



POST-LABELCENTER
HOW TOs



Change log

Version	Date	Author	Changes
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1.1	April 4 th 2017	PLÖ IT - CCC	Valid Version for PLC 7.1
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User Administration

User configuration

After receiving your login data please change your password. In the menu "Administration" you have the possibility to check and change your personal data if necessary.

Please note that a correct configuration of your personal data is important for using the function "lost password" or for receiving information and news about the Post-Labelcenter.

Create user

After your Post-Labelcenter access has been created, your user credentials are sent to your mail address.

By default, you are set as administrator for your client ID.

As administrator you are able to create additional user accounts for your client ID. The available user roles are administrator (can access all menu items) and shipping user (has no access to the menu item "System Configuration").

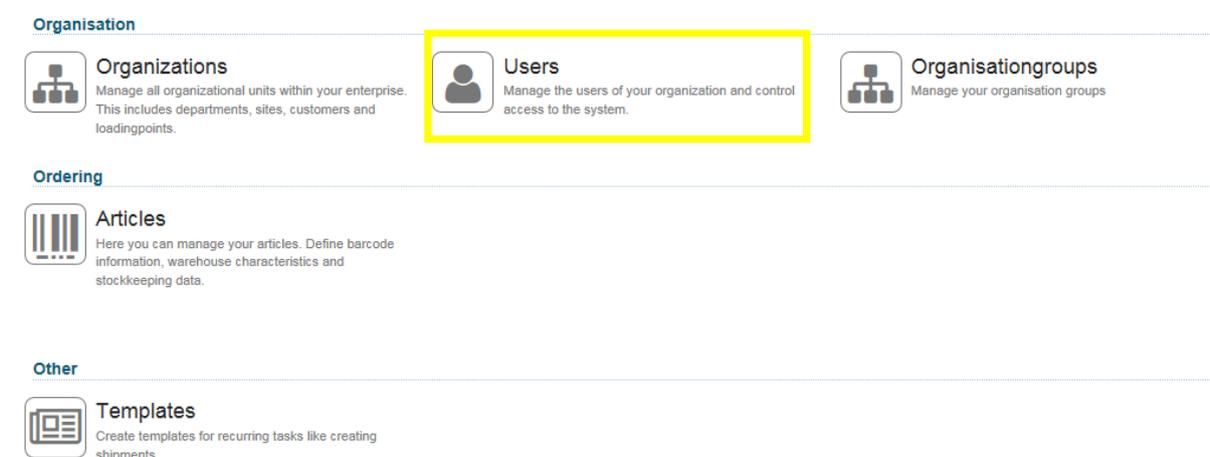
To create a new user, proceed as follows:

1. Open the user management

Click on "Administration" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).



Click "Users" within the administration menu:





The user management is displayed:

Users									
Lastname	Firstname	Username	Personnel-Nr.	E-Mail	Commercial Phone	Mobile Phone	Last date of activity	Creationdate	Active
Handl	Martin	22766	22766	handl@vossen.com	03329 400 188		Sep 23, 2015 1:55:35 F	Sep 23, 2015 1:55:35 F	✓
Smajic	Kemal	druck_test_initial					Jan 4, 2017 1:29:26 Pl	Jan 4, 2017 1:29:27 Pl	✓
englisch	john	englisch					Aug 25, 2015 1:25:07 F	Aug 25, 2015 1:25:07 F	✓
Mustermann	Max	Fa Mustermann					Jul 7, 2015 1:28:05 PM	Jul 7, 2015 1:28:05 PM	✓
User	Handbuch	Handbuch_User					Jan 20, 2017 10:44:06	Jan 20, 2017 10:44:06	✓

You can see all users assigned to your client ID.

2. Create new user

For creating a new user click  in the upper right corner:



The form "New User" is opened:

New User

Common | Roles

Login information Remove login

Username: Password needs to be changed after login:
Password:
Confirm Password:

Common

Personnel-Nr.: Recipient information text:
Title:
Position:
Gender:
Firstname:
Lastname:
Language:

Contact Information

Commercial Phone: Fax:
Mobile Phone: E-Mail:

Email Newsletter

General information about PLC
 Polling Webservice changes
 Maintenance / outages

Enter the available information. "Username", "Password", "Firstname", "Lastname" and "E-Mail" are mandatory fields.

Additional you have the possibility to receive an E-Mail Newsletter about general information or maintenance and service work. The mark for "Maintenance / outages" is set by default.



Email Newsletter

- General information about PLC
- Polling Webservice changes
- Maintenance / outages

Before saving, a role must be assigned to the user. Click on the tab "Role" and enter your client ID:

Common | Roles

Site/Client:

Site/Client
19319

TIP: Your client ID is displayed in the upper right corner:



Select the users' role:

Role:

- Administrator
- Versanduser

Click  to add the client ID and role combination to the user account. It is listed in the user overview:

New User

Common | Roles

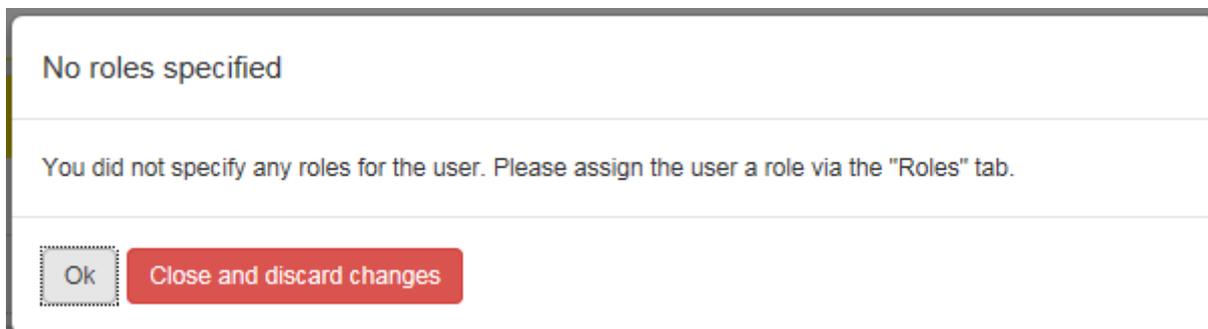
Site/Client:

	Site/Client	Role	Default Role
✕	19319	Versanduser	<input type="checkbox"/>

By clicking the button "Save" you save the entry. The user account is created and can be used.



Important: Please note that you have to specify a role for a user in order to save the new user account. In case you forget about it you will receive a message in a pop-up window which reminds you of it.



Edit user

After your Post-Labelcenter access has been created, your user credentials are sent to your mail address.

By default, you are set as administrator for your client ID.

As administrator you are able to maintain the users assigned to your client ID (deactivate, activate, change master data and roles).

To edit an user proceed as follows:

1. Open the user management

Click on "Administration" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).



Click "Users" within the administration menu:



Organisation



Organizations

Manage all organizational units within your enterprise. This includes departments, sites, customers and loadingpoints.



Users

Manage the users of your organization and control access to the system.



Organisationgroups

Manage your organisation groups

Ordering



Articles

Here you can manage your articles. Define barcode information, warehouse characteristics and stockkeeping data.

Other



Templates

Create templates for recurring tasks like creating shipments.

The user management is displayed:

Users										+ ☰ ☰	
Lastname	Firstname	Username ↕	Personnel-Nr.	E-Mail	Commercial Phone	Mobile Phone	Last date of activity	Creationdate	Active		
Haindl	Martin	22766	22766	haindl@vossen.com	03329 400 188		Sep 23, 2015 1:55:35 F	Sep 23, 2015 1:55:35 F	✓		
Smajic	Kemal	druck_test_initial					Jan 4, 2017 1:29:26 PM	Jan 4, 2017 1:29:27 PM	✓		
englisch	john	englisch					Aug 25, 2015 1:25:07 F	Aug 25, 2015 1:25:07 F	✓		
Mustermann	Max	Fa Mustermann					Jul 7, 2015 1:28:05 PM	Jul 7, 2015 1:28:05 PM	✓		
User	Hänbuch	Hänbuch_User					Jan 20, 2017 10:44:06	Jan 20, 2017 10:44:06	✓		

You can see all users assigned to your client ID.

2. Change user information

Click on a user's username, first name or last name to maintain a user. The user overview is opened in edit mode:



User: Handbuch User 👁

Common Roles

👤 Login information — Remove login

Username: Password needs to be changed after login:

📄 Common

Personnel-Nr.: <input type="text"/>	Recipient information text: <input type="text"/>
Title: <input type="text"/>	
Position: <input type="text"/>	
Gender: <input type="text" value="female"/>	
Firstname: <input type="text" value="Handbuch"/>	
Lastname: <input type="text" value="User"/>	
Language: <input type="text" value="English"/>	

📞 Contact Information

Commercial Phone: <input type="text"/>	Fax: <input type="text"/>
Mobile Phone: <input type="text"/>	E-Mail: <input type="text"/>

3. Reset password

To change the password for a user click on the button "Reset Password". The new password has to fulfil the required password policies.

Reset Password ✕

🔍 Password policies

- Minlength 8 Characters
- Upper and lowercase letters as well as special characters and digits

Password needs to be changed after login:

Password:

Confirm Password:



4. Change assigned roles

Open the tab "Roles" to change the users' assigned role:

User: Handbuch User

Common Roles

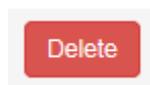
Site/Client:

	Site/Client	Role	Default Role
✕	19319	Versanduser	<input type="checkbox"/>

Confirm your change by clicking the button "Save" or "Save and close".

5. Delete user

To delete a user, click the button "Delete" in the user editor:



Confirm the deletion with the button "Delete":

Confirm delete ✕

Do you really want to delete this data?

Delete Cancel

Locked user

When a user enters a wrong password ten times in a row, the user will be locked due to security reasons.



Invalid Password for the user Manual_User! ✕

Welcome to Post-Labelcenter
powered by [ondot solutions](#)

Manual_User

Sign in

Lost password

User is locked, please contact your administrator. ✕

Welcome to Post-Labelcenter
powered by [ondot solutions](#)

Manual_User

|

Sign in

Lost password

The user will be unlocked automatically after 15 minutes or can be unlocked by another user with administrator rights within the same client ID.

User: Manual User 

Common Roles

 Login information Remove login

 User was locked automatically. Lockout until Jul 26, 2017 3:31:26 PM Remove lock

The user can be unlocked by clicking the button "Remove lock" in the user's profile.



TIP: If you lost your password you can use the link "Lost Password" (see next chapter).

Lost password

In case you lost your password, you have the possibility to request a new one on the login page. Click on the link "lost password" and enter your username and the security code. Please confirm with the button "Request Email".

Welcome to Post-Labelcenter
powered by [ondot solutions](#)

Password

Sign in

Lost password

Lost password

Username:

Security code:

Confirmation:

Request Email

Cancel

You will receive an e-mail to your e-mail address which is saved in your user profile to reset your password.

Email sent Please check your inbox and click the link to reset your × password.



Click on the link in the e-mail and you will be forwarded to a Post-Labelcenter site where you change your password by entering a new one two times. The password has to fulfil the following password policies:

- Minlength 8 Characters
- Upper and lowercase letters as well as special characters and digits

TIP: The link in the e-mail is valid for 24 hours.



Shipper address

The shipper address is assigned to your client ID in Post-Labelcenter.

Please mind that after changing and saving the shipper address, the new address will be used for all future shipments.

If you want to change the shipper address for single shipments, you find further information in "[Change shipper address for single shipments](#)". Otherwise proceed as in "Change shipper address permanently".

Change shipper address permanently

1. Open the shipping manager

Click on "Shippingmanager" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).

The input form for new shipments opens automatically on the left. The shipper field is filled with your company's shipping address by default:

2. Open the address editor



Click on  in the field "Shipper":

The address editor opens with the shipper address assigned to your client ID:



Shipper: 19319

Common Additional informations Status

Common

Internal reference name:

19319

 Address

Address

Third party system reference:

11122

Name 1:

Österreichische Post AG

Name 2:

Paketlogistik

Additional Names:



Addressvalidity 

Country:

Austria

Province

Postalcode:

1030

Wien

Street:

Haidingergasse

1



Tel1:

Fax:

E-Mail:



EORI Number:

e.g. AT9999999999999999

VATID:



Personal tax number:

Save

Close

3. Edit and save

Change the address and click on the button "Save".

Further notification: By changing the shipper address this way, all future shipments will be created with the changed shipper address. This change requires a new log in.



Change shipper address for single shipments

1. Open the shipping manager

Click on "Shippingmanager" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).

The input form for new shipments opens automatically on the left. The shipper field is filled with your company's shipping address by default:

2. Change shipper address

a. Add new address

If no matching address is available in the address database, click on  to add a new address in the field "Shipper":

The input form for address creation is displayed.

The following fields are mandatory for address creation:

- Name 1
- Country
- Postal Code
- City
- Street

The remaining fields are optional.

To save your entry and continue with the shipment creation, click on the button "Save" in the lower left corner of the form:



b. Use an existing address

Click in the field "Shipper". The previous address is hidden and you can search directly in the shipper field:

Enter the name (or additional terms like street, city, third party system reference) of the new shipper. When entering at least three characters, the system automatically searches for matching entries within the registered addresses. Matching results are listed for selection with either a click or the arrow keys:

The selected address is displayed in the field "Shipper":

When using options a) and b) the original shipper address is the default shipper address again, once the shipment creation is finished.

Add account information

For using the additional services "COD" and "International COD" you have to add account information to Post-Labelcenter. Please make this change before creating a new shipment.

1. Open the shipping manager

Click on "Shippingmanager" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).

The input form for new shipments opens automatically on the left. The shipper field is filled with your company's shipping address by default:



New Shipment

Common | Additional Informations

Allgemein

Number: Responsible site: 19319 Cost center: + Q

Shipper **Recipient**

Österreichische Post AG
Operative IT
Haidingergasse 1
1030 Wien
00436952474

Shipping Information **Additional services** Add

Ship as Product:

Create Parcels

2. Open the address editor



Click on in the field "Shipper":

Shipper

Österreichische Post AG
Paketlogistik
Haidingergasse 1
1030 Wien

The address editor opens with the shipper address assigned to your client ID:

Shipper: 19319

Common | Additional informations | Status

Common

Internal reference name: 19319

Address

Q Address

Third party system reference: 11122

Name 1: Österreichische Post AG

Name 2: Paketlogistik

Additional Names:

3. Add account information



To open the input form for account information, click on the tab "Additional information":

Common **Additional informations** Status

Click on "Add" in the Bank Account List:

Common Additional informations Status

Instructions

Recipient information text:

Bank Account List **Add**

Add the account information and click on "Save" in the lower left corner.

Bank Account List **Add** **Third Pa**

✕ ☆	Holder	Holder
✕ ☆	BIC	BKAUATWW
✕ ☆	IBAN	AT [REDACTED]
	Currency	EUR ▼
	Third Party ID	Third Party ID

The data is checked for validity and an error message is displayed if IBAN or BIC are invalid. Please enter the IBAN without spaces.

