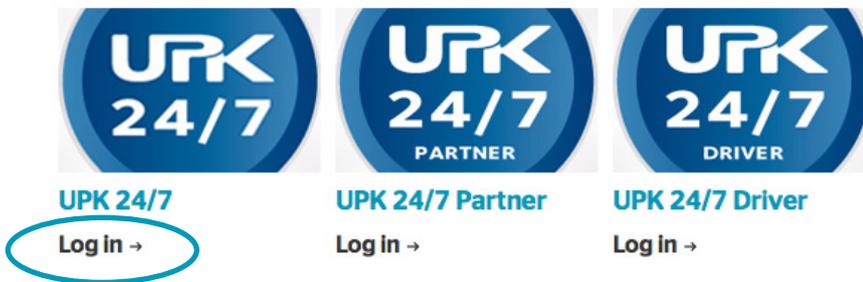


# Welcome to UPK 24/7 customer web

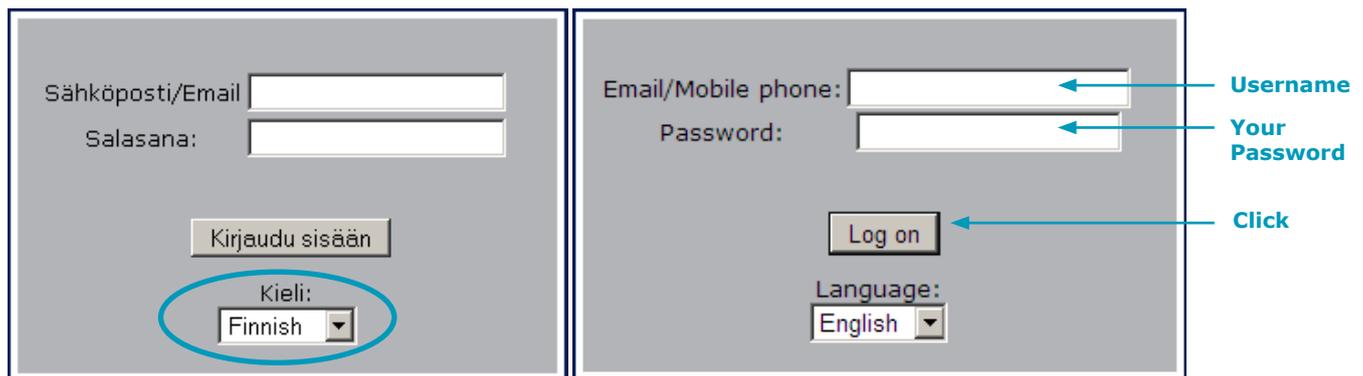
Please remember to keep your username and password in a safe place. In case you think you might have lost your password or someone else knows it, please inform us immediately by email on [upk.fi@postnord.com](mailto:upk.fi@postnord.com).

## 1. LOGGING IN TO UPK 24/7

First go to address [www.postnord.fi/tools](http://www.postnord.fi/tools).  
From the bottom of the page choose "UPK 24/7".



Before entering your username and password, please check the language from the dropdown menu "Kieli".  
The default language is Finnish.



Main page | Find order | Order | Addresses | Invoices | POD | Settings | Users | Log off

TESTI Oy/1, Test User

Welcome to UPK:n Internet services

Internet orders waiting to be accepted:

Current orders:

Order number	Date	Sender	S.Zip code	Receiver	R.Zip code	Freight bill	Calc. weight	Packages	POD (Date)	POD Receiver
4599597	10.3.2013	Oy Yritys Ab Tämä on testiä	00780	Oy Yritys Ab Tämä on testiä	00780	8183841		2		
4600020	8.3.2013	Terminaali Tulkintie	01740	Oy Yritys Ab Tämä on testiä	00780					

After logging in, you are on the main page where it says "Internet orders waiting to be accepted". Here is a list of the latest orders you have booked, but not such orders that we have not yet processed and accepted.

**"Current orders" is not in use even it shows some orders from time to time.**

## 2. CREATING ORDERS

To create orders, go to "Order" tab. Fill in the details as described in the sections 2.1.-2.8.

Main page | Find order | Order | Addresses | Invoices | POD | Settings | Users | Log off

TESTI Oy/1, Test User

**Order**

Huomaa, että noutopäivä on asetettava, mikäli tilauspäivä ei ole noutopäivä.  
UPK 24/7 -järjestelmän käyttöohjeen löydät [tästä linkistä](#).  
Oletuslähettäjän ja -vastaanottajan asettaminen - [ohje tästä](#).

