

# Business Portal

For eBilling and Postage Paid Impressions Services.



From July 2020

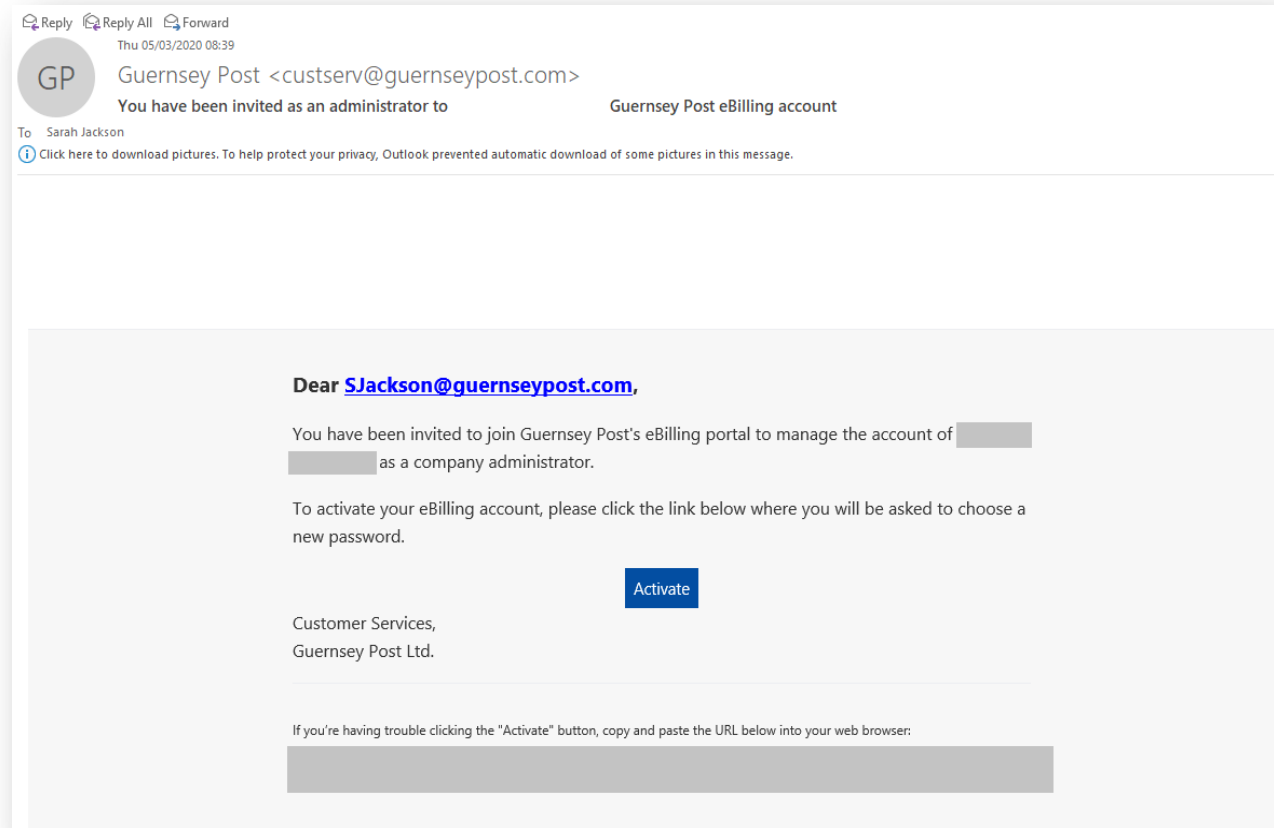
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## 1 Account Activation

Once your application for your Postage Paid Impression (PPI) account has been approved, you will receive an email invite for Guernsey Post's Business Portal (see image below).