Please note: if you only add one bank account this will be set by default for the additional service "COD". If you define more than one bank accounts you can define one account as default by highlighting the star symbol in front of the bank account.

[Recipient information service: text field](#)



In order to activate and use the recipient information service, please contact your account manager.

In the Post-Labelcenter you have the possibility to enter a text for the recipient e-mail information service. The entered text will be inserted in the e-mail notification between the words "Ihre" and "Sendung" (for national shipments and shipments to Germany) respectively "your" and "shipment" (for international shipments).

There are no blank spaces needed before and after the text and maximum 25 characters are permitted. For example: Mustermann GmbH

Shipper: 00000

Common Additional informations Status

Instructions

Recipient information text:

Guten Tag,

wir haben Ihre Mustermann GmbH Sendung 1025356500001490111800 zum Transport erhalten.

Dear customer,

we have received your Mustermann GmbH shipment 1025356500001490111800 for further transportation.

[Logo upload](#)

The Post-Labelcenter offers the possibility to upload a customized logo.

To add a logo to your account, click on  in the field "Shipper".

Click on "Edit logos" .



Tel1:

Fax:

E-Mail:



EORI Number:

Personal tax number:

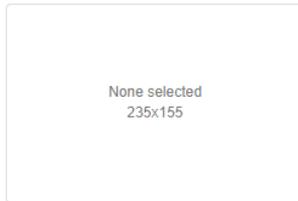
[Save](#) [Edit logos](#) [Close](#)

Click on the grey frame and choose the picture for your logo upload.



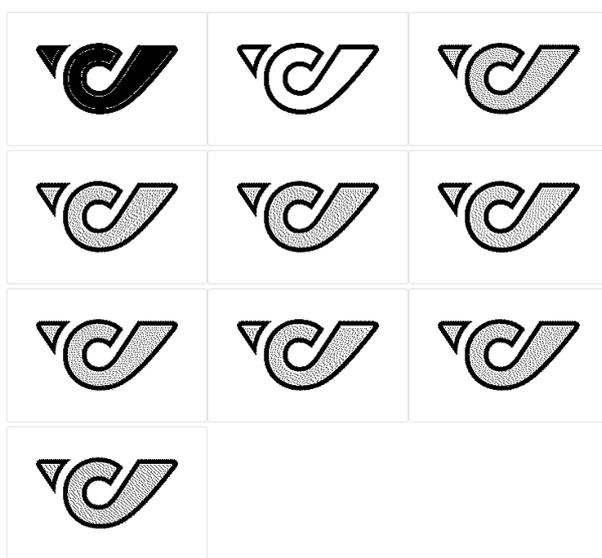
Edit logos: 19319

Small customer logo



After the upload is finished a preview with different black/white logo options is shown. Select one option by clicking on the logo.

Please select the best black & white logo



You will afterwards see an overview for a coloured and a black/white logo.

Edit logos: 19319

Small customer logo



Click on the "Save" button to save the settings.

Please note: Logos can only be printed on the label format 100x200. Customer logo will not be printed on all label types!

Recipient addresses

[Create address](#)

All entered addresses are saved automatically by Post-Labelcenter. These addresses are linked to your client ID and debtor number. Therefore, they are only visible and maintained by you.

If you want to add a new address besides the possibility in the shipment creation, proceed as follows:

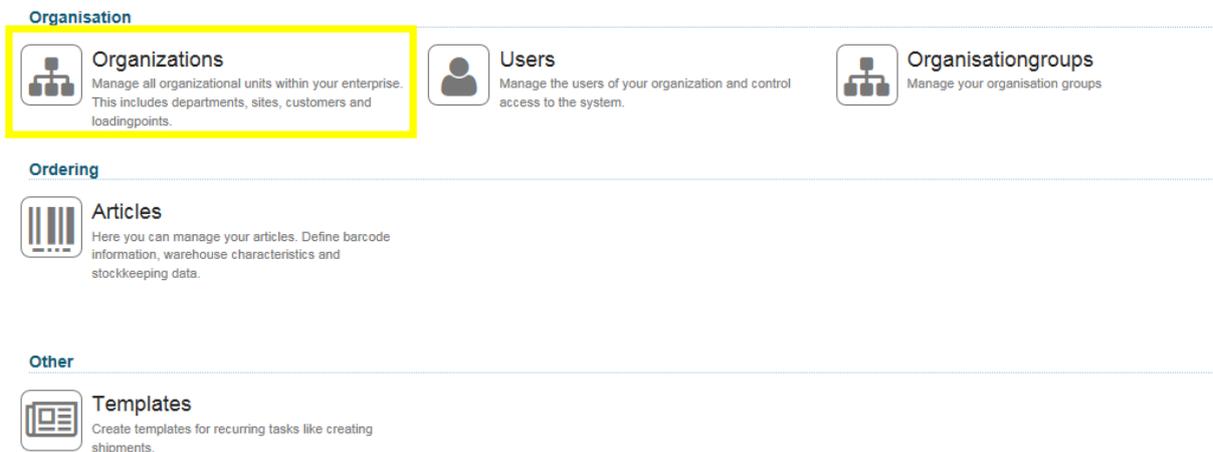


1. Open the address management

Click on "Administration" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).



Click "Organizations" within the administration menu:



The address management is displayed:

Organizations								
Third party system refere	Name ↕	Postal Code	City	Country	Street	Creationdate	Active	
	Muster	2544	leobersdorf	Austria	musterstraße 1	Jul 10, 2015 11:08:07 A	✓	
	Muster	54000	Muster	Germany	Musterstraße 5	Jul 10, 2015 11:08:07 A	✓	
	muster	2301	groß enzersdorf	Austria	Industriestraße	Aug 20, 2015 11:55:39	✓	
	Muster	9493	Mauren	Liechtenstein	Hauptstrasse	Jul 18, 2016 12:30:47 F	✓	
	Muster	5210	Muster	Austria	Muster	Aug 8, 2016 9:34:29 A	✓	
	Muster	12345	Muster	Belgium	Muster 18	Aug 8, 2016 9:34:29 A	✓	
	Muster	4300	St. valentin	Austria	land	Aug 9, 2016 8:38:41 A	✓	

By default, all added addresses are listed with their information in the fields "Third party system reference", "Name", "Postal Code", "City", "Country", "Street", "Creation Date" and "Active".

TIP: Use  ("Edit configuration") in the upper right corner to modify the view and adapt the columns according to the import template (further information in "[Import addresses](#)").



Inactive addresses are not displayed in the default view. You can edit that with  ("Filter") accordingly:

Filter ×

× Active ▾ Yes ▾

+

Filter Close Restore default filters Reset

2. Add new address

Click  in the toolbar to create a new entry.



The following entry form is displayed:

New Orgunit

Common Additional informations Status

Common

 Address

Q Address

Third party system reference:

Name 1:

Name 2:

Additional Names:

 **Adressvalidity** ✕

Country: Province

The following fields are mandatory for address creation: "Name 1", "Country", "Postal Code", "City" and "Street".



Four name input fields are available in total (Name 1 to 4) which are printed on the labels (depending on product and destination country) and are transferred in the notification data.

When adding an address always enter all available information to ensure high-quality delivery.

Use the field “Third party system reference” as a unique identifier for the data set and enter e.g. your company’s customer number for the recipient.

🔍 Address

Third party system reference:	<input type="text" value="Example1234"/>
Name 1:	<input type="text" value="Example Recipient"/>
Name 2:	<input type="text"/>
Additional Names:	<input type="text"/>
Address validity ✖	
Country:	<input type="text" value="Austria"/> <input type="text" value="Province"/>
Postalcode:	<input type="text" value="1030"/> <input type="text" value="Wien"/>
Street:	<input type="text" value="Erdbergstraße"/> <input type="text" value="1"/>
Tel1:	<input type="text" value="+4313605689"/>

Confirm the entries by clicking “Save” in the lower left corner of the screen. Post-Labelcenter checks the entries and displays a message if mandatory information is missing:

Street:	<input type="text"/>	<input type="text" value="1"/>
	Field required.	

TIP: Enter the “Third party system reference” in the recipient input field when creating a shipment to add the address directly:

Recipient	📄
<input type="text" value="Example123"/>	<input type="button" value="+"/>
Example Recipient 1030 Wien, Erdbergstraße 1	

EXCURSION: Create international address

When you add a new international address via user interface, the Post-Labelcenter verifies if the postal code is valid for the respective country. In case you enter a wrong postal code format, you will receive a message with the correct format for the selected country.



Country:

Postalcode:
The entry has to be like:
99999 or 99999-9999

Country:

Postalcode:
The entry has to be like:
9999 AA

In case a country has no postal code the field becomes optional and do not have to enter a postal code.

Edit address

For editing an address proceed as follows:

1. Open the address management

Click on "Administration" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).



Click "Organizations" within the administration menu:



Organisation



Organizations

Manage all organizational units within your enterprise. This includes departments, sites, customers and loadingpoints.



Users

Manage the users of your organization and control access to the system.



Organisationgroups

Manage your organisation groups

Ordering



Articles

Here you can manage your articles. Define barcode information, warehouse characteristics and stockkeeping data.

Other



Templates

Create templates for recurring tasks like creating shipments.

The address management is displayed ("Organizations"):

Organizations							
Third party system refere	Name	Postal Code	City	Country	Street	Creationdate	Active
	Muster	2544	leobersdorf	Austria	musterstraße 1	Jul 10, 2015 11:08:07 A	✓
	Muster	54000	Muster	Germany	Musterstraße 5	Jul 10, 2015 11:08:07 A	✓
	muster	2301	groß enzersdorf	Austria	Industriestraße	Aug 20, 2015 11:55:39	✓
	Muster	9493	Mauren	Liechtenstein	Hauptstrasse	Jul 18, 2016 12:30:47 F	✓
	Muster	5210	Muster	Austria	Muster	Aug 8, 2016 9:34:29 A	✓
	Muster	12345	Muster	Belgium	Muster 18	Aug 8, 2016 9:34:29 A	✓
	Muster	4300	St. valentin	Austria	land	Aug 9, 2016 8:38:41 A	✓

2. Search for an address

To search for a specific address, use the quick search in the upper right corner or the filter:

You can search for entries in the fields "Name 1" and "Third party system reference".

Alternatively, you can use the comprehensive filter functionality:

Filter

×	Active	▼	Yes	▼	
×	Name	▼	Contains	▼	Example
×	Postal Code	▼	Equal	▼	1030
+					

Filter Close Restore default filters Reset



Based on your search/the entered filter criteria, the result list is adapted:

Organizations							
Third party system refere	Name	Postal Code	City	Country	Street	Creationdate	Active
Example1234	Example Recipient	1030	Wien	Austria	Erdbergstraße	Feb 3, 2017 12:04:06 F	✓

3. Edit and save address

To edit an address, click on the entry in the columns "Name" or "Third party system reference".

The address form of the selected address is displayed:

Orgunit: Example Recipient

Common Additional informations Status

Common

Address

Address

Third party system reference:

Name 1:

Name 2:

Additional Names:

Adressvalidity ✖

Country: Province:

Postalcode:

Street:

Tel1:

Fax:

E-Mail:

EORI Number:

VATID:

Personal tax number:



TIP: If only one search result is found, the address opens automatically in the edit mode.

By clicking the button "Save" the mandatory fields ("Name 1", "Country", "Postal Code", "City" and "Street") are checked automatically and highlighted if information is missing.

Import addresses

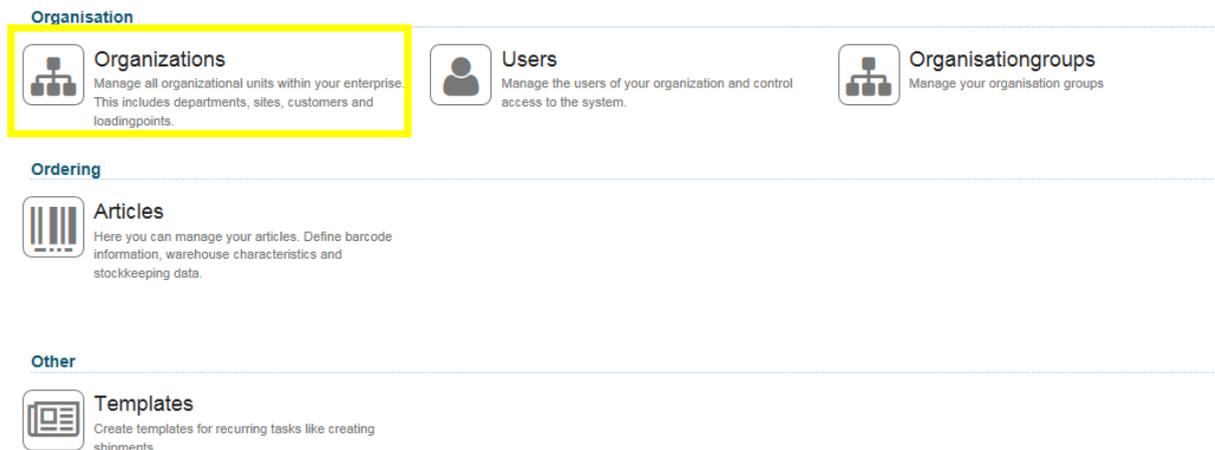
Post-Labelcenter offers an easy method for importing addresses.

1. Open the address management

Click on "Administration" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).



Click "Organizations" within the administration menu:



The address management is displayed ("Organizations"):



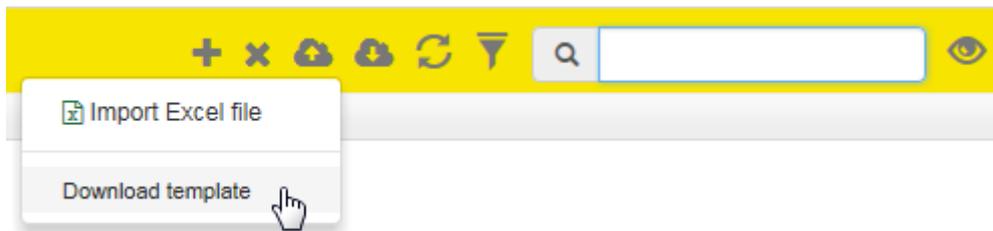
Organizations								
Third party system refere	Name	Postal Code	City	Country	Street	Creationdate	Active	
	Muster	2544	leobersdorf	Austria	musterstraße 1	Jul 10, 2015 11:08:07 A	✓	
	Muster	54000	Muster	Germany	Musterstraße 5	Jul 10, 2015 11:08:07 A	✓	
	muster	2301	groß enzersdorf	Austria	Industriestraße	Aug 20, 2015 11:55:39	✓	
	Muster	9493	Mauren	Liechtenstein	Hauptstrasse	Jul 18, 2016 12:30:47 F	✓	
	Muster	5210	Muster	Austria	Muster	Aug 8, 2016 9:34:29 A	✓	
	Muster	12345	Muster	Belgium	Muster 18	Aug 8, 2016 9:34:29 A	✓	
	Muster	4300	St. valentin	Austria	land	Aug 9, 2016 8:38:41 A	✓	

OPTIONAL: Download import template (Excel)

You can download a template for address import by clicking the according button in the upper right corner:



Click  ("Import") and select "Download template":



The template is an Excel file. All fields have the correct format for processing in Post-Labelcenter. The template contains the following fields:

- BusinessPartnerNumber
- **Name1**
- Name2
- Name3
- Name4
- **CountryID**
- **PostalCode**
- **City**
- **AddressLine1**
- Hausnummer
- AddressLine2
- Tel1
- Mobile
- Fax
- Email
- Homepage
- VATID
- PersonalTaxNumber
- Eorinumber
- DeliveryInstructions
- PickupInstructions
- ProvinceISOCode



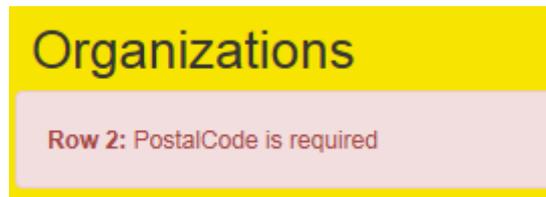
All **bold** fields are mandatory.

