

METAPACK CUSTOMER AND PARTNER PORTAL

This document has been put together to help MetaPack Customers, Label Providers and the MetaPack team use the MetaPack Customer Portal.

The portal will enable you to manage both your label ordering and invoices from MetaPack.

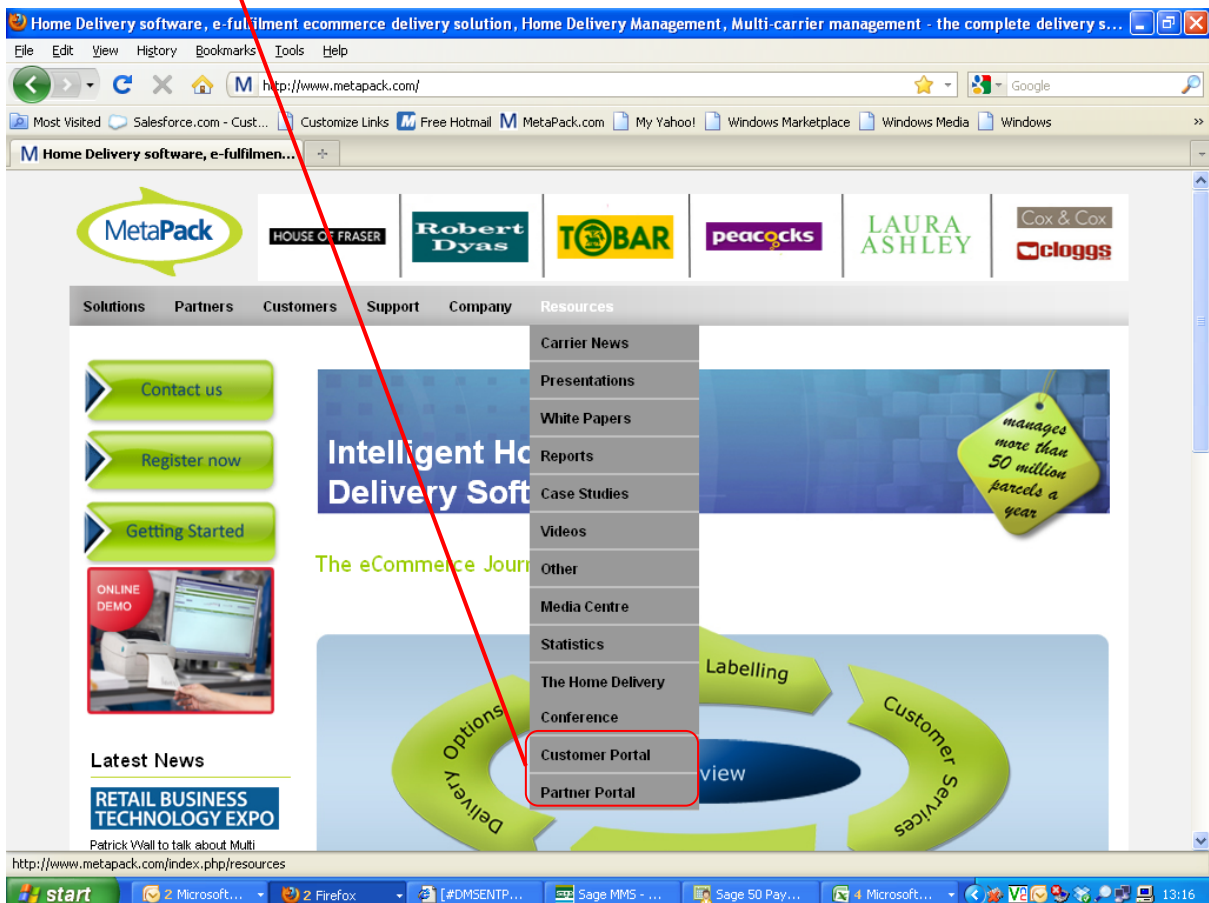
Please Note:

- 1. We will no-longer be sending out paper invoices in the post.**
- 2. This is the only way to replenish your label stock through MetaPack.**

