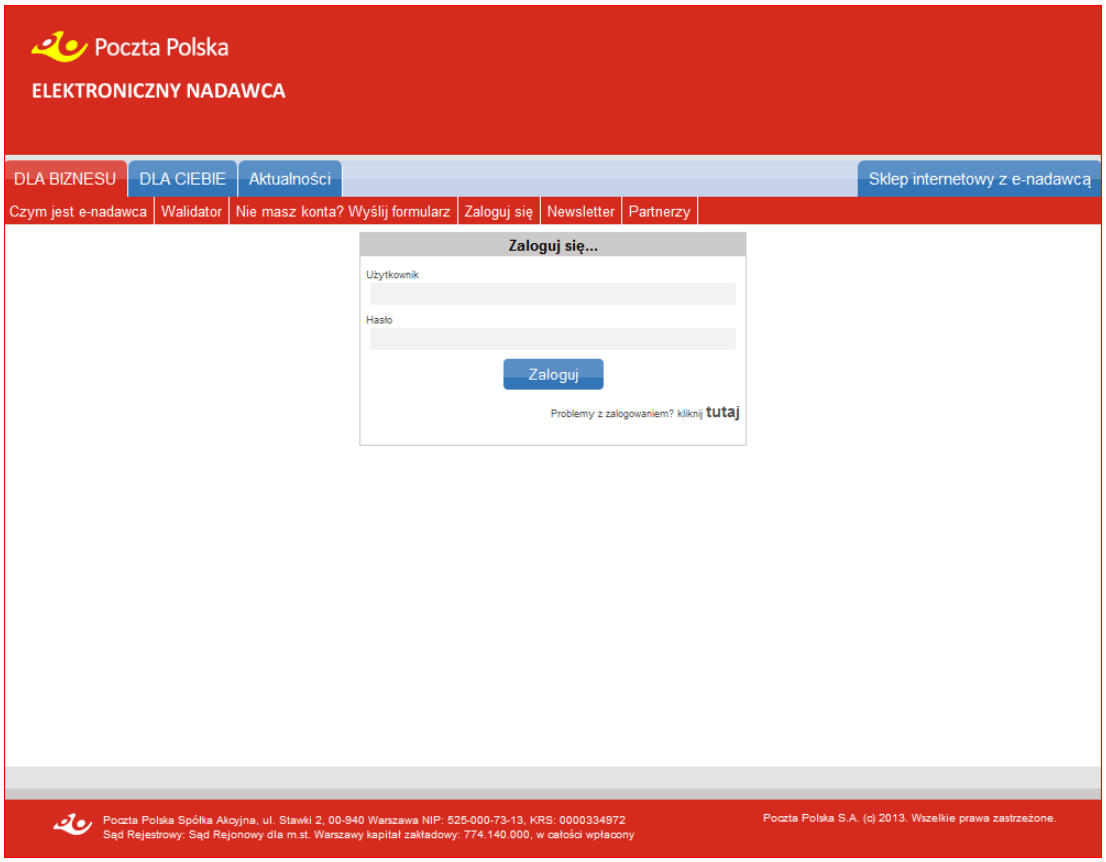
ELEKTRONICZNY NADAWCA
https://e-nadawca.poczta-polska.pl

User's manual

Client's module



update for 20.01.2017

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1. General Information.

Electroniczny Nadawca (EN) is a web application designed for clients who have consignment contracts with Poczta Polska (PP).

EN allows among others:
- generating consignment documents (without the need for PP to validate and accept them) for CEP consignments - with consignment IDs downloaded directly from PP's servers (without the need to apply for a range of assigned IDs);
- handling registered letters with automatically generated consignment ID as well as consignments marked with triple "R" stickers;
- handling selected consignments sent abroad;
- handling non-registered consignments;
- utilizing user-made addressee list which allows for generating consignment labels
- creating consignment book as well as consignment sheet consistent with Regulamin Poczty Firmowej (according to current design);
- sending electronic data to post office (maximum number of consignments in one file cannot exceed 20 000);
- receiveing data verified by the post office after posting consignments;
- connecting with tracking system for chosen (posted) consignment with verification and visualisation of consignment's status
- connecting through ODBC with client's databases/sources of data, to import data partly or completely;
- creating consignment templates;
- communication between Sales Representative and client (to exchange information);
- transferring information to post office about posted consignments prepared in other systems for example EKN, Nadawca Umowny or in a format consistent with Data Interchange Interface;
- importing data from Allegro using WebAPI-Allegro connection as well as importing xml files from MSAllegro;
- generating consignment statistics into xls files.

NOTE:

SINCE MARCH 2013, DATA IS STORED IN THE SYSTEM FOR 14 MONTHS (410 days). IN ORDER TO HAVE ACCESS TO DATA LONGER THAN THAT, IT IS REQUIRED TO SAVE ARCHIVE INTO USER'S LOCAL FILE.

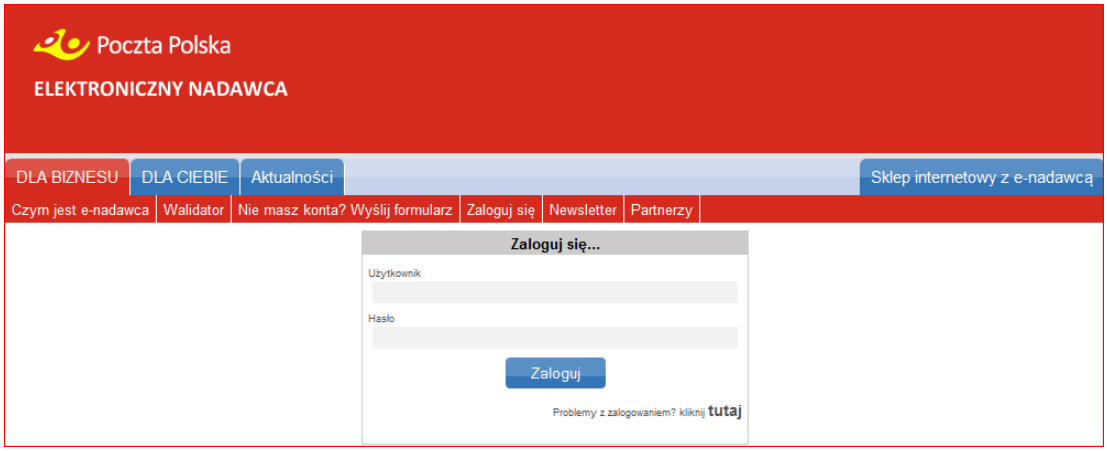
2. List of abbrevations used in this document.

1) EN – Elektroniczny Nadawca application
2) xml – file consistent with DII xml format
3) DII – Data Interchange Interface – xml file structure description
4) EKN – Electronic Consignment Book application
5) PO – post office
6) user – client authorized to use EN
7) ODBC – function which feeds EN data from own data source
8) WebAPI - communication interface allowing for communication between EN and user's system

3. Working with EN application.

To begin working with EN application go to https://e-nadawca.poczta-polska.pl

Main screen (Pic. 1).



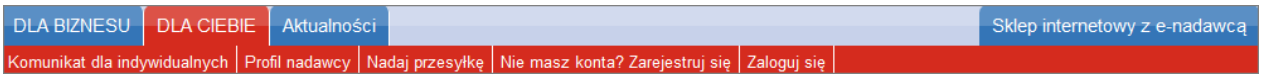
Pic. 1. Main screen.

4. Element description for not logged in user.

Main window contains following elements:

- Poczta Polska S.A. logo and application name
- banner
- tabs with functionalities available before logging in
    - FOR BUSINESS tab (Pic.2)
        - What is EN
        - Validator
        - No account? Sign up
        - Log in
        - Newsletter
        - Partners
    - FOR YOU tab(Pic. 3)
        - How to use
        - Sender's profile
        - Send consignment
        - No account? Sign up
        - Log in
- News
- Log in form

Pic. 2. Bar with tabs available for users before logging in FOR BUSINESS.



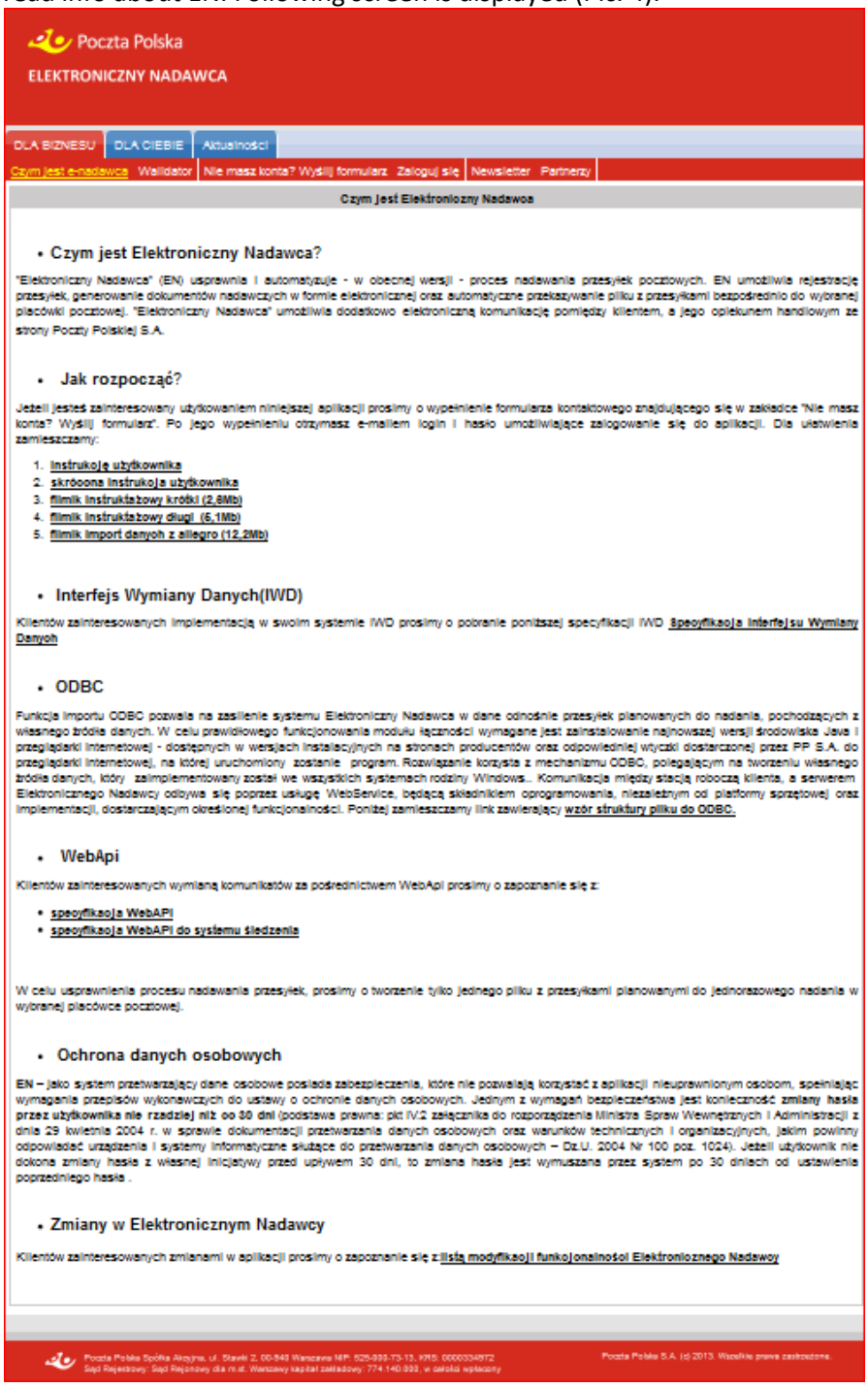
Pic. 3. Bar with tabs available for users before logging in FOR YOU.

4.1. Function description - FOR BUSINESS

To chose this functionality - which is on the main screen tab bar - click on tab indicating function.

4.1.1. What is EN.

This function allows to read info about EN. Following screen is displayed (Pic. 4).



Pic. 4. EN info screen.

One may also gain access to following documents:

- User manual and instructional videos
- Data Interchange Interface specification (DII)

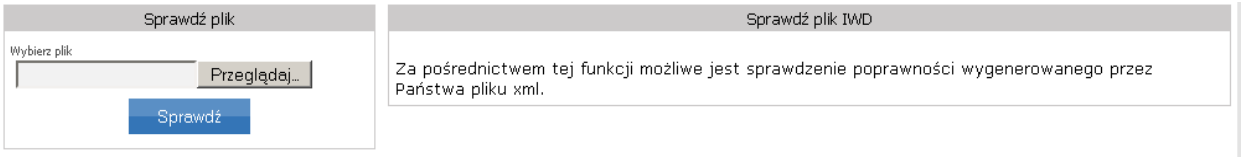
  This specification contains info about XML file structure, which is used to communicate between Poczta Polska systems and client's systems.
- WebAPI specification

- ODBC - file example
- Personal data protection information
- List of EN modifications

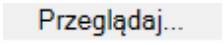
4.1.2. Validator.

This function allows to check the validity of client's generated XML file with DII specification(Pic. 5).

NOTE :
Validator only check the validity of XML structure, not the validity of data it contains.

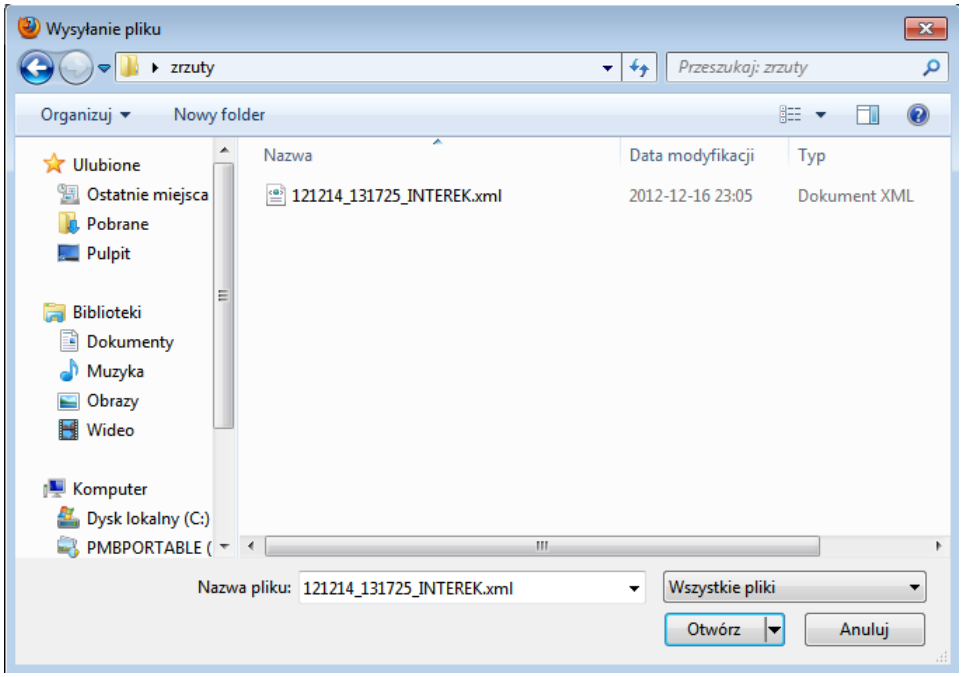


Pic. 5. Validator function screen

On the screen, click 

to choose XML file from your computer which contains consignment info (Pic. 6), then click

.

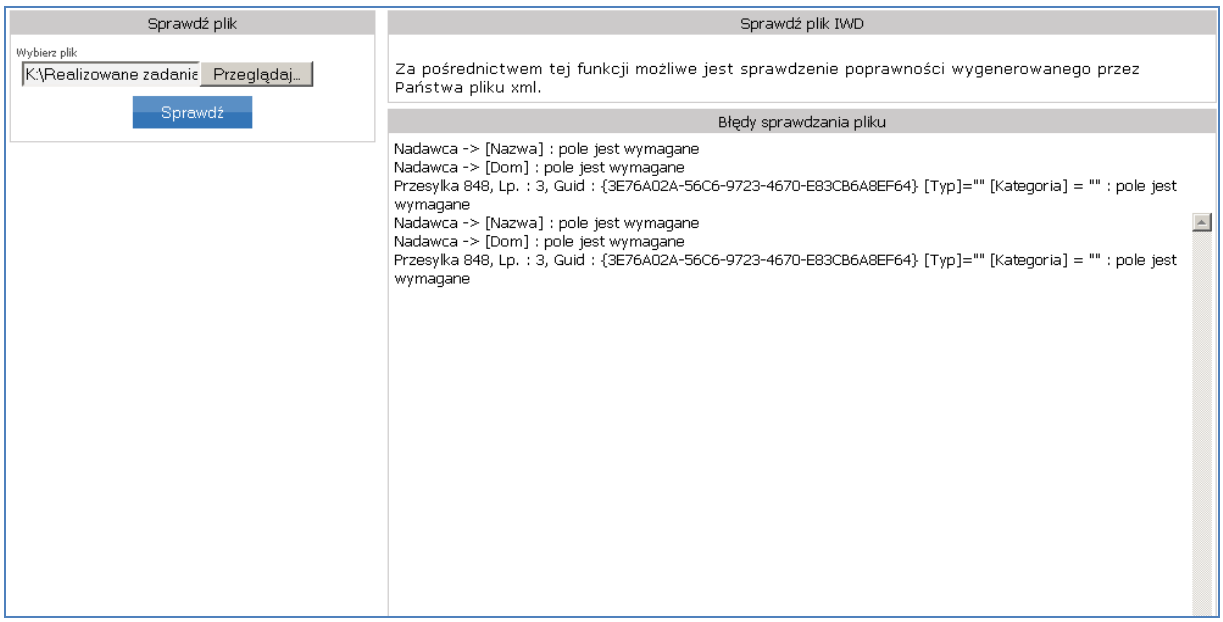


Pic. 6. XML file browsing window.

After successful data validation, EN prompts a message:

Plik 121214_131725_INTEREK.xml.xml jest OK

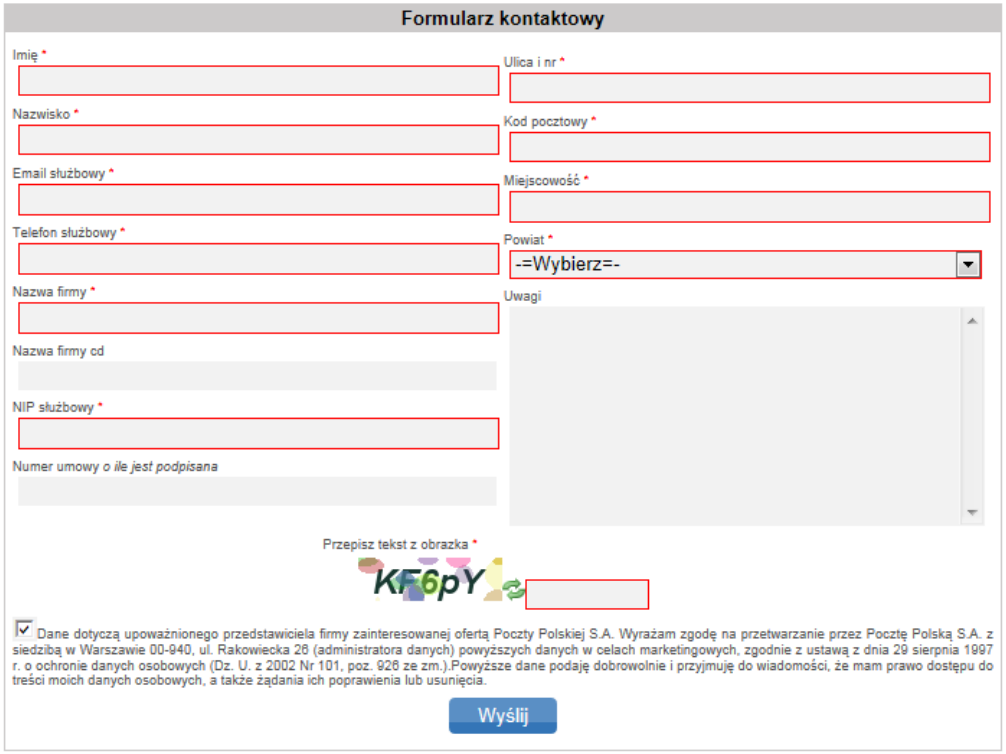
In case of errors, EN prompts a message indicating the type and location of the error (Pic. 7).



Pic. 7. Error message example of errors in XML file.

4.1.3. No account? Sign up.

This function allows to sign up for EN account. Following screen is displayed (Pic. 9).



Pic. 9. Registration screen.

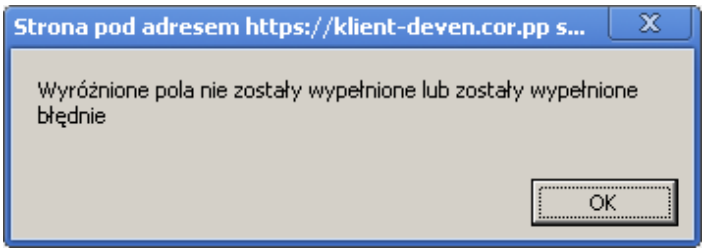
One has to fill out required fields marked with red borders. It is required to enter Powiat field by selecting correct value from the list:

.

To open the list of districts (listed by voievodship order), clickk on .

To finish registration, type the text shown on a picture and click on .

In case of missing field entry, a message is prompted: (Pic. 10).



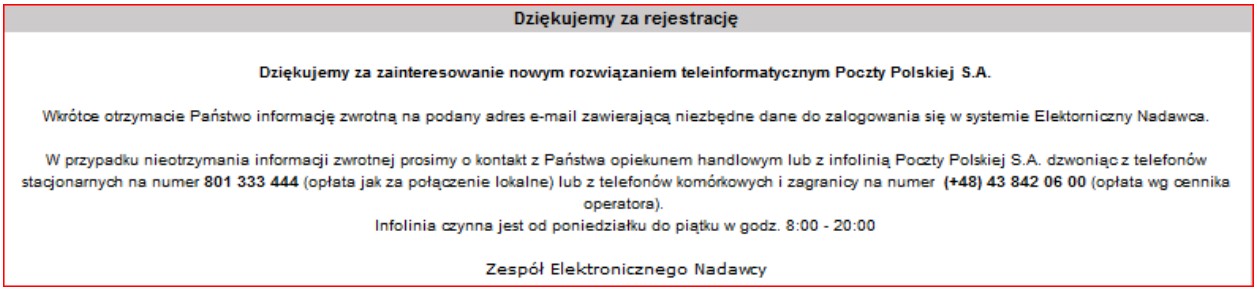
Pic. 10. Incorrect form fill out message.

To finish registration, click and fill out remaining fields.
Failing to type the text from the picture for the last form field (marked with red border) prompts a message

Błąd EN:10202 Nie przesłano kodu z obrazka

In case of such message, type the text from the picture and click .

Correct registration prompts a following message (Pic. 11).



Dziękujemy za rejestrację

Dziękujemy za zainteresowanie nowym rozwiązaniem teleinformatycznym Poczty Polskiej S.A.

Wkrótce otrzymacie Państwo informację zwrotną na podany adres e-mail zawierającą niezbędne dane do zalogowania się w systemie Elektorniczny Nadawca.

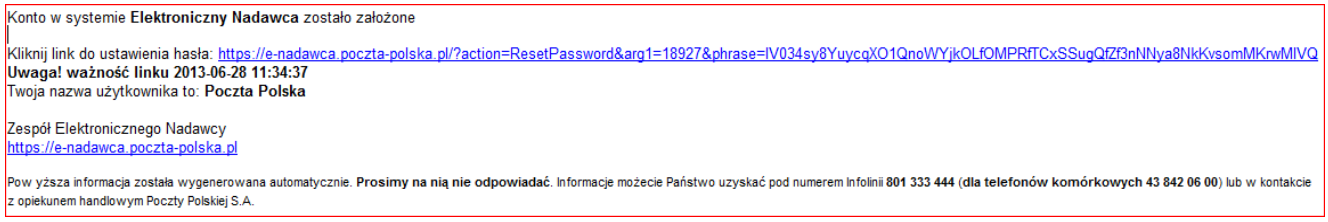
W przypadku nieotrzymania informacji zwrotnej prosimy o kontakt z Państwa opiekunem handlowym lub z infolinią Poczty Polskiej S.A. dzwoniąc z telefonów stacjonarnych na numer **801 333 444** (opłata jak za połączenie lokalne) lub z telefonów komórkowych i zagranicy na numer **(+48) 43 842 06 00** (opłata wg cennika operatora).
Infolinia czynna jest od poniedziałku do piątku w godz. 8:00 - 20:00

Zespół Elektronicznego Nadawcy

Pic. 11. Correct registration message.

4.1.4. Log in.

This function allows to log in to EN. Logging in is available for users who registered and their account was set up. The information verifying account set up, along with activation link and login, is sent to the user electronically to e-mail address entered at sign up. (Pic. 12).



Konto w systemie **Elektroniczny Nadawca** zostało założone

Kliknij link do ustawienia hasła: https://e-nadawca.poczta-polska.pl/?action=ResetPassword&arg1=18927&phrase=IV034sy8YuycqXO1QnoWYjkOLfOMPRfTCxSSugQfZf3nNNya8NkKvsomMKrwMIVQ
Uwaga! ważność linku 2013-06-28 11:34:37
Twoja nazwa użytkownika to: **Poczta Polska**

Zespół Elektronicznego Nadawcy
https://e-nadawca.poczta-polska.pl

Pow yższa informacja została wygenerowana automatycznie. **Prosimy na nią nie odpowiadać**. Informacje możecie Państwo uzyskać pod numerem Infolinii **801 333 444** (**dla telefonów komórkowych 43 842 06 00**) lub w kontakcie z opiekunem handlowym Poczty Polskiej S.A.

Pic. 12. Information about accout being set up from Administrator..

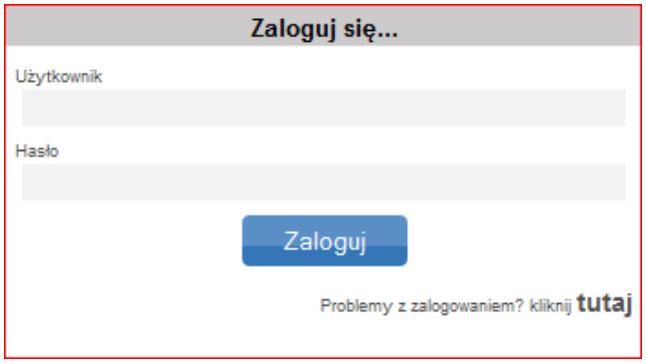
Clicking on the activation link takes the user to application's website. One has to then set up a password.

Pic. 12a. Password set up screen.

After setting up the password by clicking Ustaw the systems prompts a message: Hasło zostało zmienione

.

EN – as a system that processes personal data - has security measures implemented to prevent unauthorized users from using the application, which are consistent with requirements about personal data protection laws. One of those measures is the necessity to change the password by the user not less often than every 30 days (legal basis: pt. IV.2 of the attachment to Minister Spraw Wewnętrznych i Administracji regulations from April 29, 2004 regarding personal data processing documentation, as well as organizational and technical conditions which devices and IT systems that process personal data should satisfy - Dz.U. 2004 Nr 100 poz. 1024). If the user does not change the password on his own before 30 days, the password change is forced by the system after 30 days since the last password change.



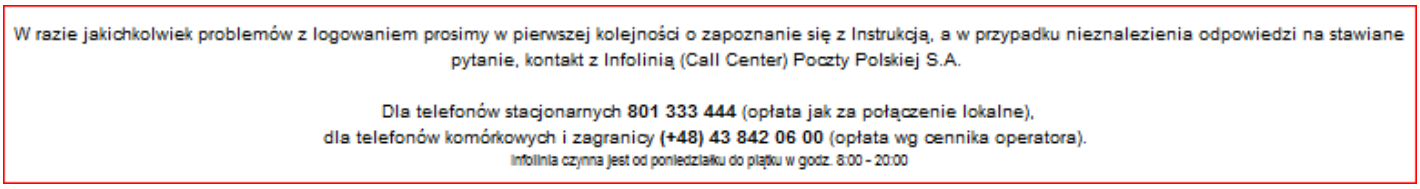
Pic. 13. Okno logowania do EN.

Choosing Log In displays a logging in screen (Pic. 13). Every user has to enter the username field - „Użytkownik" and a password - „Hasło", and then click on „Zaloguj". The password characters are hidden during entering the password, but ●●●●●●●●●● are displayed. This way the application prevents unauthorized persons to read he password. The password should contain 10 characters (letters and digits). Letters in password should be both capital and non-capital.

Entering incorrect username or password prompt a message: Odmowa zalogowania (EN:12204).

NOTE! In case of entering incorrect log in information three times in a row, the account is blocked.

In case of problem with logging in, one should click on Problemy z zalogowaniem? kliknij tutaj. A help screen will be displayed with information on how to solve most frequently occuring problems with logging in o EN. (Pic. 14).

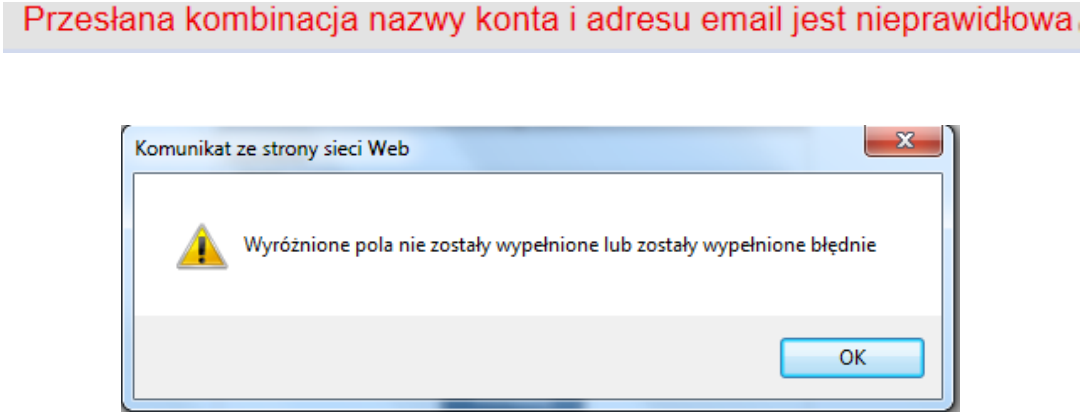


Pic. 14. Log in help screen.