2. Prepare addresses for the template

Insert the addresses in the template. Please do not change the format of the template to ensure correct processing during the import.

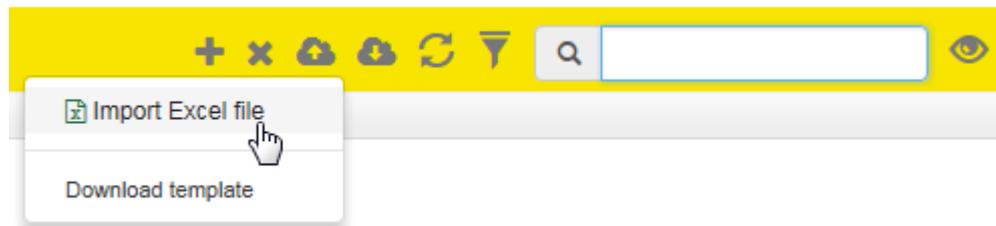
Once the template is ready, save it and name the file. Please remember the file name because you need it in the next step.

Please mind that you are not allowed to change the header row. The Post-Labelcenter import routine will display an error message in this case:



3. Import addresses

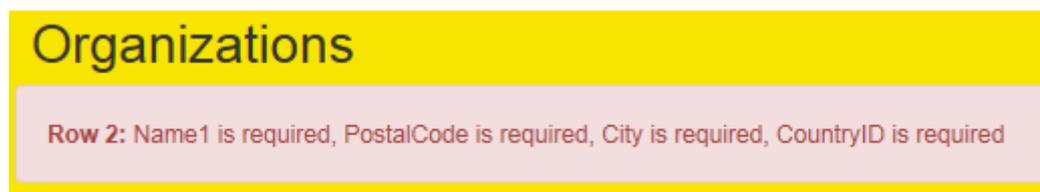
For the template import, click on the according menu entry in the toolbar:



Select your previously saved file and confirm your selection:



The data is checked for validity during the import and if necessary, an error message is displayed:



If no error occurred, you receive the following message:



Organizations

Data imported successfully!

All import addresses are available immediately.

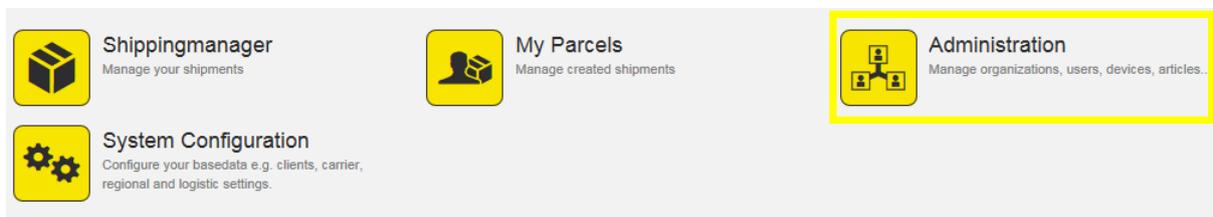
TIP: You can import the same address multiple times without duplicating them. Post-Labelcenter checks for existing addresses in the system and updates the existing dataset when the key words (Third party system reference or Name 1, Name 2, Country, Postal Code, City, Street, House number) are the same.

Export addresses

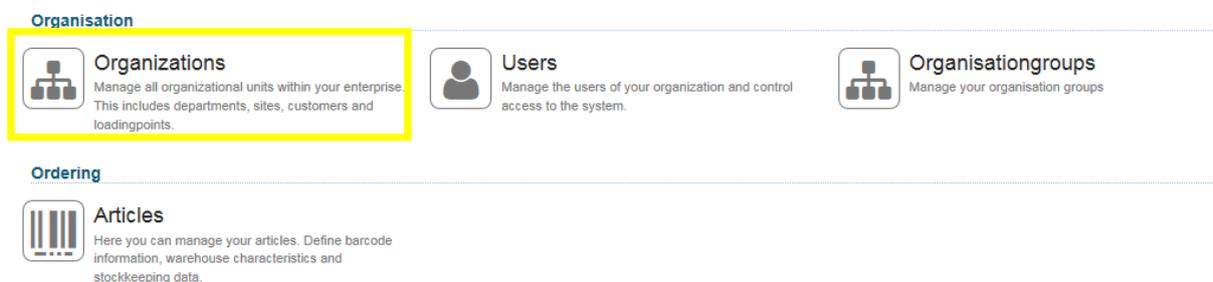
Post-Labelcenter offers an easy method for importing addresses.

1. Open the address management

Click on "Administration" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).



Click "Organizations" within the administration menu:



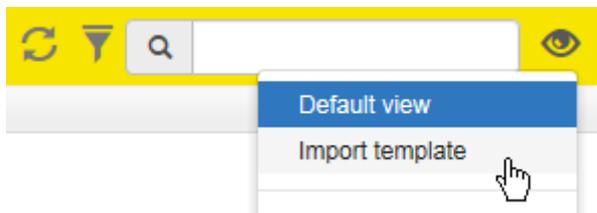
The address management is displayed ("Organizations"):



Organizations

Third party system refere	Name ↕	Postal Code	City	Country	Street	Creationdate	Active
	Muster	2544	leobersdorf	Austria	musterstraße 1	Jul 10, 2015 11:08:07 A	✓
	Muster	54000	Muster	Germany	Musterstraße 5	Jul 10, 2015 11:08:07 A	✓
	muster	2301	groß enzersdorf	Austria	Industriestraße	Aug 20, 2015 11:55:39	✓
	Muster	9493	Mauren	Liechtenstein	Hauptstrasse	Jul 18, 2016 12:30:47 F	✓
	Muster	5210	Muster	Austria	Muster	Aug 8, 2016 9:34:29 A	✓
	Muster	12345	Muster	Belgium	Muster 18	Aug 8, 2016 9:34:29 A	✓
	Muster	4300	St. valentin	Austria	land	Aug 9, 2016 8:38:41 A	✓

Click  ("Edit configuration") and select "Import template".



Click  ("Export") and select "Excel".





Create shipment

[Create national shipment](#)

To create a new shipment, click on "Shippingmanager" in the PLC main menu:



1. Open the shipping manager

Click on "Shippingmanager" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).

The input form for new shipments opens automatically on the left. The shipper field is filled with your company's shipping address by default. The cursor is placed in the recipient field:

New Shipment

Common | Additional informations

Allgemein

Number: Responsible site: 19319 Cost center: + Q

Shipper

Österreichische Post AG
Operative IT
Haidingergasse 1
1030 Wien
00436952474

Recipient

Shipping Information

Ship as Product:

Create Parcels

Quantity: 1 Parcel Weight: kg **Create**

Track&Trace	Number	Package type	Weight	Created by
X	XXXXXXXXXXXXXXXXXXXX	Parcel	<input type="text"/>	

Datum

Shipping date: Feb 2, 2017

Instruktionen

Delivery Instructions:

Save Print labels and save Create shipment documents Actions Close



2. Select/add recipient

a. Use an existing recipient

Enter the recipients' name into the recipient field. When entering at least three characters, the system automatically searches for matching entries within the previously created addresses. The matching results are listed and can be selected with a click or the arrow keys.

Recipient

akh wien

- Medizinische Uni Wien - AKH 1090 Wien, Währinger Str. 10
- AKH WIEN 1090 Wien, Währinger Gürtel 18
- AKH Wien 1090 Wien, Währinger Gürtel 18-20
- AKH Wien 1090 Wien, Währinger Gürtel 18- 20
- AKH 1090 Wien, Währingerstraße 11
- AKH 1090 Wien, Währingergürtel 11

OP-Gruppe4, Ebene 9L
z. H. DGKS E. Schlagerl, DW
54210

Notification: For further information to similar addresses just use the mouse-over function to see the additional name fields (name 2, name 3 and name 4) in a pop-up window next to the list.

Select an address for the recipient field:

Recipient

AKH Wien
OP-Gruppe4, Ebene 9L
Währinger Gürtel 18-20
1090 Wien

b. Create new recipient

If the recipient is not found in the address database, you can create a new address entry by clicking

on  in the recipient input field:

Recipient

Example Recipient

The input form for creating recipients opens. The entered term (in this case "Example Recipient") is inserted in the field "Name 1" automatically:



🔍 Address

Third party system reference:	<input type="text"/>
Name 1:	<input type="text" value="Example Recipient"/>
Name 2:	<input type="text"/>
Additional Names:	<input type="text"/>
Addressvalidity ✓	
Country:	<input type="text" value="Austria"/> <input type="text" value="Province"/>
Postalcode:	<input type="text" value="1030"/> <input type="text" value="Wien"/>
Street:	<input type="text" value="Erdbergstraße"/> <input type="text" value="10"/>

The following fields are mandatory for address creation:

- Name 1
- Country
- Postal Code
- City
- Street

The remaining fields are optional.

To save the entry and continue the shipment creation, click on the button "Save" in the lower left corner:

<input type="button" value="Save"/>	<input type="button" value="Close"/>
-------------------------------------	--------------------------------------

TIP: Add an internal reference number (e.g. the customer number of the recipient) in the field "Third party system reference". This is a unique identifier for the recipient and can be used for searching in the recipient field for faster shipment creation.

3. Select product

Based on the entered address matching products are displayed. The matching products are grouped by contract and GTC products:



Shipping Information

Ship as Product:

Return Shipment:

Create Parcels

Quantity:

Weight: kg

Products with contract

Retourpaket

Producty without contract

Next Day

Paket Österreich

TIP: Contact your Austrian Post account manager for setting default products for national and international shipments. The default product will be selected as product automatically when creating a new shipment. Of course choosing another product is always possible.

OPTIONAL: Additional services

Based on the selected product, different additional services can be added.

For the process of adding COD (cash-on-delivery) from the list of additional services proceed as follows:

Additional services + Add

Type

- Additional Insurance
- COD
- Dangerous Goods LQ
- Desired neighbor
- Desired unloading place
- Fragile
- Multi-trip Box large
- Multi-trip Box medium

Following information is mandatory:

- Amount
- Currency (EUR by default)
- Bank account

Additionally, you can add a payment reference (e.g. delivery note or invoice number) which is transferred to the bank.



TIP: You can add a default account for a shipper address in the tab "Additional Information". This default account is used automatically when the additional service COD is selected:



Notification: For a shipment with multiple parcels, the amount will be applied for each parcel.

4. Save shipment and print label

Click on the button "Print labels and save" in the lower left corner of the screen for saving and printing the label:



Based on your configuration the label is printed automatically or a PDF document is created and opened.

If you want to print the label at a later time, use the button "Save". The shipment is saved in Post-Labelcenter and can be printed later. For further information on printing of saved shipments, read the chapter "[Printing of label\(s\)](#)".

EXCURSION: additional services "Wunsch-Postfiliale" and "Wunsch-Abholstation"

When using polling or webservice, the 17-digit branch key must be added when using preferred postal branch or preferred pickup station. A list of all branch keys can be found [here](#). Please do not open the .csv file with Excel because the last digit of the branch key will be cut.

Create international shipment

To create a new shipment, click on "Shippingmanager" in the PLC main menu:





1. Open the shipping manager

Click on "Shippingmanager" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).

The input form for new shipments opens automatically on the left. The shipper field is filled with your company's shipping address by default. The cursor is placed in the recipient field:

New Shipment

Common | Additional Informations

Allgemein

Number: Responsible site: 19319 Cost center:

Shipper

Österreichische Post AG
Operative IT
Haidlingergasse 1
1030 Wien
00436952474

Recipient

Shipping Information

Ship as Product:

Create Parcels

Quantity: 1 Parcel Weight: kg **Create**

Track&Trace	Number	Packagetype	Weight	Created by
x	XXXXXXXXXXXXXXXXXXXX	Parcel	<input type="text"/>	

Datum

Shipping date: Feb 2, 2017

Instruktionen

Delivery Instructions:

Save Print labels and save Create shipment documents Actions Close

2. Select/add recipient

a. Use an existing recipient

Enter the recipients' name into the recipient field. When entering at least three characters, the system automatically searches for matching entries within the previously created addresses. The matching results are listed and can be selected with a click or the arrow keys:

Recipient

akh wien

- Medizinische Uni Wien - AKH 1090 Wien, Währinger Str. 10
- AKH WIEN 1090 Wien, Währinger Gürtel 18**
- AKH Wien 1090 Wien, Währinger Gürtel 18-20
- AKH Wien 1090 Wien, Währinger Gürtel 18-20
- AKH 1090 Wien, Währingerstraße 11
- AKH 1090 Wien, Währingergürtel 11

OP-Gruppe4, Ebene 9L
z. H. DGKS E. Schlagerl, DW
54210



Notification: For further information to similar addresses just use the mouse-over function to see the additional name fields (name 2, name 3 and name 4) in a pop-up window next to the list.

Select an address for the recipient field:

Recipient ⓘ

AKH Wien ✕
OP-Gruppe4, Ebene 9L
Währinger Gürtel 18-20
1090 Wien +
✎

b. Create new recipient

If the recipient is not found in the address database, you can create a new address entry by clicking on **+** in the recipient input field:

Recipient ⓘ

 +

The input form for recipient creation opens. The entered term (in this case "Example Recipient") is inserted in the field "Name 1" automatically:

Address

Third party system reference:

Name 1:

Name 2:

Additional Names:

⚙️ **Addressvalidity** ✕

Country: 🔍

Postalcode:

Street:

The following fields are mandatory for address creation:

- Name 1
- Country
- Postal Code



- City
- Street

The remaining fields are optional.