Sender		Receiver	
Name:	<input type="text"/>	Name:	<input type="text"/>
c/o:	<input type="text"/>	c/o:	<input type="text"/>
Street/No:	<input type="text"/>	Street/No:	<input type="text"/>
Address row 2:	<input type="text"/>	Address row 2:	<input type="text"/>
Zip code/City:	<input type="text"/>	Zip code/City:	<input type="text"/>
Earliest/Latest:	<input type="text"/>	Earliest/Date/Latest/Date:	<input type="text"/> 9.12.2014 <input type="text"/> 9.12.2014
Country:	Finland	Country:	Finland
Code/Phone:	<input type="text"/>	Code/Phone:	<input type="text"/>

Service	Info
Service type: ERIKOISAKATAULU	Freight bill: <input type="text"/>
Date: 9.12.2014	Project number: <input type="text"/>
	Goods type: <input type="text"/>
	Sender's reference: <input type="text"/>
	Receiver's reference: <input type="text"/>

Options	Dimensions
<input type="checkbox"/> ADR/VAK-aineita: Lisätiedot kuljetusohjeessa	Weight (kg): <input type="text"/>
<input type="checkbox"/> Soitto ennen toimitusta!	Volume (m³): <input type="text"/>
<input type="checkbox"/> Apumies tarvitaan !!	Load meter (lm): <input type="text"/>
<input type="checkbox"/> Kantotyö	Packages: <input type="text"/>

Message

Packages

1

## 2.1 Sender and Receiver

First fill in the Sender information.

By clicking the blue downward arrow the system shows the first 500 address details from the delivery history. Due to technical reasons the amount of addresses has been limited to 500. If you want to search for customers whose names start for example with letter 'T', you can type the letter and then click the arrow. This function works with a maximum of three (3) letters.

The sender's and the receiver's address history (makes no difference if used as sender or receiver) will be shown after you have typed the first four (4) letters of the name. It takes about a second for the menu to open. The further you type the fewer the results will be.

If this is a new address, type it in the system manually. You can also create new addresses and edit existing addresses in the "Addresses" menu.

**Name:** Company name  
**c/o\*:** Contact name or department  
**Street/no:** Street name and the number of the house

To make it easier and more accurate to fill in the address details, the system has a street address and postal code registry. Typing the first few letters of the street name, you will see a menu where you can select the correct street. **Please note that the house number must always be typed in its separate field.**

**Address row 2\*:** Contact name or other address detail

**Zip Code/City:** Please make sure the postal code is correct. Note that postal codes related to P.O. Boxes such as **00029 VEROTUS, 00021 LASKUTUS** or **00701 HELSINKI** cannot be used. An easy rule to help you: if the postal code ends with number "1", the code is incorrect.

**Code/Phone:** If the delivery is going to a private address you can also fill in the entry code field if needed. Please also fill in the telephone number if you have it.

\*Please note that no search queries can be made for these fields.

You will find more instructions in Finnish at the beginning of the order page via link: "UPK 24/7 -järjestelmän käyttöohjeen löydät tästä linkistä."

## 2.2. Dates and times when creating an order

When creating an order it is possible to enter collection date times for the pickup (date under section Service and times under section Sender) and date and time for the delivery (under section Receiver).

The order date is below the service type. You should be careful with this information. The times should always be in format HH:MM. **Please make sure the order date is the date of collection.**

Set the time of the pickup under the section Sender to Earliest/Latest fields.

Set the time of delivery under the section Receiver to Earliest/Date/Latest/Date fields.

## 2.3. Service

**Service type:** We will give instructions for each customer. The type depends on type of delivery and the contract the customer has.

**Date:** No need to change if the collection happens on the date the order was made. **Please make sure the order date is the date of collection.**

## 2.4. Info

**Freight bill:** This is an alphanumeric field. If you don't use anything in this field the system will create a number of its own. The maximum length of the field is 15 digits. You should only use numbers and uppercase letters from A to Z. Special symbols or national letters such as Å, Ä, Ö shouldn't be used.

**Project number:** You can use this field if you will. You can perform searches to find orders based on this field, but you will not see it on your invoice.