Logging In

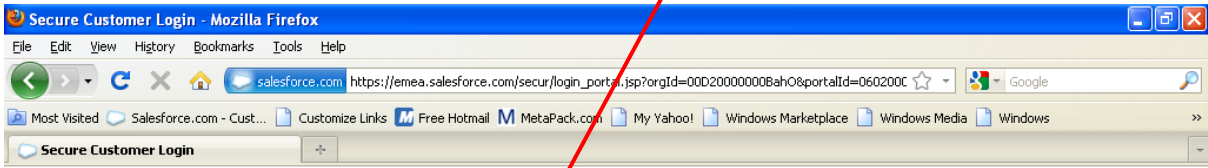
To log into the MetaPack Customer Portal:

1. Either use the direct URL sent when your username and password was emailed to you
or
via the Metapack website at www.metapack.com as detailed below
2. Select the **Resources** option and then select **Customer Portal**.



The screenshot shows the MetaPack website interface. At the top, there is a navigation bar with the following tabs: Solutions, Partners, Customers, Support, Company, and Resources. The Resources tab is selected, and a dropdown menu is visible. The dropdown menu contains the following items: Carrier News, Presentations, White Papers, Reports, Case Studies, Videos, Other, Media Centre, Statistics, The Home Delivery, Conference, Customer Portal, and Partner Portal. The Customer Portal option is highlighted with a red box. A red arrow points from the Customer Portal option in the dropdown menu to the Customer Portal link in the navigation bar. The website also features a logo for MetaPack and several partner logos including HOUSE OF FRASER, Robert Dyas, TOBAR, peacocks, LAURA ASHLEY, and Cox & Cox. A central banner reads "Intelligent Home Delivery Software" and "The eCommerce Journal". A yellow tag graphic says "manages more than 50 million parcels a year". The bottom of the page shows the Windows taskbar with the start button and several open applications.

3. You will then be asked to enter your **User Name** and **Password**. Your username (usually an email address) and password would have been sent to you via email.*



Secure Customer Login

Please enter your User Name.

User Name:

Password:

[Forgot your password?](#)

If you forget your login details, please use the '**Forgot your password?**' option.

Did you forget your password? Please enter your username below.

Username

This asks for your username (usually your email address). When you press submit and this will email you your login details. – if you don't have your username either, please contact invoices@metapack.com