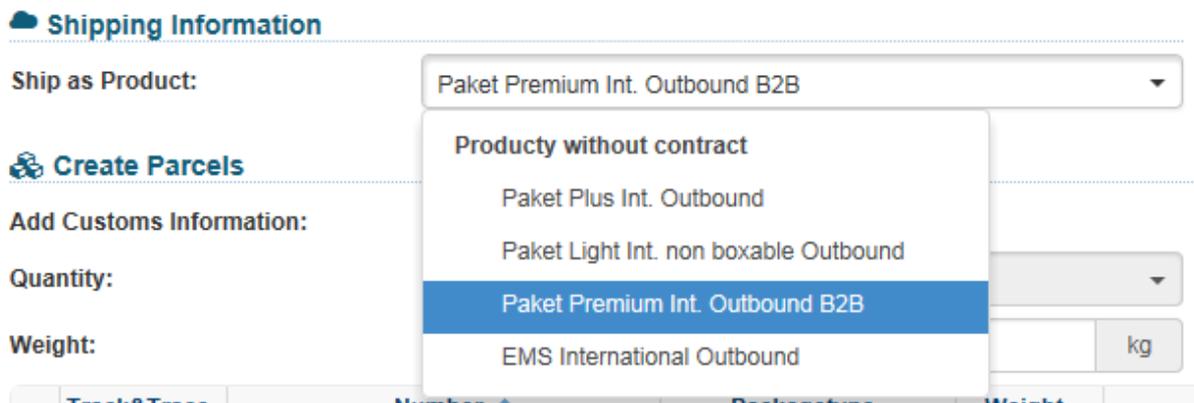
To save the entry and continue the shipment creation, click on the button "Save" in the lower left corner:



TIP: Add an internal reference number (e.g. the customer number of the recipient) in the field "Third party system reference". This is a unique identifier for the recipient and can be used for searching in the recipient field for faster shipment creation.

3. Select product

Based on the entered address, matching products are displayed. The matching products are grouped by contract and GTC products:



TIP: Contact your Austrian Post account manager for setting default products for national and international shipments. The default product will be selected as product automatically when creating a new shipment. Of course choosing another product is always possible.

EXCURSION: Adding a german pickup station in Post-Labelcenter

Version 1

A customer places an order in a web shop: the billing address equals the recipient's address and the delivery address is a pickup station. For example:

Billing address: Max Muster, Mohrenstraße 30, 10117 Berlin, Germany, max.muster@gmail.com

Delivery address: Max Muster, 1234567, pickup station 264, 10117 Berlin, max.muster@gmail.com



Creation via user interface:

1. Create address for the customer: enter here the billing address of the customer

Q Address

Third party system reference:	<input type="text"/>
Name 1:	<input type="text" value="Max Muster"/>
Name 2:	<input type="text"/>
Additional Names:	<input type="text"/>
Adressvalidity ✖	
Country:	<input type="text" value="Germany"/> <input type="text" value="Province"/>
Postalcode:	<input type="text" value="10117"/> <input type="text" value="Berlin, Stadt"/>
Street:	<input type="text" value="Mohrenstraße 30"/> <input type="text" value="No."/>
Tel1:	<input type="text"/>
Fax:	<input type="text"/>
E-Mail:	<input type="text" value="max.muster@gmail.com"/>

2. Select product "Paket Plus International Outbound"

3. Select additional service "Wunsch-Abholstation" and the desired pickup station by entering the number of the pickup station. (e.g. pickup station 264)

New Shipment

Common Additional informations

!!! Allgemein

Number: Responsible site: Cost center:

Shipper

Österreichische Post AG
Paketlogistik
Haidingergasse 1
1030 Wien
000

Recipient

Max Mustermann
Mohrenstraße 30
DE - 10117 Berlin, Stadt

Shipping Information

Ship as Product:

Additional services

Wunsch-Abholstation 264 Pickupnummer

PACKSTATION 264 DE-10117 Berlin, Leipziger Str.

Create Parcels

Add Customs Information:

Quantity: Parcel

Weight: kg

Create

Track & Trace	Number	Package type	Weight	Created by
✖	XXXXXXXXXXXXXXXXXXXX	Parcel		



4. Enter the pickup number by entering the DHL number (e.g. 1234567).

Additional services + Add

✕ Wunsch-Abholstation ▾	PACKSTATION 264 🔍	1234567
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5. Finished label

Empfänger / Deliver to

Max Mustermann
1234567
PACKSTATION 264
10117 Berlin
Germany

Notification: If you use version 1, you have to enter a valid recipient address as the pickup stations are found based on the address or by entering a valid pickup station number.

Version 2

A customer places an order in a web shop: both billing address and recipient address equal a pickup station. For example:

Max Muster, 1234567, pickup station 264, 10117 Berlin, max.muster@gmail.com

Creation via user interface:

1. Create address for the customer: enter here the address of the pickup station

Address

Third party system reference:	<input type="text"/>
Name 1:	<input type="text" value="Max Mustermann"/>
Name 2:	<input type="text" value="1234567"/>
Additional Names:	<input type="text"/>
Addressvalidity ✕	
Country:	<input type="text" value="Germany"/> <input type="text" value="Province"/>
Postalcode:	<input type="text" value="10117"/> <input type="text" value="Berlin, Stadt"/>
Street:	<input type="text" value="Packstation"/> <input type="text" value="264"/>
Tel1:	<input type="text"/>
Fax:	<input type="text"/>
E-Mail:	<input type="text" value="max.muster@gmail.com"/>



2. Select product "Paket Plus International Outbound"

Shipper	Recipient
Österreichische Post AG Paketlogistik Haidingergasse 1 1030 Wien 000	Max Mustermann 1234567 Packstation 264 DE - 10117 Berlin, Stadt
Shipping Information	Additional services
Ship as Product: Paket Plus Int. Outbound	

3. Finished label

Empfänger / Deliver to
Max Mustermann
1234567
Packstation 264
10117 Berlin, Stadt
Germany

Notification: when using either polling or webservice please use version 2. For further information check the polling or webservice description.

Add Article

For using articles (e.g. for customs information or EMS shipments) you can create new articles or edit existing articles in the Post-Labelcenter.

1. Open the article management

Click on "Administration" in the PLC main menu.

Shippingmanager Manage your shipments	My Parcels Manage created shipments	Administration Manage organizations, users, devices, articles...
System Configuration Configure your basedata e.g. clients, carrier, regional and logistic settings.		

Click "Articles" within the administration menu:



Organisation



Organizations

Manage all organizational units within your enterprise. This includes departments, sites, customers and loadingpoints.



Users

Manage the users of your organization and control access to the system.



Organisationgroups

Manage your organisation groups

Ordering



Articles

Here you can manage your articles. Define barcode information, warehouse characteristics and stockkeeping data.

Other



Templates

Create templates for recurring tasks like creating shipments.

The article management is displayed:

Articles								
Number	Name	Description	System Unit	Net Weight	Value of goods	Country of Origin	Customs tariff number	Respo
2464321	USB Stick 16 GB		Piece	0.03	1.4	China	41712819	19319 - Ö
	Modelautos		Piece	1.04	1.24	Austria	3123131	19319 - Ö
	usb stick		Piece	1.5	123	Austria	1234123123	19319 - Ö

You can see all articles assigned to your client ID.

2. Create new article

For creating a new user click  in the upper right corner:

The form "New Article" is opened:

New Article

Common

Article-No.:	<input type="text"/>	Responsible site: *	19319 - Österreichische Post AG <input type="text"/>
Article name: *	<input type="text"/>	Article description:	<input type="text"/>
Country of Origin:	<input type="text"/>	Customs tariff number:	<input type="text"/>
System Unit: *	Piece <input type="text"/>	Net Weight:	<input type="text"/> kg
Value of goods:	<input type="text"/>	Currency:	<input type="text"/>

Enter the available information. The following fields are mandatory:

- Article-No.
- Article Name



- Responsible site (your client ID is already entered)
- System Unit (Piece is already entered)

Confirm the entries by clicking "Save" in the lower left corner of the screen.

Add Customs Information

It is mandatory to add customs information for shipments in third countries. The checkbox will automatically set by the system if the delivery destination is a third country.

Shipping Information

Ship as Product: *

Paket Plus Int. Outbound

Create Parcels

Add Customs Information:



Click the button "Save" or "Print labels and save" according to whether you want to save the shipment or print the labels as well:

Save

Print labels and save

Post-Labelcenter checks if articles are already added for the customs declaration. If no articles are added, a new entry form opens automatically:



Collo:

Common Article Status

Article search

Number: * Category of item: *

Quantity: *

Article creation

Category of item: *

Article-No.: Article name:

Description:

Country of Origin:

Customs tariff number:

Value of goods: Currency:

Net Weight: kg

Quantity: Unit:

Article-No.	Article name	Quantity	System Unit	Net Weight	Value Of Goods Total	Customs Option
-------------	--------------	----------	-------------	------------	----------------------	----------------

a. Add new article

If you want to add a new article to the shipment, use the article creation. Enter all available information about the article:

Article creation

Category of item: *

Article-No.:

Article name: *

Description:

Country of Origin: *

Customs tariff number: *

Value of goods: * EUR

Net Weight: * kg

Quantity: * Piece

By clicking on the button "Create" the created article is added to the shipment.

Article-No.	Article name	Quantity	System Unit	Net Weight	Value Of Goods Total	Customs Option
✕	Cake	1.00	Piece	123.00 kg	54.00 Euro	Sale of goods

You can repeat this step as often as needed to create additional articles for the shipment.

To finish the registration of articles and continue with the shipment creation, click the button "Save" in the lower left corner:



b. Add existing articles

You can search for existing articles within the database and add them to the shipment:

Article search

Number: *

Quantity: *

- 7817281 - SSD Memorycard
- 61525251 - SSD Samsung

Enter the article name or number in the field "Number". When entering at least three characters, the system automatically searches for matching entries within the registered articles. Matching results are listed for selection with either a click or the arrow keys.

Add the article quantity and "item Category" and click the button "Add".

Article search

Number: *

Quantity: *

Category of item: *

The article is added to the parcel with the listed quantity:

Article-No.	Article Name	Country of origin	Quantity	Value Of Goods Total	HS-Tariff number	Net Weight	Customs Option
* 619659079638	16GB Memory Card		2.00	16.00 Euro	123456	2.00 kg	

To complete the article registration and continue with the shipment creation, click the button "Save" in the lower left corner:

4. Save shipment and print label

Click the button "Print labels and save" in the lower left corner of the shipment editor to save the shipment and print the label:

Based on your configuration the label is printed automatically or a PDF document is created and opened.

If you want to print the label at a later time, use the button "Save". The shipment is saved in Post-



Labelcenter and can be printed later. For further information on printing of saved shipments, read the chapter "[Printing of label\(s\)](#)".

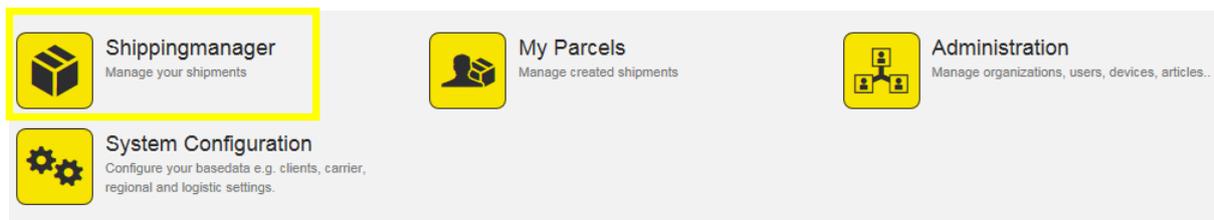
If you have added customs information and print the label, the customs documents "CN23" and "CP71" are printed automatically or opened as PDF document, based on your configuration.

Please note the following important information: If the shipment product is changed after creating the article, the article information gets lost and has to be entered once again.

Create EMS shipment

EMS Express Mail Service is the perfect choice for time-sensitive items sent to destinations in Austria or abroad. In Austria, EMS items are delivered by noon after the day of posting.

To create a new shipment, click on "Shippingmanager" in the PLC main menu:



1. Open the shipping manager

Click on "Shippingmanager" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).

The input form for new shipments opens automatically on the left. The shipper field is filled with your company's shipping address by default. The cursor is placed in the recipient field:



New Shipment

Common | Additional Informations

Allgemein

Number: Responsible site: 19319 Cost center:

Shipper

Österreichische Post AG
Operative IT
Haidlingergasse 1
1030 Wien
00436952474

Recipient

Shipping Information

Ship as Product:

Create Parcels

Quantity: 1 Parcel Weight: kg

Track&Trace	Number	Packagetype	Weight	Created by
X	XXXXXXXXXXXXXXXXXXXX	Parcel		

Datum

Shipping date: Feb 2, 2017

Instruktionen

Delivery instructions:

2. Select/add recipient

a. Use an existing recipient

Enter the recipients' name into the recipient field. When entering at least three characters, the system automatically searches for matching entries within the previously created addresses. The matching results are listed and can be selected with a click or the arrow keys:

Recipient

hotel adlon

- Hotel Adlon Kempinski DE - 10117 Berlin, Unter den Linden 77
- Hotel Adlon Kempinski Berlin DE - 10117 Berlin, Unter den Linden 77
- Hotel Adlon Kempinski Berlin DE - 10117 Berlin, Unter den Linden 77

German Council konferenz, 17-18. September 2015

Notification: For further information to similar addresses just use the mouse-over function to see the additional name (name 2, name 3 and name 4) fields in a pop-up window next to the list.

Select an address for the recipient field:



Recipient ⓘ

Hotel Adlon Kempinski Berlin ✕
German Council konferenz, 17-18. September 2015
Unter den Linden 77
DE - 10117 Berlin +
✎

b. Create new recipient

If the recipient is not found in the address database, you can create a new address entry by clicking on  in the recipient input field:

Recipient ⓘ

Example Recipient| +

The input form for creating recipients opens. The entered term (in this case "Example Recipient") is inserted in the field "Name 1" automatically:

Address

Third party system reference:

Name 1:

Name 2:

Additional Names:

✎ **Addressvalidity** ✕

Country:

Postalcode:

Street:

The following fields are mandatory for address creation:

- Name 1
- Country
- Postal code
- City
- Street

The remaining fields are optional.



To save the entry and continue the shipment creation, click on the button "Save" in the lower left corner:



TIP: Add an internal reference number (e.g. the customer number of the recipient) in the field "Third party system reference". This is a unique identifier for the recipient and can be used for searching in the recipient field for faster shipment creation.

3. Select product

Based on the entered address matching products are displayed. The matching products are grouped by contract and GTC products. For an EMS shipment, select "EMS International Outbound":

The screenshot shows the 'Shipping Information' section of a web interface. The 'Ship as Product' dropdown menu is open, displaying a list of products under the heading 'Producty without contract'. The products listed are 'Paket Plus Int. Outbound', 'Paket Light Int. non boxable Outbound', 'Paket Premium Int. Outbound B2B', and 'EMS International Outbound'. The 'EMS International Outbound' option is highlighted in blue. To the right of the dropdown, there is a weight input field with a 'kg' unit.