Additionally, there is a possibility to reset the password by entering username and e-mail address of the user.

Pic. 14a. Password reset screen.

NOTE! Entering incorrect username or e-mail or not entering anything in a required field will prompt the system to display one of following messages (Pic. 14b).

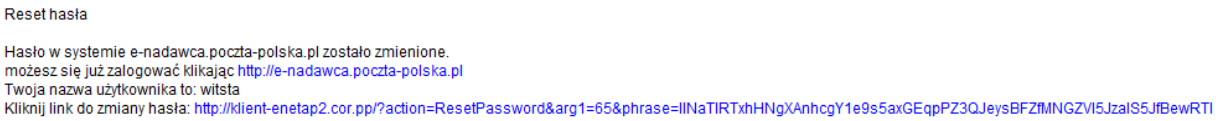


Pic. 14b. Incorrect data entry message.

Clicking on the reset button prompts a message (Pic. 14c).

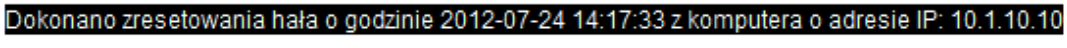
Pic. 14c. Message after reseting the password.

The information about password change is sent to user's e-mail address (Pic. 14d)

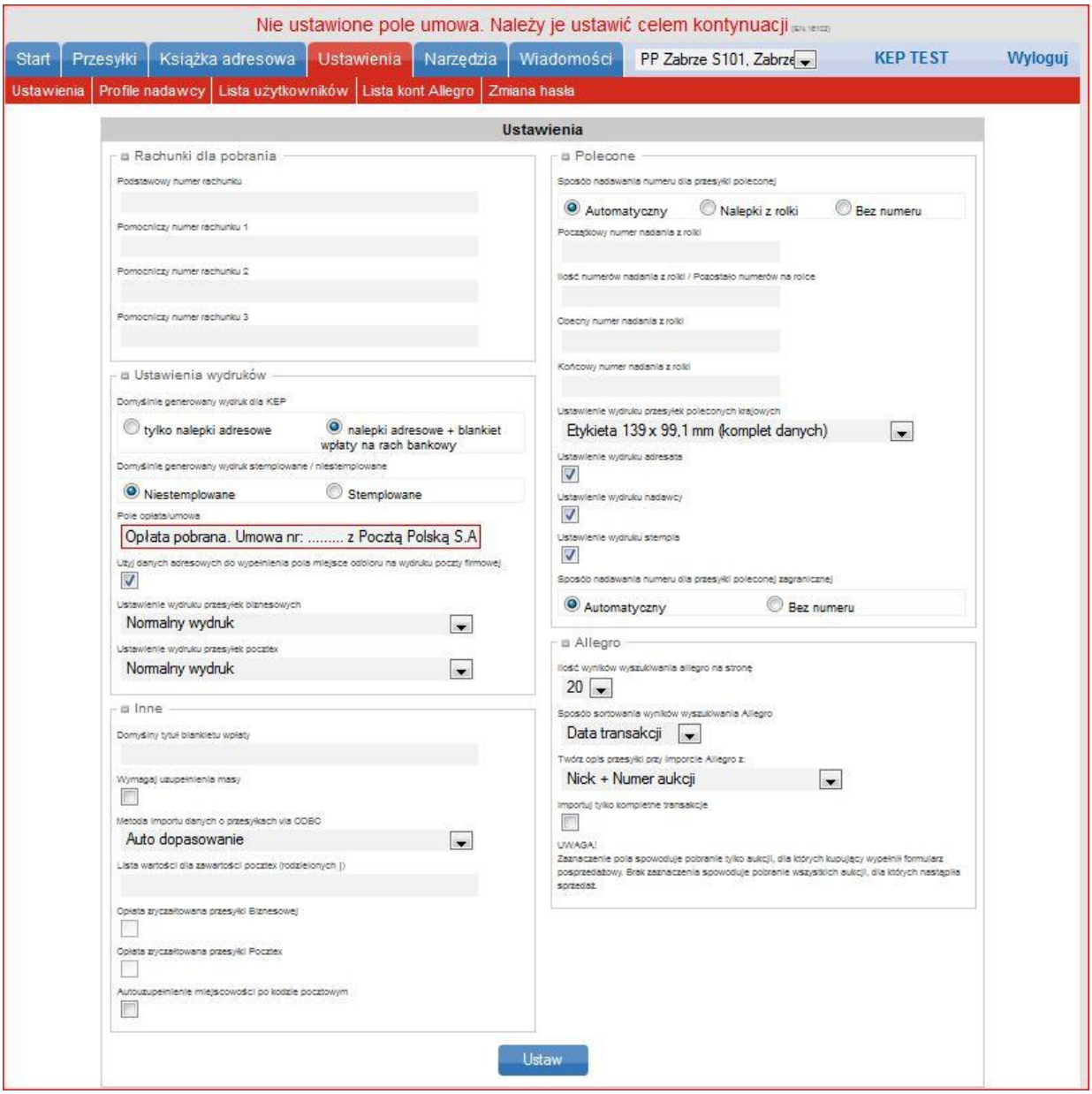


Pic. 14d. Password change information

After changing the password the user received an e-mail message confirming password reset. (Pic. 15)



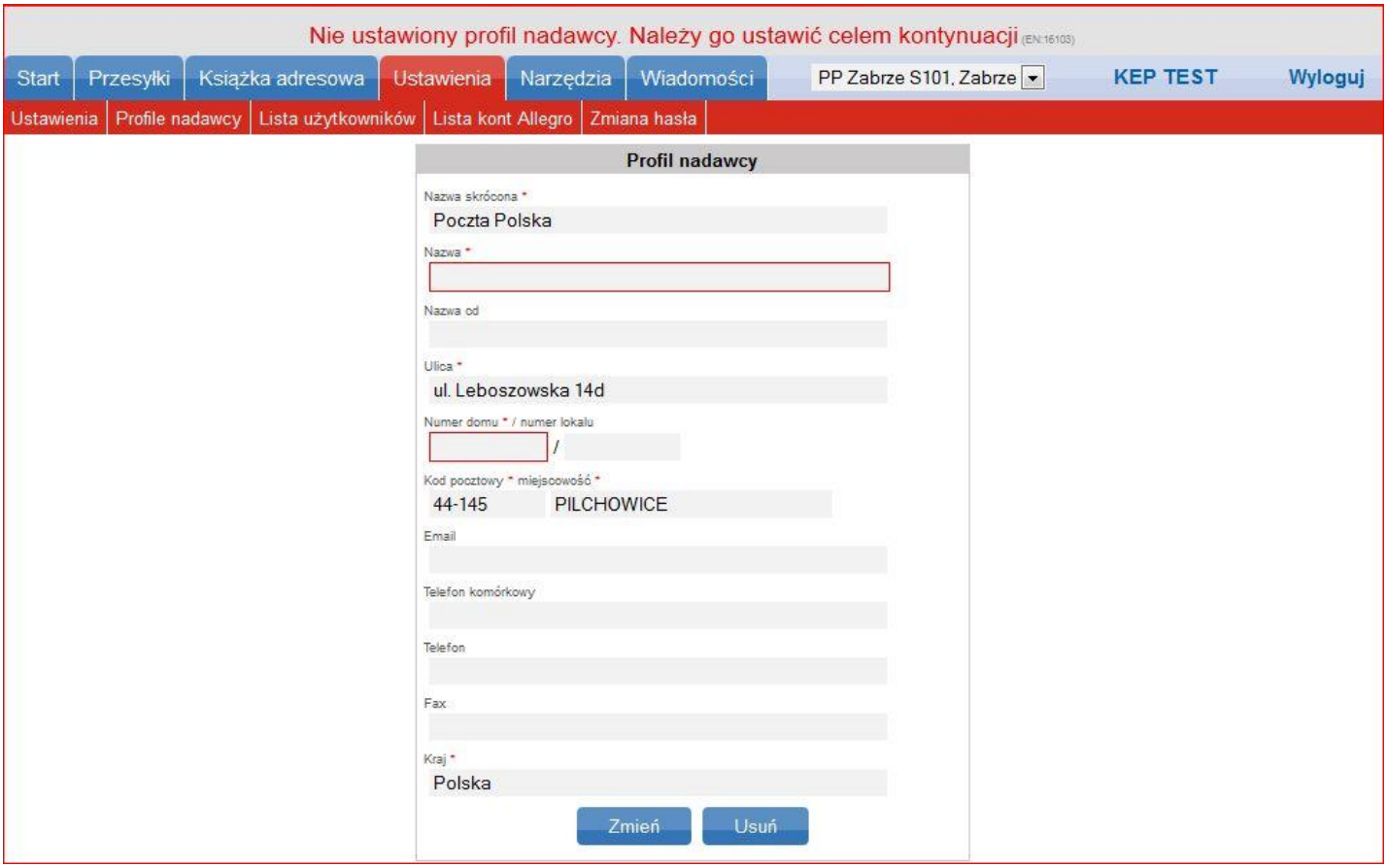
Pic. 15. Password reset confirmation screen



Pic. 16. Okno po pierwszym zalogowaniu do EN.

Required fields must be filled out (red border fields) and other settings fields if needed, according to the description from pt. 6.4.1. Click on Ustaw. The system will prompt a message Ustawienia zostały zapisane.

Then, the system will direct the user to a page of sender's profile to fill out required fields (Pic. 16a).



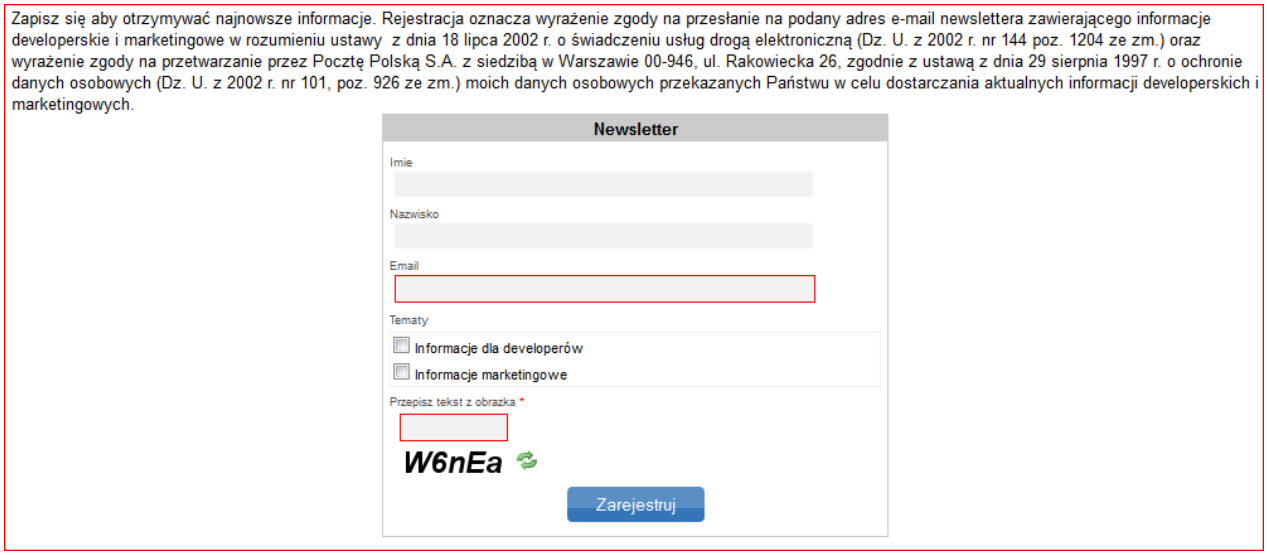
Pic. 16a. Profile settings screen.

After filling out required fields marked with red border, click on Zmień, which will prompt a message: Zmiany zostały zapisane.

From now on, the user can use all of system's functionalities available after logging in.

5.1.5. Newsletter.

This function allows to sign up for a Newsletter which is available after filling out a form (Pic. 16b)



Pic. 16b. Newsletter form screen.

6. Application's elements description available after logging in.

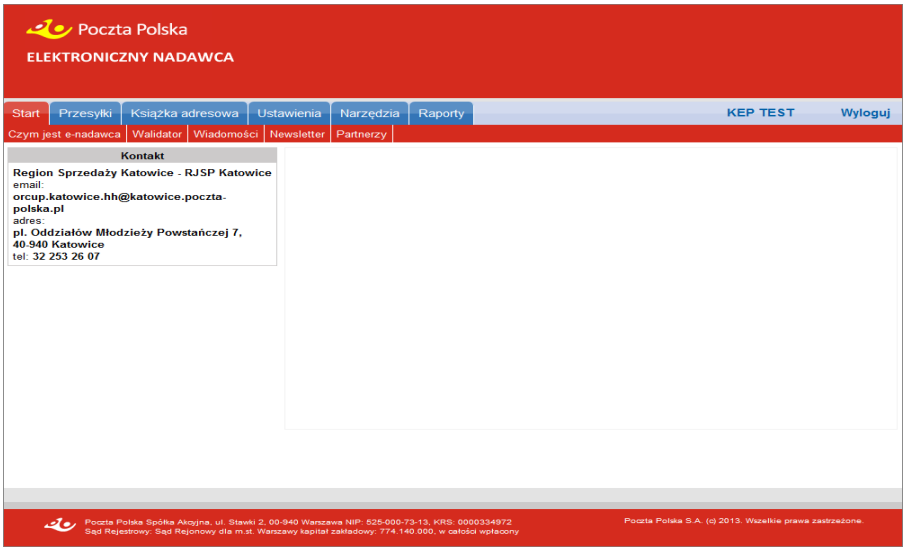
After successfully logging in, the main screen is displayed (Pic. 17), which contains following elements:

- horizontal menu tab bar

- drop down list with assigned post office

- currently logged in username

- button

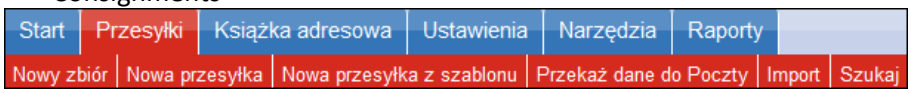


Pic. 17. Logged in user screen.

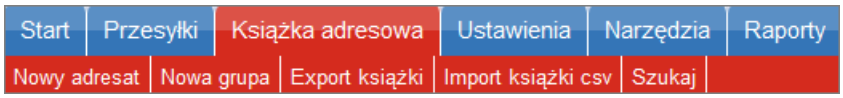
In order to choose a certain option or function, one has to click on a proper tab which displays available functions from that tab:

- Start

- Consignments

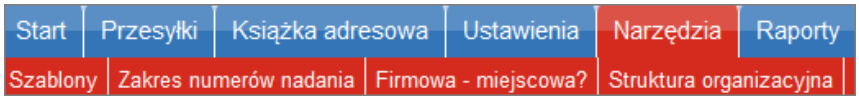


- Address book



- Settings

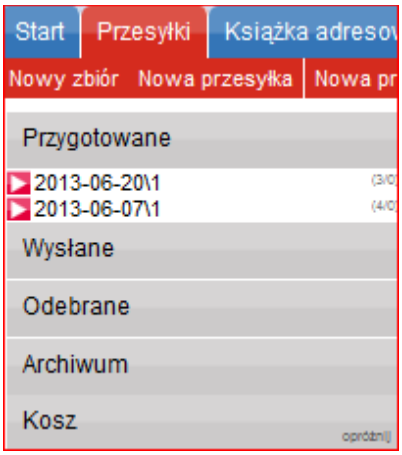
- Tools



- Reports

Additionally, Consignments and Address Book tabs have a vertical menu which contains:

- Consignments



- Address Book

6.1. Horizontal menu description for Start tab

This function's description can be found in pt. 5.1

6.1.1. What is EN

This function's description can be found in pt. 5.1.1

6.1.2. Validator

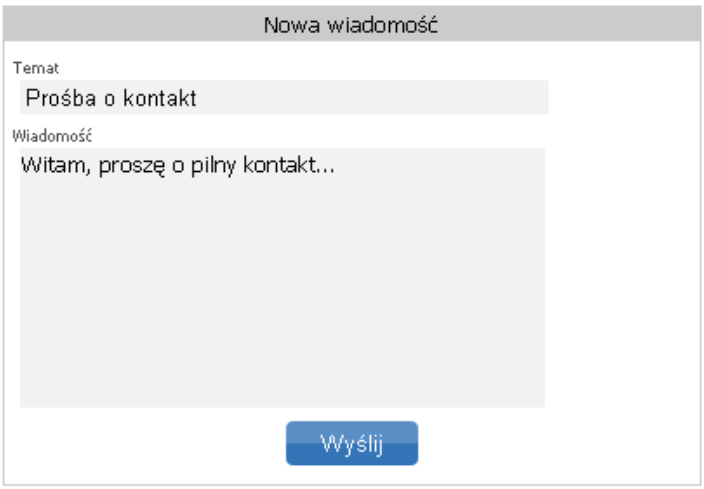
This function's description can be found in pt. 5.1.2

6.1.3. News

This tab allows the user to contact the local sales rep.

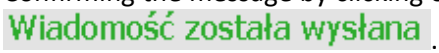
6.1.3.1 Write

This functionality allows to contact, through text messages, between the user, and local sales rep. In order to send a message to a sales rep, one has to click on „Napisz”. The system will show a new message form in the main screen (Pic. 17a), in which the client writes a subject and a message in proper fields.



Pic. 17a. New message to sales rep screen.

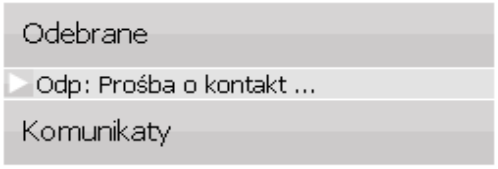
Confirming the message by clicking on

, sends a mesage to a sales rep, then the system prompts a message 

.

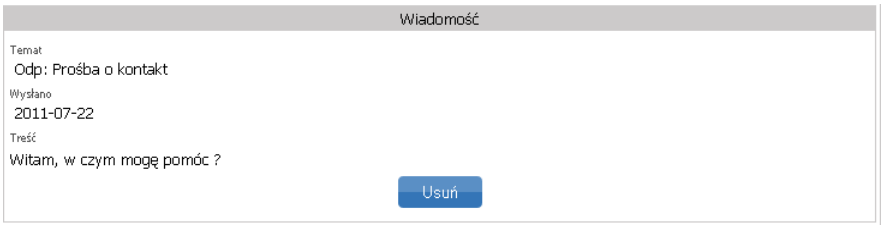
6.1.3.2 Received

This position shows messages received from the sales rep (Pic. 17b).



Pic. 17b. Messages received

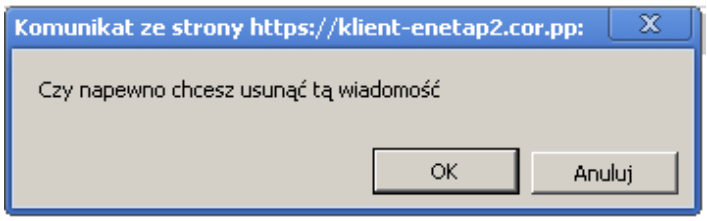
Clicking on message's subject in the main application screen, displays its contents. (Pic. 17c).



Pic. 17c. Message from sales rep.

The user can delete the message by clicking

. This will prompt the user to confirm the deletion of the message. (Pic. 17d).

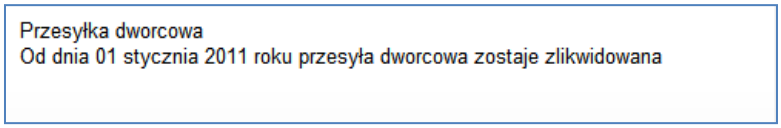


Pic. 17d. Confirm message delete screen.

Confirming will prompt a message Wiadomość usunięta.

6.1.3.3 System messages

This function allows to browse through available system messages by subject. Clicking on a subject displays its contents. (Pic.17e)



Pic. 17e. System message screen

6.1.4 Newsletter

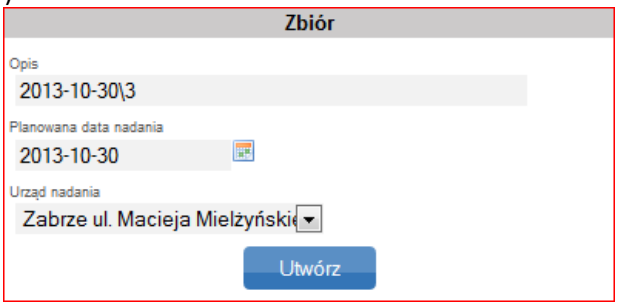
This function's description can be found in pt. 5.1.5

6.2. Horizontal menu description for Consignments tab

The "Przesyłki" function allows to prepare and manage consignments as well as sets of consignments. It also allows to transfer prepared sets of consignment to Poczta Polska system.

6.2.1. New set

Function „Nowy zbiór” allows to register information about a new set of consignments in the system (for example: new set of consignments intended to be posted under promo conditions). Clicking on Nowy zbiór displays entering a set name screen in the main window (Pic. 18).



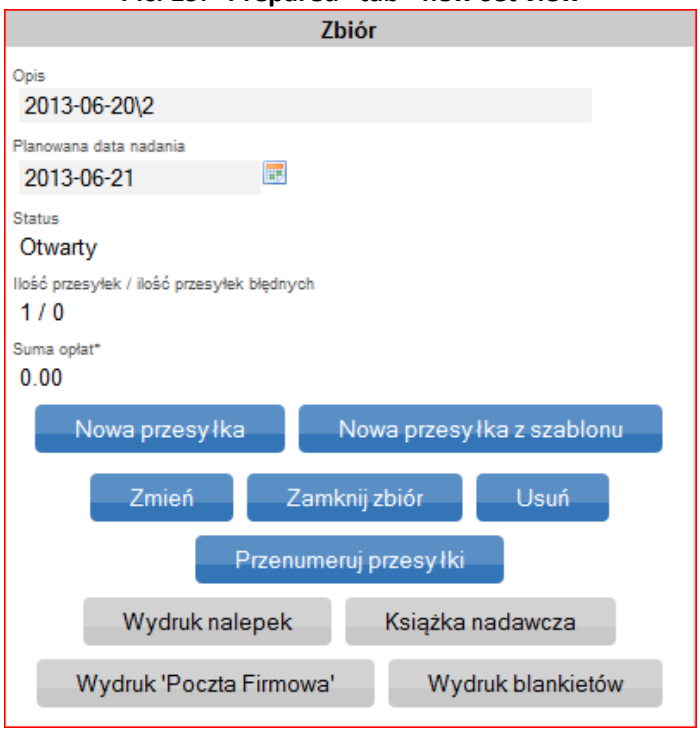
Pic. 18. Naming a set screen.

The date and a consecutive number of a set is the name by default. Thank to function „Planowana data nadania” it is possible to define dates of posting other than current. At his point also, the user chooses the post office for that set of consignments.

Clicking on

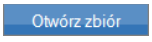
makes the set visible on the left side of the vertical menu in the "Prepared" tab (Pic. 19), while the main window shows information about the created set. This window allows to add new consignment to the set, make changes, or delete the set. It is also possible to renumber the consignment (in case of numbering registered consignments from the reel).

Pic. 19. "Prepared" tab - new set view



Pic. 20. Main window - new set information

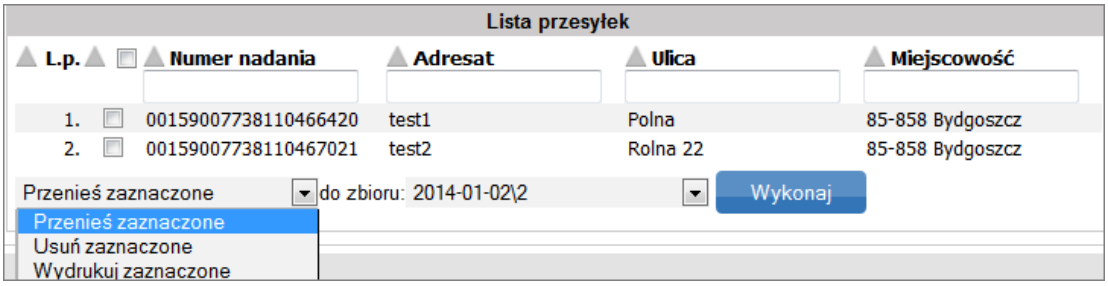
In case of sets which already have consignments saved, aside from options mentioned above, it is possible to print address labels for those consignments, Książka Nadawcza, or sheet of consignments transferred for transport as Poczta Firmowa service, blank cash receipts for cash-on-delivery consignments and closing the set (Pic. 20). Closing and transferring the set to the post office is described in pt. 6.2.4.

If changes are required to a closed set (ready to transfer to the post office) it is possible to open it by clicking 

. Additionaly. underneath the module describing the set, a list of consignments in the set is visible (Pic. 21). The user can browse and/or edit data assigned to a consignment along with printing, deleting or moving it to another set.

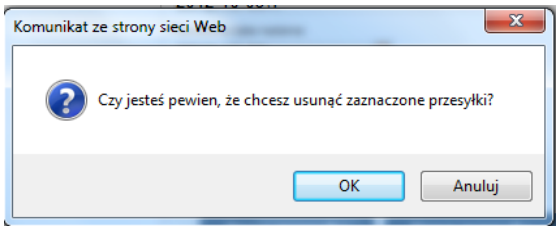
Ability to browse and/or edit data assignned to a consignment, delete or move can be performed by choosing and clicking on a consignment and then clicking on a proper button: Zmień Usuń

Moving, printing label or deleting can be made through checking a selected consignment, , choosing a certain action: „Usuń zaznaczone”/„Przenieś zaznaczone”/„Wydrukuj zaznaczone” (Delete selected / Move selected / Print selected) and by clicking Wykonaj .



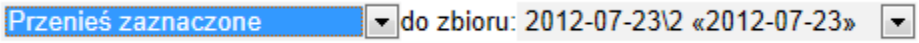
Pic. 21. Main window - list of consignments in a set

Before deleting selected consignments the system will prompt a message (Pic. 21a)



Pic. 21a. Message prompt

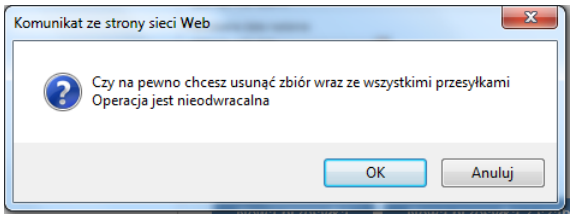
Confirming the deletion by clicking OK, prompts a message: Przesyłki zostały usunięte bez błędów.
If moving wants to be performed, the system will display a drop down list of sets to choose from. (Pic. 21b). To move a consignment click Wykonaj.



Pic. 21b. "Move selected" destination set window

Once the action is performed, the system will prompt a message: Przesyłki zostały przesunięte poprawnie

Additionally, it is possible to delete whole set by clicking on Usuń button, which is placed in set's window (Pic. 20). The system will prompt a message before deletion (Pic. 21c).

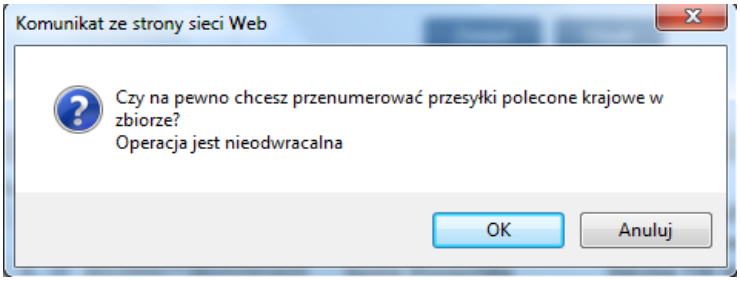


Pic. 21c. Message prompt.

Confirming the operation by clicking OK, will prompt a message: Zbiór został usunięty.

Choosing "Print selected" option allows to print consignment information in a form of: sticker / label / envelope.

Another one of available function is changing the numbering of domestic registered consignments. This function is active only if number range was defined in Ustawienia przesyłek poleconych in Settings tab. Renumbering is done by clicking Przenumeruj przesyłki, which then prompts a message (Pic. 21d)



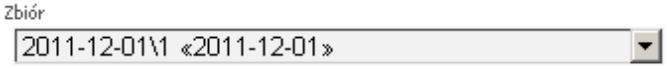
Pic. 21d. Renumbering consignments message

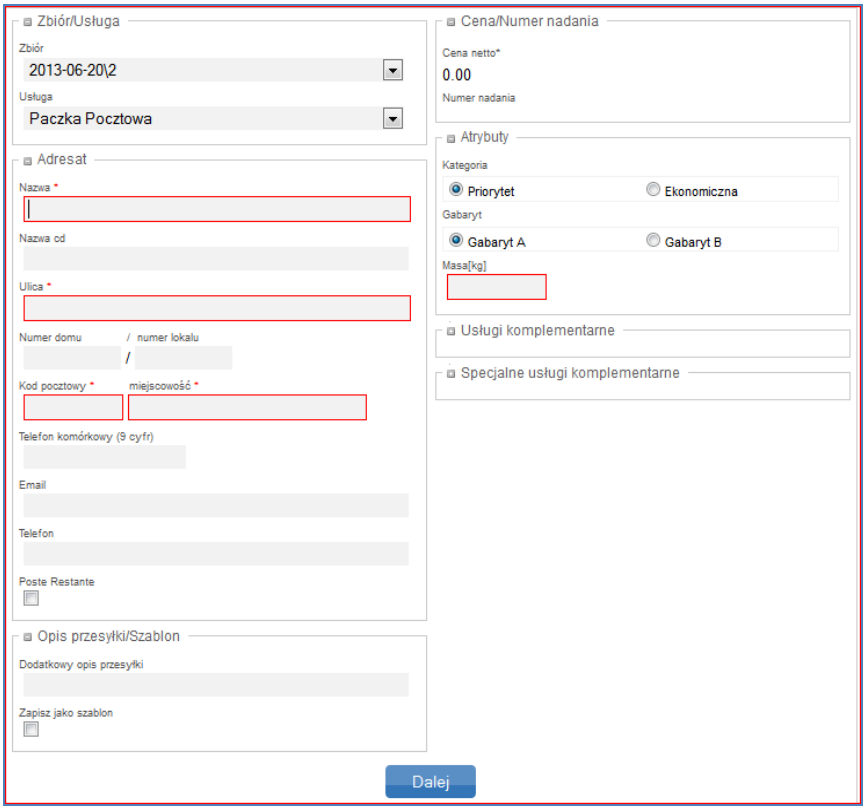
Confirming the prompt by clicking OK returns a message Przesyłki polecone krajowe w zbiorze zostały przenumerowane.

