing your accounts

If you have several accounts, you can track the parcels linked to all the accounts and sub-accounts covered by your Colissimo contract.

Groupes de comptes ✓ test ^ ✓ 100001 ✓ 818398	MMANUEL arf 100001	
 ✓ test ✓ 100001 ✓ 818398 	Groupes de comptes	
✓ 100001✓ 818398	✓ test	^
818398	100001	
	818398	

By clicking on the s_{1} or 3 or

Note: to be able to benefit from this feature, you must first add one or more advanced users in the "User Management" section of the Colissimo Box.

3 Languages

The Parcel Tracking Tool is available in 3 languages:

- French [FR]
- English [EN]
- German [DE]

To select a language, simply click on the arrow \blacksquare at the top right of the screen.

4 Tracking your parcels

4.1 Doing a search

4.1.1 Searching by criteria

With the Parcel Tracking Tool, you can carry out searches based on one or more criteria, with 9 choices available:

- Parcel number
- Search period You can do a search over a one-year period
- Customer reference This is the reference you sent us when notifying us about parcel
- Recipient's last name: This is the name you sent us when you created your label
- Delivery status: The delivery status corresponds to the most recent event in the parcel's journey
- Geographic area: Metropolitan France, French Overseas Territories and International.
- Colissimo solution: home, collection point and return
- Calling card No.: The number that appears on the delivery notice left for your customer after the first delivery attempt
- Partner tracking No.: Number provided by our international postal partners and partner networks.

When doing a multi-criteria search, you can combine up to 3 compatible criteria.

4.1.2 Importing a data file

To simplify your searches, you can import a data file in.txt or.csv format.

The file may be made up of parcel numbers, customer references, or partner tracking numbers.

The file should have only one number per line and contain a maximum of 10,000 references.

4.2 Search results

4.2.1 Search volume

The results table can display up to 10,000 results.

You can display the detailed parcel file by clicking on the line of the parcel concerned, sort the results, dynamically filter the results and export the results.

Note: the sorting and filter features are not available for more than 1,000 parcels.

4.2.2 Customising how the search results are displayed

To make it easier for you to read the search results, you can customise the display of the columns with our "Drag & Drop" system.

To do this, simply go to the \Rightarrow Affichage tab to display the menu. Your display preferences will be saved and available each time you log in.

0	Q RECHERCHER UN COLIS				3	COLIS	ÉPINGLÉS			Co	Colonnes à filtrer		
Critèr	es de recherche		Numéro(s) 6C14981 6C79458 BR86462 10 ir 13 cm	199459 862411 281133	9 1 7	×	2				Numéro de colis Pass Référence expéditeur	•	
은 Import	ter un fichier				Annuler		Pacharolar				Destinataire	_	
colis tro	buvés		0.00				Recirciter				Localisation Livraison prévue Motif anomalie	-	
colis tro	N' de colis	49	PASS		Référence client	\$	Destinataire	\$	Code postal	•	E Localisation E Livraison prévue Motif anomalie E Date de livraison		
colis tro	N° de colis Nº de colis Numéro(n) de colis 60.01650827665	e	PASS	*	Référence client Référence client 14002-78547	•	Destinataire Destinataire	4	Code postal Code postal 92130	•	Localisation Livraison prévue Motif anomalie Date de livraison Mise à disposition		
colis tro	N" de colis N" de colis Numéro(n) de colis 6L01650827665 6L985Y3821932	0	PASS	*	Référence client Référence client 14002-78547 93344-2432622	•	Destinataire Destinataire Degrange Degrange	4	Code postal Code postal 92130 92130	•	Localisation Livraison prévue Motif anomalie Date de livraison Mise à disposition Offre Collssimo		
colis tro	N" de colis N" de colis Numéro(n) de colie 6L01650827665 6L985Y3821932 6L49262377479	0	PASS Tous	•	Référence client Référence client 14002-78547 93344-2432622 14092-5845672	•	Destinataire Destinataire Degrange Degrange	49	Code postal Code postal 92130 92130 92130	+ = = = = =	Localisation Livraison prévue Motif anomalie Date de livraison Mise à disposition Offre Collssimo		
colis tro	N" de colis N" de colis 01.01650827665 01.985Y3821932 01.49262377479 6M26664346621	•	PASS	~	Référence client Référence client 14002-78547 93344-2432622 14092-5845672 93734-936711	•	Destinataire Degrange Degrange Degrange Degrange	\$	Code postal Code postal 92130 92130 92130 92130	÷ = = = =	 Localisation Livraison prévue Motif anomalie Date de livraison Mise à disposition Offre Collssimo 		