***Note:**

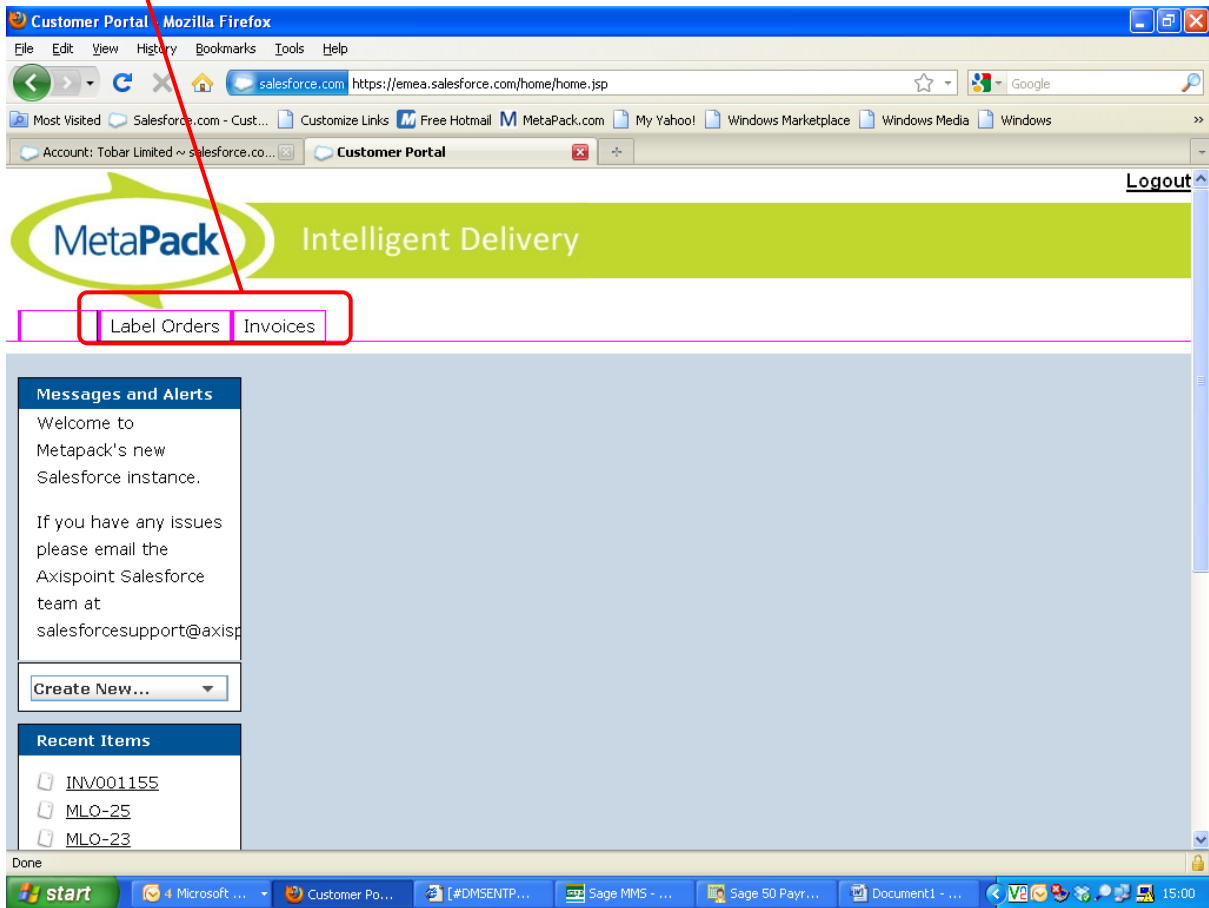
- i. On your first login, you will be asked to change your password to one that you can remember.
- ii. Your User Name and Password should have been emailed to you when we set you up on the system.

If you have not yet got a login or have lost the email, please contact invoices@metapack.com and this will be re-sent. Include your company name, your name, email address and whether you are looking to order labels or view invoices.

4. Once you entered your username and password, you will be taken to the portal itself.

You will see two tabs:

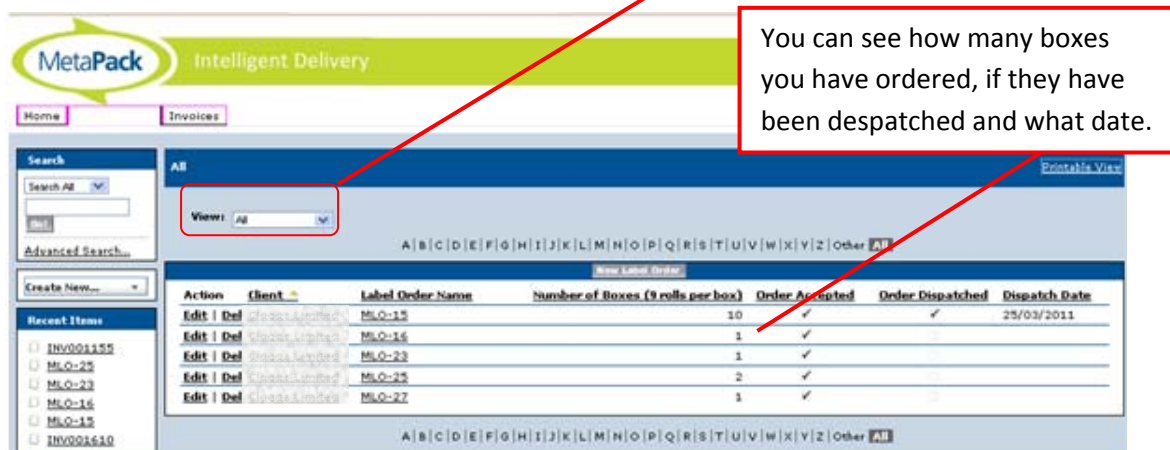
- **Label Orders**
- **Invoices**



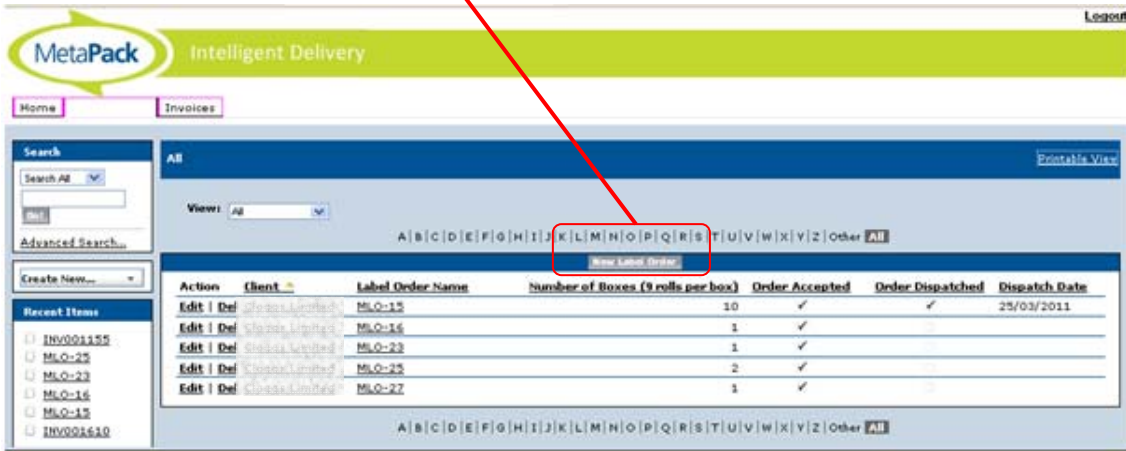
Managing your Label Procurement

Viewing Label Orders

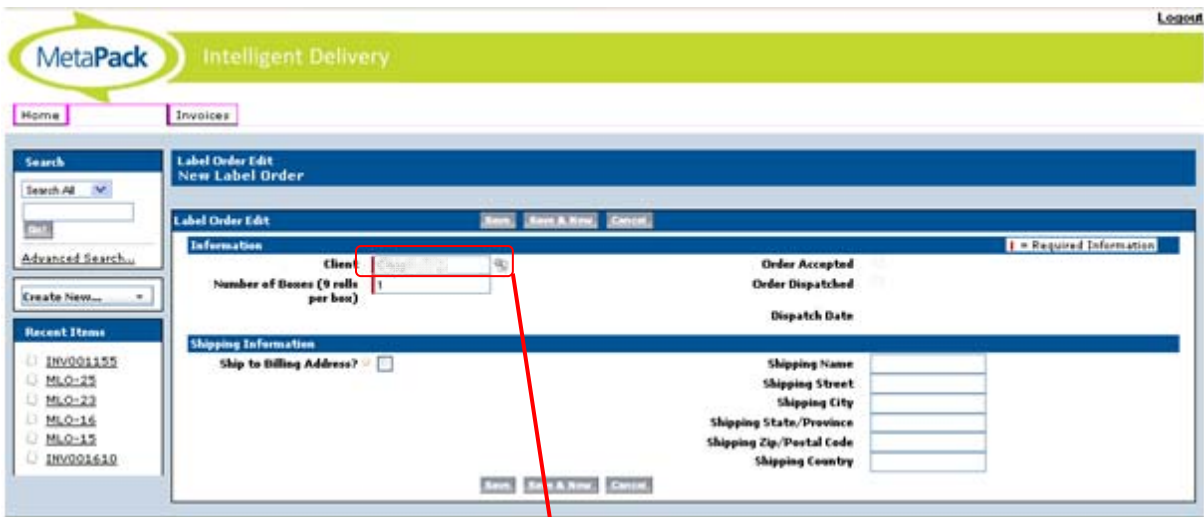
If you click on the **Label Orders** tab, and select the **All** option in the **View** pull-down menu, a list of all your label order history will appear.