4. Add description of contents for the shipment

It is mandatory to add information about the shipments' contents for international EMS shipments. When selecting "EMS International Outbound" the checkbox "EMS-Productdescription" is set automatically:

The screenshot shows the 'Shipping Information' section. The 'Ship as Product' dropdown menu is set to 'EMS International Outbound'. Below this, the 'Create Parcels' section is visible, and the 'EMS-Productdescription' checkbox is checked.

Click on the button "Save" or "Print labels and save" in the lower left corner of the screen whether you want to save the shipment or print the labels as well:





Post-Labelcenter checks for a description of contents and opens a registration form automatically if it is missing:

Collo: 👁

Common Article Status

Article search

Number: Customs Option:

Quantity:

Article creation

Article-No.: Article Name:

HS-TariffNumber: Country of origin:

Description: Customs Option:

Quantity: Unit: Net Weight: kg

Value of goods: Currency:

Article-No.	Article Name	Country of origin	Quantity	Value Of Goods Total	HS-Tariff number	Net Weight	Customs Option
-------------	--------------	-------------------	----------	----------------------	------------------	------------	----------------

a. Add new article

If you want to add a new article to the shipment, use the article creation. Enter all available information about the article:

Article creation

Article-No.: Article Name:

HS-TariffNumber: Country of origin:

Description:

Quantity: Unit: Net Weight: kg

Value of goods: EUR

By clicking on the button "Create" the created article is added to the shipment.

	Article-No.	Article Name	Country of origin	Quantity	Value Of Goods Total	HS-Tariff number	Net Weight	Customs Option
✖	123456	Cake	Austria	1.00	35.00 Euro	3334445555	2.00 kg	Default

You can repeat this step as often as needed to create additional articles for the shipment.

To finish the registration of articles and continue with the shipment creation, click the button "Save" in the lower left corner:

b. Add existing articles

You can search for existing articles within the database and add them to the shipment:



Article search

Number:



Quantity:

619659078638 - 16GB Memory Card

xy11223344 - Memorycard

Add

Enter the article name or number in the field "Number". When entering at least three characters, the system automatically searches for matching entries within the registered articles. Matching results are listed for selection with either a click or the arrow keys.

Add the article quantity and click the button "Add":

Article search

Number:



Quantity:

Piece

Add

The article is added to the parcel with the listed quantity:

	Article-No.	Article Name	Country of origin	Quantity	Value Of Goods Total	HS-Tariff number	Net Weight	Customs Option
x	619659078638	16GB Memory Card		2.00	16.00 Euro	123456	2.00 kg	

To complete the article registration and continue with the shipment creation, click the button "Save" in the lower left corner:

Save

Close

5. Save shipment and print label

Click on the button "Print labels and save" in the lower left corner of the screen for saving and printing the label:

Save

Print labels and save

Based on your configuration the label is printed automatically or a PDF document is created and opened.

If you want to print the label at a later time, use the button "Save". The shipment is saved in Post-Labelcenter and can be printed later. For further information on printing of saved shipments, read the chapter "[Printing of label\(s\)](#)".

The articles added to the description of contents are printed on the EMS label in the row "DESC":



BILLING: P/P
DESC: TASTATUR 555111555

EDI

Create return shipment

You can only create return labels if a return contract is assigned to your client ID. If you don't have a contract but need to create return labels, please contact your account manager.

Basically you have three options for return label creation. All three are explained in this document.

1. Open the shipping manager

Click on "Shippingmanager" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).



a. Create return label and shipment label at the same time

If you have a contract for returns, you can set the checkbox "Return Shipment" when creating a shipment.

This option is visible after selecting a recipient and product in the shipment creation.

For detailed instructions on shipment creation, see the respective chapters in this document.

Number: Responsible site:

Shipper **Recipient**

Shipper
 Österreichische Post AG
 Operative IT
 Haidingergasse 1
 1030 Wien
 00436952474

Recipient
 Example Recipient
 Erdbergstraße 1
 1030 Wien, Landstraße
 +4313605689

Shipping Information **Additional services**

Ship as Product:

Return Shipment:

Create Parcels

Quantity: Parcel

Weight: kg

Track&Trace	Number	Package type	Weight	Created by
x	XXXXXXXXXXXXXXXXXXXX	Parcel		

When setting the checkbox "Return Shipment" a return shipment and label is created automatically with the shipment.

b. Create a return shipment for a shipment afterwards



To create a return label for an already existing shipment, open the shipment details by selecting it in the shipments overview:

Shipment: 852963

Common

Additional informations

Allgemein

Number:

852963

Responsible site:

19319

Shipper

Österreichische Post AG
Operative IT
Haidingergasse 1
1030 Wien
☎ 00436952474



Recipient

Example Recipient
Erdbergstraße 1
1030 Wien, Landstraße
☎ +4313605689

Shipping Information

Additional

Ship as Product:

Paket Österreich

Create Parcels

Quantity:

1

Parcel

Weight:



kg

Create

	Track&Trace	Number	Package type	Weight	Created by
×		1019319601030730110305	Parcel		Handbuch_User (User H

Datum

Shipping date:

Feb 3, 2017

Instruktionen

Delivery

Instructions:

Cancel shipment

Return shipment with collo

Return shipment without collo

Save

Print labels and save

Create shipment documents

Actions

Close

Click "Actions" in the lower toolbar and select "Return shipment with collo".

A new shipment editor with the respective information (interchanged shipper and recipient address, product: "Retourpaket") is displayed:



Number: Responsible site:

Shipper	Recipient
Example Recipient Erdbergstraße 1 1030 Wien, Landstraße +4313605689	Österreichische Post AG Haidingergasse 1 1030 Wien 0123456789

Shipping Information: Ship as Product:

Create Parcels: Quantity: Parcel Weight: kg

Track&Trace	Number	Package type	Weight	Created by
x	XXXXXXXXXXXXXXXXXXXX	Parcel		Handbuch_User (User Handbuch)

Datum: Shipping date:

Instruktionen: Delivery Instructions:

Save Print labels and save Create shipment documents Actions Close

To create or print the return shipment, click the button "Save" or "Print labels and save".

c. Create return shipment without previous shipment

To create a return shipment without previous shipment (e.g. because you don't want to search for the shipment), enter the original recipients' address in the field "Shipper" and your address in the field "Recipient". Select the product "Retourpaket" and click either "Save" or "Print labels and save".

Shipper	Recipient
Example Recipient Erdbergstraße 1 1030 Wien, Landstraße +4313605689	Österreichische Post AG Haidingergasse 1 1030 Wien 0123456789

Shipping Information: Ship as Product:



Alternatively you can enter the recipient address in the field "Recipient" and switch afterwards the addresses with the arrow symbol "Swap Shipper and Recipient". Select the product "Retourpaket" and click either "Save" or "Print labels and save".

The screenshot shows a shipping form with two main sections: "Shipper" and "Recipient". The "Shipper" section contains the address "Test Recipient, Teststrasse 1, 1030 Wien". The "Recipient" section contains the address "Österreichische Post AG, Paketlogistik, Rochusmarkt 1, 1030 Wien, 000". A button labeled "Swap Shipper and Recipient" is positioned between the two sections. Below these sections is a "Shipping Information" section with a dropdown menu for "Ship as Product" set to "Retourpaket". To the right, there is a link for "Additional services".

Create shipment documents

To create additional shipment documents for a specific shipment, proceed as follows:

1. Open the shipping manager

Click on "Shippingmanager" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).



2. Search for shipment

Enter a search term in the upper right search field:

The first screenshot shows a search for "Hotel König" in the search field. The results table has the following data:

Number	Track & Trace	Number of colic	Collo numbers	Additional services	Responsible site	Recipient	Recipient partner numbe
1019319601450303902760		1	1019319601450303902760 74209167910053		19319	Hotel König Terme und Spa DE-10115 Berlin	

The second screenshot shows a search for "19319601450303902760" in the search field. The results table has the following data:

Number	Track & Trace	Number of colic	Collo numbers	Additional services	Responsible site	Recipient	Recipient partner numbe
1019319601450303902760		1	1019319601450303902760 74209167910053		19319	Hotel König Terme und Spa DE-10115 Berlin	

TIP: This quick search searches automatically in the following fields:

- Shipment – Shipper Reference 1
- Shipment - Number
- Shipment – Parcel number
- Recipient - Name 1
- Recipient – Postal Code



- Recipient – City
- Recipient – Reference number

You can search for shipments alternatively with the filter functionality. There you have additional options and can combine several attributes.

3. Open shipment details

Open the shipment details by clicking on the shipment number in the column “Number”:

Shipments				
<input type="checkbox"/>	Number	Track & Trace	Number of collc	
<input type="checkbox"/>	1019319601450303902760		1	1019 7420

The shipment details are displayed:



Shipment: 1019319601450303902760

Common

Additional informations

Allgemein

Number:

1019319601450303902760

Responsible site:

19319 - Österreichische Post AG

Shipper

Österreichische Post AG
Operative IT
Haidingergasse 1
1030 Wien
☎ 00436952474

Recipient

Hotel König
Therme und Spa
Alexanderplatz 7
DE - 10115 Berlin
☎ 004912345678

Shipping Information

Ship as Product:

Paket Plus Int. Outbound

Additional services

Create Parcels

Add Customs Information:

Quantity:

1

Parcel

Weight:



kg

	Track & Trace	Number	Package type	Weight	Created by
x		1019319601450303902760	Parcel		U01X1NI (Abrudan Veronica)

Datum

Shipping date:

Jul 28, 2017

Instruktionen

Delivery

Instructions:

Save

Print labels and save

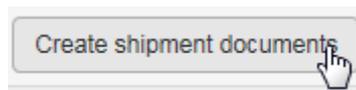
Create shipment documents

Actions

Close

4. Print shipment documents

Click on "Create shipment documents" in the lower toolbar:



The following pop-up is displayed:



Create Documents

- Advice Receipt national (plus frames)
- Advice Receipt national (values only)
- Customs Declaration CN23
- Parcel Registration Card CP71

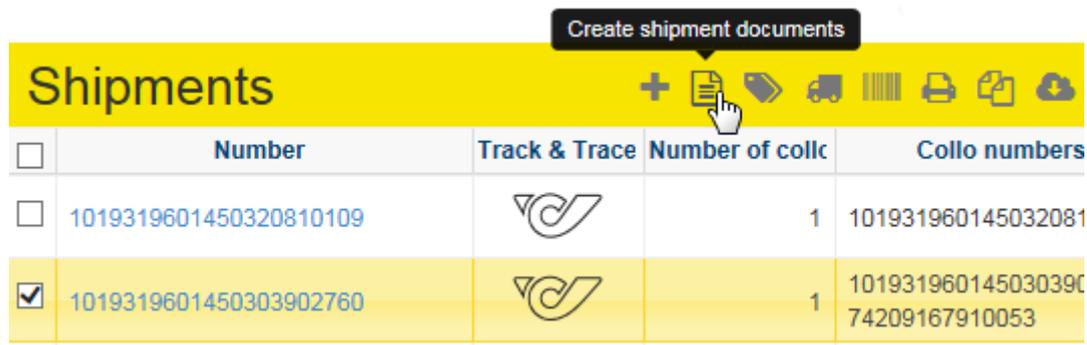
Select the shipment documents and click "Create" or "Print".

EXPLANATION: In the browser a PDF is created and displayed for both options ("Create" and "Print"). This is the same for the PLC client when clicking "Create". By clicking "Print" in the PLC client, the document is printed automatically with the entered document printer.

OPTIONAL: Print shipment documents in the shipments overview

You can print shipment documents directly in the shipments overview. Select all shipments for which shipment documents should be printed.

Click  ("Create shipment documents") in the upper right corner:



<input type="checkbox"/>	Number	Track & Trace	Number of collc	Collo numbers
<input type="checkbox"/>	1019319601450320810109		1	101931960145032081
<input checked="" type="checkbox"/>	1019319601450303902760		1	101931960145030390 74209167910053

The following steps are the same as in 3.

[Shipment mass creation](#)
[Create template](#)



In Post-Labelcenter, templates are used for bulk mail creation. You can use any existing shipment for template creation.

EXPLANATION: Shipments which are saved as template are cancelled automatically.

1. Open the shipping manager

Click on "Shippingmanager" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).

The shipments overview is displayed on the right screen:

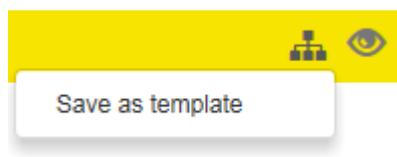
Shipments					
<input type="checkbox"/>	Number	Track & Trace	Number of collc	Collo numbers	Additional
<input checked="" type="checkbox"/>	1019319601450320810109		1	1019319601450320810109	
<input type="checkbox"/>	1019319601450303902760		1	1019319601450303902760 74209167910053	
<input type="checkbox"/>	1019319601450280810102		1	1019319601450280810102	

2. Select shipment

Click on the shipment number in the column "Number" to open the shipment details in the left area.

3. Save shipment as template

Click the button ("Templates") in the upper right corner of the shipment details screen. Next, select "Save as template".



The following pop-up is displayed:

Save as template 👁️ ×

Name:



Enter a name for the template and click the button "Save" to save the template.

Because the shipment is cancelled automatically when saving as template, the following message is displayed:



TIP: You can see and edit templates in the "Administration".

Create a recipient list

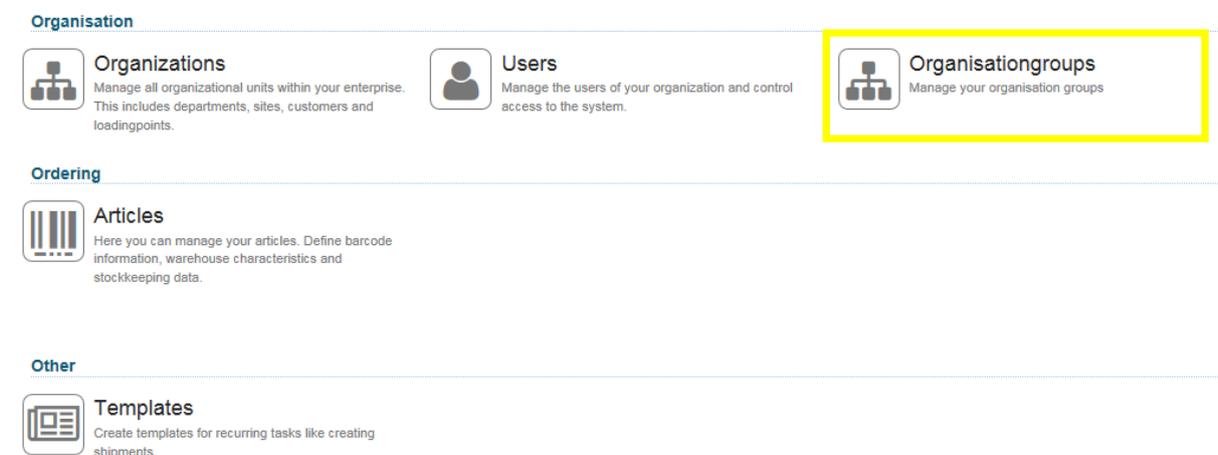
Recipient lists are used for bulk mail creation. To create a recipient list, proceed as follows:

1. Open the organisational groups administration

Click on "Administration" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).