6.2.2. New consignment

"Nowa przesyłka" function allows to register information about a new/another consignment for posting. Clicking the button displays a form to fill out on the main screen of the application. (Pic. 22).

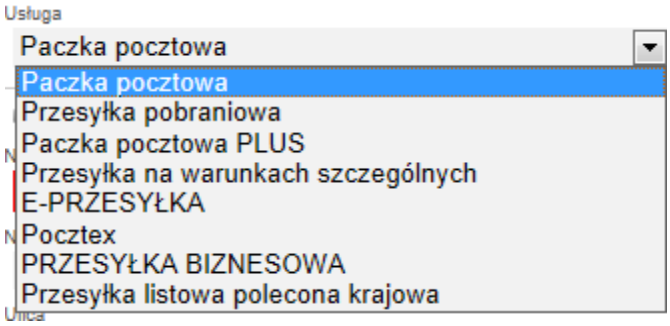
Using drop down list Zbiór the user chooses a set to which a consignment should be put. Last set is displayed by default.





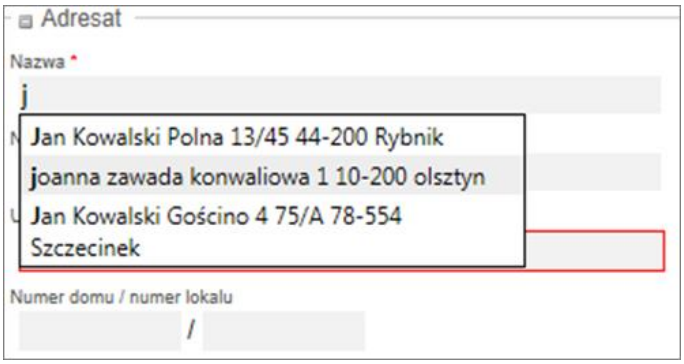
Pic. 22. Consingment information form.

Using drop down list Usługa the user chooses a service to which a consignment has to be assigned. (Pic. 23).



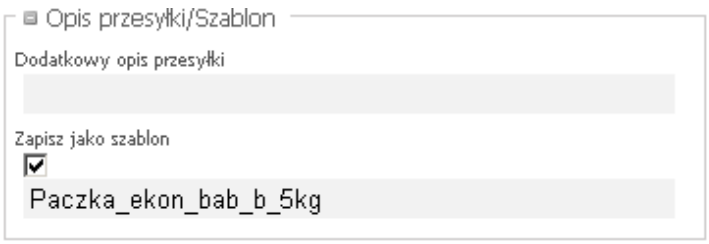
Pic. 23. Service choice.

When filling out the name field, the system suggests addressee's names from Address Book after typing the first character which satisfies criteria and selects the whole position. (Pic. 24).
While creating a consignment, the user can save additional consignment description which then will show up on the address label.



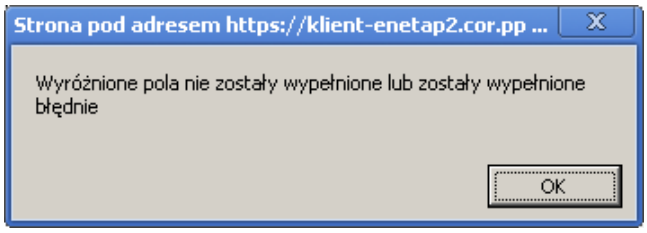
Pic. 24. Autocomplete suggestion.

For consignments with repeated information (service, delivery time, COD, complimentary services) it is possible to use a template, ie. saving information about a consignment under its own name. To do this, one has to select the field and name the template (Pic. 25). Confirming by clicking on Dalej prompts a message about successful template creation Szablon został zapisany.

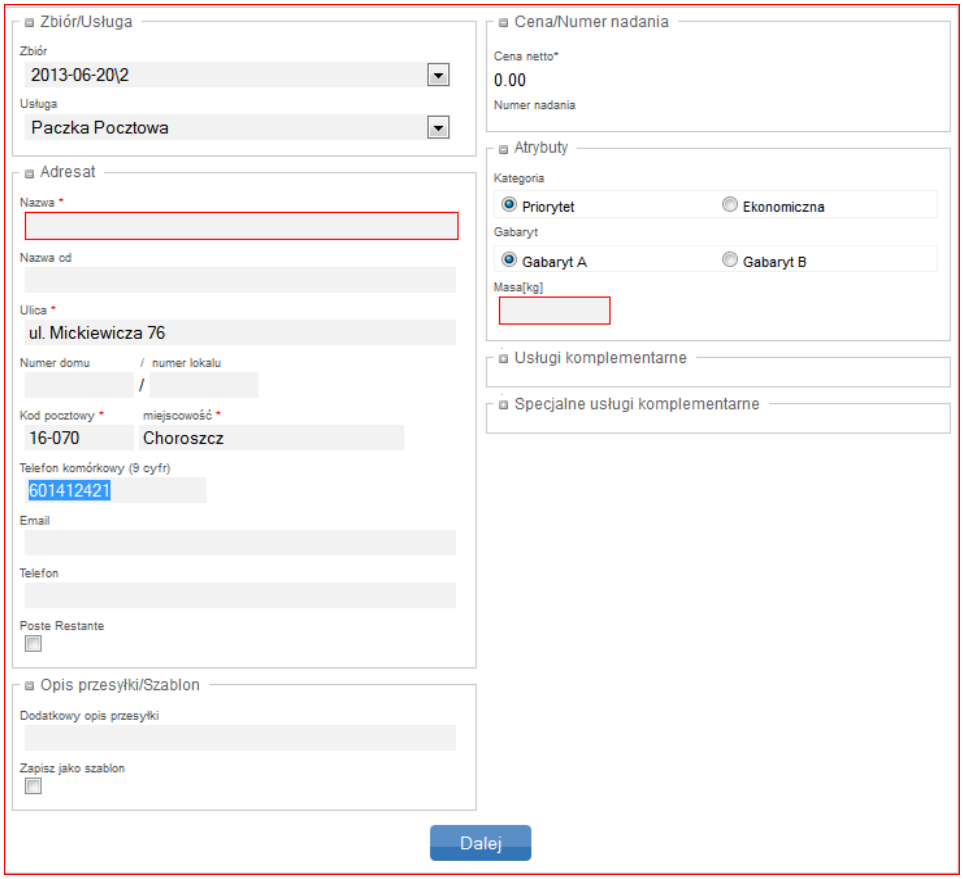


Pic. 25. Szablon przesyłki – nadawanie nazwy.

If not all required fields are filled out, clicking Dalej will prompt an error message (Pic. 26) and will mark required fields with red border (Pic. 27).

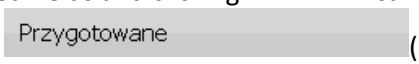


Pic. 26. Error message



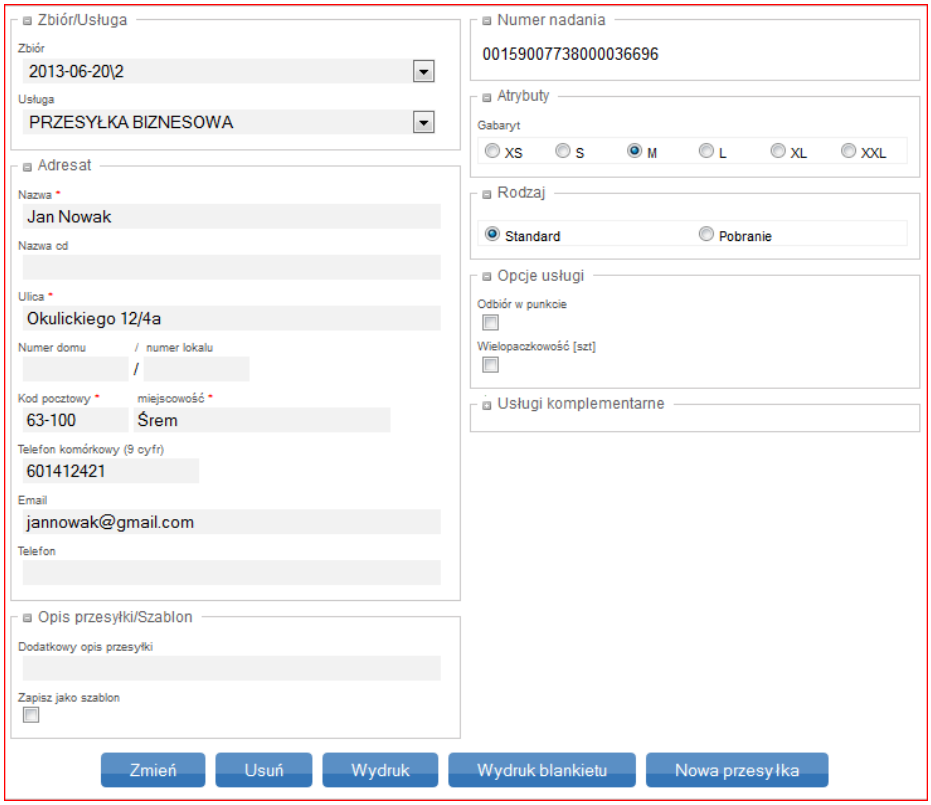
Pic. 27. Marking the required fields

Completing all required fields and clicking

saves the consignment into a set and displays it in the vertical menu in the "Prepared" tab 

(Pic. 28). Consignment information may be edited at this point or deleted. It is also possible printing address label or adding new consignment

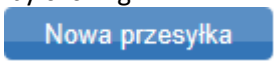
Pic. 28. Prepared consignments.



Pic. 28a. A saved consignment in a set view

Changing the consignmnet information is done by clicking

.

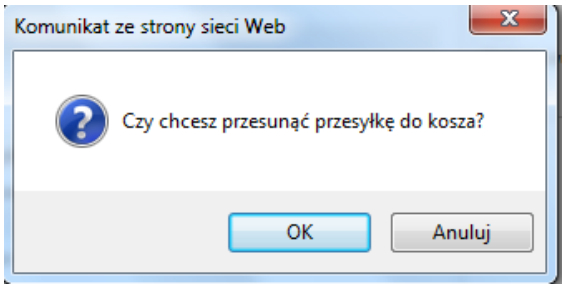
Creating a new consignment is done by clicking 

button which displays a form to fill out information about the new consignment (Pic. 22).

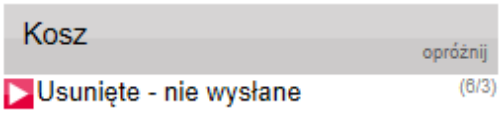
The "Wydruk" option allows to print address label of consignment as a final label or a trial print. This action may be performed by clicking Wydruk. After choosing one of available options. it is possible to generate a document as a PDF file.

When using the delete consignment option by clicking Usuń the system will prompt a message (Pic. 28b). Confirming the action by clicking OK the system will delete the consignment record and promp a message Przesyłka przesunięta do kosza. The deleted record will be moved to trash and displayed on the vertical menu (Pic. 28c) with status „Usunięte – nie wysłane" (Deleted - not sent). Actions described in pt 6.7.5 can still be performed on a deleted record.

One may cancel the deletion by clicking Anuluj.



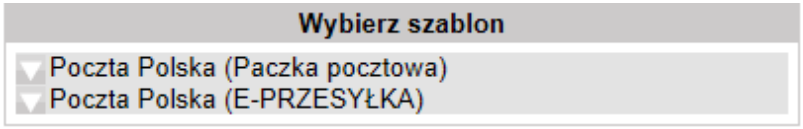
Pic. 28b. Message prompt.



Pic. 28c. Vertical menu - trash.

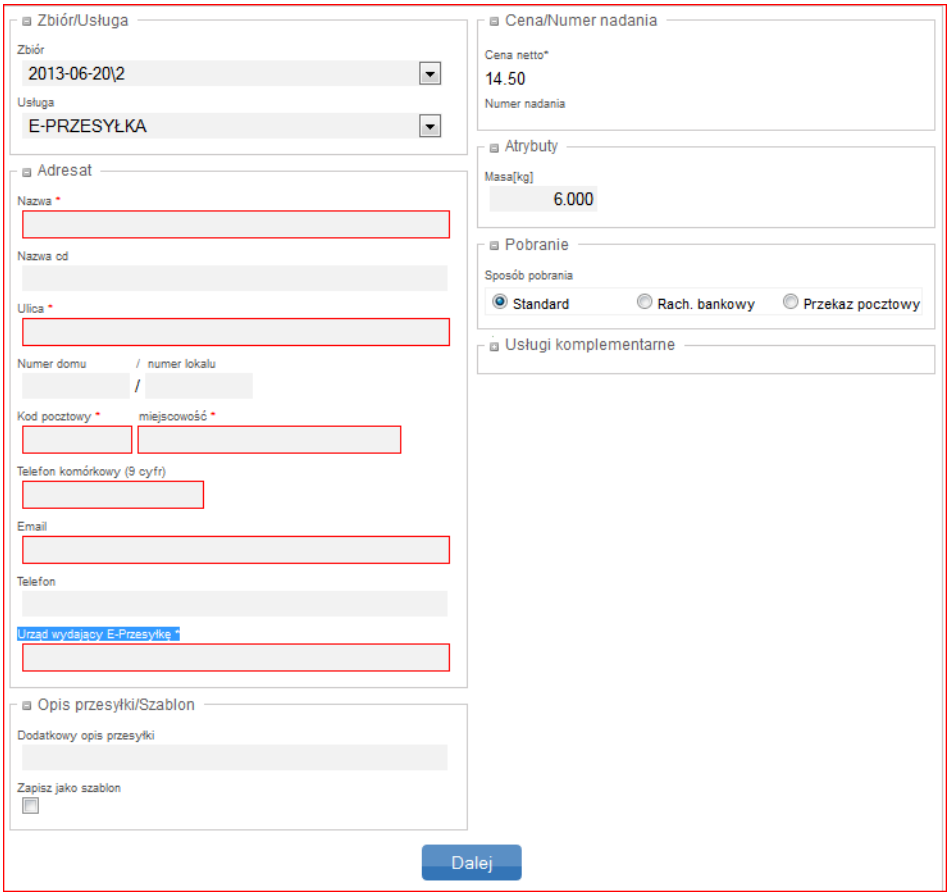
6.2.3. New consignment from template

This option allows to enter new consignment with predefine parameters (ie. service, delivery time, COD, complimentary services) saves in a form of a teplate. Clicking the button in the main window of the application displays templates to choose from (Pic. 29).



Pic. 29. Template choice window.

Choosing a template will display a form with filled out information (Pic. 30).



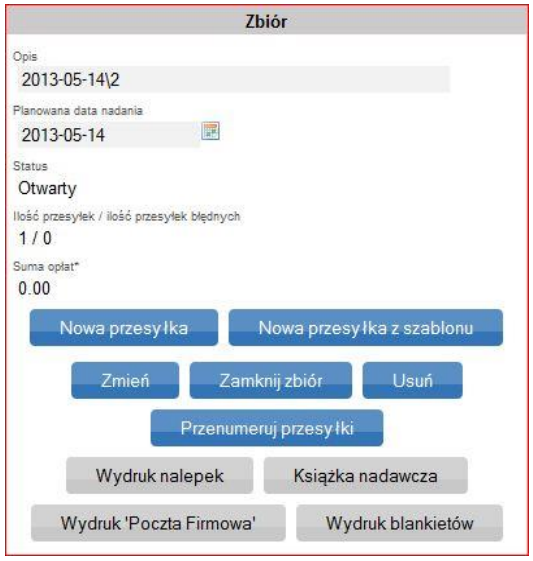
Pic. 30. Consignment screen with information saved as a template

6.2.4. Transfer data to post office

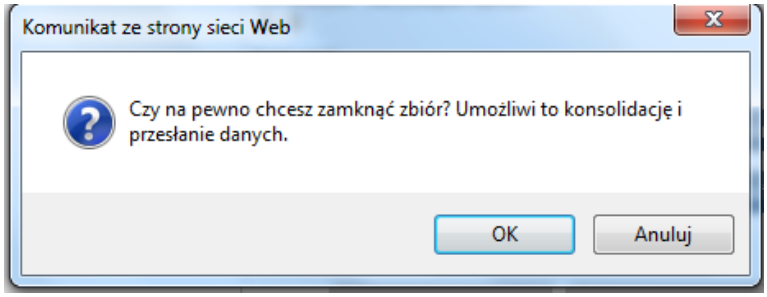
The data can be transferred as a set or as an xml/ekn file.

6.2.4.1. Transfer sets

To transfer saved sets to post office, click on „Przekaż dane do Poczty", and then click on „Przekaż zbiory". This action can be performed only after closing the set by clicking on Zamknij zbiór which is placed in the set's edit window (Pic. 31) and confirming the prompt message (Pic. 31a). Successful set closing will return a message Zbiór został zamknięty i jest możliwy do konsolidacji i przesłania do UP. Trying to transfer a set that has not been closed will prompt a message Brak zbiorów do konsolidacji (EN:13907).



Pic. 31. Set's edit window

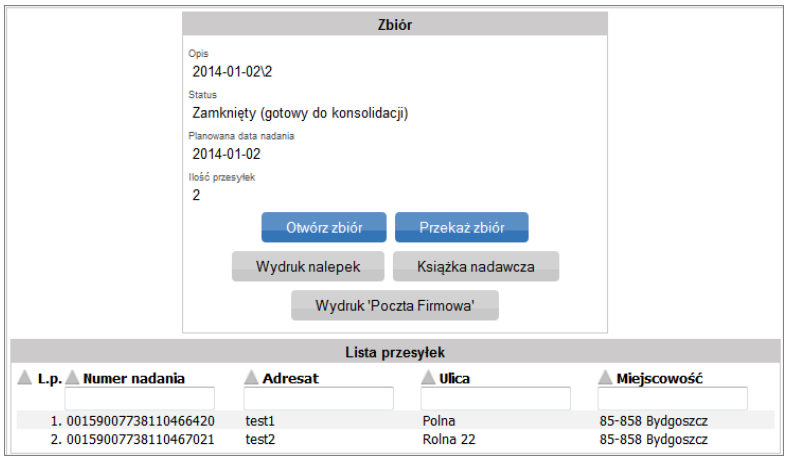


Pic. 31a. Closing the set confirmation window.

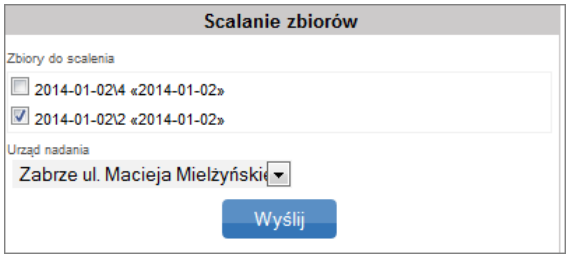
To transfer the set to the post office click on

(Pic. 32) which will display another window "Scalanie zbiorów" (Combine sets) (Pic. 32a). Then, one has to select a set and a post office to which the data should be transferred. Confirm the action by clicking

.



Pic. 32. Set's transfer window.

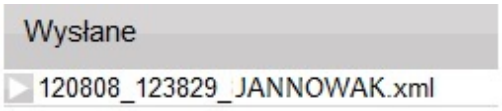


Pic. 32a. Cobing and transferring set window.

Successful operation will prompt a message Zbiory zostały przekazane do wysłania do urzędu and will display a window with set's description which will be transferred to the post office. (Pic. 33).

Pic. 33. Set's information window.

Transferred sets will be displayed in vertical menu in Wysłane tab (Pic. 33a). The set gets a „Wysłany do Placówki" status. Once the set is received at the post office, the status changes to „Plik odebrany w Placówce".

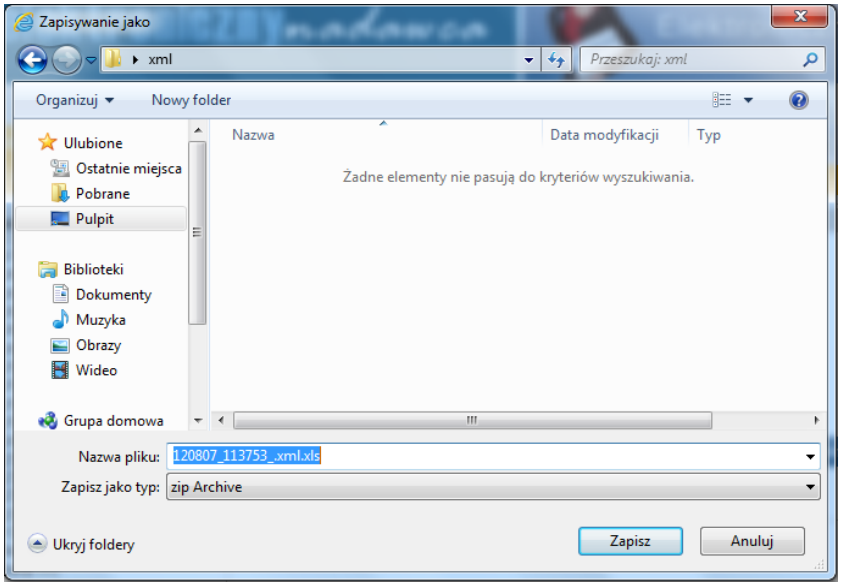


Pic. 33a. Transferred set's information window.

Additionaly it is possible to print address label, książka nadawcza, sheet of consigments transferred for transport as POCZTA FIRMOWA service and file a complaint about consingment. Filing a complaint about a sent consignment is described in pt. 6.9. The system also allows to export data about set's consignments as XML or XLS file.

XML file export is done by clicking Pobierz. This file can be transferred to the post office via data storage medium or e-mail.

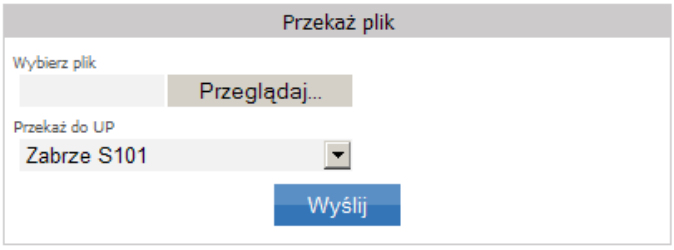
XLS file export is done by clicking Export (xls). After doing so, browse the location to export the file to. (Pic. 34).



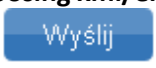
Pic. 34. Browse location window for exporting the set.

6.2.4.2. Transfer xml/ekn file

This function allows to transfer a file generated by EN or XML file to post office. After choosing „Przekaż dane do Poczty" and then „Przekaż plik xml.ekn do Poczty", the user will be asked to browse a location for the file and the post office to which the file will be sent (Pic. 35).



Pic. 35. Choosing xml/ekn window

After selecting the correct file and confirming it by clicking 

the system will prompt a confirmation message

Plik został przekazany do wysłania UP. Sprawdź jego status za kilka minut.

In case of an error the system will prompt a message

Wystąpił błąd odczytu przesłanego pliku (EN:10306)

6.2.5. Importing

The import function allows to feed the EN with data through:

- Import ODBC
- Import XML
- Import Allegro
- Import XML from "Menadżera Sprzedaży"
- Consignment import from XLS file

6.2.5.1. Import ODBC

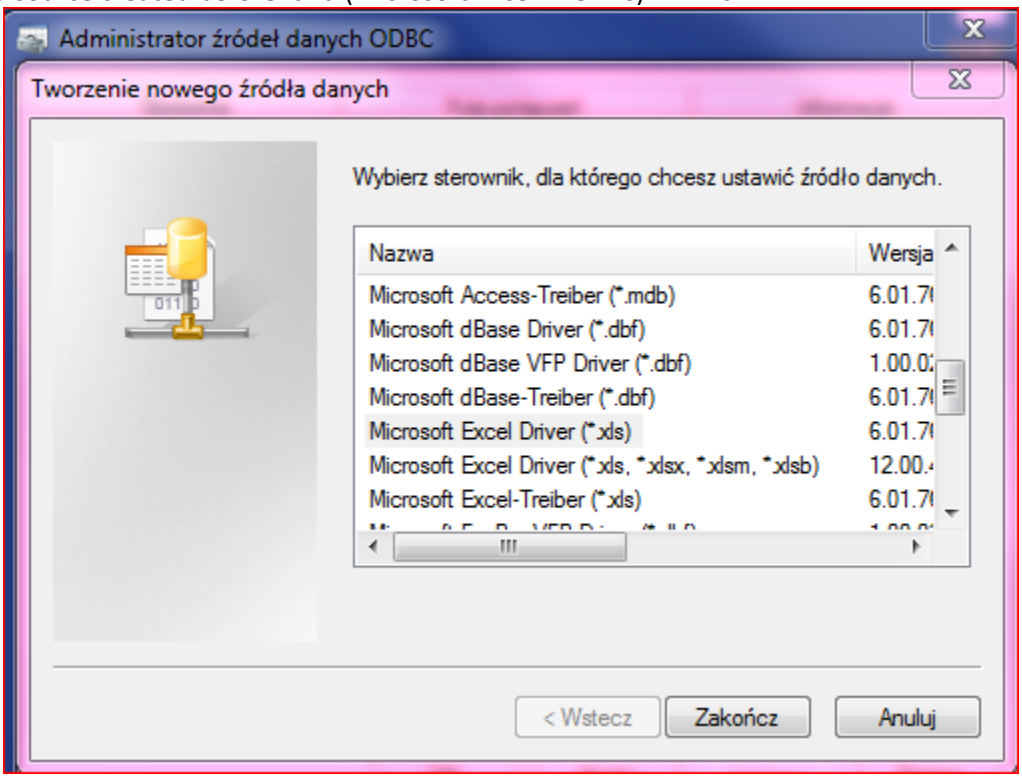
This function allows to feed EN data about consignments planned for posting, which come from their own source of data (for example: database used by the client's transaction system - Paradox, MySQL, Microsoft Excel, Access, etc.). The Excel file template is provided by Poczta Polska in "Czym jest E-Nadawca" tab.

In order for this connection module to function correctly it is necessary to install an up to date JavaScript version and browser plugin, on which the program was opened. When starting the plugin, the internet browser will ask for permission to open (acceptance is required). The application will have been signed with electronic certificate.

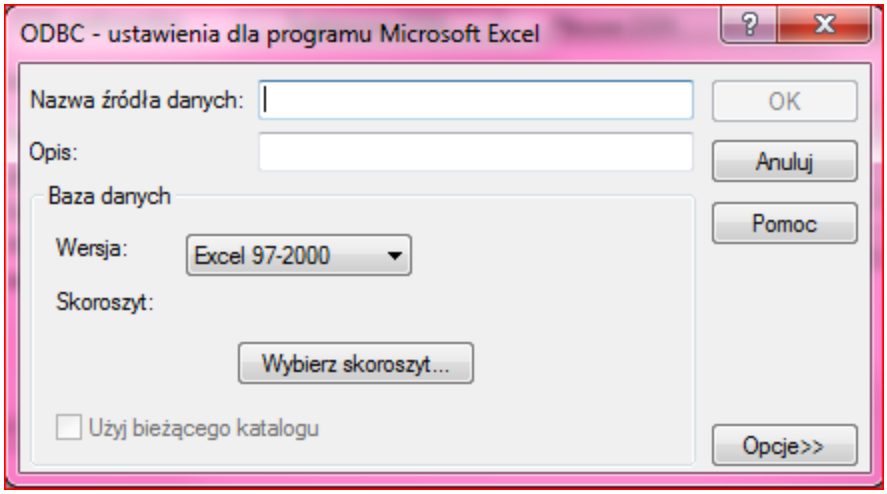
In order to use the plugin, all users of Windows systems, have to first configure the data source. To do co, open the "control panel" - "administrative tools" - "ODBC data sources". The "user DNS" tab contains "Add" button. Choose appropriate driver for your own data source. It can be a driver for Microsoft Excel, Access, Paradox or MySQL. If a driver is missing for a specific data source, you can search for it on a producer's website.

An example of a correct data source configuration in XLS file.