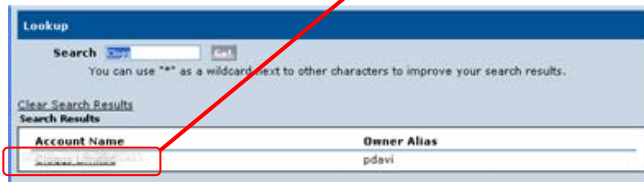
1. To create a new label order, click on the New Label Order option. This will take you through to a new label order request form.



New Order Request form



2. Type in your company name into this box and click on the Magnifying glass icon. This will bring up your company name. Select this name and click enter.



MetaPack Intelligent Delivery

Home Invoices

Search

Search All

Advanced Search...

Create New...

Recent Items

- INV001125
- MLO-25
- MLO-23
- MLO-16
- MLO-15
- INV001610

Label Order Edit
New Label Order

Label Order Edit

Information

Client: FAO Accounts Payables

Number of Boxes (9 rolls per box): 1

Order Accepted

Order Dispatched

Dispatch Date

Shipping Information

Ship to Billing Address?

Shipping Name: FAO Accounts Payables

Shipping Street

Shipping City

Shipping State/Province

Shipping Zip/Postal Code

Shipping Country

3. Having entered your company name, then enter the number of boxes of labels you wish to order in the following fields.

4. Then select to either ship to your existing billing address or enter a new shipping address.

5. Hit Save (or cancel if you no longer wish to order labels). This will then:

- Create an order
- Confirm the shipping address and the price per roll that will be charged.
- Send an email to your label provider and to your email address, confirming the reference number, date and number of boxes.

MetaPack Intelligent Delivery

Home Invoices

Search

Search All

Advanced Search...

Create New...

Recent Items

- MLO-15
- INV001125
- MLO-25
- MLO-23
- MLO-16
- INV001610

Label Order
MLO-15

Printable View

Back to View Label Orders

Label Order Detail

Label Order Name: MLO-15

Client: FAO Accounts Payables

Number of Boxes (9 rolls per box): 10

Label Charge (per roll): £5.00

Order Accepted

Order Dispatched

Dispatch Date: 25/03/2011

Shipping Information

Billing Address: 110 - 129 Corporation Road Birmingham, West Midlands, B1 1AA, GB

Shipping Name: FAO Accounts Payables

Shipping Street: 110 - 129 Corporation Road Birmingham

Shipping City: Birmingham

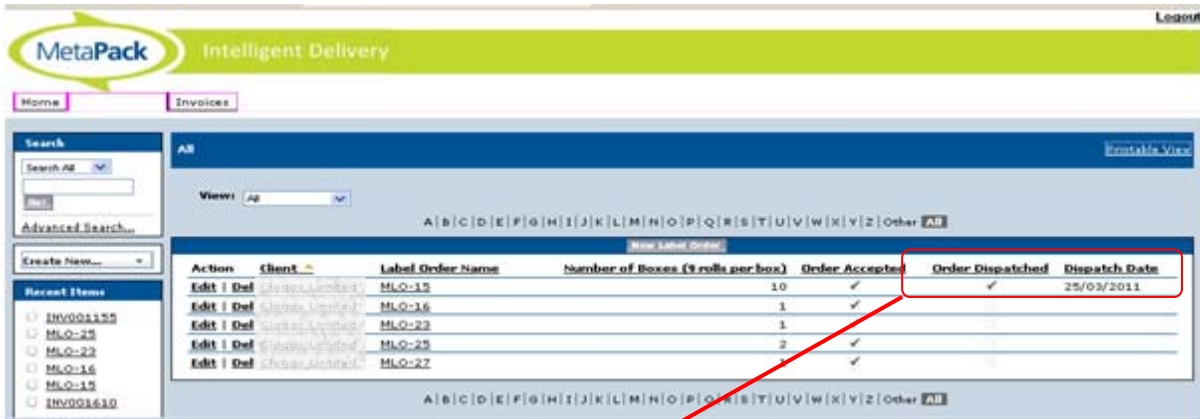
Shipping State/Province: West Midlands

Shipping Zip/Postal Code: B1 1AA

Shipping Country: GB

Ship to Billing Address?

- You can view the details of the order at any point by logging onto the portal, and selecting the order.

