Introduction

Each customer of InPost Parcel Lockers can use the InPost Cross Border powered by Sheepla service. Customers of the InPost PrePaid service can send Cross Border parcels through the web portal without having to sign additional contracts with InPost. In this case, standard Cross Border pricelists published on InPost websites apply.

For PostPaid customers, in order to use the InPost Cross Border service, it is necessary to sign an appropriate annex to their current contract with an InPost salesperson. If you are interested in signing a contract for this service, email us at cross.border@inpost.pl.

Sending of the parcel is possible only when all customer’s contact data has been entered in the portal. If any data is missing, an adequate message is displayed. PrePaid service customer will be able to send the parcel only when a required amount of money is available on their account.

1. Logging in to the Cross Border Manager

Cross Border Manager portal is available on https://inpost.pl/crossborder. To log in, enter your email address and your InPost Parcel Manager password.
2 Dashboard screen

After logging into Cross Border Manager user’s panel, Dashboard is displayed. In this screen basic data regarding parcel numbers are summed up in separate statuses. After clicking on the see the list button, the user is redirected to the parcels list in a specific status.

Additionally, in the Dashboard screen the user can track the parcel (by entering its 24-digit number) or see the details of the last few parcels (by clicking on a particular verse in the table).

On the left side of the screen there is the menu allowing to conduct some basic actions:
- Create New parcel – create a new parcel;
- Dashboard – summary screen;
- Parcels – screen allowing to view all parcels, filter and search the database;
- Courier – view on courier orders;
- Settings – information about the account, account data edit, and courier pick-up points
3 Create new parcel

New parcel screen allows you to create a new Cross Border parcel. The system automatically fills in the sender's data, based on the information from InPost Parcel Manager (preferred sender's Parcel Locker or the recipient's address).

First, you have to choose how to send the parcel – in Parcel Locker or via courier – by clicking the appropriate button.
After choosing Parcel Locker as a sending option, we will automatically show your defined sender’s Parcel Locker. In order to send the parcel from a different Parcel Locker, click on the Parcel Locker’s location and select a preferred Locker on the map.

You can also use the search option on the map, entering the Parcel Locker’s name or location.

When sending the parcel from Parcel Locker, the sender has to give their personal information: first and last name, email address and telephone number. Company name is not necessary.
IMPORTANT: In order to send the parcel correctly, the customer has to define their full contact data by clicking the EDIT DATA button in the Settings bookmark.

If the user does not give full contact data, they will be informed about that in the message displayed at the top of the screen.

If the parcel is sent via courier, apart from their full name, email and telephone number, the detailed sender's address is also required: street, building number, postal code and city.
When filling in the form with the recipient’s data, first you have to specify which country the parcel is being sent to. Then all delivery options available in that country will be shown (delivery either to home address or to Parcel Locker, or delivery to home address only).

In case of delivery to home address, the following data is required:

Depending on a particular country of destination, the form checks if the entered postal code is correct according to the rules of addressing and address format applicable in a given country. If the postal code is incorrect, an appropriate message is displayed.

In countries to which Cross Border deliveries are available, the following rules of postal code correctness apply:

- **Austria** 4 digits, 0 cannot be the first digit, e.g. 1901
- **Belgium** 4 digits, 0 cannot be the first digit, e.g. 8840
- **Czech Republic** 5 digits, a space is allowed after third digit; 0, 8 and 9 cannot be the first digits in the code, e.g. 122 22 or 12222
- **Denmark** 4 digits, 0 cannot be the first digit, e.g. 1499
- **Finland** 5 digits, e.g. 00123
- **France** 5 digits, e.g. 75008
- **Spain** 5 digits, first digit must be one from the 0-5 range; additionally, some combinations are not allowed, which will be explained in an appropriate message, e.g. 51211
- **Netherlands**: 4 digits, then a space and 2 letters, 0 cannot be the first digit, e.g. 2595 AK
- **Ireland**: there is no postal code standard for the country but you can give it as an option
- **Germany**: 5 digits, e.g. 75008
- **Poland**: 5 digits separated with a hyphen after the second digit, e.g. 00-871
- **Portugal**: 4 digits, 0 cannot be the first digit; optionally after 4 first digits there can be another 3 digits, separated with a space or a hyphen, e.g. 1399 or 1399-321
- **Slovakia**: 5 digits with an optional space after third digit; 0, 8 or 9 must be the first digit in the postal code, e.g. 922 22 or 92222
- **Sweden**: 5 digits optionally separated with a space or a hyphen after third digit, 0 cannot be the first digit in the postal code, e.g. 92222 or 922 22 or 922-22
- **Great Britain**: 6 to 8 signs (digits or letters) including the obligatory space before the last 3 signs; the group of first 2 to 4 signs always begins with a letter and the last 3 signs always consist of a digit followed by two letters. Some combinations are not allowed, which will be explained in an appropriate message, e.g. EC1A 1BB, W1A 0AX, M1 1AE, CR2 6XH or DN55 1PT.