1. "control panel" -> "administrative tools" -> "ODBC data sources"
2. Choose a data source created beforehand (Microsoft Excel river.xls) - "Finish"

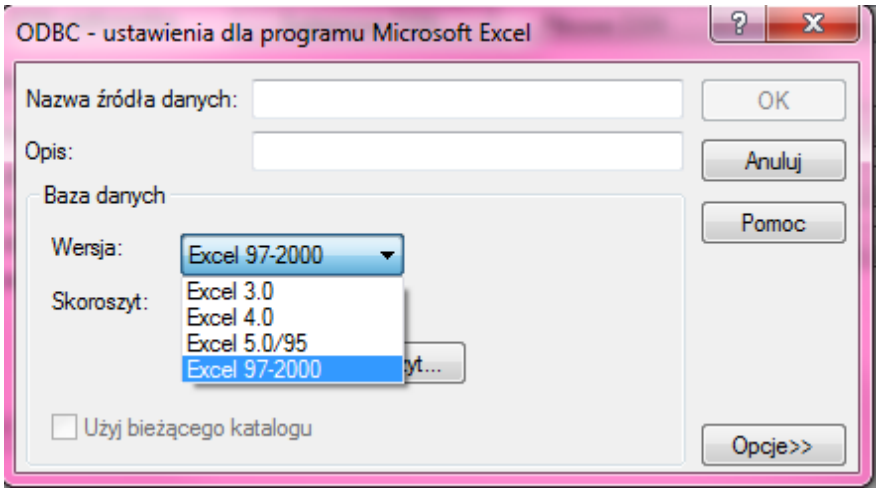


Pic. 36 Driver browsing window

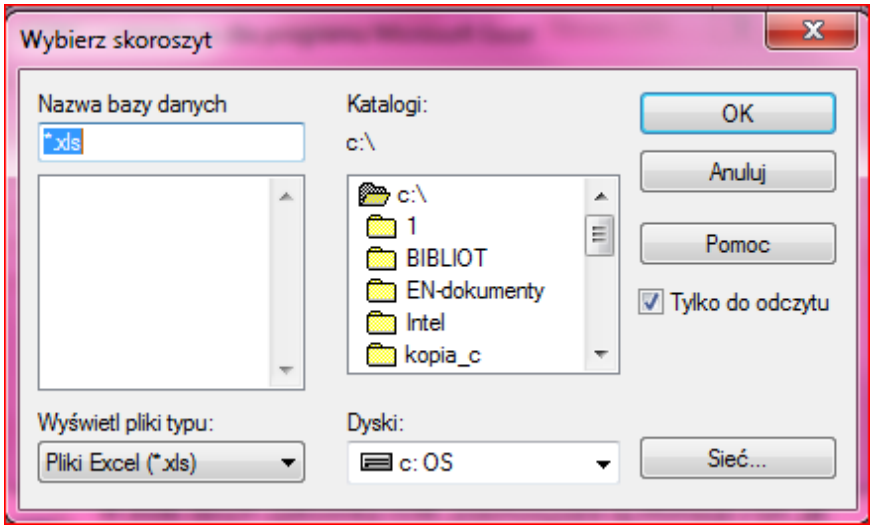


Pic. 36a XLS file settings window

3. In ODBC window - the settings for the text fill in as:
   - Data source name - own data source name
   - Description - any (unrequired)
   - Version - choose software version from the list
   - Choose sheet - enter the data source location path

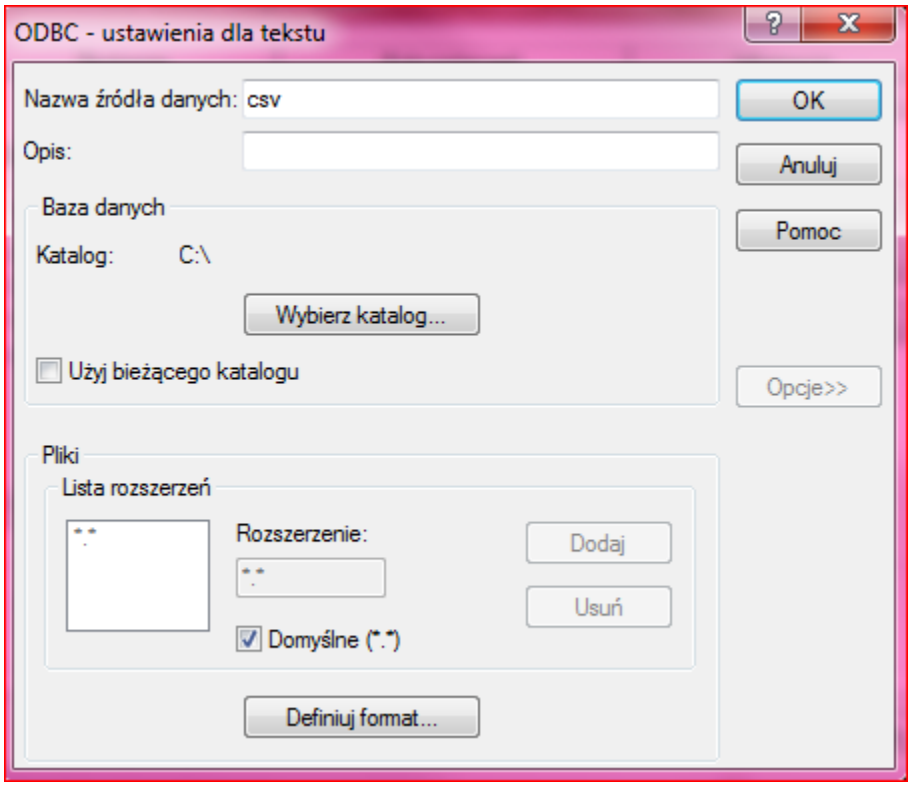


Pic. 36b XLS settings window - choosing Excel version



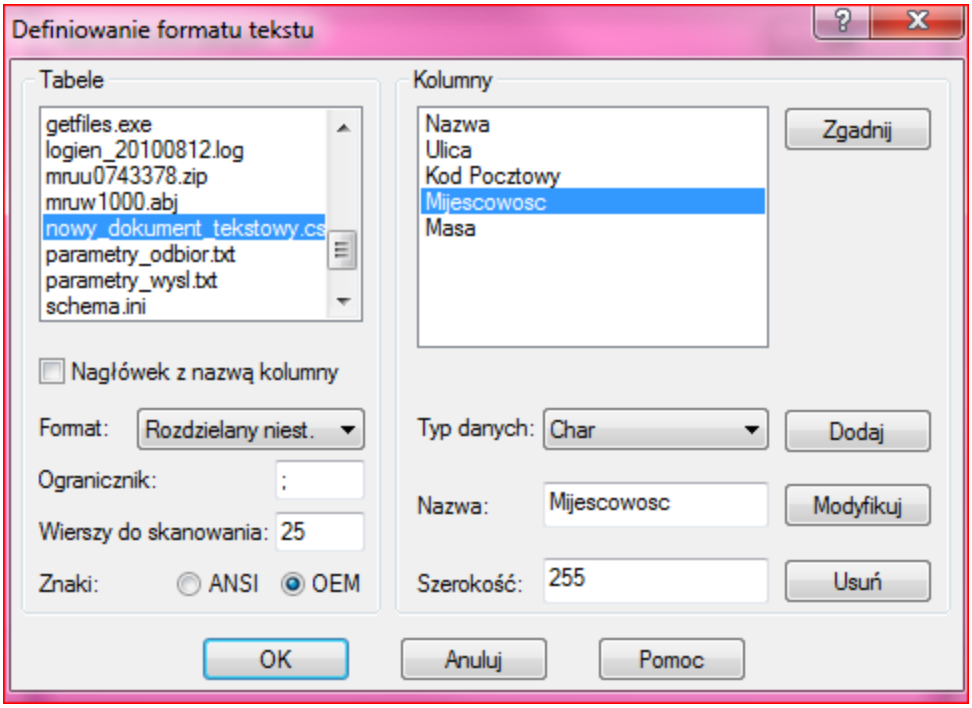
Pic. 36c Data base source file location window

An example of a correct data source configuration in CSV file
1. "control panel" -> "administrative tools" -> "ODBC data sources"
2. Choose a data sourc creatte beforehand (Microsoft Text Driver * .txt * .csv) - "Configure"
3. In ODBC window – for text settings choose Options >> Define format



Pic. 36d CSV file settings window

4. From the table choose a file which is the data source and give it appropriate Format (Custom separator) and Separator (;). These settings may differ, depending on the file structure.

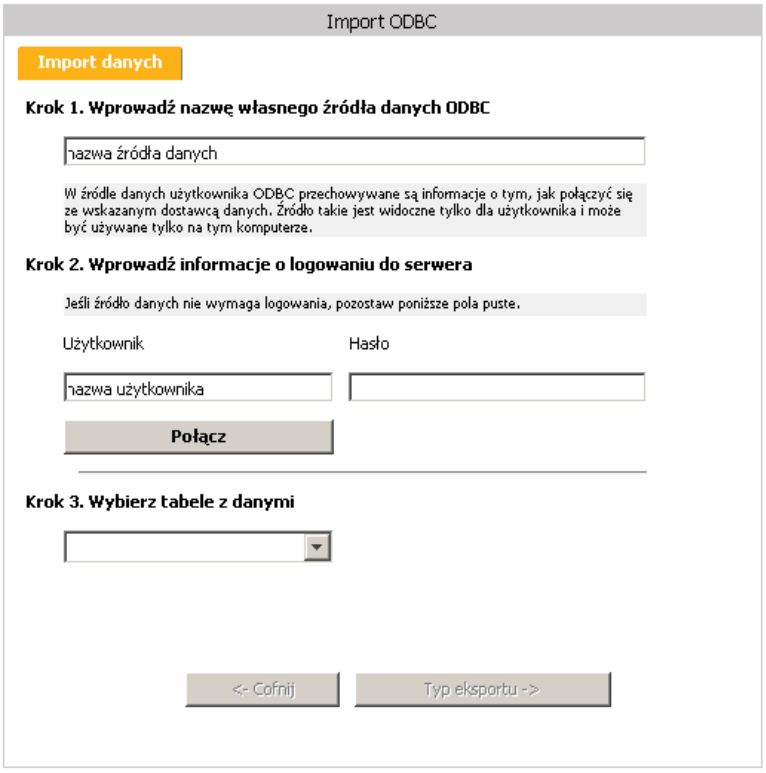


Pic. 36e Format definition window

5. Clicking on "Detect" a list of columns should appear. Give each column (especially the required ones) appropriate parameters, ie. Data type (Char), Name (for exmaple: Street), Width (255)

Such configuration for data source eliminates the problem of incorrect data formatting, missing data or import errors.

After creating the data source, clicking on "Import ODBC" will display connection configuration window in the main screen with your own ODBC data source (Pic. 36f).



Pic. 36f. ODBC connection configuration window

Enter data source name (step 1) and click "Połącz" (step 2). Here, the application should download list of tables and display them on the screen placed by step 3. Choose on and click "typ exportu".

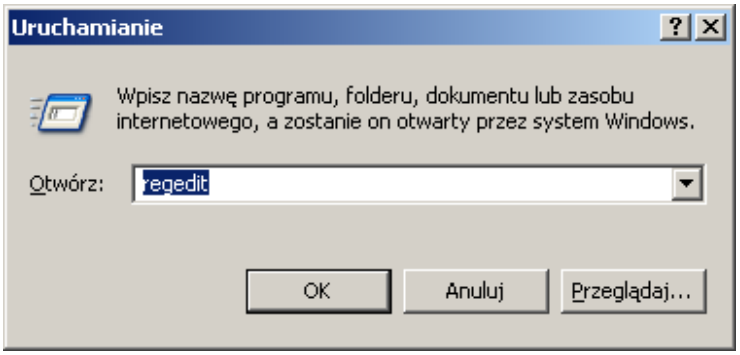
In the new tab there will be two type of exports: „Przesyłki" (consignments for posting data import) and „Książka adresowa" (address import). Choose one.

Another procedure for both exports is identical. Pair up data from own data source (displayed as a drop down menu) with data required for EN system (drop down headers). Not all fields are required. After configuring the form, transfer the data to the server. Successful action will prompt a message.

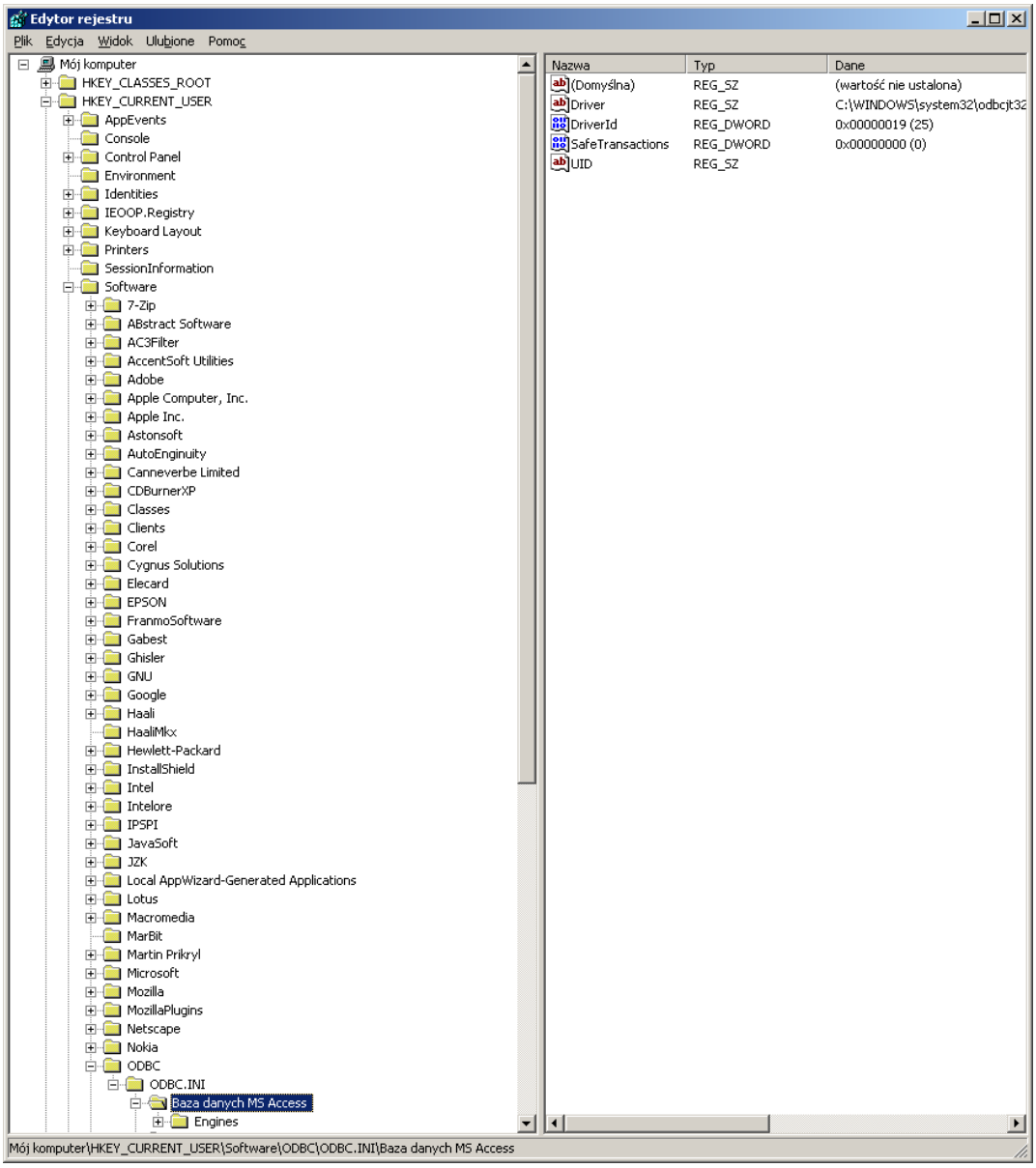
Note: (for MSSQL2005/2008)

- To correctly feed EN, enter house number in a certain way in the source file, ie. house number should be entered in quotation marks with '=' prefix (for example: ="121/123")
- For ODBC to work correctly, configure MARS_Connection attribute after configuring the source file through ODBC panel. Open the registry editor by "regedit" (Pic. 37), and follow through to configuration (Pic. 38):

"HKEY_CURRENT_USER\Software\ODBC\ODBC.INI\<moje_połączenie>",
where *<moje_połączenie>* is the name of the data source configured before.

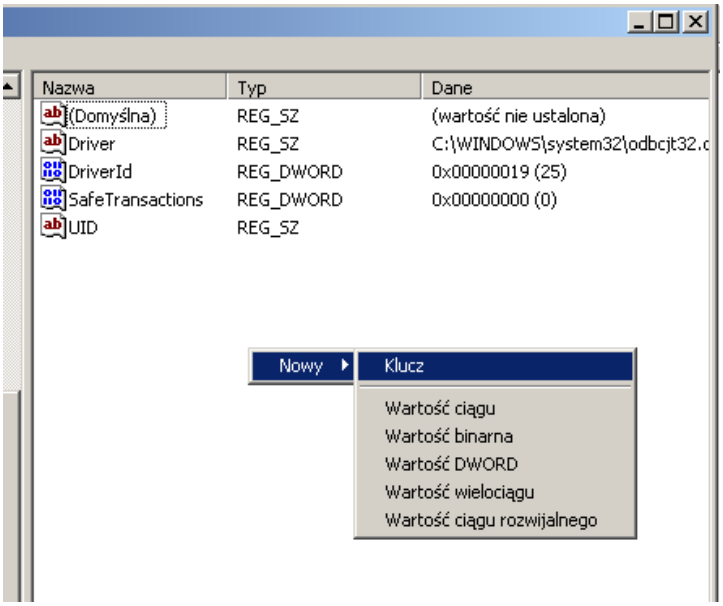


Pic. 37. 'Run' screen

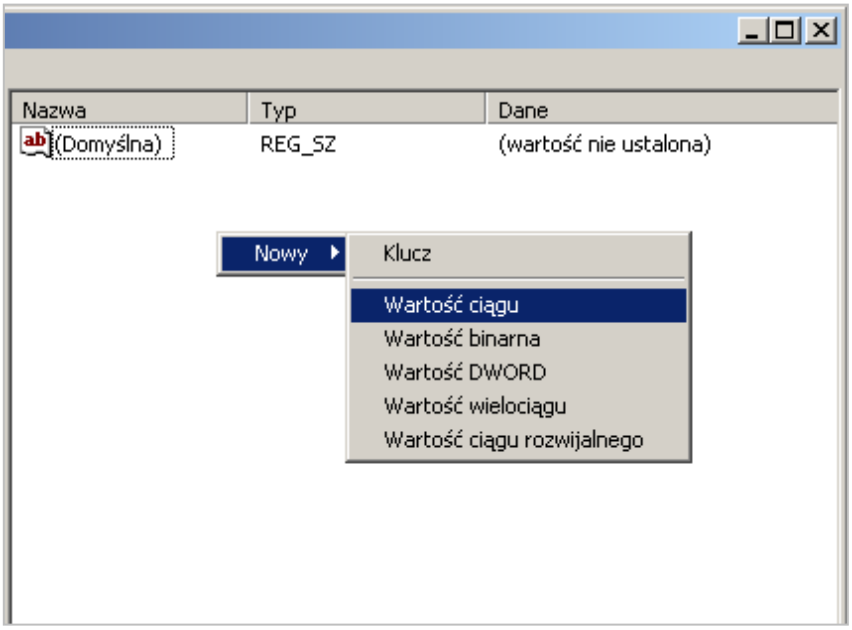


Pic. 38. Registry edit window

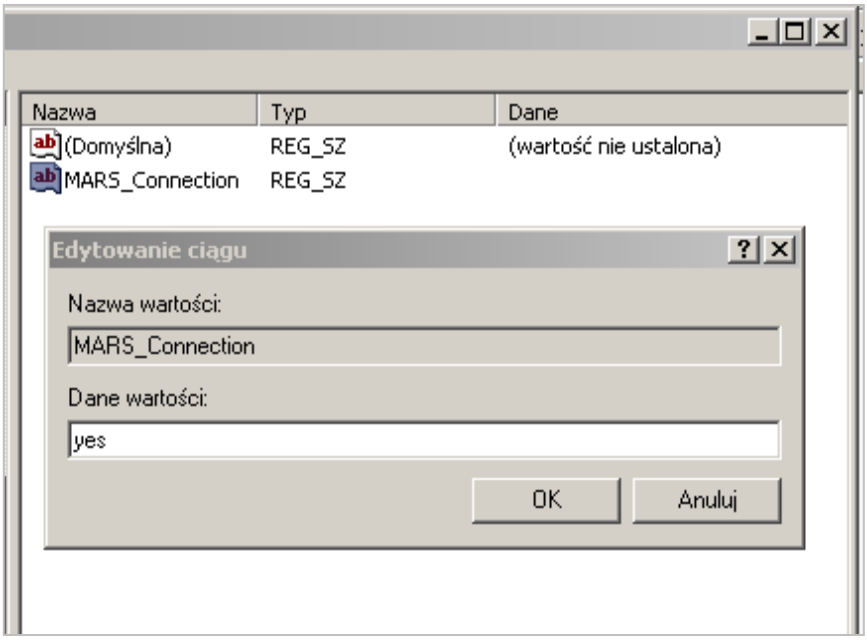
Create new key (Pic. 39) with a value string (data type REG_SZ)(Pic. 40) and add a value "MARS_Connection" with a descirption "yes" (Pic. 40a).



Pic. 39. Adding new key



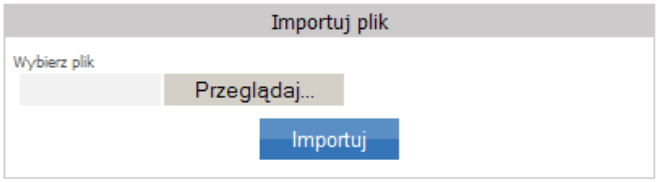
Pic. 40. Adding new value string



Pic. 40a. Adding new values to the string

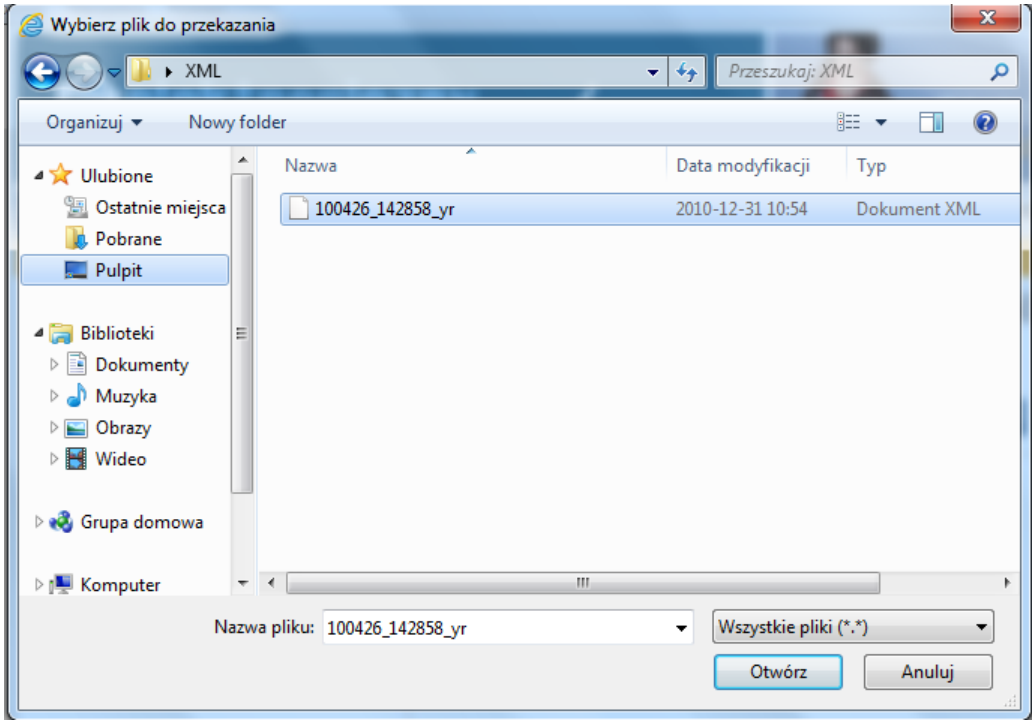
6.2.5.2. Import XML

This function allows to fee EN data about consignments for posting from XML file consistent with DII format. Clicking on „Import xml" will display a window in the main module which allows to choose a file (Pic. 41). Clicking on Przeglądaj... will open a browsing window (Pic. 42) in which to select an XML file which contains consignements for posting.



Pic. 41. XML file import window

Clicking on Importuj will transfer data to EN which will be displayed in a set in Przygotowane tab.



Pic. 42. XML file import - browsing window

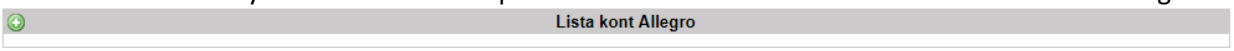
6.2.5.3. Importing from Allegro

This function allows to import data about auctions from Allegro.pl portal.

NOTE: Transactions from which consignments were created, won't be displayed again.

In case the user does not have an Allegro account set up and chooses the tab „Import Allegro", a message will appear:

To add new account you should: from drop-down menu "Ustawienia" choose tab "Lista kont Allegro" which will display:



To add account click on .

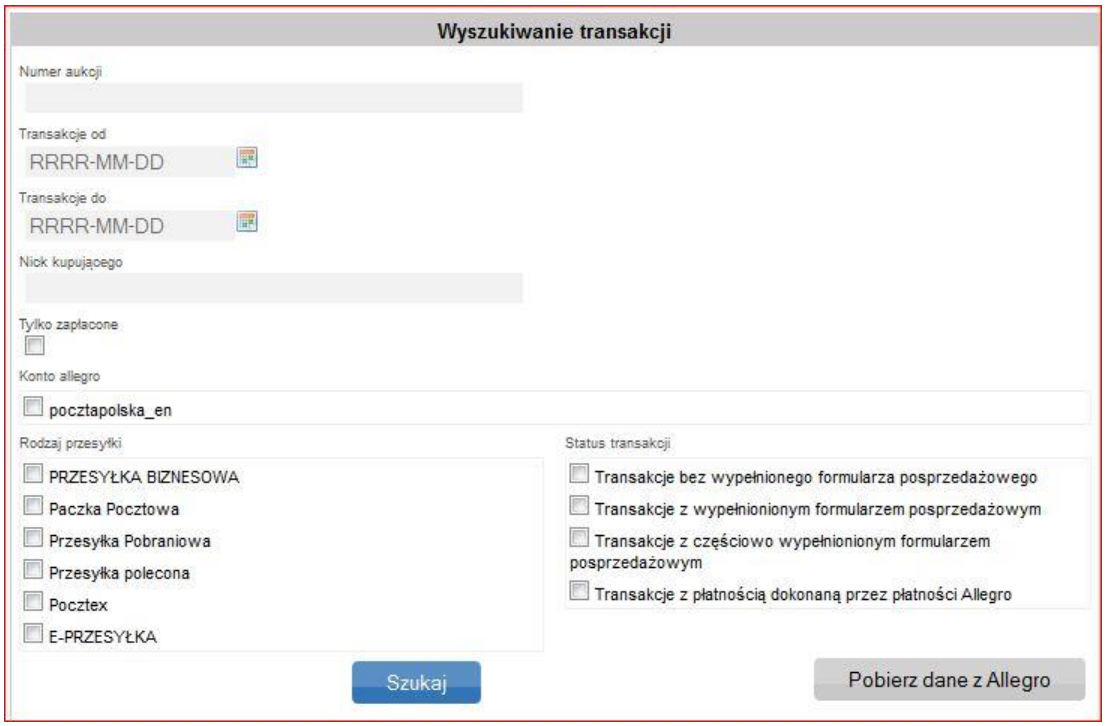
A form will appear (Pic. 43) where you should enter the account name and password, then click on .

Pic. 43. Add count form screen

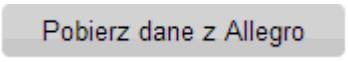
Successfully completing the above will add Allegro account (Pic. 43a).

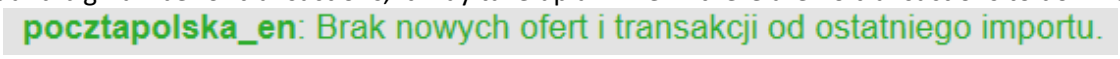
Pic. 43a. Allegro account list

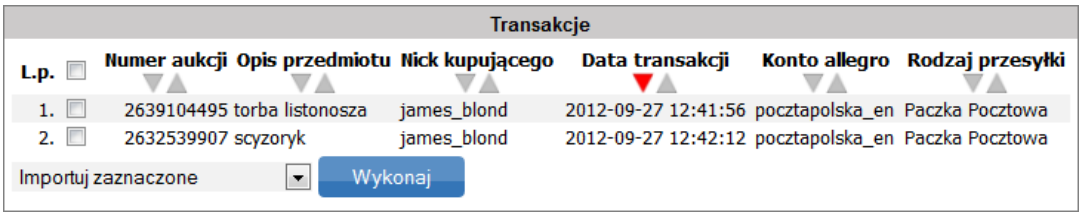
Clicking on "Import z Allegro" will display a form containing functions of data import from Allegro and allows to browse for imported data. (Pic. 43b).



Pic. 43b. Allegro data browsing and downloading window

Clicking on  will connect the system to Allegro and download the transactions list. This will ownload transactions from the past 8 days (Pic. 43c). This is a limitation from Allegro. After the import, a message will be displayed with account name and information about imported data: .

