



PARCEL TRACKING TOOL USER GUIDE

Available via Colissimo Box

December 2021

ECOLOGIC
Priorité neutralité carbone
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La Poste – SA au capital de 5 364 851 364 euros – 356 000 000 RCS Paris
Siège social : 9 RUE DU COLONEL PIERRE AVIA – 75015 PARIS



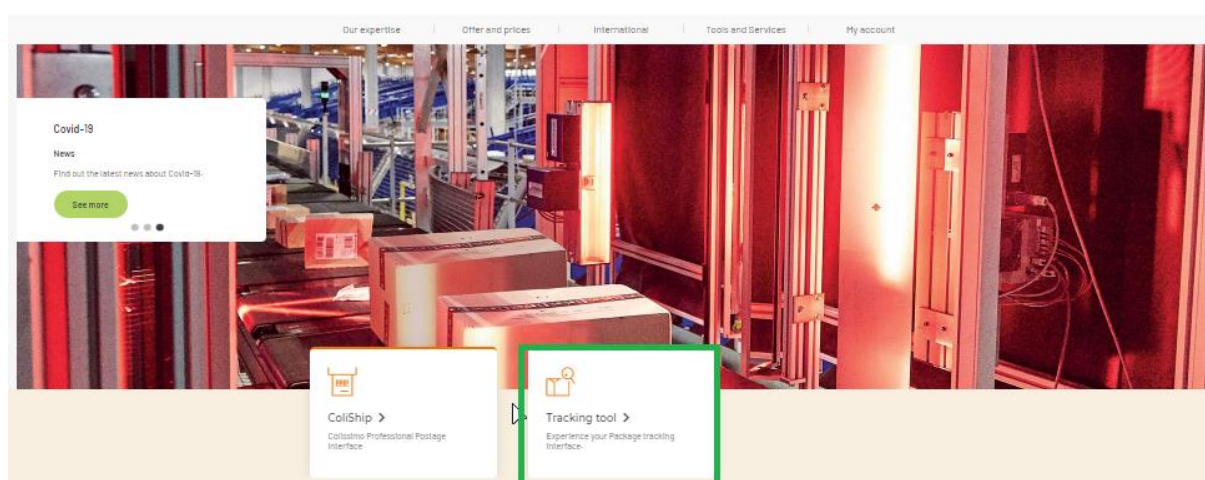
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1 – Accessing the Parcel Tracking Tool from Colissimo Box

Log in to your Colissimo Box space <https://www.colissimo.entreprise.laposte.fr/fr> to access the Parcel Tracking Tool from the home page :

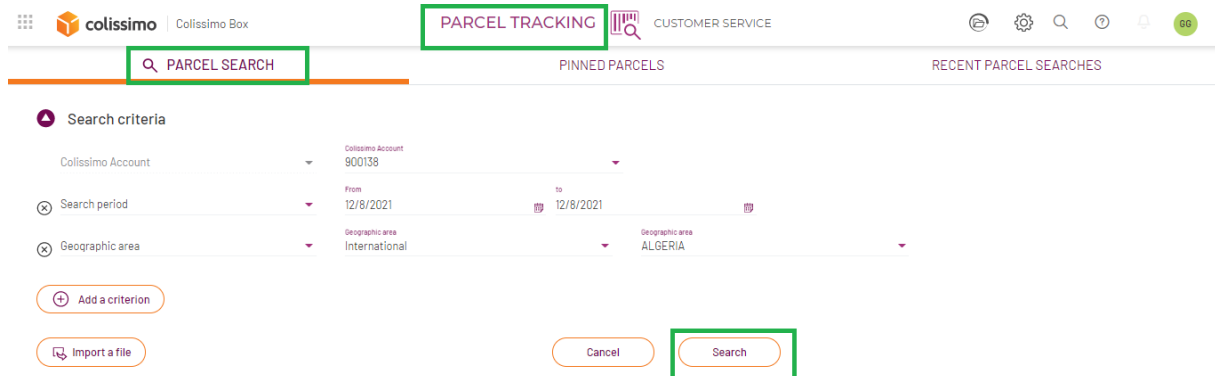


This interface allows you to track your shipments, report and manage your delivery incidents.