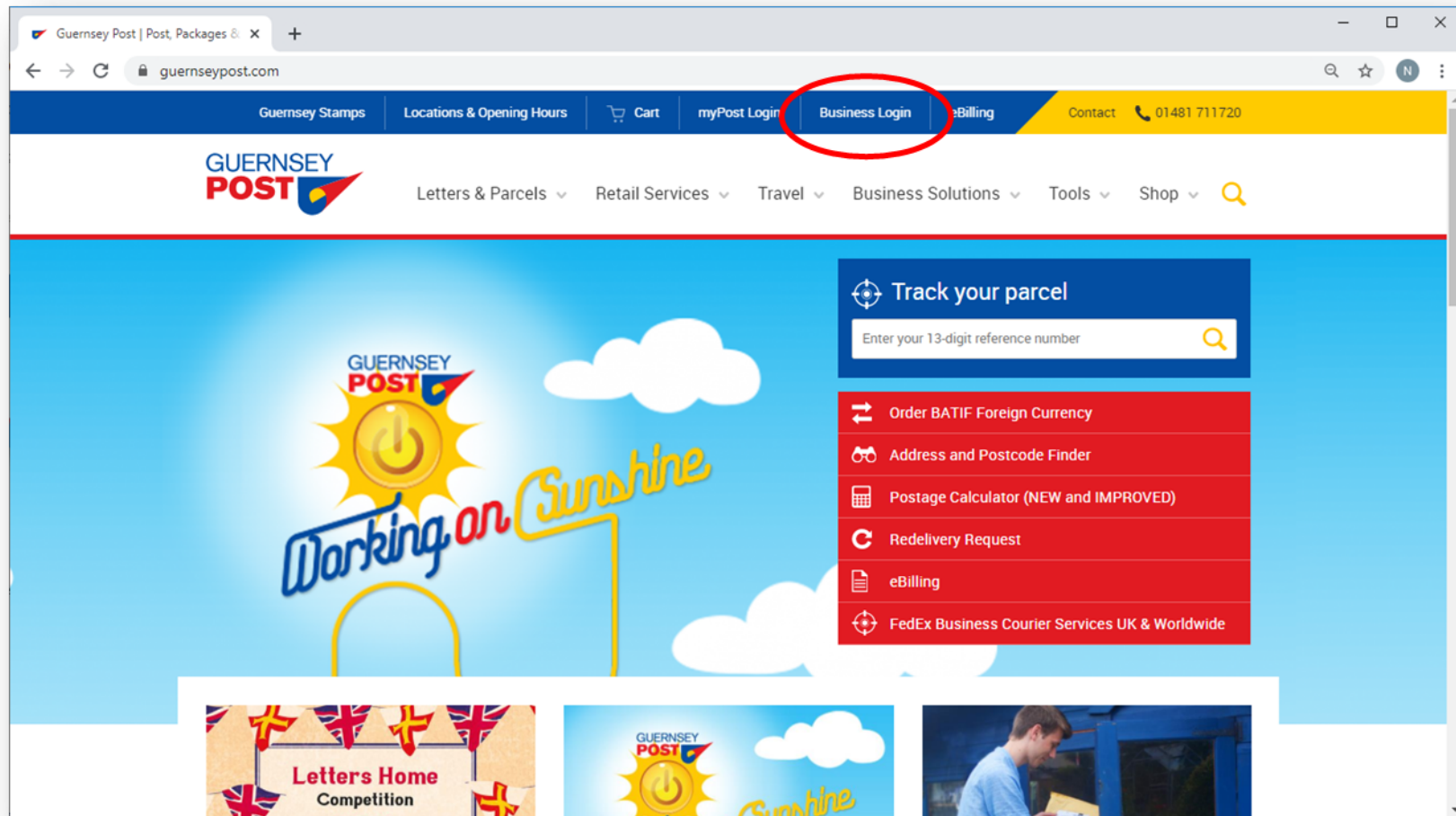
Within the email, there is an 'Activate' button. After clicking on this button, a new web browser will open, which will require you to enter and confirm a new password.