You can display or hide the columns by clicking on the \neg button and organise the order of the columns by dragging the \equiv button up and down.

4.2.3 Sorting your results

In the results table, you can sort your results using an ascending or descending alphanumeric system.

To do this, simply click on the arrows \Leftrightarrow at the top of the results columns next to the title of the column you want to sort. This option is only available for searches with less than 1,000 results.

•									
	util de	Suivi Colis					*		
	۹	RECHERCHER UN COLIS		COLIS ÉPINGLÉS		DERNIERS COLIS CONSU	ILTÉS		
 ▲ C 29 co ▲ 	ritère: Ilis tro &	s de recherche Duvés N° de colis	Afficher : 25 Réf. Client	Page : 1 🐑 Destinataire 💲 Destinataire	2 Code postal ♀ Code postal	C [™] Exporter Statut 😂 Tous ✓	ਤ≟ Affichage Localisation		
	☆	6C10798413326	-	А	91700	Colis annoncé informat			
	☆	6C10798413333	-	А	91700	Colis annoncé informat			
	☆	6C10798413197	-	Α	91700	Colis annoncé informat			
	☆	6C10798413210	-	А	91700	Colis annoncé informat			

4.2.4 Filtering your search results

When you have a large number of results, a dynamic filtering system enables you to easily find the data you are interested in.

Simply enter content in the box below the column titles.

As you enter text, the dynamic field will filter the results more precisely and display the corresponding results.

Some choices are automatically filled in and you only have to select your choice in the drop-down list.

These options are only available for searches with less than 1000 results.

	\$2	N° de colis	ŧ	PASS	0	Référence client	÷	Destinataire	÷	Code postal ≑	Pays	\$ Localisation	¢
I		Numéro(s) de colis		Tous	<i>.</i>	Référence client		Destinataire		Code postal	Pays	Localisation	
	\$2	6L01650827665				14002-78547		Degrange		92130	FRANCE	Plateforme colis 92	
	\$2	61.985Y3821932				93344-2432622		Degrange		92130	FRANCE	Agence Issy	
	51	61.49262377479				14092-5845672		Degrange		92130	FRANCE	Centre courrier 92	
	57	6M26664346621				93784-936711		Degrange		92130	FRANCE	Centre courrier 92	
	St	6L968688002744				78344-0001349		Degrange		92130	FRANCE	Centre courrier 92	

4.2.5 Exporting your data

The Parcel Tracking Tool enables you to export your search results.

You can export up to 10,000 lines with enhanced search results based on the following criteria:

- Customer account number
- Parcel number
- Pass (Colissimo subscription)
- Sender's reference
- Partner tracking number
- Partner name
- Recipient
- Postal code
- Country
- Status
- Location
- Actual weight
- Free of taxes and duties
- Made available on
- Delivered on

To do this, simply display the results of the parcel search or the parcels you have pinned or viewed and select the C Exporter tab.

Then, simply select "A parcel tracking file",

🎁 co	colissimo Outil de Suivi Colis					SUIVI COLIS		o FR 🛡	
	Q RECHERCHER UN COLIS				COLIS ÉPINGLÉ	S DERNIE	DERNIERS COLIS CONSULTÉS		
0 0	Critère	s de recherche							
68 co	olis tro	ouvés		Affiche	er: 25	Page: 1	Que souhaitez-vous exporter ? (1/2)	Exporter	금는 Affichage
	☆	N° de colis	¢	Réf. Client	¢	Destinataire	Un fichier de Suivi Colis	\$	Localisation
		N° de colis		Réf. Client		Destinataire		~	Localisation
	☆	6H11671441375		OCMUCRWPH		florentin	Un fichier pour un traitement Service Clients 🗲	oncé informat	

and then select all or part of the results displayed.