**Goods type:** You can use this field if all the packages are similar (e.g. carton boxes, EUR pallets etc). If there are different kinds of packages you can enter these details in the "Packages" section in the bottom of the page (see chapter 2.8.).

**Sender's reference, receiver's reference:** These are alphanumeric fields and you can use all the keyboard symbols to fill these in. You will also see this information on the invoice and you can search orders with the information entered in this field.

## 2.5. Dimensions

Dimensions	
Weight (kg):	<input type="text"/>
Volume (m <sup>3</sup> )	<input type="text"/>
Load meter (lm):	<input type="text"/>
Packages:	<input type="text"/>

You must ALWAYS enter weight and number of packages. In case you enter separate packages in the bottom of the order page, the number of packages must always match.

## 2.6. Options

Unfortunately these details are always in Finnish. These are additional information and options regarding the delivery.

Options
<input type="checkbox"/> ADR/VAK-aineita: Lisätiedot kuljetusohjeessa
<input type="checkbox"/> Soitto ennen toimitusta!
<input type="checkbox"/> Apumies tarvitaan !!
<input type="checkbox"/> Kantotyö

**ADR/VAK-aineita: Lisätiedot kuljetusohjeessa:** Dangerous goods, specific information in the message field.

**Soitto ennen toimitusta!:** Please call before delivery!

**Apumies tarvitaan !!:** A 'second' driver needed (assistance for carrying goods etc).

**Kantotyö:** The goods must be carried to a special place shown by the customer.

**Please note that the above options may lead to extra costs.**

If the shipment contains dangerous goods, the sender must always inform the transport company. In case your shipment does contain dangerous goods, tick the check box "ADR/VAK-aineita". You must also type the specific information in the message field below. You must give the UN number, class, packing group, name of the substance, possible sub risk etc).

## 2.7. Message

Use this field to include additional information: content of the shipment, delivery instructions such as "delivery before 15:00", please use the stairs, contact someone at point of delivery etc.

Also include information, if your shipment has special dimensions. Please always give the (metric) dimensions in format of length \* width \* height (such as 1.20 \* 0.80 \* 1.50 m).

If your shipment always contains the same products or for example you always have a certain need with your shipments (e.g. computer parts, delivery temperature +8-+25°C), we can get this text to be added automatically from our system. Please contact our customer service by email on [upk.fi@postnord.com](mailto:upk.fi@postnord.com).

## 2.8. Packages

Enter the total amount of packages and click "Add additional package...".

Type	Goods type	Weight	Id	
carton box	shoes	8	1324685	Delete
pallet	fabrics	200	65432A3	Delete
carton box	shirts	15	651A621	Delete

If the shipment has different types of packages you should create a new row for every package and fill in the details.

**Type:** type of package.

**Goods type:** type of product.

**Weight:** weight of the package.

**Id:** You can use your own package ID's, but please make sure every ID is unique. The same number should not be used later. If you leave it blank (which is recommended) the system will create a random number that is not in use elsewhere.

You can also delete the packages by clicking the Delete button.

**IMPORTANT: the number of individual packages must match the number of packages in the "Dimensions" column.**

**Products:** If there is Products-field visible, we will provide you with customer-related instructions to use these.

When you have filled in all the necessary information, press Continue.

After this you will see the detailed information of your order.