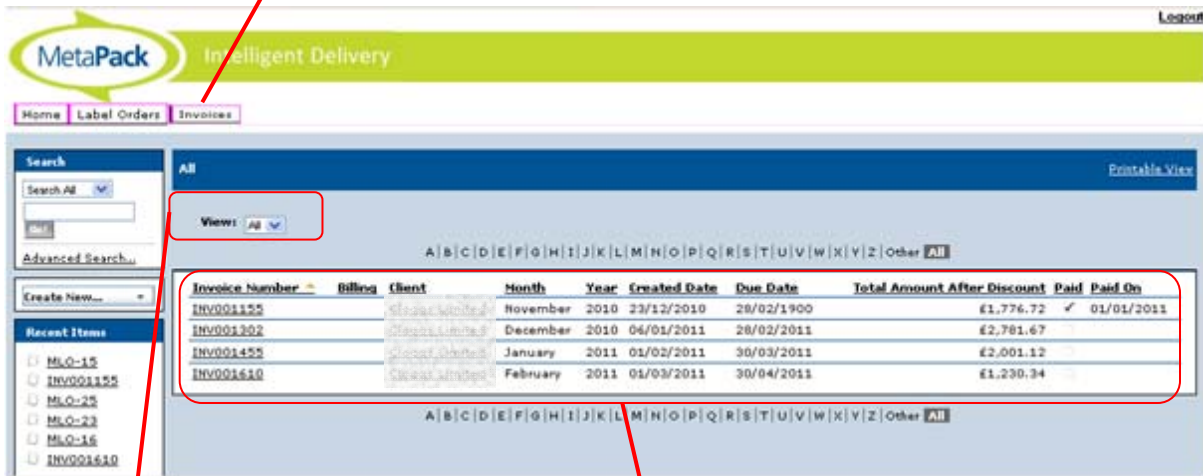


- You should receive a confirmation email of the labels being despatched within a couple of days. You can also check on the portal to see if the orders are now marked as being despatched

Managing your Invoices

Note: We will no-longer be sending out paper invoices in the post.

Selecting the **Invoices** tab on the Portal will display your invoice history.



Select **All** from the **View** drop down box. This will bring up all your invoices on the system.

You can see the invoice number, the month of the invoice, year, the date of the invoice and when it was due. You can also see the Gross amount, if it was paid and on what date. Each of these invoices is viewable and will allow you to download as a pdf to store or print off later

Clicking on an invoice number will display the individual details of that invoice:

The top half of the page shows the total number of parcels, total carrier charge, our charge plus the other invoice information.

Invoice Detail

Invoice Number	INV001155	Month	November
Client	Shree Retail Ltd	Year	2010
Total Parcels	22,829	Invoice Date	28/11/2010
MetaPack Charge	£1,776.72	Invoice Due Date	28/12/2010
Total Volume Discount	£0.00	Paid	✓
Invoice Description		Paid On	01/01/2011
		VAT Rate	17.5%

Financial Information

Total Amount After Discount	£1,776.72
VAT	£310.93
Total Inc VAT	£2,087.65

System Information

Created By: Helen Richards, 28/12/2010 12:38
 Last Modified By: Helen Richards, 28/03/2011 16:29

Billings

Action	Year	Month	Warehouse	Carrier	Total Parcels	Carrier Charge	MetaPack Charge	Pence per Parcel
	2010	November	MS001630	Colposte	1,895	£10,630.49	£266.29	0.00
	2010	November	MS001630	DHL Time Definite	1,318	£8,932.03	£223.75	0.00
	2010	November	MS001630	MDH	19,616	£51,264.45	£1,286.68	0.00

Click on the **View Invoice as PDF**. This will build a PDF view of your invoice, and will open in a separate window. You can then print out on a network printer or to save on your hard drive.

At the bottom of the charge, this breaks down, for each invoice, by warehouse and by carrier the number of parcels, carrier charge and the MetaPack charge.