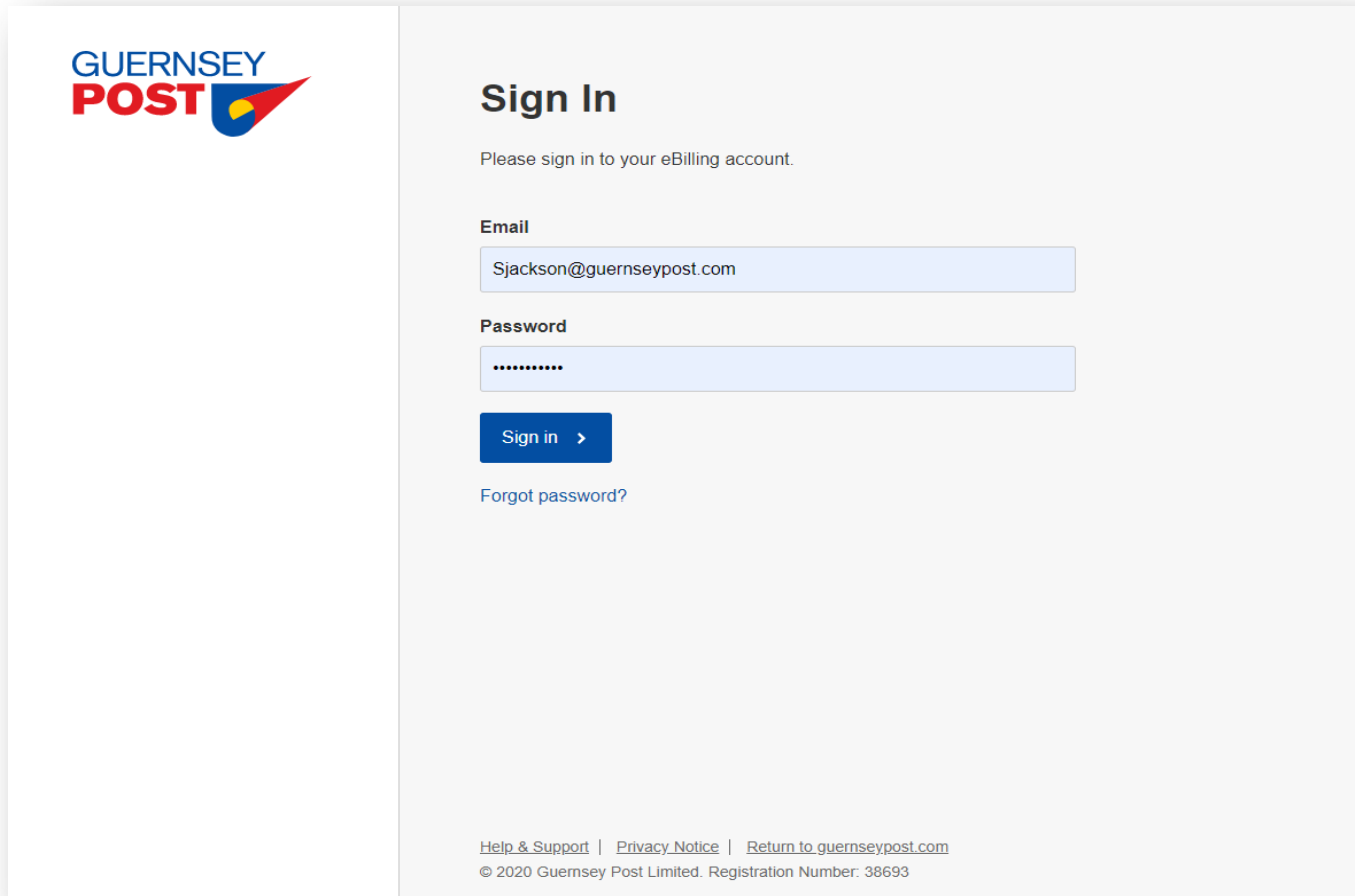
The following section outlines how to access the business portal daily.