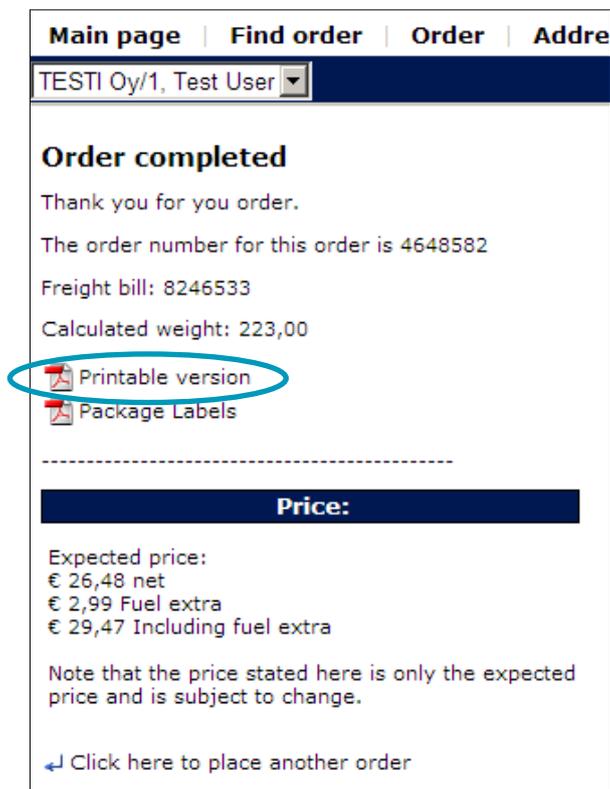
Main page		Find order		Order		Addresses		Invoices		POD		Settings	
TESTI Oy/1, Test User													
<b>Order</b>													
<b>Sender</b>						<b>Receiver</b>							
Name:	Company 1					Name:	Company 2						
Company:	Department ABC					Company:	Information desk						
Street/No:	Test street 1 A					Street/No:	Round street 2						
Zip code/City:	00100 HELSINKI					Zip code/City:	01510 VANTAA						
Earliest/Latest:						Earliest/Date/Latest/Date:	19.3.2013 19.3.2013						
Code/Phone:	(09) 123 456					Code/Phone:							
<b>Service</b>						<b>Info</b>							
Service type:	Erikoisajot					Freight bill:	-						
Date:	19.3.2013					Project number:	-						
						Goods type:	-						
						Sender's reference:	-						
						Receiver's reference:	-						
<b>Message</b>													
-													
<b>Packages</b>													
Package type	Goods type			Weight		Package number							
carton box	shoes			8		1324685							
pallet	fabrics			200		65432A3							
carton box	shirts			15		651A621							
<b>Dimensions</b>													
Weight (kg):	223,00												
Volume (m <sup>3</sup> ):	-												
Load meter (lm):	-												
Packages:	3												
Calculated weight:	223,00												
Distance:	14,00												
Time	00:00												
<b>Price:</b>						<b>Notifications</b>							
Expected price:						Luotu tilaus	[None]						
€ 26,48 net						Kiinnitetty	[None]						
€ 2,99 Fuel extra						kuljettajalle	[None]						
€ 29,47 Including fuel extra						Lastattu	[None]						
Note that the price stated here is only the expected price and is subject to change.						Toimitettu	[None]						
						Pod	Email	l@upk.fi					
										<input type="button" value="←-Back"/> <input type="button" value="Place order"/>			

Read it through to make sure it is correct. The price of the order is visible only if the user has a right to see it.

After you have read the order, click Place order button.

### 3. PRINTING FREIGHT BILLS AND PACKAGE LABELS

After you have made the order you can print the freight bills by choosing "Printable version".



You can print the freight bill to get a signature from the driver collecting the shipments. For UPK you don't need to print anything if not otherwise instructed.

We recommend you to do a search that includes all the orders you just did, and give this list for the driver to sign.

Print Package labels by opening the PDF file. The package labels can be printed on a normal A4 paper using a laser or inkjet printer. You can also use a sticker paper, such as standard paper sticker HOVAT ABP-630 ([www.hovat.co.uk](http://www.hovat.co.uk) / Bruce Campbell LTD Oy sells these in Finland).

It is possible print freight bills and package labels also later via search. See the section 5. Search for Orders.

You can now log out or create a new order.

### 4. ORDER CONFIRMATION

In case you need an email confirmation for every order, you should inform our customer service by email on [upk.fi@postnord.com](mailto:upk.fi@postnord.com)

## 5. SEARCH FOR ORDERS

You can search orders with for example sender or receiver name or package ID. Please remember to set a date range. Order number is UPK's internal order ID that is shown also on the invoice.

Main page | **Find order** | Order | Addresses | Invo

TESTI Oy/1, Test User

### Find order

#### Deliveries

Date span: Today

From: 19.3.2013

To: 19.3.2013

Compare create date instead of order date

Reference name:

Project number:

Customer project:

Freight bill:

Order number:

Sender's reference:

Package number:

Sender:

City sender:

Receiver:

City receiver:

Goods type:

Extra id1:

Minimum Weight:

Maximum Weight:

Search

Depending on the access rights level of the user, it is possible to export the orders to an excel file.

You can also print a large amount of freight bills or package labels based on the selection. As default all results are selected. Pressing the button below you can print all freight bills or package labels of the selected orders.