Click "Organisationgroups" within the administration menu:





The organisational groups are displayed:

Organisationgroups	
Name	Organizations
Empfängerliste Test	Ondot,Neuer MC Donald's Horn,PRADA MÜNCHEN,Import Firma AG
HandbuchEmpfängerListe	Kunde Musterfrau,Firma Mustermann GmbH,TestImport20,Test Empfänger Handbuch
Import Test	
massendungAT	Kunde Victoria Falscher Roltner,Hilton London Olympia,Hilton Miami Airport
Post Test 01	Franz Mustermann,Max Musterman

2. Create new organisational group

Create a new recipient list by clicking  in the upper right corner:



The form for organisationgroup creation is displayed:

New organisationgroup

Common + Add

Name: Name: Q Add

Organizations 🔔 🔄

Name	Street	Postal Code	City	Country
------	--------	-------------	------	---------

Enter a name for the recipient list:

Common

Name:

Select the recipients in the field "Name" and click "Add" for adding them to the list:

+ Add

Name: Q Add

When entering at least three characters, the system automatically searches for matching entries within the previously created addresses and displays matching results.

Already added addresses are listed in the overview:



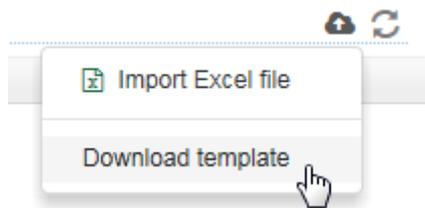
Organizations

	Name	Street	Postal Code	City	Country
✘	Österreichische Post AG	Poststraße 2	4511	Allhaming	Austria
✘	TEST-Adresse	Test	4055	Test	Austria
✘	Example Recipient	Erdbergstraße	1030	Wien, Landstraße	Austria

OPTIONAL: Import address list (Excel):

Of course it is possible to upload an Excel files with addresses.

If you haven't already downloaded a template for address import, click on  ("Import") in the upper right corner and select "Download template":



The template is an Excel file. All fields have the correct format for processing in Post-Labelcenter. The template contains the following fields:

- BusinessPartnerNumber
- **Name1**
- Name2
- Name3
- Name4
- **CountryID**
- **PostalCode**
- **City**
- **AddressLine1**
- Hausnummer
- AddressLine2
- Tel1
- Mobile
- Fax
- Email
- Homepage
- VATID
- PersonalTaxNumber
- Eorinumber
- DeliveryInstructions
- PickupInstructions
- ProvinceISOCode

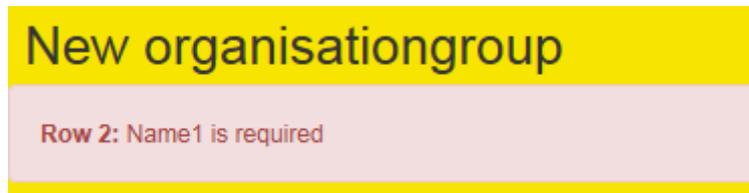
All **bold** fields are mandatory.

Enter the recipient addresses in the template. Please do not change the format of the template to ensure correct processing during the import.

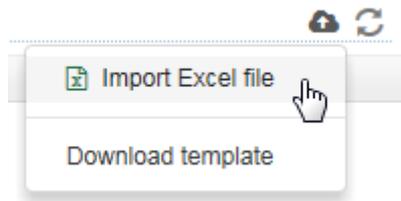
Once the template is ready, save it and name the file. Please remember the file name because you need it in the next step.



Please mind that you are not allowed to change the header row. The Post-Labelcenter import routine will display an error message in this case:



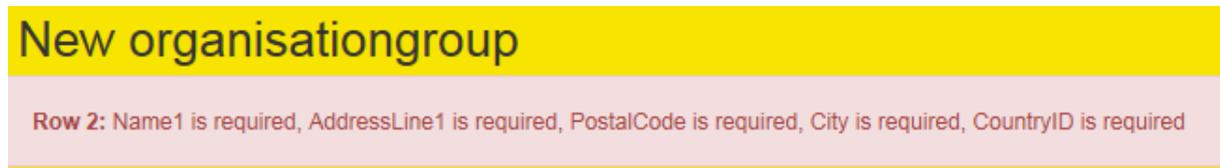
Upload the file by clicking  ("Import") in the upper right corner and select "Import Excel file":



Select your previously saved file and confirm your selection:



The data is checked for validity during the import and if necessary, an error message is displayed:



If no error occurs, the addresses are added to the recipient list:

	Name	Street	Postal Code	City	Country
✘	TEST-Adresse	Test	4055	Test	Austria
✘	Example Recipient	Example Street	1030	Wien	Austria

3. Save organisational group

Once your list is complete, click the button "Save". The list can then be seen in the overview. By clicking on its name, it is opened in edit mode.



Open shipment mass creation

For shipping multiple shipments with the same attributes (product, number of parcels, weight, etc.) you can use bulk mail.

For bulk mail creation you need a shipment template. Find a detailed instruction on the creation in the chapter "[Create template](#)".

EXPLANATION: It is differentiated between national and international shipments in the product selection. Therefore, template and recipient list must fit together in order to avoid an error message. For example, you cannot combine a template for a national shipment with an international recipient list.

Once you have created a template proceed for the creation of bulk mail as follows:

1. Open the shipping manager

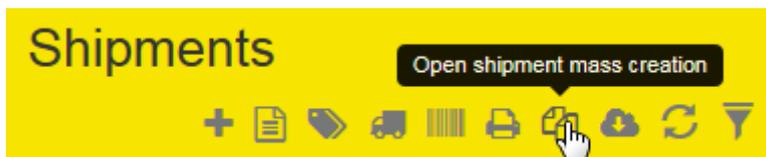
Click on "Shippingmanager" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).

The toolbar is displayed on the right screen:



2. Open shipment mass creation

Click  ("Open shipment mass creation"):



The following pop-up is displayed:

Create mass shipments ×

Template: Recipient:

3. Select template and recipient list

Select a template and the recipient list for the shipment. The characteristics of the template are displayed:



Create mass shipments

Template: 852963template Recipient: ExampleGroup

Shipment Information

Package type	Count	
Parcel	1	Österreichische Post AG Haidingergasse 1 1030 - Wien Austria

Ship as Product: Paket Österreich

Create shipments

Cancel

4. Create shipments

Create the shipments by clicking on the button "Create shipments" in the lower left corner of the pop-up. After processing (based on the number of recipients this can take some time) you receive the following message:

Create mass shipments

Shipments created successfully!

Template: Recipient:

Create shipments

Cancel

Track & Trace

By clicking on the "Track & Trace" icon you will be forwarded to a new browser window and can see the current delivery status of the respective shipment.

You can find the icon either in the shipments overview or by clicking the number of the respective shipment in the shipment details which open afterwards.

Shipments				
	Number	Track & Trace	Number of collc	Collo numbers
<input type="checkbox"/>	101931960153656390203		1	10193196015365639020: 01005200000028328423



Depending on the current delivery status you will see different icons.

	The sender has provided electronic shipment information
	Item accepted
	Item distributed
	Item out for delivery
	e-notification
	Item could not be delivered
	Item delivered



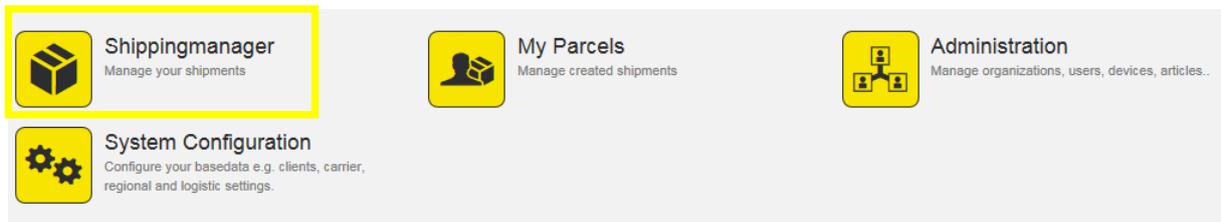
Printing labels

Printing of label(s)

To print the label of a saved but not yet printed shipment, proceed as follows:

1. Open the shipping manager

Click on "Shippingmanager" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).



2. Search for shipment

Enter the search term in the search field in the upper right corner:

Shipments							
<input type="checkbox"/>	Number	Track & Trace	Number of colic	Collo numbers	Additional services	Responsible site	Recipient
<input type="checkbox"/>	1019319601561500110305		1	1019319601561500110305		19319	Test Empfänger PLC How To's AT-1030 Wien

Shipments							
<input type="checkbox"/>	Number	Track & Trace	Number of colic	Collo numbers	Additional services	Responsible site	Recipient
<input type="checkbox"/>	1019319601561500110305		1	1019319601561500110305		19319	Test Empfänger PLC How To's AT-1030 Wien

TIP: This quick search searches automatically in the following fields:

- Shipment – Shipper Reference 1
- Shipment - Number
- Shipment – Parcel number
- Recipient - Name 1
- Recipient – Postal Code
- Recipient – City
- Recipient – Reference number

You can search for shipments alternatively with the filter functionality. There you have additional options and can combine several attributes.

3. Print shipment label



a. Print label from shipment details

Search for a shipment and click on the "Number" in the first column to display the shipment details:

Shipments				
<input type="checkbox"/>	Number	Track & Trace	Number of collc	
<input type="checkbox"/>	1019319601561500110305		1	101

The shipment details for the selected shipment are displayed:

Shipment: 1019319601561500110305

Common | Additional informations

Allgemein

Number: Responsible site:

Shipper **Recipient**

Shipper: Österreichische Post AG
Operative IT
Haidingergasse 1
1030 Wien
☎ 00436952474

Recipient: Test Empfänger
PLC How To's
Rochusplatz 1
1030 Wien

Shipping Information

Ship as Product:

Create Parcels

Quantity: Parcel

Weight: kg

Track & Trace	Number	Package type	Weight
<input checked="" type="checkbox"/>	1019319601561500110305	Parcel	

Click the button "Print labels and save" in the lower toolbar. The label is created and based on your configuration either printed directly or opened as PDF.



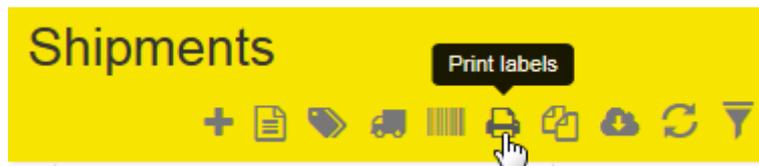
b. Print label from shipment overview

You can print labels (for one or more shipments) out of the shipment overview.

Select all shipments for which you want to print labels:

Shipments				
<input type="checkbox"/>	Number	Track & Trace	Number of colli	Collo r
<input checked="" type="checkbox"/>	1019319601450320810109		1	10193196014
<input type="checkbox"/>	1019319601450303902760		1	10193196014 74209167910
<input checked="" type="checkbox"/>	1019319601450280810102		1	10193196014

Click on  ("Print labels") in the upper right toolbar:



The labels of all selected shipments are created and based on your configuration, either printed directly or opened as PDF.

Reprint label(s)

Out of safety reasons Post-Labelcenter doesn't offer a way to print labels several times.

But if you need to reprint a shipment label e.g. because of damage or loss, there is an easy metho.

Proceed as follows:

1. Open the shipping manager

Click on "Shippingmanager" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).

The shipments overview is displayed on the right screen:



Shipments

<input type="checkbox"/>	Number	Track & Trace	Number of collc	Collo numbers	Additional
<input type="checkbox"/>	1019319601450320810109		1	1019319601450320810109	
<input type="checkbox"/>	1019319601450303902760		1	1019319601450303902760 74209167910053	
<input type="checkbox"/>	1019319601450280810102		1	1019319601450280810102	

TIP: By default, only current (< 30 days), not shipped or cancelled shipments are displayed. You can edit this filter by clicking  ("Filter2) next to the search field in the upper right corner:

Filter ×

Status

On Transport

Shipment maximum age (c

You can remove filter criteria by clicking  and add filter criteria by clicking  :



Filter ×

×	Status	Not Equal	STO: Storno
×	On Transport	No	
×	Shipment maximum age (c	Less than	30
×	Ship as Product	Equal	

+

Filter Close

- Combi-freight Int. Outbound
- Combi-freight Österreich
- EMS International Outbound
- EMS Österreich
- Kleinpaket
- Next Day
- Päckchen M mit Sendungs
- Päckchen S mit Sendungs

Additional services

Click on the button "Filter" to apply the filter. Only shipments with the selected criteria are listed in the shipments overview.

2. Search for a shipment

Enter the search term in the search field of the upper right corner:

Shipments							
	Number	Track & Trace	Number of colic	Collo numbers	Additional services	Responsible site	Recipient
<input type="checkbox"/>	1019319601561500110305		1	1019319601561500110305		19319	Test Empfänger PLC How To's AT-1030 Wien

Shipments							
	Number	Track & Trace	Number of colic	Collo numbers	Additional services	Responsible site	Recipient
<input type="checkbox"/>	1019319601561500110305		1	1019319601561500110305		19319	Test Empfänger PLC How To's AT-1030 Wien

TIP: This quick search searches automatically in the following fields:

- Shipment – Shipper Reference 1
- Shipment - Number
- Shipment – Parcel number
- Recipient - Name 1
- Recipient – Postal Code
- Recipient – City
- Recipient – Reference number



You can search for shipments alternatively with the filter functionality. There you have additional options and can combine several attributes.

3. Open shipment details

Search for a shipment and click on the "Number" in the first column to display the shipment details:

Shipments				
<input type="checkbox"/>	Number	Track & Trace	Number of collc	
<input type="checkbox"/>	1019319601561500110305		1	101

The shipment details for the selected shipment are displayed:

Shipment: 1019319601561500110305

Common | Additional informations

!!! Allgemein

Number: 1019319601561500110305 **Responsible site:** 19319 - Österreich

🏠 Shipper

Österreichische Post AG
Operative IT
Haidingergasse 1
1030 Wien
☎ 00436952474

🏠 Recipient

Test Empfänger
PLC How To's
Rochusplatz 1
1030 Wien

☁ Shipping Information 📘 Adc

Ship as Product: Paket Österreich

📦 Create Parcels

Quantity: 1 Parcel

Weight: kg

	Track & Trace	Number	Package type	Weight
✕		1019319601561500110305	Parcel	

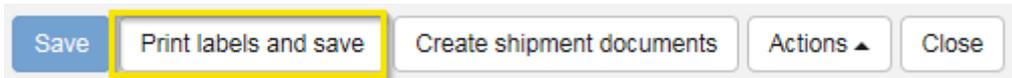
Save | **Print labels and save** | **Create shipment documents** | **Actions** | **Close**



TIP: If only one search result is found, the shipment opens automatically.