## 2 Business Portal

1. Go to [www.guernseypost.com](http://www.guernseypost.com)
2. Click on 'Business Login', located at the top of the page. This will redirect you to the business portal sign in page



3. Enter your email and password and click 'Sign in'.



The image shows a web page for signing in to a Guernsey Post eBilling account. On the left is the Guernsey Post logo, which consists of the word "GUERNSEY" in blue and "POST" in red, with a stylized red and blue arrow graphic. The main heading is "Sign In" in a large, bold, dark font. Below this is a subheading "Please sign in to your eBilling account." in a smaller, lighter font. There are two input fields: "Email" with the text "Sjackson@guernseypost.com" and "Password" with masked characters ".....". Below the password field is a blue "Sign in" button with a right-pointing chevron. Under the button is a link "Forgot password?". At the bottom of the page, there are three links: "Help & Support", "Privacy Notice", and "Return to guernseypost.com", followed by a copyright notice: "© 2020 Guernsey Post Limited. Registration Number: 38693".

**GUERNSEY POST**

## Sign In

Please sign in to your eBilling account.

**Email**

Sjackson@guernseypost.com

**Password**

.....

**Sign in** >

[Forgot password?](#)

[Help & Support](#) | [Privacy Notice](#) | [Return to guernseypost.com](#)  
© 2020 Guernsey Post Limited. Registration Number: 38693

If you have forgotten your password, click 'Forgot password?' located under the sign in button, where you will be required to enter your email address. Shortly afterwards you will receive a reset password email, which contains a link to reset your password.

## 3 Navigation

### 3.1 Home

- a) **Side Nav:** Quick way to navigate between services, Home and users. Please note that the 'Users' section is only visible to Company Admins
- b) **Company drop down:** If you manage more than one company, use this dropdown menu to move between companies
- c) **Greeting:** Access 'My profile' and 'Sign out' from this dropdown menu
- d) **Dashboard:** Provides a count and total value of all submitted dockets within the period highlighted
- e) **Create docket:** Create a new daily docket via this button
- f) **Draft docket:** List of all draft dockets for the period highlighted. Click on a docket to view and modify any docket items
- g) **View all:** Redirects you to the PPI screen where all dockets are listed (see next page).

The screenshot shows the Guernsey Post Home dashboard. On the left is a side navigation menu with icons for Home, PPI, and Users. The main content area is titled 'Home' and features a 'Services' section with a 'PPI' card and a 'Create docket' button. Below this is a 'Completed Dockets' section with a date selector for 'June 2020' and two summary boxes showing 'Total dockets: 0' and 'Total value: £0.00'. At the bottom is a 'Draft Dockets' section with a table header and a 'View all dockets' link. The table currently shows 'No dockets found'.

**Annotations:**

- a: Side Nav icon (Home)
- b: Company dropdown menu (Sarah Test)
- c: Greeting dropdown menu (Hi Miranda)
- d: Total dockets box
- e: Create docket button
- f: Draft Dockets table
- g: View all dockets link

### 3.2 PPI

- a) **Date filter:** Select from a number of specific date ranges as well as create your own custom range
- b) **Search:** You can search for any docket within the specified date range. The list of docket will reduce based on what is entered into the search field. You can search on docket ID, product name or docket reference
- c) **Add filter:** You can filter docket by status or docket value
- d) **Export as CSV:** The docket details and the respective postage items listed within the table can be exported to CSV.