4.3 Pinning your parcels

So you can specifically track certain parcels, the Parcel Tracking Tool enables you to "pin" particular parcels.

4.3.1 Pinning parcels from search results

You can pin parcels individually or by results page, via the search-results screen, . To pin a single parcel, simply click on the pin corresponding to the result line you want to track. When activated, the outline of the pin turns purple.

Ŷ	6L985Y3821932	93344-2432622	Degrange	92130	FRANCE	Agence Issy
\$2	6L49262377479	14092-5845672	Degrange	92130	FRANCE	Centre courrier 92

If you wish to pin an entire page of results, simply click on the pin at the top of the search results and confirm your choice.

N° de colis	¢	Réf. Client	¢	Destinataire	\$	Code postal	Ş	Statut	Ş
N° de colis		Réf. Client		Destinataire		Code postal		Tous	~

You can pin up to 200 parcels and they will remain active for 1 month.

4.3.2 Pinning results from the parcel file

You can also pin parcels directly via the parcel file by clicking on the "Pin this parcel" button \Im Epingler ce colis - at the top right of the parcel file.

<mark>育 colissimo</mark> Outil de Suivi Colis		SUIVIC			[°] ℃ FR	2
E Retour				☆ Epingler ce colis →	🛃 Télécha	irger
🔓 Détails du colis	☆ Colis n°6H110	671441375 <u>S</u>	GN			
- Q. Evnáditour	Bureau de poste		[IIII] Colis annoncé informatiquement	📅 Mis à disposition le -		₿!
	Poids annoncé :	3.0 kg		 Avis de réception 		đ
<u>8</u> P Destinataire	Poids réel :	- kg		1 demande(s) en cours		
	Poids volumétrique :	- kg				
Détails de livraison	Réf. Client :	OCMUCRWPH				
						>

4.3.3 Viewing your pinned parcels

Once parcels have been pinned, you can view them by going to the Pinned Parcels area available in the header bar.

î colissimo Outil de Suivi Colis		° → FR
RECHERCHER UN COLIS	☆ COLIS ÉPINGLÉS	DERNIERS COLIS CONSULTÉS

4.4 Recent parcel searches

The Recent Parcel Searches area, available in the header bar, enables you to quickly find parcels you have viewed during the last 7 days, up to a limit of 200 parcels.

<mark>育 colissimo</mark> Outil de Suivi Colis		° FR ♥
RECHERCHER UN COLIS	COLIS ÉPINGLÉS	O DERNIERS COLIS CONSULTÉS

5 Parcel files

After doing a parcel search, you can show the parcel details by opening the parcel file. Parcel files are organised into 5 sections (Parcel details, Sender, Recipient, Delivery Details and Timeline) which allow you to track your parcels throughout their life-cycle on our network.

5.1 Parcel details

The "Parcel details" section contains essential information about the parcel:

G	Détails du colis	☆ Colis n°6C10798382899 SIGN					
-0	Expéditeur	Domicile		🗐 Colis livré		Ē	Livré le 03/04/2018
-0	Expoundur	Poids annoncé :	3.54 kg	Contre-remboursement :	1500.0 EUR	~	Avis de réception
82	Destinataire	Poids réel :	4.78 kg				
		Poids volumétrique :	- kg				
9	Détails de livraison	Réf. Client :	robertDisindaplace				

In this section, you will find the following information:

- Parcel number
- Signature on delivery (for parcels concerned)
- PASS-subscription parcel
- Delivery method: home, pickup point, locker
- Delivery status: automatically updated according to the progress of your parcel
- Delivery date: once your parcel has been delivered to the recipient
- Declared weight: weight you declared when creating the label
- Actual weight: weight measured by our machines in the parcel hub
- Volumetric weight: for parcels shipped by air to French overseas territories and international destinations (for more information: https://www.colissimo.entreprise.laposte.fr/fr/poids-volumetrique)
- The different options you have chosen for the parcel are displayed:
 - Cash on delivery
 - o Insurance
 - o Free of taxes and duties
 - Delivery confirmation

5.2 Sender

The "Sender" section contains all the information linked to parcel sender's account.