**Search results**

Number of results per page: 100

Select/Unselect all

Order number	Date	Sender	S.Zip code	Receiver	R.Zip code	Freight bill	Calc. weight	Packages	POD (Date)
<input checked="" type="checkbox"/> 4595031	7.3.2013	Terminaali Tulkintie	01740	Oy Yritys Ab Tämä on testiä	00780	8181120	1	1	8.3.2013
<input checked="" type="checkbox"/> 4599597	10.3.2013	Oy Yritys Ab Tämä on testiä	00780	Oy Yritys Ab Tämä on testiä	00780	8183841		2	
<input checked="" type="checkbox"/> 4599970	7.3.2013	Oy Yritys Ab Tämä on testiä	00780	Kati Lappalainen	00780	8184109	1	1	8.3.2013
<input checked="" type="checkbox"/> 4600020	8.3.2013	Terminaali Tulkintie	01740	Oy Yritys Ab Tämä on testiä	00780				
<input checked="" type="checkbox"/> 4600726	8.3.2013	Oy Yritys Ab Tämä on testiä	00780	Kati Lappalainen	00780			1	11.3.2013
<input checked="" type="checkbox"/> 4648516	15.3.2013	Terminaali Tulkintie	01740	Oy Yritys Ab Tämä on testiä	00780	8246294		1	19.3.2013
<input checked="" type="checkbox"/> 4648582	19.3.2013	Company 1	00100	Company 2	01510	8246533	223	3	

Print Freight Bills For Checked Items

Print Package Labels For Checked Items

Export to Excel 2003 and older

Export to Excel 2007 and later

If the column POD (Date) shows a date, the shipment has a POD ('proof of delivery'). Clicking the order you will see the details – date, time and name. If there is no date visible, the shipment has no POD. For more information about POD see section 6. POD.

You can open the order details by clicking the row you want to check. You will also see the latest scanning details in the bottom of the page.

Packages				
Package type	Goods type	Weight	Package number	Last scan
carton box	shoes	8,00	1324685	Arrived 22.3.2013 11:45:28 Vantaa terminaali Tulkintie
pallet	fabrics	200,00	65432A3	Arrived 22.3.2013 11:45:29 Vantaa terminaali Tulkintie
carton box	shirts	15,00	651A621	Arrived 22.3.2013 11:45:32 Vantaa terminaali Tulkintie

Printable version

Package Labels

## 6. POD

You can search for POD e.g. proof of delivery information from menu "POD". Choose the correct date range and click Search. The search result is all the shipments in the date range including a POD.

NOTE! UPK system isn't completely real time, so a missing POD does not mean the shipment has not been delivered. We aim to enter POD details within the next working day after delivery unless otherwise stated on your contract.

If you want to also find the shipments without POD, you should use the 'Search' menu (see section 5. Search for orders).

Main page | Find order | Order | Ad

TESTI Oy/1, Test User

**Search for proof of delivery (POD)**

**Find PODs**

Date span: Today

From: 22.3.2013

To: 22.3.2013

Search

## 7. CREATING ADDRESSES

In Addresses menu you can create sender/shipper addresses in advance or edit existing ones.

Name	Street	Zip code	City	Country
1212	xvxhkj	00100	helsinki	Finland
A.J.Mattilan Kirjapaino Kommandiittiyhtiö	Tarjousojantie	90440	Kempele	Finland
ABB Oy Muuntajat	Puistotie	65100	Vaasa	Finland

### 7.1. Creating a new address

**Addresses**

Name: Company 1234 Ltd

c/o: Export department

Street/No: Mannerheimintie 1

Address row 2:

Zip code/City: 00100 HELSINKI

Country: Finland

Code/Phone: (09) 123 1234

Email:

Instructions:

Save Delete Cancel

These fields are the same as the Sender fields on the Order tab. After typing in the first five (5) letters, they have the same history and registry functionality as explained in the section 2.1. Sender and Receiver. Please see the section 2.1. for further details.

You can also edit an existing address by selecting it from the list that opens by clicking the blue arrow and doing the necessary changes. Please note that the "instructions" and "email" fields are only for your notes and will not be shown on the actual order.

If you want your own company always to be on top of the list, add an extra space before typing the company name. Otherwise the names will be in alphabetical order. After adding the space to the name of your company, make sure you also hit the spacebar first when searching orders with your company name.