In case of first import and big number of transactions, it may take up a while. If there are no transactions to download, a message will appear: 



Pic. 43c. Downloaded transaction list

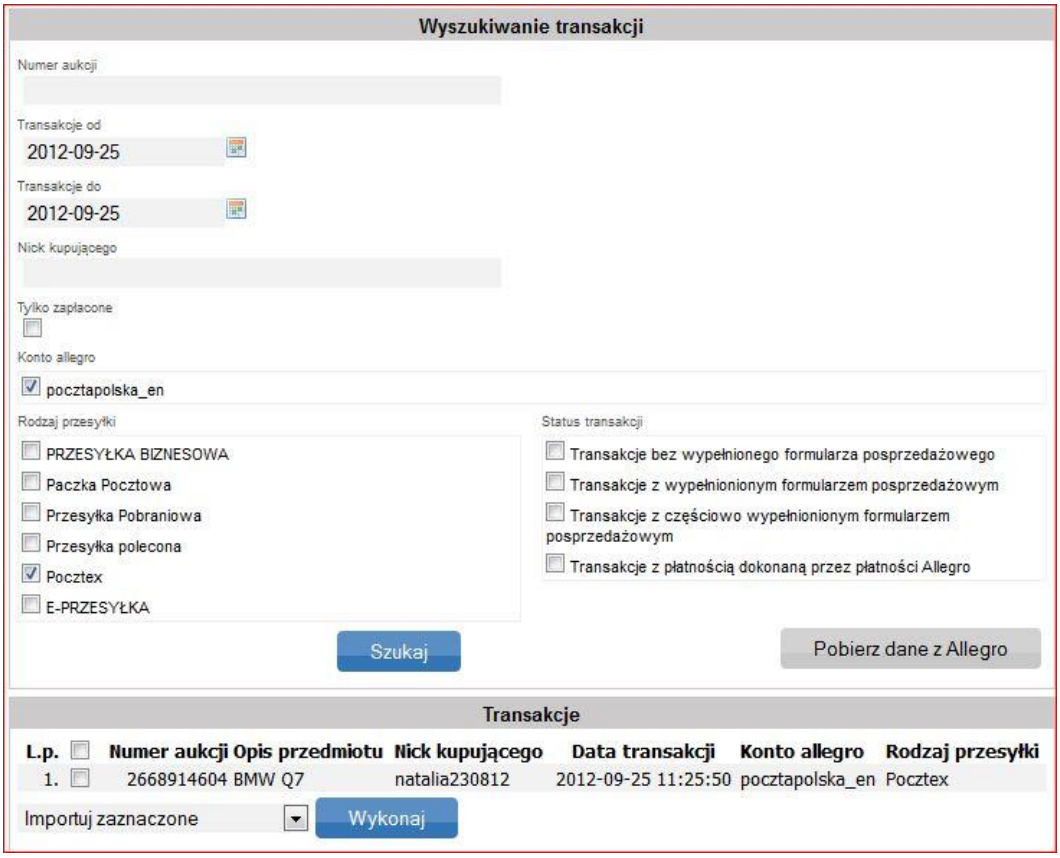
After importing transactions, it is possible to manage the list by following criteria:

- Numer aukcji - (search and display an auction with a certain number)
- Transakcja od, Transakcja do - (search and display transactions from a certain time range)
- Nick kupującego - (search buyer's name)
- Tylko zapłacone – (search and display paid transactions

- Konto allegro - (search and display transactions from a certain account which you chose. Works in case of having multiple accounts added to EN)
- Rodzaj przesyłki - (search and display transactions by consignment type)
- Status transakcji – (search and display transactions by the filling status of after sales form and transactions with payments through Allegro).

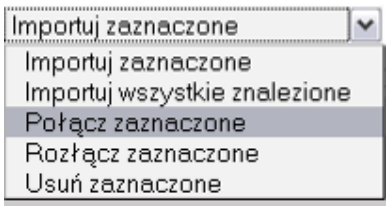
Additionally, the data in columns may be sorted in ascending or descending order depending on your choise of arrow .

Searching for transaction is done by clicking the search button which makes the system show information about transactions consistent with selected criteria (Pic. 43d**).**

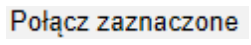


Pic. 43d. Search results window

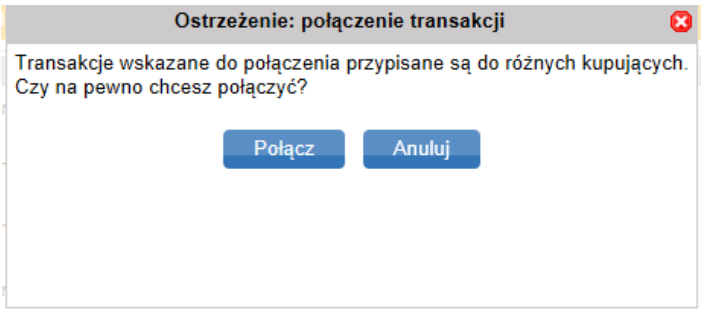
The list of transactions downloaded from Allegro or search results based on dowloaded data is ready for impory. Other operations can be performed on this data. To do so, mark specific transactions' checkboxes , select action from drop down list (Pic. 43e) and click on



Pic. 43e. Data download parameters menu

Choosing parameter  and confirming your choice the system will prompt a message .

It is possible to combine transactions into one buyer. If a connection has been set up with MS Allegr, the EN should download combined transactions. If a transaction is combined, a 2577561604 symbol is displayed next to it. In this case choosing parameter „Połącz zaznaczone" will prompt the system to show a message (Pic. 43f). The message is shown only when transactions are combined from different buyers.



Pic. 43f. System's message

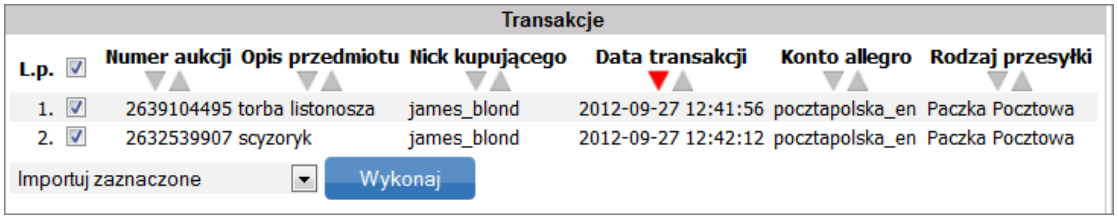
In case of combining transactions into one buyer, the warning message will not show up. Confirming the connection by clicking Połącz will return a message Wybrane transakcje zostały połączone.

This action can be cancelled by clicking on Anuluj.

If one chooses parameter Rozłącz zaznaczone and confirm the choice, the system will return a message Wybrane transakcje zostały rozłączone.

Choosing parameter Usuń zaznaczone and confirming the choice, the syste will remove selected transactions.

Choosing parameter Importuj zaznaczone, with selecting transactions before (Pic. 43g) and clicking on Wykonaj a window will appear „Import conditions" (Pic. 43h), where you should choose the type of consignment, set (new or one of availble ones) and then confirm the action by clicking Importuj.

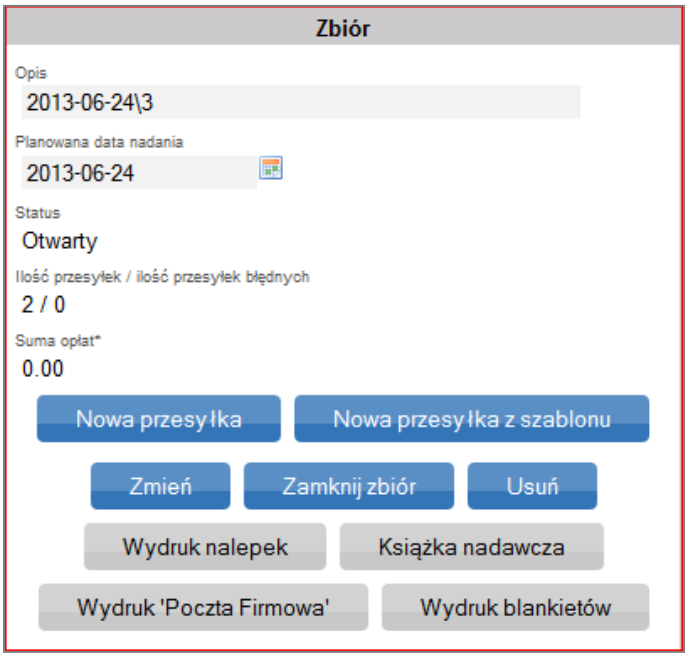


Pic. 43g. Transactions import and creating consignments

Pic. 43h. Importy screen

While importing, it is crucial not to import Paczka Pocztowa, Przesyłka Pobraniowa, Pocztex at the same time because the system only allows to import into one specific service. In case of importing various types of consignments , you have to repeat the operation (unless you want to make one consignment type from all).
Reimporting data from Allegro refreshes the view. If you processed any transactions before (created consignments for them) the sytem will not display them again.
Choosing "Usuń zaznaczone" and confirming the operation the system will delete selected transactions and there will be no possibility to reimport deleted transactions.

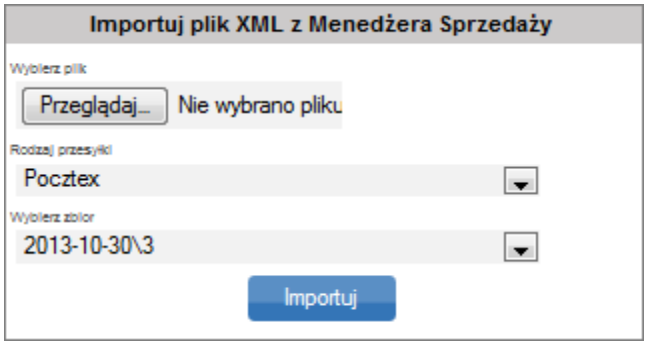
After importing, the system will redirect the user to set's view (Pic.43i). Then, follow the instructions from pt 6.2.1. In case of editing the set or 6.2.4, in case of closing the set.



Pic. 43i. Set's window

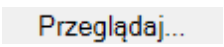
6.2.5.4. Importing XML from Menedżer Sprzedaży

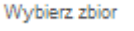
This function allows to import data from Menadżer Sprzedaży on Allegro.pl portal. Clicking on „Import XML z Menadżera Sprzedaży" displays a window which allows to import data (Pic. 43j).



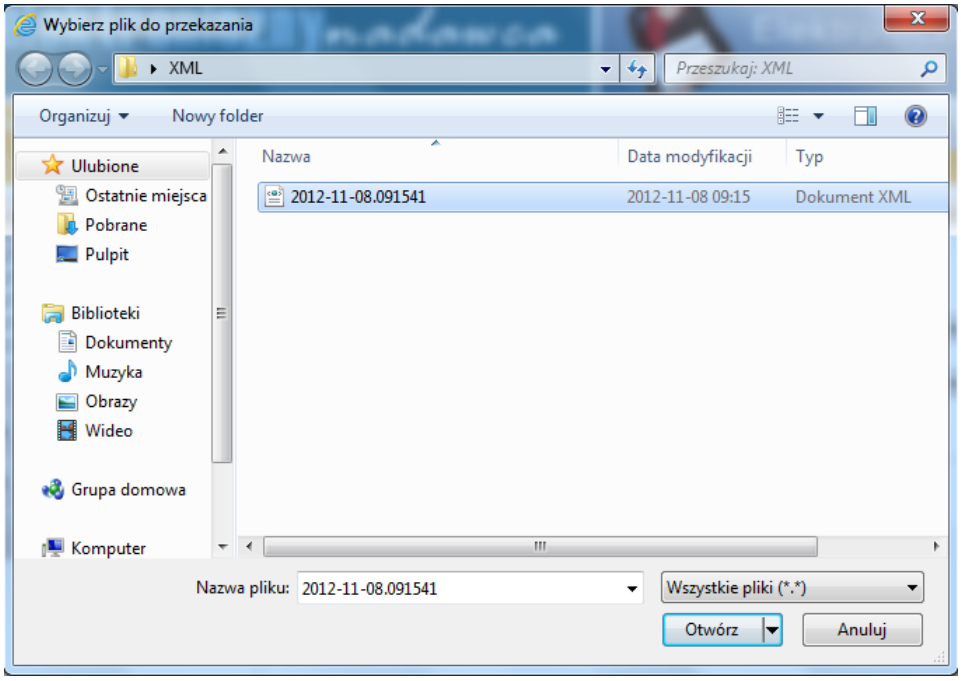
Pic. 43j. Import data

To import:

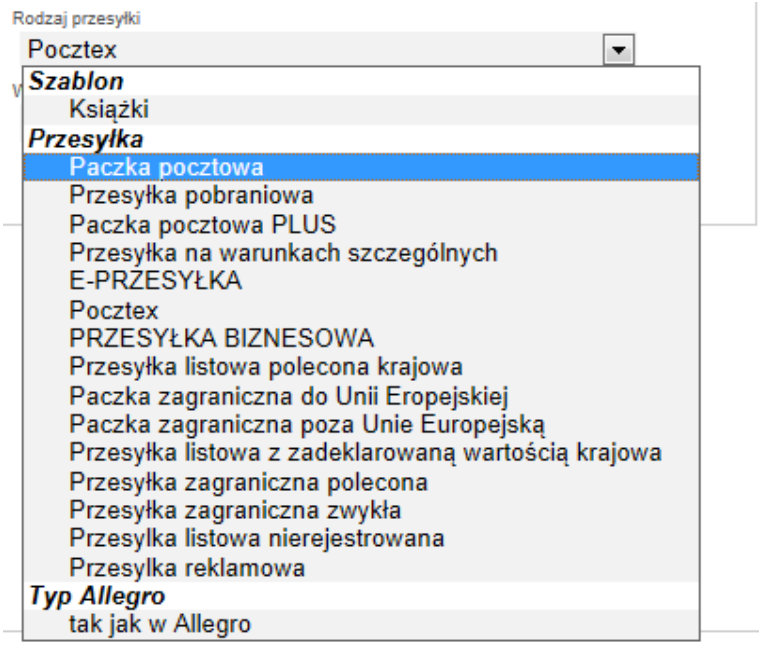
- click on 

, then choose file to import (Pic. 43k)
- assign imported data to a template created before, specific consignment type or natively „tak jak w Allegro" (Pic. 43l),
- select the set 

to which imported consignmnets should be added

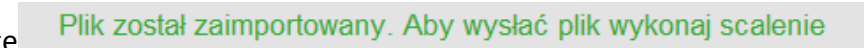


Pic. 43k. XML file import

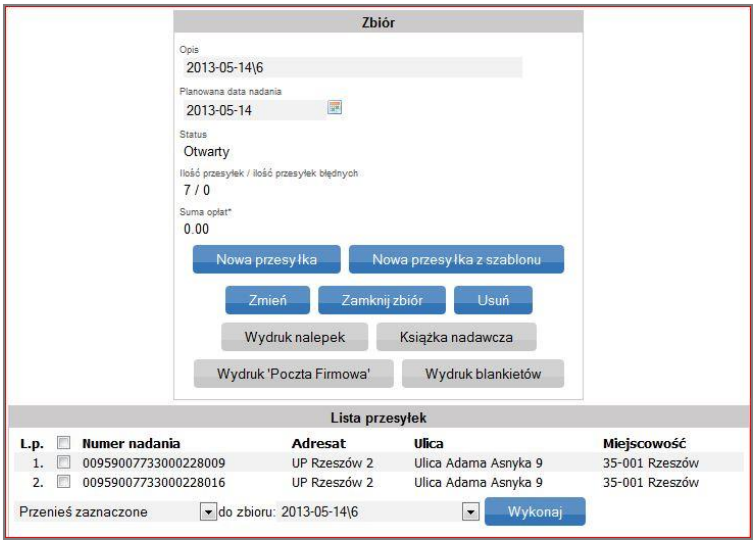


Pic. 43l. Selection window

After performing these actions and confirming by clicking on

a set window with imported data will appear and the system will prompt a message 

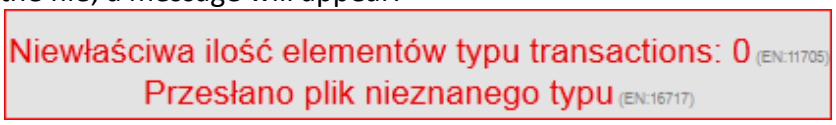
.



Pic. 43ł. Set's window

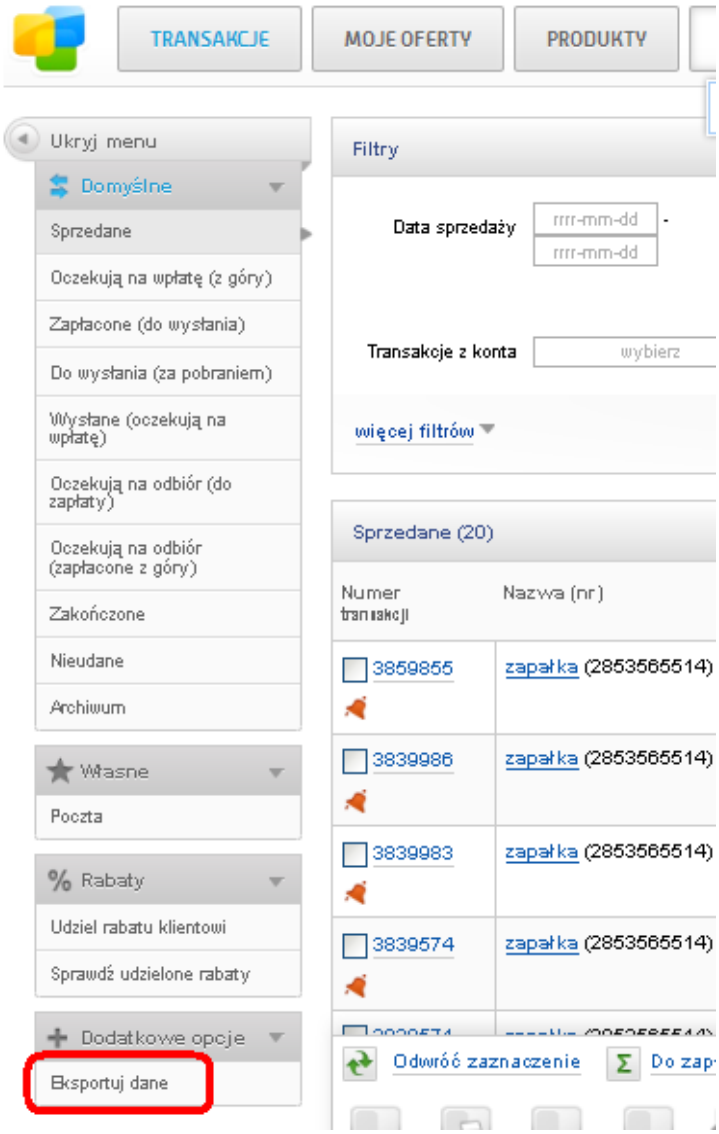
Other actions like: closing and transferring the set, using available options like creating new consignment, new consignment from the template, modifying or deleting, printing address labels, książka nadawcza, or Poczta firmowa, moving consignments to another set or deleting them, follow instructions from pk 6.2.1 or 6.2.4.1

Note: Importing XML file from MS Allegro will be possible only for correct MS Allegro export. In case of erroneous structure of the file, a message will appear:

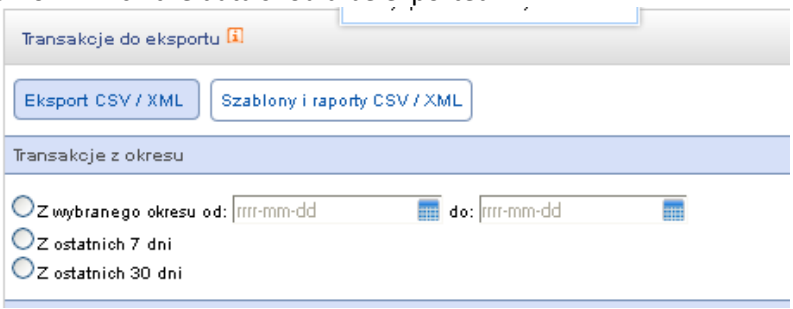


Example correct export from MS Allegro.

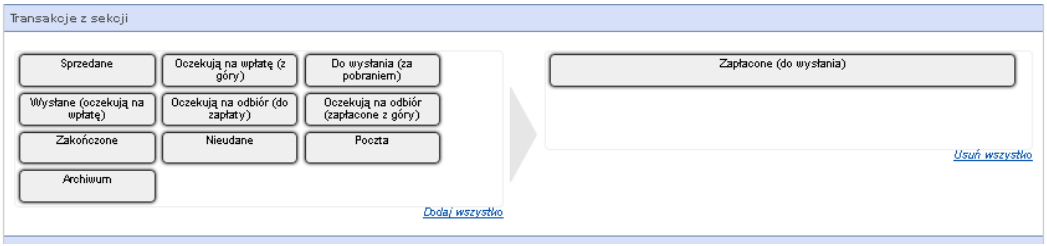
1. Start data export.



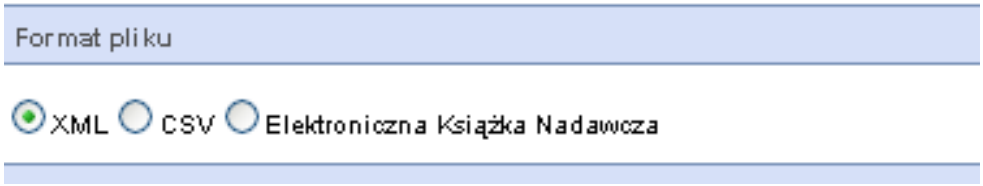
2. Select time range from which the data should be exported



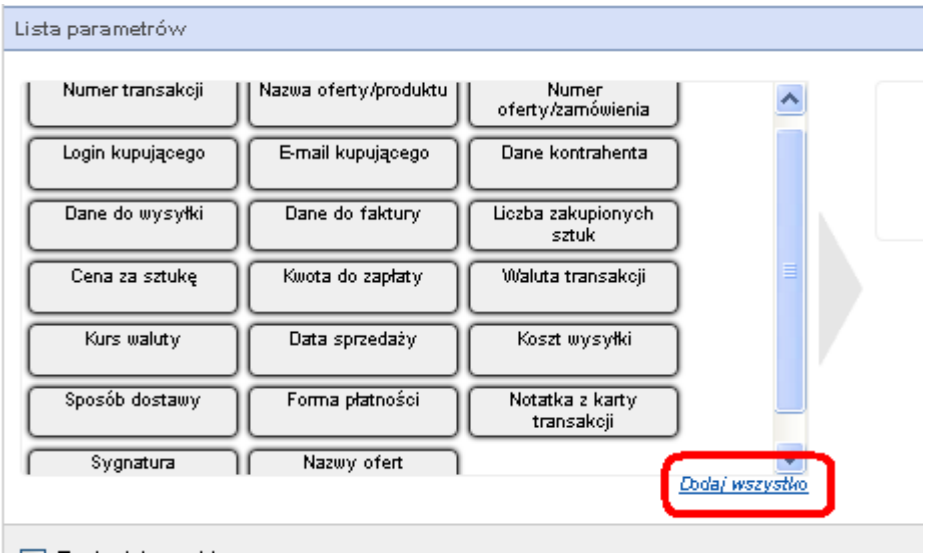
3. Select section from which the data will be exported (in MS some sections are automatically created but one may also create own sections for export)



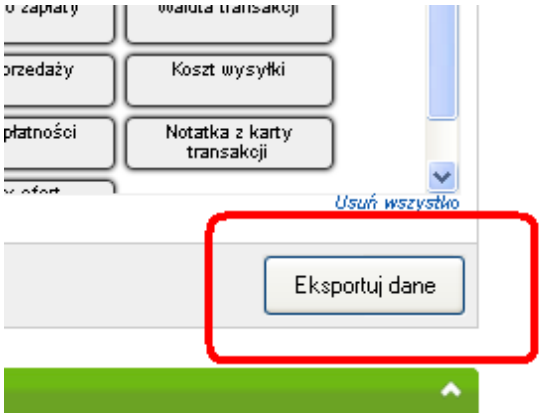
4. Choose the right file format -> XML



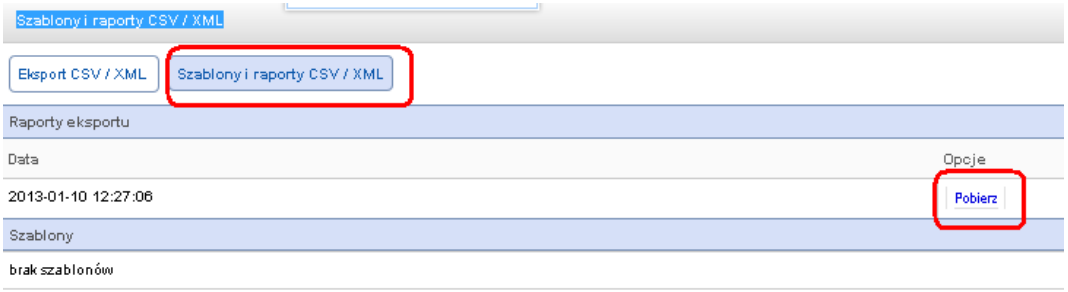
5. Choose field which should be included in the file -> Select all



6. Export data

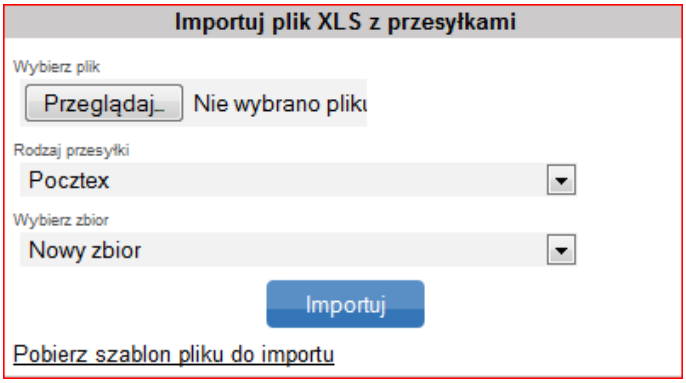


7. Download the report from the section: Szablony i raporty CSV / XML



6.2.5.5. Importing consignments from XLS file

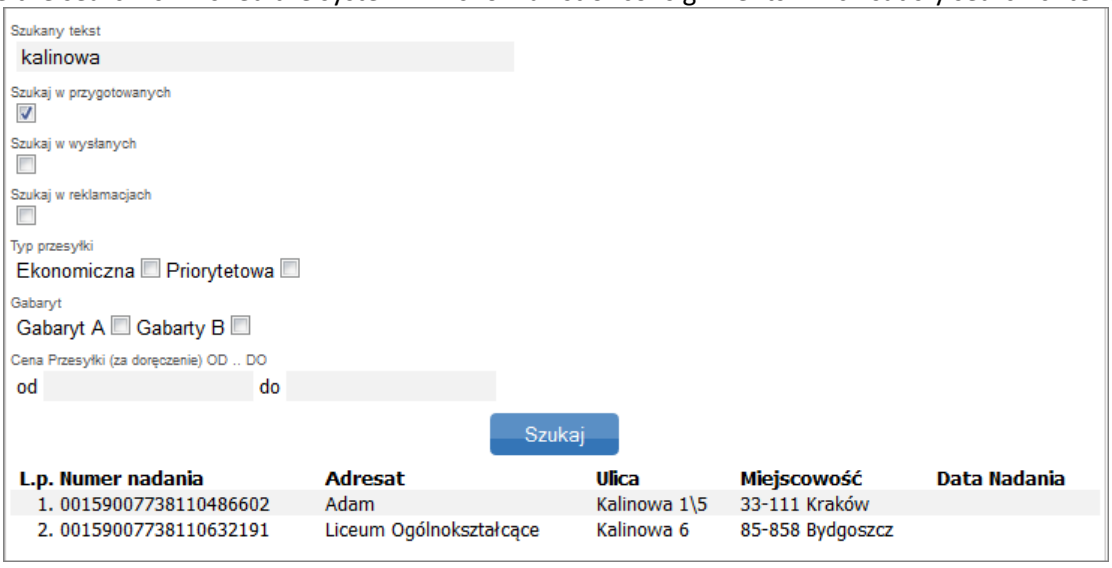
This function imports data from XLS file. The file should be prepared consistently with a certain template. The template can be downloaded by clicking the link „Pobierz szablon pliku do importu" (Pic. 44 b). After indicating the file path, choose the consignment type and set/new set's name to which data about consignments will be imported. Successfull import will prompt a message Plik został zaimportowany. Aby wysłać plik wykonaj scalenie. Further actions like closing and transferring set or using other options follow instrutions from pt 6.2.1 or 6.2.4.1.



Pic. 44b. XLS file import window

6.2.6. Search

This function allows to find a consignment entered into the application after typing minimum of 3 characters, for example: addressee's name. Additional filters are search parameters in prepared consignments or sent consignments, complaints (Pic. 44). Once the search is finished the system will show a list of consignments which satisfy search criteria.



Pic. 44. Search window

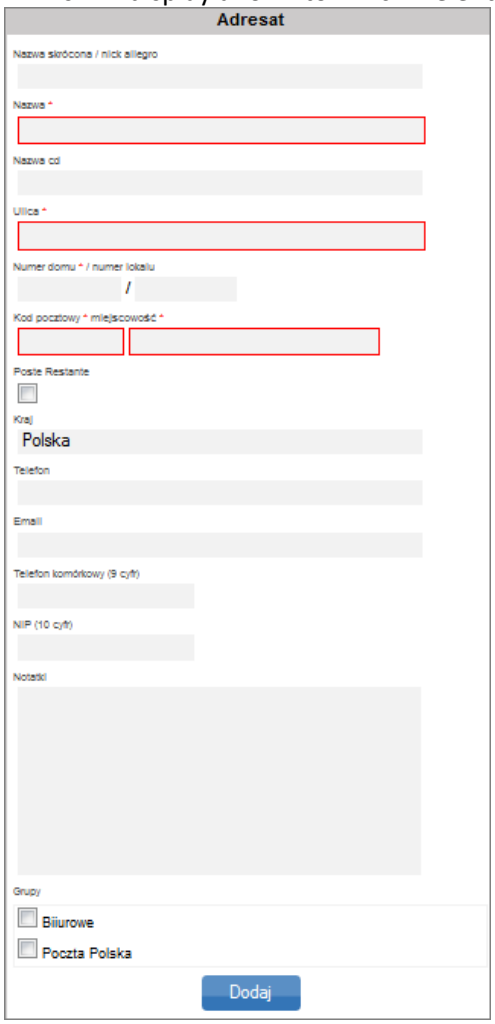
6.3. HORIZONTAL MENU DESCRIPTION FOR ADDRESS BOOK TAB

Address Book allows to create and edit people's address list to which consignment will be posted. Address Book contains following functionalities:

- New group
- Book export,
- Book CSV import,
- Search

6.3.1. New addresse

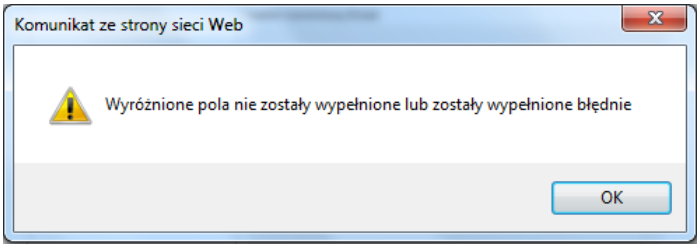
To add a new record click on „Nowy adresat”. This will display a form to which we enter addresse's data (Pic. 45).