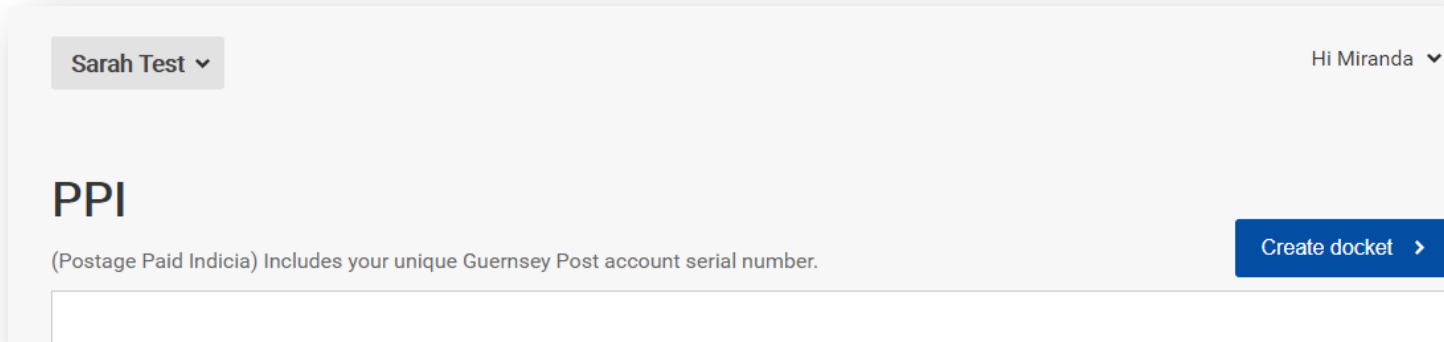
The screenshot displays the Guernsey Post PPI (Postage Paid Indicia) interface. On the left is a sidebar with the Guernsey Post logo and navigation links for Home, PPI, and Users. The main content area is titled 'PPI' and includes a user profile 'Sarah Test' and a 'Hi Miranda' greeting. A 'Create docket' button is in the top right. The 'Dockets' section features a date range filter (a) set to '14-May-2020 to 12-Jun-2020', a search bar (b) with the placeholder 'Enter docket ID, product name or search within reference', and an 'Add filter +' button (c). Summary statistics show 'Total docket 0' and 'Total value £0.00'. An 'Export as CSV' button (d) is located below the summary. A table with columns 'ID', 'Last modified', 'Reference', 'Total value', and 'Status' is shown, with the message 'No docket found' displayed below it. A pagination control at the bottom shows '<< < > >>'.

Please note: All pages are exported to pdf, not just the page that is visible.

## 4 Docket

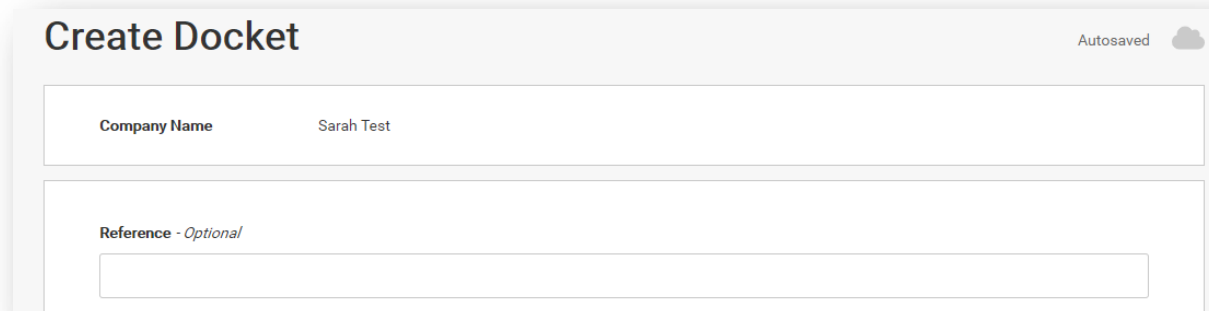
### 4.1 Create New Docket

1. Ensure you are in the correct company. To switch company, click on the **company drop down** and select the relevant company from the list.
2. When on either the Home or PPI screen, click 'Create docket'. You will be redirected to the docket creation page



### 4.2 Enter a Docket item

1. Before adding a new docket item, an optional 'Reference' can be added



2. From the product drop down, select the format and destination of the item(s)
3. Enter the quantity and select the appropriate item weight



- Enhance the postage service by selecting an add-on (if applicable).