### Remember to save!

## 8. INVOICES

The service shows the invoices that have been created to the customer. You can also open the invoices in PDF format to print or save them. We will send the invoices automatically, so you don't have to check in here for new invoices.

Invoice number	Invoice date	Maturity date	Amount	Invoice type
429084	25.7.2008	8.8.2008	0,00	Laskut
576723	15.10.2005	29.10.2005	0,00	Laskut
700129	15.8.2003	29.8.2003	0,00	Laskut
700047	19.6.2003	3.7.2003	0,00	Laskut

When you quit using UPK 24/7, please log off.

## 9. FOR THE ADMINISTRATOR

One or more users can be given the administrator rights. As an administrator the user can add, edit or delete users and give them different types of access rights and combinations of them. A regular user shouldn't ever have the admin rights.

A common limitation to access rights is to remove visibility of price details (Invoices, corrections and prices). This is often used if you want your own customer to also have access to the system.

The administrator is responsible for editing the user list and the access rights, for example removing the users who no longer work in the company. The administrator should also always advise the users to keep their passwords safe.

To guarantee security, the user's password

- must not contain the username or parts of it
- must be at least six (6) digits long and it needs to contain both letters and numbers.

Name	Email:	Phone number	Mobile phone	Internet user
Test User	test@test.fi			Yes
Test User	test@test.fi	020 738 8212		Yes
Test User	test@test.fi	020 738 8212		Yes
Test User	test@test.fi	020 738 8212	020 738 8212	Yes
Test User	test@test.fi			No
Test User	test.test@test.fi	0207388212		Yes

To edit the user list choose Create new User or edit the items on the list.

Main page | Find order | Order | Addresses | Invoices | POD

TESTI Oy/1, Test User

### Users

Create new User

#### Create new user

Name	Test User
Email:	test.test@test.fi
Phone number	0207388212
Mobile	
Password	*****
Re-type password	*****

- Internet user
- Create order
- Search
- Addresses
- Invoices
- POD
- Settings
- Users
- Show prices

Save Back

**The user's email address is mandatory** and must be valid. The email address is the user ID.

All users must always be marked as "Internet user". The system adds automatically the same level of rights for the new user as the administrator. Make sure to edit the access rights carefully.

**Internet user:** The user can log in to the system

**Create order:** The user can create orders

**Search:** The user can do queries, search for orders

**Addresses:** The user can create and edit addresses

**Invoices:** The user can see and open the invoices

**POD:** The user can see and search for proof of delivery (POD) information

**Settings:** Possibility to change password

**Users:** This user has administrator rights, so the user can control other users.

**This right should not be given** to a normal user.

**Show prices:** The prices are visible in orders and order queries.

## 10. CHANGING THE ACCOUNT WITHOUT LOGGING OUT

If the user has access to several accounts, it is possible to change the account from the dropdown menu on the top left corner of the page. For this arrangement to work, the user must have same username and password in both accounts. If the password is changed to one account, it should also be changed to the others as well.

The screenshot shows the top navigation bar with links: Main page | Find order | Order | Addresses | Invoices. Below the navigation is a dropdown menu for account selection, currently showing 'TESTI Oy/1, Test User' with a sub-menu listing 'TESTI Oy/1, Test User' and 'Testi Oy /2, Test User'. The main content area displays 'welcome to our Internet services' and 'Internet orders waiting to be accepted:' with a checkbox. Below that is 'Current orders:' followed by a table of orders.

Order number	Date	Sender	S.Zip code	
4599597	10.3.2013	Oy Yritys Ab Tämä on testiä	00780	Oy Yrit
4600020	8.3.2013	Terminaali Tulkintie	01740	Oy Yrit
4648582	19.3.2013	Company 1	00100	Compa
4654201	20.3.2013	Terminaali Tulkintie	01740	Testi 2
4654203	20.3.2013	Terminaali Tulkintie	01740	Testi 3
4654208	20.3.2013	Terminaali Tulkintie	01740	Testi 5
4654216	20.3.2013	Oy Yritys Ab Tämä on testiä	00780	Jakelut
4660443	21.3.2013	Terminaali Tulkintie	01740	Oy Yrit

If you have any questions regarding the use of UPK 24/7 web booking system, please contact us by email on [upk.fi@postnord.com](mailto:upk.fi@postnord.com) or by phone +358 (0) 10 572 8448 from 7:00 AM to 6:00 PM.