For Colissimo Retour (Return) parcels, you will find the sender's return address and the drop-off point on the right of the screen: Post office, pickup point, or letter box.

G	Détails du colis	Mme Regina Hippolyte		Dépôt - Bureau de poste
€⊕	Expéditeur	46 rue du Faubourg Saint-Honoré Allée 32 - Bâtiment 24	+33 1 66 77 88 99 +34 6 11 22 33 44	 12 boulevard du chevalier de la ba Allée 32 - Bâtiment 24
<u>se</u>	Destinataire	Complément adresse 3 Complément adresse 4	service.commercial@entreprise	Complément adresse 3 Complément adresse 4
T.	Informations de livraison	750XX - Paris France		78280 - Montigny-Le-Bretonneux France

5.3 Recipient

The "Recipient" section contains all the information you provided when you notified us about the parcel.



For Colissimo Retour parcels, the address you indicated when creating the return label will be displayed.

5.4 Delivery details

The "Delivery details" section contains all the information relating to the delivery of the parcel.

G	Détails du colis	Bureau de Poste VILLEPREUX Bureau de poste	(VILLEPREUX BP (i) Choix initial de livraison	() Horaires	
-0	Expéditeur	VILLEPREUX 2 AVENUE DU TOURNE ROUE	Accessible aux personnes à mobilité réduite	Informations complémentaires :	
32	Destinataire	78450 - VILLEPREUX			
P	Détails de livraison				

The delivery method (home, pickup point, post office, locker) and the place of delivery are shown.

For deliveries to a post office or a pickup point, you will also be able to see what facilities are available in these premises, when such information is available (e.g. accessibility for people with reduced mobility, hand trolley available, etc.).

In some cases (e.g.: when the parcel needs to be placed on hold, if the recipient is absent) the delivery location may be different from the place initially chosen by your customer at the time of ordering.

By clicking on the pictogram (i) Choix initial de livraison you can view the initial address selected for the parcel delivery.

SUIVI C			₿ FF	۲ ۰
			🛃 Télécha	arger
Bureau de Poste PARIS PARIS C	ONVENTION			₿!
© P15 CONVENTION 2	(i) Choix initial de livraison	() Horaires		đ
204 BIS RUE DE LA CONVENTION	Choix initial de livraison 9 RUE DU COLONEL PIERRE AVIA			
75015 - PARIS	75015 - PARIS 15 FRANCE			
	Bureau de Poste PARIS PARIS C Bureau de poste P.15 CONVENTION 2 204 BIS RUE DE LA CONVENTION 75015 - PARIS	SUIVI COLIS IN SERVICE CLIENTS Bureau de Poste PARIS PARIS CONVENTION Bureau de poste © P.15 CONVENTION 2 204 BIS RUE DE LA CONVENTION 75015 - PARIS	SUIVI COLIS EXPRESSION Bureau de Poste PARIS PARIS CONVENTION Bureau de poste © P.15 CONVENTION 2 204 BIS RUE DE LA CONVENTION 75015 - PARIS	SUIVI COLIS EXVICE CLIENTS OF FR SUIVI COLIS EXVICE CLIENTS OF FR EXAMPLE A CONVENTION Bureau de Poste PARIS PARIS CONVENTION Bureau de poste P.15 CONVENTION 2 204 BIS RUE DE LA CONVENTION 75015 - PARIS PRE DU COLONEL PIERRE AVIA 75015 - PARIS FRANCE

By clicking on the pictogram (Horaires you can display the opening periods and opening times of the post office or pickup concerned. This information is updated daily.