Pic. 45. New addresse entry form

After entering all data, confirm the action with

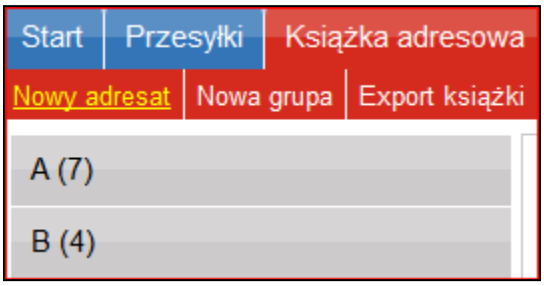
. In case of missing or incorrectly entered fields, the system will prompt an error message (Pic. 45a) and mark the missing fields with red border.



Pic. 45a. Incorrect or missing field error message

If groups were defined before, it is possible to assign addresses to them by selecting the group to which the addresse is to be assigned.

Filling the form out and confirming it with Dodaj will prompt a message Adresat został zapisany and the vertical menu will display a list of entered addresses (Pic. 46).



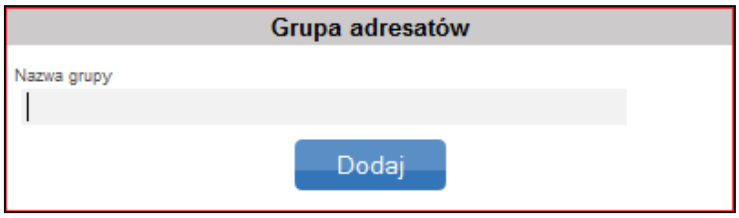
Pic. 46. Entered addresses list

Additionally, it is possible to modify addresses data or delete it. Confirm the change by clicking Zmień. The system will prompt a message Adresat został zmieniony

To delete a specific addresse from the list, click on Usuń. The record will be deleted and the system will prompt a message Adresat został usunięty.

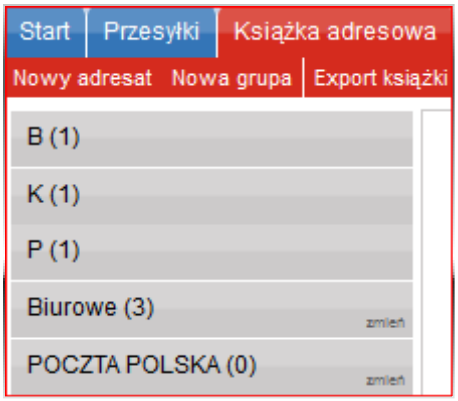
6.3.2. New group

This function allows to create a group of addresses. Choosing "Nowa grupa" tab will display a window (Pic. 46a).



Pic. 46a. Adding addresses group window

In order to create a new group, enter group name (Pic. 46a) and confirm the action by clicking Dodaj. The system will prompt a message: Grupa została zapisana and a vertical menu will display a list of groups (Pic. 46b).



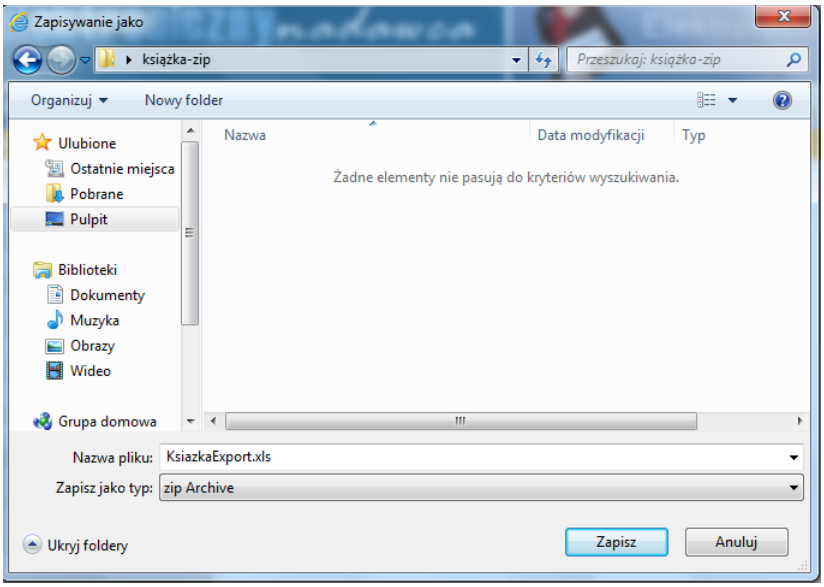
Pic. 46b. Group list

Additionally, it is possible to modify a group name or delete it. To modify or delete data click on a button placed next to group's name zmień. Perform changes in a displayed window (Pic. 46c), and change confirm them with Zmień. Deleting the group is done by clicking on Usuń. Changing the name will prompt a message Nazwa została zmieniona, while deleting a group Grupa została usunięta.

Pic. 46c.Addresses group window

6.3.3. Book export

The system allows to export an Address Book as a ZIP file (zipped MS Excel file). In order to export Address Book file. click on „Eksport książki". Browse the location you want to save the file to in a disaplyed browsing window (Pic. 47).

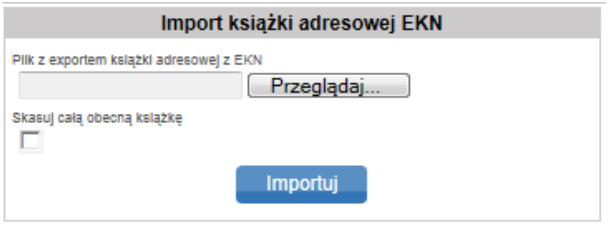


Pic. 47. Browsing file saving location for Address Book

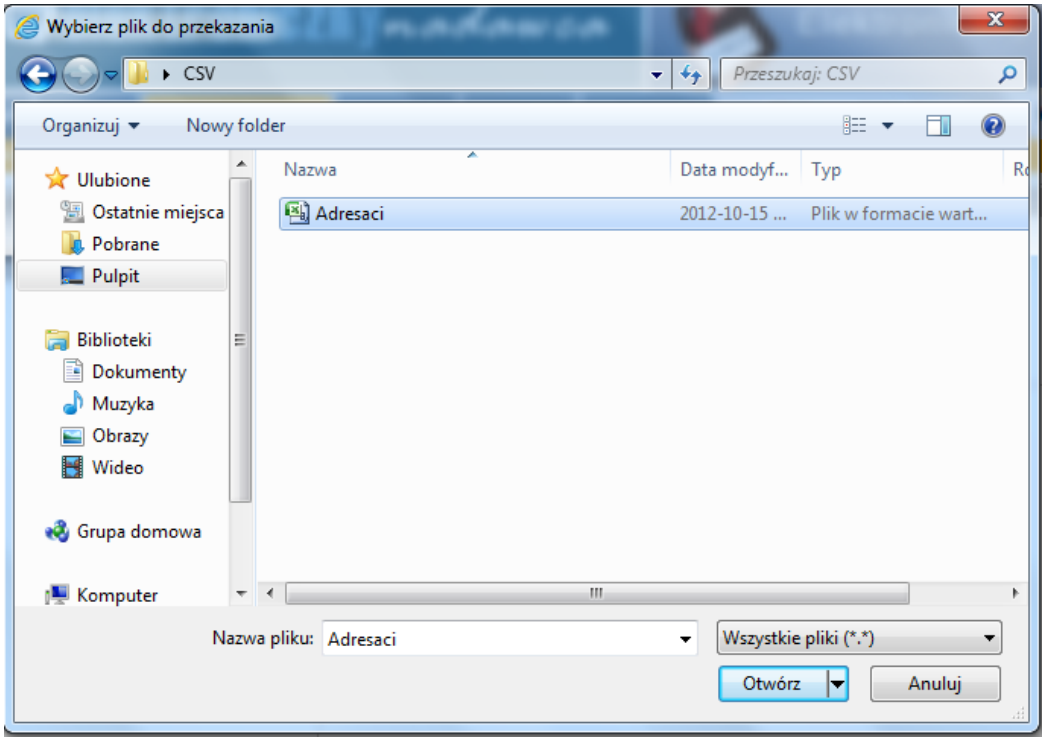
6.3.4. Book CSV import

This function allows to import Address Book as a CSV file. In order to import the Book, click on „Import książki csv" tab and click on Przeglądaj... in a displayed window (Pic. 47a) which will allow you to browse the location to which the Book will be imported (Pic. 47b). Confirm the action by clicking Importuj. After doing so, the imported data will be available in the vertical menu (Pic. 47c).

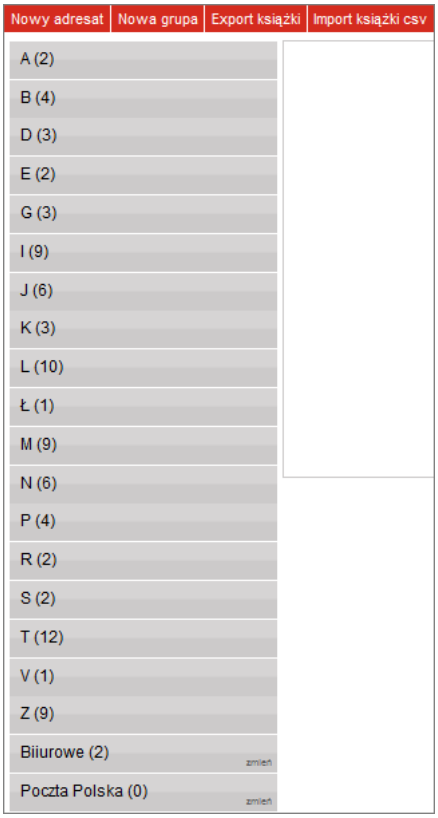
Additionally, while importing, it is possible to delete data of currently implemented Address Book by checking Skasuj całą obecną książkę mark.



Pic. 47a. Address Book import window



Pic. 47b. Browsing window - CSV file import



Pic. 47c. Address book

6.3.5. Search

This function allows to search data about addresses. Choosing "Szukaj" tab will display a window (Pic. 47d).

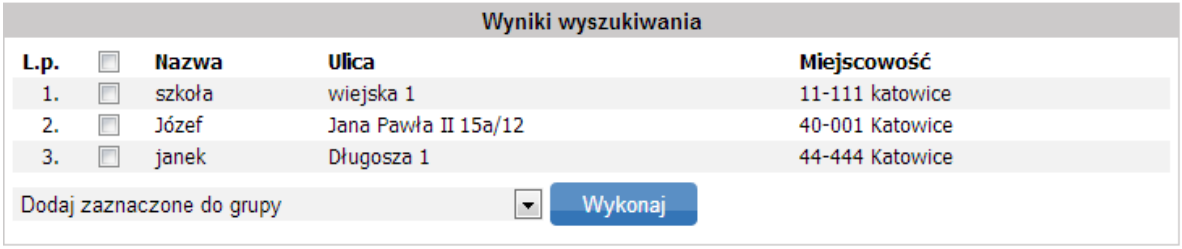
Pic. 47d. Search window

Data can be searched by following criteria:

- Name
- City
- Zip code
- Group

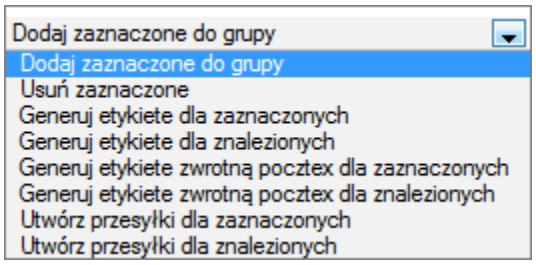
Selecting search criteria and confirming it with

displays a list of available addresses (Pic. 47e)



Pic. 47e. Addresses' list

For search results' list, it is possible to do the following actions: (Pic. 47f).



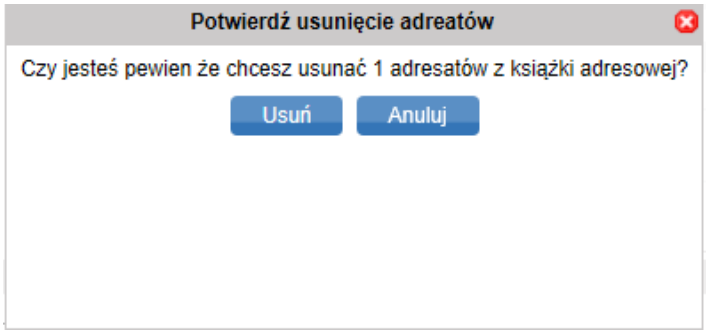
Pic. 47f. Action list

To add addresses to a group, choose addresees by marking the checkboxes , choose avaialble parameters from the drop down list and click Wykonaj . Choosing Dodaj zaznaczone do grupy will display a window (Pic. 47g). After selecting the group to which addresses should be assigned and confirming it with Dodaj the addresses will be assigned to that group.

Pic. 47g. Group selection window

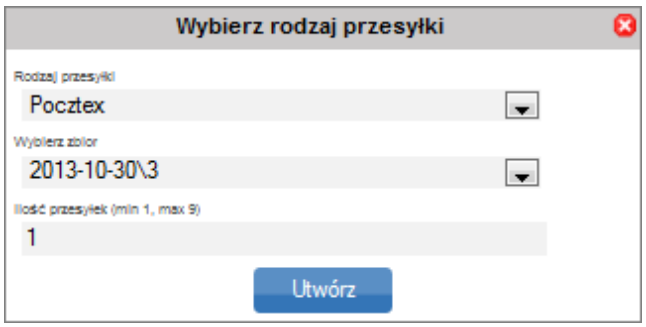
To delete selected addresses, choose option Usuń zaznaczone which will display a window (Pic. 47h). Confirming the choice with Usuń will prompt a message Adresaci usunięci . This action can be cancelled by clicking on Anuluj .

To generate a return label for selected or found addresses choose Generuj etykiete dla zaznaczonych or Generuj etykiete dla znalezionych respectively. The label will be in PDF format.



Pic. 47h. Delete addresses window

To create consignments for selected or found addresses, choose Utwórz przesyłki dla zaznaczonych or Utwórz przesyłki dla znalezionych respectively. This will display a window (Pic. 47i) where you should choose consignment type and the set to which the consignments should be assigned. It is possible to create multiple consignments for one addresse. To do so, enter a number in „ilość przesyłek" field (Pic. 47i). Finish the action with Utwórz which will display set's window. Next, follow the instruction from pt 6.2.1. It is possible to delete addresses from the book by selecting the addresse and choosing Usuń zaznaczone.



Pic. 47i. Consignment creation from Address Book window

6.4. Horizontal menu description for Ustawienia tab

Ustawienia tab is used to configure:

- Settings
- Sender's profile
- User list
- Allegro account list
- Password change

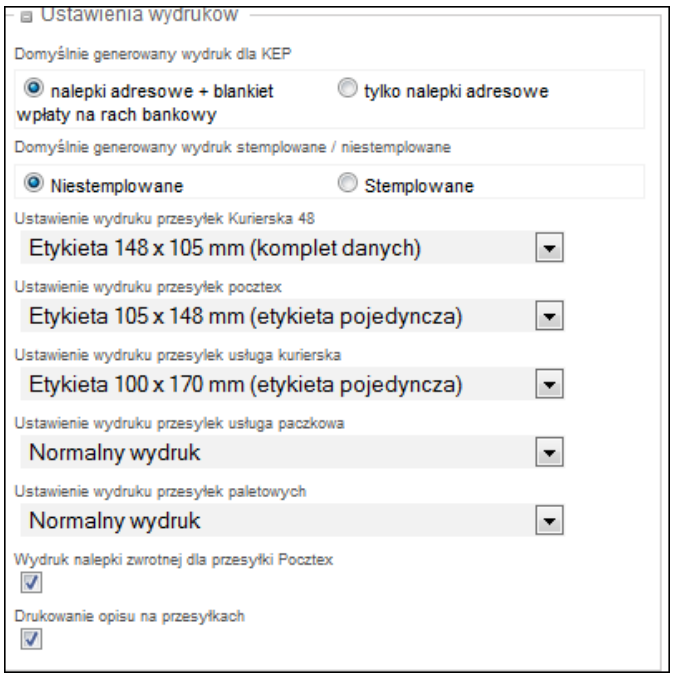
6.4.1. Settings

This functions allows to set:

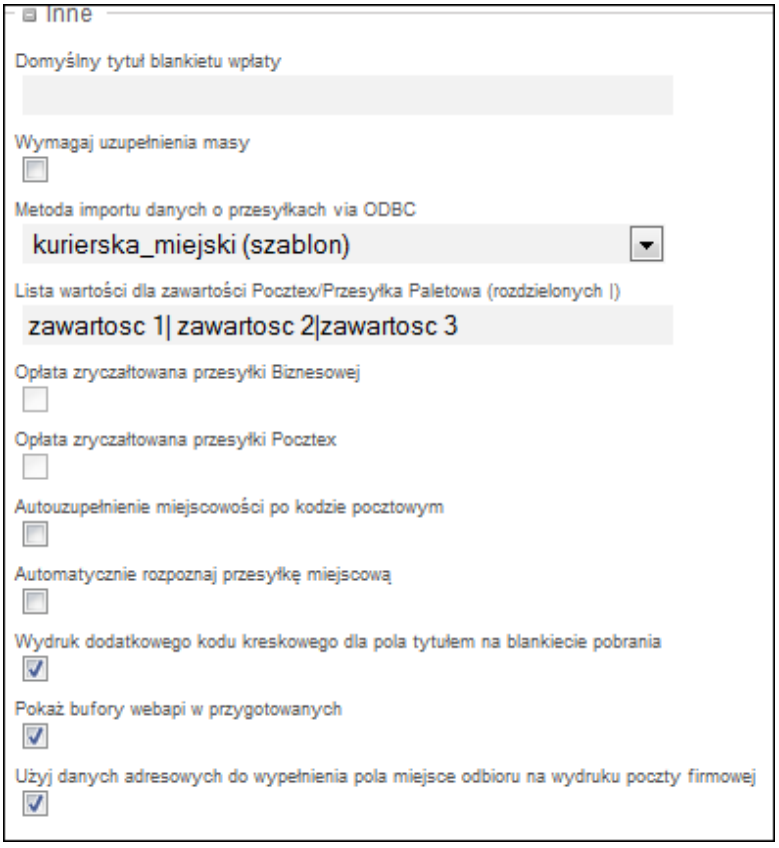
1. Primary and auxiliary bank account numbers (Pic.48)
2. Prints (Pic. 48a) such as:
    a. address labels or address labels + blank cash receipts
    b. default generation of stamped/non-stamped prints
    c. one layer print for services: Kurier48/Pocztex/Usługa kurierska/Usługa paczkowa/Przesyłka paletowa
    d. turning on and off printing return label for Pocztex service
    e. turning on and off the description on consignments
3. Other (Pic. 48b) such as:
    a. default title on blank cash receipt

b. requirement to fill in consignment weight
c. choosing the data import method via ODBC
d. list of values for contents: Pocztex/Usługa kurierska/Usługa Paczkowa/Przesyłka Paletowa
e. autocomplete city by zip code
f. automatically detecting city consignment
g. printing bar code on COD receipt
h. turning on and off displaying the prepared consignmnets generated by WebAPI
i. using address data to fill in the delivery place on Poczta firmowa print

Pic. 48. System setting form

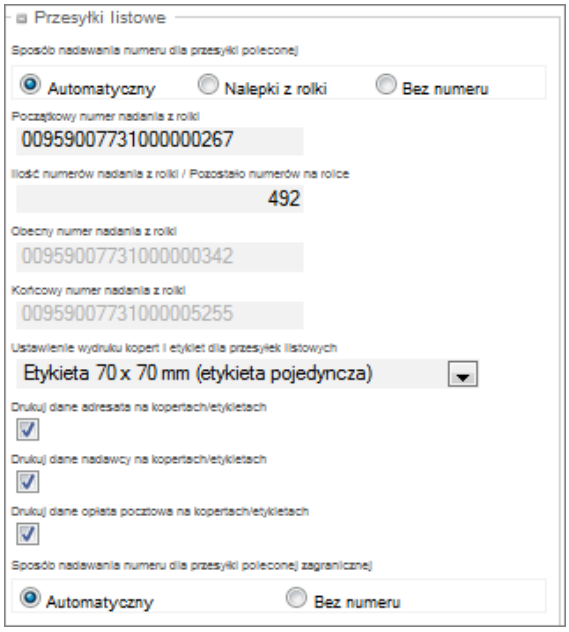


Pic. 48a. System setting form



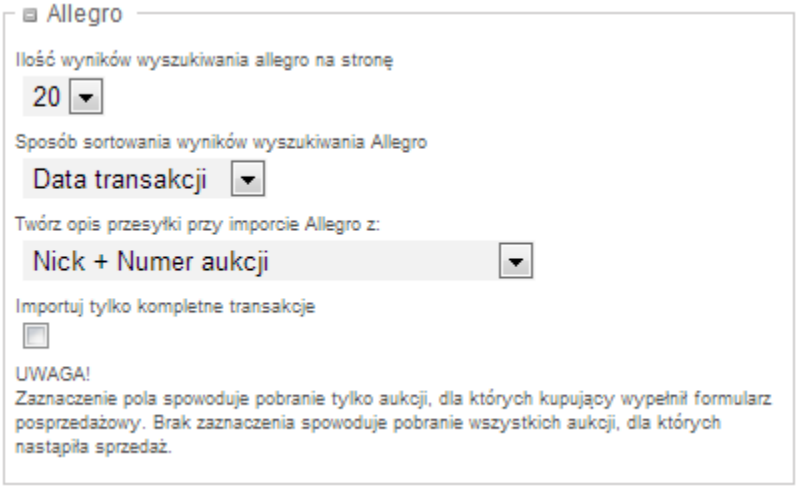
Pic. 48b. System setting form

4. For letter consignments (rys 48c), such as:
    a. numbering method for registered letter
    b. entering infromation about posting number from the roll
    c. setting print type for letter consignments
    d. print settings for sender/addresse/postal charge data
    e. numbering method for registered letter abroad



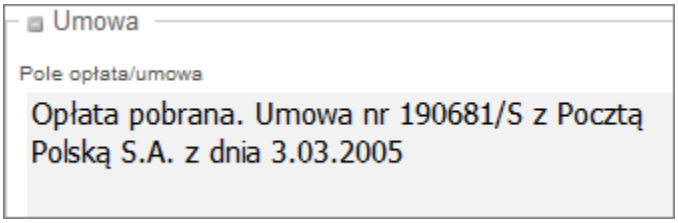
Pic. 48c. System setting form.

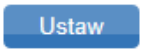
5. For Allegro settings (Pic. 48d), such as:
    a. number of Allegro search results displayed, per page
    b. sorting method of Allegro search results
    c. creating consignment description while importing Allegro with specific filter
    d. importing only complete transactions



Pic. 48d. System setting form.

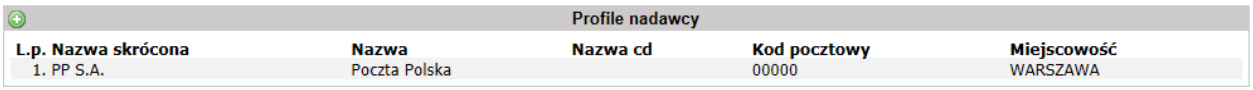
6. For Opłata/Umowa field (Pic. 48e).



Confirm settings by clicking  which will prompt a message

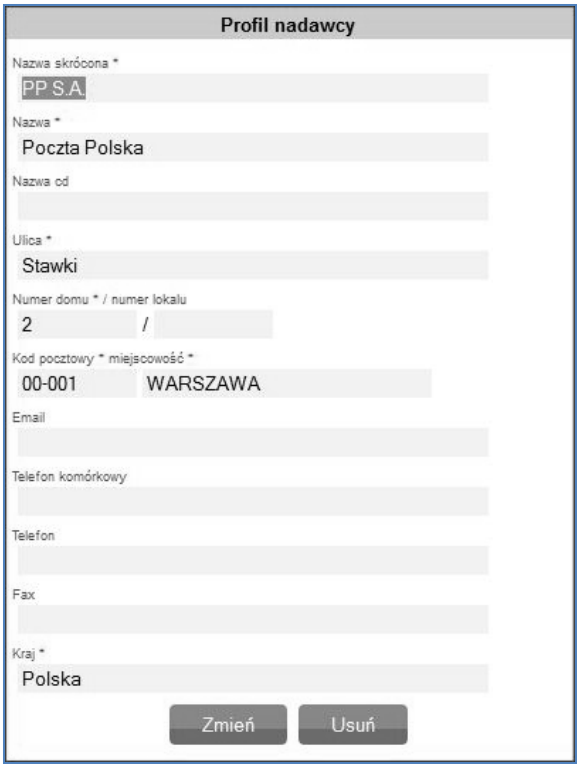
6.4.2. Sender's profiles

This function allows to add new, modify previous and deleting current sender's profile. Browsing, editing and deleting can be done by clicking on a selected profile (Pic. 49).



Profile nadawcy

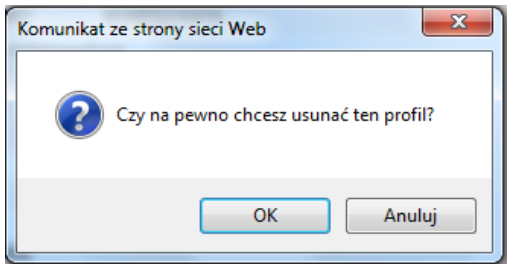
L.p.	Nazwa skrócona	Nazwa	Nazwa cd	Kod pocztowy	Miejscowość
1.	PP S.A.	Poczta Polska		00000	WARSZAWA



Pic. 49. Sender's profile form

When changing data, enter new data in place of previous data and confirm it by clicking Zmień which will prompt a message Zmiany zostały zapisane.

When deleting a profile click on Usuń which will display (Pic. 49a):

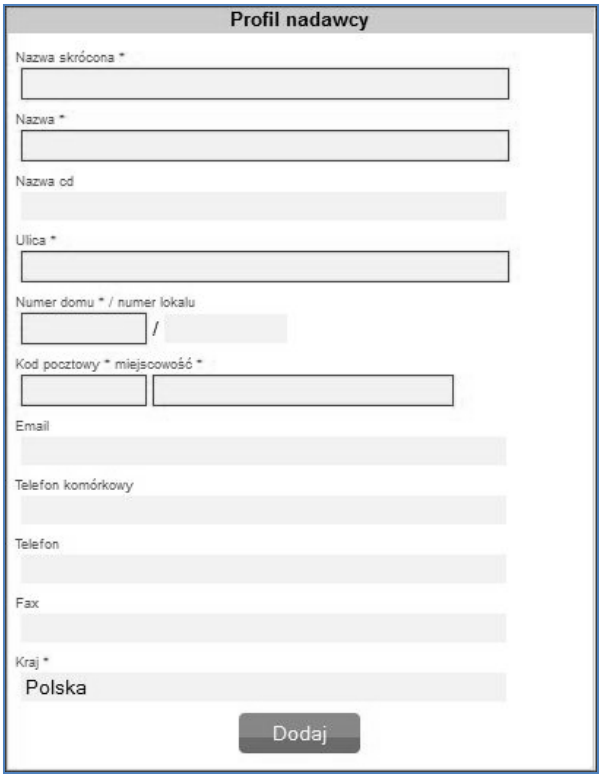


Pic. 49a. Deleting profile message

Confirming with OK will prompt a message Profil został usunięty. You can cancel the action by clicking Anuluj

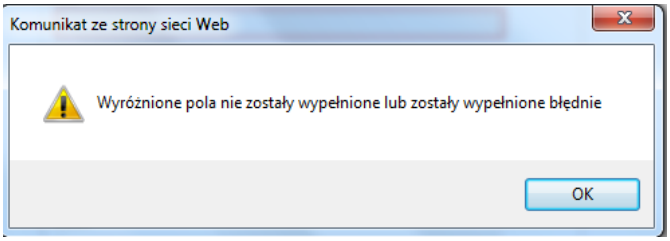
In case the profile about to be deleted is the only sender's profile, the system will display a message Nie jest możliwe usunięcie ostatniego profilu nadawcy

To create a new profile click on sign. A form to fill out will appear (Pic. 50).



Pic. 50. Creating new sender's profile

If any of the required fields are missing the system will prompt a message (Pic. 51) and mark the missing fields with red border.



Pic. 51. Missing fields message

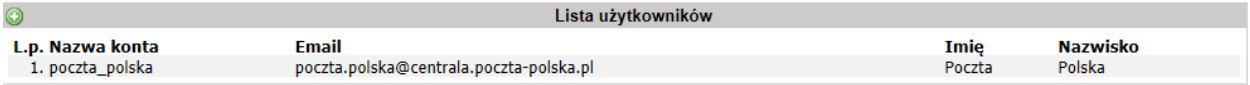
Successful form completion and confirmation with

will display a message:

.