In case of delivery to Parcel Locker, the following data must be provided:

![Parcel Locker data entry interface]

In the next step information about parcel's weight and dimensions should be given:

- **Maximum dimensions of a Parcel Locker parcel are 64x41x48 cm and courier parcel sent to home address – 60x40x40 cm**
- **Maximum weight of a Parcel Locker parcel is 20 kg and courier parcel sent to home address – 25 kg**
Additionally, parcel insurance can be purchased:

**IMPORTANT:** Parcel price in a particular country is defined by its weight and size. Note that all parcel's parameters will be verified by InPost and, if any differences occur, the parcel will be returned or additional sum of money will be collected from the sender's account. For more information please check the terms of service.

When all sender's, recipient's and parcel's details are completed, parcel price will be displayed and it will be possible to either send the parcel or to save it **Parcels > To be paid** in order to send it later.

During sending of the parcel the system will verify the payment status to calculate payment for the parcel. Required sum of money is automatically collected from the user's account or calculated as the balance for the account with overdraft limit.
**IMPORTANT:** if available funds are lower than the required amount of money for sending the parcel, the user will not be able to send the parcel. The system will allow the user to save the created parcel in order to send it later and will inform the user to top up the account.

If the user has not completed their full contact data, they will be informed by a message displayed at the top of the screen.

### 4 View parcels (Parcels)

**Parcels** screen enables you to view all your sent parcels statuses.

![Parcels screen](image)

This screen has three bookmarks:
- Paid
- To be paid
- Other
The **Paid** bookmark presents all parcels that have been paid for and now have one of the following statuses: prepared by sender, ready to be sent or on the way to the addressee. This screen allows you to track the current parcel status.

It is also possible to filter the parcels by a particular status (select the filter at the top of the screen).
or by the particular time the parcels were created.

For each parcel there is a possibility to:
- print the shipping document
- view parcel details
- copy parcel details to a new parcel (if contact details are identical for both parcels).

**TO PAY** bookmark displays the list of all parcels that have not been paid for by the user yet. It is possible to cancel saved parcels or to select and pay for the chosen parcels.
In the **OTHER** bookmark there is a list of all parcels rejected by the carrier, for example, when address data was incorrect or because of an outdated shipping label (this applies to Parcel Locker parcels only).
View parcel details (Parcel screen)

After clicking the icon with parcel details, a screen with detailed parcel information will be displayed. It is also possible to print a label or to copy parcel details to another parcel.
6 Ordering courier parcel collection – Parcels screen

In the Parcels screen it is possible to select the parcel which we would like to be collected by courier. Only the parcels with *Ready to be sent* status and the Courier sending option can be selected.

As the parcels are selected, click on the **ORDER THE COURIER** button. Then a window will appear in which you need to choose the location for courier collection (previously defined in your settings) and give the approximate time and date for the courier to arrive.

If you choose courier collection before 1 p.m., it is possible that your parcels will be collected on the same or the next business day. If you order courier collection after 1 p.m., your only option is courier collection on the next business day.

**IMPORTANT:** when sending 4 or fewer parcels, you will be charged with additional fee of 24,60 PLN incl. VAT. Sending 5 or more parcels is free of charge.
7. Courier collection order - Courier ordering

In the Courier screen the view of parcel collection orders is presented. It is possible to print a report confirming the fact of sending the parcels.

8. Payment status view - Payments

In the Cross Border Manager header there is information about your account balance, which, with regard to the type of the account, means either the amount of your top-up (PrePaid account) or the amount you owe to InPost (PostPaid).

PostPaid customer view:

Paid customer view:
Account top-up – Top up your account

PrePaid customers are offered the possibility to top up their accounts via Cross Border Manager or InPost Parcel Manager (https://manager.paczkomaty.pl).

By clicking the **TOP UP YOUR ACCOUNT** button, the customer is redirected to the screen in which they will be able to define the preferred top-up amount:

After clicking the **TOP UP YOUR ACCOUNT** the balance button, the customer will be redirected to the InPost Parcel Manager website where the payment will be completed. Then the system will automatically redirect the customer back to the Cross Border Manager page.
10 Customer’s personal information – Settings

In the Settings screen, in bookmark General, there are some basic customer’s personal details (which have been set via InPost Parcel Manager). The customer can always edit those details by clicking the Edit address data button.

**IMPORTANT:** once your personal data is edited and saved in Cross Border Manager, it will also be changed in InPost Parcel Manager.
Creating the parcel collection point – Settings bookmark

In the Settings screen, in My pick-up points bookmark it is possible to view the list of created parcel collection points (when ordering courier collection). This screen also allows to remove an existing point or to add new one (activation by InPost office employee is required). Parcel collection points can be refreshed manually with a button in the top right corner of the screen. Addition of a new point or removal of an existing one will also be recorded in InPost Parcel Manager.

**IMPORTANT:** an attempt to create a collection point of the same name as an already existing one will cause error occurrence.
Thank you for choosing our service
– InPost Cross Border powered by Sheepla.

Should you have any questions, please use our contact form:
https://b2b.paczkomaty.pl/en/contact-us