<mark>î colissimo</mark> Outil de Suivi Colis	SUIVI			Ŷ	FR 🛡
G Retour				🕁 Téléc	harger
Détails du colis	Bureau de Poste PARIS PARIS O Bureau de poste	CONVENTION	() Horaires		!
∃⊕ Expéditeur	 P.15 CONVENTION 2 204 BIS RUE DE LA CONVENTION 	Accessible aux personnes à mobilité réduite	HORAIRES D'OUVERTURE Du 01/01 au 30/07 Du 01/09 au 31/12	×	
<u>)</u> Destinataire	75015 - PARIS		Lundi 9h30 - 12h00 / 13h0 Mardi 9h30 - 12h00 / 13h0 Mercredi 10h0) - 19h00 0 - 19h00 0 - 19h00	
፼ Détails de livraison			Jeudi 9h30 - 12h00 / 13h0 Vendredi 9h30 - 12h00 / 13h0 Samedi 9h30 - 12h00 / 14h0 Dimanche) - 19h00) - 19h00 0 - 19h00 Fermé	

5.5 Timeline

To have all the details about your parcel's delivery, you will find a timeline showing the different stages of the parcel's life cycle, under the sections of the parcel file. Each time a new event occurs in our network, the relevant point will be updated automatically.

You will have the date of the event, the title of the event, a more detailed description and the location of the parcel at the time of the event.



For signed deliveries, you will find your recipient's signature in the timeline.

In the event of the delivery day is changed by the recipient:

If the recipient of the parcel is not available at the time of the first delivery attempt, he/she is notified by email (if we have this information) or by a delivery notice, with a message asking the person to let us know their preferred delivery option via the website https://www.laposte.fr/particulier/modification-livraison

If your customer chooses a different delivery day to the one initially planned, we will indicate this in the timeline, with an event indicating your customer's choice.

28/06/2018 - jeudi En attente d'instructions du destinataire Destinataire absent, colis remis en livraison dès demain (jour ouvré). Le destinataire a jusqu'à aujourd'hui minuit pour donner son choix de livraison en se rendant sur laposte.fr/modificationlivraison

5.6 Downloading a parcel file

You can download a PDF document summarising all the elements available in the parcel file, as well as the timeline and signature (if the parcel is to be signed for).

To download this document, simply click on 🛃 Télécharger in top right-hand corner of the parcel file.

Uutil de Suivi Colis		
E Retour	☆ Epingler ce colis → €	·날 Télécharger

A window will open giving you the option of opening the file in PDF format or saving it.



Choose which option you want and click on "OK" to confirm it.

5.7 Downloading proof of drop-off

You can download proof of the parcel's drop-off (as soon as the parcel has been processed in our network). To do this, simply go to the purple banner on the right of the parcel file and click to open the banner out.



When you click on "proof of drop-off", a window opens asking if you want to directly open your document in PDF format or to save it.



When you have made your choice, click on "OK" to confirm.

6 Customer Service

6.1 Accessing Customer Service

You can access the online Customer Service in 2 ways:

1. Via the parcel file to submit single claims

<mark>î colissimo</mark> Outil de Suivi Colis		SUIVI COLIS		
E Retour			☆ Epingler ce colis •	- 🛃 Télécharger
Détails du colis	☆ Colis n°6C107984154	143 SIGN		ë !
-:⊕ Expéditeur	Domicile	[IIII] Colis annoncé informatiquement	Mis à disposition le	e- 🖻
	Poids annoncé :	1.5 kg Valeur assurée : 150.0 EU	UR 🗸 Avis de réception	
8 Destinataire	Poids réel :	- kg		
	Poids volumétrique :	- kg		
🗐 Détails de livraison	Réf. Client :	-		
脊 colissimo Outil de Suivi Colis				°, FR ♥
Setour			☆ Epingler ce colis	[°] Ω FR ♥ ● & Télécharger
Colissimo Outil de Suivi Colis Retour Détails du colis	হ হি হিcolis n°6C107984154	SUIVI COLIS	☆ Epingler ce colis ■ Dema	⁰ ⁰ ^{FR} • ⁶ ¹ ⁶ ¹
Colissimo Outil de Suivi Colis Retour Détails du colis Détails du colis Conéditaur	☆ Colis n°6C107984154 Domicile	SUIVI COLIS IIII SERVICE CLIENTS	€ Epingler ce colis • Dema m Dépo	⁰ / ₂ FR • • •
Colissimo Outil de Suivi Colis Retour Détails du colis Détails du colis Expéditeur	★ Colis n°6C107984154 Domicile Poids annoncé :	SUIVI COLIS IIII SERVICE CLIENTS	☆ Epingler ce colis • Dema	⁰ / ₂ FR • <
 Colissimo Outil de Suivi Colis Retour Détails du colis Expéditeur Destinataire 	 ☆ Colis n°6C107984154 Domicile Poids annoncé : Poids réel : 	SUIVI COLIS IIII SERVICE CLIENTS	€ Epingler ce colis • Dema	
Colissimo Outil de Suivi Colis	 Colis n°6C107984154 Domicile Poids annoncé : Poids réel : Poids volumétrique : 	SUIVI COLIS III SERVICE CLIENTS 143 SIGN III Colis annoncé informatiquement 1.5 kg Valeur assurée : 150.0 El - kg - kg	 ☆ Epingler ce colis Dema mi: Dépo :UR ✓ Avi 	⁰ / ₂ FR • ¹ / ₂ Télécharger ande de hors délai bser une demande

2. Via the Customer Service tab to submit claims using an imported file or to track the progress of your claims.



6.2 Submitting a single claim

Via the parcel file, you can submit single claims, whether it be a claim for "late delivery" using the "Late delivery claim" button or a claim for any other reason using the "Submit a claim" button.

<mark>6 colissimo</mark> Outil de Suivi Colis	SUIVI		° → FR →
← Retour			🛠 Epingler ce colis 🕒 🛃 Télécharger
Détails du colis	JEAN DOE	🔆 Chaix initial da livraisan	Demande de hors délai
-∰ Expéditeur	62 RUE CAMILLE DESMOULINS 92130 - ISSY LES MOULINEAUX		Déposer une demande 📄
<u>}</u> Destinataire			
🛱 Détails de livraison			

When you click on "Submit a claim", you a submission form opens.

Throughout the process of submitting claims, you can see where you are at in the process thanks to the bread-crumb trail as shown below:

(b)		
Colis	Motif	Demande

6.2.1 Submission form

CRBT non parvenu Hors délai

Retour expéditeur contesté

Whatever the reason for the claim, you can access a submission form, which asks you to provide the information required to register your complaint.

<mark>ộ colissimo</mark> Outil de Suivi Colis	
(a)	
Colis	Motif
Colis n°6Q02386531338 - voir les détails	
Pour quel motif souhaitez-vous déposer une demande ?	
Colis endommagé	
Contestation de livraison	
Colis non livré	

By clicking on <u>voir les détails</u> you can display the details of the parcel file.

脊 colissimo 🛛 Outil de Suivi Colis		SERVICE CLIENTS	Colis n°6Q02386531338	×
			Domicile	
(b)	— 😰 —		G b -	
Colis	Motif		👼 Mis à disposition le :	
			Réf. Client :	-
Colis n°6Q02386531338 - voir les détails			🔓 Détails du colis —	\odot
Pour quel motif souhaitez-vous déposer une demande ?			Poids annoncé :	- kg
Motif			Poids réel :	- kg
Colis non livré	•		Poids volumétrique :	- kg
Je souhaite que Colissimo informe mon client de l'ouverture de la réclama	ition.		စ္ခြို Destinataire ———	\bigcirc
			1.5	
O Demandeur		Pièces jointes Aucune pièce join	-	
Société		Parcourir Au	Détails de livraison —	(\land)
DSI COLISSIMO		.jpg ou .pdf, 5Mo max p	I	\bigcirc
		Commentaires	Adresse de livraison	^
Nom Prénom		Drásielone rolati		

6.2.1.1 Completing the form

In order for our Customer Service Department to process your claims as quickly as possible, the form must be filled out as fully as possible.