4. Shipment cancellation and new creation

Click on the button "Print labels and save".



The following pop-up is displayed:



Confirm by clicking the button "Ok". The original shipment was cancelled and a new shipment with the same data but a new shipment number was created. You can now print a new label for the new shipment by clicking once again on the button "Print labels and save".



Shipment: 1019319601561500110305

Shipment canceled

Common Additional informations

Allgemein

Number: 1019319601561500110305 Responsible site: 19319 - Österreichische Pc

Shipper

Österreichische Post AG
Operative IT
Haidingergasse 1
1030 Wien
00436952474

Recipient

Test Empfänger
PLC How To's
Rochusplatz 1
1030 Wien

Shipping Information

Ship as Product: Paket Österreich

Additional ser

Create Parcels

Quantity: 1 Parcel

Weight: kg Create

Track & Trace	Number	Packagetype	Weight
x	XXXXXXXXXXXXXXXXXXXX	Parcel	

Save Print labels and save Create shipment documents Actions Close

Shipment quick print

Labels can be printed for single shipments or several shipments as described in "[Printing of label\(s\)](#)". You can also create labels with the quick print.

Proceed as follows:

1. Open the shipping manager

Click on "Shippingmanager" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).

The shipments overview is displayed on the right side of the screen:

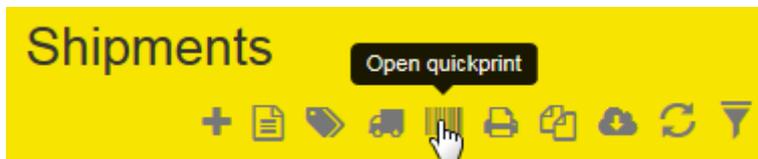


Shipments

<input type="checkbox"/>	Number	Track & Trace	Number of collc	Collo numbers	Additional
<input type="checkbox"/>	1019319601450320810109		1	1019319601450320810109	
<input type="checkbox"/>	1019319601450303902760		1	1019319601450303902760 74209167910053	
<input type="checkbox"/>	1019319601450280810102		1	1019319601450280810102	

2. Open quick print

Click  ("Open quickprint") in the toolbar to open the quick print for shipments:



The following pop-up is displayed:

Shipment quick print ×

 **Scan**

Shipment:

 **Scanlog**

Shipment number	Recipient Name	Recipient Addressline 1	Recipient Country	Recipient PostalCode	Locked
-----------------	----------------	-------------------------	-------------------	----------------------	--------

3. Print shipments

Enter the shipment or reference number (field "Number" in the shipment creation) and press the enter key to start the label print.

The shipment will be listed as printed in the overview:



Shipment quick print ×

Scan

Shipment:

Scanlog

Count: 1

Shipment number	Recipient Name	Recipient Addressline 1	Recipient Country	Recipient PostalCode	Locked
235689	Test Recipient	Teststrasse	Austria	1030	✓

When trying to print a previously printed label, you receive the following error message:

No shipment found! Please ensure that the supplied number is correct and that the label was not printed yet. ×

TIP: Shipment quick print has been designed for efficient working in logistics centers. The workflow is simplified especially when used with a scanner. Many customers transfer a reference to their shipment in the field "Number" to the Austrian Post which is also added as barcode on the shipment. As soon as the barcode is scanned, Post-Labelcenter prints the label automatically and the shipment processing is supported essentially.



Cancel shipment

There are two options for cancelling a shipment which has been created in Post-Labelcenter:

[Cancel shipment in the shipments overview](#)

With this option you can cancel multiple shipments.

1. Open the shipping manager

Click on "Shippingmanager" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).

The shipments overview is displayed on the right screen:

Shipments					
<input type="checkbox"/>	Number	Track & Trace	Number of collc	Collo numbers	Additional
<input type="checkbox"/>	1019319601450320810109		1	1019319601450320810109	
<input type="checkbox"/>	1019319601450303902760		1	1019319601450303902760 74209167910053	
<input type="checkbox"/>	1019319601450280810102		1	1019319601450280810102	

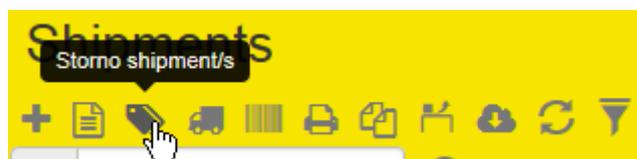
2. Select shipment(s)

Search for the shipment(s) for cancellation with the quick search or the filter. Select the shipment(s) by clicking the combo box in the first column:

Shipments				
<input type="checkbox"/>	Number	Track & Trace	Number of collc	Collo numbers
<input type="checkbox"/>	1019319601450320810109		1	1019319601450320810109
<input checked="" type="checkbox"/>	1019319601450303902760		1	1019319601450303902760 74209167910053
<input type="checkbox"/>	1019319601450280810102		1	1019319601450280810102

3. Storno shipment/s

Click  ("Storno shipment/s") in the upper right corner:





The following pop-up is displayed:

Storno shipment/s

Are you sure you want storno selected shipment/s?

Confirm by clicking the button "Yes". The status is set to "Cancelled" and the pop-up is closed automatically.

[Cancel shipment in the shipment details](#)

For single shipments, cancellation can be done in the shipment details.

1. Open the shipping manager

Click on "Shippingmanager" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).

The shipments overview is displayed on the right:

Shipments					
<input type="checkbox"/>	Number	Track & Trace	Number of colc	Collo numbers	Additional
<input checked="" type="checkbox"/>	1019319601450320810109		1	1019319601450320810109	
<input type="checkbox"/>	1019319601450303902760		1	1019319601450303902760 74209167910053	
<input type="checkbox"/>	1019319601450280810102		1	1019319601450280810102	

2. Select shipment

Click on the shipment number in the column "Number" to open the shipment details in the left area.

3. Cancel shipment

Click the button "Action" in the lower toolbar and select the option "Cancel shipment".



Shipment: 1019319601450303902760

Common

Additional informations

Allgemein

Number: 1019319601450303902760

Responsible site: 19319 - Österreichische Post AG

Shipper

Österreichische Post AG
Operative IT
Haidingergasse 1
1030 Wien
☎ 00436952474

Recipient

Hotel König
Therme und Spa
Alexanderplatz 7
DE - 10115 Berlin
☎ 004912345678

Shipping Information

Ship as Product: Paket Plus Int. Outbound

Additional services

Create Parcels

Add Customs Information:

Quantity: 1 Parcel

Weight: kg

Track & Trace	Number	Package type	Weight	Created by
	1019319601450303902760	Parcel		U01X1NI (Abrudan Veronica)

Datum

Shipping date: Jul 28, 2017

Instruktionen

Delivery Instructions:

- Recreate Shipment
- Cancel shipment
- Return Shipment

Save Print labels and save Create shipment documents Actions Close

A message is displayed in the upper screen area in case of a successful cancellation:

Shipment:

Shipment canceled



Daily closing

Printing configuration

You have the possibility to configure the general preferences for printing the daily closing. These will be default-settings and are valid every time you create a daily closing.

For the printing settings proceed as follows:

Click on  ("settings") in the right corner of the menu.



The general settings are displayed.

Settings

Common

Language: English

Change Password: Password Confirm Password Change

Devices

Label printer:

Document printer:

Scale: ?

Daily closing: Change Reset

Save Close

Click on the button "Change" next to Daily closing.



Create Documents ×

- Daily closing list detailed
 Daily closing list summarized

Count:

OK

Cancel

You can choose between printing the daily closing list detailed or summarized and the amount of the copies. Click the button "OK" to confirm your changes.

Create daily closing

The daily closing is used for generating a freight list for drop off or collection of shipments. It is a confirmation for you that the shipments have been collected/dropped off.

All not yet registered, active (that is not cancelled) and printed shipments are registered in the daily closing and are bundled in a freight list.

ATTENTION: You do not need a daily closing for the notification data transfer to Austrian Post. The data is transferred automatically from Post-Labelcenter after the labels are printed.

For creating the daily closing proceed as follows:

1. Open the shipping manager

Click on "Shippingmanager" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).

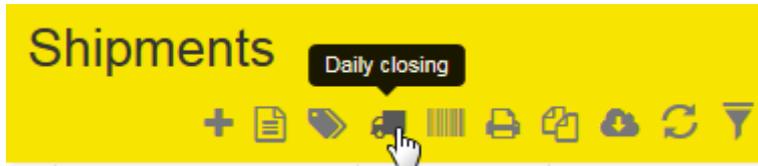
The shipments overview is displayed on the right screen:

Shipments					
<input type="checkbox"/>	Number	Track & Trace	Number of collc	Collo numbers	Additional
<input checked="" type="checkbox"/>	1019319601450320810109		1	1019319601450320810109	
<input type="checkbox"/>	1019319601450303902760		1	1019319601450303902760 74209167910053	
<input type="checkbox"/>	1019319601450280810102		1	1019319601450280810102	

2. Perform daily closing



Click  ("Daily closing") in the toolbar.



The processing of the shipment data is started and based on your configuration, the document is either sent to the default printer or a PDF is created and opened.

Daily closing list detailed:



Absender Österreichische Post AG Haidingergasse 1 AT - 1030 Wien		Abteilung: 19319 Kundennummer: 0025000120 Druckdatum: 23.03.2018 13:15 Anzahl der Pakete: 11			
Nr.	Tracking Nr.	Empfänger	Gewicht	Produkt	Referenz
1	1019319601541040145111 	Österreichische Post AG Poststraße 2 AT - 4511 Allhaming		Paket Österreich W WRT	1019319601541030145114
Wert		1 Stück	0 kg		
1	1019319601540970110305 	Test Recipient Teststrasse 1 AT - 1030 Wien	17,00 kg	Paket Österreich	1019319601540970110305
2	1019319601540980110302 	Test Recipient Teststrasse 1 AT - 1030 Wien	17,00 kg	Paket Österreich	1019319601540980110302



Daily closing list summarized:



Absender Österreichische Post AG Haidingergasse 1 AT - 1030 Wien	Abteilung: 19319 Kundennummer: 0025000120 Druckdatum: 23.03.2018 13:15 Anzahl der Pakete: 11
Service	Anzahl
Paket Österreich	3
Gewichtsklassen	
0.0 kg bis 2 kg	1
12 kg bis 20 kg	2
Zusatzleistungen	
Wert	1
Paket Premium Österreich B2B	8
Gewichtsklassen	
0.0 kg bis 2 kg	6
12 kg bis 20 kg	2
Zusatzleistungen	
Nachnahme	1

	Anzahl
EMS	0
Sendungen mit der Zusatzleistung "Wert"	1
Päckchen	0
Pakete	10
Gesamt	11

Ware übernommen: _____

The document contains all products and lists the total number of registered shipments.

At the end of the document is a field for the signature of the Austrian Posts' employee who takes delivery of the shipments.

Maintain freight list

Freight lists created by the daily closing can be maintained in the menu item "My Parcels".

To open and maintain the freight lists, proceed as follows:

1. Open the freight list management

Click on "My Parcels" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen):



Shippingmanager
Manage your shipments

My Parcels
Manage created shipments

Administration
Manage organizations, users, devices, articles..

System Configuration
Configure your basedata e.g. clients, carrier, regional and logistic settings.

The following view is displayed:

My Parcels Feb 6, 2017 Outbound

	Friday, February 3, 2017	Monday, February 6, 2017	Tuesday, February 7, 2017
FEHLER	1 S., 1 C.	1 S., 1 C., 194 kg	
OEPA-DEF	5 S., 5 C.	2 S., 2 C.	
		<p>2017/02/06/00001 14085 S., 14135 C. 115,498.112 kg</p> <p>2017/02/06/00002 10 S., 10 C. 86.042 kg</p>	

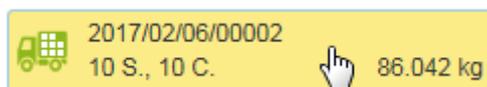
You see an overview of the created freight lists. By default, today's date ± 1 is displayed.

You can change the time frame with the arrow keys or the calendar:



2. Display a specific freight list

Click on a specific freight list to display all registered shipments it contains:



The shipment data is displayed on the right screen:

Transport: 2017/02/06/00002

Carrier: OEPA-DEF Date: Feb 6, 2017

Shipments

	Number	Number of collc	Post Depot	Unloading Point	Collo numbers
<input type="checkbox"/>	1019319601076771007563	1	Österreichische Post AG Operative IT Österre AT-1030 Wien	Novartis Pharma Stein AG Marianne Jenny CH-4332 Stein	101931960107677100
<input type="checkbox"/>	1019319601076781006433	1	Österreichische Post AG Operative IT Österre AT-1030 Wien	Munasupov Rustem Anvarovich RU-450001 Ufa	101931960107678100
<input type="checkbox"/>	1019319601076791004504	1	Österreichische Post AG Operative IT Österre AT-1030 Wien	Universit d'Antananarivo Prof. Joelisoa Rats MG-101 Antananarivo	101931960107679100

3. Move shipments into another freight list

You can move single shipments with drag and drop between different freight lists:



		Shipments	
		<input type="checkbox"/>	Number
	2017/02/06/00001 14085 S., 14135 C. 115,498.112 kg	<input type="checkbox"/>	W000004977
	2017/02/06/00002 9 S., 9 C. 76.042 kg	<input type="checkbox"/>	VL4117010124
	Test1234	<input checked="" type="checkbox"/>	Test1234

Click on the of a specific shipment in the shipment overview and drag the shipment in the new freight list. In this example the shipment with the reference number "Test1234" (highlighted yellow in the right area) is moved from the freight list "2017/02/06/0001" (highlighted yellow in the left area) to the freight list "2017/02/06/00002" (highlighted green in the left area).

By selecting multiple shipments (click on the checkbox, selected shipments are highlighted yellow) you can move them at once:

<input checked="" type="checkbox"/>		1019319601076781006433	1	Österreichische Post AG Operative IT Österre AT-1030 Wien	Munasupov Rustem Anvarovich RU-450001 Ufa	101931
<input checked="" type="checkbox"/>		1019319601076791004504	1	Österreichische Post AG Operative IT Österre AT-1030 Wien	Universit� d'Antananarivo Prof. Joellisoa Rats MG-101 Antananarivo	101931
<input type="checkbox"/>		1019319601076801006436	1	Österreichische Post AG Operative IT Österre AT-1030 Wien	National University ofScience MISIS Vladimir RU-119049 Moskau	101931

TIP: In this overview you also see not yet printed shipments. They are summarized in the daily overview and are highlighted red:

OEPAG-DEF	1 S., 1 C.
	2017/02/06/00001 68 S., 71 C. 143.28 kg, 875 m ³

Reprint freight list

For reprinting a freight list proceed as follows:

1. Open the freight list management

Click on "My Parcels" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen):



Shippingmanager
Manage your shipments

My Parcels
Manage created shipments

Administration
Manage organizations, users, devices, articles..