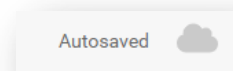
**Docket items**

<b>Product</b>	Large Letter - UK		▼
<b>Quantity</b>	1	<b>Item weight (g)</b>	250
<b>Addon</b>			▼

**Enhanced services options are:**

Signed For	GSY, JSY, UK, IOM.
Special Delivery	GSY, JSY, UK, IOM.
Tracked, Signed, & Tracked & Signed	International
Large Parcels	GSY, JSY, UK & IOM
Global Large Parcels	International

**Note:** The system has an **autosave** function. Should you need to stop and move to something else, you will not lose any information.



### 4.3 Add multiple docket items

There are two ways in which you can add another docket item.

- Add new docket item:** After clicking this button, repeat steps in section 4.2.
- Duplicate docket item:** If you have items that are the same product but are a different item weight, use the 'Duplicate docket item' button and adjust the item weight and quantity.

Product

Large Letter - UK

▼

Quantity

1


Item weight (g)


750

▼


Addon

▼

 Duplicate docket item

 Delete docket item

£3.48

 Add new docket item

#### 4.4 Delete docket item / docket

If you entered a docket item by mistake or no longer require the docket item, click the 'Delete docket item' icon. If you no longer need the draft docket, you can delete it by clicking the 'Delete docket' button.

Docket items

Product

Large Letter - UK

▼

Quantity

1


Item weight (g)


250

▼


Addon

▼


 Duplicate docket item

 Delete docket item

£1.62

 Add new docket item

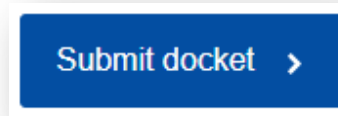
Total: £1.62

 Delete docket

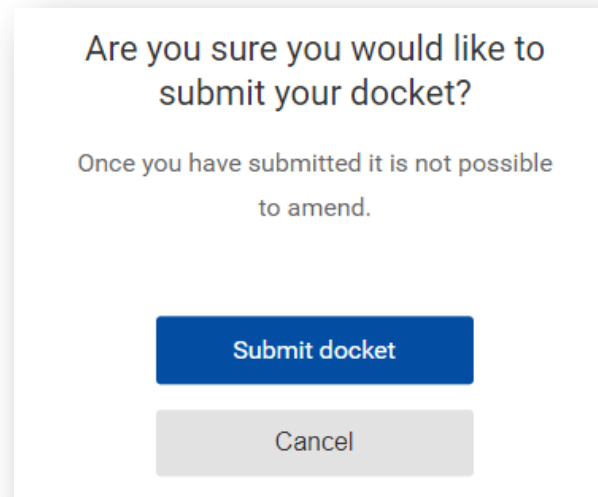
Submit docket >

#### 4.5 Submit Docket

1. Once you have reviewed and finished the docket, click **Submit docket** on the bottom right hand side.



2. A pop-up box will appear to confirm the docket submission. If you are happy to proceed, click yes.



3. The PDF of the docket will appear in a new browser tab for printing. This can be closed once printed. See example below:

Company Name:

Address:

PPI Ref:



Docket ID: 1000005

Product	Add On	Quantity	Item Weight (up to, kg)	Total Weight (kg)	No. of Bags	Total Postage
Large Letter - Jersey	Special Delivery (1pm) £1000	2	250			£27.24
Large Parcel - UK		1	20000			£25.80
Large Letter - Bailiwick		10	100			£6.40
Total		13	20350	0	0	£59.44

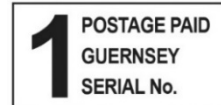
Date stamp:

Docket ID: 1000005

Docket date: 12/06/2020

Page 1 of 1

- Please print this off and ensure a copy is brought in with the postal items. All items declared must be stamped with your PPI Indicia (Ink Stamp).
- If you have made a mistake on your docket once submitted, please contact us to make the amendment(s).