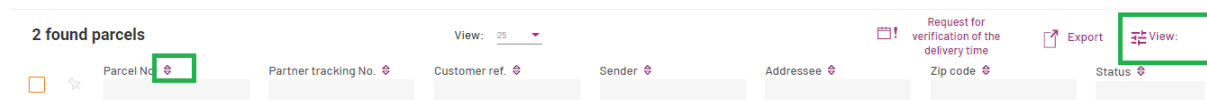
You can consult the history of your shipments over the last 12 months, in order to check, among other things, whether any parcels have experienced any problems over a specific period.

2 – Tracking parcels

In the "*PARCEL TRACKING*" tab, select one or more search criteria (parcel number, search period, recipient's name, etc.) and click on "*Search*":

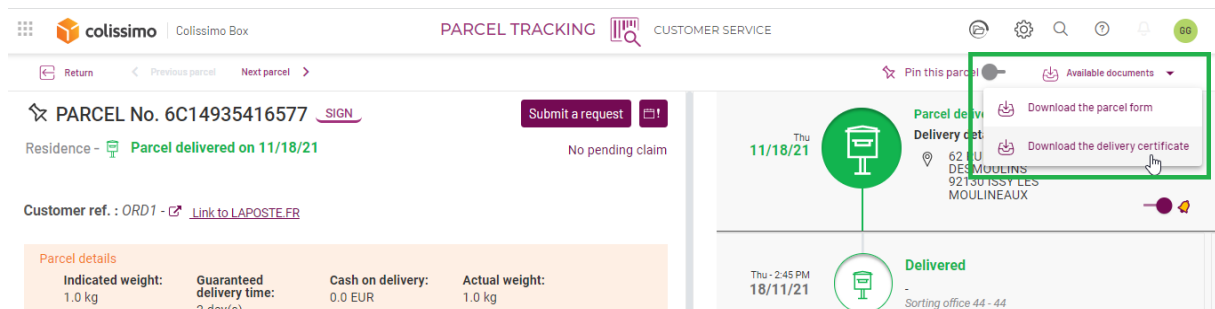


Sorting functions are available to filter the results obtained (columns can be customised by clicking on "Display"):



Parcel No.	Partner tracking No.	Customer ref.	Sender	Addressee	Zip code	Status

Click on the number of the shipment concerned to access the parcel sheet, where you will find the history, the proof of delivery (if it is a parcel delivered with a signature), and the possibility to download certain documents such as the delivery certificate:



2.1 – Pinning a parcel

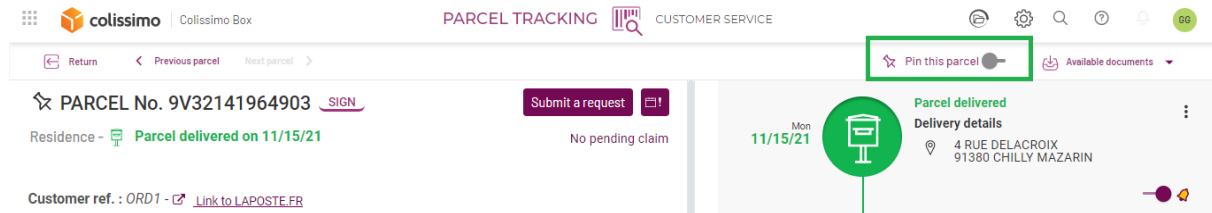
If you want to track certain parcels specifically, you can pin the ones you are interested in:

- either from the results table:

2 found parcels View: 25

Parcel No.	Partner tracking No.	Customer ref.	Sender	Addressee	Zip code	Status
6C14935416577	-	ORD1	FOO DANIEL JACK	DOE JOHN	92130	Parcel delivered

- or from the parcel sheet:



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Return < Previous parcel Next parcel >

Parcel No. 9V32141964903 [SIGN](#) Submit a request

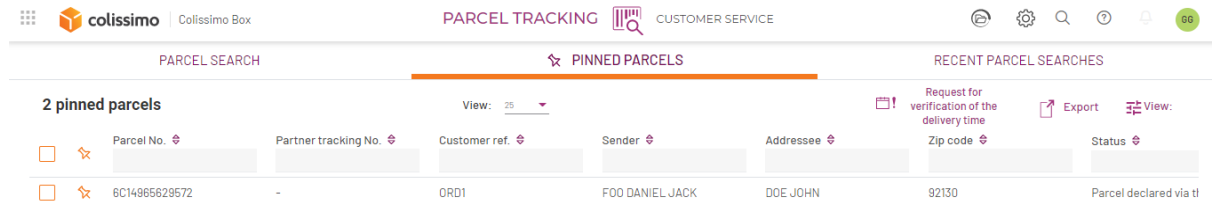
Residence - Parcel delivered on 11/15/21 No pending claim

Customer ref. : ORD1 - [Link to LAPOSTE.FR](#)

Mon 11/15/21 Parcel delivered

Delivery details: 4 RUE DELACROIX, 91380 CHILLY MAZARIN

Find the parcels in "PINNED PARCELS":



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PARCEL SEARCH PINNED PARCELS RECENT PARCEL SEARCHES

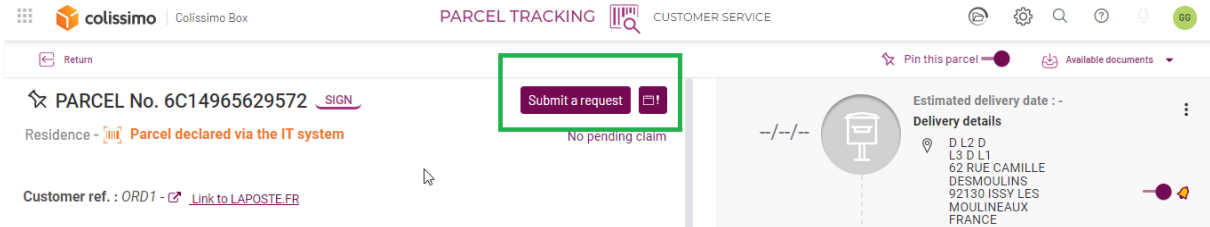
2 pinned parcels View: 25

Parcel No.	Partner tracking No.	Customer ref.	Sender	Addressee	Zip code	Status
6C14965629572	-	ORD1	FOO DANIEL JACK	DOE JOHN	92130	Parcel declared via ti

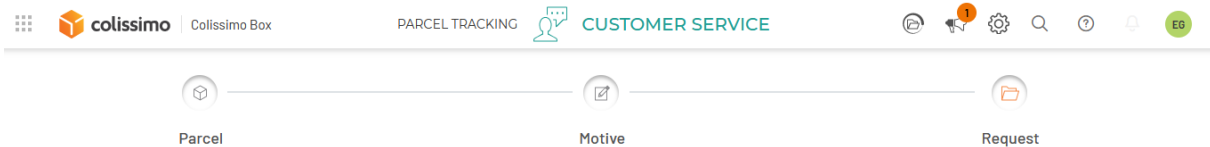
3 – Reporting a delivery incident

Two features are available on the parcel sheet:

- ❖ **Submit a request:** allows you to report an incident with the option of sending attachments: undelivered parcel, damaged parcel, delivery dispute, disputed return shipper, POD request (proof of delivery), etc.
- ❖ **Verification of delivery time:** to request compensation for postage costs following a delay in delivery (only if the parcel is marked "Delivered")