System Configuration
Configure your basedata e.g. clients, carrier, regional and logistic settings.

The following view is displayed:

My Parcels ← Feb 6, 2017 → Outbound

	Friday, February 3, 2017	Monday, February 6, 2017	Tuesday, February 7, 2017
FEHLER	1 S., 1 C.	1 S., 1 C., 194 kg	
OEPA-DEF	5 S., 5 C.	2 S., 2 C.	
		<p>2017/02/06/00001 14085 S., 14135 C. 115,498.112 kg</p> <p>2017/02/06/00002 10 S., 10 C. 86.042 kg</p>	

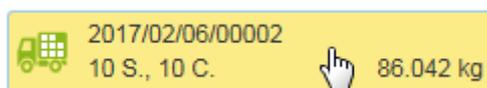
You see an overview of the created freight lists. By default, today's date ± 1 is displayed.

You can change the time frame with the arrow keys or the calendar:



2. Display a specific freight list

Click on a specific freight list to display all registered shipments it contains:



The shipment data is displayed on the right screen:

Transport: 2017/02/06/00002

Carrier: OEPA-DEF Date: Feb 6, 2017

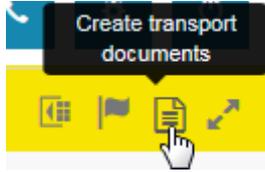
Shipments

	Number	Number of colli	Post Depot	Unloading Point	Collo numbers
<input type="checkbox"/>	1019319601076771007563	1	Österreichische Post AG Operative IT Österreich AT-1030 Wien	Novartis Pharma Stein AG Marianne Jenny CH-4332 Stein	10193196010767710C
<input type="checkbox"/>	1019319601076781006433	1	Österreichische Post AG Operative IT Österreich AT-1030 Wien	Munasupov Rustem Anvarovich RU-450001 Ufa	10193196010767810C
<input type="checkbox"/>	1019319601076791004504	1	Österreichische Post AG Operative IT Österreich AT-1030 Wien	Universit d'Antananarivo Prof. Joelsona Rats MG-101 Antananarivo	10193196010767910C

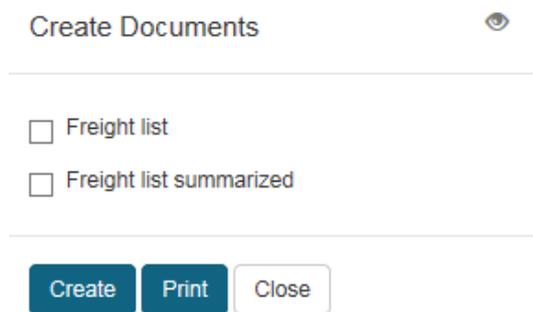


3. Reprint freight list

Click  ("Create transport documents") in the "Transport" toolbar.



The following pop-up is displayed:



Select either a detailed freight list or a summarized freight list for creation/print (see the images in the chapter "[Create daily closing](#)").



GDPR

Processing agreement

With Post-Labelcenter version 8.2.1 on May 6th 2018 there will be a possibility to accept the GDPR processing agreement within the PLC. Therefore you have to log in onto PLC (both browser and client) and accept the agreement in order to be able to use the Post-Labelcenter. We would like to point out that without the conclusion of an order processing contract until May 25th 2018 the service (GUI, webservice and windows service) can no longer be made available for the customerIDs which have not accepted the agreement.

The following pop-up is shown:

Agreement GDPR

Sehr geehrte Damen und Herren,

die im Mai 2016 veröffentlichte Verordnung (EU) 2016/679 (DSGVO) tritt am 25. Mai 2018 in Geltung. Zeitgleich ergänzt das nationale Datenschutz-Anpassungsgesetz 2018 die DSGVO in einzelnen Punkten und novelliert das österreichische Datenschutzgesetz.

Sie bzw. Ihr Auftraggeber stehen mit der Österreichische Post AG (kurz: Post) in einer vertraglichen Beziehung, die Produkte oder Services zum Gegenstand hat, bei denen personenbezogene Daten von datenschutzrechtlichen Betroffenen verarbeitet werden. Dafür ist ein entsprechender Auftragsverarbeitungsvertrag erforderlich. Hier finden Sie [die Vereinbarung](#) nach neuen datenschutzrechtlichen Anforderungen.

„Ich erkläre hiermit, dass ich zum Abschluss des Auftragsverarbeitungsvertrags für meinen Auftraggeber beauftragt und bevollmächtigt bin und akzeptiere den [Auftragsverarbeitungsvertrag](#).“

Wir möchten Sie darauf hinweisen, dass ohne Abschluss eines Auftragsverarbeitungsvertrags die Dienstleistung nicht mehr zur Verfügung gestellt werden kann.

Freundliche Grüße
Österreichische Post AG

Dear Sir or Madam,

the Regulation (EU) 2016/679 (GDPR), which was published in May 2016, will be valid from 25 May 2018. Furthermore, GDPR will be supplemented and partially specified by other national regulations.

You or your client are in a contractual relationship with Österreichische Post AG (in short: Post), which deals with products or services in which personal data of data subjects are processed. This requires a corresponding contract (order processing contract). Here you will find the [agreement](#) according to new

I have read and accept the order processing contract

Please note to scroll to the bottom in order to set the checkbox.

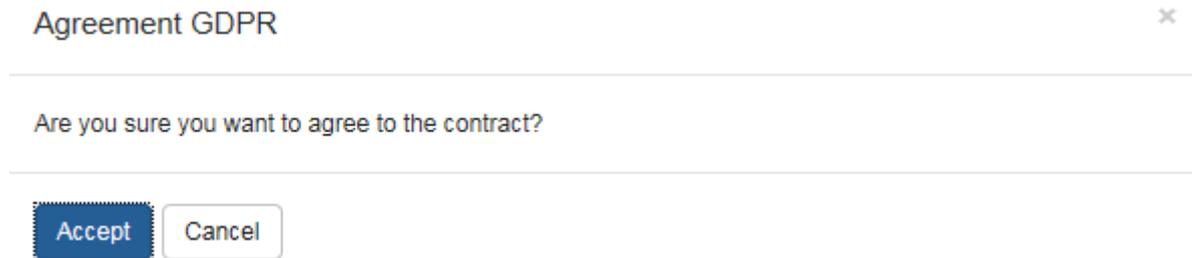
Accept

Skip



To accept the agreement, scroll to the bottom in order to set the checkbox "I have read and accept the order processing contract". Confirm with the button "Accept".

The following pop-up window is shown. Confirm once again by clicking the Button "Accept".



Please note: if you accept the agreement this is valid for all customerIDs that are assigned to your user. The agreement can be accepted by every PLC user.

Between May 6th until May 25th 2018 you have the possibility to skip the GDPR agreement with using the button "Skip". The message will be displayed the next time you log in onto PLC.



Deleting personal data

In order to meet the GDPR regulation which is valid from May 25th 2018, we implemented the possibility to delete address data/personal data within the Post-Labelcenter. This data can no longer be found in the system.

For it you can either use the new added menu item GDPR-Information or directly use the menu item Organizations for deleting. Both can be found in the menu Administration.

The two possibilities are explained below.

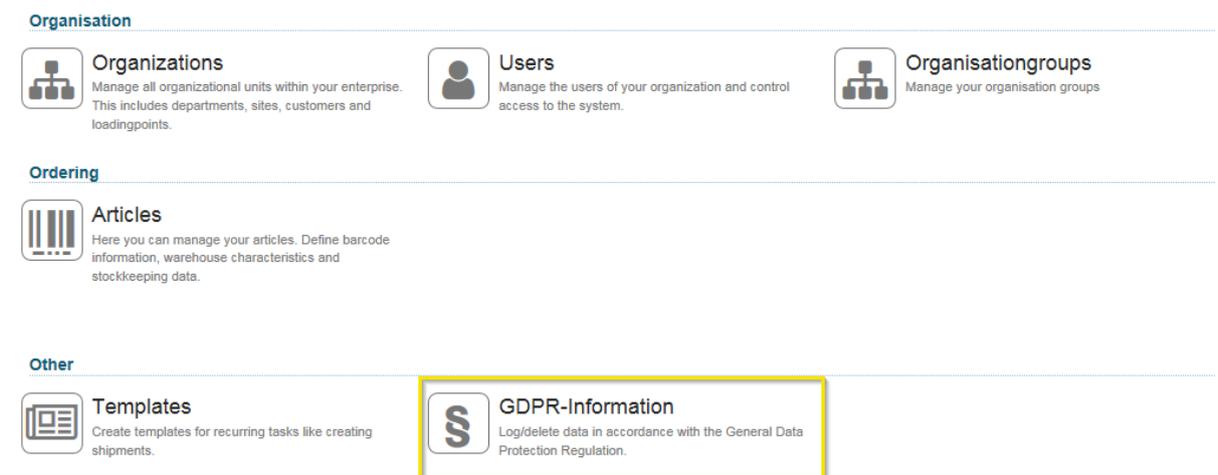
GDPR-Information

1. Open the GDPR-Information

Click on "Administration" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).



Click "GDPR-Information" within the administration menu:



The "GDPR-Information" is displayed:



GDPR-Information

Third party system reference:

Customer:

<input type="checkbox"/>	Name	Third party system refere	Address	Tel1	Mobile	Fax	E-Mail	Shipments	Last date of activity
--------------------------	------	---------------------------	---------	------	--------	-----	--------	-----------	-----------------------

2. Search for an address

To search for a specific address, you can use one of the following fields to search for entries:

- Third party system reference
- Customer (you can search for the name or the address data)

Afterwards use the button "Search". By setting the checkbox you can highlight the respective line with the address data and either delete it or print a protocol (for information reasons).

GDPR-Information

Third party system reference:

Customer:

<input checked="" type="checkbox"/>	Name	Third party system refere	Address	Tel1	Mobile	Fax	E-Mail	Shipments	Last date of activity
<input checked="" type="checkbox"/>	Test Recipient		Test Recipient Rochusplatz 1 AT-1030 Wien					0	26 Apr 2018 15:32:21

3. Delete address

To delete an address, highlight the respective line and click the button "Delete".

GDPR-Information

Third party system reference:

Customer:

<input checked="" type="checkbox"/>	Name	Third party system refere	Address	Tel1	Mobile	Fax	E-Mail	Shipments	Last date of activity
<input checked="" type="checkbox"/>	Test Recipient		Test Recipient Rochusplatz 1 AT-1030 Wien					0	26 Apr 2018 15:32:21

You have to confirm one time:



Delete x

Do you really want to delete this data? This action is final and cannot be undone!



Please note that the deleting of an address cannot be undone.

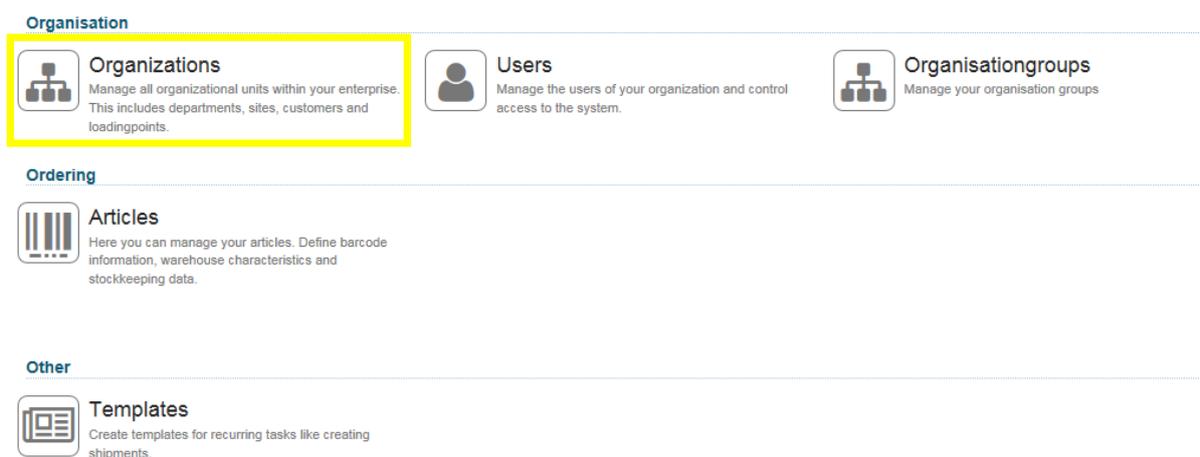
Address management

1. Open the address management

Click on "Administration" in the PLC main menu (always accessible by clicking "Home" in the upper left corner of the screen).



Click "Organizations" within the administration menu:



The address management is displayed ("Organizations"):



Organizations								
Third party system refere	Name ↕	Postal Code	City	Country	Street	Creationdate	Active	
	Muster	2544	leobersdorf	Austria	musterstraße 1	Jul 10, 2015 11:08:07 A	✓	
	Muster	54000	Muster	Germany	Musterstraße 5	Jul 10, 2015 11:08:07 A	✓	
	muster	2301	groß enzersdorf	Austria	Industriestraße	Aug 20, 2015 11:55:39	✓	
	Muster	9493	Mauren	Liechtenstein	Hauptstrasse	Jul 18, 2016 12:30:47 F	✓	
	Muster	5210	Muster	Austria	Muster	Aug 8, 2016 9:34:29 A	✓	
	Muster	12345	Muster	Belgium	Muster 18	Aug 8, 2016 9:34:29 A	✓	
	Muster	4300	St. valentin	Austria	land	Aug 9, 2016 8:38:41 A	✓	

2. Search for an address

To search for a specific address, use the quick search in the upper right corner or the filter:

You can search for entries in the fields "Name 1" and "Third party system reference".

Alternatively, you can use the comprehensive filter functionality. Detailed information on how to search for an address can be found in chapter [Edit address](#).

3. Delete address

To delete an address, click on the entry in the columns "Name" or "Third party system reference". The address form of the selected address is displayed. You can delete the address by clicking the button "Delete". You have to confirm one time

Delete ✕

Do you really want to delete this data? This action is final and cannot be undone!

Please note that the deleting of an address cannot be undone.

Support

For questions regarding the Post-Labelcenter you can contact the technical support.

Click on the icon  .

A popup window will open which displays the contact options and availability by telephone. By clicking on the button "contact form" you can send your inquiries directly from the Post-Labelcenter.



Support

×

PLC Support

✉ plc@post.at

☎ 057767/95200

Montag – Donnerstag: 07:00 – 17:00 Uhr

Freitag: 07:00 – 16:00 Uhr

[Weitere Infos und Schulungsdokumente](#)

Teamviewer-Download

Windows

Version 13

Version 14

Mac

Version 14

Contact form

Close

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