Fields marked with an "*" are mandatory and, if they are not completed, you will not be able to confirm your claim.

You can also leave a comment to explain your claim

Commentaires Précisions relatives à la demande

You can also choose the option

Je souhaite que Colissimo informe mon client de l'ouverture de la réclamation.

We will then send an e-mail to your customer, at the address of the recipient indicated in the form, to inform him/her that you have submitted a claim to our Customer Service Department regarding his/her parcel.

6.2.1.2 Adding attachments

When making a claim, you may need to add attachments, such as invoices or photos. To add an attachment, click on the "Browse..." tab, select the relevant file and click on the "Add" button

Pièces jointes

× PJ Test.pdf

Parcourir... PJ Copie.pdf

	Ajouter	
\sim		_

.jpg ou .pdf, 5Mo max par fichier, 3 fichiers max

You can delete an attachment by clicking on imes.

You can upload up to 3 attachments, with a maximum size of 5MB each.

6.2.1.3 Captcha

We have put in place a random "CAPTCHA" system to ensure the claims you submit are secure.



6.2.2 For a late-delivery claim

You can submit your late-delivery claims in two ways:

- Directly via the parcel file by selecting the tab

Demande de hors délai



A claim is automatically sent to our Customer Service Department when you click on this. You will receive an immediate response confirming that the claim has been taken into account. If your claim does not meet the eligibility criteria, you will be informed of this.

 On the claim submission form, select "Late delivery" Note: if this is the reason for your claim, the whole form is not displayed; you simply have to confirm the claim.

6.2.3 For other claims

On the claim submission form, select the reason for which you wish to submit a claim to our Customer Service Department from the following list of reasons:



In order to confirm your claim form, all mandatory elements (indicated by an asterisk) must be completed.

6.2.4 Confirmation of your claims

As soon as the form is confirmed, a message will inform you that your claim has been successfully sent to our Customer Service department. This message will indicate the claim number and the reason, along with parcel number concerned.

- 1 demande a bien été transmise au Service Clients.

Elle sera prise en charge par notre Service Clients dans les meilleurs délais. Demande N°11214135 - Colis non livré - <u>Colis n°6Q02386531338</u>

6.3 How to submit several claims

To submit a several claims, you must go to the Customer Service tab and select "Submit a claim"



The name of your file is displayed and you can click on the import button to start the file import procedure.

Parcourir... Import.csv

Le traitement de votre fichier peut durer quelques minutes.



There are two ways to prepare your import file:

- By exporting a file from the parcel tracking system that is in a format ready for importing

- By preparing your file manually

6.3.1 Exporting a file from the parcel tracking system that is ready for importing

🌍 co	lissimo	o Outil de Suivi Colis			SUIVI COLIS	SERVICE CLIENTS	DERNIERS COLIS CONSULTÉS		
	۹	RECHERCHER UN COLIS			COLIS ÉPINGLÉ	S DERNI			
0 0	ritère	s de recherche							
190 0	colis t	rouvés	Afficher :	25	▼ Page: 1	Que souhaitez-vous exporter ? (1/2)	Exporter		
	☆	N° compte client ⇔	N° de colis	\$	Destinataire	Un fichier de Suivi Colie - N	¢	Réf. (
		N° compte client	N° de colis		Destinataire			Réf.	
	☆	032432			*	Un fichier pour un traitement Service Clients >		-	

You can export a ready-prepared file with the details required for your file to be properly processed by our Customer Service department.

To do this, simply select your search criteria, display the results, click on the **C** Exporter tab and choose to export "A file for Customer Service processing".