Fill in the claim form, then after validation, you will be given a claim number:

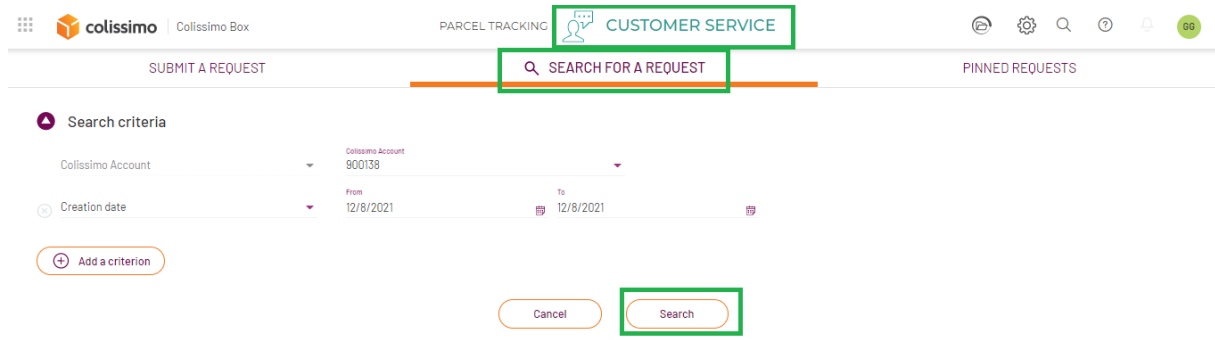


 Request No. 211208000005 - Parcel damaged - for parcel No. 6Q02386105706 has been sent to Customer Services.

You will receive a case number shortly after our Customer Service team has opened its investigation.

4 – Tracking your requests

You can track your claims via the "CUSTOMER SERVICE" tab, "SEARCH FOR A REQUEST":



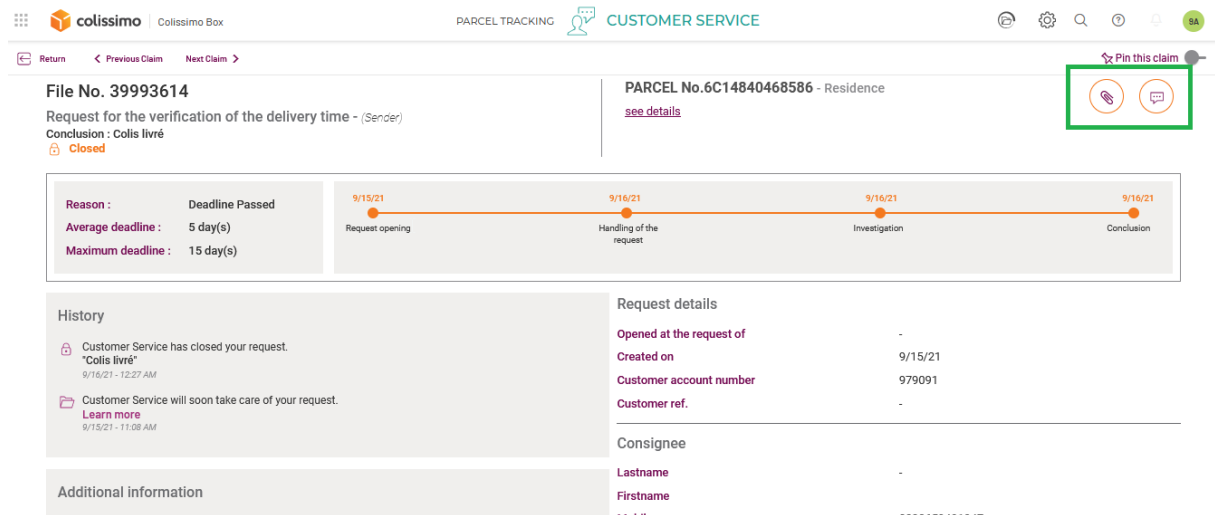
If you select the criterion "Date of creation" you will be able to view all your requests over the selected period.