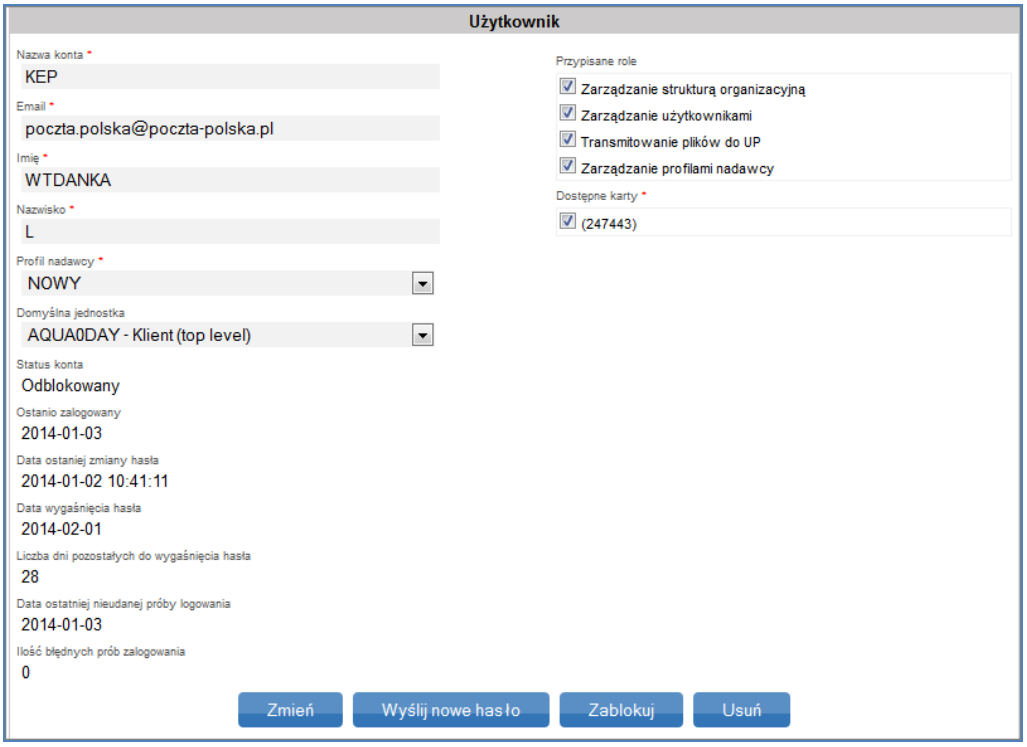
6.4.3. User list

This function allows to browse and manage avaialble system users (Pic. 53).



Pic. 53. User list

Clicking on user's account name will display user card (Pic. 54) which allows to edit data and authorization settings. It is possible to block an account, delete user and send a new password to a user.



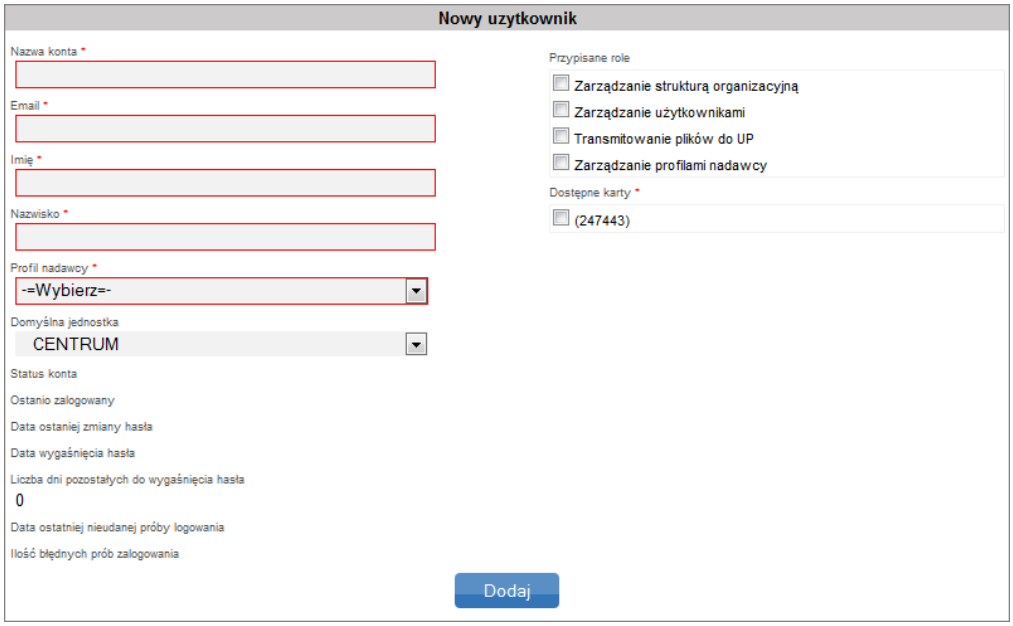
Pic. 54. User edit form

Data or authorization settings change can be done by editing data and confirming it with Zmień. Doing so will prompt a message: Zmiany zostały zapisane.

If a new password needs to be sent to a user, click on Wyślij nowe hasło. Doing so will prompt a message Nowe hasło zostało przesłane na podany adres email.

To delete a user, click on Usuń. Doing so will prompt a message: Konto zostało usunięte poprawnie.
in case the account that is being deleted is an account of a user currently logged in, the system will display a message: Nie jest możliwe usunięcie aktualnie zalogowanego użytkownika (EN:16803)

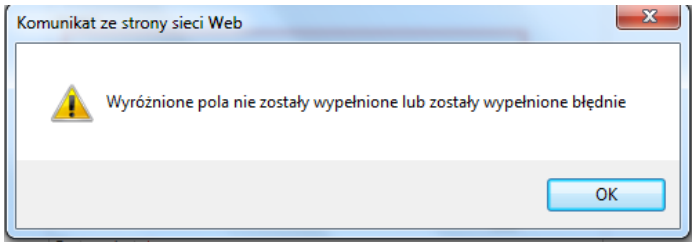
To block a user, click on Zablokuj which will cause the user's status to change into Zablokowany. To unblock an account click on Odblokuj. Doing so will change the status to Odblokowany.
Information about logging in and password expiration is available at the bottom part of the user form. It is possible to create new user and set his authorization settings also. To add a new user, click on (Pic. 53). A form will be displayed to enter new user information.



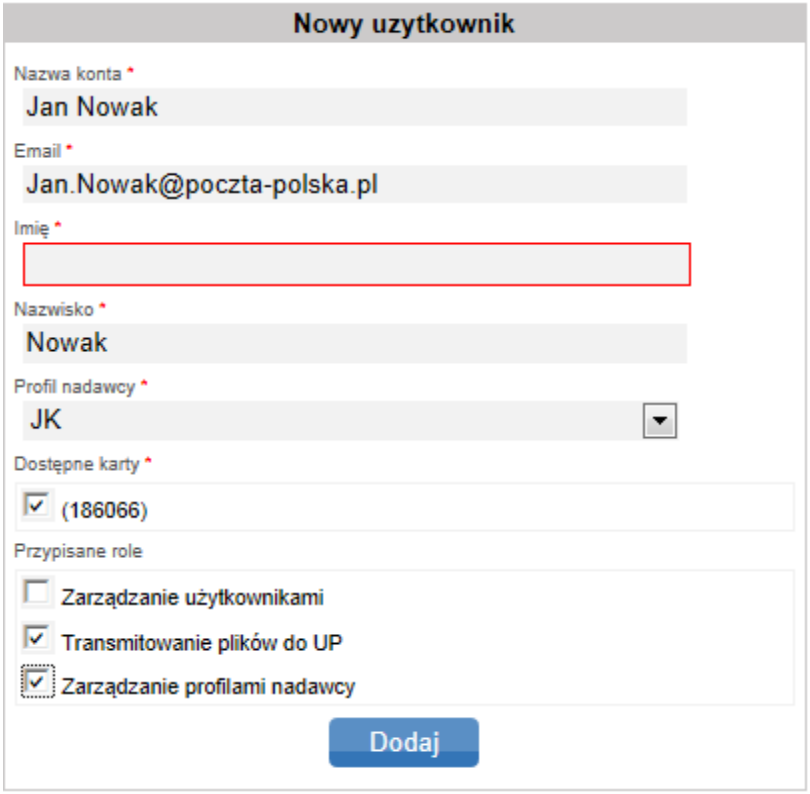
Pic. 55. New user form

- Enter all the required data, including:
  - account name
  - e-mail
  - first name
  - last name
- assign user to a sender profile from "Profil nadawcy" list
- assign user to available cards by marking a checkbox
- assign user to selected roles by marking a checkbox

If any of the required fields are missing the system will prompt an error message (Pic. 56) and mark the missing fields with red border (Pic. 57).



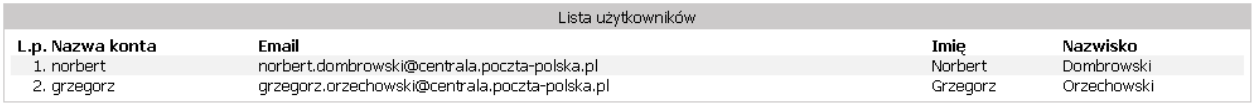
Pic. 56. Error message



Pic. 57. New user form - missing fields

Successful form completion and confirmation with will display a message:

and the account new will be displayed on a list (Pic. 58).

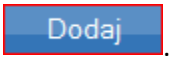


Lista użytkowników

L.p.	Nazwa konta	Email	Imię	Nazwisko
1.	norbert	norbert.dombrowski@centrala.poczta-polska.pl	Norbert	Dombrowski
2.	grzegorz	grzegorz.orzechowski@centrala.poczta-polska.pl	Grzegorz	Orzechowski

Pic. 58. User list

6.4.4. Allegro account list

This function allows to add new Allegro account. To do so, click on , fill out required information and confirm by clicking  .

Lista kont Allegro

L.p.	Nazwa konta	Hasło w bazie	Pamiętaj hasło
1.	Śleszaczek	zapisane	T

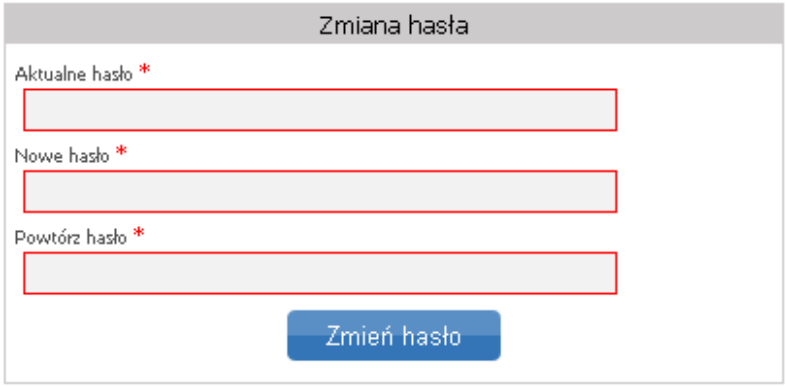
Pic. 59. Allegro account list

Additionally, it is possible to edit or delete saved data about Allegro accounts by clicking on an account, editing and saving changes with "Zmień" button or deleting account with "Usuń" button (Pic. 59).

Pic. 59. Formatka danych konta w Allegro.

6.4.5. Password change

This function allows to change the password of currently logged in user. To do so, give current password and enter new password twice (Pic. 60).



Pic. 60. Password change form

In case of entering inccorect passwor, the system will prompt a message Podane aktualne hasło jest niewłaściwe (EN:12201).

In case new password doesn't match in both fields, the system will prompt a message Podane hasła różnią się od siebie (EN:12202).

If the new password is inconsistent with system's safety requirements, the system will prompt a message:

Wprowadzone hasło jest za krótkie. Minimalna długość hasła to: 10 znaków (EN:00501)
Wprowadzone hasło powinno zawierać przynajmniej jedną wielką literę (EN:00502)
Wprowadzone hasło powinno zawierać przynajmniej jedną cyfrę (EN:00504)

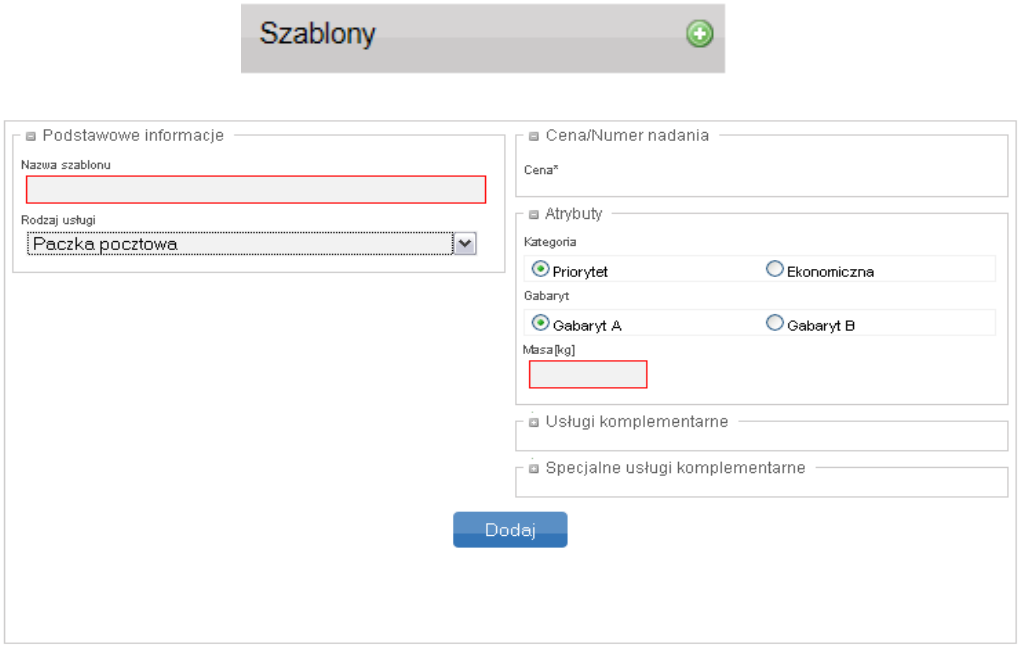
6.5. Horizontal menu desciption for Narzędzia tab

"Tools" tab allows functions:

- Templates
- posting numbers range
- Firmowa-miejscowa?
- Organizational structure

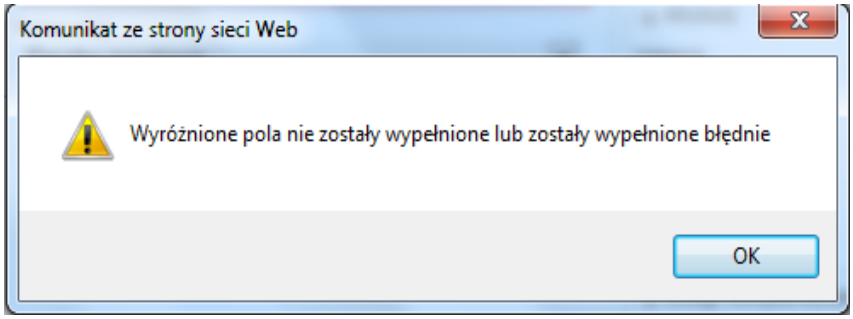
6.5.1. Templates

This option allows to save a template with parameters related to a certain consignment (for example, service, delivery time, COD, complimentary services) by filling out a form (Pic. 61). Adding new template is done by clicking on and filling out a new template form.

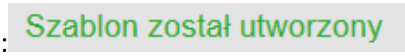


Pic. 61 New template form

If any of the required fields are missing the system will prompt an error message (Pic. 62)



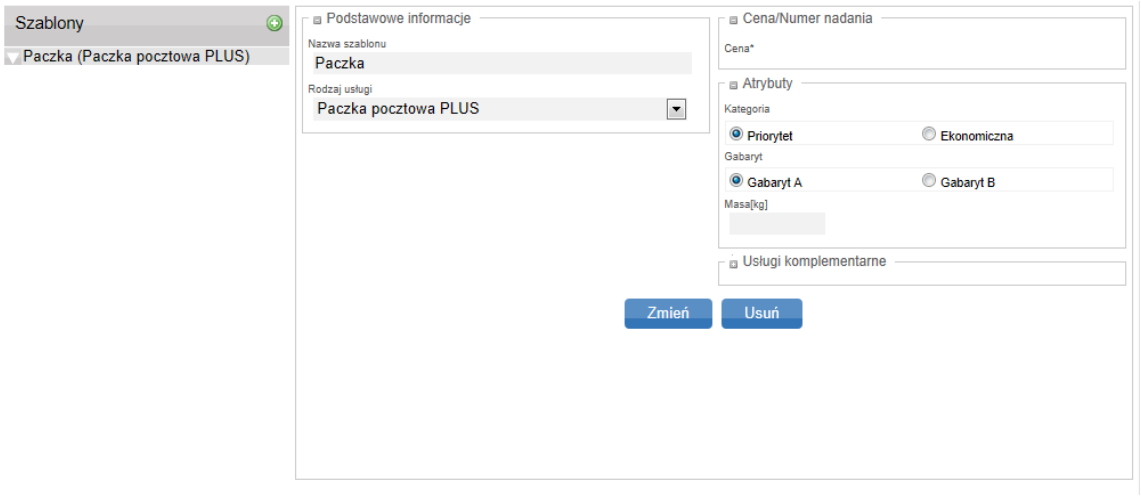
Pic. 62. Error message

Successful form completion will display a message: 

.

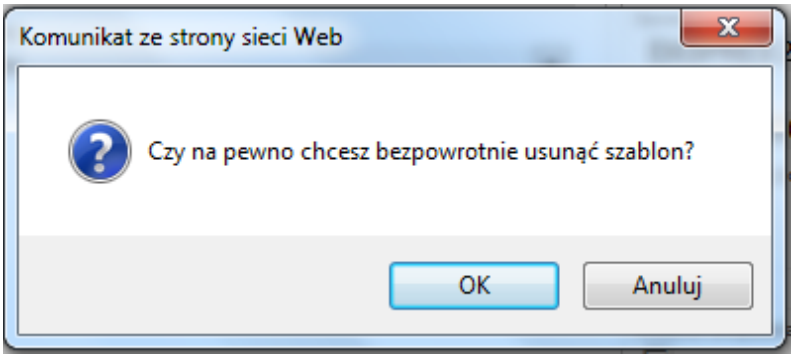
Additionally, the user can edit data in existing template or delete the template by clicking on

respectively (Pic.62a).



Pic. 62a. Template form window

To delete a template, select it and click on Usuń. The system will prompt a message to confirm the deletion (Pic. 62b). Confirming the deleting by clicking OK will display a message: Szablon został usunięty and the template will disappear from templates list.



Pic. 62b. Confirming template deletion message

To modify the template, select it, make necessary changes and click on Zmień. The system will prompt a message: Szablon został zmieniony.

6.5.2. Posting numbers range

This option allows to check previously assigned posting numbers range (Pic. 63)

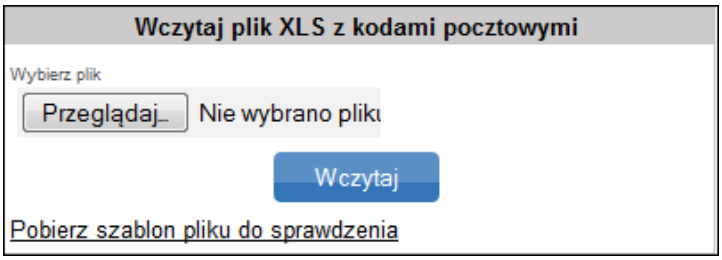
Przyznane zakresy numerów

L.p.	Usługa	Numer początkowy	Numer końcowy	Data przyznania	Przyznana ilość numerów
1.	E-PRZESYŁKA	00959007736001036758	00959007736001037748	2012-07-23	100
2.	E-PRZESYŁKA	00959007736001016002	00959007736001017245	2012-06-19	125
3.	Paczka pocztowa	00959007733000000308	00959007733000050297	2012-06-15	5000
4.	Paczka pocztowa	00959007733000050303	00959007733000051294	2012-06-15	100

Pic. 63.Posting numbers range window

6.5.3. Firmowa – miejscowa?

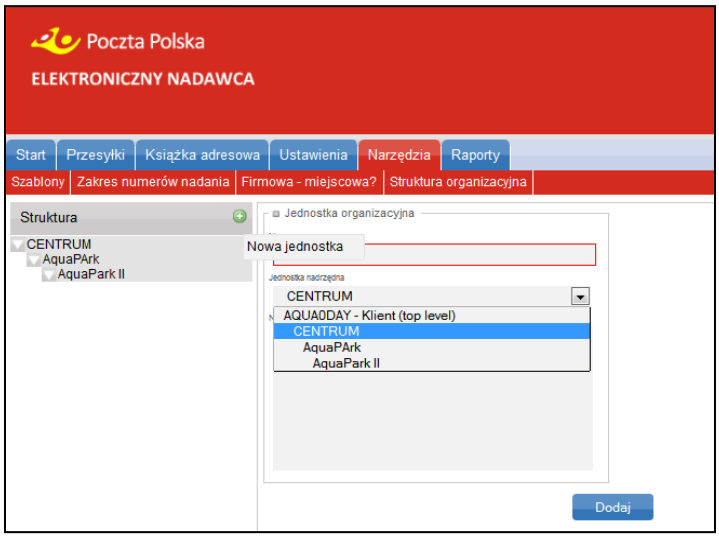
This option allows to detect city/out of city zip codes included in XLS file. File template can be downloaded by clicking on „Pobierz szablon pliku do sprawdzenia" (Pic.64). To detect zip codes, enter XLS file path, and click on „Wczytaj". This will generate an XLS file with detected zip codes.



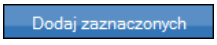
Pic. 64. Downloading XLS file window

6.5.4. Organizational structure

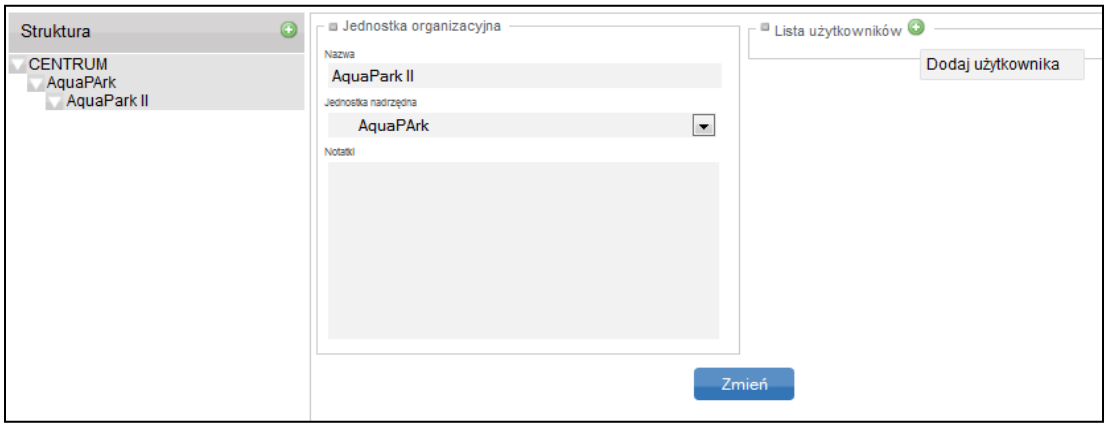
This option allows to manage organizational structure of a specific client by the user authorized to do so. The client may authorize a user by marking a checkbox „Zarządzanie strukturą organizacyjną" in Ustawienia →Lista użytkowników tab. Authorized user will be able to assign specific client's users to appropriate level in a structure, once the structure tree is entered in the system. Building organizational structure tree is done by adding units and assigning them to parent unit (Pic. 64a)



Pic. 64a Organizational structure creation window

To assign user to specific unit, choose the unit from the list in "Struktura" section, then select the user by clicking on in „Lista użytkowników" section (Pic. 64b), which will display a browsing window. The data is being searched for after typing in at least 3 characters. Dane szukane są po ciągu min 3 znaków. To add a user, mark its last name in a checkbox and click on 

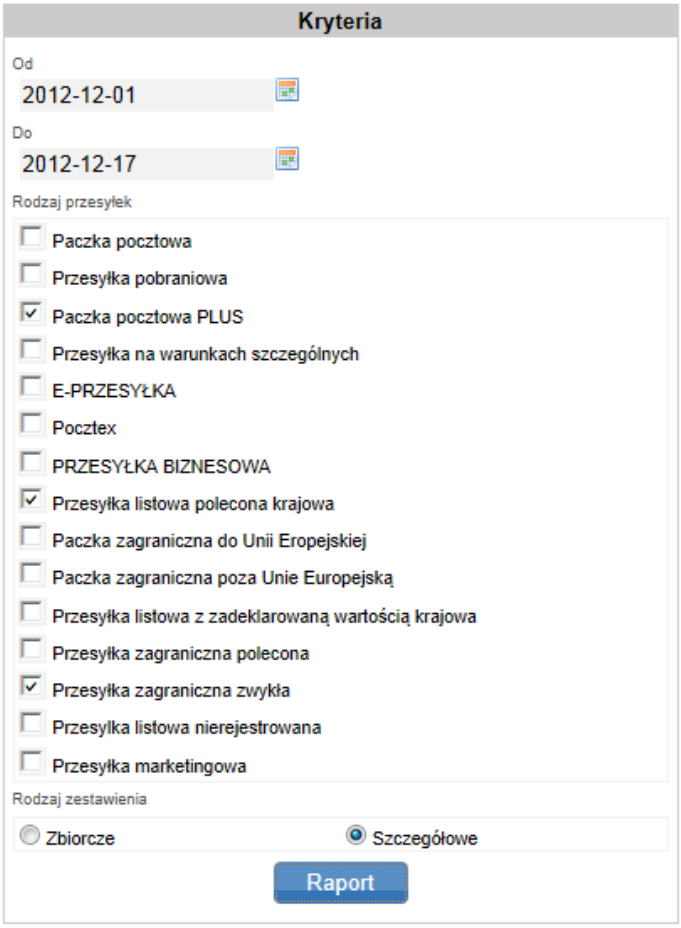
. The user can be assign to multiple units at once. Assigning users to a specific level in organizational structure defines the range of consignment data available and visible for specific user.



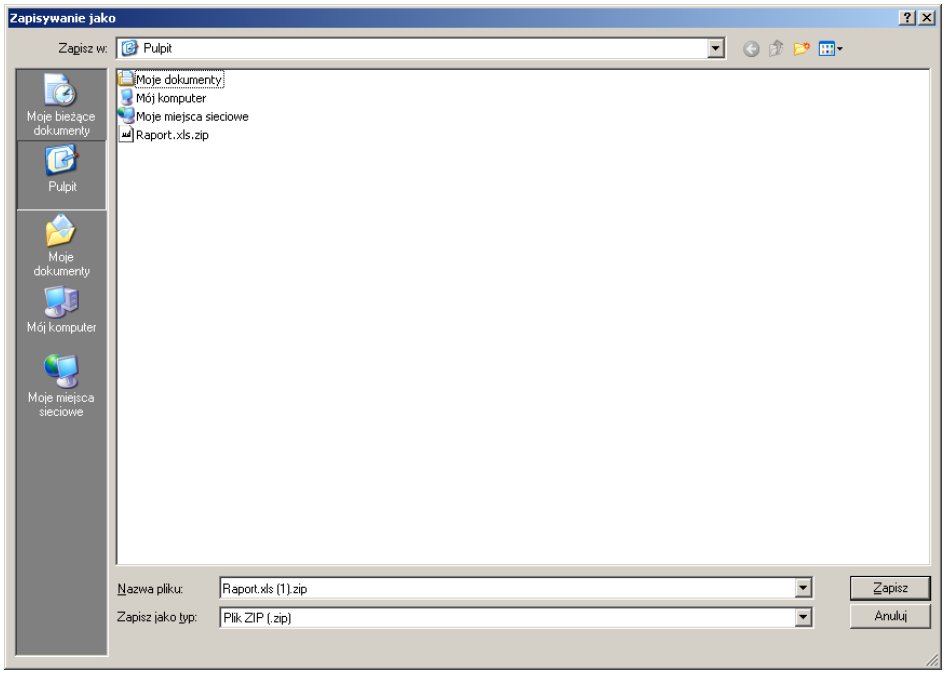
Pic. 64b Browsing for a user to add to organizational structure

6.6. Horizontal menu descitpion for Raporty tab

This option allows to create reports of posted consignments consistent with established criteria such as: date range, consignment type, consignment sheet type (Pic. 65). The report can be generated as a summary or detailed report. Generated reports are saved as a zipped XLS or PDF file in a specified by the user location (Pic. 65a).



Pic. 65. Report criteria window

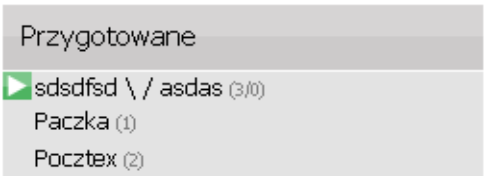


Pic. 65a. Report saving location window

6.7. VERTICAL MENU FOR CONSIGNMENT FUNCTION

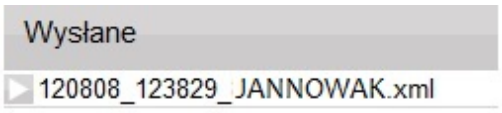
6.7.1. Prepared

In „Przygotowane" tab, there are previously generated consignment sets, which you can print labels for or transfer to post office (pkt 6.2.1 – pkt 6.2.4)



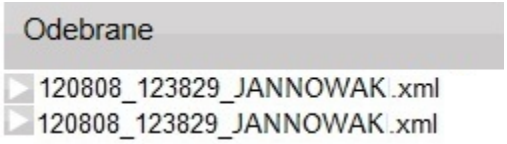
6.7.2. Sent

In „Wysłane" tab, there are sets already transferred to post office just as described in pt 6.2.4.