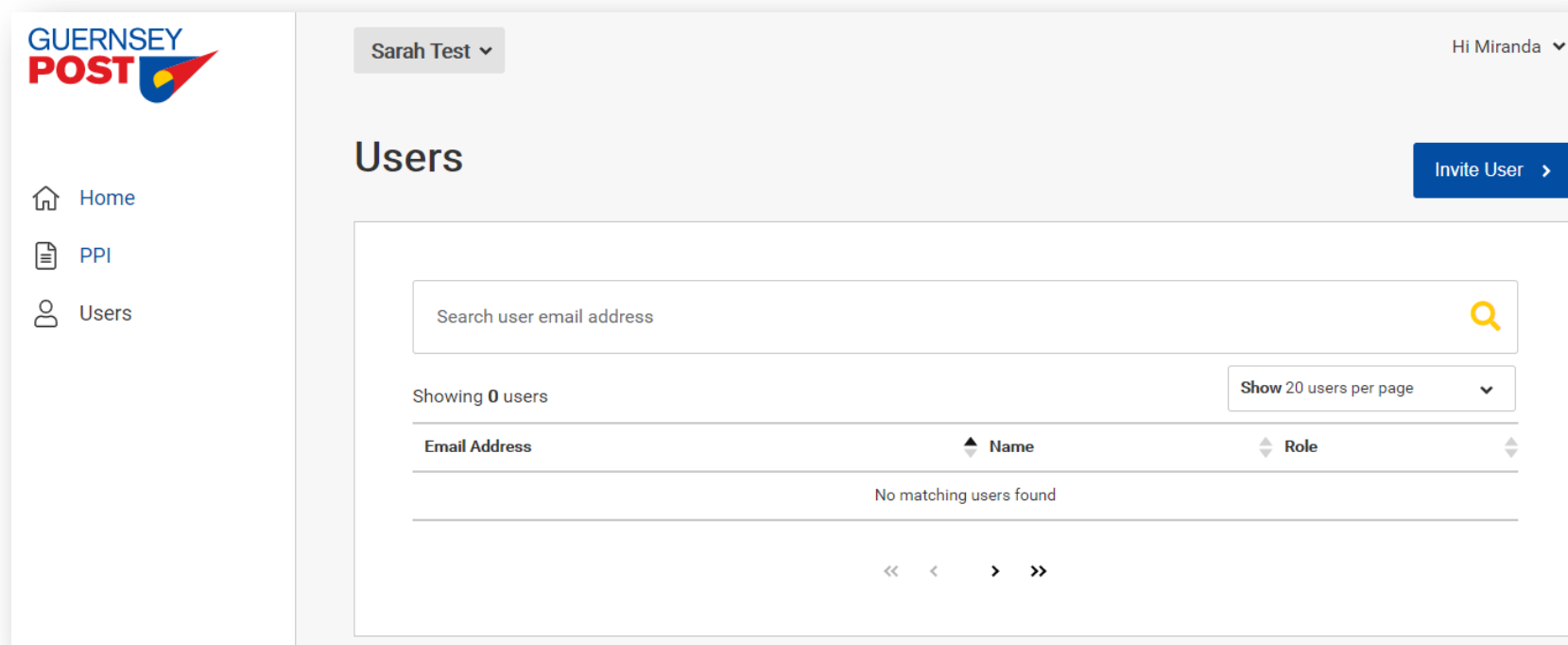


## 5 Users

### 5.1 Invite Users – Company Admin Only

We encourage you to set up multiple users with named accounts

1. To invite other users to manage the business account, select the company, via the company drop down, that you wish to add the new user to.
2. Click **users** on the side nav.
3. Click on **invite user** on the right hand side of the page (see image below).



4. Enter the users email address and select which role you would like the user to have.

**Company User:** Able to create, modify and submit dockets. These users will be notified via email for dockets they have successfully submitted.

**Company Admin:** In addition to the functionality that that company user has, the company admin can also manage all users (invite and remove users), as well as receive email notifications for all submitted dockets performed for the company they manage.