Filters are available on all columns and you have the option to export the results to an Excel file:

2 requests found View: 25 [Export](#) [View:](#)

Parcel No.	File No.	Date of last update	Reason	Status	Conclusion	Created on

On each file, the "Follow-up thread" allows you to interact with Customer Service. You can add a comment (even after the file has been closed) or attach documents:



File No. 39993614
Request for the verification of the delivery time - (Sender)
Conclusion : Colis livré
Closed

PARCEL No.6C14840468586 - Residence
[see details](#)

Reason : Deadline Passed
Average deadline : 5 day(s)
Maximum deadline : 15 day(s)

Timeline:

- 9/15/21: Request opening
- 9/16/21: Handling of the request
- 9/16/21: Investigation
- 9/16/21: Conclusion

History:

- Customer Service has closed your request. "Colis livré" (9/16/21 - 12:27 AM)
- Customer Service will soon take care of your request. (9/15/21 - 11:08 AM)

Request details:

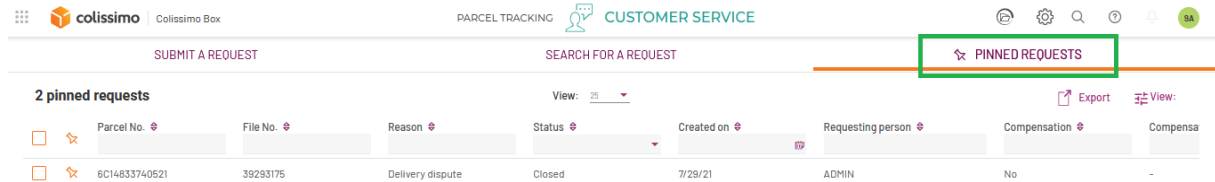
- Opened at the request of: -
- Created on: 9/15/21
- Customer account number: 979091
- Customer ref.: -

Consignee:

- Lastname: -
- Firstname: -
- Mobile: 0033664001047

4.1 – Pinning your requests

In the same way as in the PARCEL TRACKING section, you can pin your claims to be found in "PINNED REQUESTS":



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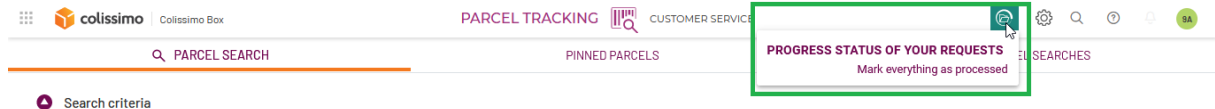
SUBMIT A REQUEST SEARCH FOR A REQUEST **PINNED REQUESTS**

2 pinned requests View: 25 Export View:

Parcel No.	File No.	Reason	Status	Created on	Requesting person	Compensation	Compensa
6C14833740521	39293175	Delivery dispute	Closed	7/29/21	ADMIN	No	-

4.2 – Progress of your requests

The "PROGRESS OF YOUR REQUESTS" notification will allow you to be informed of updates to your claims:



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PARCEL SEARCH PINNED PARCELS **PROGRESS STATUS OF YOUR REQUESTS** MARK EVERYTHING AS PROCESSED

Search criteria

5 – Help section

You have access at any time via the help section to video tutorials, an FAQ and the Parcel Tracking Tool user guide:



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PARCEL SEARCH PINNED PARCELS RECENT PARCEL SEARCHES

If you would like a demonstration of the Parcel Tracking Tool, please send an e-mail to colissimo.bienvenue@laposte.fr with your telephone number, your account number and your availability in order to arrange a telephone meeting.

For all requests other than those available on the Parcel Tracking Tool, contact Customer Service by telephone on **0825.878.888**.