Invoice

Invoice Number	INV001155
Invoice Date	28/11/2010
Account Reference	CLO01
Client Order Reference	

Carrier	Warehouse	Total Parcels	Percent Total Price	Pence per Parcel	Carrier Charge	MetaPack Charge
Colposte		1,895	2.50%	0.00	£10,630.49	£266.29

To return back to your invoice listing, select the **Back to list: Invoices** option

MetaPack Intelligent Delivery

Home Label Orders

Search

Search All

Advanced Search

Create New

Recent Items

- INVO01155
- MIQ-15
- MIQ-25
- MIQ-23
- MIQ-16
- INVO01610

Invoice INVO01155 [Printable View](#)

[Back to list: Invoices](#)

Invoice Detail [View Invoice as PDF](#)

Invoice Number	INVO01155	Month	November
Client	Woods Limited	Year	2010
Total Parcels	22,829	Invoice Date	28/11/2010
MetaPack Charge	£1,776.72	Invoice Due Date	28/12/2010
Total Volume Discount	£0.00	Paid	✓
Invoice Description		Paid On	01/01/2011
		VAT Rate	17.5%

Financial Information

Total Amount After Discount	£1,776.72
VAT	£310.93
Total Inc VAT	£2,087.65

System Information

Created By: Helen Richards, 23/12/2010 12:39

Last Modified By: Helen Richards, 28/03/2011 16:29

[View Invoice as PDF](#)

Billings

Action	Year	Month	Warehouse	Carrier	Total Parcels	Carrier Charge	MetaPack Charge	Pence per Parcel
	2010	November	WISCONSIN	Colpost	1,895	£10,630.49	£266.29	0.00
	2010	November	WISCONSIN	DHL Time Definite	1,318	£8,932.03	£223.75	0.00
	2010	November	WISCONSIN	MDN	19,616	£51,364.45	£1,286.68	0.00

Note that you will have to select the **All** option in the **View** pull-down menu to see all your invoices again

MetaPack Intelligent Delivery

Home Label Orders Invoices

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Search All

Advanced Search

Create New

Recent Items

- MIQ-15
- INVO01155
- MIQ-25
- MIQ-23
- MIQ-16
- INVO01610

All [Printable View](#)

Views: All

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other All

Invoice Number	Billing	Client	Month	Year	Created Date	Due Date	Total Amount After Discount	Paid	Paid On
INVO01155		Woods Limited	November	2010	23/12/2010	28/02/1900	£1,776.72	✓	01/01/2011
INVO01202		Woods Limited	December	2010	04/01/2011	28/02/2011	£2,781.67		
INVO01455		Woods Limited	January	2011	01/02/2011	30/03/2011	£2,001.12		
INVO01610		Woods Limited	February	2011	01/03/2011	30/04/2011	£1,230.34		

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other All

Logout

You can logout using the logout button, which will return you to the MetaPack.com website.

Sample Request Email:



Dear Mr. Smith

Thank you for your request on 10/03/2011 for 1 boxes of labels for our MetaPack solution. These will be despatched to the below address shortly. You will receive notification by email when they have left our supplier.

If you have not received a despatch email within 5 working days, please forward this email to labels@MetaPack.com so we can follow up on the order with our supplier.

Please Note: You will be invoiced for your labels at the same time as your monthly transactional fee at a charge of £4 per roll ordered.

Address for labels to be sent:

FAO Mr A Smith
Unit 1, The Enterprise Park
London
N20 8DP
GB

Yours sincerely

MetaPack Label Ordering
Phone: 020 7843 6720
Mailto: labels@MetaPack.com

MetaPack Limited
12-16 Laystall Street | London | EC1R 4PF

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Sample Request Email:



Dear Mr Smith,

Further to your request on 28/03/2011 for 1 boxes of labels for our MetaPack solution, these have now been despatched by our supplier and will be with you with a few days.

Please inform labels@MetaPack.com if they do not arrive within 4 working days.

Please Note: You will be invoiced for your labels at the same time as your monthly transactional fee at a charge of £5.00 per roll ordered.

Address for labels to be sent:

FAO Mr A Customer
Unit 1, The Enterprise Park
London
N20 8DP
GB

Yours sincerely

MetaPack Label Ordering

Phone: 020 7843 6720

Mailto: labels@MetaPack.com

MetaPack Limited
12-16 Laystall Street | London | EC1R 4PF

Don't just pack it. MetaPack it!

www.metapack.com