

Pacsoft Online - Transport Administration System

Sweden's most popular system for transport-related EDI

For customers with agreements

Pacsoft Online is free of charge for our customers with agreements. With Pacsoft Online you can organise the transportation of an item, monitor its journey to the recipient, and follow it up at a later stage. Pacsoft Online makes administration easier and helps you to give your customers better service. You can access Pacsoft Online via postnord.se.

Automatic checks and functions

- When you register recipient details and select a service/additional service, an automatic check is made that you have included all the required information and that this complies with the services terms and conditions of service.
- Pacsoft Online checks that both the box number and other postcodes are correct.
- Pacsoft Online check that the service/additional service you have selected can be used for your recipient and also indicates the delivery time.
- You are also automatically provided with the correct product code for the selected service and additional service
- If you enter the weight or other value for your shipment item, a check is made that this can be used for the selected service.
- When you print out the shipping labels, a transport instruction is sent to us via EDI, which helps us to process your shipment item as efficiently as possible.

Address management

You can create a database containing up to 5,000 addresses. Addresses, recipients and senders can be imported/exported simply from/to an ordinary text file or Microsoft Excel.

Notification and collection points

Pacsoft Online supports all the types of notification offered by the services:

- Advance notice, Delivery notification, Confirmation of delivery or standard notification which

tells your recipient that they have a parcel awaiting collection.

- You can use Pacsoft Online to manage whether notification is sent to your customers by text message, e-mail or letter notification.
- The same applies for Choice of Collection Point.
- For further information about the different notification options, visit postnord.se.

Print-out functions

- You can use Pacsoft Online to print out PostNord shipping labels for both domestic and international items, both for logistics and letter services.
- You can choose return labels or access the latest label layouts for different types of label and laser printers.
- You can print out both transport documents and customs documentation. In some cases, customs information can also be sent to PostNord via EDI for faster completion.
- You can store registered details and print them out later on or from another location.
- There is a practical function for printing to multiple addressees.
- For more efficient processing, you can connect your business or e-commerce system to Pacsoft Online. The service is compatible with many business systems and most of the e-commerce systems used in Sweden can connect to Pacsoft Online. Connection to a business or e-commerce system is an add-on function for Pacsoft Online. Find out more on Pacsoft Online's help pages.

Reports, search functions and bookings

The 'History' function allows you to print out consignment lists, export reports, track goods and delete registered mailings that have not been sent. You can also search for previously printed transport documents. Consignment details are stored in the history for at least three months.

You can use Pacsoft Online to book the collection of parcels and pallets or Returuppdrag/Collection Request and Change in delivery request.

Trial a demo version of Pacsoft Online

You can get both the standard version and the demo version at postnord.se by clicking on "Log in" and then "Pacsoft Online". Enter the word 'demo' in both the User ID and Password fields for the demo version.

Getting started with Pacsoft Online

Pacsoft Online is available to both existing and new credit customers. You will receive your User ID and password via e-mail within 24 hours of applying. You can apply under Become a user at postnord.se/pacsoft.

The first time you log in, you will be given instructions on how to set up your printer to print out shipping labels. Each step of the process is accompanied by clear instructions.

You can also have a look at Pacsoft's demo version, or contact PostNord Customer Service for further information.

Technical requirements

Computer

PC with Microsoft Windows XP or later and Microsoft Internet Explorer, Mozilla Firefox, Google Chrome or Apple Safari in one of the two most recent versions. Mac with OS X and Google Chrome, Mozilla Firefox or Apple Safari in one of the two most recent versions.

Internet connection

Stable Internet connection with a minimum connection speed of 128 kbps.

Labels

For label printers: STE type with receipt section (105x251 mm). A smaller label size (105x72 mm) can also be used for certain letter services. For laser printers: 2xSTE type with receipt section on A4 paper.

For further information, go to the order page for labels and printers in Pacsoft Online.

Label printers

A standard laser printer from a well-known brand can be used for labels. The software also supports a wide range of label printers, including brands such as Datamax, Intermec, Zebra, Sato, etc. Contact Pacsoft Online Support for current information on specific models.

Printers for reports and lists

Pacsoft Online supports all standard well-known makes of laser printer.

Other

The order connection function and the integration of Pacsoft Online with your business system or e-shop are available for an additional fee. Talk to your sales adviser for more information or find out more in the Help menu in Pacsoft Online.

Help and support

Information about all Pacsoft Online's functions is listed under relevant headings. Pacsoft Online is also available in English. All the headings on the pages have been translated.

You can access Pacsoft Support via e-mail at pacsoftsupport.se@postnord.com or by telephone on +46 (0)771 33 33 10, weekdays between 08.00 and 18.00.

Other services at postnord.se

On our website you can submit complaints, carry out volume calculations and search for postcodes and collection points. You can also apply to be a customer and collect your invoice notifications at postnord.se. The website also provides details of price lists, and general and special terms and conditions for our services.

Certifications

PostNord's business systems have been certified by Bureau Veritas Certification Sverige AB, and meet the requirements of ISO 9001 and ISO 14001.

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