Then, decide whether you want to export the parcels you selected beforehand or all the parcels in your search results:

190 0	c <mark>olis</mark> ti	rouvés		A	fficher :	25	 Page 	Que souhaitez-vous exporter ? (2/2)	Exporter
	□ \u03cb	N° compte client 🛛 🔤		N° de colis	9	è	Destinataire	> Evportor uniquement lo(a) polic adjaction pá(a) (2)	\$
		N° compte client		N° de colis			Destinataire	> Exporter uniquement le(s) cons selectionine(s) (z)	
\checkmark	☆						•	Exporter tous les résultats (190)	

The document will download automatically when you have selected the option you wish. Then, open the file and all you have to do is enter the reasons in the "Claim Code" column of the Excel document (see section 6.3.2)

When you have done this, do not forget to save your document as a "CSV semi-colon delimited" file so that we can process it.

You can also carry out this type of export from the "Pinned parcels" or "Recent parcel searches" sections.

6.3.2 Preparing your import file manually

If you want to prepare your import file manually, you will be asked to comply with a specific format so that our Customer Service department can process your claims as quickly as possible.

<mark>î colissimo</mark> Outil de Suivi Colis	SUIVI COLIS
🗁 DÉPOSER UNE DEMANDE	RECHERCHER UNE DEMANDE
Colis	Motif
Le fichier que vous souhaitez importer doit respecter les r	règles suivantes : Résu
(a) Instructions	Votre f Téléch
Error du fichier	
Parcourir Aucun fichier sélectionné.	

You will find below, the rules to be followed when preparing an import file for a claim:

- The file must be in CSV or TXT format
- The file must contain a maximum of 5,000 lines
- The parcel processing date must must within the last 367 days

The file must contain the following columns:

- The parcel number (12 or 13 characters)
- The claim code with two characters:
 - HD for an late-delivery parcel
 - CN for an undelivered parcel
 - CE for a damaged parcel
 - RE for a disputed return to sender
 - CR for an undelivered COD
 - CL for a disputed delivery
- Comments (optional)
- The contents of the parcel (optional for domestic parcels)
- The value in Euros (optional for domestic parcels)
- The COD amount (only if you have selected the reason 'COD undelivered')
- The surname, first name (only the SURNAME or FIRST NAME is required) and address of the recipient (optional when late-delivery claim, or if this information was sent in your parcel notification)
- The recipient's phone number (optional for domestic parcels or if this information was sent in your parcel notification)

Your file must comply with this order and the first header line and this order must be preserved when importing the file.

If you want help creating your file, you can click on the (2) Instructions tab to get all the information you need to make the file.

In addition, you can view an example file by clicking on the This file contains the framework to be followed when creating your import file.

6.3.3 Obtaining the results of a multiple-claim import file

After sending your file, you can download a file confirming your file has been received by our Customer Service department. You can see the status of your claim in the "Comments" column.

To display the Télécharger button, you will need to refresh the page. You can also continue browsing the tool.



In return, you will receive a file with comments from our Customer Service Department concerning the treatment of your claim.

6.4 Searching for claims and tracking the processing status

To track the progress of claims submitted to our Customer Service Department, simply go to the "Search for a claim" section.



In order to make it easy to use, the searches for claims are carried out in the same way as the parcel searches. You can carry out single and multi-criteria searches (up to 3 criteria) according to the criteria available.

colissimo Outil de Suivi Colis		
DÉPOSER UNE DEMANDE	Q R	ECHERCHER UNE DEMANDE
Critères de recherche		
Numéro(s) de colis	Numéro(s) de colis	?
Référence client	10 à 13 caractères uniquement.	
N° de dossier		
Date de création		
Statut	A	nnuler Rechercher
Rôle du créateur		
Motif		
Nom du créateur		

You can also pin some of your claims to make it easier to find them:

ộ colissimo Outil de Suivi Colis						SUIVI COLIS	s griv s	ERVICE CLIE	ENTS	Ů FR			
DÉPOSER UNE DEMANDE						RECHERCHER UNE DEMANDE				☆ DEMANDES ÉPINGLÉES			
3 der	nande	s épinglées								📑 Ехро	rter ∃≟ A	ffichage	
	⋩	N° compte client	\$	N° de colis	Ş	Conclusion	\$	Motif	⇔ Statu	t ≎	Créée le		
		N° compte client		N° de colis		Conclusion		Tous	~ Tou	s ~	Créée le		