6.7.3. Received

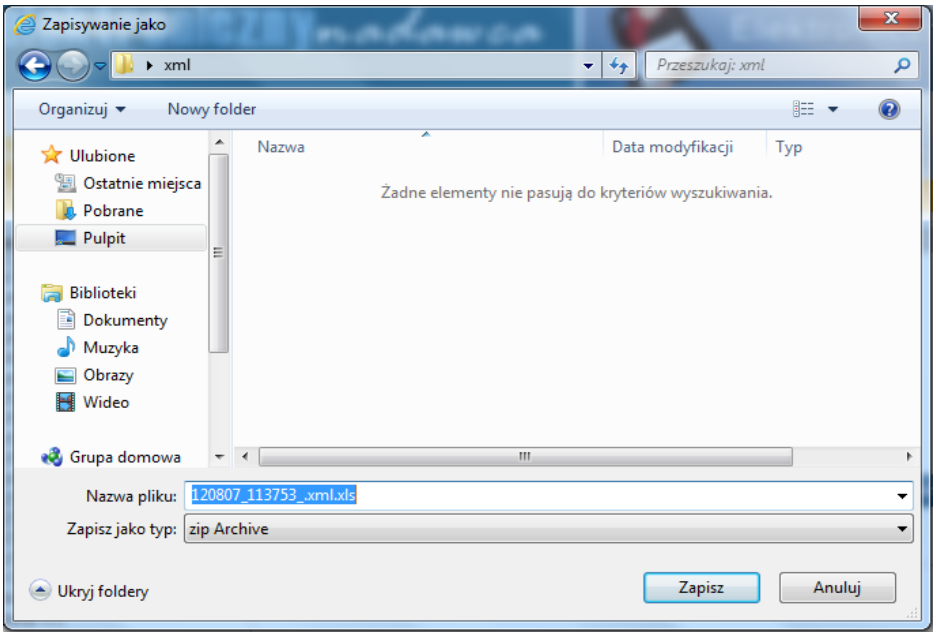
In „Odebrane" tab, you can see confirmed return files received from the post office.



For a received set (Pic. 66) which gains "Przyjęty" status, it is possible to export consignment data as an XML or XLS file, archive the set or delete it.

Pic. 66. Set's edit window

Receiving XML file, which was sent to the post office is done by clicking Pobierz and saving it on your computer. Export (xls) button gives XLS file report which contains information about posted consignments. Clicking it will display a browsing window to choose saving location (Pic. 66a).



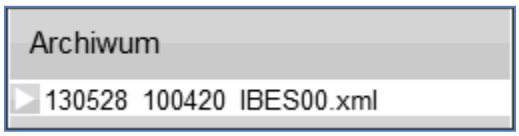
Pic. 66a. Set's file export window

To archive a set, click on Archiwizuj. Doing so will return a message Plik został zarchiwizowany and the set will be moved to „Archiwum" tab.

To delete a set, click on Usuń which will return a message Pakiet został przeniesiony do kosza and the set will be moved to „Kosz" tab.

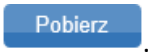
6.7.4. Archive

The „Archiwum" tab contains archive files.



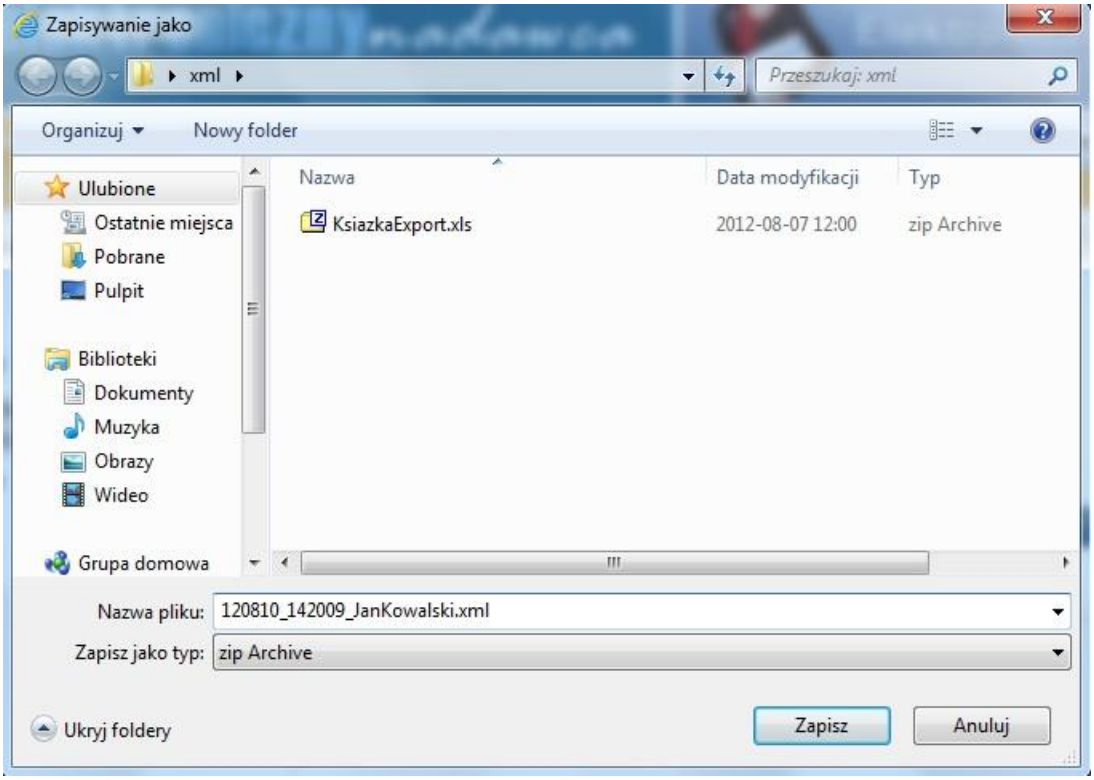
Sets are moved from the archive bundle to "Odebrane" tab either by user request or automatic funcction if older than 30 days.
For a set in archive (Pic. 67) which gained "Archiwum" status, it is possible to export it as an XML or XLS file, delete it and print labels.

Pic. 67. Bundle information window

To export XML file, which was sent to the post office, click on 

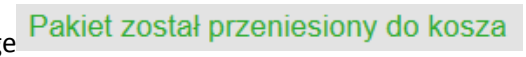
. To export XLS file click on

. After doing so, choose appropriate location for export (Pic. 67a).



Pic. 67a. Saving file - browser window

Deleting a set is done by clicking

which will return a message 

and the set will be moved to "Kosz" tab,

Uwaga:
NOTE: Since March 2013, the data is stored for 14 months (410 days) on EN servers, then they are deleted.

6.7.5. Trash

"Kosz" tab displays deleted files.

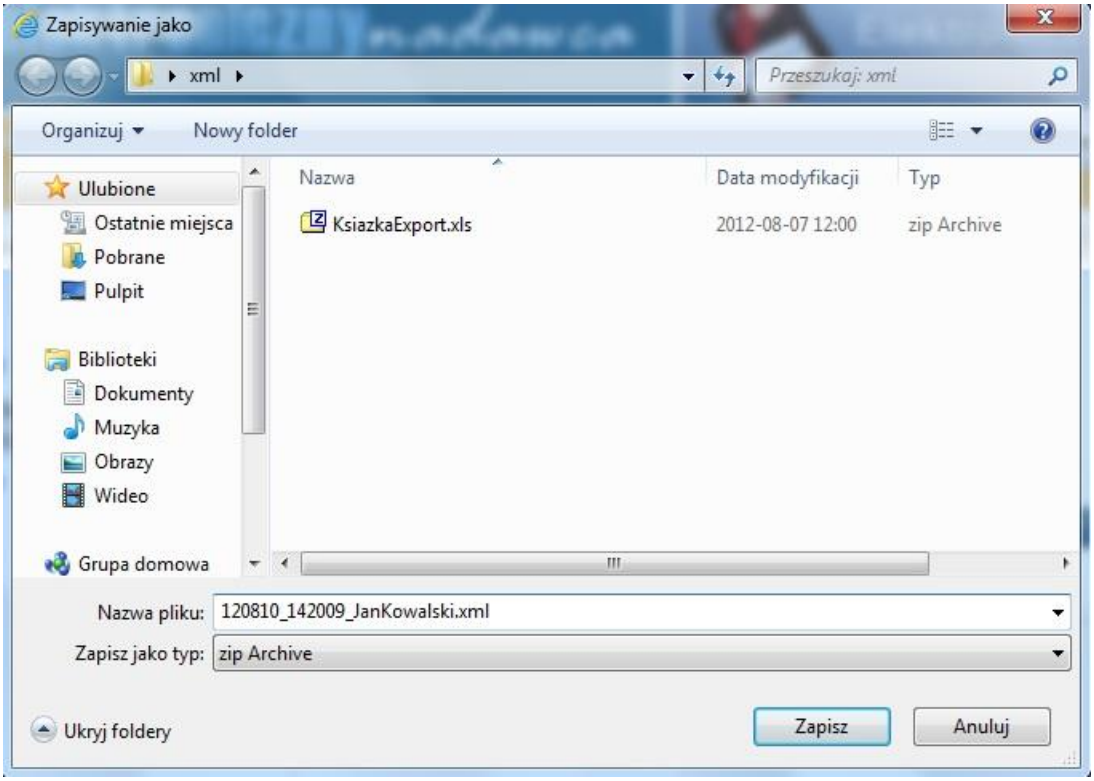
In deleted set's bundle (Pic. 68) it is possible to export it as XML or XLS file, delete it or restore it.

Pic. 68. Set's information window

Downloading XML file is done by clicking

. Exporting XLS file is done by clicking on

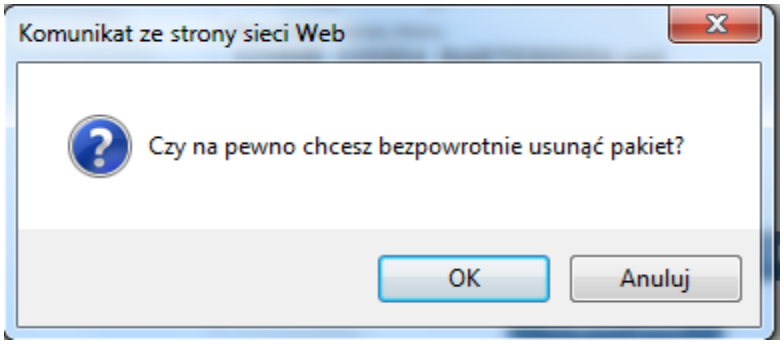
. Choose appropriate location for export (Pic. 68a).



Pic. 68a. Saving file - browser window.

Deleting the set is done by clicking

which will return a message (Pic. 68b).

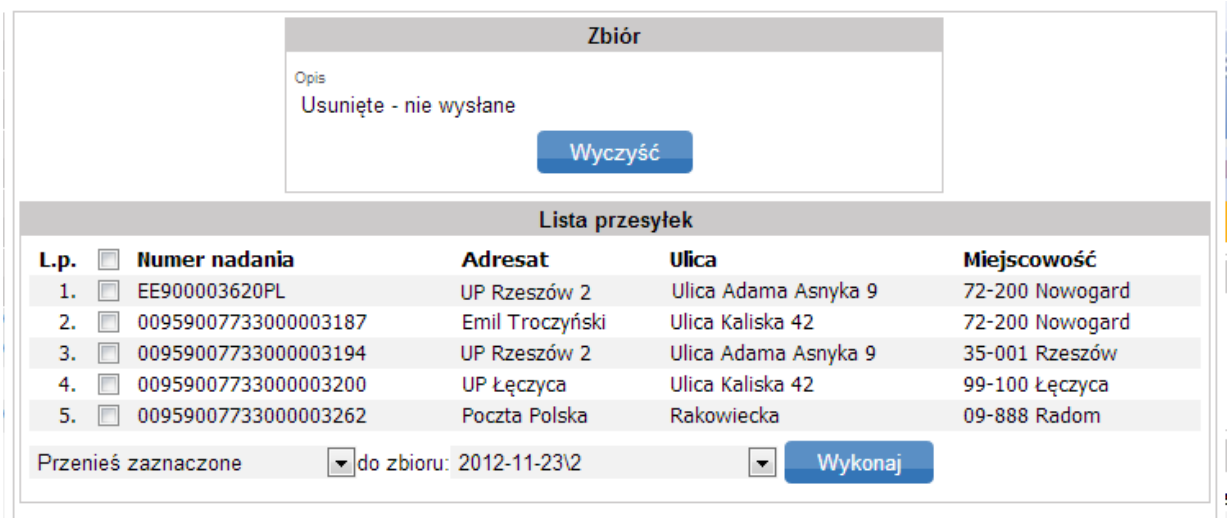


Pic. 68b. System's message

Confirming the action with OK will prompt a message: Pakiet został usunięty. Additionally it is possible to cancel the deletion by clicking on Anuluj.

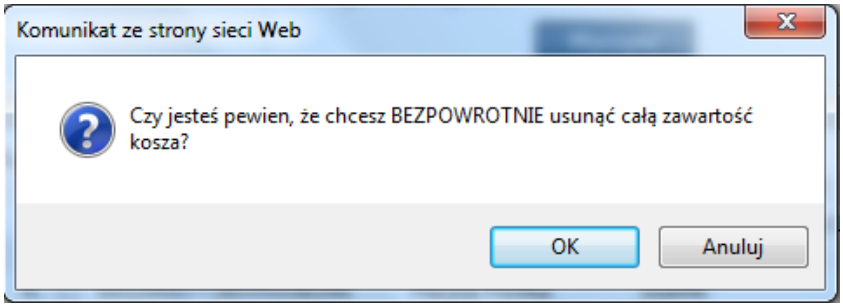
Restoring the set is done by clicking Przywróć which will return a message Plik został przywrócony. The set will be restored to the tab from which it was deleted.

In case the deletion pertains to deleted consignment and not posted ones, clicking on Usunięte - nie wysłane (6/3) will display a window (Pic. 68c), which allows to delete, move specific consignments or clean whole set stored in the trash.



Pic. 68c. Set/consignment deletion window

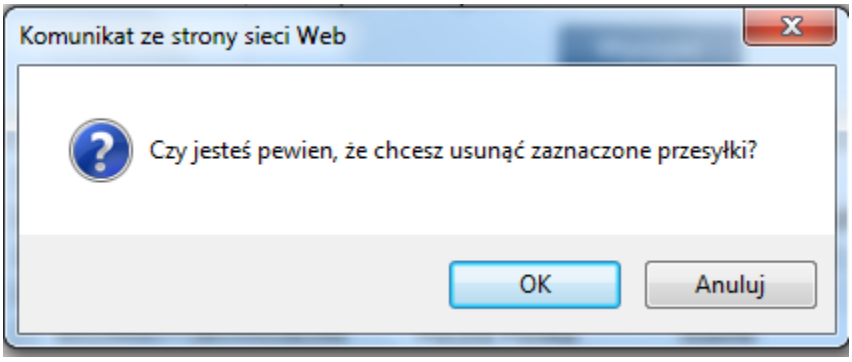
To clean the set click on Wyczyść which will return a message (Pic. 68d). Confirming the action with OK will prompt a message Kosz został wyczyszczony. To cancel the action click on Anuluj.



Pic. 68d. System's message window.

Deleting or moving consignments is done by marking chechboxes , then selecting a specific action from th edrop down list (Pic. 64g) and clicking on Wykonaj .

Selecting Usuń zaznaczone will prompt a message (Pic. 68e). Confirming the action with OK will prompt a message Przesyłki zostały usunięte bez błędów. To cancel the action click on Anuluj.

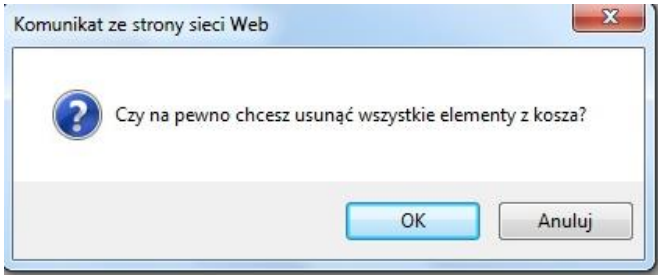


Pic. 68e. System's message window.

If option Przenieś zaznaczone is chosen, select a set to which consignments should be moved. Confirming the action will display a message Przesyłki zostały przesunięte poprawnie and consignments will be moved to a specified set.

6.7.5.1. Empty

This function is used to permanently delete a file. To do so, click on opróżnij which will prompt a message (Pic. 68f).

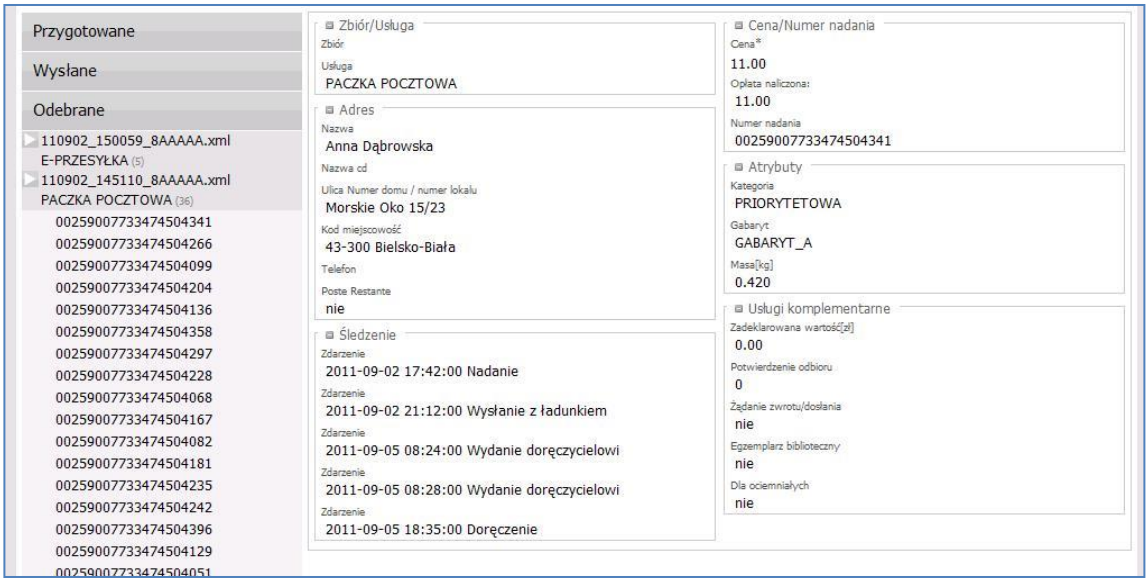


Pic. 68f. Komunikat usunięcia plików z kosza.

Confirming the action by clicking OK will display a message Kosz został opróżniony. Additionally it is possible to cancel the action by clicking Anuluj.

6.8. Consignment tracking

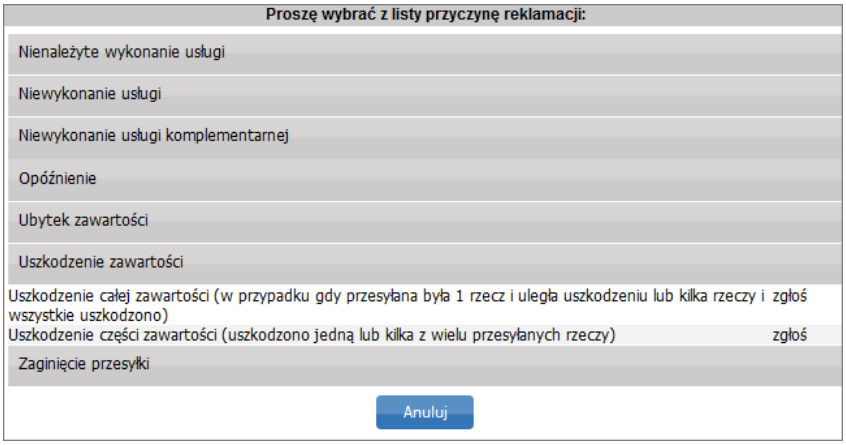
The application allows to track consignmnets transferred to Poczta Polska. This functionality is available in consignment's data window in "Odebrane" module (Pic. 69).



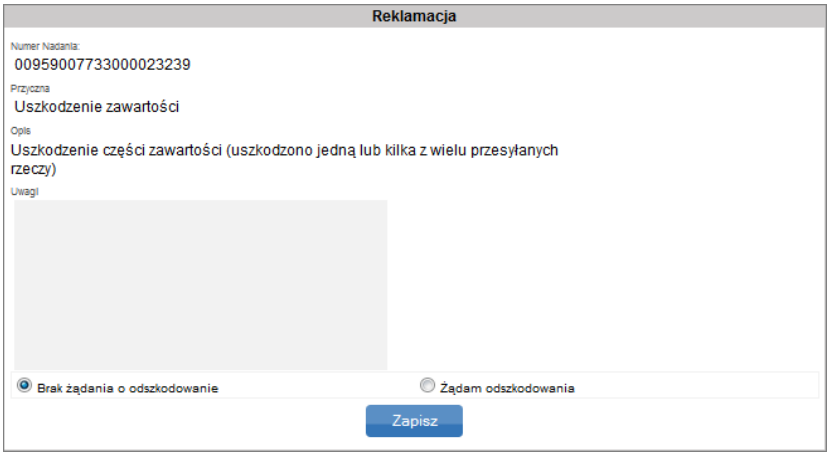
Pic. 69. Consignment tracking window

6.9. Complaints

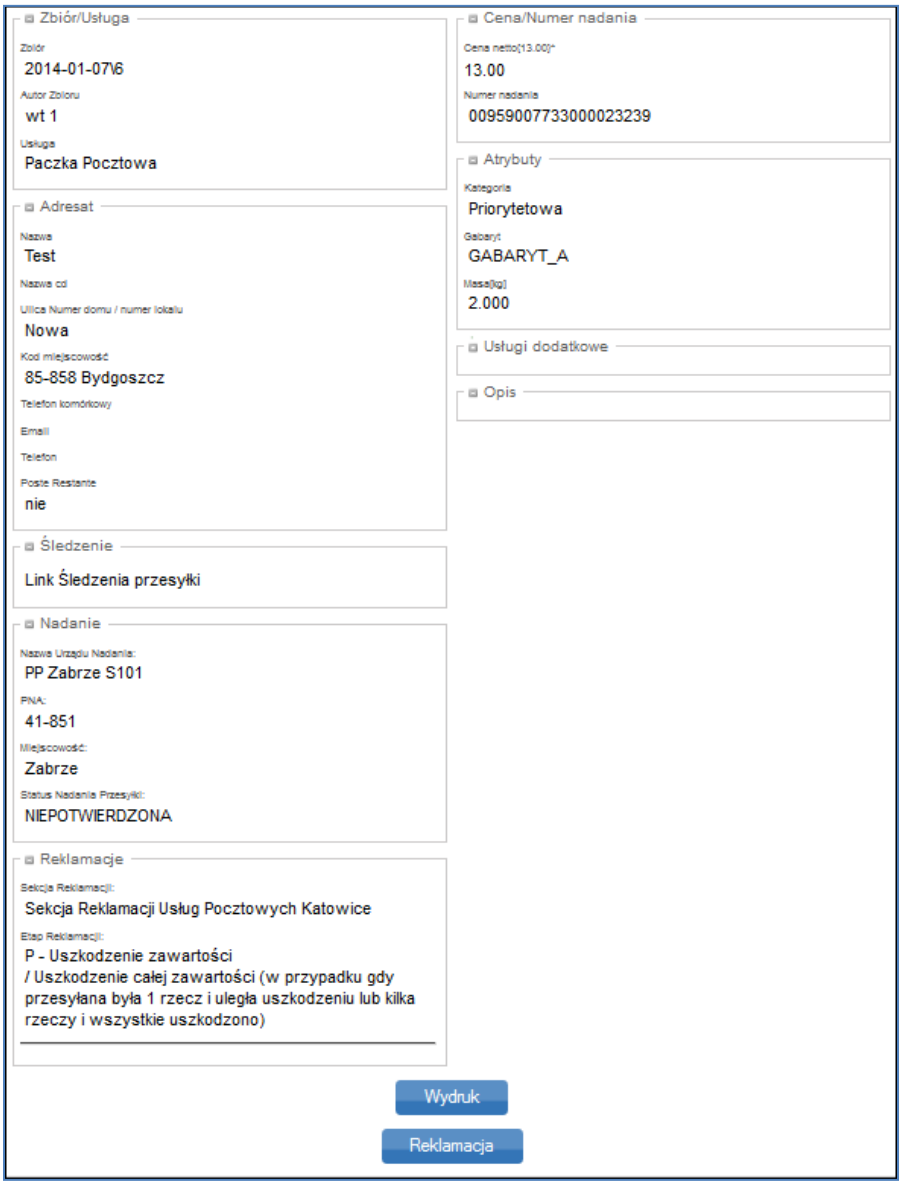
EN system allows to file complaints about posted consignments. To do so, go to complaints tab (from Wysłane/Odebrane tabs). In the posted consignment preview window, a button is displayed on the bottom Reklamacja.
Clicking it will display a window to choose the reason for complaint (Pic. 70). Choosing the reason will display another window (Pic. 71) which allows to enter information about compensation and additional comments about the complaint. The client can track the complaint status at all times. Appropriate information will be displayed in the preview window of the consignment. Clicking on "Reklamacje" will display the status (Pic. 73.)



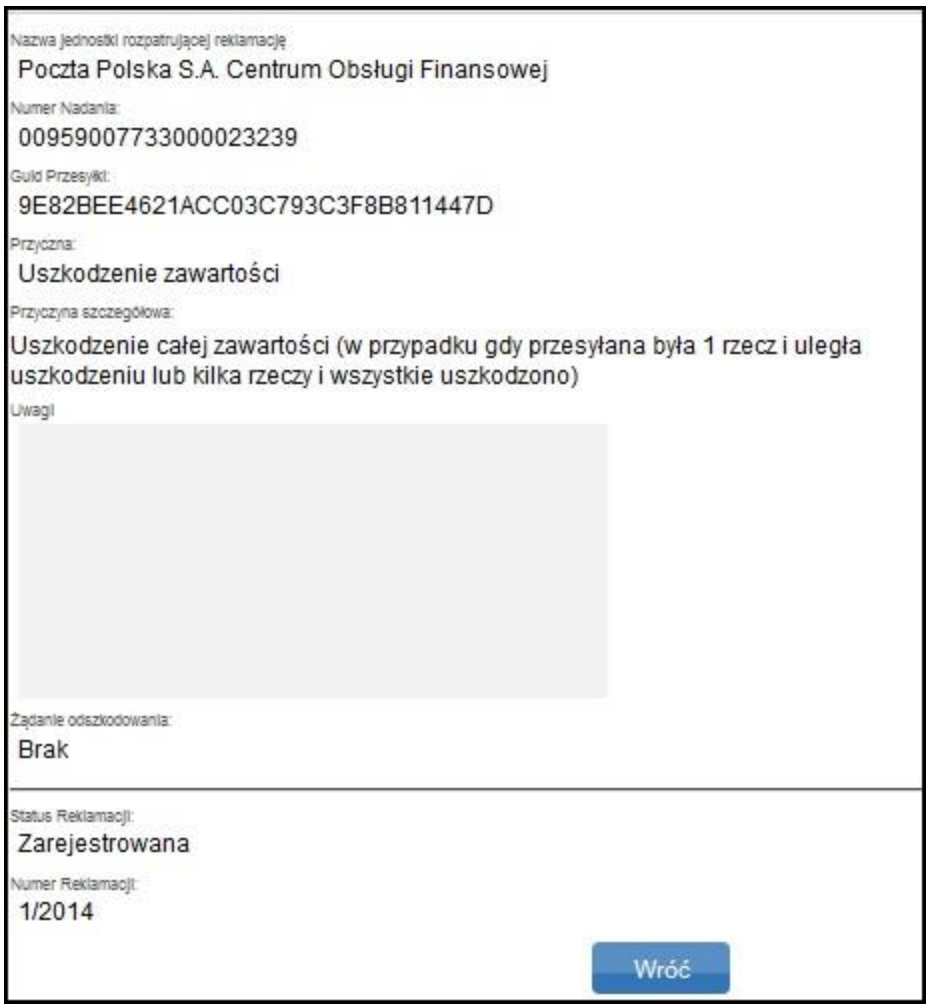
Pic. 70. Reason for complaint window



Pic. 71. Complaint window



Pic. 72 Consignment preview window



Pic. 73 Complaint preview window

FAQ

In case of any questions, please read the Instruction and FAQ first. If you cannot find the answer, contact us at:

801 333 444

or

43 842 06 00
(from cell phones)

Below are listed cases which may complicate or prevent working with the app with suggestions on how to solve those issues:

CASE 1
PROBLEM: Inability to enter application's website.
SOLUTION: Check your Internet connection.

CASE 2
PROBLEM: Inability to log into the application.
SOLUTION: Make sure you enter correct login and password. Check if CAPS LOCK button is on. If the issue persists, contact us.

CASE 3
PROBLEM: Inability to export consignment list.
SOLUTION: Check your internet connection. If the issue persists contact us or go to the post office indicated on your contract and give the consignment list on a CD/USB drive.

CASE 4
PROBLEM: Inability to send a file to the post office while using Safari browser.
SOLUTION: It is a known issue with Safari browser which does not refresh folder's contents in which files for transfer are stored. To force refreshing, close and reopen the folder.

CASE 5
PROBLEM: The set is marked with red, inability to print or close the set.
SOLUTION: Należy sprawdzić czy planowana data nadania jest prawidłowa tzn. czy data nie jest z przeszłości. W przypadku poprawy daty nadania należy ponownie dokonać wydruku dokumentów nadawczych.

CASE 6
PROBLEM: No książka nadawcza generation for PRZESYŁKA BIZNESOWA service.
SOLUTION: According to the service regulations, an electronic file is the only thing that constitutes as a posting receipt.

CASE 7
PROBLEM: Inability to enter contents for Pocztex service consignments.
SOLUTION: Fill out consignment's contents type in "Lista wartości dla zawartości pocztex (rozdzielonych |)" in Settings.

CASE 8
PROBLEM: Password change.
SOLUTION: Read pt. 6.4.5.