5. Once all fields are complete, click on 'Invite user' button.

### Invite user

#### User details

Email address

Role

☐ Company User ☐ Company Admin

6. On the users tab, a list of users for the company will be listed which can be searched using the search bar provided.

Sarah Test

Hi S.Jackson@guinnessypool.com

## Users

Showing 0 users

Show 20 users per page

Email Address	Company	Role
No matching users found		

<< < > >>

## 6 My Profile

Within My Profile, you can change your email address and password. If you do change your details, you will be required to enter the new credentials when you next log in to the business portal.

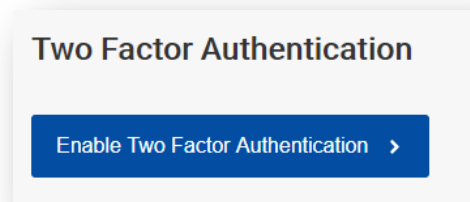
### 6.1 Two Factor Authentication (2FA)

#### 6.1.1 What is 2FA?

Two Factor Authentication is an optional feature that adds an extra layer of security to your account. Instead of only entering a password to log in, you'll also enter a code from an authenticator app on a smartphone. The code changes automatically, can only be used once, and is something only you have access to so it provides additional assurance that it is really you logging in and not someone who has obtained or guessed your email and password.

#### 6.1.2 How to enable 2FA?

1. Download a two-factor authenticator app such as Duo, Microsoft Authenticator or Google Authenticator from the app store on your mobile device.
2. Once you have logged in to the business portal, select 'My profile' from the top right hand menu.
3. Scroll down to the heading "Two Factor Authentication" and click the button to enable:



4. Select the option to add an account to your authenticator app on your mobile device.
5. Scan the QR code from the My Profile page on the app, example picture next page.
6. Two Factor Authentication is now setup. Next time you login you will need to use your email address and password on the login page as normal. After clicking the 'Sign in' button you will be prompted to enter the one-time code from your authenticator app:

### Two Factor Authentication

Open up your two factor authentication app and scan the following QR barcode:



If your two factor authentication app does not support QR barcodes, enter in the following number:

ABCDEFG123456ABCDE

[Disable Two Factor Authentication >](#)

#### 6.1.3 How to disable 2FA?

1. Once you have logged in to the business portal, select 'My profile' from the top right hand menu.
2. Scroll down to the heading "Two Factor Authentication" and click the button to disable:

### Two Factor Authentication

[Disable Two Factor Authentication >](#)

#### 6.1.4 What if I lose access to my authentication app?

You may use the 'Forgot Password' link on the login page to reset your password using a link sent to your email address. This confirms it is really you. Once you have chosen a new password you will be logged in. You can then disable Two Factor Authentication and re-setup if required.



## 7 Appendix

### 7.1 Products and add-ons

#### Product Options List

Letter – Bailiwick  
Large Letter – Bailiwick  
Small Parcel – Bailiwick  
Medium Parcel – Bailiwick  
Large Parcel – Bailiwick

Letter – UK  
Large Letter – UK  
Small Parcel – UK  
Medium Parcel – UK  
Large Parcel – UK

Letter - Jersey  
Large Letter - Jersey  
Small Parcel - Jersey  
Medium Parcel - Jersey  
Large Parcel – Jersey

Letter - Europe  
Large Letter - Europe  
Small Parcel - Europe  
Global Value - Large Parcel - Europe  
Global Priority - Large Parcel – Europe

Letter - Rest of World  
Large Letter - Rest of World  
Small Parcel - Rest of World  
Global Value - Large Parcel - Rest of World  
Global Priority - Large Parcel - Rest of World

#### Add on Services List

##### **GSY, JSY, IOM, UK**

Signed For  
Special Delivery  
Large Parcel Enhanced Cover

##### **International**

Tracked  
Signed  
Tracked & Signed  
Large Parcel Enhanced Cover  
Global Priority